



OneBusAway Survey

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Add questions or general content to your survey by selecting an item from the drop-down menu and clicking **Add**. [View examples of question types.](#)

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General content

▲ We are researchers at the University of Washington who are trying to better understand how people use the OneBusAway real-time transit information system, and whether using the system changes their impressions of using public transit and how they use public transit. This survey will take about 15 minutes to complete. All your responses will be recorded anonymously.

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At the end of the survey, you will be invited to enter a drawing for a \$25 iTunes or University Bookstore gift certificate for people who participate in the survey. We will give out a total of two gift certificates. Entering the drawing is entirely optional, and there won't be any link between your responses on the survey and your email address for the drawing, to preserve anonymity.

If at any time during the survey you want to terminate your participation, simply close your browser window and your responses will not be recorded. Also, if there is any particular question you don't want to answer, just skip it and go on to the next.

You must be 18 years or older to participate in this survey.

If you agree to participate in this survey, please click the "Next" button to move on to the survey proper. If you don't want to participate please click "Cancel".

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Multiple choice - one answer (menu)

Question 1
Approximately how often do you ride the bus each week, on average? (If your trip involves a transfer, please count that as just one trip. However, count going to and returning from a destination as two trips.)

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Label
Question 1.

- Select one...
- I don't regularly ride the bus
- 1-4 times
- 5-8 times
- 9-12 times
- 13-16 times
- more than 16 times

[Insert break](#)


Multiple choice - multiple answers (check)

Question 2
For what purposes do you take the bus? (Please check all that apply.)

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Label

Question 2.

- work
- school
- personal business
- shopping
- leisure
-  Other:

Insert break

General content

↑ We would now like to ask a series of questions about the real-time bus arrival information available in OneBusAway and how you use it.

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Insert break

Multiple choice - one answer (menu)

↑ Question 3
↓ Has the number of bus trips you take per week for work or school changed as a result of using OneBusAway?

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Label
Question 3.

- Select one...
- 3 or more additional trips on average
- 2 additional trips on average
- 1 additional trip on average
- no change
- 1 fewer trip on average
- 2 fewer trips on average
- 3 or even fewer trips on average

Insert break

Multiple choice - one answer (menu)

↑ Question 4
↓ Has the number of bus trips you take per week for other purposes changed as a result of using OneBusAway?

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Label
Question 4.

- Select one...
- 3 or more additional trips on average
- 2 additional trips on average
- 1 additional trip on average
- no change
- 1 fewer trip on average
- 2 fewer trips on average
- 3 or even fewer trips on average

Insert break

Multiple choice - one answer (menu)

↑ Question 5
↓ Has using OneBusAway changed your overall satisfaction with using public transit?

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Label
Question 5.

- Select one...
- much less satisfied
- somewhat less satisfied
- no change
- somewhat more satisfied
- much more satisfied

Insert break

Long response

↑ Question 6

↓ Following up on the previous question, if your overall satisfaction with using public transit has changed, please describe how:

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Label

Question 6.

Insert
break

Multiple choice - one answer (menu)

↑ Question 7

↓ Is there a change in how much time you spend waiting for the bus for each trip as a result of using OneBusAway?

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Label

Question 7.

Insert
break

Select one...

less time

more time

no change

Multiple choice - one answer (menu)

↑ Question 8

↓ Has using OneBus had any effect on your feeling of safety while waiting for the bus?

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Label

Question 8.

Insert
break

Select one...

much less safe

somewhat less safe

no change

somewhat safer

much safer

Long response

↑ Question 9

↓ Following up on the previous question, if your feeling of safety while waiting for the bus has changed, please describe how:

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Label

Question 9.

Insert
break

Multiple choice - one answer (button)

↑ Question 10

↓ How likely are you to walk to a different bus stop based on information from OneBusAway? (For example, you might sometimes walk further down the route if the bus won't be there right away; or you might walk to a stop on a different route; or you might just stay at the same stop in any case.)

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Label

Question 10.

Insert
break

more likely to walk to a different stop

no change

less likely to walk to a different stop

Multiple choice - one answer (button)

↑ Question 11

↓ How often do you use OneBusAway?

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Label

Question 11.

multiple times a day

once a day

once a week or more (but less than once a day)

rarely

Insert break

never

Multiple choice - one answer (button)

Question 12

How likely are you to use OneBusAway for trips to work or school?

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Label
Question 12.

- very likely
- somewhat likely
- not very likely
- never

Insert break

Multiple choice - one answer (button)

Question 13

How likely are you to use OneBusAway for trips for other purposes?

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Label
Question 13.

- very likely
- somewhat likely
- not very likely
- never

Insert break

Multiple choice - multiple answers (check)

Question 14

Which OneBusAway tools do you frequently use to access real-time arrival information? (Please check all that apply.)

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Label
Question 14.

- website
- phone number
- SMS interface
- iPhone-optimized webpage
- iPhone native app (current beta testers only please)
- text-only webpage

Insert break

Multiple choice - multiple answers (check)

Question 15

Which OneBusAway tools do you occasionally use to access real-time arrival information? (Please check all that apply.)

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Label
Question 15.

- website
- phone number
- SMS interface
- iPhone-optimized webpage
- iPhone native app (current beta testers only please)
- text-only webpage

Insert break

Multiple choice - one answer (button)

Question 16

How do you usually find out bus departure time information?

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Label
Question 16.

- I look at the published schedule, either a paper schedule or online.

Insert break

I look at OneBusAway and find out when the next actual bus is without considering what the published schedule says.
 Other:

Long response

Question 17

Are there any problems you've encountered with using OneBusAway, or do you have suggestions for improving it?

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Label
Question 17.

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Demographic Questions

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General content

Question 18

What is your age?

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Label
Question 18.

- Select one...
- 18-24
- 25-34
- 35-44
- 45-54
- 55 or older

Multiple choice - one answer (menu)

Insert break

Question 19

Gender?

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Label
Question 19.

- Female
- Male

Multiple choice - one answer (button)

Insert break

Question 20

Are there any children in your household more than half of the week? (Please check all that apply.)

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Label
Question 20.

- under 6 years old
- elementary school age
- middle school age
- high school age

Multiple choice - multiple answers (check)

Insert break

Question 21

Annual household income?

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Label
Question 21.

Multiple choice - one answer (menu)

- Select one...
- under \$20,000
- \$20,000 - \$40,000
- \$40,000 - \$60,000
- \$60,000 - \$80,000
- \$80,000 - \$100,000
- over \$100,000

Insert break

General content



Thanks for helping out!

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In appreciation for your participation, if you would like to be entered in a drawing for a \$25 gift certificate for iTunes or the University Bookstore, please send an email to survey@onebusaway.org to indicate that you took the survey and would like to be entered into the drawing to be held August 24. We will give out a total of two gift certificates. You can submit your responses to the survey without entering the drawing. There will not be any link between your data from the survey and your email addresses submitted for the drawing, to preserve anonymity.

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