

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 to be entered to receive an incentive.

Are you 18 years old or older?

(Please cross one)

☒ Yes

☐ No

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

☐ City of Morris Transit

☐ United Community Transit

☐ Tri-Cap Transit Connection

☐ Central Community Transit (CCT)

☐ Prairie Five Rides

☒ None of the above

☐ Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

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

☒ Not at all

☐ Less than one day a week

☐ 1-2 days a week

☐ 3-4 days a week

☐ 5 or more days a week

☐ Not Applicable (ie, did not live in the service area)

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

☒ Not at all

☐ Less than one day a week

☐ 1-2 days a week

☐ 3-4 days a week

☐ 5 or more days a week

☐ Not Applicable (ie, did not live in the service area)

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

☒ Not at all

☐ Less than one day a week

☐ 1-2 days a week

☐ 3-4 days a week

☐ 5 or more days a week



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

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

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

- ☐ Extremely dissatisfied ☐ Somewhat dissatisfied ☐ Neutral ☒ Somewhat satisfied ☐ Extremely satisfied

Overall, do you think COVID-19 safety measures or general service improvements are more important in increasing your use of public transit? *(Please cross one)*

- ☐ Covid-19 safety measures ☒ Service improvements ☐ No difference

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

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

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

- ☐ Extremely dissatisfied ☐ Somewhat dissatisfied ☐ Neutral ☐ Somewhat satisfied ☒ Extremely satisfied

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

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

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

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

Fare Payment Questions



To respond ☒ or ☐

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4HRF 0002

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

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

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

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

How do you typically access the internet?

Select all that apply.

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

Which of the following do you have access to?

Select all that apply.

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

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

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

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

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

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

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



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4HRF 0003

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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.*

5	5	4	1	4
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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.

- | | |
|--|---|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Hispanic |
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| <input type="checkbox"/> Some other race | |

What is your gender?

(Please cross one)

- ☐ Woman ☒ Man ☐ Non-binary ☐ Other

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4HRF 0004

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4HRF 0001

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

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

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- ☐ Extremely dissatisfied ☐ Somewhat dissatisfied ☒ Neutral ☐ Somewhat satisfied ☐ Extremely satisfied

Overall, do you think COVID-19 safety measures or general service improvements are more important in increasing your use of public transit? *(Please cross one)*

- ☐ Covid-19 safety measures ☐ Service improvements ☒ No difference

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

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

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

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☐ Does not affect my decision ☒ Makes me slightly more likely to use public transit
☐ Makes me much more likely to use public transit

Fare Payment Questions



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4HRF 0002

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

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

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

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How do you typically access the internet?

Select all that apply.

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

Which of the following do you have access to?

Select all that apply.

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

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

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

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

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

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

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



To respond ☒ or ☐

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4HRF 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.*

- | | |
|--|---|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Hispanic |
| <input type="checkbox"/> Native Hawaiian or Other Pacific Islander | <input checked="" type="checkbox"/> White |
| <input type="checkbox"/> 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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4HRF 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)*

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☐ Credit/Debit payment through a smartphone app or computer (mobile payment)
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How concerned are you about running out of monthly data on your phone? *(Please cross one)*

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How do you typically access the internet?

Select all that apply.

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☒ Mobile internet/cell phone data ☐ No access to the internet

Which of the following do you have access to?

Select all that apply.

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

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

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

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

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

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

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



To respond ☒ or ☐

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4HRF 0003

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

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

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

- ☐ Extremely dissatisfied ☐ Somewhat dissatisfied ☒ Neutral ☐ Somewhat satisfied ☐ Extremely satisfied

Overall, do you think COVID-19 safety measures or general service improvements are more important in increasing your use of public transit? *(Please cross one)*

- ☐ Covid-19 safety measures ☒ Service improvements ☐ No difference

How do you currently pay for your 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 ☐

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4HRF 0002

Imagine a situation in the future where cash may not 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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21381

Do you have a disability or illness that 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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hannah.debrun@gmail.com



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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 to be entered to receive an incentive.

Are you 18 years old or older?

(Please cross one)

☒ Yes

☐ No

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

☐ City of Morris Transit

☐ United Community Transit

☐ Tri-Cap Transit Connection

☐ Central Community Transit (CCT)

☐ Prairie Five Rides

☒ None of the above

☐ Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

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

(Please cross one)

☒ Not at all

☐ Less than one day a week

☐ 1-2 days a week

☐ 3-4 days a week

☐ 5 or more days a week

☐ Not Applicable (ie, did not live in the service area)

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

(Please cross one)

☒ Not at all

☐ Less than one day a week

☐ 1-2 days a week

☐ 3-4 days a week

☐ 5 or more days a week

☐ Not Applicable (ie, did not live in the service area)

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

☒ Not at all

☐ Less than one day a week

☐ 1-2 days a week

☐ 3-4 days a week

☐ 5 or more days a week



To respond ☒ or ☐

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4HRF 0001

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

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

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

- ☐ Extremely dissatisfied ☒ Somewhat dissatisfied ☐ Neutral ☐ Somewhat satisfied ☐ Extremely satisfied

Overall, do you think COVID-19 safety measures or general service improvements are more important in increasing your use of public transit?
(Please cross one)

- ☐ Covid-19 safety measures ☒ Service improvements ☐ No difference

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

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

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

- ☐ Extremely dissatisfied ☒ Somewhat dissatisfied ☐ Neutral ☐ Somewhat satisfied ☐ Extremely satisfied

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

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

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

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

Fare Payment Questions

To respond ☒ or ☐

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4HRF 0002

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

(Please cross one)

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

How concerned are you about running out of monthly data on your phone?

(Please cross one)

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

How do you typically access the internet?

Select all that apply.

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

Which of the following do you have access to?

Select all that apply.

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

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

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

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

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

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

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



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4HRF 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?

3	5	4	1	4
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Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region?

(Please cross one)

- ☐ Yes ☒ No

What best describes your race or ethnicity?

Select all that apply.

- | | |
|--|---|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Hispanic |
| <input type="checkbox"/> Native Hawaiian or Other Pacific Islander | <input checked="" type="checkbox"/> White |
| <input type="checkbox"/> Some other race | |

What is your gender?

(Please cross one)

- ☒ Woman ☐ Man ☐ Non-binary ☐ Other

Completion

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

(Please cross one)

- ☒ Yes ☐ No

Please provide your email 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.

jaros132@umn.edu



To respond ☒ or ☐

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4HRF 0004

Rural Transit and Fare Payment Survey

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Transit Questions

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

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

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

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

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

- ☐ Not 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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4NRFF 0001

If COVID-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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☐ Does not affect my decision ☐ Makes me slightly more likely to use public transit
☒ Makes me much more likely to use public transit

Fare Payment Questions

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Slightly Comfortable
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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 ☐

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4HRF 0003

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

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☐ Credit/Debit at a transit office for a contactless fare card
☐ Credit/Debit payment through a smartphone app or computer (mobile payment)
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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? 55024

Write the five-digit number.

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

- ☐ Yes ☒ No

What best describes your race or ethnicity?

Select all that apply.

- | | |
|--|---|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Hispanic |
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jackgeiselhart@icloud.com



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