

# Connecticut DOT Customer Experience (CX) Action Plan Online Survey Results Summary Appendix III | Full Survey

## Connecticut DOT Customer Experience Survey

Thank you for visiting the CX Action Plan Survey!

Our survey is now closed. Please visit ([www.transitcx.com/](http://www.transitcx.com/)) to learn more about the Customer Experience Action Plan and submit any feedback or questions ([www.transitcx.com/contact-us/](http://www.transitcx.com/contact-us/)).

### Which type of transit do you ride most often?

Bus	Rail	Paratransit/ADA/Dial-A-Ride	I do not ride transit
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### Do you typically use more than one mode of transit?

Yes	No
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### Overall Satisfaction

On a scale from 1 to 10, with 10 being Most Satisfied, how satisfied are you with your transit experience in Connecticut?

Least Satisfied	Neutral						Most Satisfied		
1	2	3	4	5	6	7	8	9	10

### Email/Phone

### Home Zip Code

Please click on the topics below to answer survey questions. You can respond to questions for one topic and return to the home page. You must complete all topics to be entered in the drawing for a \$75 gift card.

Submit

✓ Reliability	✓ Schedule/Frequency
✓ Boarding and Exiting the Vehicle	✓ Tell us about Yourself
✓ Fares	✓ Rail Station or Bus Stop
✓ Trip Planning	✓ On-Board

## Reliability

How would you rate the reliability of your trips?

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**My vehicle arrives at my boarding location on-time:**

<input type="radio"/> Every trip	<input type="radio"/> Most of the time	<input type="radio"/> Occasionally	<input type="radio"/> Never
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**My trip gets to my destination on-time:**

<input type="radio"/> Every trip	<input type="radio"/> Most of the time	<input type="radio"/> Occasionally	<input type="radio"/> Never
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**General Comments about this topic:**

type your comments here

Submit & Next Topic

 English

## Schedule/Frequency

Thinking about the trips you take on transit each week, please indicate your experience.

	Agree	Disagree	NA
The frequency of service in the peak periods (7-9 AM and 4-6 PM) meet my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of service in the off-peak periods meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of service on weekends meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### On Weekdays

Choose one answer for each question

	Agree	Disagree	NA
Service doesn't begin early enough for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service doesn't run late enough for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### On Weekends

Choose one answer for each question

	Agree	Disagree	NA
Service doesn't begin early enough for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service doesn't run late enough for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### General Comments about this topic:

type your comments here

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## Boarding and Exiting the Vehicle

Please evaluate your experience getting on and off your vehicle

	Agree	Disagree	NA
The vehicle is accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to get on and off the vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting on the vehicle or train takes too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting off the vehicle or train takes too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After riding transit, how do you get to your final destination?

Walk	Bike
Taxi/Uber/Lyft	Other

How would you evaluate your experience reaching your final destination after leaving the transit vehicle?

	Agree	Disagree	NA
It is convenient to reach my final destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe traveling to my final destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Comments about this topic:

type your comments here

Submit & Next Topic

English

## Fares

*\*Note: Fares are currently free on buses through December 1, 2022. Please respond to the questions below based on your experience prior to fare-free bus service (i.e., before April 2022)*

### How would you evaluate the fares you typically pay?

#### My Fare is...

Inexpensive	Reasonable	Too Expensive
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### How would you evaluate the ease of paying?

	Agree	Disagree	NA
It is easy to figure out how much my fare costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing my fare is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important that I can pay cash on the bus or train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to purchase my fare from a mobile app or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I prefer to purchase my fare from a mobile app or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying my fare is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service for the fare I pay is a good value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### General Comments about this topic:

type your comments here

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## Rail Station or Bus Stop

### How do you get to your bus stop or train station?

Walk	Bike
Taxi/Uber/Lyft	Drive
Other	

### Please tell us about your primary rail station or bus stop

	Agree	Disagree	NA
There is a shelter at my stop/station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My stop/station is well marked with signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe at my stop/station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The lighting is good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The schedule for the service is posted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an electronic, real-time information sign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a ticket vending machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My stop/station is well-maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are customer service personnel at my stop/station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The customer service personnel at my stop/station are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food and beverages are located near the stop/station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a place to store a bike near the stop/station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### General Comments about this topic:

type your comments here

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## Trip Planning

### When you are planning to make a trip, what have you experienced?

	Agree	Disagree	NA
I am able to find all the information for my entire trip in one place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit planning apps (e.g., Google Transit or Transit App) are easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit provider websites are easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule information is readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I want real-time information about the vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding information on fares is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing how crowded a vehicle typically is would be helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I drive and park, the availability and price of parking is easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### For Paratransit, ADA, or Dial-a-Ride services:

	Agree	Disagree	NA
The reservation process to book my trip is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The hours of operation of the reservation center meet my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I currently have the option to reserve my trip through a mobile app or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would prefer to make my reservation through a mobile app or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### General Comments about this topic:

type your comments here

Submit & Next Topic





## Tell Us About Yourself

### Which group best describes your age?

Under 25	25 - 34	35 - 44	45 - 64	65 - 74	75 or older	Prefer not to answer
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### How would you describe the community in which you live?

City	Suburban area	Rural area	None of the above	Prefer not to answer
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### Do you rent or own your home?

Rent	Own	Residence is provided by others	Prefer not to answer
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### How do you identify your gender?

Female	Male	Non-binary	Prefer not to answer
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### Are you of Hispanic, Latino, or Spanish origin?

Yes	No
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### What race or ethnicity best describes you?

American Indian, Indigenous or Alaskan Native	Asian	Black or African American	Middle Eastern or North African	
Native Hawaiian or Pacific Islander	Two or more of these	White	Another race or ethnicity	Prefer not to answer

### How many people are in your household?

1	2	3	4	5	6	7+
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### What is your household income?

Less than \$12,500	\$12,501 to \$30,000	\$30,001 to \$50,000	\$50,001 to \$80,000	More than \$80,000	Prefer not to answer
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### Do you own a vehicle?

Yes	No
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### What is the primary language spoken in your home?

English	Spanish	Other
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### Would you like to receive emails about the project? If so, email:

### General Comments about this topic:

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