

# Appendices

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# EXTERNAL SURVEY

## Champaign-Urbana Mass Transit Strategic Planning Survey –Community Input

We would like your input on how C-U MTD is doing and where our focus should be over the next 10 years.

1. Are you a current user of C-U MTD services?

- Yes
- No
- In the Past
- Plan To

2. In your opinion, has C-U MTD lived up to it's mission/vision of providing excellence in transportation choices especially non-automobile options?

- Yes
- No

3. For the following areas rank C-U MTD:

<b>Routes/Schedules</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Technology</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Safety</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Value - good service for the price</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Environmental Responsibility</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Drivers</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Customer Service - front line staff</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Leadership</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Community Responsiveness</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Growth/Expansion</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

**Other (please specify):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Where should C-U MTD place its focus in the next 5-10 years? (Choose no more than 2.)

- Customer service
- Routes/Schedules
- Technology
- Environmental responsibility
- Employees
- Growth/expansion
- Multi-modal mobility
- Other (please specify): \_\_\_\_\_

5. Do you feel the following areas could be OPPORTUNITIES for C-U MTD?

**Technology**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Expand into other communities**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Leadership**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Increase ridership**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Demographic change in community**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Economy**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**U of I changes**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Responsiveness**

Strongly Agree     Agree     Disagree     Strongly Disagree     Not Sure

**Other (please specify):** \_\_\_\_\_

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## EXTERNAL SURVEY

6. Do you feel the following areas could be THREATS for C-U MTD?

**Technology**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Expand into other communities**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Leadership**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Increase ridership**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Demographic change in community**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Economy**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**U of I changes**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Lack of Responsiveness**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Other (please specify):** \_\_\_\_\_

7. Rate your agreement on the following statement: "Transit investment can enhance the quality of life and help to sustain economic development in the community."

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

Other (please specify): \_\_\_\_\_

8. Do you feel C-U MTD provides a valuable service to the community?

Yes    Other (please specify): \_\_\_\_\_

No

9. What modes of transportation do you use on a regular basis?

Own a car    Bicycle

C-U MTD buses    Taxi

Walk    Other (please specify): \_\_\_\_\_

10. Additional Comments: \_\_\_\_\_

\_\_\_\_\_

# INTERNAL SURVEY

## Champaign-Urbana Mass Transit Strategic Planning Survey – Internal Survey

We would like your input on how C-U MTD is doing and where our focus should be over the next 10 years. Please vote only once per person. Any duplicate entries will be disqualified.

1. How long have you been employed by C-U MTD?

- 0 - 2 years
- 3 - 5 years
- 6 - 9 years
- 10 - 15 years
- 15 +

2. In your opinion, has C-U MTD lived up to its mission/vision of providing excellence in transportation choices especially non-automobile options?

- Yes
- No

3. For the following areas rank C-U MTD:

<b>Retaining quality employees</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Training</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Internal communication</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Technology</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Environmentally responsible</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Customer service</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Leadership</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Community-minded</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Growth/expansion</b>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

4. Rate your agreement on the following statement: "C-U MTD should continue to be innovative and mobility leaders in the community."

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Other (please specify): \_\_\_\_\_

## INTERNAL SURVEY

5. Do you feel the following areas could be OPPORTUNITIES for C-U MTD?

**Technology**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Expand into other communities**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Leadership**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Increased ridership**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Demographic change in community**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Economy**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**U of I changes**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Responsiveness**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Other (please specify):** \_\_\_\_\_

6. Do you feel the following areas could be THREATS for C-U MTD?

**Technology**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Expand into other communities**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Leadership**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Decreased ridership**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Demographic change in community**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

**Economy**

Strongly Agree    Agree    Disagree    Strongly Disagree    Not Sure

6. Do you feel the following areas could be THREATS for C-U MTD? (continued)

**U of I changes**

- Strongly Agree  Agree  Disagree  Strongly Disagree  Not Sure

**Lack of Responsiveness**

- Strongly Agree  Agree  Disagree  Strongly Disagree  Not Sure

**Other (please specify):** \_\_\_\_\_

7. What will affect the future of C-U MTD the most? (Please choose only one.)

- Expansion
- Technology
- Economy
- Leadership
- Staff
- Other (please specify): \_\_\_\_\_

8. What values should guide our business and employee behavior?

- Service
- Responsibility
- Quality
- Efficiency
- Accountability
- Excellence
- Other (please specify): \_\_\_\_\_

9. From the standpoint of your personal professional development, what specific items do you believe would enhance your ability to improve C-U MTD's performance?

- Job training
- Customer service training
- Internal communications
- Transit related conferences/seminars
- Educational courses
- Other (please specify): \_\_\_\_\_

10. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_