

# BASIN TRANSIT SERVICE

## Rider Survey

BTS is evaluating its service and trying to identify ways to improve. Please help us by answering a few questions.

1. Tell us about this trip on the bus.
  - a. What bus route number are you riding? 1 2 3 4 5 6
  - b. What time did you get on the bus?
  - c. What is the purpose of this trip (work, school, shopping, medical, recreational, other)?
  - d. Where did you get on the bus (what stop)?
  - e. How did you get to the bus stop (walk, bike, car, other)?
  - f. How far did you have to walk, bike, or drive to get to the bus?
  - g. Where did you start your walk, bike, or drive to the bus stop (nearest intersection)?
  - h. Do you need to transfer at the Fairgrounds or Downtown Transit Stations? If so, circle the station and routes you are transferring to and from.

<b>Fairgrounds</b>	<b>Downtown</b>
Route 1	Route 1
Route 2	Route 2
Route 4	Route 3
Route 6	Route 5
  - i. Where are you getting off the bus?
  - j. How long is your bus ride (including transfers, if any)?
  - k. How will you get from the bus stop to your destination (walk, bike, car, other)?
  - l. What is your final destination (nearest intersection)?
2. How many times a week do you ride the bus and for what type of trips (work, school, shopping, medical, recreational, other)?
3. Do you usually buy a one way fare, a daily pass, a ten ride punch pass, tokens or a monthly bus pass?
4. What is your overall impression of the Basin Transit Service (1 to 5, with 1 being poor and 5 outstanding)? *For this rating please consider the people and area served, bus schedules, value of the transit system to the community, cost of the system, facilities, bus stops, vehicles, and staff, and the availability of system information, etc.* 1 2 3 4 5
5. If you answered less than 5- outstanding, what does BTS need to do to improve your evaluation?
6. If the Basin Transit Service had additional money, what should they do first? Add new service areas, reduce the times between buses, improve the bus/bus stop facilities or do other items?
7. Are there specific areas of the county without bus service that would benefit from having bus service? Why?

8. Do you have any other comments or suggestions that you want us to consider as we work to improve the transit system?

Now we need a little information about you.

Age

0 – 14

15 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 – 74

75+

Total Household Income

0 - \$15,000

\$15,001 - \$25,000

\$25,001 - \$35,000

\$35,001 - \$45,000

\$45,001 - \$55,000

\$55,001 - \$65,000

\$65,001 - \$75,000

\$75,001 - \$85,000

\$85,000 - \$100,000

Over \$100,000

One final question

How many vehicles for personal use are in your household?

0, 1, 2, 3 or more