

## 2016 Conroe Connection Transit Survey

Conroe Connection Transit is conducting a survey of transit riders to improve the quality of transit service. Please answer the following questions as completely as possible. Thank you!

**Please return this survey to the driver when completed. All riders who complete a form will receive one (1) free ride pass. Please, only one (1) survey per rider.**

**1. How long have you been riding the bus?**

- Less than 1 month
- 1 to 2 months
- 2 to 3 months
- More than 3 months

**2. How often do you ride the bus?**

- 5 days per week
- 3 or 4 days per week
- 1 or 2 days per week
- 1 or 2 days per month
- Once in a while

**3. Where did you get on this bus?**

- Home
- Work
- School
- Medical Appointments
- Shopping
- Visiting Friends/Family
- Recreation/Entertainment
- Religious/Worship
- Personal Business (Bank, etc.)
- Other: \_\_\_\_\_
- I decline to say.

**4. Where are you going now? (Please choose only ONE.)**

- Home
- Work
- School
- Medical Appointments
- Shopping
- Visiting Friends/Family
- Recreation/Entertainment
- Religious/Worship
- Personal Business (Bank, Post Office, etc.)
- Other: \_\_\_\_\_
- I decline to say.

**5. How satisfied are you with the bus service overall?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

**6. Is there anywhere in City of Conroe that you need to travel to that you can't get to on the bus? Please be specific.**

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**7. In general, do you agree or disagree with the following statements?**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The bus stops are conveniently located.					
The bus runs on the days and times that I need it.					
The bus runs frequently enough.					
The bus routes go to the places I need to travel.					
There are shelters and benches at bus stops that need them.					
The bus fare is reasonable.					
I am able to get information that I need about the bus service (routes, schedules, fares, etc.).					

**8. Please check *Frequently*, *Sometimes*, or *Never* for the following statements.**

	Never	Sometimes	Frequently
The buses operate on time.			
The drivers are helpful & courteous.			
The buses are clean.			
The bus stops are clean, comfortable, and safe.			
The bus gets me to my destination in a reasonable amount of time.			

**9. Which of the following improvements to Conroe Connection Transit service is MOST needed? (Please choose only ONE).**

- More frequent service
- Better on-time performance
- More evening/late night service
- More weekend service
- New routes
- More bus shelters
- Other: \_\_\_\_\_

**10. How many working vehicles (cars, trucks, motorcycles, etc.) are available in your household? \_\_\_\_\_**

**11. How do you get information about Conroe Connection Transit? (Please choose ALL that apply)**

- Paper schedules
- Internet/City of Conroe website
- Phone
- Word of mouth
- Talking to Conroe Connection drivers
- Other \_\_\_\_\_

**12. Do you have internet access at home?**

- Yes
- No

**13. How many people live in your household (including yourself)? \_\_\_\_\_ people**

**14. Are you?**

- Male
- Female

**15. What is your age group?**

- Under 15
- 15 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 – 74
- 75 or older

**16. Which of the following best describes your ethnic background? (Please choose only ONE)**

- American Indian or Alaska Native
- Asian
- Black/African American
- Hispanic or Latino
- Native Hawaiian or other Pacific Islander
- White/Caucasian
- Other \_\_\_\_\_

**17. Please tell us anything else we should know to make Conroe Connection Transit a better service for you.**

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*Thank you for your participation!*