

ASHEVILLE REDEFINES TRANSIT SURVEY – November 2015
 Return surveys by Dec. 15, 2015. See public meeting dates and times at www.ridetheart.com

1. Where are you taking this survey?
 Public Meeting ART Station or on the bus
 Online Other (please specify) _____
2. Why do you ride the bus?
 I choose to ride the bus
 The bus is my only option
 Other (please specify): _____
3. What is your Annual Household Income?
 Under \$10,000 \$50,000 - \$74,000
 \$15,000 - \$24,000 \$75,000 - \$99,000
 \$25,000 - \$34,000 Over \$100,000
 \$35,000 - \$49,000
4. Have you used the Nextbus service for ART?
 Yes, I use calling and hearing voice predictions
 Yes, I use text predictions
 Yes, I access Nextbus on my Smartphone
 Yes, I access Nextbus online
 No, I have not use Nextbus
5. What access do you have to phone and internet?
 Home phone Internet at home
 Smart phone Internet at work
 Standard cellphone Internet at a public place
 No phone access No internet access
6. How would you rate the current ART fares?
 It is more than I can pay
 Fair
 It is very affordable
7. Overall, how would you rate the proposed ART fares?
 It is more than I can pay
 Fair
 It is very affordable
8. How would you rate each of the proposed ART fare changes?

	It is more than I can pay	Fair	It is very affordable
Cash Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket Booklet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly Pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual Pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discount Fare (disability, senior, Medicare, student ages 6-9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paratransit Mountain Mobility Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How do you currently pay for your fare?
 Cash Fare
 Ticket Booklet
 Monthly Pass
 Annual Pass
 College/Employer ID
 Discount Fare (Disability, senior, Medicare, students ages 6-19) (complete questions 15-17)
 Paratransit Mountain Mobility Fare (complete questions 10-14)
10. Paratransit Eligibility Forms make the information:
 Easier to understand
 About the same as the previous form
 More difficult to understand than before
11. How would you prefer to submit your Paratransit form?
 Office of certifying professional, submit form
 Email
 Mail
12. Do you approve of the expanded list of professionals who can submit a verification letter for the Paratransit Eligibility form?
 Yes
 No, please list additional professional that should be on the list: _____
13. Have you used paratransit services on Sundays?
 Yes
 No
 Unsure / Need more info
14. Do you plan to use paratransit service on Sundays?
 Yes
 No
 Unsure / Need more info
15. ART ADA Discount Forms make the information:
 Easier to understand
 About the same as the previous form
 More difficult to understand than before
16. How would you prefer to submit your ART ADA Discount Form?
 In person at the ART station
 Over the phone
 E-mail
 Mail
17. Do you approve of the expanded list of professionals who can submit a verification letter for the ART Disability Discount application or ADA Paratransit application?
 Yes
 No, please list additional professional that should be on the list: _____