

Public Transportation Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Use these seven optional questions as a starting point. Single-choice items allow one answer. Show every question; there is no branching or score.

1. Which type of public transportation did you use for this trip?

- ☐ Bus
- ☐ Train
- ☐ Tram or light rail
- ☐ Metro or subway
- ☐ Ferry
- ☐ Paratransit or demand-responsive service
- ☐ Another type

2. How closely did the service depart to the time you expected?

- ☐ Much earlier
- ☐ A little earlier
- ☐ At about the expected time
- ☐ A little later
- ☐ Much later
- ☐ I did not have an expected time

3. How easy was it to find the information or signs you needed for this trip?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I did not need information or signs

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4. How comfortable was the space available during the trip?

- ☐ Very uncomfortable
- ☐ Somewhat uncomfortable
- ☐ Neither comfortable nor uncomfortable
- ☐ Somewhat comfortable
- ☐ Very comfortable
- ☐ Prefer not to answer

5. At what point did the most difficult moment occur?

- ☐ Before reaching the stop or station
- ☐ While waiting
- ☐ While boarding
- ☐ During the ride
- ☐ During a transfer
- ☐ While getting off or at the final stop
- ☐ There was no difficult moment
- ☐ Another point

6. How would you rate the final part of the trip?

- ☐ Very poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Excellent
- ☐ I did not complete the trip

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7. What one change would improve a similar trip? Please do not include ticket numbers, payment details, or exact home addresses.
