

## PPTA Membership Survey

1. What is your level of satisfaction with the following services provided by PPTA?  
 Circle the number that best describes your level of satisfaction with 1 = very dissatisfied and 5 = very satisfied.

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know / Unfamiliar
PPTA staff's communication to members	1	2	3	4	5	
PPTA board's communication to members	1	2	3	4	5	
Board representation of my needs/concerns as a member	1	2	3	4	5	
Good value for the dues	1	2	3	4	5	
Networking opportunities	1	2	3	4	5	
Quality of meetings	1	2	3	4	5	
Committee structure	1	2	3	4	5	
Committee effectiveness	1	2	3	4	5	
Spring Conference in Hershey	1	2	3	4	5	
PennTRAIN	1	2	3	4	5	
Public relations	1	2	3	4	5	
Membership directory	1	2	3	4	5	
Government affairs presence	1	2	3	4	5	
Being kept informed of state funding issue	1	2	3	4	5	
Being kept informed of other pending legislation (beyond state funding issue)	1	2	3	4	5	
Legislative representation	1	2	3	4	5	
Handling of state funding initiative	1	2	3	4	5	
PPTA's administration	1	2	3	4	5	
Overall effectiveness of PPTA as an association	1	2	3	4	5	

2. Have you ever used any of PPTA's online forums?  Yes  No

If Yes,

Which forum did you use? (select all that apply)

PPTA Membership  Marketing  Maintenance  Operations

What is your satisfaction with the forum?

Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know / Unfamiliar
1	2	3	4	5	

If No,

Why have you not used a forum?

3. What is your level of satisfaction that PPTA is meeting its stated goals:

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know / Unfamiliar
PPTA develops and maintains communication with Federal, State and Local governments to foster and promote an awareness and support of public transportation and mobility services	1	2	3	4	5	
PPTA promotes the value of public transportation and mobility services	1	2	3	4	5	
PPTA advocates for the investment in public transportation, equipment, and infrastructure	1	2	3	4	5	
PPTA provides a forum for members and stakeholders to interact, exchange information and to continuously improve mobility services	1	2	3	4	5	
PPTA promotes equitable and fair representation of all members	1	2	3	4	5	

4. Why do you and your organization participate in PPTA? Rank the reasons in order of importance. Begin by picking your most important reason and assign it the number 1. Then find the second most important reason and assign it the number 2. Continue until you assign a number to all the reasons that apply. Leave blank any reasons that do not apply.

Rank

- \_\_\_\_\_ 1. Legislative Representation
- \_\_\_\_\_ 2. Networking
- \_\_\_\_\_ 3. Education/Training
- \_\_\_\_\_ 4. Technical Assistance
- \_\_\_\_\_ 5. Help Promote Public Transportation
- \_\_\_\_\_ 6. Stay Informed of Legislation/Regulations
- \_\_\_\_\_ 7. Stay Informed of Industry Trends/Best Practices

5. If PPTA could improve in two areas what would they be?

6. What is PPTA's greatest strength?

7. Should PPTA consider producing a members newsletter?

Yes     No     Don't care

8. Which format would you prefer for a membership newsletter?

Printed and Mailed     Electronic sent via Email     Don't care

This part of the survey measures what PPTA means to you by having you judge PPTA on a series of descriptive scales bound at each end by two opposing words. Please mark the blank that indicates how accurately one of the words describes what PPTA means to you.

For example:  
PPTA conference food is:

Disgusting : \_\_\_: \_\_\_: \_\_\_: \_\_\_: X : \_\_\_: \_\_\_: Delicious

9. PPTA is:

Low value	: ___: ___: ___: ___: ___: ___: ___:	High value
Boring	: ___: ___: ___: ___: ___: ___: ___:	Interesting
Stagnant	: ___: ___: ___: ___: ___: ___: ___:	Dynamic
Non-responsive	: ___: ___: ___: ___: ___: ___: ___:	Responsive
Non-inclusive	: ___: ___: ___: ___: ___: ___: ___:	Inclusive
Lowly regarded	: ___: ___: ___: ___: ___: ___: ___:	Highly regarded
Ineffective	: ___: ___: ___: ___: ___: ___: ___:	Effective
Uninformative	: ___: ___: ___: ___: ___: ___: ___:	Informative
Close-minded	: ___: ___: ___: ___: ___: ___: ___:	Open-minded

10. How would you prioritize the PPTA Executive Director’s job responsibilities? Please prioritize based on the duties and responsibilities outlined in the PPTA Executive Director’s job description. Rank the duties/responsibilities in order of importance and priority. Begin by picking what the Executive Director’s most important duty should be and assign it the number 1. Then find the second most important duty and assign it the number 2. Continue until you assign a number to all the duties

Rank

- \_\_\_\_\_ 1. Develop and implement annual work plan and association goals
- \_\_\_\_\_ 2. Develop collaborative relationships with relevant constituents
- \_\_\_\_\_ 3. Oversight of PennTRAIN
- \_\_\_\_\_ 4. Fiscal Oversight
- \_\_\_\_\_ 5. Facilitate member participation in PPTA policy development and legislative/regulatory initiatives
- \_\_\_\_\_ 6. Membership recruitment and retention
- \_\_\_\_\_ 7. Participate in and support board
- \_\_\_\_\_ 8. Monitor and facilitate committee activities
- \_\_\_\_\_ 9. Publish & edit communication pieces (membership directory, brochure, website, newsletter)
- \_\_\_\_\_ 10. Manage and develop educational programs, conferences, expos, board, membership and committee meetings and retreats

11. Based on duties and responsibilities as outlined in the PPTA staff's job descriptions, please rate if the PPTA staff should be giving more, less or the same amount of attention to each area.

	More	Less	Same	Don't Know / Unfamiliar
1. Develop and implement annual work plan and association goals				
2. Develop collaborative relationships with relevant constituents				
3. Oversight of PennTRAIN				
4. Marketing of education programs and meetings				
5. Fiscal Oversight				
6. Facilitate member participation in PPTA policy development and legislative/regulatory initiative				
7. Membership recruitment and retention				
8. Participate in and support board				
9. Monitor and facilitate committee activities				
10. Publish & edit communication pieces (membership directory, brochure, website, newsletter)				
11. Meeting planning of educational programs, conferences, expos, board, membership and committee meetings and retreats				
12. Content development of educational programs				
13. Maintain library resources				

12. Beyond funding issues, what is the most pressing issue facing your organization?

13. What is your job title? \_\_\_\_\_

14. What is your *primary* job responsibility? (Select all that apply)

- Executive management
- Operations
- Maintenance
- Customer Service
- Marketing
- Government Affairs
- Safety
- Security
- Human Resources
- Finance

15. What PPTA committees do you currently participate in? (Select all that apply)

- Community Transportation
- Financial Officers
- Maintenance
- Membership Services
- Operations
- Streamlining
- Human Resources
- Government Affairs
- Joint Maintenance/Operations
- Marketing
- PennTRAIN Advisory
- I do not participate in any committee

16. What Class System is your organization? (Select all that apply)

- Class 1 (SEPTA)
- Class 2 (Port Authority)
- Class 3 (Urban)
- Class 4 (Rural)
- Class 5 (Community Transportation)
- Associate (Vendor/Supplier of Goods/Services, etc.)
- Affiliate (TMA/MPO/RPO/Council, etc.)

17. How long have you worked in the public transportation industry in Pennsylvania?

- 1 year of less
- 2 – 4 years
- 5 – 9 years
- 10 – 19 years
- 20+ years