

Appendix A: Onboard Survey



Guest of KeyLine 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!

KeyLine 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. 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)

3. Where did you board this bus?

Address or main cross streets (i.e., 4th and Locust)

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

- Yes No

8. What is the zip code of your primary residence? _____

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

_____ (# of minutes)

10. How did you pay for THIS trip? (check only one)

- Cash Monthly Pass
- Transfer Adult Ride Ticket
- Half-fare Ticket Other _____

11. Have you previously filled out this survey? Yes No

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

12. Is a transfer needed to reach your final destination? Yes No

12.a. If yes, which bus do you transfer to/from?

- Red - to Mall/Wal-Mart Red - to Mercy Med. Ctr./Mt. St. Francis
- Grey - to Mall Grey - to Downtown/Point
- Orange - to Mt. Carmel Orange - to Mercy Med. Ctr./Greyhound Park
- Green - to Shopko/Goodwill Green - to Finley Hospital

13. 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

14. 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) _____

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

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

- None One Two Three or more

17. Gender: Female Male

18. Age in Years: _____

19. What is your primary language? _____

Please Continue on Other Side



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

	Very Good	Good	Fair	Poor	Don't Know
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Routes/Area Served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- Less than \$10,000 per year
- \$10,000 - \$24,999 per year
- \$25,000 - \$34,999 per year
- \$35,000 - \$44,999 per year
- \$45,000 - \$54,999 per year
- More than \$55,000 per year

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

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

23. 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

24. What is your ethnicity?

- American Indian/Alaskan Native
- Black/African American
- Pacific Islander
- Other (please specify) _____
- Asian
- Hispanic/Latino
- White

25. Number of persons over 15 years of age in your household? _____

25a. How many are employed full-time? _____

How many are employed part-time? _____

26. How do you get information about KeyLine? (check all that apply)

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

27. Would you be willing to pay a higher fare?

- Yes
- No

27a. What would be a reasonable fare?

- \$1.25
- \$1.50
- \$1.75
- \$2.00
- More than \$2.00

28. Where do you live?

- Downtown District
- Westend District
- Eagle Point District
- College Grandview District
- Southend District

29. What are your suggestions to improve KeyLine service/any other comments?

THANK YOU!!