

Draft Memorandum

TO: Ben Lyman, Greater Madison MPO

FROM: Brent Selby, Cambridge Systematics

DATE: September 6, 2023

RE: Madison Onboard Survey Workplan

This document outlines the workplan needed to successfully complete the onboard survey and deliver high quality data to Madison Metro. The workplan also notes how FTA's Title VI requirements will be met. Its contents detail the work to be done in tasks 2 through 6, described in the following sections, clearly outlining for each task's elements including:

- Methodology, including necessary data and resources.
- Staff assignments, including task management and budget.
- Schedule with dates and milestones.
- Options and contingencies.
- Input needed from Metro, specifically data.
- Deliverables.

The workplan is intended to be a blueprint and reference that can be used throughout the project to ensure a successful survey. Task 2 will produce the survey administration plan which will detail the specifics of how the survey will be implemented.

This document was produced by Cambridge Systematics (CS) staff with help from Caneta Medina (CM) staff.

Tasks and Methodology

The tasks described below are taken from the contract with some modification for clarity and detail based on the kickoff and subsequent meetings.

Task 1: Develop a Workplan

Task 1 is the production of this document.

Task 2: Develop a Survey Administration Plan

With input from the client Project Manager and Project Team, the CS team shall develop a survey administration plan that addresses survey staffing, quality assurance and control measures, and sampling plan. Specifically, the plan will include:

- Quality assurance/quality control plan. The plan shall address how the CS team will:
 - Ensure the collection of sufficient samples
 - Ensure completeness of the data collected from riders
 - Ensure the efficacy of the survey instrument, particularly in task 3 (survey design)
 - Ensure adequate representation of the survey samples by addressing non-response bias due to crowded buses, short trips, time of day, rider demographics, etc.
 - Evaluate the quality of the collected data within the timeframe of the data collection period, allowing for collection of more samples if desired quality and completeness of responses is not initially met
- Sampling plan. The sampling plan shall address:
 - Proposed sampling for the on-board survey (to collect O/D data) (i.e., number of bus trips and minimum number of surveys), including run schedules for individual surveyor crews.
 - At the time the survey administration plan is developed only ridership from October, at the latest, will be available. These data will suggest what the ridership in April 2024 will be, but significant differences are likely and due to the redesign, prior years' data are inapplicable. As such, the sampling plan will describe the plan for establishing survey targets, but not include actual numbers of samples. All estimates of statistical values in the sampling plans will therefore be subject to assumptions about ridership.
 - Standards for a complete useable data record. At a minimum, to be a useable record, the questions related to boarding and alighting locations, and transfer information, must be completed, and the locations collected with sufficient specificity to enable geocoding to an address or street intersection.
 - Number of routes and samples to be administered as part of pre-test survey to test the efficacy of the survey instruments and methods
 - Confidence and precision thresholds that will be attained

- How statistical validity will be ensured, including the capturing of all travel markets
- Measures to minimize known biases that tend to occur in such surveys
- Survey collection methods to be used, including equipment furnished by the CS team or Metro Transit, procedures for dealing with riders with limited English proficiency, and coding scheme for facilitating data entry and processing
- Survey management plan, which should address:
 - Recruitment, training, and supervision of surveyors
 - Permissions, clearances, and passes needed for surveyors
 - Pre-test survey to collect preliminary data on operations, response rates, and instrument, and proposed adjustments to the survey plan to accommodate learnings from the pilot
 - Survey instruments for main routes (full length) vs circulators (short form) – to be designed in task 3
 - Staffing and dispatch plan to ensure adequate number and coverage of surveyor crews in the field each day
 - Plan for tracking and reporting surveyor performance and remediating poor performance where necessary
 - Contingency plans for severe weather, service disruptions, etc.
 - Accommodations for relief areas/break areas for survey staff
 - Special accommodations for riders experiencing disabilities

Task 3: On-Board Survey Design

Working with the client Project Manager and Project Team, the CS team shall develop the survey design and instruments for use in the survey work. This includes the on-board survey to collect boarding and alighting locations, rider demographics, and other data. The survey shall be used on all of Metro Transit's **twenty-two** main-line fixed-routes and a short form version on the **four** UW circulators (Routes 80-84).

The draft 2022 survey from the RFP is provided at the end of this document. It is a starting point from which the instrument will be designed. The survey should be consistent with the instruments from the survey in 2015 and the short-form questionnaire used by UW in 2012 when possible. In addition, based on discussions during the project kick-off meeting, the following modifications to the instrument will be evaluated,

- Changes to the question order, to place the most critical questions at the top
- Minimize number of open-ended questions
- Adding questions on work-from-home

- Consideration of questions on the transportation security index (by University of Michigan¹)
- Tweaking the specific wording of questions ensure accurate data collection and encourage survey completion.

The on-board survey shall use traditional printed surveys; surveyors should assist limited English proficiency (LEP) riders, those who experience a disability, or any others as requested. Survey instruments will be made available in Spanish, Hmong and Chinese, and other resources, such as access to telephone interpretation services through the City of Madison’s contract with **LanguageLine Services**, will be offered, with support from the Project Manager. Surveyors must be trained in identifying when these tools should be used, and how to assist riders who require translation services. The consultant will be responsible for printing survey instruments.

In addition,

- The questionnaire should include a survey number for tracking and a prepaid mailing return so that respondents who cannot complete the survey on the bus can mail back the completed survey.
- Respondents shall also have the option of returning surveys by through the internet. Methods will be in place to ensure that these online returns are correlated to actual in-person survey solicitations.
- The survey form layout should be easy to read and follow, and may contain sections.
- Surveys should clearly identify the project and its sponsors, through the use of design materials and guidelines set forth by Metro’s marketing department
- The survey should be no longer than one double-sided piece of 8.5 x 11 inch paper; the short form used on UW circulator routes should be no longer than one single-sided piece of 8.5 x 11 inch paper.

This work task also includes preparation of electronic and online materials which allow completion of the survey after exiting the bus.

The survey instrument design may be altered following the pretest in March 2024. Any changes will be made in collaboration with Metro Transit staff. Printing for the main survey will be done after this time.

Task 4: Recruitment and Training of Survey Field Personnel

The CS Team will be responsible for the recruitment of field personnel to distribute and collect written survey questionnaires and to assist riders, especially those who are LEP or experience a

¹ <https://poverty.umich.edu/research-funding-opportunities/data-tools/the-transportation-security-index/>

disability, using a computer tablet or paper form. Field personnel training will include how to interact with people with different kinds of disabilities (e.g., physical, visual, auditory, and cognitive).’ This task will be led and primarily performed by Caneta Medina staff. This includes the following aspects,

- The CS Team will hire competent workers who are able to understand and complete their assignment in an unsupervised environment. Metro Transit and MPO staff will work with the consultant in the estimation of survey personnel needs and understanding bus schedules and operating characteristics.
- The CS Team will attempt to hire surveyors who are familiar with the Madison area and Metro Transit, and who represent traditionally under-represented populations. The CS Team will aim to retain surveyors through community organizations and training programs.
- The CS Team will be responsible for the training of the personnel.
- Metro Transit staff will be available to assist by explaining safety requirements, describing their operational procedures as they apply to the survey crews, answering questions, etc. Training sessions must explain tasks and field assignments. They must also cover how to execute quality assurance/quality control. Before surveyors are allowed to begin administering surveys, they must know what to wear, say, and do, as well as how to react in various situations such as passengers expressing opinions about transit service and requests for directions. To that end, the CS Team will develop a **Field Training Manual**, which shall be reviewed and approved by the client.
- The CS Team will conduct an in-person classroom training to discuss field data procedures and protocols, QC requirements, and other project administrative tasks.
- The CS Team will evaluate recruiting from participants in Metro’s Ride Ambassadors program.

The field pilot survey pre-test will be used to assist with training as well as identify changes to the survey approach. Following the training and/or pilot survey pretest and consultation with the Project Team, the Consultant shall make revisions to the survey methods in a timely manner to ensure adequate time to conduct the full on-board survey.

Task 5: Survey Administration

In this task, the CS team, led by CM, will administer the on-board survey with the use of the recruited personnel. The CS team is responsible for all supervision of the field personnel to guarantee attendance, adequate supplies of survey instruments, and completed surveyor assignments. The task includes the following activities:

- Distributing and collecting surveys
- Interviewing riders as needed (e.g., those needing ASL translation to complete the survey) and recording answers to questions on survey forms
- Clarifying responses and helping riders fill out forms

- Recording the trip on which surveys are distributed
- Taking notes of abnormal situations or instances
- Supervising surveyors, including review of work daily
- Providing survey instruments/forms and materials and direction for surveyors

Survey administration should follow the procedures finalized in the Task 2: Survey Administration Plan. The Survey Administration Plan will clarify and modify these items:

- All Metro Transit main-line fixed-route routes shall be sampled at least once. If there is justification to omit any routes it must be approved by the client Project Manager. **Table 1** lists out the routes. Metro will confirm if the two new routes to Sun Prairie will not be included in the survey efforts.
- There will be no onboard surveyors on paratransit, however the CS Team will provide printouts of the survey to Metro to be distributed by their driver.
- The CS team will outline sampling goals and number of trips by survey crews in the administration plan. Because ridership and operations in mid-autumn 2023 may vary from the conditions during the survey in April 2023, the CS team will monitor changes through the fall and winter.
- Surveys should be spread throughout the service span between 6:00 AM and 9:00 PM on all non-holiday service days. Surveying should target higher use trips over lower use trips.
 - Surveyor shift lengths and ridership volumes over times of day will favor the commute peaks and midday, so evening surveying will be limited but carefully targeted.
 - While designing the schedules for the surveyors, it will be ensured that they are not included on buses that pull in during the evening shuffle (at 7 pm)
 - Surveyors should cover the complete trip from end to end.
- The survey is now scheduled to start April 1, 2024, with a pre-test prior to spring break in March, after the March 1st driver pick.
- Surveying work days shall be approved by the client Project Manager and shall avoid days when UW or Madison Metro School District are not in regular session.
- Note: UW is in session every weekday from April 1st to May 3rd, with Spring Break 23rd to 31st March.
- Surveying work should be completed in as short a time period (from the first date to the last date) as possible. A total of 5 weeks are available.

- Weekend days will be surveyed on a limited basis, prioritizing representative surveying on high frequency routes. This is expected to capture some riders with lower income, service jobs, and non-traditional work hours (contribute to the Title VI analysis).

These guidelines imply that surveyors will be working throughout the day, including in the early morning and evening. Additionally, surveyors will need time to prepare for the work and may need to be transported. Metro Transit will assist in issuing bus passes to surveyors and coordinating with dispatch. Surveyors may ride buses that are out-of-service if agreed to by Metro Transit and coordinated ahead of time.

The CS Team (included recruited surveyors) will make committed efforts to learn enough about Metro Transit operations so that surveyor assignments and survey administration can proceed smoothly. It is expected that surveyors will utilize Metro Transit’s extensive route interlining to cover many routes with minimal error. However, they may also utilize the timed transfer system and transfer from bus to bus. The efficient and cost-effective use of survey staff will be paramount to this project.

It is anticipated that high-use trips may require two or more surveyors – one at the front distributing surveys, and one near the rear collecting surveys. Lower use trips will most likely only need one person. The Consultant should be knowledgeable of FTA recommendations, policies, and expectations for onboard surveys.

It is the responsibility of the Consultant to find and secure a location for a survey command center to conduct in-field survey operations. Conference rooms exist at Metro Transit’s headquarters and at other locations and may be made available, depending on the needs of the Consultant, as availability permits. During the kick-off meeting, Metro indicated that conference room in the headquarters and relief areas in the driver break room/bus pull-out zones can be made available.

Table 1. Routes to be surveyed

Route	Description
A	Junction // Sun Prairie Park and Ride // UW Hospital
B	Cahill // Northport
C	Highland // New Sprecher
D	Watts // New Sprecher // Dane County Airport
E	McKee // Capitol Square
F	Junction // Capitol Square
G	South Transfer Point // Independence
H	Westfield // South Transfer Point
J	Westfield // Brooks
L	Femrite // Sherman
O	South Transfer Point // Brooks

<i>P</i>	Independence // Portage // Hayes
<i>R</i>	Junction // South Ridge // Capitol Square
<i>S</i>	Okeeffe // Main // Windsor // Grand
<i>W</i>	Sun Prairie Loop
28	Johnson // University Bay Dr.
38	Johnson // University Bay Dr.
55	Junction // Epic
65	Research Park // University Bay Dr.
75	Capitol Square // Epic
80	Memorial Union // Eagle Heights
81	Park // Broom // Johnson/Gorham
82	Observatory // Breese Loop
84	Eagle Heights Loop

Task 6: Data Entry and Quality Assurance

The CS Team will be responsible for data entry, tabulation, and verification. The CS Team may use Optical Character Recognition software to digitize survey responses. The final data file should be in Microsoft Excel unless requested in a different or additional format. Location data shall be provided in a format that is prepared for geocoding. The database should include the un-weighted, verified, transit trip records. Actual surveys shall be organized according to their trip, stored, and returned to the MPO, including rejected surveys and electronic surveys.

After data entry and coding is complete, the CS team shall perform additional data verification, data processing, and quality control on the raw survey records. The data shall be checked for logic and consistency in the answers. Incomplete or illogical surveys that cannot be interpreted by the CS team shall be separated with copies sent to the client Project Manager to interpret, if possible.

Data processing procedures will include checking the consistency of trip direction with locations and transit routing information, verifying addresses against databases to improve geocoding accuracy, and identification of surveys with questionable location or trip direction for review by the client Project Manager; verification that would require geocoding to be complete is out of scope for this project.

The key steps for data processing and analysis by the consultant include:

- Data entry – entering surveys to produce a machine-readable database, correcting misspellings and errors as appropriate
- Data verification – review of survey responses to identify illogical or questionable responses
- Final survey summary - document the survey process, data processing, anomalies encountered, how many trips and surveys were completed, dates the survey started and ended, etc.

Collaboration with Madison

Data needs

Data are needed for the pre-survey tasks (2-4) as well as tasks 5 and 6. However, the available information in 2023 will not match that during the April 2024 survey period. Changes in routes and especially driver schedules will keep surveyor scheduling from being finalized until the spring. Ridership is expected to change from now to that period. The following data is expected when available from now through the end of the survey. This is especially crucial at the time of the survey due to the need to monitor progress as rapidly as possible.

- Ridership by route, direction, and time of day – as available, will continue to monitor leading up to and through the survey. If possible, stop level ridership would be helpful.
 - Ridership is expected to drop from February to April, and previous years' percentage drops may be instructive.
- Bus/driver schedule (trip cards, GTFS) and operations data

Decision needs

- Acceptance of workplan and project administration memos
- Setting the schedule and any changes due to disruptions or new information
- Approval of survey instrument, including questions to be included
- Definition of a completed survey based on questions answered
- Targets criteria for surveys complete/received
- Routes to prioritize for weekend surveying

Other needs

- Information on locations of break rooms/relief areas
- Metro branding guidelines
- Permissions, passes, and badges for survey staff

Logistical resources & communication

The main point of contact on the consultant team is Project Manager Brent Selby, along with Madison-based Deputy Project Manager Pragun Vinayak. For communication with the field

team, Isabel Cañete-Medina of Canete Medina (subcontractor) is the primary contact. For issues with overall quality and management of the project or any other concerns, Metro staff are welcome to consult Principal in Charge Anurag Komanduri.

Consultant team points of contact:

- Primary: Project Manager Brent Selby
- Secondary: Deputy Project Manager Pragun Vinayak
- Field team: Survey Lead Isabel Cañete-Medina of Canete Medina (subcontractor)
- Oversight: Principal in Charge Anurag Komanduri

The primary point of contact at Metro is Project Manager Ben Lyman. The consultant team will also be in contact with others at Metro for specific purposes:

- Ridership data: Poorna Shivakumar, Sean Hedgepeth
- Operations data: Poorna Shivakumar, Sean Hedgepeth
- Operations coordination during or prior to field work, including communication with drivers: Jeremy Olson, Connor Mountford
- Emergencies in the field: Jeremy Olson
- Invoicing: Scott Korth

In the case of disruptions to bus service, the client team will be informed via text messages/calls from the Communications Team (Scott Korth). Field Supervisors on the client team, working under Caneta Medina (**Mike Ward** or **Claire Johnson**), will disseminate urgent information to field crews.

Staff assignments



Cambridge Systematics

Cambridge Systematics is the prime contractor and management of this project. CS staff will be involved in each task. CS staff will also provide data analysis, sample planning, survey design, quality control, and project reporting.

Management	
Brent Selby	Project Manager
Pragun Vinayak	Deputy Project Manager
Anurag Komanduri	Principal In Charge
Staff	

Peter Rafferty	Quality Control	Tasks 1-6
Amit Mondal	Analyst	Task 6
Haiyun Lin	Analyst	Tasks 2, 6
Kate Dannemiller	Analyst	Tasks 2, 6
Kimon Proussaloglou	Senior Advisor	

Caneta Medina

Caneta Medina is a sub-contractor and will be leading tasks 4 and task 5, specifically the field work, management of survey personnel, and data collection. Isabel Cañete-Medina leads the firm and will oversee all their work as well as participating in project management. Mike Ward will manage their field operations with scheduling by Tim Arehart. Claire Johnson will lead recruitment and personnel logistics.

Staff	
Isabel Caneta Medina	Survey Lead
Mike Ward	Field Manager
Claire Johnson	HR and Logistics Manager
Tim Arehart	Scheduling Manager
Benedicto Medina	IT Support
Field Staff	(To be recruited)

Bob Gollnik (WSB)

Bob Gollnik will be assisting with logistics and scheduling (task 5) for the survey as well as assisting with reporting (task 6).

Budget

Staff Name	Cambridge Systematics									Ind Contractor
	Brent Selby	Amit Mondal	Anurag Komanduri	Peter Rafferty	Haiyun Lin	Pragun Vinayak	Kate Dannemiller	Kimon Proussaloglou	Robert Gollnik	
Staff Role	PM	Analyst	PIC	QA/QC	Analyst	DPM	Analyst	Advisor	Field Sup	
Hourly Rates	\$219	\$182	\$412	\$332	\$182	\$209	\$139	\$440	\$107	
Overall Work Plan & Project Schedule	24		2	4		14		2		
Survey Administration Plan	56		4	8	24	50	21	2	4	
Survey Design and Printing	16		2	2		10				
Recruitment and Training of Field Personnel	14			8					24	
Survey Administration	36			16	8	32		2	96	
Data Entry and Quality Assurance	36	29	5	16	30	51	20	2	54	
Total Hours by Staff	182	29	13	54	62	157	41	8	178	
Total Cost by Staff	\$39,922	\$5,275	\$5,355	\$17,912	\$11,278	\$32,813	\$5,699	\$3,520	\$19,046	

Other Expenses		
Printing & Survey Materials		
Training Expenses (Room, Refreshments, Materials)		
Translation		
Travel & Lodging		\$2,500
Total Cost for Other Expenses		\$2,500

Not to Exceed Total by Firm	\$124,274	\$21,721
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Staff Name	Canete Medina								
	Isabel Canete Medina	Rebeca Alvarado	Tim Arehart	Mike Ward	Ben Medina				
Staff Role	Survey Lead	Logistics Mgr	Scheduling Mgr	Field Mgr	Field/Data Mgr	HR Staff	tics/Scheduling	Field Surveyor	Data Entry
Hourly Rates	\$208	\$107	\$72	\$72	\$58	\$46	\$37	\$46	\$35
Overall Work Plan & Project Schedule	16		16						
Survey Administration Plan	16	8	8	26	10				
Survey Design and Printing	8	30							
Recruitment and Training of Field Personnel	16	40	84	45		170			
Survey Administration	34	104	100	165	175		176	1494	
Data Entry and Quality Assurance	8		16		175				395
Total Hours by Staff	98	182	224	236	360	170	176	1494	395
Total Cost by Staff	\$20,421	\$19,383	\$16,052	\$16,912	\$20,837	\$7,872	\$6,520	\$69,180	\$13,718

Other Expenses	
Printing & Survey Materials	\$15,750
Training Expenses (Room, Refreshments, Materials)	\$1,050
Translation	\$1,050
Travel & Lodging	\$10,500
Total Cost for Other Expenses	\$28,350

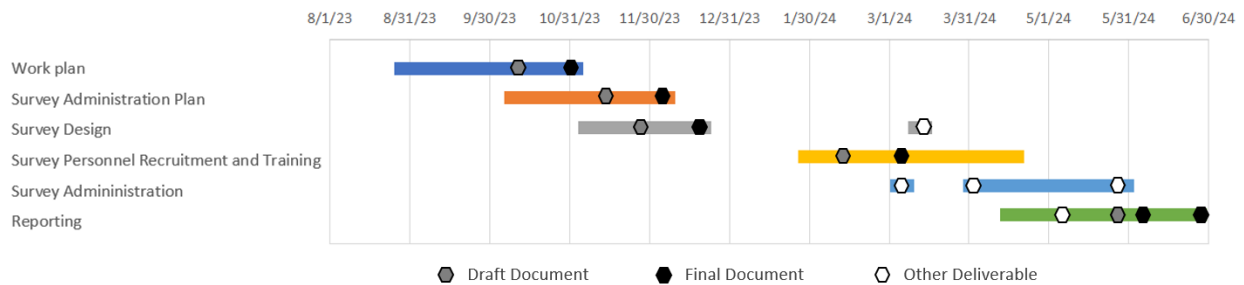
Not to Exceed Total by Firm	\$219,245
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Schedule and Deliverables

Schedule

The schedule has been modified to match a (main) survey period following UW Spring Break, starting on April 1, 2024. Initially this had been set for the period after the winter break, but concerns about weather, interruption of the survey for spring break, and timing with the driver schedule pick led to the adjustment. The project team has agreed that April would be more conducive to success.

Surveying will be scheduled based on the data provided, focusing on the first 2-3 weeks of the survey period. This will leave 2-3 of the 5 total weeks available (April 1 – May 3) for contingency in case of low response rates, disruptions, or other issues.



Throughout the project, the team will meet on a bi-weekly basis. This will increase to weekly during the survey period, unless otherwise decided. In the gap between tasks 3 and 4, the team may choose to suspend regular meetings.

Milestones and deliverables

Tasks 1 to 3 are planning and preparation tasks, and they are scheduled for late 2023. These produce memos and survey materials that will be delivered in draft then survey format. The final versions are due 3 weeks after the draft versions. The project team may agree on changes to the final survey instrument after the pre-test in the spring. The time between the end of the survey and the end of the contract is shorter, but the CS Team is confident that with careful management this will not negatively impact the result.

Tasks 4 to 6 are implementation and reporting tasks, scheduled for 2024. The main goal of task 4 is hiring and training survey personnel, and its deliverables are the training materials in draft and final format. The survey administration and reporting tasks' deliverables include the collected results of the survey, the database, and the report. The deliverables are scheduled to match the available survey period (April 1st to May 3rd) and the contractual end of the project (June 28th).

Week	Date	Task	Deliverable
7	10/9/23	1	Draft Workplan
10	10/30/23	1	Final Workplan
12	11/13/23	2	Draft Survey Administration Plan
14	11/27/23	3	Draft Survey Instrument
15	12/4/23	2	Final Survey Administration Plan
17	12/18/23	3	Final Survey Instrument and Electronic Materials
25	2/12/24	4	Draft Training Materials
28	3/4/24	4	Final Training Materials
28	3/4/24	5	Survey Pre-test
29	3/11/24	3	Survey Instrument Review and Printing

32	4/1/24	5	Main Survey (start)
37	5/6/24	6	Draft Survey Database and Dictionary
40	5/27/24	5	Survey Notes, Records, Paper Responses
40	5/27/24	6	Draft Project Report
41	6/3/24	6	Final Survey Database and Dictionary
44	6/24/24	6	Final Report

Sample Survey Instrument

METRO TRANSIT PASSENGER SURVEY

Dear Metro Rider:

Thank you for taking time to answer questions about you, your bus service, and how you use it. The information you provide is very important and will be used to guide improvements to bus service in the future.

If possible, please complete this survey on the bus and return it to the surveyors. If you are unable to do so, please complete the survey as soon as possible, and fold it so the mailing label is visible and drop it into any mailbox.

You may also scan the QR code at the end of survey or go to the following website to complete the survey:

www.surveymongo.com/s31957309/madison

- Check here if you already filled out a survey on another trip. Please continue to complete this form.

ABOUT YOUR BUS RIDE

1. What is the ROUTE NUMBER?

Route: _____

2. What time did you get on THIS ROUTE?

Time: _____ AM PM

3. Where did you BEGIN this one-way trip? (*✓ only one*)

- Home/Residence Medical/Dental
 Place of Work Store/Shopping
 College/University Restaurant/Eat Out
 School (K-12) Social/Recreation
 Other _____

Where was that located?

Place name, address, or intersection: _____

3. How did you arrive at the FIRST bus stop at the BEGINNING of this trip? (*✓ only one*)

- Walked _____ blocks
 Rode bike or similar device _____ miles
 Was dropped off at bus stop
 Drove/rode in a vehicle and parked on the street
 Drove/rode in a vehicle and parked at park-and-ride or other lot
 Wheelchair/scooter _____ blocks

5. How will you get from your LAST bus stop to your FINAL destination for this trip? (*✓ only one*)

- Walk _____ blocks
 Ride bike or similar device _____ miles
 Will be picked up at bus stop
 Drive/ride in a vehicle parked on the street
 Drive/ride in a vehicle parked at park-and-ride lot or other lot
 Wheelchair/scooter _____ blocks

6. What is your FINAL destination for this one-way trip? (*✓ only one*)

- Home/Residence Medical/Dental
 Place of Work Store/Shopping
 College/University Restaurant/Eat Out
 School (K-12) Social/Recreation
 Other _____

Where is that located?

Place name, address, or intersection: _____

7. How many TRANSFERS or ROUTE CHANGES will you make in total on this trip?

Number of transfers: _____

8. What ROUTES (in order) will you take on this trip?

Route# _____ Route# _____ Route# _____

9. How long will this trip take you to make, including time spent walking, waiting for the bus, riding the bus, any transfers, and walking to final destination? (*✓ only one*)

- Less than 30 minutes 46-60 minutes
 30-45 minutes More than 60 minutes

9. How did you PAY for this trip? (*✓ only one*)

- Cash
 Unlimited Ride Pass (student/employee)
 10-Ride Card
 31-Day Pass
 31-Day Pass (low income)
 F7 Rider Youth Pass
 Other _____

10. Did you use a Senior/Disabled or Youth Fare? (*✓ only one*)

- Senior/Disabled Youth Neither

11. How many times per week do you make this same trip using Metro Transit? (*✓ only one*)

- Less than once a week 3-4 trips a week
 1-2 trips a week 5 or more trips a week

ABOUT YOURSELF

12. What is YOUR age? _____ Years

13. What is YOUR gender? (*✓ only one*)

- Male Female Do not identify as either

14. Are YOU of Hispanic, Latino, or Spanish origin? (*✓ only one*)

- No Yes

15. Of what racial group(s) do YOU consider yourself a member? (*✓ all that apply*)

- Black/African-American
 American Indian/Alaska Native
 Asian
 Hawaiian Native/Pacific Islander
 White
 Two or more races
 Other _____

16. Do YOU speak English well? (*✓ only one*)

- No Yes

17. Which language(s) do YOU speak at home? (*✓ all that apply*)

- English Cantonese/Mandarin
 Spanish Korean
 Hmong/Miao Other _____

18. What category best describes the combined total income (before taxes) in 2021 for everyone in YOUR household? Note: If you are a college student living away from home, do NOT include your parents' household information, if you are currently staying with roommates, PLEASE include information about your roommates when describing your household. (*✓ only one*)

- Under \$15,000 \$50,000-\$74,999
 \$15,000-\$34,999 \$75,000-\$99,999
 \$35,000-\$49,999 \$100,000 and more

19. Are YOU employed? (✓ only one)
 No Yes

continued ↗

20. Do YOU have a valid driver's license? (✓ only one)
 No Yes

21. Are YOU a college/university student? (✓ only one)
 No Yes

22. Do YOU experience a disability or mobility impairment? (✓ only one)
 No Yes

23. In the past 30 days, how often were you **not** able to leave the house when you wanted to because of a problem with transportation? (✓ only one)
 Often Sometimes Never

24. In the past 30 days, how often did problems with transportation affect your relationships with others? (✓ only one)
 Often Sometimes Never

25. In the past 30 days, how often did you feel bad because you did not have the transportation you needed? (✓ only one)
 Often Sometimes Never

26. How long have YOU used Metro Transit? (✓ only one)
 Less than 6 mos. 3 years to 5 years
 6 mos. to 2 years More than 5 years

ABOUT YOUR HOUSEHOLD

Note: If you are a college student living away from home, do NOT include your parents' household information. If you are currently staying with roommates, PLEASE include information about your roommates when describing your household.

27. Including yourself, how many people live in YOUR household?
 _____ Number of people in household

28. Including yourself, how many people in YOUR household are employed?
 _____ Number of workers in household



29. How many motor vehicles (cars, vans, motorbikes, or trucks) are available to people in YOUR household? (✓ only one)

0 2
 1 3 or more

30. Were any of these vehicles available today for YOU to make this trip? (✓ only one)
 No Yes

WHAT DO YOU THINK?

Circle HOW YOU RATE Metro service overall.

	N/A	Poor	Fair	Good	Very Good
a. Cleanliness of buses	N/A	1	2	3	4
b. Personal safety while riding	N/A	1	2	3	4
c. Personal safety at bus stops	N/A	1	2	3	4
d. Personal safety at transfer points	N/A	1	2	3	4
e. Convenience of routes	N/A	1	2	3	4
f. Driver courtesy	N/A	1	2	3	4
g. Time waiting for buses	N/A	1	2	3	4
h. Travel time on buses	N/A	1	2	3	4
i. Crowding on buses	N/A	1	2	3	4
j. Maps, schedules, and information	N/A	1	2	3	4
k. On-line trip planning	N/A	1	2	3	4
l. Bus tracking	N/A	1	2	3	4
m. COVID-19 pandemic response	N/A	1	2	3	4
n. Overall satisfaction	N/A	1	2	3	4

Comments on Metro service:

Please provide your e-mail information if you would like to participate in future Metro Transit research studies. Your e-mail information will be strictly confidential.

Email contact: _____

Please refold with mailing panel out and tape securely.

This project is expected to have up to 80% of the project expenses provided by the Federal Transit Administration under 49 USC §5304 (CFDA 20.505).



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