

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.

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.

Thank you for your participation!