User Satisfaction Survey

Active Transportation Program (Non-infrastructure Project)

Introduction

*Details for projects will vary, and survey introductions should be rewritten based on the survey manager’s discretion. Consider adding a 1-2 sentence description of the project or program in the introduction. The following is example text: [Agency Name] is conducting a survey to learn whether residents are satisfied with [Project Name] and would support more active transportation investments in the future. This survey should take 5 minutes to complete. Your responses are confidential. Thank you for participating!*

Active Transportation Program Survey

1. Were you aware of this active transportation program?
   1. Yes
   2. No
2. How satisfied are you with the program? Check one.
   1. Very satisfied
   2. Satisfied
   3. Neutral
   4. Dissatisfied
   5. Very dissatisfied
   6. N/A, I did not interact with the program at all.
3. Active transportation refers to ways of traveling such as walking, bicycling, or rolling. How likely are you to increase travel via active transportation (for everyday or recreational trips) because of this program?
   1. Very likely
   2. Likely
   3. Neutral
   4. Unlikely
   5. Very unlikely
   6. N/A, I did not interact with the program at all
4. Do you support continued investments in programs like this in your community?
   1. Yes
   2. No
5. What do you like about this program?
6. What suggestions do you have for improvement?

Tell us about you

1. How would you describe your race or ethnicity? (Select all that apply.)
   1. Asian
   2. Black or African-American
   3. Hispanic or Latino
   4. American Indian or Alaskan Native
   5. Native Hawaiian or other Pacific Islander
   6. White
   7. Some other race (please specify)\_\_\_\_\_\_\_\_\_\_\_
   8. Prefer not to answer
2. What is your level of education?
   1. Some high school
   2. High school diploma or GED
   3. Some college, no degree
   4. Trade/technical/vocational certification or license
   5. Associate degree (2-year)
   6. Bachelor’s degree (4-year)
   7. Master’s degree or other professional degree
   8. Doctoral degree
   9. Prefer not to say
3. What is your annual household income?
   1. $0-$29,999
   2. $30,000-$59,999
   3. $60,000-$89,999
   4. $90,000-$119,999
   5. $120,000+
   6. Prefer not to say
4. What is your gender identity?
   1. Woman
   2. Man
   3. Non-binary
   4. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. Prefer not to answer
5. How old are you?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Write in response)
   2. Prefer not to answer