



2013 On-Board Transit Survey

RAIL 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 TRAIN

9. What time did you BOARD this train?

_____ : _____ am / pm (circle one)

10. At what STATION did you BOARD this train?

- | | | | | |
|--|--------------------------------------|--|---------------------------------------|--|
| <input type="radio"/> 7 th St | <input type="radio"/> CTC/Arena | <input type="radio"/> 3 rd St / Convention Center | <input type="radio"/> Stonewall | <input type="radio"/> Carson |
| <input type="radio"/> Bland | <input type="radio"/> East/West Blvd | <input type="radio"/> New Bern | <input type="radio"/> Scaleybark | <input type="radio"/> Woodlawn |
| <input type="radio"/> Tyvola | <input type="radio"/> Archdale | <input type="radio"/> Arrowood | <input type="radio"/> Sharon Rd. West | <input type="radio"/> I-485 / South Blvd |

11. At what STATION will you GET OFF this train?

- | | | | | |
|--|--------------------------------------|--|---------------------------------------|--|
| <input type="radio"/> 7 th St | <input type="radio"/> CTC/Arena | <input type="radio"/> 3 rd St / Convention Center | <input type="radio"/> Stonewall | <input type="radio"/> Carson |
| <input type="radio"/> Bland | <input type="radio"/> East/West Blvd | <input type="radio"/> New Bern | <input type="radio"/> Scaleybark | <input type="radio"/> Woodlawn |
| <input type="radio"/> Tyvola | <input type="radio"/> Archdale | <input type="radio"/> Arrowood | <input type="radio"/> Sharon Rd. West | <input type="radio"/> I-485 / South Blvd |

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

- One, only this rail 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)

- | | | |
|---|--|---|
| <input type="checkbox"/> Moved to the area within the last 3 years | <input type="checkbox"/> Started a new job | <input type="checkbox"/> Environmental benefits |
| <input type="checkbox"/> The LYNX Blue Line light rail service | <input type="checkbox"/> Started school | <input type="checkbox"/> To save money <input type="checkbox"/> Other (specify below) |
| <input type="checkbox"/> Employer offers incentives to ride transit | <input type="checkbox"/> Lost my job | <input type="checkbox"/> 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 12th 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?

- | | | | |
|---|---|---|---|
| <input type="radio"/> Less than \$16,000 | <input type="radio"/> \$16,000 – \$24,999 | <input type="radio"/> \$25,000 – \$33,999 | <input type="radio"/> \$34,000 – \$49,999 |
| <input type="radio"/> \$50,000 – \$59,999 | <input type="radio"/> \$60,000 – \$74,999 | <input type="radio"/> \$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!