

Calgary Transit Bikes on CTrains Survey Questions

Thank you for choosing to share your thoughts and experiences about our Bikes on the CTrain pilot. Your answers are confidential and will help Calgary Transit understand customer experiences during the pilot. The pilot runs from May 16 until the end of March 2023. Please start with the survey now by clicking on the Start button below.

FOIP STATEMENT: The personal information on this form is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act. This information will be used to evaluate experiences and opinions concerning the Bikes on CTrain pilot program. If you require further information, please contact the Calgary Transit FOIP coordinator at 403-230-6656.

Which of the following best describes you?

- I am a cyclist taking my bike onto the CTrain
- I am a CTrain rider and NOT taking a bike onto the CTrain
- Other

For the following questions, please select the LAST trip you made with your bike while riding the CTrain since May 16th.

What day of the week did you board the CTrain with your bike?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

What time of day did you board the CTrain with your bike?

At which CTrain station did you board the CTrain?

- Select from the list of all CTrain stations

At which CTrain station did you get off the CTrain?

- Select from the list of all CTrain stations

Which door on the CTrain car did you board with your bike? (front refers to the direction the CTrain is travelling)

- Back door
- Back-middle door
- Front-middle door
- Front door

How crowded was the CTrain car you were on (best guess)?

- Not crowded (less than 20 passengers)
- Slightly crowded (20-50 passengers)
- Moderately crowded (50-120 passengers)

- Very crowded (120-150 passengers)
- Packed solid (more than 150 passengers)
- I do not know

Did you have any concerns with taking your bike onboard the CTrain?

- Yes
- No

What were your concerns?

Please rate the following aspects of your experience of taking your bike on the CTrain.

	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative	N/A
Ability to get on the CTrain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to get off the CTrain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to secure yourself and your bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitudes of other customers towards you and your bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour of other customers toward you and your bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of taking your bike on Calgary Transit CTrains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall experience of taking your bike on Calgary Transit CTrains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you take your bike onto the CTrain again in the future?

- Yes
- No
- Unsure

For the following questions, please select the LAST TRIP you made on Calgary Transit CTrains where you encountered a bike since May 16th.

Did you recently encounter a cyclist taking their bike on the CTrain?

- Yes
- No

What day of the week did you encounter another passenger with a bike on the CTrain?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

What time of day did you encounter another passenger with a bike on the CTrain?

At which CTrain station did the cyclist board the CTrain?

- Select from the list of all CTrain stations

- I don't remember/don't know

Which door on the CTrain car did they board? (front refers to the direction the CTrain is travelling)

- Back
- Back middle
- Front middle
- Front
- Don't know

How close were you to the cyclist on the CTrain?

- Less than three feet or one meter
- Between three to nine feet or one to three meters
- More than nine feet or three meters

How crowded was the CTrain car you were on (best guess)?

- Not crowded (less than 20 passengers)
- Slightly crowded (20-50 passengers)
- Moderately crowded (50-120 passengers)
- Very crowded (120-150 passengers)
- Packed solid (more than 150 passengers)
- I do not know

Did you have any concerns or issues with the cyclist or the bike?

- Yes
- No

What were your concerns?

Please tell us how strongly you agree with the statements below about the cyclist onboard the CTrain that you saw.

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	N/A
The cyclist respected other passengers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cyclist was polite and considerate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cyclist did not block passengers getting on or off the CTrain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having the bike onboard with the rider was overall a good experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cyclist did a good job getting on the CTrain with their bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cyclist did a good job getting off the CTrain with their bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cyclist obeyed the rules and laws when taking their bike on the CTrain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For the following questions, please share with us your thoughts on the pilot allowing bikes on the CTrain.

Please tell us how much you agree with the following points about bikes on CTrains.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Unsure/ no opinion
Allowing bikes on CTrains is a good option for improving mobility in Calgary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bikes on the CTrain are not disruptive AT RUSH HOUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bikes on the CTrain are not disruptive at off-peak hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware of the rules and laws that cover bikes on CTrains and Calgary Transit CTrain platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The pilot program allowing bikes on the CTrain should be made permanent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments about the pilot program allowing bikes on CTrains?