

# CT-ITMP Pre-Implementation Customer Survey

*Connecticut Department of Transportation*

Please provide responses to the questions below to the best of your ability.  
Your responses will remain anonymous.

1. How do you currently purchase your bus pass? (Select all that apply)
  - a. Cash (on-board or at ticket vending location)
  - b. Debit/Credit Card (ticket vending location, service provider website)
  - c. Mobile Ticket (Token Transit, Transit app)
  - d. Go CT Card (CTtransit ONLY)
  - e. Other (short answer)
  
2. Are you satisfied with your fare payment experience?
  - a. Yes
  - b. No
  - c. Indifferent
  
3. In the future, how would you prefer to purchase your bus pass?
  - a. On-board contactless payment
  - b. Cash
  - c. Debit/Credit card
  - d. Mobile ticket
  - e. Go CT Card (CTtransit ONLY)
  - f. Other (short answer)

4. Do you qualify for a discounted fare rate (Senior Citizen/Disabled, Student)?
  - a. Qualify for Senior/Disabled Fare Rates
  - b. Qualify for Student Fare Rate (UPass, WesPass)
  - c. Both
  - d. Neither
  - e. I don't know
  
5. Do you use multi-trip passes (day-pass, 10-ride, monthly/31-day)
  - a. Yes
  - b. Sometimes
  - c. No
  
6. If you do not use multi-trip passes, why not? (Select all that apply)
  - a. Can't afford them
  - b. Don't ride often enough
  - c. Didn't know about them
  - d. Other (short answer)
  
7. Do you ever pay for yourself and another person(s) who rides with you?
  - a. Yes
  - b. No
  
8. Do you have a bank account?
  - a. Yes
  - b. No
  - c. Prefer not to say
  
9. Do you ever use contactless payments (tap to pay) to purchase goods or services, such as coffee, groceries, etc.?
  - a. Yes

- b. No
- c. I don't know

10. Would you be interested in trying contactless payment (tap to pay) to pay your bus fare?

- a. Yes, please specify the reason (short answer)
- b. No, please specify the reason (short answer)