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

1. Today I am traveling by bus from __________________ city to __________________ city.

2. 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: ________

3. What was the main reason for this trip (select all that apply),
   ☐ To or From Work
   ☐ School Related Activity
   ☐ Business (or Work-Related)
   ☐ Visit Friends Or Relatives
   ☐ Combined Business & Pleasure
   ☐ Entertainment (Theater, Concert, Sports Etc.)
   ☐ Shopping
   ☐ Other, Specify: ________

4. 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

5. In the past 12 months, about how many round trips (back and forth) have you made on the following transportation modes:

<table>
<thead>
<tr>
<th>Driving</th>
<th>Chinatown Bus</th>
<th>Megabus</th>
<th>BoltBus</th>
<th>Greyhound / Peter Pan</th>
<th>Other Bus Company, Specify</th>
<th>Amtrak</th>
<th>Airplane</th>
<th>SEPTA / NJ Transit</th>
<th>Other, Specify</th>
</tr>
</thead>
<tbody>
<tr>
<td>To/From New York</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To/From Washington DC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To/From Boston</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

6. When was the first time you took a Chinatown Bus, Megabus, or BoltBus?
   ☐ 2001 ☐ 2004 ☐ 2007 ☐ 2010

7. Since that year, are you more or less likely to travel along the Northeast Corridor by the following:

<table>
<thead>
<tr>
<th>Driving</th>
<th>Airplane</th>
<th>Greyhound / Peter Pan</th>
<th>Other Bus (Megabus, BoltBus, Chinatown Bus)</th>
<th>Amtrak</th>
<th>SEPTA / NJ Transit</th>
<th>Other, specify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much less likely</td>
<td>Less likely</td>
<td>No change</td>
<td>More Likely</td>
<td>Much More Likely</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE TURN OVER
8. Have you ever taken a bus with this company before?
   ☐ No – SKIP TO NEXT QUESTION
   ☐ Yes - Have you experienced or observed the following:

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

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

<table>
<thead>
<tr>
<th>Always</th>
<th>Very Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

9. How old are you? _______ years old

10. Are you: ☐ Male ☐ Female


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 carpooled ☐ 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 ☐ $110,000 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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