

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1412

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

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 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

What best describes your race or ethnicity?

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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RSJU 0004



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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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RSJU 0003

1415

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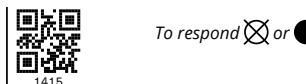
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RSJU 0003

1416

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

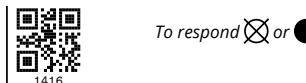
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



1417

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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Transit Questions

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

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

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

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

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- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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 Monthly pass for unlimited rides Free rides through a social service

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1418

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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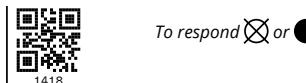
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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
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How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1419

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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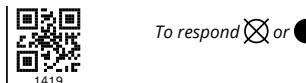
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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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Fare Payment Questions



To respond or

1420



RSJU 0001



To respond or

1420



RSJU 0002

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

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

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



To respond or



RSJU 0003

1420

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

Yes No

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

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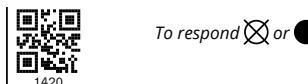
Yes No

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RSJU 0004



To respond or

1420

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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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 Monthly pass for unlimited rides Free rides through a social service

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or

1421



RSJU 0003

1421

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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

1422



RSJU 0003

1422

Imagine a situation in the future where cash may not 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

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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)

- Not 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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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

(Please cross one)

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in 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+

(Please cross one)

What zip code do you live in?

Write the five-digit number.

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

Yes No

(Please cross one)

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

Select all that apply.

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

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To respond or



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)
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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)

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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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

1424



RSJU 0003

1424

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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Transit Questions

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

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

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

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

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

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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



To respond or

1425



RSJU 0003

1425

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

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

What is your age? (Please cross one)

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

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

Yes No

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1426

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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Are you 18 years old or older? (Please cross one)

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1427

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

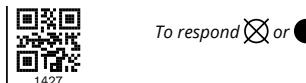
- Yes No

Please provide your email 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



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

1428



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)

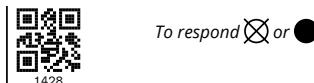
Yes No

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

1428

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
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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

1429



RSJU 0003

1429

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

American Indian or Alaskan Native Asian
 Black or African American 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

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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 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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

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

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



To respond or



RSJU 0003

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

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

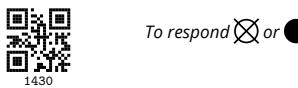
- Yes No

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RSJU 0004



1430

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

1431



RSJU 0001



To respond or

1431



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1431

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

Do you have a 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
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What is your gender? (Please cross one)

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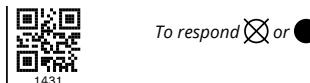
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RSJU 0004



To respond or

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Transit Questions

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

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

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

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Fare Payment Questions



To respond or



To respond or



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

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Select all that apply.

- Library/ other public hotspots

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Select all that apply.

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

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

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

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

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

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



To respond or



RSJU 0003

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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- Yes No

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To respond or

Rural Transit and Fare Payment Survey

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

- Yes No

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

- City of Morris Transit United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

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

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

1433



RSJU 0001



To respond or

1433



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1433

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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Are you 18 years old or older? (Please cross one)

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Makes me much less likely to use public transit Makes me slightly less likely to use public 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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To respond or



RSJU 0003

1434

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

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

What is your age? (Please cross one)

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

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

- Yes No

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

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What is your gender? (Please cross one)

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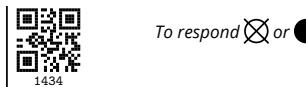
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RSJU 0004



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If COVID-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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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

Yes No

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

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To respond or

Rural Transit and Fare Payment Survey

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

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

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1436

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

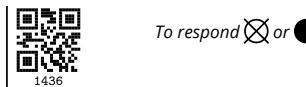
- Yes No

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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

1437



RSJU 0001



To respond or

1437



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1437

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

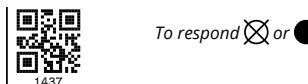
- Yes No

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RSJU 0004



To respond or

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

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1438

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

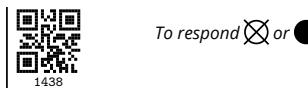
- Yes No

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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)

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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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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Select all that apply.

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Which of the following do you have access to?

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Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1439

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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

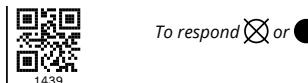
Yes No

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

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

Storing your credit/debit card in 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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RSJU 0004

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or

1441



RSJU 0003

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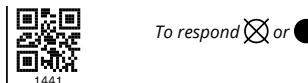
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RSJU 0004



To respond or

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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Slightly Uncomfortable
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



RSJU 0003

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

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

Socio-Demographic Questions

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.

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What is your gender? (Please cross one)

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Completion

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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

1443

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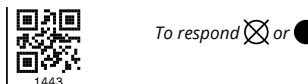
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RSJU 0004



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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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

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

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

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



To respond or

1444



RSJU 0003

1444

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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

Yes No

Please provide your email 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

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

- American Indian or Alaskan Native Asian
 Black or African American 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)

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1446

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

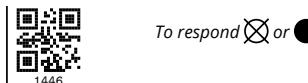
- Yes No

Please provide your email 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

1447



To respond or



RSJU 0002

1447

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or

1447



RSJU 0003

1447

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

- Yes No

Please provide your email 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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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Select all that apply.

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Completely Uncomfortable
Slightly Uncomfortable
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

1448

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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

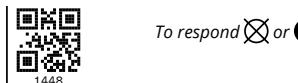
Yes No

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RSJU 0004



To respond or

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Transit Questions

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

During the COVID-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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1449

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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

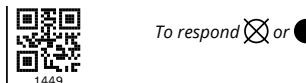
- Yes No

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1450

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

- Yes No

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

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

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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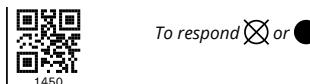
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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

- Yes No

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

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

Transit Questions

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

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

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

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

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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

How do you typically access the internet?

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

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

1451

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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

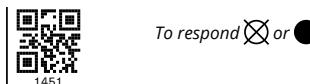
Yes No

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RSJU 0004



To respond or

1451

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)

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

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

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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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

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

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

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Select all that apply.

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

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

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

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

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

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



To respond or



RSJU 0003

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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To respond or

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

- Yes No

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

- City of Morris Transit United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

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

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

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

Fare Payment Questions



To respond or

1453



RSJU 0001



To respond or

1453



RSJU 0002

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

1453

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

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

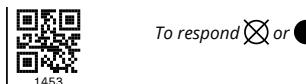
Yes No

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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)

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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

1454

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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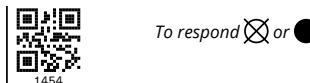
Yes No

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RSJU 0004



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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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

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Select all that apply.

Library/ other public hotspots

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Select all that apply.

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

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

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

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

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

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

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



To respond or



RSJU 0003

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

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

Socio-Demographic Questions

What is your age? (Please cross one)

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

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

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

Yes No

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

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

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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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)

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

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

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- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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

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

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

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

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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How do you typically access the internet?

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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

1456



RSJU 0003

1456

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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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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To respond or



RSJU 0003

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Fare Payment Questions



To respond or

1458



RSJU 0001



To respond or

1458



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

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Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1458

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

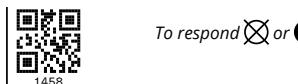
- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1459

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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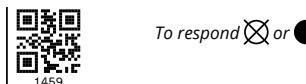
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

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- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

1460



RSJU 0003

1460

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

1461



RSJU 0003

1461

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
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How do you typically access the internet?

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Select all that apply.

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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

1462



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)

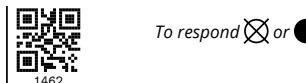
Yes No

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RSJU 0004



To respond or

1462

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Transit Questions

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- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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To respond or

Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

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- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

1464



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)

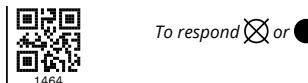
Yes No

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RSJU 0004



To respond or

1464

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public 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

1465



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)

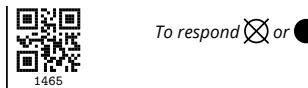
- Yes No

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

1465

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

1466



RSJU 0003

1466

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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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)

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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

1468



RSJU 0003

1468

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American 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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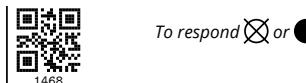
- Yes No

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RSJU 0004



To respond or

1468

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or

1469



RSJU 0001



To respond or

1469



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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How do you typically access the internet?

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 Mobile internet/cell phone No access to the internet data

Select all that apply.

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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

1469



RSJU 0003

1469

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American 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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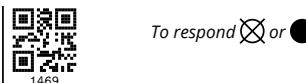
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RSJU 0004



To respond or

1469

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-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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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

1470

1470

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

1470



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American 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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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)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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

1471



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
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Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

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 Black or African American Hispanic
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 Some other race

What is your gender? (Please cross one)

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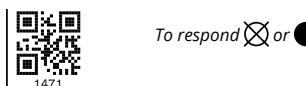
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RSJU 0004



To respond or

1471

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- Yes No

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Transit Questions

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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How concerned are you about running out of monthly data on your phone? (Please cross one)

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 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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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

1473



RSJU 0003

1473

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email 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



1474



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

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To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

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To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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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



RSJU 0003

1476

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

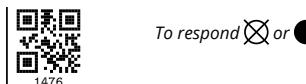
- Yes No

Please provide your email 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
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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

1478

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

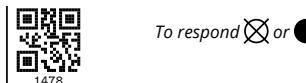
Yes No

Please provide your email 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

1479



RSJU 0001



To respond or

1479



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in 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)

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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

1480

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

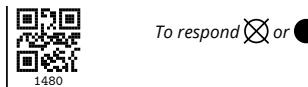
Yes No

Please provide your email 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)
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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

1481



RSJU 0003

1481

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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)

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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)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

1482

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

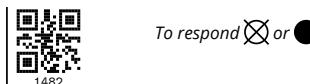
Yes No

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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)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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If COVID-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
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1484

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

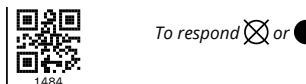
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- 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?

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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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Completely Uncomfortable
Slightly Uncomfortable
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Don't Know/Not Applicable

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To respond or



RSJU 0003

1485

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Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

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Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
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What is your gender? (Please cross one)

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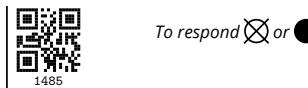
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RSJU 0004



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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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

1486

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African 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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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



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a 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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 Mobile internet/cell phone No access to 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

1488

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

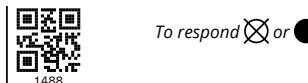
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

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Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public 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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To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

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Socio-Demographic Questions

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Do you have a disability or illness that 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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RSJU 0004



To respond or

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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

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

By providing your email address, you are also consenting to being contacted by our research team for limited future communication related to this project.



To respond or

Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

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Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

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Yes No

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To respond or

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Are you 18 years old or older? (Please cross one)

Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

Not at all Less than one day a week 1-2 days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

Makes me much less likely to use public transit Makes me slightly less likely to use public 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)
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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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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

1494

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

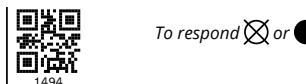
Yes No

Please provide your email 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)

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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.

Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

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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)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1496

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1497

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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

1498

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

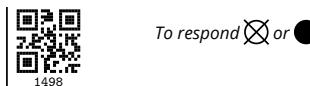
- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1499

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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
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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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Overall, which is more important for increasing your use of public transit? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Select all that apply.

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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

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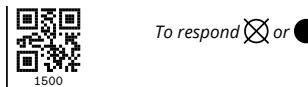
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

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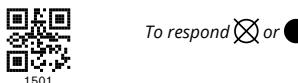
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RSJU 0004



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Fare Payment Questions



To respond or



To respond or



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Slightly Comfortable
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Giving your credit/debit card information over the phone to the transit agency



To respond or



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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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 Black or African 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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If COVID-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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
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How do you typically access the internet?

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 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account 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)

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 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

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 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

Which 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)

- 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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Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

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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



1605

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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)

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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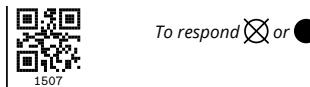
- Yes No

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RSJU 0004



To respond or

1507

1507

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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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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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

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

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public 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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Select all that apply.

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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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Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1509

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American 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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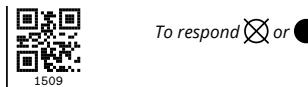
Yes No

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

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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 Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

Not at all Less than one day a week 1-2 days a week
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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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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

1510



To respond or



RSJU 0002

1510

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003



To respond or



RSJU 0004

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Select all that apply.

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



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American 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)

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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

1512

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

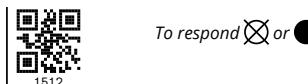
Yes No

Please provide your email 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

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To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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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



1514

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American 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)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



1515

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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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To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in 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

1518



RSJU 0001



To respond or

1518



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1518

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

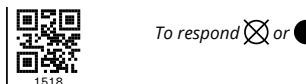
Yes No

Please provide your email 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)

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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)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

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 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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To respond or

Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1520

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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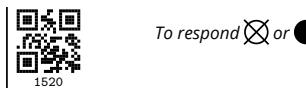
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RSJU 0004



To respond or

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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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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Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

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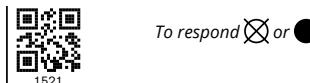
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RSJU 0004



To respond or

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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

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- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
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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



RSJU 0003

1522

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American 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

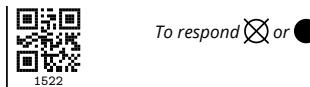
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RSJU 0004

1522



To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



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Socio-Demographic Questions

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



1524

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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

1525

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

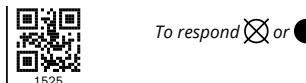
Yes No

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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

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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To respond or

Rural Transit and Fare Payment Survey

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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

1527

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

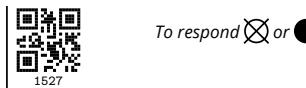
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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Giving your credit/debit card information over the phone to the transit agency



To respond or



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

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Transit Questions

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1529

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



To respond or



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Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

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Select all that apply.

Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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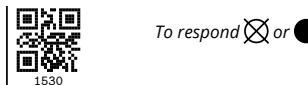
Yes No

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RSJU 0004



To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

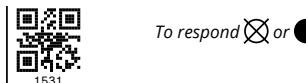
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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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?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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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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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Completely Uncomfortable
Slightly Uncomfortable
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Completely Comfortable
Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

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 I would not be able to 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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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1534

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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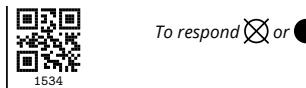
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RSJU 0004



To respond or

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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

1536

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
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 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

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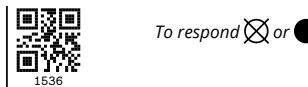
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RSJU 0004



To respond or

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



RSJU 0003

1537

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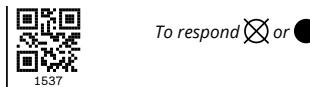
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Fare Payment Questions



To respond or



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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

1538

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

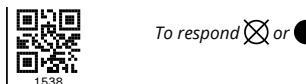
- Yes No

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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



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

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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Slightly Uncomfortable
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Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1539

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

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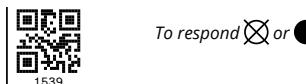
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RSJU 0004



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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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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

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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)

- Not at all Less than one day a week 1-2 days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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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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Select all that apply.

- Debit Card
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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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- Yes No

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RSJU 0004



To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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How often do you currently use demand-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

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To respond or



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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

1543

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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)

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1544

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American 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

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Transit Questions

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

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RSJU 0004

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

1546

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Select all that apply.

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Which of the following do you have access to?

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How comfortable are you with sharing credit/debit card or bank account 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

1547

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American 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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- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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

1548

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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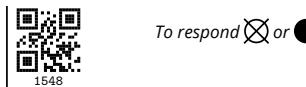
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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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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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Fare Payment Questions



To respond or



To respond or



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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)

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 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

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 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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To respond or

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Transit Questions

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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If COVID-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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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
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 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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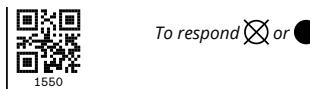
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RSJU 0004



To respond or

1550

1550

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
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Debit Card
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Completely Uncomfortable
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Don't Know/Not Applicable

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To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
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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.

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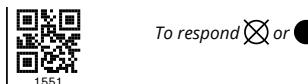
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RSJU 0004



To respond or

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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To respond or



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Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

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To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

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What is your gender? (Please cross one)

Woman Man Non-binary Other

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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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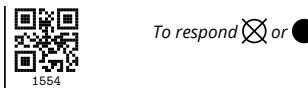
- Yes No

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RSJU 0004



To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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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.

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 Black or African American Hispanic
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 Some other race

What is your gender? (Please cross one)

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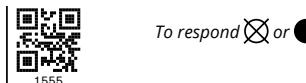
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RSJU 0004



To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

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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)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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RSJU 0003

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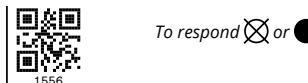
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- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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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

1557

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

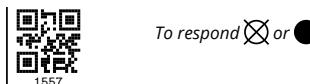
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

Thank you for participating in this study examining rural Minnesotans' attitudes about public transit, transit health and safety measures during the COVID-19 pandemic, and transit fare payment methods before the deployment of new technology.

This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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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.

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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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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
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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

1560

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

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Completely Uncomfortable
Slightly Uncomfortable
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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
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What is your gender? (Please cross one)

Woman Man Non-binary Other

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RSJU 0004



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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or

1562



RSJU 0001



To respond or

1562



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1562

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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)

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A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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.

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To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

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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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 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

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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 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1566

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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- Yes No

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
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Select all that apply.

Debit Card
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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

1568

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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RSJU 0004

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

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 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
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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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

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

1570

1570

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a 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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Slightly Uncomfortable
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To respond or



RSJU 0003

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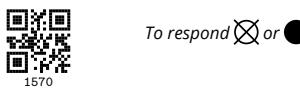
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RSJU 0004



1570

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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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RSJU 0004

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

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Transit Questions

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- Not at all Less than one day a week 1-2 days a week
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Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in 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
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass 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

1574

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1574

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

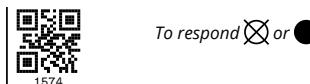
Yes No

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RSJU 0004



To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Slightly Uncomfortable
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Completely 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



RSJU 0003

1675

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

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What is your gender? (Please cross one)

Woman Man Non-binary Other

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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



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RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1576

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

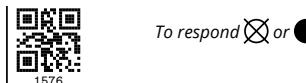
- Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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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

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Storing your credit/debit card in a website for regular payments

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To respond or



RSJU 0003

1677

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

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 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

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Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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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



1678

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-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)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

- Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1579

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

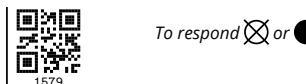
- Yes No

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RSJU 0004



To respond or

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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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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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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
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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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)

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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)
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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



1582

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African 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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To respond or

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

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To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
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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



1584

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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Yes No

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
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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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- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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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



1585

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, 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



1586

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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How concerned are you about running out of monthly data on your phone? (Please cross one)

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 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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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

1587

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

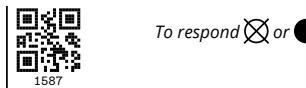
- Yes No

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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)

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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)

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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



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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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)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

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 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

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- Yes No

What best describes your race or ethnicity? Select all that apply.

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Fare Payment Questions



To respond or



To respond or



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Slightly Uncomfortable
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Don't Know/Not Applicable

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash 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
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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)

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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

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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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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
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Storing your credit/debit card in a website for regular payments

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Giving your credit/debit card information over the phone to the transit agency



To respond or



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

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 Credit/Debit at a transit office for a contactless fare card
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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.

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Yes No

What best describes your race or ethnicity? Select all that apply.

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Transit Questions

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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- 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)

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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit 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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Are you 18 years old or older? (Please cross one)

- Yes No

Which 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)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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Select all that apply.

Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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Storing your credit/debit card in a website for regular payments

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
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What is your gender? (Please cross one)

Woman Man Non-binary Other

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Transit Questions

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Which of the following do you have access to?

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Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

- Yes No

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Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

- Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

- Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

- Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

- Savings Account Checking Account
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Select all that apply.

- Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

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To respond or



RSJU 0003

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Socio-Demographic 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



1597

Imagine a situation in the future where cash may not 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)

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Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

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What is your gender? (Please cross one)

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 3-4 days a week 5 or more days a week

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- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



To respond or



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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

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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.

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What is your gender? (Please cross one)

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Transit Questions

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How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Fare Payment Questions



To respond or



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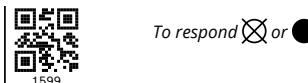
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Fare Payment Questions



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

1600



RSJU 0003

1600

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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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

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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

1601

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

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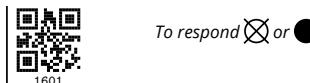
Yes No

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RSJU 0004



To respond or

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- Yes No

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
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How do you typically access the internet?

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Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

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 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

1602



RSJU 0003

To respond or

1602



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

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- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- 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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 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

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In general, how satisfied are you with how you pay your fare? (Please cross one)

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Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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How concerned are you about running out of monthly data on your phone? (Please cross one)

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How do you typically access the internet?

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Select all that apply.

- Library/ other public hotspots

Which of the following do you have access to?

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 Credit Card Prepaid/Gift Cards

Select all that apply.

- Debit Card
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How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity?

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift 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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Overall, which is more important for increasing your use of public transit? (Please cross one)

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How do you currently pay for your transit fare? (Please cross one)

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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

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Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1604

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
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What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

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RSJU 0004

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If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

1605

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

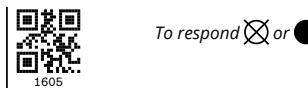
Yes No

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RSJU 0004



To respond or

Rural Transit and Fare Payment Survey

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This survey is 25 questions long, and at the end you will be asked if you want to provide your email for entry into a sweepstakes drawing to win one of ten \$50 Visa gift cards as incentive for participation.

Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

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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

1606



RSJU 0001



To respond or

1606



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email address to be entered into the sweepstakes drawing. Your email will not be connected to your responses on the earlier sections of this survey.

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To respond or

Rural Transit and Fare Payment Survey

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Are you 18 years old or older? (Please cross one)

- Yes No

Which of the following public transit providers have you used most in the last year? (Please cross one)

- City of Morris Transit United Community Transit
 Tri-Cap Transit Connection Central Community Transit (CCT)
 Prairie Five Rides None of the above
 Transit Alternatives (Productive Alternatives, The Otter Express)

Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

During the COVID-19 pandemic before vaccines were widely available, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

In general, how satisfied are you with the safety and cleanliness of transit vehicles in regards to COVID-19? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Overall, which is more important for increasing your use of public transit? (Please cross one)

- Covid-19 safety measures Service improvements No difference in importance

How do you currently pay for your transit fare? (Please cross one)

- Cash on board the transit vehicle Tokens on board the transit vehicle Punch card on board the transit vehicle
 Monthly pass for unlimited rides Free rides through a social service

In general, how satisfied are you with how you pay your fare? (Please cross one)

- Extremely dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Extremely satisfied

Contactless fare payment is a form of fare payment that uses digital methods (such as a tap card or mobile app) instead of paper ones (such as cash, tokens, or tickets) to reduce contact between the transit rider and the driver or fare box. How would a contactless fare payment method affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

A trip planning tool is a mobile app or website that lets the rider easily plan, schedule, and book their transit trip in one place, reducing the need to consult maps and schedules. How would a trip planning tool affect your decision to use public transit? (Please cross one)

- Makes me much less likely to use public transit Makes me slightly less likely to use public transit Does not affect my decision Makes me slightly more likely to use public transit Makes me much more likely to use public transit

Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or



RSJU 0003



Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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

1608

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

- Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

- 18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

- Yes No

What best describes your race or ethnicity? Select all that apply.

- American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

- Woman Man Non-binary Other

Completion

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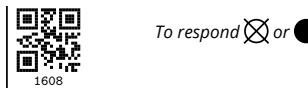
- Yes No

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RSJU 0004



To respond or

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Transit Questions

Before the COVID-19 pandemic, how often did you typically use demand-responsive public transit (dial-a-ride) service? (Please cross one)

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 3-4 days a week 5 or more days a week Not Applicable (ie, did not live in the service area)

How often do you currently use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not at all Less than one day a week 1-2 days a week
 3-4 days a week 5 or more days a week

If COVID-19 is no longer a threat, how often would you like to use demand-responsive public transit (dial-a-ride) service? (Please cross one)

- Not 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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Fare Payment Questions



To respond or



RSJU 0001



To respond or



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

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Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
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



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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)

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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

1610



RSJU 0001



To respond or

1610



RSJU 0002

Cell phones that use the internet and install new applications (apps) are called "smartphones". Is your phone a smartphone?

Yes, it is a smartphone No, it is not a smartphone I don't have a cell phone

How concerned are you about running out of monthly data on your phone? (Please cross one)

Very concerned (use data for necessary tasks only)
 Somewhat concerned (use data sparingly, prefer to be connected to internet when possible)
 Not very concerned (use data frequently, for all purposes)
 Not Applicable (I do not use data on my phone)

How do you typically access the internet?

Home internet Work internet
 Mobile internet/cell phone No access to the internet data

Select all that apply.

Library/ other public hotspots

Which of the following do you have access to?

Savings Account Checking Account
 Credit Card Prepaid/Gift Cards

Select all that apply.

Debit Card
 PayPal, Venmo, Cash App, or some other mobile payment service

How comfortable are you with sharing credit/debit card or bank account information with the transit agency for the purpose of fare payment?

Completely Uncomfortable
Slightly Uncomfortable
Slightly Comfortable
Completely Comfortable
Don't Know/Not Applicable

Using your credit/debit card on a website one time without allowing the website to store it

Storing your credit/debit card in a website for regular payments

Storing your credit/debit card in a smartphone application for regular payments

Giving your credit/debit card information over the phone to the transit agency



To respond or

1610



RSJU 0003

1610

Imagine a situation in the future where cash may not be accepted on board transit vehicles. If this were the case, how would you primarily prefer to pay for your fare? (Please cross one)

Cash at a transit office for a contactless fare card
 Credit/Debit at a transit office for a contactless fare card
 Credit/Debit payment through a smartphone app or computer (mobile payment)
 I would not be able to use the bus

Socio-Demographic Questions

What is your age? (Please cross one)

18-24 25-34 35-44 45-54 55-64 65+

What zip code do you live in? Write the five-digit number.

Do you have a disability or illness that affects your ability to travel in the region? (Please cross one)

Yes No

What best describes your race or ethnicity? Select all that apply.

American Indian or Alaskan Native Asian
 Black or African American Hispanic
 Native Hawaiian or Other Pacific Islander White
 Some other race

What is your gender? (Please cross one)

Woman Man Non-binary Other

Completion

Thank you for completing this survey! As thanks for participating, our team is providing ten \$50 Visa gift cards to be randomly awarded to ten survey participants. Are you interested in being entered to receive this reward? (Please cross one)

Yes No

Please provide your email 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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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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RSJU 0004



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