

**Transit Questionnaire Data**

***FINDINGS REPORT***

**Total No. of Responses**  
**No. of Respondents that use Transit**

**111** - All Respondents  
**80** - Ridership

<b>DISABILITY</b>				
111	ALL RESPONDENTS	TOTAL	PERCENT	
	Disabled	27	24%	
	Not disabled	84	76%	
		<u>111</u>	<b>total</b>	OK

**NOTES:**

A high percentage of respondents and Transit ridership are physically disabled.

<b>GENDER</b>				
111	ALL RESPONDENTS	TOTAL	PERCENT	
	Male	56	50%	
	Female	55	50%	
		<u>111</u>	<b>total</b>	OK

We had a good ratio of male/female (gender split) in our sample group.

<b>EMPLOYMENT STATUS</b>				
111	ALL RESPONDENTS	TOTAL	PERCENT	
	Unemployed	15	14%	
	Retired/Elderly	27	24%	
	Full-time work	53	48%	
	Part-time work	16	14%	
	Student	8	7%	
	Respondents listed in multiple categories	-8		
		<u>111</u>	<b>total</b>	OK

Respondents who are full or part-time workers

69 = 62%

Respondents that are students

8 = 7%

We need to address the issue of teens and students using Transit.

<b>ACCESS TO VEHICLE</b>				
111	ALL RESPONDENTS	TOTAL	PERCENT	
	Yes	50	45%	
	No	61	55%	
		<u>111</u>	<b>total</b>	OK

Respondents that have access to a vehicle.

50 = 45%

There is a very high percentage of Transit users that have access to vehicles but choose to use Transit as a primary means of transportation. Rising energy and fuel costs, physical disabilities, medical conditions, age, and others factors play a role in this.

## Transit Questionnaire Data

FREQUENCY OF USE			
111	ALL RESPONDENTS	TOTAL	PERCENT
	never	31	28%
	occasionally	16	14%
	once a week	3	3%
	2-3 times/week	10	9%
	4-5 times/week	27	24%
	6+ times/week	24	22%
		<u>111</u>	<b>total</b>
			OK
	Ride at least once/week	64	58%
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80	RIDERSHIP	TOTAL	PERCENT
	occasionally	16	20%
	once a week	3	4%
	2-3 times/week	10	13%
	4-5 times/week	27	34%
	6+ times/week	24	30%
		<u>80</u>	<b>total</b>
			OK
	Ride at least once/week	64	80%
DISTANCE TO BUS STOP			
111	ALL RESPONDENTS	TOTAL	PERCENT
	N/A (do not ride transit)	27	24%
	Door Service	3	3%
	1 Block	39	35%
	2-3 Blocks	32	29%
	4+ Blocks	10	9%
		<u>111</u>	<b>total</b>
			OK
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84	RIDERSHIP	TOTAL	PERCENT
	Door Service	3	4%
	1 Block	39	46%
	2-3 Blocks	32	38%
	4+ Blocks	10	12%
		<u>84</u>	<b>sub-total</b>
	Non-users who responded	(4)	
		<u>80</u>	<b>total</b>
			OK
	Riders within 3 Blocks	71	85%

Respondents that ride Transit

80 = 72%

Respondents that have never ridden Transit

31 = 28%

These numbers may be a reflection of the sample groups we used (public meeting).

Measures need to be taken to introduce young people to Transit service as a viable and cost effective means of transportation.

Ridership that rides Transit at least once/week

64 = 80%

For those people that use Transit, this indicates that it is a primary source of transportation.

For ridership, the percentage that are within 3 blocks of a bus stop

71 = 85%

Taking into consideration the system has not been adjusted for over 10 years, this is a high percentage.

This could indicate a lack of interest in Transit for those people who have to walk a distance to get to bus pick-up and drop-off locations.

Ridership that has to walk at least 2 blocks to get to a bus stop.

42 = 50%

Indicates a willingness and a need for users to access and use Transit. Careful planning must be used when adjusting routes to keep "distances to bus stops" at a minimum.

**Transit Questionnaire Data**

LENGTH OF AVG. TRIP			
80	RIDERSHIP	TOTAL	PERCENT
	1-9 mins.	4	5%
	10-19 mins.	6	8%
	20-29 mins.	10	13%
	30-44 mins.	30	38%
	45-59 mins.	11	14%
	60+ mins.	19	24%
		<b>80</b>	<b>total</b>
	Less than 20 mins.	10	13%
	Greater than 20 mins.	70	88%

  

ROUTES USED			
MULTIPLE ENTRIES ALLOWED			
80	RIDERSHIP	TOTAL	PERCENT
	Eastside/Midwestern	47	59%
	Kemp/Seymour	38	48%
	Taft/Holliday	39	49%
	Maurine/Sheppard	33	41%
	Southwest/Fairway	38	48%
	Sheppard Express	1	1%

  

PICKED UP ON TIME			
80	RIDERSHIP	TOTAL	PERCENT
	Yes	53	66%
	Sometimes	27	34%
	No	0	0%
		<b>80</b>	<b>total</b>

  

TIME OF USE			
80	RIDERSHIP	TOTAL	PERCENT
	Morning	66	83%
	Lunch	23	29%
	Afternoon	53	66%
	Evening	35	44%

**NOTES:**

The percentage of riders that have trips longer than 20 mins.  
70 = 88%

For Transit ridership, this is too high a percentage. We need to look at reducing travel times. The numbers of buses in use, staffing, route adjustments, and adding additional transfer points should all be considered to help improve travel times. Having a system that carries a public perception that it is unreliable or too infrequent is devastating.

Limited number of respondents for the Sheppard Express. Need to find out more information on the Sheppard Express.

Percentage of ridership that does not feel they are picked up on time.  
0%

That indicates that the route deviation system and past route adjustments have not had a dramatic on bus scheduling and pick-up times.

It appears that the morning commute is the busiest time for Transit.

## Transit Questionnaire Data

PURPOSE FOR TRANSIT USAGE			
80	RIDERSHIP	TOTAL	PERCENT
	Home to work	45	56%
	Middle/High School	0	0%
	Sikes Senter Mall	45	56%
	Medical	40	50%
	MSU	3	4%
	Social/Rec./Entertainment	31	39%
	Shopping	53	66%
	Other	12	15%
INFORMED ABOUT TRANSIT SERVICE THRU			
84	RESPONDENTS	TOTAL	PERCENT
	Word of mouth	44	52%
	Media (radio, TV, newspaper)	10	12%
	Advertising (Billboards)	2	2%
	Inquired myself	41	49%
	Internet	1	1%
	Other	8	10%
RATING OF TRANSIT SERVICE			
111	ALL RESPONDENTS	TOTAL	PERCENT
	No Answer/ No Opinion	29	26%
	Great	24	22%
	Good	33	30%
	Adequate	13	12%
	Poor	6	5%
	Frustrating	6	5%
		<u>111</u>	<b>total</b> OK
82	RIDERSHIP	TOTAL	PERCENT
	Great	24	29%
	Good	33	40%
	Adequate	13	16%
	Poor	6	7%
	Frustrating	6	7%
		<u>82</u>	
SHOULD TRANSIT BE EXPANDED			
111	ALL RESPONDENTS	TOTAL	PERCENT
	Yes	64	58%
	No	47	42%
		<u>111</u>	<b>total</b> OK

Respondents that use the Transit service for traveling to Middle/High School or College.  
4%

This could be an untapped source of ridership to increase present and future levels. Considering all the students that ride school buses, the number of Middle/High students in after school programs, and the number of MSU and Vernon students in the area, these numbers are too low. Lack of route connectivity, travel times, and limited transit advertising could be contributing factors.

Respondents that were informed about Transit via the media or advertising  
12% to 14%

Respondents that were indirectly informed about transit via personal inquiries or word of mouth  
49% to 52%

It appears that more needs to be done to advertise and inform the public about Transit. The cost benefit ratio is out of balance and the return on investment (ROI) is extremely small.

Ridership that gave Transit a rating of Good or higher  
57 = 70%

Ridership that gave transit a rating of Poor or Frustrating  
12 = 15%

Based on the perceived need to expand the system and adjust the routes, this is a good result. This percentage should increase after the system is adjusted.

Over half the respondents felt it should be expanded