**USER SURVEY**

1. What town/city do you currently live? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What kind of public transportation is available where you live? (Check all that apply)

☐ bus

☐ carpool

☐ vanpool

☐ walked

☐ bike

☐ Dial-A-Ride

☐ Door to Door Paratransit

☐ Train

☐ Ferry

☐ Others (Please specify)

1. Do you use public transportation?

☐ yes

☐ no

If not, why? (Please select all that apply)

Infrequent servicety issues

Lack of cleanliness and comfort

Commute takes too long

Fares too complicated or expensive

Prefer to drive

Prefer not to say

1. If yes, what form of transportation do you usually use?

☐ bus

☐ carpool

☐ vanpool

☐ walked

☐ bike

☐ Dial-A-Ride

☐ Door to Door Paratransit

☐ Train

☐ Ferry

☐ Others (Please specify

1. Why do you use this service? (Please select all that apply)

Affordability

Convenience

Speed of the trip

Friendly drivers

The app/booking experience

Reliable wait times

The locations where this service goes

Safety

Eco-friendliness

Do not own or have access to a vehicle

1. What is your most frequent use for this service? (Please select all that apply)

Commuting to/ from work

Connecting to other public transit (Bus, Amtrak, Trolley, etc.)

Education

Healthcare

Daily errands (e.g., grocery, bank)

Taking care of a child

Government services (e.g., court, city hall, county admin)

Social services (e.g., support orgs, community facilities)

Leisure

Other

1. How often do you use this service?

Daily

3-5 Times a week

1-2 Times a Week

Weekly

Several times a month

Only when needed

Other

1. What would you like to see improved about this service? (Please select all that apply)

Decreased wait times

Expanded hours

Expanded days of operation

Increased coverage area

Easier to use mobile app

Booking by phone

Easier booking process

Ride push notifications

Clearer real-time information about my trip

Vehicle improvements

Driver improvements

Nothing

1. Are you concerned about climate change?

☐ I am not concerned about climate change

☐ I am concerned about climate change, but I do not plan to reduce my emissions

☐ I would like to reduce my emissions, but I don’t know how

☐ I would like to reduce my emissions and will do so in the future

☐ I have already reduced my emission significantly

☐ No Answer

1. What type of ticket/pass do you normally use when travelling by public transport?

☐ Single

☐ Daily Pass

☐ Recurring Trip reservation

1. How do you normally pay for bus fare?

☐ Cash

☐ Debit/Credit card

☐ Online

1. What benefits have you experienced from using the READY! service? (Please select all that apply)

Reduced commute/travel time

Saving money

Commuting/traveling more often

Easier to travel to work

Easier to travel to medical appointments

No benefits

Other [please specify]

1. What improvements would you like to see from the MATA GO901 app and website?

Better real-time information and communication

More frequent communication regarding available services

Easier sign-up

Easier instructions on how to use

More information about service hours, locations, etc.

New app menu options

Other [please specify]

1. Do you have a personal car that you can use to commute or run errands?

Yes

No

1. Do you own a smartphone?

Yes

No

1. Do you own a computer?

Yes

No

1. Do you have access to internet?

Yes

No

**Transit to Work**

1. What travel mode does the staff usually use to commute to work? (Check all that apply).

☐ drive alone.

☐ transit (bus/rail)

☐ carpool

☐ vanpool

☐ walked

☐ biked

☐ work from home

☐ other

1. What is the rough estimate of the average distance traveled by staff to the office? \_\_\_\_\_
2. What time does you typically arrive at work?

☐ 6:00 a.m. to 6:59 a.m.

☐ 7:00 a.m. to 7:59 a.m.

☐ 8:00 a.m. to 9:00 a.m.

☐ After 9:00 a.m.

☐ Flexible Timing.

1. What time does you typically leave work?

☐ Before 4:00 p.m.

☐ 4:00 to 4:59 p.m.

☐ 5:00 to 6:00 p.m.

☐ After 6:00 p.m.

☐ Flexible Timing.

1. Which of the following best describes the availability of parking spaces at your office?

☐ Adequate parking

☐ Occasional parking shortages

☐ Often inadequate parking

☐ Inadequate parking

☐ No Answer

1. Is there a transit route within walking distance of your office?

☐ yes

☐ no

☐ not sure

1. Which of the following best applies to where your office is?

☐ City, downtown with a mix of offices, apartments, and shops

☐ City, residential neighborhood

☐ Suburban neighborhood, with a mix of houses, shops, and businesses

☐ Suburban neighborhood with houses only

☐ Small town or village

☐ University Town

☐ Rural area

☐ Nothing

1. To your knowledge, which of the following programs are offered at your workplace? Select all that apply

☐ Providing free transit passes

☐ Ability to telework

☐ Providing discounted transit passes

☐ Providing micro-transit alternatives

☐ Preferential parking for carpools, and vanpools closer to the office entrance

☐ Flexibility to adjust the time you arrive or leave work

☐ Education to help commuters choose safe walking routes

☐ Help to find carpool partners

☐ Help to find vanpool partners

☐ Free parking

☐ Secure bicycle parking

☐ Showers and/or changing areas

☐ Cash payment or other incentives for giving up your parking space

☐ Free rides to work or home

☐ Others (Please specify)

1. Does your company have a penalty for staff late arrival?

☐ yes

☐ no

☐ no answer

1. Does your organization work with other entities at the federal, state, regional, or local level to discuss or plan the improvement in transportation to your organization?

☐ yes

☐ no

☐ no answer

1. If “yes” to question 39, Please identify those entities from the following.

☐ U.S. DOT

☐ State DOT

☐ MPO

☐ Other Regional Agency

☐ Others (Please Specify)

1. Does your organization have any existing or new project that integrates or encourages your service with the public bus transit service of the place?

☐ yes

☐ no

☐ no answer

☐ we provide bus transit service

**Demographics**

1. What is your gender?

Woman

Man

Non-binary or genderqueer

Prefer not to say

Write-in option:

1. What is your home Zip code?
2. What is your age?

13-18

19-24

25-34

35-44

45-54

55-64

65-74

75+

1. What is your race?

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

Multiracial

Prefer not to say

1. What is your ethnicity?

Hispanic or Latino or Spanish Origin

Not Hispanic or Latino or Spanish Origin

Prefer not to say

1. What is your employment status?

Working full-time or part-time

A full-time or part-time student

Looking after family/home

Not working

Retired

Student

Other

Prefer not to say

1. What is your annual household income?

Under $25K

$25-$50K

$50K-$75K

$75K-$100K

$100K+

Prefer not to say

1. Do you have any of the following long-term physical or mental disabilities which affect your use of this service?

No

Mobility impairment

Mental health condition

Respiratory problems

Serious long-term illness

Hearing impairment

Visual impairment

Learning rbility

Other (please specify)

Prefer not to say

1. Do you have a personal car that you can use to commute or run errands?

Yes

No