

Sussex County Skylands Ride/Transit Survey-2019

This survey is intended to be used to improve the current performance of Sussex County's overall transit system in order to service our residents' needs as best as we can in the area of transportation. We value all of our passengers and want to ensure that they get where they need to go safely and in a timely manner. We also want to make sure that the expectation is a high level of customer service and performance. Your answers will help us evaluate what we are doing well and prioritize recommended areas of improvement. Thank you for taking the time to fill out the survey.

1. I use the Skylands Ride transit services:

1 – 5 times per month 6 – 10 times per month 11 - 20 times per month.

Do you ride the Public Connect (loop bus)? Yes No

Do you use our Demand Response/On-Demand transportation (requires appt.)?

Yes No

I don't use it at all (If you don't use Skylands Ride, you don't need to proceed with survey. Thank you for your time.)

2. Skylands Ride picks me up within the time frame they give me.

Always Usually Seldom Never

3. Drivers are courteous and professional.

Always Usually Seldom Never

4. The buses are neat and clean.

Always Usually Seldom Never

5. Drivers drive safely and with care.

Always Usually Seldom Never

6. I rely on Skylands Ride:

Heavily Often Sometimes Rarely I don't rely on it

7. If Skylands Ride were not available to me I would:

always be able to find someone to take me have to pay for a ride
 sometimes be able to find someone to take me have no transportation

8. I use Skylands Ride for transportation for the below purposes (check all that apply):

Medical (Doctor's appts., treatments, prescriptions, etc.)

Shopping (Food, necessary items, etc.) Work School/College

Recreation Childcare Nutrition Site Training Program/Other Program

Other _____ (please indicate).

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9. I have been riding Skylands Ride/Transit services for this amount of time:
Under one year Between 1-3 years For 3-5 years For 5-10 years
Over 10 years

10. Do you own a car? Yes No

11. What do you like best about Skylands Ride?

12. If we could make one change to the service, what do you think it should be?

13. What is your Town? _____ What is your zip code? _____
(this can be used in order to evaluate where there are transportation needs throughout the county and coordinate services more effectively).

14. What is your age range?

Under the age of 18 Between the ages of 18-25 26-34
35-44 45-59 60-65 66-74 75-80 Over the age of 80

If you would like to enter the drawing for a Visa gift card, please provide your name and contact information below:

Name: _____
Email: _____
Phone Number: _____

**Thank you for completing this survey and
for your valuable time!!!!**

You may return this completed survey to any Skylands Ride driver or staff or
mail it to the below address:

County of Sussex
Sussex County Administrative Center
One Spring Street
Newton, NJ 07860
Att: Christine Florio

*******Surveys need to be returned by April 4, 2019*******