



# Mesquite Transit Study

Hello Mesquite Resident - STAR Transit seeks to expand affordable mobility services that meet your needs.

Your opinion is important as we strive to support community connections and boost economic opportunities through innovative and sustainable solutions.

Please complete this questionnaire and share with us by **Friday, July 8.**

- Mail: STAR Transit, Attention Teresa Elliott, P.O. Box 703, Terrell, TX 75160
- Fax: (972) 563-0048
- Email: Contact@STARtransit.org

If you would like to complete this survey online, please go to [www.startransit.org](http://www.startransit.org).

1. What is your zip code? \_\_\_\_\_

2. Do you currently use public transit?     Yes                       No

3. Which transit provider do you ride with? *Check all that apply.*

- STAR Transit
- DART
- Other (please specify): \_\_\_\_\_

***\*\* If STAR Transit is one of your answers, please continue to question 4. If you did not select STAR Transit, please skip to question 12.***

4. Why do you use STAR Transit? *Please CHOOSE ALL answers that apply to you.*

- To go to work                                       For shopping
- To go to school                                       To visit my family/friends
- For medical appointments     For recreational/entertainment activities
- To go to senior centers
- For personal business (like banking, interviews, or business appointments)
- Other (please specify): \_\_\_\_\_

**5. How often do you ride STAR Transit? Please choose the best answer.**

- 5 or more days per week
- 2 – 4 days per week
- 2 – 4 times a month
- Once a month
- A few times a year

**6. Do you use Compass, the nonstop weekday commuter bus service to and from Hanby Stadium and the DART Lawnview Station?**

- Yes. If yes, how often?
  - 1 to 2 times a week
  - 3 to 5 times a week
  - 1 to 5 times a month
  - Other (please specify): \_\_\_\_\_
- No

**7. Do you use the STARNow app for same-day service?**

- Yes. If yes, how often?
  - 1 to 2 times a week
  - 3 to 5 times a week
  - 1 to 5 times a month
  - Other (please specify): \_\_\_\_\_
- No

**8. Do you use the GoPass App?**

- Yes       No       Occasionally

**9. How do you receive information about STAR Transit's services? Please CHOOSE ALL answers that apply to you.**

- STAR Transit's website
- City of Mesquite website
- STAR Transit's mobile app
- Newspapers
- STAR Transit's call center
- Printed pamphlets/brochures
- STAR Transit's social media (Facebook, Instagram)
- Other (please specify): \_\_\_\_\_
- I don't recall receiving/seeing information on STAR Transit?

**10. What is the longest amount of time you will wait for a bus?**

- Less than 5 minutes
- 5 – 10 minutes
- 11 – 20 minutes
- 21 – 30 minutes
- 31 minutes or longer

**11. Please indicate your level of satisfaction regarding the following topics.**

*The frequency of bus service where you live.*

- Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied
- 

*The number of destinations served by public transit.*

- Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied
- 

*Speed of travel by transit options.*

- Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied
- 

*Distance to the nearest bus stop from your home.*

- Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied
- 

*Availability of public transit in your area.*

- Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied
-

**Please indicate your level of satisfaction regarding the following topics.**

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*STARNow service.*

Very Satisfied    Satisfied    Neutral    Dissatisfied    Very Dissatisfied

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**12. What do you want from public transit? Please mark all answers that apply.**

- |  |   |
|--|---|
| <input type="checkbox"/> I want it to save me time.    | <input type="checkbox"/> I want travel to be frequent.          |
| <input type="checkbox"/> I want travel to be fast.     | <input type="checkbox"/> I want travel to be safe and friendly. |
| <input type="checkbox"/> I want travel to be reliable. | <input type="checkbox"/> I want travel to be easy to use.       |
| <input type="checkbox"/> Additional comments: _____    |   |
- 
- 

**13. Where would you like to go that you currently can't using public transportation?**

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**14. Do you have a disability?**

- Yes                       No

**15. Are you a veteran?**

- Yes                       No

**16. Which of the following describes your status?**

- |  |   |
|--|---|
| <input type="checkbox"/> K – 12 student  | <input type="checkbox"/> Employed (full-time) |
| <input type="checkbox"/> College student | <input type="checkbox"/> Employed (part-time) |
| <input type="checkbox"/> Unemployed      | <input type="checkbox"/> Retired              |

**17. What is your age?**

15 or younger

45 – 64

16 – 24

65 or older

25 – 44

**18. Would you like additional information about transit services in Mesquite? If yes, please indicate how to follow up.**

Email \_\_\_\_\_

Text \_\_\_\_\_

Mail \_\_\_\_\_

\_\_\_\_\_

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*Connects you to where you want to go.*