

# Appendix C: Fixed-Route Responses

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**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 (61.8%)                       School/College(5.6%)                       Shopping/Errands (9.4%)  
 Work (12.2%)                       Doctor/Dentist (1.5%)                       Social Visit/Recreation (3.4%)  
 Other (please specify) (5.8%) \_\_\_\_\_

**2. Where did you board the bus?**

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

\_\_\_\_\_

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

- Walking \_\_\_ blocks (81.6%)                       Having someone drive me (2.1%)                       Bicycle (1.3%)  
 Driving myself (2.6%)                       Transfer from (10.7%) \_\_\_\_\_ Route  
 Other (4.1%) \_\_\_\_\_ (please specify)

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

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

- Home (24.9%)                       School/College (8.6%)                       Shopping/Errands (18.1%)  
 Work (25.4%)                       Doctor/Dentist (6.8%)                       Social Visit/Recreation (9.3%)  
 Other (please specify) (6.8%) \_\_\_\_\_

**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 (78%)                       Having someone drive me (1.3%)                       Bicycle (1.3%)  
 Driving myself (0.5%)                       Transfer to (15.9%) \_\_\_\_\_ Route  
 Other (3.1%) \_\_\_\_\_ (please specify)

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

\_\_\_\_\_ (# of minutes) - Average = 30 minutes

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

Yes (13%)

No (87%)

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

Yes

No

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

One Day (2.2%)

Four Days (11.6%)

Less than once a month (0.4%)

Two Days (6.2%)

Five Days (36.9%)

One -Three Days/Month (1.3%)

Three Days (13.3%)

Six/Seven Days (24.9%)

This is my first time (3.1%)

11. What is the single MOST IMPORTANT reason you ride the bus?

(CHECK ONLY ONE)

Family doesn't have a car (31%)

Someone else uses car (4.8%)

Traffic is bad (0%)

Parking is a problem (0.4%)

Car trouble/no insurance (7%)

I don't drive (31%)

Bus is economical (10%)

Bus is convenient (11.8%)

Other (please specify) (3.9%) \_\_\_\_\_

12. Are you a licensed driver and able to drive?

Yes (52%)

No (48%)

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

None (66.5%)

One (26%)

Two (4%)

Three or more (3.5%)

14. Gender:

Female (48%)

Male (52%)

15. Age in Years: \_\_\_\_\_ - Average = 46

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

	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Average Score
Cleanliness	<input checked="" type="radio"/> (46%)	<input checked="" type="radio"/> (44%)	<input checked="" type="radio"/> (9%)	<input checked="" type="radio"/> (1%)	3.35
Comfort	<input checked="" type="radio"/> (33%)	<input checked="" type="radio"/> (46%)	<input checked="" type="radio"/> (16%)	<input checked="" type="radio"/> (6%)	3.06
Service Frequency	<input checked="" type="radio"/> (40%)	<input checked="" type="radio"/> (39%)	<input checked="" type="radio"/> (17%)	<input checked="" type="radio"/> (4%)	3.16
Condition of Buses	<input checked="" type="radio"/> (37%)	<input checked="" type="radio"/> (46%)	<input checked="" type="radio"/> (15%)	<input checked="" type="radio"/> (2%)	3.18
Transfer Connections	<input checked="" type="radio"/> (46%)	<input checked="" type="radio"/> (42%)	<input checked="" type="radio"/> (8%)	<input checked="" type="radio"/> (4%)	3.31
Schedule Readability	<input checked="" type="radio"/> (44%)	<input checked="" type="radio"/> (46%)	<input checked="" type="radio"/> (9%)	<input checked="" type="radio"/> (2%)	3.31
Driver Courtesy	<input checked="" type="radio"/> (60%)	<input checked="" type="radio"/> (33%)	<input checked="" type="radio"/> (6%)	<input checked="" type="radio"/> (1%)	3.53
Area Served	<input checked="" type="radio"/> (40%)	<input checked="" type="radio"/> (43%)	<input checked="" type="radio"/> (13%)	<input checked="" type="radio"/> (4%)	3.19

Safety	<input checked="" type="radio"/> (49%)	<input checked="" type="radio"/> (44%)	<input checked="" type="radio"/> (6%)	<input checked="" type="radio"/> (1%) - <b>3.40</b>
Convenience	<input checked="" type="radio"/> (47%)	<input checked="" type="radio"/> (37%)	<input checked="" type="radio"/> (14%)	<input checked="" type="radio"/> (1%) - <b>3.31</b>
Fares	<input checked="" type="radio"/> (56%)	<input checked="" type="radio"/> (37%)	<input checked="" type="radio"/> (7%)	<input checked="" type="radio"/> (0%) - <b>3.47</b>
On-time Performance	<input checked="" type="radio"/> (47%)	<input checked="" type="radio"/> (42%)	<input checked="" type="radio"/> (11%)	<input checked="" type="radio"/> (0%) - <b>3.34</b>
Transfer Station	<input checked="" type="radio"/> (51%)	<input checked="" type="radio"/> (42%)	<input checked="" type="radio"/> (5%)	<input checked="" type="radio"/> (1%) - <b>3.44</b>
Website	<input checked="" type="radio"/> (44%)	<input checked="" type="radio"/> (39%)	<input checked="" type="radio"/> (15%)	<input checked="" type="radio"/> (3%) - <b>3.23</b>
Overall Service Quality	<input checked="" type="radio"/> (48%)	<input checked="" type="radio"/> (43%)	<input checked="" type="radio"/> (7%)	<input checked="" type="radio"/> (2%) - <b>3.37</b>

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

- Work (36.2%)
  - Shopping (21.6%)
  - Recreation (4%)
  - Personal Business/Errands (21.1%)
  - School/College (12%)
  - Other (please specify) (5%) \_\_\_\_\_
- 

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

- Less than \$15,000 per year (55.7%)
  - \$15,000 - \$24,999 per year (25.5%)
  - \$25,000 - \$39,999 per year (16%)
  - \$40,000 - \$44,999 per year (4.7%)
  - \$45,000 - \$54,999 per year (2.1%)
  - More than \$55,000 per year (3.6%)
- 

**19. What is your occupation?**

- Homemaker (6.4%)
  - Laborer (8.7%)
  - Managerial/Professional (5.1%)
  - Production/Craft/Repair/Machine Operator (1.4%)
  - Retired (22%)
  - Sales (7.3%)
  - Other (please specify) (12.8%) \_\_\_\_\_
  - Service Worker (16.5%)
  - College Student (6%)
  - Secondary Student (3.2%)
  - Technical/Administration (1.8%)
  - Unemployed (8.7%)
- 

**20. What is your ethnicity?**

- American Indian (4.3%)
  - Asian (1.9%)
  - Black/African American (10.6%)
  - Hispanic (14.9%)
  - White (65.9%)
  - Other (please specify) (2.4%) \_\_\_\_\_
-

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

- From the driver (9%)
  - Newspaper/magazine (4%)
  - Bus guide (21%)
  - Bus stop sign/bench/shelter/carousel (6%)
  - Someone told me (15%)
  - Schedules (12%)
  - Shopping center/store (2%)
  - Internet (3%)
  - Transfer station (10%)
  - Other (3%) \_\_\_\_\_
- 

22. **Does the existing service operate late enough?**

- Yes (27%)
  - No (73%)
- 

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

\_\_\_\_\_ (# of blocks) - Average = 4.65

**THANK YOU!!**