

2008 Wichita Transit Passenger Survey

The City of Wichita is conducting a survey regarding our transit service, and would appreciate your taking a few minutes during this trip to complete it. Please return your survey to the driver when you are finished.

1. Which ROUTE are you currently on? Route Number: _____ Route Name: _____
2. How often do you use public transportation (the bus) in Wichita?
 (0) less than once a week (3) 3 days a week (6) 6 or more days a week
 (1) 1 day per week (4) 4 days a week (7) First time riding
 (2) 2 days a week (5) 5 days a week
- 2a. If you use public transportation at least once per week, how long have you been using Wichita Transit services at least once per week?
 (1) Less than a month (3) 7-12 months (5) 3-4 years
 (2) 1-6 months (4) 1-2 years (6) more than 4 years
3. Do you have a car or other vehicle that you could have used to make this trip? (1) Yes (2) No
4. If you have a car, why do you use public transportation? (Check all that apply)
 (01) Parking is too expensive (04) I care about the environment (07) Driving is too expensive
 (02) The bus is faster than driving (05) To avoid traffic congestion (08) Don't have a license
 (03) Parking is hard to find (06) Don't like driving (99) Other: _____
5. If you don't have a car, why do you use public transportation? (Check all that apply)
 (01) It's my only alternative (03) I'm too young to drive (99) Other: _____
 (02) No car available for this trip (04) I'm too old to drive
6. What is the purpose of this trip?
 (1) Work (5) Hospital/doctor's office
 (2) Personal business (6) Social/recreation
 (3) Shopping (7) Other: _____
 (4) College/school
7. How did you get to THIS bus?
 (1) Walked: *how many blocks?* _____ blocks (4) Rode a bicycle
 (2) Drove a car (5) Transferred from another bus
 (3) Got a ride from someone else (6) Other
- 7a. If you transferred to get to THIS bus, what route did you transfer from?
Route transferred from: _____
8. If you are traveling to or from downtown, what is the address or closest intersection to your downtown destination?
Downtown Address or Closest Intersection: _____
9. If transit service were not available, how would you make this kind of trip?
 (1) Use my car (4) Use a taxi
 (2) Walk (5) Bicycle
 (3) Get a ride from someone else (6) I would not make this trip
10. Please check **ALL** the items that would get you to use public transportation **more often**?
 (00) Nothing; I am riding it as often as I can
 (01) More frequent service (if buses came by stops more often)
 (02) Faster travel time (if it took less time to get to destinations)
 (03) More service offered later in the evenings
 (04) More service offered earlier in the morning
 (05) More service offered on weekends
 (06) Cleaner/better maintained vehicles
 (07) Service provided to more destinations
 (08) More information available about the services offered
 (09) Buses being on-time/service more reliable
 (10) More covered shelters available
 (11) Fuel prices increase
 (12) Bus stops located closer to your home
 (13) More comfortable vehicles
 (14) Drivers more helpful

MORE QUESTIONS ON REVERSE SIDE →

11. What is your home ZIP CODE? _____
12. How many blocks is your home from the nearest bus stop? _____ blocks
13. Do you think you will still be using the bus a year from now? __ (1) Yes __ (2) No
14. Overall, how would you rate the quality of public transportation services in Wichita?
 __ (1) Excellent __ (2) Good __ (3) Average __ (4) Poor __ (9) Don't know
15. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with each of the following by circling the corresponding number below.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Timeliness of buses.....	5	4	3	2	1	9
(B) Cleanliness/maintenance of buses.....	5	4	3	2	1	9
(C) How comfortable buses are to ride.....	5	4	3	2	1	9
(D) Availability of bus shelters at bus stops.....	5	4	3	2	1	9
(E) How quickly buses get you to your destination.....	5	4	3	2	1	9
(F) How close bus stops are located to your home.....	5	4	3	2	1	9
(G) How close bus stops are located to your workplace or other frequent destinations.....	5	4	3	2	1	9
(H) The number of destinations served by the bus.....	5	4	3	2	1	9
(I) Hours bus service is offered.....	5	4	3	2	1	9
(J) Availability of bus services on <u>weekdays</u>	5	4	3	2	1	9
(K) How easy it is to transfer between buses.....	5	4	3	2	1	9
(L) How safely bus drivers operate vehicles.....	5	4	3	2	1	9
(M) Courtesy of bus drivers.....	5	4	3	2	1	9
(N) How knowledgeable bus drivers are about services.....	5	4	3	2	1	9
(O) Availability of route & schedule information.....	5	4	3	2	1	9
(P) How easy it is to understand route & schedule information.....	5	4	3	2	1	9
(Q) How easy it is to learn to use the bus system in Wichita.....	5	4	3	2	1	9
(R) Fees that are charged to ride the bus.....	5	4	3	2	1	9
(S) How safe you feel while using the bus.....	5	4	3	2	1	9
(T) Availability of sidewalks.....	5	4	3	2	1	9
(U) Condition of sidewalks.....	5	4	3	2	1	9

16. Which **THREE** of the items listed above do you think are most important? (write the letters from the list in Q#13 in the spaces below)

1st _____ 2nd _____ 3rd _____

17. How do you typically get information about public transportation (bus) services? (check all that apply)
- | | | |
|---------------------------------------------|----------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> (1) Drivers | <input type="checkbox"/> (4) City website | <input type="checkbox"/> (7) Pass/ticket sales outlets |
| <input type="checkbox"/> (2) Friends/family | <input type="checkbox"/> (5) By calling the City | <input type="checkbox"/> (8) Other riders |
| <input type="checkbox"/> (3) Employer | <input type="checkbox"/> (6) Signs posted on buses | <input type="checkbox"/> (9) Other: _____ |

18. Including yourself, how many people live in your household? _____ persons

19. What is your age? _____ years

20. Your gender: __ (1) Male __ (2) Female

21. What is your total annual household income?

- | | | |
|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> (1) Under \$10,000 | <input type="checkbox"/> (4) \$30,000 - \$39,999 | <input type="checkbox"/> (6) \$50,000 - \$74,999 |
| <input type="checkbox"/> (2) \$10,000 - \$19,999 | <input type="checkbox"/> (5) \$40,000 - \$49,999 | <input type="checkbox"/> (7) \$75,000 or greater |
| <input type="checkbox"/> (3) \$20,000 - \$29,999 | | |

22. Which **ONE** of the following **BEST** describes your occupation? (Check only one.)

- | | | | | |
|---------------------------------------|--------------------------------------|-------------------------------------------------|----------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> (1) Clerical | <input type="checkbox"/> (3) Laborer | <input type="checkbox"/> (5) Professional | <input type="checkbox"/> (7) Homemaker | <input type="checkbox"/> (9) Service Industry |
| <input type="checkbox"/> (2) Retired | <input type="checkbox"/> (4) Student | <input type="checkbox"/> (6) Skilled Technician | <input type="checkbox"/> (8) Manager | <input type="checkbox"/> (0) Unemployed |

22a. [If you are employed] How long does it typically take you to get from your home to work (one-way) using the bus?
 _____ minutes (one-way)

22b. [If you are employed] What is the ZIP CODE where you work? _____

THANK YOU FOR YOUR ASSISTANCE!!!
PLEASE RETURN YOUR COMPLETED SURVEY TO THE SURVEY ADMINISTRATOR.