



*Mobility on Demand Strategic Plan*  
Humboldt County  
Community Survey Results

---

TECHNICAL MEMORANDUM



Prepared for HCAOG  
By IBI Group

August 14, 2019

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### ATTACHMENT A: MOBILITY ON DEMAND SURVEY INSTRUMENT

## 1.0 Context/ Methodology

The Humboldt County Association of Governments (HCAOG) is developing a *Mobility on Demand (MoD) Strategic Plan* based on meaningful stakeholder engagement and visioning, as well as an astute assessment of how well new technology and business models may serve the County. In response to the former, an important component of the work plan included the design and administration of a community survey.

The community survey was developed to solicit feedback regarding mobility needs, existing transit services and usage, connectivity, areas for improvement, and gauge interest in possible alternate mobility services in general and the type of transit service enhancements and next-generation mobility solutions specifically. This technical memorandum documents community survey results. Understanding community desires is important in advancing the *Mobility on Demand Strategic Plan* and tailoring solutions to community needs.

A copy of the survey instrument is presented in Appendix A. The community survey was conducted on the on-line survey platform *SurveyMonkey.com*. The on-line survey was posted in both English and Spanish, through a link from HCAOG's home page. Paper copies of the survey were made available at select locations in the County. The first survey response was recorded on April 16, 2019. The survey was closed on June 5, 2019. There was a total of 97 responses, 96 of which were completed on the English version of the survey.

The survey contained 10 questions. Four questions were related to the respondents use of mobility/transit services, a qualitative assessment of existing transit services including those that use and for those that do not use – why not? And a question on the type of mobility/transit enhancements or improvements that may be desirable. The other six questions were to better identify the place of residence and socio-economic characteristics of respondents. At the end of the survey, respondents had the opportunity to enter their name, email, and phone number for a chance to win a \$35 gift certificate from a local shop or restaurant. The “enter-for-your-chance-to-win” opportunity was included to increase survey responses. Respondents were also able to include open-ended comments at the end of the survey.

The introductory heading for the survey read:

**Humboldt County Mobility on Demand Survey**  
We Need Your Input!  
**Enter for your chance to win a local \$35 gift certificate**

To best meet the transportation and mobility needs of residents and visitors to our County, the Humboldt County Association of Governments (HCAOG) is developing a shared vision for what “mobility on demand” can look like in Humboldt County. This survey is one way for you to provide input about current transit services, areas for improvement, and what new mobility options or technologies you would use, such as ride hailing (e.g. Uber, Lyft), bikeshare (e.g. Zagster), carshare, micro-transit, smart phone apps for payments, etc.

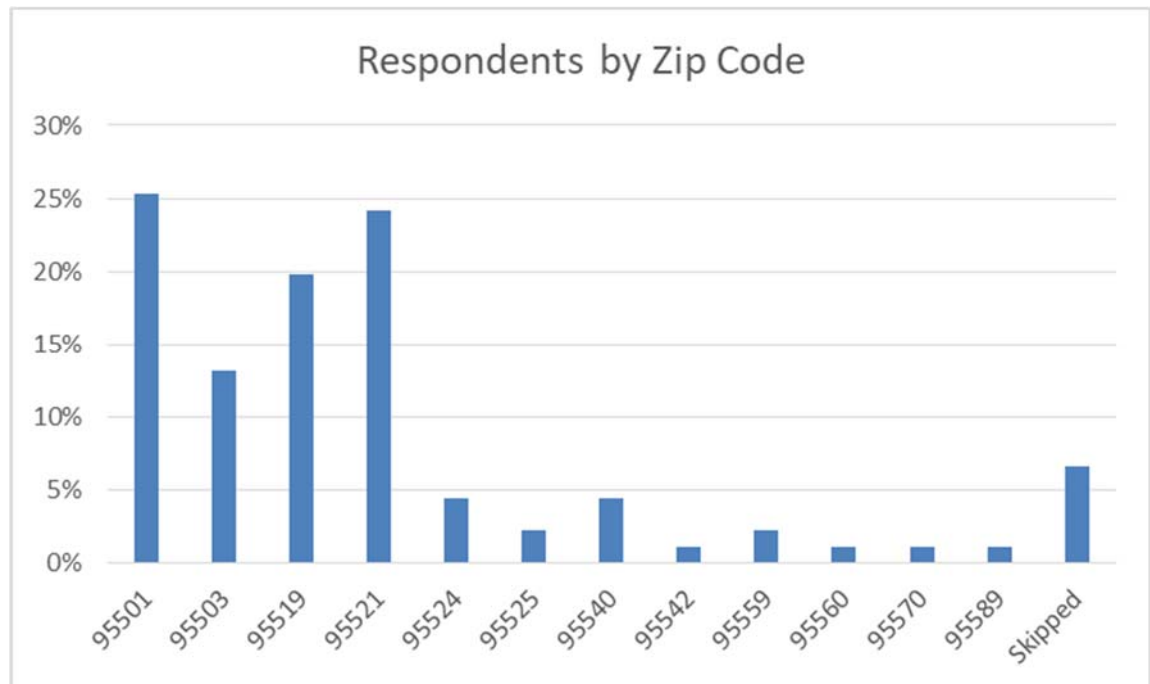
What you have to say is important in helping to make improvements and plan for the future. Thank you for your participation.

PLEASE TELL US ABOUT YOUR USE OF TRANSIT AND YOUR TRAVEL PATTERNS.

## 2.0 Results

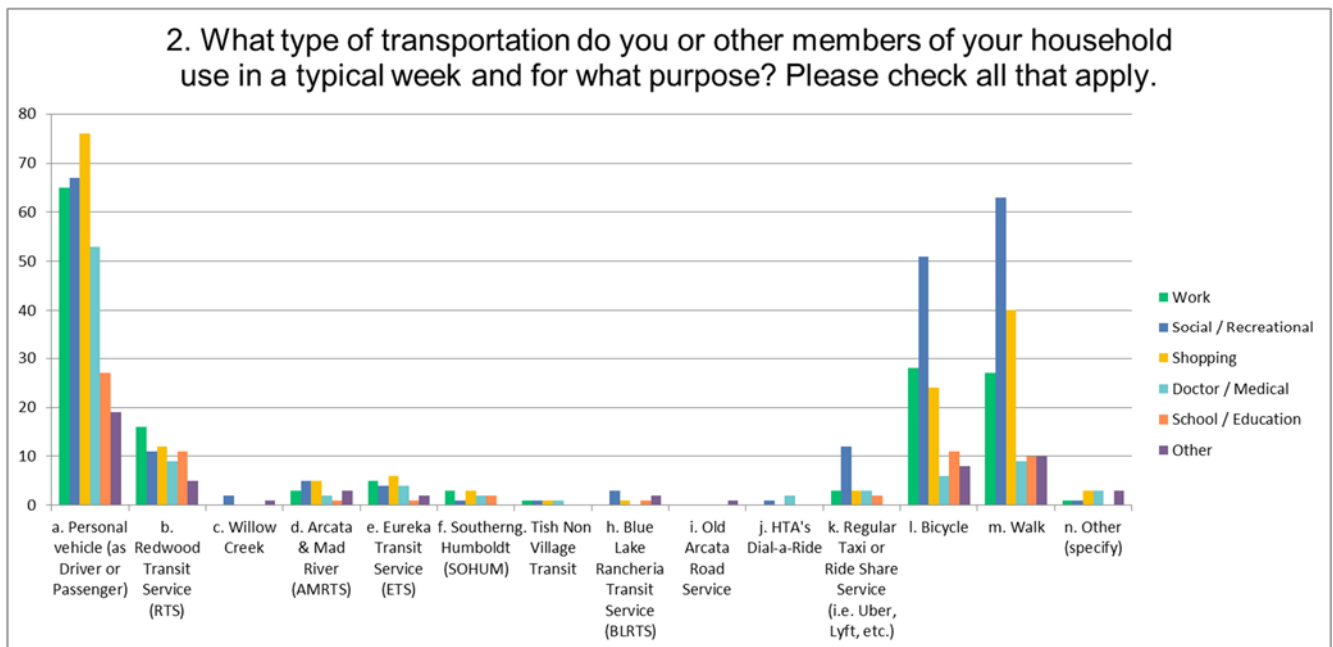
The results of the survey are presented below. The survey question is presented followed by a discussion of survey results and a table displaying recorded responses.

*Question 1: What is the Zip Code where you live (residence)?*



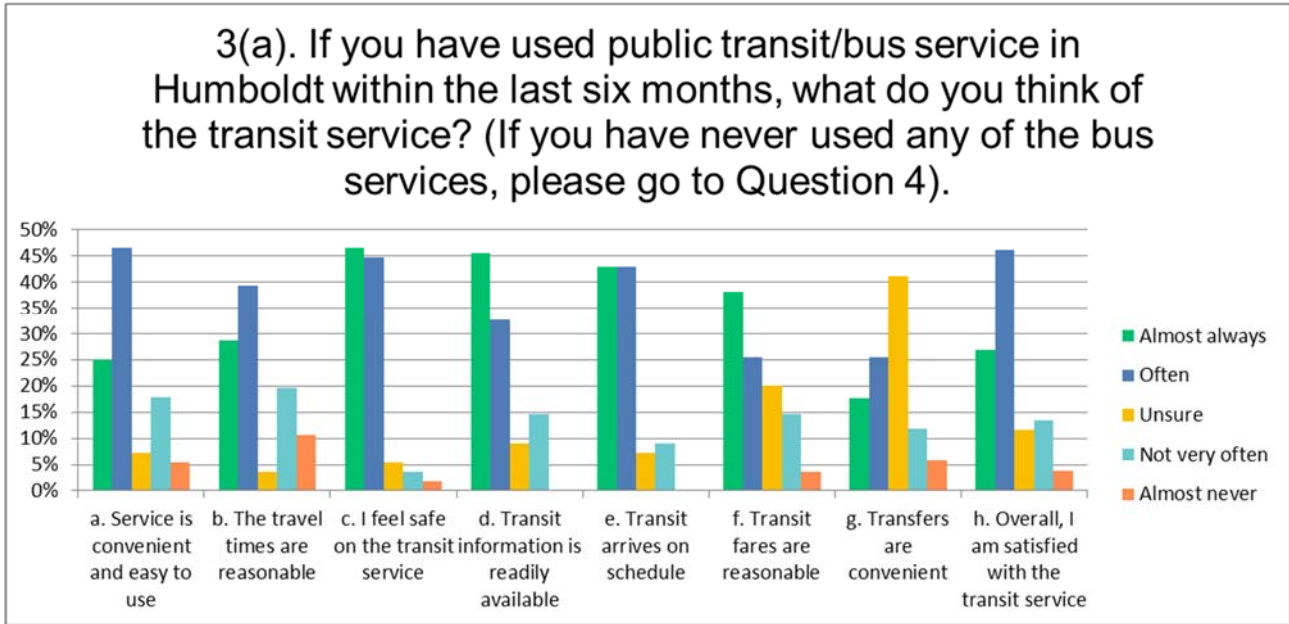
This question was left as a short answer question (not multiple choice). For Question 1, 91 out of the 97 respondents answered this question. Most respondents (82%) come from Zip Codes 95501 (Eureka), 95503 (Eureka), 95519 (McKinleyville), and 95521 (Arcata). A smaller portion of respondents (18%) come from other zip codes in Humboldt County.

*Question 2: What type of transportation do you or other members of your household use in a typical week and for what purpose?*



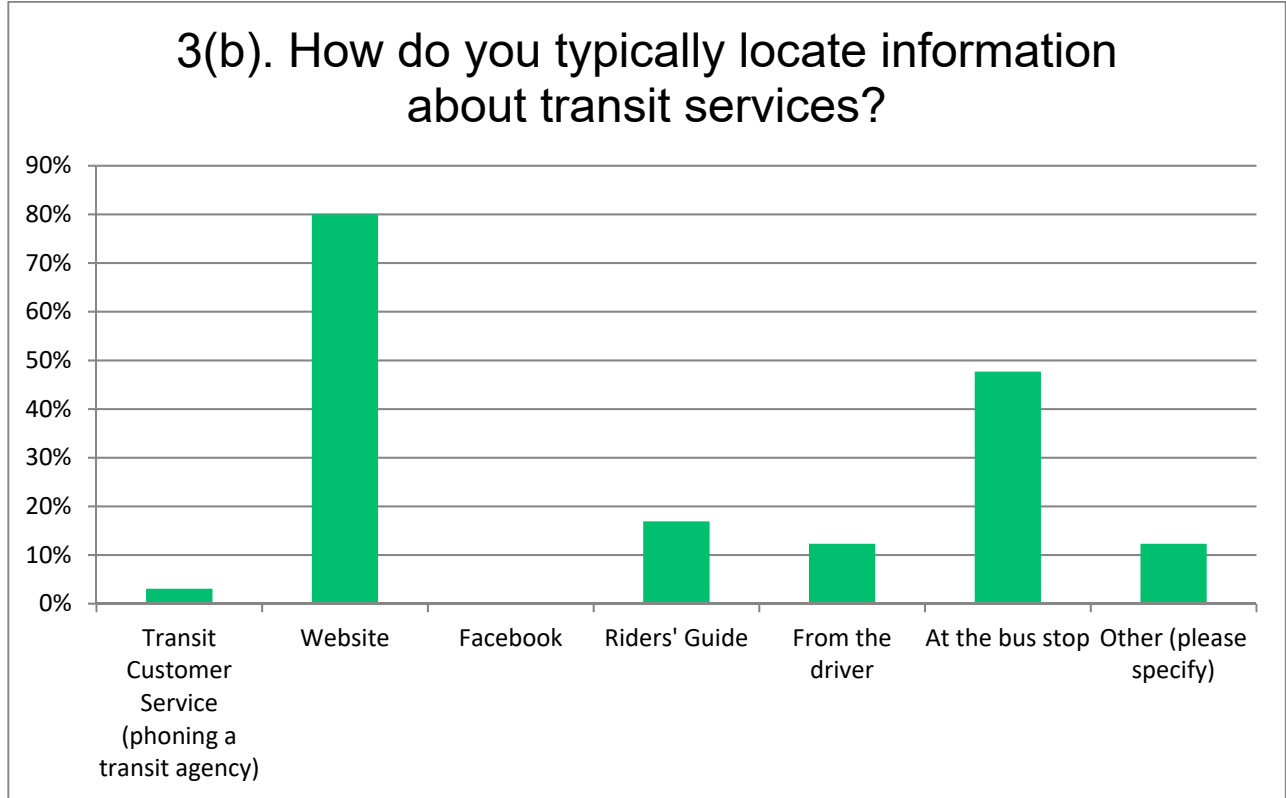
This question was presented as a matrix. The columns of the matrix represented trip purpose, such as work or shopping. The rows represented transportation type, such as personal vehicle, transit, or ride share. Respondents could check multiple boxes in the matrix. All 97 participants answered this question. As shown in the figure, most respondents mainly use a personal vehicle, with the highest trip purposes being shopping, recreation, and commuting. The next highest trip type for commuters is bicycling and walking. The most popular Humboldt Transit services used on a weekly basis is the Redwood Transit Service (RTS) followed by the Arcata and Mad River Transit System (AMRTS) and the Eureka Transit System (ETS). Respondents were also allowed to mark 'Other' if they had a trip purpose or trip mode different than any of the options presented. A couple respondents entered Fortuna Transit as a service they take weekly. Other trip purposes included, meetings, caregiving, banking, library, coffee. One respondent entered carpool as a separate mode type.

Question 3(a): If you have used public transit/bus in Humboldt within the last six months, what do you think of the transit service?



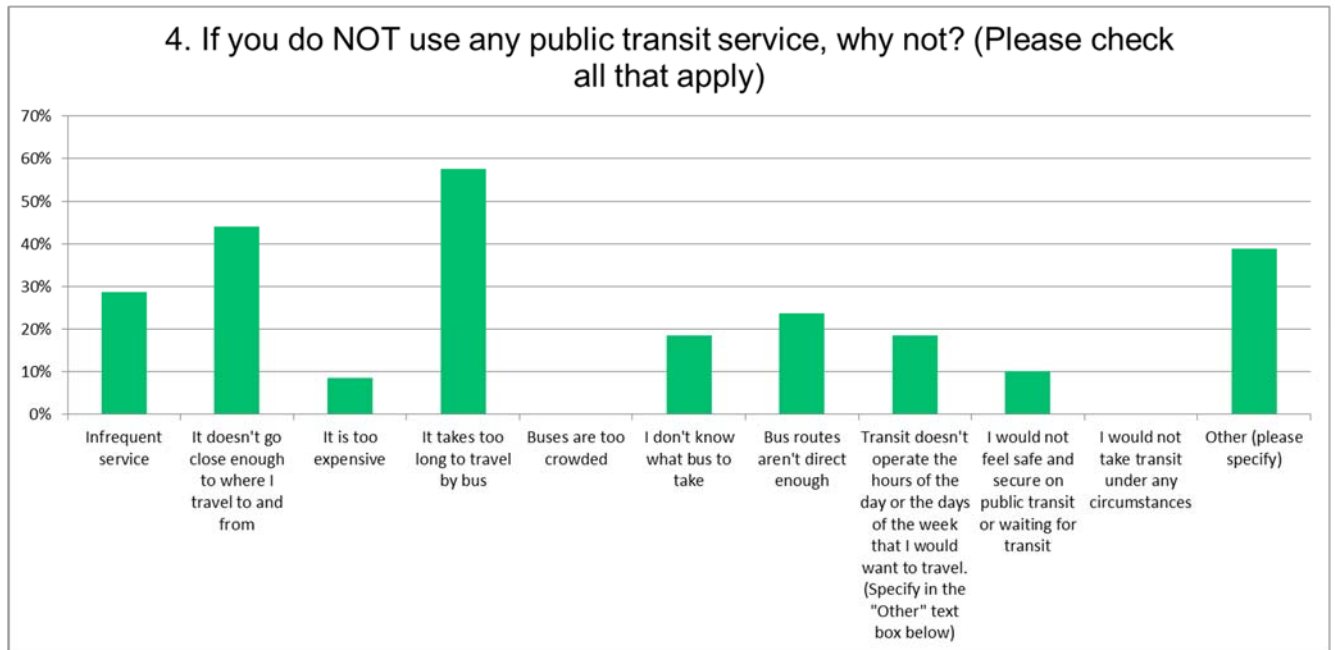
This question was presented as a single answer matrix for each row. Because respondents can only choose one response for each row, data was collected as percentages. 57 respondents answered this question, while 40 did not answer. The columns represented personal preference. The rows represented statements regarding transit service. For the statement, “Service is convenient and easy to use”, a large portion of respondents believe that this is true “often” or “almost always”. For the statement, “Travel times are reasonable”, again, a large portion of respondents chose “often” or “almost always”. However, a smaller but significant portion of respondents chose “not very often” or “almost never” for travel times being reasonable. Close to 90% of respondents indicated they felt safe on transit. A marginally less percentage of respondents believe transit info is readily available, that transit arrives on schedule, and transit fares are reasonable. Most respondents are “unsure” if transfers are convenient. In general, most respondents are “almost always” or “often” satisfied with the transit services in Humboldt.

Question 3(b): How do you typically locate information about transit services?



This question was presented as multiple answer multiple choice. 65 out of 97 respondents answered this question. Most respondents receive transit service information on-line (HTA website). Nearly 50% of respondents receive their transit information at the bus stop. Fewer respondents receive information from transit customer service, a rider’s guide, or from the driver. No respondents use Facebook to receive transit information. For those who chose “other”, responses included Google Maps and the transit app (HTA’s trip planner functionality on-line powered by Google Maps).

*Question 4: If you do NOT use any public transit service, why not?*



This question requested respondents to “check all that apply”. Fifty-nine out of 97 respondents answered this question. More than 50% of respondents said they do not take public transit noting “*It takes too long to travel by bus*”. The next highest reason for not using public transit is that “*It doesn't go close enough to where I travel to and from*”, speaking to potential opportunity to address first/last mile connectivity. The third most popular reason for not using public transit was “*Other*”. The responses for “*other*” are presented in the chart below. The responses are unedited.

Number	Responses Noted for “Other”
1	weekends - to church and back, up north or south to go hiking....
2	not sure I will get space on bike rack
3	I have always had my own vehicle and have and have only needed public transportation a few times.
4	Weekends & Late Nights
5	Use own vehicle more often
6	Need car for work
7	I have kids that I have to get to school and daycare before I go to work, the bus would take to long and does not stop close to my home.
8	I live in Bayside
9	McKinleyville late evenings and overall weekend service

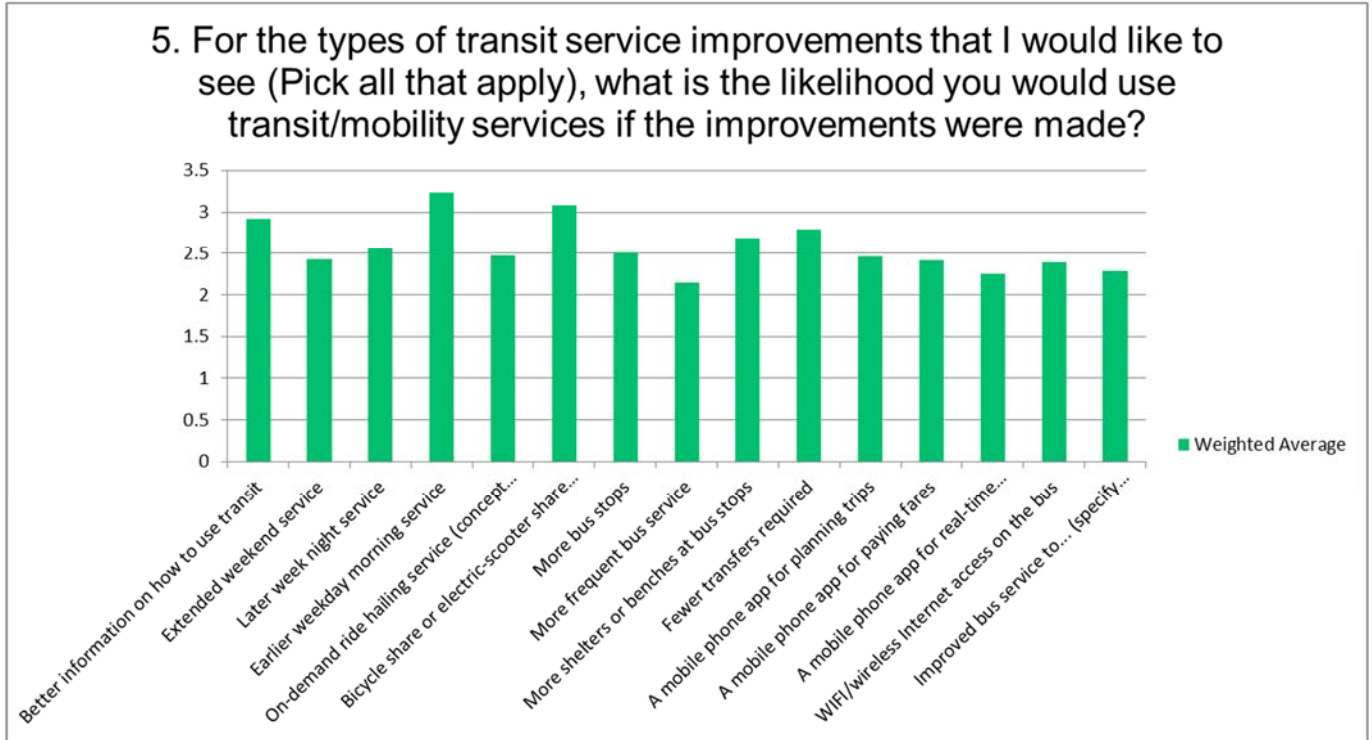


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Number	Responses Noted for "Other"
10	I prefer to ride my bicycle or drive my own motor vehicle so I'm not beholden to somebody else's schedule. It really comes down to selfishness; I can, therefore I will.
11	Have access to private, dependable vehicle
12	I have to plan to take transit (where are the stops, what time do I need to leave), but I don't have to plan for walk/bike/personal vehicle/TNC
13	I have to plan my day around the bus if I want to take it. This is inconvenient.
14	I can usually just ride my bike.
15	Last bus leaves Scotia at 3pm or so. I need to stay at work until 4:30.
16	I typically have things I need to transport, including my dog, and that's not doable on a bus.
17	I don't know enough about how to ride it around town. I have only ever taken the bus from Eureka to HSU. Lack of accessible information, e.g. Instagram or Facebook posts or ads saying "Did you know that you can take the bus from X to Y in 10 minutes for Z dollars? A map showing inner-city destinations and travel times easily locatable on the website would be good too. More bike racks on buses.
18	I commute daily by bicycle, it's faster and easier than transit, plus I enjoy the exercise (even in the rain!)
19	Increased risk of contracting influenza/colds/illness on crowded buses. Bus is slower than biking to most of the places I want to go, and biking keeps me healthy.

*Question 5: For the types of transit service improvements that I would like to see, what is the likelihood you would use transit/ mobility services if the improvements were made?*

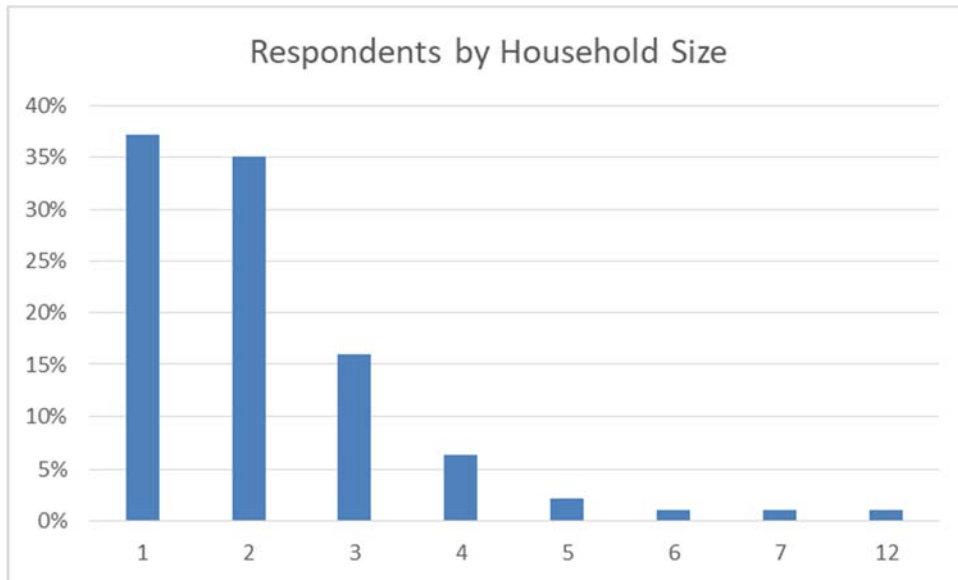


This question was presented as a single answer matrix. The columns ranged from “*would certainly use*”, to “*would not make a difference*”. The rows represented a wide range of potential transit improvements, such as “*more bus stops*” or “*fewer transfers required*”. 91 out of the 97 respondents answered this question. The results in the table are shown as a weighted average. This means all responses were averaged against each other to determine a single likelihood figure. Those who answer “*would certainly use*” would cast a response as a 4. Those who answer “*would likely use*” or “*might use*” would enter a 3 or 2, respectively. Those who answer “*not very likely to use*” or “*would not make a difference*” reflect a weighted average of 1 or 0, respectively.

The responses with the highest weighted average amongst all potential improvements include earlier weekday morning service and a bicycle share or electric scooter share program, both above a score of 3. Other high-ranking improvements were: “*better information on using transit*”, “*later weeknight service*”, “*more bus stop shelters*”, and “*fewer transfers required*”. Marginally fewer desirable improvements are “*more frequent bus service*”, and a “*mobile phone app*”.

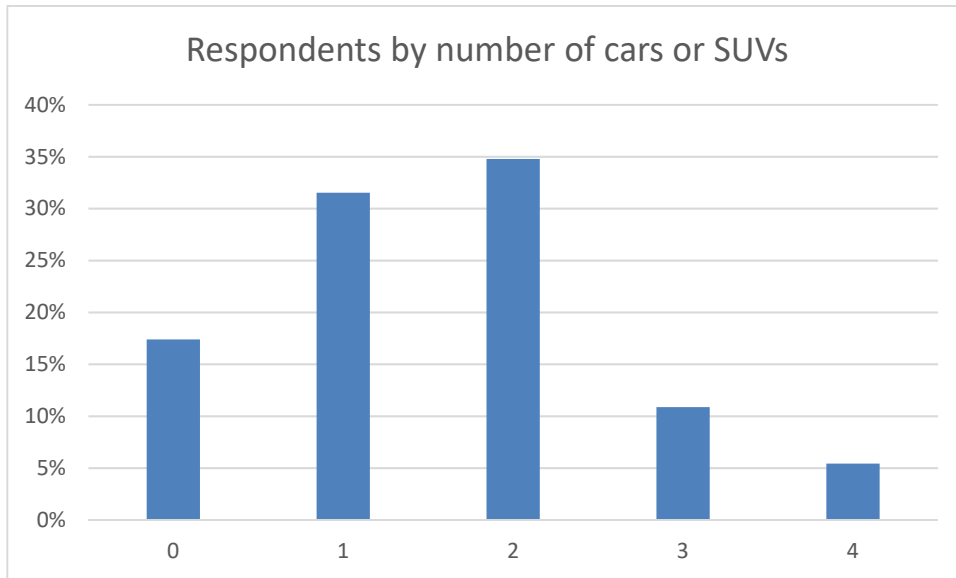
The remainder of the questions were asked to garner a demographic/socio-economic profile of survey respondents. Answering these questions was optional (and included “*Prefer not to answer*” for income and age.

*Question 6: How many people live in your household?*



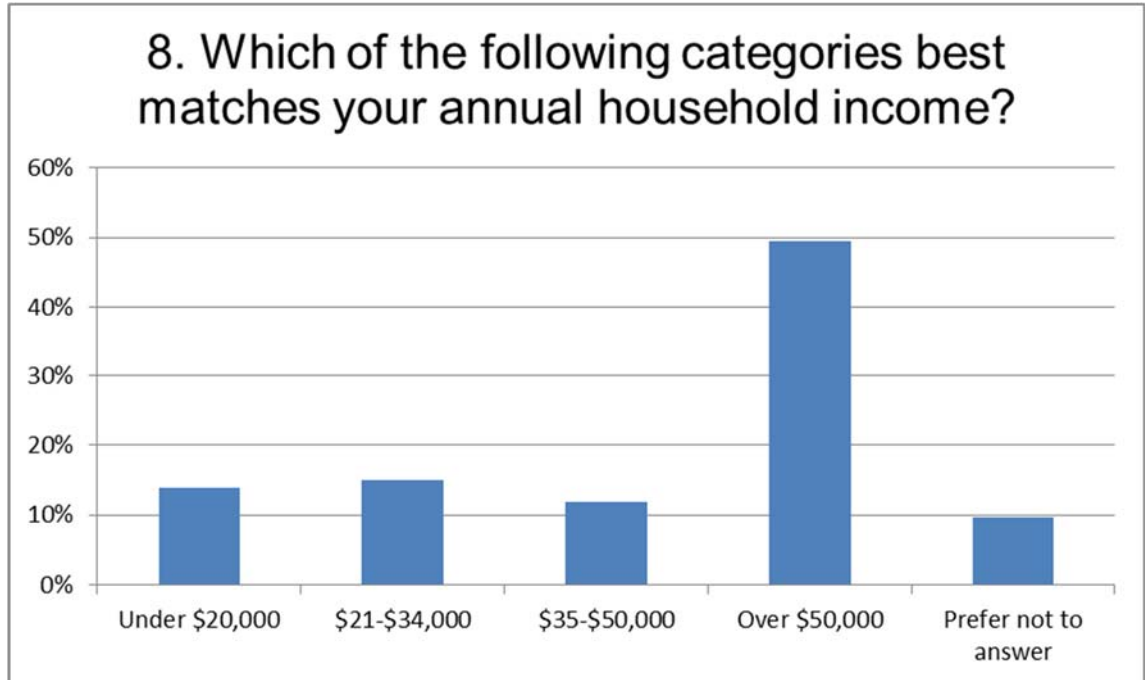
94 of 97 respondents answered this question. Most respondents (72%) live alone or with one other person. A fewer number of respondents (22%) reside in a household of 3 or 4 people. Other household sizes include 5, 6, 7, and 12 members.

*Question 7: How many cars or SUVs?*



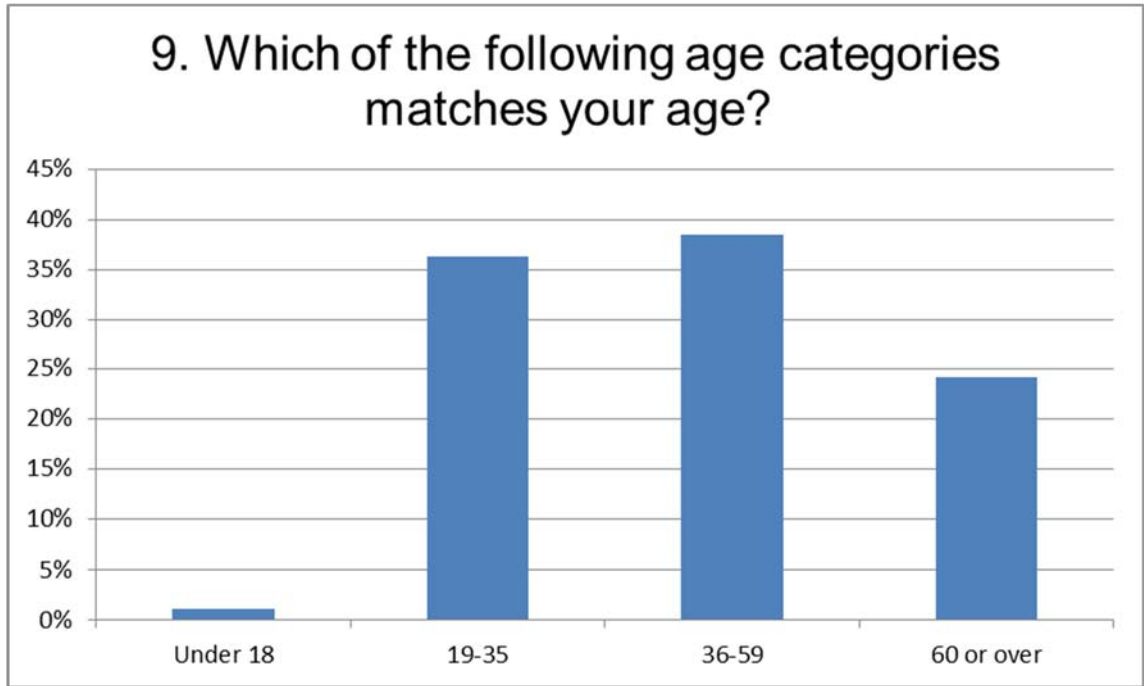
This question was an open response. 92 of 97 respondents answered this question. Most respondents (35%) have two vehicles per household. A similar number of respondents (32%) have one vehicle per household. 17% of respondents do not have a vehicle. Vehicle ownership (or access to a vehicle) is an important indicator for one's propensity to use transit or alternate mobility solution. 16% of respondents reside in a household with 3 or 4 cars.

Question 8: Which of the following categories best matches your annual household income?



This question was multiple choice. 13 respondents chose not to answer this question. Nearly 50% of respondents have a household income over \$50,000. Respondents with a household income under \$50,000 were evenly split between “under \$20,000” (14%), “\$20,000 to \$34,000” (15%), and “\$35,000 to \$50,000” (12%).

Question 9: Which of the following age categories matches your age?



This question was multiple choice. 91 out of 97 respondents answered this question. Most respondents (38%) were 36 to 59 years of age. The next largest cohort (36%) was 19 to 35 years of age. 24% of respondents were over 60 years of age. Only one respondent was 18 years of age or younger.

*Additional Comments*

The following are comments written by respondents at the end of the survey. 24 of the 97 respondents left a comment. The comments shown are unedited.

Comment Number	Comment
1	You're wonderful!! I would not have an interesting life without the ride and talking with the drivers. Thank you!
2	Fortuna Bus Service has a very good bus service. The driver's are very kind and helping people with their bags. I thank God that we have a bus service in our city.
3	More weekend and late night services please!
4	The bus schedules are missing at some sites especially in Eureka, better bus stop weather cover, the ones that are up now are useless if it's raining, windy, and/or both. Seats in booths, Arcata bus stops are often dirty, trash, weirdos hanging out, drunks, cigarettes where it says no smoking, people yelling, crazy people, especially at Arcata trains. It's hard to wait for a bus there because there is so much drunks, smoking and yelling sometimes.
5	Elders who have the greatest transportation needs will not likely access this on-line survey.
6	It is very hard to get to Central Ave to catch a bus in McKinleyville. Elders need a ride to the bus stops currently.
7	My son uses public transportation only and I hear / experience how difficult (impossible) it is for him to get to work at night and the weekends, and inconvenient and expensive, for him, otherwise.
8	ADA
9	As I age, I will need to give up my car and will have increased need for mass transit
10	More services needed with aging and disabilities
11	Thanks for all you do.
12	I would like for there to be multi-modal opportunities and connections between Eureka/Arcata besides vehicles as a mode of transportation.
13	I can't drive right now and looked into using the bus, but I can't get to a bus stop. Also, I'm on Old Arcata Rd and am not so organized that I can call the day before or know exactly when I'd need to return. Ideally on demand would not have a different definition for disabled people. Some rural transit services coordinate with ride hailing companies. It would also be great to have an express route between Eureka, Arcata, and McKinleyville that runs more frequently with a few less stops

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14	More buses, More Routes, More stops please! Earlier and Later Service would be great, as well as regular increased Saturday/Sunday Service.
15	Either not enough time to shop or too much
16	Interested in service from Redway to Shelter Cove
17	We need HTA/on demand transit (Sat/Sun) 7-8 a.m. (north/south) a way to link mobile HTA Transit lines for a free after hours
18	If the bus was closer, I would ride!
19	The bus is so expensive I ride my bike everywhere but love taking bus when I can afford it
20	Transportation goals need to evolve. We have valuable rail tracks that could easily be utilized for a trolley system. At the terminus of the trolley service could be scooter/golf cart/ bicycle rentals
21	I take the bus to HSU and work as often as possible. Right now, I have to plan 1 hour ahead to walk to Broadway and Del Norte and arrive to class on time. (Not bad, and beats driving around trying to find parking!) That bus stop (for southbound) has no accessible crosswalks, though, and most people j-walk through 4 lanes of speedy traffic. It's also somewhat inconvenient for people coming from Henderson Center, but if I were to hop on a city bus my 1 hour commute would be longer. I love the busses, but strongly advocate for more frequent pick-ups and safer crossings. Especially along Broadway between the Co-Op and the Mall. Thank you for this survey!
22	More bike racks on RTS busses would be fantastic. The racks are frequently full.
23	There are 5 of us (three are students who work part time, one owns a start-up business, and one works full time at minimum wage)
24	more bike racks on buses, more education, a late-night bus between Eureka and Arcata. An in-real-time bus app like one bus away is HUGE. People like to know for certain when they are getting picked up. Otherwise people with any other option will never use it for work, period.



### 3.0 Summary / Conclusions

Survey results informs on current modes of transportation used, thoughts on current transit services, and desired enhancement for transit/mobility services.

In general, most respondents had the ability to drive, and the private auto was the primary mode of transportation used.

Primary reasons cited for not using transit included:

- The length of time to get to destinations (takes too long);
- Transit doesn't go close enough to destination (or origin); and
- Transit's hours of service – earlier and later weekday service.

In short, the survey results informed on the need for mobility solutions (MoD strategies) that are more competitive with the private auto in terms of travel time and convenience and the need to provide connectivity to transit services (first-last mile). Similarly, Personal Mobility on Demand (PMoD) strategies may be used to provide needed mobility for days of week, hours of day and/or locations (geographic) where trip (and population) densities may not justify fixed route transit services (i.e., unable to attain performance standards/metrics).

Further, there is an opportunity to incorporate active transportation solutions such as (e.g., bicycle) in mobility enhancements.

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## **Appendix A: Mobility on Demand Survey Instrument**



May

# Mobility on Demand Survey

**We Need Your Input!**

To enter drawing, return completed survey by May 17

Enter for your chance to win a local \$35 gift certificate *see page 3*

Go to [HCAOG.NET](http://HCAOG.NET) to take this survey on-line

To best meet the transportation and mobility needs of residents and visitors to our County, the Humboldt County Association of Governments (HCAOG) is developing a shared vision for what “mobility on demand” can look like in Humboldt County. This survey is one way for you to provide input about current transit services, areas for improvement, and what new mobility options or technologies you would use, such as ride hailing (e.g. Uber, Lyft), bikeshare (e.g. Zagster), carshare, micro-transit, smart phone apps for payments, etc.

What you have to say is important in helping to make improvements and plan for the future. Thank you for your participation.

PLEASE TELL US ABOUT YOUR USE OF TRANSIT AND YOUR TRAVEL PATTERNS.

1. What is the zip code where you live (residence)?

2. What type of transportation do you or other members of your household use in a typical week and for what purpose? Please check all that apply.

	Work	Social / Recreational	Shopping	Doctor / Medical	School/ Education	Other
a. Personal vehicle (as <i>Driver or Passenger</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Redwood Transit Service (RTS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Willow Creek	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Arcata & Mad River (AMRTS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Eureka Transit Service (ETS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Southern Humboldt (SOHUM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Tish Non Village Transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Blue Lake Rancheria Transit Service (BLRTS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Old Arcata Road Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. HTA's Dial-a-Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Regular taxi or ride share service (e.g. Uber, Lyft, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. a) If you have used public transit/bus services in Humboldt within the last six months, what do you think of the transit service? (If you have never used any of the bus services, please go to Question 4).

	Almost always	Often	Unsure	Not very often	Almost never
a. Service is convenient and easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The travel times are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I feel safe on the transit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Transit information is readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Transit arrives on schedule (is punctual)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Transit fares are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Transfers are convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Overall, I am satisfied with the transit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**3.b) How do you typically locate information about transit services?**

- Transit customer service (phoning a transit agency)  
  Website  
  Facebook  
  Riders' guide  
 From the driver  
  At the bus stop  
  Other (specify) \_\_\_\_\_

**4. If you do NOT use any public transit service, why not? (Please check all that apply)**

- Infrequent service                                       I don't know what bus to take                       I would not feel safe and secure on public transit or waiting for transit  
 It doesn't go close enough to where I travel to and from                       Bus routes aren't direct enough                       Other (please state) \_\_\_\_\_  
 It is too expensive     Transit doesn't operate the hours of the day or the days of week that I would want to travel. Specify \_\_\_\_\_  
 It takes too long to travel by bus     I would not take transit under any circumstances  
 Buses are too crowded

**5. For the types of improvements you would like to see (pick all that apply), what is the likelihood you would use transit/mobility services if the improvements were made ?**

Type of improvement I would like to see	Would certainly use	Would likely use	Might use	Not very likely use	Would never use	Would not make a difference
Better information on how to use transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended weekend service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Later week night service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Earlier weekday morning service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-demand ride hailing service (i.e., subsidized, shared-ride service in a van or sedan; rides requested through a Smart phone or tablet app.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle share or electric-scooter share program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More frequent bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More shelters or benches at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fewer transfers required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A mobile phone app for planning trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A mobile phone app for paying fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A mobile phone app for real-time information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIFI/wireless Internet access on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved bus service to (specify location(s)) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**IN THIS SECTION PLEASE TELL US ABOUT YOU AND YOUR HOUSEHOLD [OPTIONAL]**

6. How many people live in your household? \_\_\_\_\_

7. How many cars or SUVs? \_\_\_\_\_

8. Which of the following categories best matches your annual household income?

- Under \$20,000     \$21-\$34,000     \$35-\$50,000     over \$50,000     Prefer not to answer

9. Which of the following age categories matches your age?

- Under 18     19-35     36-59     60 or over     Prefer not to answer

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COMMENTS:

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**Thank you for your participation**

RETURN SURVEY TO:    ♦ Box, if provided

♦ HCAOG, 611 I Street, Suite B, Eureka    or info@hcaog.net    or fax: (707) 444-8319

♦ Arcata Transit Center, 925 E Street, Arcata    ♦ Humboldt Transit Center, 133 V Street, Eureka

♦ Blue Lake City Hall, Fortuna City Hall, Rio Dell City Hall

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*OPTIONAL*

Enter for your chance to win a valuable gift certificate from a local shop or restaurant

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

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