

## APPENDIX B: Public Survey Outreach and Results

The public survey conducted was a joint effort to receive input for two regional plans: Pedestrian Vision Plan and Transit Vision Plan. The following organizations were communicated with electronically, and each communicated with their constituents about the survey opportunity.

- ▲ BLUE RIDGE BICYCLE CLUB
- ▲ BLUE RIDGE INDEPENDENT LIVING CENTER (NEWSLETTER, FACEBOOK, DISABILITY ADVOCATES EMAIL DISTRIBUTION LIST)
- ▲ BLUE RIDGE INTER-AGENCY COUNCIL ON HOMELESSNESS
- ▲ ROANOKE REGIONAL CHAMBER OF COMMERCE TRANSPORTATION COMMITTEE
- ▲ CITY OF ROANOKE (MYROANOKE EMAIL LIST, ECONOMIC DEVELOPMENT BIZNEWS, DOWNTOWN PLAN FACEBOOK PAGE, PLANNING DEPARTMENT WEBPAGE)
- ▲ CITYWORKS(X)PO FACEBOOK, TWITTER
- ▲ COUNCIL OF COMMUNITY SERVICES NON-PROFIT E-NEWSLETTER
- ▲ ROANOKE VALLEY GREENWAY COMMISSION
- ▲ KIWANIS CLUB
- ▲ LOUDON-MELROSE/SHENANDOAH WEST TRANSFORMATION PLAN CONSULTANT
- ▲ REGIONAL BICYCLE ADVISORY COMMITTEE
- ▲ ROANOKE CHAPTER OF INTERNATIONAL MOUNTAIN BIKING ASSOCIATION
- ▲ ROANOKE REGIONAL HOUSING NETWORK

- ▲ ROANOKE VALLEY-ALLEGHANY REGIONAL COMMISSION (WEBSITE, FACEBOOK)
- ▲ RIDESOLUTIONS (MEMBER LIST, WEBSITE, FACEBOOK)
- ▲ ROANOKE COUNTY (COMMUNITY DEVELOPMENT E-NEWSLETTER, PLANNING SERVICES FACEBOOK)
- ▲ SENIOR NETWORKING GROUP EMAIL LIST

Paper surveys provided to the following libraries:

1. South County Library
2. Glenvar Library
3. Hollins Library
4. Vinton Library
5. Salem Library
6. Gainsboro Library
7. Jackson Park Library
8. Melrose Library
9. Raleigh Court Library
10. Williamson Road Library

Business cards with the web address of the survey were delivered to the following senior living and rehabilitation centers:

**Pheasant Ridge Nursing Rehab**

4435 Pheasant Ridge Rd., Roanoke, VA 24014

**Brandon Oaks Retirement Village**

3804 Brandon Ave., SW, Roanoke, VA 24018

**Friendship Health and Rehab Center and Friendship Retirement Community**

327 Hershberger Rd, #1, Roanoke, VA 24012

**Salem Health and Rehab Center**

1945 Roanoke Blvd., Salem, VA 24153

**Our Lady of the Valley**

Jefferson Street across from St. Andrew's Catholic Church

**Emeritus Senior Living**

1127 Persinger Rd., SW, Roanoke, VA 24015

**Emeritus at Cave Spring**

3585 Brambleton Ave., Roanoke, VA 24018

**Summerville at Ridgewood Gardens**

2001 Ridgewood Dr., Salem, VA 24153

**Hermitage in Roanoke (formerly Roanoke United Methodist Home)**

1009 Old Country Club Rd., Roanoke, VA 24017

**Edinburgh Square Retirement Community**

129 Hershberger Rd., NW, Roanoke, VA 24012

**Magnolia Ridge Residential Care & Assisted Living**

1007 Amherst St., SW, Roanoke, VA 24015

**Elm Park Estates**

4230 Elm View Road, Roanoke, VA 24018

**Hamilton Haven of Roanoke**

2720 Cove Rd., NW, Roanoke, VA 24017

**Candis Home For Adults**

1619 Hanover Ave., NW, Roanoke, VA 24017

**Local Office on Aging**

706 Campbell Ave., SW, Roanoke, VA 24016

**Kirk Family YMCA**

520 Church Avenue, SW, Roanoke, VA 24016

**Melrose Towers**



3038 Melrose Ave., NW, Roanoke, VA 24017

**Jamestown Place**

1533 Pike Lane, SE, Roanoke, VA 24014

**Morningside Manor**

1020 13th St., SE, Roanoke, VA 24013

Regional Pedestrian and Transit Vision Plans Survey																																																													
If you need additional accommodations in order to complete this survey, please contact Cristina Finch at 540-343-4417 or cfinch@rvarc.org. You may also take the survey online at: <a href="http://www.surveymonkey.com/s/HQK8LS8">http://www.surveymonkey.com/s/HQK8LS8</a> .				 																																																									
<b>1. In what locality do you reside?</b> <input type="checkbox"/> Bedford County <input type="checkbox"/> Botetourt County <input type="checkbox"/> Montgomery County <input type="checkbox"/> Roanoke County <input type="checkbox"/> City of Roanoke <input type="checkbox"/> City of Salem <input type="checkbox"/> Town of Vinton <input type="checkbox"/> Other (please specify) <div style="border: 1px solid black; height: 15px; width: 100%;"></div>				<b>10. How would you classify your walking (or rolling if you use a wheelchair or mobility scooter) ability in terms of the following?</b> <input type="checkbox"/> I have no difficulty walking a quarter-mile or more. <input type="checkbox"/> I can walk a couple blocks but more is difficult for me. <input type="checkbox"/> I can walk a block but more is difficult for me. <input type="checkbox"/> I am unable to walk a block.																																																									
<b>2. What is your residence zip code?</b> <div style="border: 1px solid black; height: 15px; width: 100%;"></div>				<b>11. On average, how many DAYS per week do you walk (roll) for the following reasons?</b>																																																									
<b>3. In what locality do you work?</b> <input type="checkbox"/> Not applicable, I don't work <input type="checkbox"/> Bedford County <input type="checkbox"/> Montgomery County <input type="checkbox"/> Botetourt County <input type="checkbox"/> City of Roanoke <input type="checkbox"/> Roanoke County <input type="checkbox"/> Town of Vinton <input type="checkbox"/> City of Salem <input type="checkbox"/> Other (please specify) <div style="border: 1px solid black; height: 15px; width: 100%;"></div>				<table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th rowspan="2"></th> <th colspan="6">Days</th> </tr> <tr> <th>0</th> <th>1</th> <th>2</th> <th>3-4</th> <th>5</th> <th>6-7</th> </tr> </thead> <tbody> <tr> <td>To get to work/school</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>To get something to eat</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>To get to stores/do errands</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>To get to medical appointments</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>To exercise</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>To visit friends or go out for fun</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>				Days						0	1	2	3-4	5	6-7	To get to work/school							To get something to eat							To get to stores/do errands							To get to medical appointments							To exercise							To visit friends or go out for fun						
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<b>4. What is your work zip code?</b> <div style="border: 1px solid black; height: 15px; width: 100%;"></div>				<b>12. Please list the top three locations where "regionally significant" pedestrian accommodations are most needed (not local neighborhood streets). Include specific street segments and/or intersections for reference.</b> <div style="border: 1px solid black; height: 30px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 30px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 30px; width: 100%;"></div>																																																									
<b>5. What is your age?</b> <input type="checkbox"/> Under 18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-35 <input type="checkbox"/> 36-45 <input type="checkbox"/> 46-55 <input type="checkbox"/> 56-65 <input type="checkbox"/> Over 65				<b>13. Do you think local governments should allocate more money to improve public transit services?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No																																																									
<b>6. Do you own a car?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No				<b>14. Please share why you think public transit is or is not important in the Roanoke Valley.</b> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>																																																									
<b>7. Do you have a mobility disability and/or use a wheelchair, scooter, or other mobility device?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No																																																													
<b>8. Do you think local governments should allocate more money to construct/improve pedestrian facilities?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No																																																													
<b>9. Please share why you think walkability is or is not important to the Roanoke Valley.</b> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>																																																													

15. In the past year, have you used public transit (such as Valley Metro, Smart Way, RADAR)?

- Yes  No

16. What public transit service did you use?

- Valley Metro local fixed routes  
 Starline Trolley  
 Smart Way Commuter Bus  
 Smart Way Commuter Bus to Amtrak  
 RADAR – STAR service (City of Roanoke, Salem, and Vinton residents).  
 RADAR – County of Roanoke (CORTAN) service  
 Other (please specify)

17. In the past year, how often did you use public transit?

- Less than once a month  
 1-3 times per month  
 Once or twice a week  
 About every day

18. On average, how many DAYS per week do you use public transit for the following reasons?

	Days					
	0	1	2	3-4	5	6-7
To get to work/school						
To get something to eat						
To get to stores/do errands						
To get to medical appointments						
To exercise						
To visit friends or go out for fun						

19. If you use public transit to get to work, please indicate the main reason by checking the appropriate box below.

- Not applicable; I don't use public transit to get to work.  
 It is my only way to get to work.  
 The cost of parking my car is too much.  
 It is environmentally-friendly.  
 Other (please specify)

20. What factor(s) discourage you from using public transit? Select all that apply.

- Not Applicable: I frequently use public transit.  
 The bus doesn't come near my home.  
 The bus doesn't go where I need to go.  
 The bus doesn't come often enough for me to use it.  
 The bus ride to where I need to go is too long.  
 I don't understand how the bus system works.  
 I worry about my personal safety.  
 Other (please specify)

21. If it were convenient and affordable, would you consider using public transit?

- Not Applicable: I currently use public transit.  
 Yes  No

22. List the top three activity centers or destinations you feel should be better connected via the public transit network. Include specific street segments and/or intersections for reference.

1

2

3

23. What one public transit or pedestrian accommodation, service or idea is so important that you would be disappointed if it were not included in the final plan?

24. What is the most important message you would like to share with decision-makers about walking?

25. What is the most important message you would like to share with decision-makers about public transit?

26. Please list any other comments or suggestions about walking or public transit.

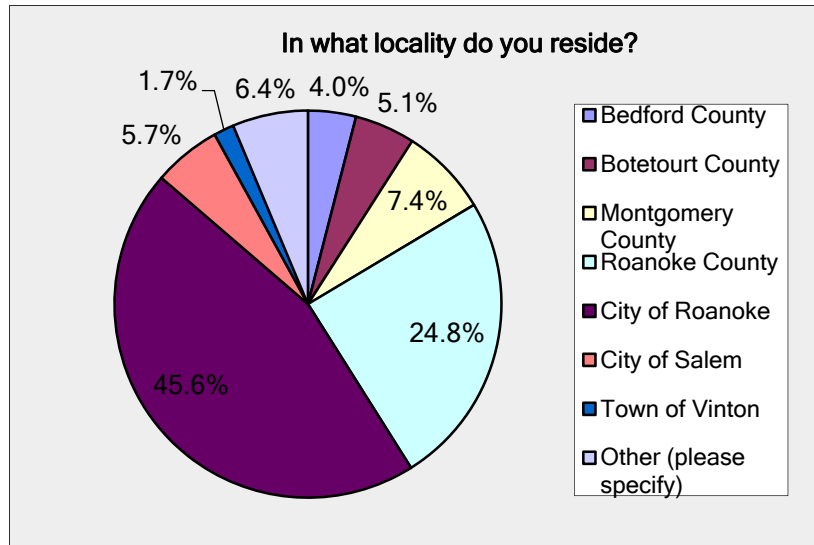
Thank you for completing this survey! Please send to:

Fax: 540-343-4416  
 E-mail: [cfinch@rvarc.org](mailto:cfinch@rvarc.org)  
 Mail: P.O. Box 2569, Roanoke, VA 24010

## Summary of Public Survey Responses

### 1. Survey Responder - Place of Residence

LOCALITY	% of Current MPO Population	Response Percent	Response Count
Bedford County	0.2%	4.0%	19
Botetourt County	5.7%	5.1%	24
Montgomery County	0.3%	7.4%	35
Roanoke County	32.0%	24.8%	117
City of Roanoke	46.2%	45.6%	215
City of Salem	11.8%	5.7%	27
Town of Vinton	3.9%	1.7%	8
Other (please specify)		6.4%	30
<i>Alleghany County</i>		0.2%	1
<i>Blacksburg</i>		0.4%	2
<i>Christiansburg</i>		0.8%	4
<i>Craig County</i>		0.4%	2
<i>Ferrum</i>		0.2%	1
<i>Franklin County</i>		1.7%	8
<i>Giles County</i>		0.2%	1
<i>Lynchburg</i>		0.2%	1
<i>Overseas</i>		0.2%	1
<i>Pulaski</i>		0.4%	2
<i>Radford</i>		0.4%	2
<i>West Virginia</i>		0.2%	1
<b>answered question</b>			<b>470</b>
<b>skipped question</b>			<b>1</b>

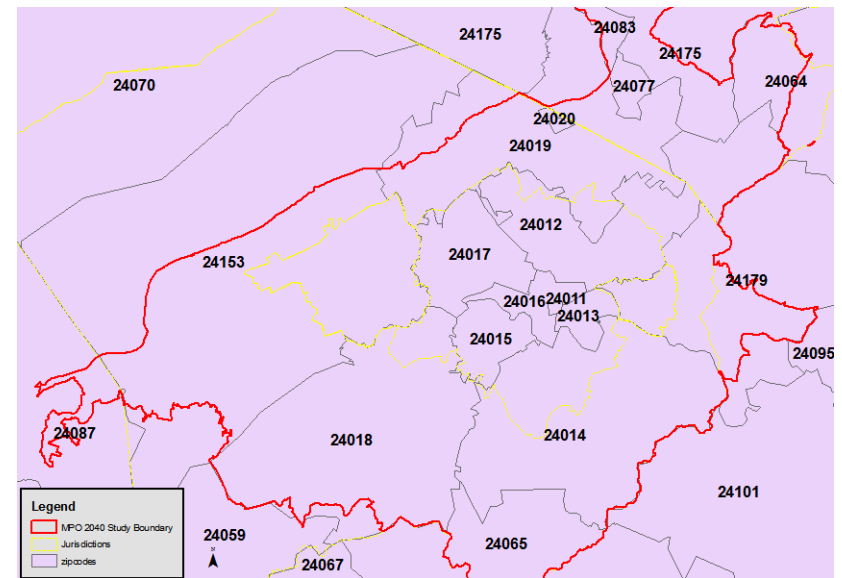


Zip Codes with 5 or fewer responses:

24064	20189	24162
24011	24059	24426
24121	24065	24503
24151	24066	24551
24523	24070	24740
24083	24088	27204
24101	24092	
24077	24122	
24087	24127	
24095	24128	
24149	24134	
24174	24141	
24301	24143	

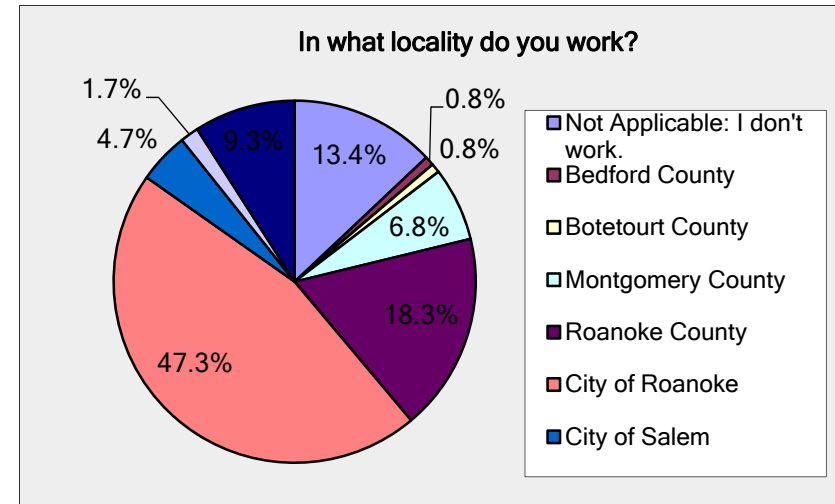
### 2. Survey Responder - Residence by Zip Code

Responses	Zip Code
82	24018
72	24015
47	24014
37	24153
28	24019
24	24016
22	24012
19	24060
17	24073
16	24179
13	24013
13	24017
11	24020
9	24175



### 3. Survey Responder – Place of Work

Job Location	Response Percent	Response Count
Not Applicable: I don't work.	13.4%	63
Bedford County	0.8%	4
Botetourt County	0.8%	4
Montgomery County	6.8%	32
Roanoke County	18.3%	86
City of Roanoke	47.3%	223
City of Salem	4.7%	22
Town of Vinton	1.7%	8
Other (please specify)	9.3%	44
<i>At Home</i>	0.8%	4
<i>All</i>	0.6%	3
<i>Various states</i>	0.2%	1
<i>Overseas</i>	0.2%	1
<i>Alleghany County</i>	0.2%	1
<i>Town of Blacksburg</i>	0.8%	4
<i>City of Radford</i>	0.8%	4
<i>Craig County</i>	0.2%	1
<i>Town of Dublin</i>	0.2%	1
<i>Franklin County</i>	0.2%	1
<i>Town of Hillsville</i>	0.2%	1
<i>City of Lynchburg</i>	0.6%	3
<i>Floyd County</i>	0.2%	1
<i>New River Valley</i>	0.2%	1
<i>Town of Rocky Mount</i>	0.4%	2
<b>Total Job Location Responses</b>		<b>471</b>



### 4. Survey Responder –

#### Place of Work by Zip Code

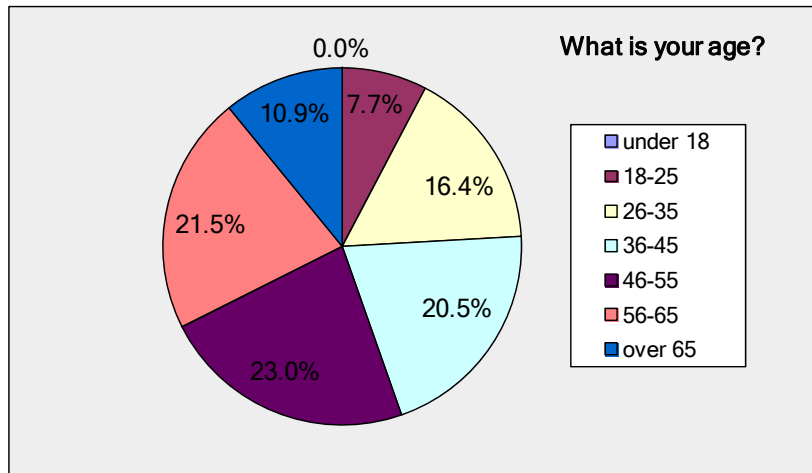
Responses	Zip Code
50	24019
49	24011
45	24018
43	24016
38	24012
26	24153
19	N/A
17	24014
16	24061
14	24020
13	24060
12	24015
11	24179
9	24013
9	24017

#### Zip codes with 5 or fewer responses

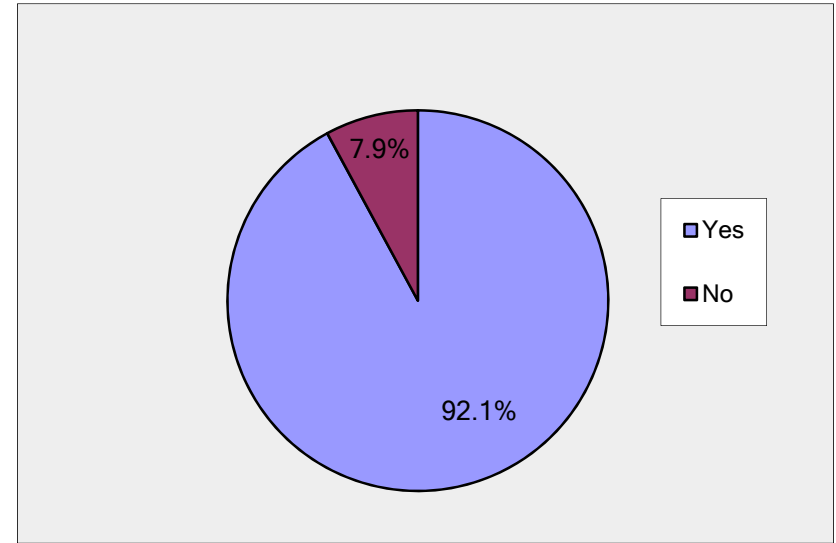
24073	20189
24042	24005
24142	24022
24151	24038
24502	24043
24001	24070
24010	24083
24077	24084
Varies	24106
	24120
	24121
	24127
	24343
	24422
	24523

5. Responses by Age – What is your age?

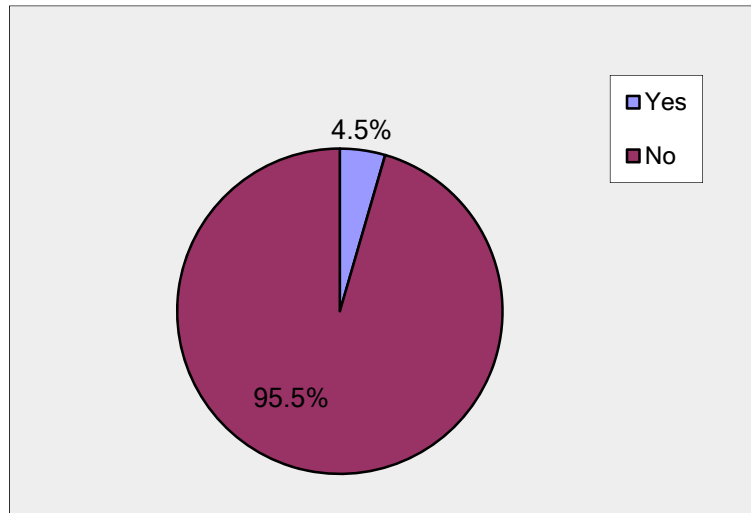
Age Bracket	Response Percent	Response Count
under 18	0.0%	0
18-25	7.7%	36
26-35	16.4%	77
36-45	20.5%	96
46-55	23.0%	108
56-65	21.5%	101
over 65	10.9%	51
<i>answered question</i>		<b>469</b>
<i>skipped question</i>		<b>2</b>



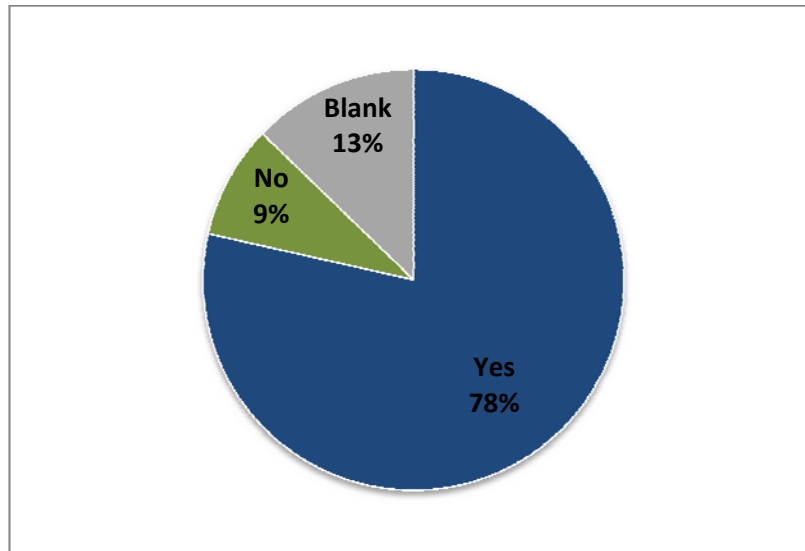
6. Vehicle Ownership – Do you own a car?



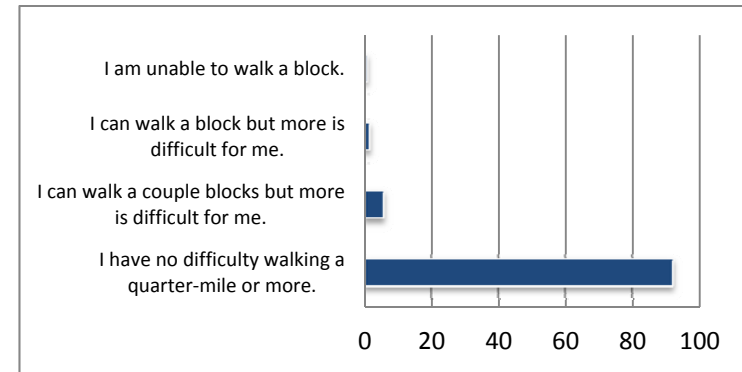
7. Do you have a mobility disability and/or use a wheelchair, scooter, or other mobility device?



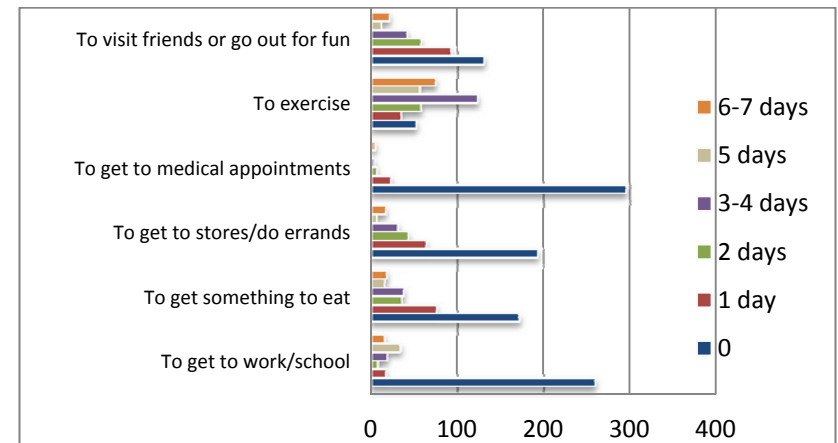
8. Do you think local governments should allocate more money to construct/improve pedestrian facilities?



9. How would you classify your walking (or rolling if you use a wheelchair or mobility scooter) ability in terms of the following?



10. On average, how many DAYS per week do you walk (roll) for the following reasons?



In addition, many pages worth of answers regarding why people think walkability is or is not important to the Roanoke Valley; the top three locations where “regionally significant” pedestrian accommodations are most needed, and the most important message to share with decision-makers about walking are available at the Regional Commission.