

Appendix Passenger Intercept Survey

Survey from Philadelphia curbside bus location:

Rutgers Bus Passenger Survey – Tell us what you think!

The Voorhees Transportation Center at Rutgers University is studying intercity bus travel. Part of this work includes asking people like you about their views of buses and bus stops. This survey should only take a few minutes to complete and is completely voluntary. You are under no obligation to take this survey or even complete it once you have started. The survey is anonymous and no individuals will be identified in any of the work produced from this research. Are you willing to participate?

YES NO

- Today I am traveling by bus from _____ city to _____ city.
- Today, are you
 - Starting a trip? If so, when do you plan to return home? _____
 - Returning home? If so, when did you start this trip? _____
 - Other? Please describe: _____
- What was the main reason for this trip (select all that apply),
 - To or From Work
 - School Related Activity
 - Entertainment (Theater, Concert, Sports Etc.)
 - Business (or Work-Related)
 - Visit Friends Or Relatives
 - Shopping
 - Combined Business & Pleasure
 - Vacation
 - Other, Specify: _____
- Could you have made this trip today by car, van or truck instead of by bus?
 - Yes, easily No, probably not
 - Yes, with a little effort No, definitely not
- In the past 12 months, about how many round trips (back and forth) have you made on the following transportation modes:

	To/From New York	To/From Washington DC	To/From Boston
Driving			
Chinatown Bus			
Megabus			
BoltBus			
Greyhound / Peter Pan			
Other Bus Company, Specify _____			
Amtrak			
Airplane			
SEPTA / NJ Transit			
Other, Specify _____			

- When was the first time you took a Chinatown Bus, Megabus, or BoltBus?
 - Before 1998
 - 2002
 - 2005
 - 2008
 - 1998-2000
 - 2003
 - 2006
 - 2009
 - 2001
 - 2004
 - 2007
 - 2010
- Since that year, are you more or less likely to travel along the Northeast Corridor by the following:

	Much less likely	Less likely	No change	More Likely	Much More Likely
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Airplane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greyhound / Peter Pan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Bus (Megabus, BoltBus, Chinatown Bus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amtrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SEPTA / NJ Transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, specify _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN OVER

8. Have you ever taken a bus with this company before?

- No – SKIP TO NEXT QUESTION 9
 Yes - Have you experienced or observed the following:

	Always	Very Often	Sometimes	Rarely	Never
Bus driver talking on the cell phone or sending text messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus driver speeding or driving in an aggressive or reckless manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus that broke down or had other mechanical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus that was involved in an accident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus that was in poor condition or was not clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus was late or did not show up at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Felt unsafe or threatened while waiting at the bus stop or onboard a bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too many people trying to get onto one bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arguments or conflicts between bus companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arguments or conflicts between bus companies and neighbors, nearby businesses or motorists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you observed any of the above problems, did you report it to the company?

Always	Very Often	Sometimes	Rarely	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How old are you? _____ years old

10. Are you: Male Female

11. What is the zip code where you live? _____ I live outside the United States.

12. How many people currently live in your household? _____.

13. How many car, van or trucks are owned by members of your household? 0 1 2 3 or more

14. During most of last week, were you ...? (Please check one)

- Working Full-Time A student Retired
 Working Part-time A homemaker Temporarily absent from a job
 Working Multiple Jobs Looking for work Other: _____

15. If you worked or were in school last week, how did you usually travel to work?

(If you used multiple modes, choose the one you used for the longest part of your trip)

- Worked from home An intercity bus Walk or Bicycle
 Drove or carpoled Local train or subway Other, specify _____
 Local bus Amtrak train Did not work.

16. About how much is your yearly household income?

- Less than \$20,000 \$60,000 to \$80,000 \$120,000 to \$140,000
 \$20,000 to \$40,000 \$80,000 to \$100,000 \$140,000 to \$160,000
 \$40,000 to \$60,000 \$100,000 to \$120,000 \$160,000 or more

17. What is your background? (Check all that apply)

- American Indian African-American / Black White / Caucasian
 Asian / Pacific Islander Hispanic / Latino Other: _____

If you have any questions, concerns or want to know more information about this study – please contact

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