

2011 Supplemental Busway Rider Survey

**US 1 EXPRESS PD&E STUDY
Preliminary Data Summary**

January 24, 2012

Purpose

- Supplemented the Busway Rider Survey
- Gather additional data
 - Frequency of riding on the Busway
 - Fare type
 - Willingness to pay for parking or additional fares
 - Ratings of Busway service

Survey Design

- Telephone interview
- English or Spanish
- Tied to Busway Rider Survey through unique serial number

Implementation

- Respondents to the Busway Rider Survey were called to answer additional questions.
 - The sample consists of respondents to the Busway Rider Survey who did not answer all selected questions highlighted in yellow.
- The sample size goal for the supplemental survey was 10 percent of completed Busway Rider Surveys per station/stop.
 - To meet this goal, some respondents to the Busway Rider Survey who completed the survey were called.

Summary Statistics

Language	Completed
English	552
Spanish	148
Total	700

Response Rate by Route

Route #	Busway Survey Responses	Supplemental Survey Responses	% Response Rate
31	833	128	15.4%
34	532	105	19.7%
38	2,548	387	15.2%
52	315	32	10.2%
252	332	30	9.0%
287	123	18	14.6%
Total	4,683	700	14.9%

Response Rate by Origin Station/Stop

Station/Stop	Busway Survey Responses	Supplemental Survey Responses	% Response Rate
Dadeland North	34	6	17.6%
Dadeland South	1,139	193	16.9%
On Bus Surveys (All Routes)*	217	N/A	N/A
SW 104 St	41	1	2.4%
SW 112 St - Killian Dr	12	5	41.7%
SW 117 St	37	0	0.0%
SW 124 St - Chapman Field Dr	37	2	5.4%
SW 128 St	42	1	2.4%
SW 136 St - Howard Dr	63	17	27.0%
SW 144 St - Mitchell Dr	77	12	15.6%
On Bus Surveys (Route 52)*	50	N/A	N/A
On Bus Surveys (Route 252)*	77	N/A	N/A
SW 152 St - Coral Reef Dr	199	21	10.6%
SW 160 St - Colonial Dr	98	17	17.3%
SW 168 St - Richmond Dr	267	14	5.2%
On Bus Surveys (Route 287)*	23	N/A	N/A
SW 173 St - Banyan St	55	12	21.8%
SW 177 St - W Indigo St	92	18	19.6%
SW 184 St - Eureka Dr	91	10	11.0%

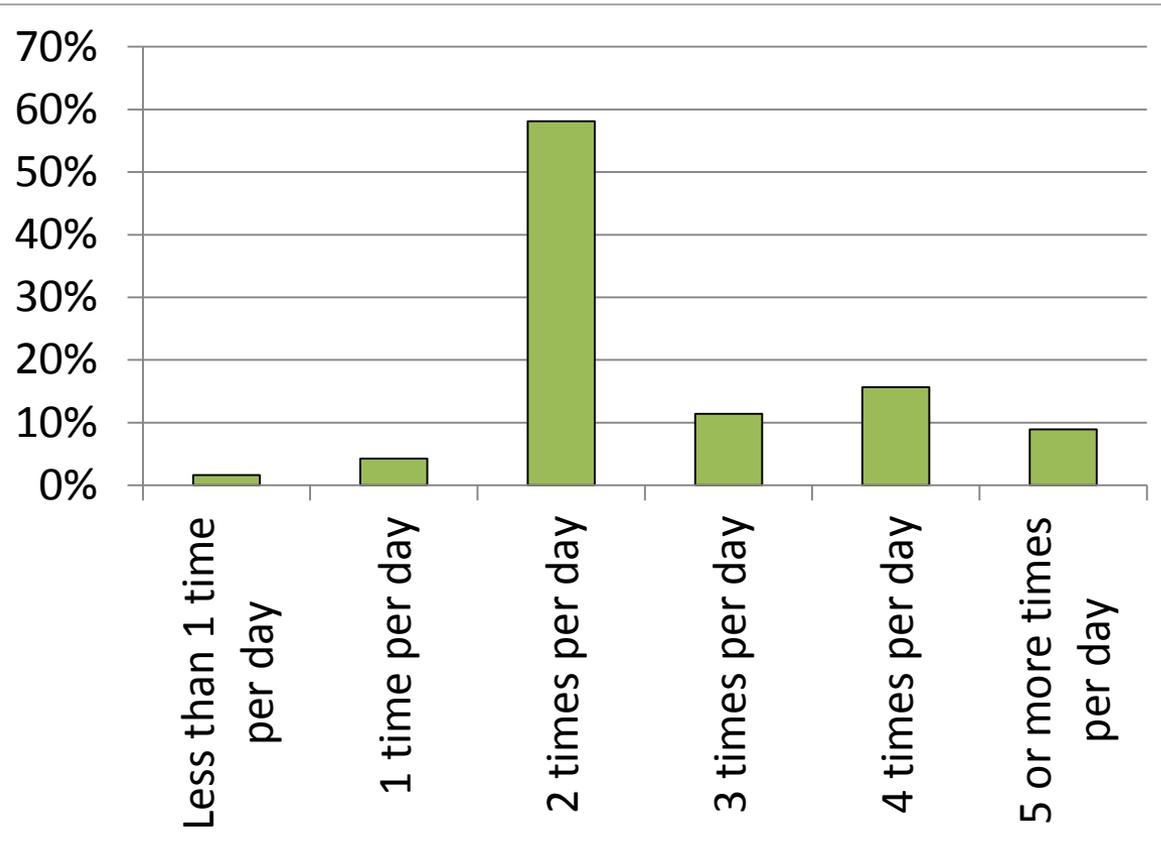
Station/Stop	Busway Survey Responses	Supplemental Survey Responses	% Response Rate
Marlin Road	28	2	7.1%
SW 200 St - Caribbean Blvd	444	138	31.1%
SW 112 Ave - Allapattah Rd - SW 208 Dr	113	18	
Southland Mall	75	14	18.7%
South Dade Government Center	38	5	13.2%
SW 216 St - Hainlin Mill Dr	57	1	1.8%
SW 220 St - Old Cutler Rd	45	14	31.1%
SW 232 St - SW 127 Ave - Silver Palm Dr	11	1	9.1%
SW 244 St	92	18	19.6%
SW 264 St - Bauer Dr, Naranja	78	31	39.7%
SW 272 St - Epmore Dr	39	11	28.2%
SW 280 St - Waldin Dr	107	10	9.3%
SW 296 St - Avocado Dr - NE 23 St	116	4	3.4%
SW 312 St - Campbell Dr - NE 8 St - College Center	261	5	1.9%
NE 2 Dr, Historic Homestead	150	59	39.3%
SW 324 St - SE 4 St - Jesse Robinson	95	6	6.3%
SW 328 St - Lucy Street - SE 8 St	98	13	13.3%
SW 344 St - Palm Dr, Florida City	101	9	8.9%
Walmart, Florida City	73	11	15.1%
City Hall, Florida City	11	1	9.1%
Total	4,683	700	14.9%

Response Rate by Time of Day

Time of Day	Busway Survey Responses	Supplemental Survey Responses	% Response Rate
4:30 AM - 6:30 AM	501	68	13.6%
6:30 AM - 9:30 AM	1,324	211	15.9%
9:30 AM - 3:30 PM	1,328	186	14.0%
3:30 PM - 6:30 PM	882	140	15.9%
6:30 PM - 10:00 PM	356	41	11.5%
Unknown	292	54	N/A
Total	4,683	700	14.9%

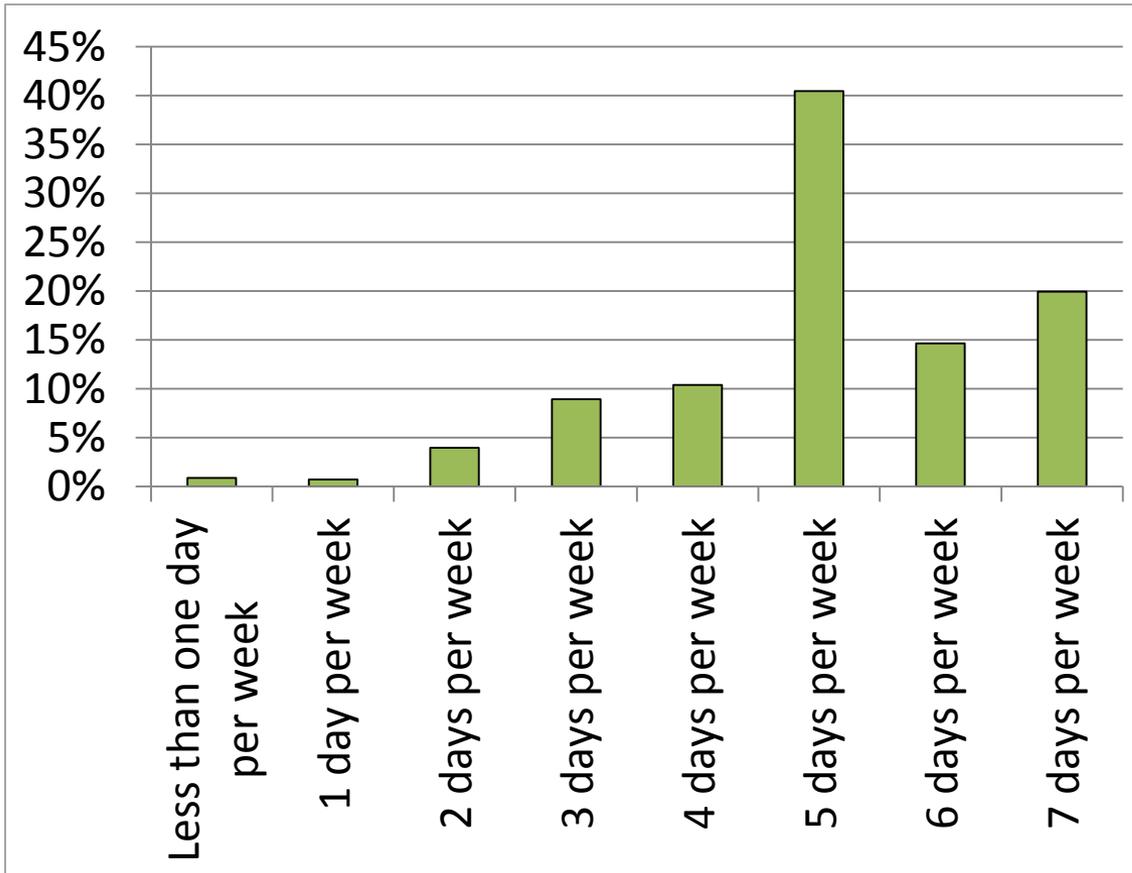
Summary of Raw Data

1. How many times per day do you ride a bus on the Busway?



Less than 1 time per day	11	1.6%
1 time per day	29	4.2%
2 times per day	397	58.1%
3 times per day	78	11.4%
4 times per day	107	15.7%
5 or more times per day	61	8.9%
Total	683	100.0%
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Response	683	97.6%
No Response	17	2.4%
Total	700	100.0%

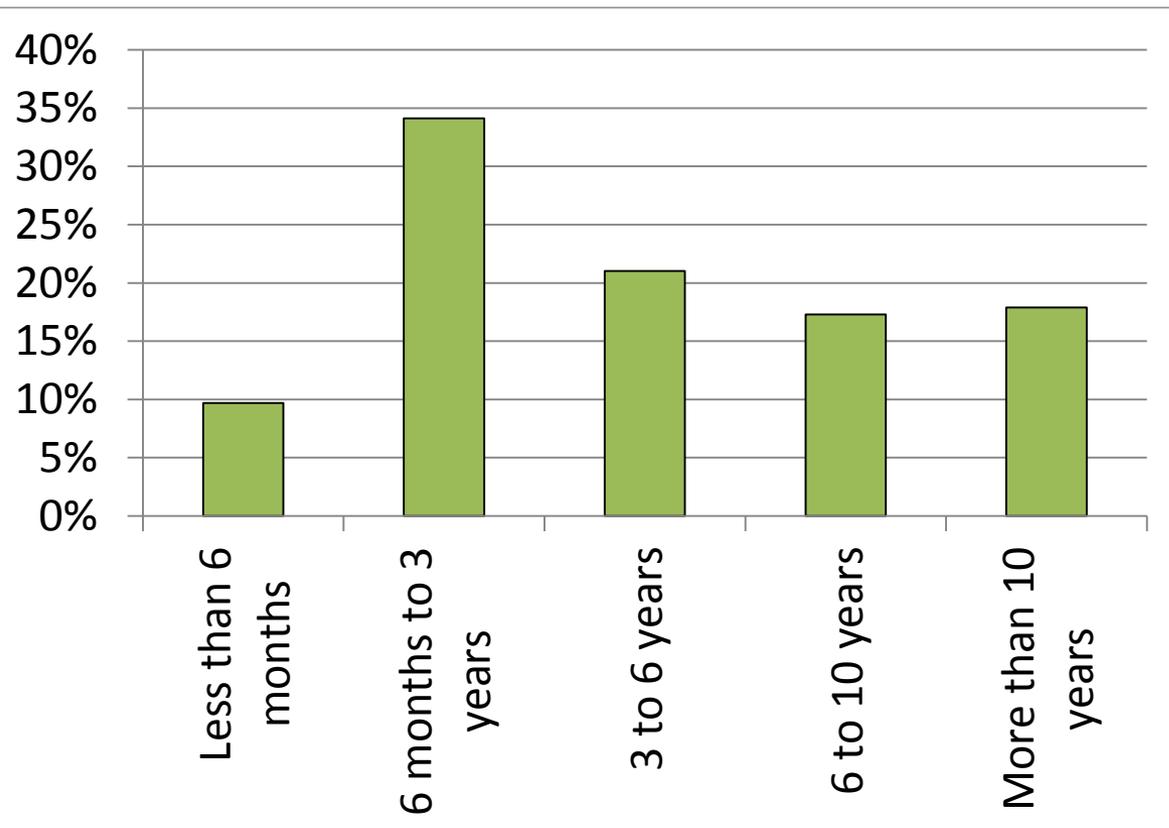
2. How many days per week do you ride on the Busway?



Less than one day per week	6	0.9%
1 day per week	5	0.7%
2 days per week	27	4.0%
3 days per week	61	8.9%
4 days per week	71	10.4%
5 days per week	276	40.5%
6 days per week	100	14.7%
7 days per week	136	19.9%
Total	682	100.0%

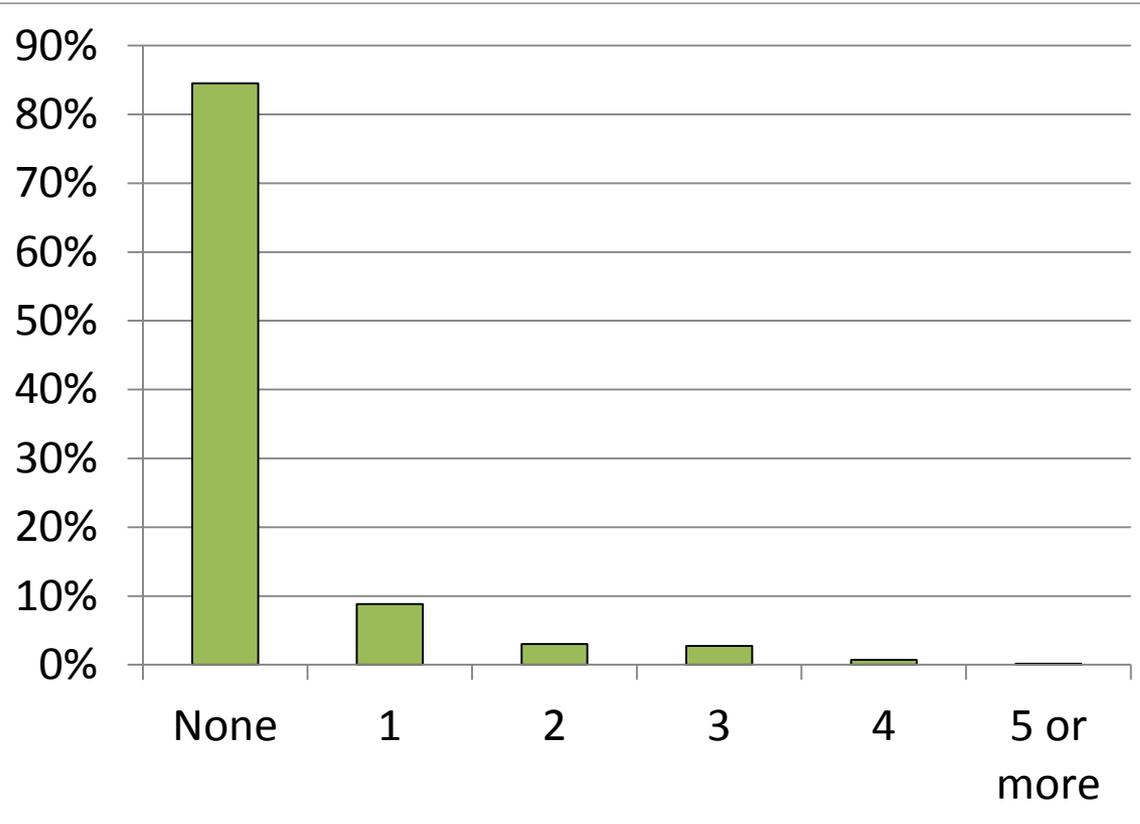
Response	682	97.4%
No Response	18	2.6%
Total	700	100.0%

3. How long have you been riding a bus on the Busway?



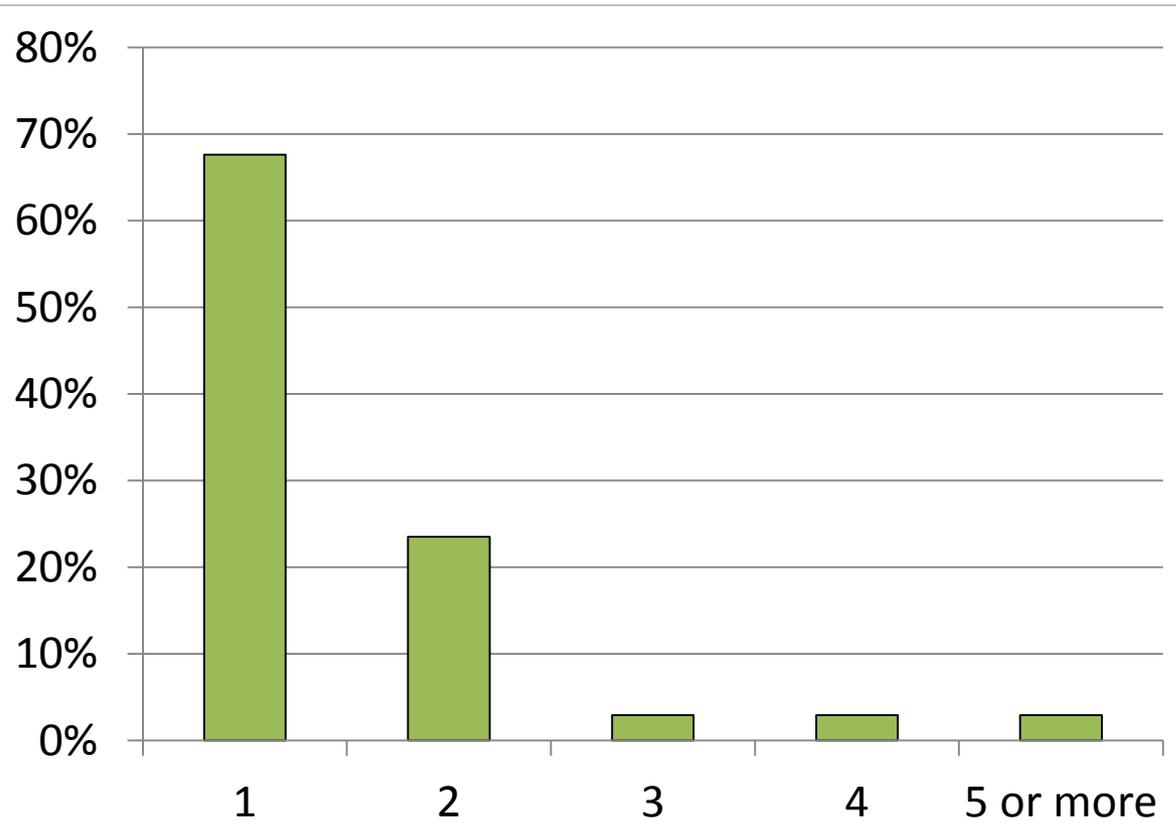
Less than 6 months	65	9.7%
6 months to 3 years	229	34.1%
3 to 6 years	141	21.0%
6 to 10 years	116	17.3%
More than 10 years	120	17.9%
Total	671	100.0%
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Response	671	95.9%
No Response	29	4.1%
Total	700	100.0%

4. How many other household members were traveling with you the day of the survey?



None	585	84.5%
1	61	8.8%
2	21	3.0%
3	19	2.7%
4	5	0.7%
5 or more	1	0.1%
Total	692	100.0%
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Response	692	98.9%
No Response	8	1.1%
Total	700	100.0%

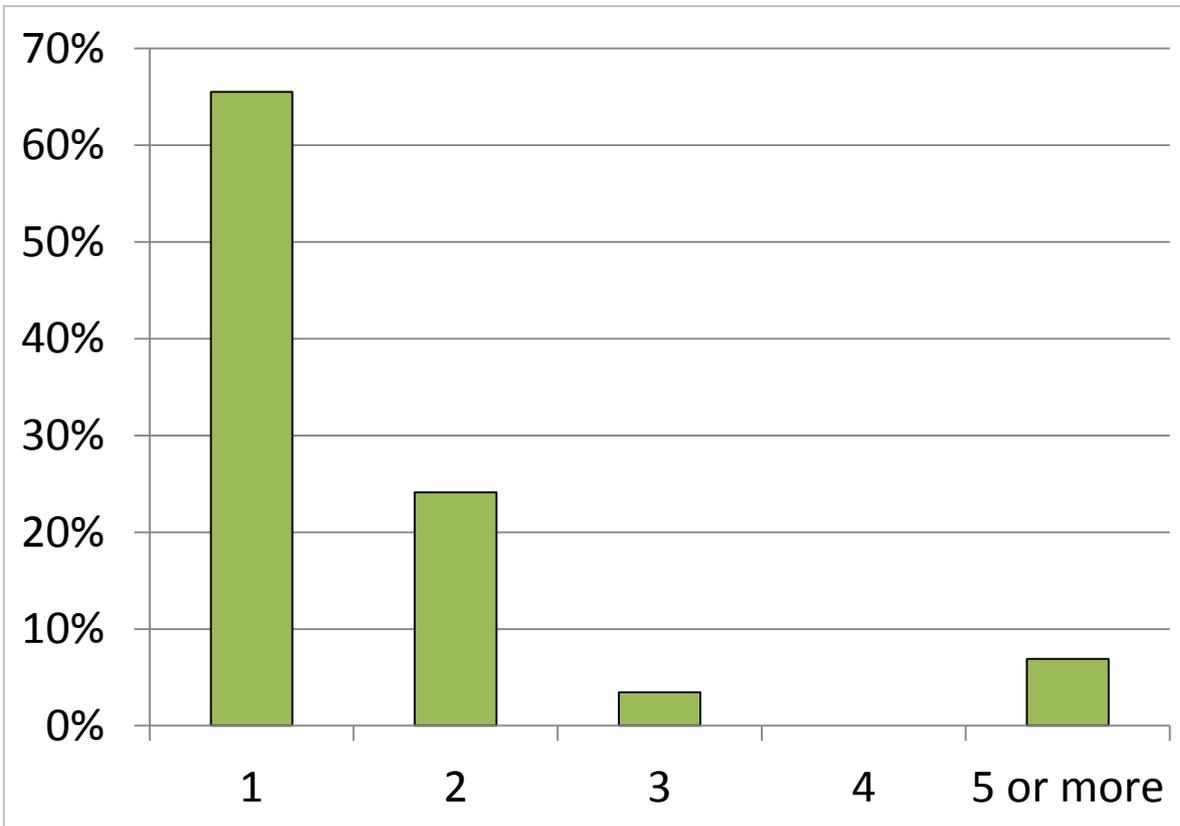
4. (cont.) How many were children under 13 years of age that could not fill out the survey?



1	23	67.6%
2	8	23.5%
3	1	2.9%
4	1	2.9%
5 or more	1	2.9%
Total	34	100.0%

Response	34	4.9%
No Response	666	95.1%
Total	700	100.0%

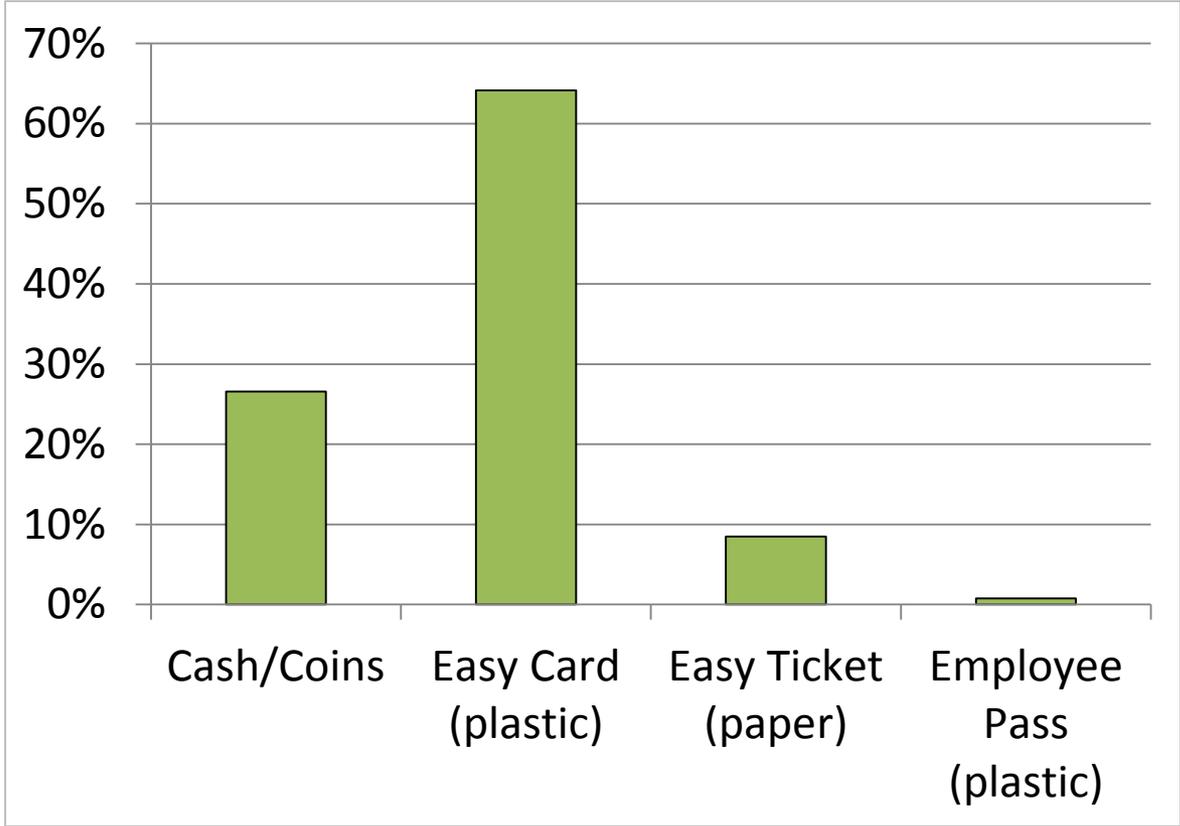
4. (cont.) How many were adults (Elderly, Disabled, or Other) who could not fill out the survey?



1	19	65.5%
2	7	24.1%
4	1	3.4%
3	0	0.0%
5 or more	2	6.9%
Total	29	100.0%

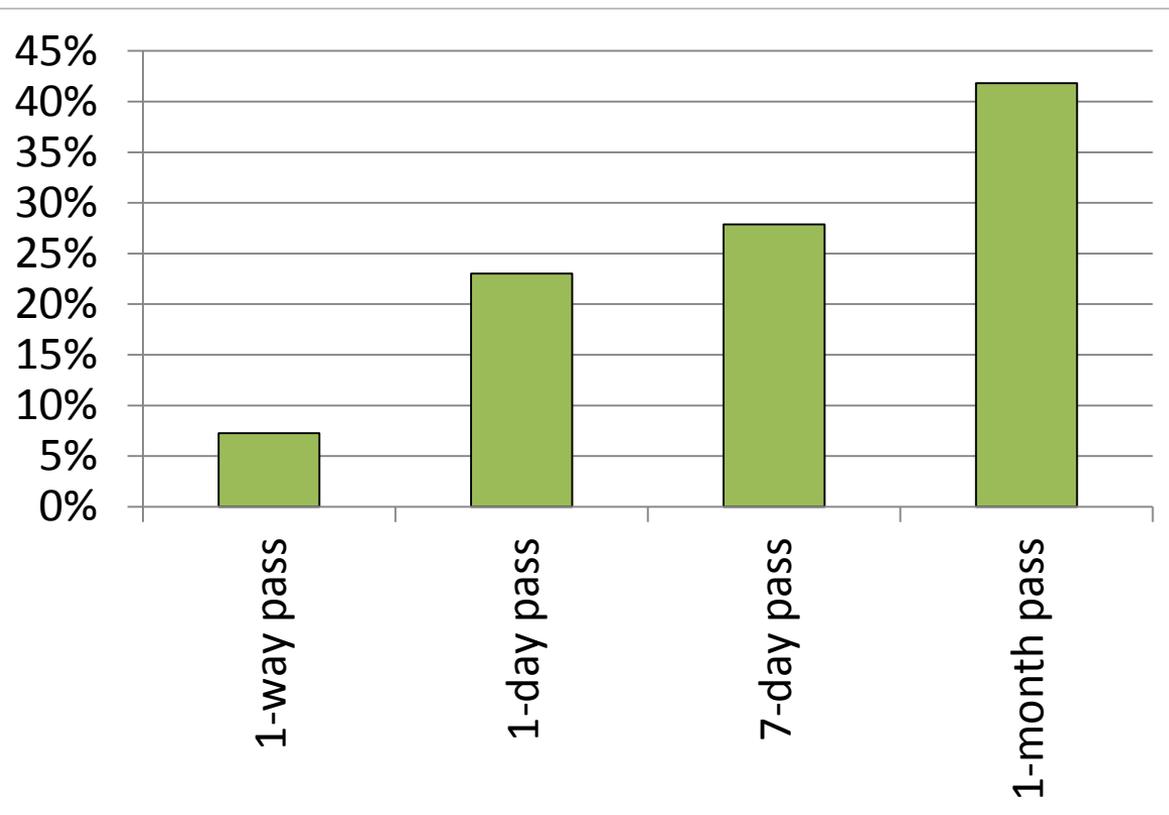
Response	29	4.1%
No Response	671	95.9%
Total	700	100.0%

5. What type of fare instrument did you use to ride the Busway on the day of the survey?



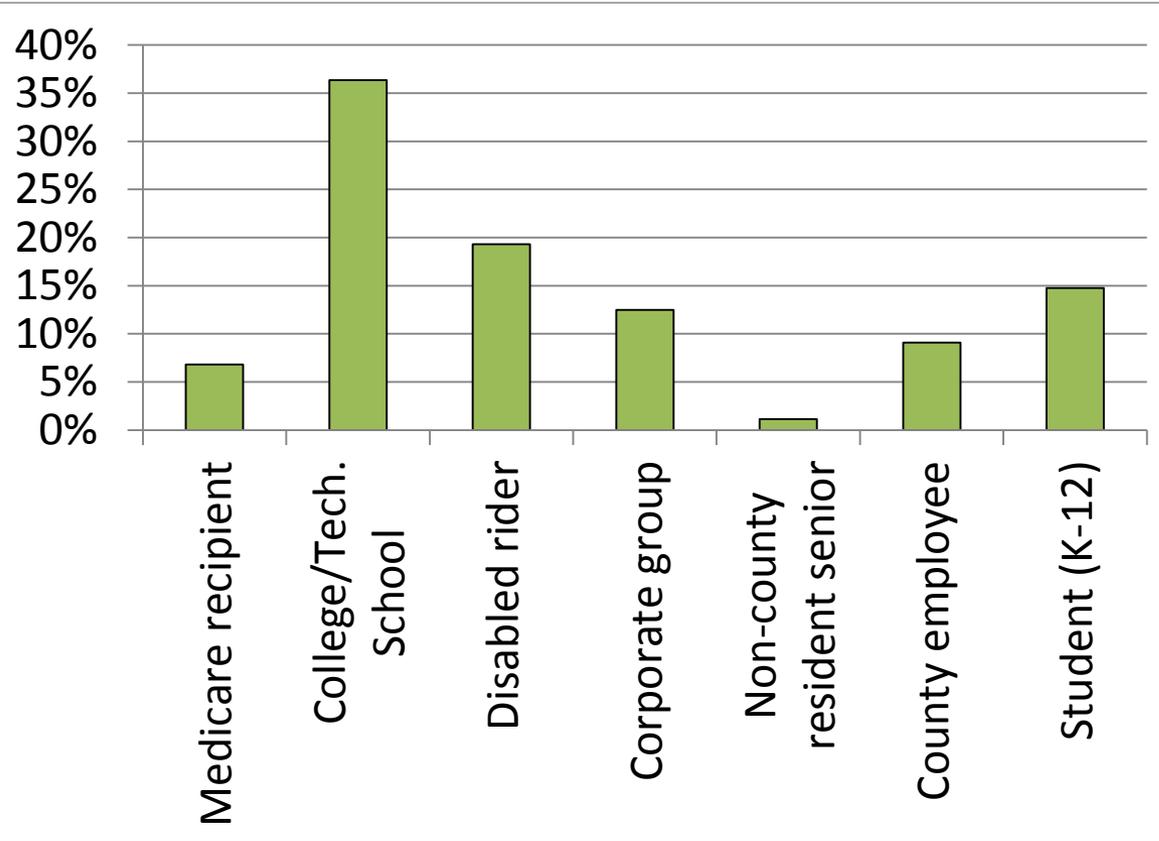
Cash/Coins	172	26.6%
Easy Card (plastic)	415	64.1%
Easy Ticket (paper)	55	8.5%
Employee Pass (plastic)	5	0.8%
Total	647	100.0%
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Response	647	92.4%
No Response	53	7.6%
Total	700	100.0%

6. Which fare payment duration option did you or do you use to ride on the Busway?



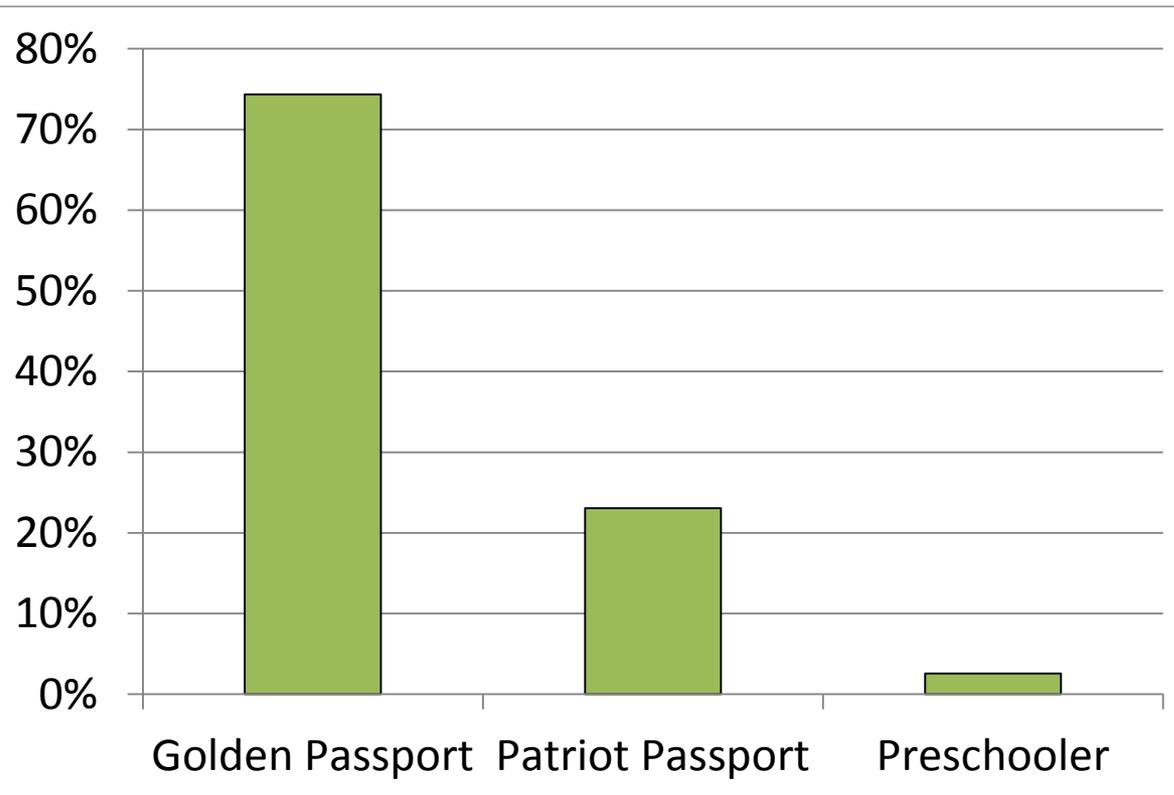
1-way pass	36	7.3%
1-day pass	114	23.0%
7-day pass	138	27.9%
1-month pass	207	41.8%
Total	495	100.0%
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Response	495	70.7%
No Response	205	29.3%
Total	700	100.0%

7. Do you currently use any of the following fare discounts?



Medicare recipient	6	6.8%
College/Tech. School	32	36.4%
Disabled rider	17	19.3%
Corporate group	11	12.5%
Non-county resident senior	1	1.1%
County employee	8	9.1%
Student (K-12)	13	14.8%
Total	88	100.0%
Response	88	12.6%
No Response	612	87.4%
Total	700	100.0%

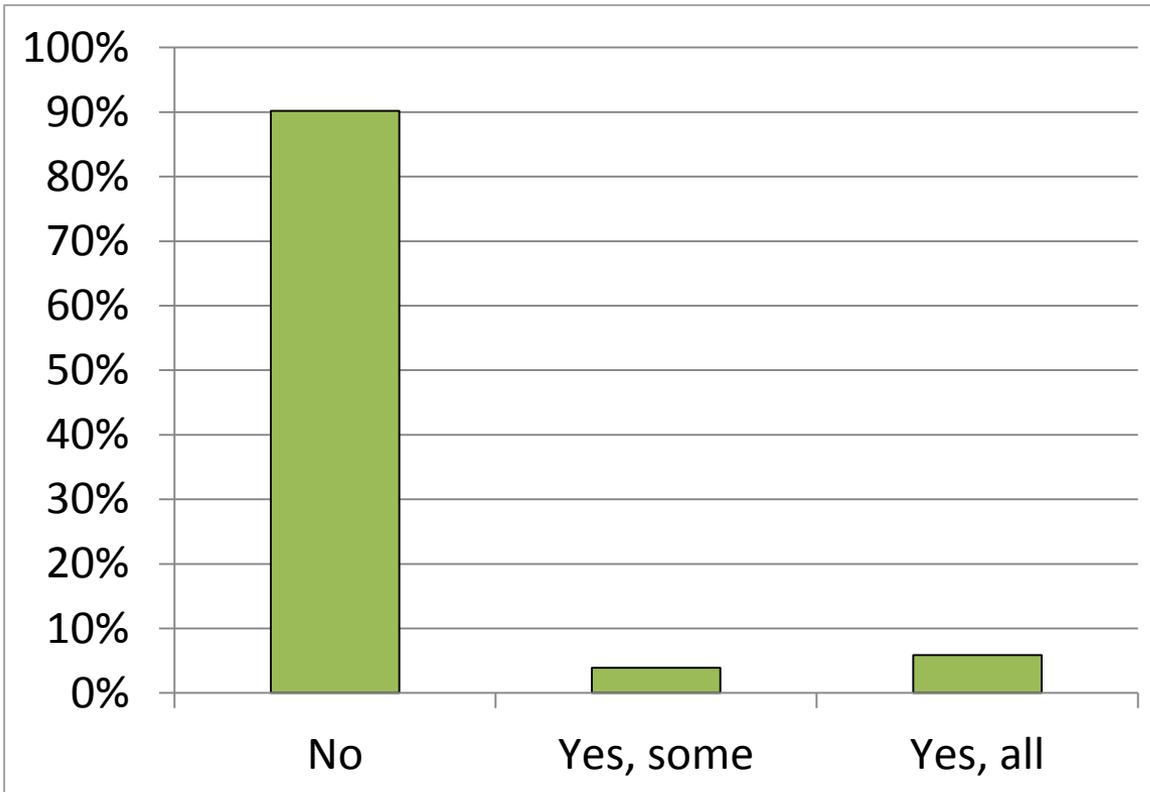
8. Do you currently use any of the following fare exemptions?



Golden Passport	29	74.4%
Patriot Passport	9	23.1%
Preschooler	1	2.6%
Total	39	100.0%

Response	39	5.6%
No Response	661	94.4%
Total	700	100.0%

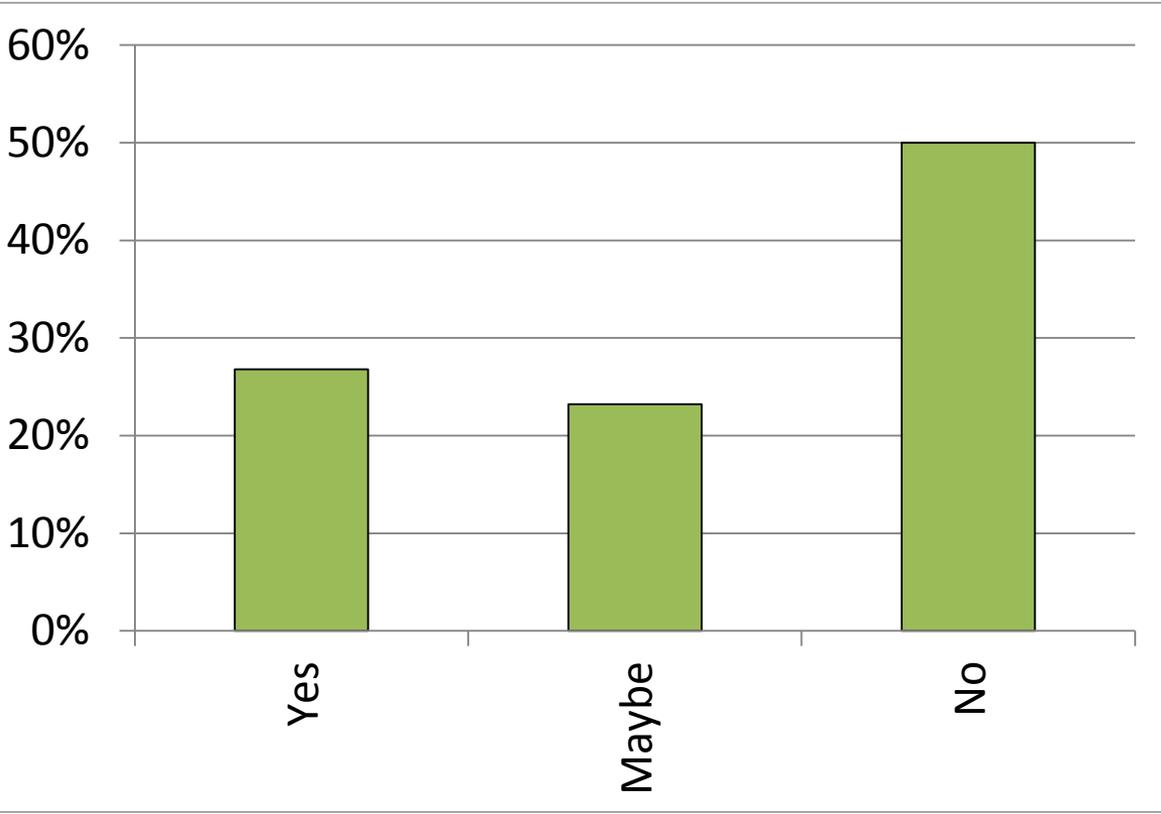
9. Does your employer currently pay for some or all of your transit fare?



No	505	90.2%
Yes, some	22	3.9%
Yes, all	33	5.9%
Total	560	100.0%

Response	560	80.0%
No Response	140	20.0%
Total	700	100.0%

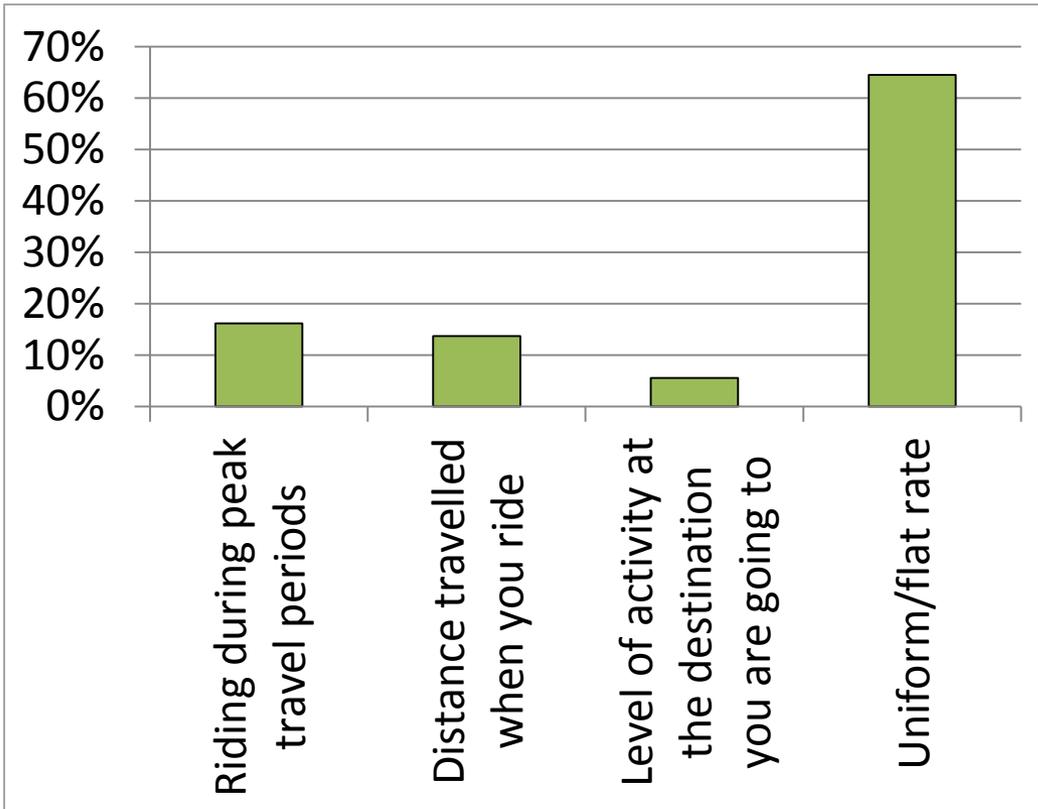
10. Would you be willing to pay a slightly higher bus fare to ride a Busway bus to help pay for improvements to the Busway?



Yes	164	26.8%
Maybe	142	23.2%
No	306	50.0%
Total	612	100.0%

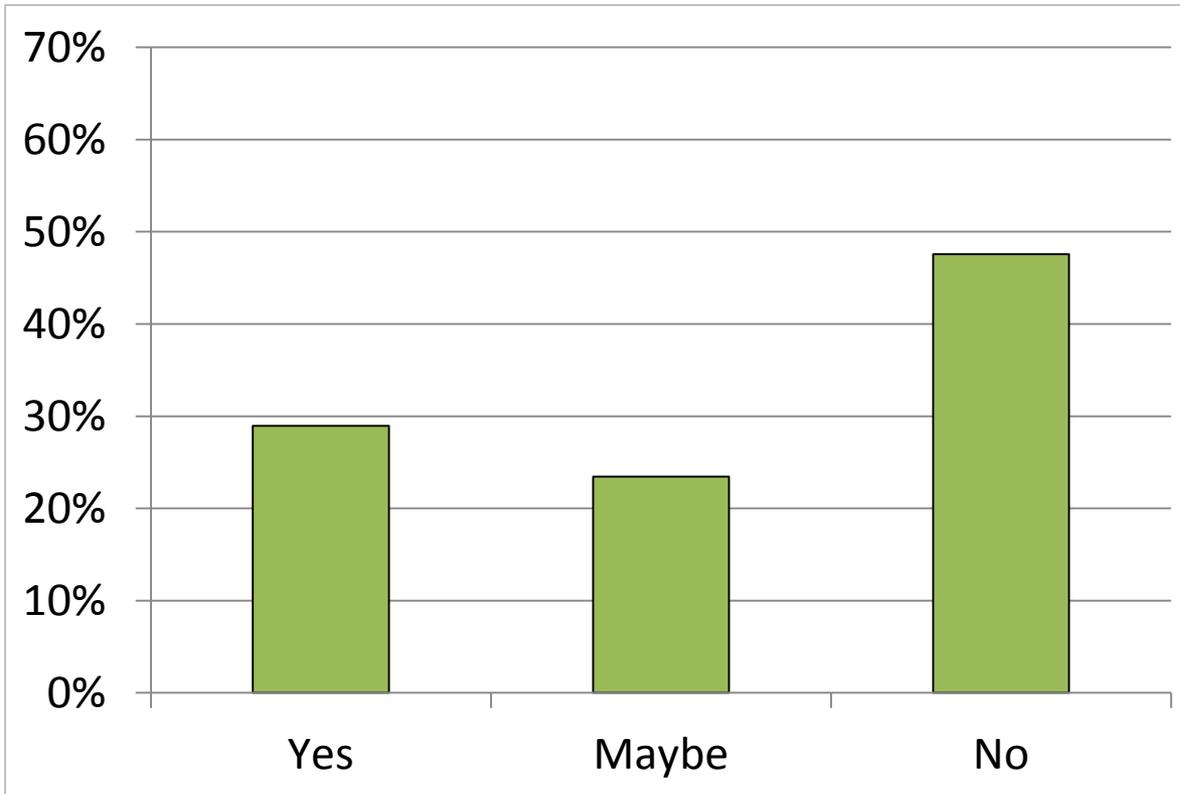
Response	612	87.4%
No Response	88	12.6%
Total	700	100.0%

11. If bus fares were to increase, would you rather the increase be based on?



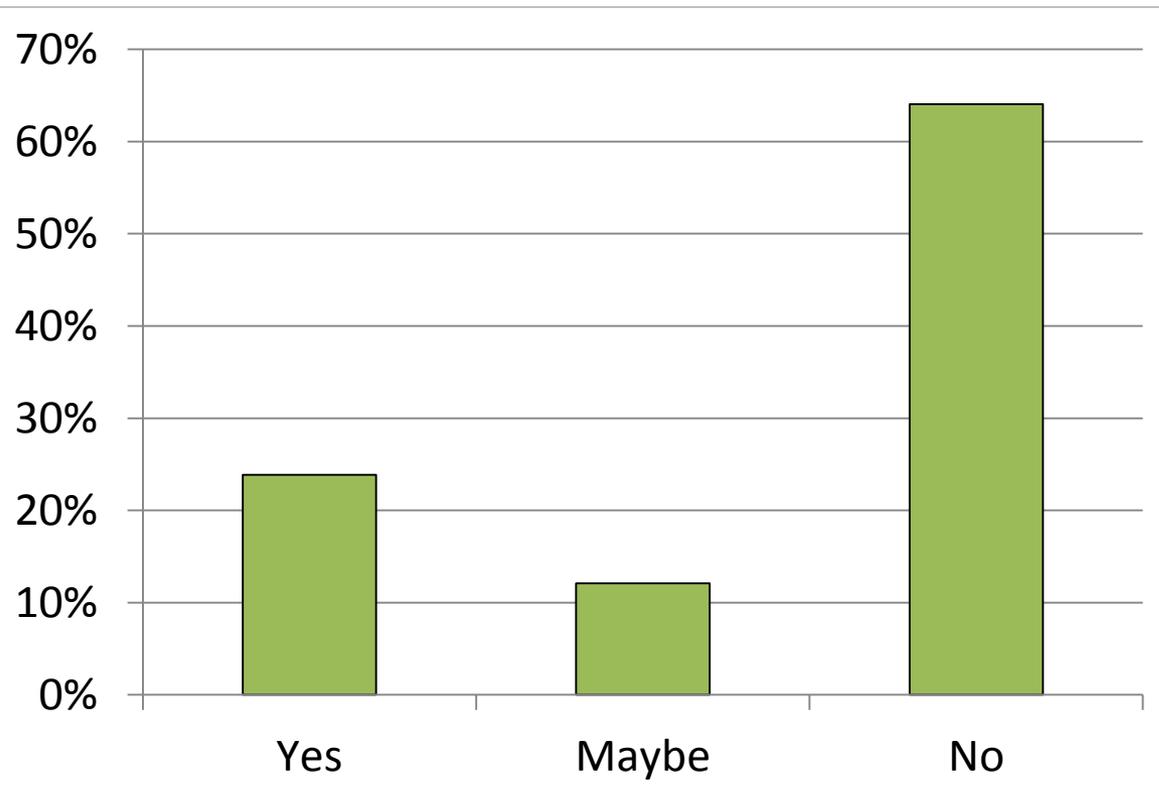
Riding during peak travel periods	79	16.2%
Distance travelled when you ride	67	13.7%
Level of activity at the destination you are going to	27	5.5%
Uniform/flat rate	315	64.5%
Total	488	100.0%
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Response	488	69.7%
No Response	212	30.3%
Total	700	100.0%

12. Would higher fares cause you to: Change your travel mode?



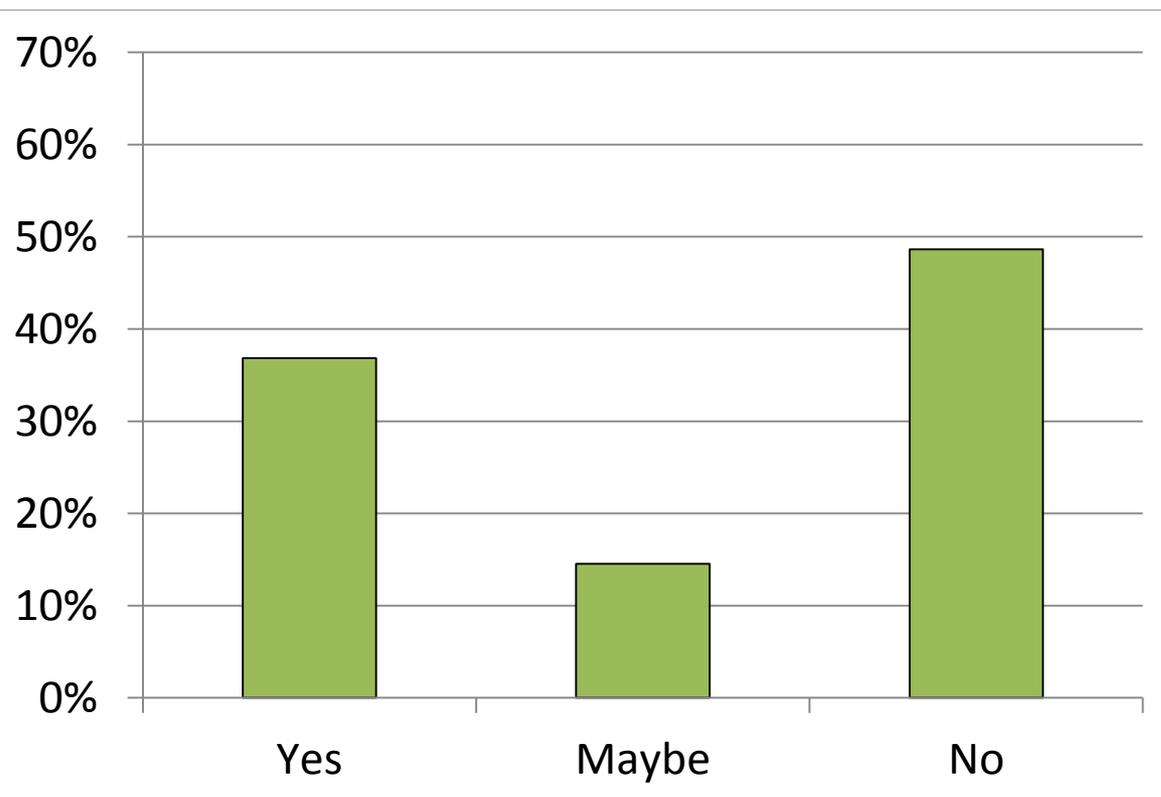
Yes	179	29.0%
Maybe	145	23.5%
No	294	47.6%
Total	618	100.0%
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Response	618	88.3%
No Response	82	11.7%
Total	700	100.0%

12. (cont.) Would higher bus fares cause you to: Change your travel time?



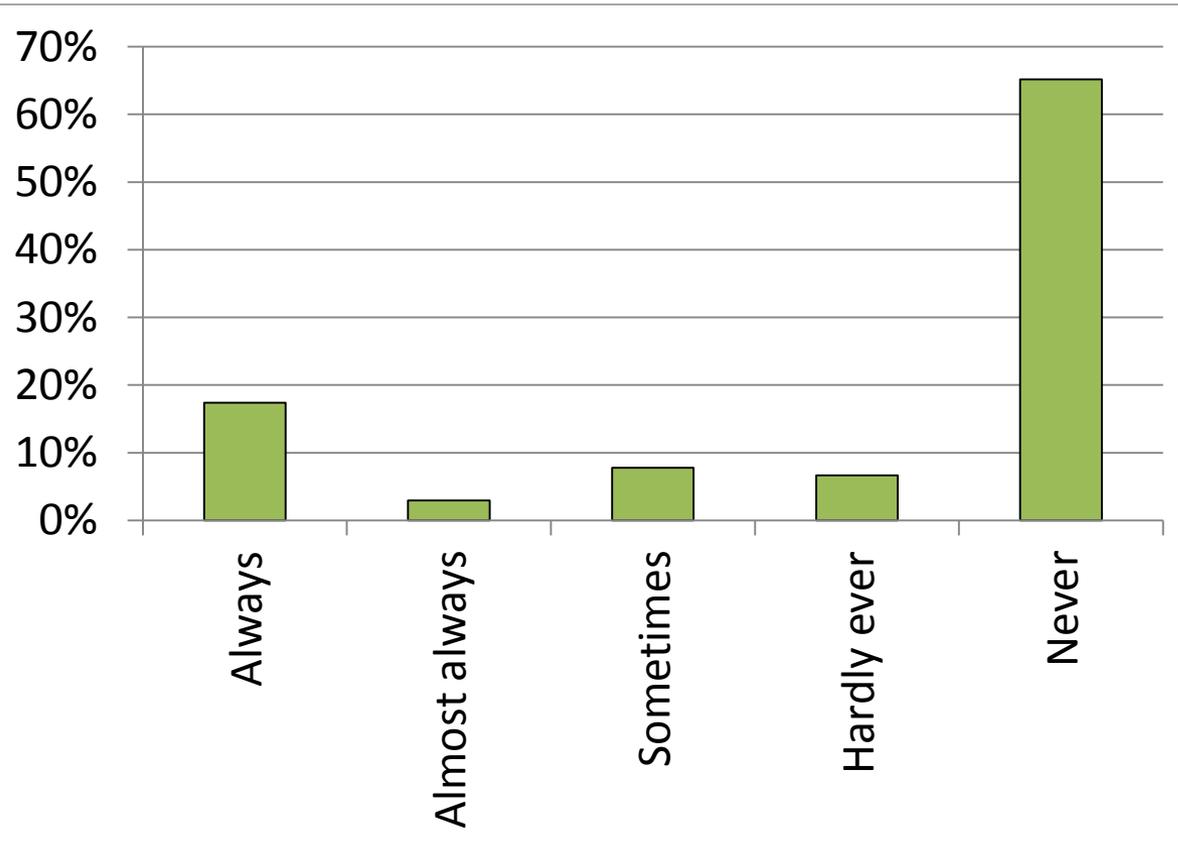
Yes	140	23.9%
Maybe	71	12.1%
No	376	64.1%
Total	587	100.0%
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Response	587	83.9%
No Response	113	16.1%
Total	700	100.0%

12. (cont.) Would higher bus fares cause you to: Ride on the Busway less often?



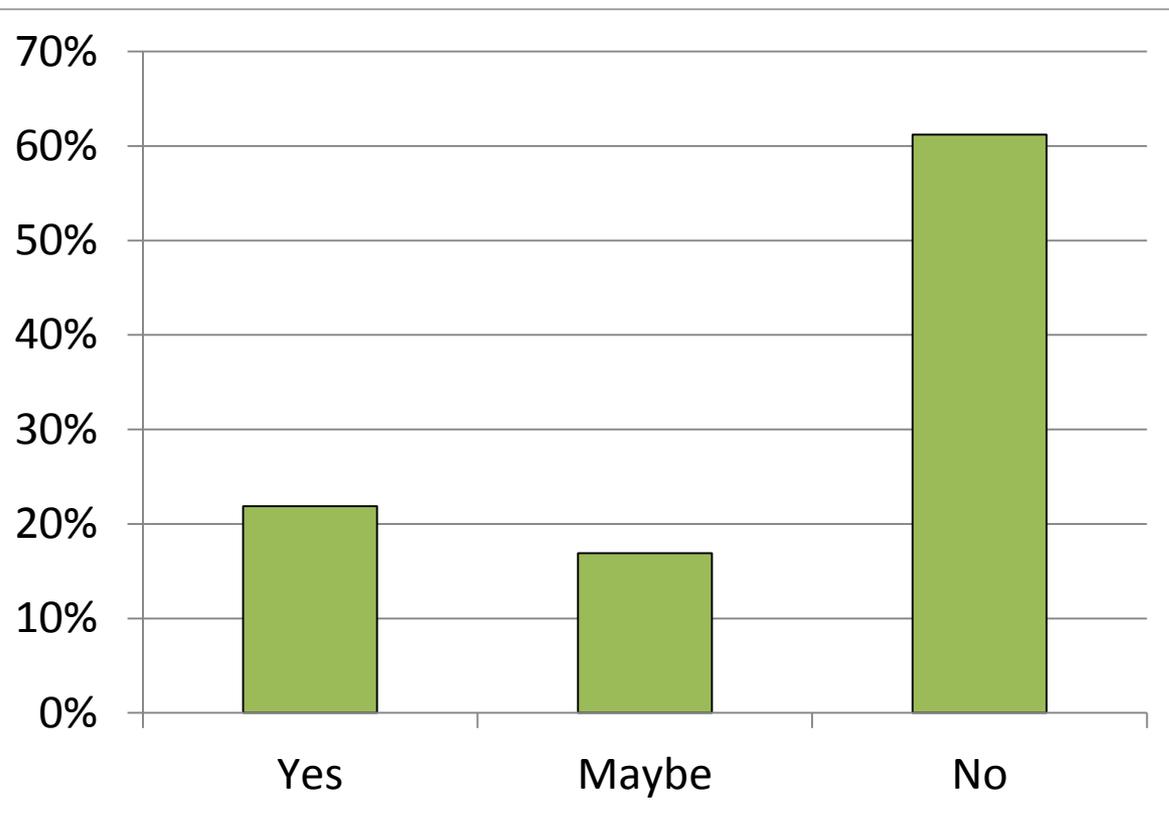
Yes	218	36.8%
Maybe	86	14.5%
No	288	48.6%
Total	592	100.0%
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Response	592	84.6%
No Response	108	15.4%
Total	700	100.0%

13. How often do you drive and park a vehicle at a station/stop when you ride on the Busway?



Always	94	17.4%
Almost always	16	3.0%
Sometimes	42	7.8%
Hardly ever	36	6.7%
Never	352	65.2%
Total	540	100.0%
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Response	540	77.1%
No Response	160	22.9%
Total	700	100.0%

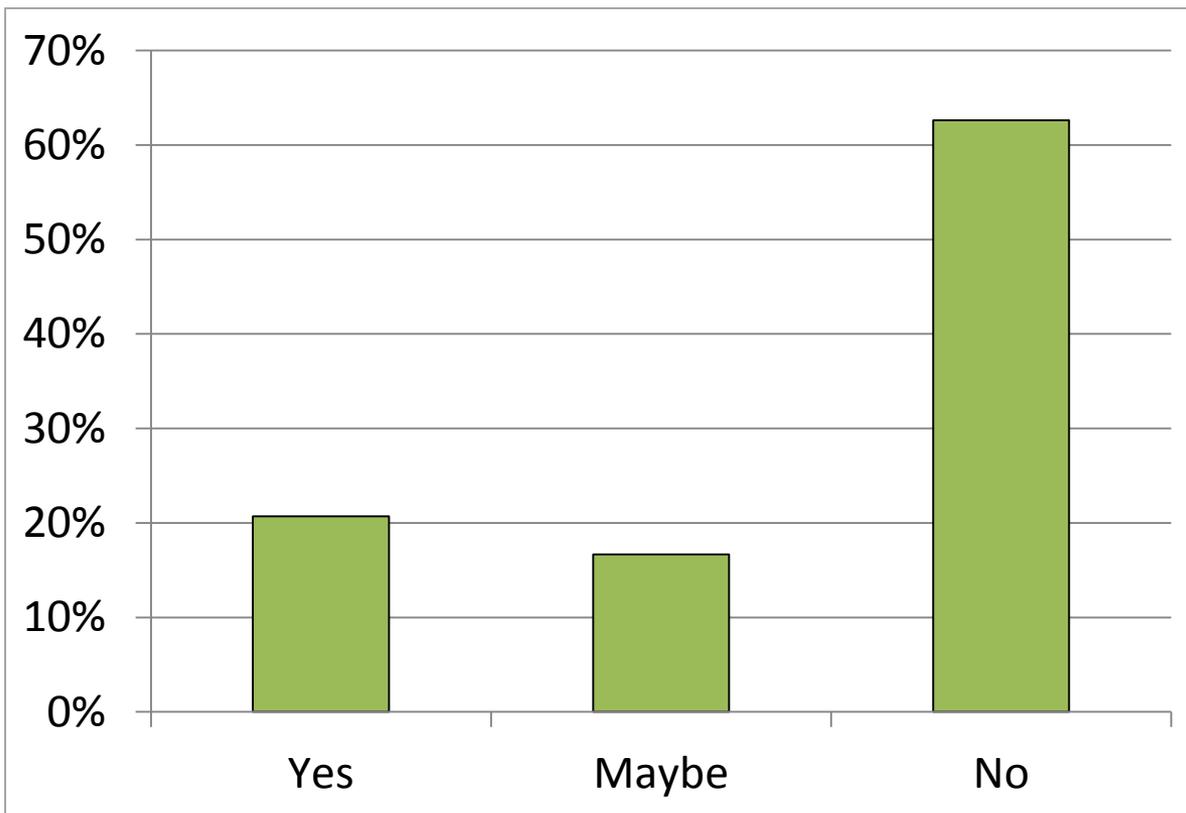
14. Would you be willing to pay a reasonable parking fee to park at Busway stations/stops: If the fees would help pay for more improvements to the Busway?



Yes	88	21.9%
Maybe	68	16.9%
No	246	61.2%
Total	402	100.0%

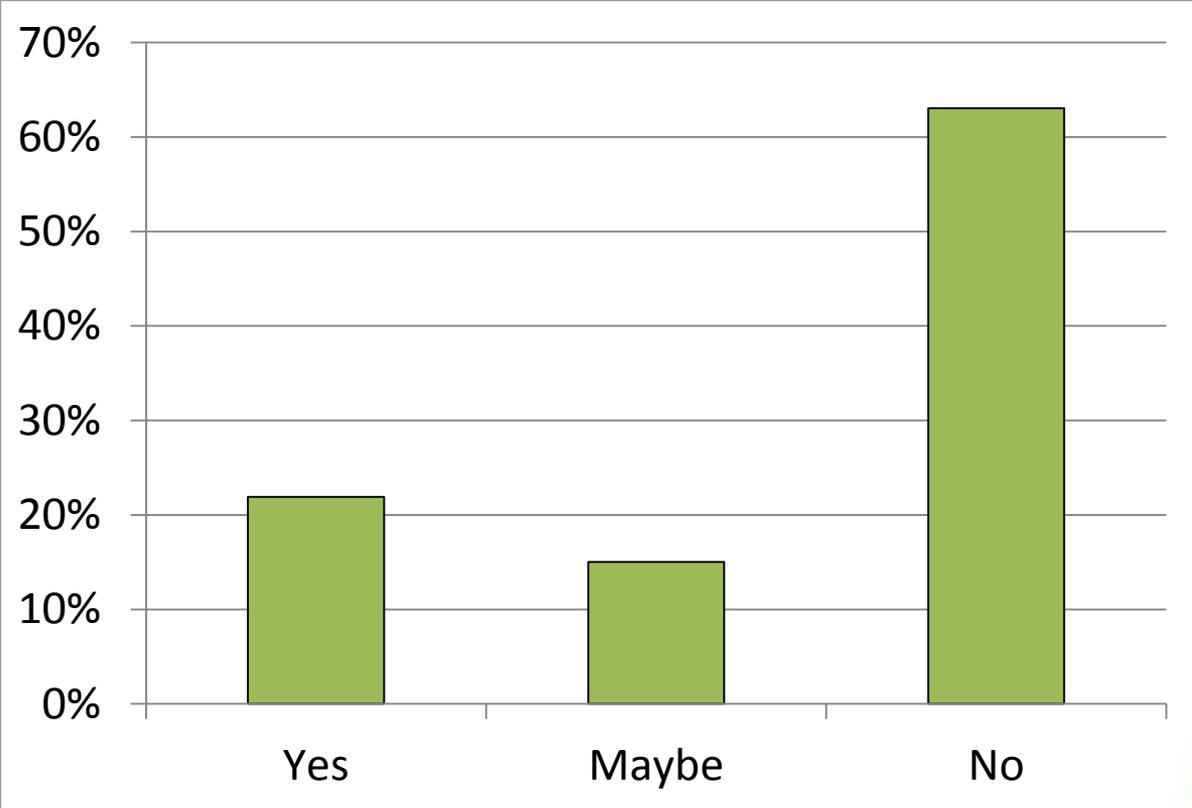
Response	402	57.4%
No Response	298	42.6%
Total	700	100.0%

14. (cont) Would you be willing to pay a reasonable parking fee to park at Busway stations/stops: to park at Busway stations/stops: If the fees would be applied to general transit capital/operating funds?



Yes	77	20.7%
Maybe	62	16.7%
No	233	62.6%
Total	372	100.0%
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Response	372	53.1%
No Response	328	46.9%
Total	700	100.0%

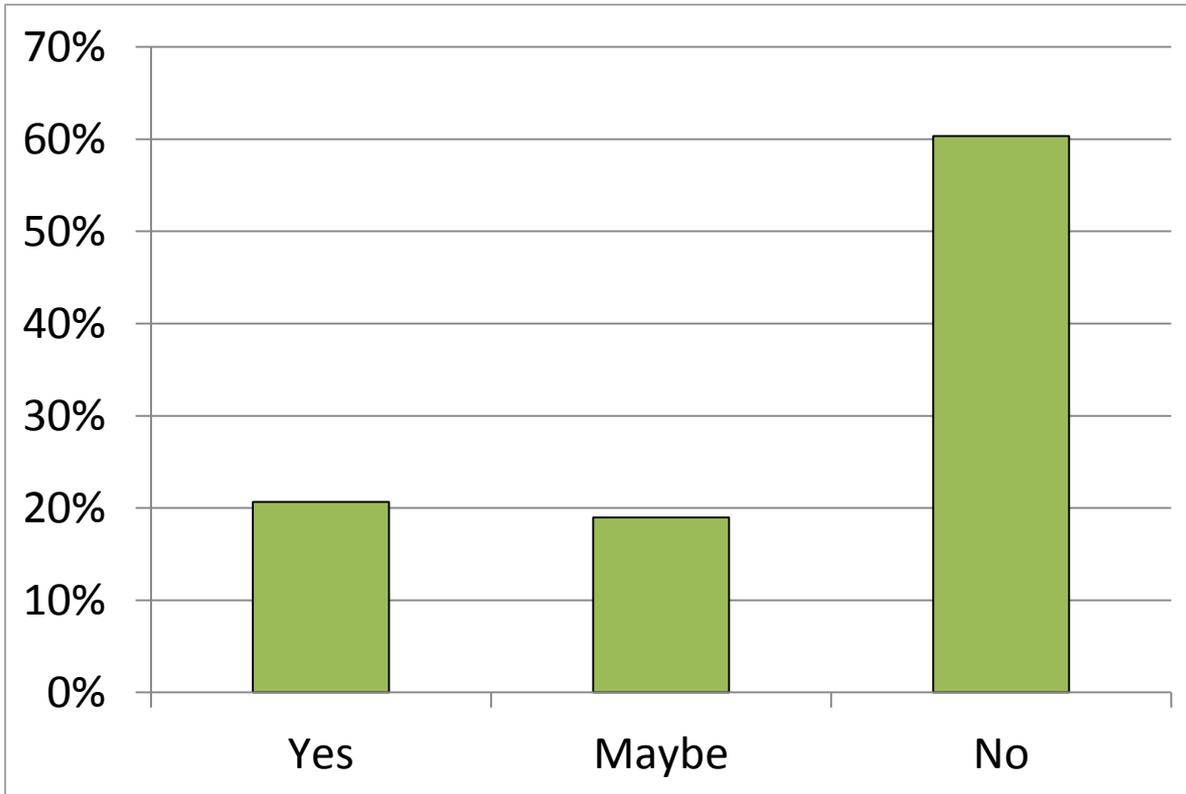
14. (cont) Would you be willing to pay a reasonable parking fee to park at Busway stations/stops: to park at Busway stations/stops: If you had to park your vehicle overnight?



Yes	83	21.9%
Maybe	57	15.0%
No	239	63.1%
Total	379	100.0%

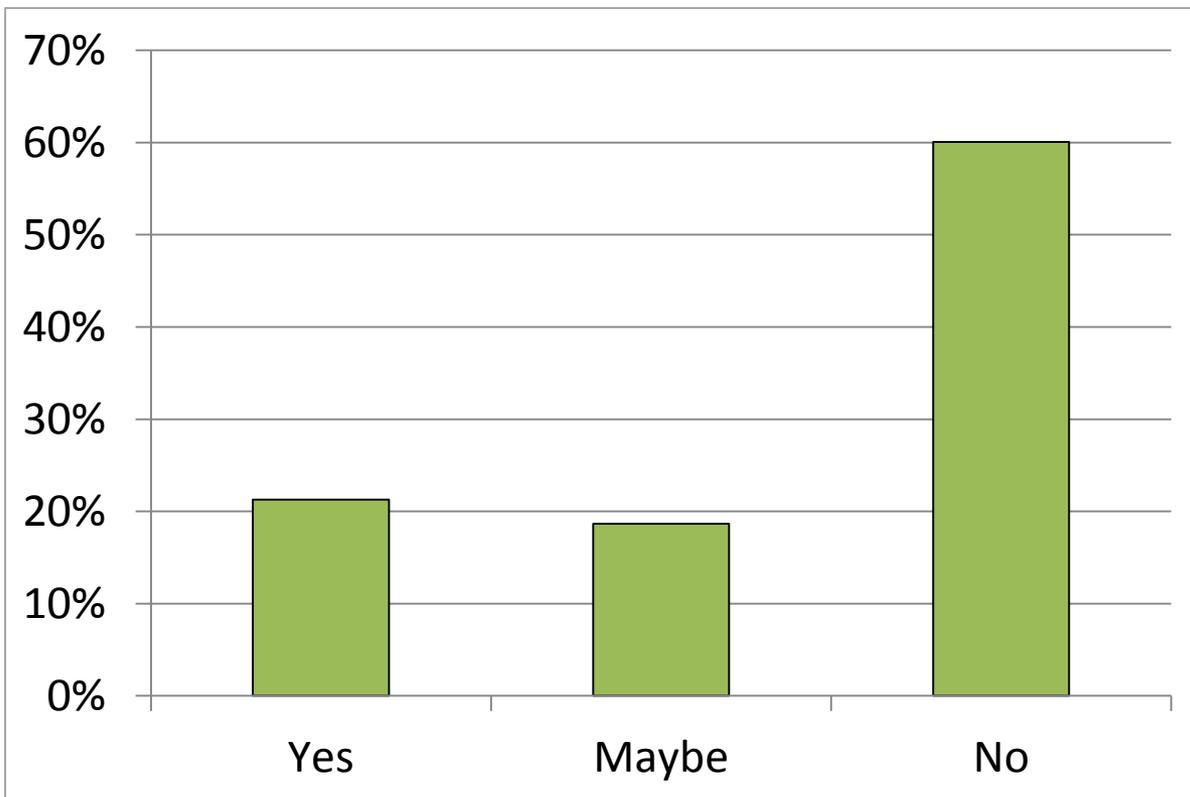
Response	379	54.1%
No Response	321	45.9%
Total	700	100.0%

15. Would you be more willing to pay a reasonable parking fee to park at Busway stations/stops: If preferential parking and/or fee discounts were offered for carpoolers/vanpoolers?



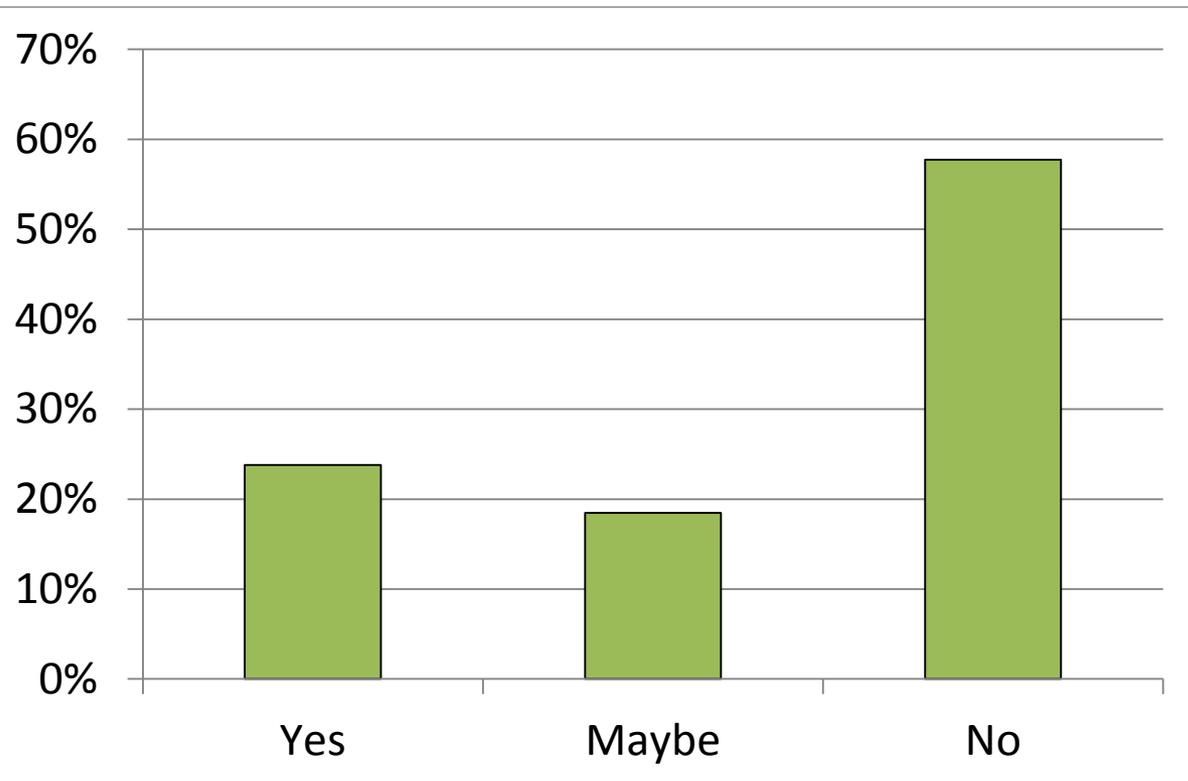
Yes	73	20.7%
Maybe	67	19.0%
No	213	60.3%
Total	353	100.0%
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Response	353	50.4%
No Response	347	49.6%
Total	700	100.0%

15. (cont) Would you be more willing to pay a reasonable parking fee to park at Busway stations/stops: If preferential parking and/or fee discounts were offered for hybrid/electric/low emission vehicles?



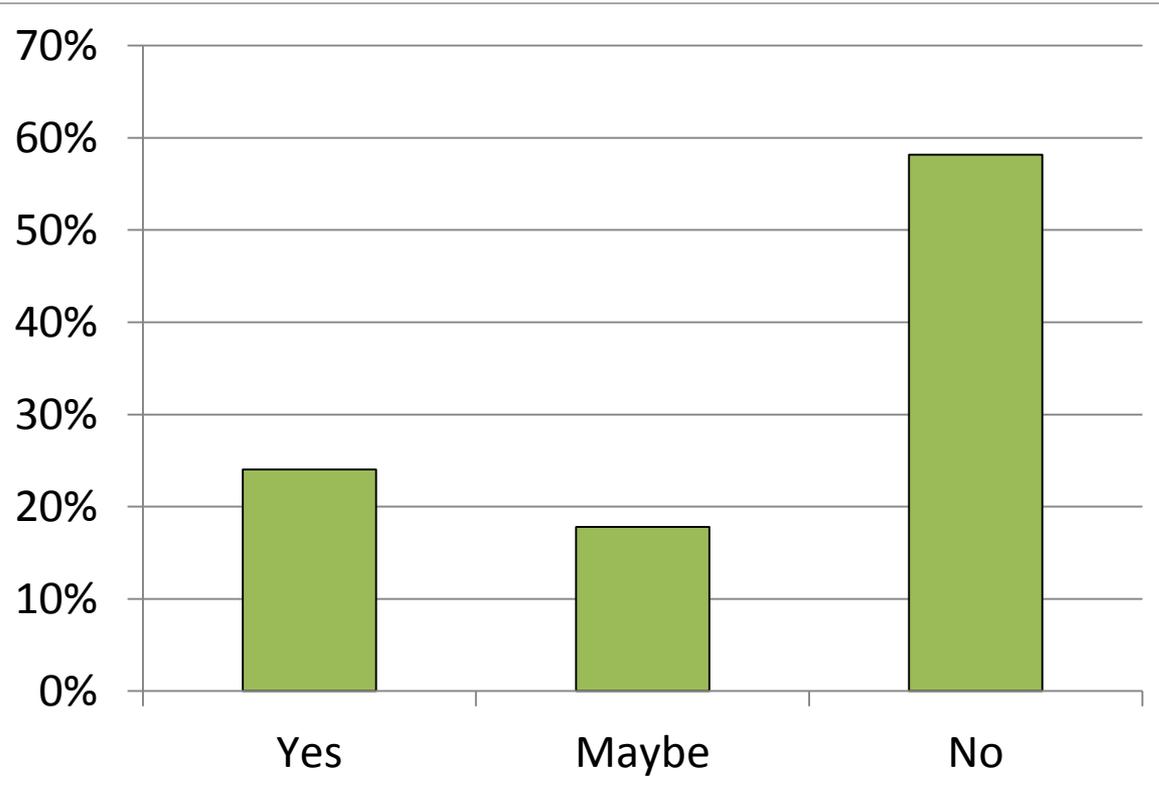
Yes	73	21.3%
Maybe	64	18.7%
No	206	60.1%
Total	343	100.0%
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Response	343	49.0%
No Response	357	51.0%
Total	700	100.0%

15. (cont) Would you be more willing to pay a reasonable parking fee to park at Busway stations/stops: If preferential parking and/or fee discounts were offered for frequent users?



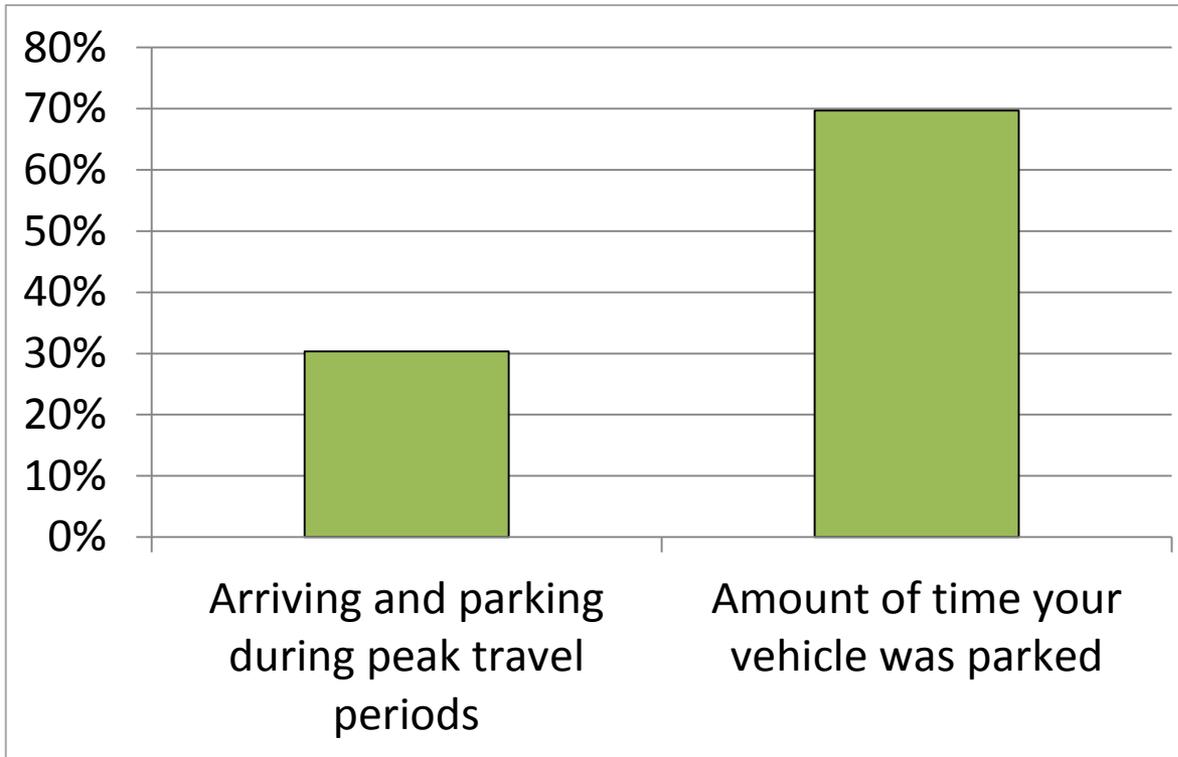
Yes	80	23.8%
Maybe	62	18.5%
No	194	57.7%
Total	336	100.0%
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Response	336	48.0%
No Response	364	52.0%
Total	700	100.0%

15. (cont) Would you be more willing to pay a reasonable parking fee to park at Busway stations/stops: If parking was in a covered garage?



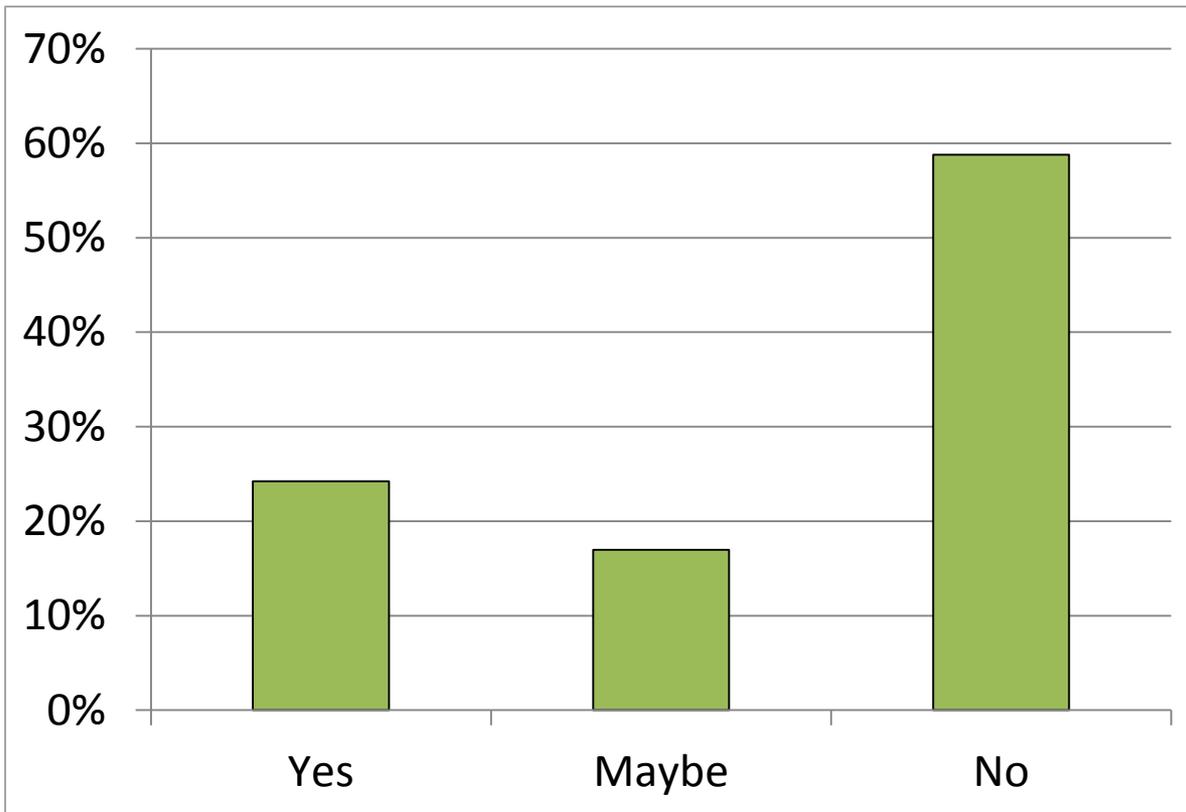
Yes	81	24.0%
Maybe	60	17.8%
No	196	58.2%
Total	337	100.0%
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Response	337	48.1%
No Response	363	51.9%
Total	700	100.0%

16. If parking fees were to be added or increased would you rather the fee be based on:



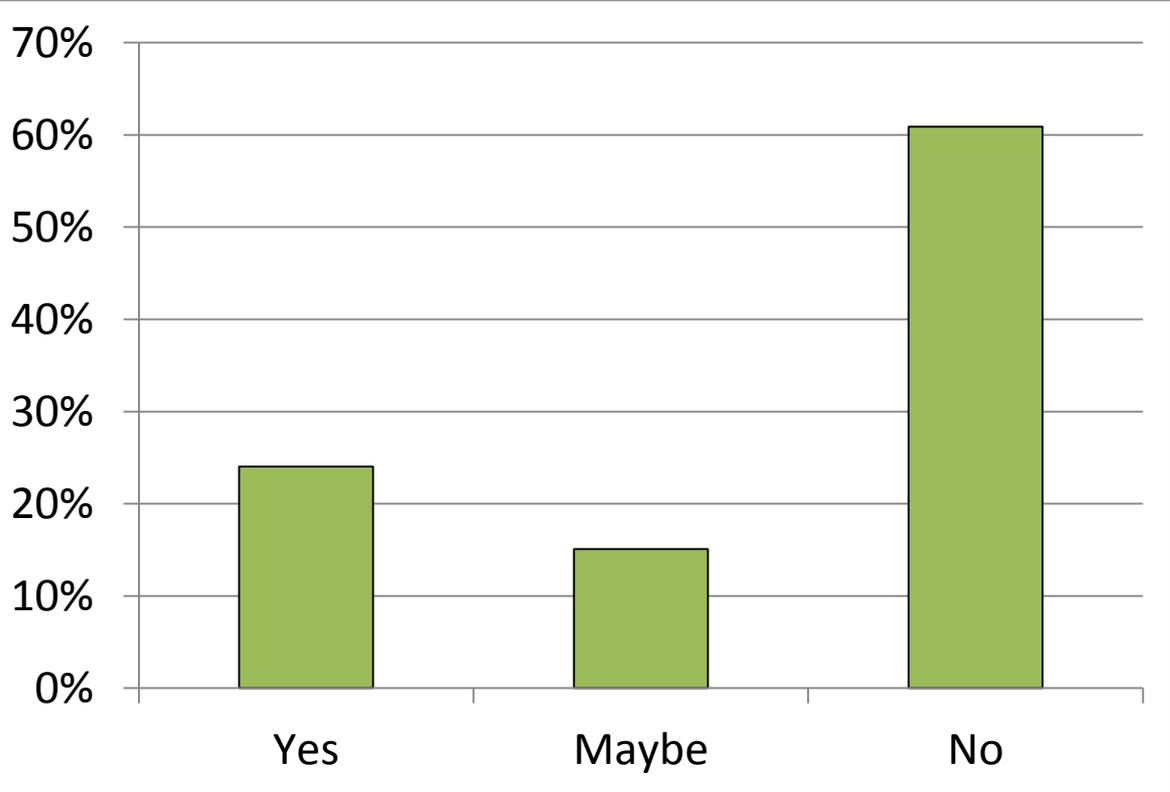
Arriving and parking during peak travel periods	67	30.3%
Amount of time your vehicle was parked	154	69.7%
Total	221	100.0%
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Response	221	31.6%
No Response	479	68.4%
Total	700	100.0%

17. Would providing parking fees or variable parking fees at Busway stations/stops cause you to: Change your arrival travel mode?



Yes	87	24.2%
Maybe	61	17.0%
No	211	58.8%
Total	359	100.0%
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Response	359	51.3%
No Response	341	48.7%
Total	700	100.0%

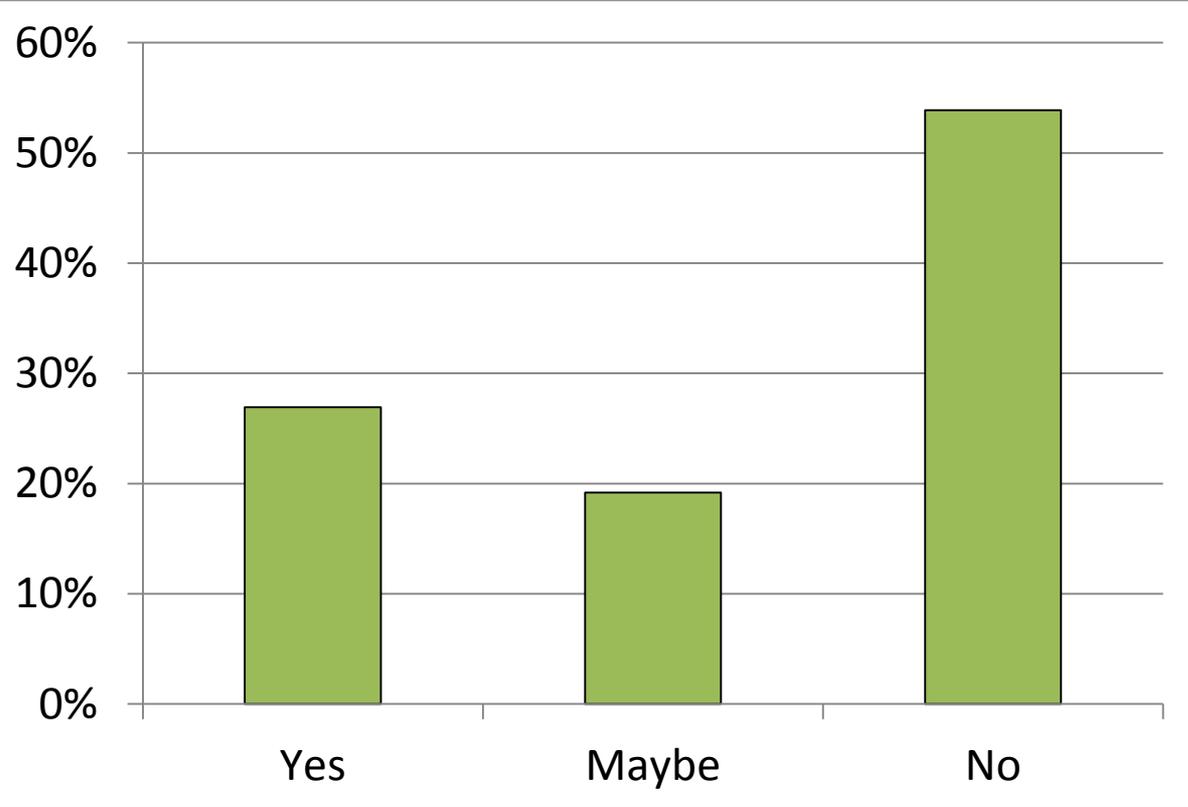
17. (cont) Would providing parking fees or variable parking fees at Busway stations/stops cause you to: Change your arrival travel time?



Yes	86	24.0%
Maybe	54	15.1%
No	218	60.9%
Total	358	100.0%

Response	358	51.1%
No Response	342	48.9%
Total	700	100.0%

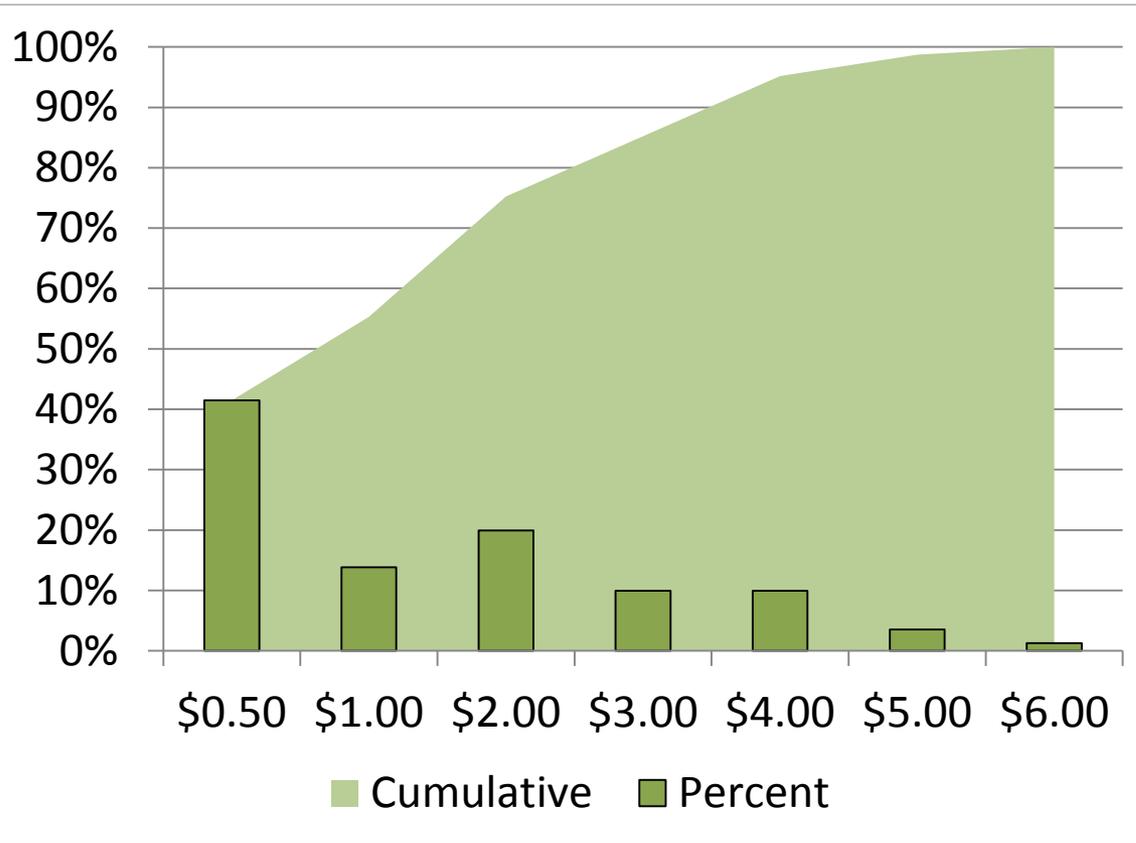
17.(cont) Would providing parking fees or variable parking fees at Busway stations/stops cause you to: Ride on the Busway less often?



Yes	94	26.9%
Maybe	67	19.2%
No	188	53.9%
Total	349	100.0%

Response	349	49.9%
No Response	351	50.1%
Total	700	100.0%

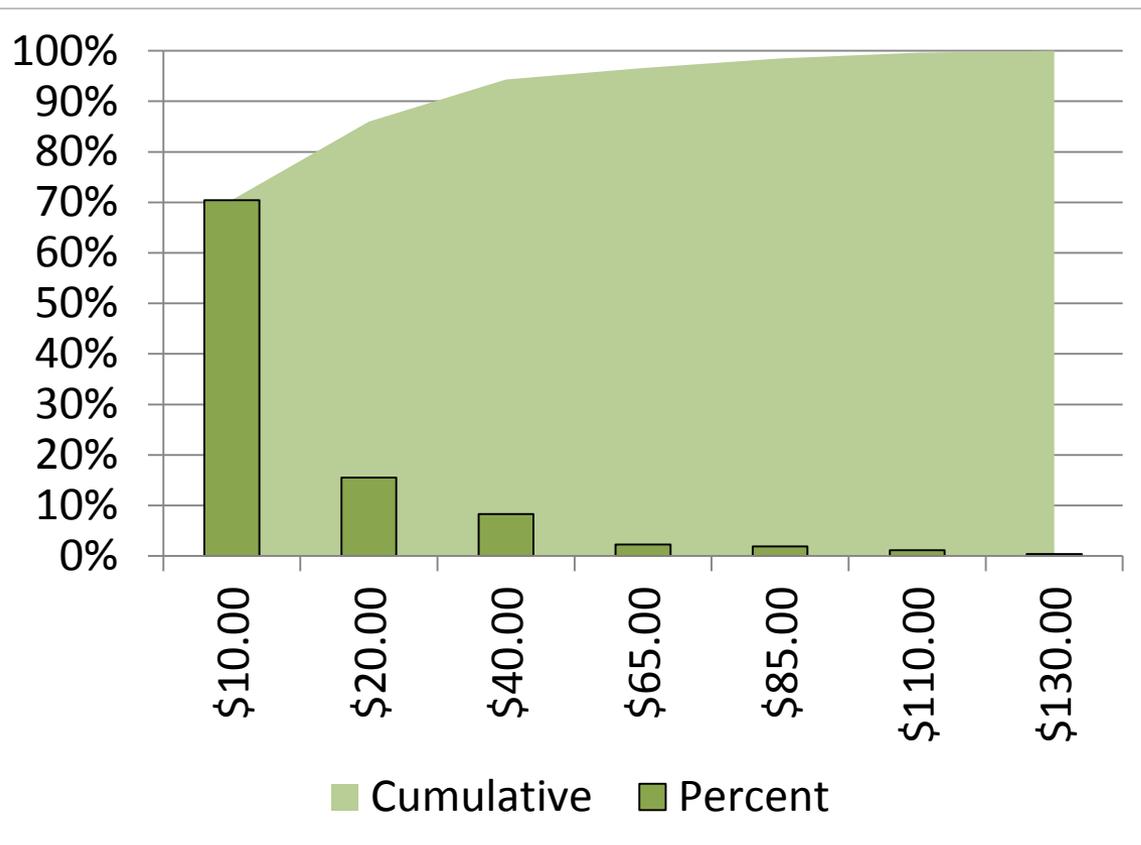
18. What is the maximum parking fee amount that you would consider to be reasonable to park at existing Busway stations/stops? Per Day:



\$0.50	129	41.5%
\$1.00	43	13.8%
\$2.00	62	19.9%
\$3.00	31	10.0%
\$4.00	31	10.0%
\$5.00	11	3.5%
\$6.00	4	1.3%
Total	311	100.0%

Response	311	44.4%
No Response	389	55.6%
Total	700	100.0%

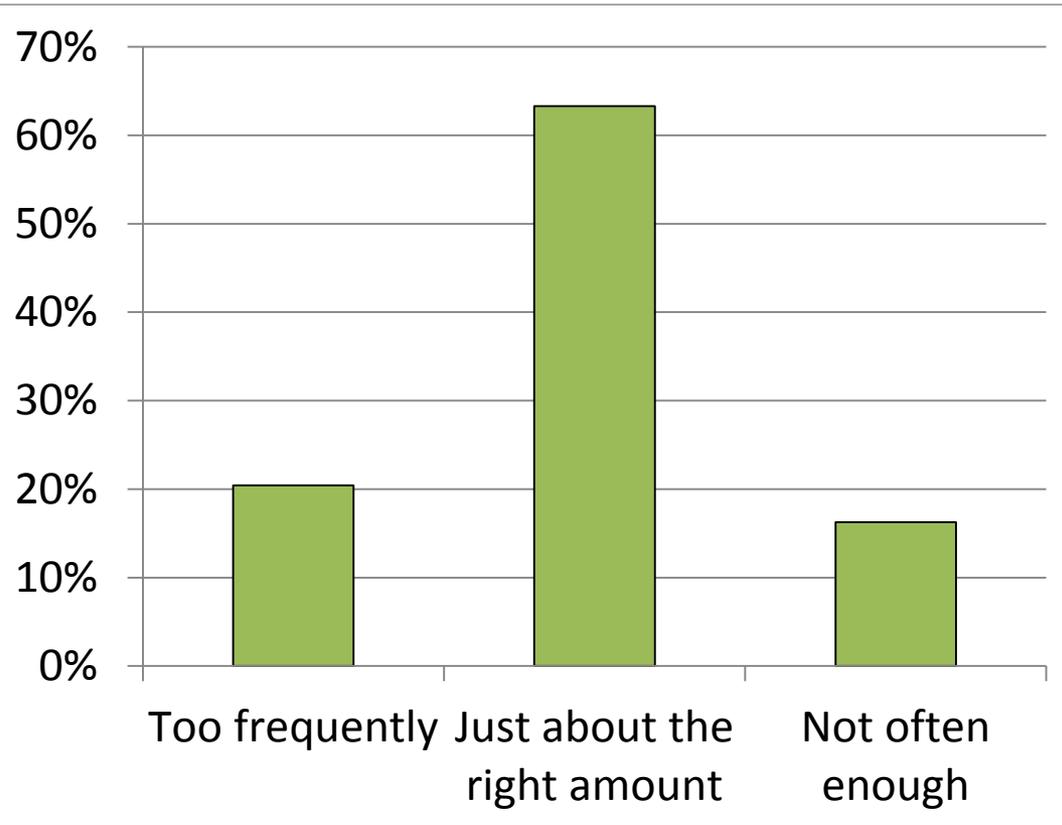
18. What is the maximum parking fee amount that you would consider to be reasonable to park at existing Busway stations/stops? Per Month:



\$10.00	186	70.5%
\$20.00	41	15.5%
\$40.00	22	8.3%
\$65.00	6	2.3%
\$85.00	5	1.9%
\$110.00	3	1.1%
\$130.00	1	0.4%
Total	264	100.0%

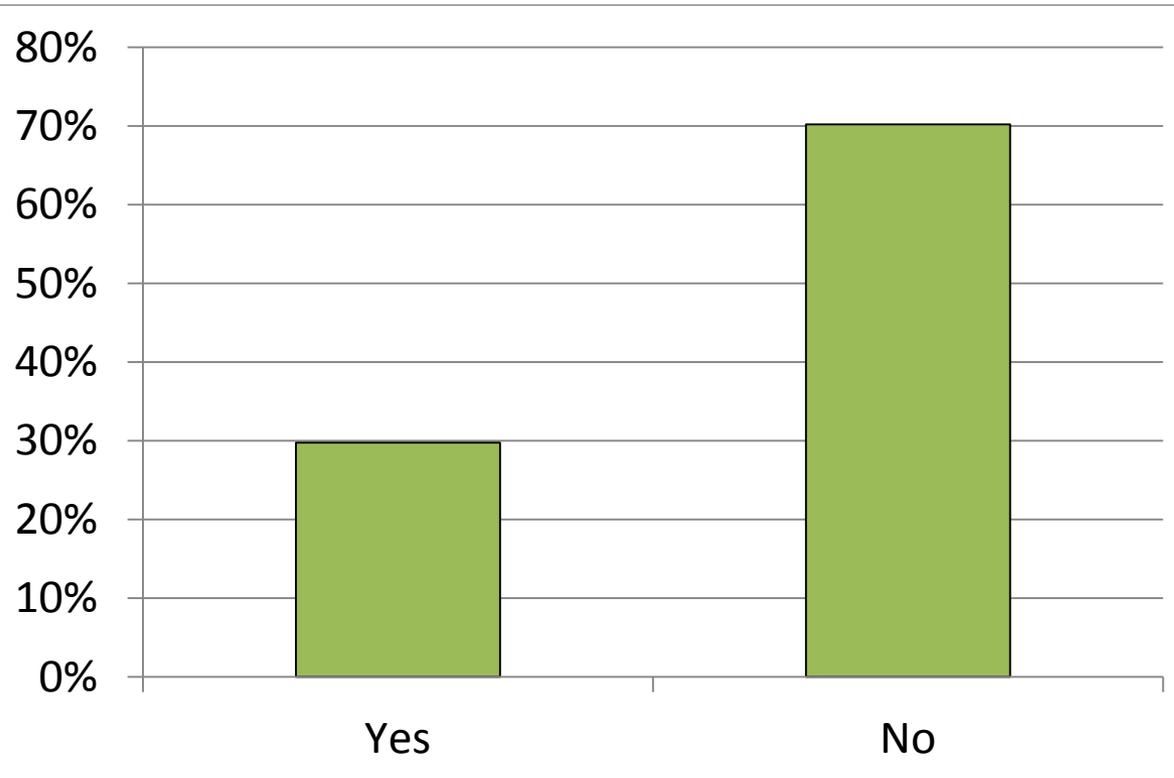
Response	264	37.7%
No Response	436	62.3%
Total	700	100.0%

19. Does the bus you ride on the Busway stop at stations/stops?



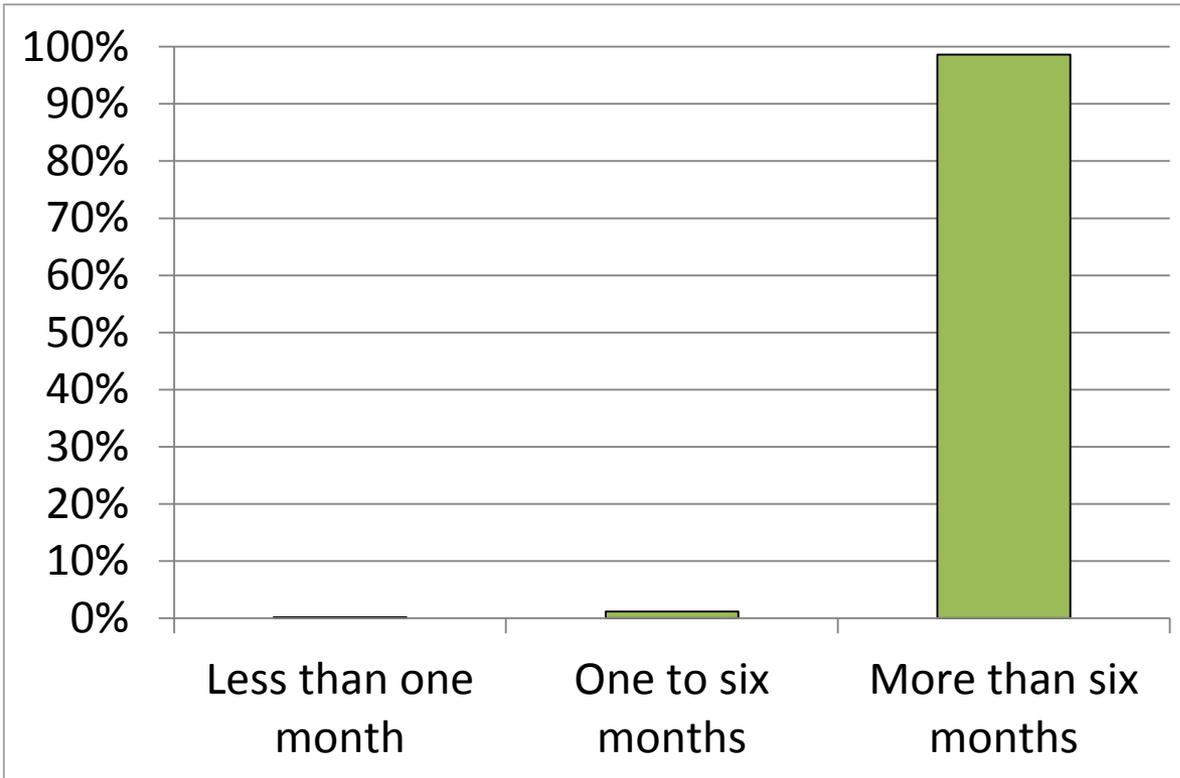
Too frequently	122	20.4%
Just about the right amount	378	63.3%
Not often enough	97	16.2%
Total	597	100.0%
<hr/>		
Response	597	85.3%
No Response	103	14.7%
Total	700	100.0%

20. Do you ever walk, jog/run, skate, or bike on the Busway greenway path?



Yes	170	29.8%
No	401	70.2%
Total	571	100.0%
<hr/>		
Response	571	81.6%
No Response	129	18.4%
Total	700	100.0%

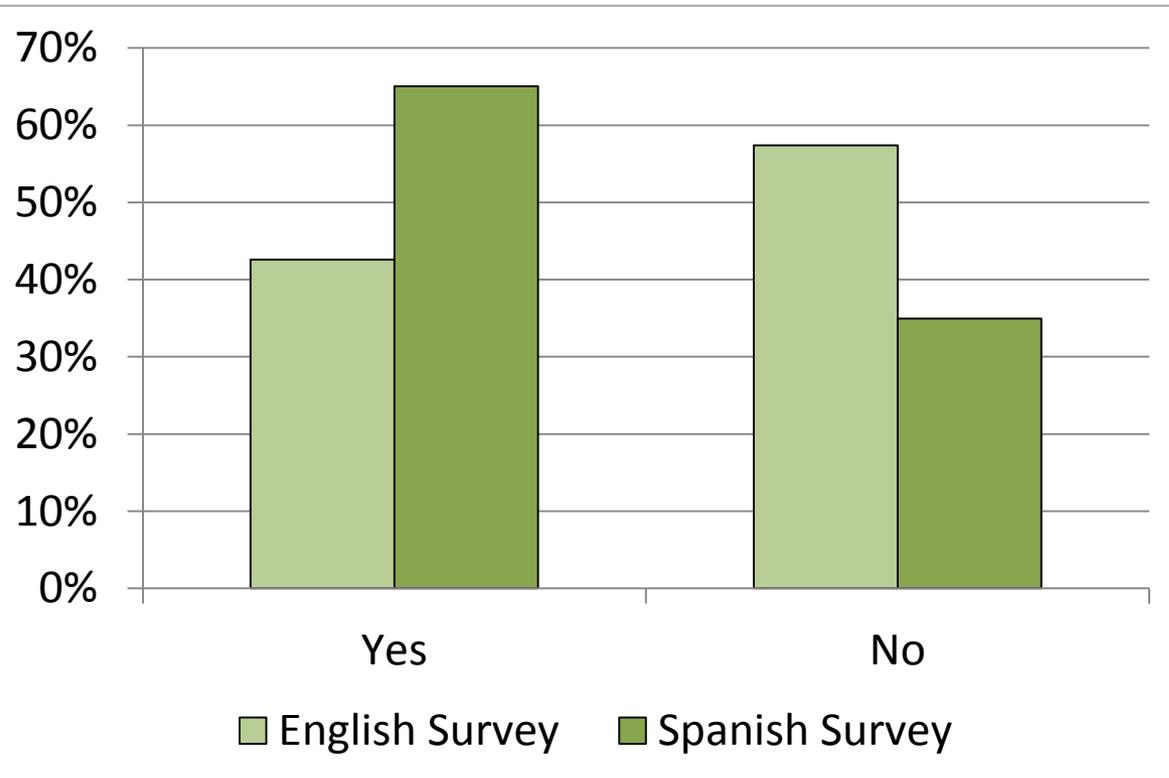
22. How many months will you live in South Florida this year?



Less than one month	1	0.2%
One to six months	7	1.2%
More than six months	580	98.6%
Total	588	100.0%

Response	588	84.0%
No Response	112	16.0%
Total	700	100.0%

23. Do you speak a language other than English/Spanish at home?



English Survey

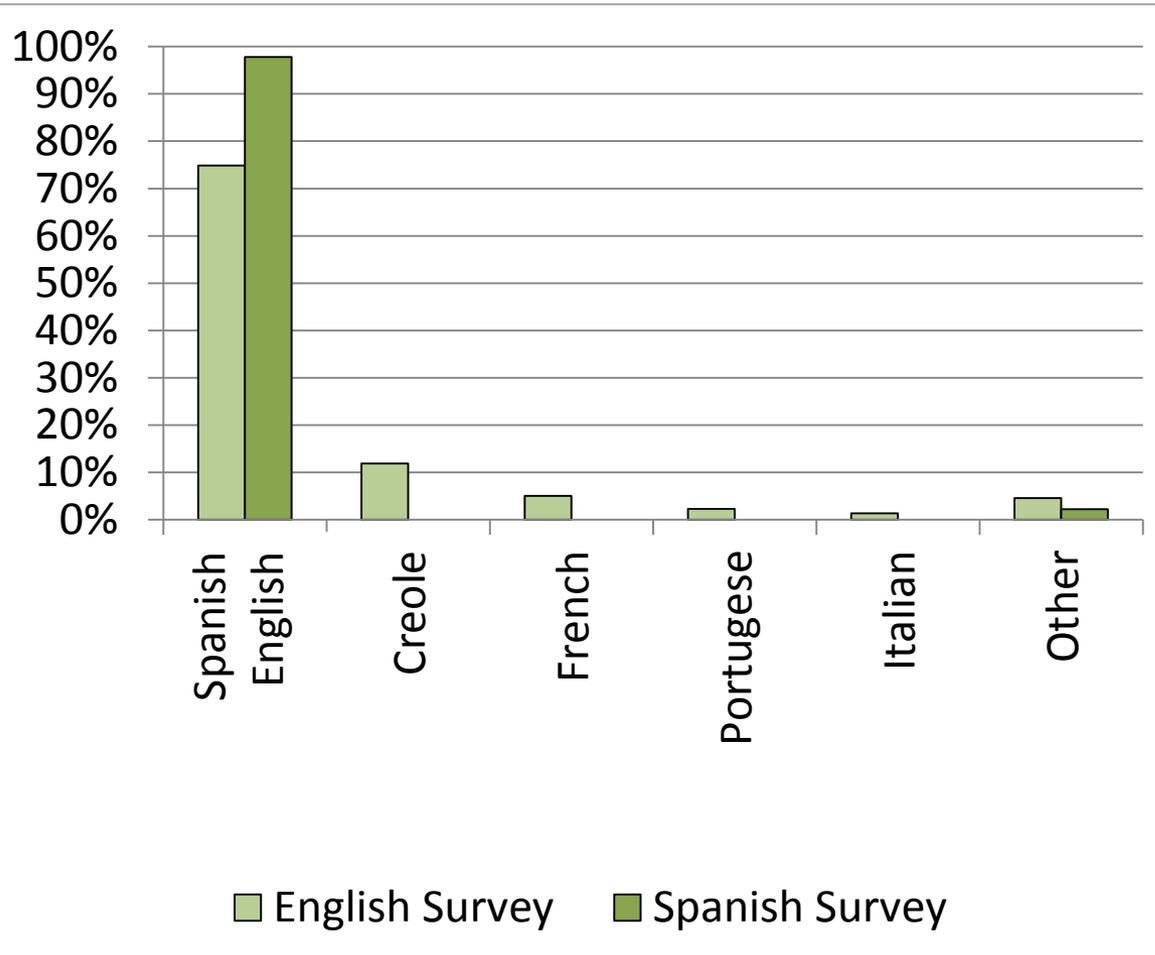
Yes	222	42.6%
No	299	57.4%
Total	521	100.0%

Spanish Survey

Yes	93	65.0%
No	50	35.0%
Total	143	100.0%

Response	315	45.0%
No Response	385	55.0%
Total	700	100.0%

23. (cont.) If yes, please choose one:



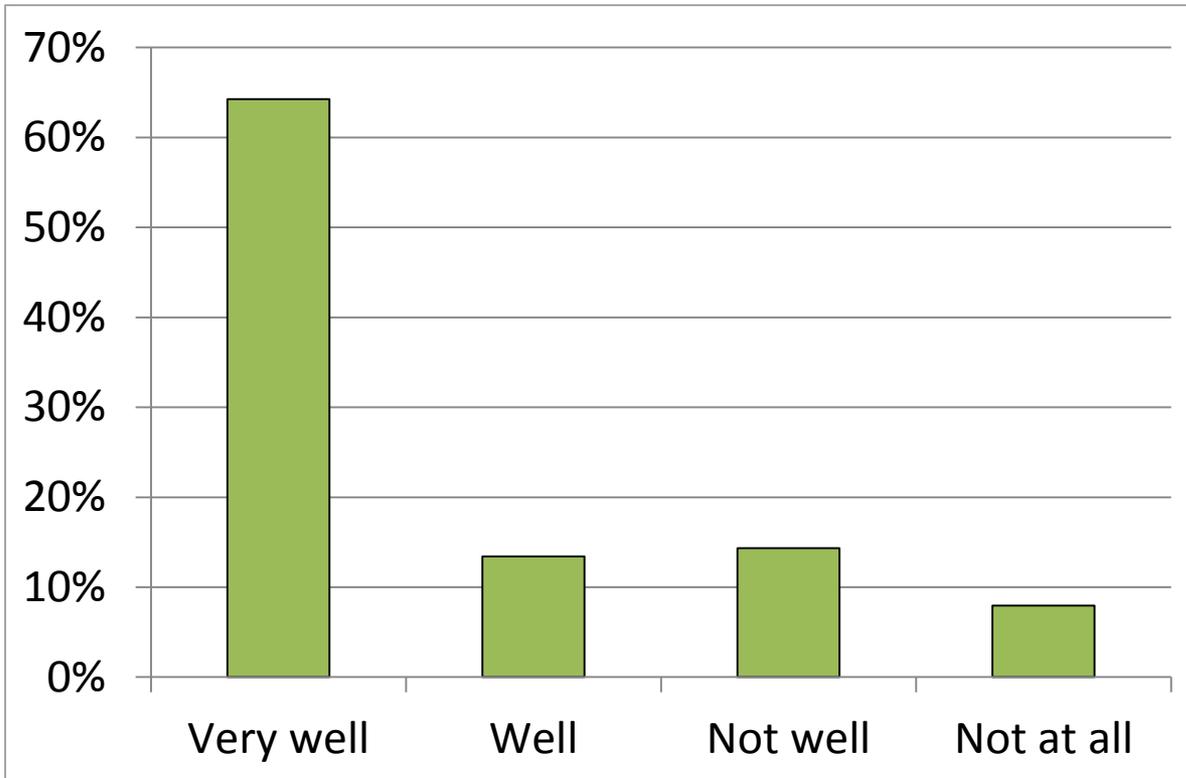
English Survey

Spanish	164	74.9%
Creole	26	11.9%
French	11	5.0%
Portugese	5	2.3%
Italian	3	1.4%
Other	10	4.6%
Total	219	100.0%

Spanish Survey

English	88	97.8%
Creole	0	0.0%
French	0	0.0%
Portugese	0	0.0%
Italian	0	0.0%
Other	2	2.2%
Total	90	100.0%
Response	309	44.1%
No Response	391	55.9%
Total	700	100.0%

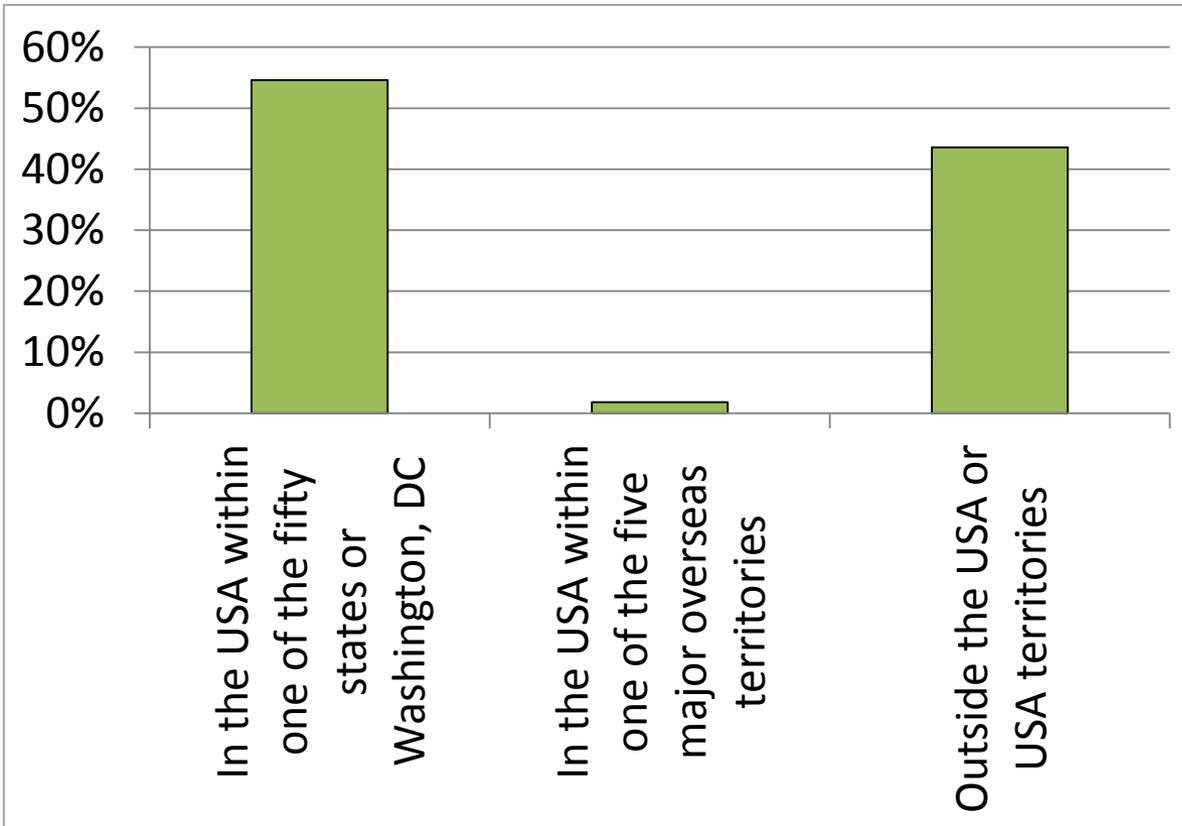
24. How well do you speak English?



Very well	421	64.3%
Well	88	13.4%
Not well	94	14.4%
Not at all	52	7.9%
Total	655	100.0%

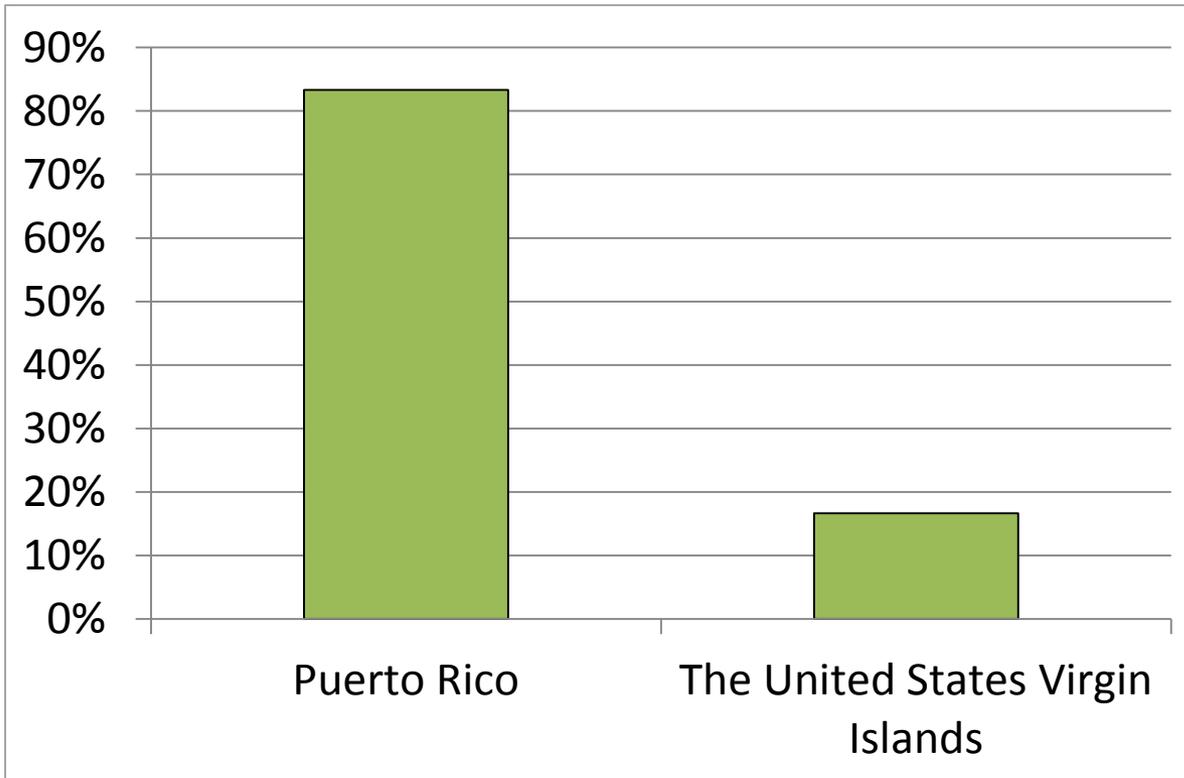
Response	655	93.6%
No Response	45	6.4%
Total	700	100.0%

25. Where were you born?



In the USA within one of the fifty states or Washington, DC	356	54.6%
In the USA within one of the five major overseas territories	12	1.8%
Outside the USA or USA territories	284	43.6%
Total	652	100.0%
<hr/>		
Response	652	93.1%
No Response	48	6.9%
Total	700	100.0%

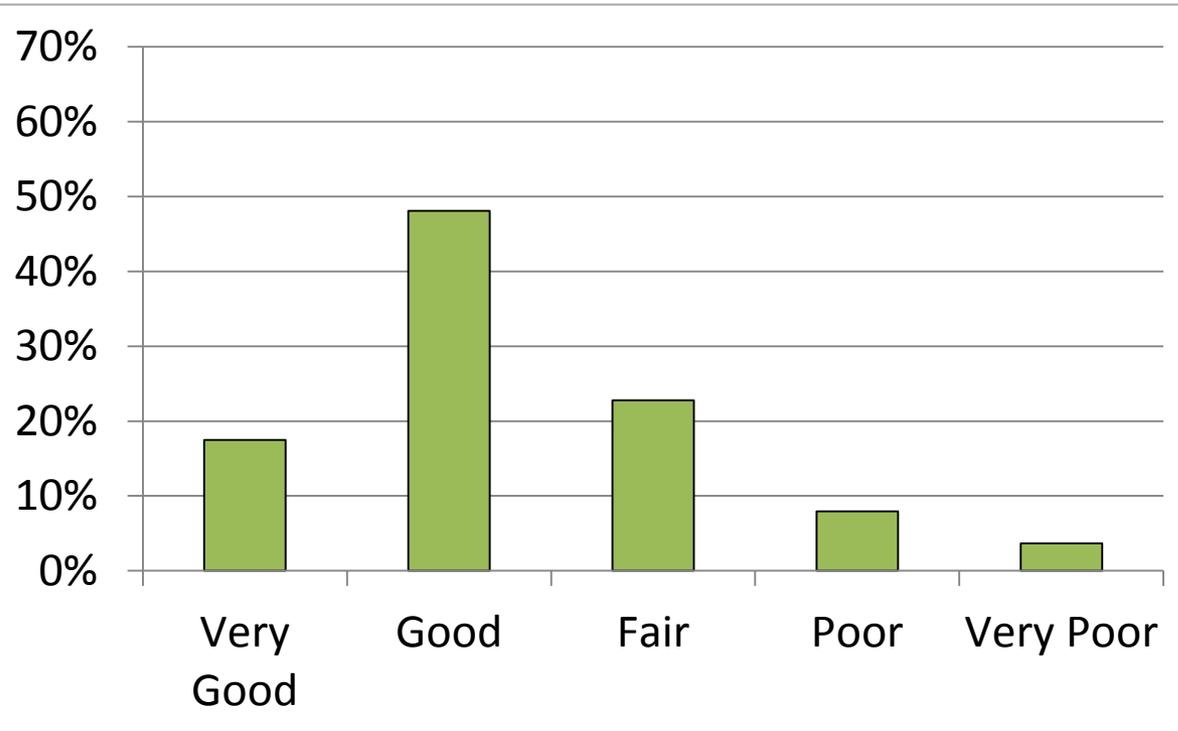
25. (cont.) In which of the five major overseas territories were you born (if applicable)?



Puerto Rico	5	83.3%
The United States Virgin Islands	1	16.7%
Total	6	100.0%
Response	6	50.0%
No Response	6	50.0%
Total - Territory	12	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

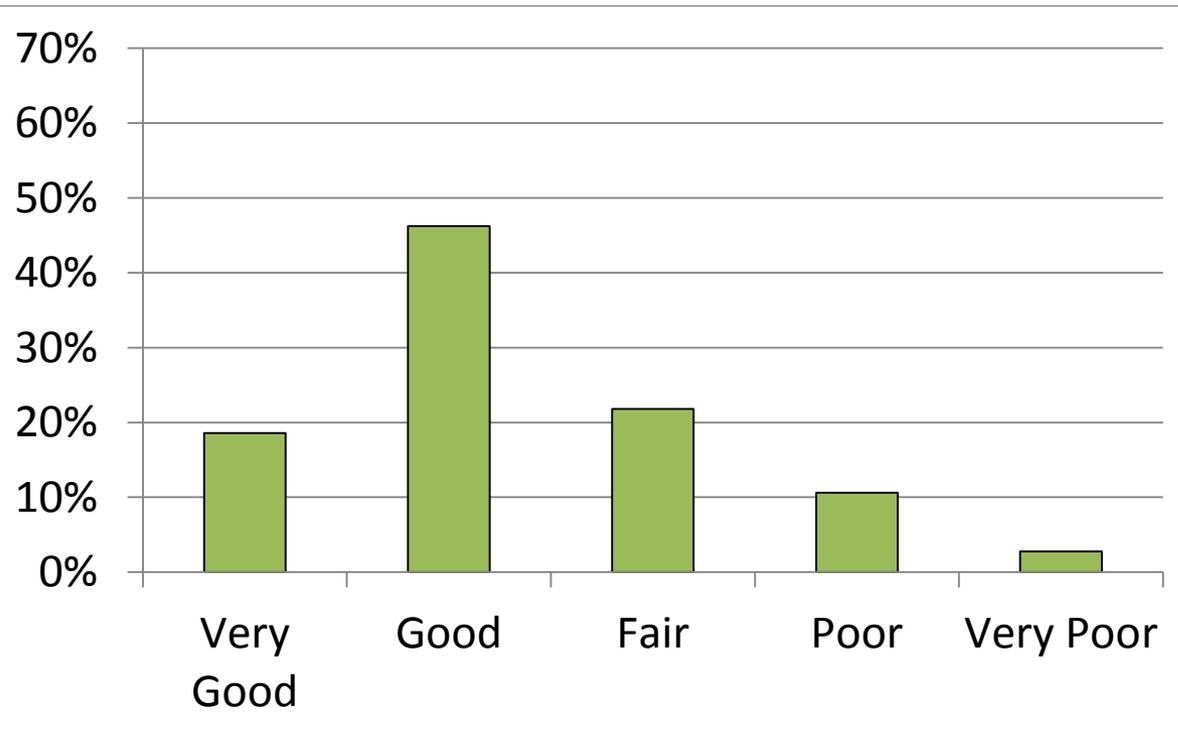
a. Hours of Busway bus service



Very Good	119	17.5%
Good	327	48.1%
Fair	155	22.8%
Poor	54	7.9%
Very Poor	25	3.7%
Total	680	100.0%
<hr/>		
Response	680	97.1%
No Response	20	2.9%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

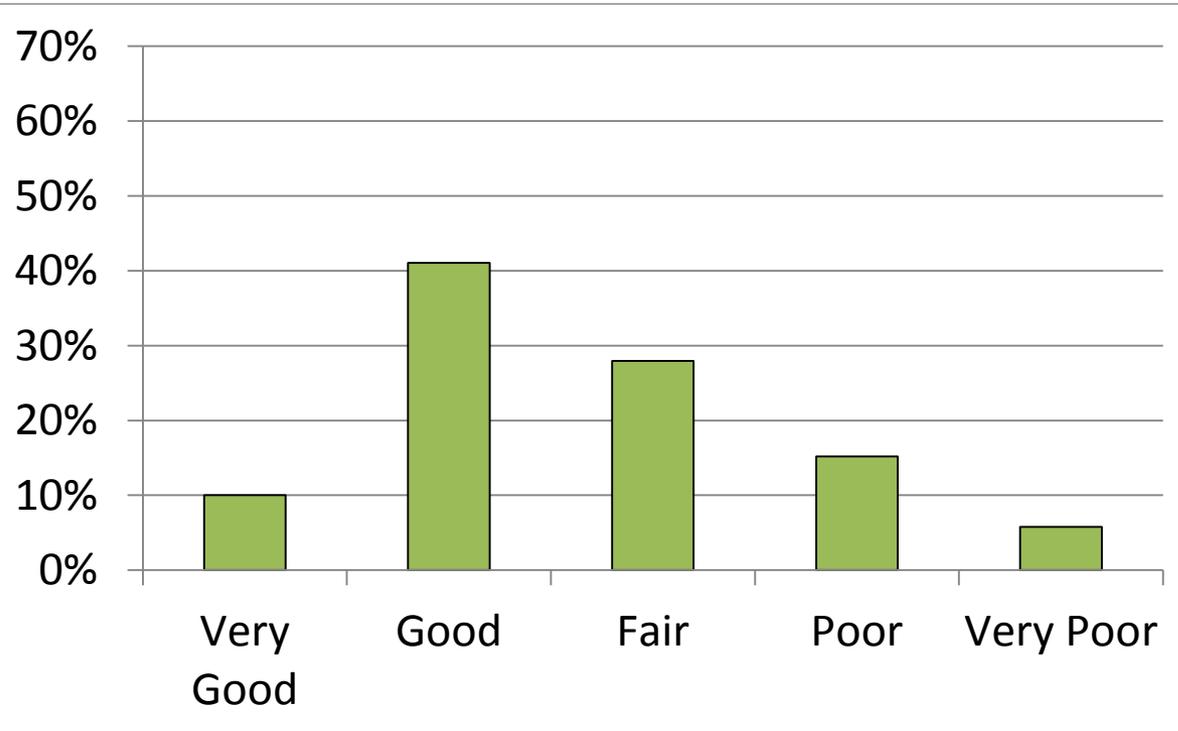
b. Frequency of Busway bus service/how often buses run On Weekday rush-hour periods



Very Good	128	18.6%
Good	318	46.2%
Fair	150	21.8%
Poor	73	10.6%
Very Poor	19	2.8%
Total	688	100.0%
<hr/>		
Response	688	98.3%
No Response	12	1.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

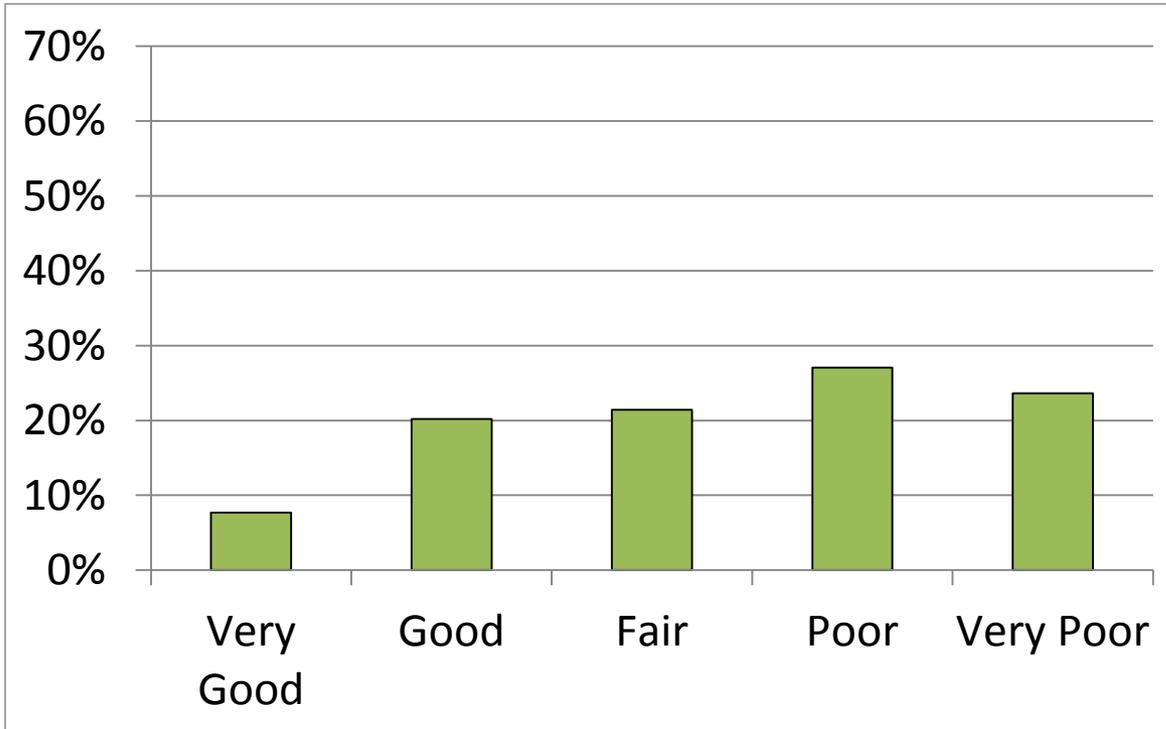
b. Frequency of Busway bus service/how often buses run On Weekday non rush-hour periods



Very Good	66	10.0%
Good	270	41.0%
Fair	184	28.0%
Poor	100	15.2%
Very Poor	38	5.8%
Total	658	100.0%
<hr/>		
Response	658	94.0%
No Response	42	6.0%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

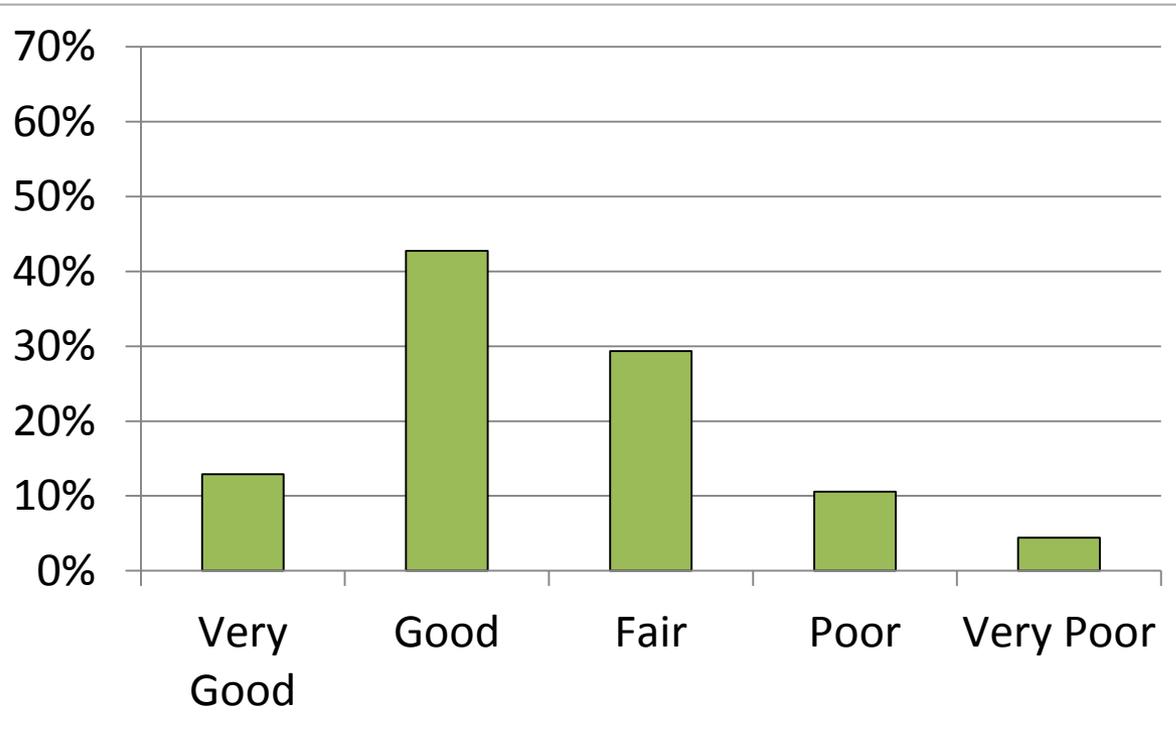
b. Frequency of Busway bus service/how often buses run On Weekends



Very Good	49	7.7%
Good	129	20.2%
Fair	137	21.4%
Poor	173	27.1%
Very Poor	151	23.6%
Total	639	100.0%
<hr/>		
Response	639	91.3%
No Response	61	8.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

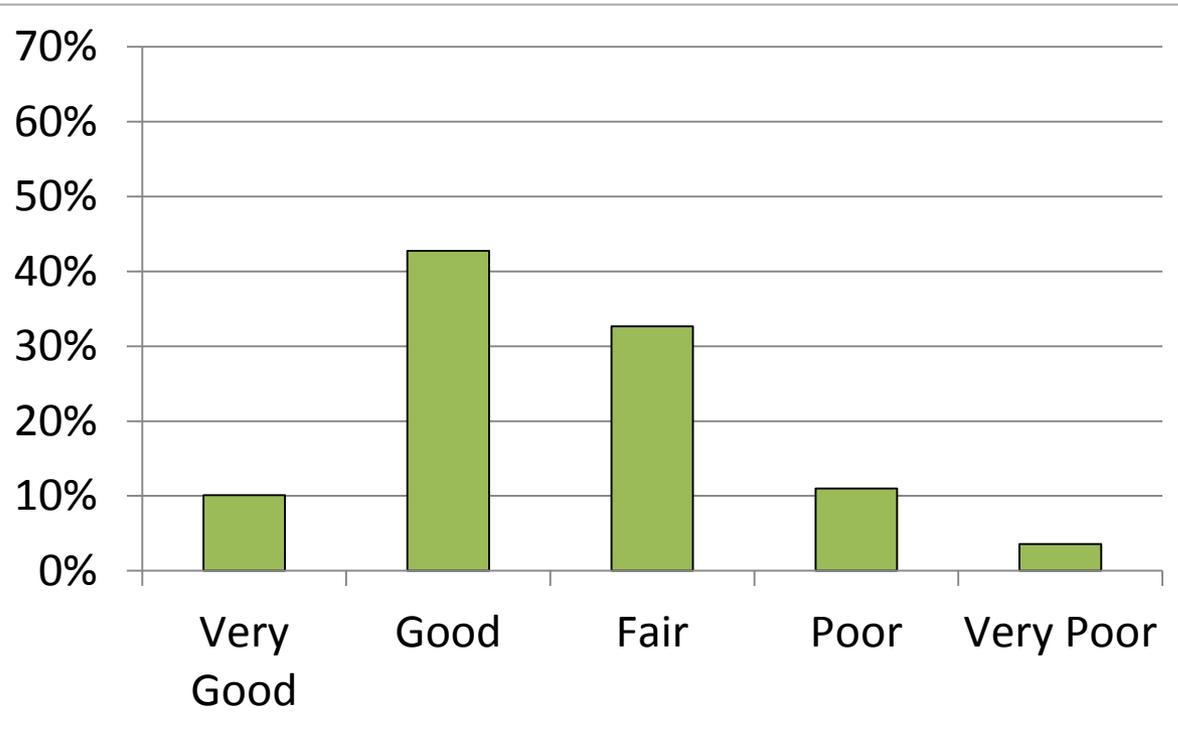
c. Dependability of Busway schedule/bus on-time performance



Very Good	88	12.9%
Good	291	42.7%
Fair	200	29.4%
Poor	72	10.6%
Very Poor	30	4.4%
Total	681	100.0%
<hr/>		
Response	681	97.3%
No Response	19	2.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

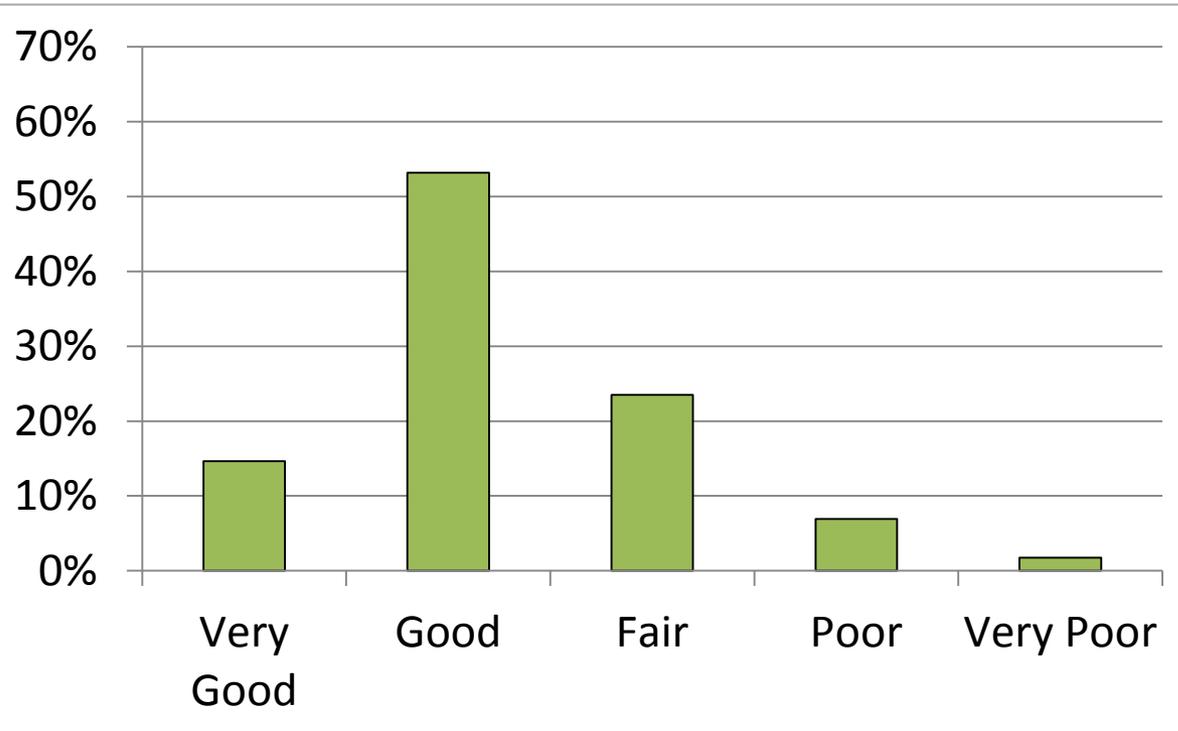
d. Travel time and delays to buses on the Busway



Very Good	68	10.1%
Good	288	42.7%
Fair	220	32.6%
Poor	74	11.0%
Very Poor	24	3.6%
Total	674	100.0%
<hr/>		
Response	674	96.3%
No Response	26	3.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

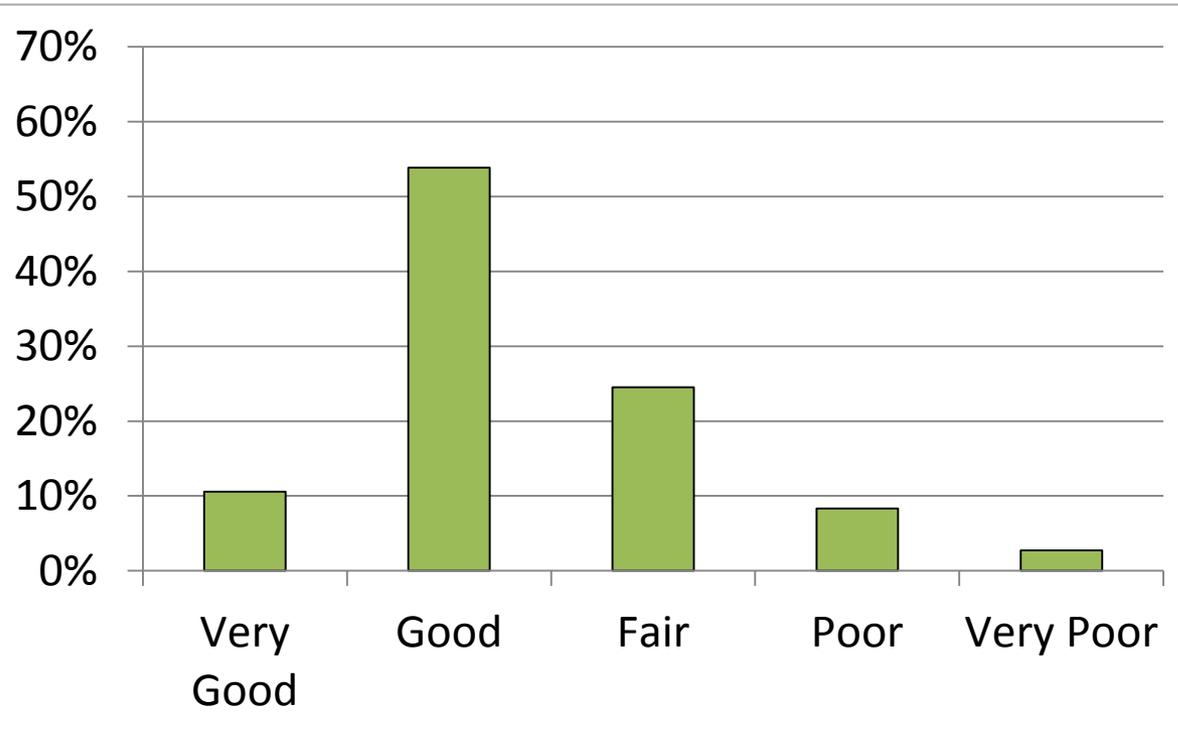
e. Convenience of Busway routes/where Busway buses go



Very Good	99	14.6%
Good	360	53.2%
Fair	159	23.5%
Poor	47	6.9%
Very Poor	12	1.8%
Total	677	100.0%
<hr/>		
Response	677	96.7%
No Response	23	3.3%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

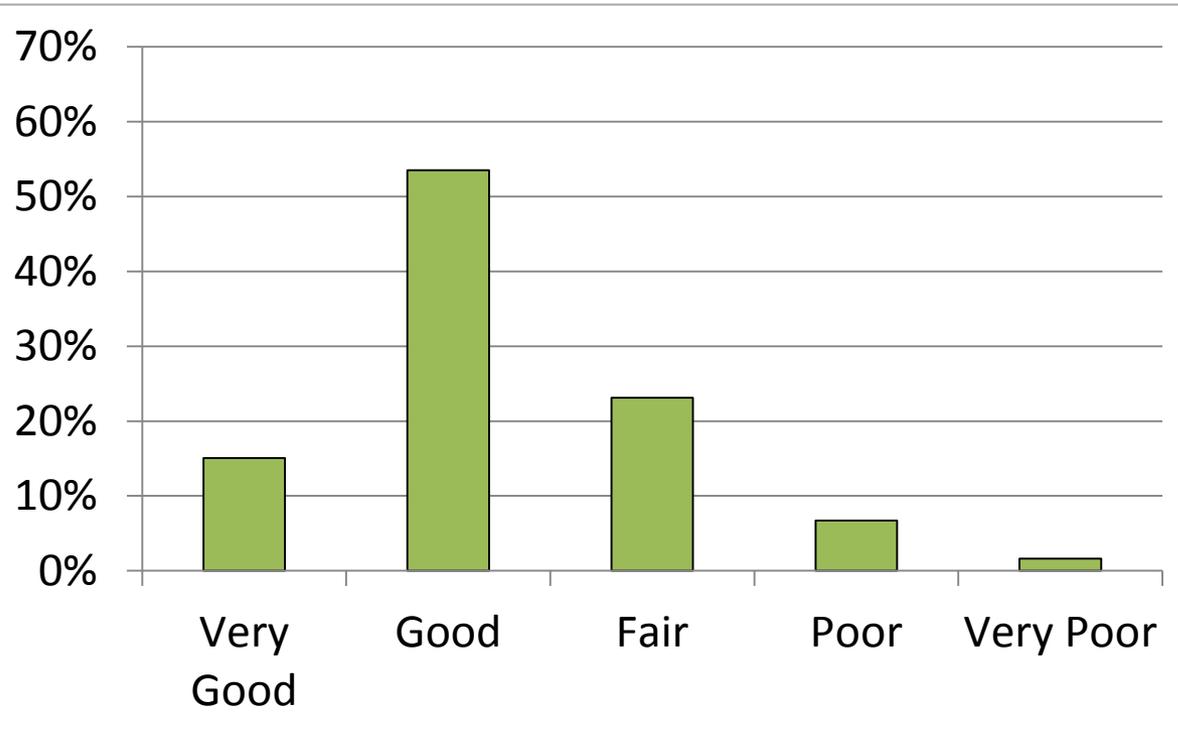
f. Connecting (non Busway) bus service at Busway stations/stops



Very Good	70	10.6%
Good	356	53.9%
Fair	162	24.5%
Poor	55	8.3%
Very Poor	18	2.7%
Total	661	100.0%
<hr/>		
Response	661	94.4%
No Response	39	5.6%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

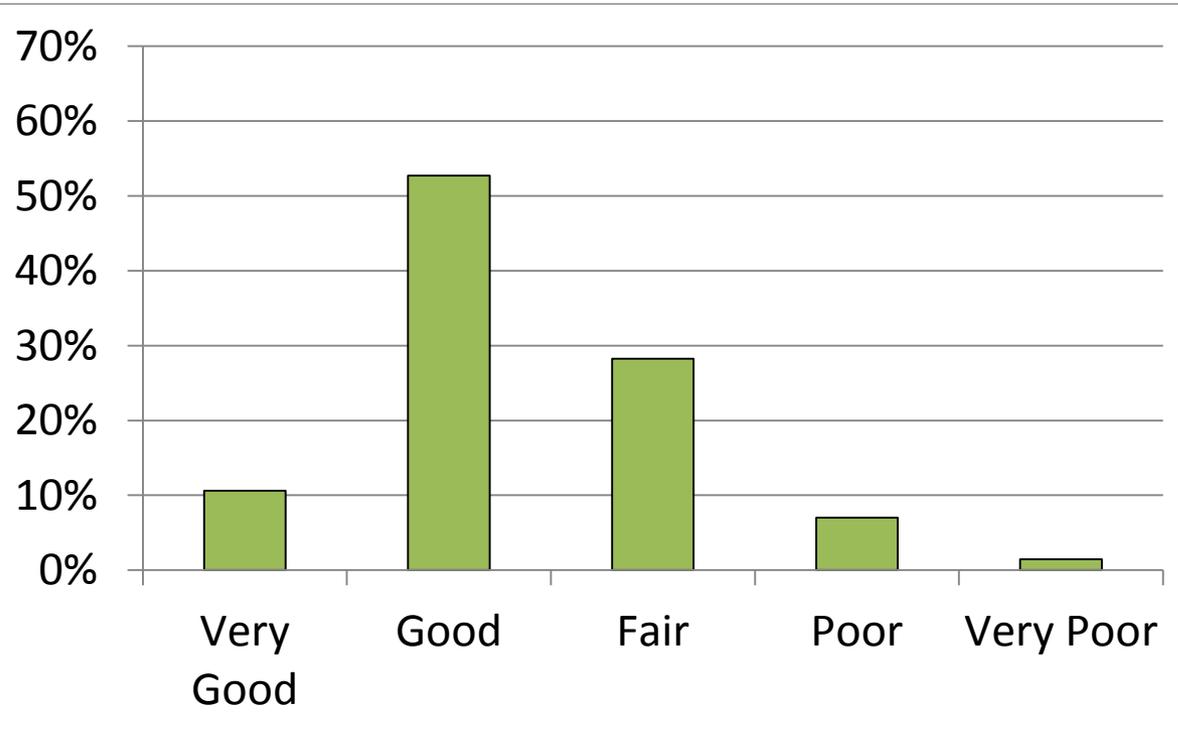
g. Convenience of Busway station/stop locations



Very Good	101	15.1%
Good	359	53.5%
Fair	155	23.1%
Poor	45	6.7%
Very Poor	11	1.6%
Total	671	100.0%
<hr/>		
Response	671	95.9%
No Response	29	4.1%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

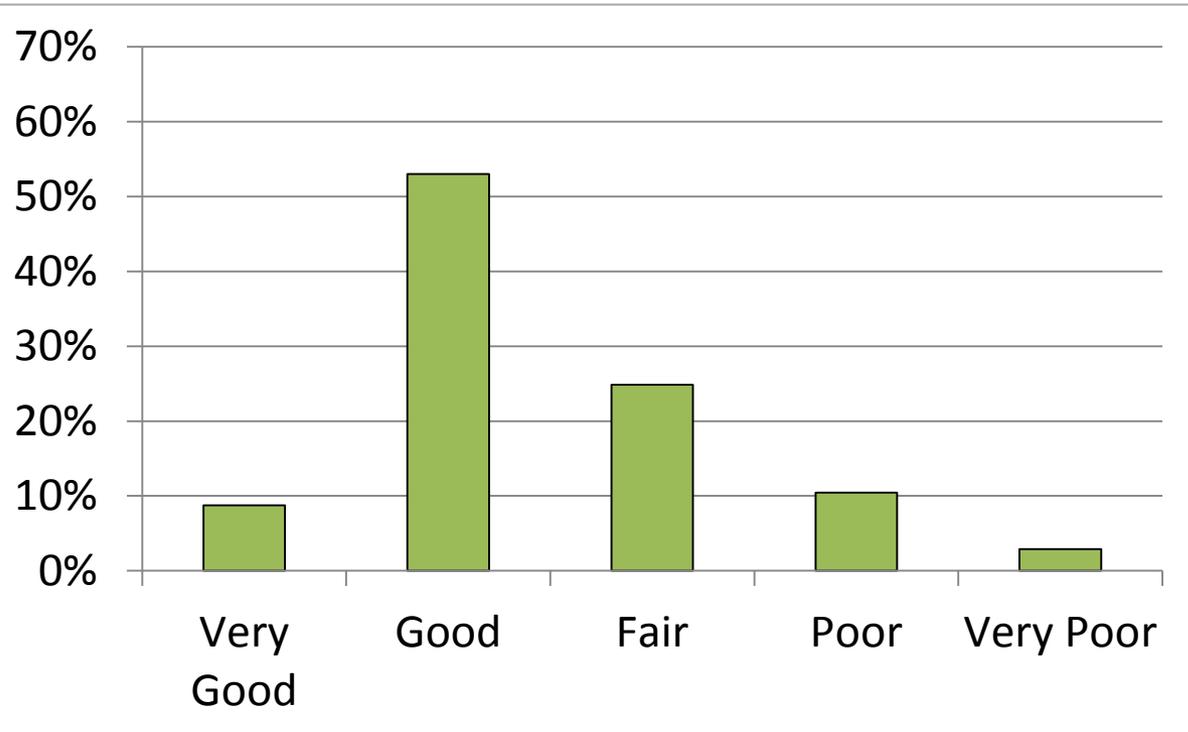
h. Availability of motor vehicle parking at Busway stations/stops



Very Good	59	10.6%
Good	293	52.7%
Fair	157	28.2%
Poor	39	7.0%
Very Poor	8	1.4%
Total	556	100.0%
<hr/>		
Response	556	79.4%
No Response	144	20.6%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

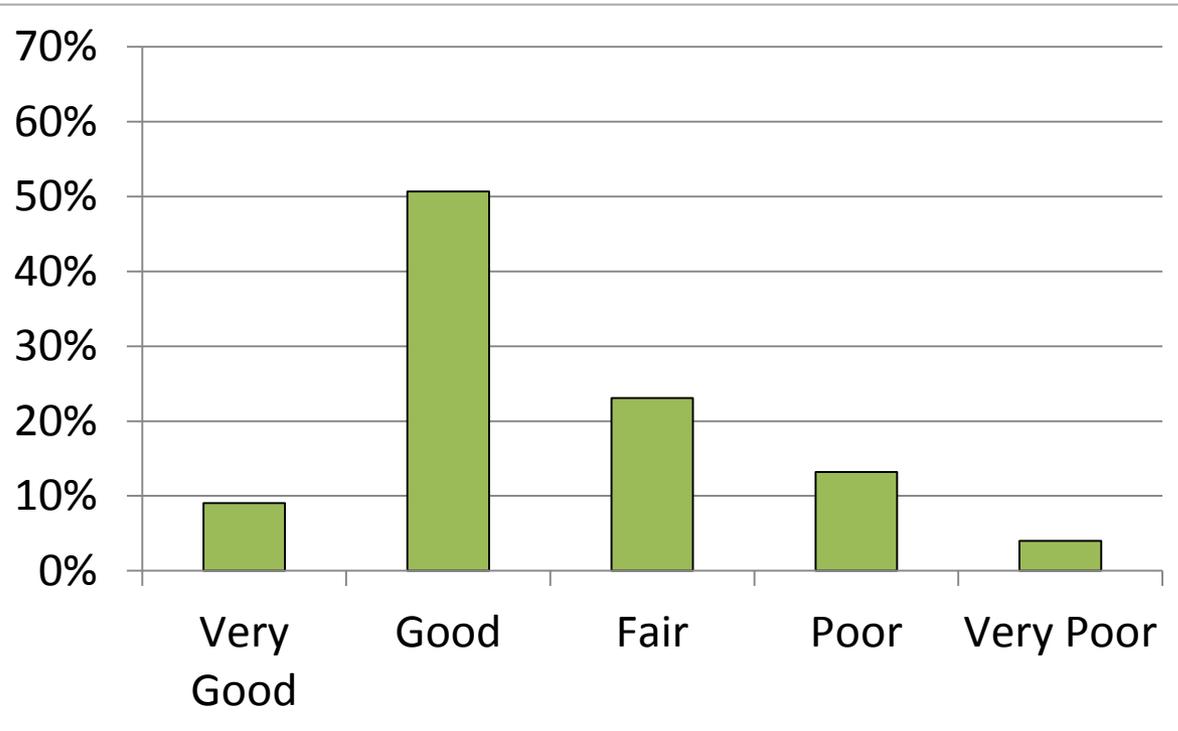
i. Adequacy of bicycle storage at Busway stops



Very Good	51	8.7%
Good	309	53.0%
Fair	145	24.9%
Poor	61	10.5%
Very Poor	17	2.9%
Total	583	100.0%
Response	583	83.3%
No Response	117	16.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

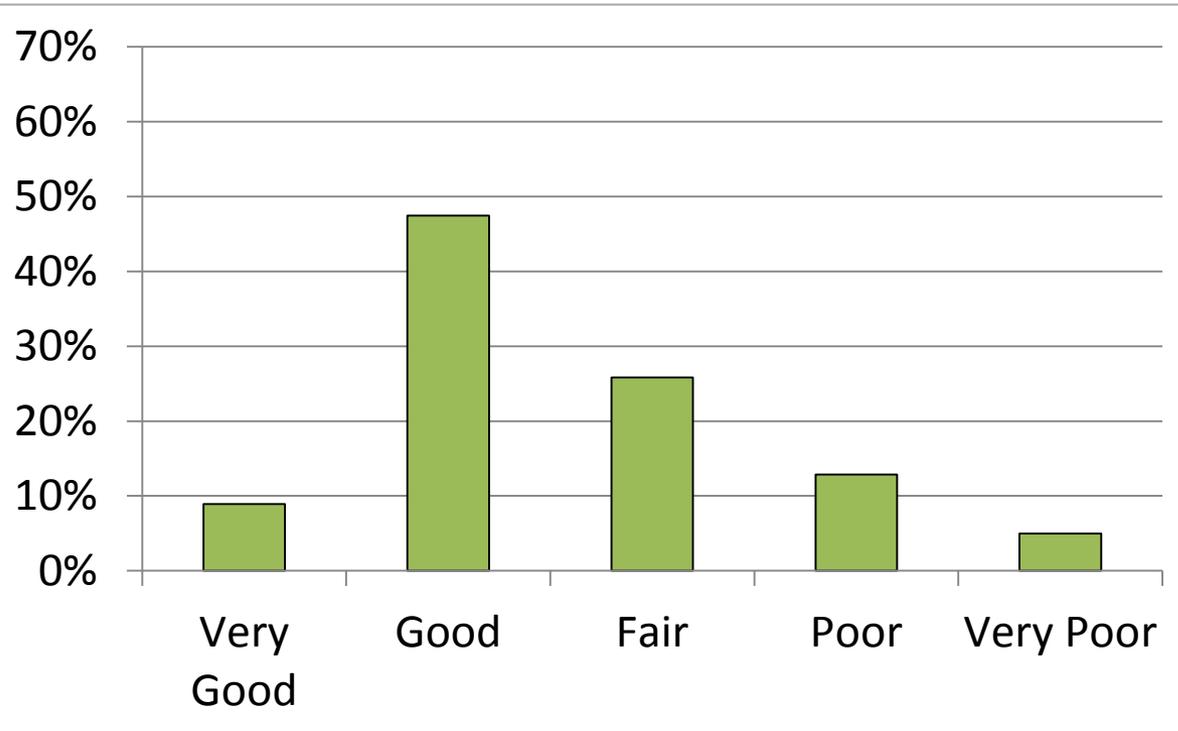
i. Adequacy of bicycle storage on Busway buses



Very Good	52	9.0%
Good	292	50.7%
Fair	133	23.1%
Poor	76	13.2%
Very Poor	23	4.0%
Total	576	100.0%
Response	576	82.3%
No Response	124	17.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

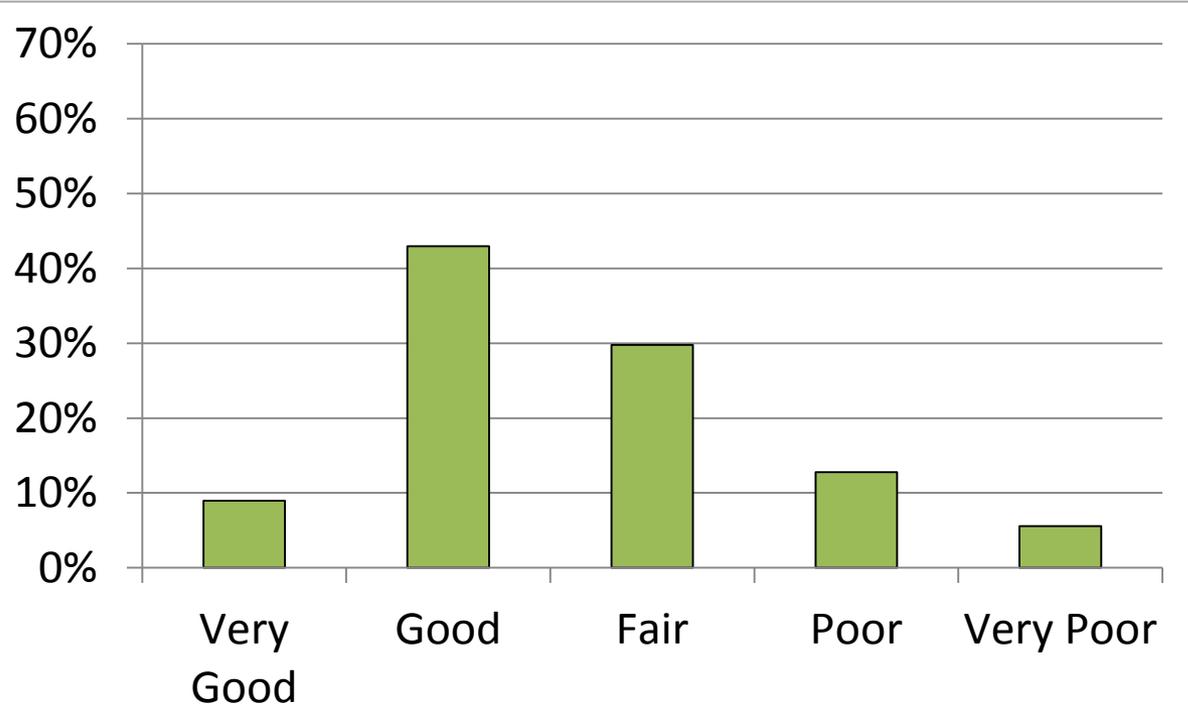
j. Availability of seating at Busway stops



Very Good	61	8.9%
Good	325	47.4%
Fair	177	25.8%
Poor	88	12.8%
Very Poor	34	5.0%
Total	685	100.0%
Response	685	97.9%
No Response	15	2.1%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

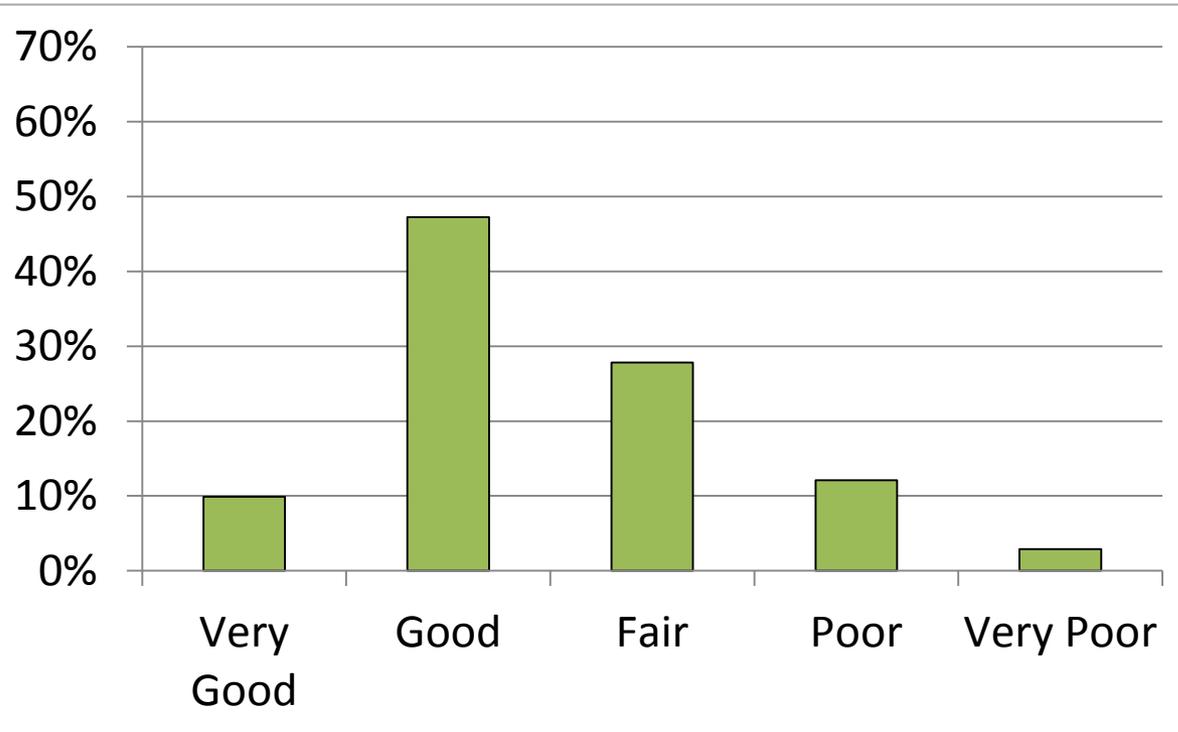
j. Availability of seating on Busway buses



Very Good	61	8.9%
Good	293	43.0%
Fair	203	29.8%
Poor	87	12.8%
Very Poor	38	5.6%
Total	682	100.0%
Response	682	97.4%
No Response	18	2.6%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

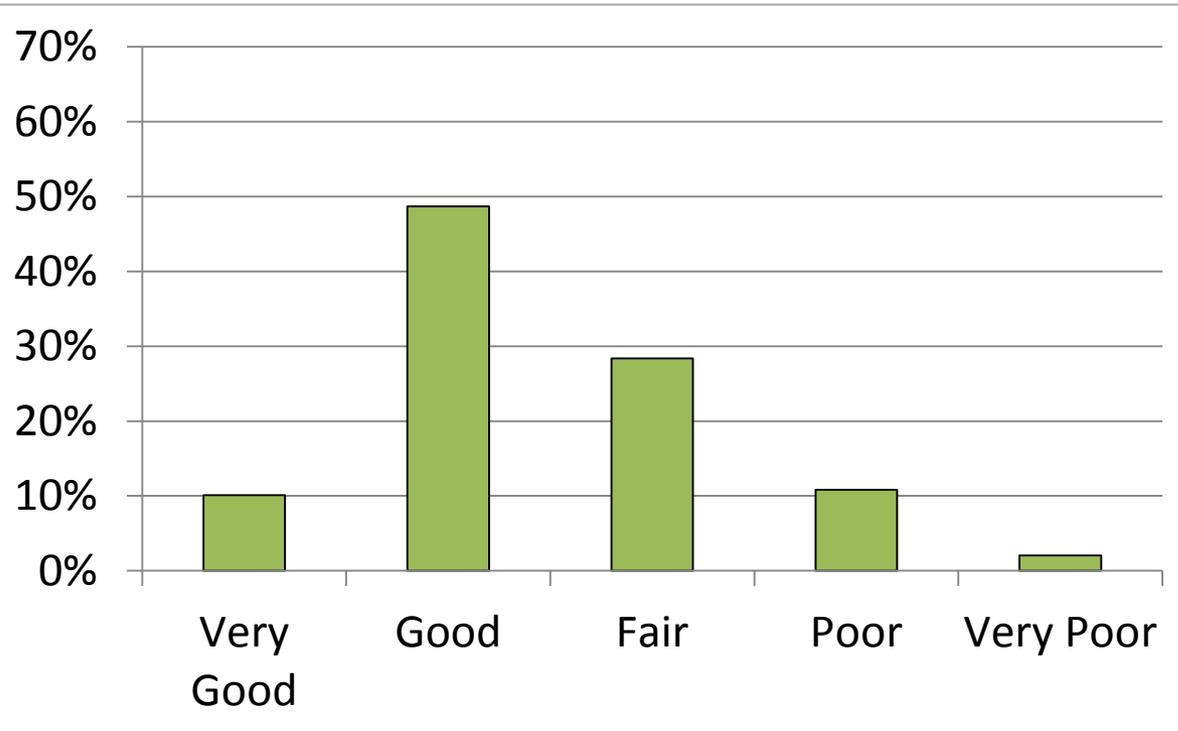
k. Comfort of seating at Busway stops



Very Good	68	9.9%
Good	324	47.2%
Fair	191	27.8%
Poor	83	12.1%
Very Poor	20	2.9%
Total	686	100.0%
Response	686	98.0%
No Response	14	2.0%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

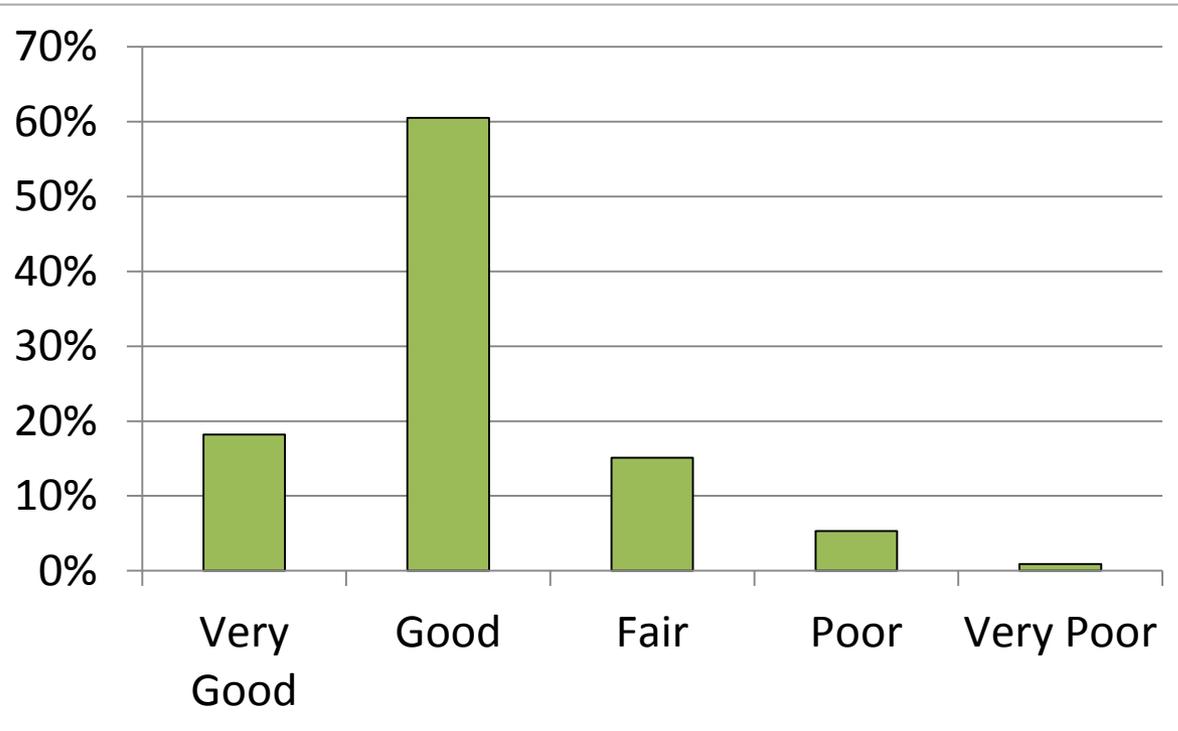
k. Comfort of seating on Busway buses



Very Good	69	10.1%
Good	333	48.7%
Fair	194	28.4%
Poor	74	10.8%
Very Poor	14	2.0%
Total	684	100.0%
Response	684	97.7%
No Response	16	2.3%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

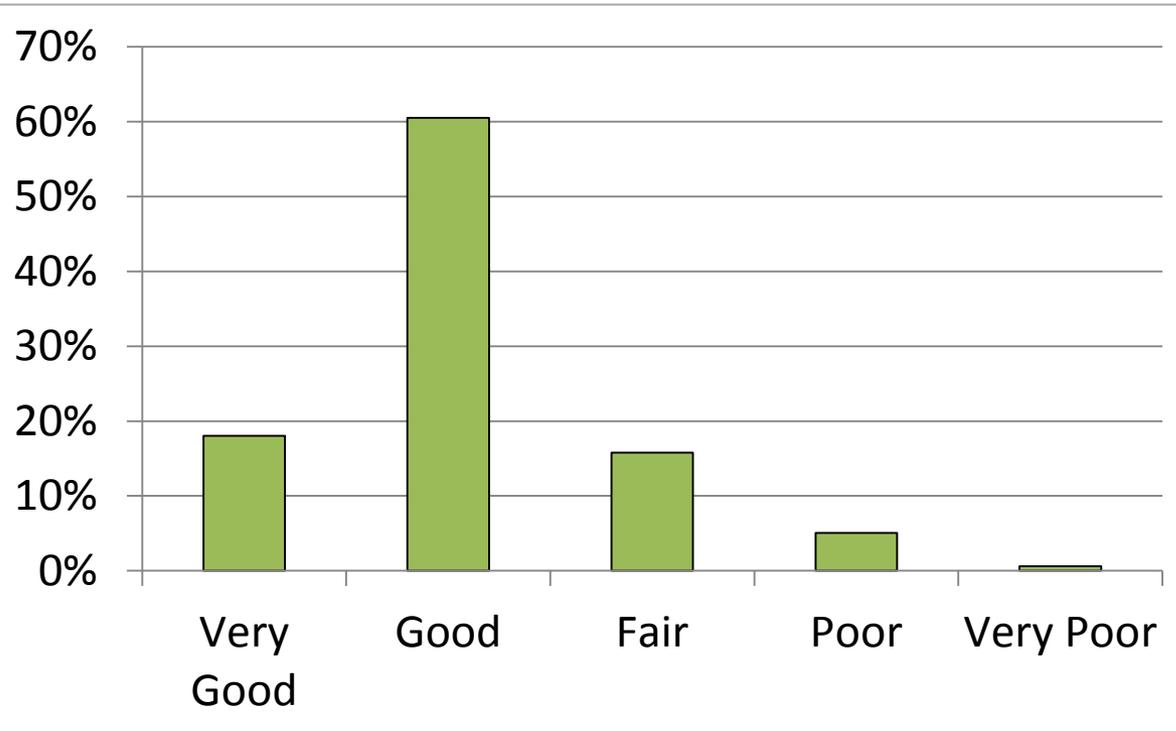
I. Accommodations for disabled passengers at Busway stops



Very Good	123	18.2%
Good	409	60.5%
Fair	102	15.1%
Poor	36	5.3%
Very Poor	6	0.9%
Total	676	100.0%
<hr/>		
Response	676	96.6%
No Response	24	3.4%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

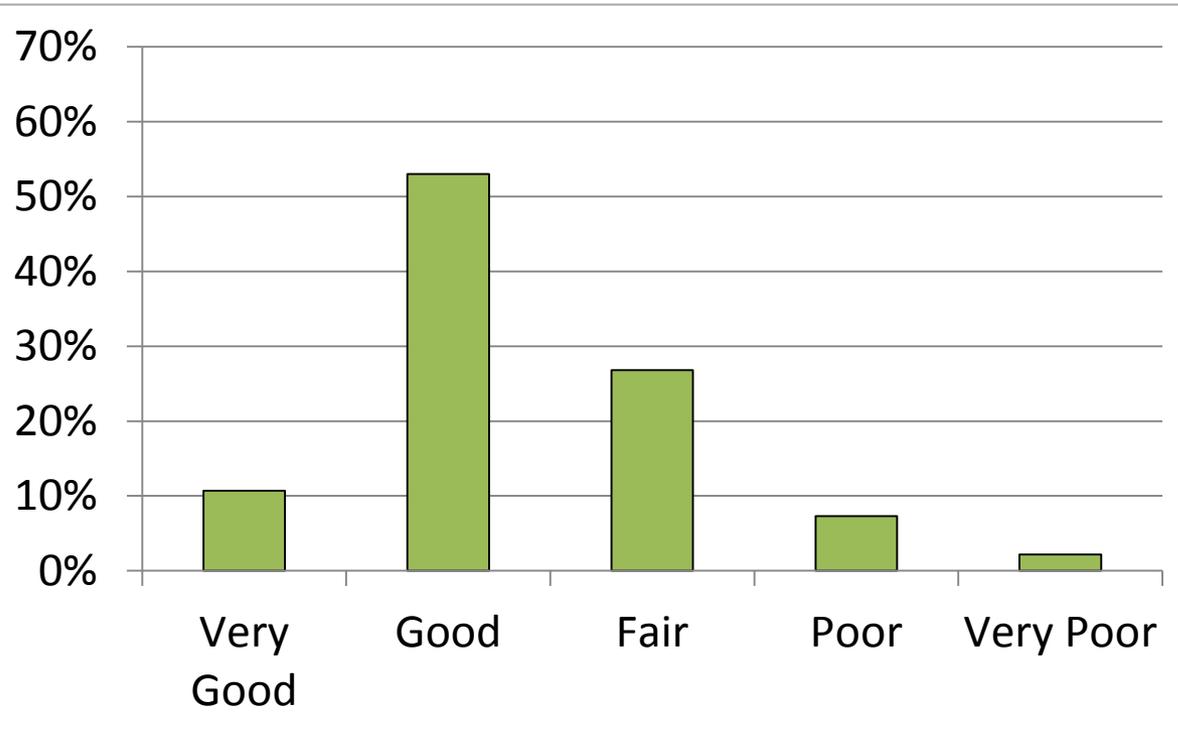
I. Accommodations for disabled passengers on Busway buses



Very Good	121	18.0%
Good	406	60.5%
Fair	106	15.8%
Poor	34	5.1%
Very Poor	4	0.6%
Total	671	100.0%
<hr/>		
Response	671	95.9%
No Response	29	4.1%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

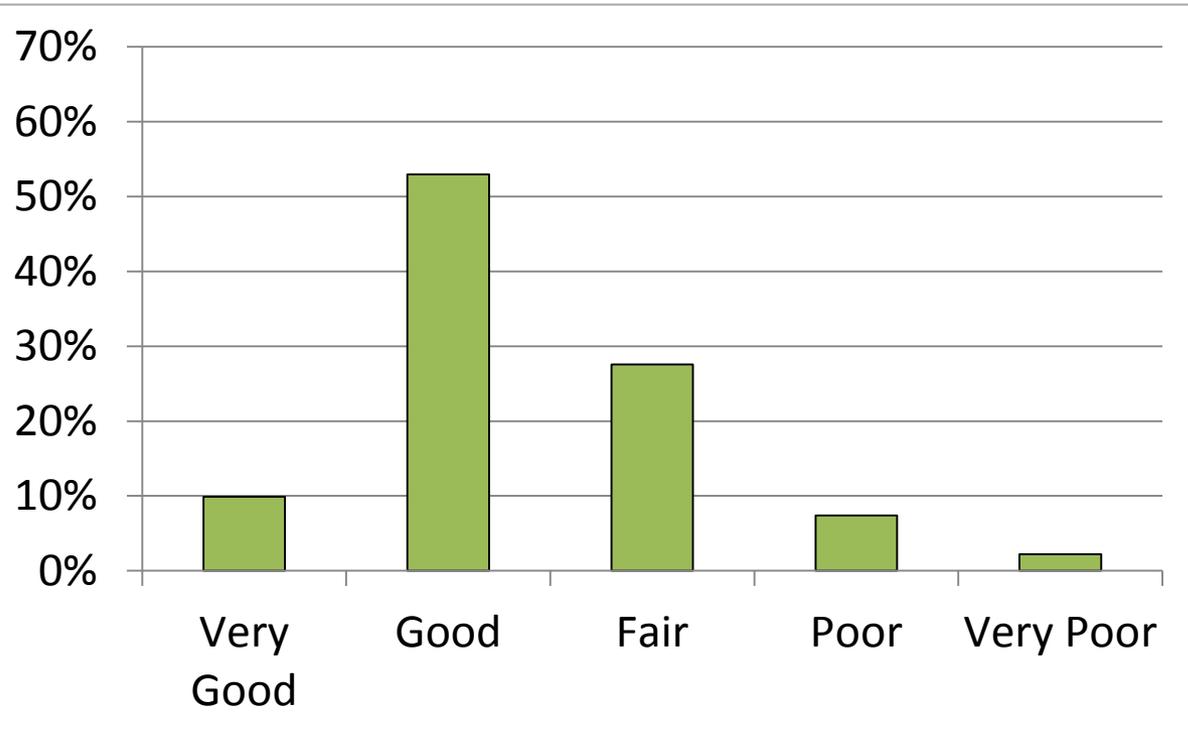
m. General comfort and amenities at Busway stops



Very Good	73	10.7%
Good	362	53.0%
Fair	183	26.8%
Poor	50	7.3%
Very Poor	15	2.2%
Total	683	100.0%
<hr/>		
Response	683	97.6%
No Response	17	2.4%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

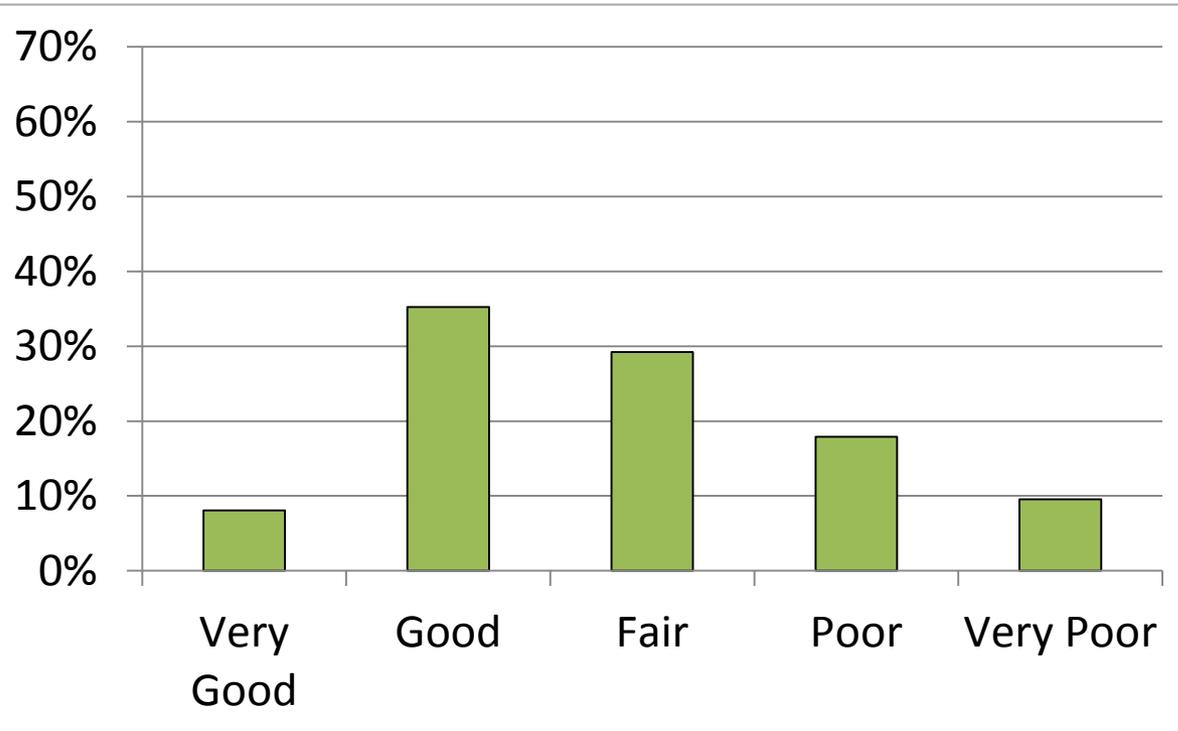
m. General comfort and amenities on Busway buses



Very Good	67	9.9%
Good	359	52.9%
Fair	187	27.6%
Poor	50	7.4%
Very Poor	15	2.2%
Total	678	100.0%
Response	678	96.9%
No Response	22	3.1%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

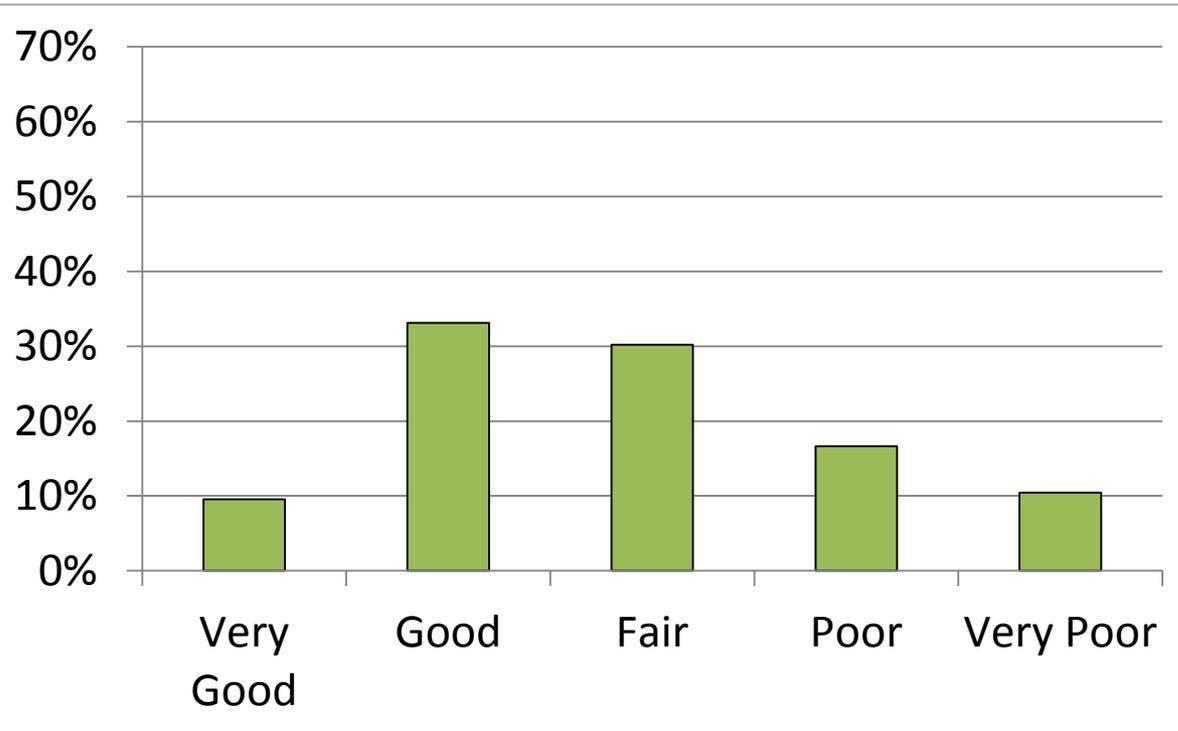
n. General appearance, condition, and cleanliness at Busway stops



Very Good	55	8.1%
Good	240	35.2%
Fair	199	29.2%
Poor	122	17.9%
Very Poor	65	9.5%
Total	681	100.0%
Response	681	97.3%
No Response	19	2.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

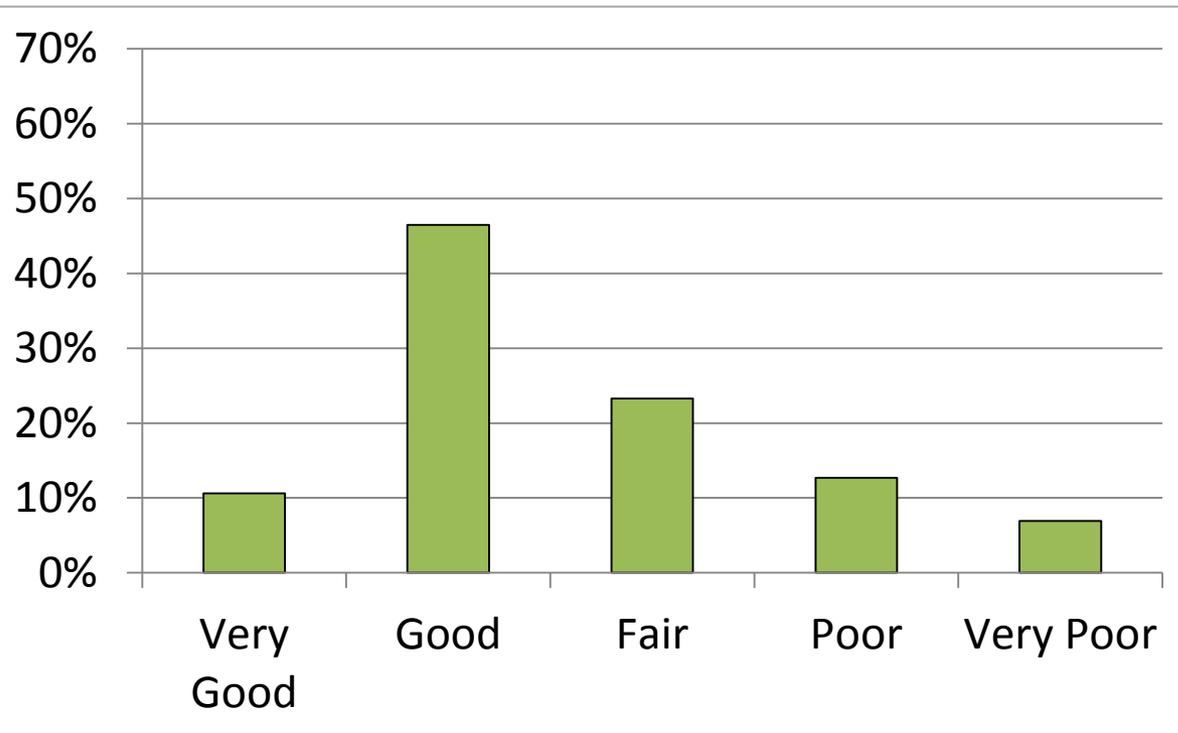
n. General appearance, condition, and cleanliness on Busway buses



Very Good	65	9.6%
Good	225	33.1%
Fair	205	30.2%
Poor	113	16.6%
Very Poor	71	10.5%
Total	679	100.0%
Response	679	97.0%
No Response	21	3.0%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

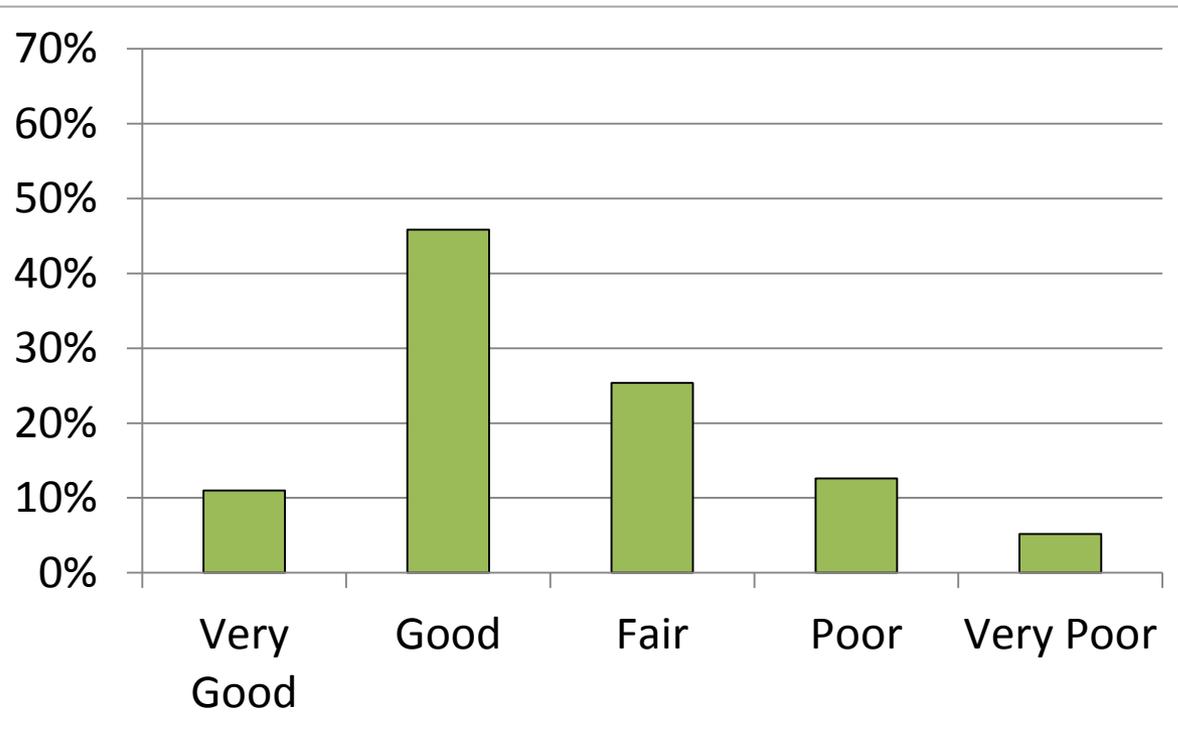
o. Sense of safety and security at Busway stops



Very Good	72	10.6%
Good	315	46.5%
Fair	158	23.3%
Poor	86	12.7%
Very Poor	47	6.9%
Total	678	100.0%
Response	678	96.9%
No Response	22	3.1%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

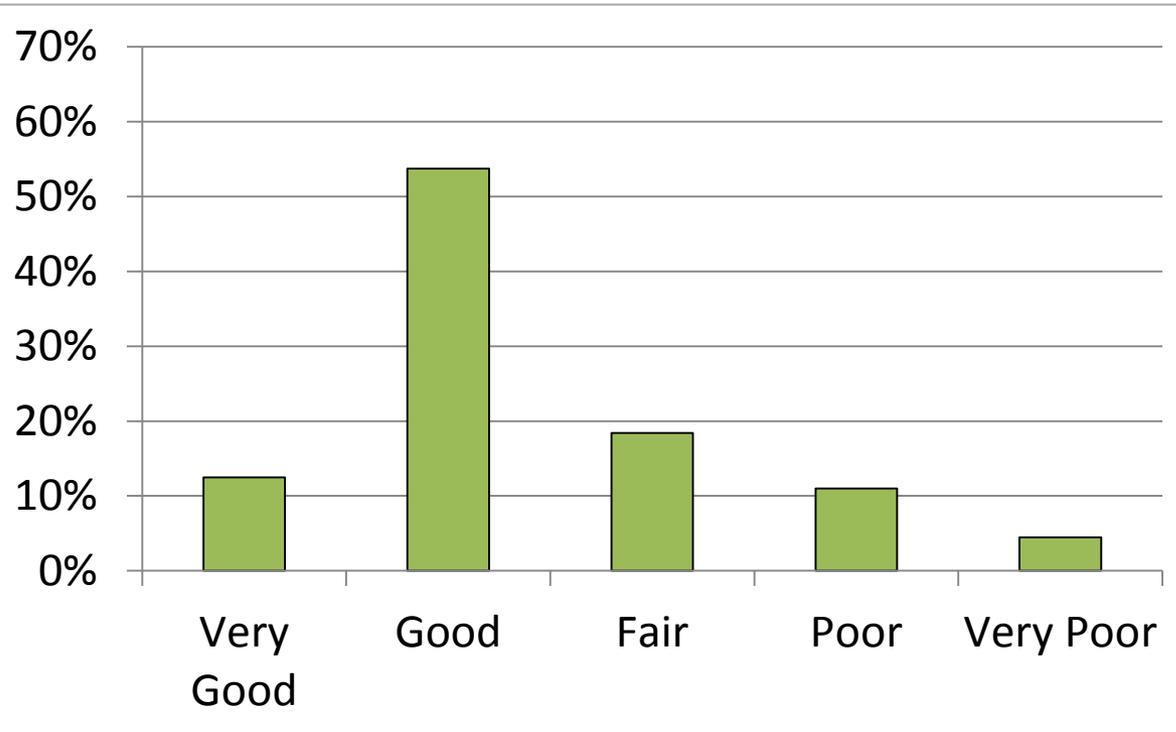
o. Sense of safety and security on Busway buses



Very Good	74	11.0%
Good	309	45.8%
Fair	171	25.4%
Poor	85	12.6%
Very Poor	35	5.2%
Total	674	100.0%
<hr/>		
Response	674	96.3%
No Response	26	3.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

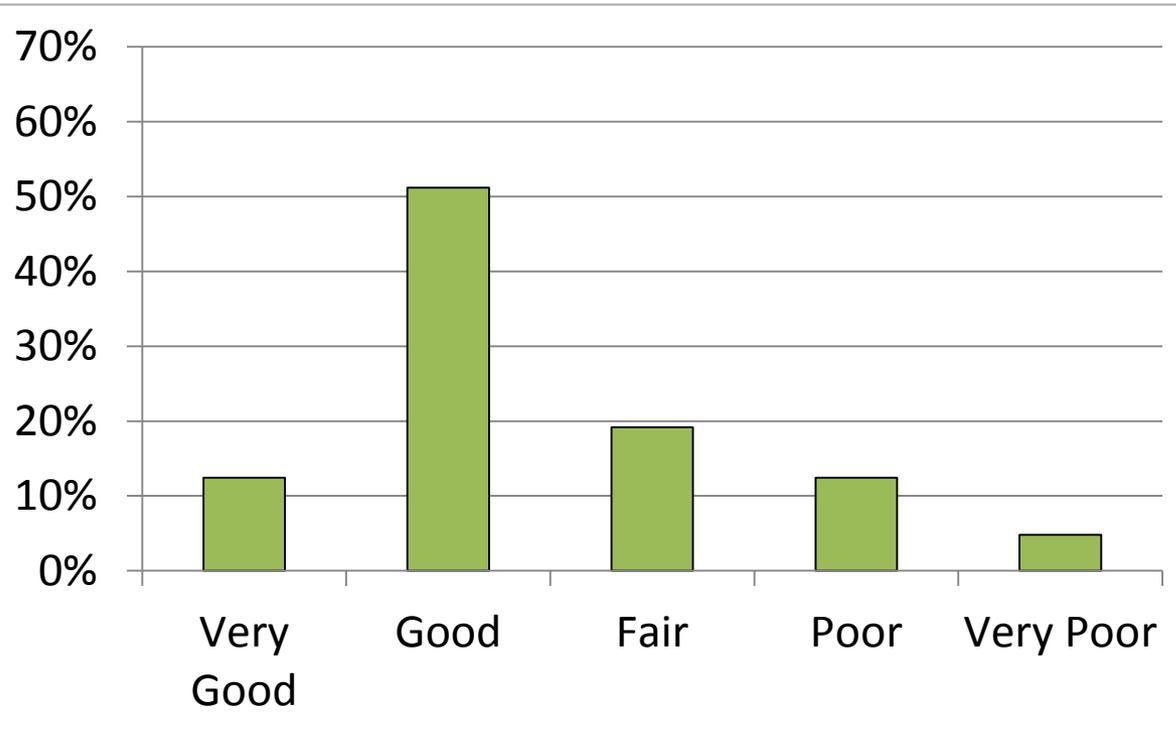
p. Availability of transit (bus and rail) route information/maps at Busway stops



Very Good	84	12.5%
Good	362	53.7%
Fair	124	18.4%
Poor	74	11.0%
Very Poor	30	4.5%
Total	674	100.0%
Response	674	96.3%
No Response	26	3.7%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

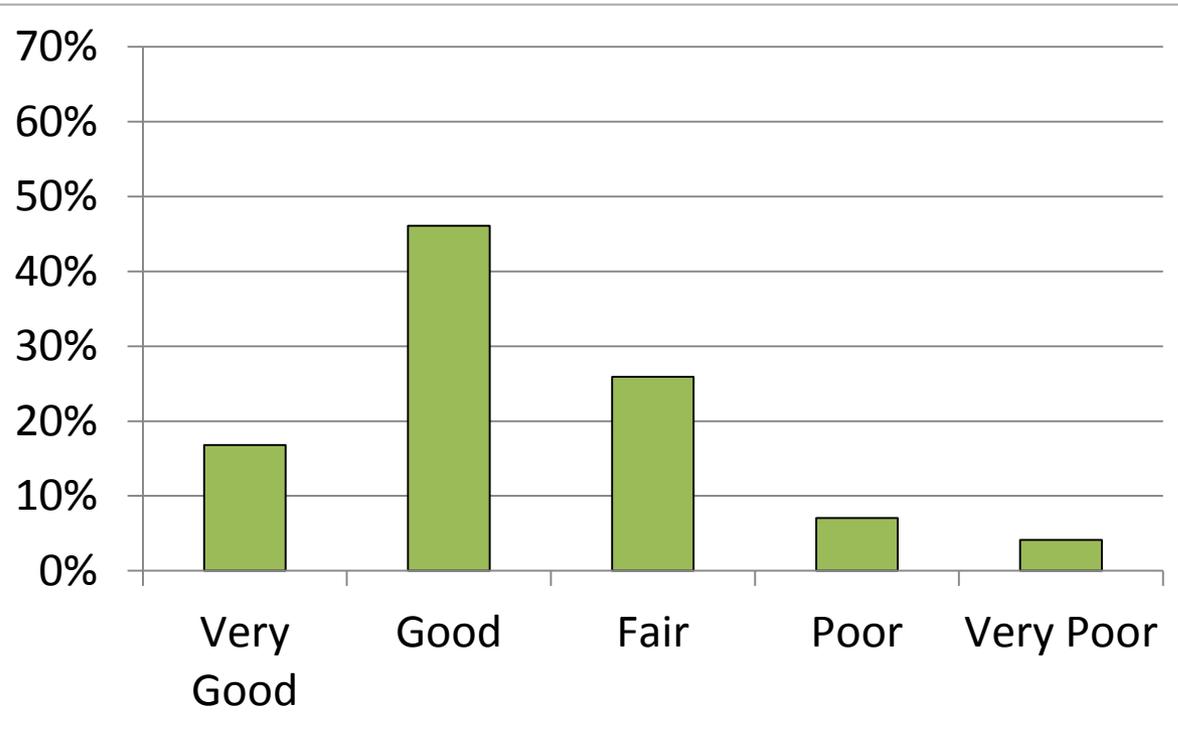
p. Availability of transit (bus and rail) route information/maps on Busway buses



Very Good	83	12.4%
Good	342	51.2%
Fair	128	19.2%
Poor	83	12.4%
Very Poor	32	4.8%
Total	668	100.0%
Response	668	95.4%
No Response	32	4.6%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

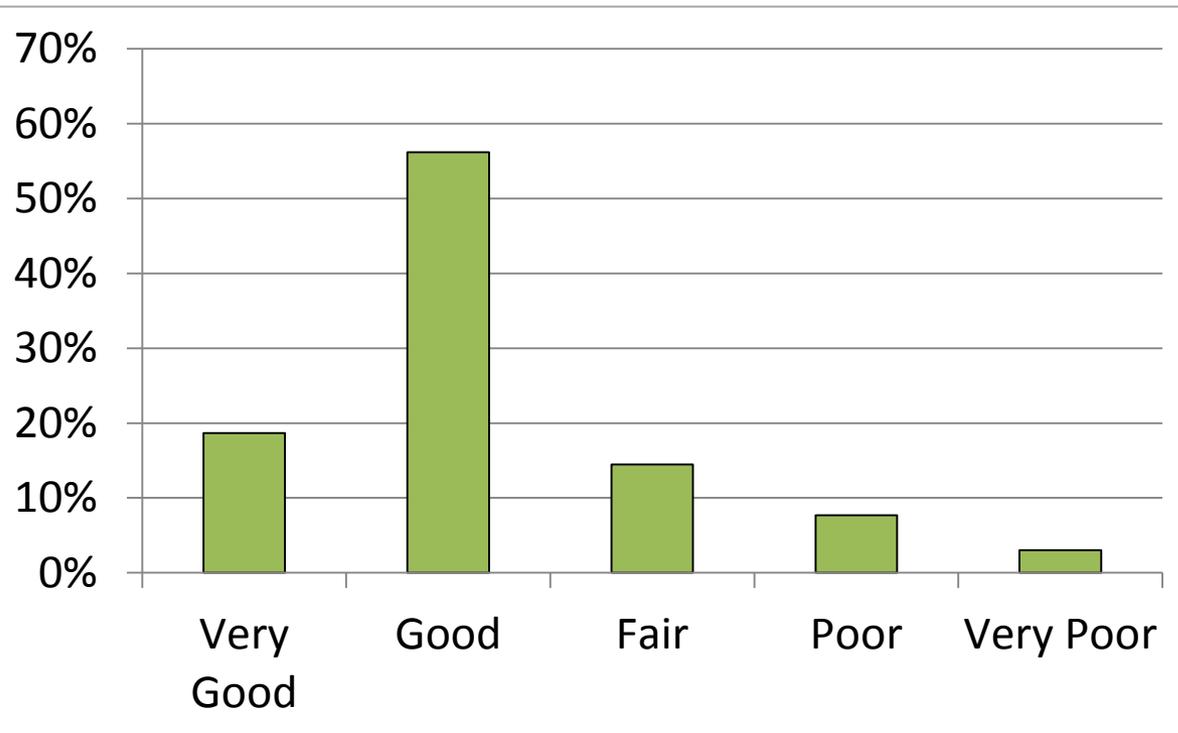
q. Busway bus driver attitude and service



Very Good	114	16.8%
Good	313	46.1%
Fair	176	25.9%
Poor	48	7.1%
Very Poor	28	4.1%
Total	679	100.0%
<hr/>		
Response	679	97.0%
No Response	21	3.0%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

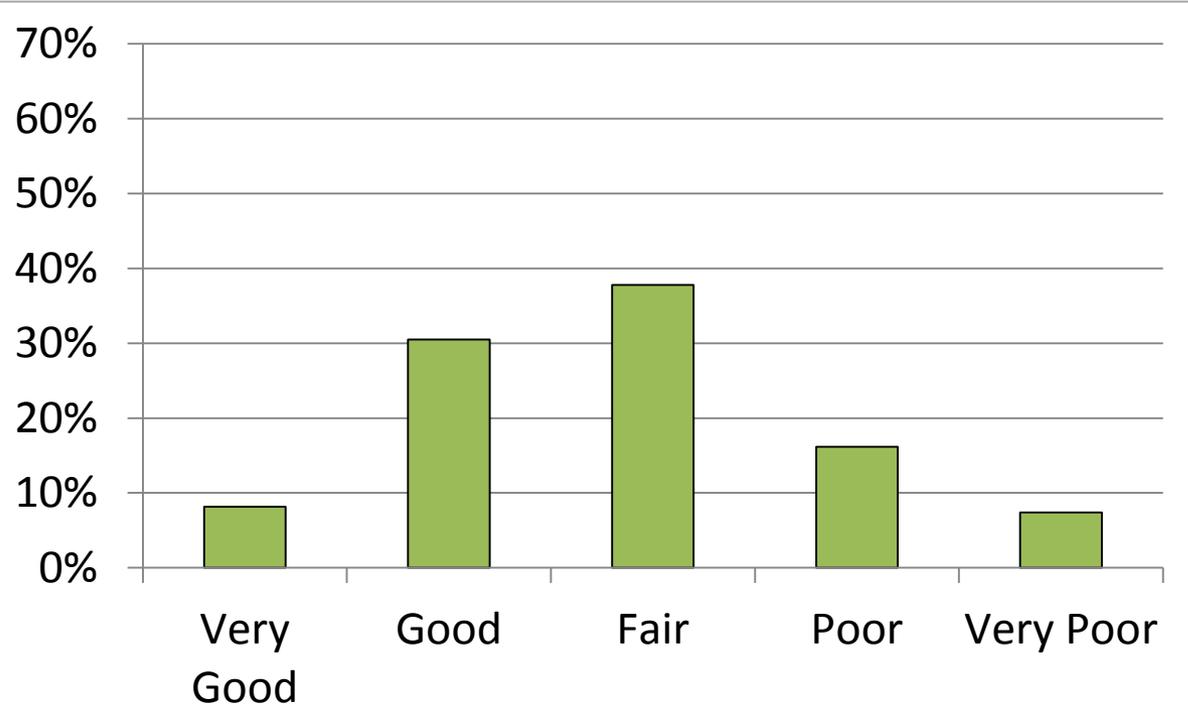
r. Ease of purchasing EASY Cards/Tickets



Very Good	124	18.7%
Good	373	56.2%
Fair	96	14.5%
Poor	51	7.7%
Very Poor	20	3.0%
Total	664	100.0%
<hr/>		
Response	664	94.9%
No Response	36	5.1%
Total	700	100.0%

PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

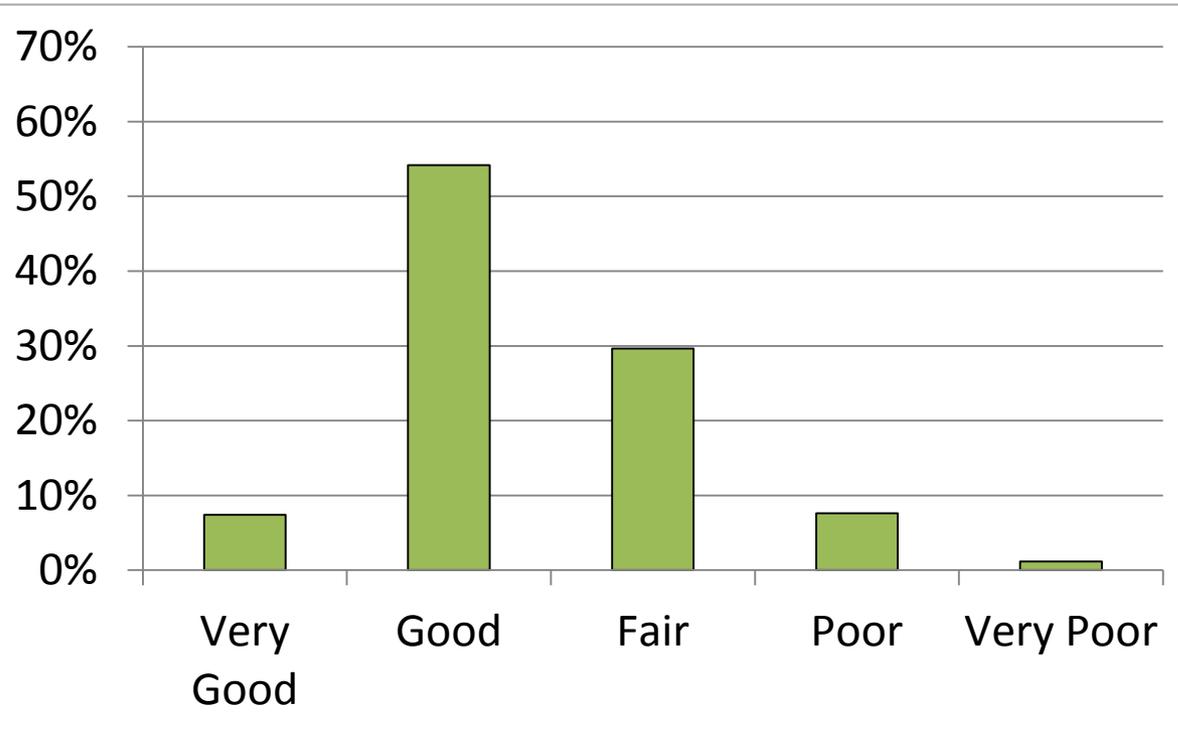
s. Cost of riding on the Busway/bus fares



Very Good	55	8.1%
Good	206	30.5%
Fair	255	37.8%
Poor	109	16.1%
Very Poor	50	7.4%
Total	675	100.0%
<hr/>		
Response	675	96.4%
No Response	25	3.6%
Total	700	100.0%

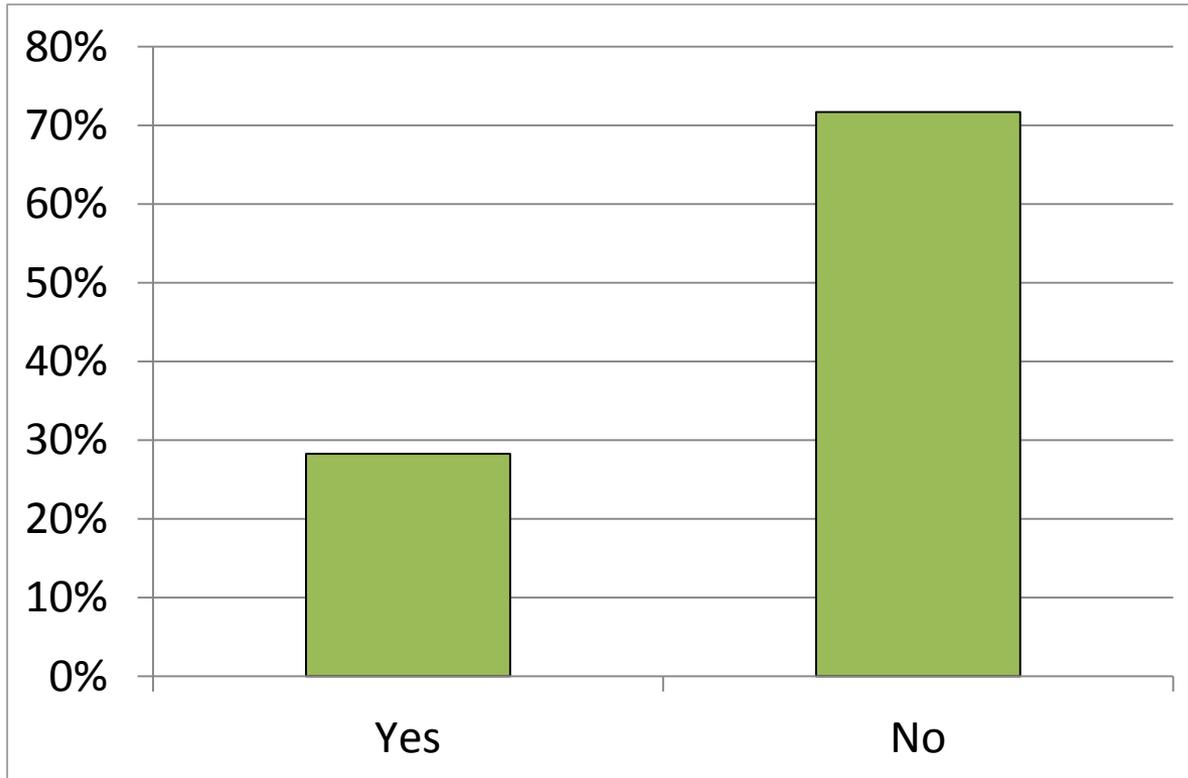
PLEASE RATE THE BUSWAY ON THE FOLLOWING TOPICS:

t. Adjacent bicycle path/greenway



Very Good	39	7.4%
Good	285	54.2%
Fair	156	29.7%
Poor	40	7.6%
Very Poor	6	1.1%
Total	526	100.0%
<hr/>		
Response	526	75.1%
No Response	174	24.9%
Total	700	100.0%

Do you currently receive any fare exemptions or discounts?



Yes	198	28.3%
No	502	71.7%
Total	700	100.0%
<hr/>		
Response	198	28.3%
No Response	502	71.7%
Total	700	100.0%