

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

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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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 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1612

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
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What is your gender? (Please cross one)

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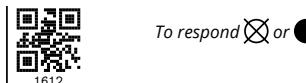
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RSJU 0004



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RSJU 0001



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RSJU 0002

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To respond or



1613

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Fare Payment Questions



To respond or

1614



To respond or

1614



RSJU 0002

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To respond or



RSJU 0003

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Socio-Demographic Questions

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Fare Payment Questions



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RSJU 0001



To respond or



RSJU 0002

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1616



RSJU 0003

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)

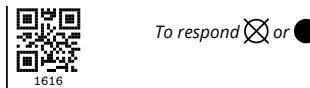
Yes No

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RSJU 0004



To respond or

1616

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



To respond or



RSJU 0003

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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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 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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1619

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?

- 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)

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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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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 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)

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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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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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)

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To respond or

1620



RSJU 0003

To respond or

1620



RSJU 0004

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



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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To respond or

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

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 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)

- 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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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What is your age? (Please cross one)

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

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Yes No

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Transit Questions

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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Slightly Uncomfortable
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Giving your credit/debit card information over the phone to the transit agency



To respond or



1624

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
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 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

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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



To respond or



RSJU 0001



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RSJU 0002

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To respond or



RSJU 0003

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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)

- 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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.



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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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 United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



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

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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1630

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)

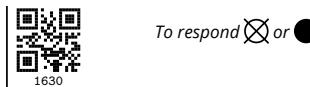
Yes No

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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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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 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



To respond or



RSJU 0001

1632



To respond or



RSJU 0002

1632

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or

1632



RSJU 0003

1632

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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RSJU 0004

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1633

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)

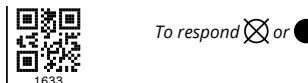
- Yes No

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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RSJU 0004



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

- 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1635

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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RSJU 0004

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1636

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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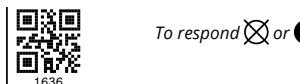
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RSJU 0004



To respond or

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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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



To respond or



RSJU 0003

1637

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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RSJU 0004

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Transit Questions

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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How do you typically access the internet?

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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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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



To respond or



RSJU 0003

1638

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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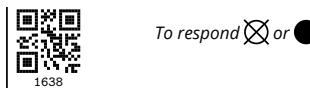
- Yes No

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RSJU 0004



To respond or

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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 United Community Transit
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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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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 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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 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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To respond or



RSJU 0003

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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.



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- 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
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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



To respond or



RSJU 0003

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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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 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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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1642

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)

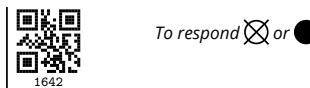
- Yes No

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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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1643

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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RSJU 0004

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or

1644



To respond or

1644



RSJU 0002

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

- 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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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



To respond or



RSJU 0003

1644

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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RSJU 0004



To respond or

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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)

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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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- 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1645

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)

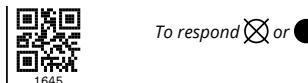
- Yes No

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RSJU 0004



To respond or

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

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 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1646

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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RSJU 0004

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- Yes No

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Transit Questions

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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 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1647

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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RSJU 0004

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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Select all that apply.

- Library/ other public hotspots

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Select all that apply.

- 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



To respond or



RSJU 0003

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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To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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 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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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



To respond or



RSJU 0003

1649

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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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1651

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)

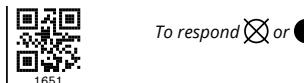
Yes No

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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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1652

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)

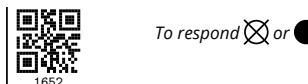
- Yes No

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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RSJU 0004



To respond or

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

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 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 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



To respond or

1653



RSJU 0001



To respond or

1653



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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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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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)

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 3-4 days a week 5 or more days a week

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

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
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Slightly Comfortable
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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



To respond or



RSJU 0003

1654

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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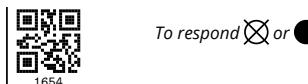
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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1655

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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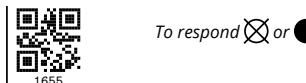
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RSJU 0004



To respond or

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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
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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1656

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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RSJU 0004

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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 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)

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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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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Select all that apply.

- 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



To respond or



RSJU 0003

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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 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.

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 Black or African American Hispanic
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What is your gender? (Please cross one)

- Woman Man Non-binary Other

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To respond or

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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

1658

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

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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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What is your gender? (Please cross one)

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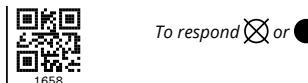
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RSJU 0004



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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)

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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)

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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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1659

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)

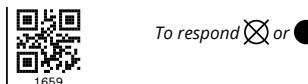
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1660

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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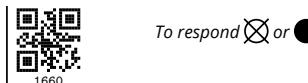
- Yes No

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RSJU 0004



To respond or

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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)

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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 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1661

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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RSJU 0004



To respond or

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

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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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How do you typically access the internet?

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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1662

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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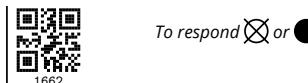
- Yes No

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RSJU 0004



To respond or

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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 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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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 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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



To respond or



RSJU 0003

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

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 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 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



To respond or

1664



RSJU 0001



To respond or

1664



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or

1664



RSJU 0003

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)

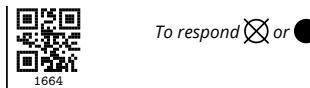
- Yes No

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RSJU 0004



To respond or

1664

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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?

- 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?

- 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?

- 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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To respond or

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

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 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 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



To respond or



1666



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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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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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

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Select all that apply.

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Which of the following do you have access to?

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Select all that apply.

- 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



To respond or



RSJU 0003

1667

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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RSJU 0004

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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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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)

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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)

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

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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)

- 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



To respond or



1668



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
 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

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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



To respond or



RSJU 0003

1668

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

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1669

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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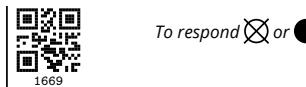
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

- 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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- 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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- 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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 Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
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Select all that apply.

- Library/ other public hotspots

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- Savings Account Checking Account
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Select all that apply.

- 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



To respond or



RSJU 0003

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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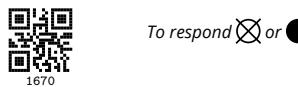
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RSJU 0004



To respond or

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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 Applicable (I do not use data on my phone)

How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or

1672



RSJU 0001



To respond or

1672



RSJU 0002

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

- 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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How do you typically access the internet?

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Select all that apply.

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Which of the following do you have access to?

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Completely Uncomfortable
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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



To respond or



RSJU 0003

1672

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)
 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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RSJU 0004

1672

Rural Transit and Fare Payment Survey

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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 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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1673

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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RSJU 0004

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone 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?

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Select all that apply.

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Which of the following do you have access to?

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Select all that apply.

- 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



To respond or



RSJU 0003

1674

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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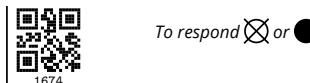
- Yes No

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RSJU 0004



To respond or

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- Yes No

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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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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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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 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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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

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Fare Payment Questions



To respond or



RSJU 0001

1676



To respond or



RSJU 0002

1676

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

- 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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How do you typically access the internet?

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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

- 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



To respond or



RSJU 0003

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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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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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
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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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

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.

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What is your gender? (Please cross one)

- Woman Man Non-binary Other

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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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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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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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)

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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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



To respond or



RSJU 0003

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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To respond or

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- Yes No

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 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

- 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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or

1680



RSJU 0003

1680

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)

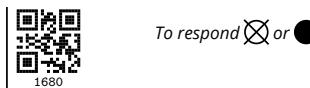
Yes No

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RSJU 0004



To respond or

1680

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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Library/ other public hotspots

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Select all that apply.

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

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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



To respond or



RSJU 0003

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 No

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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
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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



To respond or



RSJU 0003

1682

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)

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Completion

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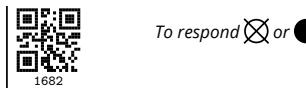
- Yes No

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RSJU 0004



To respond or

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

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 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

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

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Yes No

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Fare Payment Questions



To respond or



To respond or



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To respond or



RSJU 0003

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+

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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To respond or



RSJU 0003

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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

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.



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1688

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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RSJU 0004

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1690

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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RSJU 0004

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1691

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)

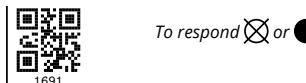
Yes No

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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RSJU 0004



To respond or

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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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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)

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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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1692

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)

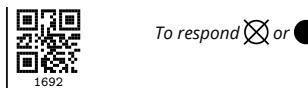
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

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Select all that apply.

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To respond or



RSJU 0003

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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.

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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

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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)

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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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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



To respond or



RSJU 0003

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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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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 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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 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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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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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Slightly Uncomfortable
Slightly Comfortable
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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

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.

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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

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Transit Questions

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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

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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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



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

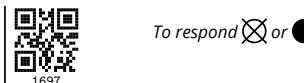
Completion

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.



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



1700

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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or

1701



To respond or

RSJU 0003

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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RSJU 0004

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1702

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)

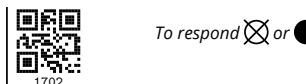
Yes No

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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RSJU 0004



To respond or

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

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 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 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



To respond or



To respond or



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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



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.



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1704

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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RSJU 0004

1704

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or

1705



RSJU 0003

1705

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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RSJU 0004

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1706

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

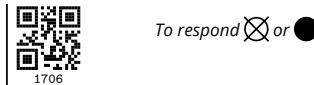
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RSJU 0004

1706



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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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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)

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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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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 Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or

1708



RSJU 0003



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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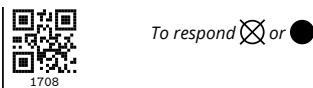
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RSJU 0004



1708

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

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 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1709

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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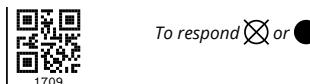
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
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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



To respond or



RSJU 0003

1710

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
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What is your gender? (Please cross one)

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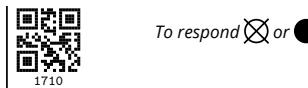
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RSJU 0004



To respond or

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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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.



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1712

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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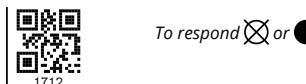
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1714

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)

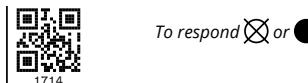
- Yes No

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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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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Select all that apply.

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



To respond or



RSJU 0003

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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To respond or

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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
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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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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.



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1717

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)

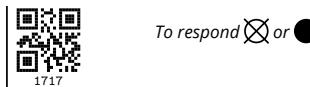
- Yes No

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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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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.



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1719

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)

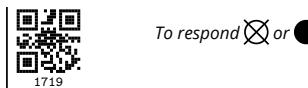
- Yes No

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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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or

1720



RSJU 0001



To respond or

1720



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1720

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

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

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 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 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



To respond or



To respond or



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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1721

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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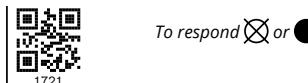
- Yes No

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RSJU 0004



To respond or

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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)

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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

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Slightly Uncomfortable
Slightly Comfortable
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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



To respond or



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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To respond or

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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)

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)

- 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 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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1723

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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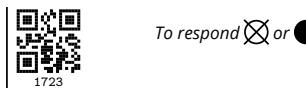
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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



To respond or

1724



To respond or

1724



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

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To respond or



RSJU 0003



To respond or



RSJU 0004

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+

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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

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

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What is your gender? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or



RSJU 0004

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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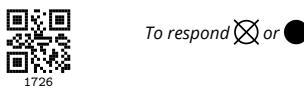
- Yes No

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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1726



RSJU 0004

Rural Transit and Fare Payment Survey

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- Yes No

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 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1728

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)

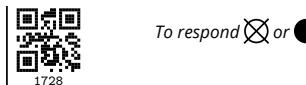
- Yes No

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RSJU 0004



To respond or

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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

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Select all that apply.

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Which of the following do you have access to?

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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



To respond or



RSJU 0003

1729

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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RSJU 0004

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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 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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 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)

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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)

- 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1730

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)

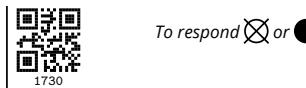
- Yes No

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RSJU 0004



To respond or

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

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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

- Debit Card
 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



To respond or

1731



RSJU 0003

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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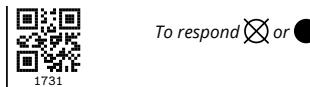
- Yes No

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RSJU 0004



To respond or

1731

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1732

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

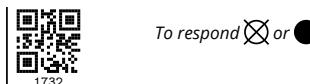
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RSJU 0004

1732



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1733

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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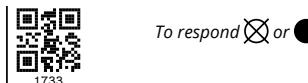
Yes No

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RSJU 0004



To respond or

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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 United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

- 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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- 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



To respond or

1734



RSJU 0001



To respond or

1734



RSJU 0002

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

- 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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Select all that apply.

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Which of the following do you have access to?

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Select all that apply.

- Debit Card
 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

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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



To respond or



RSJU 0003

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
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 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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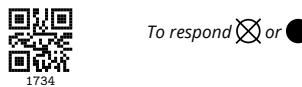
- Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or

1735



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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1736

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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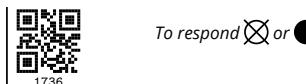
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RSJU 0004



To respond or

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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 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)

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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 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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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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Fare Payment Questions



To respond or



RSJU 0001

1737



To respond or



RSJU 0002

1737

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1737

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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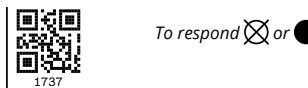
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RSJU 0004



To respond or

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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 United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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- 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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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Completely Uncomfortable
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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1738

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+

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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

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)

Woman Man Non-binary Other

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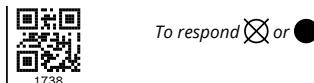
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RSJU 0004

1739



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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1739

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)

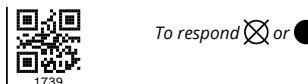
Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001

1740



To respond or



RSJU 0002

1740

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

- 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 Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003



To respond or



RSJU 0004

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?

- 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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Transit Questions

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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 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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 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)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1741

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)

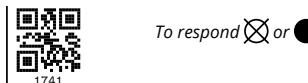
- Yes No

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RSJU 0004



To respond or

1741

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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

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Giving your credit/debit card information over the phone to the transit agency



To respond or



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

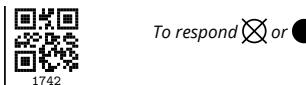
Completion

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

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 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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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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
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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



To respond or



RSJU 0003

1743

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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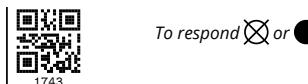
- Yes No

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RSJU 0004



To respond or

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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
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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1744

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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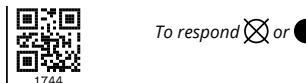
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RSJU 0004



To respond or

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

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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



To respond or



RSJU 0003

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+

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Yes No

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What is your gender? (Please cross one)

Woman Man Non-binary Other

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RSJU 0004



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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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How do you typically access the internet?

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Select all that apply.

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Which of the following do you have access to?

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Select all that apply.

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Don't Know/Not Applicable

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

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
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What is your gender? (Please cross one)

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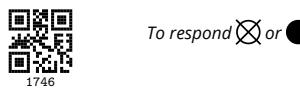
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RSJU 0004



To respond or

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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 United Community Transit
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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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 3-4 days a week 5 or more days a week

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

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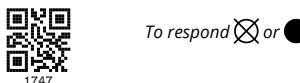
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Fare Payment Questions



To respond or



To respond or



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To respond or



RSJU 0003

1748

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)

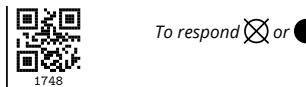
- Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1749

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?

- 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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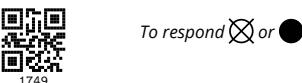
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RSJU 0004



To respond or

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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 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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 3-4 days a week 5 or more 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)

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003



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)

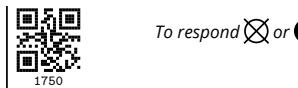
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RSJU 0004



1750

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

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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 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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 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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1751

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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RSJU 0004



To respond or

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

- 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)

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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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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How do you typically access the internet?

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Library/ other public hotspots

Which of the following do you have access to?

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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
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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



To respond or



RSJU 0003

1752

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
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 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

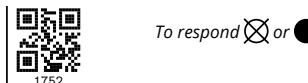
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RSJU 0004

1752



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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 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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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1754

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)

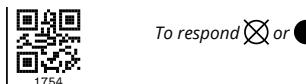
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1755

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)

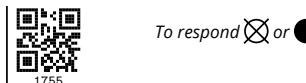
Yes No

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RSJU 0004



To respond or

1756

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1756

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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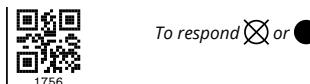
- Yes No

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RSJU 0004



To respond or

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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 United Community Transit
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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)

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 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)

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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



To respond or



To respond or



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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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Giving your credit/debit card information over the phone to the transit agency



To respond or



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

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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To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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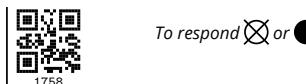
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RSJU 0004



To respond or

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Select all that apply.

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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



To respond or



RSJU 0003

1759

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

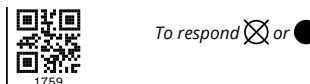
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RSJU 0004

1759



To respond or

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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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 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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)

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How do you typically access the internet?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1760

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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RSJU 0004

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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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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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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)

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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



To respond or



RSJU 0003

1762

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)

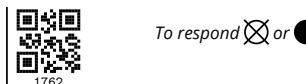
- Yes No

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RSJU 0004



To respond or

1762

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1763

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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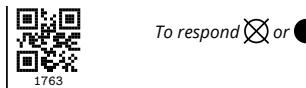
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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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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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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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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)

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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 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1764

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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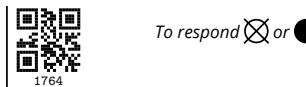
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 Tokens on board the transit vehicle 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)

- 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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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 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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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



To respond or



RSJU 0003

1766

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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RSJU 0004

Rural Transit and Fare Payment Survey

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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)

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 3-4 days a week 5 or more days a week

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- 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003



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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1768

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)

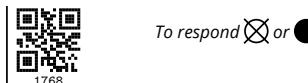
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1769

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)

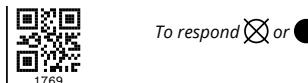
- Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

1770

1770

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or

1770



RSJU 0003

1770

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)

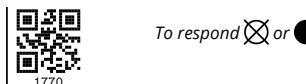
Yes No

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RSJU 0004



To respond or

1770

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

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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

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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 Applicable (I do not use data on my phone)

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
 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



To respond or

1771



RSJU 0003

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)

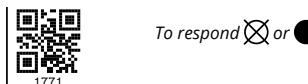
Yes No

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RSJU 0004



To respond or

1771

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

1772

1772

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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RSJU 0004



To respond or

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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
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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)

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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)

- 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



To respond or

1773



To respond or

1773



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1773

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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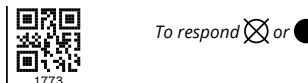
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RSJU 0004



To respond or

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

- 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 Tokens on board the transit vehicle 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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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



To respond or



RSJU 0001



To respond or



RSJU 0002

1774

1774

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1774

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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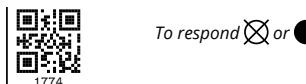
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

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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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

1775

1775

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

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 smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

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
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What is your gender? (Please cross one)

Woman Man Non-binary Other

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RSJU 0004

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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 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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone 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)
 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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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)

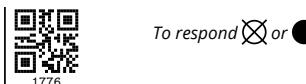
Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

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Select all that apply.

Library/ other public hotspots

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Select all that apply.

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



To respond or

1777



RSJU 0003

1777

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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RSJU 0004

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- Yes No

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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

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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 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)

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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)

- 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



To respond or



RSJU 0001

1778



To respond or



RSJU 0002

1778

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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)
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How do you typically access the internet?

- Home internet Work internet
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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1779

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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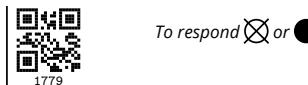
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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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



To respond or



RSJU 0003

1780

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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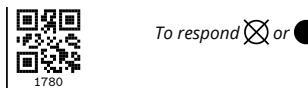
Yes No

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RSJU 0004



To respond or

1780

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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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003



To respond or



RSJU 0004

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

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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1782

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

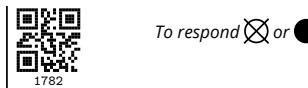
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RSJU 0004

1782



Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1783

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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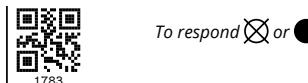
Yes No

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RSJU 0004



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1784

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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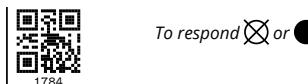
Yes No

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RSJU 0004



To respond or

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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Select all that apply.

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Which of the following do you have access to?

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Select all that apply.

- 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



To respond or



RSJU 0003

1785

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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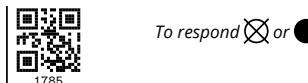
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RSJU 0004



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1786

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
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What is your gender? (Please cross one)

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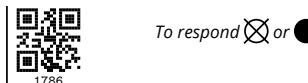
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RSJU 0004



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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1787

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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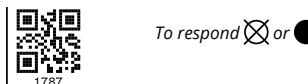
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RSJU 0004



To respond or

1787

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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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1788

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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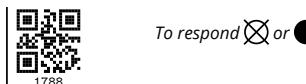
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RSJU 0004



To respond or

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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 United Community Transit
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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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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

1789

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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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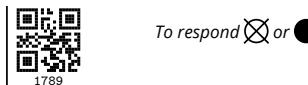
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RSJU 0004



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- 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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Very concerned (use data for necessary tasks only)
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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



1791

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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To respond or

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- Yes No

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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 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)

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 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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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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1793

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

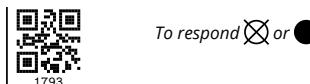
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RSJU 0004

1794



To respond or

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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 United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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)

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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Completely Uncomfortable
Slightly Uncomfortable
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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



To respond or



RSJU 0003

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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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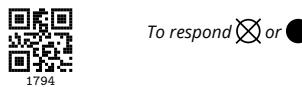
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RSJU 0004



1794

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 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1795

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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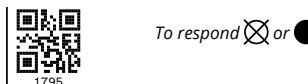
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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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- 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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1796

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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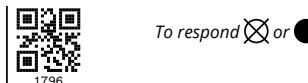
- Yes No

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RSJU 0004



To respond or

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

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 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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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



1797

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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To respond or

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

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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 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)

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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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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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Select all that apply.

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Completely Uncomfortable
Slightly Uncomfortable
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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



To respond or



1798

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+

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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

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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 Some other race

What is your gender? (Please cross one)

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Completion

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- Yes No

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1798

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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)

- 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003



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.



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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1800

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)

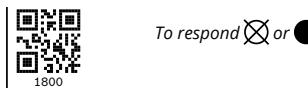
Yes No

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RSJU 0004



To respond or

1800

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003



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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 003

1802

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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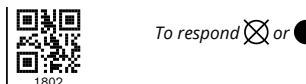
Yes No

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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RSJU 004



To respond or

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

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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RSJU 0004

Rural Transit and Fare Payment 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 United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 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



To respond or



RSJU 0003

1804

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)

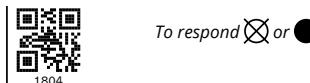
- Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

- 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?

- Home internet Work internet
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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

- 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



To respond or



RSJU 0003

1805

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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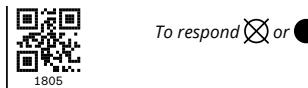
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RSJU 0004



To respond or

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- Yes No

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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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- 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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

1806

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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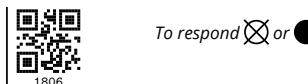
Yes No

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RSJU 0004



To respond or

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

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 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)

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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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

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



To respond or



RSJU 0003

1807

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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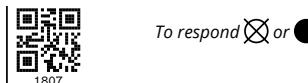
Yes No

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RSJU 0004



To respond or

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

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)

- 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)

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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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



To respond or



RSJU 0003

1808

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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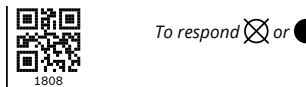
Yes No

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RSJU 0004



To respond or

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

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 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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 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



To respond or



RSJU 003

1809

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)

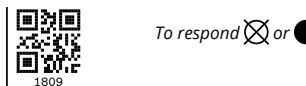
Yes No

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.



RSJU 004



To respond or

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

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 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 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



To respond or



RSJU 0003

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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To respond or

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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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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 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)

- 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



To respond or



RSJU 0001



To respond or



RSJU 0002

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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

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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



To respond or



RSJU 0003

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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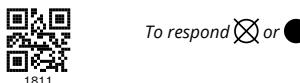
- Yes No

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RSJU 0004



To respond or