

## 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 003

**Imagine a situation in the future where cash may not 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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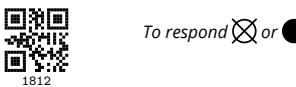
- Yes       No

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RSJU 004



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?**

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Select all that apply.

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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)

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



1813

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

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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)  
 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

1814

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

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 Credit/Debit at a transit office for a contactless fare card  
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 I would not be able to use the bus

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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Yes       No

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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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RSJU 0003



To respond  or



RSJU 0004

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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)

- 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)

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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  
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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

**Imagine a situation in the future where cash may not 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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**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)

- Makes me much less likely to use public 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

1818

**Imagine a situation in the future where cash may not 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



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  
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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  
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

1819

**Imagine a situation in the future where cash may not 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)

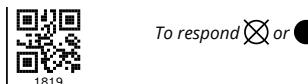
- Yes       No

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

- Yes  No

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

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 Tri-Cap Transit Connection  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)

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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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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

1820

**Imagine a situation in the future where cash may not 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)

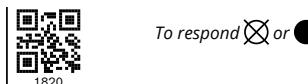
Yes       No

**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 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

1821

**Imagine a situation in the future where cash may not 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)

- 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

1822

**Imagine a situation in the future where cash may not 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)

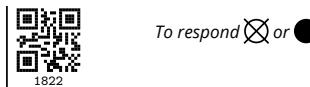
- Yes       No

**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

1823

**Imagine a situation in the future where cash may not 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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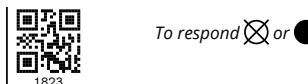
Yes       No

**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 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)

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
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**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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- Makes me much less likely to use public 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)

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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

1824

**Imagine a situation in the future where cash may not 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)

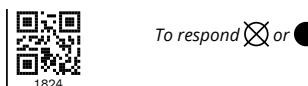
Yes       No

**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 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



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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**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

1826

**Imagine a situation in the future where cash may not 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  
 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

**Imagine a situation in the future where cash may not 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

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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)  
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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

1828

**Imagine a situation in the future where cash may not 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)

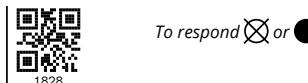
Yes       No

**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 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)

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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

1829

**Imagine a situation in the future where cash may not 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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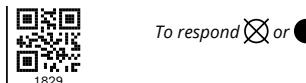
- Yes       No

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RSJU 0004



To respond  or

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 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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### Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

1830

**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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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

1830



RSJU 0003

1830

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

#### Socio-Demographic Questions

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

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

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

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

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

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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)  
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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  
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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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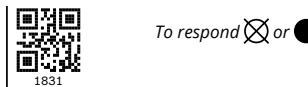
Yes       No

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RSJU 0004



To respond  or

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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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RSJU 0003

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 Some other race

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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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 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)  
 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

1834



RSJU 0003

1834

**Imagine a situation in the future where cash may not 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  
 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

1835

**Imagine a situation in the future where cash may not 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?**

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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

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)

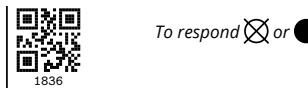
- Yes       No

**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



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)

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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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**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)

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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  
 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

1837

**Imagine a situation in the future where cash may not 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  
 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

1839

**Imagine a situation in the future where cash may not 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)

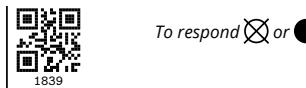
- Yes       No

**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)  
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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?**

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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.**

**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

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

- Yes       No

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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)

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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)

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**How do you typically access the internet?**

- Home internet       Work internet  
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Select all that apply.

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**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

**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

1842

**Imagine a situation in the future where cash may not 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)

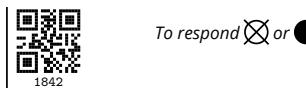
- Yes       No

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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)

- 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

1843

**Imagine a situation in the future where cash may not 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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- 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

1844

**Imagine a situation in the future where cash may not 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)

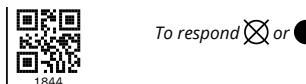
- Yes       No

**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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**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)

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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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**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

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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

1845

**Imagine a situation in the future where cash may not 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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**Are you 18 years old or older?** (Please cross one)

- Yes       No

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- 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



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

1846

**Imagine a situation in the future where cash may not 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)

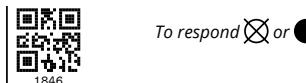
- Yes       No

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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)

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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

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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)

- Makes me much less likely to use public 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 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

1847

**Imagine a situation in the future where cash may not 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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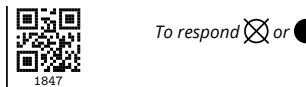
Yes       No

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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  
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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

1848

**Imagine a situation in the future where cash may not 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)

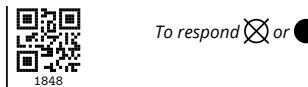
Yes       No

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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  
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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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**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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**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

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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

1849

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

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#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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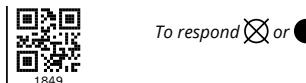
- Yes       No

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RSJU 0004



To respond  or

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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

**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

1850

**Imagine a situation in the future where cash may not 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)

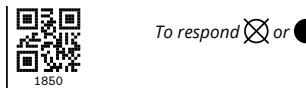
- Yes       No

**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



1851

**Imagine a situation in the future where cash may not 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

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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

1852

**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

1852

**Imagine a situation in the future where cash may not 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)

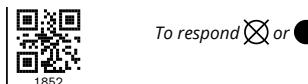
Yes       No

**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

1853

1853

**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.

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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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**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)

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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)

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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)

- 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

1854

1854

**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

1854

**Imagine a situation in the future where cash may not 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)

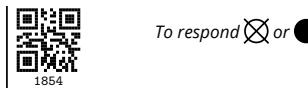
- Yes       No

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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)

- 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



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

1856

1856

**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

1856

**Imagine a situation in the future where cash may not 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  
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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)

- Makes me much less likely to use public 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)

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**How do you typically access the internet?**

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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

**Imagine a situation in the future where cash may not 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)

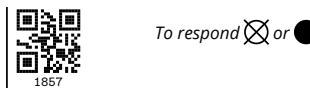
Yes       No

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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)

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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  
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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

1858

1858

**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



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?**

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 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

1859

**Imagine a situation in the future where cash may not 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)

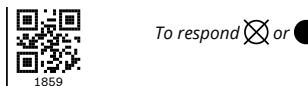
- Yes       No

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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)

- 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

1860

**Imagine a situation in the future where cash may not 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)

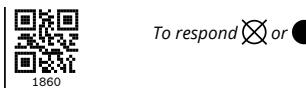
Yes       No

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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  
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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)  
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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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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

1861

**Imagine a situation in the future where cash may not 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)

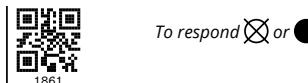
Yes       No

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RSJU 0004



To respond  or

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### Transit Questions

**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  
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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?**

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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  
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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.**

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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

1863



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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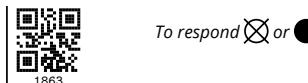
- Yes       No

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RSJU 0004



To respond  or

1863

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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

1864

**Imagine a situation in the future where cash may not 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)

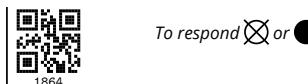
Yes       No

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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)

- 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)

- Makes me much less likely to use public 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

1865



To respond  or



RSJU 0002

1865

**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  
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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



1865

**Imagine a situation in the future where cash may not 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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### 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  
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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

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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.**

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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

1867

**Imagine a situation in the future where cash may not 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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 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  
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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)

- Makes me much less likely to use public 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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 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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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

1868

**Imagine a situation in the future where cash may not 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

**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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- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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### Fare Payment Questions



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

1869

**Imagine a situation in the future where cash may not 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)

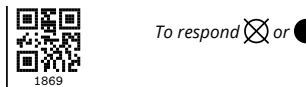
- Yes       No

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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)

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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

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To respond  or

1870



**Imagine a situation in the future where cash may not 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

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

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

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

- 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

1870



RSJU 0004

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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)

- 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



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)

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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)

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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)

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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



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

**Imagine a situation in the future where cash may not 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



1872

## 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

1873

**Imagine a situation in the future where cash may not 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)

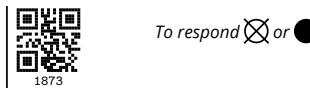
- Yes       No

**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)  
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**How do you typically access the internet?**

- Home internet       Work internet  
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Select all that apply.

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**Which of the following do you have access to?**

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

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

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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

1874

**Imagine a situation in the future where cash may not 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

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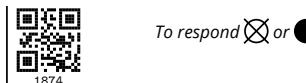
- Yes       No

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RSJU 0004



To respond  or

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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)

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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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### 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)

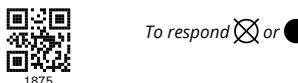
- Yes       No

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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)  
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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  
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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

1876

**Imagine a situation in the future where cash may not 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)

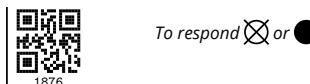
Yes       No

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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)

- 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



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  
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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)

- Makes me much less likely to use public 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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**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



1878

**Imagine a situation in the future where cash may not 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)

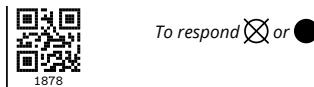
- Yes       No

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1878



To respond  or

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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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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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

1879

**Imagine a situation in the future where cash may not 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)

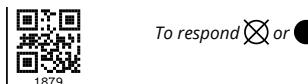
- Yes       No

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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.

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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

1880

**Imagine a situation in the future where cash may not 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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 Black or African American       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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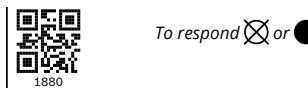
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RSJU 0004



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)

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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)

**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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**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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**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?**

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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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

**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)

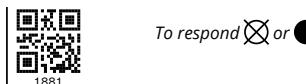
Yes       No

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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 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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**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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- Makes me much less likely to use public 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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**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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### 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  
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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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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

1883

**Imagine a situation in the future where cash may not 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

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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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 Some other race

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

- Woman       Man       Non-binary       Other

#### Completion

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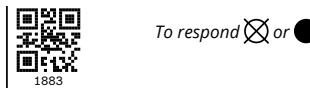
- Yes       No

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RSJU 0004



1883

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

1884



RSJU 0003

1884

**Imagine a situation in the future where cash may not 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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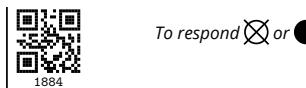
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RSJU 0004



To respond  or

1884

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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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**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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### 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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Storing your credit/debit card in a website for regular payments

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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)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
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 I would not be able to use the bus

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
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 Some other race

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

- Woman       Man       Non-binary       Other

#### Completion

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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)

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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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**How do you typically access the internet?**

Home internet       Work 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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**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

1886

**Imagine a situation in the future where cash may not 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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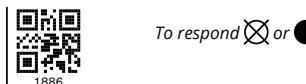
Yes       No

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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

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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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### 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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#### Socio-Demographic Questions

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

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

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

- Yes       No

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

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

- Woman       Man       Non-binary       Other

#### Completion

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**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)  
 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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## 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

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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

**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  
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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)

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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?**

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Completely Uncomfortable  
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Slightly Comfortable  
Completely Comfortable  
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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)

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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 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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- Not at all       Less than one day a week       1-2 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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**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

1892

**Imagine a situation in the future where cash may not 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

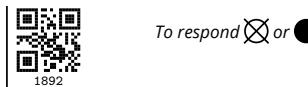
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RSJU 0004

1892



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)

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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)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
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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

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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+

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

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

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

**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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**How do you typically access the internet?**

Home internet       Work internet  
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Select all that apply.

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**Which of the following do you have access to?**

Savings Account       Checking Account  
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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  
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

1894

**Imagine a situation in the future where cash may not 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)

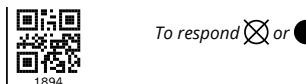
Yes       No

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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  
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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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**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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### 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

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



To respond  or



RSJU 0003

1895

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

- Woman       Man       Non-binary       Other

#### Completion

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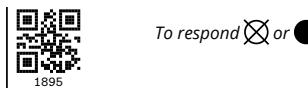
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RSJU 0004



To respond  or

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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 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

1896

**Imagine a situation in the future where cash may not 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)

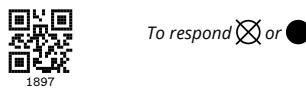
- Yes       No

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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)

- 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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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)

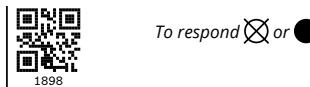
Yes       No

**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



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  
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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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RSJU 0004

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

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

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

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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

1900

**Imagine a situation in the future where cash may not 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)

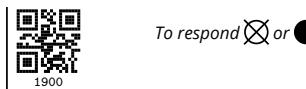
- Yes       No

**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



1900

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

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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)

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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

**Imagine a situation in the future where cash may not 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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- 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)

- Not at all       Less than one day a week       1-2 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



**Imagine a situation in the future where cash may not 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)

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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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- Makes me much less likely to use public 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 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

#### 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

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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

1905

**Imagine a situation in the future where cash may not 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)

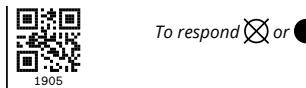
- Yes       No

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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)

- Makes me much less likely to use public 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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 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

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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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 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

1907

**Imagine a situation in the future where cash may not 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)

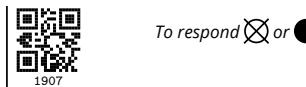
- Yes       No

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

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- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
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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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- Makes me much less likely to use public 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

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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)

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)

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 Tri-Cap Transit Connection       Central Community Transit (CCT)  
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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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**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  
 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

1909

**Imagine a situation in the future where cash may not 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

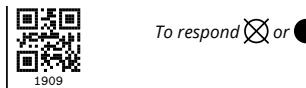
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RSJU 0004

1909



## 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

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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)

- Makes me much less likely to use public 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

1910

**Imagine a situation in the future where cash may not 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)

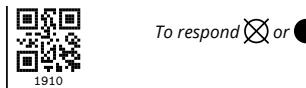
- Yes       No

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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)

- 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

**Imagine a situation in the future where cash may not 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)

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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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- 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)

- 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



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

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Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
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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

1912

**Imagine a situation in the future where cash may not 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)

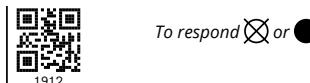
Yes       No

**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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### 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)

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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)

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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)

- 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

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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

1914



RSJU 0001



To respond  or

1914



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  
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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**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  
 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.

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**Which of the following do you have access to?**

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- 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  
 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)  
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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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**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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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+

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Yes       No

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

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

Woman       Man       Non-binary       Other

#### Completion

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 Prairie Five Rides       None of the above  
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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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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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

1918

**Imagine a situation in the future where cash may not 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)

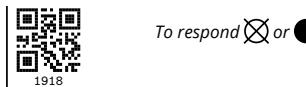
Yes       No

**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 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

1919



RSJU 0001



To respond  or

1919



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)  
 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.**



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



**Imagine a situation in the future where cash may not 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 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

**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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 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

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

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

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

**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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### 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

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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



To respond  or



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



To respond  or



1924

**Imagine a situation in the future where cash may not 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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- 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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 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)

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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

**Imagine a situation in the future where cash may not 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)

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Yes       No

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

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

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

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)

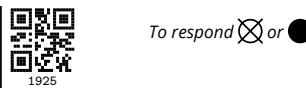
Yes       No

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RSJU 0004



To respond  or

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### Transit Questions

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**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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- 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)  
 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

1927

**Imagine a situation in the future where cash may not 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  
 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)

- Makes me much less likely to use public 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)  
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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  
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 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)  
 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)

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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  
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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)  
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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



**Imagine a situation in the future where cash may not 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)

- Makes me much less likely to use public 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)  
 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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## 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



**Imagine a situation in the future where cash may not 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

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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  
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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

**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)

- Makes me much less likely to use public 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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**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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**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

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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

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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

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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)

- 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)

- Makes me much less likely to use public 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

1937

**Imagine a situation in the future where cash may not 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)

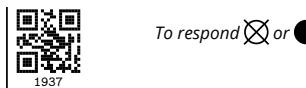
Yes       No

**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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**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  
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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)

- Makes me much less likely to use public 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

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Completely Uncomfortable  
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Slightly Comfortable  
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Don't Know/Not Applicable

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To respond  or



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#### Socio-Demographic Questions

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

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

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

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- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

**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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 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

**Imagine a situation in the future where cash may not 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)  
 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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 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

1940



To respond  or



RSJU 0002

1940

**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

1940

**Imagine a situation in the future where cash may not 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)

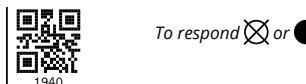
Yes       No

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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

**Imagine a situation in the future where cash may not 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)

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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)

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

### 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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**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

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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

1944

**Imagine a situation in the future where cash may not 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)

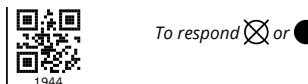
Yes       No

**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



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?**

Home internet       Work internet  
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Select all that apply.

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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)

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 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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- Not at all       Less than one day a week       1-2 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  
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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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**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?**

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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

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

1948

**Imagine a situation in the future where cash may not 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)

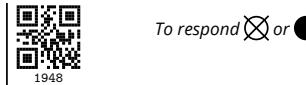
- Yes       No

**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 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



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  
 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

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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)

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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

**Imagine a situation in the future where cash may not 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

**Imagine a situation in the future where cash may not 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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 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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### 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?**

- Home internet       Work 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

**Imagine a situation in the future where cash may not 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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**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)

- 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

1954

**Imagine a situation in the future where cash may not 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)

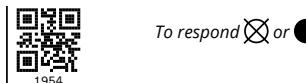
Yes       No

**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 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)

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

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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  
Slightly Comfortable  
Completely 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  
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 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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Yes       No

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### 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

**Imagine a situation in the future where cash may not 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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To respond  or

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

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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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### 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

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Slightly Comfortable  
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To respond  or



RSJU 0003



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 Credit/Debit at a transit office for a contactless fare card  
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 I would not be able to use the bus

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

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 Native Hawaiian or Other Pacific Islander       White  
 Some other race

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

Woman       Man       Non-binary       Other

#### Completion

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 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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### 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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 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

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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

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

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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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**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

1960

**Imagine a situation in the future where cash may not 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  
 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  
 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

1962

**Imagine a situation in the future where cash may not 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)

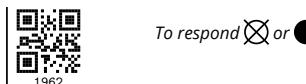
- Yes       No

**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 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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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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- Makes me much less likely to use public 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?**

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.

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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

**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)

- Makes me much less likely to use public 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

1965

**Imagine a situation in the future where cash may not 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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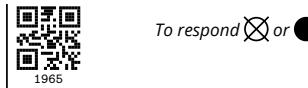
- Yes       No

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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  
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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

1966



RSJU 0001



To respond  or

1966



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

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Slightly Uncomfortable  
Slightly Comfortable  
Completely 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)

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

- Yes       No

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### 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  
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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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- Makes me much less likely to use public 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?**

- Savings Account       Checking Account  
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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  
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

1967

**Imagine a situation in the future where cash may not 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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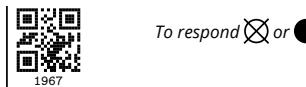
- Yes       No

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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)

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

- Not at all  Less than one day a week  1-2 days a week  
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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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Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

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To respond  or



RSJU 0003

1968

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

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#### Socio-Demographic Questions

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

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

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

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 Some other race

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

- Woman       Man       Non-binary       Other

#### Completion

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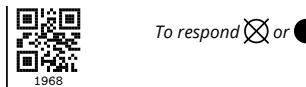
- Yes       No

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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)  
 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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### 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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Slightly Comfortable  
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To respond  or



RSJU 0003

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

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

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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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**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?**

- Home internet       Work internet  
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Select all that apply.

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**Which of the following do you have access to?**

- Savings Account       Checking Account  
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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  
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

1971



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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 Black or African American       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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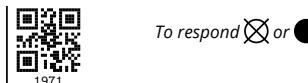
- Yes       No

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RSJU 0004



To respond  or

1971

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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



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To respond  or



RSJU 0003

1972

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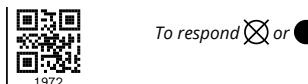
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RSJU 0004



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

**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

1973

**Imagine a situation in the future where cash may not 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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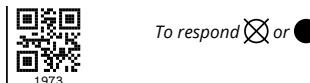
- Yes       No

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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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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



To respond  or



RSJU 0003

1974

**Imagine a situation in the future where cash may not 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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 Some other race

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

- Woman       Man       Non-binary       Other

#### Completion

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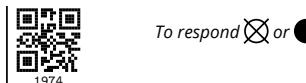
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RSJU 0004



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)

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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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**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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**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

1975

**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

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**Which of the following do you have access to?**

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Completely Uncomfortable  
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Slightly Comfortable  
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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

1975



RSJU 0003

1975

**Imagine a situation in the future where cash may not 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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 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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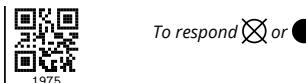
- Yes       No

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RSJU 0004



To respond  or

1975

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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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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To respond  or



RSJU 0003

1976

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

- Woman       Man       Non-binary       Other

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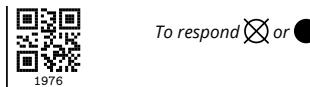
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RSJU 0004



To respond  or

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- 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

1977

**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)

- Makes me much less likely to use public 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

1978

**Imagine a situation in the future where cash may not 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)

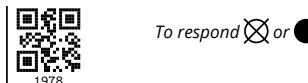
- Yes       No

**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



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

1980

**Imagine a situation in the future where cash may not 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)

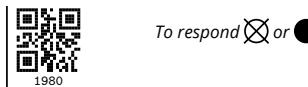
- Yes       No

**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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**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)

- 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

1981

**Imagine a situation in the future where cash may not 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)

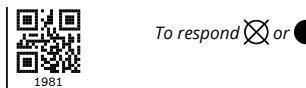
- Yes       No

**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)  
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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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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



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.

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

**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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**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

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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)

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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 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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**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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- Makes me much less likely to use public 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.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
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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

Storing 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

1984

**Imagine a situation in the future where cash may not 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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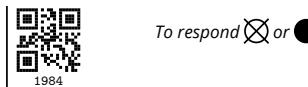
Yes       No

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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)

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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



1985

**Imagine a situation in the future where cash may not 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



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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

Yes       No

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

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

- Yes       No

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

- City of Morris Transit       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



1987

**Imagine a situation in the future where cash may not 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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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

1988

**Imagine a situation in the future where cash may not 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)

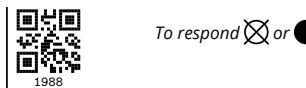
Yes       No

**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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**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.**



## 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  
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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)

- Makes me much less likely to use public 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

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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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To respond  or



RSJU 0003

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Yes       No

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Woman       Man       Non-binary       Other

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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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Select all that apply.

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**Which of the following do you have access to?**

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Slightly Uncomfortable  
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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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 Native Hawaiian or Other Pacific Islander       White  
 Some other race

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Woman       Man       Non-binary       Other

#### Completion

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### Fare Payment Questions



To respond  or 



RSJU 0001



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RSJU 0003

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- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

- Makes me much less likely to use public 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

1994



RSJU 0001



To respond  or

1994



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



1994

**Imagine a situation in the future where cash may not 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

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

- Makes me much less likely to use public 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?**

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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

**Imagine a situation in the future where cash may not 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

1996

**Imagine a situation in the future where cash may not 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

**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

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



To respond  or



RSJU 0003

1997

**Imagine a situation in the future where cash may not 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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- 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)

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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?**

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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

**Imagine a situation in the future where cash may not 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

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.

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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.

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
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- 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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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



**Imagine a situation in the future where cash may not 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  
 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

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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)  
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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  
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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

**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

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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

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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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To respond  or



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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

- Yes       No

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

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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

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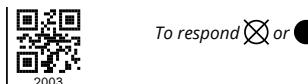
Yes       No

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RSJU 0004



To respond  or

2003

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

- Yes  No

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

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

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
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**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)

- Makes me much less likely to use public 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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**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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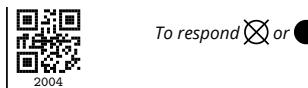
Yes       No

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RSJU 0004



To respond  or

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- 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)

- Not at all  Less than one day a week  1-2 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)

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

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

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

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

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### Fare Payment Questions



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  
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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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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  
 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)

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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



To respond  or



RSJU 0004

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#### Socio-Demographic Questions

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

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Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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Yes       No

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**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

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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



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

2008

**Imagine a situation in the future where cash may not 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)

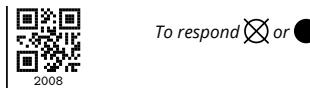
Yes       No

**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

2009

## 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



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)  
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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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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)

- 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  
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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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- 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

2010

**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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**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

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



To respond  or



RSJU 0003

2010

**Imagine a situation in the future where cash may not 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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To respond  or

RSJU 0004

## 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  
 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)

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

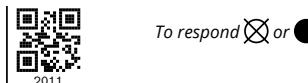
Yes       No

**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.**



RSJU 0004



To respond  or



2011