



# 2013 On-Board Transit Survey

BUS VERSION (for office use only) Route Code:  Time:  am / pm Interviewer:  Serial #:

Please take a few moments to help CATS plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and WILL NOT be shared or sold.

**Did you have a MOTOR VEHICLE AVAILABLE to make THIS ONE-WAY TRIP?** (If your car is in the shop or someone else is using your car right now, then you did NOT have a vehicle available and must fill in "No.")

- Yes  No

**What is your HOME ADDRESS and PHONE number:** (please be specific, ex: 123 W. Main St):  
(If you are visiting the Charlotte area, please list the address where you are staying)

Street Address  City  State  Zip Code

\*Phone Number

\* We will only call you to confirm these survey responses

## COMING FROM?

### 1. What type of place are you

COMING FROM NOW

(the starting place for your one-way trip)?

- Your **HOME** → Go to Question #3
- Work
- College / University (student only)
- School (K-12) (student only)
- Shopping
- Airport (air passenger only)
- Doctor's appointment / hospital visit
- Restaurant (eat meal)
- Other:

### 2. What is the NAME of the place you are coming from now?

### 3. What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address: )

City:  State:  Zip:

### 4. How did you GET FROM the place in Question #1 TO THE FIRST bus or train you used for this one-way trip?

- Walked**  short walk (less than 1/2 mi OR less than 10 minutes)
- medium walk (1/2 - 1 mile OR 10 - 20 minutes)
- long walk (>1 mile OR >20 minutes)

- Bicycled**  short ride ( less than 1/2 mi OR less than 5 minutes)
- medium ride (1/2 - 2 miles OR 5 - 20 minutes)
- long ride (>2 mile OR >20 minutes)

- Dropped off by someone**
- Name of Parking Lot OR Intersection

- Carpooled and parked**
- Name of Parking Lot OR Intersection

How many people were in the car with you?

One  Two  Three  Four or more

- Drove alone and parked**
- Name of Parking Lot OR Intersection

## GOING TO?

### 5. What type of place are you

GOING TO NOW

(the ending place for your one-way trip)?

- Your **HOME** → Go to Question #7
- Work
- College / University (student only)
- School (K-12) (student only)
- Shopping
- Airport (air passenger only)
- Doctor's appointment / hospital visit
- Restaurant (eat meal)
- Other:

### 6. What is the NAME of the place you are going to now?

### 7. What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address: )

City:  State:  Zip:

### 8. How will you GET TO your destination (listed in Question #5) after you get off the LAST bus or train you will use for this one-way trip?

- Walk**  short walk (less than 1/2 mi OR less than 10 minutes)
- medium walk (1/2 - 1 mile OR 10 - 20 minutes)
- long walk (>1 mile OR >20 minutes)

- Bicycle**  short ride ( less than 1/2 mi OR less than 5 minutes)
- medium ride (1/2 - 2 miles OR 5 - 20 minutes)
- long ride (>2 mile OR >20 minutes)

- Get picked up from**
- Name of Parking Lot OR Intersection

- Carpool from**
- Name of Parking Lot OR Intersection

How many people will be in the car with you?

One  Two  Three  Four or more

- Drive alone from**
- Name of Parking Lot OR Intersection

Continue



REMEMBER: The following questions are about **THIS ONE-WAY TRIP** you are making **NOW!**

## THIS BUS

9. What time did you BOARD this bus? \_\_\_\_\_ : \_\_\_\_\_ am / pm (circle one)

10. What is the NEAREST INTERSECTION where you BOARDED this bus?

Street 1 (OR name of place): \_\_\_\_\_ & Street 2: \_\_\_\_\_

11. What is the NEAREST INTERSECTION where you will GET OFF this bus?

Street 1 (OR name of place): \_\_\_\_\_ & Street 2: \_\_\_\_\_

12. INCLUDING THIS BUS, how many TOTAL BUSES AND TRAINS will you use to make THIS ONE WAY TRIP?

One, only this bus                       Two                       Three                       Four or more

List the ROUTES in the exact order you use them for this one way trip.

START →  →  →  →  → END  
1st Route #                      2nd Route #                      3rd Route #                      4th Route #

13. Did you / Will you make THIS TRIP in EXACTLY the opposite direction today?

No                       Yes – what time? \_\_\_\_\_ : \_\_\_\_\_ am / pm (circle one)

14. Do you receive a DISCOUNT for your FARE?

Yes - what kind?                       No  
↳  Employer offers pass discount     Youth/Student discount     Senior/ADA discount     Free fare

## OTHER IMPORTANT ITEMS

15. How many years have you been using public transit in the Charlotte area?

3 years or more                       Less than 3 years

If you marked LESS THAN 3 YEARS, why did you start using public transit in the Charlotte area?  
(Check all that apply)

Moved to the area within the last 3 years     Started a new job     Environmental benefits  
 The LYNX Blue Line light rail service     Started school     To save money     Other (specify below)  
 Employer offers incentives to ride transit     Lost my job     Do not have a car    \_\_\_\_\_

16. If bus / rail service was NOT AVAILABLE, how would you make this entire one-way trip?

I would not make this trip     Walk / bike     Drive myself     Get dropped off by someone

17. How many WORKING vehicles (cars, trucks, or motorcycles) ARE AVAILABLE to your household?

None     One     Two     Three     Four or more

18. INCLUDING YOU, how many people LIVE in your household? \_\_\_\_\_ people

19. INCLUDING YOU, how many people have a VALID driver's license in your household?

\_\_\_\_\_ people

20. Do YOU have a valid driver's license?                       Yes                       No

21. Are YOU a student?

Not a student  
 Yes – student, K thru 12<sup>th</sup> grade (specify school name): \_\_\_\_\_  
 Yes – student, other (specify institution name): \_\_\_\_\_

22. What best describes your current work status:

Employed full-time (at least 35 hours per week)     Employed part-time (less than 35 hours per week)  
 Not currently employed, but not retired     Retired

23. INCLUDING YOU, how many people living in your household are EMPLOYED? \_\_\_\_\_ people

24. Which of the following categories BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2012 before taxes?

Less than \$16,000                       \$16,000 – \$24,999                       \$25,000 – \$33,999                       \$34,000 – \$49,999  
 \$50,000 – \$59,999                       \$60,000 – \$74,999                       \$75,000 or more

RETURN the COMPLETED SURVEY to the SURVEYOR  
OR return it within 24 hours using the provided postage-paid envelope. Thank you!