We have a few short questions about riding BUS. Please check your answer for each question. Once all of the questions are complete, please drop off the survey as you leave the bus.

**Your Trips**

1. Which BUS service(s) do you use? **(Check all that apply)**

|  |  |  |  |
| --- | --- | --- | --- |
| Express Route | BUS Bus Service | Trolley | BUS3 |

1. How often do you ride BUS?

|  |  |  |
| --- | --- | --- |
| Every weekday | Every weekend | Several times a week, but not every day |
| Several times a month, but not every week | A few times a month | A few times a year |

1. If you don’t exclusively ride BUS, what other means of transportation do you typically use? (**Check all that apply)**

|  |  |  |
| --- | --- | --- |
| Drive myself in my car | Walk | Taxi |
| Get a ride in someone else’s car | Bicycle | Something else\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. What is the purpose of your BUS trip today?

|  |  |
| --- | --- |
| Work | School |
| Medical appointment | Other **(Specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

1. Generally speaking, where do you start and where do you end the most frequent trip that you make? (ie. From what neighborhood to what neighborhood? Please consider downtown a neighborhood.)

Start\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_\_\_\_\_\_\_

End\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How long is your average bus trip from your point of origin to your final destination (one-way)?\_\_\_\_\_\_minutes

|  |  |  |
| --- | --- | --- |
| 1. Do you consider this a reasonable amount of time? | Yes | No |

1. How do you normally get to the BUS stop?

|  |  |  |
| --- | --- | --- |
| Walk | Bicycle | Dropped off |
| Leave car at a Park & Ride | Other **(Specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |

1. How long does it take you to get to the BUS stop?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 0-5 min | 5- 10 min | 10 – 15 min | 15 – 20 min | More than 20 min |

1. How often do you change buses to get to your destination?

|  |  |  |  |
| --- | --- | --- | --- |
| Never | Rarely | Sometimes | Always |

1. How do you get BUS schedule information? **(Check all that apply)**

|  |  |  |
| --- | --- | --- |
| Printable schedules online | Paper schedules | Ask the driver |
| BUS or Google’s online Trip Planner | Call customer service | Ask another rider |
| Some other way­­­­­­­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

**Paying for Your Trips**

1. When you board a bus, how do you usually pay for your trip? **(Check all that apply)**

|  |  |  |
| --- | --- | --- |
| Adult Cash Fare | Fixed Route with BUS3 ID | Express Monthly Pass |
| Express Cash Fare | Monthly pass | Summer Youth Bus Pass |
| Transfer | 10 Ride Tickets | 10 Ride Special Tickets\* (Seniors 65+, students 6-17, & citizens with disabilities) |

|  |  |  |
| --- | --- | --- |
| 1. Do you qualify for a discounted fare as a student 17 years or older, a senior citizen 65 years and over, a person with a disability, or a Medicare Card holder? | Yes | No |

|  |  |  |
| --- | --- | --- |
| 1. Do you usually travel with a child ages 5 and under? | Yes | No |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Does your employer help pay for your bus fare? | Yes | No | Not employed |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. One way to pay for public transportation trips is using a smart card which is an electronic card that you can load ahead of time using cash or credit/debit cards. When you board the vehicle, your fare would be automatically deducted from the card. If it was available, would you use a smart card for your bus trips instead of cash or tickets? | Yes | No | Unsure |
| **(If no)** Why not? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |

1. If you could save money on your trips by paying with a smart card, how likely would you be to use this card?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 – Not at all likely | 2 | 3 | 4 | 5 –Extremely likely |

**Your Perceptions**

1. Below is a series of statements regarding your satisfaction with BUS. Please indicate how satisfied you are with each item using a scale of 1 – 5. One indicates that you are not at all satisfied and five means that you are completely satisfied.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **How satisfied are you with…** | **1 –Not at all satisfied** | **2** | **3** | **4** | **5 – Completely satisfied** |
| The number of benches and/or shelters at bus stops |  |  |  |  |  |
| Lighting at bus stops |  |  |  |  |  |
| Sidewalk access to bus stops |  |  |  |  |  |
| The cleanliness of BUS buses |  |  |  |  |  |
| The level of crowding on the bus |  |  |  |  |  |
| Safety of BUS buses & their drivers |  |  |  |  |  |
| The friendliness and courteousness of bus drivers |  |  |  |  |  |
| Your ability to quickly get a response to your travel questions when you call the BUS customer service phone line |  |  |  |  |  |

1. Below is another series of statements, this time relating to BUS service offerings. Again, on a scale of 1 to 5, please indicate your level of satisfaction with these items.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **How satisfied are you with…** | **1 –Not at all satisfied** | **2** | **3** | **4** | **5 – Completely satisfied** |
| Availability of routes going where you want to go |  |  |  |  |  |
| Directness of routes |  |  |  |  |  |
| Number of times the bus stops |  |  |  |  |  |
| Frequency of bus service |  |  |  |  |  |
| The time the bus starts and stops running in a day |  |  |  |  |  |
| The cost of BUS fare |  |  |  |  |  |

1. All things considered, how satisfied are you with BUS’s overall ability to meet your transportation needs?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 – Not at all satisfied | 2 | 3 | 4 | 5 – Completely satisfied |

**Improving Your BUS Experience**

1. In your opinion, how important are the following communications-related improvements to the BUS ridership experience? Again, please use a scale of 1 – 5.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **How important is/are…** | **1 –not at all important** | **2** | **3** | **4** | **5 – extremely important** |
| An online trip planner that tells you in real-time when your bus will be arriving at your stop |  |  |  |  |  |
| Electronic signs at shelters and stops showing in real-time when the next bus will arrive and the route it is traveling |  |  |  |  |  |
| Text alerts sent to your phone when your bus is delayed |  |  |  |  |  |
| System maps and schedules at bus shelters and stops |  |  |  |  |  |
| An announcement system on buses telling passengers the next stop location |  |  |  |  |  |
| Wi-fi on buses |  |  |  |  |  |

**About You**

1. What is your zip code?­\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| 1. Gender | Male | Female |

1. What is your age? \_\_\_\_\_\_\_\_\_\_\_
2. Which race/ethnicity are you most closely associated with?

|  |  |  |
| --- | --- | --- |
| * Caucasian | * African American | * Hispanic/Latino |
| * Asian | * Other **(Specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |

1. Where were you born?
   * In the United States
   * Outside the United States **(Specify foreign country)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Do you speak a language other than English at home? | | Yes | | No | | |
| **(If yes)** What is this language? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **(If yes)** How well do you speak English? | Very well | | Well | | Not well | Not well at all |

1. How many people live in your home including you?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * 1 | * 2 | * 3 | * 4 | * 5 |
| * 6 | * 7 | * 8 | * 8 or more |  |

1. How many individuals in your household also ride BUS?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * 1 | * 2 | * 3 | * 4 | * 5 |
| * 6 | * 7 | * 8 | * 8 or more |  |

1. What is the combined annual income of everyone in your home?

|  |  |  |
| --- | --- | --- |
| * Less than $25,000 | * $25,000 to less than $35,000 | * $35,000 to less than $50,000 |
| * $50,000 to less than $75,000 | * More than $75,000 |  |

1. Please respond to the following brief questions.

|  |  |  |
| --- | --- | --- |
| **Do you personally…** | **Yes** | **No** |
| Have a bank account? |  |  |
| Have a debit card? |  |  |
| Have a credit card? |  |  |
| Have a smartphone or mobile device (iPad, Tablet, etc.) with internet access? |  |  |
| Have access to a desktop or laptop computer with internet access? |  |  |
| Send and receive text messages? |  |  |

1. This question relates to your usage of various online websites.

|  |  |  |  |
| --- | --- | --- | --- |
| **Do you personally…** | **No** | **Yes, but don’t use regularly** | **Yes, use regularly** |
| Have a Facebook account? |  |  |  |
| Have a Twitter account? |  |  |  |
| Watch videos on YouTube? |  |  |  |

1. At the end of this research project, BUS is considering hosting a series of focus groups to talk more about some of the items discussed in this survey. The focus groups are completely voluntary and will be used for research purposes only. Would you have any interest in participating?
   * Yes
   * No

If yes, please provide your name and the best way to reach you.

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_