

Appendix B: Fixed-Route Questionnaire



Guest of Cheyenne Transit:

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service. You may receive more than one survey form today. Thank you!

Cheyenne Transit

1. Where did you come from before you got on this bus? (check only one)

- Home
- School/College
- Shopping/Errands
- Work
- Doctor/Dentist
- Social Visit/Recreation
- Other (please specify) _____

2. Where did you board the bus?

(Address or main cross streets, i.e., Central Ave. & 20th St.)

3. How did you get to this bus? (check only one)

- Walking ___ blocks
- Having someone drive me
- Bicycle
- Driving myself
- Transfer from _____ Route
- Other _____ (please specify)

3a. How long did you wait for this bus? _____ (# of minutes)

4. Where are you going to now? (check only one)

- Home
- School/College
- Shopping/Errands
- Work
- Doctor/Dentist
- Social Visit/Recreation
- Other (please specify) _____

5. What is the address of your final destination? (Address or main cross streets)

6. How will you get from this bus to the place that you are going? (check only one)

- Walking ___ blocks
- Having someone drive me
- Bicycle
- Driving myself
- Transfer to _____ Route
- Other _____ (please specify)

7. What is the average amount of time you spend on the bus for this part of your trip?

_____ (# of minutes)

8. Was a vehicle available to use on this trip instead of taking the bus?

- Yes
- No

9. Have you filled out this survey previously this week?

- Yes
- No

If Yes, please stop here. If No, please continue and complete all questions.

10. I usually ride the bus ___?___ days a week. (check only one)

- One Day
- Four Days
- Less than once a month
- Two Days
- Five Days
- One -Three Days/Month
- Three Days
- Six/Seven Days
- This is my first time

11. What is the single MOST IMPORTANT reason you ride the bus? (CHECK ONLY ONE)

- Family doesn't have a car
- Someone else uses car
- Traffic is bad
- Parking is a problem
- Car trouble/no insurance
- I don't drive
- Bus is economical
- Bus is convenient
- Other (please specify) _____

12. Are you a licensed driver and able to drive? Yes No

13. How many vehicles in operating condition does your household have?

- None
- One
- Two
- Three or more

14. Gender: Female Male

15. Age in Years: _____

16. How do you RATE your present bus service? (check answers below for each part)

	Excellent	Good	Fair	Poor
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer Connections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule Readability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Area Served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-time Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Service Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please Continue on Other Side



17. For what one purpose do you MOST OFTEN ride the bus? (CHECK ONE)

- Work
- Recreation
- School/College
- Other (please specify) _____
- Shopping
- Personal Business/Errands

18. The combined Total Annual Income of all members of my household is:

- Less than \$15,000 per year
- \$15,000 - \$24,999 per year
- \$25,000 - \$39,999 per year
- \$40,000 - \$44,999 per year
- \$45,000 - \$54,999 per year
- More than \$55,000 per year

19. What is your occupation?

- Homemaker
- Laborer
- Managerial/Professional
- Production/Craft/Repair/Machine Operator
- Retired
- Sales
- Other (please specify) _____
- Service Worker
- College Student
- Secondary Student
- Technical/Administration
- Unemployed

20. What is your ethnicity?

- American Indian
- Asian
- Black/African American
- Hispanic
- White
- Other (please specify) _____

21. How do you get information about Cheyenne Transit? (check all that apply)

- From the driver
- Bus guide
- Someone told me
- Shopping center/store
- Transfer station
- Other _____
- Newspaper/magazine
- Bus stop sign/bench/shelter/carousel
- Schedules
- Internet

22. Does the existing service operate late enough?

- Yes
- No

23. What number of blocks are you are willing to walk to a bus stop?

_____ (# of blocks)

24. Please share any other comments:

THANK YOU!!