

# Appendix B: Peninsula Customer Survey

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Please take a few minutes to complete this survey. Your answers and suggestions will help improve the transportation service you receive.

**Thank you!**

1. Name of bus/van/taxi service for which you are providing comments:

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2. How do you rate your present bus/van service? (check answers below for each part)

	Poor	Fair	Good	Very Good
Appearance of buses/vans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-time reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time it takes to travel from place to place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus/van goes where you need it to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of office staff/dispatcher when you call for service or help using the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How often do you ride?

- Less than once a month       Once a month  
 Twice a month                       Once a week  
 Several times a week                 Daily

4. What is the primary reason for riding?

- Employment     Shopping       Social, visit friend/relative  
 Medical           School         Recreation  
 Other (please specify) \_\_\_\_\_

5. Gender :             Female             Male

6. Age in Years: \_\_\_\_\_

7. Ethnicity (check all that apply):

- American Indian/Alaska Native     Hispanic/Latino  
 Asian / Pacific Islander             White/Caucasian  
 Black/African American             Other: \_\_\_\_\_

8. Where do you live?

- Anchor Point                       Kasilof                               Seward  
 Clam Gulch                         Kenai                                 Soldotna  
 Funny River                         Nikiski                               Sterling  
 Kalifornsky                         Salamatof  
 Other (specify) \_\_\_\_\_

9. What is your total HOUSEHOLD income? (Include all income for all members of your household)

- Less than \$7,500 per year             \$35,000 - \$44,999 per year  
 \$7,500 - \$14,999 per year             \$50,000 - \$74,999 per year  
 \$15,000 - \$34,999 per year             \$75,000 or more per year

10. How many vehicles in operating condition does your household have?

- None             One             Two             Three or more

11. What would you most like to see improved about your present bus service? Please also use this space for any comments you may have.

**PLEASE CONTINUE ON THE OTHER SIDE →**