



# TheRide Passenger Survey

Please let TheRide know how to serve you better!

## 1. Where were you before you went to the bus stop for this trip?

- 1 Home
- 2 Work
- 3 Shopping
- 4 School / college
- 5 Social visit or recreation
- 6 Doctor / medical
- 7 Church
- 8 Other \_\_\_\_\_

## 2. What are the cross streets at that location?

Street: \_\_\_\_\_

Cross street: \_\_\_\_\_

What city? (Circle one): Ann Arbor Ypsilanti Other \_\_\_\_\_

## 3. How did you get to your stop?

- 1 Walked
- 2 Wheelchair/scooter
- 3 Bike
- 4 Drove
- 5 Got a ride

## 4. How many minutes did it take you to get to the bus stop? \_\_\_\_\_

## 5. What is your FINAL destination for this trip?

- 1 Home
- 2 Work
- 3 Shopping
- 4 School / college
- 5 Social visit or recreation
- 6 Doctor / medical
- 7 Church
- 8 Other \_\_\_\_\_

## 6. What are the cross streets at your final destination?

Street: \_\_\_\_\_

Cross street: \_\_\_\_\_

What city? (Circle one): Ann Arbor Ypsilanti Other \_\_\_\_\_

## 7. How many separate one-way bus trips will you make today? (For example, even if you transfer, going to work is only one trip; going home from work is a second trip)

- 1 trip
- 2 trips
- 3 trips
- 4 trips
- Other \_\_\_\_\_ (how many?)

## 8. How did you pay for this trip?

- 1 Cash
- 2 MCard
- 3 Transfer
- 4 30-Day pass
- 5 go!Pass
- 6 Token
- 7 EMU Pass
- 8 Other \_\_\_\_\_

## 9. Do you have one of the following: 1 An ADA (green) card 2 Good as Gold (senior card) 3 Fare Deal Card (for disability) 4 Fare Deal card (for low income) 5 Fare Deal Card (age 60-64)

## 10. Which TheRide routes do you use regularly? (up to 4)

- Routes: 1U 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15  
16 17 18 20 22 33 36 609

## 11. Including today, on which of the past seven days have you ridden on TheRide?

- (All that apply) 1 Mon 2 Tue 3 Wed 4 Thurs 5 Fri 6 Sat 7 Sun

## 12. If TheRide were not available for this trip, what would you have done instead?

- 1 driven alone
- 2 gotten a ride
- 3 taken a U of M bus
- 4 taken a carpool or vanpool
- 5 walked
- 6 bicycled
- 7 gone somewhere else
- 8 not made this trip at all

## 13. For how long have you been using TheRide?

- a Less than a year
- b 1-2 years
- c 3-5 years
- d 6-10 years
- e 11-15 years
- f more than 15 years

## Do you have a disability that makes it difficult for you to use a standard transit bus?

- 1 Yes
- 2 No

## 14. Do you have a valid driver's license?

- 1 Yes
- 2 No

## 15. Was a car (or truck or motorcycle) available to you to make this trip?

- 1 Yes
- 2 No

## 16. How old are you? \_\_\_\_\_ Years old

## 17. Which one of the following best describes you? Are you (circle only one):

- 1 Employed for pay outside your home
- 2 Employed for pay in your home
- 3 Student
- 4 Homemaker
- 5 Unemployed
- 6 Retired

## 18. Are you a ...1 High school student 2 College student 3 Not a student

### a. If you are a college student, which college?

- 1 U of M
- 2 EMU
- 3 WCC
- 4 Concordia
- 5 Cleary
- 6 Cooley
- 6 Other: \_\_\_\_\_

## 19. If employed, do you usually?

- a. Work Saturday and/or Sunday 1 Yes 2 No
- b. Work after 9:00 PM on any day? 1 Yes 2 No
- c. Start work before 7:00 am on any day? 1 Yes 2 No

## 20. Are you?

- 1 Male
- 2 Female

## 21. What is your total combined annual household income?

- 1 Less than \$10,000
- 2 \$10,000 to \$14,999
- 3 \$15,000 to \$19,999
- 4 \$20,000 to \$24,999
- 5 \$25,000 to \$34,999
- 6 \$35,000 to \$49,999
- 7 \$50,000 to \$74,999
- 8 \$75,000 to \$100,000
- 9 More than \$100,000

## 22. How many people live in your household? 1 2 3 4 5 or more

## 23. Which do you consider yourself (Circle all that apply):

- 1 African-American/Black
- 2 Asian
- 3 Caucasian/white
- 4 Native-American Indian
- 5 Pacific Islander/Hawaiian
- 6 Other \_\_\_\_\_

## 24. Are you Hispanic/Latino(a)? 1 Yes 2 No

## 25. How well do you speak English... 1 Very well 2 Well 3 Not Well

## 26. What language do you most often speak at home?

- 1 English
- 2 Spanish
- 3 Other: \_\_\_\_\_

Please turn the survey over and complete the questions on the back

Serial no.

**27. Are you using TheRide buses ...**

1 More often than a year ago    2 About the same as a year ago    3 Less often than a year ago

**28. A year from now, do you expect to:**

1 Keep using TheRide    2 Get a car but keep using TheRide also    3 Get a car and stop using TheRide  
4 Move away from this area    5 Stop using TheRide for other reason

**29. Do you carry a cell-phone**

1 Always    2 Most of the time    3 Rarely or never

a. If so, do you use text messaging on it?    1 Often    2 Occasionally    4 Rarely or never

b. If so, do you access the Internet on it?    1 Often    2 Occasionally    4 Rarely or never

**30. Do you use social media?**

1 Often    2 Occasionally    4 Rarely or never

**a. If "Yes," which of the following do you use regularly?**

1 Facebook    2 Twitter    3 Foursquare    4 Google+    5 Tumblr    6 LinkedIn    7 YouTube

**31. Have you used RideTrak, the mobile service for tracking your bus on a smartphone?**

1 Yes    2 No

**32. In the past 7 days, how many days have you visited the TheRide website?**

0    1    2    3    4    5    6    7

33. If you have used the website TheRide.org since August 21, how satisfied or dissatisfied are you with each website feature?	Did not use	Dissatisfied			Neutral			Satisfied
a. Plan My Trip	<input type="checkbox"/>	1	2	3	4	5	6	7
b. Track My Bus on the website	<input type="checkbox"/>	1	2	3	4	5	6	7
c. Track My Bus on cell-phone	<input type="checkbox"/>	1	2	3	4	5	6	7
d. My Alerts (route subscription)	<input type="checkbox"/>	1	2	3	4	5	6	7
e. Find Nearby Stops	<input type="checkbox"/>	1	2	3	4	5	6	7
f. Schedules and maps on the website	<input type="checkbox"/>	1	2	3	4	5	6	7
g. The Website overall	<input type="checkbox"/>	1	2	3	4	5	6	7
<b>34. And how satisfied are you with information sources besides the website:</b>								
h. Customer service line (996-0400)	<input type="checkbox"/>	1	2	3	4	5	6	7
i. Information specialists at the Blake Transit Center	<input type="checkbox"/>	1	2	3	4	5	6	7

35. How satisfied or dissatisfied are you with TheRide service in each of the following areas?	Don't know/ 	Dissatisfied			Neutral			Satisfied 
a. Drivers' skill	<input type="checkbox"/>	1	2	3	4	5	6	7
b. Drivers' courtesy with passengers	<input type="checkbox"/>	1	2	3	4	5	6	7
c. Drivers' knowledge of the TheRide system	<input type="checkbox"/>	1	2	3	4	5	6	7
d. TheRide information in general	<input type="checkbox"/>	1	2	3	4	5	6	7
e. Information on service changes/detours	<input type="checkbox"/>	1	2	3	4	5	6	7
f. Frequency of service	<input type="checkbox"/>	1	2	3	4	5	6	7
g. On-time performance	<input type="checkbox"/>	1	2	3	4	5	6	7
h. Dependability of making transfers	<input type="checkbox"/>	1	2	3	4	5	6	7
i. Locations of bus stops you use	<input type="checkbox"/>	1	2	3	4	5	6	7
j. Quality of bus stops you use	<input type="checkbox"/>	1	2	3	4	5	6	7
k. Directness of routes	<input type="checkbox"/>	1	2	3	4	5	6	7
l. Service to areas where you want to go	<input type="checkbox"/>	1	2	3	4	5	6	7
m. Bus cleanliness	<input type="checkbox"/>	1	2	3	4	5	6	7
n. Safety from accidents	<input type="checkbox"/>	1	2	3	4	5	6	7
o. Personal security	<input type="checkbox"/>	1	2	3	4	5	6	7
p. TheRide Service overall	<input type="checkbox"/>	1	2	3	4	5	6	7

**36. Have you any comments or suggestions for TheRide?**

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**PLEASE RETURN SURVEY TO SURVEYOR ONBOARD THIS BUS, OR TO ANY TheRide BUS DRIVER. Thanks!**