On-Board Survey

Champaign Transit System values your support and opinion as a CTS rider. This survey will help us improve service to you and other customers. Please answer the following questions to let us know how you feel about our systems performance. If you have any comments, include them on the back. All replies will be kept confidential unless you wish to add your name. When you are finished with the survey, either put it in the box on the van or send it back to our office by mail.

THANK YOU FOR YOUR HELP.

<table>
<thead>
<tr>
<th>Today’s Date: _______</th>
<th>Time: _______</th>
<th>Any Handicaps?</th>
<th>(1) very poor</th>
<th>(2) poor</th>
<th>(3) average</th>
<th>(4) good</th>
<th>(5) excellent</th>
</tr>
</thead>
</table>

Van Driver

Did the driver act and look professional?  
Was the driver friendly and cheerful?  
Was the driver helpful to you and others?  
Was your driver a safe driver?

Van Cleanliness/Comfort

Is the van clean inside?  
Is the van clean outside?  
Was your ride comfortable?  
Was the van temperature comfortable?

Convenience

Do our van times meet your needs?  
Is your van usually on time?
When calling the office, are the office Representatives courteous and helpful? □ □ □ □ □ □

Income Level (Please Circle one)

<table>
<thead>
<tr>
<th>Income Level</th>
<th>Below $10,000</th>
<th>$10,000 to $20,000</th>
<th>$20,000 to $30,000</th>
<th>$30,000 to $40,000</th>
<th>$40,000 to $50,000</th>
<th>$50,000 to $60,000</th>
<th>Higher than $60,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNDER $10,000</td>
<td>$10,000 to $20,000</td>
<td>$20,000 to $30,000</td>
<td>$30,000 to $40,000</td>
<td>$40,000 to $50,000</td>
<td>$50,000 to $60,000</td>
<td>Higher than $60,000</td>
<td></td>
</tr>
</tbody>
</table>

Age (Please Circle one)

0 to 15
16 to 30
31 to 50
51 to 70
71 and older

Race (Please Circle One)

Caucasian
African American
Asian
Latin Origin
Other

During your trips to grocery, going to the hair dresser, going to the doctor, shopping at Wal Mart etc., what is the average amount you would spend. $________________________

Any comments, suggestions or complaints that you feel would help us serve you better:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Would you like a company official to call you:   Yes □   No □

If yes, please give your name & phone number: _________________________________

(THIS WILL BE KEPT CONFIDENTIAL)