



WORKING FOR QUALITY  
IN URBAN LIFE

**CIVITAS is pleased to support the implementation in October 2010 of Select Bus Service (SBS) on First and Second Avenue (South Ferry to 125th Street), which replaces the M15 Limited. The East Side was chosen for the Manhattan bus rapid transit after the successful SBS line was implemented in the Bronx. If successful, SBS represents an inexpensive and innovative transportation approach to New York City.**

**If you use the SBS line on First and Second Avenue, we want to know about your SBS experience. Please complete this 5-10 minute survey with your feedback. If you don't have an answer to every question, please make your best guess. Your anonymous feedback will be provided to the MTA New York City Transit and NYC Department of Transportation (NYC DOT) to help them work out the kinks.**

**Since 2009, CIVITAS has participated in the Community Advisory Committee, a coalition comprised of the MTA, NYC DOT, elected officials and community stakeholders, to help plan and provide feedback to implement SBS. If the M15 Select Bus Service line proves to be a success, we hope to see additional bus rapid transit lines built throughout New York City.**

**Thank You.**

CIVITAS - SELECT BUS SERVICE RIDER SURVEY

**1. WHERE AND WHEN?**

**Please tell us when you boarded the SBS. If you do not remember the exact time please provide an approximate time of day.**

**Please specify the SBS stop location (ex: First Avenue and 98th Street).**

**2. TICKETING**

**Please describe your experience using off-board ticket machines:**

	<b>Easy/No Confusion</b>	<b>Some Difficulty/ Some Confusion</b>	<b>Difficult/ Confusing</b>	<b>N/A</b>
<b>Metrocard Machine</b>				
<b>Coin Machine</b>				

**Other Observations:**

**3. WAITING FOR THE BUS**

**How would you describe your waiting time for the SBS?**

<b>Minutes</b>	<b>1-5</b>	<b>5-10</b>	<b>10-15</b>	<b>More than 15</b>
<b>Waiting Time</b>				

**Please describe any additional observations (such as bus bunching, a series of contiguous SBS buses following a period without buses):**

**4. BOARDING**

Please describe your experience boarding the SBS once the bus arrived:

- Were all 3 doors used for boarding?
  
- Waiting time in line before entering the bus?
  
- Accessibility for handicapped passengers?

**5. MOVEMENT**

Please describe the bus movement within the bus lane:

	Clear of Vehicles	Obstructed by parked cars/trucks	Obstructed by vehicles driving in bus lane	I don't remember
Bus Lane				

Other Observations:

**6. CUSTOMER SATISFACTION**

Please rate your overall experience riding the SBS bus line:

	Very Negative	Negative	Positive	Very Positive	N/A
Overall Experience					

**7. OBSERVATIONS**

**Please provide additional comments not covered in this survey about your experience riding the SBS bus line.**

**8. If you would like to be contacted about your experience riding the SBS bus line, please leave your name and the best way to reach you:**