

# Appendix E: Curb-to-Curb Survey/Responses

---



**Guest of Cheyenne Transit Curb-to-Curb Service:**

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service.

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

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

**3. Was a vehicle available for you to use on this trip instead of taking the bus?**

- Yes
- No

**4. Have you filled out this survey earlier today?**

- Yes
- No

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

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

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

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

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

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

**8. How do you rate your present bus service? (check answers below for each part)**

	Excellent	Good	Fair	Poor	Don't Know
Cleanliness	<input type="radio"/>	<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"/>	<input type="radio"/>
Service Frequency	<input type="radio"/>	<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"/>	<input type="radio"/>
Transfer Connections	<input type="radio"/>	<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"/>	<input type="radio"/>
Driver Courtesy	<input type="radio"/>	<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"/>	<input type="radio"/>
Convenience	<input type="radio"/>	<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"/>	<input type="radio"/>
On-time Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus Routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stop Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Gender:**  Female  Male

**10. Age in Years** \_\_\_\_\_

**11. 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

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

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

Please Continue on Other Side



**13. 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
- 

**14. What is your ethnicity?**

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

**15. How long have you been riding Cheyenne Curb-to-Curb Service?**

- First time
  - One week
  - One month
  - One year
  - Two years
  - More than two years
- 

**16. How did you first learn about Cheyenne Curb-to-Curb Service?**

- Bus stop sign
  - Advertisement
  - Saw bus guide
  - Other \_\_\_\_\_
  - Saw bus
  - Friend/coworker
  - Internet
- 

**17. Are you able to use the Cheyenne Transit fixed-routes for any of your transportation needs?**

- Yes
  - No
- 

**18. If so, how often each week do you use Cheyenne Transit fixed-routes?**

*(check only one)*

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

**19. What are your suggestions to improve Cheyenne Transit service?**

**20. Please share any other comments:**

**THANK YOU!!**

**Guest of Cheyenne Transit Curb-to-Curb Service:**

Please take a few minutes to complete this survey during your bus ride today. Your answers and suggestions will help us improve service.

Thank you!  
Cheyenne Transit

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

- Home (73%)
- School/College (9%)
- Shopping/Errands (5%)
- Work (9%)
- Doctor/Dentist (5%)
- Social Visit/Recreation (0%)
- Other (please specify)(0%) \_\_\_\_\_

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

- Home (36%)
- School/College (14%)
- Shopping/Errands (0%)
- Work (18%)
- Doctor/Dentist (18%)
- Social Visit/Recreation (14%)
- Other (please specify) (0%) \_\_\_\_\_

**3. Was a vehicle available for you to use on this trip instead of taking the bus?**

- Yes (9%)
- No (91%)

**4. Have you filled out this survey earlier today?**

- Yes
- No

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

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

- One Day (5%)
- Four Days (11%)
- Less than Once a Month (0%)
- Two Days (11%)
- Five Days (42%)
- One -Three Days/Month (0%)
- Three Days (21%)
- Six / Seven Days (11%)
- This is my first time (0%)

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

**(CHECK ONLY ONE)**

- Family doesn't have a car (11%)
- Someone else uses car (5%)
- Traffic is bad (0%)
- Parking is a problem (0%)
- Car trouble/no insurance (5%)
- I don't drive (58%)
- Bus is economical (5%)
- Bus is convenient (11%)
- Weather conditions (5%)
- Other (please specify) (0%) \_\_\_\_\_

**7. Are you a licensed driver and able to drive?**

- Yes (26%)
- No (74%)

**8. How do you rate your present bus service?** (check answers below for each part)

	Excellent	Good	Fair	Poor	Don't Know	Average Score
Cleanliness	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.58
Comfort	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.26
Service Frequency	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.35
Condition of Buses	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.33
Transfer Connections	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.67
Schedule Readability	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.53
Driver Courtesy	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.83
Area Served	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.56
Convenience	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.59
Fares	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.64
On-time Performance	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.44
Bus Routes	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.45
Bus stop Safety	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	3.47

9. Gender:  Female (68%)  Male (32%)

10. Age in Years \_\_\_\_\_ - Average = 62

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

- Less than \$15,000 per year (50%)
- \$15,000 - \$24,999 per year (22%)
- \$25,000 - \$39,999 per year (22%)
- \$40,000 - \$44,999 per year (0%)
- \$45,000 - \$54,999 per year (6%)
- More than \$55,000 per year (0%)

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

- Work (53%)
- Recreation (22%)
- School/College (22%)
- Other (please specify) (0%) \_\_\_\_\_
- Shopping (0%)
- Personal Business/Errands (32%)

**13. What is your occupation?**

- |   |   |
|---|---|
| <input type="radio"/> Homemaker (26%)                               | <input type="radio"/> Service Worker (16%)          |
| <input type="radio"/> Laborer (0%)                                  | <input type="radio"/> College Student (0%)          |
| <input type="radio"/> Managerial/Professional (5%)                  | <input type="radio"/> Secondary Student (0%)        |
| <input type="radio"/> Production/Craft/Repair/Machine Operator (0%) | <input type="radio"/> Technical/Administration (0%) |
| <input type="radio"/> Retired (37%)                                 | <input type="radio"/> Unemployed (0%)               |
| <input type="radio"/> Sales (5%)                                    |   |
| <input type="radio"/> Other (please specify) (10%) _____            |   |
- 

**14. What is your ethnicity?**

- |   |                                     |
|---|-------------------------------------|
| <input type="radio"/> American Indian (0%)              | <input type="radio"/> Asian (0%)    |
| <input type="radio"/> Black/African American (0%)       | <input type="radio"/> Hispanic (5%) |
| <input type="radio"/> White (89%)                       |                                     |
| <input type="radio"/> Other (please specify) (5%) _____ |                                     |
- 

**15. How long have you been riding Cheyenne Curb-to-Curb Service?**

- |                                       |   |
|---------------------------------------|---|
| <input type="radio"/> First time (0%) | <input type="radio"/> One year (21%)            |
| <input type="radio"/> One week (5%)   | <input type="radio"/> Two years (0%)            |
| <input type="radio"/> One month (5%)  | <input type="radio"/> More than two years (68%) |
- 

**16. How did you first learn about Cheyenne Curb-to-Curb Service?**

- |   |   |
|---|---|
| <input type="radio"/> Bus stop sign (0%)  | <input type="radio"/> Saw bus (11%)         |
| <input type="radio"/> Advertisement (26%) | <input type="radio"/> Friend/coworker (37%) |
| <input type="radio"/> Saw bus guide (5%)  | <input type="radio"/> Internet (5%)         |
| <input type="radio"/> Other (16%) _____   |   |
- 

**17. Are you able to use the Cheyenne Transit fixed-routes for any of your transportation needs?**     Yes (47%)                       No (53%)

---

**18. If so, how often each week do you use Cheyenne Transit fixed-routes?**

- (check only one)*
- |  |   |   |
|--|---|---|
| <input type="radio"/> One Day (22%)    | <input type="radio"/> Four Days (0%)        | <input type="radio"/> Less than Once a Month (0%) |
| <input type="radio"/> Two Days (0%)    | <input type="radio"/> Five Days (33%)       | <input type="radio"/> One -Three Days/Month (11%) |
| <input type="radio"/> Three Days (33%) | <input type="radio"/> Six / Seven Days (0%) | <input type="radio"/> This is my first time (0%)  |
- 

**19. What are your suggestions to improve Cheyenne Transit service?**

**20. Please share any other comments:**

**THANK YOU!!**