

Middlesex County Inter-Community Transit Survey

Share your feedback and enter for a chance to WIN

Take our survey on inter-community public transit service within Middlesex County and surrounding communities and enter for a chance to win one of four \$25 gift cards. Your contact information will be collected at the end of the survey to enter you into the draw. Only one entry per person is allowed.

This survey asks about Middlesex County Connect and Strathroy-Caradoc Inter-Community Transit, which have been operating since 2020.

These Inter-Community Transit services have been made possible through funding provided by the Government of Ontario's Community Transportation Grant Program.

Your feedback and input are crucial in helping us ensure that our transit services meet the needs of our communities, whether or not you have used the service.

The survey closes on **Friday, March 21, 2025**.

For more information about Middlesex County Connect, visit middlesex.ca/ct or call customer service at 1-888-465-0783.

For more information about Strathroy-Caradoc Inter-Community Transit, visit strathroy-caradoc.ca/en/living-here/transit.aspx or call customer service at 519-787-1055.

Please return the completed survey by March 21, 2025, through one of the following methods:

- 1. Email a scanned copy to countyconnect@middlesex.ca**
- 2. Mail it to Anum Maqsood, Community Transportation Project Manager, Middlesex County, 399 Ridout St. N, London, ON N6A 2P1**

Middlesex County Inter-Community Transit Survey

Tell us which transit services you use.

1. How often do you use Middlesex County Connect? (Select one)

Middlesex County Connect routes include:

Route 1: Lucan, Ilderton, Arva, and London (weekdays only)

Route 2: Woodstock, Ingersoll, Putnam, Dorchester, and London (weekdays only)

Route 3: Dorchester, London, St. Thomas, and Southwold (Monday to Saturday)

- Daily
- 2-3 times a week
- About once a week
- Several times a month
- About once a month
- Less than once a month
- I have not, but I plan to use the service in the future *(Skip to Question 4)*
- I have not used the service and do not plan to *(Skip to Question 4)*

If you answered, “I have not, but I plan to use the service in the future” OR “I have not used the service and do not plan to” to Question 1, please skip to Question 4 on page 3.

Middlesex County Connect Users:

2. Which Middlesex County Connect bus route(s) have you taken? (Select all that apply)

- Route 1: Lucan, Ilderton, Arva, and London
- Route 2: Woodstock, Ingersoll, Putnam, Dorchester, and London
- Route 3: Dorchester, London, St. Thomas, and Southwold

3. Rate the following aspects of your transit experience using Middlesex County Connect. (Select one for each, if applicable)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cost of fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility for individuals with mobility challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blaise Transit trip booking app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service Line (1-888-465-0783)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service alerts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify: _____

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4. How often do you use Strathroy-Caradoc Inter-Community Transit? (Select one)
 Strathroy-Caradoc Inter-Community Transit connects Sarnia, Strathroy, Mt. Brydges, Komoka, and London (Monday to Sunday)

- Daily
- 2-3 times a week
- About once a week
- Several times a month
- About once a month
- Less than once a month
- I have not, but I plan to use the service in the future *(Skip to Question 6)*
- I have not used the service and do not plan to *(Skip to Question 6)*

If you answered, “I have not, but I plan to use the service in the future” OR “I have not used the service and do not plan to” to Question 4, please skip to Question 6 on page 4.

Strathroy-Caradoc Inter-Community Transit Users:

5. Rate the following aspects of your transit experience using Strathroy-Caradoc Inter-Community Transit. (Select one for each, if applicable)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Cost of fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility for individuals with mobility challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service Line (519-787-1055)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify: _____

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Other transit services in surrounding communities:

6. Do you use transit services in neighbouring communities? (Select all that apply)

- Brant Transit (County of Brant)
- Grey Transit Route (Grey County)
- Huron Shores Area Transit (Huron Shores)
- RideNorfolk (Norfolk County)
- PC Connect (Perth County)
- London Transit Commission (London)
- T:GO (Tillsonburg)
- RIDE WELL (Wellington County)
- Railway City Transit (St. Thomas)
- Woodstock Transit (Woodstock)
- Four Counties Transit (West Elgin)
- Other, please specify: _____

If you have not used either Middlesex County Connect or Strathroy-Caradoc Inter-Community Transit and do not intend to use these services and have answered “I have not used the service and do not plan to” to both Question 1 and Question 4, please skip to Question 18 on page 8.

Middlesex County Inter-Community Transit Survey

Tell us about your current or future transit needs.

The following questions ask about your current or anticipated most common destinations and trip purposes using Middlesex County Connect and/or Strathroy-Caradoc Inter-Community Transit.

7. What are the main reasons for you to use inter-community transit? (Select all that apply)

- Employment
- Education
- Medical appointments
- To accompany/transport someone
- Recreation/Social/Entertainment
- Shopping, including grocery shopping
- Other, please specify: _____

8. What cities/towns would you primarily travel to when using inter-community transit? (Select all that apply)

- Arva
- Dorchester
- Ilderton
- Ingersoll
- Komoka
- London
- Lucan
- Mt. Brydges
- Putnam
- Sarnia
- Southwold
- Strathroy
- St. Thomas
- Woodstock
- Other, please specify: _____

9. What destinations would you visit most frequently using inter-community transit? (e.g., ABC College Main Campus, DEF Community Centre, XYZ Workplace). You may list one or two destinations.

- Destination #1: _____
- Destination #2: _____

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10. When traveling to/from your destination using public transit, which other modes of transportation are you most likely to use for your trips? (Select all that apply)

- Walk/use personal mobility device
- Car, as a driver
- Car, as a passenger
- Carpool
- Bicycle
- Ride another bus from a different transit service
- Use a taxi or rideshare service (e.g., Uber, Lyft, etc.)
- Other, please specify: _____

11. What days of the week would you most likely use transit? (Select all that apply)

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

12. Would you use a bike rack on the bus? (Select one)

- Yes
- No, I don't know how to
- No, I didn't know there was a bike rack
- No, I don't ride a bike
- Other, please specify: _____

13. How important is the inter-community bus service for making your trips? (Select one)

- Extremely important
- Very important
- Somewhat important
- Not so important
- Not at all important

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Tell us what factors are important to you.

The following questions ask about your travel decision-making factors. These help us understand how transit service can best meet your needs.

14. Rank the reasons that influence whether you use transit for your journey, where 1 is the most influential reason that impacts your travel decision-making. (Rank from 1 to 8)

- ___ It is convenient and allows me to be independent
 - ___ It allows me to get to my destinations faster
 - ___ The service is affordable
 - ___ It is comfortable and enjoyable to use
 - ___ Transit is an environmentally-friendly option to travel to my destinations
 - ___ It is my only transportation option
 - ___ I have a transit stop close to my home, work, or school
 - ___ The service is accessible and accommodates my mobility needs (e.g., wheelchair access, seating, etc.)
-

Tell us about our transit initiatives.

The following questions ask about the discounted student pass, library bus pass loan program, employer toolkit, and transit communications.

15. Have you used the following Middlesex County Connect initiatives? (Select one for each initiative)

	Yes, I have used it	No, but I have heard of it	No, I wasn't aware of this program	N/A, I don't use Middlesex County Connect
30-day discounted student pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Bus Pass Loan Program (free library passes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employer toolkit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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16. How do you usually get information about Middlesex County Connect and Strathroy-Caradoc Inter-Community Transit (Select all that apply)

- Website (middlesex.ca/ct or strathroy-caradoc.ca/en/living-here/transit.aspx)
- Blaise Transit App (*Note: This is only available for Middlesex County Connect*)
- Social Media
- Printed Schedules
- Customer Service Line (1-888-465-0783 or 519-787-1055)
- Other, please specify: _____

17. How easy is it for you to find information about the services? (Select one)

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

If it is not easy, what would make finding information easier?

Non-Transit Users:

18. Rank the reasons you do not use Middlesex County Connect OR Strathroy-Caradoc Inter-Community Transit, where 1 is the most influential reason that impacts your travel decision-making. (Rank from 1 to 7)

- _____ It is cheaper for me to take other transportation options
- _____ It is faster for me to take other transportation options
- _____ The service is not available at the times I need to travel
- _____ The service is not available at the locations I need to travel
- _____ The distance to the nearest stop is too far
- _____ There is a lack of information about the service
- _____ I have access to a personal vehicle

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Provide any additional comments or suggestions.

19. Do you have any additional comments or suggestions for the Middlesex County Connect service?

20. Do you have any additional comments or suggestions for the Strathroy-Caradoc Inter-Community Transit service?

Tell us about yourself.

The next questions ask about demographic information related to gender, age, and income. These help us identify trends in the service needs across communities. Feel free to answer as many as you feel comfortable with.

21. Which options best describe your gender? (Select one)

- Woman (cis, trans)
- Man (cis, trans)
- Non-binary
- Gender non-conforming
- Gender fluid
- Prefer not to answer
- I prefer to self-identify: _____

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22. What is your age group? (Select one)

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or over
- Prefer not to answer

23. What city/town do you live in? (Select one)

- Arva
- Dorchester
- Ilderton
- Ingersoll
- Komoka
- London
- Lucan
- Mt. Brydges
- Putnam
- Sarnia
- Southwold
- Strathroy
- St. Thomas
- Woodstock
- Prefer not to answer
- Other, please specify: _____

24. What is your current status? (Select all that apply)

- Student, Full-time
- Student, Part-time
- Employed Full-time
- Employed Part-time
- Unemployed
- Homemaker
- Retired
- Veteran
- Prefer not to answer
- Other, please specify: _____

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25. What is your annual household income before taxes (Select one)

- Under \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 and over
- Prefer not to answer

26. Do you have access to a personal household vehicle? (Select one)

- Yes
- No
- Prefer not to answer

Enter for a chance to win a \$25 gift card!

The following questions are optional. Your privacy is important to us! Your contact information will not be linked to your survey responses and will not be used for any other purposes.

27. If you are interested in entering the draw to win one of four \$25 gift cards, please provide your contact information below. Winners will be notified after the survey closes.

Name _____
Phone Number _____
Email Address _____

28. Would you like to be added to the Middlesex County Connect mailing list to stay up to date on service updates, promotions, events, and other transportation-related alerts?

- Yes
- No

If yes, please enter your email address below if you did not provide it in the previous question.
