

Customer Survey

1. Overall how satisfied are you with Union County Public Transit?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

2. Which words would you use to describe our transit services? Please mark all that apply.

- Reliable
- High quality
- Useful
- Unique
- Good value for money
- Overpriced
- Impractical
- Ineffective
- Poor quality
- Unreliable

3. Why do you typically use public transit?

4. How long have you used Fixed Route (or Paratransit)?

5. How often do you ride public transit?

6. If public transit were not available, how would you travel?

7. How do you usually get information about public transit?

- Printed Schedules
- www.neotransit.org
- From the bus driver
- Calling the transit office
- Other: _____

8. Please rank the following features in order of importance to you:

- Level of service availability (hours, days, service coverage area)
- Frequency of service (every hour, every half hour, etc.)
- How much the ride costs

9. If you could change one thing to improve public transit, what would you do?

10. Why do you think more people don't use Public Transit?

11. Please rate us on the following:

	Excellent	Above Avg.	Average	Below Avg.	Poor
Driver Courtesy					
Driver Skill					
Prompt Phone Service					
Call Taker Courtesy					
On Time Performance					
Affordable Fare/Passes					
Safe/Well maintained Buses					
Cleanliness of Buses					
Ease of Use					
Print Marketing					
Radio Marketing					
Web/ Social Marketing					