

Windsor Community Transit Needs Assessment

Kennebec Valley Community Action Program is exploring a new public transit service for Windsor! This service could potentially offer flexible stops and home pickups for those who need them. Your feedback will help us decide the service type (Flex Route or Demand Response), the schedule, and who the service is for.

Part 1: Your Current Travel Needs

1. How do you currently travel around Windsor? (Check all that apply)

- Drive my own car
- Get rides from friends/family
- Walk
- Taxi / Uber / Lyft
- I do not currently travel because I have no transport

2. If a new local bus service were available, what would be your PRIMARY reason for using it?

- Commuting to Work
- Medical Appointments
- Shopping / Errands
- Social / Recreational
- School / Education
- Connecting to other transit (e.g., Train, Regional Bus)

3. In a typical week, how often would you use this service?

- 5+ days a week (Daily Commuter)
- 3-4 days a week
- 1-2 days a week
- Occasional / As needed
- Never

Part 2: Schedule & Commuter Gap Analysis

4. What are your IDEAL times for being picked up? (Select all that apply)

- Mid-Morning (9:00 AM – 11:00 AM)
- Mid-Day (11:00 AM – 2:00 PM) — *Provider Preference*
- Afternoon (2:00 PM – 4:00 PM)

5. We are considering operating this service between 10:00 AM and 2:00 PM. Would this schedule work for you?

- Yes, that fits my needs perfectly.
- It works for some trips, but not all.
- No, I need travel specifically BEFORE 10:00 AM.
- No, I need travel specifically AFTER 2:00 PM.

6. If you are employed, what are your typical work shift hours?

- Standard 9-5
- Shift work (e.g., 7am-3pm, 3pm-11pm)
- Flexible / Part-time
- Not currently employed / Retired

Part 3: Service Type & ADA Deviations

7. One service that could be offered may use "Flex Stops" (common meeting points like a library or shopping center) rather than stopping at every house. Are you able to walk 1/4 mile (approx. 5 minutes) to a Flex Stop?

- Yes, comfortably.
- Yes, but only in good weather.
- No, I have a disability/mobility issue that prevents this.
- No, for other reasons (safety, carrying heavy loads, etc.).

8. Under the Americans with Disabilities Act (ADA), riders with disabilities may request a "Flex route" deviation (pickup at home). Do you anticipate needing this specific accommodation?

Yes, I would require curb-to-curb service due to a disability.

No, I can use the fixed stops.

9. How far in advance would you be willing to book your ride?

I need same-day / On-demand service (e.g., 1 hour notice)

By 12:00 PM the day before

2-3 days in advance

Part 4: Destinations

10. Where would you most likely need to go? (Please list top 3 locations, e.g., "Stop & Shop," "Medical Center," "Main St.")

1. _____
2. _____
3. _____

11. Do your trips typically stay within Windsor, or do you need to go to a neighboring town?

Mostly within Windsor

Need to go to Augusta

Need to go to China

Need to go to (Specify) _____

Part 5: Household & Demographics (Confidential)

12. How many working vehicles does your household own?

0

1

2

3+

13. What is your age bracket?

Under 18

18 – 64

65+

14. What is the maximum fare you would consider reasonable for a one-way trip within Windsor?

Free / Donation only

\$1.00 - \$2.00

\$3.00 - \$5.00

I would pay a premium (\$5+) for home pickup

.