**2016 Survey Questions**

1. How long have you used WTA bus service?

Please select where on this map you live

1. How often do you use WTA service to (a) get to campus, (b) travel within Bellingham
2. Get to campus (b) travel across campus (i.e. rec center to Viking union), (c) travel within Bellingham
3. Does the WTA service in your immediate neighborhood meet your transportation needs?

1 -5 scale, 1 being poor 5 being excellent

1. Please rate your customer service experience with drivers.
1 -5 scale, 1 being poor 5 being excellent
2. Please rank from most important to least important the service enhancement options you would like.
\*expanded campus transport loops (i.e. more frequent 107, primarily for campus travel)
3. Which Three of the following do you feel are the most important for WTA to improve on?

Punctuality, Overcrowding, Bus Shelters, Route Schedule Accessibility/Real Time, Bike Rack capacity.
\*\*additional question regarding disability access, not WTA specific

1. How valuable would you find this increased bus service?

-subjectivity of value? Monetary or usefulness?

1. Have you ever been left behind or passed by due to buses being full?
2. How often have you been left behind because of overcrowding of the buses?

What time, How many students left,

7:30-8:00 am

1. Please rate your overall satisfaction with WTA bus service.
2. 1 -5 scale, 1 being poor 5 being excellent
3. Would you be willing to pay an increased fee to retain the current level of bus service.
4. How much of an increase in the Transportation Fee (currently $26.25) would you be willing to pay?

\*\*\*if you are going to ask a question about the whole fee, should outline the allocations of the fee including late night shuttle service. Provide current breakdown of the fee?

1. How likely would you be (if you were a student at the time of the voting) to vote on this?

<blue> = fee specific question section

1. How important do you think this issue is to students?
2. Anything else you want us to know?
3. Night shuttle question section. Copy language from WTA questions, apply to night shuttle.

**2018 Exit Survey Questions**

1. In an average week, how many days do you go to campus for classes or activities?
2. How many times do you leave campus and return during a typical day (example, leave for lunch or between classes)?
3. How many days per week do you use each of the following methods to travel between your house, apartment, or residence hall and campus?

Walk,

Bus,

Bicycle,

Drive alone to campus,

Drive alone to P&R and bus,

Drive with a passenger or ride with a friend,

Drive with a passenger or ride with a friend to P&R then bus,

Dropped off by someone not going to campus,

Other

1. When attending Western, do you live within the area encompassed by the map below?
2. Where do you live while attending Western?
3. What is the approximate distance (one way) to campus from where you live while attending Western?
4. Do you have a car available for use in Bellingham?

Yes a private car,

Yes access to Zipcar or other shared car,

Yes I can borrow a friend’s or relatives car,

No I don’t have access to a car.

1. How often do you drive a car in Bellingham?
2. How often do you use your car for the following types of trips?

Shopping or personal business,

Visiting friends/family out of town,

Go to work or internship,

Recreate Outdoors e.g. skiing/hiking,

Entertainment/meal/shows,

1. What factors might allow you to not have a car while at Western?

Better options for transportation home on weekends and holidays,

More and lower cost car-sharing options like Zipcar,

More and better cost ride-hailing options like Uber/Lyft,

Easy bike storage and inexpensive bike maintenance service,

Nothing could convince me not to have a car at Western.

1. How often do you drive to campus at night or on a weekend?
2. When you drive to campus at night or on weekends, how often do you...

Use a campus Parking permit,

Park in C lots,

Park off campus,

Pay at meters,

1. How often do you use the WWU Late Night Shuttle?