

Appendix F: Onboard Survey Questionnaire



Guest of Grand Valley Transit:

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!
The GVT Team**

1. Where did you come from before you got on this bus? *(Check ONLY one)*

- Home Visiting Friend/Relative Recreation
 Work Shopping/Errands Personal/Business
 School/College Medical Appointment (doctor/dentist/therapist)

2. Where are you going to now? *(Check ONLY one)*

- Home Visiting Friend/Relative Recreation
 Work Shopping/Errands Personal/Business
 School/College Medical Appointment (doctor/dentist/therapist)

3. Did you have an automobile available to make this trip?

- Yes No

4. Do you have a valid driver's license? Yes No

5. For what purpose do you MOST OFTEN ride the bus? *(Check ONLY one)*

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

6. How much would you be willing to pay for a one-way fare?

- \$1.00 \$1.25 \$1.50 More than \$1.50

7. What is the MOST IMPORTANT reason you use GVT? *(Check ONLY one)*

- Car not available Bus saves me money
 Cannot drive myself Traffic is a problem
 Bus is convenient Other (please specify): _____
 Parking is a problem

8. How many days per week do you typically use GVT? *(Check ONLY one)*

- 1 day/week 4 days/week 1-3 times/month
 2 days/week 5 days/week Less than once a month
 3 days/week 6 days/week This is my first time

Please continue on other side →

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9. Have the recent changes in service:

- Made service better
 - Made service worse
 - Made service neither better nor worse
-

10. Since the changes made in January, do you ride:

- More often
 - Less often
 - About the same
-

11. How would you rate GVT's transit service?

- Excellent
 - Good
 - Fair
 - Poor
 - Don't know
-

12. What service improvements would you like to see in the future?

(Please rank in order of importance with 1 being most important and 4 being least important.)

- _____ More frequent service
 - _____ More routes and areas served
 - _____ Later service at night
 - _____ Sunday service
-

13. What improvements would help make your travel easier?

14. I would ride the bus more often if:

15. Other comments:

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