



Comprehensive Operational Analysis Survey

Please help Metro improve transit service by completing this survey.

If you have already taken this survey, you do not need to take it again.

select only one answer; select all that apply

1. How often did you use Kalamazoo Metro (CCTA) services pre-COVID? (Select one answer)
- Never 1-2 days per week
 Less than one day per month 3-5 days per week
 Less than one day per week 6-7 days per week

10. If the bus had not been available for your most recent transit trip, how would you have made the trip? (Select one answer)
- Another existing route Bike/scooter
 Car (drive myself) Catch a ride / carpool
 Taxi/Ridershare (Uber, Lyft) Walking/wheelchair
 Senior living/apartment shuttle van/bus
 Metro Connect
 I would not have made this trip

Questions for Riders

2. Which three routes did you ride most often pre-COVID?
 1st Route: _____ 2nd Route: _____ 3rd Route: _____
3. How would you describe the purpose of your most common transit trip pre-COVID? (Select one answer)
- Work School
 Groceries/Food Medical/Dental
 Non-Food Shopping/Errands Recreational/Social
 Other _____
4. How often did you make this trip pre-COVID? (Select one answer)
- Less than one day per month 3-5 days per week
 Less than one day per week 6-7 days per week
 1-2 days per week
5. Please provide the address of the final destination of your most common transit trip pre-COVID: (Example: Walmart on Main St)

11. Which of the following reasons describe why you use the bus? (Select all that apply)
- I do not own a car
 Bus is the most convenient option
 My car is temporarily out of service
 I cannot drive for legal or health reasons
 I prefer to spend time on activities other than driving
 Parking is not available or is expensive at my destination
 Taking the bus is cheaper than gas and car maintenance
 I am doing my part for the environment
 Other _____

Questions for Non-Riders

6. When did you most commonly take this trip pre-COVID? (Select one answer)
- Weekday 6-9 AM Weekday 6 - 12 PM
 Weekday 9 AM - 2 PM Anytime Saturday
 Weekday 2 - 6 PM Anytime Sunday
7. When did you typically return from your most common transit trip pre-COVID? (Select one answer)
- Weekday 6-9 AM Weekday 6 - 12 PM
 Weekday 9 AM - 2 PM Anytime Saturday
 Weekday 2 - 6 PM Anytime Sunday
8. From start to finish, including any transfers, how long did this trip typically take on an average day, pre-COVID? (Select one answer)
- Under 30 minutes 30 minutes - 1 hour
 More than 1 hour
9. Based on your experience using transit in Kalamazoo, how strongly do you agree with the following statements? (Select one answer per line)

12. If you do not currently ride transit, what is the primary reason? (Select all that apply)
- Bus does not come frequently enough
 Bus does not run during the hours I need it to (i.e., early mornings, late evenings, or Sundays)
 There is no service near my home
 Taking the bus takes too much time
 There is no direct route between my home and work or other destinations
 I don't understand how to use the transit system
 I prefer to drive
 I prefer to walk or bike
 Other _____

Questions for Everyone

13. If you had to choose, would you prefer: (Select one answer)
- Longer service hours (i.e., service until later at night)
 More frequent bus service (i.e., service every 15 minutes)
14. If you had to choose, would you prefer: (Select one answer)
- Adding Sunday service
 Adding more weekday and/or Saturday service
15. If you had to choose, would you prefer: (Select one answer)
- More bus stops along a route for shorter walking distances
 Fewer bus stops along a route for faster bus travel times
16. If you had to choose, would you prefer: (Select one answer)
- Buses running more frequently but on fewer streets
 Buses running on more streets but with less frequent service on any given street
17. If you had to choose, would you prefer: (Select one answer)
- To improve existing services
 To expand service to new areas

	Agree	Neutral	Disagree
Service is dependable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routes get me where I need to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service hours meet my travel needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fares are reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses are comfortable and well-kept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff is professional and courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maps and schedules are easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

