Connect Transit 2019 Customer Satisfaction Survey

**TO BE COMPLETED BY SURVEY STAFF**

**Interviewer's initials:** \_\_\_\_\_\_ **Route number/name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Day:** \_\_\_\_(1) Monday \_\_\_\_(2) Tuesday \_\_\_\_(3) Wednesday \_\_\_\_(4) Thursday \_\_\_\_(5) Friday \_\_\_\_(6) Saturday \_\_\_\_(7) Sunday

**Time:** \_\_\_\_(1) Before 6am \_\_\_\_(2) 6am - 9am \_\_\_\_(3) 9am - 3pm \_\_\_\_(4) 3pm - 6pm \_\_\_\_(5) After 6pm

**Thank you for participating in the Connect Transit 2019 Rider Survey. Please check only one box per question unless otherwise directed. Your individual answers will be confidential.**

**1. What is the main reason you use Connect Transit?**

\_\_\_\_(1) Work

\_\_\_\_(2) Personal Business

\_\_\_\_(3) Shopping

\_\_\_\_(4) Middle School (6-8)

\_\_\_\_(5) High School (9-12)

\_\_\_\_(6) College

\_\_\_\_(7) Hospital/Doctor’s Office

\_\_\_\_(8) Social/Recreation

\_\_\_\_(9) Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Will your trip today include a transfer?** \_\_\_\_(1) Yes (from route #: \_\_\_\_\_\_\_\_\_\_\_\_ to route #: \_\_\_\_\_\_\_\_\_\_) \_\_\_\_(2) No

**3. How do you normally pay your fare?**

\_\_\_(1) Cash \_\_\_(8) Heartland ID

\_\_\_(2) Change Card \_\_\_(9) Wesleyan ID

\_\_\_(3) 1 ride pass \_\_\_(10) Youthbuild ID

\_\_\_(4) 1 day pass \_\_\_(11) Town of Normal ID

\_\_\_(5) 7 day pass \_\_\_(12) Country Financial ID

\_\_\_(6) 30 day pass \_\_\_(13) Senior ID

\_\_\_(7) ISU ID \_\_\_(14) Circuit Breaker ID

\_\_\_(15) Half fare ID

**4. How long have you been riding transit?**

\_\_\_(1) More than 4 years \_\_\_(2) 3 to 4 years \_\_\_(3) 1 to 2 years \_\_\_(4) Less than 1 year\_\_\_(5) First time

**5. In a typical week, how many days do you use Connect Transit?**

\_\_\_(7) 7 \_\_\_(6) 6 \_\_\_(5) 5 \_\_\_(4) 4\_\_\_(3) 3 \_\_\_(2) 2 \_\_\_(1) 1 \_\_\_(99) 0 – I normally don’t use Connect Transit

**6. What is your gender?** \_\_\_(1) Male \_\_\_(2) Female

**7. What is your AGE?**\_\_\_(1) Under 18 \_\_\_(2) 18-24 \_\_\_(3) 25-34 \_\_\_(4) 35-44 \_\_\_(5) 45-54 \_\_\_(6) 55-64 \_\_\_(7) 65+

**8. Do you have a valid driver’s license?** \_\_\_(1) Yes \_\_\_(2) No

**9. How do you identify your race/ethnicity?** (Check all that apply)

\_\_\_(1) White \_\_\_(3) Black African/American \_\_\_(4) Native American \_\_\_(6) Asian American

\_\_\_(2) Native Hawaiian/Pacific Islander \_\_\_(5) Hispanic/Latino \_\_\_(7) Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**10. Are you:** (Check the one response that BEST describes you)

\_\_\_(1) Employed full-time \_\_\_(4) Student (K-12) \_\_\_(7) Retired

\_\_\_(2) Employed part-time \_\_\_(5) Student (College) \_\_\_(8) Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_(3) Unemployed \_\_\_(6) Homemaker

**11. Including YOU, how many people live in your household?** \_\_\_\_\_\_\_ people

**12. Including YOU, how many people (16 or older) in your household are employed full/part-time?** \_\_\_\_\_ people

**13. How many working vehicles (cars, trucks, or motorcycles) are available to your household?**

\_\_\_\_\_\_\_\_\_ vehicles

**13a. [If #13 is ONE OR MORE] Could you have used one of these vehicles for this trip?** \_\_\_(1)Yes \_\_\_(2)No

**14. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2018 before taxes?**

\_\_\_(1) Less than $15,000 \_\_\_(2) $15,000 - $24,999 \_\_\_(3) $25,000 - $34,999

\_\_\_(4) $35,000 - $49,999 \_\_\_(5) $50,000 - $74,999 \_\_\_(6) $75,000 - $99,999

\_\_\_(7) $100,000 - $149,999 \_\_\_(8) $150,000 or more

**15. Finish this statement: One year from now, I will...**

\_\_\_(1) Still be using Connect Transit \_\_\_(3) Not be using Connect Transit because I plan to get a car

\_\_\_(2) Not be using Connect Transit for other reasons \_\_\_(9) Not sure

**16. How many days per week do you use Uber, Lyft, or a Taxi?**

\_\_\_(7) 7 \_\_\_(6) 6 \_\_\_(5) 5 \_\_\_(4) 4\_\_\_(3) 3 \_\_\_(2) 2 \_\_\_(1) 1 \_\_\_(99) 0 – I normally don’t use these services

**17. Where do you get most of your route and schedule information?**

\_\_\_(1) Printed schedules \_\_\_(2) At bus stops \_\_\_(3) Call Connect \_\_\_(4) Connect’s website \_\_\_(5) Mobile App

**18. How would you prefer to pay Connect bus fares?**

\_\_\_(1) Cash at the bus \_\_\_(2) Passes \_\_\_(3) Smartphone/Smartphone app

**19. How would you prefer to receive information about route changes? (Select up to two choices)**

\_\_\_(1) Connect-transit.com \_\_\_(4) Connect Transit’s Facebook

\_\_\_(2) Connect Transit App \_\_\_(5) Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_(3) Connect Transit’s Twitter

**20. Please RATE YOUR SATISFACTION with the following items.**

**Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied**

1) Reliability of service (buses are on time) ⭘ ⭘ ⭘ ⭘ ⭘

2) Frequency of service ⭘ ⭘ ⭘ ⭘ ⭘

3) Ease of bus connections/transfers ⭘ ⭘ ⭘ ⭘ ⭘

4) Saturday service ⭘ ⭘ ⭘ ⭘ ⭘

5) Hours of service (evenings, early morning) ⭘ ⭘ ⭘ ⭘ ⭘

6) Bus stop safety ⭘ ⭘ ⭘ ⭘ ⭘

7) Bus stop amenities (lighting, shelters, benches) ⭘ ⭘ ⭘ ⭘ ⭘

8) Bus cleanliness ⭘ ⭘ ⭘ ⭘ ⭘

9) Onboard safety/security ⭘ ⭘ ⭘ ⭘ ⭘

10) Comfort of buses ⭘ ⭘ ⭘ ⭘ ⭘

11) Bus fleet/equipment ⭘ ⭘ ⭘ ⭘ ⭘

12) Driver courtesy ⭘ ⭘ ⭘ ⭘ ⭘

13) Driver safety ⭘ ⭘ ⭘ ⭘ ⭘

14) Fare/cost to ride ⭘ ⭘ ⭘ ⭘ ⭘

15) Convenience of purchasing a bus pass ⭘ ⭘ ⭘ ⭘ ⭘

16) Easy-to-understand route information⭘ ⭘ ⭘ ⭘ ⭘

17)Printed schedules/system map ⭘ ⭘ ⭘ ⭘ ⭘

18) Connect website ⭘ ⭘ ⭘ ⭘ ⭘

19) Connect social media (ie Facebook, Twitter) ⭘ ⭘ ⭘ ⭘ ⭘

20) Connect’s mobile app ⭘ ⭘ ⭘ ⭘ ⭘

21) Sunday service ⭘ ⭘ ⭘ ⭘ ⭘

22) Service before 6am in the morning ⭘ ⭘ ⭘ ⭘ ⭘

23) Shelters at bus stops ⭘ ⭘ ⭘ ⭘ ⭘

24) Convenient transfers between routes ⭘ ⭘ ⭘ ⭘ ⭘

25) Service after 9pm in the evening ⭘ ⭘ ⭘ ⭘ ⭘

**20a. Which of the services listed above in Q20 are most important to you?** Write the numbers that correspond to your top 3 choices below.

1st choice: \_\_\_\_\_ 2nd choice: \_\_\_\_\_ 3rd choice: \_\_\_\_\_\_