

Jefferson Transit Rider Survey – March 2010

12. Are you experiencing difficulty traveling on a specific JeT route? Yes No

If yes, which route(s)?

Eastbank routes: Veterans (E1) Airport (E2) Kenner Local (E3) Metairie Road (E4)
 Causeway (E5) Clearview (E8)

Westbank routes: Avondale (W1) Westbank Expressway (W2) Lapalco (W3)
 Terrytown (W8) Huey P. Long (W10)

If yes, please check below the reason(s) you are having problems on a specific route

- Missed Connections Bus is late Bus never arrived Road construction
 Lift not working Bus too crowded
 Other _____

13. Since the beginning of the year, have you wanted to complain to JeT, but didn't? Yes No

If yes, what was the complaint? _____

Safety and Security

14. Do you typically feel safe when waiting at the Westbank terminals? Yes No

If no, which terminal? Wilty Walkertown

Why did you feel unsafe? _____

15. Do you typically feel safe when waiting at JeT bus stops? Yes No

If no, which one(s)? _____

Why did you feel unsafe? _____

16. Do you typically feel safe when riding on JeT? Yes No

If no, which route? _____

Why did you feel unsafe? _____

17. Do you feel safe crossing streets and walking to and from JeT bus stops? Yes No

If no, why not? _____

Which bus stop(s)? _____

JeT Service Improvements

18. If you are using the new Clearview (E8) route please answer the following questions:

Do you transfer between the Clearview route and another route? Yes No

If yes, which routes do you transfer to or from?

- Veterans (E1) Airport (E2) Kenner Local (E3)
 Metairie Road (E4) Causeway (E5) HP Long (W10)

Were you able to make good connections with your transfer? Yes No

19. Do you feel that the Clearview schedule is adequate? Yes No

If no, what changes would you like to see made to the schedule? _____

20. Do you need a bus shelter or bench at the bus stop(s) you use? Yes No

If yes, please name the route and the location of the bus stop (s) _____

21. What changes could JeT make that would help you make your trips? _____