

# 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?

- Route 1 - Tuba City    Route 9 - Dilkon  
 Route 2 - Steamboat    Route 11 - Flagstaff  
 Route 3 - Kayenta    Route 12 - Kayenta/TC  
 Route 4 - Crownpoint    Route 13 - Crownpoint  
 Route 5 - Gallup    Route 14 - Shiprock  
 Route 6 - Navajo    Route 15 - Sanders  
 Route 7 - Shiprock    Route 16 - Aneth/Blanding  
 Route 8 - Chinle    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:*

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**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

**CONTACT US AT:**  
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