

NASHUA TRANSIT SYSTEM SURVEY 2021

Please help the Nashua Transit System and its users by completing this annual survey. It will take about 5 minutes. These questions are required for funding and we want to hear your feedback on our services. Return your completed survey to the box in the front of the bus or to the Transit Center.

Take the survey online by scanning the QR code to answer questions on your phone!



1. What is your age?

- Under 18
- 18 to 24
- 25 to 44
- 45 to 59
- 60 and over

2. What is the highest level of education you have completed?

- High school graduate
- Some college, no degree
- Associate degree
- Bachelor degree
- Graduate degree
- None of the above

3. What is your **household's** approximate annual income?

- Less than \$20,000
- \$20,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$59,999
- \$60,000 - \$79,999
- \$80,000 or more

4. Do you currently have a valid driver's license?

- Yes
- No

5. Please describe your current status

Mark ALL that apply

- Employed
- Unemployed (IF UNEMPLOYED, NOW SKIP TO QUESTION 11)
- Seeking employment
- Student
- Retired
- Stay-at-home caregiver
- Disabled

6. On what days do you typically work?

Mark ALL that apply

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

7. During what part of the day do you typically work?

- Day
- Night
- Other specific hours _____

8. How would you best describe your current job?

- Professional
- Retail
- Food service
- Medical service
- Other service
- Trades
- Administrative support
- Other _____

9. Before arriving at your place of employment, does your trip typically include another destination, such as day care?

- Yes
- No

10. Do you use the Nashua Transit System (Citybus) to get to work?

- Yes
- No

11. How often do you typically ride on the Nashua Transit System?

For all purposes, including demand response service

- 5 or more days per week
- 3-4 days per week
- 1-2 days per week
- Once or twice per month
- Less than once per month
- I have never used the NTS bus system

12. What are your main reasons for riding the bus?

Select ALL that apply

- Convenience
- Cheaper than other transportation
- Cost or availability of parking
- Environmentally conscious
- Only transportation available to me
- Other (please explain)



13. What NTS routes do you use on a regular basis?

Select ALL that apply

- 1
- 2
- 2A
- 3
- 5
- 6
- 6A
- 7
- 9
- 12
- Night service - North
- Night service - Central
- Night service - South

14. Where are you USUALLY coming from when you get on the bus?

Select ALL that apply

- Home
- Work
- Shopping
- Medical Appointment
- School
- Social/personal
- Other _____

15. How do you USUALLY get to a bus stop?

- Walk
- Bike, scooter, etc
- Drive myself
- Ride with someone else

16. What types of destinations are you likely to ride the bus to get to?

Select ALL that apply

- Work
- Shopping
- Medical appointment
- School/college
- Social/personal
- Other _____

17. Including yourself, how many people in your household use the Nashua Transit System on a frequent basis?

- 0
- 1
- 2
- 3
- 4 or more

18. In what languages other than English do you need transit-related materials, such as ride guides and service announcements, available to you?

- Spanish
- Portuguese
- Swahili
- Other (please specify) _____

19. Which of the following locations and areas would you like to see Citybus service expanded to?

Select ALL that apply

- East Milford (Lorden plaza area)
- Milford Oval
- West Milford (Market Basket area)
- Hudson Town Center
- Hudson Route 102 (Hannaford area)
- Hudson Route 3A (Walmart area)
- Merrimack Exits 10 and 11 (Premium Outlets area)
- Merrimack Town Center
- Merrimack Exit 12 (Shaw's, Walgreens)
- Bedford
- Manchester-Boston Regional Airport
- Other _____

20. How would you prefer to be notified about NTS service announcements?

Select ALL that apply

- Facebook
- Twitter
- Instagram
- Website
- On-board materials
- Text or e-mail
- Other (please specify)

21. If you would like to receive NTS announcements via Civic Engage, please provide your contact information

Zip code required for data collection purposes; all other fields are optional if you do not wish to receive announcements

Name: _____

E-mail: _____

Phone (for texts): _____

Zip code: _____

22. What could NTS do to make your experience better?

Thank you for completing this survey