Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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- ☐ Mobile internet/cell phone data
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Which of the following do you have access to? *Select all that apply.*

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- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Neutral
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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☐ Native Hawaiian or Other Pacific Islander ☐ White
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What is your gender? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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- ☐ Black or African American
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- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

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- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

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◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

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☐ American Indian or Alaskan Native ☐ Asian
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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
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- ◯ Neutral
- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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Fare Payment Questions

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◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Transit Questions

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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Are you 18 years old or older? *(Please cross one)*

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- ◯ Makes me much more likely to use public transit

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Extremely dissatisfied
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 3-4 days a week
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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Are you 18 years old or older? *(Please cross one)*

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- ◯ No

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
- ☐ Credit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Somewhat dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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Transit Questions

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
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Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What is your age? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Somewhat dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

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- ☐ American Indian or Alaskan Native
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- ☐ White
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What is your gender? *(Please cross one)*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ Cash at a transit office for a contactless fare card
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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Are you 18 years old or older? *(Please cross one)*

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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Somewhat dissatisfied
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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- ☐ Mobile internet/cell phone data
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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ Credit/Debit at a transit office for a contactless fare card
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- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

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☐ American Indian or Alaskan Native ☐ Asian
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☐ Some other race

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Tri-Cap Transit Connection
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
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Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
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Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ Cash at a transit office for a contactless fare card
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◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

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- ☐ American Indian or Alaskan Native
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- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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- ☐ White
- ☐ Some other race

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What is your age? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
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Are you 18 years old or older? *(Please cross one)*

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- ◯ 1-2 days a week
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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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- ◯ Does not affect my decision
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Fare Payment Questions

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
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- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

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- ◯ 3-4 days a week
- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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Fare Payment Questions

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◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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☐

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
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- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

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- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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Fare Payment Questions

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◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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☐ Native Hawaiian or Other Pacific Islander ☐ White
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What is your gender? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
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Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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Which of the following do you have access to? *Select all that apply.*

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- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

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- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
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- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Somewhat dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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What best describes your race or ethnicity? *Select all that apply.*

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- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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What is your age? *(Please cross one)*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Woman ◯ Man ◯ Non-binary ◯ Other

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- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
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- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
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Which of the following do you have access to? *Select all that apply.*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ Cash at a transit office for a contactless fare card
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◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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What is your gender? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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Fare Payment Questions

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

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Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

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- ☐ Black or African American
- ☐ Hispanic
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- ☐ White
- ☐ Some other race

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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How do you typically access the internet? *Select all that apply.*

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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

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- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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How do you typically access the internet? *Select all that apply.*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat satisfied
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Free rides through a social service

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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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Fare Payment Questions

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

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- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What is your gender? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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- ☐ American Indian or Alaskan Native
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

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- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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Which of the following do you have access to? *Select all that apply.*

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- ☐ Credit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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- ◯ Does not affect my decision
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- ◯ Makes me much more likely to use public transit

Fare Payment Questions

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- ◯ I don't have a cell phone

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- ◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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Transit Questions

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
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- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What is your age? *(Please cross one)*

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- ☐ White
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What is your gender? *(Please cross one)*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

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◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
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- ◯ Extremely dissatisfied
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Somewhat dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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◯ Yes ◯ No

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Transit Questions

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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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Which of the following do you have access to? *Select all that apply.*

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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

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- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Neutral
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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me slightly less likely to use public transit
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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
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Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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What is your gender? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ Not at all
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Somewhat satisfied
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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
- ☐ Credit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Neutral
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
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- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

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Fare Payment Questions

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

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- ☐ Checking Account
- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
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How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ Central Community Transit (CCT)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

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- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Punch card on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
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- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Transit Questions

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Fare Payment Questions

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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- ◯ Yes
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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 3-4 days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
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- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Are you 18 years old or older? *(Please cross one)*

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- ◯ 5 or more days a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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- ◯ Free rides through a social service

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Fare Payment Questions

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Not at all
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- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't Know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
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- ◯ 3-4 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
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- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

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Transit Questions

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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What is your age? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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☐ Some other race

What is your gender? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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☐ Black or African American ☐ Hispanic
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☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

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Are you 18 years old or older? *(Please cross one)*

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
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- ◯ 3-4 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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- ◯ Does not affect my decision
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Fare Payment Questions

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- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

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- ☐ Checking Account
- ☐ Debit Card
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
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- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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Fare Payment Questions

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Less than one day a week
- ◯ 1-2 days a week
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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

- ◯ Cash at a transit office for a contactless fare card
- ◯ Credit/Debit at a transit office for a contactless fare card
- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
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- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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- ◯ Does not affect my decision
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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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- ◯ Makes me slightly more likely to use public transit
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Fare Payment Questions

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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
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How do you typically access the internet? *Select all that apply.*

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Which of the following do you have access to? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten $50 Visa gift cards as incentive for participation.

Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
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- ◯ 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? *(Please cross one)*

- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

- ◯ Yes, it is a smartphone
- ◯ No, it is not a smartphone
- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
- ☐ Checking Account
- ☐ Debit Card
- ☐ Credit Card
- ☐ Prepaid/Gift Cards
- ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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- ◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
- ◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Fare Payment Questions

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How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
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Which of the following do you have access to? *Select all that apply.*

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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
- ◯ Tri-Cap Transit Connection
- ◯ Prairie Five Rides
- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
- ◯ Central Community Transit (CCT)
- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? *(Please cross one)*

- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
- ◯ Service improvements
- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

- ◯ Cash on board the transit vehicle
- ◯ Tokens on board the transit vehicle
- ◯ Punch card on board the transit vehicle
- ◯ Monthly pass for unlimited rides
- ◯ Free rides through a social service

In general, how satisfied are you with how you pay your fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
- ◯ Makes me slightly less likely to use public transit
- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? *(Please cross one)*

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Fare Payment Questions

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- ◯ Yes, it is a smartphone
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- ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

- ◯ Very concerned (use data for necessary tasks only)
- ◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
- ◯ Not very concerned (use data frequently, for all purposes)
- ◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

- ☐ Home internet
- ☐ Work internet
- ☐ Library/ other public hotspots
- ☐ Mobile internet/cell phone data
- ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

- ☐ Savings Account
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- ☐ Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

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Which of the following public transit providers have you used most in the last year? *(Please cross one)*

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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Overall, which is more important for increasing your use of public transit? *(Please cross one)*

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How do you currently pay for your transit fare? *(Please cross one)*

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How do you typically access the internet? *Select all that apply.*

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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
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Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

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- ☐ Hispanic
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
- ◯ No

Which of the following public transit providers have you used most in the last year? *(Please cross one)*

- ◯ City of Morris Transit
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- ◯ Transit Alternatives (Productive Alternatives, The Otter Express)
- ◯ United Community Transit
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- ◯ None of the above

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

- ◯ Not at all
- ◯ Less than one day a week
- ◯ 1-2 days a week
- ◯ 3-4 days a week
- ◯ 5 or more days a week
- ◯ Not Applicable (ie, did not live in the service area)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ Extremely dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Neutral
- ◯ Somewhat satisfied
- ◯ Extremely satisfied

Overall, which is more important for increasing your use of public transit? *(Please cross one)*

- ◯ Covid-19 safety measures
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- ◯ No difference in importance

How do you currently pay for your transit fare? *(Please cross one)*

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- ◯ Makes me much less likely to use public transit
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
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Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

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What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

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◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
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Are you 18 years old or older? *(Please cross one)*

- ◯ Yes
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How often do you currently use demand-responsive public transit (dial-a-ride) service? *(Please cross one)*

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- ◯ 1-2 days a week
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- ◯ Does not affect my decision
- ◯ Makes me slightly more likely to use public transit
- ◯ Makes me much more likely to use public transit

Fare Payment Questions

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone? *(Please cross one)*

◯ Yes, it is a smartphone ◯ No, it is not a smartphone ◯ I don't have a cell phone

How concerned are you about running out of monthly data on your phone? *(Please cross one)*

◯ Very concerned (use data for necessary tasks only)
◯ Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
◯ Not very concerned (use data frequently, for all purposes)
◯ Not Applicable (I do not use data on my phone)

How do you typically access the internet? *Select all that apply.*

☐ Home internet ☐ Work internet ☐ Library/ other public hotspots
☐ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to? *Select all that apply.*

☐ Savings Account ☐ Checking Account ☐ Debit Card
☐ Credit Card ☐ Prepaid/Gift Cards ☐ PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

	Completely Uncomfortable	Slightly Uncomfortable	Slightly Comfortable	Completely Comfortable	Don't know/Not Applicable
Using your credit/debit card on a website one time without allowing the website to store it	◯	◯	◯	◯	◯
Storing your credit/debit card in a website for regular payments	◯	◯	◯	◯	◯
Storing your credit/debit card in a smartphone application for regular payments	◯	◯	◯	◯	◯
Giving your credit/debit card information over the phone to the transit agency	◯	◯	◯	◯	◯

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? *(Please cross one)*

◯ Cash at a transit office for a contactless fare card
◯ Credit/Debit at a transit office for a contactless fare card
◯ Credit/Debit payment through a smartphone app or computer (mobile payment)
◯ I would not be able to use the bus

Socio-Demographic Questions

What is your age? *(Please cross one)*

◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ 65+

What zip code do you live in? ☐☐☐☐☐ *Write the five-digit number.*

Do you have a disability or illness that affects your ability to travel in the region? *(Please cross one)*

◯ Yes ◯ No

What best describes your race or ethnicity? *Select all that apply.*

☐ American Indian or Alaskan Native ☐ Asian
☐ Black or African American ☐ Hispanic
☐ Native Hawaiian or Other Pacific Islander ☐ White
☐ Some other race

What is your gender? *(Please cross one)*

◯ Woman ◯ Man ◯ Non-binary ◯ Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten $50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? *(Please cross one)*

◯ Yes ◯ No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

By providing your email address, you are also consenting to being contacted by our research team for limited future communication related to this project.