

BRTA Needs Assessment and Analysis of Services

Passenger Survey July 2013

- This survey is for the following route.

4	14	33
5	16	
13	31	
- Gender of passenger filling in the questionnaire
 - Male
 - Female
- Age of passenger filling in the questionnaire
 - 18 or younger
 - 19-34
 - 35-50
 - 51-64
 - 65 or older
- Are you a student?
 - No
 - High School Jr./Sr.
 - Full Time College
 - Part - Time College
- Does your household own a vehicle?
 - Yes
 - No
- Did you transfer from another bus?
 - Yes
 - No
- Will you be transferring to another bus?
 - Yes
 - No

- On the trip you are answering the survey for, where were you traveling to?

Work	Medical
School	Family
Shopping	Other

- For which purposes do you use the bus overall? (Check all that apply)

Work	Medical
School	Family
Shopping	Other <input type="text"/>

- How often do you ride the bus?

- One or two trips a day
- More than twice a day
- A few times a week
- A few times a month
- Once a month
- Less than once a month

- How long is your typical one-way trip on the bus?

- Less than 15 minutes
- 15 - 30 minutes
- 30 - 45 minutes
- 45 - 60 minutes
- More than 60 minutes

- Do you find this a reasonable amount of time?

- Yes
- No

- Which improvements would benefit you the most? (Check all that apply)

- Greater Frequency
- Sunday Service
- Evening Service
- More Routes
- Revised Routes

- At what frequency should the BRTA fixed route bus service run?

Weekday

- Every 15 minutes
- Every 30 minutes
- Every Hour

Saturday

- Every 15 minutes
- Every 30 minutes
- Every Hour

Sunday (If service was provided)

- Every 15 minutes
- Every 30 minutes
- Every Hour

- How late should the BRTA fixed route bus service be extended?

Weekday

- 7:00 PM
- 8:00 PM
- 9:00 PM
- 10:00 PM

Saturday

- 7:00 PM
- 8:00 PM
- 9:00 PM
- 10:00 PM

Sunday (If service was provided)

- 7:00 PM
- 8:00 PM
- 9:00 PM
- 10:00 PM

- What size vehicle are you currently riding on?

- Full size bus
- Mini bus

- Do you feel this bus is the appropriate size for this route?
 Correct size
 Too big
 Too small

- Do you currently purchase a multi ride pass ticket?
 Yes
 No

- With the introduction of the new fare structure, do you plan to use the unlimited ride pass?
 Yes
 No

- Would you use a Direct Express route throughout the day?
 No
 Northern Express
 Southern Express

- Are you generally happy with the service provided by the BRTA?
 Yes
 No Why not? _____

- Are there other areas of the service that you would like to see changed or improved?
 Yes Area: _____
 No

General Comments:
