

## KU ON WHEELS RIDER SURVEY (Appendix D)

**DEAR KU ON WHEELS 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 \_\_\_ Go to class                      3 \_\_\_ Teach  
2 \_\_\_ Work on campus                4 \_\_\_ Other

**2. Where are you coming from? Give the nearest street intersection, building, OR address:**

**3. Why did you use KUOW for this trip?**

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

**4. Where are you going? Give the nearest street intersection, building, OR address:**

**5. How often do you ride KUOW?**

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

**6. How long have you been riding KUOW?**

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

**7. If it were up to you, how would you prefer to pay for bus service on campus?**

- 1 \_\_\_ Combination of student fee and pass purchase (current system)  
2 \_\_\_ Student fee only (higher fee, but no need to purchase a bus pass-free boarding with KU ID)

**8. Is having access to a city-wide bus system important to you?**

- 1 \_\_\_ Yes – it goes to more places than KUOW  
2 \_\_\_ Not sure – I'd have to see where it goes  
3 \_\_\_ No – KU on Wheels goes where I need to go

**9. Would you be willing to pay more to have evening and weekend service?**

- 1 \_\_\_ Yes for both  
2 \_\_\_ Yes for evening, but not for weekend  
3 \_\_\_ Yes for weekend, but not for evening  
4 \_\_\_ No

**10. If available, would you ride a commuter bus between Johnson and Douglas Counties?**

- 1 \_\_\_ Yes  
2 \_\_\_ No (skip to Question 13)

**11. How often do you commute between Johnson and Douglas Counties?**

- 1 \_\_\_ 5 days/week                    3 \_\_\_ Once/week or less  
2 \_\_\_ 2-4 days/week                4 \_\_\_ Just started

**12. For data mapping purposes, please list your home zip code: \_\_\_\_\_**

**13. Please rate KU on Wheels' 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 KUOW service	1	2	3	4	5

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

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

**15. You are a:**

- 1 \_\_\_ KU freshman                    5 \_\_\_ KU faculty member  
2 \_\_\_ KU sophomore                6 \_\_\_ KU staff member  
3 \_\_\_ KU junior                        7 \_\_\_ KU graduate student  
4 \_\_\_ KU senior                        8 \_\_\_ Other

**16. You are:**    1 \_\_\_ Female    2 \_\_\_ Male

**17. Was a car available for this trip today?**

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