



SOUTH CENTRAL TRANSIT AUTHORITY

TRANSIT DEVELOPMENT PLAN UPDATE

APPENDIX E

RRTA ONBOARD PASSENGER SURVEY

RED ROSE ACCESS CUSTOMER SURVEY

MARCH 2018



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RRTA ONBOARD PASSENGER SURVEY

Introduction

Data Collection

A survey of riders was conducted on RRTA buses in November, 2017. Survey workers were trained on Sunday, November 12 and began working on Monday November 13. They surveyed on November 13 and 14, and conducted some makeup surveying on Wednesday, November 15.

Surveyors wore work-smocks with the words "Transit Survey Team" and an icon of a bus printed on them so that the bus riders would immediately understand the reason the survey staff was approaching them.

The sample was initially based on a random sample of trips. The sample was then adjusted to be certain that all routes were represented.

Because the transit center in Lancaster was under renovation, all trips left from street-stop locations. Surveyors were escorted to the location where the trip would begin.

The survey staff was instructed that once they were on the bus, they were to approach all boarding passengers, ask that they complete the survey, and ask that they give it back to the surveyor before leaving the bus.

In this manner 783 RRTA riders were surveyed and provide a robust sample of the ridership.

In several places in this report, comparisons will be made between transit rider characteristics nationally and at RRTA. The source of the national characteristics is the report "Who Rides Public Transportation," prepared by CJI Research and published by APTA. It is available as a PDF at the APTA website. <http://www.apta.com/resources/reportsandpublications/Documents/APTA-Who-Rides-Public-Transportation-2017.pdf>

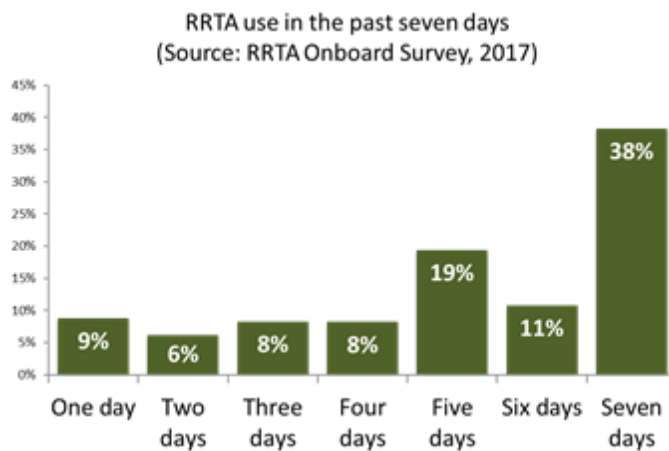


How RRTA Customers Use BARTA

Using RRTA

More than one third of RRTA customers use the system every day of the week (38%). Another 11% use RRTA six days a week, 19% five days a week, and 8% four days a week. The latter three categories are fairly typical commuting patterns. The balance of customers use the services of RRTA only occasionally.

Figure 1 Using RRTA in Past Seven Days



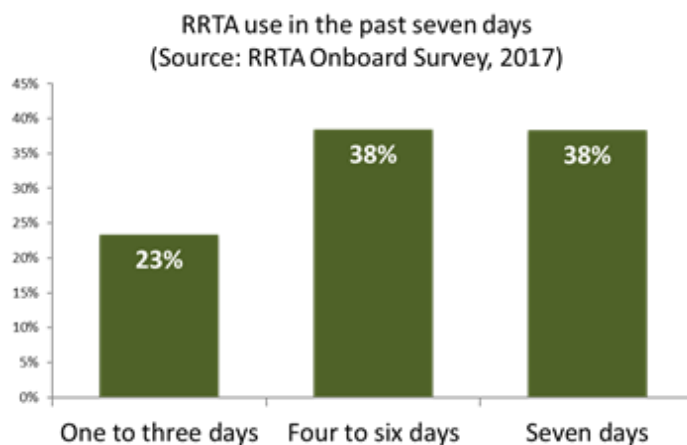
Customer Segments

For further analysis in this report, these customer segments are grouped into three categories as shown in Figure 2 Rider Segments - Using RRTA in Past Seven Days.

More than one-third of RRTA customers (38%) use the service seven days a week. Another 38% use RRTA from 4 to 6 days a week, while the balance (23%) use it from one to four days a week.

The frequency of using RRTA is a convenient segmenting device for understanding customer responses. Clearly, the frequency with which people use the service is likely to be closely related to how they use RRTA and to have an impact to have an impact on their perceptions of the service. It is for this reason that we use this segmenting device.

Figure 2 Rider Segments - Using RRTA in Past Seven Days

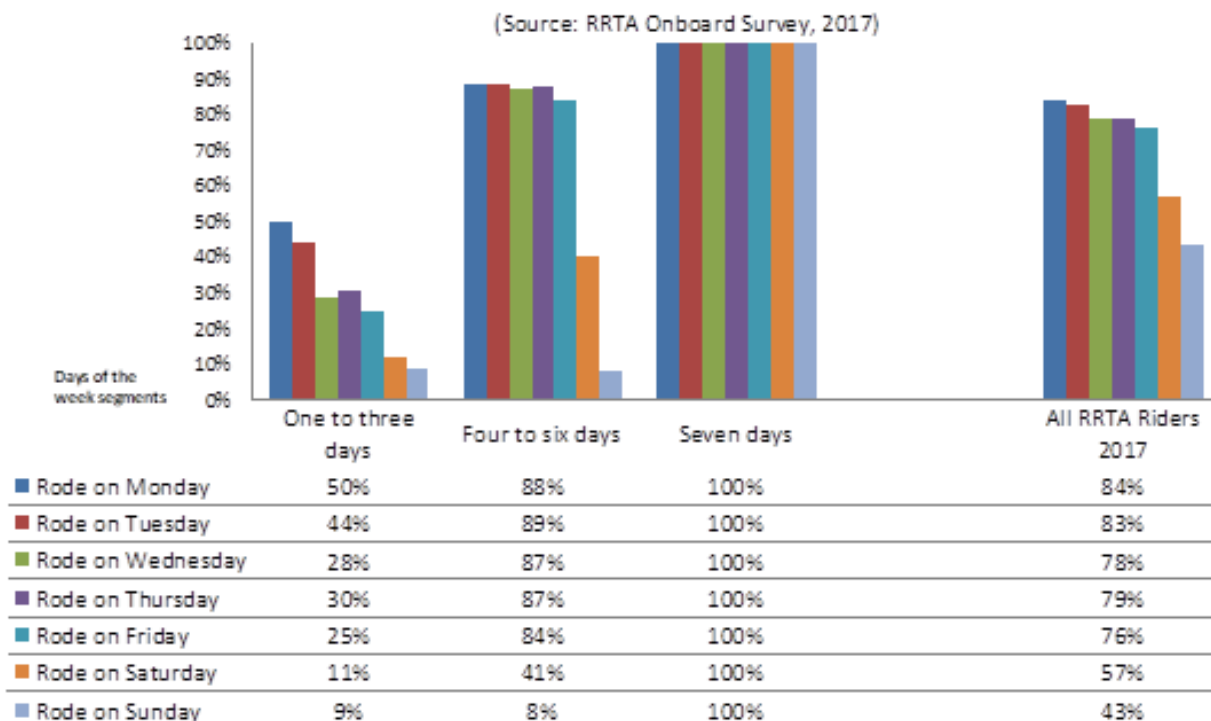


Days of the week on which RRTA customers use the bus

The seven-day-a-week-riders, obviously use the bus each weekday and each weekend day.

- The four to six-day riders use the buses primarily during the week, Monday through Friday, with a major drop off on Saturday and very few riders on Sunday.
- Those who use RRTA buses only occasionally, from one to three days are more likely to ride on Monday (50%) or Tuesday (44%) than any other days of the week. One fourth or more of this segment use RRTA on Wednesday (28%), Thursday (30%), or Friday (25%). Only 11% of this group say that in the previous seven days they rode the buses on Saturday, and 9% on Sunday.

Figure 3 On Which Days Do Customers Use RRTA?



For How Long Have Customers Been Using RRTA?

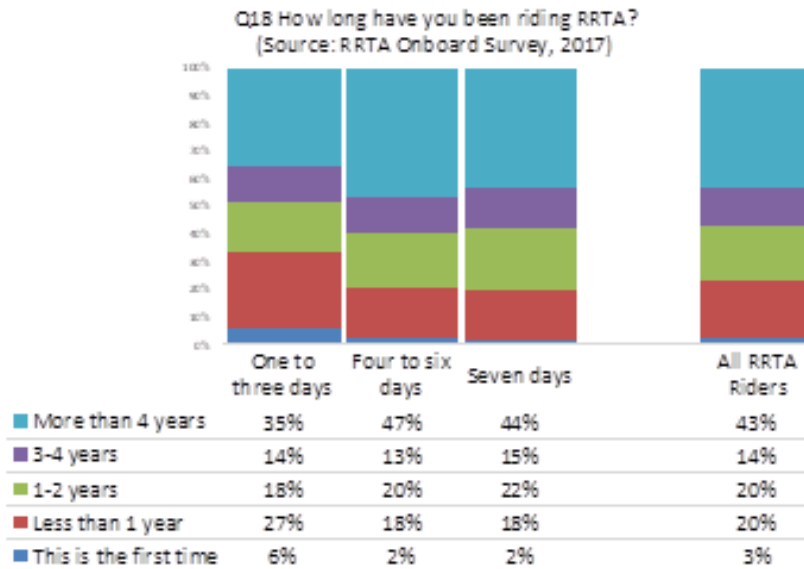
Among all riders, 43% said that they have been using RRTA buses for more than four years. At the other extreme, 3% said that the day on which they were surveyed was the first time they were using the RRTA buses, and another 20% said they had been using them for less than one year.

While all three of the rider segments have had a substantial influx of new riders in the past year, this is especially true of the occasional one to three-day riders.

This rate of customer turnover is fairly typical of transit systems in the United States outside of major metropolitan areas. Given that 23% of the ridership is comprised of new riders every year, this means that there is a strong need for continually updating information.

While 23% of RRTA riders have begun riding only in the past year, the new riders do not represent ridership growth. The level of new ridership is instead a measure of churn in the ridership. Roughly equal numbers begin and cease riding in any given period. As the balance between gain and loss changes, the ridership grows or declines. This statistic concerning new riders also suggests that one route to ridership growth would be to retain the new riders somewhat longer.

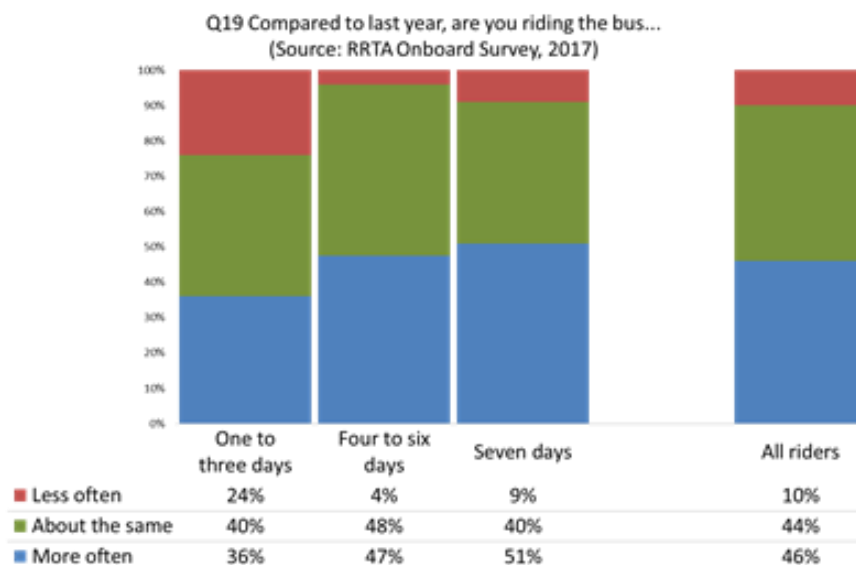
Figure 4 Duration of Using RRTA



Are Customers Riding RRTA Buses More Often or Less Often than a Year Ago?

Of those riders who have been using RRTA for more than one year, 46% said that they are riding more often than a year ago while 44% said they are riding about the same amount, and only 10% said they are riding less often. As one would expect, it is the more frequent four to six-day, and seven-day riders who are more likely than the occasional, one to three-day riders, to say they are riding now more often than a year ago. It is the occasional, one to three-day riders who were more likely than others to say they are riding less often (24%).

Figure 5 Are Riders Using RRTA More Often or Less Often Than in the Previous Year?



The RRTA zone system

Of all RRTA riders, 45% said they originate their trip in the Base Zone, and another 25% originate in Zone One. There is no important difference among the three rider segments in this respect.

The destination zones are similarly concentrated in the Base Zone (37%) and Zone One (29%).

Figure 6 Zone of origin

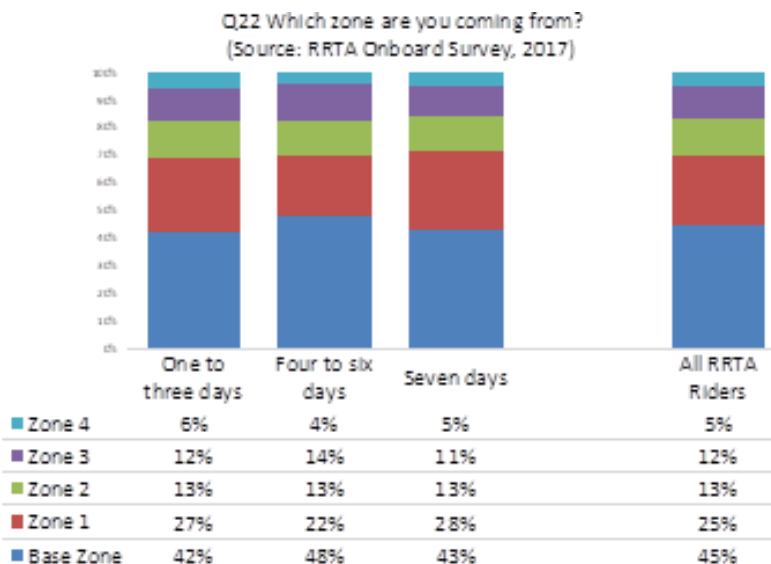
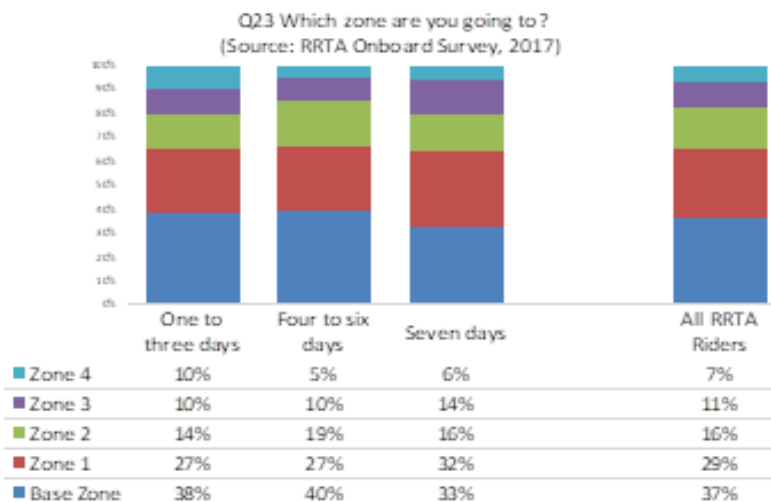


Figure 7 Zone of origin



Zone to Zone Travel

In Figure 8 Zone to Zone Travel we change focus and examine the percent of all RRTA customers who travel from one zone to an-other. Here we can see that 21.8% of all RRTA riders travel only within the Base Zone.

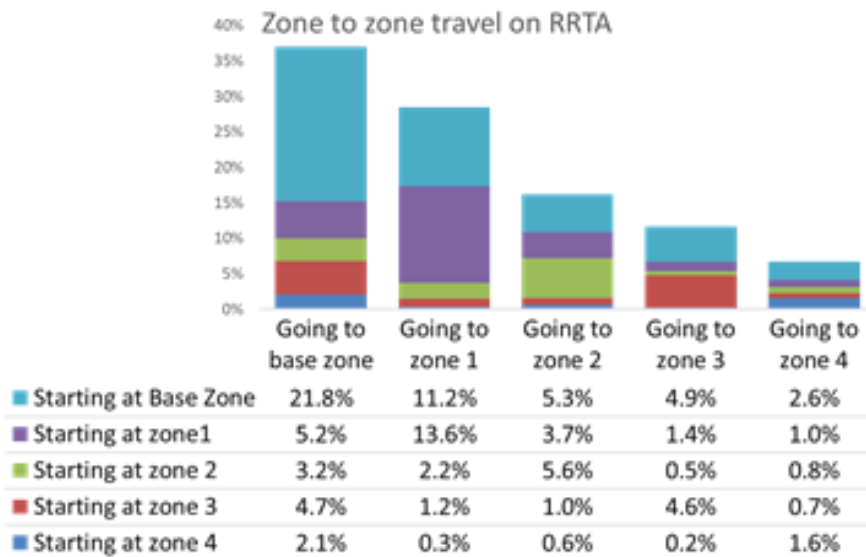
If we take the sum of the internal Base Zone travel (21.8%) plus the Base to Zone One (11.2%), Zone One to Base Zone (5.2%), and Zone One to Zone One (13.6%), we find that these four zone to zone patterns account for 51.8% of the travel of the ridership. Conversely, this means that 48.2% travel in different zonal patterns.

Some travel is within zones beyond the innermost zones:

- 5.6% travel within Zone Two
- 4.6% travel within Zone Three
- 1.6% travel within Zone Four

These total 11.8% of the total ridership.

Figure 8 Zone to Zone Travel



Changing Buses

Respondents were asked if they have to change buses to make the trip they were on when surveyed. One-third (33%) said that they did have to change buses. This percentage varies somewhat among the rider segments, with the most frequent riders, understandably, being more likely (39%) than four to six-day-riders (32%) or one to three-day-riders (36%) to transfer.

The need to change buses during the trip depends on the zones of origin and destination. The more distant the zone from the Base Zone, the more likely the rider is to have to change buses. Given this finding, one might assume that zones farther away from the Base Zone would require more transfers because they might be more likely to require crossing zones in a given trip.

However, analysis of the relationship between inter-zone travel and transferring shows that there is no relationship. That is, if a rider travels among zones s/he is not significantly more likely to have to transfer than one who travels in only one zone.

	Inter and intra-zone travel	
	Travels across zones	Travels within a zone
Change of bus	36%	34%
No change of bus	64%	66%

Figure 9 Changing Buses for This Trip

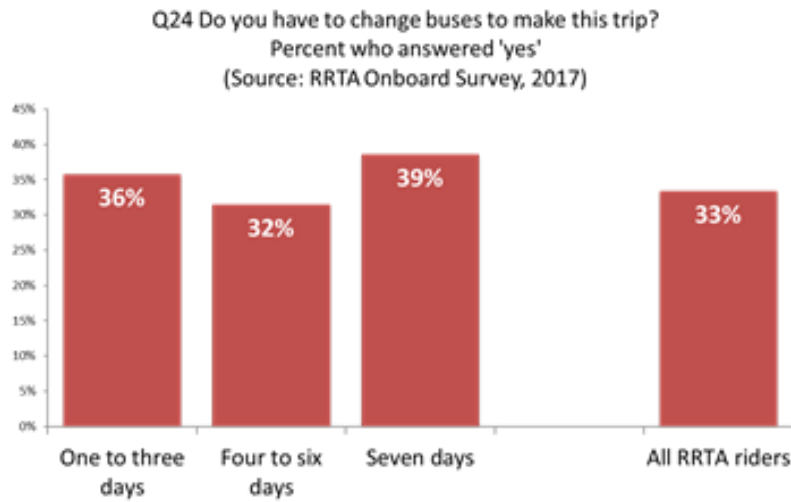


Figure 10 Changing Buses, by Origin Zone

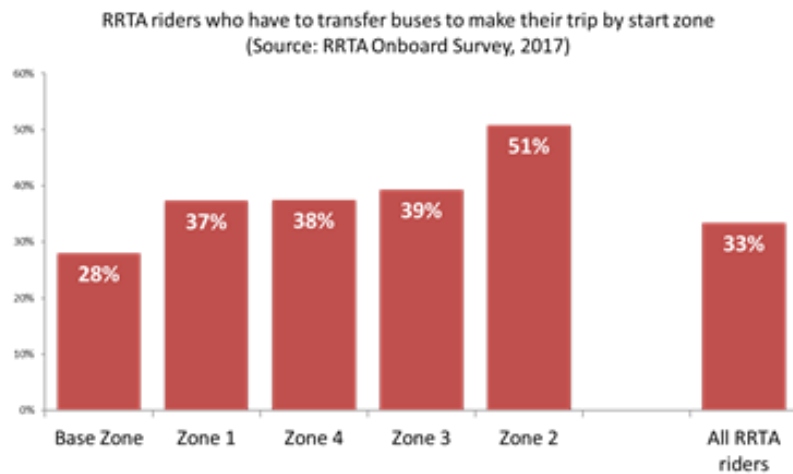
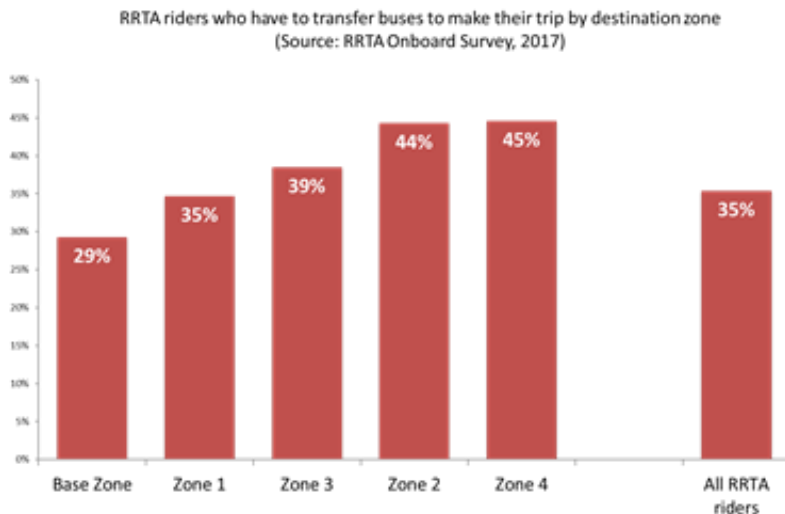


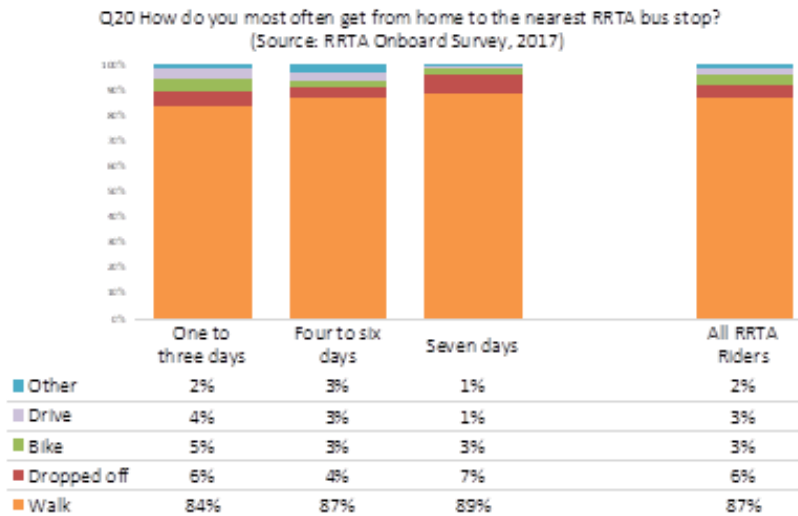
Figure 11 Changing Buses, by Destination Zone



Mode to the Bus Stop

As in almost all bus systems, the vast majority (87%) of riders walk to their stop. The small differences among the three rider segments are unimportant and can be ignored.

Figure 12 Mode to the Bus Stop

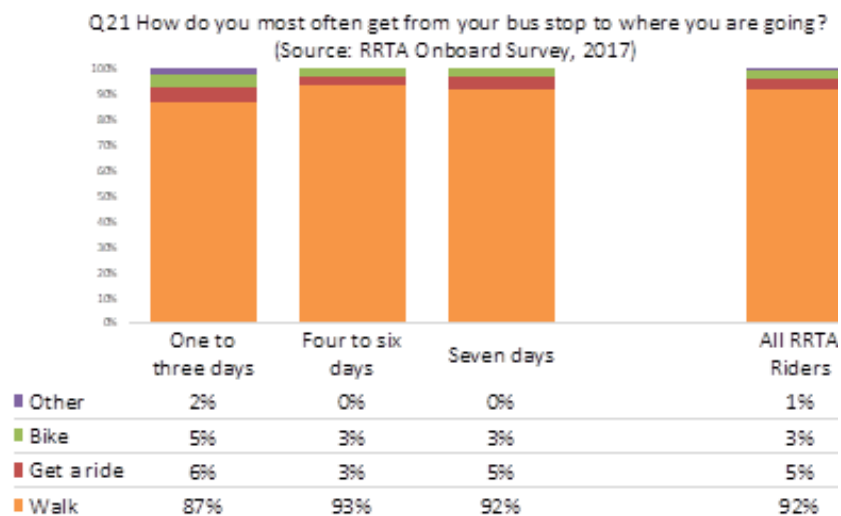


Mode from the Bus Stop to the Destination

Like getting to the bus stop, getting from the final stop to the destination is almost entirely by walking (92%) for all RRTA riders.

The only meaningful difference among the segments is that the occasional, one to three-day riders are more likely than others to get a ride or bike from their bus to their final destination.

Figure 13 Mode from Bus Stop to Destination

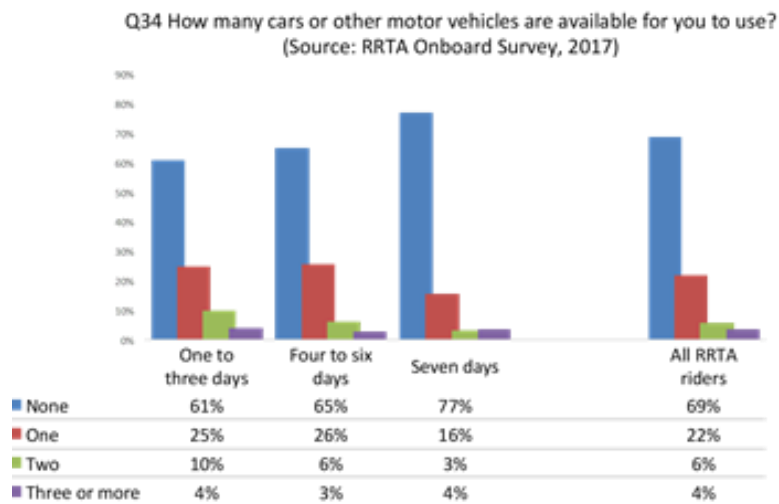


Vehicle Availability

Nationally, in transit systems that use only buses, 68% of riders say that they have no vehicle available for their use. This means that the 69% of RRTA riders lacking a vehicle is at the national norm.

The lack of a vehicle is especially high among the most frequent users of RRTA service (77%) compared to the other segments. Clearly their frequency of use is related to their lack of an alternative.

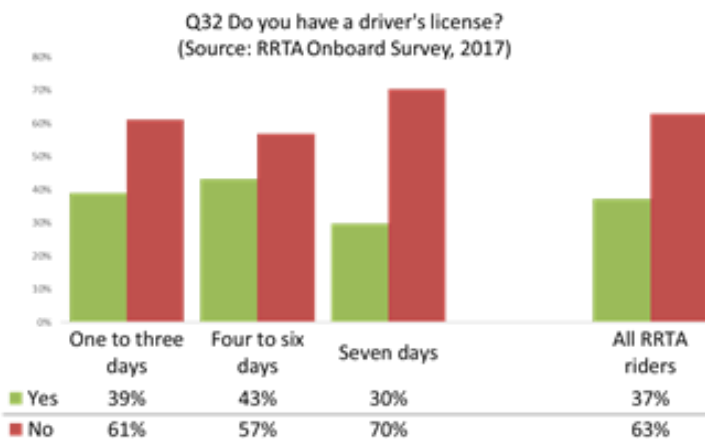
Figure 14 Vehicle Availability



License

While 69% of RRTA riders lack a vehicle, 63% lack a license. Again, this is especially true of the most frequent transit users (70%) compared to the four to six-day riders (57%) and one to three-day riders (61%).

Figure 15 Having Driver's License

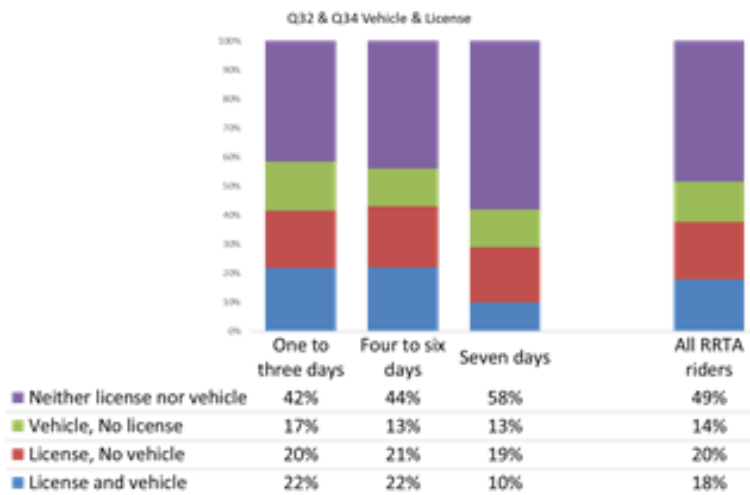


Choice of Mode

Having full choice of mode requires having both a driver's license and a vehicle available. The data show that only 18% of RRTA riders have full mode choice in this sense. Many, 20%, have no vehicle available, although they do have a license. Another 14% have a vehicle available, but no current license. There can be various reasons for the latter situation. They may have a suspended license, or be underage, for example.

Finally, 49% have neither vehicle nor license. This is especially true of the seven-day riders, among whom 58% have neither vehicle nor license compared to 44% for the four to six-day riders and 42% for the one to three-day riders.

Figure 16 Vehicle and License - Full Mode Choice



RRTA Rider Demographics

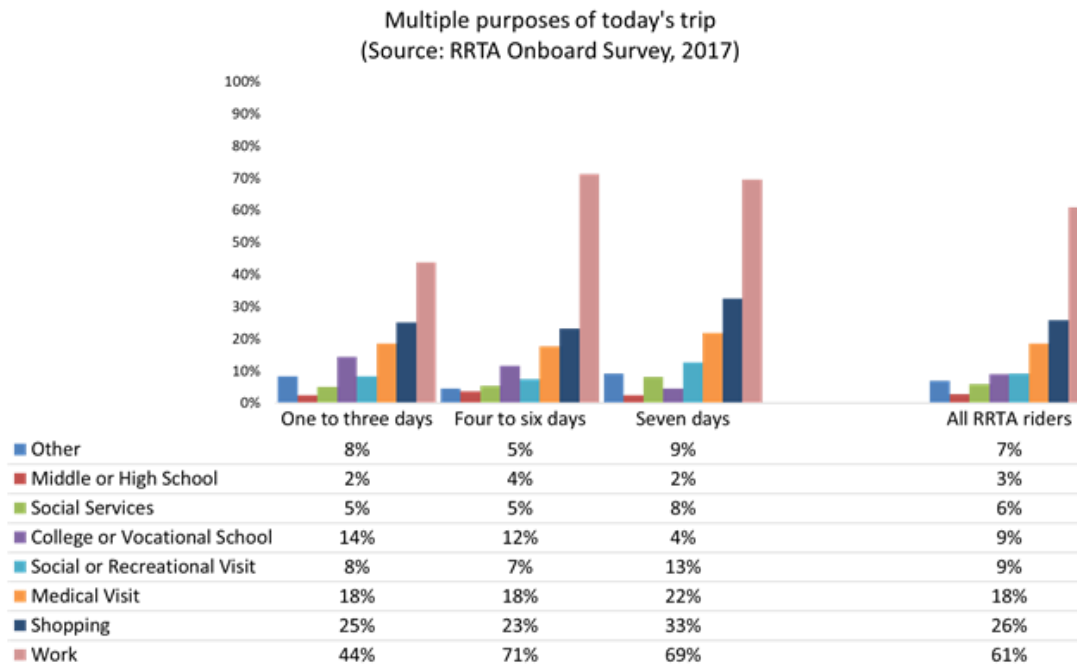
Trip Purposes

Riders were asked to name all of the purposes of their use of RRTA on the day (not just the single trip) they were surveyed. The dominant purpose is to get to or from work, 61% for all riders, and 69% and 71%, respectively for seven-day and four to six-day riders.

The seven-day riders have the greatest diversity of trip purpose, with higher percentages citing all but two of the listed purposes. The two exceptions are that seven-day riders are less likely than those who ride less often to cite getting to or from college/vocational school or middle or high school categories.

However, all three segments cite a substantial variety of trip purposes. Clearly RRTA is an important source of labor mobility for area businesses, but it also plays an important part in many other aspects of its riders' lives as well.

Figure 17 Multiple Trip Purposes



Employment

Almost two-thirds of RRTA riders (63%) are employed outside the home, and another 6% are students who are also employed, for a total of 69% employment among riders. An additional 8% are students, presumably preparing for employment. Six percent (6%) said they were unemployed at the time of the survey, a figure that tracks fairly closely with the 5% unemployment rate in Lancaster County at the time of the survey according to the Bureau of Labor Statistics as cited by the Federal Reserve Board of St. Louis.

Figure 18 Employment Status

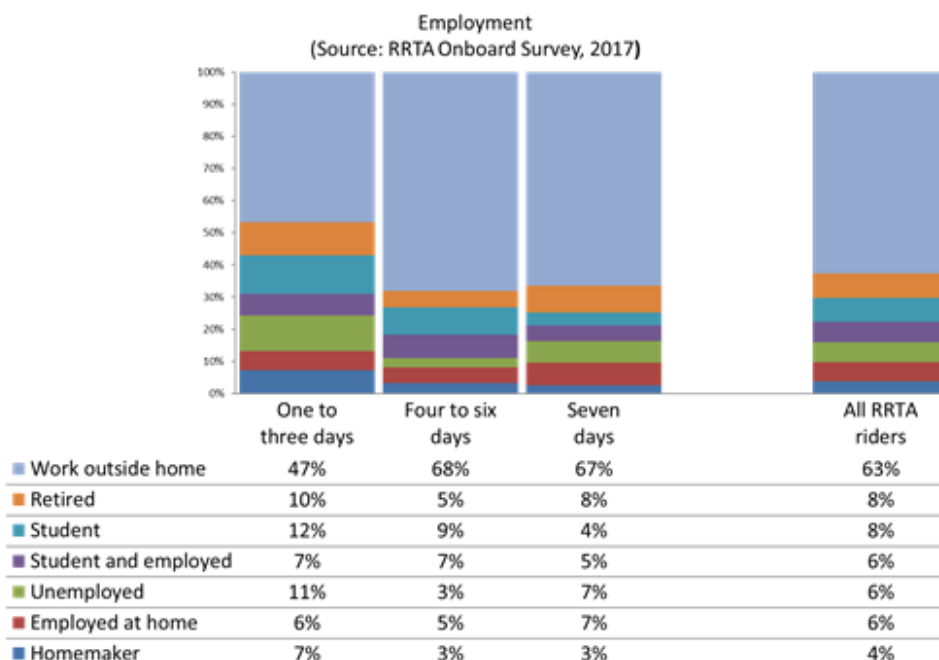
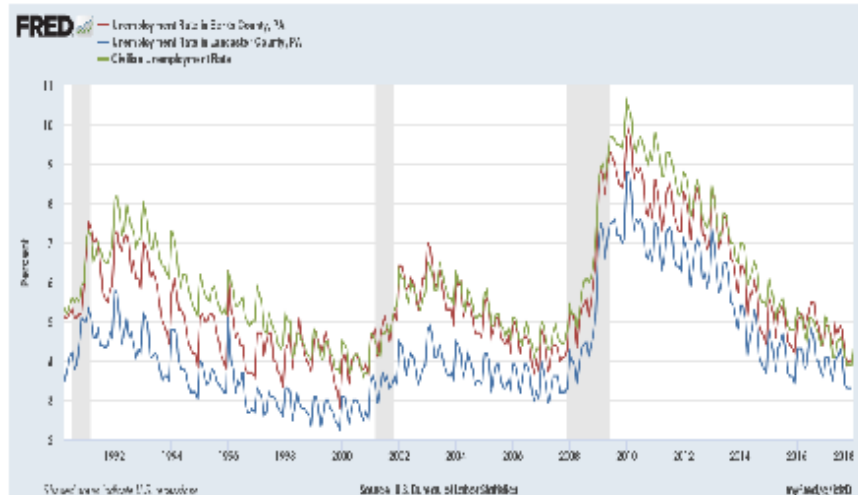


Figure 19 Unemployment in the Region



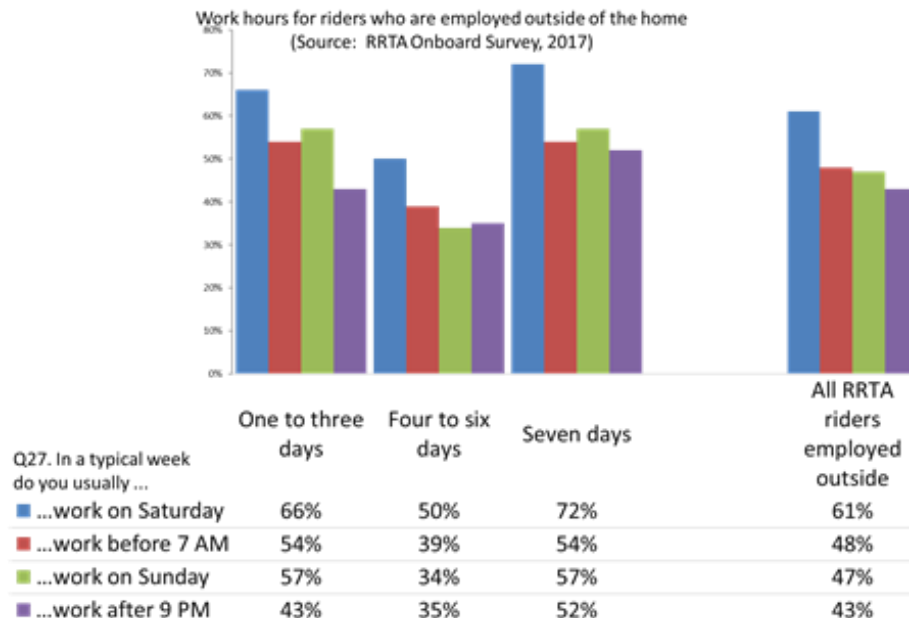
Off-Peak Work Hours

Of the 69% of riders who are employed outside the home (including employed students), most, 61%, said they work on Saturday and 47% work on Sunday. On at least one day a week, 48% work before 7:00 AM and 43% work after 9:00 PM.

It is not shown in the charts, but those who work on the weekends are a distinct group with distinct off-peak commuting needs:

- 34% of all RRTA riders work on both Saturday and Sunday.
- Of those who work both Saturday and Sunday, 68% work after 9:00 PM on at least once day a week. This is 23% of the RRTA ridership.
- Of those who work both Saturday and Sunday, 55% work before 7:00 AM on at least once day a week.

Figure 19 Employment during Off-Peak Periods

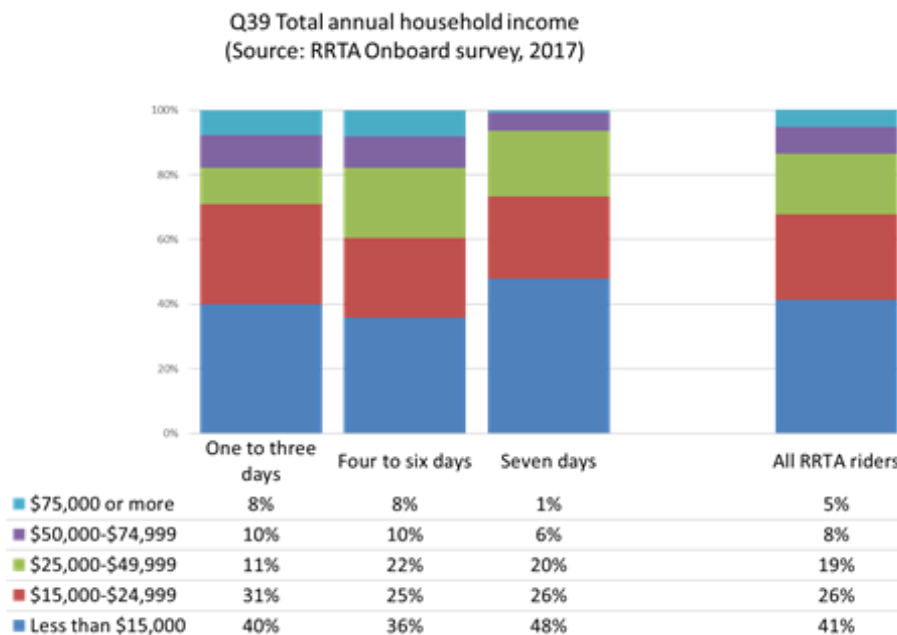


Income

Incomes of rider households tend to be low. Among RRTA riders, 41% report household incomes below \$15,000 annually while another 26% report incomes from \$15,000 to \$24,999. This means that of all RRTA riders, approximately two thirds (67%) report incomes below \$25,000 for the household.

Income is not greatly differentiated among the three rider segments. However, there is a tendency for the four to six-day riders to have somewhat higher mid-level incomes between \$25,000 and \$74,999.

Figure 20 Annual Household Income



Age

Riders who use bus systems in the United States tend to be young. RRTA is not an exception.

Of all RRTA riders, almost one-fourth, 23%, are in the age range from 18 to 24. Another 24% are in the range of 25 to 34. Thus, a total of almost half of the riders (47%) are younger than 35.

While there are minor age differences among the three ridership segments, they are not very important from a marketing or planning perspective.

Gender

Nationally, among all bus transit systems, 56% of the riders are women. RRTA is on the national average with 58% women.

Compared to the other segments, the four to six-day riders are more equally balanced between the sexes (47% to 53%) and thus more like the general population than the other two segments which are skewed much more female.

Figure 21 Age

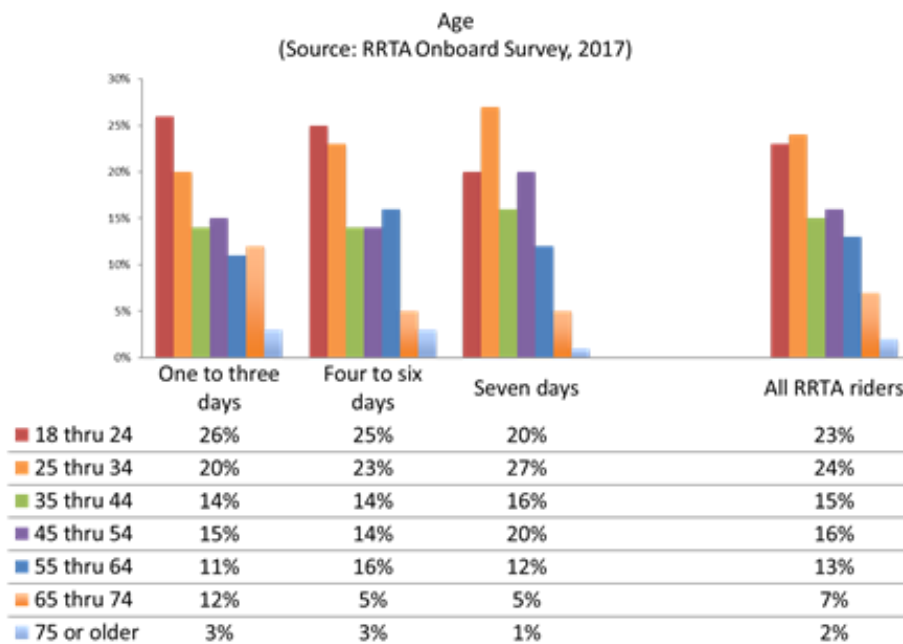
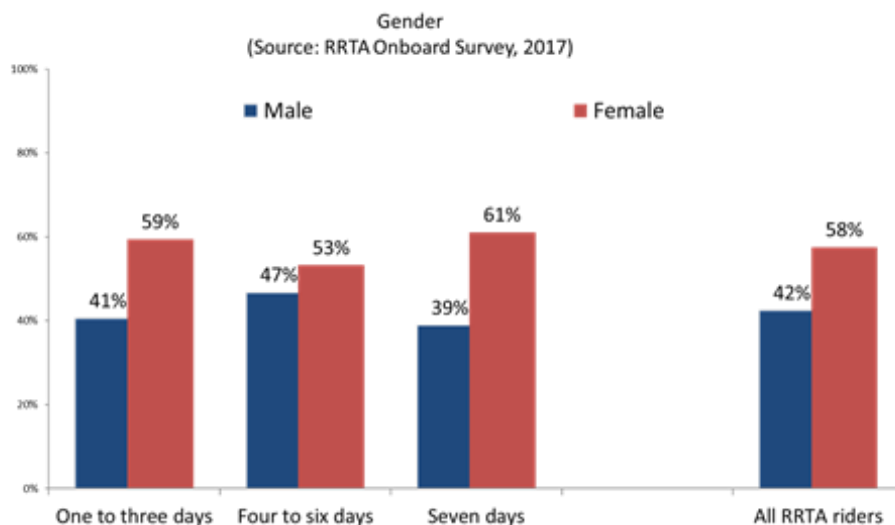


Figure 22 Gender

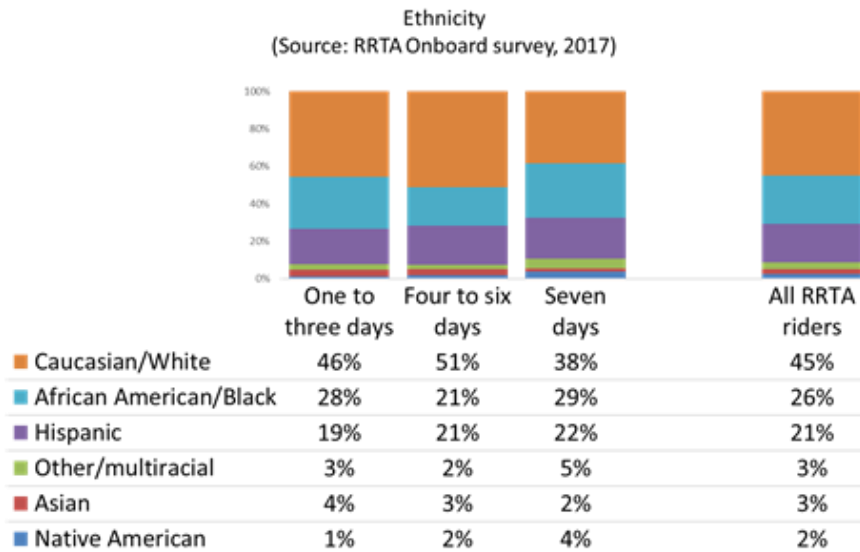


Ethnicity

A plurality of riders (45%) identify as Caucasian. More than one-fourth (26%) identify as African American, while 21% identify as Hispanic.

The most frequent riders are less likely (38%) than others to identify as Caucasian. This compares to 51% of the four to six-day riders and to 46% of the one to three-day riders. Conversely, the seven-day riders are more likely to identify with one of the minority groups.

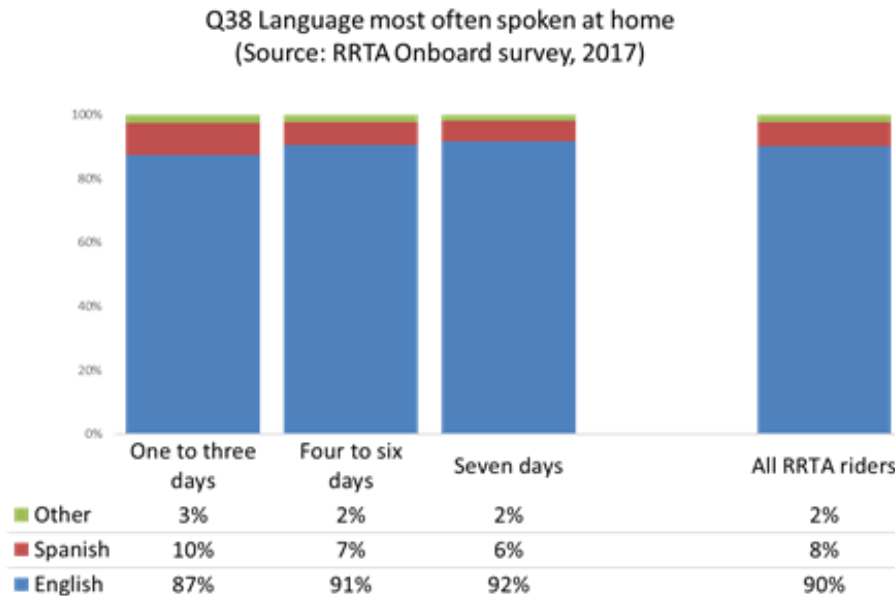
Figure 23 Ethnicity



Primary Language

The overwhelming majority of riders speak English. This is true of all three rider frequency segments. Although 21% of RRTA riders self-identify as Hispanic, only 8% said that they speak Spanish at home. Also, only 5% completed the survey in Spanish.

Figure 24 Language Spoken at Home



Customer Satisfaction

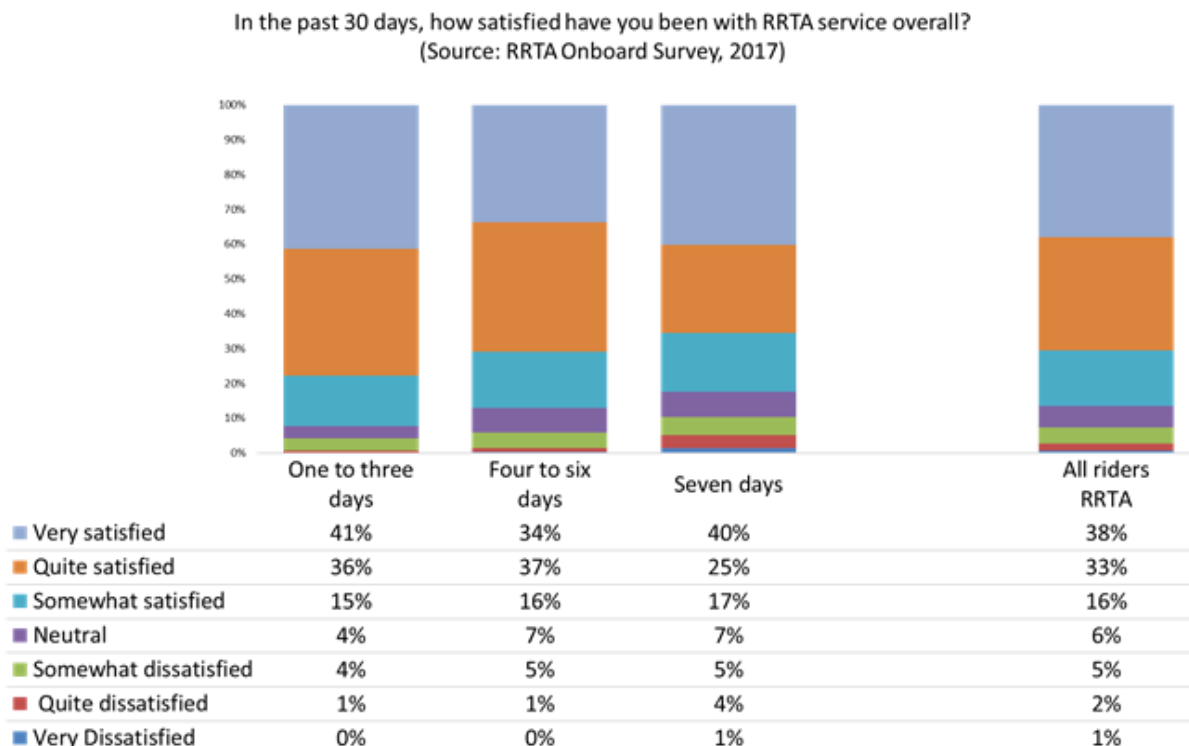
How Satisfied are RRTA Riders with Service Overall?

Riders were asked to use a scale from one to seven to rate RRTA service overall. Figure 25 makes it clear, both visually and in the table, that most scores are positive. The differences lie in the degree to which the scores are positive. This is typical of customer satisfaction ratings for most services, including transit, because customers would be unlikely to continue using a service if it were sufficiently faulty that they would rate service overall very negatively.

It is also typical that positive scores decrease and negative scores increase with the level to which customers use transit service. For the total sample of all riders, the top two scores sum to 71%. For the seven-day riders, the sum is 65%, for the four to six-day riders it is 71%, and for the least frequent riders the sum is 77%. There are two reasons for this variation, both very simple. First, the more frequently one uses a transit service, the greater the opportunity for something to go wrong, not because the overall service is basically faulty, but because in hundreds or thousands of interactions with a system as complex as an urban bus system, occasional problems are inevitable. Second, the more riders use a transit system, the greater the variety of trips they make and destinations they go to. The rider who makes only one routine trip, whether to commute, to get to school, to shop, or get to the doctor, has much less chance of encountering confusion or other problems.

The basic message of the chart is that the overall satisfaction score varies primarily from somewhat satisfied to very satisfied. The primary objective for RRTA is to shift the positive scores up a notch, not to shift from a negative to a positive score.

Figure 25 Overall Satisfaction with RRTA Service



Percent Giving Top Rating to Individual Elements of Service

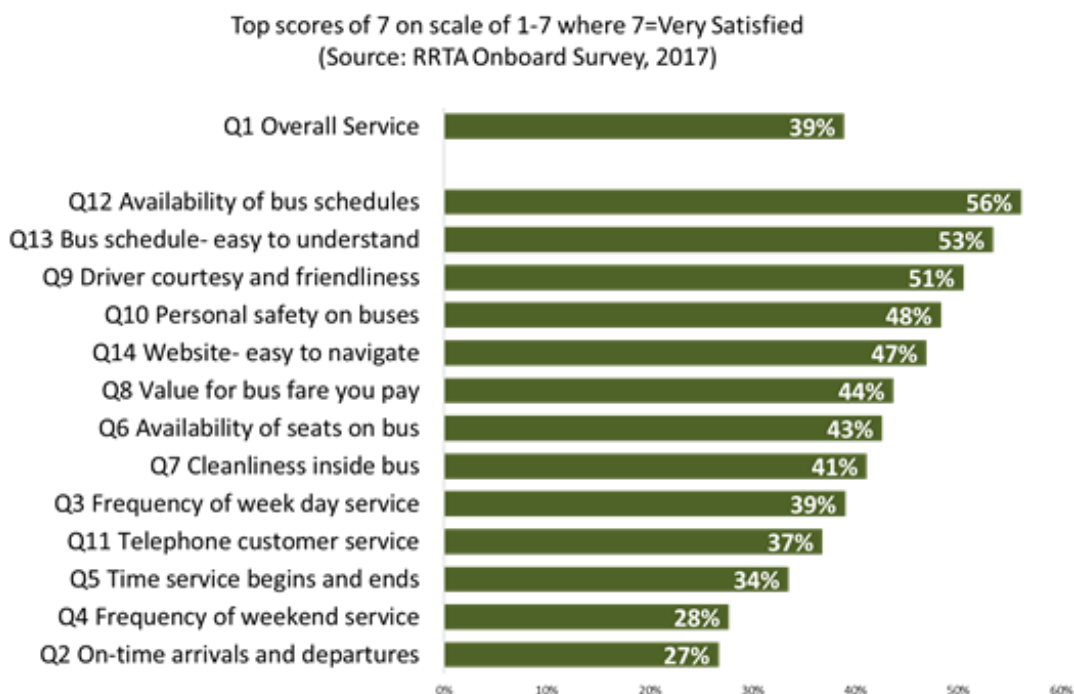
Figure 26 displays the percentages of riders who gave the highest score ("Very satisfied") to each element of service. Three elements of service score above 50% in the top category. Two of these have to do with either the availability of schedules or how easy they are to read. The third has to do with driver courtesy and friendliness. None of these is an operational matter.

As is true in most transit systems, the elements of service that are highly rated by the fewest riders are the operational elements that are both costly and difficult to manage in a way that would satisfy most customers most of the time. These include five elements all of which find fewer than 40% of riders offering the top score. Four of these involve the actual operations of the buses: On-time arrivals and departures, the frequency of weekend service, the time service begins and ends and the frequency of weekday service.

The fifth aspect of service in this low-scoring category is telephone customer service. What is causing the relatively lower rating of this aspect of service cannot be determined from the survey data. However, unlike the on-the-street operations of the vehicles, one would assume that RRTA has greater direct control of the quality of the operation.

The other aspects of service all receive top scores from between 41% and 48% of the respondents. These include cleanliness of the bus interior's, the availability of seats, the ease with which the website can be navigated, the value of the service for the fare paid, and finally, a sense of personal safety on the buses. The latter is an aspect of bus service that in some systems rates very low. Consequently, we consider it a very positive sign that it is fairly high on the RRTA list in terms of the percent rating it "very satisfied."

Figure 26 Percent Giving Top Rating to Individual Elements of Service



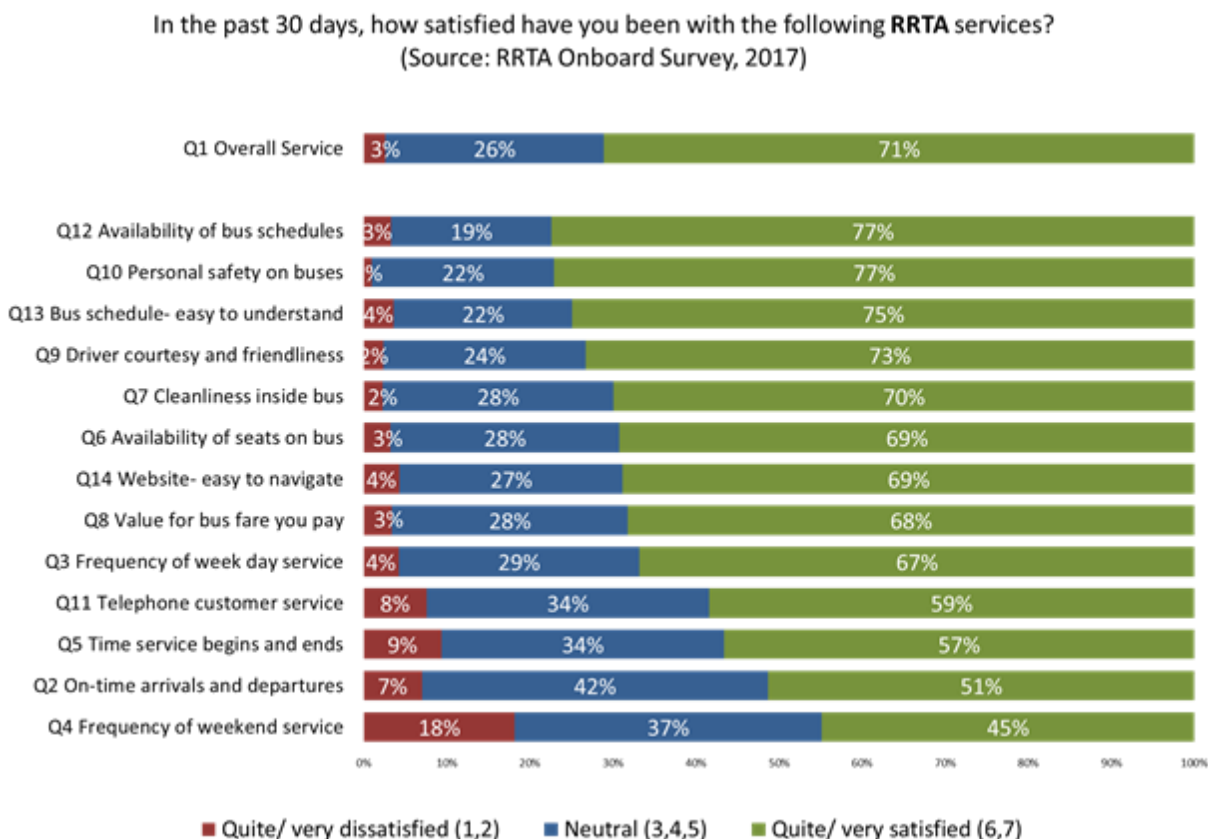
Distribution of the rating scores

In Figure 26 on the previous page, we saw only the top score for each service element. That view hides the rest of the scores, including the negative scores. This raises the question of the extent to which the other scores are in the middle or at the negative end of the scale. Figure 27 answers this question. In this figure, the satisfaction scale scores are simplified, reducing them from seven categories to three, as shown in the chart. In the chart we see the distribution. The top scores include scores of both six and seven (quite and very satisfied), shown in green. The central area of scores shown in blue and labeled neutral, includes the scores of three, four, and five, (somewhat satisfied, neutral, and somewhat dissatisfied). The low or negative end of the scale, shown in red in the chart, includes scores of both one and two, meaning quite dissatisfied or very dissatisfied.

Only one service element has a majority of respondents giving a negative or neutral score. That element is frequency of weekend service with 32% in the neutral range plus 18% in the negative range for a total of 55% neutral or negative. On-time arrivals and departures come close to a 50:50 split of positive versus neutral plus negative scores. All other scores show a clear majority at the positive end of the scale.

Of course, having mostly positive scores does not mean that in the eyes of the customers, performance can-not be improved. In several tables and charts that follow, we will explore the areas in which improvement in individual service elements could lead to improvement in overall service satisfaction.

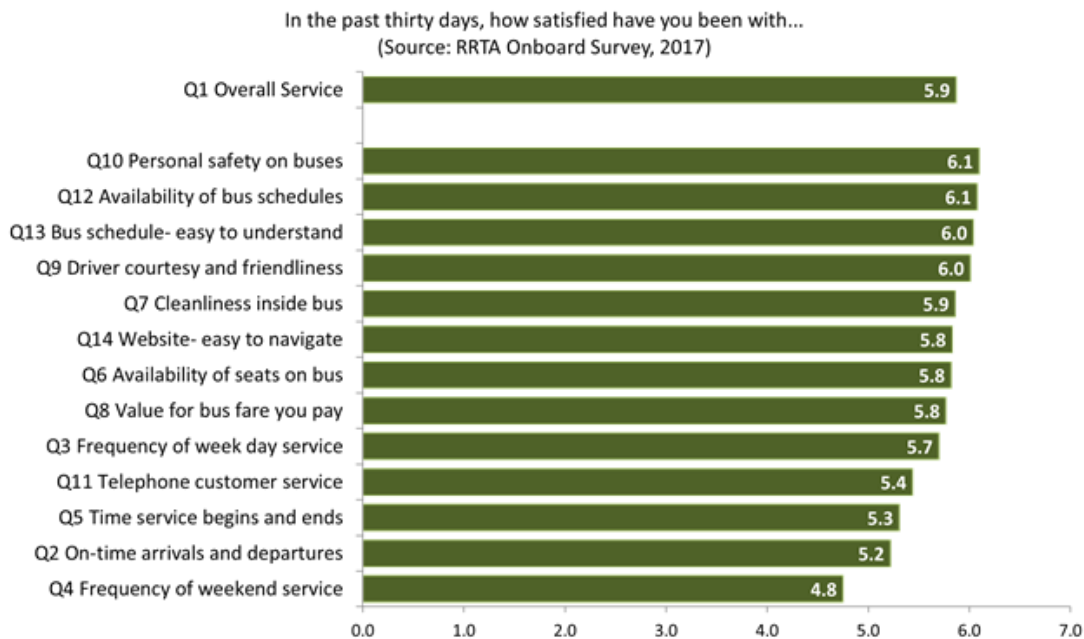
Figure 27 Distribution of Rating Scores



Mean Rating Scores for Individual Service Elements

In previous charts, satisfaction scores have been shown in terms of percentages. In Figure 28 scores are represented as means (i.e. simple averages on the scale from one to seven). Notice that the score for “Overall Service” is 5.9, more or less in the upper middle of the scores for the individual elements of service. This suggests that some of the individual elements of service are pushing the overall score up while others are pulling it down.

Figure 28 Mean Rating Scores for Individual Service Elements



One way to understand this push-pull relationship is correlation analysis. We begin with Figure 29. Which shows the strength of the relationship of each service element to the overall satisfaction rating. The closer a correlation is to +1, the stronger the relationship. The list is shown in descending order of the correlation coefficient. At the top of this list are on-time performance and frequency of service, both of which have scores below the overall score of 5.9, thus tending to pull the overall score down.

Figure 29 Mean Ratings and Correlation of Service Element Ratings with Overall Rating of Service

Relationship between RRTA service rating and overall service rating		
	Mean service rating	Correlation to overall rating
Q2 On-time arrivals and departures	5.4	0.657
Q3 Frequency of week day service	5.7	0.613
Q10 Personal safety on buses	5.9	0.567
Q9 Driver courtesy and friendliness	5.9	0.551
Q5 Time service begins and ends	5.4	0.551
Q4 Frequency of weekend service	5.0	0.516
Q6 Availability of seats on bus	5.6	0.508
Q11 Telephone customer service	5.4	0.504
Q7 Cleanliness inside bus	5.4	0.494
Q14 Website- easy to navigate	5.9	0.475
Q8 Value for bus fare you pay	5.5	0.455
Q12 Availability of bus schedules	6.0	0.431
Q13 Bus schedule- easy to understand	6.1	0.429

Introduction to the "Action Matrix," Displaying Service Improvement Priorities

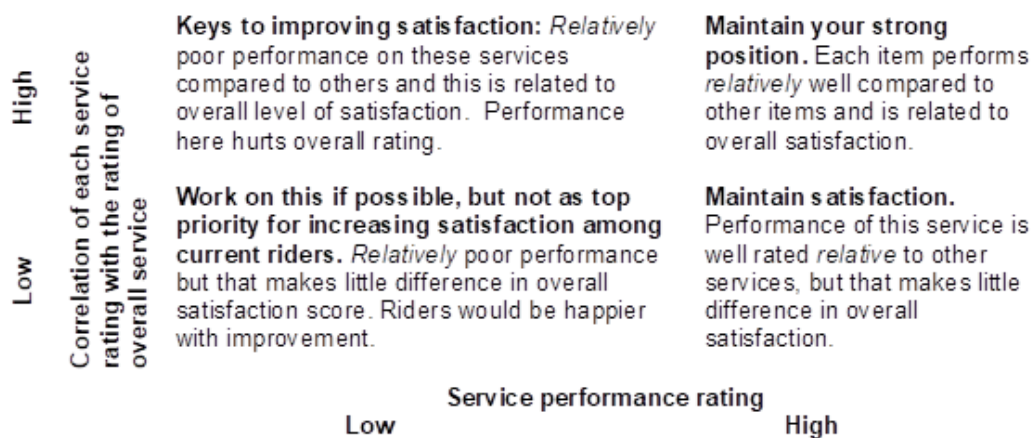
Prioritizing areas for service improvement is a major operational challenge for a transit system. Manipulating survey data from passengers to try to divine their priorities is similarly a tricky proposition. Figure 31 on the following page presents one approach to that task.

The concept of the chart is as follows: The satisfaction questions include a rating of "BARTA service overall" and a series of satisfaction ratings of thirteen individual elements of service. The key objective of the chart is to combine the satisfaction rating of each separate element of service and its relationship of each element with the overall satisfaction rating. The intent is to answer the questions: "How important is each element, like driver courtesy or frequency of service, etc. to the passengers' rating of RRTA's service overall?" and thus, "What actions should be taken with respect to each element of service such that the overall score will improve as a result?"

We use correlation analysis for this purpose. A coefficient of correlation can vary from -1 to +1. The rating scores vary from one to seven. Because these are such different numbers in absolute terms, the only realistic way to compare them is to standardize them. This simply means to relativize them with respect to each other so that they can be compared. Thus, the resulting chart is not a chart of absolute scores on each service but a combination of how well a service was rated and how strongly that rating is associated with the overall rating of TheRide's service.

The resulting chart contains four quadrants:

Figure 30 Diagram Explaining the "Action Matrix"



The RRTA Action Matrix

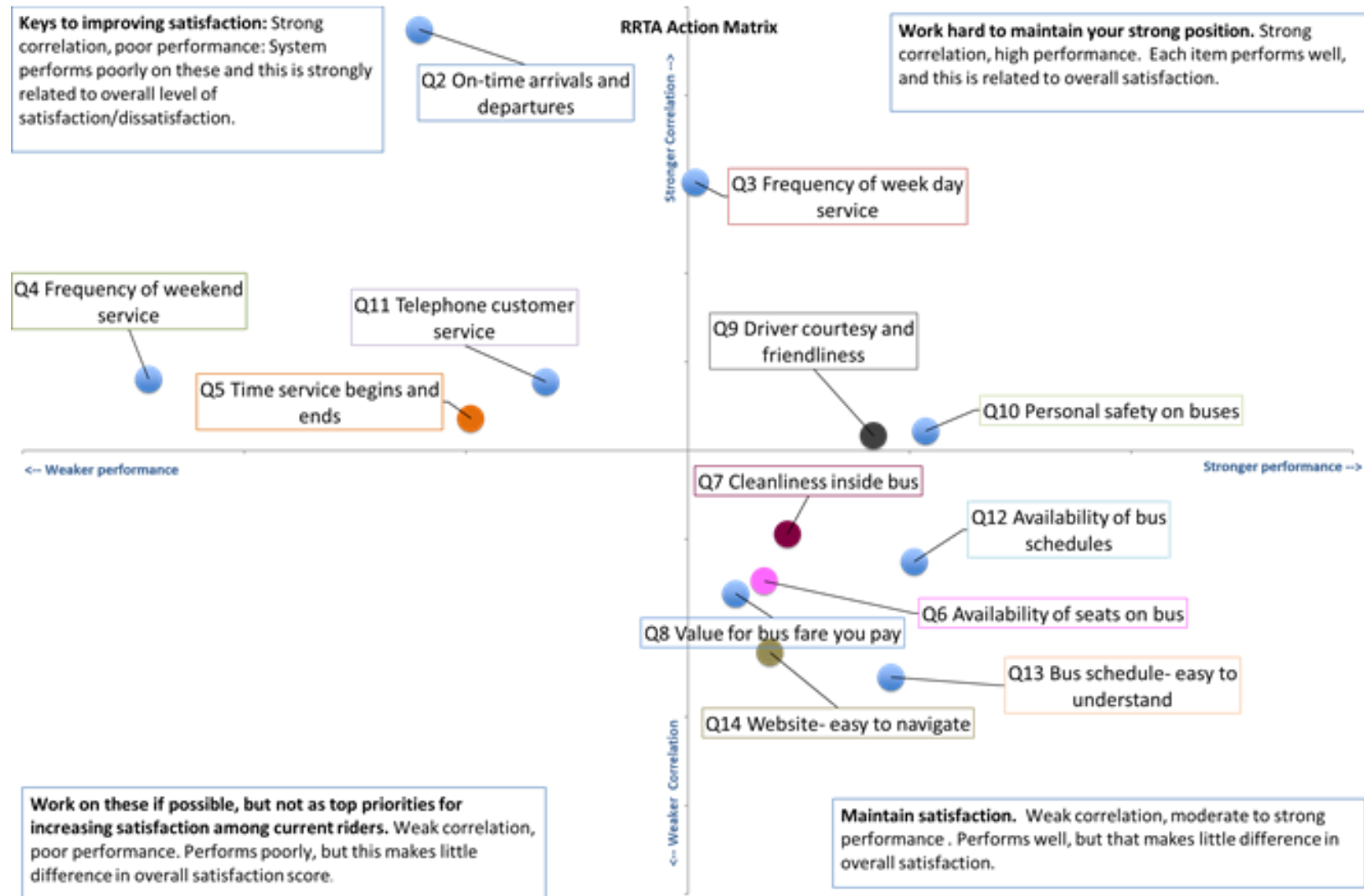
In the upper left quadrant are shown the elements of service with a relatively low satisfaction rating and a relatively high correlation with the overall rating of RRTA service. The implication is that improving any or all of these elements would improve the overall rating of RRTA service. These are, of course, with the possible exception of telephone customer service, aspects of service that are not entirely under the control of RRTA. For example, on-time performance is affected by traffic and other road conditions. Other elements such as the total hours of service, and frequency of weekend service involve budgetary constraints not entirely in the hands of the

RRTA. However, regardless of these constraints, these are among the elements that go into the fact that only 39% of all RRTA riders rate the services very satisfactory and that the overall rating is 5.9 and not closer to 7 on the seven-point scale.

In the upper right are three elements of service that are very important to the overall rating, and that are rated positively by the ridership. These include the frequency of weekday service, driver courtesy and friendliness, and a sense of personal safety on the buses. It is important to maintain these elements. If they were to slip, the overall rating would also slip severely. Thus, for example, to trade weekday frequency for greater frequency on the weekends, or longer hours of service, could have unintended negative consequences for the overall rating.

At the lower right are items on which RRTA performs moderately well, but that have very little relationship to the overall rating of service. While it is important to maintain these positive ratings, unless they were to slip badly in terms of perceived quality, they should have relatively little effect on the overall rating.

Figure 31 RRTA Action Matrix



What riders say are the most important elements to improve

Another way to determine what riders believe are the most important elements to improve is to ask them directly. The questionnaire asked which would be the three most important services to improve of those listed. Figure 32 displays the percent choosing each element as the most important. These results are consistent with results shown in previous tables. Operational elements, especially on time arrivals and departures and frequency of weekend service are seen as the most important to improve by many more riders than any other element.

Figure 32 Most Important Service Element to Improve

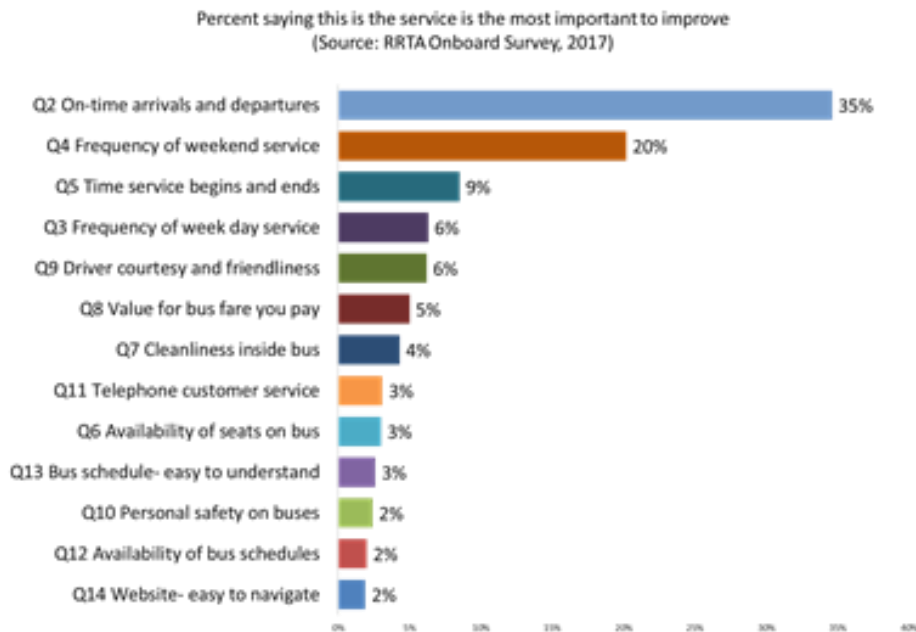


Figure 33 includes all three service elements people think are important to improve. The bars represent the sum of the percentages naming each as first second or third most important to improve. The rank order of the top three is very similar to the rank order shown in the previous chart for the single most important element to improve. The differences in rank order are very minor. This chart shows that 62% of riders feel that on time arrivals and departures is one of their top three priorities for improvement, while 50% said that frequency of weekend service is in their top three. The service hours during the day are named by 33%, and frequency of weekday service by 27%.

Figure 33 Top Three Service Elements to Improve



In general, these priorities are very similar to those shown in the Action Matrix, with the exception of tele-phone customer service. We have to keep in mind, however, that approximately one fourth of the riders never interacted with telephone customer service. It was those who did who drove the scores that placed that aspect of service in the upper left quadrant as important to improve.

Choices Among Services Changes – Trade-Offs

Four trade-off Alternatives

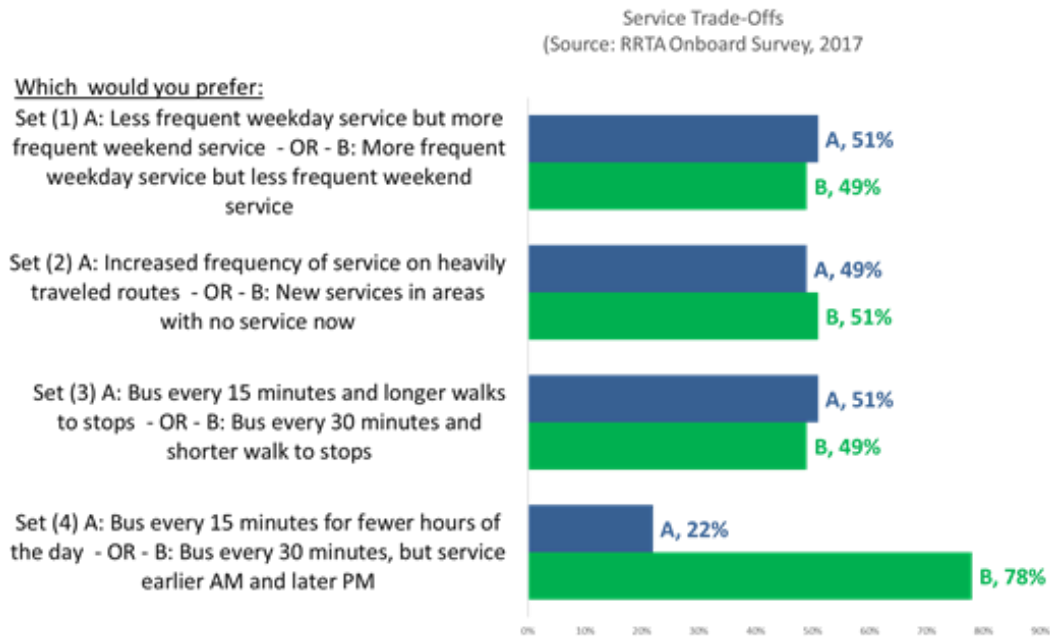
Respondents were asked to choose between two alternatives, A or B, within the four sets of choices shown in Figure 34. For convenience, the sets are numbered (1) to (4). In three of the four sets the riders were essentially split evenly between A and B. In one (set 4), however, the preference was overwhelmingly for choice B, between:

- A: A bus every 15 minutes but for fewer hours per day: 22%
- OR
- B: A bus every thirty minutes, bus service earlier AM and later PM: 78%

We would note that of the four alternatives, set (4) was the only one in which one of the A/B alternatives seems to have appeared to respondents to involve reduction of something they now have. They apparently interpreted the “A” alternative to mean that existing hours would be reduced, not realizing that for many routes 15-minute service would represent an increase over current frequencies. The other three sets of A & B alternatives involved either alternative service increases, or alternative reductions for both A and B in return for increases in an aspect of service. In retrospect, this may have biased the result for that one trade-off.

Regardless of that possible interpretation, however, the response does make clear that riders do not want to give up part of the span of service.

Figure 34 Four Trade-Off Alternatives



Four Service Trade-Offs, by Rider Frequency Segments

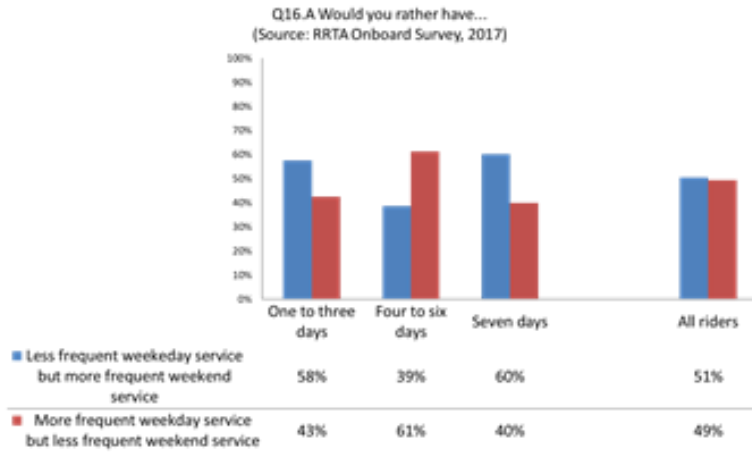
The chart on the previous page demonstrated that for three of the four sets of alternatives, the ridership as a whole was essentially tied in their choices between the A and B alternatives. However, riders do not contribute equally to the overall RRTA ridership. Some riders use RRTA intensively, seven days a week, and thus contribute to ridership at a level disproportionate to the number of individual persons riding. Thus, it is helpful to consider differences in opinion that the three rider frequency segments may bring to these choices. The sets of alternatives in the chart above are numbered 1 to 4 for convenient reference. We have already discussed alternative set (4). Alternative set (2) is essentially tied both among all riders and among the three rider segments. That leave sets (1) and (3) for discussion here.

Alternatives (1) and (3) are essentially tied among all riders, but the rider segments differ in their choices. In the alternative set (1), the seven-day riders and the one to three-day riders are in agreement in wanting greater weekend service over greater weekday service. However, the four to six-day riders, many of whom are weekday commuters, reject that trade-off and prefer greater weekday service.

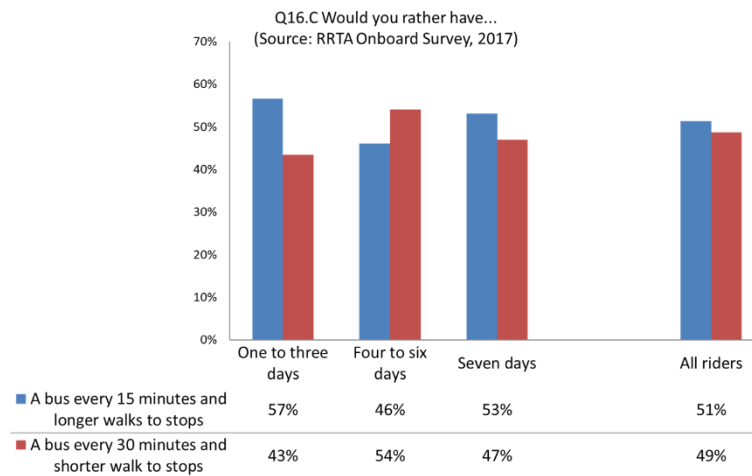
In the alternative set (3), the one to three-day riders and the seven-day riders tend to favor 15-minute service with longer walks to the stops, while the four to six-day riders tend to favor 30-minute service and shorter walks to the stops.

Figure 35 Four Service Trade-Offs, by Rider Frequency Segments

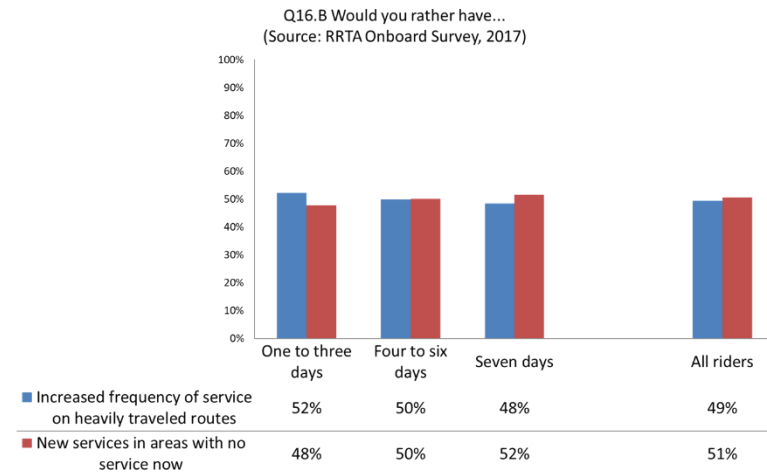
(1)



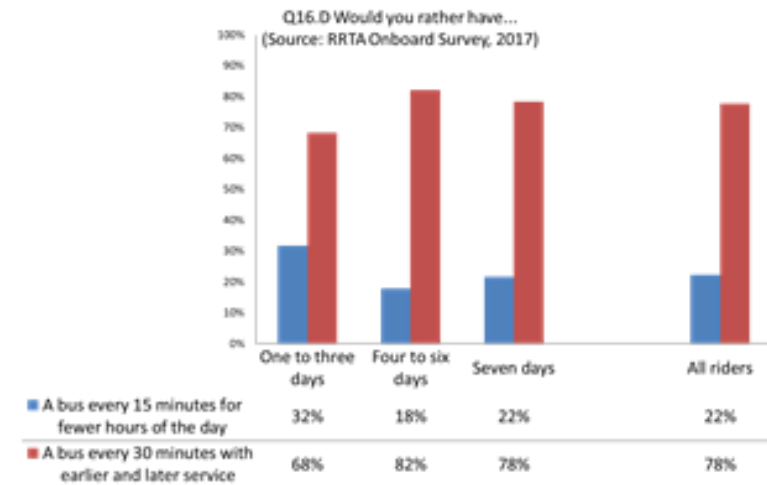
(3)



(2)



(4)

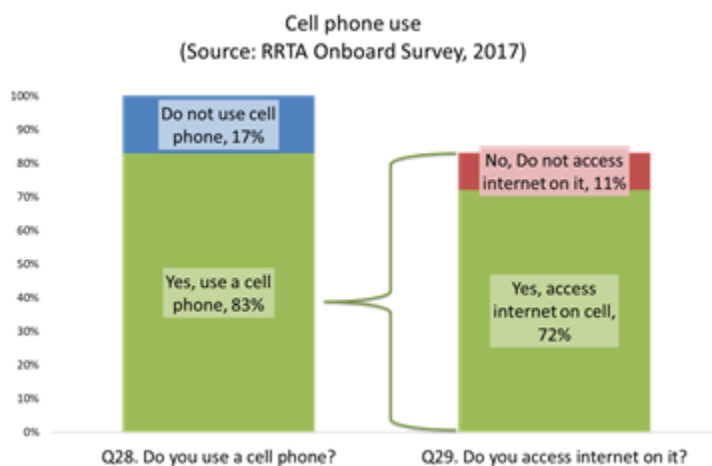


Cellphones/Smartphones and Ride Sharing

Using a Cell Phone and Accessing the Internet on It

Of all RRTA riders, 83% say they use a cell phone. Within that 83%, 72% say that they access the Internet on their cell phone, while 11% do not. Apparently 72% of the RRTA riders have smart phones and thus are able to access transit apps or the RRTA website for information about schedules.

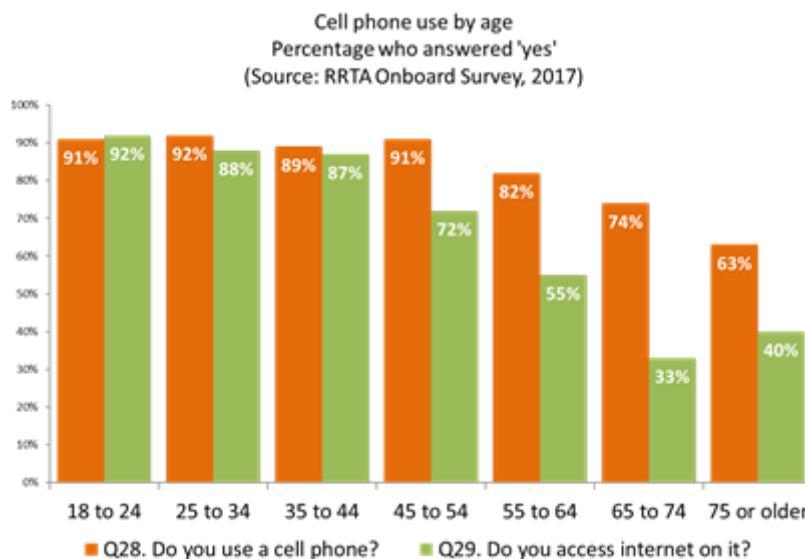
Figure 36 Use of Cellphones and Access to the Internet



Age, and Use of Cell and Smart Phones

It is well-known that younger persons are more likely to adopt innovations such as smartphones. This is certainly true of RRTA riders. However, the age differentiation applies much less to using a cell phone than it does to accessing the Internet on the cell or smart phone. Even in the age group 75 years old or older, 63% say they use a cell phone.

Figure 37 Cellphone use and Smartphone Access to Internet by Age



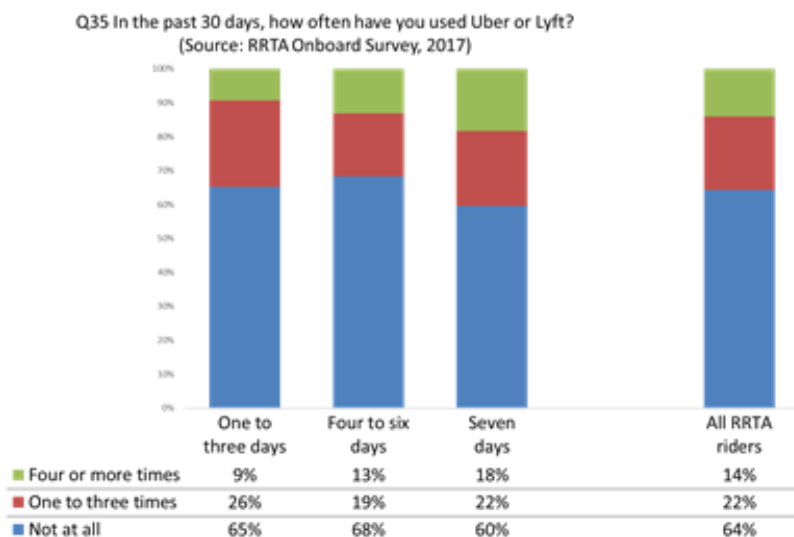
However, while 87% or more of those between the ages of 18 and 44 access the internet on their cell phone, that practice falls off rapidly beginning at the age of 45. At that point access to the Internet from the cell phone falls from 87% among the next younger cohort to 72%. The decline continues into the age of 65, when 33% said they access the Internet. Then it rises slightly to 40% among the oldest of the riders.

Use of Uber or Lyft

Respondents were asked how often they had used Uber or Lyft in the previous 30 days. Almost two thirds of the riders (64%) said they had not used the services at all. Of the balance, 22% said they had used it from one to three times, and 14% said they had used it four or more times.

The use of these ride sharing services differs somewhat among the segments. The seven-day riders were slightly more likely (40%) than the four to six-day riders (32%) or the one to three-day riders (35%) to say they had used Uber or Lyft. Moreover, the seven-day riders use it more often, with 18% saying they had used it four more times compared to 13% for the four to six-day riders, and only 9% for the one to three-day riders.

Figure 38 Use of Uber or Lyft in Past 30 Days

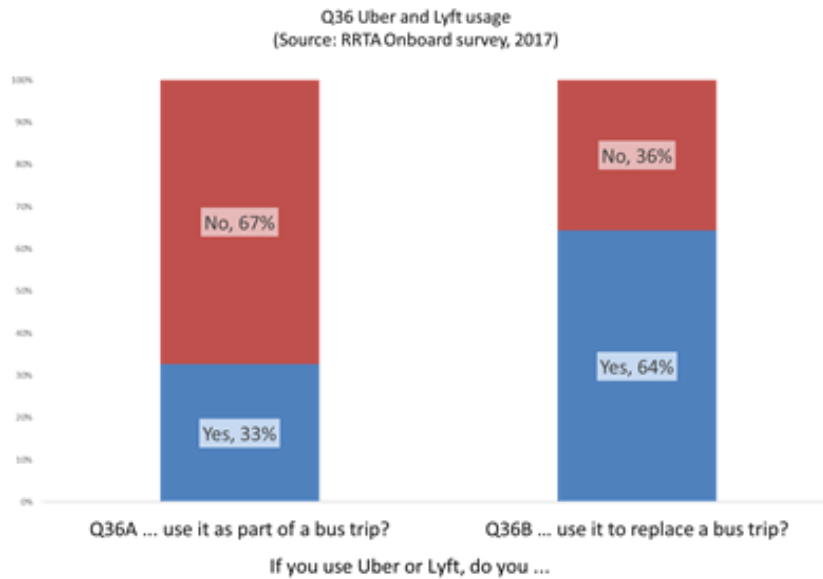


Replacing or Supplementing an RRTA Trip

Riders were asked two questions about their use of Uber and Lyft in conjunction with the use of RRTA. First, they were asked whether they had used them as part of a bus trip. One third (33%) of those who had used ridesharing at all indicated they had used it as part of a bus trip.

Second, they were asked whether they had used the services to replace a bus trip. Almost two-thirds (64%) said they had done so. Given that 36% of RRTA riders said that they had used Uber or Lyft in the previous 30 days, this means that 23% of the RRTA riders (i.e., 36% x 64%=23%) apparently had replaced a bus trip by means of a car sharing service.

Figure 39 Use of Uber or Lyft as Part of or to Replace RRTA Trip (Uber/Lyft Users Only)



Questionnaire

Please tell us how you use public transit

El cuestionario en español se encuentra en la parte posterior



To improve service, RRTA would like to know how you use the bus! Please circle, check or write answers.

In the past 30 days, how satisfied have you been with RRTA services?

	Very satisfied (😊)	Quite satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Quite dissatisfied	Very dissatisfied (😞)	Don't know/ Don't use
1. RRTA service overall	7	6	5	4	3	2	1	<input type="checkbox"/>
2. On-time arrivals and departures	7	6	5	4	3	2	1	<input type="checkbox"/>
3. Frequency of weekday service	7	6	5	4	3	2	1	<input type="checkbox"/>
4. Frequency of weekend service	7	6	5	4	3	2	1	<input type="checkbox"/>
5. Time service begins in AM & ends in PM	7	6	5	4	3	2	1	<input type="checkbox"/>
6. Availability of seats on the bus	7	6	5	4	3	2	1	<input type="checkbox"/>
7. Cleanliness inside the bus	7	6	5	4	3	2	1	<input type="checkbox"/>
8. Value for the bus fare you pay	7	6	5	4	3	2	1	<input type="checkbox"/>
9. Driver courtesy and friendliness	7	6	5	4	3	2	1	<input type="checkbox"/>
10. Personal safety on buses	7	6	5	4	3	2	1	<input type="checkbox"/>
11. Telephone customer service	7	6	5	4	3	2	1	<input type="checkbox"/>
12. Availability of bus schedules	7	6	5	4	3	2	1	<input type="checkbox"/>
13. Bus schedule – easy to understand	7	6	5	4	3	2	1	<input type="checkbox"/>
14. Website – easy to navigate	7	6	5	4	3	2	1	<input type="checkbox"/>

5. Of the services listed in questions 1 to 14 which would be the three most important to improve? (Please write in the question numbers):

1 ☐ ____ Most important 2 ☐ ____ 2nd most important 3 ☐ ____ 3rd most important

6. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?

- Less frequent weekday service in return for more frequent weekend service ☐ OR ☐ More frequent weekday service but less frequent weekend service
- Increase frequency of service on heavily traveled routes ☐ OR ☐ Add new service to new areas with no service now
- A bus every 15 minutes, running faster because of fewer stops but therefore a longer walk to your stop ☐ OR ☐ A bus every 30 minutes, running slower because of more stops, but a shorter walk to your stop
- A bus every 15 minutes, but for fewer hours of the day ☐ OR ☐ A bus every 30 min., but service earlier AM and later PM

7. Including today, during the past seven days, which days have you ridden RRTA buses?

Mon Tue Wed Thur Fri Sat Sun Every day

8. How long have you been riding RRTA?

1 ☐ This is the first time 2 ☐ Less than 1 year 3 ☐ 1–2 years 4 ☐ 3–4 years 5 ☐ More than 4 years

9. Compared to last year, are you riding the bus 1 ☐ More often 2 ☐ Less often 3 ☐ About the same

10. How do you most often get from home to the nearest bus stop?

1 ☐ Walk 2 ☐ Bike 3 ☐ I drive 4 ☐ Dropped off 5 ☐ Other: _____

21. How do you most often get from your bus stop to where you are going?

1 ☐ Walk 2 ☐ Bike 3 ☐ Get a ride 4 ☐ Other: _____

22. Which zone are you coming from? ☐ Base Zone ☐ Zone 1 ☐ Zone 2 ☐ Zone 3 ☐ Zone 4

23. Which zone are you going to? ☐ Base Zone ☐ Zone 1 ☐ Zone 2 ☐ Zone 3 ☐ Zone 4

24. Do you have to change buses to make this trip? 1 ☐ Yes 2 ☐ No

25. Today only, have you used, or will you use RRTA to get either to or from (all that may apply)

1 ☐ work 2 ☐ shopping 3 ☐ middle or high school 4 ☐ college or vocational school 5 ☐ social services
6 ☐ doctor or medical visit 7 ☐ social or recreational visit 8 ☐ airport 9 ☐ Other: _____

26. Please mark all of the following that apply to you. Are you:

1 ☐ Employed for pay outside your home 2 ☐ Employed for pay in your home 3 ☐ Homemaker
4 ☐ Student 5 ☐ Unemployed 6 ☐ Retired

27. If employed, in a typical week, do you usually...

a. Work after 9 PM on any day? 1 ☐ Yes 2 ☐ No
b. Work on Saturday? 1 ☐ Yes 2 ☐ No
c. Work on Sunday? 1 ☐ Yes 2 ☐ No
d. Start work before 7 AM on any day? 1 ☐ Yes 2 ☐ No

28. Do you use a cellphone? 1 ☐ Yes 2 ☐ No

29. Do you access the Internet on a cellphone? 1 ☐ Yes 2 ☐ No

30. What is the zip code where you live? 17 _____

31. How old are you? _____ Years old

32. Do you have a valid driver's license? 1 ☐ Yes 2 ☐ No

33. Do you identify as 1 ☐ Male 2 ☐ Female 3 ☐ Prefer not to answer

34. How many cars or other motor vehicles are available for you to use?

0 1 2 3 or more

35. In the past 30 days, how often have you used Uber or Lyft?

☐ 0 times ☐ 1 time ☐ 2 times ☐ 3 times ☐ 4 or more times

36. If you did use Uber or Lyft

a. Did you use it as part of a bus trip? 1 ☐ Yes 2 ☐ No
b. Did you use it to replace a bus trip? 1 ☐ Yes 2 ☐ No

37. Which do you consider yourself? (Check all that apply to you)

1 ☐ African American/Black 2 ☐ Asian 3 ☐ Caucasian/White
4 ☐ Hispanic/Latino 5 ☐ Native American Indian 6 ☐ Other: _____

38. What language do you most often speak at home? 1 ☐ English 2 ☐ Spanish 3 ☐ Other: _____

39. What is your total annual household income?

1 ☐ Less than \$10,000 2 ☐ \$10,000 to \$14,999 3 ☐ \$15,000 to \$19,999
4 ☐ \$20,000 to \$24,999 5 ☐ \$25,000 to \$34,999 6 ☐ \$35,000 to \$49,999
7 ☐ \$50,000 to \$74,999 8 ☐ \$75,000 to \$100,000 9 ☐ More than \$100,000

Do you have any comments on RRTA service? _____

Cuéntenos cómo usa el transporte público.



Para mejorar el servicio, a RRTA le gustaría saber cómo usa el autobús. Por favor marque con un círculo, marque o escriba las respuestas.

En los últimos 30 días, ¿qué tan satisfecho has estado con los servicios de RRTA?

	Muy satisfecho 😊	Bastante satisfecho	Algo satisfecho	Neutro	Algo insatisfecho	Bastante insatisfecho	Muy insatisfecho 😞	No sé/No uso
1. Servicio RRTA en general	7	6	5	4	3	2	1	<input type="checkbox"/>
2. Llegadas y salidas a tiempo	7	6	5	4	3	2	1	<input type="checkbox"/>
3. Frecuencia de servicio entre semana	7	6	5	4	3	2	1	<input type="checkbox"/>
4. Frecuencia del servicio de fin de semana	7	6	5	4	3	2	1	<input type="checkbox"/>
5. Servicio de tiempo comienza en AM y termina en PM	7	6	5	4	3	2	1	<input type="checkbox"/>
6. Disponibilidad de asientos en el autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
7. Limpieza dentro del autobús	7	6	5	4	3	2	1	<input type="checkbox"/>
8. Valor de la tarifa del autobús que paga	7	6	5	4	3	2	1	<input type="checkbox"/>
9. Cortesía y amabilidad del conductor	7	6	5	4	3	2	1	<input type="checkbox"/>
10. Seguridad personal en los autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
11. Servicio de atención al cliente telefónico	7	6	5	4	3	2	1	<input type="checkbox"/>
12. Disponibilidad de horarios de autobuses	7	6	5	4	3	2	1	<input type="checkbox"/>
13. Horario de autobuses - fácil de entender	7	6	5	4	3	2	1	<input type="checkbox"/>
14. Sitio web - fácil de navegar	7	6	5	4	3	2	1	<input type="checkbox"/>

15. De los servicios enumerados en las preguntas 1 a 14, ¿cuáles serían los tres más importantes para mejorar? (Por favor escriba los números de la pregunta):

1 ☐ ____ Más importante 2 ☐ ____ 2º más importante 3 ☐ ____ 3º más importante

16. Las mejoras en el servicio a menudo requieren tomar decisiones. Si tuviera que elegir entre los siguientes cambios de servicio, ¿cuál elegiría?

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Servicio menos frecuente entre semana o cambio de más frecuentes el fin de semana <input type="checkbox"/> 0 <input type="checkbox"/> | Servicio más frecuente entre semana pero menos frecuente el fin de semana <input type="checkbox"/> |
| Aumentar la frecuencia del servicio en rutas muy transitadas <input type="checkbox"/> 0 <input type="checkbox"/> | Agregar nuevo servicio a áreas sin servicio ahora <input type="checkbox"/> |
| Un autobús cada 15 minutos, corriendo más rápido debido a menos paradas, y así, caminar más hasta su parada <input type="checkbox"/> 0 <input type="checkbox"/> | Un autobús cada 30 min., corriendo más lento debido a menos paradas, y así, caminar menos hasta su parada <input type="checkbox"/> |
| Un autobús cada 15 min., pero por menos horas del día <input type="checkbox"/> 0 <input type="checkbox"/> | Un autobús cada 30 min., pero temprano AM y tarde PM <input type="checkbox"/> |

17. Incluyendo hoy, durante los últimos 7 días, ¿qué días ha viajado en los autobuses de RRTA?

Lun Mar Mie Jue Vie Sab Dom Todos los días

18. ¿Cuánto tiempo llevas viajando en RRTA?

1 ☐ Esta es la primera vez 2 ☐ Menos de 1 año 3 ☐ 1-2 años 4 ☐ 3-4 años 5 ☐ Más de 4 años

19. Comparando el año pasado, ¿viajas en autobús? 1 ☐ Más seguido 2 ☐ Menos seguido 3 ☐ Lo mismo

20. ¿Cómo llega más seguido desde su hogar a la parada de autobús más cercana?

1 ☐ Camino 2 ☐ Bicicleta 3 ☐ Conduzco 4 ☐ Lo llevan 5 ☐ Otro: _____

21. ¿Cómo llega más seguido de su parada de autobús a donde se dirige?

1 ☐ Camino 2 ☐ Bicicleta 3 ☐ Conduzco 4 ☐ Lo llevan 5 ☐ Otro: _____

22. ¿De qué zona vienes? ☐ Zona Base ☐ Zona 1 ☐ Zona 2 ☐ Zona 3 ☐ Zona 4

23. ¿A qué zona vas a ir? ☐ Zona Base ☐ Zona 1 ☐ Zona 2 ☐ Zona 3 ☐ Zona 4

24. ¿Tienes que cambiar los autobuses para hacer este viaje? 1 ☐ Sí 2 ☐ No

25. Has usado el día de hoy, o usarás RRTA para ir o venir de (todo lo que pueda aplicar):

1 ☐ trabajo 2 ☐ compras 3 ☐ escuela media/secundaria 4 ☐ colegio o escuela vocacional 5 ☐ servicios sociales
6 ☐ doctor o visita médica 7 ☐ visita social o recreativa 8 ☐ aeropuerto 9 ☐ Other _____

26. Marque todo lo siguiente que se aplique a usted. Eres tú:

1 ☐ Empleado con pagar fuera de su hogar 2 ☐ Empleado con paga en su hogar 3 ☐ Ama/o de casa
4 ☐ Estudiante 5 ☐ Desempleado 6 ☐ Jubilado

27. Si está empleado, en una semana típica, ¿usualmente ...

a. ¿Trabaja después de las 9 PM en cualquier día? 1 ☐ Sí 2 ☐ No
b. ¿Trabajar el sábado? 1 ☐ Sí 2 ☐ No
c. ¿Trabajar el domingo? 1 ☐ Sí 2 ☐ No
d. ¿Empezar a trabajar antes de las 7 AM en cualquier día? 1 ☐ Sí 2 ☐ No

28. ¿Usas un teléfono celular? 1 ☐ Sí 2 ☐ No

29. ¿Accedes a Internet en un teléfono celular? 1 ☐ Sí 2 ☐ No

30. ¿Cuál es el código postal donde vives? 17 _____

31. ¿Cuántos años tienes? _____ Años

32. ¿Tienes una licencia de conducir válida? 1 ☐ Sí 2 ☐ No

33. ¿Te identificas como? 1 ☐ Masculino 2 ☐ Femenino 3 ☐ Prefiero no responder

34. ¿Cuántos autos u otros vehículos de motor están disponibles para su uso?

0 1 2 3 o más

35. En los últimos 30 días, ¿con qué frecuencia usó Uber o Lyft?

☐ 0 veces ☐ 1 vez ☐ 2 veces ☐ 3 veces ☐ 4 o más veces

36. Si usaste Uber o Lyft

a. ¿Lo usaste como parte de un viaje en autobús? 1 ☐ Sí 2 ☐ No
b. ¿Lo usaste para reemplazar un viaje en autobús? 1 ☐ Sí 2 ☐ No

37. ¿Cuál te consideras tú? (Marque todo lo que corresponda a usted)

1 ☐ Afroamericano/Negro 2 ☐ Asiático 3 ☐ Caucásico/Blanco
4 ☐ Hispano/Latino 5 ☐ Indio nativo americano 6 ☐ Otro: _____

38. ¿Qué idioma habla más a menudo en casa? 1 ☐ Inglés 2 ☐ Español 3 ☐ Otro: _____

39. ¿Cuál es su ingreso familiar anual total?

1 ☐ Menos de \$10,000 2 ☐ \$10,000 a \$14,999 3 ☐ \$15,000 a \$19,999
4 ☐ \$20,000 a \$24,999 5 ☐ \$25,000 a \$34,999 6 ☐ \$35,000 a \$49,999
7 ☐ \$50,000 a \$74,999 8 ☐ \$75,000 a \$100,000 9 ☐ Más de \$100,000

¿Tiene algún comentario sobre el servicio RRTA? _____

All Responses to All Questions in Order of the Questionnaire

Question	Response	Percentage
Q1 Satisfaction: Overall	Very Dissatisfied	1%
	Quite dissatisfied	2%
	Somewhat dissatisfied	4%
	Neutral	6%
	Somewhat satisfied	16%
	Quite satisfied	32%
	Very satisfied	39%
Q2 Satisfaction: On-time Arrival/Departure	Very Dissatisfied	3%
	Quite dissatisfied	4%
	Somewhat dissatisfied	11%
	Neutral	10%
	Somewhat satisfied	21%
	Quite satisfied	25%
	Very satisfied	27%
Q3 Satisfaction: Weekday service frequency	Very Dissatisfied	2%
	Quite dissatisfied	2%
	Somewhat dissatisfied	6%
	Neutral	9%
	Somewhat satisfied	14%
	Quite satisfied	28%
	Very satisfied	39%
Q4 Satisfaction: Weekend service frequency	Very Dissatisfied	9%
	Quite dissatisfied	9%
	Somewhat dissatisfied	11%

Question	Response	Percentage
	Neutral	12%
	Somewhat satisfied	14%
	Quite satisfied	17%
	Very satisfied	28%
Q5 Satisfaction: Time service starts/ends	Very Dissatisfied	5%
	Quite dissatisfied	4%
	Somewhat dissatisfied	8%
	Neutral	11%
	Somewhat satisfied	15%
	Quite satisfied	23%
	Very satisfied	33%
Q6 Satisfaction: Bus seat availability	Very Dissatisfied	1%
	Quite dissatisfied	2%
	Somewhat dissatisfied	5%
	Neutral	9%
	Somewhat satisfied	14%
	Quite satisfied	27%
	Very satisfied	43%
Q7 Satisfaction: Bus cleanliness	Very Dissatisfied	1%
	Quite dissatisfied	1%
	Somewhat dissatisfied	5%
	Neutral	8%
	Somewhat satisfied	16%
	Quite satisfied	29%
	Very satisfied	41%

Question	Response	Percentage
Q8 Satisfaction: Value for bus fare	Very Dissatisfied	1%
	Quite dissatisfied	2%
	Somewhat dissatisfied	6%
	Neutral	11%
	Somewhat satisfied	11%
	Quite satisfied	25%
	Very satisfied	44%
Q9 Satisfaction: Driver courtesy/friendliness	Very Dissatisfied	1%
	Quite dissatisfied	1%
	Somewhat dissatisfied	4%
	Neutral	7%
	Somewhat satisfied	13%
	Quite satisfied	23%
	Very satisfied	51%
Q10 Satisfaction: Personal safety on bus	Very Dissatisfied	1%
	Quite dissatisfied	0%
	Somewhat dissatisfied	2%
	Neutral	8%
	Somewhat satisfied	12%
	Quite satisfied	29%
	Very satisfied	48%
Q11 Satisfaction: Telephone customer service	Very Dissatisfied	4%
	Quite dissatisfied	3%
	Somewhat dissatisfied	5%

Question	Response	Percentage
	Neutral	14%
	Somewhat satisfied	15%
	Quite satisfied	22%
	Very satisfied	37%
Q12 Satisfaction: Bus schedule availability	Very Dissatisfied	2%
	Quite dissatisfied	2%
	Somewhat dissatisfied	3%
	Neutral	8%
	Somewhat satisfied	8%
	Quite satisfied	21%
	Very satisfied	56%
Q13 Satisfaction: Schedule is easy to understand	Very Dissatisfied	2%
	Quite dissatisfied	2%
	Somewhat dissatisfied	3%
	Neutral	7%
	Somewhat satisfied	12%
	Quite satisfied	21%
	Very satisfied	53%
Q14 Satisfaction: Website is easy to navigate	Very Dissatisfied	2%
	Quite dissatisfied	3%
	Somewhat dissatisfied	4%
	Neutral	11%
	Somewhat satisfied	12%
	Quite satisfied	22%
	Very satisfied	47%

Question	Response	Percentage
Q15.1ST Most needed improvement	On-time Arrival/Departure	35%
	Weekday service frequency	6%
	Weekend service frequency	20%
	Time service starts/ends	8%
	Bus seat availability	3%
	Bus cleanliness	4%
	Value for bus fare	5%
	Driver courtesy/friendliness	6%
	Personal safety on bus	2%
	Telephone customer service	3%
	Bus schedule availability	2%
	Schedule is easy to understand	3%
	Website is easy to navigate	2%
Q15.2ND Second most needed improvement	On-time Arrival/Departure	17%
	Weekday service frequency	11%
	Weekend service frequency	18%
	Time service starts/ends	14%
	Bus seat availability	3%
	Bus cleanliness	6%
	Value for bus fare	8%
	Driver courtesy/friendliness	6%
	Personal safety on bus	3%
	Telephone customer service	4%
	Bus schedule availability	3%
	Schedule is easy to understand	3%

Question	Response	Percentage
Q15.3RD Third most needed improvement	Website is easy to navigate	3%
	On-time Arrival/Departure	11%
	Weekday service frequency	10%
	Weekend service frequency	12%
	Time service starts/ends	10%
	Bus seat availability	6%
	Bus cleanliness	6%
	Value for bus fare	12%
	Driver courtesy/friendliness	9%
	Personal safety on bus	7%
	Telephone customer service	3%
	Bus schedule availability	3%
	Schedule is easy to understand	6%
	Website is easy to navigate	5%
Q16.A Weekday vs Weekend service	Less frequent weekday/more weekend service	51%
	More frequent weekday/less weekend service	49%
Q16.B Increased frequency vs new routes	Increase frequency of service on heavily traveled routes	49%
	Add new service to new areas with no service now	51%
Q16.C Fewer stops vs longer walk	Bus every 15 min, longer walk to stops	51%
	Bus every 30 min, shorter walk to stops	49%
Q16.D Increased frequency vs longer service time	Bus every 15 min, fewer hours of day	22%

Question	Response	Percentage
	Bus every 30 min, earlier/later service	78%
Q17.MON Rode Monday	Yes	79%
	No	21%
Q17.TUE Rode Tuesday	Yes	78%
	No	22%
Q17.WED Rode Wednesday	Yes	74%
	No	26%
Q17.THU Rode Thursday	Yes	75%
	No	25%
Q17.FRI Rode Friday	Yes	72%
	No	28%
Q17.SAT Rode Saturday	Yes	54%
	No	46%
Q17.SUN Rode Sunday	Yes	41%
	No	59%
Q17.ALL Rode past 7 days	Yes	36%
	No	64%
Q18 Tenure using transit	First trip	3%
	Less than 1 yr	20%
	1-2 yrs	20%
	3-4 yrs	14%
	More than 4 yrs	43%
Q19 Frequency of riding vs last year	More often	50%
	Less often	10%
	About the same	39%

Question	Response	Percentage
Q20 Access mode from home	Walk	87%
	Bike	3%
	I drive	3%
	Dropped off	6%
	Other	2%
Q21 Egress mode	Walk	92%
	Bike	3%
	Get a ride	5%
	Other	1%
Q22 Trip start zone	Base Zone	45%
	Zone One	25%
	Zone 2	13%
	Zone 3	12%
	Zone 4	5%
Q23 Trip end zone	Base Zone	37%
	Zone One	29%
	Zone 2	16%
	Zone 3	11%
	Zone 4	7%
Q24 Transfer	Yes	33%
	No	67%
Q25.1 Use RRTA for today's trip: Work	Yes	61%
	No	39%
Q25.2 Use RRTA for today's trip: Shopping	Yes	26%
	No	74%

Question	Response	Percentage
Q25.3 Use RRTA for today's trip: Middle/High School	Yes	3%
	No	97%
Q25.4 Use RRTA for today's trip: College/Vocational School	Yes	9%
	No	91%
Q25.5 Use RRTA for today's trip: Social services	Yes	6%
	No	94%
Q25.6 Use RRTA for today's trip: Doctor/Medical visit	Yes	18%
	No	82%
Q25.7 Use RRTA for today's trip: Social/Recreational visit	Yes	9%
	No	91%
Q25.8 Use RRTA for today's trip: Airport	Yes	0%
	No	100%
Q25.9 Use RRTA for today's trip: Other	Yes	7%
	No	93%
Q26.1 Employment: Outside home	Yes	61%
	No	39%
Q26.2 Employment: Inside home	Yes	7%
	No	93%
Q26.3 Employment: Homemaker	Yes	6%
	No	94%
Q26.4 Employment: Student	Yes	13%
	No	87%
Q26.5 Employment: Unemployed	Yes	7%
	No	93%
Q26.6 Employment: Retired	Yes	7%

Question	Response	Percentage
	No	93%
Q27.A Work hours: After 9 PM	Yes	34%
	No	66%
Q27.B Work hours: Saturday	Yes	47%
	No	53%
Q27.C Work hours: Sunday	Yes	36%
	No	64%
Q27.D Work hours: Before 7 AM	Yes	39%
	No	61%
Q28 Cellphone use	Yes	83%
	No	17%
Q29 Internet use from cellphone	Yes	72%
	No	28%
Age group	11 to 23	21%
	24 to 30	18%
	31 to 43	22%
	44 to 50	11%
	51 or older	29%
Q32_LIC Driver's license	Yes	37%
	No	63%
Q33_GENDER Gender	Male	42%
	Female	57%
	Prefer not to answer	1%
Q34_VEHICLE Vehicle availability	None	69%
	One	22%

Question	Response	Percentage
Q35_UBER_LYFT Uber/Lyft use past 30 days	Two	6%
	3 or more	3%
	None	64%
	Once	8%
	Twice	7%
	3 times	7%
Q36.A Uber/Lyft: part of trip	4 or more times	14%
	Yes	19%
Q36.B Uber/Lyft: replaced a bus trip	No	81%
	Yes	44%
	No	56%
Ethnicity _	African American	26%
	Asian	3%
	Hispanic	21%
	White	45%
	Native American	2%
	Other/multiracial	3%
Q38 Primary language	English	90%
	Spanish	8%
	Other	2%
Q39 Household income	Less than \$10,000	29%
	\$10,000-\$14,999	12%
	\$15,000-\$19,999	7%

Question	Response	Percentage
	\$20,000-\$24,999	20%
	\$25,000-\$34,999	13%
	\$35,000-\$49,999	6%
	\$50,000-\$74,999	8%
	\$75,000-\$100,000	2%
	More than \$100,000	3%

Comments

ROUTE	COMMENTS
1	GET POLITE DRIVERS
1	GOOD
1	HALF FARE HALF PAY 62 YEAR.
1	I THINK YOU GUYS SHOULD DO 25 CENTS BUS RIDES AGAIN
1	IM GOOD THANKS
1	KEEP IT UP GOOD WORK.
1	OVERALL VALUE IS GOOD - I GO TO PARK CITY SO I HAVE A LOT OF BUS CHOICES - NOT SURE HOW OTHER ROUTES ARE. SOME DRIVERS ARE FRIENDLY SOME ARENT & ARE EVEN GRUFF. I QUESTION HOW CLEAN THE SEATS
1	VERY GOOD
1	WAY MORE SERVICE IN GENERAL.
2	BE MORE ON TIME & CHEAPER RIDES.
2	BE ON TIME SAT NEED A -UR- BEST. PPL HAVE BE ON TIME FOR WORK ON SAT
2	BUS DRIVERS ARE CONSTANTLY MAKING MISTAKES ABOUT ROUTES, AND COMPLAINING NEVER SEEMS TO IMPROVE THINGS.
2	BUSES SHOULD WAIT LONGER!!!
2	CAN'T GET HOME AFTER WORK MOST NIGHTS, PLEASE MAKE BUS SCHEDULE MORE ACCESSIBLE FOR NEW RIDERS
2	DRIVER SHOULD PLEASE CUSTOMER DEMAND MORE
2	E TOWN NEEDS MORE TRIPS
2	EARLIER TIME ON SUNDAY AND FRIENDLY DRIVER
2	GREAT
2	I ENJOY TAKING THE BUS
2	I HAVE TO WALK 3/4 MILE TO AND FROM THE BUS, I WISH THE CONNECTING BUS FROM THE SW END (#16) RAN CLOSER TO THE #2 BUS IN TIME
2	I NEED BUSES TO BE ON TIME IN ORDER TO MAKE IT TO WORK

ROUTE	COMMENTS
2	IT HAS -UR- VERY HANDY
2	KEEP IT WARMER ON BUS, WEB SITE SCHULE SHOULD ALREADY BE THERE. SUNDAY BUST SHOULD RUN.
2	KEEP THE GOOD WORK UP
2	KEEP UP THE GOOD WORK. GETTING BETTER ALL THE TIME
2	KEEP WEBSITE UP TO DATE.
2	MORE SUNDAY SERVICE
2	NEED EARLIER SUNDAY AM BUS TO MALL (WORK)
2	NO COMMENTS NO COMPLAINTS
2	PLEASE IMPROVE ROUTE 12
2	RUN BUS LATER THAN 5:20PM RUN MORE ON WEEKENDS.
3	BETTER TIMES ON SUNDAY AND LATER TIMES FOR PEOPLE WHO WORK TIL 10-11PM
3	BUS #3 SOME DRIVERS DROP OFF PEOPLE BEFORE THE JUDE LANE & WA BANK INTERSECTION WHICH IS DANGEROUS TO CROSS AFTER THE INTERSECTION ITS SAFER AND HAS A SIDEWALK
3	BUS NEEDS TO BE ON TIME TO MAKE TRANSFER BUS, IF NOT, 2ND BUS NEED TO WAIT BECAUSE ITS NOT PASSENGERS FAULT
3	CHEAPER THAN A CAR!
3	I LOVE HOW FRIENDLY MOST DRIVERS ARE. THERES JUST A FEW THAT ARE RUDE. ZELDA, JIM, DIANE, NILA - AWESOME. BIRDIE TOO
3	KEEP THE -UR-
3	NO EARLY ON SATURDAYS
3	PLEASE OFFER MORE SCHEDULE ON WEEKEND.
3	PLEASE PUT SERVICE ON SUNDAYS IN STERLING PLACE
3	QUE LAS QUIAS SEAN IN INGLES Y ESPANOL. Y MAS POAL DE ENTENDIR LOS NORANOS.
3	QUE LOS 7 DIAS DE LA SEMANA ALLA BUS CON HORA NORMA POR FAVOR
3	QUE SIGAN TRABARJAN DO COMO BAN-BUEN SEV.

ROUTE	COMMENTS
3	RRTA NEED NOT -UR- TO IMPROVE SERVICE!!
3	THE BUSES NEED TO BE A LITTLE CLOSER TO SCHDULED TIMES
3	TO IMPROVE TIME SCHEDULE
3	VERY GOOD
3	VERY GOOD
3	WORK ON ON TIME ARRIVALS AND DEPARTURES.
3	WORKS WELL FOR MY USE.
5	1) DRIVERS PULL OFF BEFORE PASSENGER CAN SIT. MYSELF & OTHERS HAVE FELL. 2) HOMELESS SLEEPING IN BUST STOP SHELTERS.
5	BE ON TIME OR MAKE NEW TIME LIST NO SHOPPING CARTS
5	GOOD SERVICE
5	GREAT JOB!
5	I WORK ON SATURDAY AND WOULD LIKE TO KEEP THE BUS DOWN ON SATURDAY ALSO THE BUSE DRIVE ARE NICE AND FRIENDY
5	IF POSSIBLE HAVE LATER BUSES RUNNING FOR THOSE WORKING LATE OR WORK OVERNIGHT
5	KEEP DOING WHAT YOUR DOING THANKS.
5	SUNDAYS NEED MORE BUSES
5	ZONE 2 PM SCHEDULE NEEDS BETTER AVAILABILITY & WEEKEND
10	ANOTHER ROOT TO LITIC LATER THAN 5:30 FOR PEOPLE THE WORK THERE.
10	BUSES SHOULD RUN EVERY 15 MINUTES EVERYDAY ON EVERY STOP AND BE ON TIME.
10	I AM A STRONG SUPPORTER, BUT THE DRIVERS CAN BE RUDE OR HARSH
10	I WISH THERE WAS ONE MORE BUS LEAVING LANCASTER AFTER 520 PM
10	I WISH THEY WOULD HAVE SOME MORE TIMES TO GET THE BUS INTO LACASTER AND BACK TO LITITEZ PAST 600 PM FOR WORK
10	ITS VERY GOOD! NEEDS FEW CHANGES BUT GOOD!
10	JUST LATER & SUNDAY SERVICE TO IRON LITITE

ROUTE	COMMENTS
10	KEEP DOING A GREAT JOB!
10	LESS STOPS, MORE ARRIVALS
10	LIKE 25 OCT, MAYBE CLERMITOUS STOPS PIG NEED TO BE MOVED JUST A BRICK
10	LITITZ NEEDS SUNDAY SERVICE. SO MANY BUSINESSES THAT NEED EMPLOYEES INCLUDING ME TO WORK ON SUNDAY BUT HAVE NO BUS
10	LITITZ SERVICE HOURS ARE TERRIBLE, PARTICULARLY THE TOTAL LACK OF EVENING HOURS. TOO LONG BETWEEN BUSES.
10	LITIZ BUS SHOULD RUN ON SUNDAYS.
10	LITIZ BUS SHULD RUN ON SUNDAYS
10	MAKE ALL BUSS ROUTS RUN 24 7
10	MATCHING REALISTIC ARRIVAL & DEPARTURE TIME WITH THE GIVEN SCHEDULE WOULD BE EXTREMELY HELPFUL.
10	MORE ROUTES FOR OUT OF THE WAY JOB SITES
10	MORE SUNDAY BUS SERVICES WOULD BE APPRECIATED
10	NEED BUS SERVICE ON SUNDAYS FOR LITITZ AND THE TIME ARRIVAL SHOULD BE ON ALL BUS STOPS.
10	ONE MORE BUS ON RT 10 AFTER 520 AND SUNDAY SERVICE
10	PLEASE TELL DRIVERS TO BE MORE PATIENCE AND HAVE GOOD ALTITUDE TOWARDS OTHERS.
10	PUT MORE BENCHES AT BUS STOPS.
10	SOME BUS DRIVERS GO TO FAST AND STOP QUICK IT FEELS WE ARE GOING TO FALL OUT OF SEATS.
10	SOME DRIVERS DO NOT CARE IF THEY ARE ON TIME
10	STOP LEAVING EARLY
10	SUNDAY SERVICE
10	SUNDAY SERVICE ON ROUTE
10	THEY ARE DLING WONDERFUL JOB.
10	VERY GOOD CONSISTANT

ROUTE	COMMENTS
11	3 PM MANHEIM TRANSFER TO EPHRATA NEEDS TO BE MORE THAN 35 MINUTES
11	BECAUSE OF ROAD CONSTRUCTION COMING IN TO LANCASTER ON ROCKVALE BUS TO CATCH RIDE HOME ON EPHRATA WE MISSED OUR RIDE BY BEING 3 MIN LATE THEYD LEFT ALREADY AND WE CALL 7-8 OF US HAD TO WAIT AN HR
11	BUS 11 NEVER ON TIME
11	EACH TRIP IS ALWAYS A SAFE COMFORTABLE TRIP BUT FREE WIGI WOULD MAKE IT BETTER (IF POSSIBLE)
11	ES NECESARIO QUE ESTA RUTA SE ESTIENDA HASTA 41 AGAPE DR. ME TOCA CAMINAR BOR Y MAS PARAIRA/BUS HAY MUCHO MAS PERSONSAS QUE LO NECISITAN GRACIAS
11	JUST BECAUSE YOU HAVE A CDL DOESNT MEAN YOU SHOULD WORK WITH THE PUBLIC
11	KEEP UP THE GOOD WORK!!
11	LATER NIGHTS AND EXTENDED BUS ROCHES FOR EMPLOYMENT
11	PUT MORE BUSES, CAME IF I MISSED IT THEN ID TO WAIT TO LONG SO COLOR THE NEXT BUS
11	RUN LATER SERVICE
11	WOULD BE NICE IF A BUS COULD LEAVE STATION TO EPHRATA LATER IN THE DAY DURING WEEK.
12	CIRCLE AROUND LANG WOULD BE VERY HELPFUL
12	COULD USE BETTER FRIVERS, SOME DO NOT STOP TO LET YOU SIT.
12	CREATE AN APP FOR REAL TIME
12	FREE RIDE GOOD SERVICE HEATHER HATE TO -UR-
12	FRIENDLY DRIVERS I DONT KNOW I WISH THERE WERE LATER BUSES
12	GREAT
12	GREAT!
12	I WOULD LIKE TO RIDE NEW HOLLAND 12 TO AND FROM WORK 2PM START - 10PM END

ROUTE	COMMENTS
12	IF YOU COULD FIND A WAY TO POST THE ROUTES ON THE BUS WHERE VISIBLE TO ALL (AS ON THE TRAIN) IT WOULD PROMOTE YOUR SERVICES.
12	IMPROVE THE NEW HOLLAND ROUTE
12	ITS TRAFFIC & ACCIDENTS THAT MAKE BUS LATE.
12	IVE HAD NOTHING BUT GREAT EXPERIENCES ON EVERY BUS TRIP SO FAR.
12	KEEP ON TRUCKIN
12	MORE WEEKEND SERVICE
12	MUY BUENO MEJURAR HORARIO TANDE PM SABOOLS POWERS
12	NEED WKEND SERVICE
12	NEWER BUSES ARE NARROWER, HARDER FOR WHEELCHAIRS
12	OFF SERVICE RECONNECTIONS AVAILABILITY
12	OFFER AN EARLIER RUN TO SHADY MAPLE AREA ON WEEKDAYS/WEEKENDS AS WELL AS ONE @ 6:45AM. SOMETIMES BEGIN WORK AT 6:30AM. THANK YOU TO ALL DRIVERS!! THERE TIME, SERVICE, DEDICATION TO COMPANY AS WELL
12	ONE MORE BUSES. IF I MISSED THE BUS ID HAVE TO WAIT SO LONG TO USE THE NEXT BUS.
12	OVERALL GREAT FOUL LANGUAGE ENFORCEMENT SHOULD BE IMPROVED
12	RUN ON TIME
12	SOME BUSES LEAK WHEN IT RAINS
12	THANKS MORE WEEKEND HOURS
12	THE WEEKEND SERVICE IS MIN. ON SATURDAY. NONE ON SUNDAY.
12	THEY NEED TO MAKE A BUS COME OUT ON SUNDAY FOR NEW HOLLAND.
12	USEFUL
12	WE NEED A BUS FOR SUNDAY IN NEW HOLLAND
12	WOULD RIDE THE BUS BECAUSE ALL BUS DRIVERS ARE KIND & FRIENDLY
12	YES SOME JOB START BEFORE 6AM THERE NO BUS SERVICE. SAME EVENING BUS STOP EARLY.

ROUTE	COMMENTS
13	COLUMBIA SUNDAY SCHEDULE STATES WAY TO LATE
13	CONCERNS THAT THE TROLLEY DRIVERS OFTEN SKIP STOPS IN PM (INCLUDING FULTON BANK) AND LEAVE STOP BEFORE SCHEDULED DEPARTURE.
13	COULD THE RT 13 BUS GO MORE OFTEN ON SATURDAYS
13	DRIVER ON WED EVENING ROCKFALL SQ WAS ON CELL PHONE ALL BAD TRIP!
13	HAVE A NICE DAY
13	I APPRECIATE THE BUS SERVICE EXTENDING TO THE EDGES OF THE COUNTY
13	I APPRECIATE THE SERVICE YOU DO FOR THE COMMUNITY!
13	I LIBETO RUDELLO BET
13	MORE LATE NIGHT FOR 17
13	ROUTE 13 COULD HAVE MORE PICK UP/DROP OFF TIMES ON SATURDAY S/OR RUN LATER ON WEEKDAYS.
13	YOU SHOULD MAKE 2 TRIPS TO LEBANON 5 DAYS A WEEK AT 7 AM & 430 PM
14	ATTITUDE CUSTOMER SERVICE IN THE LOBBY HAS TO IMPROVE. LADIES IN THE WEEK HAVE
14	BETTER SEATS FOR THE BLIND
14	BUS 14 HAS A GREAT BUS DRIVER MALE (DONT KNOW NAME)
14	BUS SOMETIMES LEAVE EARLIER THAN SCHEDULED TIME
14	BUS STOP AT KUNZLER NEEDS TO BE REINSTALLED-PLEASE!
14	BUSSES RUNNING LATER THROUGH THE NIGHT FOR WORKERS
14	EARLIER SUNDAY SERVICE ON RT 17 IS CRUCIAL!
14	ESBUEN SELVICOYMR ME LLEVO CONTODO OSQUE QUIAN LS HUS
14	GREAT SERVICES!!
14	HAVE MORE TIMES ON SUNDAY INSTEAD OF EVERY HOUR.
14	HOLD THE DRIVERS RESPONSIBLE FOR THE RIDERS ON THE BUS LEGS RICKING OUT CELL PHONE USE TALKING OUT LOUD. T MUCH GROCERY ON THE BUS.

ROUTE	COMMENTS
14	I THINK THE FARE TO HIGH
14	MORE AVAILABLE TIMES FOR WEEKENDS/EVENINGS
14	MORE BUSES TO BED IN HAND! SUNDAY!
14	MORE SUNDAY SERVICE! MORE SUNDAY SERVICE!
14	MY PROBLEM IS WITH THE BUSES THAT LEAVE EARLIER THAN SCHEDULED.
14	NECESITA AMPLIAR LOS HORARIOS DE SERVICIOS BUSES EN HORARIOS INTERMEGROS PARA MINIRZAR LA ESPERA.
14	NEED 2 BUSES ON SUNDAYS
14	NEED SHELTER AT WALMART RT 30 EAST/AT ANOTHER RT 14 BUS FOR HOLIDAYS EVERY 15 MIN
14	NICE BUSSESS/FRIENDLY COMPETENT DRIVERS I LIKE THE DIESEL ELECTRIC COMBO
14	NONE MORE TRIPS TO E-TOWN ON SATS
14	ON TIME ARRIVALS & DEPARTURES ARE A MUST WEBSITE DOES NEVER WORK
14	PLEASE ADD EARLIER MORE TIMES FROM ZONES ON SUNDAY
14	SATISFYING
14	SERVICE HAS BEEN CONFUSING AND HECTIC BECAUSE OF BUS TERMINAL RENOVATIONS
14	STOP ARBITRARILY DROPPING A SCHEDULED BUS OUT OF SERVICE BECAUSE OF TRAFFIC
14	THANK YOU
14	THANK YOU
14	THE ATTITUDES OF CERTAIN DERIVERS & AGENTS @ QSS.
14	THERS A LADY BUS DRIVER THAT ONLY DOES HALF HER ROUTE FOR THE ROCKVALE SQUARE BUS ROUTE AND SHES BEEN REPORTED ALREADY BY A MALE BUS DRIVER THAT DOES THE SAME ROUTE AND NOTHING HAS BEEN DONE ABOUT
14	TODAY ON THE 3:10 BUS #14 WAS RUDE AND INGORANT
14	WEE NEED A LITIZ OR EPHRATA BUS ON SUNDAYS

ROUTE	COMMENTS
14	WISH A BUS WOULD GO TO GEORGETOWN TWICE A DAY
14	WOULD LOVE SUNDAY SERVICE OR COUNTY ROAD
15	EXTREMELY HELFUP STAFF ACROSS THE BOARD
15	NEED MORE SERVICES OUTSIDE CITY PROPERTY
15	NEED SUNDAY SERVICE FOR CERTAIN BUSES LIKE THE 15
15	SOME DRIVER SWHODO WILLOW I FEEL GO FAST AST OVER THE BUMPS STREET
15	WOULD LIKE LATER TRIPS TO MONTGOY/ETOWN B/C I CANT AFFORD TO TAKE AMTRAK
16	2 BUSES ON SAT & SUN ROUTE 16
16	ALWAYS GOOD SERVICE
16	BUS DRIVERS ALWAYS FRIENDLY
16	FINAL REVIEW: GET IT TOGETHER!
16	I PREFER NOT TO SAY OR ANSWER #39 BECAUSE I DONT KNOW IT
16	I WISH WEEKEND HAD MORE BUSES.
16	IF ROUT 13 COULD RUN UNTIL ABOUT 2PM/6:30PM, THAT WOULD HELP A LOT
16	MAKE SURE BUS 16 IS BETTER TIMING. ITS ALWAYS LATE AS HELL OR EARLY AS -UR-.
16	MAYBE JUST ONE LATE BUS TO MILLERSVILLE ON WEEKENDS
16	MORE BUSES ON WEEKENDS, NEED BUSES EARLIER & LATER
16	PUT ID ALSO ON BACK OF BUS
16	SERVICE HAS NEED TO BE EXTENDED FOR 3RD SHIFT WORKERS!
16	SOME DRIVERS NEED TO FIND JOBS THAT DONE REQUIRE INTERACTION WITH PEOPLE
16	THAY COME ON TIME
16	THE BUSES ARE DIRTY WITH TRASH OR SODA BOTTLES
16	TO BE HONEST, RESPECT.

ROUTE	COMMENTS
17	CHAIRS AND BUSES NEED DEEP CLEANING FARE RATES ARE CONFUSING ESPECIALLY IF YOU GET TRANSFER
17	COLUMBIA BUS RT 17 NEED LONGER HOURS ON WEEKENDS AT LEAST TO 9 PM.
17	ES VEY BEEP NO 1 ESTOY SATISFECHA.
17	EXILANT
17	EXTEND SERVICE HRS I WORK TILL 10PM EVERYDAY!
17	HAVE A NICE DAY
17	I THINK THE COMMUNICATION BETWEEN CHANGING BUS DRIVERS AND BASE NEEDS TO IMPROVE.
17	IMPROVE YOUR CUSTOMER SERVICE OVER-ALL TO ACCOMMDATE YOUR CONSUMERS
17	KEEP UP THE GREAT WORK
17	LOVE THE SERVICE
17	MORE WEEK-END SERVICE
17	NEED LATER BUS SERVICE DURING WEEKDAYS-HOLIDAYS-WEEKENDS
17	NEED MORE BUSES ON SUNDAY.
17	OUTSTANDING SERVICE! TWO TOO FEW BUS SHELTERS FOR GATEHOUSE FOR WOMEN
17	OVERALL - VERY GOOD
17	PLEASE ACCESS WEEKEND BUS TO & FROM YORK! (& EARLIER THAN 11:00 AM ON SUNDAY IN LANC.)
17	PLEASE INCREASE WEEKEND SERVICES.
17	SHOULD RUN EVERYDAY EARLIER & LATER.
17	THANK YOU FOR VERY GOOD BUS SER I TOOK THE BUS SINCE I WAS 19 YEAR OLD.
17	THE BUS NEEDS TO RUN MORE AND WHERE YOU WAIT MORE SEATS
17	WE DO NEEDS MORE SEATS & BUSES AVAILABLE ON # 19.
17	YES SOME STOP NEED SEATS OR BOOTH...

ROUTE	COMMENTS
18	IF THE BUS SERVICE EXTENDED TO THE INDUSTRIAL RD AREA PAST SIM, THAT WOULD BE GREAT.
18	THANKS FOR THE SERVICE!
18	TOO SLOW NEED TO ARRIVE BEFORE 8 OR 8:30 AM
19	BE ON TIME
19	BUSES SHOULD RUN A LITTLE AFTER 5:20.
19	CHOFER AMERICAN ME MATHATO (SABADO 830 RUTA 3
19	ENJOY RIDING BUS
19	EVERITHING OK
19	GREAT JOB YOU ARE ALL DOING, DEALING WITH THE CONSTRUCTION. KEEP UP THE GOOD WORK
19	HOPE FOR IMPROVEMENT FOR ROUTE 19
19	I WOULD LIKE TO SEE MORE SERVICE TO RED ROSE COMMONS ON SATURDAY ON THE MANHEIM ROUTE. ON SAT
19	IMPROVE TRACKING OF TH EBUS ON MOBILE WEBSITE, IT NEVER BRINGS U PLOCATION OF BUSS UNDER BUS FINDER
19	LATER BUS TIMES FOR MANHEIM
19	LATER DEPARTURE TIMES FOR 19. EVENING BUS ALWAYS LATE - AT LEAST A HALF HOUR AT TIMES
19	NEED A ROUTE ON 741 ROBERTOWN ROAD
19	SOME DRIVERS DRIVE TOO SLOW
19	VERY NICE AND FRIENDLY DRIVERS. WAYNE ON BUS 2 IS MY FAVORITE KNEW HIM SINCE I STARTED RIDING IN 2002
19	WHEN BUS BEHIND MORE THE 20 MIN. SEND NEXT ONE OUT. ALSO HAVE MORE SATURDAY TRIPS AND COSED TIMES ON #19
19	WHENS BUS STATION OPEN
20	BUS 20 SHOULD GO PASS 530PM INTO BUSSINESS AREA.
20	FAIRS ARE TOO HIGH

ROUTE	COMMENTS
20	HELPFUL
20	NEVER HAD ANY ISSUES UNLESS THE BUS BREAKS DOWN. THANKS :)
20	PLEASE IMPROVE ON TIME ARRIVALS AND DEPARTURES!
21	BUS 10 NEVER ON TIME
21	BUS SHOULD RUN OUT TO URBAN OUTFITTERS GAP LONGER THEN 550 PM
21	GOOD SERVICE
21	I OFTEN WORK AT GAP SUBWAY UNTIL ABOUT 900 PM AND THERE ISNT A BUS SO IT WOULD BE NICE IF THERE WAS ONE.
21	IMPROVE ON SUNDAY TIMES.
21	MOST DRIVERS ARE POLITE & FREINDLY, JUST A FEW ARE NOT.
21	NEED BETTER TIMES AFTER BE ON RT 14
21	please reopen the rest rooms after all citizens tax point for them!
21	RVK 21 NEED A BETTER BUS SCHEDULE MORE BUSES
21	THE 21 GAP BUS NEEDS TO RUN LATER AT NIGHT PAST 5 PM. GOING TO GAP WEIS MARKET
21	WE APPRECIATE THE SERVICE.
21	YOU GUYS DO A GREAT JOB, BUT SOME BUS DRIVERS ARE A LITTLE RUDE.

RED ROSE ACCESS CUSTOMER SURVEY

Introduction

A survey was conducted with customers of the Red Rose Access service. A survey form was mailed by SCTA to 711 Red Rose Access customers with a postage paid return envelope. Of the 711, 203 were returned, for a response rate of 29%.

Data were key entered manually and subsequently processed using the software system "SPSS, version 24." Rounding of percentages will cause some totals to sum to 99% or to 101%. These are not errors and should be ignored.

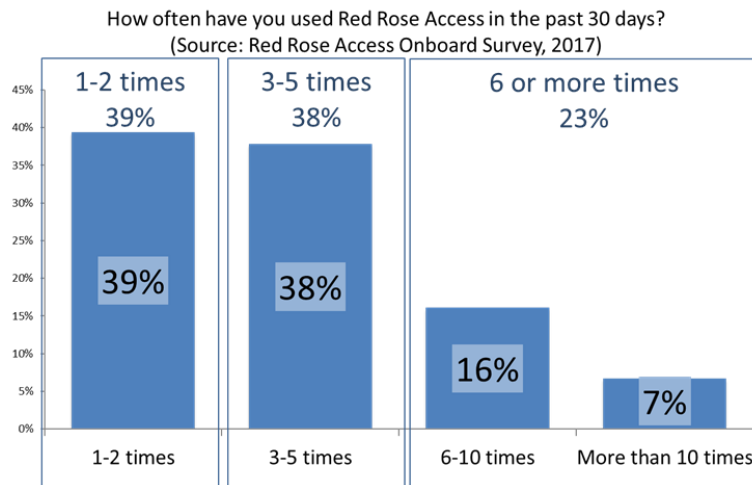
From time to time in this report, comparisons will be made between the results of the Red Rose Access survey and a fixed route survey of RRTA customers conducted as part of the same overall study of RRTA service. However, we have to note that for any differences in demographics between the RRTA fixed route survey and the Red Rose Access survey, the methods of data collection were quite different. The onboard survey of fixed route customers involved handing out a questionnaire and collecting it shortly afterward before the customer left the bus, while the Special Services survey involved mailing the survey and relying on the rider to mail it back. How this may (or may not) have affected the result is unknown. However, it is true that surveys that require respondents to take initiative in responding produce less representative samples than those which leave fewer options for a respondent to opt out. The bottom line is that comparisons between the surveys can offer some insights, but the comparisons are inexact.

Use of Red Rose Access

Frequency of Using Red Rose Access

In the thirty days prior to the survey, the great majority of RRTA Access customers had used the service once or twice (39%) or three to five times (38%). However, a minority of the riders have used Red Rose Access 6 to 10 times (16%) or more than 10 times (7%) in the past thirty days. Thus, they would account for a share of Red Rose Access trips out of proportion to their number of individual customers.

Figure 40 Use of Red Rose Access in Past Thirty Days



Defining Three Rider Segments Based on Frequency of Use

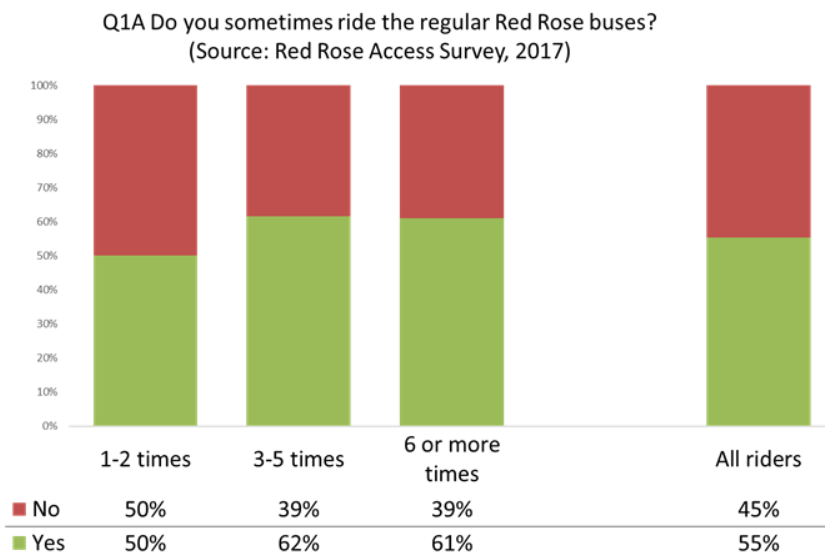
For the balance of the report, the riders are grouped into three sets who have used Red Rose Access

- 1-2 times in the past 30 days; 39%;
- 3-5 times in the past thirty days, 38%;
- 6 or more times in the past thirty days, 23%.

Using Regular RRTA fixed route service

More than half of the RRTA Access riders (55%) say they sometimes use regular Red Rose buses. The occasional customers (1-2 times a month) are somewhat less likely than those who use it more frequently to use regular RRTA buses. The bottom line is that more than half of all Red Rose Access customers are able to use the RRTA fixed route buses.

Figure 41 Use of Regular Buses

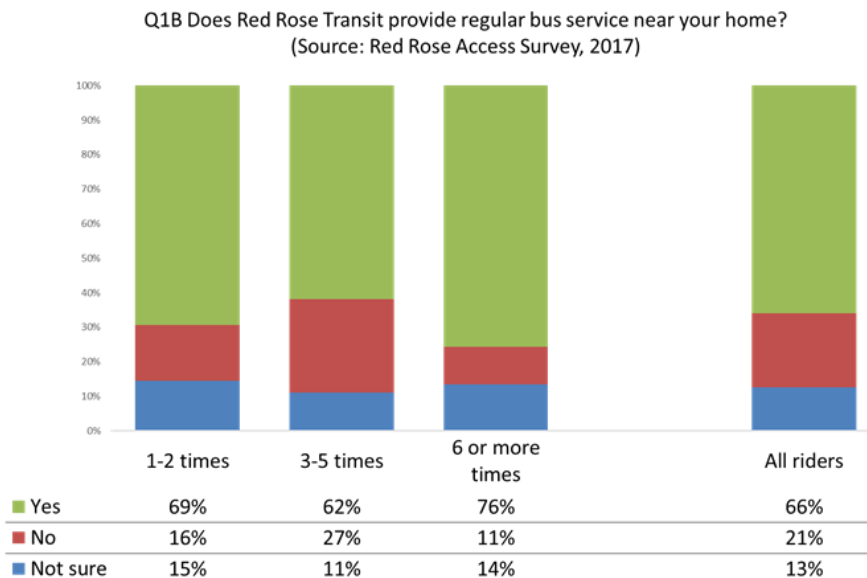


Proximity of RRTA Fixed Route Service

Two-thirds of RRTA Access riders (66%) say that regular RRTA fixed service bus routes run near their homes. This tendency is especially true of the heaviest Red Rose Access customers, among whom 76% say that the regular routes run near their homes.

Why would so many demand response customers live close to the fixed routes? One explanation might be that RRTA routes prioritize coverage and reach a very high proportion of the population. There may be other explanations, however. For example, it could be that Access customers tend to be people who located near transit routes, became regular transit customers, and, being accustomed to using public transportation, simply aged out of regular fixed route use and migrated to the use of Access.

Figure 42 Does RRTA Provide Regular Bus Service Near Your Home?

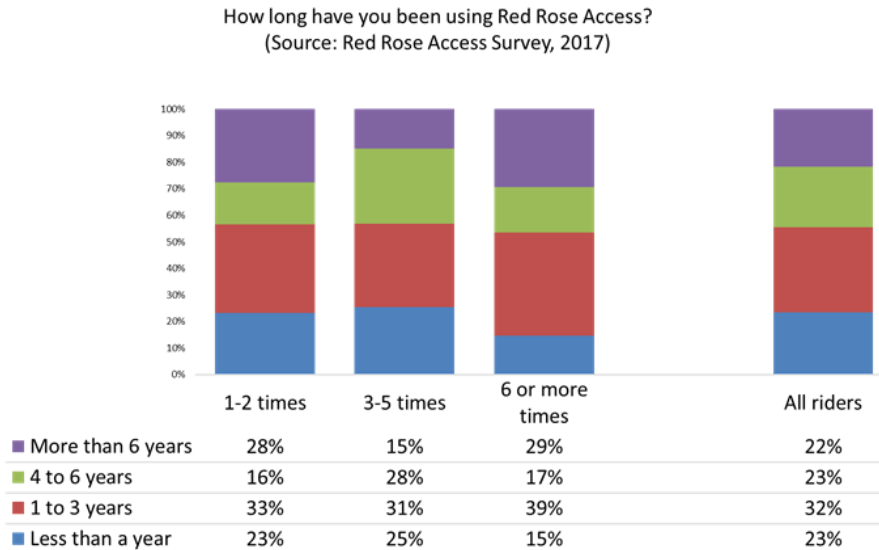


Duration of Using Red Rose Access

Twenty three percent of Red Rose Access customers (23%) are relatively new riders who have used it for less than one year. Almost one-third (32%) of those who use Access have used it for only one to three years.

A plurality of customers (45%), however, have used it for four or more years. In a separate survey of RRTA fixed route customers, 23% of the riders said they began riding only in the past year, and 43% have used it for more than four years, proportions very similar to the Red Rose Access customers.

Figure 43 Duration of Using Red Rose Access



Using Red Rose Access More or Less than a Year Ago

Just over one-third (34%) of RRTA Access riders said that they used Access more than once in the previous year. About half (51%) are using it at about the same rate, and 15% are using it less often.

The rider segments differ substantially in this regard. The most frequent customers are more likely (45%) than the other segments (39% and 26%) to say they are using Access more than a year ago.

Trip Purpose

Of all RRTA Access riders, getting to medical appointments (76%) was the most frequent trip purpose. There is some, but not a fundamental, difference among the three rider frequency segments in this regard.

Not surprisingly, the most frequent riders are more likely to use Red Rose Access for a somewhat more varied set of purposes. For example, of those using Access 6 or more times, 13% say they used it for shopping, compared to 8% of those using it 3 to 5 times, and only 6% of those using it only 1 or 2 times.

Figure 44 Change in Frequency of Using Red Rose Access Compared to Last Year

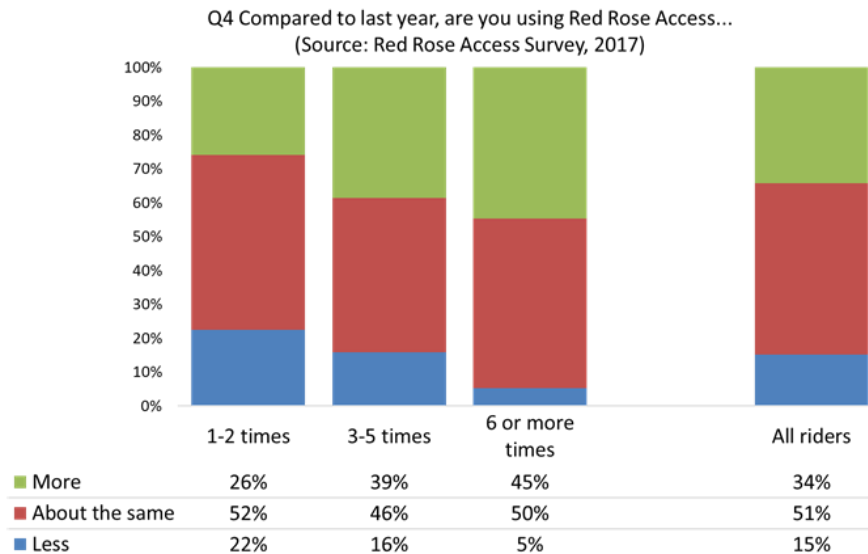
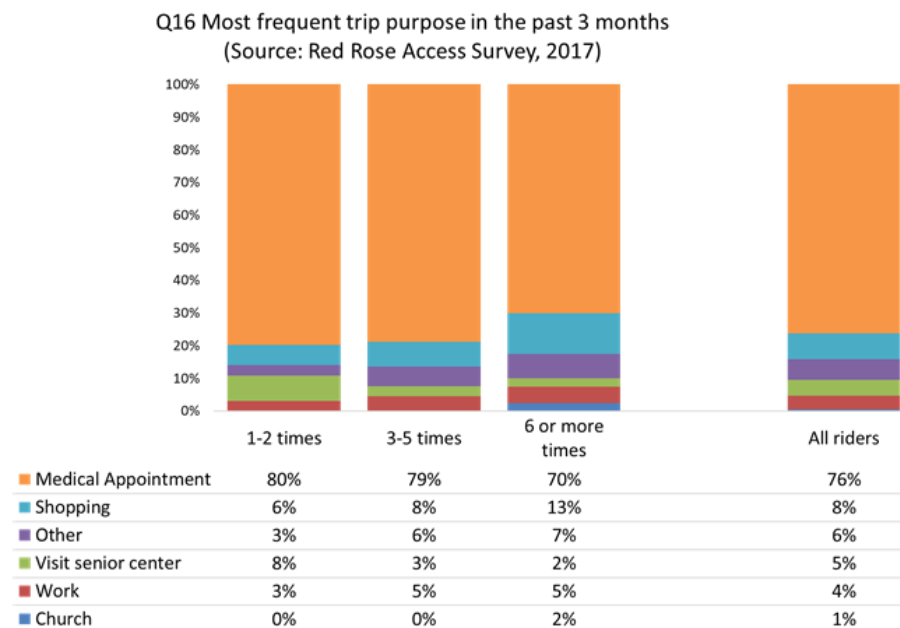


Figure 45 Most Frequent Trip Purpose in the Past Month



Multiple Trip Purposes

Red Rose Access customers were also asked to specify all purposes for which they had used Access in the previous three months. Because people had several uses during that period, the sums of the percentages exceed 100%.

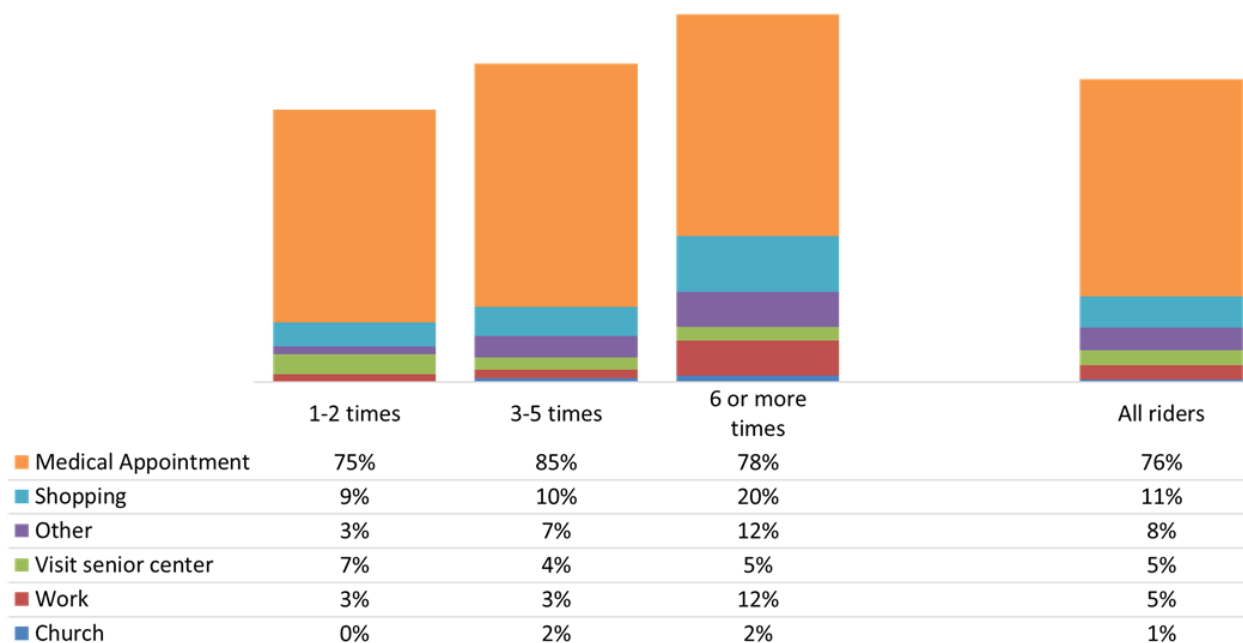
More than three-fourths (76%) of Red Rose Access riders use the service to get to and from medical appointments. The 3-5 time customers are more likely (85%) than the other rider

segments to use it for this purpose, but all three segments are more likely to use it for this purpose than for any other.

As one would expect, the heaviest users of Red Rose Access, who have used it 6 or more times in the previous thirty days, have more, and more varied, trip purposes than the other segments. For example, they are approximately twice as likely (20%) as the less frequent users (10% and 9%) to use it to go shopping, and are four times more likely (12% vs 3%) to use it to get to work.

Figure 46 Multiple Trip Purposes in Past Three Months

Q15 For which of the following purposes have you used Red Rose Access in the past 3 months?
(Source: Red Rose Access Survey, 2017)



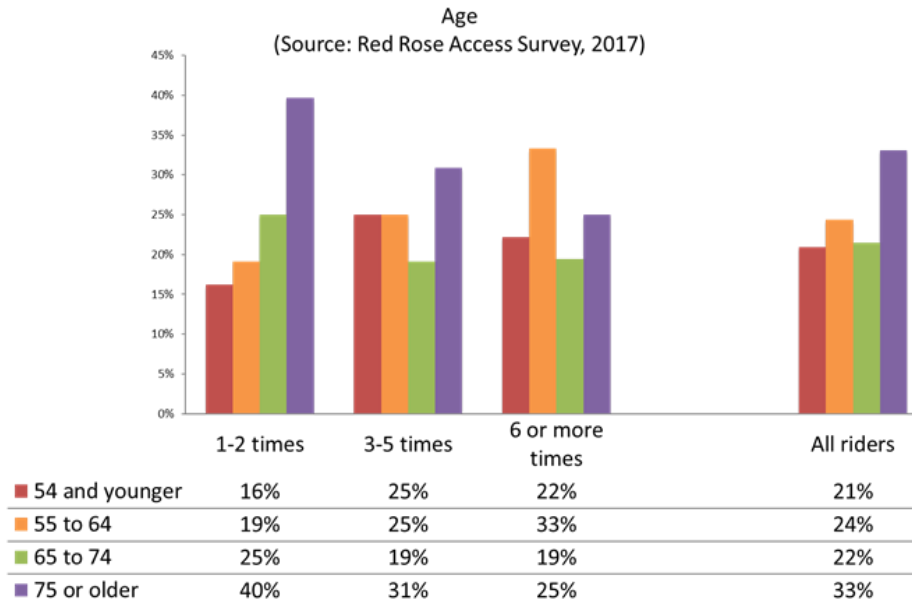
Red Rose Access Rider Demographics

Age of Red Rose Access Customers

A total of 79% of the Red Rose Access riders are older than 55. This compares to only 22% of the RRTA fixed route riders, as measured in the companion survey of fixed route riders

There are distinctly different age patterns among the three usage groups, with the least frequent riders being the oldest (40% are 75 or older) and the most frequent riders being younger. Of the latter cohort, only 25% are 75 or older.

Figure 47 Age of Red Rose Access Riders

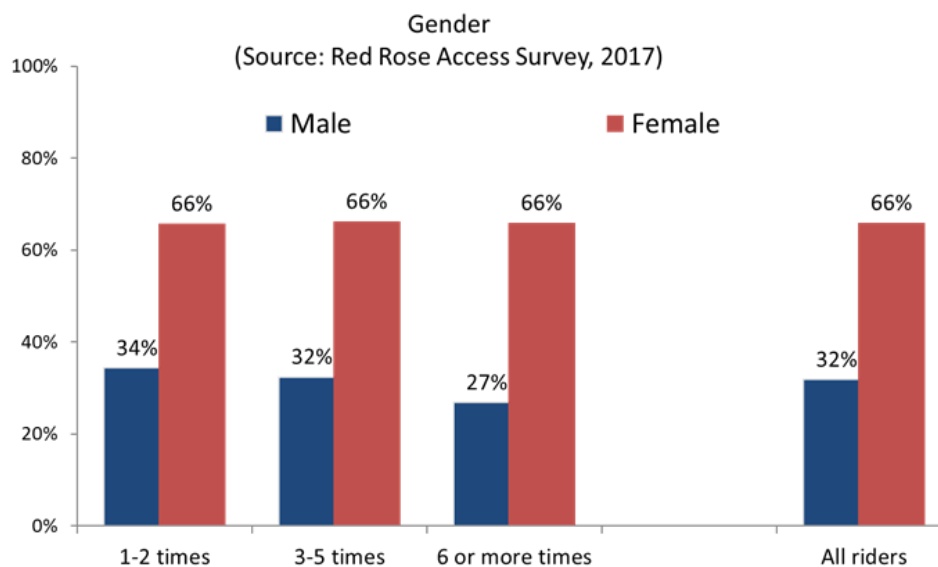


Gender

Among Access riders, women outnumber men 2:1. Given the age of the customer base and women's relative longevity, this is not too surprising.

It is thus a bit unexpected that women are most numerous among the most frequent riders (71%) and least (66%) among the least frequent riders. This seems surprising because as Figure 47 showed, the average age of riders increases as the frequency of using Red Rose Access decreases. Thus, one might expect that their longevity would mean that women would comprise a larger proportion among the least frequent riders.

Figure 48 Gender of Red Rose Access Riders

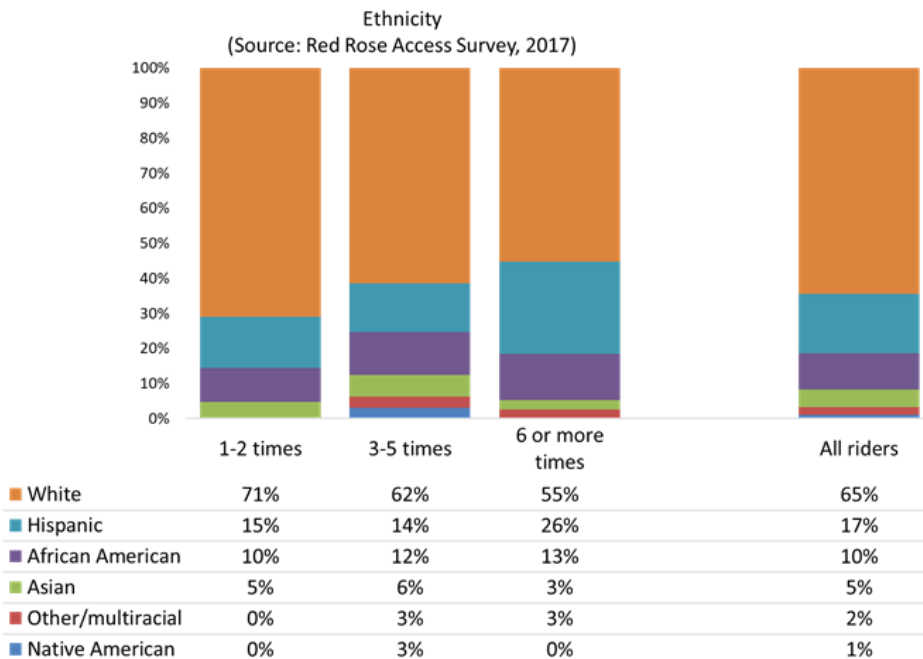


Ethnicity

Approximately two-thirds (65%) of Access riders identify as Caucasian, 17% as Hispanic, 10% African American, and smaller percentages of other ethnic groups.

This result is very different from fixed route RRTA riders, among whom 45% identify as Caucasian, 21% as Hispanic, and 26% as African American.

Figure 49 Ethnicity of Red Rose Access Riders



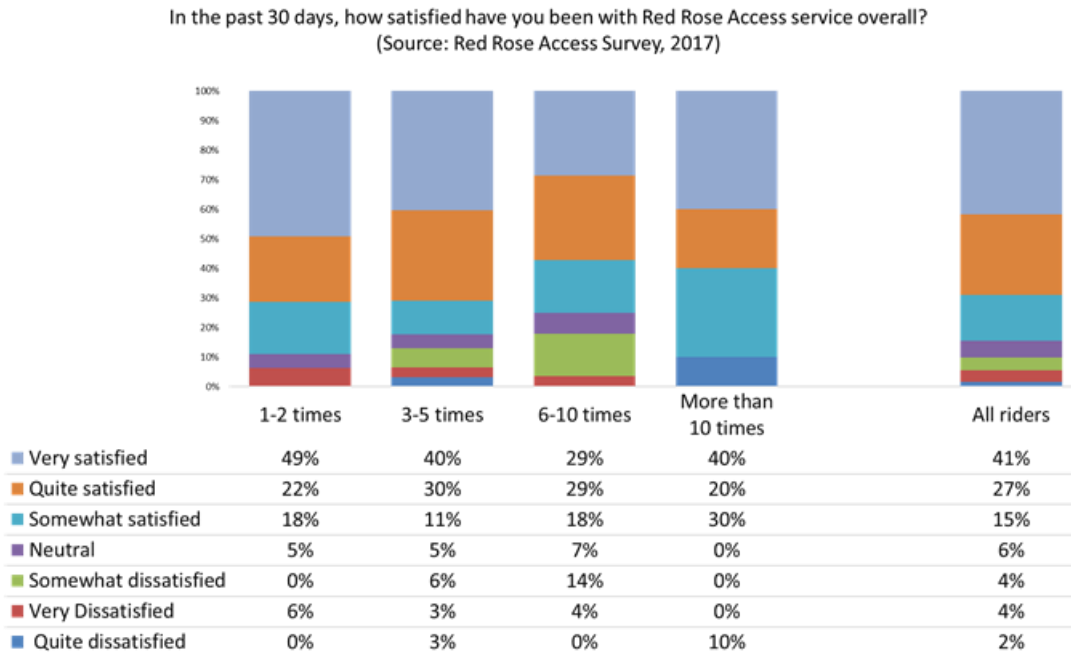
Customer Satisfaction

Overall Rating

Overall, 41% of Red Rose Access customers say they are very satisfied with the service, while an additional 27% say they are quite satisfied, for a total of 68% saying they are quite or very satisfied.

Those who use the service most often are somewhat less likely than other riders to be very or quite satisfied and are more likely (17%) to express dissatisfaction than those who use Red Rose Access less often (6% in each group). More will be said about this later in this report (See Figure 54).

Figure 50 Overall Service Rating



Individual Service Elements

In Figure 51, we begin to see how the scores for individual aspects of service differ from the overall score. Services are listed in descending order of the percent giving the top rating of "very satisfied."

Elements that make a trip more pleasant – driver assistance and attitude and cleanliness of the vehicles – are at the top of the list, in terms of the percent giving the maximum favorable score of seven

Lowest on the list, both in the mid-thirty percent range, are operational aspects that are difficult to change including the overall time the trip takes and the reliability of the pick-up window. In the middle range from 42% and 50% are the ease of making a reservation and the helpfulness and courtesy of the reservation staff. Value for the fare paid, at 57%, is about where one would expect it to be given the balance of positive and negative in the other scores.

Score Distribution

Figure 52 presents the distribution of scores. This makes it clear that the relatively low top scores of certain the elements of services shown in Figure 51 are not the result of high negatives, but rather they were the result of high mid-level scores. The very negative scores of 1 or 2 were given by a relatively small number of riders.

Figure 51 Satisfaction with Individual Elements of Service

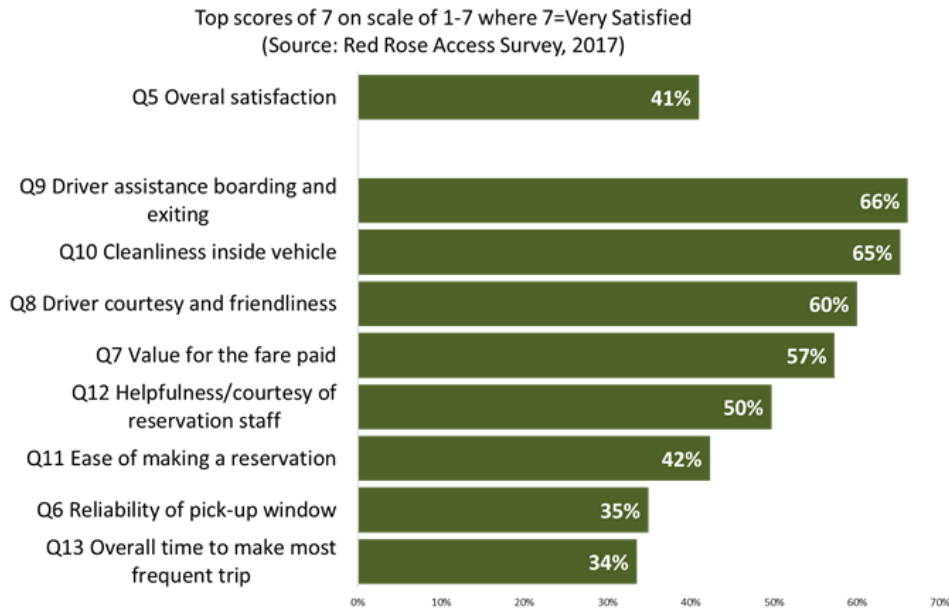
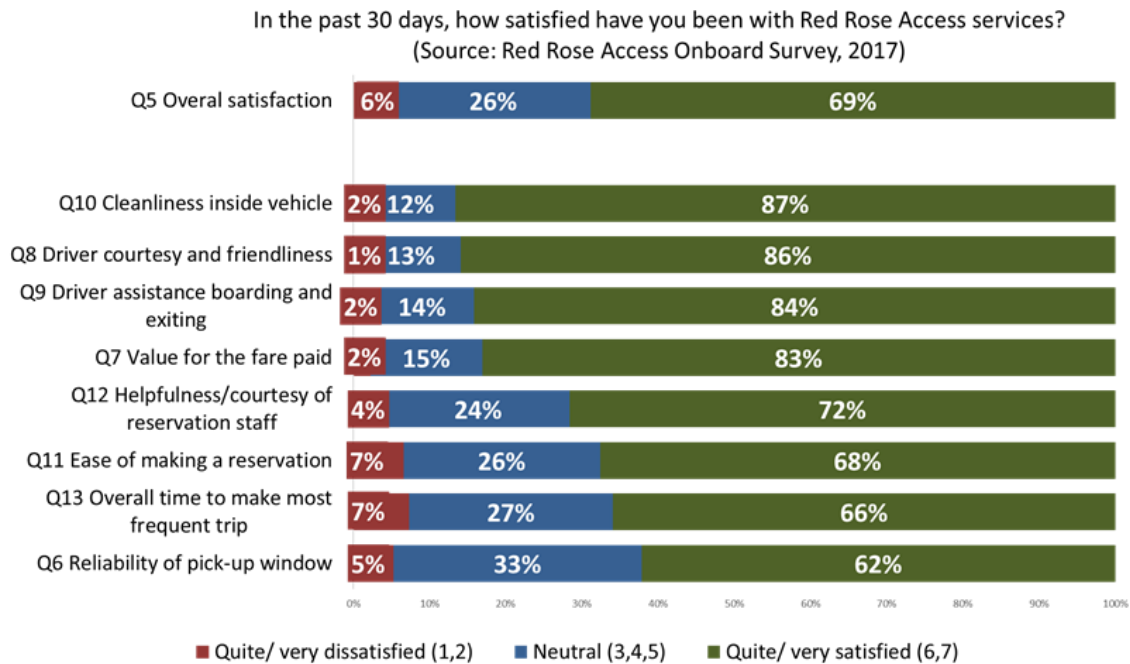


Figure 52 Distribution of Satisfaction Scores

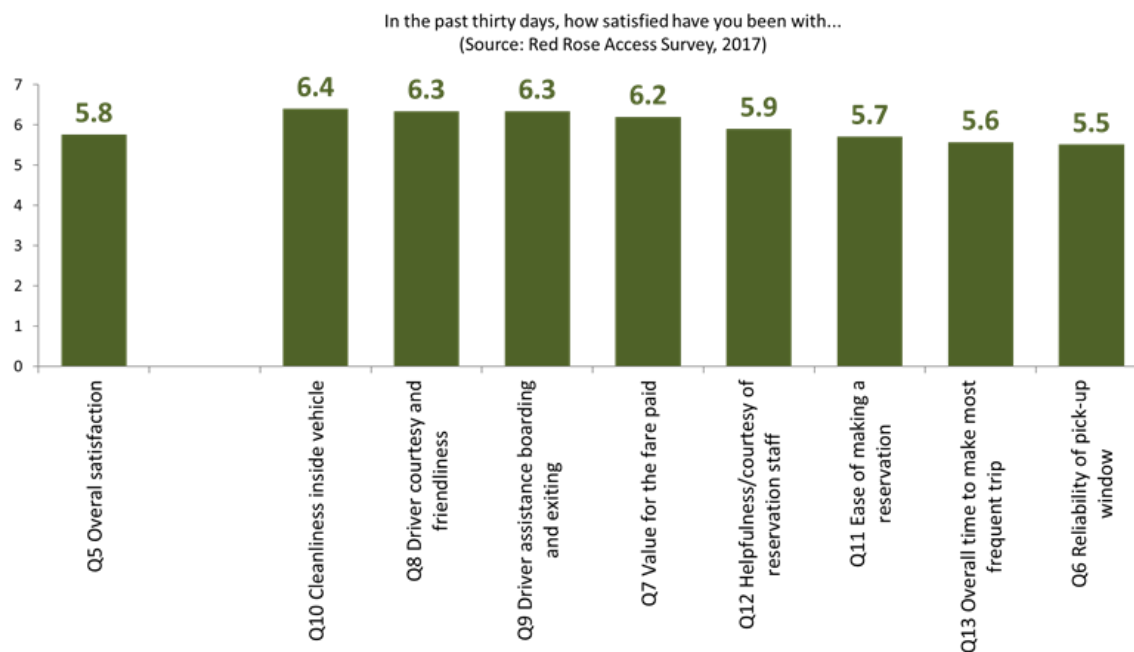


Mean Satisfaction Scores

Another way to report satisfaction scores is to use mean (simple average) scores for the services, as shown in Figure 53. In that figure, service elements are shown in descending order of the mean score.

The scores offer a convenient summary metric to track over time. Unlike the top percentages shown in Figure 51, the means shown in Figure 53 express a summary of all the scores, high and low.

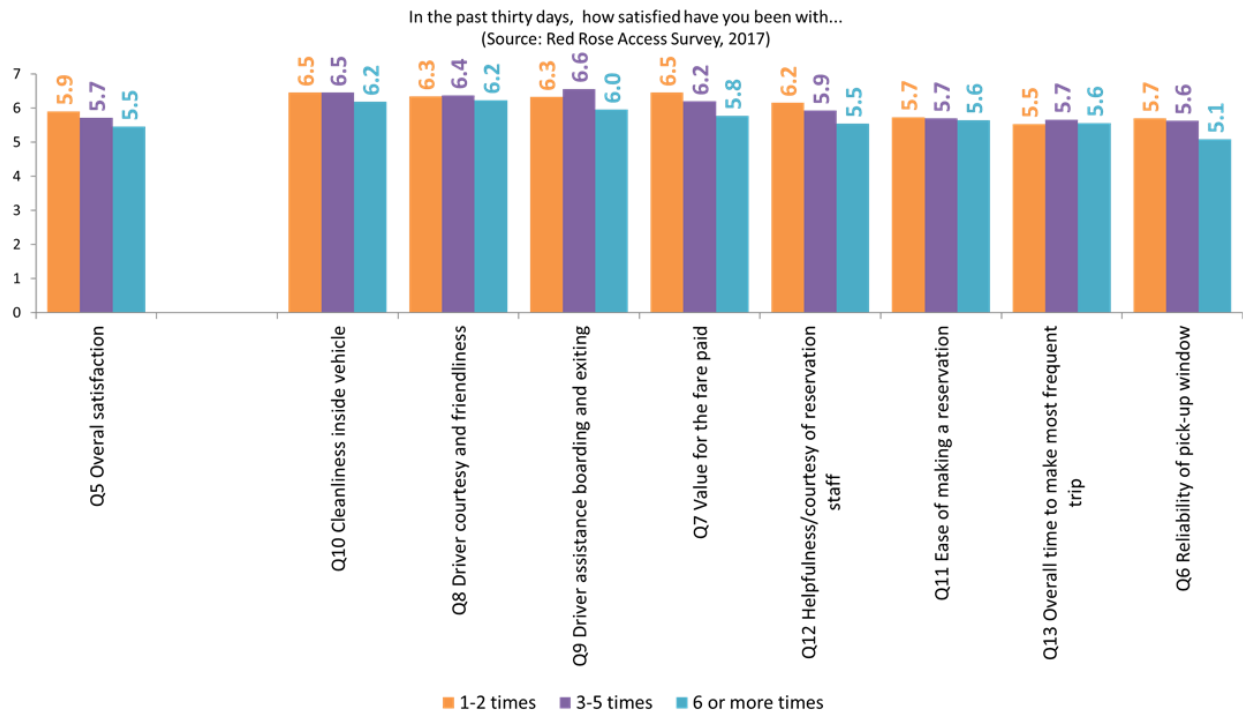
Figure 53 Service Ratings as Mean Scores



Mean Satisfaction Scores, by Segment

The three rider frequency segments differ relatively little in their mean satisfaction ratings. The differences that do appear tend to show the most frequent users offering lower scores. This is often found in transit satisfaction ratings for two reasons. First, the more frequently riders use a transit service, the more opportunities there are for something to go wrong. Second, the most frequent riders also tend to be more transit dependent and thus use the system for a greater variety of purposes and destinations than others, thus multiplying the chances for inevitable service problems to be encountered.

Figure 54 Mean Satisfaction Scores, by Segment



While most scores are similar across all three segments, one notable difference occurs in the rating of driver assistance, which is rated higher by those who have used Red Rose Access 3 to 5 times in the past month than by the other rider segments.

One hypothetical but possible explanation for this tendency is this: Those who have used Red Rose Access 3 to 5 times in the past month may be people making the same routine trips repeatedly – roughly once a week – and thus getting to know the operators better than other customers. Why might this be? Those using it more often than once a week may travel to too many different places at too many different times to develop relationships with the same operator week after week. Also, it may be that the least frequent customers, using Red Rose Access only once or twice a month simply lack enough exposure to any operator to develop the relationship.

What Do Riders Think Is Most Important to Improve?

What Are Red Rose Access Customers' Service Improvement Priorities?

There are various ways to measure which aspects of service riders consider important to improve. One way is simply to ask them which are the most important. Figure 55 displays which aspect of service riders say is the one service element most important to improve. The top scoring item is the reliability of the pick-up window. The second is the ease of making a reservation.

Riders were also asked which two of the service elements were most important to improve. When we combine the first and second most important elements to improve, the numbers for each element change somewhat, but the rank order remains almost unchanged.

Figure 55 Single Element of Service Most Important to Improve

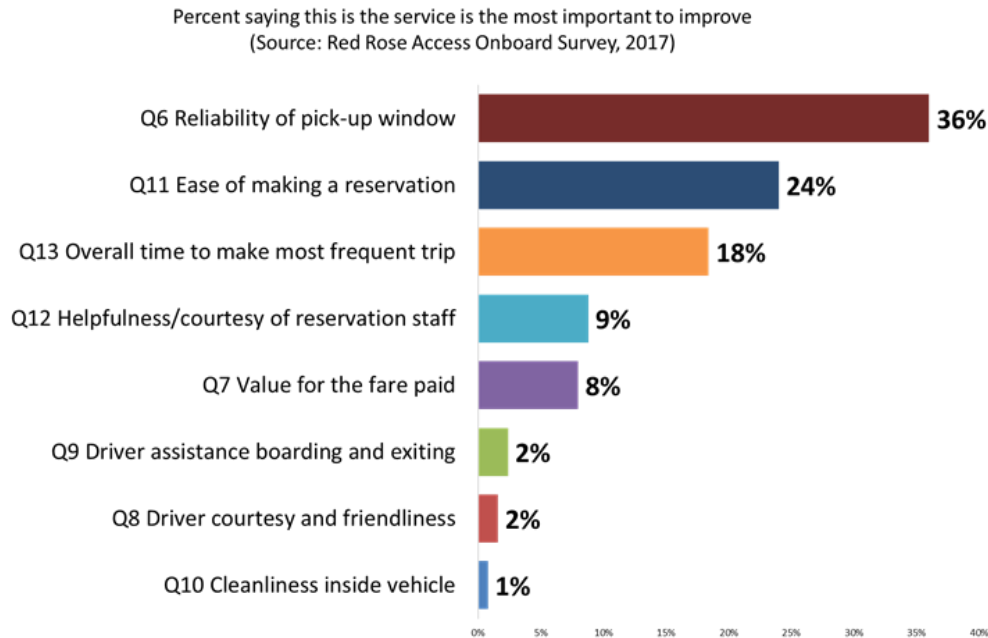
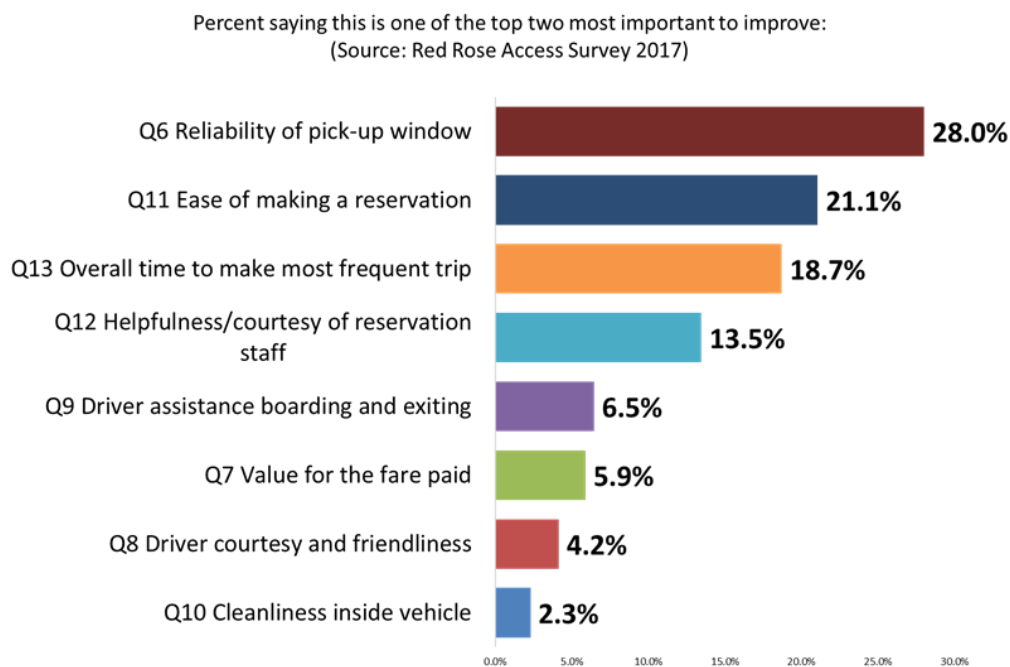


Figure 56 Combined First or Second Most Important to Improve



How Much Does the Rating of Each Service Element Affect the Overall Rating of Red Rose Access?

To a substantial extent, the overall service rating is dependent upon the aggregate impact of each individual service element. Some will have a stronger relationship than others to the bottom line of the overall rating, as Figure 57 shows. In that table, the mean score (simple average) on the scale of 1 to 7 for each individual element of service is shown at the left. At the right are shown the bivariate correlation coefficients of each service element with the overall service score. Such coefficients can theoretically vary from -1 to +1, although in practical application, they are always positive, and less than 1. Thus, they are expressed as decimals. Notice that the highest mean score (Vehicle cleanliness, 6.4) has the lowest correlation with overall satisfaction (.469). This means that while riders like the cleanliness of the vehicles, it currently lacks a strong relationship with their overall opinion of Red Rose Access. This may be because they have become accustomed to high quality in this respect and perhaps pay little attention to it. Conversely, the lowest scoring item, reliability of the pick-up window (5.51), has the closest relationship to overall satisfaction (.718).

Figure 57 Means of Service Elements and Correlations with Over-all Service Score

Relationship between individual Red Rose Access service ratings and overall service rating		
	Mean service rating	Correlation to overall service rating
Q10 Cleanliness inside vehicle	6.40	0.469
Q8 Driver courtesy and friendliness	6.34	0.575
Q9 Driver assistance boarding and exiting	6.34	0.455
Q7 Value for the fare paid	6.20	0.666
Q12 Helpfulness/courtesy of reservation staff	5.90	0.509
Q11 Ease of making a reservation	5.71	0.596
Q13 Overall time to make most frequent trip	5.57	0.547
Q6 Reliability of pick-up window	5.51	0.718

Using the mean scores and correlation coefficients, we have constructed an Action Matrix in Figure 58, which shows areas of service strength and weakness from the viewpoint of the riders. Essentially, this matrix shows how closely each element of service is related to the overall satisfaction score, thus giving the transit system a diagrammatic “map” of what riders would like to see improved.

Correlation of each service rating with the rating of overall service	High	Keys to improving satisfaction: <i>Relatively</i> poor performance on these services compared to others and this is related to overall level of satisfaction. Performance here hurts overall rating.	Maintain your strong position. Each item performs <i>relatively</i> well compared to other items, and is related to overall satisfaction.
	Low	Work on this if possible, but not as top priority for increasing satisfaction among current riders. <i>Relatively</i> poor performance but that makes little difference in overall satisfaction score. Riders would be happier with improvement.	Maintain satisfaction. Performance of this service is well rated <i>relative</i> to other services, but that makes little difference in overall satisfaction.
		Service performance rating	
		Low	High

The Action Matrix contains four quadrants based on the mean scores for each element of service and their correlation to the overall rating score. Because the rating score is a score on a scale of 1 to 7, and the correlation is a score ranging from -1 to +1, and always less than 1, they are fundamentally different types of scores. For that reason, it is best to standardize them so that they can be compared on the same criterion, in this case deviation from the mean of each type of score.

Satisfaction Improvement Matrix

In Figure 58, the Red Rose Access satisfaction data is entered into an Action Matrix following the guidelines of the diagram above. The higher in the matrix a service element lies, the stronger its relationship to the overall service rating. The farther to the right a service lies in the matrix, the better its satisfaction score relative to other aspects of service. In the upper left quadrant, we find those service elements that are more closely related to the overall rating of Red Rose Access service. Improve these scores and you will improve the overall Red Rose Access rating. The two service elements in this quadrant are Reliability of the pick-up window and Ease of making a reservation.

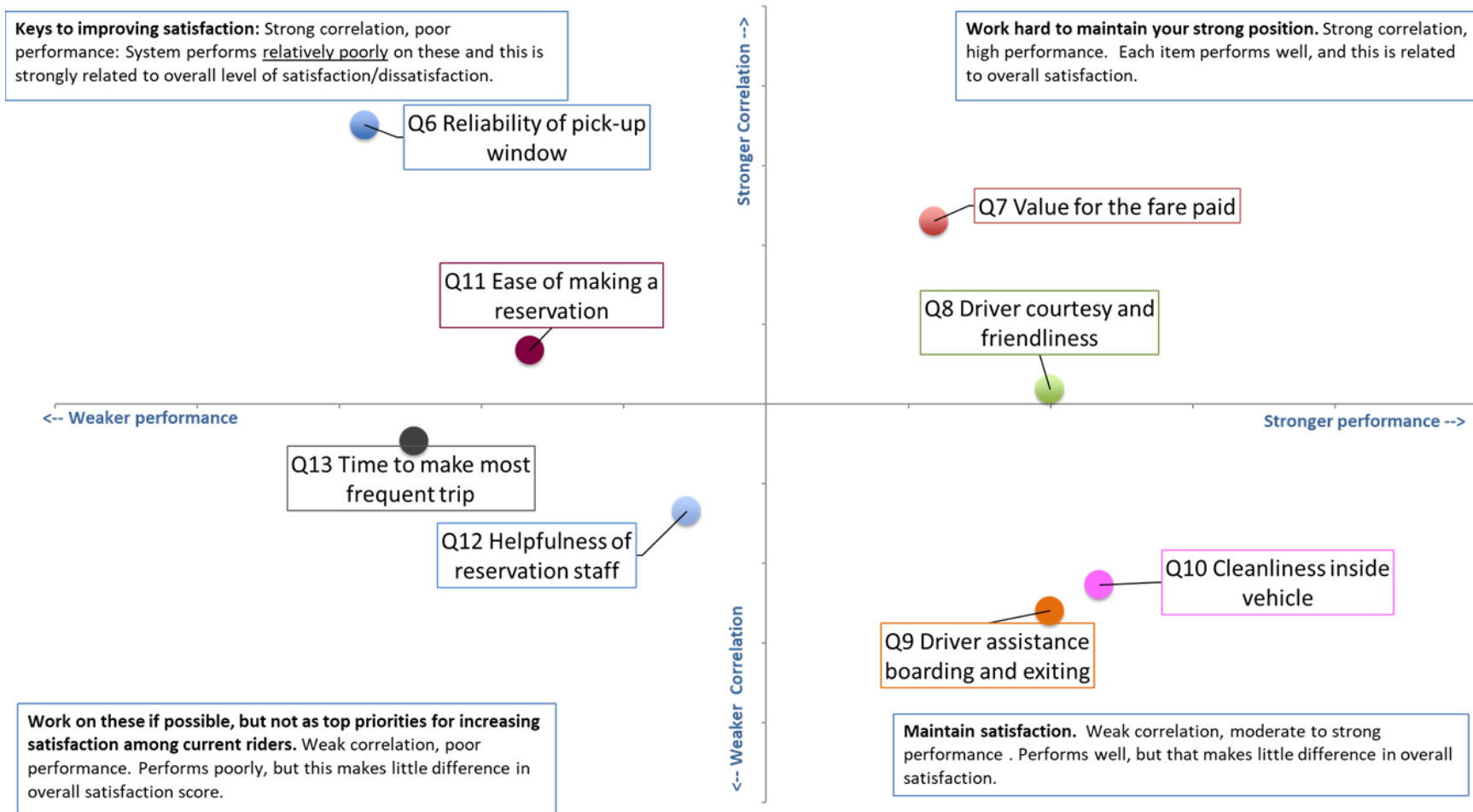
In the upper right are the elements that are both very closely related to the Red Rose Access overall score and that score quite well relative to other aspects of Red Rose Access service in terms of rider satisfaction with them. They are the value for the fare paid, and driver courtesy and friendliness. These are system strengths and it is very important to maintain them. Allow these to slip in perceived satisfaction, and the over-all Red Rose Access score would suffer badly.

Other relatively strong elements in terms of satisfaction scores are at the lower right, with two items, Cleanliness of the vehicle interiors and Driver assistance with boarding and exiting, appearing in this quadrant. These are relatively strong in performance, but have limited influence on the overall score. This seems a bit surprising given how important it is likely to be for some riders to have assistance boarding or exiting. But if the number of people using Red Rose Access and needing that assistance were relatively small, it could have that effect.

Finally, at the lower left are elements that rate both low in satisfaction, and low on their impact on the overall score. These are the Time it takes to make the most frequent trip, and the Helpfulness of the reservation staff. Riders are apparently not very satisfied with the elapsed time the trips require. However, perhaps they see the elapsed time as something beyond the control of Red Rose Access operations because their negative perception has relatively limited impact on the overall system satisfaction score.

Helpfulness of the reservation staff is also in this lower left quadrant indicating relatively poor performance but relatively low impact on the overall score. This is a bit surprising given that the ease of making a reservation is in the upper left quadrant as an improvement priority. One might assume that if one is problematic, the other would be as well. But there seems to be a disconnect between the process of the reservation and the helpfulness of the reservation staff. The process has a strong impact on the overall rating and the staff helpfulness has a weaker impact. This may represent the difference between the formal process and the personnel who must administer it. Nevertheless, in terms of service improvement priorities, improving the reservation process suggests that whatever challenges riders face with that process could be ameliorated if the reservation staff were considered helpful by more than the 50% who now give them top scores (see Figure 51).

Figure 58 Action Matrix Based on Service Satisfaction



Cellphones/Smartphones

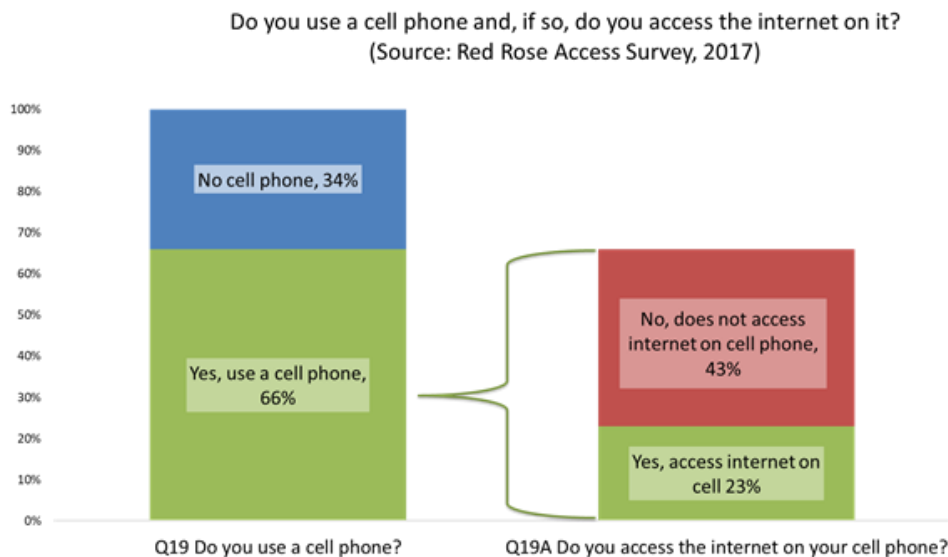
Using Mobile Phones

More than two-thirds (68%) of Red Rose Access riders use a cell phone. Within that 68%, 23%, have a cell phone on which they access the internet. That is to say, they have a cell phone that can be used as a smartphone.

Thus, of all Red Rose Access customers:

- While 66% use a cell phone, approximately one-third (34%) do not use a cellphone
- 44% use a cellphone, but do not access the internet on it.
- The balance, 23% use a smartphone on which they access the inter-net.

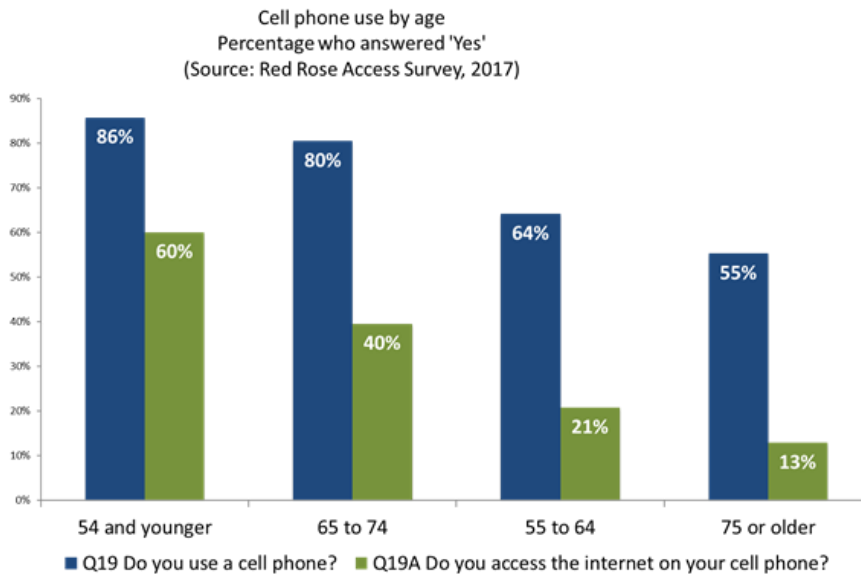
Figure 59 Cellphone/Smartphone Use



Age and the use of mobile phones

It is common knowledge that young people are more likely than older people to use a cellphone or smartphone. What is interesting in this survey is that the relationship of age to the use of high tech persists throughout the upper ranges of the age spectrum. Of Red Rose Access customers fifty-four or younger, 86% say they use a cellphone, while only 55% of those seventy-five or older use one. Similarly, while 60% of those fifty-four or younger access the internet on a smartphone, only 13% of those seventy-five or older do so.

Figure 60 Use of cellphone/smartphone, by age



Frequency of using Uber or Lyft

The great majority of Red Rose Access customers (89%) had not used Uber or Lyft at all during the 30 days prior to the survey. Only 12% had used those services at all. Use was especially low among the most frequent Red Rose Access customers, among whom only 6% had used them.

The 3 to 5 time Red Rose Access customers were more likely than others (15%) to have used the commercial ridesharing services one or more times. Of the least frequent customers, 12% had used them.

Of the 12% who had used Uber/Lyft one or more times, 10% (which amounts to 1.2% of all Red Rose Access customers) said they had used it as part of a Red Rose Access trip, and 9% (or .9% of all Red Rose Access customers) said they had replaced an Access trip with a shared ride trip.

Figure 61 Use of Uber or Lyft

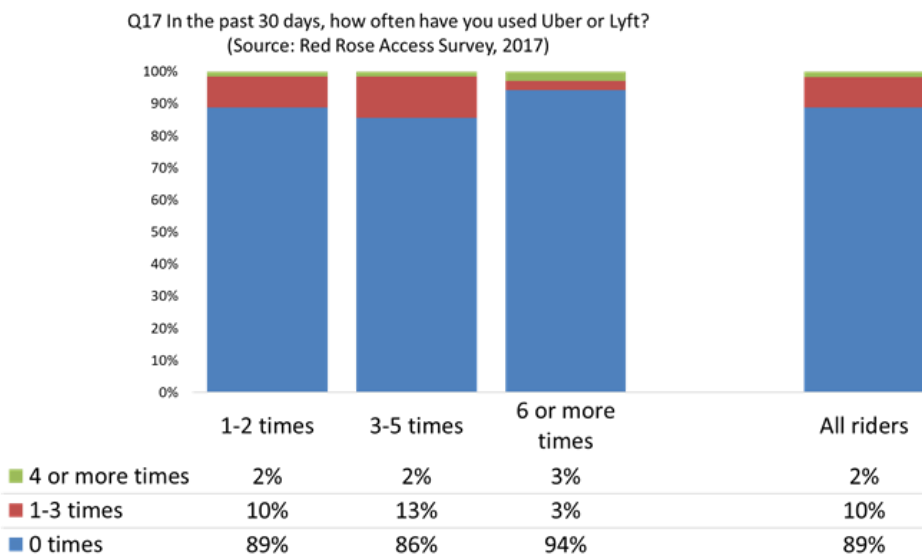
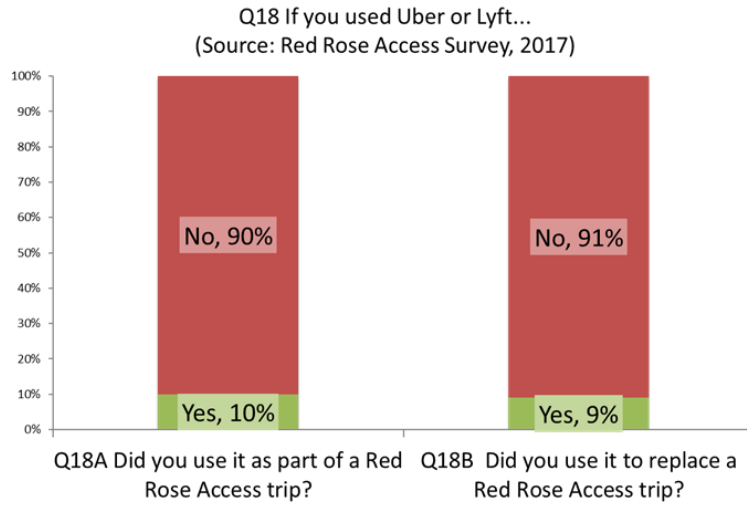


Figure 62 Use of Uber or Lyft in Conjunction with Red Rose Access (Uber/Lyft Customers Only)



Questionnaire



As part of an on-going effort to improve the quality of services, SCTA is conducting a survey of its customers that have recently used our Red Rose Access service. Please take five minutes to complete the survey, place it in the pre-paid return envelope, and drop it in the mail to SCTA today or tomorrow. It will help you and your fellow Red Rose Access riders.

1. Please tell us about yourself and how you use Red Rose:

a. Do you sometimes ride the regular Red Rose buses?

1 ☐ Yes 2 ☐ No

b. Does Red Rose Transit provide regular bus service near your home?

1 ☐ Yes 2 ☐ No 3 ☐ Not sure

2. How often have you used Red Rose Access in the past thirty days?

1 ☐ 1 – 2 times 2 ☐ 3 – 5 times 3 ☐ 6 – 10 times 4 ☐ More than 10 times

3. How long have you been using Red Rose Access?

1 ☐ Less than a year 2 ☐ 1 to 3 years 3 ☐ 4 to 6 years 4 ☐ More than 6 years

4. Compared to last year, are you using Red Rose Access:

1 ☐ More 2 ☐ Less 3 ☐ About the same

In the past 30 days, how satisfied have you been with Red Rose Access?

	Very satisfied ☺	Quite satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Quite dissatisfied	Very dissatisfied ☹	Don't know or don't use
5. Red Rose Access overall	7	6	5	4	3	2	1	<input type="checkbox"/>
6. Reliability of pick-up window	7	6	5	4	3	2	1	<input type="checkbox"/>
7. Value for the service for the fare you pay	7	6	5	4	3	2	1	<input type="checkbox"/>
8. Driver courtesy and friendliness	7	6	5	4	3	2	1	<input type="checkbox"/>
9. Driver assistance boarding and exiting vehicle	7	6	5	4	3	2	1	<input type="checkbox"/>
10. Cleanliness inside the vehicle	7	6	5	4	3	2	1	<input type="checkbox"/>
11. Ease of making a reservation	7	6	5	4	3	2	1	<input type="checkbox"/>
12. The helpfulness/courtesy of reservation staff	7	6	5	4	3	2	1	<input type="checkbox"/>
13. Overall time to make your most frequent trip	7	6	5	4	3	2	1	<input type="checkbox"/>

14. Of the services listed in questions 5 to 13 which would be the two most important to improve?

(Please write in the question numbers): _____ Most important _____ 2nd most important

15. For which of the following purposes have you used Red Rose Access in the past three months?

1 ☐ Shopping 2 ☐ Visit senior center 3 ☐ Medical appointment 4 ☐ Work 5 ☐ Church 6 ☐ Other: _____

16. Which of these was your most frequent purpose in the past three months? (Check only one)

1 ☐ Shopping 2 ☐ Visit senior center 3 ☐ Medical appointment 4 ☐ Work 5 ☐ Church 6 ☐ Other: _____

17. In the past 30 days, how often have you used Uber or Lyft, if at all?

1 ☐ 0 times 2 ☐ 1 time 3 ☐ 2 times 4 ☐ 3 times 5 ☐ 4 or more times

18. If you did use Uber or Lyft

a. Did you use it as part of a Red Rose Access trip?

1 ☐ Yes 2 ☐ No

b. Did you use it to replace a Red Rose Access trip?

1 ☐ Yes 2 ☐ No

19. Do you use a cellphone?

1 ☐ Yes 2 ☐ No

a. If so, do you access the Internet on your cellphone?

1 ☐ Yes 2 ☐ No

20. What is your age? _____

21. Are you male or female?

1 ☐ Male 2 ☐ Female 3 ☐ Prefer not to answer

22. Which do you consider yourself? (Check all that apply to you)

1 ☐ African American/Black 2 ☐ Asian 3 ☐ Caucasian/White 4 ☐ Hispanic/Latino 5 ☐ Native American Indian 6 ☐ Other: _____

23. What is the single most important improvement that you would suggest for Red Rose Access? _____



Como parte de un esfuerzo continuo para mejorar la calidad de los servicios, SCTA está realizando una encuesta entre sus clientes que recientemente utilizaron nuestro servicio Red Rose Access. Tómese cinco minutos para completar la encuesta, colóquela en el sobre de devolución prepagado y déjela en el correo a SCTA hoy o mañana. Te ayudará a ti y a tus compañeros de viaje en Red Rose Access.

1. Cuéntanos sobre ti y cómo usas Red Rose:

a. ¿Viajas a veces en los autobuses regulares de Red Rose? ☐ Sí ☐ No

b. ¿Proporciona Red Rose Transito un servicio de autobús regular cerca de su casa? ☐ Sí ☐ No ☐ No estoy segura/a

2. ¿Con qué frecuencia ha utilizado Red Rose Access en los últimos treinta días?

☐ 1 – 2 veces ☐ 3 – 5 veces ☐ 6 – 10 veces ☐ Más de 10 veces

3. ¿Cuánto tiempo hace que usas Red Rose Access?

☐ Menos de un año ☐ 1 a 3 años ☐ 4 a 6 años ☐ Más de 6 años

4. Comparado con el año pasado, estás usando Red Rose Access:

☐ Más ☐ Menos ☐ Más o menos lo mismo

En los últimos 30 días, ¿qué tan satisfecho has estado con Red Rose Access?								
	Muy satisfecho 😊	Bastante satisfecho	Algo satisfecho	Neutro	Algo insatisfecho	Bastante insatisfecho	Muy insatisfecho 😞	No sé o no uso
5. Red Rose Access en general	7	6	5	4	3	2	1	<input type="checkbox"/>
6. Confiabilidad de la ventana <i>pick-up</i>	7	6	5	4	3	2	1	<input type="checkbox"/>
7. Valor por el servicio de la tarifa que pagas	7	6	5	4	3	2	1	<input type="checkbox"/>
8. Cortesía y amabilidad del conductor	7	6	5	4	3	2	1	<input type="checkbox"/>
9. Asistencia del conductor para abordar y salir del vehículo	7	6	5	4	3	2	1	<input type="checkbox"/>
10. Limpieza dentro del vehículo	7	6	5	4	3	2	1	<input type="checkbox"/>
11. Facilidad de hacer una reservación	7	6	5	4	3	2	1	<input type="checkbox"/>
12. La amabilidad/cortesía del personal de reserva	7	6	5	4	3	2	1	<input type="checkbox"/>
13. Tiempo en total para hacer su viaje más frecuente	7	6	5	4	3	2	1	<input type="checkbox"/>

14. De los servicios enumerados en las preguntas 5 a 13, ¿cuáles serían los dos más importantes para mejorar?

(Por favor escriba los números de la pregunta): _____ Lo más importante _____ 2º más importante

15. ¿Para cuál de los siguientes propósitos ha utilizado Red Rose Access en los últimos tres meses?

☐ Compras ☐ Visita el centro para personas mayores ☐ Cita medica ☐ Trabajo ☐ Iglesia ☐ Otro: _____

16. ¿Cuál de estos fue su propósito más frecuente en los últimos tres meses? (Marque solo uno)

☐ Compras ☐ Visita el centro para personas mayores ☐ Cita medica ☐ Trabajo ☐ Iglesia ☐ Otro: _____

17. En los últimos 30 días, ¿con qué frecuencia usó Uber o Lyft, si es que lo hizo? ☐ 0 veces ☐ 1 vez ☐ 2 veces ☐ 3 veces ☐ 4 o más veces

18. Si usaste Uber o Lyft

a. ¿Lo usó como parte de un viaje de Red Rose Access? ☐ Sí ☐ No

b. ¿Lo usó para reemplazar un viaje de Red Rose Access? ☐ Sí ☐ No

19. ¿Usas un teléfono celular? ☐ Sí ☐ No

a. Si es así, ¿tiene acceso a Internet en su teléfono celular? ☐ Sí ☐ No

20. ¿Cuál es tu edad? _____

21. ¿Es usted hombre o mujer? ☐ Hombre ☐ Mujer ☐ Prefiero no responder

22. ¿Cuál te consideras tú? (Marque todo lo que corresponda a usted)

☐ Afroamericana/Negro ☐ Asiático ☐ Caucásica/Blanco ☐ Hispano/Latino ☐ Indio Nativo Americano ☐ Otro: _____

23. ¿Cuál es la mejora individual más importante que sugeriría para Red Rose Access? _____

Comments

Frequency of Riding	Age group	Comment
3-5 times	75 or older	I FEEL THAT THE AISLE SEATS NEED DIFFERENT KINDS OF SEAT BELTS TO MAKE IT MORE STABLE AND NOT SLIDING INTO THE AISLE.
.	75 or older	ALLOWING NON SENIOR CITIZENS CAREGIVERS TO RIDE ALONG. THANKS.
More than 6 times	55 thru 64	ANSWERING PHONES
More than 6 times	45 thru 54	ANSWERING THE PHONE
1-2 times	45 thru 54	ANSWERING THE PHONE, THE WAITING TIME NEED TO WORK ON BEEN FASTER ON PICKING THE CLIENTS UP
3-5 times	55 thru 64	AT TIMES DROPPING OR PICKING UP, NOT BY ORDER ON TABLET, BY CLOSEST TO WHERE WE ARE!
1-2 times	45 thru 54	BE ON TIME FOR PICK UPS. TO SOMEWHERE AND TO COME HOME.
3-5 times	75 or older	BEING ON TIME AND WHEN HAVING TO CALL TO FIND OUT WHERE THE RED ROSE IS, IS HORRIBLE
1-2 times	75 or older	BEING SURE THERE IS AVAILABLE BUS FOR RETURN HOME ON TIME.
3-5 times	55 thru 64	BETTER CUSTOMER SERVICE WHEN CALLING
3-5 times	55 thru 64	BETTER PICK UP WINDOW
More than 6 times	.	BETTER PICK UP WINDOW TIMES
More than 6 times	.	BETTER PICKUP TIMES
3-5 times	55 thru 64	BETTER RESERVATIONS
.	.	BETTER SATISFACTION FOR RESERVATION OR MORE UNDERSTANDING

Frequency of Riding	Age group	Comment
3-5 times	65 thru 74	BETTER TIME ARRIVAL.
3-5 times	75 or older	BROADER RANGE ON WEEKENDS
1-2 times	55 thru 64	CLEAN OFTEN INTERIOR OF BUS, DUE TOO PERSONAL HYGIENE PROBLEMS OF MOTH BALLY (illegible) INDIVIDUALS
1-2 times	65 thru 74	COME WHEN SAY YOU WILL
3-5 times	55 thru 64	COMMUNICATION BETWEEN RED ROSE AND EASTON COACH GOTTS TO GET BETTER ABOUT THE PICK UPS AND GETTING HOME, BEING ON TIME WHEN YOU CALL FOR APPTS. AND GETTING HOME...
1-2 times	75 or older	CORRECT PICK UP TIME IF POSSIBLE
More than 6 times	55 thru 64	COURTESY & RESPECT FROM RESERVATION STAFF. VERY RUDE & HANG UP ON US FREQUENTLY.
More than 6 times	55 thru 64	COURTESY OF THE "ONE" LADY I HOPED & PRAYED I WOULDN'T HAVE TO DEAL WITH EACH TIME I CALLED
3-5 times	65 thru 74	DECREASE THE TIME THAT SHE RETURNS. MARK HOME.
3-5 times	75 or older	DON'T KNOW
More than 6 times	55 thru 64	DONT LET THE DRIVER LE ME KNOW ABOUT STOPS TELL US WHATCH STOP WE ARE AT.
More than 6 times	75 or older	DRIVERS BE ON TIME FOR PICKUPS & RETURN TIME & FINDS MY APARTMENT BUILDING B
More than 6 times	55 thru 64	DRIVERS DRIVE LIKE THEY HAVE DISABLED PASSENGERS ON BOARD
3-5 times	45 thru 54	EASE MAKING A RESERVATION
3-5 times	45 thru 54	EL TIEMPO TE ESPARA.
1-2 times	55 thru 64	ESTA VIEN ASI
More than 6 times	45 thru 54	ESTOY MUY COMPLACIDA DEL SERVICIO QUE ME HAN PRESTADO.

Frequency of Riding	Age group	Comment
1-2 times	65 thru 74	EVERYTHING IS O.K.
3-5 times	75 or older	EVERYTHING IS SATISFACTORY. THANK YOU
3-5 times	65 thru 74	FASTER PHONE ANSWERS
1-2 times	45 thru 54	FASTER PHONE SERV. LOWERIN VAN WHEN I GET ON I HAVE PROBLEM WITH STEPS
3-5 times	45 thru 54	FOR IT NOT TO BE SO NOICES WHEN YOUR.
1-2 times	75 or older	FOR MORE OF THE DRIVERS TO HELP GET ON THE BUS I USE CANE AND I HAVE TO (illegible) HOW TO WALK FOR BALANCE
1-2 times	75 or older	FOR MY DAY ON I AM WELL PLEASED I AM SENIOR CITIZONE WHEEL CHAIR
3-5 times	45 thru 54	FOR THEM TO BE ON TIME
More than 6 times	45 thru 54	FRIENDLINESS OR COURTESY IS IMPORTANT TO ME IN MY INTERACTIONS WITH OTHERS.
More than 6 times	45 thru 54	FRIENDYNESS OF RESERVATION STAFF - THEY HAVE BEEN VERY RUDE TO ME & DRIVERS
More than 6 times	55 thru 64	GETTING PEOPLE TO THEIR APPOINTMENTS ON TIME
1-2 times	65 thru 74	GIVE THE WONDERFUL DRIVERS & PHONE PEOPLE RAISE
3-5 times	45 thru 54	HAVE A G.P.S. SYSTEM CREATED FOR CENTRAL PA BY A CO. OR UNIVERSITY BASED IN CENTRAL PA!
1-2 times	55 thru 64	HAVE MORE OPERATORS
3-5 times	55 thru 64	HOLD TIME WHEN CALLING IN TO RRA
3-5 times	65 thru 74	I AM PLEASES WITH THE DRIVERS AND SERVICE OF RED ROSE ACCCES
More than 6 times	75 or older	I DON'T FEEL THERE NEEDS ANY IMPROVEMENTS

Frequency of Riding	Age group	Comment
3-5 times	45 thru 54	I HAVE HAD SERIOUS HOLD ISSUES, I UNDERSTAND YOU ARE BUSY, GETTING DISCONNECTED AFTER ON HOLD 10 MINUTES GETS ANNOYING
3-5 times	55 thru 64	I WOULD LIKE FOR THE BUS TO BE ABLE TO TAKE ME TO DIALYSIS IN MORNIGN I MUST BE THERE 530AM ALWAYS MUST FIND A RIDE THERE ALSO RUN SAT.
More than 6 times	75 or older	I WOULD LIKE TO BE TAKEN TO MY CHURCH IN MOUNTVILLE - CHURCH OF THE BRETHREN, 60 CLAY STREET
1-2 times	75 or older	I'D USE RED ROSE MORE OFTEN SATURDAYS THEN ANY DAY IF THAT WOULD BE POSSIBLE.
1-2 times	55 thru 64	IF THEY COULD GET THE TIMES MORE FOR PICKUP AND NOT MAKE NO ONE MISS DOCTORS APPOINTMENTS LITTLE ACCURATE
More than 6 times	75 or older	I'M VERY SATISFIED.
More than 6 times	75 or older	IMPROVE PICK UP TIMES. IMPROVE DRIVE TIMES
1-2 times	75 or older	IMPROVE WAIT TIMES
3-5 times	45 thru 54	IMPROVEMENT OF THE RESERVATION SYSTEM.
1-2 times	45 thru 54	INSTED OF GETTING TO APPT'S 2 HRS EARLY & PICKUP 2 HRS AFTER END OF APPT. NOTHING ELSE MATTERS
.	55 thru 64	IVE ALWAYS HAD GOOD SERVICE WITH RED ROSE - THEY ARE GOOD PEOPLE.
1-2 times	55 thru 64	KEEP THE TIME OF PICK-UP WINDOW TO THE SCHEDULE.
.	.	KNOWING DIRECTIONS AND TIMES FOR TRIPS
3-5 times	55 thru 64	LOGISTICS ARE HORRIBLE RR DISPATCHERS ARE DISRESPECTFUL NOT ALL BUT SOME NEED CUSTOMER SERVICE TRAINING.
.	75 or older	make cheaper

Frequency of Riding	Age group	Comment
More than 6 times	45 thru 54	MAKING A RESERVATION
3-5 times	45 thru 54	MAKING RESEVATIONS
3-5 times	75 or older	MIGUNA
More than 6 times	.	MORE RELIABLE PICK UP TIMES
3-5 times	45 thru 54	MOST THINGS. THE STAFF IS EXTREMELY RUDE & THE SERVICE IS UNRELIABLE. PICK UP TIMES GET CHANGED, THEY FORGET TO PICK YOU UP. MOST DRIVERS ARE RUDE & IMPATIENT. ON HOLD FOR 10-15 MIN.
More than 6 times	75 or older	MY ONLY WISH IS THAT THE COMPUTER WOULD SHOW (illegible) IS ON SIDE OFF THE (illegible) TO THE REAR DRIVERS PARK OUT FRONT
1-2 times	75 or older	NARROW THE PICK-UP WINDOW
1-2 times	65 thru 74	NEW SEAT BELTS
1-2 times	75 or older	NONE ITS A GREAT SERVICE
3-5 times	75 or older	NONE. VERY SATISFIED WITH PRESENT SERVICES
More than 6 times	65 thru 74	NOT HAVING TO WAIT SO LONG WHEN TRYING TO SCHEDULE A RIDE
1-2 times	55 thru 64	NOT NOW
1-2 times	45 thru 54	NOTHING BECAUS E YAL ARE GREAT AS IS RESPECKFUL AND KIND
1-2 times	65 thru 74	P/UP ON TIME!
1-2 times	65 thru 74	PHONE SCHEDULING NOT FORGET TO PICKUP ME WHEN DONE. DOCTORS 2X. DRIVER - UNDERSTAND EMERGENCY - DR. SAID - GO HOSPITAL DRIVER TOOK ME HOME BUT IT ALL WORK OUT - ANOTHER DRIVER AT MY HOUSE - PICKUP ME TOOK ME TO HOSPITAL. EMERGENCY. I APPRECIATED IT THANK YOU SO MUCH.

Frequency of Riding	Age group	Comment
More than 6 times	45 thru 54	PHYSICAL BOUNDERIES BETWEEN RIDERS
3-5 times	75 or older	PICK UP
More than 6 times	65 thru 74	PICK UP AND DROP OFF WINDOW TO BE THE WINDOW OF 15 BEFOR OR 15 AFTER
3-5 times	45 thru 54	pick up and returns
.	55 thru 64	PICK UP AT PROPER TIME. HAVE MORE BUSSES TO SERVE MORE PEOPLE
3-5 times	65 thru 74	PICK UP ON TIME
More than 6 times	55 thru 64	PICK UP TIME & DROP OFF TIME
1-2 times	65 thru 74	PICK UP TIME AFTER APPOINTMENT, ARRIVAL FOR APPOINTMENT.
3-5 times	75 or older	PICK UP TIME NO CHANGES WITHOUT NOTIFYING CUSTOMER
1-2 times	65 thru 74	PICK UP TIME ON THE RETURN TRIP
1-2 times	55 thru 64	PICK UP TIME WEND DO
3-5 times	45 thru 54	PICK UP TIME WHEN CALLING TO SCHEDULE. IT CAN TAKE UP TO 5 MINUTES FOR SOMEONE TO ANSWER.
.	75 or older	PICK UP TIMES
3-5 times	75 or older	PICK UP TIMES - BOTH TO AND FROM MED APPTS.
3-5 times	55 thru 64	PICK UP TIMES AT APPIONTMENTS...
3-5 times	75 or older	PICKUP ON TIME I HAD 2 APPOINTS, HAD TO CANCEL, START CHARGING ME, I DIDNT HAVE THE MONEY, HAD TO CANCEL.
.	75 or older	PICK-UP TIME
1-2 times	75 or older	PICK-UP WINDOW TIME

Frequency of Riding	Age group	Comment
.	75 or older	PLEASE LET PEOPLE KNOW WHERE TO BE ON A SAT AT WHEN HAVING BLOOD WORK IF THE ARE TWO BE AT THE (illegible)
3-5 times	45 thru 54	PLEASE, IT WOULD BE SO HELPFUL IF PEOPLE THAT LIVE IN RURAL AREAS COULD TAKE THE REGULAR RED ROSE ACCESS BUS. AND IF PEOPLE COULD GO GROCERY SHOPPING FREE.
3-5 times	55 thru 64	PROVIDE SERVICES ON WEEKENDS.
.	65 thru 74	PUNTUALIDA (LLEGAR A TIEMPO)
1-2 times	55 thru 64	QUE EN CASO, A VEILS LA CITA SE DILATA, EL MEDICO DURA UNOS MINUTOS MAS. EN LA PENULTIMA CITA DESPUES QUE SALI DURE DESDA LAS DIEZ DE LA MANANA HASTA LAS 1:45PM ESPERANDO, ESO DESESPERA
1-2 times	.	QUEREA A TIENGUO CUANDO TIENE CITA MEDICA
.	55 thru 64	QUICKNESS OF DROPPING OFF AT APPT, THEN BACK HOME. NOT PUTTING OTHER RIDES IN MY TIMES.
3-5 times	55 thru 64	RELIABILITY OF PICK UP TIMES OR WINDOW . ALSO ACCURANCE FON RESERVATION TIME
3-5 times	75 or older	RELIABILITY OF PICKUP RECENTLY, THEY NEVER DID COME (GOT LOST) & I MISSED MY MEDICAL APPT.
.	65 thru 74	REPROGRAM G P S SO YOU CAN FIND OUR HOME
1-2 times	45 thru 54	RESERVATION
1-2 times	75 or older	RETURN PICK UP
1-2 times	75 or older	RETURN TRIP OVER 1 HR. LATE. STOOD OUTSIDE IN COLD. A CALL TO MY CELL SAYING "RUNNING 1 HR LATE. WOULD HAVE BEEN NICE!
More than 6 times	65 thru 74	SCHEDULE TIME
3-5 times	45 thru 54	SEEMS DIFFICULT FOR THE DRIVERS TO BE TXTING ELEC. WHILE DRIVING INSTEAD OF RADIO
3-5 times	65 thru 74	SERVICE HAS BEEN GOOD-KEEP UP THE GOOD WORK

Frequency of Riding	Age group	Comment
1-2 times	75 or older	SHORTER RESERVATION TIME
3-5 times	45 thru 54	SHORTER VISIT TIMES TO MAKING RESERVATIONS ONLY GET 350 MIN A MONTH ON CELL PHONE
1-2 times	55 thru 64	SO I CAN GO AWAY FANNIE G (illegible) 1837 GEORGETOWN CHRISTIANA PA 17509
3-5 times	55 thru 64	SOME PEOPLE ARE VERY NICE OTHERS ARE VERY RUDE. I HAVE BEEN HUNG UP ON A FEW TIMES.
3-5 times	55 thru 64	STICKING TO THE P/U WINDOW
3-5 times	65 thru 74	STICKING TO THE TIMES OF PICK-UP WHEN YOU MAKE THE APPOINTMENT AND NOT CHANGING THEM WITHOUT NOTICE
.	75 or older	STUDY THE ROUTES TO IMPROVE THE TIME ON THE BUS.
1-2 times	75 or older	TAKE SHORTER ROUTES.
.	65 thru 74	THANKS ALOT FOR THE SERVICE! APPRECIATE IT HAVE A BLESSED CHRISTMAS HAVE NO OPINIONS ON THIS.
3-5 times	65 thru 74	THAT I COULD USE IT ON A SAT!
1-2 times	65 thru 74	THAT THE DRIVERS LEARN THE TERRITORY BETTER.
More than 6 times	75 or older	THE HAVE MORE ACCEST TO COME TO NEW HOLLAND AND (illegible)
3-5 times	45 thru 54	THE LONG TRIP TO GET WHERE I WANT WITH STOPS THAT ARE FAR IN DIFFERENT
.	75 or older	THE PICK UP IS VERY LONT
3-5 times	75 or older	THE PRICE
3-5 times	45 thru 54	THE QUALITY OF CARE TO MAKE RESERVATIONS.
More than 6 times	55 thru 64	THEY TAKE ME WHEAR I HAD TO GO
More than 6 times	45 thru 54	THEY NEED TO RUN ALL DAY ALL NIGHT.

Frequency of Riding	Age group	Comment
More than 6 times	45 thru 54	TIEMPO DE ROCOGIDA HACIA LAS CITOS MEDICOS Y RETORNO A CASA (illegible) DE LOS CITAS MEDICAS.
1-2 times	75 or older	TIME FRAME FOR COMING AND RETURNING NOT SUCH A LONG WAIT
1-2 times	65 thru 74	TIME IN WAITING FOR BUS
1-2 times	45 thru 54	TIME WAITING ON THE DRIVER.
1-2 times	45 thru 54	TO BE HER ON TIME
.	75 or older	TO BE IN TIME WENT PEOPLE HAVE APOINT IN DOCTOR VISIT THAT VERY IMPORTANT
3-5 times	45 thru 54	TO LET MY SON RIDE WITH ME WHEN I HAVE MEDICAL APPOINTMENTS
3-5 times	55 thru 64	TO NOT KEEP PEOPLE ON HOLD FOR SO LONG
1-2 times	55 thru 64	TO NOT WAIT SO LONG FOR MY RETURN HOME RIDE
3-5 times	75 or older	TODES.
3-5 times	65 thru 74	TOO MUCH TIME PRIOR TO PICK UP & TIME OF APPOINTMENTS.
1-2 times	45 thru 54	(illegible)
1-2 times	55 thru 64	(illegible)
More than 6 times	55 thru 64	VERY GOOD PEOPLE WAS VERY NICE TO ME
3-5 times	65 thru 74	VERY HAPPY WITH YOUR SERVICE. THANK YOU JUST STARTED TO USE THE BUS!!
.	75 or older	WEEKEND SERVICE IN THE COUNTY
1-2 times	75 or older	WHEN CALLING TO MAKE APP. SOMETIMES BEING PUT ON HOLD FOR 4 OR 5 MIN.
3-5 times	75 or older	WHEN FARE IS INCREASED, RESERVATION STAFF SHOULD INFORM RIDERS.

Frequency of Riding	Age group	Comment
More than 6 times	65 thru 74	WHEN YOU CALL TO MAKE APPT - IN HOLD TOO LONG AND WROKERS NOT NICE.
3-5 times	75 or older	WISH SERVICE WAS AVAILABLE TO JUST ENJOY DRIVE. I CAN NO LONGER DRIVE & WOULD BE HAPPY TO JUST GET OUT & ENJOY SEEING BEAUTIFUL AREA.
More than 6 times	55 thru 64	NO TENGO PROBLEMS LOS CHOFERES DE RED ROSE SON MUY AMABLE (illegible) LAS OPTIMA (illegible)
More than 6 times	75 or older	YOU SHOULD HAVE TRANSPORTATION FOR THE HOLIDAYS WE DO GO OUT.

Simple Frequency Counts

Column N %		
Q1.A Use of regular buses	Yes	55%
	No	45%
Q1.B Service near home	Yes	66%
	No	21%
	Not sure	13%
Q2 Service use within 30 days	1-2 times	39%
	3-5 times	38%
	6-10 times	16%
	More than 10 times	7%
Q3 Tenure using shared ride services	Less than a year	23%
	1 to 3 years	32%
	4 to 6 years	23%
	More than 6 years	22%
Q4 Shared ride use from last year	More	34%
	Less	15%
	About the same	51%
Q5 Satisfaction: Overall	Very dissatisfied	4%
	2	2%
	3	4%
	Neutral	6%
	5	16%
	6	27%
	Very satisfied	42%

Column N %		
Q6 Satisfaction: Pick-up window reliability	Very dissatisfied	2%
	2	3%
	3	10%
	Neutral	7%
	5	15%
	6	27%
	Very satisfied	35%
Q7 Satisfaction: Service value for fare	Very dissatisfied	1%
	2	2%
	3	4%
	Neutral	5%
	5	6%
	6	26%
	Very satisfied	57%
Q8 Satisfaction: Driver courtesy & friendliness	Very dissatisfied	0%
	2	1%
	3	3%
	Neutral	3%
	5	7%
	6	26%
	Very satisfied	60%
Q9 Satisfaction: Driver assistance boarding & exiting	Very dissatisfied	1%
	2	1%
	3	2%
	Neutral	4%

Column N %		
	5	8%
	6	18%
	Very satisfied	66%
Q10 Satisfaction: Cleanliness inside vehicle	Very dissatisfied	1%
	2	1%
	3	2%
	Neutral	3%
	5	7%
	6	21%
	Very satisfied	65%
Q11 Satisfaction: Reservation ease	Very dissatisfied	4%
	2	2%
	3	3%
	Neutral	8%
	5	14%
	6	25%
	Very satisfied	42%
Q12 Satisfaction: Reservation staff helpfulness/courtesy	Very dissatisfied	3%
	2	1%
	3	4%
	Neutral	6%
	5	14%
	6	22%
	Very satisfied	50%
Q13 Satisfaction: Time to make trip	Very dissatisfied	4%

Column N %		
	2	3%
	3	6%
	Neutral	5%
	5	16%
	6	32%
	Very satisfied	34%
Q14.1 Most important to improve	6	36%
	7	8%
	8	2%
	9	2%
	10	1%
	11	24%
	12	9%
	13	18%
Q14.2 2nd most important to improve	6	20%
	7	4%
	8	7%
	9	10%
	10	4%
	11	18%
	12	18%
	13	19%
Q15.1 Trip purpose: Shopping	Yes	11%
	No	89%
Q15.2 Trip purpose: Visit senior center	Yes	5%

Column N %		
	No	95%
Q15.3 Trip purpose: Medical appt	Yes	76%
	No	24%
Q15.4 Trip purpose: Work	Yes	5%
	No	95%
Q15.5 Trip purpose: Church	Yes	1%
	No	99%
Q15.6 Trip purpose: Other	Yes	8%
	No	92%
Q15.OTHER Other trip purpose		88%
	ADULT ENRICHMENT	0%
	APPLE STORE AT PARK CITY	0%
	AS A CAREGIVER FOR ELDERLY	0%
	DENTIST	0%
	DRIVER NOT USUSALLY INFORMED THAT I US.	0%
	GO TO MY SONS HOME	0%
	HAIR APTT	0%
	HAIRDRESSER	0%
	HAIRDRESSER - LUNCH & -UR-	0%
	NO APLICA	0%
	NURSING HOME VISIT	0%

Column N %		
	PHARMACY TO PICK UP PRESCRIPTIONS.	0%
	RESTRAUNT	0%
	SO I HAVE WAY TO GO AS I AM ON A WHEEL	0%
	TO AMTRAK STATION	0%
	TO GO TO MY SISTERS AND MY DAUGHTERS	0%
	VISIT FRIENDS	0%
	VISITING	0%
	VISITING -UR-	0%
	VISITING FRIENDS	0%
	VISITING RELATIVE ETC	0%
	VISITING SENIOR FRIEND AND SISTERS	0%
	VOLUNTEER	0%
	WORK & VISITING	0%
Q16.1 Most frequent purpose, 3 months- Shopping	Yes	7%
	No	93%
Q16.2 Most frequent purpose, 3 months- Visit senior center	Yes	4%
	No	96%
Q16.3 Most frequent purpose, 3 months- medical appointment	Yes	71%
	No	29%
Q16.4 Most frequent purpose, 3 months- Work	Yes	4%
	No	96%

Column N %		
Q16.5 Most frequent purpose, 3 months- Church	Yes	0%
	No	100%
Q16.6 Most frequent purpose, 3 months-other	Yes	6%
	No	94%
Q16.OTHER Most frequent purpose, 3 months		91%
	ABOVE	1%
	ADULT ENRICHMENT	0%
	AS A CAREGIVER FOR ELDERLY	0%
	AS ABOVE	0%
	DENTIST	1%
	FARM SHOW	0%
	HAIRDRESSER	0%
	I CAN NOT WALK	0%
	MEDICAL, EATING OUT	0%
	NO APLICA	0%
	NURSING HOME VISIT	0%
	SAME AS ABOVE	0%
	VISIT TO HANDICAPPED DAUGHTER IN NEW	0%
	VISITING A HANDICAP	0%
	VISITING SENIOR FRIENDS AND SISTERS	0%
	VOLUNTEER	0%
Q17 Rideshare use	0 times	89%

Column N %		
	1 time	4%
	2 times	3%
	3 times	2%
	4 or more times	2%
Q18.A Uber/Lyft: part of Shared ride trip	Yes	10%
	No	90%
Q18.B Uber/Lyft: replace Shared ride trip	Yes	9%
	No	91%
Q19 Cellphone use	Yes	68%
	No	32%
Q19.A Internet on cellphone	Yes	24%
	No	76%
Cellphone summary	Uses cell to access internet	23%
	Has cell, does not access internet	43%
	No cell	34%
Q20 Age in Census Bureau groupings	18 thru 24	0%
	25 thru 34	0%
	35 thru 44	0%
	45 thru 54	19%
	55 thru 64	24%
	65 thru 74	21%
	75 or older	35%
Q21 Gender	Male	34%
	Female	64%

Column N %		
	Prefer not to answer	2%
Q22 Ethnicity	African American	10%
	Asian	5%
	Hispanic	17%
	White	64%
	Native American	1%
	Other/multiracial	2%