



TRANSIT RIDER SURVEY

Please help Suffolk Transit improve transit service by completing the survey below. You can also take this survey online at surveymonkey.com/r/VDHP77P

(If you have already taken this survey on another trip, you do not need to take it again.)

Today's Date: _____

Current Time: _____

Route you are on now: _____

1. Do you currently ride Suffolk Transit?

- Yes (go to Question #3) No (go to Question #2)

2. If you do not currently ride Suffolk Transit, what is the main reason you do not ride?

- There is no service near my home.
- Suffolk Transit doesn't go where I need to go.
- Suffolk Transit doesn't run when I need it to run.
- I need more information about Suffolk Transit.
- I'm not interested in taking transit.
- Other: _____

If you do not ride Suffolk Transit, skip to question 10.

3. How often do you ride Suffolk Transit?

- Almost every day Rarely
- Many times per week This is my first time
- A few times per month

4. Including this bus, which Suffolk Transit or Hampton Roads Transit bus routes will you use to complete this one way trip?

1st Route: 2nd Route: 3rd Route:

5. Where did you begin this one-way trip?

- Home Medical Social Services
- Work College Shopping/Groceries
- Recreation/Social K-12 School Other _____

Please provide an address or description of where this place is.

6. Where will you end this one-way trip?

- Home Medical Social Services
- Work College Shopping/Groceries
- Recreation/Social K-12 School Other _____

Please provide an address or description of where this place is.

7. If this route didn't exist, how would you have made this trip?

- Another existing route Walk
- Drive alone Bike
- Get a ride/carpool Would not have made this trip
- Taxi/Uber Other _____

8. Which of the following describe the reasons that you use Suffolk Transit? (Select all that apply)

- I do not own a car
- My car is not working
- I cannot drive for legal or health reasons
- I prefer to spend time on activities other than driving
- Parking is not available or is expensive at my destination
- Taking the bus is cheaper than gas and car maintenance
- I avoid driving to save the environment
- Other _____

9. Based on your experience riding Suffolk Transit, how strongly do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Service is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routes get me where I need to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses come often enough to meet my travel needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fares are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses are comfortable and clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff is professional and polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maps and schedules are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Which option do you prefer? Please check ONE box per row only.

More frequent bus service	<input type="checkbox"/>	OR	<input type="checkbox"/>	Longer service hours
More weekday service	<input type="checkbox"/>	OR	<input type="checkbox"/>	More weekend service
More bus stops to walk less	<input type="checkbox"/>	OR	<input type="checkbox"/>	Fewer bus stops for faster bus service
Buses running more frequently but on fewer streets	<input type="checkbox"/>	OR	<input type="checkbox"/>	Buses running on more streets but less frequently
Improve existing service	<input type="checkbox"/>	OR	<input type="checkbox"/>	Serve new areas

SURVEY CONTINUES ON BACK

These questions are optional.

11. What is your race or ethnicity?

- American Indian/Alaska Native Asian
- Black/African-American Hispanic/Latino
- Native Hawaiian/Pacific Islander White Other_____

12. What is your approximate household income?

- Less than \$15,000 \$15,000 - \$24,999 \$25,000 - \$34,999
- \$35,000 - \$49,999 \$50,000 - \$74,999 More than \$75,000

13. How old are you?

- Under 18 18-25 26-35
- 36-54 55-64 65 or Over

14. What is the primary language you speak at home?

- English Spanish Other_____

15. What is your gender?

- Female Male Other_____

16. What is your employment status?

- Full-Time Part-Time Unemployed
- Student Retired Other _____

Please write any additional comments you have below.

Thank you for completing the Transit Rider Survey!
 We will consider your input for possible, future service improvements.
 Your responses will be kept strictly confidential.