1. Where were you before you went to the bus stop for this trip?
   5. Social visit or recreation  6. Doctor / medical  7. Church
   8. Other ________________________________

2. What are the cross streets at that location?
   Cross street: ________________________________________________________________
   Cross city: (Circle one):  Ann Arbor  Ypsilanti  Other ________________

3. How did you get to your stop?

4. How many minutes did it take you to get to the bus stop? _____________

5. What is your FINAL destination for this trip?
   5. Social visit or recreation  6. Doctor / medical  7. Church
   8. Other ________________________________

6. What are the cross streets at your final destination?
   Cross street: ________________________________________________________________
   Cross city: (Circle one):  Ann Arbor  Ypsilanti  Other ________________

7. How many separate one-way bus trips will you make today? (For example, even if
   you transfer, going to work is only one trip; going home from work is a second trip)
   1 trip  2 trips  3 trips  4 trips  Other ________ (how many?)

8. How did you pay for this trip?
   1. Cash  2. MCARD  3. Transfer  4. 30-Day pass
   5. goPass  6. Token  7. EMU Pass  8. Other ________________________________

9. Do you have one of the following:  1. An ADA (green) card  2. Good as Gold (senior card)
   3. Fare Deal Card (for disability)  4. Fare Deal card (for low income)  5. Fare Deal Card (age 60-64)

10. Which TheRide routes do you use regularly? (up to 4)
    Routes:  1U  1  2  3  4  5  6  7  8  9  10  11  12  13  14  15
             16  17  18  19  20  22  33  36  609

11. Including today, on which of the past seven days have you ridden on TheRide?

12. If TheRide were not available for this trip, what would you have done instead?
    1. driven alone  2. gotten a ride  3. taken a U of M bus  4. taken a carpool or vanpool
    5. walked  6. bicycled  7. gone somewhere else  8. not made this trip at all

13. For how long have you been using TheRide?
    1. Less than a year  2. 1-2 years  3. 3-5 years  4. 6-10 years  5. 11-15 years  6. more than 15 years
    Do you have a disability that makes it difficult for you to use a standard transit bus?
    1. Yes  2. No

14. Do you have a valid driver’s license?
    1. Yes  2. No

15. Was a car (or truck or motorcycle) available to you to make this trip?
    1. Yes  2. No

16. How old are you? ________________________________ Years old

17. Which one of the following best describes you? Are you (circle only one):
    1. Employed for pay outside your home  2. Employed for pay in your home
    a. If you are a college student, which college?
       6. Other: ________________________________

19. If employed, do you usually?
    a. Work Saturday and/or Sunday  1. Yes  2. No
    b. Work after 9:00 PM on any day?  1. Yes  2. No
    c. Start work before 7:00 am on any day?  1. Yes  2. No


21. What is your total combined annual household income?
    1. Less than $10,000  2. $10,000 to $14,999  3. $15,000 to $19,999  4. $20,000 to $24,999
    5. $25,000 to $34,999  6. $35,000 to $49,999  7. $50,000 to $74,999  8. $75,000 to $100,000
    9. More than $100,000

22. How many people live in your household? 1 2 3 4 5 or more

    5. Pacific Islander/Hawaiian  6. Other ________________________________

24. Are you Hispanic/Latino(a)? 1. Yes  2. No

25. How well do you speak English... 1. Very well  2. Well  3. Not well


Please turn the survey over and complete the questions on the back.
27. Are you using TheRide buses …
   1. More often than a year ago  2. About the same as a year ago  3. Less often than a year ago

28. A year from now, do you expect to:
   1. Keep using TheRide  2. Get a car but keep using TheRide also  3. Get a car and stop using TheRide
   4. Move away from this area  5. Stop using TheRide for other reason

29. Do you carry a cell-phone
   1. Always  2. Most of the time  3. Rarely or never
   a. If so, do you use text messaging on it?  1. Often  2. Occasionally  4. Rarely or never
   b. If so, do you access the Internet on it?  1. Often  2. Occasionally  4. Rarely or never

30. Do you use social media?
   1. True  2. False
   a. If "Yes," which of the following do you use regularly?

31. Have you used RideTrak, the mobile service for tracking your bus on a smartphone?
   1. Yes  2. No

32. In the past 7 days, how many days have you visited the TheRide website?
   0 1 2 3 4 5 6 7

33. If you have used the website TheRide.org since August 21, how satisfied or dissatisfied are you with each website feature?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Did not use</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Plan My Trip</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Track My Bus on the website</td>
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<tr>
<td>c. Track My Bus on cell-phone</td>
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<tr>
<td>d. My Alerts (route subscription)</td>
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<tr>
<td>e. Find Nearby Stops</td>
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<tr>
<td>f. Schedules and maps on the website</td>
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<tr>
<td>g. The Website overall</td>
<td></td>
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</tbody>
</table>

34. And how satisfied are you with information sources besides the website:

<table>
<thead>
<tr>
<th>Source</th>
<th>Did not use</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>h. Customer service line (996-0400)</td>
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<tr>
<td>i. Information specialists at the Blake Transit Center</td>
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</tbody>
</table>

35. How satisfied or dissatisfied are you with TheRide service in each of the following areas?

<table>
<thead>
<tr>
<th>Area</th>
<th>Don't know/ Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Drivers' skill</td>
<td></td>
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<td>b. Drivers' courtesy with passengers</td>
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<tr>
<td>c. Drivers' knowledge of the TheRide system</td>
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<tr>
<td>d. TheRide information in general</td>
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<tr>
<td>e. Information on service changes/detours</td>
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<tr>
<td>f. Frequency of service</td>
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<tr>
<td>g. On-time performance</td>
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<td>h. Dependability of making transfers</td>
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<tr>
<td>i. Locations of bus stops you use</td>
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</tr>
<tr>
<td>j. Quality of bus stops you use</td>
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<tr>
<td>k. Directness of routes</td>
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<tr>
<td>l. Service to areas where you want to go</td>
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<td>m. Bus cleanliness</td>
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<td>n. Safety from accidents</td>
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<td>o. Personal security</td>
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<tr>
<td>p. TheRide Service overall</td>
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</tbody>
</table>

36. Have you any comments or suggestions for TheRide?

__________________________________________________________________________

PLEASE RETURN SURVEY TO SURVEYOR ONBOARD THIS BUS, OR TO ANY THERIDE BUS DRIVER. THANKS!