

CUSTOMER SURVEY

The purpose for this survey is to gain information on public transportation needs in Knox County Ohio. This information will be used to identify gaps in service and prioritize those needs by Knox County Coordinated Transportation Committee (KCCTC). Thank you for taking the time to complete this survey. If you have any question please feel free to contact: Susie Simpson, Knox Area Transit (740) 392-7433 ext. 30 or susiesimpson@co.knox.oh.us

1. Indicate your age range?

- 0- 17 years
- 18- 21 years
- 22- 40 years
- 41 -55 years
- 56-75 years
- 76 and over

2. What is your approximate annual income?

- <\$10,000.
- \$11,000 - 25,000
- \$26,000 – 49,000
- \$50,000 and above

3. What community do you live in?

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Downtown Mount Vernon | <input type="checkbox"/> Centerburg |
| <input type="checkbox"/> East Side of Mount Vernon | <input type="checkbox"/> Gambier |
| <input type="checkbox"/> South Side of Mount Vernon | <input type="checkbox"/> Howard |
| <input type="checkbox"/> West Side of Mount Vernon | <input type="checkbox"/> Brinkhaven |
| <input type="checkbox"/> North Side of Mount Vernon | <input type="checkbox"/> Martinsburg |
| <input type="checkbox"/> Kenyon College/Mount Vernon Naz. University | <input type="checkbox"/> Bladensburg |
| <input type="checkbox"/> Fredericktown | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Danville | |

4. If you have a disability, please check all that apply.

- Do you use a motorized wheelchair
- Do you use a regular wheelchair
- Do you use a walker
- Do you use a cane

5. How do you receive your daily news?

- Newspaper
- Radio
- Social media
- Television

6. Please check all the transportation options and services your familiar with.

- | | |
|---|--|
| <input type="checkbox"/> Knox Area Transit (KAT) | <input type="checkbox"/> Board of MRDD |
| <input type="checkbox"/> Veterans Administration | <input type="checkbox"/> Local Cab Services |
| <input type="checkbox"/> Station Break | <input type="checkbox"/> Senior Living Centers |
| <input type="checkbox"/> Ambulance/Ambulette Services | <input type="checkbox"/> Go Bus |
| <input type="checkbox"/> Kenyon College Shuttle | <input type="checkbox"/> Nazarene University Shuttle |

7. Do you feel there is a need for regular transit stops at: (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Industrial Park | <input type="checkbox"/> Schools |
| <input type="checkbox"/> Downtown MTV | <input type="checkbox"/> MTV City Parks |
| <input type="checkbox"/> Local Shopping Plaza's | <input type="checkbox"/> Apartment Complexes |
| <input type="checkbox"/> Hospital/Health dept. | <input type="checkbox"/> Educational Services (Op. Knox/ Job Family Services) |

8. If public transportation was available every day, how often would you use it? And what days would you ride?

- | | |
|---|--------------------------------|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Never |
| <input type="checkbox"/> 1 to 2 times per week | |
| <input type="checkbox"/> 3 to 4 times per week | |
| <input type="checkbox"/> Mon. <input type="checkbox"/> Tues. <input type="checkbox"/> Weds. <input type="checkbox"/> Thurs. <input type="checkbox"/> Friday <input type="checkbox"/> Sat. <input type="checkbox"/> Sun. | |

9. If regular trips were offered to Columbus, would you take advantage of this service? (For example, trips for shopping, sporting events, education or entertainment)

- Yes
 No
 maybe

10. What is your overall assessment of transportation options in Knox County?

- Poor
 Less than adequate
 adequate
 More than adequate
 Excellent

11. What method of payment do you use or would you use to pay for rides?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Cash | <input type="checkbox"/> Pre-paid coupon |
| <input type="checkbox"/> Check | <input type="checkbox"/> Credit card |
| <input type="checkbox"/> Fare card | <input type="checkbox"/> Electronically (phone app.) |

12. If you do not currently use public transportation, what is the principal reason?

- Not informed about services available
- Does not serve my area
- Service is not sufficiently reliable or frequent
- Fares are too expensive
- Afraid of safety issue
- Hours of operation

13. As a customer of the public transport services, what do you feel needs improved or changed to meet the growing demand of transportation services in Knox County? _____
