

# Appendix D: Onboard Survey Questionnaire

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**Guest of Helena Area 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 HATS 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 did you get on the bus?**  
*(Street/Cross Street, for example: Montana/Prospect OR East Helena)*
- \_\_\_\_\_

3. **How did you get to the bus stop?** *(check only one)*
- Walk
  - I was driven
  - Bicycle
  - Drove myself
  - Transfer from \_\_\_\_\_ Bus
  - Other *(please specify)*: \_\_\_\_\_

4. **Where are you going on this trip?** *(check only one)*
- Home
  - Visiting Friend/Relative
  - Recreation
  - Work
  - Shopping/Errands
  - Personal Business
  - School/College
  - Medical Appointment (doctor/dentist/therapist)

5. **What is the nearest intersection to that place?**  
*(Street/Cross Street, for example: Montana/Prospect)*
- \_\_\_\_\_

6. **Where will you get off the bus?**  
*(Street/Cross Street, for example: Montana/Prospect OR Safeway)*
- \_\_\_\_\_

7. **How will you get from the bus stop to your destination?** *(check all that apply)*
- Walk
  - Someone picks me up
  - Bicycle
  - Drive myself
  - Transfer to \_\_\_\_\_ Bus
  - Other *(please specify)*: \_\_\_\_\_

8. **Did you have an automobile available to make this trip?**
- Yes  No

9. **Have you filled out this survey earlier today?**  Yes  No

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

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

11. **What is your gender?**  Male  Female

12. **What is your age in years?** \_\_\_\_\_

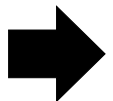
13. **Do you have a disability which makes travel difficult?**
- Yes  No

14. **For what purpose do you MOST OFTEN ride the bus?** *(check only one)*
- Personal Business/Errands
  - Work
  - School/College
  - Shopping
  - Recreation
  - Other *(please specify)* \_\_\_\_\_

15. **What is a reasonable one-way fare for a ride within Helena?**
- \$1.25
  - \$1.50
  - \$1.75
  - \$2.00
  - More than \$2.00

16. **What is the MOST IMPORTANT reason you use HATS?** *(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

**PLEASE CONTINUE ON OTHER SIDE**



**17. How many days per week do you typically use HATS? (check only one)**

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

**18. Do you use any other forms of transportation and how often?**

- Taxi: \_\_\_\_ Trips per week  
 Agency Supplied bus/van: \_\_\_\_ Trips per week  
 RMDC: \_\_\_\_ Trips per week  
 Trolley: \_\_\_\_ Trips per week  
 Other (specify) \_\_\_\_\_: \_\_\_\_ Trips per week
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**19. What is your total HOUSEHOLD income? (include all income from all members)**

- Less than \$7,500 per year       \$35,000 - \$49,999 per year  
 \$7,500 - \$14,999 per year       \$50,000 - \$74,999 per year  
 \$15,000 - \$34,999 per year       \$75,000 or more per year
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**20. If new services were to be implemented, where would you suggest the bus serve?(For example: North Valley)**

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**21. If you live out side of the City would you use a public Park-and-Ride bus service?**

- Yes — If Yes, do you live:  North     East     South     West of Helena  
  
 No
- 

**Please share any comments.**

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

	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>
Appearance of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedules easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses go where you need to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HATS website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**THANK YOU FOR YOUR PARTICIPATION!!**