

Please Consider The Following Options

Our goal is to identify additional opportunities and methods to enhance the local revenue required to support the existing transit service and consider future expansion in the study area.

15. Is the Fixed Route schedule working for you?

Yes No

16. If you answered no to question 15, briefly tell us why?

17. If you commute to and from Van Buren / Crawford County, would you ride public transit if it were available?

Yes No

18. Are you opposed to a fare increase?

Yes No

Tell Us About Yourself

19. What is your age range?

Under 16 16-21 22-49 60-64 65+

20. What is your gender?

Male Female

21. What is your zip code? _____

22. What is your annual family household income?

No income Less than \$12,000 \$12,001-\$26,000
 \$26,001-\$40,000 Greater than \$40,000

Please return this survey to surveyor or bus driver. If you have additional comments or questions please contact us at the Fort Smith Transit office:

6821 Jenny Lind Rd. • P.O. Box 1908
Fort Smith, AR 72902
Phone: (479) 783-6464 • Toll Free: (877) 335-9555
Email: transit@fortsmithar.gov

Thank you for your participation!



FortSmith  TRANSIT
Moving Fort Smith Forward

Customer Satisfaction Survey

Provided by the Frontier Metropolitan Planning Organization
in cooperation with the Fort Smith Transit

ON-BOARD SURVEY

This survey will help us to better understand your travel experience using Fort Smith Transit (FST). The information you provide will help us meet the future transportation needs of the metropolitan planning study area.

Tell Us Where You Got This Survey Form

1. Which Fixed Route are you riding?

- ROGERS
 MIDLAND
 GRAND
 TOWSON

2. Do you use Demand Response?

- No
 Occasionally
 Daily
 Weekly
 Monthly

3. What is the current time? _____ AM / PM

Tell Us About Your Current Trip

4. Where were you before you went to the bus stop on this trip?

- Home
 Work
 School / College
 Doctor
 Social / Recreational
 Other _____

5. How did you get to the bus stop?

- Walk
 Bike
 Drive/park
 Taxi
 Carpool
 Rode with someone
 Other _____

6. How long did it take to get to the bus stop?

- 1-2 min.
 3-4 min.
 5-10 min.
 Other _____

7. How long did you have to wait for the bus?

- 1-2 min.
 3-4 min.
 5-10 min.
 Other _____

8. What other route(s) if any, did you transfer FROM in order to complete this trip?

- ROGERS
 MIDLAND
 GRAND
 TOWSON

9. What other route(s) if any, did you transfer TO in order to complete this trip?

- ROGERS
 MIDLAND
 GRAND
 TOWSON

10. Where are you going?

- Home
 Work
 School / College
 Doctor
 Social / Recreational
 Other _____

11. How long will it take to go from the bus stop to your destination?

- 1-2 min.
 3-4 min.
 5-10 min.
 Other _____

12. How will you get from the bus stop to your destination?

- Walk
 Bike
 Drive/park
 Taxi
 Rode with someone
 Other _____

13. How would you make this trip if not by transit?

- Walk
 Bike
 Drive/park
 Taxi
 Rode with someone
 Other _____

14. How Satisfied Or Dissatisfied Are You With The Following

	Dissatisfied			Neutral			Satisfied
	☹️	○	😊	○	😊	○	😊
a. Drivers' skill	○	○	○	○	○	○	○
b. Drivers' courtesy with passengers	○	○	○	○	○	○	○
c. Information on service changes	○	○	○	○	○	○	○
d. Frequency of service	○	○	○	○	○	○	○
e. On-time performance	○	○	○	○	○	○	○
f. Dependability of making transfers	○	○	○	○	○	○	○
g. Location of bus stops you use	○	○	○	○	○	○	○
h. Directness of routes	○	○	○	○	○	○	○
i. Service to areas you want to go	○	○	○	○	○	○	○
j. Bus cleanliness	○	○	○	○	○	○	○
k. Safety from accidents	○	○	○	○	○	○	○
l. Personal security	○	○	○	○	○	○	○
m. Bike racks	○	○	○	○	○	○	○
n. Other _____	○	○	○	○	○	○	○