

APPENDIX B

English Language Survey Instruments

TRANSIT & NON-MOTORIZED PLAN | DRAFT FINAL REPORT
Butte County Association of Governments

Shift ID _____ SA SU
 Route _____ MO TU WE

En Español →



B-Line Passenger Survey

Hi! Your feedback helps us understand how people use B-Line and how we can improve service.
 Please tell us about the **one-way** trip you are making now. The answers are completely confidential.

Return the form in the COMPLETED SURVEYS envelope. If you have already filled out a survey this week, please DO NOT fill out another one.

JOURNEY START	JOURNEY END																																																																								
<p>1. Where are you COMING FROM?</p> <p><input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> School <input type="checkbox"/> Shopping <input type="checkbox"/> Doctor/Medical <input type="checkbox"/> Recreation/Social <input type="checkbox"/> Personal/Errands <input type="checkbox"/> Other</p> <p>Where is that place? What is the <u>nearest intersection</u> or <u>nearest landmark</u> to where you started your trip? (not the bus stop location)</p> <p>Street Address or Landmark (like Ayres Hall, Chico Mall, or Oroville Hospital)</p> <p>Intersection (Example: W. 11th Ave & Zuni Ave) City or ZIP Code</p>	<p>2. Where are you GOING now?</p> <p><input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> School <input type="checkbox"/> Shopping <input type="checkbox"/> Doctor/Medical <input type="checkbox"/> Recreation/Social <input type="checkbox"/> Personal/Errands <input type="checkbox"/> Other</p> <p>Where is that place? What is the <u>nearest intersection</u> or <u>nearest landmark</u> to where you started your trip? (not the bus stop location)</p> <p>Street Address or Landmark (like Ayres Hall, Chico Mall, or Oroville Hospital)</p> <p>Intersection (Example: W. 11th Ave & Zuni Ave) City or ZIP Code</p>																																																																								
<p>3. How did you GET TO the bus stop to board this bus? check one √</p> <p><input type="checkbox"/> Transferred from another bus: (Which route ? _____) <input type="checkbox"/> Walked (How many minutes? _____) <input type="checkbox"/> Used wheelchair or scooter (How many minutes? _____) <input type="checkbox"/> Drove alone, then parked <input type="checkbox"/> Someone dropped me off <input type="checkbox"/> Biked <input type="checkbox"/> Other</p>	<p>4. How will you GO FROM this bus to your destination? check one √</p> <p><input type="checkbox"/> Transfer to another bus: (Which route ? _____) <input type="checkbox"/> Walk (How many minutes? _____) <input type="checkbox"/> Use wheelchair or scooter (How many minutes? _____) <input type="checkbox"/> Drive alone <input type="checkbox"/> Someone will pick me up <input type="checkbox"/> Bike <input type="checkbox"/> Other</p>																																																																								
<p>5. In a typical week, about how many times do you ride the bus?</p> <p><input type="checkbox"/> Never or rarely <input type="checkbox"/> 1-2 times <input type="checkbox"/> 3-4 times <input type="checkbox"/> 5 or more times</p> <p>6. When did you start using B-Line buses regularly?</p> <p><input type="checkbox"/> 2013 <input type="checkbox"/> 2012 <input type="checkbox"/> 2011 <input type="checkbox"/> 2010 <input type="checkbox"/> 2009 or earlier <input type="checkbox"/> Don't ride regularly</p> <p>7. What is the main reason you chose to ride B-Line today?</p> <p><input type="checkbox"/> My only transportation <input type="checkbox"/> Save money <input type="checkbox"/> Convenience <input type="checkbox"/> Environmental benefits <input type="checkbox"/> Avoid traffic/parking <input type="checkbox"/> Other _____</p> <p>8. Was a car available to you for this particular trip?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes, one was easily available <input type="checkbox"/> Yes, but at an inconvenience to others</p> <p>9. How did you pay your bus fare today?</p> <p><input type="checkbox"/> Cash <input type="checkbox"/> 2 or 10-ride pass <input type="checkbox"/> 30-Day pass <input type="checkbox"/> All-Day Pass <input type="checkbox"/> CSUC ID <input type="checkbox"/> Downtown Chico Employee Pass</p> <p>10. How do you get information about B-Line services?</p> <p><input type="checkbox"/> B-Line website <input type="checkbox"/> Call B-Line <input type="checkbox"/> Ask a driver <input type="checkbox"/> Printed schedule+maps <input type="checkbox"/> Information posted at bus stop <input type="checkbox"/> Other _____</p> <p>11. Please rate B-Line service in each of the following categories:</p> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Very Poor 1</th> <th>Poor 2</th> <th>Neutral 3</th> <th>Good 4</th> <th>Excellent 5</th> </tr> </thead> <tbody> <tr><td>A How quickly your bus gets you there</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>B How often your bus runs</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>C How often your bus is on time</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>D Safety at bus stops</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>E Shelters at the bus stops</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>F B-Line information at bus stops</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>G Courtesy of bus drivers</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>H Ease of transfers between routes</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>I Bus fare</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>J Ease/availability of customer service</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>K Overall, how do you rate B-Line service?</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> </tbody> </table>		Very Poor 1	Poor 2	Neutral 3	Good 4	Excellent 5	A How quickly your bus gets you there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	B How often your bus runs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C How often your bus is on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D Safety at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E Shelters at the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F B-Line information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	G Courtesy of bus drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	H Ease of transfers between routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I Bus fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	J Ease/availability of customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	K Overall, how do you rate B-Line service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>12. Are you a student? <input type="checkbox"/> No →Skip to 13 <input type="checkbox"/> Yes → Continue:</p> <p>If YES, where?</p> <p><input type="checkbox"/> Chico State Univ. <input type="checkbox"/> Butte College <input type="checkbox"/> High School <input type="checkbox"/> Middle/Junior High <input type="checkbox"/> Other _____</p> <p>13. What city/town do you live in?</p> <p><input type="checkbox"/> Chico <input type="checkbox"/> Oroville <input type="checkbox"/> Paradise <input type="checkbox"/> Gridley <input type="checkbox"/> Biggs <input type="checkbox"/> Thermalito <input type="checkbox"/> Magalia <input type="checkbox"/> Palermo <input type="checkbox"/> Other _____</p> <p>14. How would you describe your current employment status? Mark all that apply √</p> <p><input type="checkbox"/> Employed full time <input type="checkbox"/> Employed part time <input type="checkbox"/> Stay-at-home parent <input type="checkbox"/> Disabled and not employed <input type="checkbox"/> Unemployed <input type="checkbox"/> Retired</p> <p>15. How old are you?</p> <p><input type="checkbox"/> 12 or younger <input type="checkbox"/> 13 – 18 <input type="checkbox"/> 19 - 24 <input type="checkbox"/> 25 – 34 <input type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 64 <input type="checkbox"/> 65 or Older</p> <p>16. What is your total household income (before taxes)?</p> <p><input type="checkbox"/> \$19,999 or less <input type="checkbox"/> \$20,000 – \$39,999 <input type="checkbox"/> \$40,000 – \$59,999 <input type="checkbox"/> \$60,000 – \$74,999 <input type="checkbox"/> \$75,000 – \$99,999 <input type="checkbox"/> \$100,000 or more</p> <p>17. Do you have a disability that affects your mobility?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>18. Which possible improvements to B-Line would help you choose to ride the bus more often? Mark all that apply √</p> <p><input type="checkbox"/> More frequent weekday service (On which route(s)? _____) <input type="checkbox"/> Earlier weekday service (On which route(s)? _____) <input type="checkbox"/> Later weekday service (On which route(s)? _____) <input type="checkbox"/> More frequent weekend service (On which route(s)? _____) <input type="checkbox"/> More shelters at bus stops <input type="checkbox"/> If buses went to: _____ <input type="checkbox"/> Other improvements/comments: _____</p>
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Thank you for your feedback.
We appreciate your input!

IMPORTANT: Please return this survey to the surveyor or drop it in the collection envelope at the front of the bus.
 You may also fax this survey to 415-284-1554, or scan and email it to ghanzen@nelsonnygaard.com.



B-Line Encuesta de Pasajeros

¡Hola! Sus comentarios nos ayudan a entender cómo la gente usa B-Line y cómo podemos mejorar el servicio. Por favor cuéntenos sobre el viaje sencillo que está haciendo ahora. Las respuestas son completamente confidenciales.

Por favor complete esta encuesta mientras esté dentro del autobús y devuelva el formulario en los sobres para ENCUESTAS COMPLETADAS. Si ya ha llenado la encuesta esta semana, por favor NO llene otra.

COMIENZO DE SU VIAJE	TERMINACIÓN DE SU VIAJE																																																																														
<p>1. ¿DE DÓNDE viene?</p> <p><input type="checkbox"/> Casa <input type="checkbox"/> Trabajo <input type="checkbox"/> Escuela/colegio</p> <p><input type="checkbox"/> De compras <input type="checkbox"/> Doctor/visita médica <input type="checkbox"/> Social/recreativa</p> <p><input type="checkbox"/> Asuntos personales/mandados <input type="checkbox"/> Otro _____</p> <p>¿Dónde queda/se encuentra este lugar? Indique la intersección o el punto de referencia más cercano al comienzo de su viaje. (No es la parada de autobús)</p> <p><small>Dirección de la calle/Nombre o Lugar Sobresaliente (por ejemplo Ayres Hall, Chico Mall, o Oroville Hospital)</small></p> <p>Calles mas cercanas que cruzan (Por ejemplo: W. 11th Ave. & Zuni Ave) Ciudad y Código Postal</p> <p>3. ¿Cómo LLEGÓ A la parada de autobús para abordar este autobús? <i>marque una ✓</i></p> <p><input type="checkbox"/> Transbordé de otro autobús: (¿Cuál ruta? _____)</p> <p><input type="checkbox"/> Caminé (¿Cuántos minutos? _____)</p> <p><input type="checkbox"/> Usé una silla de ruedas o silla eléctrica (¿Cuántos minutos? _____)</p> <p><input type="checkbox"/> Manejé solo y me estacioné <input type="checkbox"/> Me dejaron por coche</p> <p><input type="checkbox"/> En Bicicleta <input type="checkbox"/> Otro _____</p>	<p>2. A DÓNDE va ahora?</p> <p><input type="checkbox"/> Casa <input type="checkbox"/> Trabajo <input type="checkbox"/> Escuela/colegio</p> <p><input type="checkbox"/> De compras <input type="checkbox"/> Doctor/visita médica <input type="checkbox"/> Social/recreativa</p> <p><input type="checkbox"/> Asuntos personales/mandados <input type="checkbox"/> Otro _____</p> <p>¿Dónde queda/se encuentra este lugar? Indique la dirección, intersección y el punto de referencia más cercano a la terminación de su viaje. (No es la parada de autobús)</p> <p><small>Dirección de la calle/Nombre o Lugar Sobresaliente (por ejemplo Ayres Hall, Chico Mall, o Oroville Hospital)</small></p> <p>Calles mas cercanas que cruzan (Por ejemplo: W. 11th Ave. & Zuni Ave) Ciudad y Código Postal</p> <p>4. ¿Cómo va a IR DE este autobús a su destino? <i>marque una ✓</i></p> <p><input type="checkbox"/> Transbordaré a otro bus (¿Cuál ruta? _____)</p> <p><input type="checkbox"/> Caminaré (¿Cuántos minutos? _____)</p> <p><input type="checkbox"/> Usaré una silla de ruedas o silla eléctrica (¿Cuántos minutos? _____)</p> <p><input type="checkbox"/> Manejaré solo <input type="checkbox"/> Me recogerán</p> <p><input type="checkbox"/> En Bicicleta <input type="checkbox"/> Otro _____</p>																																																																														
<p>5. En una semana típica, ¿cuántas veces viaja en el autobús?</p> <p><input type="checkbox"/> Nunca/raramente <input type="checkbox"/> 1-2 veces <input type="checkbox"/> 3-4 veces</p> <p><input type="checkbox"/> 5 o más veces</p> <p>6. ¿Cuándo empezó a usar los autobuses B-Line con regularidad?</p> <p><input type="checkbox"/> 2013 <input type="checkbox"/> 2012 <input type="checkbox"/> 2011</p> <p><input type="checkbox"/> 2010 <input type="checkbox"/> 2009 o antes <input type="checkbox"/> No uso B-Line con regularidad</p> <p>7. ¿Cuál es la razón principal por la que eligió tomar B-Line hoy?</p> <p><input type="checkbox"/> Mi único transporte <input type="checkbox"/> Para ahorrar dinero <input type="checkbox"/> Conveniencia</p> <p><input type="checkbox"/> Beneficios del medio ambiente <input type="checkbox"/> Para evitar tráfico y estacionamiento</p> <p><input type="checkbox"/> Otro _____</p> <p>8. ¿Era un coche a su disposición para este viaje?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Sí, era fácilmente disponible</p> <p><input type="checkbox"/> Sí, pero con inconvenientes para los demás</p> <p>9. ¿Cómo se paga la tarifa del autobús hoy?</p> <p><input type="checkbox"/> En efectivo <input type="checkbox"/> Pase de 2 o 10 días <input type="checkbox"/> Pase de 30 días</p> <p><input type="checkbox"/> Pase de día <input type="checkbox"/> CSUC ID <input type="checkbox"/> Pase para empleados del centro de Chico</p> <p>10. ¿Cómo se obtiene información acerca de los servicios de B-Line?</p> <p><input type="checkbox"/> Sitio web de B-Line <input type="checkbox"/> Por teléfono a B-Line <input type="checkbox"/> Pido al conductor</p> <p><input type="checkbox"/> Horario/mapas publicadas <input type="checkbox"/> Información en la parada de bus</p> <p><input type="checkbox"/> Otro _____</p> <p>11. Por favor califique el servicio de B-Line en cada una de las siguientes categorías:</p> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Muy Malo</th> <th>Malo</th> <th>Media</th> <th>Bueno</th> <th>Muy Bueno</th> </tr> <tr> <th></th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> </tr> </thead> <tbody> <tr> <td>A Rapidez con la que el autobús lo lleva a su destino</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>B Frecuencia con la que pasa el autobús</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>C Frecuencia con la que el autobús llega a tiempo</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>D Seguridad en la parada</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>E Techos en las paradas</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>F Información de B-Line en la parada</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>G Cortesía de los conductores</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>H Facilidad de transbordar entre las rutas</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>I Tarifa de autobús</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>J Facilidad/ disponibilidad de servicio al cliente</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>K ¿Cómo califica usted el servicio de B-Line en general?</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Muy Malo	Malo	Media	Bueno	Muy Bueno		1	2	3	4	5	A Rapidez con la que el autobús lo lleva a su destino	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	B Frecuencia con la que pasa el autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C Frecuencia con la que el autobús llega a tiempo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D Seguridad en la parada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E Techos en las paradas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F Información de B-Line en la parada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	G Cortesía de los conductores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	H Facilidad de transbordar entre las rutas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I Tarifa de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	J Facilidad/ disponibilidad de servicio al cliente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	K ¿Cómo califica usted el servicio de B-Line en general?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>12. ¿Es usted un estudiante? <input type="checkbox"/> No → Pase a la 13 <input type="checkbox"/> Sí → Continúe:</p> <p>Si Sí, ¿dónde?</p> <p><input type="checkbox"/> Chico State Univ. <input type="checkbox"/> Butte College <input type="checkbox"/> Escuela secundaria</p> <p><input type="checkbox"/> Escuela intermedia <input type="checkbox"/> Otro _____</p> <p>13. ¿En cuál ciudad/pueblo vive Ud.?</p> <p><input type="checkbox"/> Chico <input type="checkbox"/> Oroville <input type="checkbox"/> Paradise <input type="checkbox"/> Gridley</p> <p><input type="checkbox"/> Biggs <input type="checkbox"/> Thermalito <input type="checkbox"/> Magalia <input type="checkbox"/> Palermo</p> <p><input type="checkbox"/> Otro _____</p> <p>14. ¿Cómo describiría su situación laboral actual? <i>Marque todos los que apliquen ✓</i></p> <p><input type="checkbox"/> Empleado a tiempo completo <input type="checkbox"/> Empleado medio tiempo</p> <p><input type="checkbox"/> Padre amo/ama de casa <input type="checkbox"/> Discapacitado y sin empleo</p> <p><input type="checkbox"/> Sin empleo <input type="checkbox"/> Jubilado</p> <p>15. ¿Qué edad tiene?</p> <p><input type="checkbox"/> 12 o menor <input type="checkbox"/> 13 – 18 <input type="checkbox"/> 19 - 24</p> <p><input type="checkbox"/> 25 – 34 <input type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 64</p> <p><input type="checkbox"/> 65 o mayor</p> <p>16. ¿Cuál es su ingreso total del hogar (antes de impuestos)?</p> <p><input type="checkbox"/> \$19,999 or menos <input type="checkbox"/> \$20,000 – \$39,999 <input type="checkbox"/> \$40,000 – \$59,999</p> <p><input type="checkbox"/> \$60,000 – \$74,999 <input type="checkbox"/> \$75,000 – \$99,999 <input type="checkbox"/> \$100,000 o mas</p> <p>17. ¿Tiene usted una discapacidad que afecta su movilidad?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Sí</p> <p>18. ¿Cuáles mejoras posibles de B-Line le ayudarían a elegir viajar en el autobús con mayor frecuencia? <i>Elija todas las que correspondan ✓</i></p> <p><input type="checkbox"/> Servicio más frecuente de lunes a viernes (en ruta(s) _____)</p> <p><input type="checkbox"/> Servicio más temprano por la mañana de lunes a viernes (ruta(s) _____)</p> <p><input type="checkbox"/> Servicio más tarde por la noche de lunes a viernes (en ruta(s) _____)</p> <p><input type="checkbox"/> Servicio más frecuente el fin de semana (en ruta(s) _____)</p> <p><input type="checkbox"/> Más techos en las paradas</p> <p><input type="checkbox"/> Si los autobuses viajaran a: _____</p> <p><input type="checkbox"/> Otras mejoras /comentarios: _____</p>
	Muy Malo	Malo	Media	Bueno	Muy Bueno																																																																										
	1	2	3	4	5																																																																										
A Rapidez con la que el autobús lo lleva a su destino	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
B Frecuencia con la que pasa el autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
C Frecuencia con la que el autobús llega a tiempo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
D Seguridad en la parada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
E Techos en las paradas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
F Información de B-Line en la parada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
G Cortesía de los conductores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
H Facilidad de transbordar entre las rutas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
I Tarifa de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
J Facilidad/ disponibilidad de servicio al cliente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
K ¿Cómo califica usted el servicio de B-Line en general?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																																										
<p>Gracias por llenar la encuesta. ¡Agradecemos sus comentarios!</p>																																																																															

IMPORTANTE: Por favor devuelva esta encuesta al inspector o déjela en el sobre de colección en la parte delantera del autobús. También puede enviar esta encuesta por fax al 415-284-1554, o escanear y enviarla por correo electrónico a ghanzen@nelsonnygaard.com.

TRANSIT & NON-MOTORIZED PLAN | DRAFT FINAL REPORT
Butte County Association of Governments



Butte County Travel Study

In an effort to help plan future transit, bike and pedestrian transportation, we are conducting a short survey on transportation choices and preferences. We plan to use this information to help the Butte County Association of Governments create a plan for transportation services and programs. This survey should take approximately 5-7 minutes to complete. **At the end of the survey, you will have the option of entering a drawing for one of 10 30-day B-Line Transit bus passes (\$43 value).**

ABOUT YOU AND YOUR COMMUTE

1. In which city do you currently live? _____
2. Are you currently employed or in school? (check all that apply)
 - Employed (In what city do you work? _____)
 - School (In what city do you attend school? _____)
 - Neither → **Skip to Question #5**
 - Other _____ → **Skip to Question #5**
3. For work/school, what is your primary mode of transportation?
 - Drive Alone
 - Walk
 - Bike
 - Public Transportation/B-Line
 - Carpool/Vanpool
 - N/A
 - Other _____
4. On a typical day, how long does it take you to travel from your home to your place of work or school?
 - 0-10 Minutes
 - 11-20 Minutes
 - 21-30 Minutes
 - 31-40 Minutes
 - 40-60 Minutes
 - More than 1 hour
 - Don't commute on a regular basis

TRANSPORTATION SERVICES

5. Does public transportation currently serve the community where you live?
 - Yes
 - No → If NO: Would you consider using public transportation if it did serve your community?
 - Yes
 - No
 - I don't know
6. Have you used public transportation in the past six months?
 - Yes → **If YES: Answer 6a and 6b –**
 - 6a. Which service(s) have you used? (Mark all that apply)
 - B-Line Regular Routes
 - B-Line Paratransit
 - Glenn Ride
 - Plumas Transit
 - Yuba-Sutter Transit
 - Other: Which system(s)? Where? _____
 - 6b. How often do you ride public transportation? (Check only one)
 - 5-7 days per week
 - A few days a week (2-4 days/week)
 - A few days a month
 - Less than once a month
 - No → **If NO: Why have you not used public transportation? (Mark all that apply)**
 - Prefer to drive
 - Get rides from others
 - Prefer to bike or walk
 - Too far to walk to bus
 - Travel times on bus are too long
 - Service does not operate where I need it
 - Service does not operate when I need it
 - Public transportation is too expensive
 - Public transportation is not safe
 - Not enough information about transit/too confusing
 - Other: _____
7. Which factors would encourage you to consider taking B-Line bus routes/ride B-Line more often?

	NO <i>Would not consider</i>	MAYBE <i>Consider somewhat</i>	YES <i>Consider Strongly</i>	N/A <i>Don't Know</i>
B-Line would begin to operate in my community/neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase in traffic congestion/more difficulty driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More pedestrian/bike friendly environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Higher price of gasoline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements in bus service frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More storage space for bikes on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer bus service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limited parking availability at my destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger amenities (i.e. shelters, benches, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit would need to go to: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRANSIT & NON-MOTORIZED PLAN | DRAFT FINAL REPORT
Butte County Association of Governments

8. On an average weekday, how many total minutes do you walk outdoors?
 0-10 minutes 10-30 minutes 30-60 minutes More than 60 minutes
9. As a pedestrian in Butte County, what are the primary issues you experience while walking outdoors? (Mark all that apply)
 Missing sidewalks Unsafe crossings/intersections Personal safety N/A-no concerns; don't walk
 Other (specify) _____
10. Are there specific locations where pedestrian improvements are needed?
 No/Don't Know Yes. Please indicate where: _____
11. On an average weekday, how many total minutes do you bike somewhere outdoors?
 I do not bike Fewer than 10 minutes 10-30 minutes 30-60 minutes
 More than 60 minutes
12. As a bicyclist, the primary issue that you experience while biking in Butte County is:
 No bike paths, bike lanes, etc. High traffic volume or speed
 No place to park/store bicycle at destination Limited capacity to store bicycles on B-Line buses
 Other (please specify) _____ N/A – no concerns, do not bike
13. Are there specific locations where bicycle improvements are needed?
 No/Don't Know Yes. Please indicate where: _____

HOUSEHOLD INFORMATION (FOR CLASSIFICATION PURPOSES ONLY)

14. Including yourself, how many people currently live in your household?
 1-2 3-4 5-6 7+
15. How many are age 65 or older?
 0 1-2 3-4 5-6 7+
16. How many are age 18 or under?
 0 1-2 3-4 5-6 7+
17. How many automobiles (including motorcycles, scooters, etc.) does your household have?
 0 1 2 3 4+
18. What is your annual household income?
 \$19,999 or less \$20,000-\$39,000 \$40,000-\$59,000 \$60,000-\$74,999
 \$75,000-\$99,999 \$100,000+
19. What is your gender?
 Female Male

20. Please share any additional comments:

OPTIONAL: To be entered to win one of 10 B-Line bus passes good for unlimited travel for a 30-day period, please provide the information below. This information is confidential and is kept separate from your responses to the survey. It will ONLY be used to contact you in the event you are selected as one of the winners. Winners will be notified by email or phone and prizes will be mailed to the address below.

Persons who wish to enter without completing the survey may send a postcard with their name, address, phone number and email address to Nelson\Nygaard Associates, 116 New Montgomery St., Suite 500, San Francisco, CA 94105. Only one entry per person regardless of entry method (via in-person survey, on-line survey, or postcard) is allowed.

Name _____

Email _____

Address (Only for mailing prizes)

Phone Number (Only used if we cannot reach you by mail)
