User Satisfaction Survey

Active Transportation Program (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 Project Survey

1. Were you aware of this active transportation project?
   1. Yes
   2. No
2. How satisfied are you with the active transportation project?
   1. Very satisfied
   2. Satisfied
   3. Neutral
   4. Dissatisfied
   5. Very dissatisfied
   6. N/A, I don’t use it.
3. Active transportation refers to ways of traveling such as walking, bicycling, or rolling. How likely are you to increase travel via active transportation modes (for everyday or recreational trips) because of this project?
   1. Very likely
   2. Likely
   3. Neutral
   4. Unlikely
   5. Very unlikely
4. Do you support continued investments in projects like this in your community?
   1. Yes
   2. No
5. What do you like about this project?
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. 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