



**CONROE CONNECTION TRANSIT SERVICE
2019 FIXED ROUTE RIDER 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. If you are not comfortable answering any question, then do not answer it. 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 6 months
- 6 months to 1 year
- 1 year to 2 years
- More than 2 years

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/Pharmacy
- 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/Pharmacy
- Shopping
- Visiting Friends/Family
- Recreation/Entertainment
- Religious/Worship
- Personal Business (Bank, 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)

If you have any questions about or issues with Conroe Connection Transit, please contact Mr. De'Andre Guin at (734) 945-7527 or e-mail at DGuin@cityofconroe.org.

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

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The bus stops are conveniently located for my desired trips.					
I can easily walk to the bus stop.					
The bus runs on the days and times that I need it.					
The bus runs frequently enough for me.					
The bus routes go to the places I need to travel.					
There are shelters and benches at bus stops where I need them.					
The bus fare is reasonable.					
I am able to get information that I need about the bus service (routes, schedules, fares, lost and found, etc.).					

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

Statement	Never	Sometimes	Frequently
The buses operate on time.			
The drivers are helpful & courteous.			
The drivers call out bus stop names.			
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
- Evening service (after 7 PM)
- Weekend service
- New routes
- More bus shelters
- Lower fare
- Other: _____

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

11. What is the closest intersection to where you live?

Street where you live:

Nearest cross street:

12. What is your zip code? _____

13. 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 _____

14. Do you have access to internet?

- Yes
- No

15. Do you own a smart phone?

- Yes
- No

16. Do you use social media?

- Yes
- No

17. How many people live in your household (including yourself)?
_____ people

18. Are You?

- Male
- Female

19. What is your age group?

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

20. 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 _____

21. What language is spoken at home?

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

Thank you for your participation!