

# Input Survey

Date: \_\_\_\_\_

Visit ECRider.org or scan this QR Code with your phone for the online version of this survey if preferred:



## SECTION 1: Current and Potential Rider Survey Questions

### 1. Have you ever used the EC Rider bus system?

- Yes (go to Section 2)       No (go to Section 3)

## SECTION 2: EC Rider

### 2. What type of resident or visitor are you?

- Permanent     Seasonal     Tourist  
 Other (please specify) \_\_\_\_\_

### 3. What is your zip code?:

\_\_\_\_\_

### 4. How often do you ride the bus?

- 1-2 times per month     Once a week  
 2-3 times per week     Everyday  
 Other (please specify) \_\_\_\_\_

### 5. Where are you typically coming FROM when you board the bus?

- Home       School       Work  
 Shopping     Medical Facility     The Beach  
 Recreation (visiting friends, doing leisure activities, etc.)  
 Other (please specify) \_\_\_\_\_

### 6. Where are you typically going TO when you board the bus?

- Home       School       Work  
 Shopping     Medical Facility     The Beach  
 Recreation (visiting friends, doing leisure activities, etc.)  
 Other (please specify) \_\_\_\_\_

### 7. What time of day do you generally take this trip?

- Early morning (4 am to 7 am)  
 Morning (7 am to 11 am)  
 Afternoon (12 pm to 4 pm)  
 Evening (5 pm to 7pm)  
 Night (8 pm to 11 pm)  
 Late night (12 am to 3 am)  
 Twice a day (Specify times) \_\_\_\_\_

### 8. For this trip, what is your approximate travel time?

- Less than 5 minutes     5 to 10 minutes  
 11 to 15 minutes     16 to 20 minutes  
 21 to 30 minutes     Greater than 30 minutes

### 9. For your most common trip, what routes do you ride when traveling to/from your destination? Check all routes you use.

- Route 1     Route 2     Route 3     Route 4  
 Route 5     Route 14     Route 20     Route 30  
 Route 32       Route 33  
 Other (please specify) \_\_\_\_\_

(continue)



# Input Survey

10. On a scale from 1-10 with 1 being not very good and 10 being excellent, how would you rate your EC Rider commute?

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11. Describe your commute on an EC Rider bus. What is your experience like?

12. When you ride the bus, what challenges do you face?

- Lack of sidewalk/safe path to the bus stop
- Long walk (> 1/4 mile) to the bus stop
- No bench or shelter at the bus stop
- More than one transfer
- Long wait between transfers
- No exact change for fare
- No challenges
- Other (please specify)  
\_\_\_\_\_

13. What improvements could EC Rider make to better serve you? Check all that apply.

- More frequent service
- Extend service to later in the evening
- More weekend service
- More access connections to destinations or essential services (shopping, medical offices, public buildings, schools, recreation, etc.)
- A stop closer to where I live
- A stop closer to where I work/most frequent destination
- Safe journey to/from the bus stop
- New technology, such as mobile fare or real time bus location
- More amenities (beach, shelter, lighting, etc.) at bus stop
- Other (please specify)  
\_\_\_\_\_

14. What did we miss? Anything else we should consider?

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*Proceed to Section 4.*

## SECTION 3: Potential Rider Questions

15. What type of resident or visitor are you?

- Permanent
- Seasonal
- Tourist
- Other (please specify)  
\_\_\_\_\_

16. Please specify why you have not used the EC Rider transit system:

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17. What is one change to the system that would need to be made for you to ride EC Rider?

- Increase route frequency
- Decrease transit travel time between your start (origin) and end (destination)
- Add more amenities (benches or shelters) at bus stops
- Provide service to new areas
- New technology, such as mobile fare or real time bus location
- Simplified transit route guide/website
- Add more amenities (benches or shelters) at bus stops
- Provide service to new areas
- More amenities (beach, shelter, lighting, etc.) at bus stop
- Other (please specify)  
\_\_\_\_\_

*(continue)*

# Input Survey

## 18. What is your most common trip regardless of transportation mode?

- Traveling to/from work     Traveling to/from school     Traveling to/from the beach
- Medical Facility     Shopping
- Recreation (visiting friends, doing leisure activities, etc.)
- Other (please specify)
- 

## 19. For your most common trip, how will you get to your destination after you get off the bus?

- Personal vehicle     Carpool/vanpool     Walking
- Biking     Uber/Lyft
- Other (please specify)
- 

## 20. What time of day do you generally take this trip?

- Early morning (4 am to 7 am)
- Morning (7 am to 11 am)
- Afternoon (12 pm to 4 pm)
- Evening (5 pm to 7pm)
- Night (8 pm to 11 pm)
- Late night (12 am to 3 am)
- Twice a day (Specify times) \_\_\_\_\_

## 21. For this trip, what is your approximate travel time?

- Less than 5 minutes     5 to 10 minutes
- 11 to 15 minutes     16 to 20 minutes
- 21 to 30 minutes     Greater than 30 minutes

## 22. For this trip, where are you traveling FROM?

- Home     School     Work
- Shopping     Medical Facility     The Beach
- Recreation (visiting friends, doing leisure activities, etc.)
- Other (please specify)
- 

## 23. For this trip, where are you traveling TO?

- Home     School     Work
- Shopping     Medical Facility     The Beach
- Recreation (visiting friends, doing leisure activities, etc.)
- Other (please specify)
- 

## 24. Why are you not using EC Rider for this trip?

- There is not a route/stop near where I start my trip
- There is not a route/stop near where I end my trip
- I do not understand the EC Rider system
- My travel time would be too long
- The bus does not come frequently enough
- Other (please specify)
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## SECTION 4: All Respondents

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## 25. Under which age range do you fall?

- Under 18     18 – 24     25 – 34
- 35 – 44     45 – 54     55 – 64
- 65 and older     Prefer not to answer

## 26. In what range does your annual income fall?

- Under \$20,000     \$20,000-\$29,999
- \$30,000-\$39,999     \$50,000-\$74,999
- \$40,000-\$49,999     \$50,000-\$74,999
- \$75,000-\$99,999     \$100,000 or more
- Prefer not to answer

## 27. As which gender do you identify?

- Male     Female     Prefer not to answer
- Other (please specify)
- 

(continue)



# Input Survey

## 28. As which race do you identify?

- Caucasian (White)     African or African American (Black)
- Middle Eastern     South Asian (Descending from India, Pakistan, Bangladesh, or the like)
- Mixed Race     East Asian (Descending from China, Japan, Korea, Thailand, Vietnam, or the like)
- Native American     Prefer not to answer
- Other (please specify)
- \_\_\_\_\_

## 29. As which ethnicity do you identify?

- Hispanic     Non-Hispanic     Prefer not to answer

## 30. Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on our transit development plan, please provide your email and/or phone number. Your email and phone number will be disassociated from your survey responses.

Email: \_\_\_\_\_

## Completed the survey?

### Hand to your bus operator or Please mail to:

Booker Tyrone Parker  
EC Rider - Transit Division Manager  
600 Transit Way  
Fort Walton Beach, FL 32547

## Thank you very much!