

Fixed Route/Train Transportation Survey

Fixed Route/Train Transportation Survey

Bus Route # or CTA Train Line _____

Date _____

To and From _____

Time _____

Bus Stop/Train Stop: Please answer the following questions about a bus/Train stop.

Street name: _____

Nearest Cross Street: _____

1) Is there a bus stop/Train station sign?

Yes

N/A

No (If no, proceed to #6)

2) Is there route/schedule/map information posted?

Yes

N/A

No

3) Are there physical barriers that constrict the width of the sidewalk?
(Leading up to Bus Stop/Train Station)

Yes

N/A

No

4) Are there any obstacles at the bus stop or entrance to the train station that would limit the mobility of a wheelchair?

Yes

No

N/A

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5) What kind of amenities are there at the Bus Stop/Train Platform?

CHECK ALL THAT APPLY

- Stop only
- Bench
- Shelter (Wood, Metal)
- Information or Payment Kiosk
- Street/Platform Lighting
- Shade Trees
- Newspaper Racks

6) If there is a Bus shelter, could a person using a wheelchair maneuver into the shelter?

- Yes**
- No**
- N/A**

7) Are there problems with the bus stop landing surface? (where the bus drops you off)

- Yes**
- No**
- N/A**

a) If yes, describe what the problems are:

Check ALL THAT APPLY

- Uneven
- Slopes Up
- Slopes Down
- Other_____

8) Does the bus stop landing surface? (where the bus drops you off) connect with the sidewalk?

- Yes**
- No**
- N/A**

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9) Is the bus stop landing surface firm and stable? (Not sand, gravel or grass)

Yes

N/A

No

10) Is where you get off the bus or train near an accessible street crossing?

Yes

N/A

No

11) What pedestrian amenities are at the nearest intersection (or other crossing opportunity)? (Check all that apply)

Curb cuts all corners (both sides)

Curb cuts on bus stop/Train stop side (one side)

Pedestrian crossing signal

Visible crosswalk

Traffic light

Other _____

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12) Is there enough street light to make the stop feel safe? (Typically only applicable at night)

Yes

N/A

No

CTA Bus and Train Drivers and Services: Please rate your level of satisfaction with the following:

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. Overall, CTA provides high quality service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Hours of operation are adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. CTA responds to complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Information is provided in a way that makes it easy to understand the fixed route/Train system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. If you use a wheelchair, you are secured properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Bus stops/Train Platforms are accessible for your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Station Attendant responded to my request for a gap filler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. CTA drivers are helpful and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The automated stop announcement system is working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Train Stations and Transportation Equipment (Stations, Vehicles, Equipment and Drivers): Please circle the number that best reflects your level of satisfaction in the following areas.

	Excellent	Above Average	Below Average	Poor	N/A
1. Train Station Elevator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Accessible Turnstile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Train Gap Filler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Working condition of the bus lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Condition of the accessible seating area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Train Station Attendant assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Train Station Attendant Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Driver Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Driver Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Driver knowledge of safety procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Passenger Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Fare box easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Payment Kiosk easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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General Information:

1. What do you think that CTA can do to improve the quality of service or make the experience better for you?

2. Were there any other problems that you experienced that would affect your desire to use CTA buses or trains in the future?
