

# Indian Trails Regular Route Survey

## 1. Please tell us about the trip you are rating:

Start date of your trip (MM/DD/YYYY format):

End date of the trip (MM/DD/YYYY format):

## 2. From which community did you travel to the bus station?

City:

State/Province:

## 3. Where did you board the Indian Trails bus?

Station/City:

State/Province:

## 4. How did you get to the station to board the bus?

- Private vehicle                       Amtrak train                       Local bus service
- Walk                                       Greyhound bus
- Bicycle                                   Taxi
- Other (please specify)

## 5. From what community did you travel to the bus station?

City:

State/Province:

## 6. What was your final destination beyond where you got off the bus?

City:

State/Province:

## 7. What was the purpose of your trip? (choose one)

- Business trip (meeting, convention, etc.)                       Vacation/Pleasure                       Visiting family or friends
- Commuting to/from work                       Going to/from school/college/university                       Shopping
- Other (please specify)

## 8. How many people (including yourself) were traveling in your group?

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## 9. How important were the following factors in choosing Indian Trails:

	Least important				Most important
Eco-friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort/Relaxation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stop close to home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to keep working while traveling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't/Can't drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(please specify)

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## 10. How often do you ride with Indian Trails?

- 1st time
- 1-2 times per year
- 3-5 times per year
- 6-10 times per year
- 11+ times per year

## 11. Are the majority of your trips on Indian Trails:

- Within Michigan
- To/from someplace outside of Michigan

## 12. Where did you purchase the ticket for this trip?

- Website/Internet
- Ticket Agent/Store/Point of Sale
- Other (please specify)
- Cash to Driver
- Through Greyhound
- Through Amtrak

## 13. Do you have access to the Internet

- Yes
- No

## 14. How far in advance did you purchase your ticket for this trip?

- No reservation/Walk up
- The day of my trip
- Day before my trip
- 2 days -1 week in advance
- 1 week- 2 weeks in advance
- More than 2 weeks in advance

## 15. How did you hear about Indian Trails? (select one)

- Friends or Family
- Business referral
- Saw an Indian Trails bus on the road
- Website/Internet
- Other (please specify)
- Newspaper
- Radio
- Television
- Billboard
- Email
- Yellow Pages
- Used Before
- Don't remember

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## 16. Please rate your ride in terms of:

	Poor				Excellent
Cleanliness of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All amenities (lights, heating/cooling, PA system, etc.) in working order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver handling of bus (correct route, safe driving)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 17. If Indian Trails' motorcoach service had not been available, how would you have made this trip?

- Airplane
- Bus
- Other (please specify)
- Motor Vehicle
- Would not have made the trip

## 18. Please rate your overall experience with Indian Trails on this ride:

Poor									Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 19. Would you recommend Indian Trails to a friend?

- Yes
- No

## 20. Please share any comments you have on improving our motorcoach services:

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## 21. What is your gender?

- Male
- Female

## 22. What is your age group?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

## 23. Which of the following best describes your current employment status?

- Employed full time
- Employed part time
- Retired
- Other (please specify)
- Homemaker
- Student (other than college)
- University/college student
- Unemployed

## 24. What is your current annual household income (sum earned by all people living in your household)?

- Under \$10,000
- \$10,000-\$19,999
- \$20,000-29,999
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000 or more
- Prefer not to answer

## 25. How many vehicles (cars, vans, trucks) do the people living in your household own or lease?

- None
- One
- Two
- Three or more

## 26. Where do you live?

City/Town::

County

State:

ZIP:

If outside US,  
country: