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United States Department of Transportation
Federal Motor Carrier Safety Administration

Motorcoach Passenger Survey:

Motorcoach Traveler Customer Satisfaction

FORM MCSA-5883

Intercept Interview Introduction

Hello, I'm [interviewer's name] and I am conducting surveys with people who have taken or are about to take a bus trip. This survey is designed to gauge your satisfaction with your bus trip and will take approximately 10 minutes to complete. Your answers will be kept confidential and we are only interested in your opinion.

Do you have a few minutes to complete this survey?

- **If the respondent agrees to take the survey:**
Great, let's get started. [Go to Section 1].
- **If the respondent does not want to participate:**
Thank you for your time. Enjoy the rest of your day. [End Survey].

Section

1

SCREENING QUESTIONS

1. **Are you beginning or ending your trip?** (Check only one.)

BEGINNING MIDDLE (transferring to another motorcoach) ENDING

2. **Have you taken a bus survey in the last 60 days?** (Check only one.)

YES NO

3. **What is the purpose of your trip?** (Check only one.)

BUSINESS PLEASURE (sightseeing, friends, family, sporting event, etc.)

PERSONAL BUSINESS (medical, financial affairs, etc.) TO OR FROM SCHOOL

OTHER: _____

4. **Did you have multiple bus company options when booking your trip?** (Check only one.)

YES NO

Section 2

SATISFACTION WITH MOTORCOACH SERVICES

5. I'm going to read to you a list of considerations passengers may take into account when selecting a bus company. Please rate how important each of these considerations are to you, where 1=Very important, 2=Somewhat important, 3=Not at all important, and 4=Did not consider. When you planned this trip, how important were each of the following:

	Very important	Somewhat important	Not at all important	Did not consider
Lowest fare compared to other travel options (<i>flying, driving, etc.</i>)	1.	2.	3.	4.
Lowest fare compared to other bus companies	1.	2.	3.	4.
Shortest travel time to my destination	1.	2.	3.	4.
Convenience of pick-up/drop-off location	1.	2.	3.	4.
Safety of pick-up/drop-off location	1.	2.	3.	4.
Overall reputation of the bus company	1.	2.	3.	4.
On-board services (<i>wi-fi, restrooms, etc.</i>)	1.	2.	3.	4.
Safety record of the bus company	1.	2.	3.	4.
Availability of information on the bus company's website	1.	2.	3.	4.
Easy to purchase my tickets online	1.	2.	3.	4.
Easy to purchase my tickets in person	1.	2.	3.	4.
Bus company's reputation for safety	1.	2.	3.	4.
Availability of safety information	1.	2.	3.	4.
Bus company is up to date on all required licensing	1.	2.	3.	4.
Meeting insurance requirements	1.	2.	3.	4.

6. How much time did you spend researching your ticket purchase? (Interviewer does not offer answer choices. Question is open-ended and responses are entered into one of the following categories.)

LESS THAN 10 MINUTES 10 MINUTES TO 59 MINUTES 1 TO 10 HOURS 10 HOURS OR MORE

7. How did you purchase the ticket(s) for your trip?

BUS COMPANY WEBSITE SELF-SERVICE TICKET KIOSK BUS TICKET WINDOW/COUNTER

CURBSIDE OR ONBOARD FROM BUS DRIVER OR OTHER REPRESENTATIVE TRAVEL AGENT

OTHER: _____

8. How many bus companies did you consider when planning this trip?

THIS WAS MY ONLY OPTION ONE TWO THREE OR MORE

9. I'm going to read to you a list and ask that you rate how well your expectations regarding these items were met on your last bus trip, where 1=Your expectations were exceeded, 2=Your expectations were met, 3=Your expectations were not met, and 4=You're not sure or this was not applicable to your experience. On your last bus trip, how well were your expectations met regarding:

	Exceeded expectations	Met expectations	Did not meet expectations	Not sure/not applicable
Paying the advertised price	1.	2.	3.	4.
Traveling the scheduled route	1.	2.	3.	4.
Safety at pick-up/drop-off locations	1.	2.	3.	4.
On-board services (Wi-Fi, restrooms, etc.)	1.	2.	3.	4.
Level of heat or air conditioning	1.	2.	3.	4.
Enforcement of non-smoking rule	1.	2.	3.	4.
Baggage handling	1.	2.	3.	4.
Driver speaking your native language	1.	2.	3.	4.
Driver practicing safe driving	1.	2.	3.	4.
Safety on board	1.	2.	3.	4.
Compliance with Americans with Disabilities Act (ADA)	1.	2.	3.	4.

10. I'm going to read three statements to you. Please note your reaction to these statements, where 1=Strongly agree, 2=Somewhat agree, 3=Not sure, 4=Somewhat disagree, and 5=Strongly disagree.

	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
Bus companies are all about the same with regard to safety	1.	2.	3.	4.	5.
The quality of service is about the same from all bus companies	1.	2.	3.	4.	5.
I would like to have more information available regarding bus safety	1.	2.	3.	4.	5.

Section 3

DEMOGRAPHICS

11. What is your age?

UNDER 23 24-34 35-49 50-64 65 OR OLDER

12. Are you of Hispanic, Latino, or Spanish origin or ancestry?

YES NO

13. What is your race?

WHITE BLACK OR AFRICAN-AMERICAN ASIAN
 AMERICAN INDIAN OR ALASKA NATIVE NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

14. What is your gender?

FEMALE MALE

15. What was your household income before taxes in 2012?

LESS THAN \$10,000 \$10,000-\$19,999 \$20,000-\$39,999 \$40,000-\$59,999 \$60,000 OR MORE