

# OneBusAway Tampa Final Survey

## OneBusAway Tampa Final Survey

Please read this before continuing.

Thank you for participating in the OneBusAway Tampa pilot program and research study. Please complete this survey BY FRIDAY MAY 17th.

This is the final survey in the study. As compensation for participating in this final survey, you are eligible to receive another FREE ONE DAY HART BUS PASS. If you would like to receive a bus pass, please provide your mailing address on the final page of the survey. We will send your free bus pass in the mail in early June.

This survey takes about 10 minutes to complete, and it includes questions about your use of HART buses, your use of OneBusAway, and any feedback you would like to provide about OneBusAway.

In the coming months, look for news about the public launch of OneBusAway. In the meantime, please feel free to continue using OneBusAway, but be aware that the availability of the application, including the URL of the website, may vary as we transition to a public launch. HART requests that this application not be shared with anyone without HART approval.

Thank you again for your participation in the OneBusAway pilot program and study! We really appreciate your feedback!

If you have any questions, please email us at [candace.brakewood@gatech.edu](mailto:candace.brakewood@gatech.edu)

## OneBusAway Tampa

Please tell us if you have used OneBusAway Tampa.

**\*1. OneBusAway uses GPS technology to estimate when the bus will actually arrive at the bus stop.**

**Have you used OneBusAway on a phone or the Web?**

- Yes, I have used OneBusAway
- No, I have not used OneBusAway

## Riding HART buses

Please tell us how often you ride HART buses.

# OneBusAway Tampa Final Survey

**\*2. In the last week, how many trips did you make on HART buses?**

**Count going to and returning from a destination as 2 trips.**

**If your trip(s) involved a transfer, please count that as just 1 trip.**

- |                                |                               |  |
|--------------------------------|-------------------------------|--|
| <input type="radio"/> No trips | <input type="radio"/> 4 trips | <input type="radio"/> 8 trips          |
| <input type="radio"/> 1 trip   | <input type="radio"/> 5 trips | <input type="radio"/> 9 trips          |
| <input type="radio"/> 2 trips  | <input type="radio"/> 6 trips | <input type="radio"/> 10 trips         |
| <input type="radio"/> 3 trips  | <input type="radio"/> 7 trips | <input type="radio"/> 11 or more trips |

## When was the last time you rode a HART bus?

**\*3. When was the last time you rode a HART bus?**

- Within the last month
- More than 1 month ago
- I have never ridden HART buses before

## Transfers and Reasons for Riding HART

**4. In the last week, how many of your HART bus trips involved a TRANSFER from one bus route to another bus route to get to your final destination?**

- |  |  |   |
|--|--|---|
| <input type="radio"/> None                   | <input type="radio"/> 4 trips with transfers | <input type="radio"/> 8 trips with transfers          |
| <input type="radio"/> 1 trip with a transfer | <input type="radio"/> 5 trips with transfers | <input type="radio"/> 9 trips with transfers          |
| <input type="radio"/> 2 trips with transfers | <input type="radio"/> 6 trips with transfers | <input type="radio"/> 10 trips with transfers         |
| <input type="radio"/> 3 trips with transfers | <input type="radio"/> 7 trips with transfers | <input type="radio"/> 11 or more trips with transfers |

**5. What are the REASONS you took the bus in the last week?**

**Check all that apply.**

- Work
- School
- Personal Business (e.g. doctor)
- Shopping
- Leisure

Other (please specify)

## Waiting for the Bus

# OneBusAway Tampa Final Survey

Please tell us about your activities and feelings when waiting for the bus. This can be for any HART bus route(s) that you ride.

## 6. Please select one answer per row (6 answers total).

### When you are WAITING for the bus to arrive, how often do you...

	Never	Rarely	Sometimes	Frequently	Always
Spend all of your time waiting at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend time at a coffee shop or restaurant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend time at a nearby store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find shade nearby to wait under	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk to another stop to catch the bus sooner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give up waiting and start walking toward your destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 7. Please select one answer per row (4 answers total).

### When you are WAITING at the bus stop/transit center, how often do you...

	Never	Rarely	Sometimes	Frequently	Always
Use your phone to make calls, email, play games, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read a book or newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listen to music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Just wait for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

# OneBusAway Tampa Final Survey

**8. Please select one answer per row (8 answers total).**

**When you are WAITING at the bus stop/transit center, how do you usually feel?**

	Never	Rarely	Sometimes	Frequently	Always
Bored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Productive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxious	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frustrated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Embarassed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe (at night)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe (during the day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Satisfaction with Bus Service

**9. Please select one answer per row (6 answers total).**

**How SATISFIED are you with various aspects and overall service of HART buses?**

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
How frequently the bus comes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long you have to wait for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often the bus arrives at the stop on-time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often you arrive at your destination on-time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often you have to transfer buses to get to your final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OVERALL HART BUS SERVICE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Your Usual Bus Route

Please tell us about the HART bus route that you ride MOST OFTEN.

# OneBusAway Tampa Final Survey

## 10. What HART bus route do you ride MOST OFTEN?

- |                               |                           |                            |
|-------------------------------|---------------------------|----------------------------|
| <input type="radio"/> 1       | <input type="radio"/> 19  | <input type="radio"/> 22X  |
| <input type="radio"/> 2       | <input type="radio"/> 30  | <input type="radio"/> 24X  |
| <input type="radio"/> 4       | <input type="radio"/> 31  | <input type="radio"/> 25LX |
| <input type="radio"/> 5       | <input type="radio"/> 32  | <input type="radio"/> 27LX |
| <input type="radio"/> 6/6 LTD | <input type="radio"/> 33  | <input type="radio"/> 28X  |
| <input type="radio"/> 7       | <input type="radio"/> 34  | <input type="radio"/> 47LX |
| <input type="radio"/> 8       | <input type="radio"/> 36  | <input type="radio"/> 51X  |
| <input type="radio"/> 9       | <input type="radio"/> 37  | <input type="radio"/> 53LX |
| <input type="radio"/> 10      | <input type="radio"/> 39  | <input type="radio"/> 61LX |
| <input type="radio"/> 12      | <input type="radio"/> 41  | <input type="radio"/> 100X |
| <input type="radio"/> 14      | <input type="radio"/> 45  | <input type="radio"/> 200X |
| <input type="radio"/> 15      | <input type="radio"/> 46  | <input type="radio"/> 300X |
| <input type="radio"/> 16      | <input type="radio"/> 57  |                            |
| <input type="radio"/> 18      | <input type="radio"/> 20X |                            |

## 11. On the route you ride most often (from the last question), how long do you usually WAIT at the bus stop/transit center before boarding your bus?

- |  |                                  |  |
|--|----------------------------------|--|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 6 minutes  | <input type="radio"/> 12 minutes           |
| <input type="radio"/> 1 minute           | <input type="radio"/> 7 minutes  | <input type="radio"/> 13 minutes           |
| <input type="radio"/> 2 minutes          | <input type="radio"/> 8 minutes  | <input type="radio"/> 14 minutes           |
| <input type="radio"/> 3 minutes          | <input type="radio"/> 9 minutes  | <input type="radio"/> 15 minutes           |
| <input type="radio"/> 4 minutes          | <input type="radio"/> 10 minutes | <input type="radio"/> More than 15 minutes |
| <input type="radio"/> 5 minutes          | <input type="radio"/> 11 minutes |  |

## 12. On the bus route that you ride most often (from the last 2 questions), how familiar are you with the BUS SCHEDULE?

- I have memorized the entire schedule
- I have memorized some parts of the schedule
- I don't know the schedule very well
- I don't know the schedule at all

Other (please specify)

# OneBusAway Tampa Final Survey

**13. Please select one answer per row (5 answers total).**

**For the bus route that you ride most often (from the last 3 questions), how often do you do each of the following?**

	Never	Rarely	Sometimes	Frequently	Always
Check the schedule BEFORE leaving for the bus stop, when you're at home/work/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the schedule when you're ON THE WAY to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the schedule once you have ARRIVED at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the schedule when you are ON THE BUS before TRANSFERRING to another bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DON'T check the schedule at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. Please select one answer per row (5 answers total).**

**For the bus route that you ride most often (from the last 4 questions), how often do you do each of the following?**

	Never	Rarely	Sometimes	Frequently	Always
Check OneBusAway BEFORE leaving for the bus stop, when you're at home/work/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check OneBusAway when you're ON THE WAY to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check OneBusAway once you have ARRIVED at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check OneBusAway when you are ON THE BUS before TRANSFERRING to another bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DON'T check OneBusAway at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Use of OneBusAway Tampa

# OneBusAway Tampa Final Survey

Please tell us how you use OneBusAway Tampa. This can be for any HART bus route(s) that you ride.

## 15. How have you **ACCESSED** OneBusAway Tampa?

**Check all that apply.**

- Website
- Mobile Website (iPhone optimized version)
- Mobile Website (Text-only version)
- Android smartphone application (includes re-directing the API)
- iPhone smartphone application (includes re-directing the API)
- I'm not sure

## 16. In the last week, how often have you **CHECKED** OneBusAway Tampa?

- Every time I rode the bus
- Most times I rode the bus
- Sometimes
- Rarely
- Never
- I checked out OneBusAway, but I didn't ride the bus

## 17. How **SATISFIED** are you with OneBusAway Tampa?

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Very dissatisfied

## 18. After the OneBusAway pilot program ends, how likely are you to **CONTINUE USING** OneBusAway?

- Very likely
- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely

**Changes from OneBusAway Tampa**

# OneBusAway Tampa Final Survey

Please tell us what has changed since you began using OneBusAway Tampa.

**19. Please select one answer per row (4 answers total). Tell us how strongly you agree or disagree with the following statements.**

**Since you began using OneBusAway Tampa, do you...**

	Disagree Strongly	Disagree Somewhat	Neutral	Agree Somewhat	Agree Strongly
Feel SAFER when waiting for the bus at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feel SAFER when waiting for the bus during the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feel more RELAXED when waiting for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feel more SATISFIED riding HART buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**20. Has using OneBusAway changed the number of HART bus TRIPS you take?**

- I ride HART buses much more often
- I ride HART buses somewhat more
- I ride HART buses about the same
- I ride HART buses somewhat less
- I ride HART buses much less

**21. Has using OneBusAway changed the number of TRANSFERS that you make on HART buses?**

- I transfer much more often
- I transfer somewhat more
- I transfer about the same number of times
- I transfer somewhat less
- I transfer much less

# OneBusAway Tampa Final Survey

## 22. Has using OneBusAway changed the amount of time you WAIT at the bus stop?

- I spend much more time waiting at the bus stop
- I spend somewhat more time waiting at the bus stop
- I spend about the same time waiting at the bus stop
- I spend somewhat less time waiting at the bus stop
- I spend much less time waiting at the bus stop

## Accuracy and Functionality of OneBusAway Tampa

## 23. Have you had any of the following PROBLEMS with OneBusAway?

Check all that apply.

- OneBusAway showed that a bus was coming, but the bus never arrived at the bus stop
- A bus unexpectedly arrived at the stop that was not shown in OneBusAway
- The number of minutes shown in OneBusAway jumped up or down
- A bus stop was missing from OneBusAway or was not shown at the correct location
- When I searched for a route (by name or number), OneBusAway did not find that route
- OneBusAway appeared to be down

Other (please specify)

## 24. How was SETTING UP the Android or iPhone OneBusAway application (i.e. changing the settings to [onebusaway.forest.usf.edu/api](http://onebusaway.forest.usf.edu/api))?

- Very easy
- Somewhat easy
- Neutral
- Somewhat difficult
- Very difficult
- So difficult that I did not use the Android or iPhone applications
- I don't have an Android or iPhone so I didn't use the applications

Other (please specify)

## OneBusAway Tampa Final Survey

**\*25. OneBusAway uses GPS technology to ESTIMATE when the bus will actually arrive at a bus stop.**

**How often did OneBusAway show THE CORRECT NUMBER OF MINUTES until the bus actually arrived at your stop?**

- OneBusAway ALWAYS showed the correct number of minutes until the bus actually arrived
- OneBusAway USUALLY showed the correct number of minutes until the bus actually arrived
- OneBusAway SOMETIMES showed the correct number of minutes until the bus actually arrived
- OneBusAway RARELY showed the correct number of minutes until the bus actually arrived
- OneBusAway NEVER showed the correct number of minutes until the bus actually arrived
- I'm not sure

## Haven't used OneBusAway Tampa

**26. Why haven't you used OneBusAway?**

**Check all that apply.**

- I haven't taken the bus
- I haven't needed OneBusAway
- I haven't had time to read the instructions or download OneBusAway
- I don't have a smartphone
- It's too complicated for me
- I'm not sure

Other (please specify)

## Riding HART buses

Please tell us how often you ride HART buses.

## OneBusAway Tampa Final Survey

**\*27. In the last week, how many trips did you make on HART buses?**

**Count going to and returning from a destination as 2 trips.**

**If your trip(s) involved a transfer, please count that as just 1 trip.**

- |                                |                               |  |
|--------------------------------|-------------------------------|--|
| <input type="radio"/> No trips | <input type="radio"/> 4 trips | <input type="radio"/> 8 trips          |
| <input type="radio"/> 1 trip   | <input type="radio"/> 5 trips | <input type="radio"/> 9 trips          |
| <input type="radio"/> 2 trips  | <input type="radio"/> 6 trips | <input type="radio"/> 10 trips         |
| <input type="radio"/> 3 trips  | <input type="radio"/> 7 trips | <input type="radio"/> 11 or more trips |

## When was the last time you rode a HART bus?

**\*28. When was the last time you rode a HART bus?**

- |   |   |
|---|---|
| <input type="radio"/> Within the last month | <input type="radio"/> I have never ridden HART buses before |
| <input type="radio"/> More than 1 month ago |   |

## Transfers and Reasons for Riding HART

**29. In the last week, how many of your HART bus trips involved a TRANSFER from one bus route to another bus route to get to your final destination?**

- |  |  |   |
|--|--|---|
| <input type="radio"/> None                   | <input type="radio"/> 4 trips with transfers | <input type="radio"/> 8 trips with transfers          |
| <input type="radio"/> 1 trip with a transfer | <input type="radio"/> 5 trips with transfers | <input type="radio"/> 9 trips with transfers          |
| <input type="radio"/> 2 trips with transfers | <input type="radio"/> 6 trips with transfers | <input type="radio"/> 10 trips with transfers         |
| <input type="radio"/> 3 trips with transfers | <input type="radio"/> 7 trips with transfers | <input type="radio"/> 11 or more trips with transfers |

**30. What are the REASONS you took the bus in the last week?**

**Check all that apply.**

- Work
- School
- Personal Business (e.g. doctor)
- Shopping
- Leisure

Other (please specify)

## Waiting for the Bus

# OneBusAway Tampa Final Survey

Please tell us about your activities and feelings when waiting for the bus. This can be for any HART bus route(s) that you ride.

## 31. Please select one answer per row (6 answers total).

### When you are WAITING for the bus to arrive, how often do you...

	Never	Rarely	Sometimes	Frequently	Always
Spend all of your time waiting at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend time at a coffee shop or restaurant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend time at a nearby store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find shade nearby to wait under	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk to another stop to catch the bus sooner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give up waiting and start walking toward your destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 32. Please select one answer per row (4 answers total).

### When you are WAITING at the bus stop/transit center, how often do you...

	Never	Rarely	Sometimes	Frequently	Always
Use your phone to make calls, email, play games, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read a book or newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listen to music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Just wait for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

# OneBusAway Tampa Final Survey

**33. Please select one answer per row (8 answers total).**

**When you are WAITING at the bus stop/transit center, how do you usually feel?**

	Never	Rarely	Sometimes	Frequently	Always
Bored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Productive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxious	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frustrated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Embarassed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe (at night)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe (during the day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Satisfaction with Bus Service

**34. Please select one answer per row (6 answers total).**

**How SATISFIED are you with various aspects and overall service of HART buses?**

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
How frequently the bus comes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long you have to wait for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often the bus arrives at the stop on-time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often you arrive at your destination on-time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often you have to transfer buses to get to your final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OVERALL HART BUS SERVICE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Your Usual Bus Route

Please tell us about the HART bus route that you ride MOST OFTEN.

# OneBusAway Tampa Final Survey

## 35. What HART bus route do you ride MOST OFTEN?

- |                               |                           |                            |
|-------------------------------|---------------------------|----------------------------|
| <input type="radio"/> 1       | <input type="radio"/> 19  | <input type="radio"/> 22X  |
| <input type="radio"/> 2       | <input type="radio"/> 30  | <input type="radio"/> 24X  |
| <input type="radio"/> 4       | <input type="radio"/> 31  | <input type="radio"/> 25LX |
| <input type="radio"/> 5       | <input type="radio"/> 32  | <input type="radio"/> 27LX |
| <input type="radio"/> 6/6 LTD | <input type="radio"/> 33  | <input type="radio"/> 28X  |
| <input type="radio"/> 7       | <input type="radio"/> 34  | <input type="radio"/> 47LX |
| <input type="radio"/> 8       | <input type="radio"/> 36  | <input type="radio"/> 51X  |
| <input type="radio"/> 9       | <input type="radio"/> 37  | <input type="radio"/> 53LX |
| <input type="radio"/> 10      | <input type="radio"/> 39  | <input type="radio"/> 61LX |
| <input type="radio"/> 12      | <input type="radio"/> 41  | <input type="radio"/> 100X |
| <input type="radio"/> 14      | <input type="radio"/> 45  | <input type="radio"/> 200X |
| <input type="radio"/> 15      | <input type="radio"/> 46  | <input type="radio"/> 300X |
| <input type="radio"/> 16      | <input type="radio"/> 57  |                            |
| <input type="radio"/> 18      | <input type="radio"/> 20X |                            |

## 36. On the route you ride most often (from the last question), how long do you usually WAIT at the bus stop/transit center before boarding your bus?

- |  |                                  |  |
|--|----------------------------------|--|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 6 minutes  | <input type="radio"/> 12 minutes           |
| <input type="radio"/> 1 minute           | <input type="radio"/> 7 minutes  | <input type="radio"/> 13 minutes           |
| <input type="radio"/> 2 minutes          | <input type="radio"/> 8 minutes  | <input type="radio"/> 14 minutes           |
| <input type="radio"/> 3 minutes          | <input type="radio"/> 9 minutes  | <input type="radio"/> 15 minutes           |
| <input type="radio"/> 4 minutes          | <input type="radio"/> 10 minutes | <input type="radio"/> More than 15 minutes |
| <input type="radio"/> 5 minutes          | <input type="radio"/> 11 minutes |  |

## 37. On the bus route that you ride most often (from the last 2 questions), how familiar are you with the BUS SCHEDULE?

- I have memorized the entire schedule
- I have memorized some parts of the schedule
- I don't know the schedule very well
- I don't know the schedule at all

Other (please specify)

# OneBusAway Tampa Final Survey

**38. Please select one answer per row (5 answers total).**

**For the bus route that you ride most often (from the last 3 questions), how often do you do each of the following?**

	Never	Rarely	Sometimes	Frequently	Always
Check the schedule BEFORE leaving for the bus stop, when you're at home/work/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the schedule when you're ON THE WAY to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the schedule once you have ARRIVED at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check the schedule when you are ON THE BUS before TRANSFERRING to another bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DON'T check the schedule at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Changes in Demographics and Technology Use

Please tell us what has changed since you completed the first online survey about OneBusAway in February 2013.

**\*39. Since you completed the first online survey about OneBusAway in February, have you...**

**Check all that apply.**

- Bought a car
- Sold a car
- Got a driver's license
- Lost your driver's license
- Moved houses/apartments
- Changed job/school location
- None of the above
- Other (please specify)

## OneBusAway Tampa Final Survey

**\*40. Since you completed the first online survey about OneBusAway in February, have you...**

**Check all that apply.**

- Bought a new smartphone (Android, iPhone, Blackberry or other smartphone)
- Bought a new tablet (iPad, Kindle Fire)
- Bought a new computer (laptop or desktop)
- Lost/broke a smartphone and did not replace it
- Lost/broke a tablet and did not replace it
- Lost/broke a computer and did not replace it
- None of the above
- Other (please specify)

### Don't ride HART buses

Since you don't ride HART buses, we would like to know why you are interested in OneBusAway and participated in this study.

**41. Since you don't ride HART buses, please tell us why you participated in the OneBusAway pilot program and study.**

### Thank you for completing the survey!

**42. Do you have any additional comments about riding HART buses, getting information about the bus, or OneBusAway Tampa?**

## OneBusAway Tampa Final Survey

**43. If you would like a free one day HART bus pass, please provide us with a current mailing address. We will distribute the free one day HART bus pass in the mail in early June.**

**If you do NOT want a free bus pass, leave this question blank.**

First and Last Name	<input type="text"/>
Street Address Line 1	<input type="text"/>
Street Address Line 2 (Optional)	<input type="text"/>
City, State, Zipcode (e.g. Tampa, FL 33602)	<input type="text"/>

Thanks for completing the survey! If you have any questions, please email [candace.brakewood@gatech.edu](mailto:candace.brakewood@gatech.edu)

This is the final survey in the study. In the coming months, look for news about the public launch of OneBusAway. In the meantime, please feel free to continue using OneBusAway, but be aware that the availability of the application, including the URL of the website, may vary as we transition to a public launch. HART requests that this application not be shared with anyone without HART approval.

Disclaimer: HART may update, modify, or revise the data in OneBusAway at any time, without notice. In no event will HART or its staff be liable for any direct, indirect, incidental, special, consequential, or other damages, including loss of profit, arising out of the use of this data even if Hart has been advised of the possibility of such damages.