



Sault Ste. Marie Transit Optimization Study – Rider and Community Survey

Thank you for taking the time to share your thoughts on the future of transit in Sault Ste. Marie. Your feedback will help shape a transit system that meets community needs. This survey will take approximately 5 – 10 minutes to complete.

1. How often do you use Sault Transit Services? (One choice)

- Daily
- A few times a week
- A few times a month
- Rarely
- Never

2. What are the reasons you use or would use public transit? (Multiple choice)

- Commuting to work/ school
- Running errands
- Leisure/ social activities
- Cost savings
- Environmental impact
- I don't use transit
- Other:

3. What are the most significant barriers preventing you from using public transit more often? (Multiple choice)

- Lack of frequent service
- Routes don't go where I need
- Long travel times
- Unreliable service/ schedule
- Cost of fares
- Prefer driving/ walking/ biking
- Other:



4. What improvements would encourage you to use transit more often? (Multiple choice)

- More frequent service
- Extended service hours (earlier mornings/ later evenings)
- Faster and more direct routes
- Easier access to bus stops
- Improved bus stops/ shelters
- Improved reliability and on-time service
- Better connections to key destinations
- Better information provision (i.e. integration with Google maps, real-time bus arrival time, etc.)
- Cheaper fares
- Other:

5. What types of transit services should the City prioritize for the future? (Multiple choice)

- More frequent local bus routes
- Express or rapid transit service between key points
- OnDemand and other flexible transit options
- Enhanced accessibility for seniors and people with disabilities
- Other:

6. If Sault Transit services were not available, how would you get to a destination?

- Drive myself
- Ride with someone else
- Not make the trip
- Walk
- Bicycle
- Taxi/Uber
- Car Share
- Shuttle
- Other:



7. The City is considering relocating the Downtown Bus Terminal to 111 Huron Street. This will enhance security for transit users, improve operations by having staff and mechanics on site, and realize cost savings. What is your preferred location? (One choice)
- Dennis Street (keep it as its current location)
 - 111 Huron Street (move it to the bus depot)
 - I don't have a preferred location

8. **Why** is your preferred location of the Downtown Bus Terminal at Dennis Street (current location) or at Huron Street (at the bus depot)?

9. What features are important to you regarding a transit terminal?

- Pedestrian access and safety
- Seating and shelter space
- Bus circulation and ease of access
- Wayfinding and signage
- Service reliability
- Accessibility and amenities
- Location

10. Do you have any other comments or suggestions regarding the Downtown Bus Terminal and its potential relocation?

11. How has your experience been with Sault Transit's On-Demand transit service, operating on Saturday and Sunday evenings? (One choice)

- Predominantly positive experience
- Predominantly negative experience
- I have not used Sault Ste Marie's On-Demand transit service



12. If you've used Sault Ste Marie's OnDemand transit service, please describe why your experience was – on the whole – either predominantly positive or negative:

13. How has your experience been with Sault Transit's Parabus service? (One choice)

- Predominantly positive experience
- Predominantly negative experience
- I have not used Sault Transit's Parabus service

14. If you've used Sault Transit's Parabus service, please describe why your experience was – on a whole – either predominantly positive or negative:

15. Do you have any other comments or suggestions to improve transit in the city?

16. Are you presently a post-secondary student at Algoma University or Sault College?

- Yes
- No

Your feedback will help shape the future of transit in Sault Ste. Marie.
Thank you for your input!