



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
 - b. Work after 9:00 PM on any day?
 - 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
34. And how satisfied are you with information sources besides the website:								
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?

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