

1. SURVEY CODE NUMBER, this is found on your QRcode slip or from your onboard surveyor.
Número de código de encuesta, se encuentra en su comprobante de código QR o con su topógrafo a bordo.

2. What Route are you currently riding? ¿En qué ruta estás viajando actualmente?

- 1X 2X 3X 4X
 5 6 Villebois Shopper Shuttle Medical Shuttle

3. Which direction are you traveling? ¿En qué dirección estás viajando?

- North / Norte South / Sur East / Este West / Oeste

Select how satisfied you are with each item listed below. From being not satisfied to being completely satisfied.
Seleccione su grado de satisfacción con cada uno de los elementos enumerados a continuación. De no estar satisfecho a estar completamente satisfecho.

4. Bus stop amenities (i.e. bus stop lighting, seating). *Servicios de la parada de autobús (es decir, iluminación de la parada de autobús, asientos)*

| | | | |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

5. Cleanliness of bus stop. *Limpieza de la parada de autobús.*

| | | | |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-----------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | <input type="radio"/> |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-----------------------|

6. Cleanliness inside bus. *Limpieza dentro del autobús.*

| | | | |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

7. Comfort on bus (i.e. noise level, seat availability). *Comodidad en el autobús (es decir, nivel de ruido, disponibilidad de asientos).*

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|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

8. Safety on bus. *Seguridad en el autobús.*

| | | | |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

9. Bus reliability (i.e. on time). *Confiabilidad del autobús (es decir, llegar a tiempo).*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

10. Convenience (i.e. to reach stop or destination). *Conveniencia (es decir, llegar a la parada o al destino).*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

11. Operator conduct (i.e. friendly, knowledgeable). *Conducta del operador (es decir, amigable, bien informado).*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

12. Ease of payment, if any. *Facilidad de pago, si lo hay.*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

13. Quality of service for cost to ride. *Calidad de servicio por costo de viaje.*

| | | | |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

14. Clarity of information from SMART. *Claridad de información de SMART.*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
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15. Frequency of notifications. *Frecuencia de notificaciones.*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|

16. Accuracy of information. *Exactitud de la información.*

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------|
| Not Satisfied <i>No Satisfecho</i> | <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/> | Completely Satisfied <i>Completamente Satisfecho</i> | N/A <input type="radio"/> |
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17. Communication preference for service alerts. Check all that apply.

Preferencias de comunicación para alertas de servicio. Marque todo lo que corresponda.

- | | | |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------|
| <input type="checkbox"/> Text / <i>Texto</i> | <input type="checkbox"/> Facebook | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> App notification <i>Notificaciones de aplicación</i> | <input type="checkbox"/> Website/ <i>Sitio web</i> | |
| <input type="checkbox"/> Physical posters <i>Carteles físicos</i> | <input type="checkbox"/> Onboard announcements <i>Anuncios a bordo</i> | |

18. Communication preference for SMART events (i.e. Rider Appreciation Days, Be Seen. Be SMART.) Check all that apply. *Preferencia de comunicación para eventos de SMART (es decir, Días de Apreciación del Pasajero, Sea Visto. Sea SMART.). Marque todo lo que corresponda.*

- | | | |
|----------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------|
| <input type="checkbox"/> Text / <i>Texto</i> | <input type="checkbox"/> Facebook | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> App notification <i>Notificaciones de aplicación</i> | <input type="checkbox"/> Website <i>Sitio web</i> | |
| <input type="checkbox"/> Physical posters <i>Carteles físicos</i> | <input type="checkbox"/> Email <i>Correo electrónico</i> | |

19. Does our service: *Nuestro servicio:*

- Exceed your expectations / *Supera sus expectativas*
- Meet your expectations / *Cumple sus expectativas*
- Not meet your expectations / *No cumple sus expectativas*

20. Would you recommend SMART to family and friends? *Usted recomendaría SMART a su familia y amigos?*

- Yes / *Sí* No / *No*

21. For future service enhancements, what is your highest priority? Select only one.

Para futuras mejoras del servicio, ¿cuál es su mayor prioridad? Seleccione solo uno.

- Less wait time for bus. / *Menos tiempo de espera para el autobús.*
- Service to new destinations. / *Servicio a nuevos destinos.*
- Longer service hours on weekdays. / *Más horas de servicio entre semana.*
- Longer service hours on Saturday. / *Más horas de servicio los sábados.*
- Service on Sunday. / *Servicio el domingo.*
- None of the above. / *Ninguna de las anteriores.*

22. What is your age? *¿Cual es su edad?*

- 18 and Under / *Menos de 18*
- 19-29
- 30-65
- Over 65 / *Más de 65*

23. For demographic purposes select the option that best represents your gender.
Para propósitos demográficos, seleccione la opción que mejor represente su género.

- Woman / Mujer
- Man / Hombre
- Non-binary / No-binario
- Prefer not to disclose / Prefiero no revelar
- Self Identify / Auto identificarse

24. To which racial or ethnic group(s) do you most identify with?
¿Con qué grupo(s) racial o étnico(s) se identifica más?

- Asian or Asian American or Pacific Islander / *Asiático o Asiático Americano o Isleño del Pacífico*
- Caucasian or White / *Caucásica o blanca*
- Multi-racial / *Multiracial*
- African American or Black / *Afroamericano o negro*
- Latino or Hispanic / *Latino o Hispano*
- Native American or American Indian / *Nativo Americano o Indio Americano*
- Not listed: / *No listado:* _____

25. What is your annual income? *¿Cual es sus ingresos anual?*

- Student / *alumno*
- Under 10,000 / *Menos de \$10,000*
- \$10,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 to \$69,999
- \$70,000 to \$89,000
- Over \$89,000 / *Más de \$89,000*

26. Home zip code: / *Codigo postal:* _____

27. Check any or all of the boxes below to receive. / *Marque todos los que quiera recibir.*

- Survey results / *Resultados de encuesta*
- Enter drawing for \$100 gift card / *Participar en el sorteo de una tarjeta de regalo de \$100*

28. Phone / Text if you should win the drawing / *Teléfono / Texto si gana el sorteo:* _____

29. Additional comments: / *Comentarios adicionales:*
