

NAVAJO TRANSIT SYSTEM SURVEY FORM

1 How many days in a normal week do you use the Transit System?

- 0 1 2 3 4 5

2 What route do you usually use?

- | | |
|---|--|
| <input type="checkbox"/> Route 1 - Tuba City | <input type="checkbox"/> Route 9 - Dilkon |
| <input type="checkbox"/> Route 2 - Steamboat | <input type="checkbox"/> Route 11 - Flagstaff |
| <input type="checkbox"/> Route 3 - Kayenta | <input type="checkbox"/> Route 12 - Kayenta/TC |
| <input type="checkbox"/> Route 4 - Crownpoint | <input type="checkbox"/> Route 13 - Crownpoint |
| <input type="checkbox"/> Route 5 - Gallup | <input type="checkbox"/> Route 14 - Shiprock |
| <input type="checkbox"/> Route 6 - Navajo | <input type="checkbox"/> Route 15 - Sanders |
| <input type="checkbox"/> Route 7 - Shiprock | <input type="checkbox"/> Route 16 - Aneth/Blanding |
| <input type="checkbox"/> Route 8 - Chinle | <input type="checkbox"/> Route 17 - Aneth/Red Mesa |

3 What do you use the Transit System for?

- Commute to work
 Run errands (shop, groceries, etc.)
 Visit family and friends
 Go to medical appointments
 Go to school
 Other:

4 If for work, where do you work?

- Navajo Nation
 N.T.U.A.
 N.H.A.
 I.H.S.
 B.I.A.
 D.E.S.
 Other:

BUS CONDITION

5 The bus is clean and in good condition

- Strongly disagree
 Disagree
 Undecided
 Agree
 Strongly agree

TICKET PRICE AND POLICIES

6 How reasonable do you find the fares?

- Very reasonable
 Somewhat reasonable
 Not very reasonable
 Not at all reasonable
 Don't know

7 Ticket policies (Answer for the majority of your rides)

- A. Charged the correct fare amount? YES NO
 B. Informed of transfer procedures? YES NO

BUS SCHEDULES

8 The Bus schedules are easy to understand

- Strongly disagree
 Disagree
 Undecided
 Agree
 Strongly agree

9 How satisfied are you with the bus schedule times?

- Very satisfied
 Somewhat satisfied
 Satisfied
 Somewhat dissatisfied
 Very dissatisfied

10 How satisfied are you with the location of the bus stops?

- Very satisfied
 Somewhat satisfied
 Satisfied
 Somewhat dissatisfied
 Very dissatisfied

CUSTOMER SERVICE - Driver

11 How knowledgeable do you find the driver about the services Transit provides?

- Very Knowledgeable
 Somewhat knowledgeable
 Not at all knowledgeable
 Don't know

12 How helpful do you find the driver of this bus?

- Very helpful
 Somewhat helpful
 Not at all helpful
 Don't know

13 How friendly do you find the driver of this bus?

- Very friendly
 Somewhat friendly
 Not at all friendly
 Don't know

CUSTOMER SERVICE - Administration

14 How knowledgeable do you find the administrative staff about the services we provide?

- Very Knowledgeable
 Somewhat knowledgeable
 Not at all knowledgeable
 Don't know

15 The administrative staff are friendly and helpful.

- Strongly disagree*
- Disagree*
- Undecided*
- Agree*
- Strongly agree*

TRANSIT SERVICES

16 Is it difficult to use the services of the Transit System?

- Very easy*
- Somewhat easy*
- Somewhat difficult*
- Very difficult*

17 Is the Transit System adequate in meeting your needs?

- Very adequate*
- Somewhat adequate*
- Somewhat inadequate*
- Very inadequate*

18 How do you obtain Transit System information?

- Telephone the Transit System office*
- Website*
- Brochures, poster, signs*
- Radio/Newspaper/billboard*
- Bus stops/Bus Driver*
- General Public*
- Other:*

Overall, How would you rate our Transit System?

- Excellent*
- Good*
- Satisfactory/Okay*
- Unsatisfactory/Not Good*

What do you like most about the Transit Services?

What do you like least about the Transit Services?

How can we improve our service?

Would you like to be included on our email list for route updates, changes, cancellations, etc?

- YES, Please provide email address:
- NO

The Navajo Transit System continually invites your comments and/or suggestions and we thank you for helping us improve our transportat services

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