

CT-ITMP Post-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. Which system do you use more often?
 - a. River Valley Transit
 - b. CT*transit* Meriden Division
 - c. Other (short answer)

2. How have you paid for your bus fare for your most recent trips? (Select all that apply.)
 - a. On-board the bus (cash)
 - b. Tap & Ride on the bus
 - c. Mobile app (Token Transit, Transit App)
 - d. Grocery store (Stop & Shop)
 - e. Bus Terminal/Transit Hub
 - f. Transit provider website
 - g. Other (short answer)

3. Are you satisfied with your current fare payment experience?
 - a. Yes
 - b. No
 - c. Indifferent

4. Please explain what has been good or bad about your current fare payment experience

(short answer)

5. Have you tried Tap & Ride

- a. Yes
- b. No

Questions 6–20 only visible for respondents who answered “Yes” to question 5:

6. How often do you use Tap & Ride?

- a. Every trip
- b. Most of the time
- c. Sometimes
- d. Only used one time

7. What is the greatest number of times you have tapped to pay on the bus in a single day?

- a. 1
- b. 2
- c. 3
- d. 4
- e. 5 or more

8. What form of payment do you most often use for Tap & Ride?

- a. Physical Debit card
- b. Physical Credit card
- c. Loadable Debit card & Cash App/Venmo Card
- d. Mobile wallet (phone, watch)

9. Do you use the same form of payment every time you Tap & Ride? (i.e. the same physical card or mobile wallet card?)

- a. Yes
- b. No

Please rate these statements about Tap & Ride contactless fare payments on a scale from "Strongly Disagree" to "Strongly Agree":

- 10. Tap & Ride is easier to use than other payment types.
- 11. Paying with Tap & Ride onboard means I don't need to plan ahead to pay my fare.
- 12. Tap & Ride saves me time when boarding.
- 13. Tap & Ride saves money.
- 14. Using my card or phone with Tap & ride feels secure.
- 15. If you have asked a driver a question about Tap & Ride, were they helpful?
 - a. Yes
 - b. No
 - c. Did not ask
- 16. Have you used Tap & Ride to transfer between River Valley Transit and CTtransit Meriden services?
 - a. Yes
 - b. No
- 17. Do you use the Tap & Ride Customer Portal to track your transactions?
 - a. Yes
 - b. No
 - c. I didn't know about it
- 18. How did you hear about Tap & Ride? (select all that apply)
 - a. Word of mouth

- b. Seeing other people use it
- c. Information on-board or at a terminal
- d. Transit app
- e. River Valley or CTtransit Meriden website, social media, or email
- f. Bus Driver
- g. Other (short answer)

19. Would you recommend Tap & Ride to a friend? Please explain (optional).

- a. Yes, please explain why.
- b. No, please explain why.

20. Please explain why you would or would not recommend Tap & Ride to a friend.
(short answer)

For customers who answered "No" to question 5 only:

21. If you have not used Tap & Ride to pay your fare, why not? (select all that apply)

- a. I prefer cash
- b. I prefer to use Token Transit or Transit App
- c. I do not understand how Tap & Ride works
- d. I am concerned about the security of my personal information
- e. 10-ride discounts are not offered with Tap & Ride
- f. Senior/disabled discounts are not available with Tap & Ride
- g. I have a UPass
- h. Other (short answer)

Everyone:

22. Do you use multi-trip passes? (day pass, 10-ride, monthly/31 day)
- a. Always
 - b. Sometimes
 - c. I do not use multi-trip passes
23. Do you ever pay for yourself and another person to ride together?
- a. Yes
 - b. No
24. Do you qualify for Senior/Disabled fare rates?
- a. Yes
 - b. No
 - c. Unsure
25. Do you qualify for a student discount?
- a. Yes
 - b. No
 - c. Unsure
26. Do you ever use contactless payment (tap to pay) to purchase other goods or services? (i.e. gas station, pharmacy, groceries)
- a. Yes
 - b. No
27. How do you find fare information?
- a. River Valley or CT*transit* website
 - b. Mobile app
 - c. Calling customer service
 - d. Signs at stops/terminals
 - e. Other (short answer)

28. Would you like to see Tap & Ride on all buses in the State?

- a. Yes
- b. No

29. Please explain why you would or would not want to see Tap & Ride on all buses in the State.

(short answer)

30. Do you have any ideas about how to encourage people to try Tap & Ride?

(short answer)

31. What is your age?

- a. Under 18
- b. 18 to 24
- c. 25 to 34
- d. 35 to 44
- e. 45 to 54
- f. 55 to 64
- g. 65 and over
- h. Prefer not to say