



Onboard Rider Survey

November 2023

For Staff: Route: _____ Direction: _____ Trip: _____ Date: _____

1. How often do you ride the bus?

- Regularly (every day or almost every day)
- Often (2-3 days per week)
- Sometimes (a few times per month)
- Rarely (less than once per month)

2. What is your primary reason for riding the bus? (Select all that apply.)

- Work
- Education
- Medical
- Shopping
- Social or Recreation
- Other, please specify: _____

3. Besides your home, what are your primary destinations when riding the bus?

4. What is your level of satisfaction with Go COMO services, overall?

- 5 – Very Satisfied
- 4 – Satisfied
- 3 – Neutral
- 2 – Dissatisfied
- 1 – Very Dissatisfied

5. What is currently the biggest issue with Go COMO bus routes? (Select up to two.)

- Routes do not travel near where I live or to the destinations I need to go.
- Improve safety, comfort, and accessibility to, from, and at bus stops.
- Routes do not run when I need it (such as nights or Sundays).
- It takes too long for me to ride the bus.
- Routes do not run often enough.
- The system is difficult to use or understand.
- Buses are not reliable or are not on time.
- Other, please specify: _____

6. Which of the following improvements would make it easier for you to ride the bus? (Select up to two.)

- Adding early morning service.
- More frequent buses during current weekday hours.
- Adding evening service on weekdays.
- More frequent buses during current Saturday hours.
- Adding evening service on Saturdays.
- Adding service on Sundays.
- Other, please specify: _____

7. What destinations would you like to take the bus to, but can't, or are inconvenient to get to?

8. Do you have any other ideas for improving Go COMO bus service?

Thank you for your time!