



# North Counties Transportation Coalition Mobility Project Needs Assessment September 2020



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## Executive Summary

In 2020, the North Counties Transportation Coalition (NCTC) developed a survey for Camano Island and North Snohomish County residents to better understand their transportation patterns, mobility gaps, and interest in a proposed Community Shuttle Van. The NCTC was particularly interested in hearing from people aging in place, with low incomes, and/or with physical disabilities.

The NCTC hired Triangle Associates to conduct the survey using online, hard-copy, and phone outreach in summer 2020. In total, 335 individuals completed the survey. This report shares information from the total number of respondents, as well as information from 162 respondents who were identified as being more likely to use transit (“Likely Transit Users”). This survey was conducted during the COVID-19 pandemic, but the survey asked respondents to answer questions based on their pre-COVID 19 transportation habits.

### Transportation Patterns

Survey respondents were primarily located on Camano Island and in Stanwood. Likely Transit Users indicated that they most frequently traveled to the following places: Stanwood W. of Pacific Highway (11%), Everett (9%), Stanwood E. of Pacific Highway (9%), Skagit County (8%) and Smokey Point & Totem Park (8%). Specifically, Likely Transit Users listed grocery stores as their most common destination.

In terms of transportation modes, driving alone, carpooling, and walking or biking emerged as the preferred modes for all respondents. Buses were the most frequently used public transportation mode.

### Mobility Gaps

Likely Transit Users shared that they were unable to access Seattle/Shoreline./Lake Forest Park; Everett; and Stanwood. In particular, Likely Transit Users were unable to access grocery stores, medical care, and shopping.

Looking at all the respondents, 38% experienced no transportation barriers, while 62% experienced at least one transportation barrier. The top four reported transportation barriers for all respondents included:

- Difficulty carpooling due to not knowing anyone to carpool with
- Difficulty driving due to a personal preference to not drive
- Difficulty taking the bus due to the infrequency of bus arrivals
- Difficulty taking the bus due to buses not running when needed

## Community Shuttle Van

The survey asked questions to gauge whether respondents would use a proposed Community Shuttle Van, and if so, where should it travel. Likely Transit Users stated they would be more likely to use the Community Shuttle Van if it ran on a fixed schedule, if they had the ability to pre-schedule a pick-up and drop-off a day in advance, and if they did not have to walk more than half a mile. Likely Transit Users indicated that they wanted the Community Shuttle Van to travel to the following places: Stanwood, Smokey Point, North Camano Island, Arlington, and Central Camano Island.

The survey asked respondents to rank the different types of destinations that the Community Shuttle Van could access. The rankings were fairly close, but respondents ranked downtowns and business centers as their first choice, followed by grocery centers, then transit centers, and lastly community and senior centers.

## Introduction and Overview

### North Counties Transportation Coalition Overview

The North Counties Transportation Coalition (NCTC) is a partnership of community and senior centers, Tribes, and public agencies. This coalition is working together to identify mobility gaps and develop potential transportation solutions for people aging in place, with low incomes, with physical disabilities, and with other unique challenges in north Snohomish County and parts of Island County. Coordinated by the Snohomish County Transportation Coalition, NCTC Steering Committee members include the Stanwood Community & Senior Center, Community Resource Center of Stanwood & Camano, Camano Center, Stillaguamish Tribe of Indians, and the Island Regional Transportation Planning Organization.

### Purpose of Survey

The purpose of the NCTC Community Survey is to understand the transportation gaps for people living on Camano Island, in Stanwood, and in the surrounding area. The NCTC designed the survey to understand the needs of people who are aging in place or have low incomes, physical disabilities, and other challenges. The NCTC is developing a proposal for a Community Shuttle Van pilot project to help fill the mobility gaps of people with special needs in the Camano and Stanwood area. The community survey will refine the route and service of the pilot project proposal. The NCTC contracted with Triangle Associates (the project team) in July 2020 to conduct the survey and analyze its results.

### Project Area

The project area encompasses parts of Island and Snohomish Counties. See figure 1 on the following page for a map of the project area. Major cities within the project area include Arlington, Marysville, Smokey Point, and Stanwood. The project area includes the Tulalip Reservation and the Stillaguamish Reservation.

Major transit options within the area include Community Transit, Island Transit, Skagit Transit, and Stillaguamish Tribal Transit Services. Specialized transit options that serve the target audience of the survey include paratransit, the Stanwood Community and Senior Center Life Enhancement Assistance Program (LEAP), and Stanwood Community and Senior Center Trips Program. Vanpool services are offered through Island, Skagit, and Snohomish Transit.

Map of Project Area

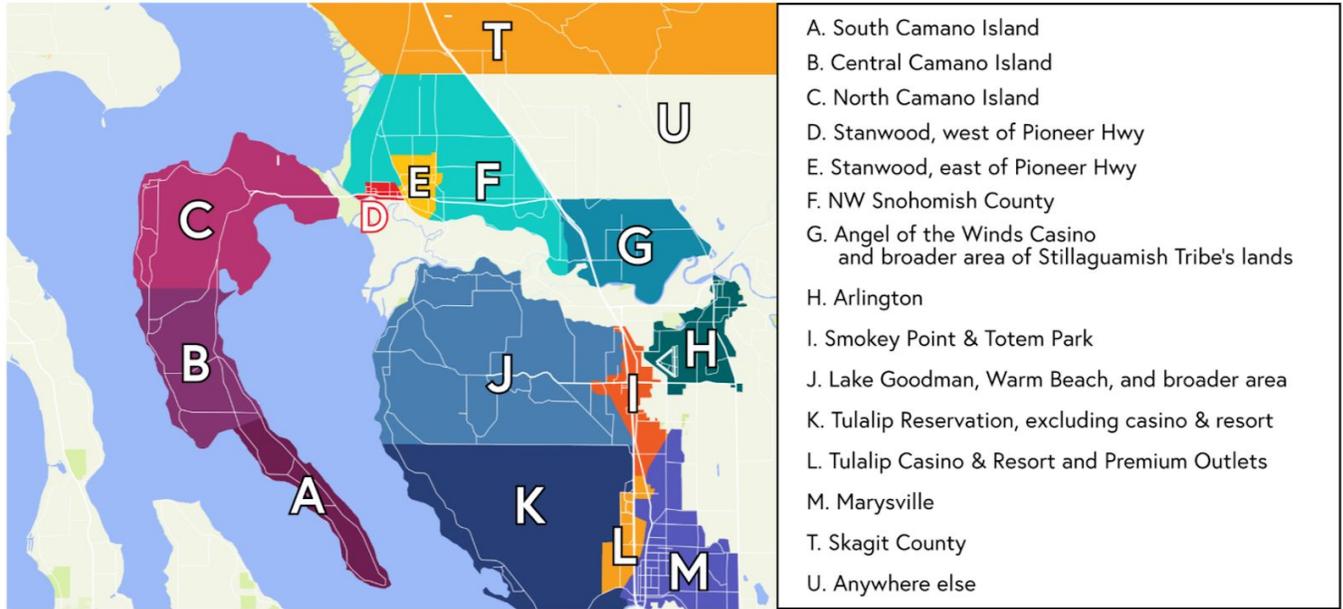


Figure 1 - Map of project area

## Survey Methods

### Target Audiences

The target audience of the survey included older adults, people with mobility challenges, low-income individuals, and transit-dependent people. As an incentive to complete the survey, respondents were entered into a drawing for one of three \$50 Amazon gift cards. The survey was open from July 15, 2020 to August 4, 2020. Given this limited timeframe, and the constraints of COVID-19, the project team used a combination of outreach methods to reach these target populations, as summarized below in table 1.

Method	Number of Respondents
Online	264
Phone	57
In-Person	14
Spanish Version	0
<b>Total</b>	<b>335</b>

Table 1 - Survey outreach methods and responses (n=335)

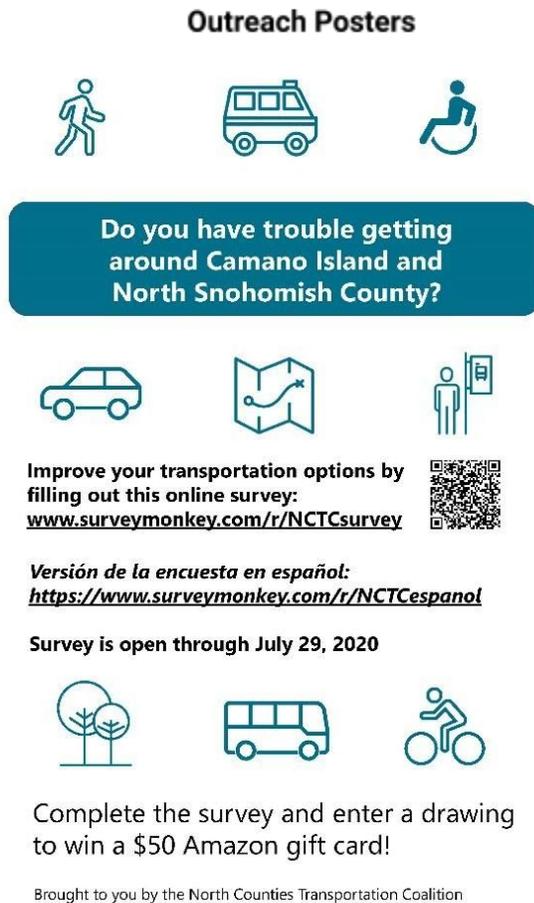
### Online Outreach

The NCTC developed survey questions regarding mobility gaps and potential solutions based on similar surveys conducted in the Puget Sound Region. NCTC partners distributed the online survey link to their networks to encourage participation. In total, there were 264 responses to the online survey (appendix A).

## Phone Outreach

The project team adapted the online survey questions into a script for phone surveys (appendix B). The project team called 542 contacts provided by the Camano Center and the Stanwood Community and Senior Center. The project team collected 57 phone surveys between July 16, 2020 and July 29, 2020.

## In-Person Outreach



Due to the limitations of COVID-19 and the health risk factors for the target audiences, the project team was unable to collect surveys in person through typical means such as door-to-door outreach, tabling at festivals, or intercept surveys. Instead, the project team used passive survey outreach methods including asking NCTC partners to hang up posters and distribute postcards. (Please see figure 2 and appendix D for posters. Postcards used identical images for the posters scaled to an appropriate size.)

During COVID-19, a few NCTC partners were still able to have socially distanced contact with their communities. These partners offered to distribute hard copies of the survey. The project team sent hard copies of the survey to the Camano Center, the Community Resource Center of Stanwood-Camano, the Stanwood Community and Senior Center, and the Stillaguamish Tribe of Indians Transportation Department. 14 hard copy surveys were collected and transcribed.

Figure 2 - Promotional survey poster

## Spanish Option

Spanish is the most common language other than English spoken in the project area. To reduce language barriers for participating in the survey, the project team translated the survey into Spanish (appendix C). The URL to the Spanish language survey was shared on the posters and in the same online promotions as the link to the English language survey. No responses were collected from the Spanish online survey and no requests were received for a Spanish hard copy survey.

# Sample Statistics

## Respondents

The total number of respondents was 335. Throughout this report, the icon at right is used on figures that describe the total number of respondents.



A subset of data was developed to identify those who would be more likely to use transit by filtering out:

- Respondents who drove alone “everyday” (question 8, appendix A) and
- Respondents who selected “I do not have any barriers to getting where I want to go” (question 6, appendix A).



Icon for Likely Transit Users

The sample size of respondents who were more likely to use transit was 162. Throughout this report, this subset is referred to as “Likely Transit Users” and is identified with a bus icon (at right).

This report uses data related to the total number of respondents versus the Likely Transit Users based on what information would be most useful to the NCTC as they develop their pilot transportation project.

## Demographics

Respondents were told within the survey that “The NCTC wants to make sure everyone is heard and served. The following demographic questions help us ensure that we are hearing from the whole community. As mentioned at the beginning of the survey, all responses will remain anonymous.” (Please see questions 17-24, appendix A, for specific wording of demographic questions).

On the following page is a summary of select demographic information from the survey respondents compared to the project area as a whole. Demographic questions in the survey were optional and therefore the data represents the demographic characteristics of those who chose to answer the questions. To get an approximate estimate of the demographics of the core project area, US Census data<sup>1</sup> was generated for Stanwood and Camano Island (all data was from vintage year 2019).

Demographic Characteristic	Survey Respondents	Project Area
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<sup>1</sup> U.S. Census Bureau (2019). QuickFacts. Retrieved from <https://www.census.gov/quickfacts/fact/table/US/PST045219>

Median annual income	\$76,523.44	\$73,417.13 <sup>2</sup>
Disability (under 65 years old)	9%	8%
Over 65 years old	34%	25%
Male	24%	50%
Female	48%	50%
Other (Identifies as transgender, agender, etc.)	1%	N/A <sup>3</sup>
Language other than English spoken at home	2%	4%
White alone	61%	90%
Black or African American alone	0%	0%
American Indian and Alaska Native alone	2%	1%
Asian alone	3%	2%
Native Hawaiian and Other Pacific Islander alone	0%	0%
Two or More Races	1%	3%
Hispanic or Latino	1%	5%

Table 2 - Survey demographics compared to project area demographics

Based on the demographic estimates of survey respondents and the core project area, the following characteristics were either notably (greater than 5% difference) overrepresented or underrepresented in the survey.

- **Over 65-Years Old:** Likely overrepresented in the survey compared to the project area. This was intentional given the project's focus on older adults.
- **Male:** Likely underrepresented in the survey compared to the project area. However, more than 24% of the survey respondents could have been male, but they chose to not answer the demographic questions.
- **White (alone):** Likely underrepresented in the survey compared to the project area. However, it is possible that more than 61% of the survey respondents identify as White, but they chose to not answer the demographic questions.

<sup>2</sup> In 2018 dollars

<sup>3</sup> The US Census only provides two options for sex: male or female.

# Survey Results Regarding Transportation Patterns

## Transportation Origins

The survey asked respondents to share their approximate residential location to better understand their transportation origins. Just over half of the respondents lived on Camano Island, with 22% living in North Camano Island, 19% living in Central Camano Island, and 11% living in South Camano Island. See figure 3 on for a map of respondents' residences.

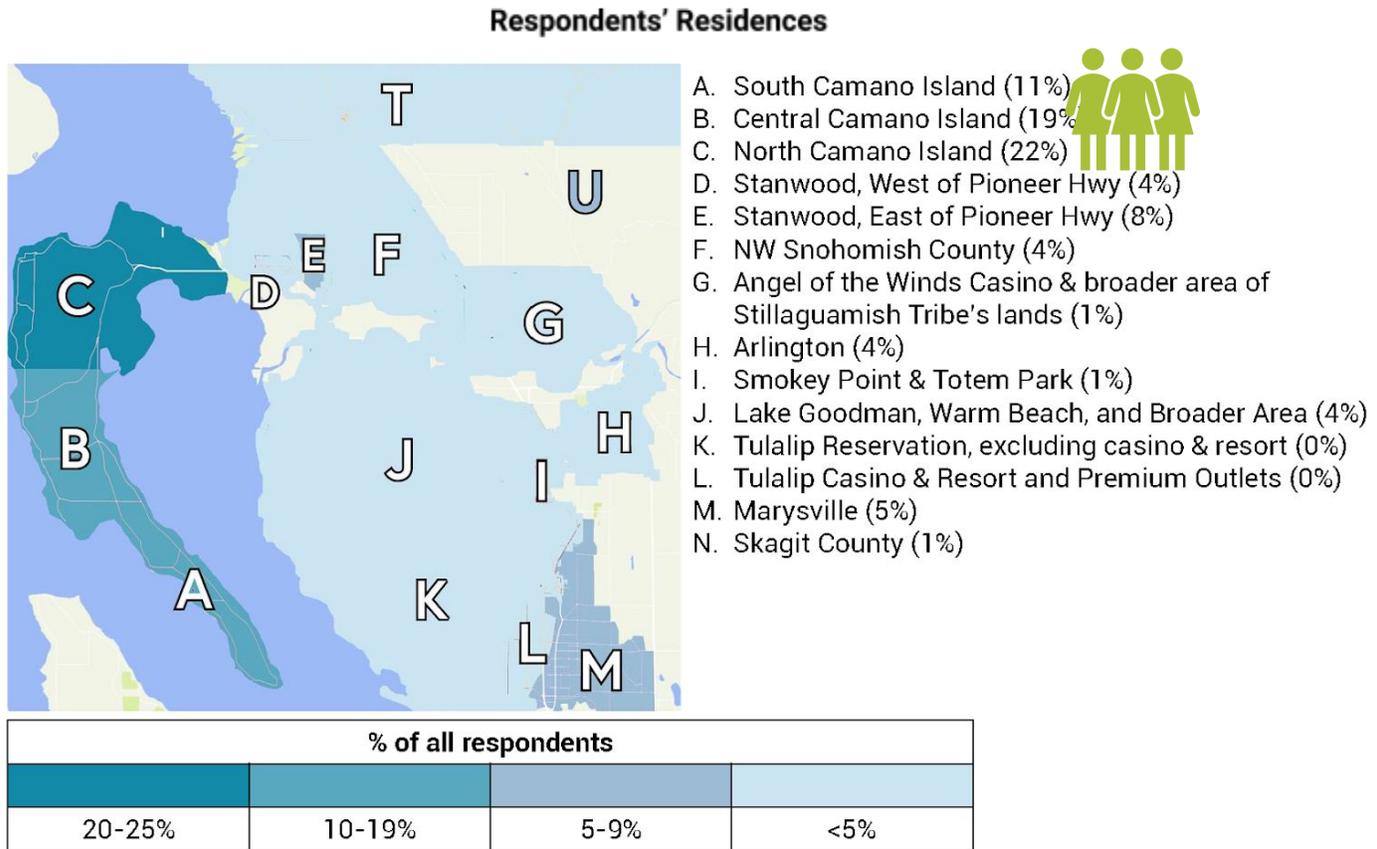


Figure 3 - Map of respondents' residences (n=335)

## Transportation Destinations

The survey asked respondents about their most common transportation destinations before the COVID-19 pandemic. As figure 4 shows, the top five preferred geographic destinations of Likely Transit Users were Stanwood W. of Pacific Highway (11%), Everett (9%), Stanwood E. of Pacific Highway (9%), Skagit County (8%), and Smokey Point & Totem Park (8%).

### Likely Transit Users' Frequent Destinations

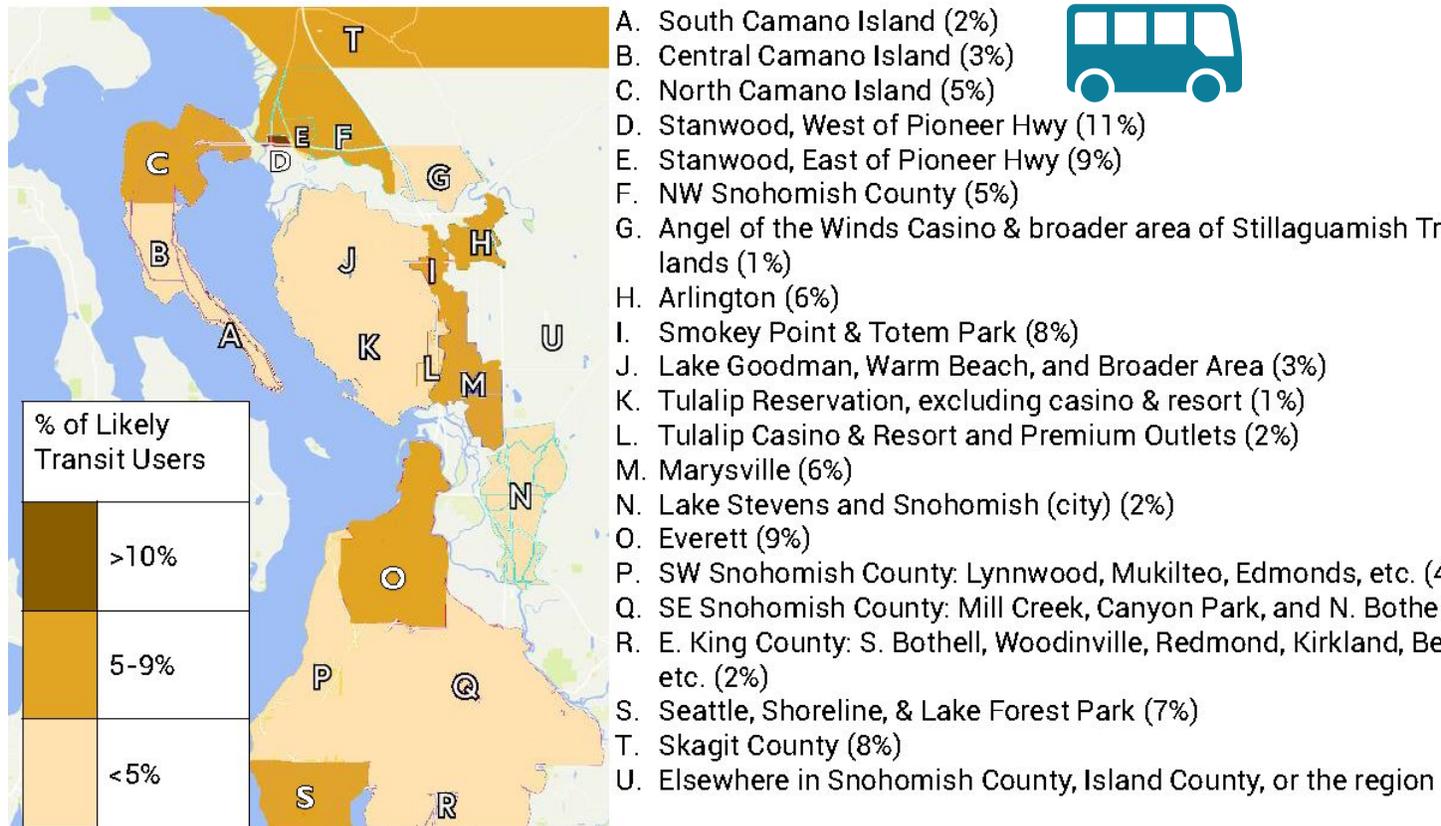


Figure 4 - Map of preferred destinations among Likely Transit Users (n=162)

The survey then asked about specific destinations that respondents traveled to on a regular basis prior to COVID-19. Below are the top eight specific destinations for Likely Transit Users.

Specific Destination	Number of Likely Transit Users
Grocery stores	46
Work	18
Parks (including state parks, beaches)	13
Library	13
Costco	11
Retail Shops/Malls	11
Friends/Family/Social Gatherings	11
Medical/Dental	10

Table 3 - Specific destinations of Likely Transit Users (n=162)



Select Specific Destinations



## Travel Modes

The survey asked respondents about their travel modes. As table 4 shows, driving alone was the most frequently used transportation mode for the 255 respondents who responded to the travel mode question. Carpooling and walking or biking were also modes of transportation used regularly. Of the shared or public transportation modes, buses were the most frequently used.

	Every day	Few Times a Week	Every Week	1 or 2 Times a Month	Every Few Months
Driving Alone	93	87	30	16	6
Carpool	8	37	18	23	34
Walking or Mobility Device	38	34	18	16	9
Biking	4	7	9	8	21
Bus	26	19	5	21	44
Amtrak	0	0	0	5	47
Paratransit	1	1	3	4	4
LEAP	0	1	1	4	3
SCSC Trips	0	0	1	0	19
Tribal Transit	0	0	0	2	0
Other Community Transit	4	2	2	9	17
Taxi/Ride Hails	1	0	0	13	44

Table 4 - Transportation barriers for all respondents (n=162)

## Reasons for Using Transit

The survey had an open-ended question for respondents to share why they chose to use transit. The project team analyzed the written answers of all respondents who explained why they did use transit. As table 5 below shows, convenience was the main factor in determining whether to use transit.

Reason for Using Transit	Number of Responses
Occasionally use when convenient	31
It's the most convenient option I have	25
Affordability	22
Cannot drive	10
Safety	2

Table 5 - Reasons for using transit (n=335)



Respondents who used transit still noted issues with timing, sharing that these modes were “affordable to use, cheaper than driving but [they take] a long time to reach the destination with many transfers.”

## Reasons for Not Using Transit

The survey also had open-ended question for respondents to share why they did *not* choose transit. Based on qualitative coding of responses, below in table 6 are the major reasons that respondents said they do not use transit.

Reason	Number of Responses
Do not need or want to rely on public transit	55
Access & schedule limitations	53
Not convenient	15
Too slow	14
Safety/Health/Environmental concerns	10
Needs help w/ transportation options & process	6
Physical limitations	4
Physical carrying capacity	2

Table 6 - Reasons for not using transit (n=335)



More than one respondent compared the time to take the bus with the time it takes to drive to a destination, stating “it takes two hours or more to get to a destination [with transit]. When

driving, it only takes 45 to 60 minutes” and “it can take four hours for a bus trip...and only 35 minutes to drive.” Others stated that transit “is not convenient to take us to our destination and return us home when desired” or that these modes don’t “go where it would be useful.” A respondent with mobility challenges stated that the bus would need to pick her up very near to her home.

## Survey Results Regarding Mobility Gaps

### Inaccessible Locations

The survey asked respondents about geographic areas they could not access. Figure 6 shows the locations within and adjacent to the project area that Likely Transit Users were not able to reach. Likely Transit Users were most frequently unable to access Seattle/Shoreline/Lake Forest Park; Everett; and West Stanwood.

**Inaccessible Geographic Areas for Likely Transit Users**

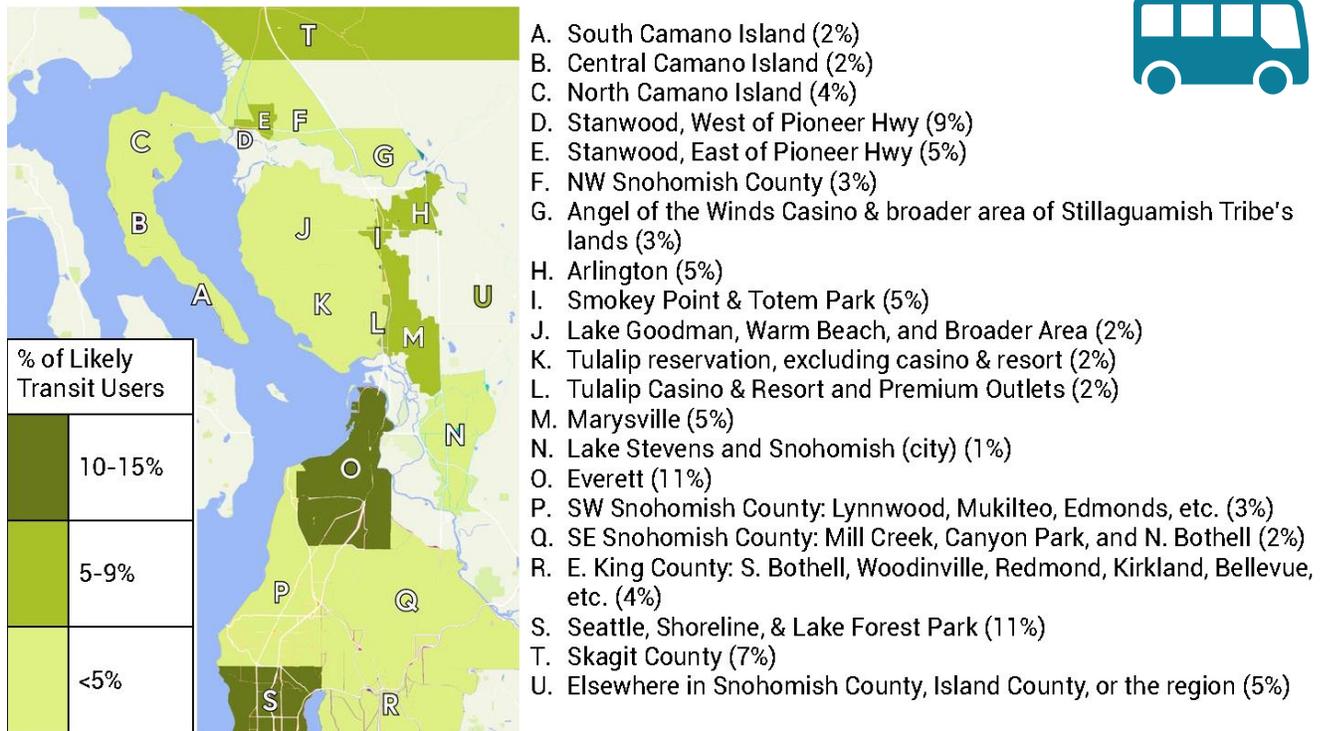


Figure 6 - Inaccessible destinations for Likely Transit Users (n=162)

The survey then asked about specific destinations that respondents could not access. Below are the top three specific destinations that Likely Transit Users could not access:

1. Grocery stores (60 Likely Transit Users mentioned this)
2. Medical care (27 Likely Transit Users mentioned this)
3. Retail stores (e.g. hardware, clothing, etc.) (27 Likely Transit Users mentioned this)

See appendix E for more details on the qualitative coding regarding Likely Transit Users' inaccessible locations.

## Transportation Barriers

The survey asked a series of questions to better understand the transportation barriers experiences by respondents. Figure 7 shows the percent of all respondents who identified having any type of transportation barrier. Of the 335 respondents, 61% identified transportation barriers and 39% responded that they had no barrier.

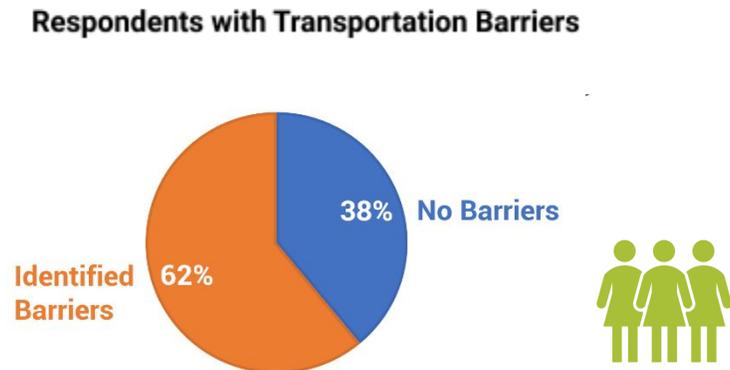


Figure 7 - Transportation barriers (n=335)

Respondents were asked to describe the transportation barriers they faced in more detail. The top 6 transportation barriers for all respondents included:

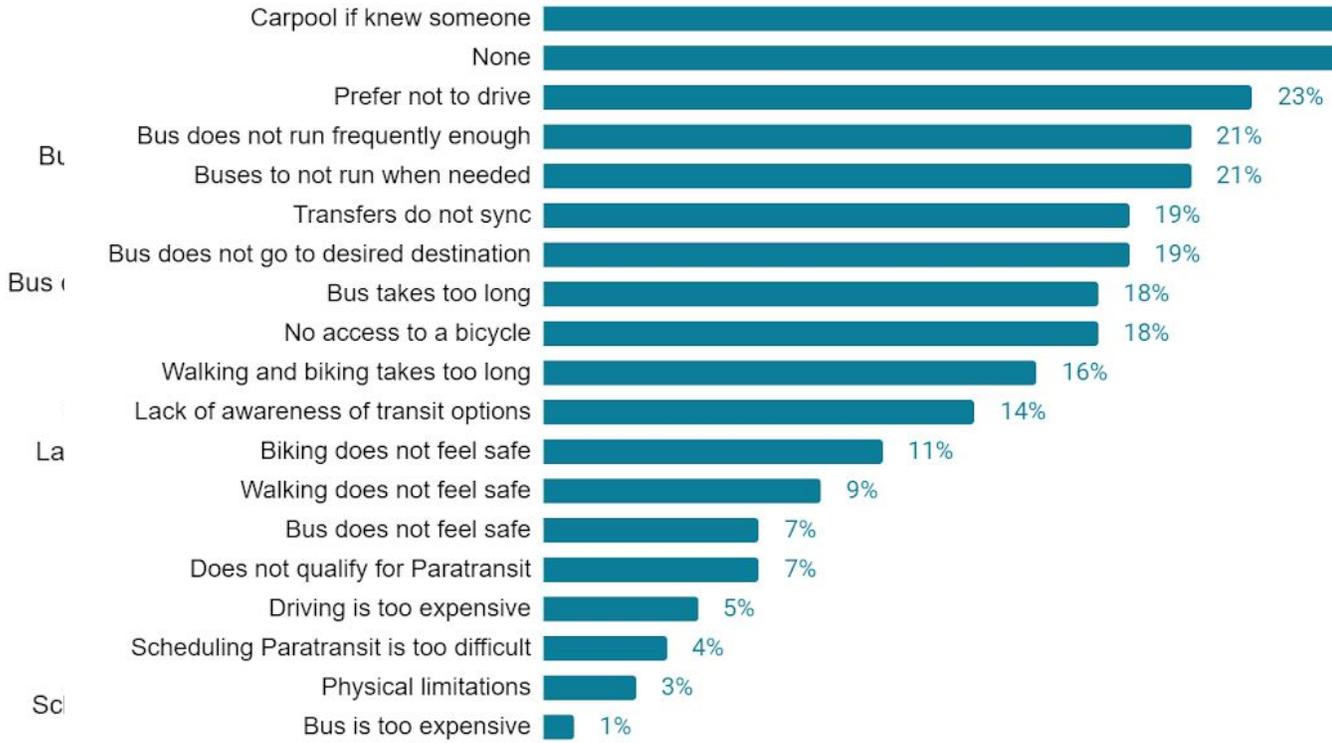
1. Can't find someone to carpool with
2. Prefer not to drive
3. Bus does not run frequently enough
4. Bus does not run when needed
5. Transfers do not sync
6. Bus does not go to desired location

See the following page for figure 8, which shows a complete analysis of barriers.

*"I really enjoy using public transit, my only issues have been that there are only two options to get home and only one works with my work schedule, and that is with my employer giving me 5-10 mins leeway."*

*~ Survey respondent*

### Transportation Barriers for All Respondents





## Transportation Satisfaction

The survey asked respondents to rate their satisfaction on a 1-5 star scale, with 5 being the most satisfied and 1 being the least satisfied. Some respondents skipped these questions, so the sample size of respondents is noted below.

As figure 9 shows, over half of the respondents rated conditions for walking and biking only one or two stars. This indicates general dissatisfaction with walking and biking conditions.

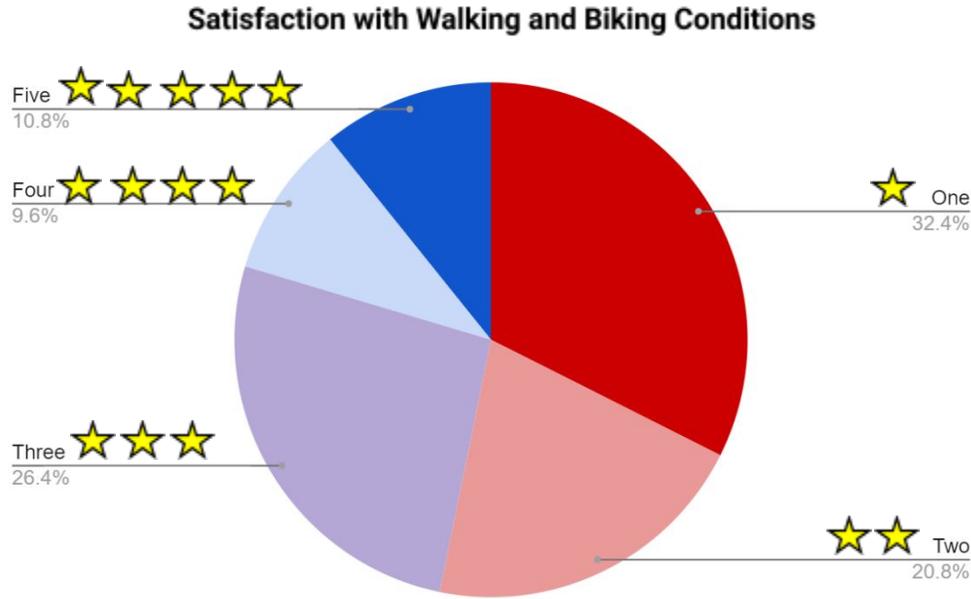


Figure 9 - Satisfaction with walking and biking conditions (n = 250)

Figure 10 below is a summary of respondents' satisfaction with transit. Only one quarter of respondents (approximately) rated transit 4 or 5 stars, indicating relative dissatisfaction with transit options.

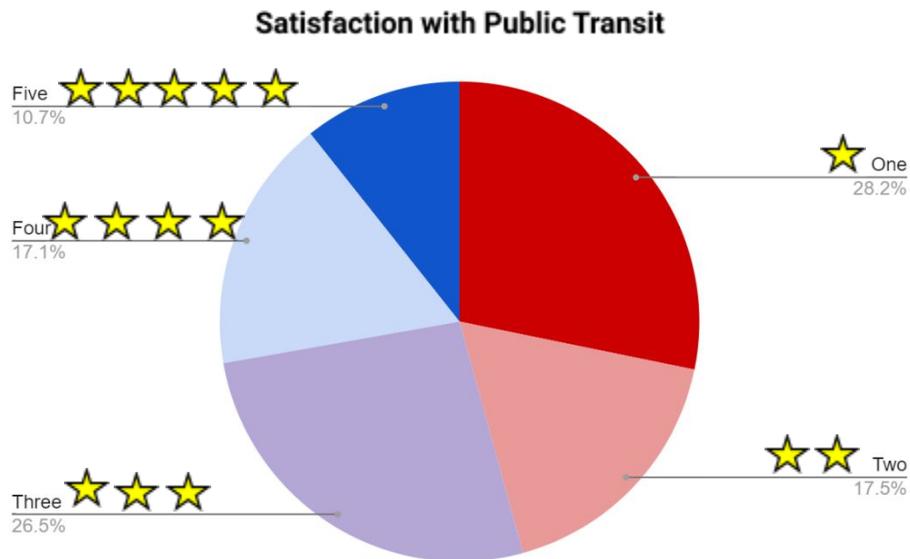


Figure 10 - Satisfaction with transit (n = 228)

Figure 11 below describes respondents' ability to get where they need to go. Roughly two-thirds of respondents rated their ability to reach desired destinations four or five stars. This indicates general satisfaction with people's ability to get to their destinations.

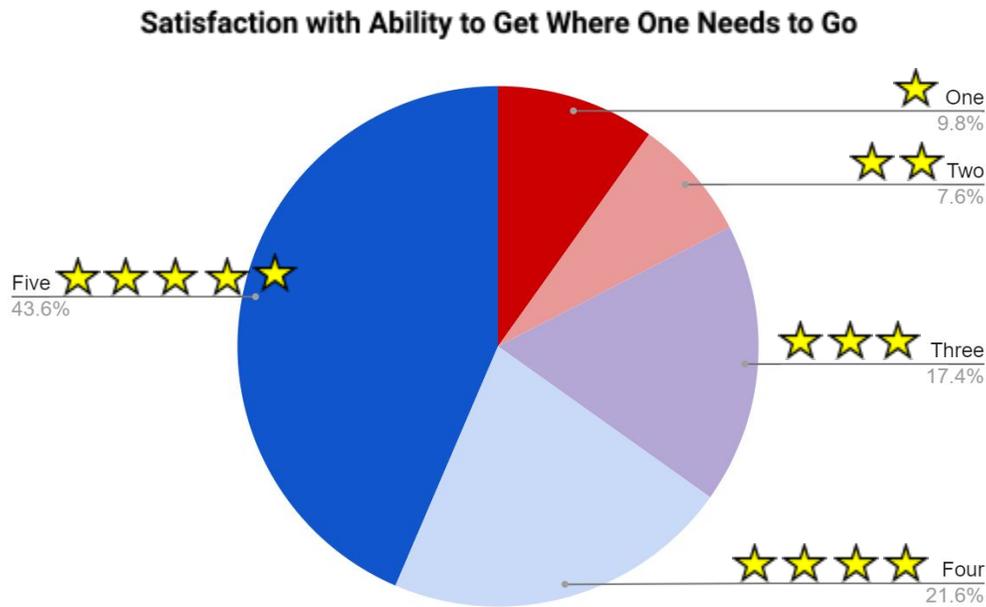


Figure 11 - Satisfaction with ability to get where one needs to go (n = 264)

## Survey Results Regarding the Community Shuttle Van

### Desired Attributes of Community Shuttle Van

The survey described a Community Shuttle Van and its potential regional connections.<sup>4</sup> The survey asked respondents about the likelihood of using the Community Shuttle Van based on a variety of factors, as described below:

- If the van ran on a fixed schedule so I could know when and where it is running.
- If I could pre-schedule a pick-up and drop-off a day in advance.
- If I did not have to walk more than a half-mile to the van.
- If its service hours were primarily mid-day.
- If its service hours were primarily during peak commuting hours.

For Likely Transit Users and the survey respondents taken as a whole, the most desired options were the van running on a fixed schedule, the ability to pre-schedule a pick-up and drop-off a day in advance, and not having to walk more than half a mile to the van. Below are the percentage of responses for Likely Transit Users, which were roughly similar to the respondents as a whole.

<sup>4</sup> The description of the Community Shuttle Van in the survey that the NCTC developed incorrectly referenced Whidbey Island as a regional connection, instead of Camano Island. However, the title of the survey page mentioned "Camano Island & North Snohomish County." Additionally, the questions about the proposed Community Shuttle Van were specific to Camano Island, Stanwood, Arlington, Angel of the Winds Casino, and Smokey Point Transit Center. Therefore, the responses to these questions still provide relevant insight into the intended project area of Camano Island and North Snohomish County.

### Likelihood of Taking Community Shuttle Based on Features

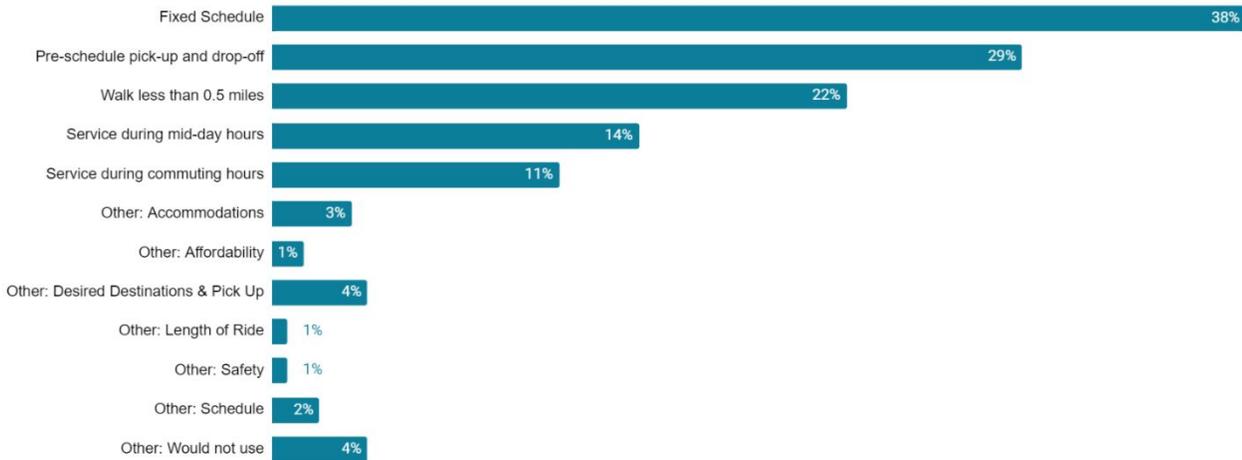


Figure 12 – Likelihood of taking the community shuttle van based on the features noted in the figure. (n=162)

### Community Shuttle Destinations

The survey asked respondents about the geographic areas that they would like the proposed Community Shuttle Van to take them. Likely Transit Users ranked the following five places in order of preference: (1) Stanwood E. of Pioneer Highway (16%); (2) Smokey Point & Totem Park (15%); (3) Stanwood W. of Pioneer Highway (13%); (4) North Camano Island (12%); (5) Arlington (11%). Below is a map that depicts Likely Transit Users’ preferred destinations for Van.

#### Preferred Community Shuttle Destinations for Likely Transit Users

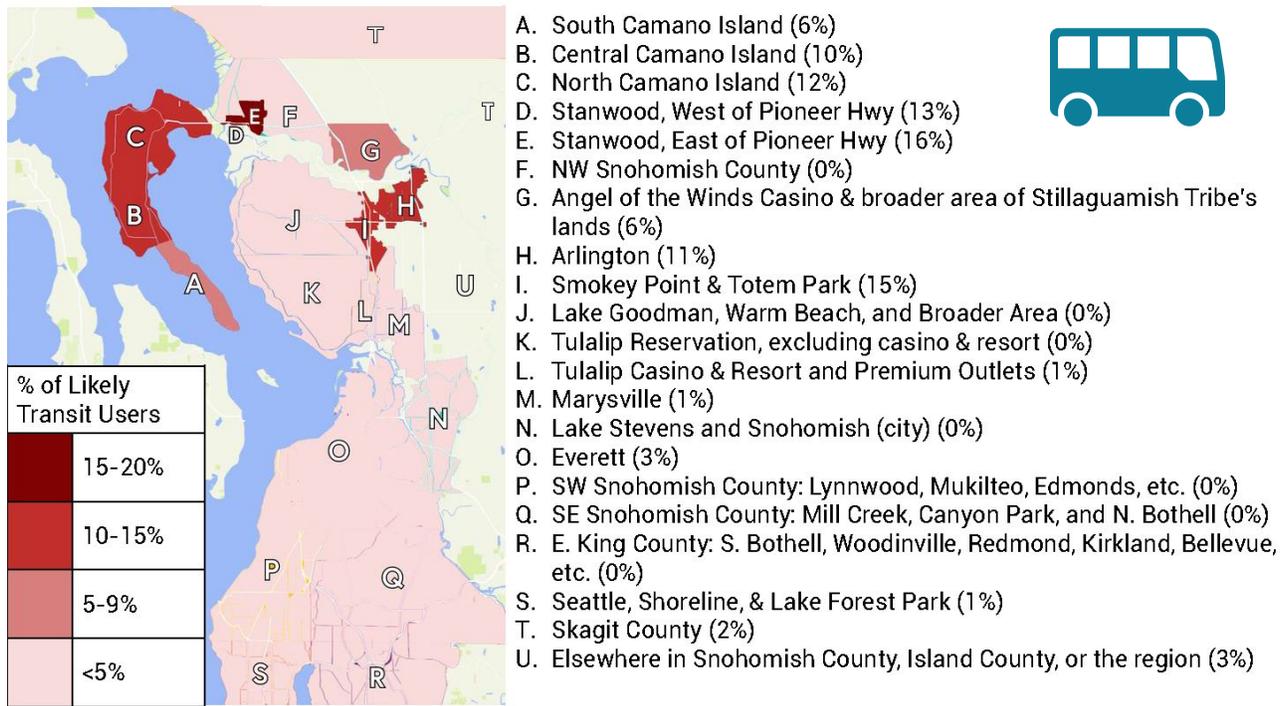


Figure 13 - Likely Transit Users' preferred destinations for community shuttle (n=162)

Respondents were asked to rank the types of locations that the Community Shuttle Van could connect. Below is the ranked order of preference for the 240 respondents who answered this question:

1. Downtown & Businesses
2. Grocery Stores
3. Transit Centers
4. Senior & Community Centers

## Data Limitations

There are a few limitations regarding the data used for this survey, as described below.

- **Not Statistically Valid Sample Size:** The survey was intended to get a general sense of community preferences. It was non-scientific and the results are not statistically valid.
- **Over- and Under-Representation of Respondents.** Related to the fact that there was not a statistically valid sample size, there was likely underrepresentation or overrepresentation of certain demographics compared to the core project area of Stanwood and Camano Island. This was further complicated by respondents not consistently answering demographic questions. Male respondents and respondents who identified as White (alone) were likely underrepresented in the survey. Respondents over 65 years old were over-represented in the survey, but this was intentional based on the targeted survey audience.
- **Inconsistent Responses to Questions:** The number of respondents decreased when individuals were asked questions concerning preferences for the Community Shuttle Van. The project team conducting the phone survey reported that respondents expressed

confusion about the Community Shuttle Van, and were more likely to state the questions relating to the Community Shuttle Van did not apply to them. Therefore, the data set for the Community Shuttle Van questions is not as complete as the general transportation questions.

- **Phone Banking Lists Could Skew Data:** The project team relied more heavily on the contact list from the Camano Center than the list from the Stanwood Community and Senior Center. This could have skewed the respondents more heavily towards Camano Island rather than other parts of the project area.

## COVID-19

The World Health Organization described the COVID-19 pandemic as a “once-in-a-century” health crisis. The risks associated with COVID-19 increase with age and are higher for those with certain underlying conditions. While the survey specifically asked respondents to describe “normal” travel habits and not habits during COVID-19, the project team conducting the phone survey reported that certain respondents were deeply impacted by the pandemic. As a result, at times responses may reflect considerations due to the COVID-19 pandemic. Other respondents indicated that their habits might permanently change due to an increased fear of using public or shared transportation.

## Conclusion

Results from the NCTC Community Survey suggest respondents most heavily rely on driving alone, carpooling, and walking or biking as their travel modes. When focusing on the subset of the respondents who were more likely to use public transit, several mobility gaps emerged from the data. The respondents were concentrated within the Camano Island region and were most frequently unable to access Seattle/Shoreline/Lake Forest Park; Everett; and, West Stanwood. Respondents mentioned grocery stores, medical centers and shopping as specific destination types that were inaccessible.

The respondents selected all parts of Stanwood, Smokey Point, North Camano Island, Arlington, and Central Camano Island as the destinations they wanted the proposed Community Shuttle Van to take them. Having the van run on a fixed schedule was selected as the most desired option for the Community Shuttle Van, followed by the ability to pre-schedule a pick-up and drop-off a day in advance and having less than half a mile to walk. The NCTC will use these survey results to determine if and how to move forward with their proposed Community Shuttle Van.

# Appendix A: Survey

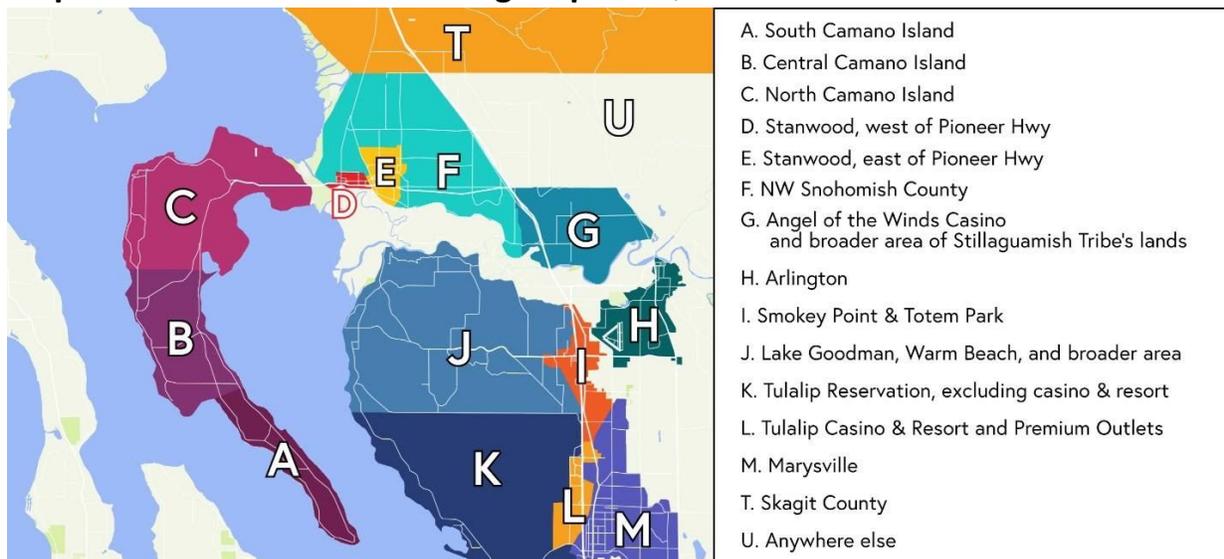
## Introduction:

The North Counties Transportation Coalition (NCTC) is working with community and senior centers, tribes, transit agencies, counties and cities, and riders to identify existing transportation gaps and explore developing a new community-based transportation options for Camano Island and North Snohomish County.

As a thank you for completing the survey, you may enter to win one of three \$50 Amazon gift cards.

All responses will remain anonymous.

### Map 1. - Please use the following map for Question 1.



### 1. Where do you live? Find your location using Map 1.

- Area A – South Camano Island
- Area B – Central Camano Island
- Area C – North Camano Island
- Area D – Stanwood, West of Pacific Highway
- Area E – Stanwood, East of Pacific Highway
- Area F – Northwest Snohomish County

- Area G – Angel of the Winds Casino & Broader Area of Stillaguamish Tribe’s Lands
- Area H - Arlington
- Area I – Smokey Point & Totem Park
- Area J – Lake Goodman, Warm Beach, and Broader Area
- Area K – Tulalip Reservation, Excluding Casino & Resort

- Area L – Tulalip Casino & Resort and Premium Outlets
- Area M - Marysville
- Area T – Skagit County
- Area U – Anywhere Else
- If you have a vision impairment that prevents you from seeing the map, please provide the cross streets for where you live

**Map 2. - Please use the following map for Questions 2 & 3.**



**2. Where do you currently travel to regularly – at least twice per month? Please check all that apply. These answers should reflect your travel patterns before COVID-19. Please use Map 2.**

- Area A – South Camano Island
- Area B – Central Camano Island

- Area C – North Camano Island
- Area D – Stanwood, West of Pacific Highway
- Area E – Stanwood, East of Pacific Highway
- Area F – Northwest Snohomish County
- Area G – Angel of the Winds Casino & Broader Area of Stillaguamish Tribe's Lands

- Area H - Arlington
- Area I – Smokey Point & Totem Park
- Area J – Lake Goodman, Warm Beach, and Broader Area
- Area K – Tulalip Reservation, Excluding Casino & Resort
- Area L – Tulalip Casino & Resort and Premium Outlets
- Area M – Marysville
- Area N – Lake Stevens and Snohomish (city)
- Area O – Everett
- Area P – SW Snohomish County: Lynnwood, Mukilteo, Edmonds, etc.
- Area Q – SE Snohomish County: Mill Creek, Canyon Park, and North Bothell
- Area R – East King County: South Bothell, Woodinville, Redmond, Kirkland, Bellevue, etc.
- Area S – S. Seattle, Shoreline, and Lake Forest Park
- Area T – Skagit County
- Area U – Anywhere Else
- If you have a vision impairment that prevents you from seeing the map, please enter some of your key destinations

**3. Where do you wish to travel to regularly, but cannot access in the region? Please rank your top three choices, with Choice 1 being the most relevant to you. Please utilize the areas noted in Map 2.**

Choice 1:

Choice 2:

Choice 3:

**4. Please list any *specific* destinations you *currently (before COVID)* go to on a consistent basis. Destinations may include a grocery store, park, mall, library, work location, friends/families, social gatherings, etc.**

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**5. Please list any specific destinations you would *like to go to, but currently cannot*. Destinations might include a grocery store, park, mall, library, work location, friends/families, social gatherings, etc. *These answers should reflect your travel patterns and desires before COVID-19.***

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**6. What barriers keep you from getting to where you want to go? Please check all that apply.**

- I do not have any barriers to getting to where I want to go.
- I prefer to drive but do not have access to a car or do not have a license.
- I would carpool if I knew someone to ride with.
- The bus does not run frequently enough.
- A bus ride would require transfers which do not sync up.
- The bus takes too long.
- The bus does not run when I need it.
- The bus is too expensive.
- The bus does not go to my desired destination.
- The bus or bus stop does not feel safe and comfortable.
- I do not qualify for paratransit or a similar service.
- Scheduling paratransit or a similar service is too complicated.

- Driving is too expensive.
  - I do not have access to a bicycle.
  - I do not feel safe and comfortable riding a bike.
  - I do not feel safe walking to the destination.
  - Walking or biking would take too long to get to my destination.
  - I may not know of an existing transportation option that may work for me, or how to use it.
  - Please add any additional barrier or explain your answers above:
-

**7. Please choose your top three transportation needs. Please rank your *top three* choices based, with #1 being the most relevant to you. Please *do not rank the entire list* and only rank your top three choices.**

- Service that runs earlier in the day.
- Service that runs during the mid-day.
- Service that runs later in the day.
- Service that gets me to my destination quickly.
- Service that requires two transfers or less.
- Service that connects me to major transit hubs.
- Service that connects me to local destinations in my neighborhood.
- Service that travels across county lines.
- Safe walking and biking paths.
- More education on transportation options.

**8. Prior to COVID-19, how often did you use the following types of transportation? This can be for recreational purposes as well as essential travel. Please place a check mark in the boxes relevant to you.**

	Every Day	A few days a week	Every week	One or two times a month	Every few months	Never
Drive Alone						
Carpool						
Walk, wheelchair, or mobility device						
Bicycle						
Bus						
Amtrak						
Paratransit (DART, Dial-A-Ride)						
Stanwood Community & Senior Center LEAP Program						

Stanwood Community & Senior Center Trips Program						
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Stillaguamish Tribal Transit Services						
Other community transportation service						
Taxi or other ride hailing service						
Other – Please specify below:						

**9. Please explain why you use public transit, or why you do not.**

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**10. What is your overall satisfaction with the bus service options available to you on Camano Island and North Snohomish County? 5 Stars is most satisfied, and one star is least.**

- 5 Stars
- 4 Stars
- 3 Stars
- 2 Stars
- 1 Star

**11. What is your overall satisfaction level with the conditions for walking and bicycling, such as sidewalks, pedestrian crosswalks and trails open to you on Camano Island and in North Snohomish County? 5 Stars is most satisfied, and one star is least.**

- 5 Stars

- 4 Stars
- 3 Stars
- 2 Stars
- 1 Star

**12. Overall, do you feel that you are consistently able to get where you need to go? 5 Stars is most satisfied, and one star is least.**

- 5 Stars
- 4 Stars
- 3 Stars
- 2 Stars
- 1 Star

**The next series of questions revolves around a potential solution of creating a Community Shuttle Van. NCTC is exploring whether to pilot a community shuttle van from Whidbey Island to Stanwood to the Smokey Point Transit Center. We would like to learn how to tailor the service to meet the community's needs.**

**13. Please check all the statements that would make you more likely to use the van.**

- If the van ran on a fixed schedule so I could know when and where it is running.
- If I could pre-schedule a pick-up and drop-off a day in advance.
- If I did not have to walk more than a half-mile to the van.
- If its service hours were primarily mid-day.
- If its service hours were primarily during peak commuting hours.
- Other (please specify):

**14. Which areas would you like the community van service to connect? Please check all that apply.**

- South Camano Island
  - Central Camano Island
  - North Camano Island
  - West Stanwood
  - East/North Stanwood
  - Angel of the Winds Casino
  - Arlington
  - Smokey Point Transit Center
  - Other (please specify):
-

**15. Please rank the importance of the following areas to connect to? Rank 1 is most important, and 4 is least important.**

- Senior & Community Centers
- Downtowns & Business Districts
- Transit Center
- Grocery Stores

**16. Do you have any additional thoughts, comments or concerns related to transportation on Camano Island and in North Snohomish County?**

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**Demographic Questions – The NCTC wants to make sure everyone is heard and served. The following demographic questions help us ensure that we are hearing from the whole community. As mentioned at the beginning of the survey, all responses will remain anonymous.**

**17. What is your age range? Please select one answer.**

- 75+
- 65-74
- 55-64
- 45-54
- 35-44
- 25-34
- 15-24
- 0-14

**18. What is your gender?**

- Female
- Male
- Transgender; Agender; Prefer not to say; or Other:

**19. Do you identify as having a disability?**

- Yes
- No

**20. How many people live in your household? Please select one answer.**

- Just Me
- 2
- 3
- 4
- 5
- 6
- 7
- 8+

**21. What is your annual household income? Please select one answer.**

- Less than \$15,000
- \$15,001 - \$30,000
- \$30,001 - \$45,000
- \$45,001 - \$60,000
- \$60,001 - \$80,000
- \$80,001 - \$100,000
- \$100,001 - \$150,000

- \$150,001 - \$200,000
- More than \$200,000
- I do not know

**22. What race do you consider yourself to be? Please select one answer.**

- Alaska Native
- Asian or Asian American
- Black or African American
- Latino or Hispanic
- Native American
- Native Hawaiian or Pacific Islander
- South Asian
- White or Caucasian
- Mixed Race

- Prefer Not to Say
- Other (Please Specify):

**23. What is the primary language?**

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**24. Do you wish to be entered in the drawing to win a \$50 Amazon gift card for completing this survey? Please enter your name and email below.**

**Name:**

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**Email Address:**

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**Thank you for completing the survey! We appreciate your feedback and insight!**

## Appendix B: Phone Survey Script

Hi, I'm [NAME] with Triangle Associates, calling on behalf of the [Stanwood Community & Senior Center or Community Resource Center of Stanwood-Camano or Camano Center or Stillaguamish Tribe of Indians Transportation Department] about a transportation service project they are working on. Do you have about 10 to 20 minutes to answer questions about your transportation needs and challenges in North Snohomish County and Camano Island? Your participation in this survey will allow you to enter a drawing for a \$50 Amazon gift card."

*If interviewer receives a "no," then say: "Okay – thank you anyways."*

*If the interviewee asks, "who is Triangle Associates?", you can say:*

"Triangle Associates is a community engagement firm that the Stanwood Community and Senior Center hired to help with this survey."

*If interviewer receives a "yes," then reply:*

"Thank you so much your time. Throughout the survey, I'll be asking you questions about your travel habits. For all these questions, assume we are talking about "normal" times and not your travel habits during COVID. As we go through the survey please feel free to ask questions if anything is unclear to you. Feel free to skip any questions."

*If the interviewer goes straight to voicemail, then leave the following message:*

"Hi, I'm [NAME] with Triangle Associates, calling on behalf of the [Stanwood Community & Senior Center or Community Resource Center of Stanwood-Camano or Camano Center or Stillaguamish Tribe of Indians Transportation Department] about a transportation service project. We are conducting a survey to understand your transportation needs and challenges. Your participation will allow you to enter a draw for a \$50 Amazon gift card. If you would like to take the survey please go to the following website: <https://www.surveymonkey.com/r/NCTCsurvey>. That's w-w-w dot survey monkey dot com slash r slash N as in Nancy, C as in Carol, T as in Tom, C as in Carol survey. That's w-w-w dot survey monkey dot com slash r slash N as in Nancy, C as in Carol, T as in Tom, C as in Carol survey."

**1.** "It's helpful for us to know where people are traveling from. Can you share the nearest cross streets or landmark to your home?" *Interviewer will write down the cross streets and later cross-reference with the map zones A-U.*

- Note: for people calling residents of the Stanwood Community and Senior Center, they will likely all have the same address

**2.** "Can you tell me a few places on Camano Island or in Snohomish County that you traveled at least twice a month before COVID?" *Interviewer will write down the destinations and later cross-reference with the map zones A-U. In instances where the destination is part of a chain (i.e. grocery store), make sure to ask for location of the destination.*

**3.** "What are 3 places that you would like to go to on Camano Island or in Snohomish County but have not been able to access?" *Interviewer will write down the destinations and later cross-reference with the map*

zones A-U. In instances where the destination is part of a chain (i.e. grocery store), make sure to ask for location of the destination.

4. “What are some barriers or challenges that prevent you from going places? You can think about all types of barriers with driving one’s own car, public transit, biking, walking or other transportation modes.” *Let the person answer in their own words. If they are stuck, give them some examples below. After completing the survey, the interviewer will select the multiple-choice responses.*

○ *Examples Include:*

- I prefer to drive but do not have access to a car or do not have a license.
- I would carpool if I knew someone to ride with.
- The bus does not run frequently enough.
- A bus ride would require transfers which do not sync up.
- The bus takes too long.
- The bus does not run when I need it.
- The bus is too expensive.
- The bus does not go to my desired destination.
- The bus or bus stop does not feel safe and comfortable.
- I do not qualify for paratransit or a similar service.
- Scheduling paratransit or a similar service is too complicated.
- Driving is too expensive.
- I do not have access to a bicycle.
- I do not feel safe and comfortable riding a bike.
- I do not feel safe walking to the destination.
- Walking or biking would take too long to get to my destination.
- I may not know of an existing transportation option that may work for me, or how to use it.

5. What are your top 3 public transportation needs? *Let the person answer in their own words and then check one of the responses. If they are stuck, give them some examples.*

○ *Examples Include:*

- Service that runs earlier in the day.
- Service that runs during the mid-day.
- Service that runs later in the day.
- Service that gets me to my destination quickly.
- Service that requires two transfers or less.
- Service that connects me to major transit hubs.
- Service that connects me to local destinations in my neighborhood.
- Service that travels across county lines.
- Safe walking and biking paths.
- More education on transportation options.

6. “We want to understand how frequently you used different transportation modes prior to COVID-19. As I read through the following list, please tell me how frequently you used each option.” *Read out the following options, pausing after each to get the frequency. This can be for recreational purposes as well as essential travel.*

- Drive Alone
- Carpool (including ride from a friend or relative)
- Walk, wheelchair, or mobility device
- Bicycle
- Bus
- Amtrak
- Paratransit (DART, Dial-A- Ride)
- Stanwood Community & Senior Center LEAP Program
- Stanwood Community & Senior Center Trips Program
- Stillaguamish Tribal Transit Services
- Other community transportation service
- Taxi or other ride hailing service

**7. Based on question (6)** “I noticed that you [did not mention/mentioned] transportation options other than driving in a car. Why [don’t you/ do you] use public or shared transportation services?”

“I am now going to ask you to rate your satisfaction with some transportation options on a scale of one to five. Five is the most satisfied and one is the least satisfied.” (Questions 8-10)

**8.** How would you rate your overall satisfaction with the bus service options available to you on Camano Island and North Snohomish County (1-5)?

**9.** How would you rate your overall satisfaction level with the conditions for pedestrians and bicyclists, such as sidewalks, pedestrian crosswalks and trails open to you on Camano Island and in North Snohomish County (1-5)?

**10.** Overall, how would you rate your ability to consistently get where you need to go using any type of transportation (1-5)?

“The next series of questions are about a possible Community Shuttle Van. We are thinking about piloting a community shuttle van from Whidbey Island to Stanwood to the Smokey Point Transit Center. We would like your help to make sure the service would meet your community’s needs.” (Questions 11-14)

**11.** “What would make you likely to use a community shuttle van?” *Let the person answer in their own words and then check one of the responses. If they are stuck, give them some examples.*

- Examples Include:
  - If the van ran on a fixed schedule so I could know when and where it is running.
  - If I could pre-schedule a pick-up and drop-off a day in advance.
  - If I did not have to walk more than a half-mile to the van.
  - If its service hours were primarily mid-day.
  - If its service hours were primarily during peak commuting hours.

**12.** “What destinations would you like the community van service to connect?” *If they are stuck, give them some examples below. After completing the survey, the interviewer will select the multiple-choice responses.*

- South Camano Island
- Central Camano Island
- North Camano Island
- West Stanwood
- East/North Stanwood
- Angel of the Winds Casino
- Arlington

- Smokey Point Transit Center
- Other (please specify):

**13.** “Please rank the importance of connecting the following areas. One is the most important, and four is the least important:”

- Senior & Community Centers
- Downtowns & Business Districts
- Transit Center
- Grocery Stores

**14.** “Do you have any additional thoughts, comments or concerns related to transportation on Camano Island and in North Snohomish County?”

“We want to make sure everyone is heard and served within our community. To do this, I will be asking you some optional demographic questions. For each question, you may tell us that you prefer not to share the information asked.”

**15.** “What is your age?”

**16.** “What is your gender?”

**17.** “Do you identify as having a disability?”

**18.** “How many people live in your household?”

**19.** “What is your annual household income?”

**20.** “What race do you consider yourself to be?”

**21.** “What do you consider to be your primary language?”

**22.** Do you wish to be entered in the drawing to win a \$50 Amazon gift card for completing this survey? *If yes, then collect the email address of the person.*

## Appendix C: Spanish Survey

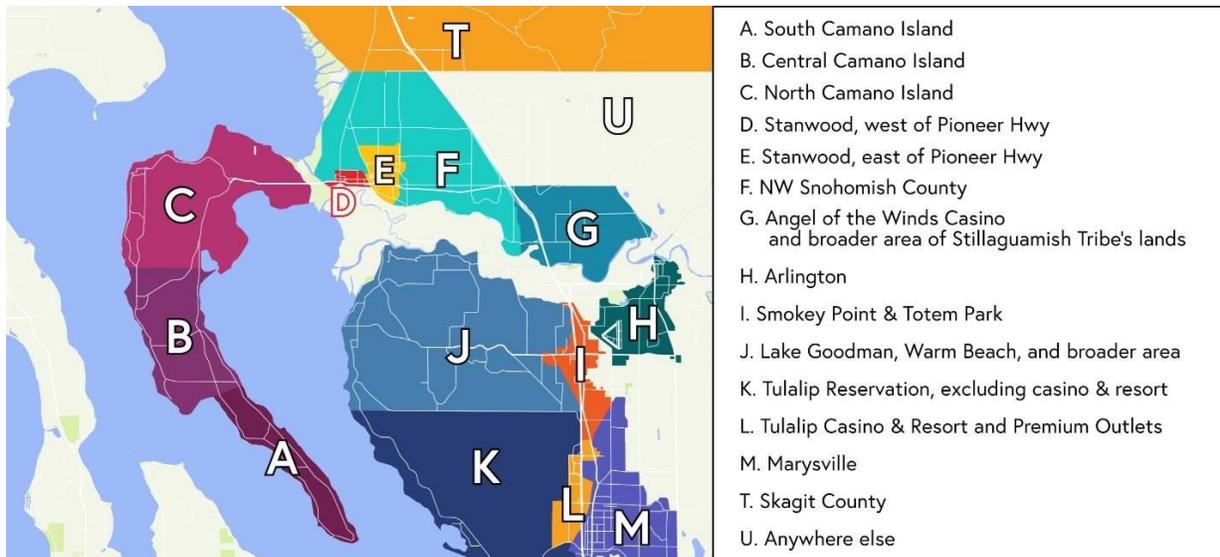
### Introducción:

The North Counties Transportation Coalition (NCTC, o la Coalición para Transporte de los Condados del Norte) es trabajando con centros de comunidad y de adultos mayores, tribus, agencias de tránsito, condados y ciudades, y jinetes del autobús para identificar las brechas en trasportación y explorar el desarrollo de unas nuevas opciones para transportación de base comunitaria en Camano Island and North Snohomish County.

Como agradecimiento por completar esta encuesta, puede inscribirse a ganar uno de tres tarjetas de regalo \$50 de Amazon.

Todas las respuestas serán anónimas.

### Mapa 1. – Usa este mapa para Pregunta 1.



### 1. ¿Dónde vive? Encuentre su ubicación en el mapa 1.

- Área A – Isla Camano al sur
- Área B – Isla Camano central
- Área C – Isla Camano al norte
- Área D – Stanwood, al oeste de Pacific Highway

- Área E – Stanwood, al este de Pacific Highway
- Área F – Condado Snohomish al noroeste
- Área G – El casino Angel of the Winds & y la tierra de la tribu Stillaguamish
- Área H - Arlington
- Área I – Smokey Point & Totem Park
- Área J – Lake Goodman, Warm Beach, y la Área cercana
- Área K – La reserva Tulalip, menos el Casino & Resort
- Área L – El Casino & Resort Tulalip y Premium Outlets
- Área M - Marysville
- Área T – Skagit County
- Área U – En cualquier otro lugar
- Si no puedes ver el mapa, por favor escribir el cruce de calles donde vive

**Mapa 2. - Use este mapa para Preguntas 2 & 3.**



**2. ¿A dónde viaja regularmente – a menos dos veces por mes? Escoge todas las opciones aplicables que reflejan sus viajes antes de COVID-19. Use Mapa 2.**

- Área A – Isla Camano al sur
- Área B – Isla Camano central
- Área C – Isla Camano al norte
- Área D – Stanwood, al oeste de Pacific Highway
- Área E – Stanwood, al este de Pacific Highway
- Área F – Condado Snohomish al noroeste
- Área G – El casino Angel of the Winds & y la tierra de la tribu Stillaguamish
- Área H - Arlington
- Área I – Smokey Point & Totem Park
- Área J – Lake Goodman, Warm Beach, y la Área cercana

- Área K – La reserva Tulalip, menos el Casino & Resort
- Área L – El Casino & Resort Tulalip y Premium Outlets
- Área M - Marysville
- Área T – Skagit County
- Área U – En cualquier otro lugar
- Si no puede ver el mapa, por favor escribir los cruces de calles de los lugares donde quiere ir:

**3. ¿A cuáles áreas le gustaría viajar regularmente que no puede en nuestra región? Por favor, clasifique las tres respuestas, con 1 lo más importante. Use Mapa 2.**

Respuesta 1:

Respuesta 2:

Respuesta 3:

**4. Indique cualquier destino específico donde va regularmente antes de COVID, como un mercado, parque, tienda, biblioteca, oficina, casa de amino o familia, fiestas, club, u otros.**

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**5.** Indique cualquier destino específico donde **le gustaría ir, pero no puede, antes de COVID**, como un mercado, parque, tienda, biblioteca, oficina, casa de amino o familia, fiestas, club, u otros.

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**6. ¿Cuáles impedimentos le impiden a visitar a los destinos de Pregunta 5? Marque todas las opciones que apliquen.**

- No tengo ningún impedimento en ir a adonde quiero.
- No tengo coche o no tengo licencia de conducir.
- Manejar es demasiado caro.
- No tengo nadie con quien puedo compartir un coche.
- El autobús no viene con frecuencia suficiente.
- No podría hacer el viaje sin transferencia del autobús.
- El autobús toma demasiado tiempo.
- El autobús no viene cuando lo necesito.
- El autobús es demasiado caro.
- El autobús no va a mi destino preferido.
- El autobús o el parado del autobús no es seguro.
- No tengo las cualificaciones para servicios paratransitos.

- Es demasiado complejo planificar un viaje en paratransito.
  - No tengo bicicleta.
  - No estoy cómodo/a en montar en bicicleta.
  - No me siento seguro/a en caminar a mi destino.
  - Caminar o montar en bicicleta toma demasiado tiempo.
  - Necesito más información sobre las opciones de transporte.
  - Por favor escribir si hay alguna barrera otra, o explique sus respuestas a esta pregunta.
-

**7. Escoge las tres opciones de servicios de tránsito más importante a usted. Pone las tres opciones en orden según preferencia, con numero uno lo más importante. Solamente marque las tres más importantes, no el listo entero.**

Tránsito en la mañana.

Tránsito en la tarde.

Tránsito en la noche.

Tránsito rápido a mi destino.

Tránsito con menos de dos transferencias.

Tránsito que me conecta a centros de tránsito

Tránsito que me conecta a los destinos en mi vecindario

Tránsito a otro condado

Caminos seguros para caminar o bicicleta

Más información sobre los servicios que existe

**8. ¿Antes de COVID-19, con qué frecuencia usó estos tipos de transportación? Puede ser por trabajo, tránsito esencial, o recreo. Marque las casillas correspondientes.**

	Cada día	Unos días de la semana	Una vez cada semana	mensualmente	Unas veces en un año	Nunca
Conducir solo/a						
Viaje compartido						
Caminar, silla de ruedas, aparato para movilidad asistida						
Bicicleta						
Autobús						
Tren						
Paratránsito (DART, Dial-A-Ride)						

El programa LEAP de Stanwood Community & Senior Center						
El programa de viajes de Stanwood Community & Senior Center						
Servicios de tránsito de la tribu Stillaguamish						
Otro servicio de tránsito en la comunidad						
Taxi u otro servicio de viaje pagada (como Uber o Lyft)						
Otro- por favor escribir que es:						

**9. Favor de explicar por qué use tránsito público, o por que no.**

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**10. ¿Como calificaría su satisfacción con los servicios del bus en Camano Island y el norte del condado Snohomish? 5 estrellas es lo mejor, 1 estrella es lo menor.**

- 5 estrellas
- 4 estrellas
- 3 estrellas
- 2 estrellas
- 1 estrellas

**11. ¿Qué es su nivel de satisfacción con las condiciones por caminar, manejar en bicicleta- por ejemplo, las veredas y las cruces y caminos peatonal en Camano Island y el norte del condado Snohomish? 5 estrellas es lo mejor, 1 estrella es lo menor.**

- 5 estrellas**
- 4 estrellas
- 3 estrellas
- 2 estrellas
- 1 estrellas

**12. ¿Siente que típicamente puede ir a dónde quiere? 5 estrellas es lo mejor, 1 estrella es lo menor.**

- 5 estrellas
- 4 estrellas
- 3 estrellas
- 2 estrellas
- 1 estrellas

**Las preguntas siguientes se concentran en una solución posible de crear un minibús comunitario. NCTC piensa en probar un minibús comunitario de la isla Whidbey a Stanwood al centro de tránsito Smokey Point. Queremos saber cómo hacer el servicio a la medida para satisfacer las necesidades de la comunidad.**

**13. Marque las casillas correspondientes con las declaraciones en que está de acuerdo.**

**“Yo usaría el minibús comunitario si...**

- El minibús tiene un horario fijo y sé cuándo y dónde está.
  - Puedo programar un recoja y devuelve un día antes de usarla.
  - No tengo caminar más que una milla al minibús.
  - Sus horas del servicio están en el medio del día.
  - Sus horas del servicio están durante de las horas de transporte al trabajo.
  - Otra razón (favor de explicar que es):
- 

**14. ¿Con que áreas quería conectar con el minibús? Marque todas las casillas aplicables.**

- Isla Camano al sur
  - Isla Camano central
  - Isla Camano al norte
  - Stanwood oeste
  - Stanwood este/norte
  - El casino Angel of the Winds
  - Arlington
  - Centro de tránsito Smokey Point
  - Otro lugar (favor de explicar que es):
-

**15. Queremos saber cuáles áreas son las más importante conectar con transporte público. Ponga en orden estos cuatro áreas, con lo más importante al nivel de 1, y lo menos importante al nivel de 4.**

**\_\_\_ Centros de comunidad y de adultos mayores**

Centros de negocios y trabajo

Centros de tránsito

Mercados

**16. ¿Hay piensas, dudas o algo más que quiere compartir sobre transportación en isla Camano o el norte del condado Snohomish?**

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**Preguntas demográficas: El NCTC quiere que todos están oídos y servidos. Las preguntas demográficas nos ayuden asegurar que tenemos representación de la comunidad entera. Todas respuestas son anónimas.**

**17. ¿Qué edad tiene? Escoge una respuesta.**

75+

65-74

55-64

45-54

35-44

25-34

15-24

0-14

**18. ¿Cómo se identifica?**

Mujer

Hombre

Transgénero; agénero; prefiero no decir; u otro:

**19. ¿Tiene una discapacidad?**

- Yes
- No

**20. ¿Cuántas personas viven en su hogar? Escoge una respuesta.**

- Yo solo
  
- 2
- 3
- 4
- 5
- 6
- 7
- 8+

**21. ¿Cuál es el ingreso bruto total antes de impuestos de su familia en un año?  
Escoge una respuesta.**

- Menos que \$15,000
- \$15,001 - \$30,000
  
- \$30,001 - \$45,000
- \$45,001 - \$60,000
- \$60,001 - \$80,000
  
- \$80,001 - \$100,000

- \$100,001 - \$150,000
- \$150,001 - \$200,000
- Más que \$200,000
- No sé

**22. ¿Con que raza se identifica? Escoge una respuesta.**

- Nativa de Alaska
- Asiática o asiática americana
- Negra o africana americana
- Latina o hispana
- Nativa de América
- Nativa de Hawái o Pacífico
- Asiática del sur
- Blanca
- Raza mixta
  
- Prefiero no responder
- Otra (Escriba su raza):

**23. ¿Cuál es su idioma principal?**

---

**20. Quiere entrar en el concurso para ganar una tarjeta \$50 de Amazon?  
Entre su nombre y email abajo.**

**Nombre:**

---

**Email/correo electrónico:**

---

**Número de teléfono:**

---

**¡Gracias por hacer esta encuesta! ¡Le agradecemos mucho!**

## **Appendix D: Posters**

Two posters were designed for passive outreach. The posters were adapted to serve as postcards



**Do you have trouble getting  
around Camano Island and  
North Snohomish County?**

## Want to improve transportation options on Camano Island and in North Snohomish County?

Tell us about your transportation challenges with this online survey:  
[www.surveymonkey.com/r/NCTCSurvey](http://www.surveymonkey.com/r/NCTCSurvey)



*Versión de la encuesta en español:*  
<https://www.surveymonkey.com/r/NCTCespanol>

Survey is open through July 29, 2020



Complete the survey and enter a drawing to win a \$50 Amazon gift card!

Brought to you by the North Counties Transportation Coalition

## Appendix E: Qualitative Data Coding for Inaccessible Destinations

Inaccessible Destination	Number of Likely Transit Users
<b>Grocery Stores (Total)</b>	<b>60</b>
Grocery Stores General	34
Costco	9
Fred Meyer	2
IGA	3
Haggen	3
Grocery Outlet	1
Winco	1
Walmart	7
<b>Medical Care (Total)</b>	<b>27</b>
Medical Care General	8
Monroe Dr. Offices	1
Stanwood Clinic	1
Doctors in Marysville	1
Skagit Medical/Hospital	2
Prov Hospital	1
Everett Clinic	6
Dentists	1
Stanwood Protime	1
Puget Sound Kidney Center	2
Kaiser Everett	1
Kaiser Smokey Point	1
Cascadia Eye Center	1
<b>Shopping Stores (includes hardware, etc.) (Total)</b>	<b>27</b>
Shopping Stores General	9
Lowe's	1
Hardware Store (Ace in Stanwood)	3
Alderwood Mall	2
Seattle Premium Stores	3
Bellevue Square	2
Stanwood Country Store	3
Dollar Tree	1
Joann's	1
Car Toys	1
Skagit Ford	1
<b>Friends/Family/Social Gatherings (Total)</b>	<b>18</b>
<b>Library (Total)</b>	<b>16</b>