



# LAWRENCE TRANSIT SYSTEM ("THE T") RIDER SURVEY (Appendix C)

DEAR T RIDER: Please take a minute to help us evaluate our service. Return it to the person who gave it to you as you exit the bus. **If you have already filled out a survey, you do not need to fill it out a second time.**  
**THANK YOU FOR YOUR PARTICIPATION**

### 1. What is the main purpose of your trip today?

- 1 \_\_\_ Work      3 \_\_\_ Shopping      5 \_\_\_ School
- 2 \_\_\_ Medical    4 \_\_\_ Visit/Personal    6 \_\_\_ Other

### 2. How did you get to the bus stop for this bus?

- 1 \_\_\_ Transferred from Bus Line # \_\_\_\_\_
- 2 \_\_\_ Walked                      4 \_\_\_ Drove/rode in a car
- 3 \_\_\_ Bicycled                    5 \_\_\_ Other

### 3. Where are you coming from? Give the nearest street intersection OR address:

### 4. How did you pay for your fare on this bus?

- 1 \_\_\_ Cash      2 \_\_\_ Transfer    3 \_\_\_ Pass

### 5. How would you make this trip if the bus were not available?

- 1 \_\_\_ Drive                              4 \_\_\_ Other bus \_\_\_\_\_
- 2 \_\_\_ Ride with someone      5 \_\_\_ Bicycle
- 3 \_\_\_ Walk                              6 \_\_\_ Wouldn't make trip

### 6. Why did you use the T for this trip?

- 1 \_\_\_ No other choice              3 \_\_\_ Convenience
- 2 \_\_\_ Quality of service          4 \_\_\_ Cost

### 7. What will you do when you get off this bus?

- 1 \_\_\_ Transfer to Bus Line # \_\_\_\_\_
- 2 \_\_\_ Walk                              4 \_\_\_ Drive/ride in a car
- 3 \_\_\_ Bicycle                          5 \_\_\_ Other

### 8. Where are you going? Give the nearest street intersection OR address:

### 9. How often do you ride the T?

- 1 \_\_\_ 5 days/week                  3 \_\_\_ Once/week or less
- 2 \_\_\_ 2-4 days/week              4 \_\_\_ First time

### 10. How long have you been riding the T?

- 1 \_\_\_ Less than 6 mos.      3 \_\_\_ 1 to 2 years
- 2 \_\_\_ 6 mos. to 1 year      4 \_\_\_ More than 2 years

### 11. If the T had to bring costs more in balance with revenues, which option would you prefer:

- 1 \_\_\_ Increasing the fare from 50¢ to 75¢ or \$1.00
- 2 \_\_\_ Reducing weekday service
- 3 \_\_\_ Reducing Saturday service

### 12. Is having access to the KU on Wheels bus system important to you?

- 1 \_\_\_ Yes – it goes to more places than the T
- 2 \_\_\_ Not sure – I don't know much about it
- 3 \_\_\_ No – the T goes where I need to go

### 13. Please rate the T's performance on the following elements of bus service on a 1-5 scale, with 1 being very poor and 5 being excellent:

	Very Poor	Poor	Fair	Good	Excellent
1 Time waiting for the bus	1	2	3	4	5
2 Travel time on the bus	1	2	3	4	5
3 Safety at bus stops	1	2	3	4	5
4 Safety while on the bus	1	2	3	4	5
5 On time performance	1	2	3	4	5
6 Bus cleanliness and comfort	1	2	3	4	5
7 Operator courtesy	1	2	3	4	5
8 Ability to find a seat on the bus	1	2	3	4	5
9 Ability to get everywhere I need to go	1	2	3	4	5
10 Days and hours of service	1	2	3	4	5
11 Overall rating of the T service	1	2	3	4	5

### 14. If you could make one change to improve T service, what would you recommend?

*Finally, for statistical purposes, tell us a little about yourself. All replies are confidential.*

### 15. You are: 1 \_\_\_ Female 2 \_\_\_ Male

### 16. Your age is...

- 1 \_\_\_ 17 years or under    5 \_\_\_ 45 to 54 years
- 2 \_\_\_ 18 to 24 years      6 \_\_\_ 55 to 64 years
- 3 \_\_\_ 25 to 34 years      7 \_\_\_ 65 years or more
- 4 \_\_\_ 35 to 44 years

### 17. Which fare category are you in?

- 1 \_\_\_ Adult      2 \_\_\_ Senior or disabled
- 3 \_\_\_ Student

### 18. Your ethnic origin is...

- 1 \_\_\_ Latino/Hispanic      3 \_\_\_ Black/African American
- 2 \_\_\_ White                      4 \_\_\_ Asian/Pacific Islander

### 19. Was a car available for this trip today?

- 1 \_\_\_ Yes                              2 \_\_\_ No

### 20. Your total annual household income is:

- 1 \_\_\_ Less than \$15,000    4 \_\_\_ \$35,000-\$49,999
- 2 \_\_\_ \$15,000-\$24,999    5 \_\_\_ \$50,000-\$74,999
- 3 \_\_\_ \$25,000-\$34,999    6 \_\_\_ \$75,000 and over