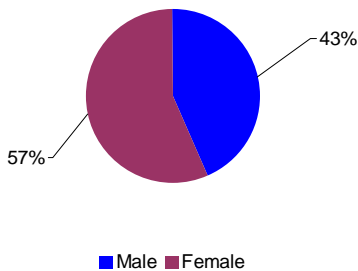


Survey Purpose:

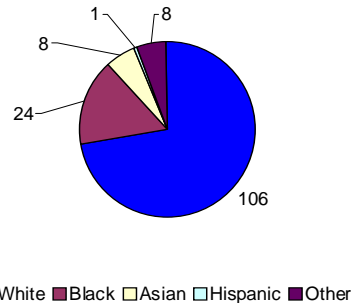
The purpose of this annual survey was to collect customer feedback regarding transit services, special needs and operations, and to obtain customer suggestions on how to improve transit services. Participants were randomly asked to participate in the survey and data was collected periodically over a three week period.

Survey Participant Demographics:

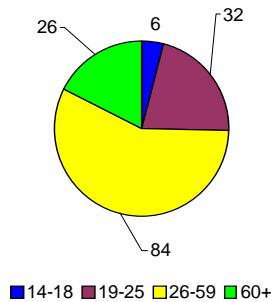
Sex of Survey Participants



Ethnicity of Survey Participants

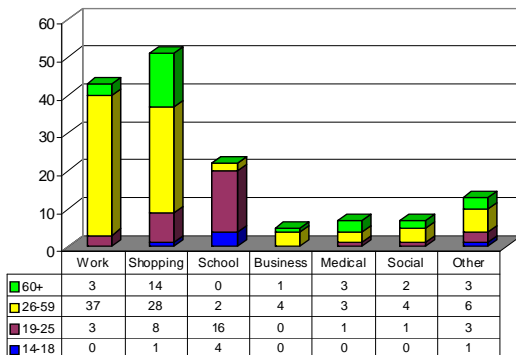


Age Group of Survey Participants

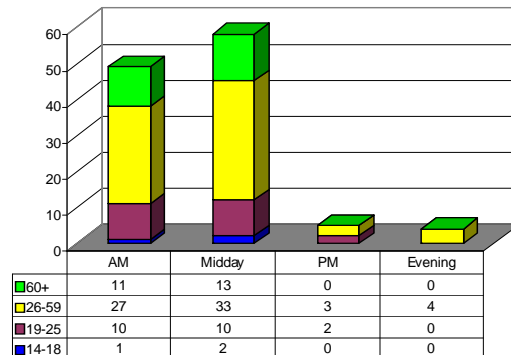


Customer Travel Patterns:

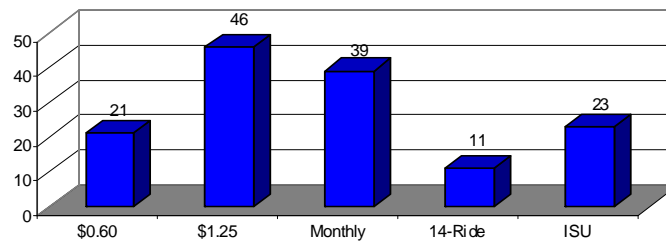
Reason for Using Transit



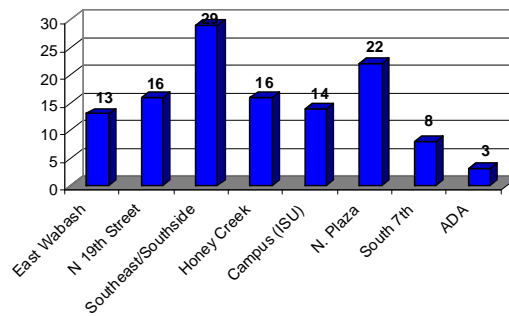
Time of Day Transit Used



Cost to Ride Transit

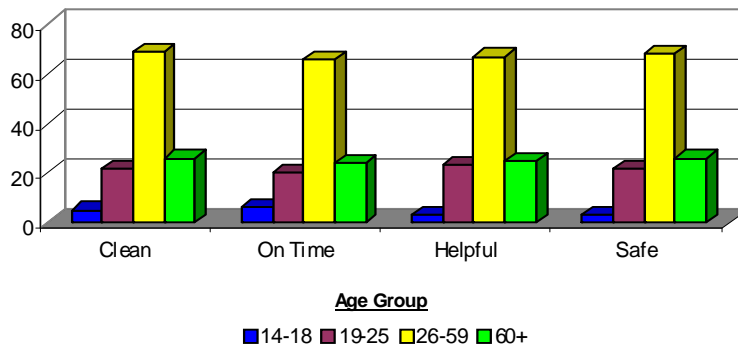


Route Utilization - Days



Customer System Assessment:

Customer Transit System Assessment



Customer Recommendations:

- Add Sunday Service
- 24 Hour Service
- More half hour routes
- Route to Ivy Tech
- Bring back Mall Express Route
- Lower cost
- Add Meadows Route in evenings
- Larger buses
- Add another ADA bus
- More new buses
- Keep radio's lower
- Permit transfers between routes
- Run two buses on South 7th & Honey Creek Routes

For More Information Contact: Pat Macke, (812) 238-1561