

This survey is also available online at www.fnsb.us/macs/

**1. Why are you riding the bus today?
(Check all that apply)**

- Avoid traffic
- No other way to go
- Weather
- Cost
- Parking problems
- More convenient than other modes
- Other _____

2. How did you travel to the bus stop?

- Transferred from _____ Line
- Walked
- Drove
- Got a ride
- Bicycle
- Other _____

3. What is the main purpose of your trip today?

- Work
- School
- Medical
- Shopping
- Recreation
- Other _____

4. How do you normally pay for your fare on this bus?

- Cash
- Token
- Daily Pass
- Monthly Pass
- UAF Pass
- Senior

5. How will you travel when you get off this bus?

- Walk
- Drive
- Get a ride
- Bicycle
- Transfer to _____ Line
- Other _____

**6. Where do you live?
(nearest street intersection)**

_____ & _____

**7. What is your destination today?
(nearest street intersection)**

_____ & _____

8. How would you make this trip if not by bus?

- Drive
- Walk
- Bicycle
- Taxi
- Get a ride
- Wouldn't make trip

9. How often do you ride the bus?

- a. 5+ days per week
- b. 3-4 days per week
- c. 1-2 days per week
- d. Less than once a week

10. How long have you been using MACS service?

- a. Less than 6 months
- b. 6 months to 1 year
- c. More than 1 year

11. Would you ride the bus more if other routes were available?

Yes _____ No _____

If yes, where would you like a new route?

12. The regular fare is \$1.50. Is that:

Too Much? Too Little? About Right?

13. Where do you receive bus information?

- a. On the bus
- b. Transit Center
- c. Telephone
- d. Online

14. How have you seen/heard MACS Advertisements?

- a. Television
- b. Radio
- c. Newspaper
- d. I haven't seen MACS ad's

15. Please rate MACS performance on the following elements of bus service on a 1-5 scale, with 1 being very poor and 5 being excellent: (circle one in each row)

Frequency of buses
1 2 3 4 5

Routes go where I need to go
1 2 3 4 5

Reliability
1 2 3 4 5

Travel time on the bus
1 2 3 4 5

Value for fare paid
1 2 3 4 5

Availability of seats
1 2 3 4 5

Cleanliness
1 2 3 4 5

Information at bus stops
1 2 3 4 5

Easy to identify the right bus stop
1 2 3 4 5

Information at Transit Center
1 2 3 4 5

Quality and usefulness of printed schedules
1 2 3 4 5

Operator courtesy
1 2 3 4 5

Customer Service at Transit Center
1 2 3 4 5

Personal safety on buses
1 2 3 4 5

Easy to identify the right bus
1 2 3 4 5

Overall rating of MACS service
1 2 3 4 5

How likely are you to you recommend the MACS bus system to your family/friends?
1 2 3 4 5

Demographic Information

- 16. Your age is:**
- 17 years or under
 - 18 to 44 years
 - 45 to 64 years
 - 65 years or more

- 17. Your gender is:**
- Female
 - Male

18. Your total annual household income is...

- Less than \$7,500
- \$7,500-\$14,999
- \$15,000-34,999
- \$35,000-\$49,999
- \$50,000-\$74,999
- \$75,000 and over

19. Which of the following best describes you?

- Asian Black
- Hispanic White
- Native American Other

20. Which of the following best describes you?

- Employed Homemaker
- Student Unemployed
- Senior Other

21. If you are a student, which school or grade do you attend?

- UAF
- Community and Technical College (TVC)
- K – 8th grade
- 9th – 12th grade (High School)
- Other _____

If you would like us to contact you regarding this survey, please leave your information:

Name: _____

Phone: _____

Email: _____

Comments

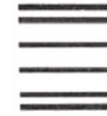
Survey and Comment Card

2012-13



DEAR MACS BUS RIDER: Please take a minute to fill this out and help us plan for your transit needs. Place the survey in the collection box as you exit the bus, hand it to the person who gave it to you, or mail it back by folding it in half so the mailing information is on the outside (please tape both ends together before mailing). Postage will be paid by the Borough. Thank you for your assistance.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 118 FAIRBANKS, ALASKA

POSTAGE WILL BE PAID BY ADDRESSEE

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