

## 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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### Fare Payment Questions



To respond  or

2213



RSJU 0001



To respond  or

2213



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "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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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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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

2213

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

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

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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

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Yes       No

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RSJU 0004

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

**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)

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### Fare Payment Questions



To respond  or

2214



RSJU 0001



To respond  or

2214



RSJU 0002

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

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

**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.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



RSJU 0003

2214

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

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

#### Socio-Demographic Questions

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

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Yes       No

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RSJU 0004

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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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To respond  or

2215



RSJU 0003

2215

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RSJU 0004

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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

2216



RSJU 0001



To respond  or

2216



RSJU 0002

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

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

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

- Very concerned (use data for necessary 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

2216

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

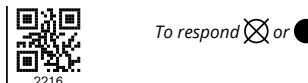
- Yes       No

**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)  
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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

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Yes       No

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- Yes  No

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

- City of Morris Transit  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  
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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)

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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

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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  
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Select all that apply.

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

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

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

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



To respond  or



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

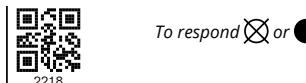
#### Completion

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Yes       No

**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)

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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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- Makes me much less likely to use public transit       Makes me slightly less likely to use public 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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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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### Transit Questions

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

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

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

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### Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

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

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

Select all that apply.

Library/ other public hotspots

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

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



RSJU 0003

2220

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2221



RSJU 0001



To respond  or

2221



RSJU 0002

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

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

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

Very concerned (use data for necessary 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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- 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

2222



RSJU 0001



To respond  or

2222



RSJU 0002

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

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

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

Very concerned (use data for necessary 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)  
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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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Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

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

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

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

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

Storing your credit/debit card in 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

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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)

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

2224



RSJU 0001



To respond  or

2224



RSJU 0002

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

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

**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.

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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

2224

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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

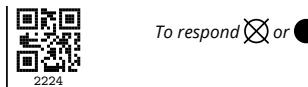
Yes       No

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

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

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

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

- Yes       No

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

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

### Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

### Fare Payment Questions



To respond  or

2225



RSJU 0001



To respond  or

2225



RSJU 0002

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

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

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

Very concerned (use data for necessary 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

2225

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

2226

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

**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)

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

**During the COVID-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)

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

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

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

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

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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

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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

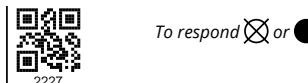
#### Completion

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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)

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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

2228



RSJU 0001



To respond  or

2228



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "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

2228

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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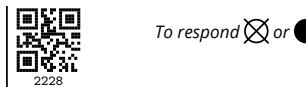
- Yes       No

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

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

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

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

- Yes       No

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

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

### Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

### Fare Payment Questions



To respond or

2229



RSJU 0001



To respond or

2229



RSJU 0002

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

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

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

- Very concerned (use data for necessary 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

2229

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

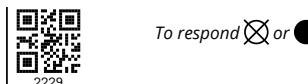
- Yes       No

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RSJU 0004



To respond  or

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 Transit Alternatives (Productive Alternatives, The Otter Express)

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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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 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)

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

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

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

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### Fare Payment Questions



To respond or

2230



To respond or

2230



RSJU 0002

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

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

**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?**

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 PayPal, Venmo, Cash App, or some other mobile payment service

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or

2230



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

American Indian or Alaskan Native       Asian  
 Black or African American       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

RSJU 0004



2230

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

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

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

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

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

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

2231



RSJU 0003

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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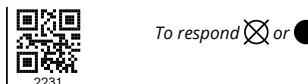
Yes       No

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

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RSJU 0004



To respond  or

2231

## 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)

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

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

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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To respond  or



RSJU 0003

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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

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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.**

**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

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

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

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

Very concerned (use data for necessary 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

2234



RSJU 0003

2234

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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



To respond  or



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

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

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

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

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

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

Select all that apply.

Library/ other public hotspots

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

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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

Yes       No

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

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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  
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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  
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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



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

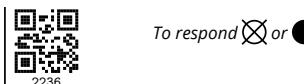
#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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 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)  
 Not very 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

2237

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

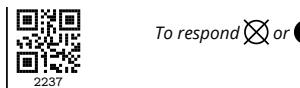
- Yes       No

**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



To respond  or



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

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

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

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

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

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

Select all that apply.

- Library/ other public hotspots

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

- Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

- Yes       No

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

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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

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

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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

2240

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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?**

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)

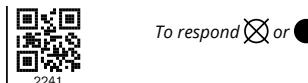
Yes       No

**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.**

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

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

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

- Yes  No

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

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

### Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

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

### Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

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

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

Select all that apply.

- Library/ other public hotspots

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

- Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



RSJU 0003

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

**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

2243

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

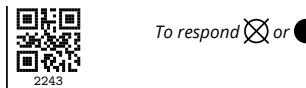
- Yes       No

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

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

Select all that apply.

- Library/ other public hotspots

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

- Savings Account       Checking Account  
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Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



RSJU 0003

2244

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

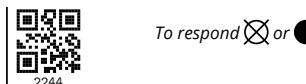
- Yes       No

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

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

2245

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

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RSJU 0004



To respond  or

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- Yes       No

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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)

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

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

2247

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2248



RSJU 0001



To respond  or

2248



RSJU 0002

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

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

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

Very concerned (use data for necessary 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)

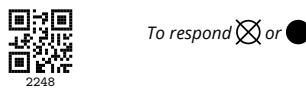
Yes       No

**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

## 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)

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 Monthly pass for unlimited rides       Free rides through a social service

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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

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



RSJU 0003

2249

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2250

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

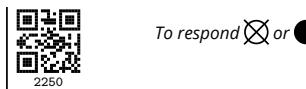
- Yes       No

**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

2251



RSJU 0003

2251

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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)  
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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



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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

Yes       No

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To respond  or

## Rural Transit and Fare Payment Survey

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- 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)

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

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

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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  
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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)  
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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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To respond  or

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- Yes       No

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

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 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)

**During the COVID-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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- 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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 Monthly pass 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

2254

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2255



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)

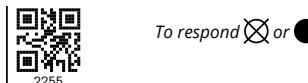
Yes       No

**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

2255

## 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

2256



RSJU 0001



To respond  or

2256



RSJU 0002

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

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

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

Very concerned (use data for necessary 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

2256



RSJU 0003

2256

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)  
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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



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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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- City of Morris Transit  United Community Transit  
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### Transit Questions

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

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

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

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

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

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

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

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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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 Not very 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)

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

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

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

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

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

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

Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

Covid-19 safety measures  Service improvements  No difference in importance

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

Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass 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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 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

2260



RSJU 0001



To respond  or

2260



RSJU 0002

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

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

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

Very concerned (use data for necessary 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

2260



RSJU 0003

2260

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2261



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)

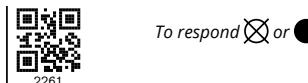
Yes       No

**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

2261

## 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

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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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Library/ other public hotspots

**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

Using your credit/debit 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

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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

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

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

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

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- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

2264

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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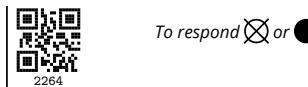
- Yes       No

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RSJU 0004



To respond  or

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

- Yes       No

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

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

### Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

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

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

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

- 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

2265



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)

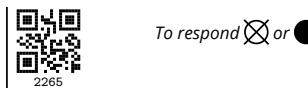
Yes       No

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RSJU 0004



To respond  or

2265

## Rural Transit and Fare Payment Survey

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

- Yes  No

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

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

### Transit Questions

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

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

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

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

**How often do you currently use demand-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

2266



RSJU 0001



To respond  or

2266



RSJU 0002

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To respond  or

2266



RSJU 0003

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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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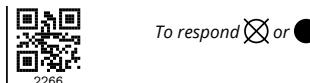
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RSJU 0004



To respond  or

2266

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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)

**During the COVID-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

2267



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)

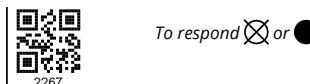
Yes       No

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RSJU 0004



To respond  or

2267

## 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)

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

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

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

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

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

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

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

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

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

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

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

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

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

Select all that apply.

- Library/ other public hotspots

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

- Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or



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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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

- Yes       No

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To respond  or

## Rural Transit and Fare Payment Survey

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

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

- Yes       No

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

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

### Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

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

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

**How do you currently pay for your 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)  
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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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Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or

2269



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)

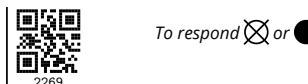
Yes       No

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RSJU 0004



To respond  or

2269

## Rural Transit and Fare Payment Survey

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

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

- Yes       No

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

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

### Transit Questions

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

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

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

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

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

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

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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

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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 Uncomfortable  
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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

2270



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

American Indian or Alaskan Native       Asian  
 Black or African American       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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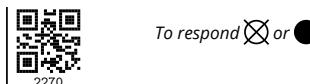
Yes       No

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RSJU 0004



To respond  or

2270

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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

2271



RSJU 0003

2271

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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

2272



RSJU 0003

2272

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2273



RSJU 0001



To respond  or

2273



RSJU 0002

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

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

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

- Very concerned (use data for necessary 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

2273

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2274



To respond or

2274



RSJU 0002

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

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

**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

2274

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

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

#### Socio-Demographic Questions

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

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

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

**Do you have a 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)

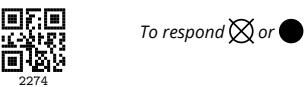
- Yes       No

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

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

- Yes       No

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

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

### Transit Questions

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

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

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

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

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

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

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

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

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

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

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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

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

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

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

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

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

Select all that apply.

Library/ other public hotspots

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

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in a smartphone application for regular payments

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



To respond  or

2275



RSJU 0003

2275

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2276

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2277



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)

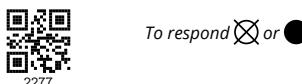
Yes       No

**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

2277

## 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

2278

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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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)

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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  
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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



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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

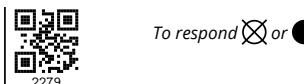
#### Completion

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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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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

2280



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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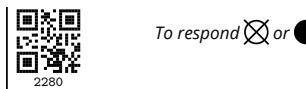
- Yes       No

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RSJU 0004



To respond  or

2280

## 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

2281



RSJU 0001



To respond  or

2281



RSJU 0002

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

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

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

- Very concerned (use data for necessary 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

2281



RSJU 0003

2281

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

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

#### Socio-Demographic Questions

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

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

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

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

- Yes       No

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

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

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

- Woman       Man       Non-binary       Other

#### Completion

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- Yes       No

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RSJU 0004

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Yes  No

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

City of Morris Transit  United Community Transit  
 Tri-Cap Transit Connection  Central Community Transit (CCT)  
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### Transit Questions

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

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

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

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

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

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

Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your 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)  
 Not very 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

2282



RSJU 0003

2282

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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Yes       No

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RSJU 0004

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### Transit Questions

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

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

**If COVID-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

### Fare Payment Questions



To respond  or

2283



RSJU 0001



To respond  or

2283



RSJU 0002

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

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

**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.

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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

2283

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

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

#### Socio-Demographic Questions

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

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

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

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

Yes       No

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

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

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

Woman       Man       Non-binary       Other

#### Completion

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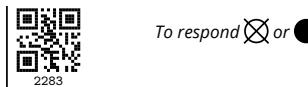
Yes       No

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

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

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

- Yes  No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit  United Community Transit  
 Tri-Cap Transit Connection  Central Community Transit (CCT)  
 Prairie Five Rides  None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass for unlimited rides  Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public 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

2284



RSJU 0001



To respond  or

2284



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

2284

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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 Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-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

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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



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

2285



RSJU 0003

2285

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

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RSJU 0004

## Rural Transit and Fare Payment Survey

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**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

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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

2286



RSJU 0001



To respond  or

2286



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

2286



RSJU 0003

2286

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**Overall, which is more important for increasing your use of public transit?** (Please cross one)

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- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

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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  
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To respond  or

2287



RSJU 0003

2287

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
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 Credit/Debit payment through a smartphone app or computer (mobile payment)  
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#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

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RSJU 0004

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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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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

2288



RSJU 0001



To respond  or

2288



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

2288



RSJU 0003

2288

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2289



RSJU 0001



To respond  or

2289



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
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**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
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Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or

2289



RSJU 0003

2289

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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

2290



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2290



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)  
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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

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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 Questions

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 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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To respond  or



## Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

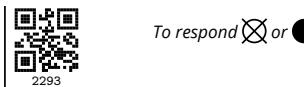
#### Completion

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Yes       No

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To respond  or

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**Are you 18 years old or older?** (Please cross one)

- 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



2294

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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To respond  or

## Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
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 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

2295



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2295



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)

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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)

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**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
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Select all that apply.

Debit Card  
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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



2296

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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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)  
 Not very 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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to 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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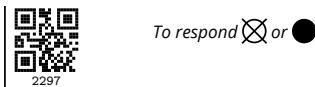
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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- 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)

- 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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**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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Completely Uncomfortable  
Slightly Uncomfortable  
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To respond  or



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 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

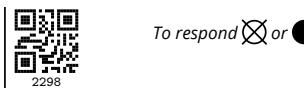
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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- 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

2299



RSJU 0001



To respond  or

2299



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**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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Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



2299

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

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**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
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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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To respond  or



RSJU 0001



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RSJU 0002

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To respond  or



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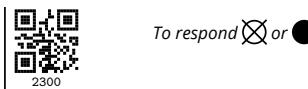
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## Rural Transit and Fare Payment Survey

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

2301



RSJU 0003

2301

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

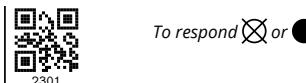
- Yes       No

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RSJU 0004



To respond  or

2301

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**Are you 18 years old or older?** (Please cross one)

- Yes  No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit  United Community Transit  
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 Prairie Five Rides  None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass 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)

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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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**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in 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

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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  
 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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- 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  
 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

2303



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)

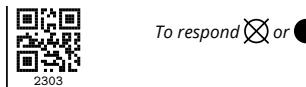
- Yes       No

**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

2303

## 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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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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### 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)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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To respond  or

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### Transit Questions

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**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003

2305

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

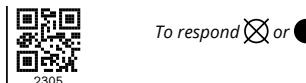
Yes       No

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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)

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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

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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

2306



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)

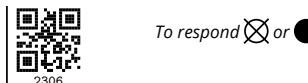
Yes       No

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RSJU 0004



To respond  or

2306

## 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?**

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

2307

2307

## 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  
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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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**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)

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Completely Uncomfortable  
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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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 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

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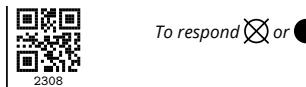
Yes       No

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

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Yes  No

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### Transit Questions

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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

Not at all  Less than one day a week  1-2 days a week  
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**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 Monthly pass 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

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

2310



To respond  or



RSJU 0002

2310

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

**By providing your email address, you are also consenting to being contacted by our research team for limited future communication related to this project.**



To respond  or

## Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

- Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

- Library/ other public hotspots

**Which of the following do you have access to?**

- Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

- Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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**Are you 18 years old or older?** (Please cross one)

- 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



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.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003



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

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

2314

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

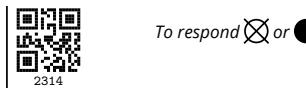
- Yes       No

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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

2315

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

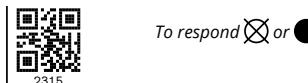
- Yes       No

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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

2316

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

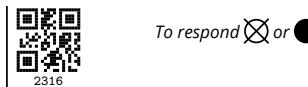
- Yes       No

**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  
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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



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 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

2317

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

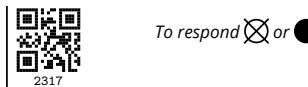
- Yes       No

**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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

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**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public 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

2319

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

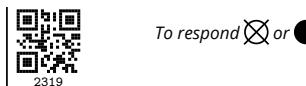
Yes       No

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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  
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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)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public 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.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit 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)

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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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "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

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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

2321

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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



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

**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)

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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)

- 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?**

- 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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

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 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

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 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

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- 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  
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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

**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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Select all that apply.

- Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

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Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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**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)

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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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**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

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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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
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#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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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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- 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

2326

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)  
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 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

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 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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

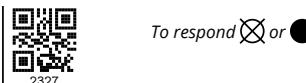
#### Completion

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Yes       No

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To respond  or

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- Yes  No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit  United Community Transit  
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 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-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)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass for unlimited rides  Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
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**How do you typically access the internet?**

- Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

- Library/ other public hotspots

**Which of the following do you have access to?**

- Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

- Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

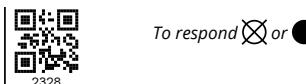
#### Completion

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- Yes       No

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To respond  or

## 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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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-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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### Fare Payment Questions



To respond  or



To respond  or



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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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#### 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 best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

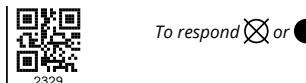
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### Transit Questions

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**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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 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very 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  
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Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

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To respond  or

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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)

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**How do you currently pay for your transit fare?** (Please cross one)

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**In general, how satisfied are you with how you pay your fare?** (Please cross one)

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**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
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**How do you typically access the internet?**

Home internet       Work internet  
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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  
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**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

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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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- 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)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

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**In general, how satisfied are you with how you pay your fare?** (Please cross one)

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**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public 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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Library/ other public hotspots

**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

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in 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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**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 Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 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)

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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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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**Which of the following do you have access to?**

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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+

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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

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

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To respond  or

## Rural Transit and Fare Payment Survey

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)

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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

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
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**How do you typically access the internet?**

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Select all that apply.

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Slightly Uncomfortable  
Slightly Comfortable  
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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.

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Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
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Woman       Man       Non-binary       Other

#### Completion

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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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### Fare Payment Questions



To respond  or



RSJU 0001



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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To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

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 I would not be able to use the bus

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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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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

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**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

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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

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To respond  or

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- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- 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)

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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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**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?**

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Select all that apply.

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Slightly Uncomfortable  
Slightly 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)

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 Credit/Debit at a transit office for a contactless fare card  
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#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

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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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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-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



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)

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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

2341

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

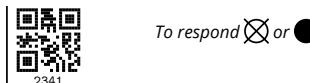
- Yes       No

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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

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
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**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

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**In general, how satisfied are you with how you pay your fare?** (Please cross one)

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- Makes me much less likely to use public transit       Makes me slightly less likely to use public 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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To respond  or



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#### Socio-Demographic Questions

**What is your age?** (Please cross one)

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**What zip code do you live in?**      Write the five-digit number.

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- Yes       No

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 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

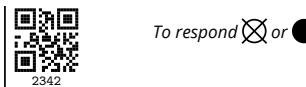
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- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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)

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 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass for unlimited rides  Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "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  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

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Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

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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

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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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**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



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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Select all that apply.

- Library/ other public hotspots

**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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Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

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 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)  
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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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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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### 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

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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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

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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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#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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- 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.**

2349

RSJU 0003



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

2350

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

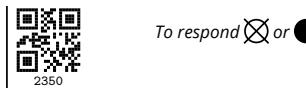
- Yes       No

**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



2350

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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**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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- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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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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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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)

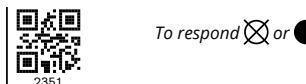
Yes       No

**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



To respond  or

## Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

- Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

- Library/ other public hotspots

**Which of the following do you have access to?**

- Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

- Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

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- Yes       No

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### Transit Questions

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- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**Overall, which is more important for increasing your use of public transit?** (Please cross one)

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- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

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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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Debit Card  
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Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
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Don't Know/Not Applicable

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Giving your credit/debit card information over the phone to the transit agency



To respond  or



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
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 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

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**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

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 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-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?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary tasks only)  
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**How do you typically access the internet?**

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Select all that apply.

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**Which of the following do you have access to?**

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Select all that apply.

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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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       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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**Are you 18 years old or older?** (Please cross one)

- Yes  No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit  United Community Transit  
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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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To respond  or



RSJU 0003

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

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 Credit/Debit payment through a smartphone app or computer (mobile payment)  
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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

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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)

**During the COVID-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?**

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**

Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?**

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?**

- Woman       Man       Non-binary       Other

(Please cross one)

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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)

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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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 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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**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

**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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**How comfortable are you with sharing credit/debit card or bank account 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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 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

2358

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

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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  
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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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 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       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)

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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 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

2360



RSJU 0003

2360

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2362



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)

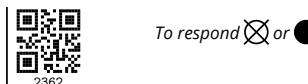
Yes       No

**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

2362

## 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.

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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-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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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**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  
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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

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2365



RSJU 0003

2365

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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



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

2366

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2367

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

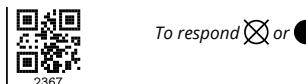
Yes       No

**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

2368

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

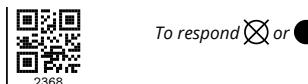
Yes       No

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RSJU 0004



To respond  or

## Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

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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

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

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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?**

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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

2370

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       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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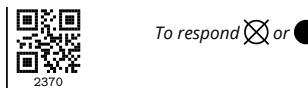
Yes       No

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RSJU 0004



2370

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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 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
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**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**Overall, which is more important for increasing your use of public transit?** (Please cross one)

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**How do you currently pay for your transit fare?** (Please cross one)

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**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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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Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in 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)

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### Transit Questions

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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
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### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

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To respond  or



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 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

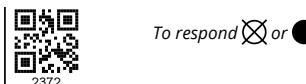
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 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass for unlimited rides  Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

### Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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## 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)

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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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**Overall, which is more important for increasing your use of public transit?** (Please 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

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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

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2375

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

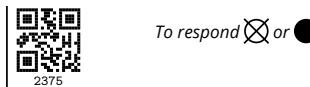
- Yes       No

**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)

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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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**How do you typically access the internet?**

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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  
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Using your credit/debit 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

2376

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
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 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

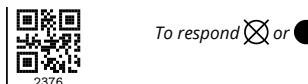
Yes       No

**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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 Tri-Cap Transit Connection  Central Community Transit (CCT)  
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 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

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- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

2377



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)

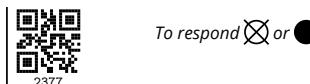
- Yes       No

**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

2377

## 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

2378

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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To respond  or

## Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes       No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit       United Community Transit  
 Tri-Cap Transit Connection       Central Community Transit (CCT)  
 Prairie Five Rides       None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
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 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



2380

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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 Tri-Cap Transit Connection       Central Community Transit (CCT)  
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 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass for unlimited rides       Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit       Makes me slightly less likely to use public 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  
 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.

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

2382

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

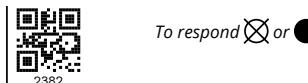
- Yes       No

**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



2382

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

2383

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

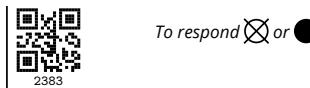
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RSJU 0004

2383



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

2384

2384

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
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 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
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Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

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Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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  
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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)

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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

2385

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**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?**

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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

## 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

2386

2386

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

2386



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       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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RSJU 0004

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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

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 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

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- Makes me much less likely to use public transit       Makes me slightly less likely to use public transit       Does not affect my decision       Makes me slightly more likely to use public transit       Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

2387

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

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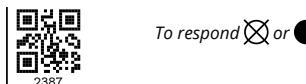
- Yes       No

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RSJU 0004



To respond  or

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**Are you 18 years old or older?** (Please cross one)

- Yes  No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit  United Community Transit  
 Tri-Cap Transit Connection  Central Community Transit (CCT)  
 Prairie Five Rides  None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass for unlimited rides  Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- 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.

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.**

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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  
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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



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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Slightly Uncomfortable  
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To respond  or



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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

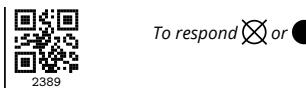
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Yes  No

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 Prairie Five Rides  None of the above  
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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



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary 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

2390

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

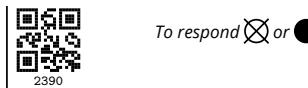
- Yes       No

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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)

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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)  
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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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- 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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

2392



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)

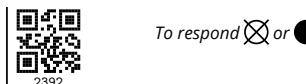
- Yes       No

**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

2392

## 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

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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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Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

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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)

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  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

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Yes       No

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To respond  or

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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

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**In general, how satisfied are you with 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

2394



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)

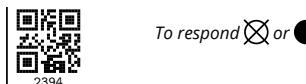
Yes       No

**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

2394

## 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

2395



RSJU 0003

2395

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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To respond  or

## Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

**Are you 18 years old or older?** (Please cross one)

- Yes  No

**Which of the following public transit providers have you used most in the last year?** (Please cross one)

- City of Morris Transit  United Community Transit  
 Tri-Cap Transit Connection  Central Community Transit (CCT)  
 Prairie Five Rides  None of the above  
 Transit Alternatives (Productive Alternatives, The Otter Express)

### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week  Not Applicable (ie, did not live in the service area)

**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all  Less than one day a week  1-2 days a week  
 3-4 days a week  5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures  Service improvements  No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle  Tokens on board the transit vehicle  Punch card on board the transit vehicle  
 Monthly pass for unlimited rides  Free rides through a social service

**In general, how satisfied are you with how you pay your fare?** (Please cross one)

- Extremely dissatisfied  Somewhat dissatisfied  Neutral  Somewhat satisfied  Extremely satisfied

**Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

**A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit?** (Please cross one)

- Makes me much less likely to use public transit  Makes me slightly less likely to use public transit  Does not affect my decision  Makes me slightly more likely to use public transit  Makes me much more likely to use public transit

### Fare Payment Questions



To respond  or



RSJU 0001



To respond  or



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary tasks only)  
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)  
 Not very concerned (use data frequently, for all purposes)  
 Not Applicable (I do not use data on my phone)

**How do you typically access the internet?**

Home internet       Work internet  
 Mobile internet/cell phone       No access to the internet data

Select all that apply.

Library/ other public hotspots

**Which of the following do you have access to?**

Savings Account       Checking Account  
 Credit Card       Prepaid/Gift Cards

Select all that apply.

Debit Card  
 PayPal, Venmo, Cash App, or some other mobile payment service

**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond  or



RSJU 0003



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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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)  
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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

2398



RSJU 0003

2398

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

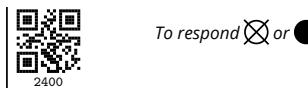
Yes       No

**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



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

2401



RSJU 0001



To respond  or

2401



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

2401



RSJU 0003

2401

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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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

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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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 Not very 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)

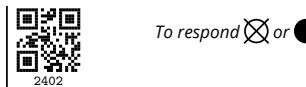
- Yes       No

**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

## 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

2404



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2404

## 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

2405



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

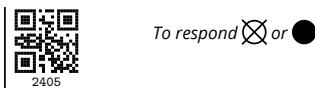
Yes       No

**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

2405

## 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

2406



RSJU 0001



To respond  or

2406



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

- Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

- Very concerned (use data for necessary 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

2406



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

- Yes       No

**Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.**

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To respond  or

RSJU 0004

2406

## 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

2407

**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

- Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

- 18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

- Yes       No

**What best describes your race or ethnicity?** Select all that apply.

- American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

- Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

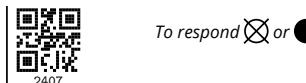
- Yes       No

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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

2408



RSJU 0001



To respond  or

2408



RSJU 0002

**Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?**

Yes, it is a smartphone       No, it is not a smartphone       I don't have a cell phone

**How concerned are you about running out of monthly data on your phone?** (Please cross one)

Very concerned (use data for necessary 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

2408



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

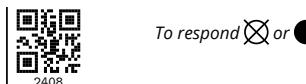
Yes       No

**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

2408

## 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

2409



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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

2409



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)

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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)  
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**How do you typically access the internet?**

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Select all that apply.

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Debit Card  
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**How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?**

Completely Uncomfortable  
Slightly Uncomfortable  
Slightly Comfortable  
Completely Comfortable  
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

2410



**Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare?** (Please cross one)

Cash at a transit office for a contactless fare card  
 Credit/Debit at a transit office for a contactless fare card  
 Credit/Debit payment through a smartphone app or computer (mobile payment)  
 I would not be able to use the bus

#### Socio-Demographic Questions

**What is your age?** (Please cross one)

18-24       25-34       35-44       45-54       55-64       65+

**What zip code do you live in?**      Write the five-digit number.

**Do you have a disability or illness that affects your ability to travel in the region?** (Please cross one)

Yes       No

**What best describes your race or ethnicity?** Select all that apply.

American Indian or Alaskan Native       Asian  
 Black or African American       Hispanic  
 Native Hawaiian or Other Pacific Islander       White  
 Some other race

**What is your gender?** (Please cross one)

Woman       Man       Non-binary       Other

#### Completion

**Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward?** (Please cross one)

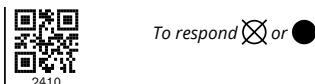
Yes       No

**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

2410

## 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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### Transit Questions

**Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week       Not Applicable (ie, did not live in the service area)

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**How often do you currently use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service?** (Please cross one)

- Not at all       Less than one day a week       1-2 days a week  
 3-4 days a week       5 or more days a week

**In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19?** (Please cross one)

- Extremely dissatisfied       Somewhat dissatisfied       Neutral       Somewhat satisfied       Extremely satisfied

**Overall, which is more important for increasing your use of public transit?** (Please cross one)

- Covid-19 safety measures       Service improvements       No difference in importance

**How do you currently pay for your transit fare?** (Please cross one)

- Cash on board the transit vehicle       Tokens on board the transit vehicle       Punch card on board the transit vehicle  
 Monthly pass 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

2411



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)

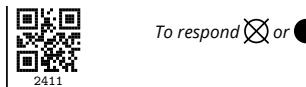
- Yes       No

**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

2411