

*El cuestionario está impreso en español al dorso.*



**Please tell us how you use Charlottesville Transit Service**

Circle or write in your answers.

**1. Are you affiliated with the University of Virginia?** (1) YES (2) NO

If YES, are you? (a) Student (b) Staff (c) Faculty

**2. During the past seven days, which days have you ridden CTS?**

(circle all that apply) Mon Tue Wed Thu Fri Sat Sun

**3. What is the main purpose of your bus trip today? (Choose one)**

- (1) Work (2) College (3) K-12 School  
 (4) Shopping (5) Medical Appt. (6) Social Services  
 (7) Personal Business (8) Social or Recreation (9) Other \_\_\_\_\_

The next 6 questions relate to the one-way trip you are currently making.

For example, going from home to work is a one-way trip even if you have to change buses. The return trip home is a different one-way trip.

**4. What area are you coming from on this one-way trip? (Choose one)**

(1) Downtown C-Ville	(2) UVA Grounds/Hospital	(3) PVCC
(4) Fashion Square	(5) Barracks Road Shop Cntr	(6) Wal-Mart
(7) Kmart/Seminole Square	(8) Commonwealth Ave/Georgetown Road	(9) North Downtown/Martha Jefferson
(10) Rugby/Greenbrier	(11) 10 <sup>th</sup> & Page/Rose Hill	(12) Ridge St./Fifeville
(13) JPA/Fry's Spring	(14) Belmont/Woolen Mills	(15) Pantops
(16) Other: _____		

**5. How did you get from this location to the bus stop?**

- (1) Walked → How many blocks? \_\_\_\_\_ (2) Bicycled  
 (3) Wheelchair/Scooter (4) Drove/Carpool (5) Dropped off

**6. What area are you going to on this one-way trip? (Choose one)**

(1) Downtown C-Ville	(2) UVA Grounds/Hospital	(3) PVCC
(4) Fashion Square	(5) Barracks Road Shop Cntr	(6) Wal-Mart
(7) Kmart/Seminole Square	(8) Commonwealth Ave/Georgetown Road	(9) North Downtown/ Martha Jefferson
(10) Rugby/Greenbrier	(11) 10 <sup>th</sup> & Page/Rose Hill	(12) Ridge St./Fifeville
(13) JPA/Fry's Spring	(14) Belmont/Woolen Mills	(15) Pantops
(16) Other: _____		

**7. How will you get from the last bus stop to your final destination?**

- (1) Walk → How many blocks? \_\_\_\_\_ (2) Bicycle  
 (3) Wheelchair/Scooter (4) Drive/Carpool (5) Get picked up

**8. Do you transfer buses during this one way trip?**

- (1) No, I will only use this bus (2) Yes, I transfer to/from another CTS route  
 (3) Yes, I transfer to/from a UTS bus (4) Yes, I transfer to/from a JAUNT bus

**9. How did you pay your bus fare today?**

- (1) Paid cash (2) Ticket (3) All Day Pass (4) UVA ID  
 (5) City ID (6) CHS ID (7) JAUNT Pass (8) Paratransit Pass

**10. How many separate one-way bus trips will you make today?**

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

**11. Why did you choose to ride CTS today? (circle all that apply)**

- (1) Only transportation available to me (2) To save money on driving costs  
 (3) To save time (4) To avoid having to park  
 (5) To avoid driving in traffic (6) More convenient than driving  
 (7) My employer provides a subsidy (8) Better for the environment

**12. In what year did you begin riding CTS?**

2005 2006 2007 2008 2009  
 This is my first time riding CTS Before 2005 \_\_\_\_\_

**13. A year from now, do you expect to:** (1) Keep using CTS

(2) Get a car and stop using CTS (3) Stop using CTS for other reasons

**14. From which one of these do you most often get route and schedule information?**

- (1) Rider's Guide (2) Information posted at bus stop  
 (3) Call CTS (4) CTS website (5) Ask a driver (6) Other

**15. In the past 30 days, roughly how many times did you use CTS's website?** \_\_\_\_\_ times Have not used the website

**16. What is your employment situation?**

- (1) Employed for pay outside your home (2) Employed for pay at home  
 (3) Homemaker (4) Not employed (5) Retired

**17. Are you a student?** (1) YES (2) NO

If YES, where? (1) UVA (2) PVCC (3) High School  
 (4) Middle/Jr High (5) Other

**18. How old are you?** \_\_\_\_\_ Years old

**19. Do you have a driver's license?** (1) YES (2) NO

**20. Does your household own a working vehicle?** (1) YES (2) NO

**21. Was a vehicle available for your trip today?** (1) YES (2) NO

**22. What is your zip code at home?** \_\_\_\_\_

**23. If employed, what is your zip code at work?** \_\_\_\_\_

**24. Which do you consider yourself? (circle all that apply)**

- (1) African American/Black (2) Asian (3) Hispanic  
 (4) White (5) Native American Indian (6) Other \_\_\_\_\_

**25. Do you have a disability that impacts your mobility?**

(1) YES (2) NO

**26. What is your total annual household income?**

- (1) Less than \$5,000 (2) \$5,000 to \$9,999 (3) \$10,000 to \$14,999  
 (4) \$15,000 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 \$99,999 (9) More than \$100,000

*In the past thirty days, how would you rate CTS on the following factors?*

	Excellent	Very poor	DK	Y	N	Don't Know	... In the past thirty days have you had a problem with this?
<b>27. On-time arrival of bus</b>	5	4	3	2	1	DK	Y N
<b>28. Cleanliness of CTS stops</b>	5	4	3	2	1	DK	Y N
<b>29. Information at bus stops</b>	5	4	3	2	1	DK	Y N
<b>30. Courtesy of CTS drivers</b>	5	4	3	2	1	DK	Y N
<b>31. Reliability of transfer connections between routes</b>	5	4	3	2	1	DK	Y N
<b>32. Directness of CTS routes</b>	5	4	3	2	1	DK	Y N
<b>33. CTS Website</b>	5	4	3	2	1	DK	Y N
<b>34. CTS Rider's Guide</b>	5	4	3	2	1	DK	Y N
<b>35. OVERALL, how do you rate CTS?</b>	5	4	3	2	1	DK	Y N

**36. Would you recommend riding CTS to a friend or coworker?** (1) YES (2) NO

**37. OVERALL, how do you rate transit service in the region?** 5 4 3 2 1 DK

*How important are the following improvements to you?*

	Very Important	Not Important	DK	Don't Know		
<b>38. Sunday service on additional routes</b>	5	4	3	2	1	DK
<b>39. Later evening service on Fri/Sat</b>	5	4	3	2	1	DK
<b>40. More direct routes</b>	5	4	3	2	1	DK
<b>41. Transit service to more areas</b>	5	4	3	2	1	DK
<b>42. More extensive <u>regional</u> transit service</b>	5	4	3	2	1	DK

**43. To what extent are you in favor of establishing a Regional Transit Authority which is intended to provide more extensive regional transit services?**

Very in Favor 5 4 3 2 1 Not at all in Favor

**44. If you would be willing to participate in a focus group, or would like to get updates about CTS, tell us how to contact you.**

Name (please print): \_\_\_\_\_

Phone # OR

e-mail address: \_\_\_\_\_

**Please return this form to the surveyor on this bus, to the drop box at the Downtown Station or to any CTS Bus Operator. THANK YOU.**