

20. Describe how routes or stations were selected for sampling.

21. Did you pretest the survey questionnaire?

- Yes
- No

22. On how many days was the survey fielded? _____ (days)

23. How many surveys were

- a) Distributed: _____
- b) Returned: _____
- c) "Complete" using your definition: _____

24. How many were completed in each language?

- English _____
- Spanish _____
- Chinese _____
- Other: _____: _____ number completed

25. What was the overall response rate? _____ percent

26. How did you measure the base used to calculate the response rate?

- Passenger counts
- Number of surveys distributed
- Number of persons approached by interviewers
- Other: _____

27. Describe whether you found differences in response rate by route, station, language, time of day, day of week, etc.

28. Did you use any procedures to ensure that surveys were completed by respondents (not made up by survey staff)?

- Yes: Describe: _____
- No

29. Were characteristics of survey respondents compared with any of the following to evaluate the quality of the sample?

	Yes	No
a) Census data	<input type="checkbox"/>	<input type="checkbox"/>
b) On and off counts (stop/station level data)	<input type="checkbox"/>	<input type="checkbox"/>
c) Ridership (e.g., route level data)	<input type="checkbox"/>	<input type="checkbox"/>
d) Other: _____	<input type="checkbox"/>	<input type="checkbox"/>

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CTTRANSIT CUSTOMER SURVEY

CTTRANSIT would like to hear from you. We welcome feedback on our service ideas on what may need improvement. When you are finished, please place this form in the envelope at the front of the bus or drop it in any mailbox. To ensure your comments are tabulated, return completed survey within one week.

Check as many answers in each category as are applicable.

1. Which bus route do you most often use? (check one)

- B-Congress Avenue
- B-Whalley Avenue
- C-North Haven
- D-Dixwell Avenue
- D-Grand Avenue
- F-East Haven
- F-West Chapel Street
- G-Shelton Avenue
- G-East Chapel Street
- J-Kimberly Avenue
- J-Whitney Avenue
- L-North Branford
- M-Washington Avenue
- M-State Street
- O-Sylvan Avenue
- O-Winchester Avenue
- Q-State Street
- Q-Edgewood Avenue
- Z-Goffe Street
- Z-Sargent Drive
- Post Mall Flyer
- Commuter Connection Downtown
- Commuter Connection Sargent Drive

2. Why do you choose to ride the bus?

- Convenience
- Auto not available
- Cost savings
- Other _____

3. Where did you come from before you got on this bus?

- Work
- Home
- Medical Services
- Social, church, personal business
- Shopping
- College/Other School
- Other _____

4. Where are you going now?

- Work
- Home
- Medical Services
- Social, church, personal business
- Shopping
- College/Other School
- Other _____

5. Do you have a car or other personal vehicle that you could have used to make this trip? Yes No

6. How did you get to this bus?

- Walked
- Rode a bus (route _____)
- Drove my car
- Rode the train
- Dropped off by someone
- Rode my bicycle
- Rode with someone who parked

7. When you get off this bus, how will you get to your final destination?

- Walk
- Drive my car
- Ride my bicycle
- Get picked up by someone
- Ride a bus (route _____)
- Ride the train
- Ride with someone who parked

8. How often do you use transit?

- 7 days a week
- 6 days a week
- 5 days a week
- 4 days a week
- 3 days a week
- 2 days a week
- 1 day a week
- F first time riding
- ___ times a month
- 2-4 years
- More than 4 yrs

9. How long have you regularly—at least once a month—been riding transit?

- less than a month
- 1-6 months
- 7-12 months
- 1-2 years
- 2-4 years
- More than 4 yrs

10. If transit service was not available, how would you make this trip?

- Use my car
- Walk
- Use a taxi
- Ride with a friend
- Bicycle
- I would not make this trip
- Other

11. How did you pay your fare today?

- Cash
- 3-Day pass
- 5-Day pass
- Token
- 7-Day pass
- 31-Day pass
- UniTicket
- All-Day pass
- 10-Ride ticket
- Promotional Coupon

12. Where do you receive bus service information?

- On Bus
- Telephone
- Sales Outlet
- Work
- Online
- At Bus Stop (Guide-a-Ride)

13. The printed timetables are:

- Easy to Read
- Need Improvement

14. Do you have internet access? Yes No

15. Have you visited the CTTRANSIT web site at www.cttransit.com? Yes No

16. Where would you like to go in the region that is currently inaccessible by bus? _____

17. Comments & Suggestions on the bus service:

Please rate the CTTRANSIT services by checking one statement under each question:

18. My bus arrives between 0-minutes before or 5-minutes after the posted time:

- Always
- Most times
- Sometimes
- Not very often

19. The bus operator is courteous:

- Always
- Most times
- Sometimes
- Not very often

20. The bus operator is a safe driver:

- Always
- Most times
- Sometimes
- Not very often

21. The interior of the bus is clean:

- Always
- Most times
- Sometimes
- Not very often

22. I can get copies of timetables and notices:

- Always
- Most times
- Sometimes
- Not very often

23. The Customer Service Telephone Center representatives are helpful:

- Always
- Most times
- Sometimes
- Not very often
- I don't call the Telephone Center

24. Overall, the bus service is usually:

- Excellent
- Good
- Fair
- Poor

The following is for statistical use only. (Answers are strictly confidential.)

25. I am: Female Male

26. My age is:

- Under 15
- 15 to 18
- 19 to 24
- 25 to 34
- 35 to 49
- 50 to 64
- 65 or over

27. Which of the following best describes you?

- Employed
- Homemaker
- Unemployed
- Retired
- Student
- Other

28. Which of the following best describes you?

- Black
- Hispanic
- White
- Asian
- Native American
- Other

29. What is your personal income?

- Under \$20,000
- \$20,000-29,999
- \$30,000-39,999
- \$40,000-49,999
- \$50,000-59,999
- \$60,000-79,999
- \$80,000 or greater

30. How many people in your household? _____

31. What is your home zip code? _____

Thank you for taking the time to complete this survey. Please drop the completed survey in the envelope at the front of the bus or mail within one week.



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