City of Fort Collins

2017 Transfort Onboard and Paratransit Surveys

moore
& associates

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Section 1

Executive Summary

In Fall 2017, the City of Fort Collins conducted a system-wide fixed-route onboard survey of Transfort riders. Concurrently, the City completed a survey of Dial-A-Ride customers, the first in more than a decade. The goal of these surveys was to obtain statistically valid input regarding rider demographics, travel patterns, and satisfaction.

Transfort Survey

In October 2017, the City of Fort Collins conducted an onboard rider survey of Transfort, the City's fixed-route transit service. The purpose of this system-wide survey was to assess Transfort's progress towards meeting its mission goal of "providing exceptional, customer-focused service that meets the community's present and future needs."

The survey instrument was designed to provide insight into Transfort strengths and weaknesses while advancing strategies for enhancing service, and thus mobility, within the service area. Given the changes to factors that influence ridership, such as gas pricing, employing market research to clearly identify strategies for maximizing Transfort's impact on community mobility is particularly critical. Sound planning decisions can be problematic absent the presence of a solid foundation of quality, current data regarding travel patterns, fare media, the target customer, and demand for public transit service.

The survey instrument was designed to capture the following information:

- Travel patterns and behavior, including where people are traveling to, when they tend to travel, where they come from, how they access transit services, how they travel to their final destination, how frequently they use transit services, trip purpose, trip length, and other travel modes available.
- Rider demographics, including race, gender, ethnicity, English proficiency, household income, vehicle availability, and other information, which will provide the City with a clear picture of who is using its transit service.

To ensure Transfort riders had an equal opportunity to participate in the survey, the survey instrument was made available in English and Spanish. The vast majority of respondents opted to take the survey in English, with less than five surveys taken in Spanish**.**

The goal was to offer all customers boarding the surveyed routes the opportunity to take the survey. Some factors prevented this (i.e., crushloads that limited surveyor mobility throughout a bus, an accident on one of the routes). Still the survey was offered to the vast majority of boarding passengers. A total of 3,291 responses were received onboard, while 11 were received via the online survey, for a total of 3,302. This sample reflects a statistical accuracy of 95 percent and a ±2 percent margin of error at the system level. Route-specific sample sizes ensured statistical accuracy greater than or equal to 95 percent and a ±5 percent margin of error (based on average daily ridership).

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Paratransit Survey

In August 2017, the City of Fort Collins conducted a Dial-A-Ride customer survey. The objectives of the survey included insight into the eligibility assessment process, ride reservation process, and program satisfaction from the customer's perspective.

The City of Fort Collins Dial-A-Ride (DAR) service provides door-to-door public transportation for riders having a disability that prevents them from making some or all of their trips using fixed-route buses. It provides more than 34,000 rides annually, and is provided as part of the City's efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA).

The 2017 survey was the first in more than a decade and was designed to capture the following information:

- Level of satisfaction among various Dial-A-Ride service characteristics (e.g. ease of eligibility, call center customer service, DAR driver customer service, concern/complaint resolution, service reliability, cost, on-time performance and overall service quality);
- Customer travel patterns and behavior;
- Dial-A-Taxi program including service satisfaction and ease of reservation process; and
- Rider demographics.

To ensure Dial-A-Ride riders had an equal opportunity to participate, the survey instrument was made available in both English and Spanish. Every respondent opted to complete the survey in English.

Survey methodology was via direct mail to a representative sampling of 1,000 registrants. Each survey included a postage-paid return envelope. Visually-impaired program registrants were provided the option to call a toll-free telephone number to complete the survey via phone. Only two respondents did so. As a participation incentive, each respondent was entered into a random drawing for a $50 VISA gift card.

Of the 1,000 surveys distributed, 160 were returned as "undeliverable." Of the remaining 840 mailings, 228 were returned complete, translating to a response rate of approximately 30 percent.

Section 2

Transfort Survey

Overview and Methodology

This section discusses the methodologies by which the fixed-route survey was developed and administered along with the data collected.

Project Overview

Project Management

As-needed telephone conferences between Transfort staff and our project team were held during the project initiation, survey development, and data collection phases of the project.

Survey Development

Moore & Associates utilized questions and response options consistent with prior survey efforts so as to support trend analysis. However, some modifications were made to the instrument to enhance data collection. Given prior challenges in recording origin-destination data, minor modifications to questions regarding this information were made to enhance data capture. These modifications were designed to help guide survey participants to provide the desired information, including clear instructions as well as simplified question phrasing. A few other minor changes were made to streamline formatting and to reflect service changes that have taken place since the last survey.

Onboard data collection was supplemented with an online survey that was administered concurrently. A custom URL and QR code were created and printed on cards that were distributed onboard. In order to track online surveys and match them to route and time information, qualifier questions were asked including route, time, and direction. Online responses were added to the survey data for the corresponding route.

Sampling Plan

Moore & Associates utilized a stratified random-sampling methodology to collect data that accurately represented all rider types on Transfort routes. A formal sampling target was calculated for each route reflective of recent actual average daily ridership data provided by the City.

The sampling plan was weighted such that individual route sampling targets ensured a confidence level of 95 percent and a ±5 percent margin of error (based on daily average ridership by route). Sampling targets, as well as the actual number of valid surveys collected, are shown in Exhibit 2.1. Data collection resulted in a sample of 3,302 valid responses.

Exhibit 2.1 Sampling by Route

Transfort Collection Plan		
Route	**Sampling Target**	**Actual Sample**
Route 2	174	174
Route 3	292	295
Route 5	59	60
Route 6	73	76
Route 7	117	116
Route 8	109	109
Route 9	27	27
Route 10	25	26
Route 12	47	48
Route 14	49	49
Route 16	72	72
Route 18	53	49
Route 19	85	85
Route 31	505	518
Route 32	138	149
Route 33	11	11
Route 81	65	65
FLEX	138	140
HORN	278	289
MAX	977	944
Total	**3,300**	**3,302**

Survey Administration

Staffing/Recruitment

Moore & Associates contracted with a Fort Collins temporary staffing firm to recruit surveyor candidates. Our goal was to recruit individuals with a professional appearance and demeanor as well as the skills necessary to conduct the survey.   While the staffing firm conducted a background check and ensured each recruit was authorized to work in the United States, our criteria for selection included the following:

- Fluency in English as well as Spanish,
- Ability to read and understand a bus schedule,
- "Common sense" problem solving capabilities,
- Ability to conform with appearance standards ("business casual" dress code – black or khaki pants, polo or collared shirt, and closed-toe shoes),
- No facial tattoos or extensive visible piercings,
- The physical ability to board and ride the bus unassisted,
- Punctuality (ability to arrive 15 minutes before the start of the shift),
- Availability of reliable transportation (including public transit, bicycle, or ride from friend/family), and
- Possession of a cell phone for communicating with Moore & Associates supervisory personnel.

All surveyors were screened and then trained by our project team. Training included an overview of the project, discussion of surveyor performance expectations, familiarization with the Transfort service and survey instrument, onboard etiquette, protocol for conducting the survey, and a review of individual assignments. Moore & Associates trained more surveyors than we anticipated needing in order to have trained back-up personnel immediately available should a surveyor fail to report or be dismissed.

Unacceptable behavior – which included making or receiving calls from persons other than the Moore & Associates' field supervisors, listening to music on an iPod or phone, causing any type of disruption onboard the vehicle, use of profanity, failure to comply with appearance standards, and tardiness – was communicated to all recruits as cause for immediate dismissal.

Recruitment and training of surveyors was completed on October 3, 2017. Eleven surveyors were trained as part of this engagement. Each surveyor was assigned to a specific field supervisor for the duration of the engagement. Due to surveyor absences, five replacement surveyors were trained during the week and were used to successfully complete the assignment.

Data Collection

Data collection reflected an onboard intercept methodology. All survey questionnaires were printed on 100-pound stock, thereby eliminating the need for clipboards. The survey was printed in both English and Spanish as separate documents

Surveyors were easily identified by an identification badge worn on a laminated clip as well as a reflective vest. Prior to boarding the assigned vehicle, each surveyor was provided with a surveyor bag containing survey forms, pens, a route-specific map and schedule, and an individual surveyor "paddle." Each surveyor was also provided with the cell phone contact information for his/her field supervisor,

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who conducted spot-checks of surveyor performance and maintained a presence in the service area throughout the entire data collection period as a quality control measure. The use of project Control Sheets ensured an accurate snapshot of data collection activity onboard the vehicles. These Control Sheets allowed for the pairing of each survey response with its respective Transfort route. Therefore, response rate can be tracked and accounted for during the analysis.

Surveyors offered the bilingual (English/Spanish) survey to nearly all customers boarding the vehicle while also making themselves available to answer questions regarding the survey. Respondents were instructed to return the completed instrument to the surveyor or leave it on their seat for retrieval by our surveyor. At the conclusion of each day's surveying, all collected surveys, identification badges, and reflective vests were returned to the assigned field supervisor.

Moore & Associates successfully managed the fielding of a transit rider survey using an onboard intercept methodology from October 4, 2017 through October 7, 2017. The data collection covered all Transfort fixed-routes. A total sample of 3,291 onboard surveys, and an additional 11 online survey responses, resulting in 3,302 valid responses.

The onboard data collection was supplemented with an online survey which was available concurrently. This was done to encourage participation from riders onboard for only a short time. Riders who stated they did not have time to complete a survey were given a business card with a custom URL and QR code to facilitate its use. In order to track online surveys and match them to route and time information, qualifier question were included in the online survey. While there was an initial concern that the average ride time on some routes would prevent riders from completing the survey, most riders were able to complete the surveys in the small amount of time they were on the bus.

As participation incentive, each survey participant was entered into a random drawing for a $50 VISA gift card.

Data Processing
Data Entry
All survey data were entered into an Excel spreadsheet using trained data entry personnel. Moore & Associates' staff monitored the data entry process. Online survey responses were exported and merged with the physical survey data.

Data Cleaning
Data cleaning was undertaken by trained personnel following completion of data entry. This process addressed differing data formatting that resulted in identical responses being sorted as different (i.e., route number being entered as "Route 2" versus "Rt 2"). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis. Following data cleaning, simple frequencies were sent to City staff for review.

Geocoding

Once the initial survey data was cleaned, corresponding location data was appropriately formatted, then geocoded by longitude and latitude for import into ArcGIS 10.3. Data formatting included standardization of street names, use of street types, and identification of precise boarding and alighting information based on cross-streets and/or landmarks.

Analytical Methods

The SPSS database allowed our project team to compile simple frequencies as well as data cross-tabulations within each dataset. Such cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.

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Section 3

Transfort Survey Analysis and Key Findings

Typical Rider Profile

By analyzing the simple frequencies arising from the collected data, we can provide a profile of the "typical" Transfort rider. This "typical" rider profile reflects data from across the system as a whole and for this reason, may not be reflective of specific routes. Specific analysis on the route level is provided in Appendix C.

Typical Rider Profile:

- Female (51.4 percent).
- Between the ages of 18-25 (51.5 percent).
- Self-identifies as Caucasian (51.4 percent).
- Speaks only English (74.4 percent).
- Speaks English very well (92.5 percent).
- Employed at least part-time (47.3 percent).
- A student (44 percent).
- Reports household income of less than $20,000 (59 percent).

The profile rider walks to and from the bus stop and uses Transfort to travel to school. She pays with a CSU RAM Card. Though she has access to a personal vehicle and holds a valid driver license, she rides the bus four or more days a week.

The following analysis examines each survey question on a more in-depth basis, offering data cross-tabulations where appropriate to provide greater insight. Simple frequency data tables are included in Appendix B. The survey instruments are included in Appendix A.

Question 1: At what <u>type</u> of place did you begin this one-way trip?

The majority of respondents indicated beginning the surveyed trip at home (45.6 percent) or at a university/college (32.5 percent). Work was the third most-common origination point (8.5 percent). These were the top three responses in 2015 as well.

Exhibit 3.1 Trip Origin
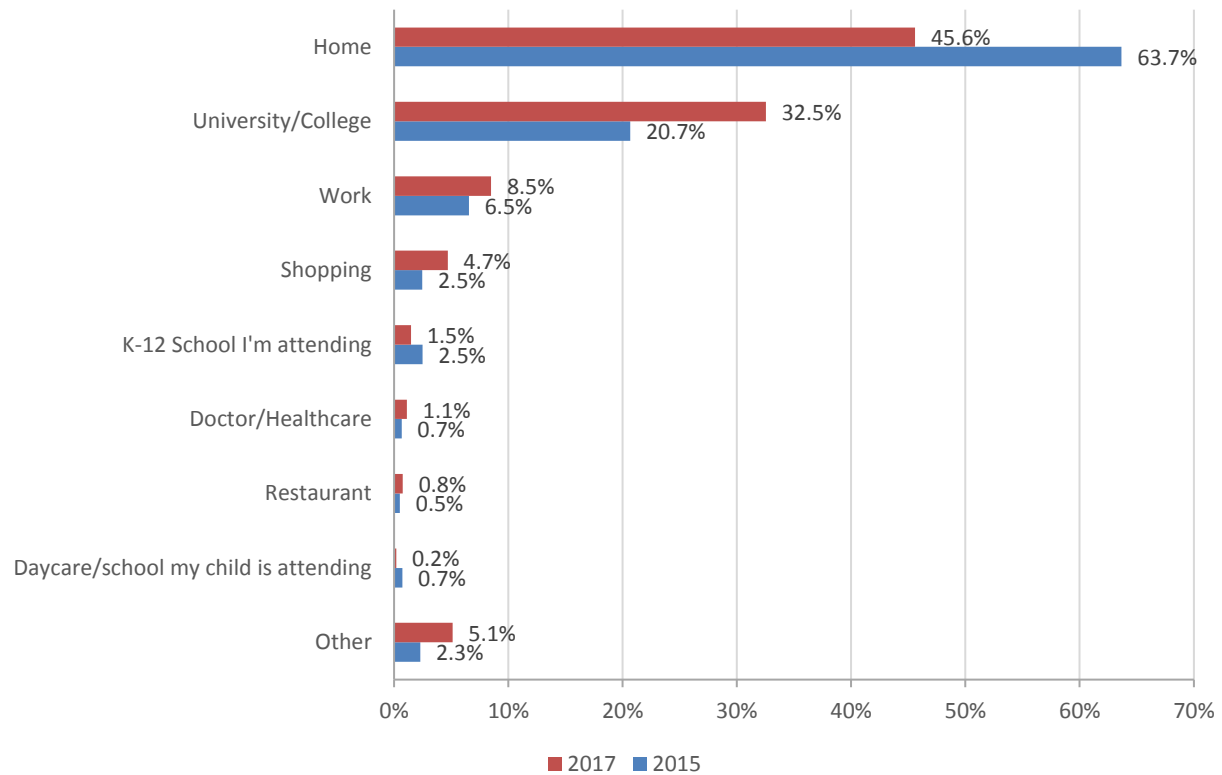
Question 2: What is the <u>location</u> of the place you began this trip?

Respondents were asked to identify the nearest cross-streets or landmark where they began the surveyed trip. By far, the most-common origin location was somewhere on or near the CSU campus. This is expected since CSU could be work, school and/or home for many people. Exhibit 3.2 presents all origin locations cited by at least 20 respondents. Exhibit 3.2a and 3.2b are maps showing the most common trip origin locations in Fort Collins and Loveland. Many of the respondents identified a transit center or station as the beginning of the trip, instead of the actual location of the type of place that their trip began (i.e., home or work). Given the survey gave respondents the option to identify a landmark as their origin location, it is likely that respondents living or working in close proximity to a transit center or station simply identified that as the landmark for their origin point. However, this is a weakness of the survey responses and thus the true trip start location is difficult to discern.

Exhibit 3.2 Origin Location

Origin Location	Frequency
CSU Transit Center	580
Downtown Transit Center	103
Elizabeth & Taft Hill	103
South Transit Center	99
Constitution & Elizabeth	83
Lory Student Center	80
University Station	68
Ram's Village Apartments	64
College & Drake	59
CSU Veterinary Teaching Hospital	54
College & Prospect	49
Laurel & Mason	42
Bluebell & Plum	38
City Park & Plum	38
Horsetooth & Mason	38
College & Harmony	35
Troutman & Mason	32
City Park & Elizabeth	31
Lake Street Market	22

Exhibit 3.2a Fort Collins Origin Map

Origin Count by Block

- 0
- 1 - 5
- 6 - 15
- 16 - 50
- 51 - 100
- 101 - 200
- > 200
- Transfort Routes
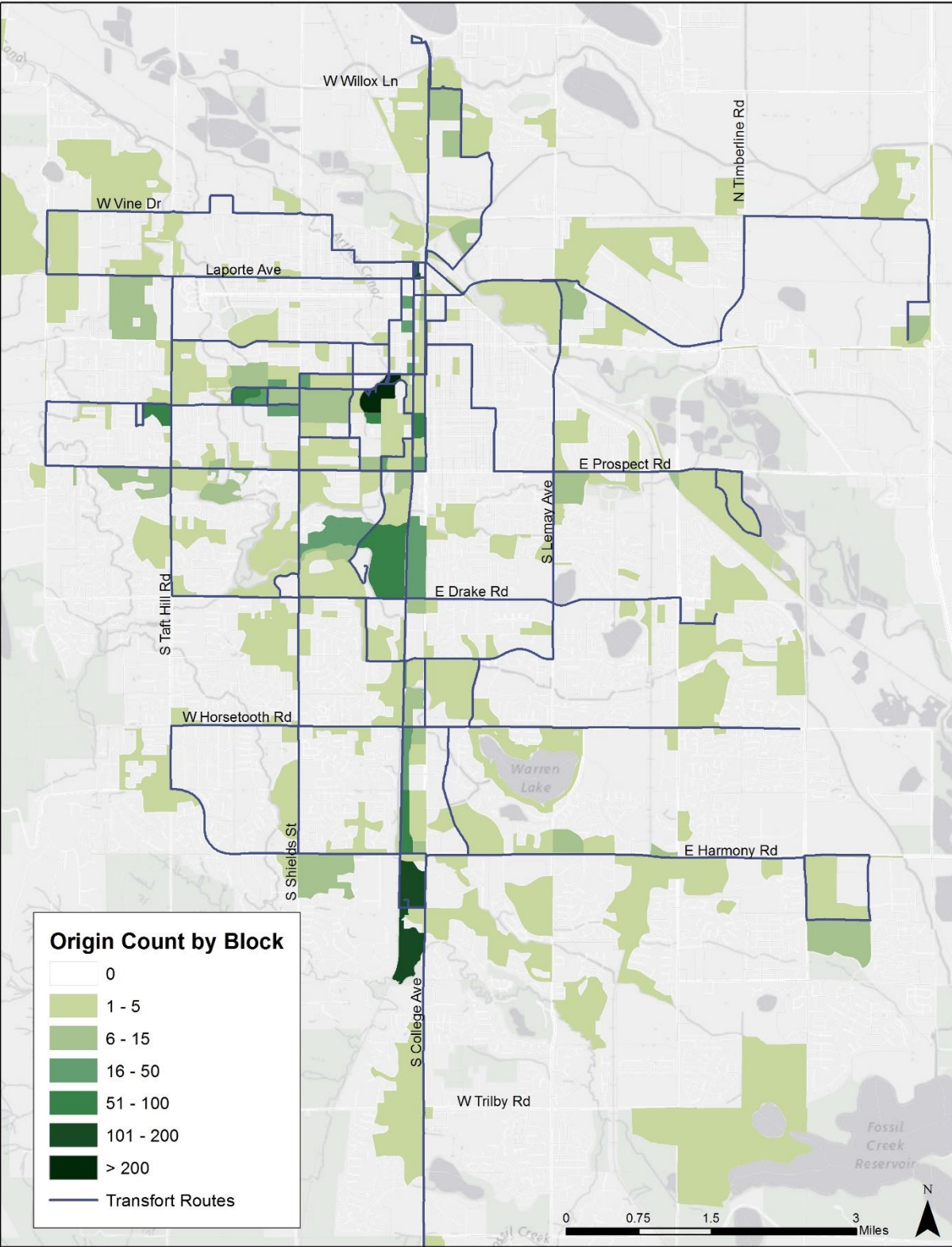
Exhibit 3.2b Loveland Origin Map

Origin Count by Block (Loveland)

- 0
- 1 - 5
- 6 - 10
- 11 - 15
- 16 - 20
- Transfort Routes

Question 3: At what type of place will you end this one-way trip?

The most commonly-cited destination was "university/college" (34.1 percent), followed closely by "home" (33.3 percent). "Work" was the third most-common destination point (12.6 percent).

Exhibit 3.3 Trip Destination
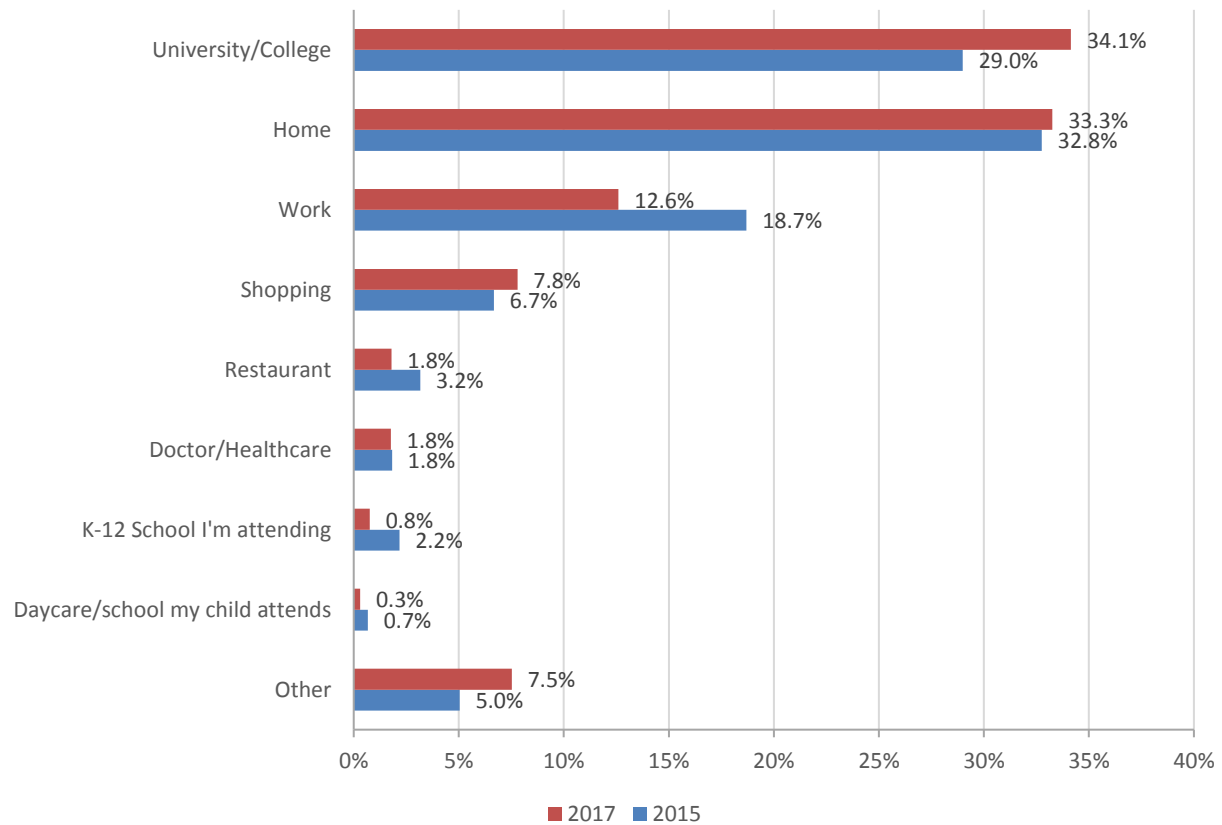
Question 4: What is the location of the place you will end this trip?

Respondents were asked to indicate the nearest cross-streets or landmark where they would end the surveyed trip. Not surprisingly, the most-common destinations mirror the most-common trip origins. Exhibit 3.4 presents all destination locations cited by 20 or more respondents. Exhibit 3.4a and 3.4b are maps showing the most popular destination locations in Fort Collins and Loveland. Again, many respondents identified a transit center or station as the end of their trip, instead of the actual end location.

Exhibit 3.4 Destination Location

Destination	Frequency
CSU Transit Center	651
University Station	162
Downtown Transit Center	129
Elizabeth & Taft Hill	105
Drake & College	77
South Transit Center	75
College & Prospect	65
Ram's Village Apartments	62
Lory Student Center	58
Constitution & Elizabeth	55
Plum & City Park	53
Laurel & Mason	46
Lake Street Market	43
College & Harmony	42
Plum & Bluebell	35
Horsetooth & Mason	33
Elizabeth & Overland	33
Mountain & Mason	32
City Park & Elizabeth	30
Swallow & McClelland	23
CSU Veterinary Teaching Hospital	22
Centre Ave & Botanical Ln	21
Troutman & Mason	20

Exhibit 3.4a Fort Collins Destination Map

Destination Count by Block
- 0
- 1 - 5
- 6 - 15
- 16 - 50
- 51 - 100
- 101 - 200
- > 200
- Transfort Routes
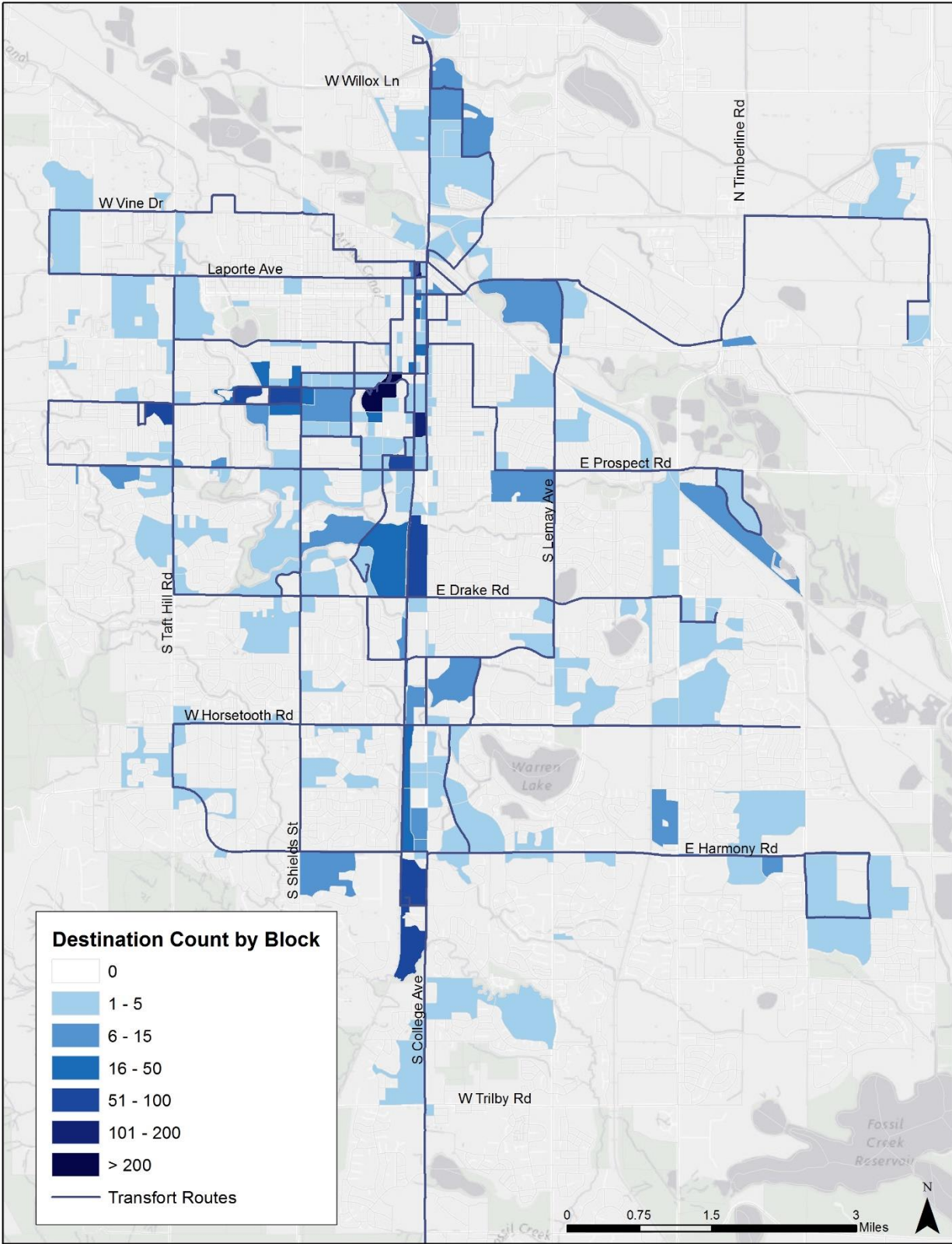
Exhibit 3.4b Loveland Destination Map

Destination Count by Block (Loveland)

- 0
- 1 - 5
- 6 - 10
- 11 - 15
- 16 - 20
- Transfort Routes
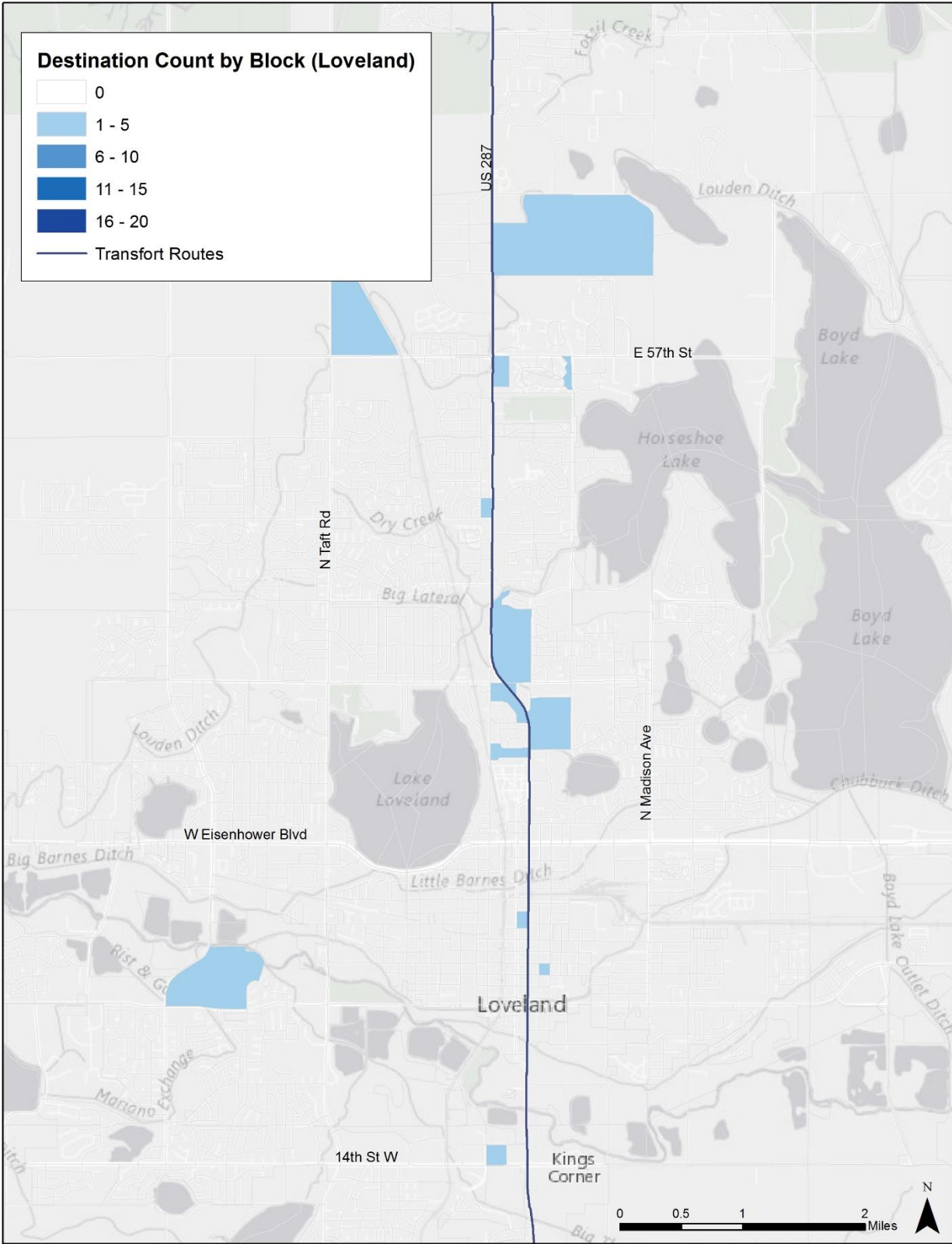
Question 5: How did you get to the bus stop where you boarded THIS bus?
Nearly 80 percent of riders indicated walking as a means of accessing the trip-origin bus stop. Another 6.9 percent said they drove while 6.2 indicated bicycling.

Exhibit 3.5 Methods of Reaching Bus Stop to Begin Trip
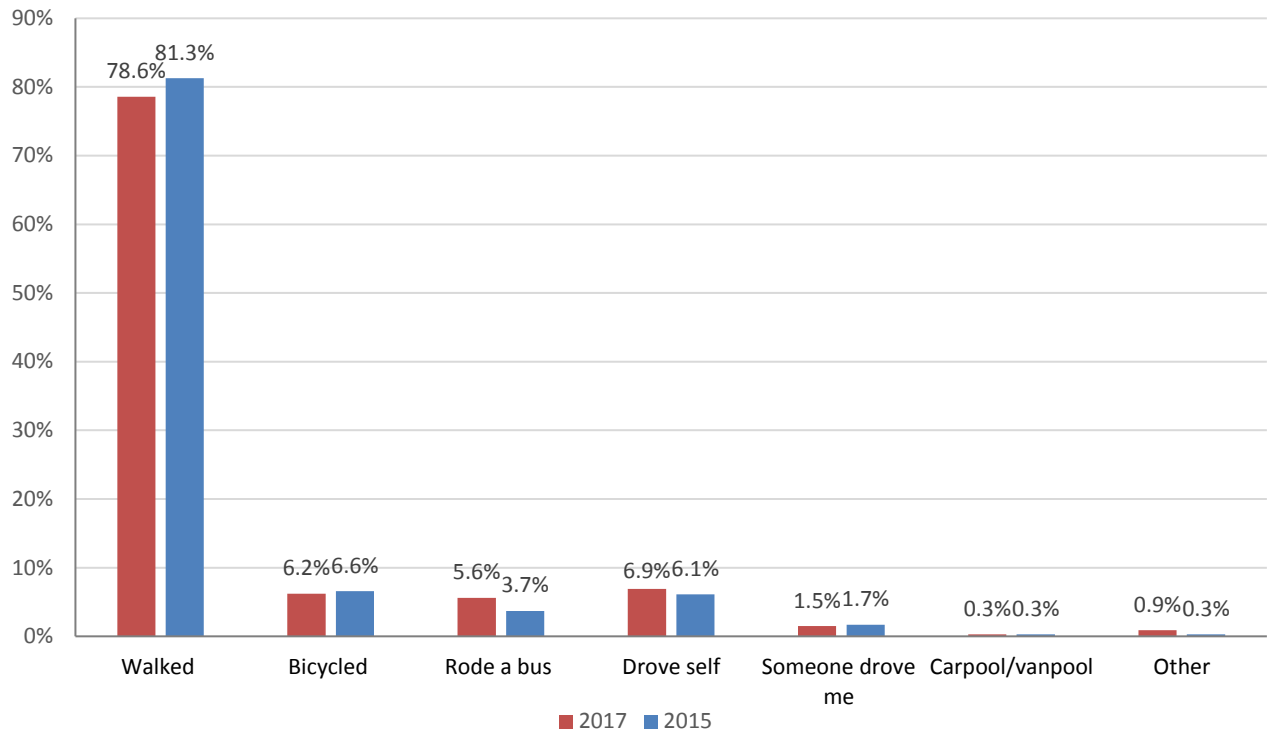
Question 6: At what bus stop did you board THIS bus?

The top bus stop locations were transit centers. Exhibit 3.6 shows the top five boarding locations.

Exhibit 3.6 Top 5 Boarding Locations

Boarding Location	Frequency
CSU Transit Center	494
South Transit Center	162
Downtown Transit Center	112
University Station	87
Drake Station	50

Question 7. How will you get from the bus stop where you get off THIS bus to your final destination today?

Responses to this question were very similar to those in Question 5. Walking home from the bus stop was cited by 83 percent of respondents, while 5.5 percent said they would bicycle or transfer to another bus. Less than four percent stated they would drive home.

Exhibit 3.7 Methods of Reaching Final Destination
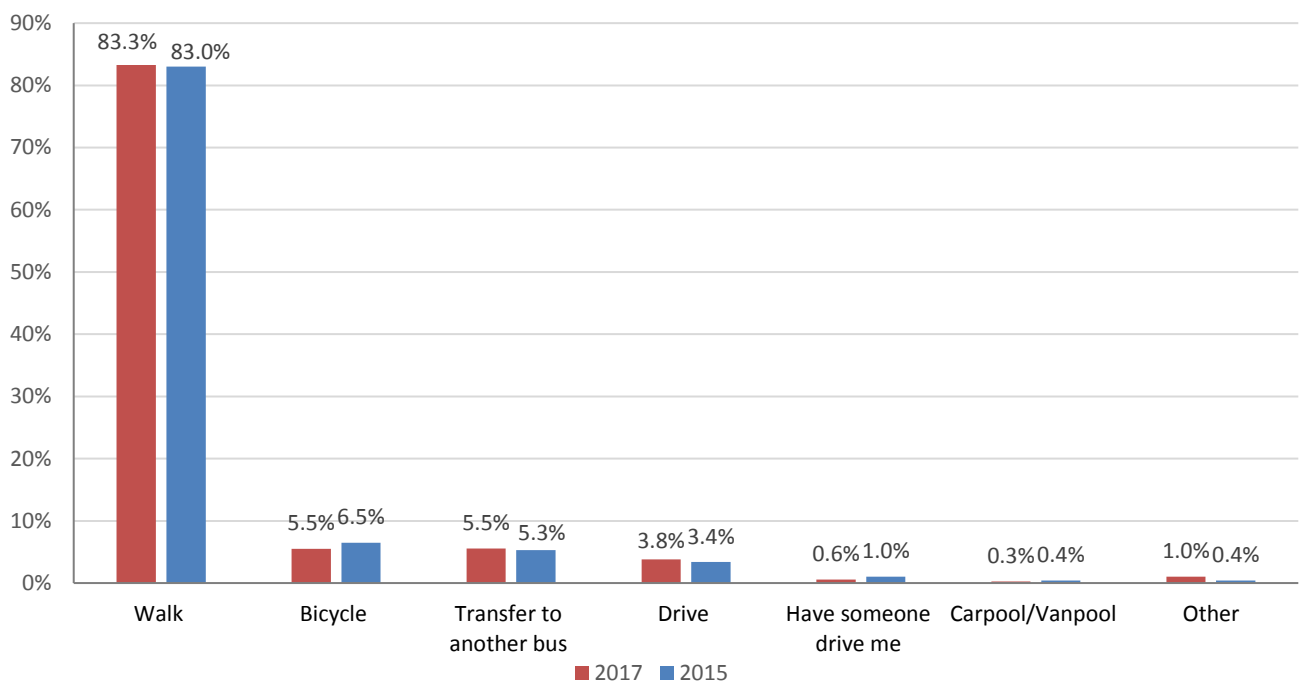
Question 8: At what bus stop will you get off THIS bus?

As expected, the most-common alighting locations align with the most-common boarding locations. Exhibit 3.8 lists the top five alighting locations.

Exhibit 3.8 Top 5 Alighting Locations

Alighting Location	Frequency
CSU Transit Center	542
University Station	191
South Transit Center	110
Downtown Transit Center	105
Ram's Village	57

Question 9: What type of fare did you use to pay for this trip?

Nearly 60 percent of respondents (57.9 percent) reported paying for the surveyed trip with a CSU RAM Card. The second most-common response was Single-ride Adult fare (12.2 percent), followed by the Senior/Disabled annual pass (6.3 percent). This differs from 2015 when the 31-day pass was a more popular fare option. The 7-day pass remains the least common fare media with only 0.8 percent of respondents citing it in either 2015 or 2017. *Did not pay a fare* was not a response option in 2015 so we were unable to make a comparison.

Exhibit 3.9 Fare Media Type

Legend: ■ 2017 ■ 2015
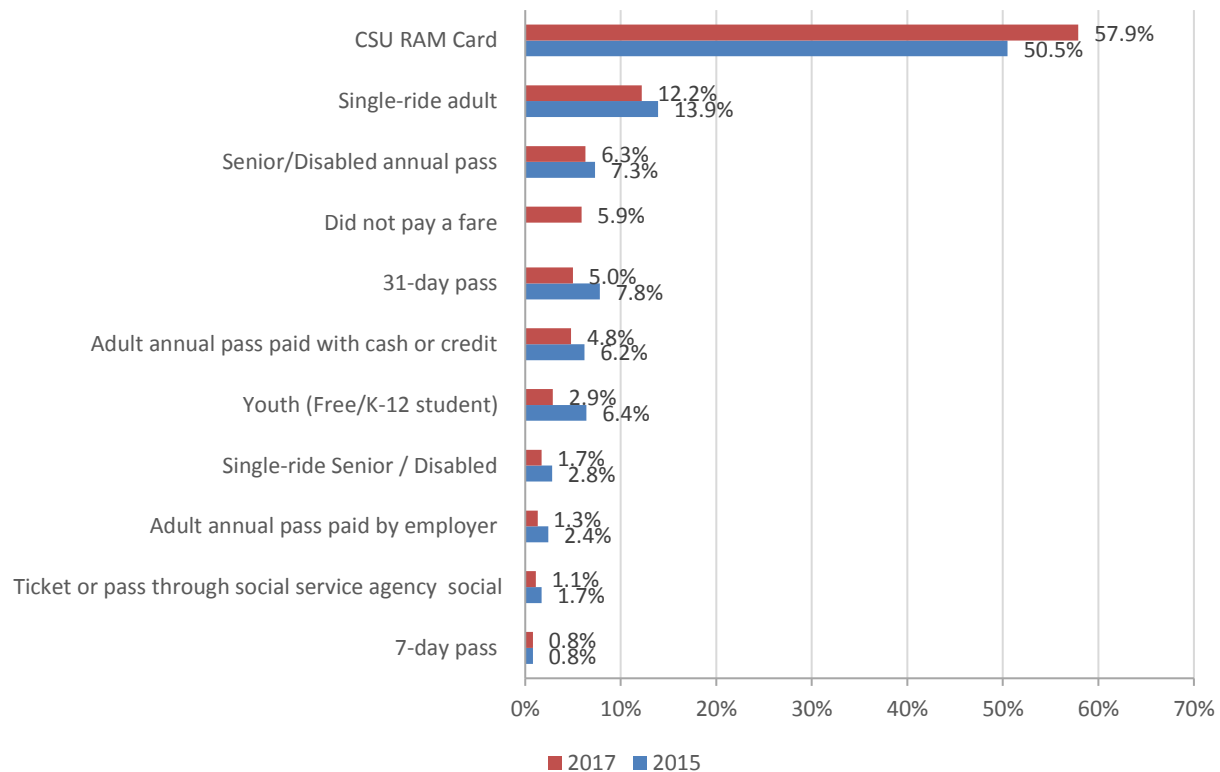
Question 10: If this trip requires more than one bus/bus route to complete, which bus routes will you ride?

The routes or services to which riders most frequently transferred to/from were MAX and Route 16. Nearly 30 percent cited MAX, while 8.4 percent indicated a transfer to/from Route 16. This represents a change from 2015 when FLEX was the second-most common transfer option.

Exhibit 3.10 Transfer Routes
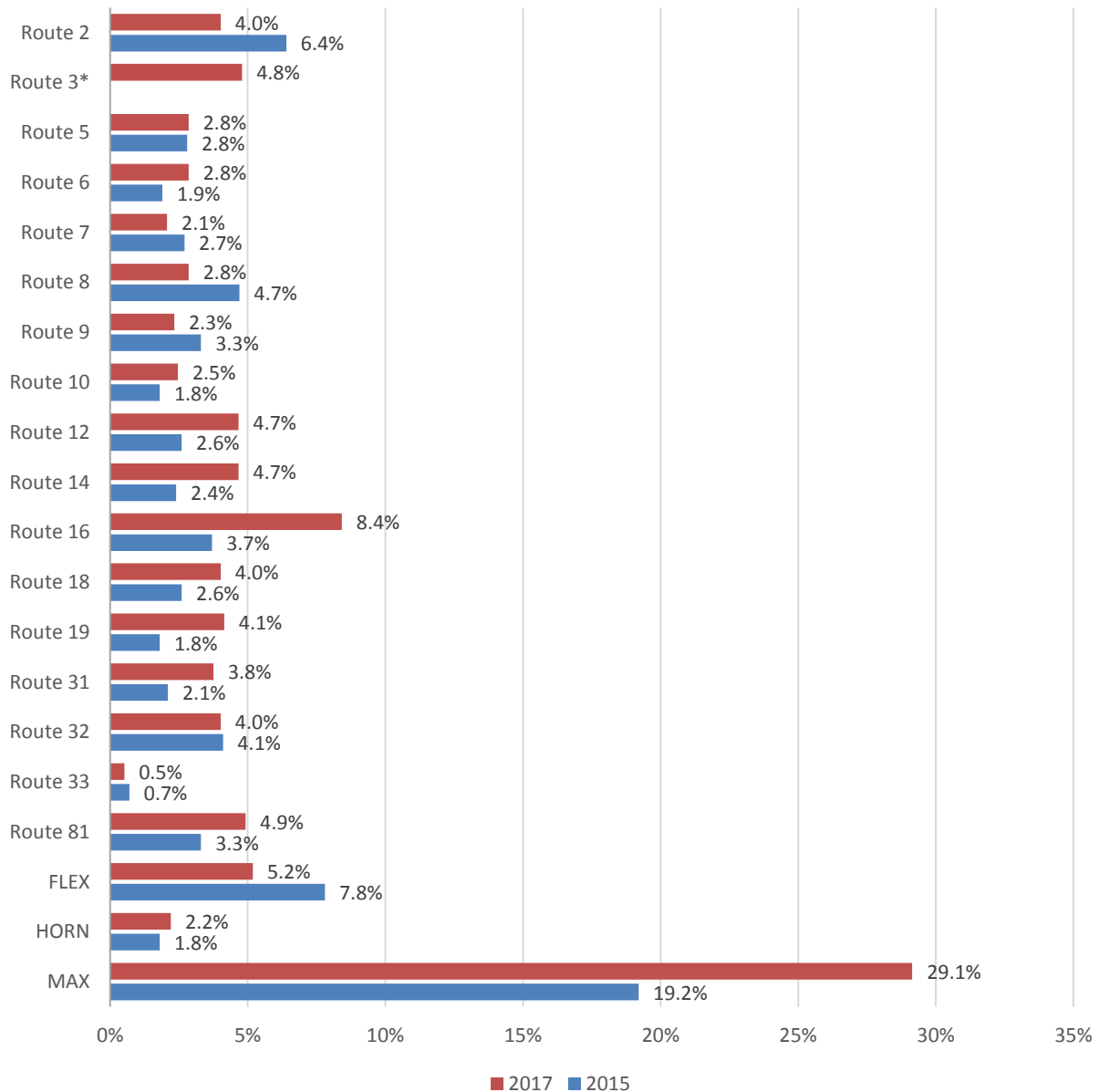
Route 3 did not exist in 2015.

Question 11: How many times will you get on a bus today to get to the following locations?
Respondents were asked to quantify the number of times (on the survey day) they would use Transfort to get to work, school, and home, or other. The "other" responses included responses, such as healthcare visits, personal errands, social trips, shopping trips, and visits with life services organizations (i.e., food banks, job coaches, etc.).

Exhibit 3.11 Number of Times on Bus by Destination

No. of times on bus	Home		Work		School		Other	
	2017	2015	2017	2015	2017	2015	2017	2015
1	43.6%	41.7%	16.9%	14.5%	31.2%	26.1%	1.8%	2.0%
2	21.5%	25.4%	7.8%	9.0%	13.7%	12.7%	0.7%	1.2%
3	3.7%	4.8%	1.3%	1.7%	1.6%	1.6%	0.0%	0.1%
4	1.9%	2.6%	0.3%	0.8%	0.9%	0.7%	0.3%	0.4%
5	0.6%	0.8%	0.3%	0.2%	0.3%	0.2%	0.03%	0.0%
6	0.2%	0.9%	0.2%	0.4%	0.2%	0.4%	0.0%	0.0%
7	0.6%	0.3%	0.2%	0.2%	0.2%	0.3%	0.0%	0.0%

Question 12: Did you check the bus's arrival status using…?
Nearly half of all respondents (49.3 percent) reported not checking bus arrival status. Of the respondents who did check, the most-common info source was the Transfort app (12.6 percent), followed closely by the Transfort website (12.3 percent). Another 10 percent cited text from mobile phone. Overall, response incidence regarding not checking the arrival status decreased more than 7 percent since 2015.

Exhibit 3.12 Bus Arrival Information Source
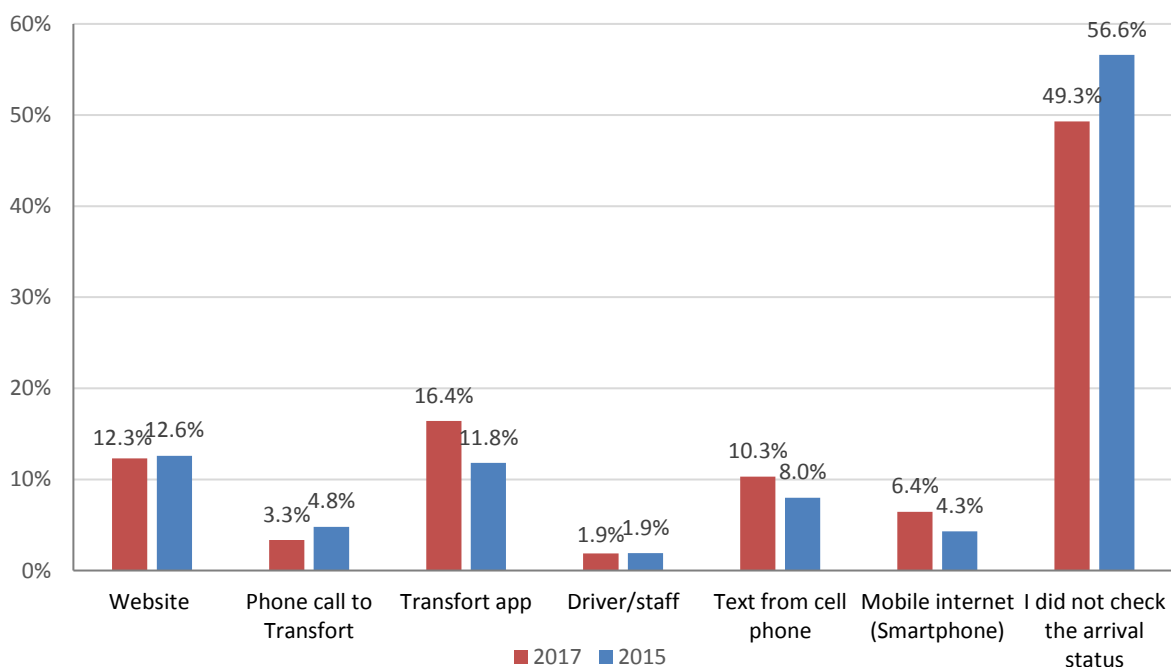
Question 13: On average, how many times do you ride the bus each week?

More than 62 percent of respondents indicated they ride the bus five or six days per week; another 9.3 percent ride four days per week. Further, nearly all respondents who selected "other" specified riding every day.

Exhibit 3.13 Number of Bus Rides Weekly
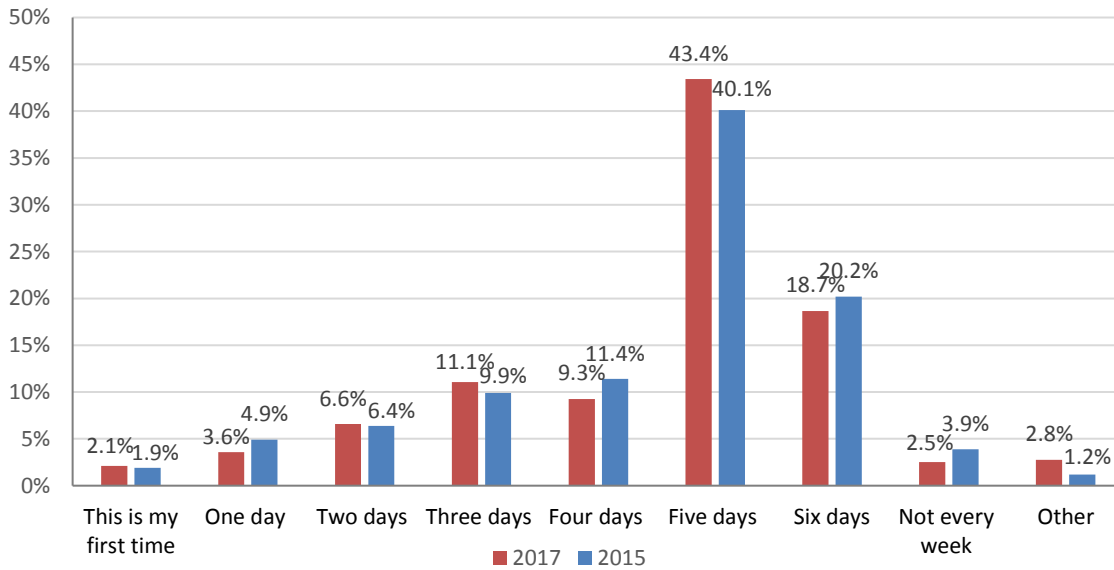
Question 14: How long have you been riding Transfort?

In stark contrast to 2015, the majority of respondents (63.9 percent) indicated they had been riding two years or more, with 41.5 percent indicating they have been riding for four or more years. In 2015 most respondents (50.4 percent) indicated riding less than one year.

Exhibit 3.14 Length of Ridership

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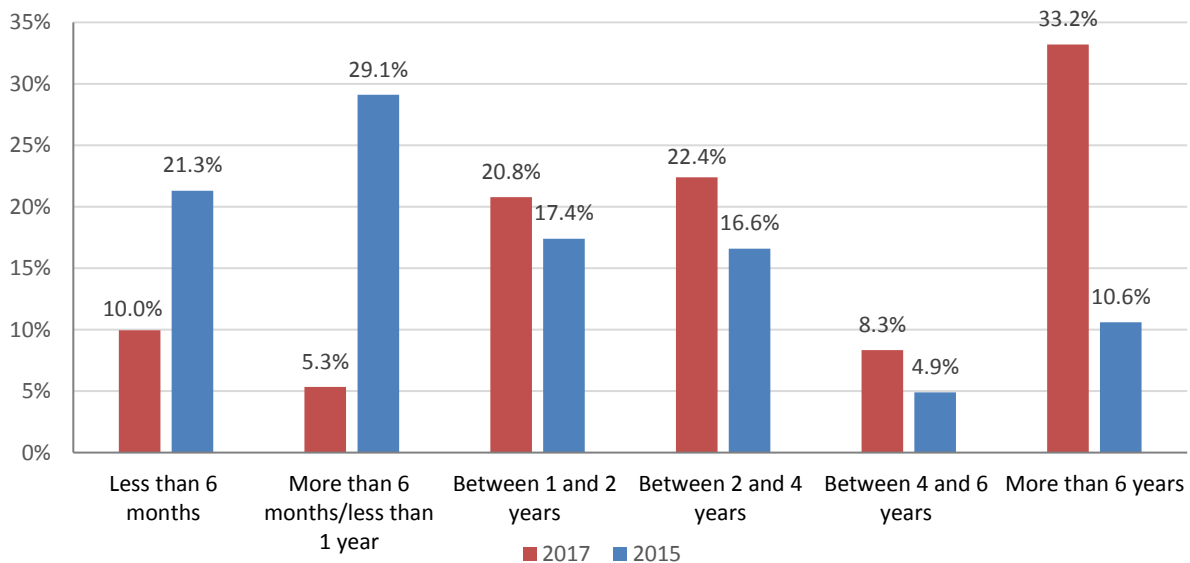
Question 15: Which of the following would cause you to ride the bus more often?

In 2015, the most-common response was "Sunday service" (34.5 percent). Since Transfort now offers service on Sundays that response option was removed and replaced with "more routes/destinations." This option was selected by 27.2 percent, making it the third-most popular choice following "more frequent service" (37.8 percent) and "later evening service" (35.1 percent).

Exhibit 3.15 Motivators to Increase Ridership
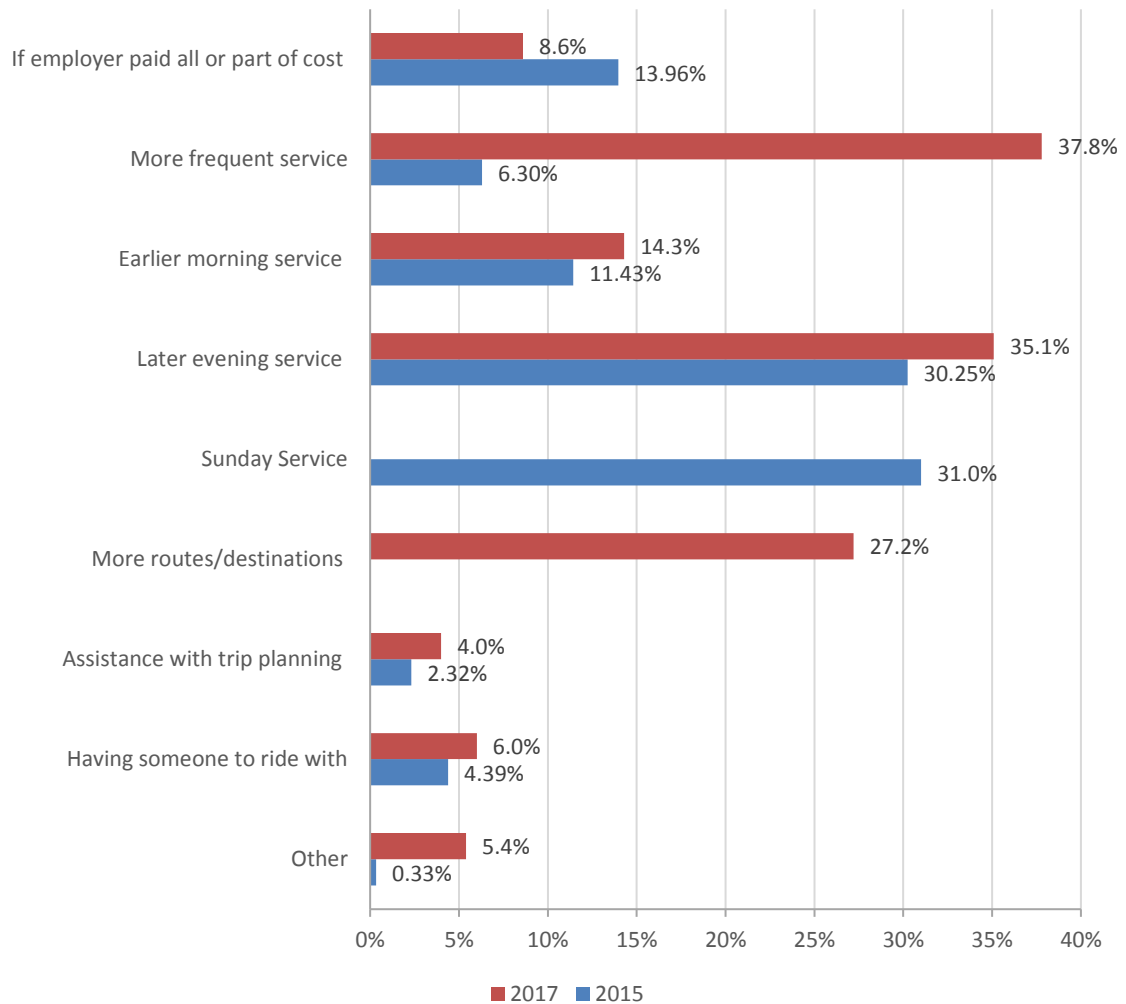
Question 16: How do you usually obtain information and/or prepare for your trip on Transfort?

Respondents were presented with a series of twelve information options, and were invited to select all that applied. "Ride Transfort app" replaced "Website" as the most-commonly cited information source, selected by 25.5 percent. "Printed schedule" remains the second-most cited option (15.6 percent) followed by "Signage at the bus stop" (14.4 percent), a new response option this year. "TV" was removed as a response option.

Given the dramatic drop in reported use of the website in 2017, it is possible that persons using the website via a mobile phone actually reported use of the app rather than the website. Absent any additional information, however, this is impossible to verify.

Since respondents were invited to check all that apply, the response percentages total more than 100 percent.

Exhibit 3.16 Usual Source of Trip Information

Legend: ■ 2017 ■ 2015

Category	2017	2015
Ride Transfort app	25.5%	19.6%
Printed schedule	15.6%	26.2%
Signage at bus stop	14.4%	
Sign on bus	10.4%	7.0%
Word of mouth	9.4%	11.3%
Saw bus on street	8.4%	8.5%
Website	6.6%	27.3%
Email	3.7%	2.1%
Mailer/flyer	1.8%	1.5%
Radio	1.3%	0.3%
Newspaper	1.3%	1.3%
Other	0.0%	0.1%
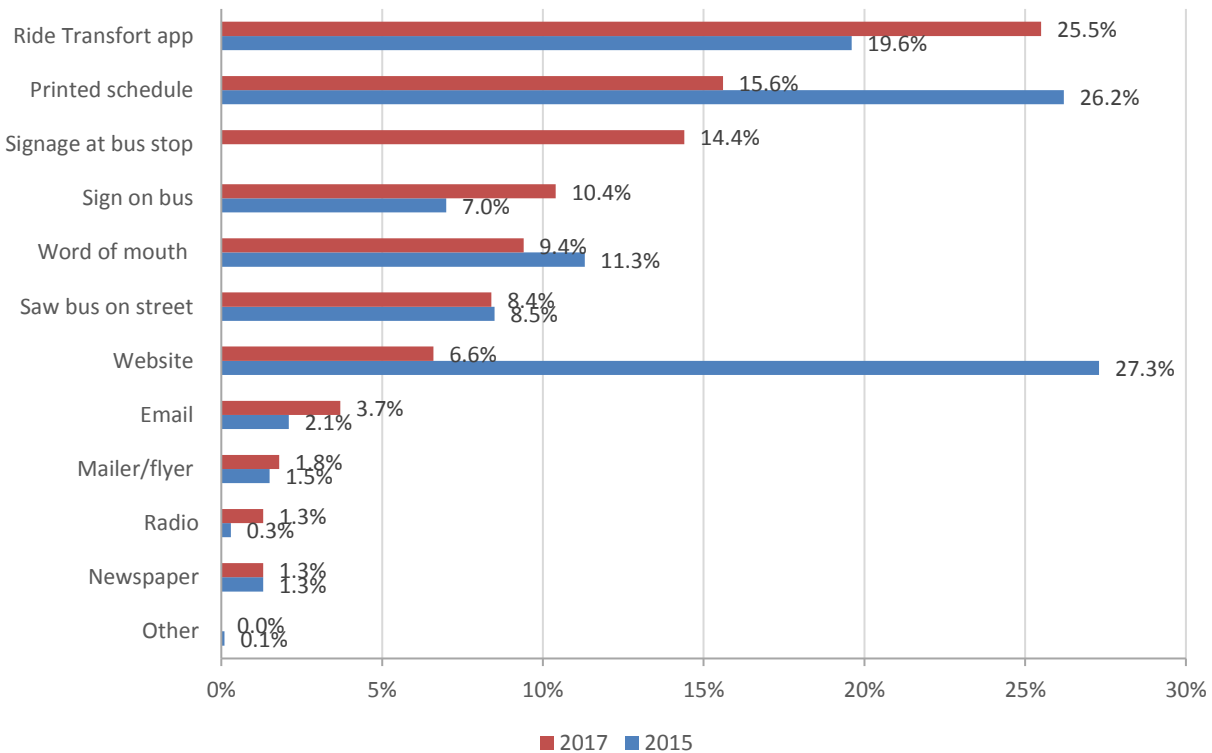
Question 17: When you complete a trip by method other than public transit, what is the most common reason?

Responses to this question are nearly identical to the responses of 2015. Nearly 56 percent cited other transportation availability as the reason they would complete a trip by a method other than public transit. The second most-common reason cited was "bus does not arrive frequently enough" (12.2 percent). A new response option this year was "bus does not run late enough." This option was selected by 5.7 percent.

Exhibit 3.17 Barriers to Transit Usage
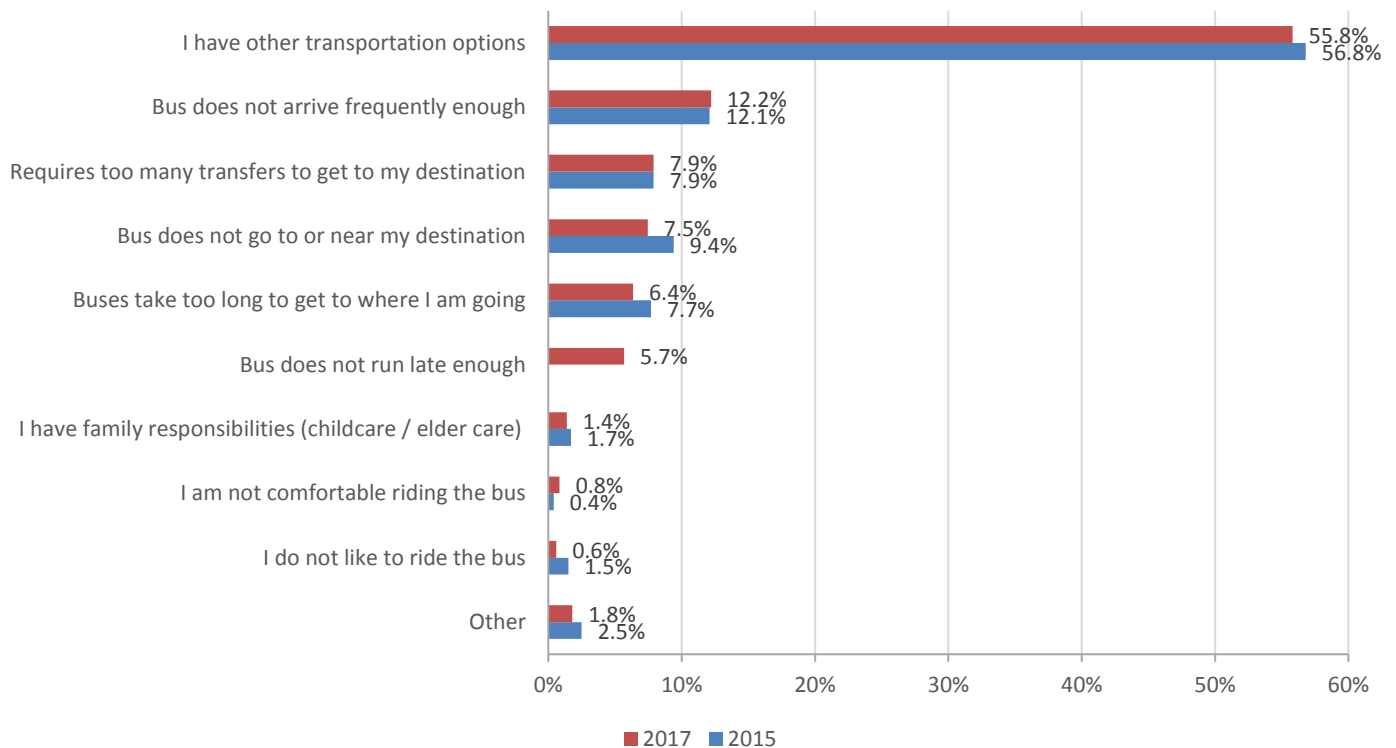
Question 18: Please rate your satisfaction regarding the following Transfort services on a four-point scale (with four being highest).

Satisfaction with Transfort services increased in every category compared with 2015. The largest improvements were "safe operation of bus" (3.55 mean rating) and "cleanliness/comfort" (3.42 mean rating). The lowest marks remain "hours of operation" (2.87 mean rating) and "frequency of service" (2.97 mean rating), although both improved over 2015.

Exhibit 3.18 Services Satisfaction Ratings

Attribute	Mean Rating 2017	Mean Rating 2015	Difference
Safe operation of bus	3.55	3.28	+0.27
Cleanliness/comfort	3.42	3.16	+0.26
Visual appearance/branding	3.40	3.18	+0.22
Convenience	3.34	3.1	+0.24
Rider information	3.32	3.12	+0.20
Ease of transfer	3.29	3.09	+0.20
On-time performance	3.25	3.03	+0.22
Location of bus stops	3.23	3.06	+0.17
Access to key destinations	3.22	3.07	+0.15
Frequency of service	2.97	2.83	+0.14
Hours of operation	2.87	2.74	+0.13

Question 19: How many working motor vehicles are available to members of your household?

In 2015, respondents were asked only if they had access to a personal vehicle. At that time, more than half of respondents indicated having access to a personal vehicle (52.9 percent). During this round of surveying, the question was modified to ask the number of working vehicles to which the respondent had access. Nearly three-quarters (73.8 percent) indicated having access to at least one personal vehicle.

Exhibit 3.19 Personal Vehicle Access

No motor vehicles available: 26.2%
1 motor vehicle: 32.8%
2 motor vehicles: 20.8%
3 motor vehicles: 12.4%
4 or more motor vehicles: 7.7%

n = 2,958

27
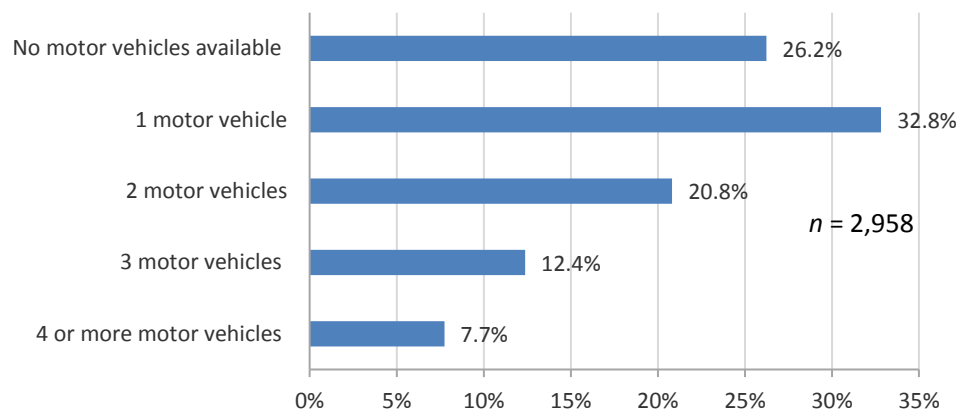
Question 20: Do you have a valid driver license?

Nearly 75 percent of survey takers (74.8 percent) indicated having a valid driver license. This result is similar to the 2015 survey, where nearly 70 percent of survey participants indicated possession of a valid driver license.

Exhibit 3.20 Riders with Driver License
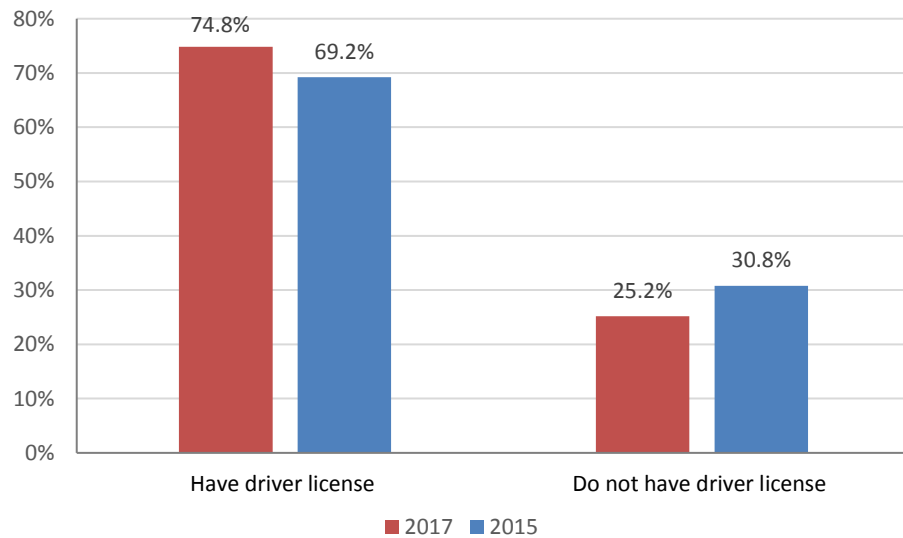
Question 21: Please indicate your gender.
Responses to this question were fairly evenly split between female (51.4 percent) and male (48.6 percent) Less than three percent declined to respond.

Exhibit 3.21 Gender
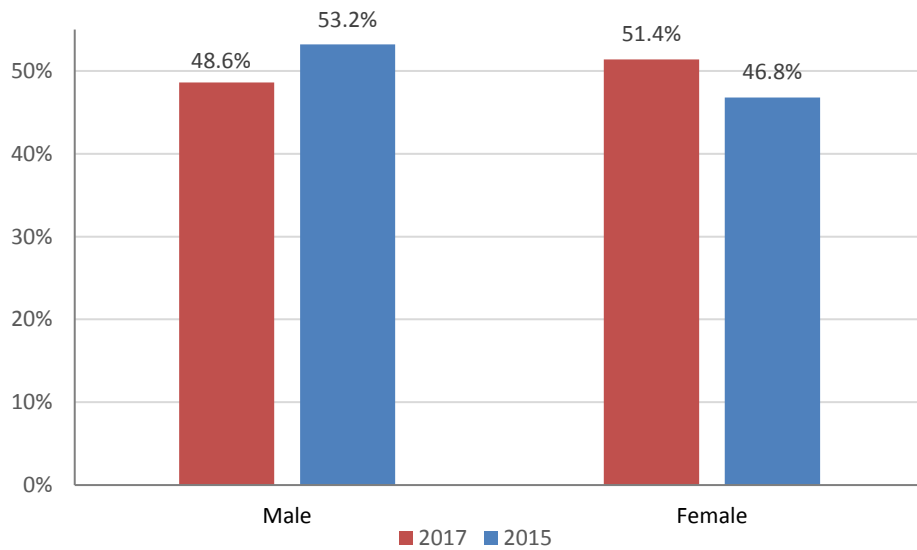
Question 22: Please indicate your age.

Persons age 18 to 25 were the largest-single age demographic (51.5 percent), followed by age 26 to 35 (14.6 percent). Riders under 18 were the smallest group of respondents (2.9 percent). These results are similar to those found in the 2015 survey, wherein 50.9 percent indicated being in the 18 to 25 age range.

Exhibit 3.22 Age
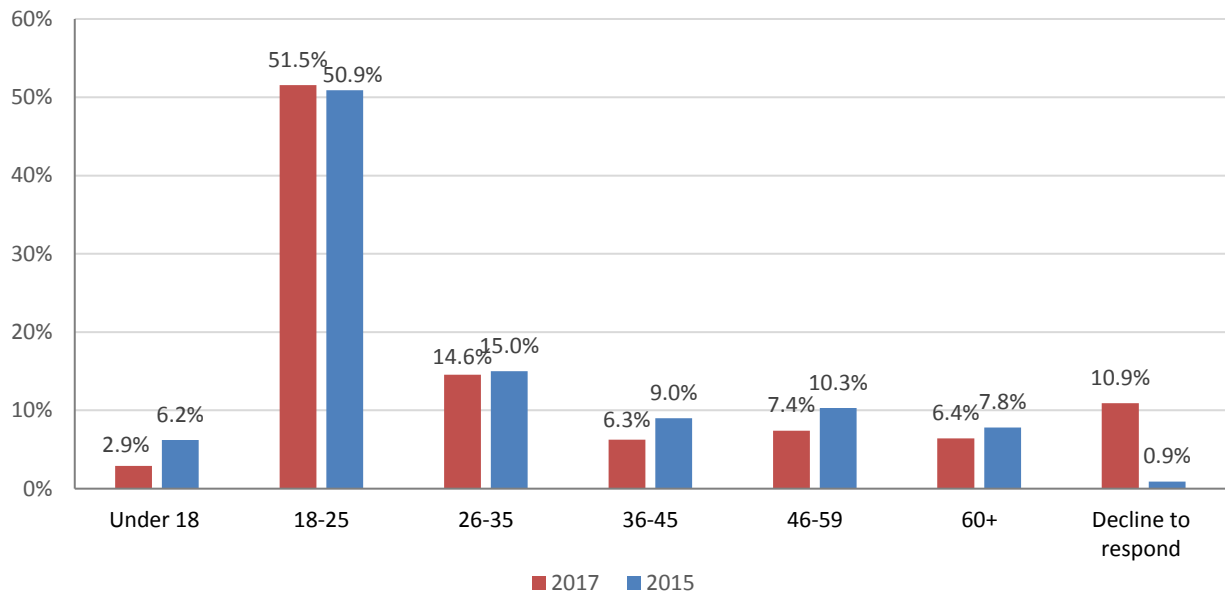
Question 23: What is your race?

More than 65 percent of respondents self-identified as Caucasian. The second most-common response was "decline to respond" (21.4 percent). Hispanic/Latino was not offered as a response option on this question however, nearly 15 percent of respondents wrote it in. During the data cleaning process these responses were cleaned into the "decline to respond" option and Question 24 "Do you identify as Hispanic/Latino?" was marked "yes." This accounts for the high percentage of "decline to respond" selections.

Exhibit 3.23 Race
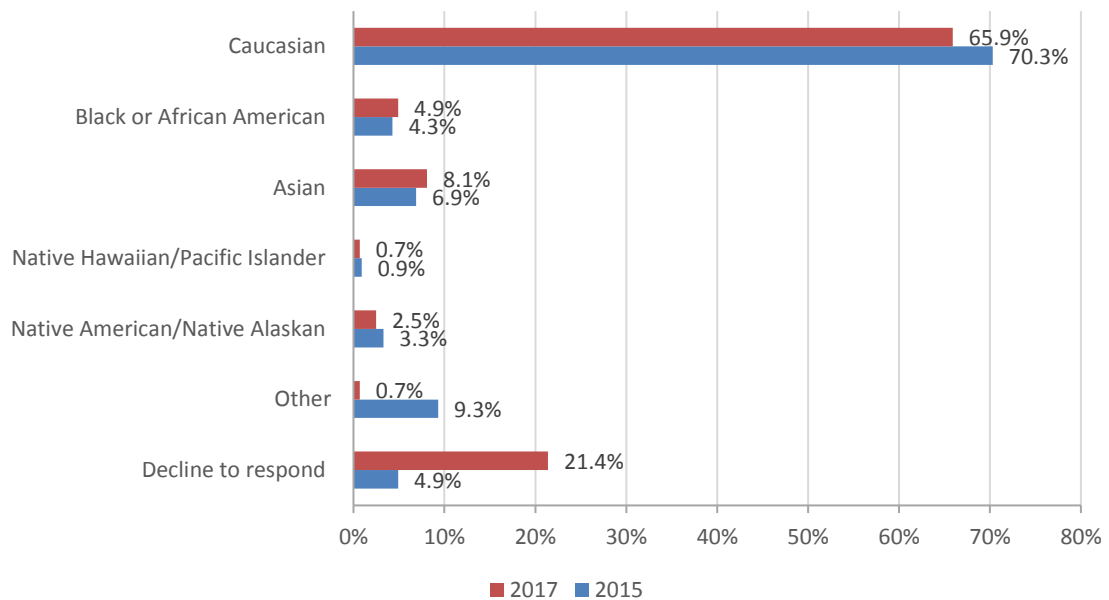
Question 24: Do you identify as either Hispanic/Latino?

Exhibit 3.24 Hispanic/Latino

30
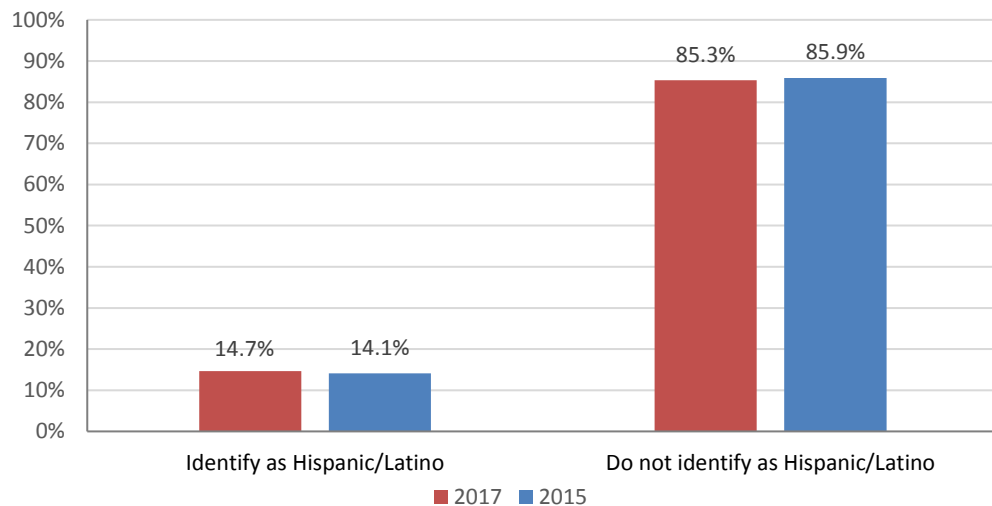
Question 25: Do you speak a language other than English at home?

More than 25 percent of respondents indicated speaking a language other than English at home.

Exhibit 3.25   Languages Spoken at Home
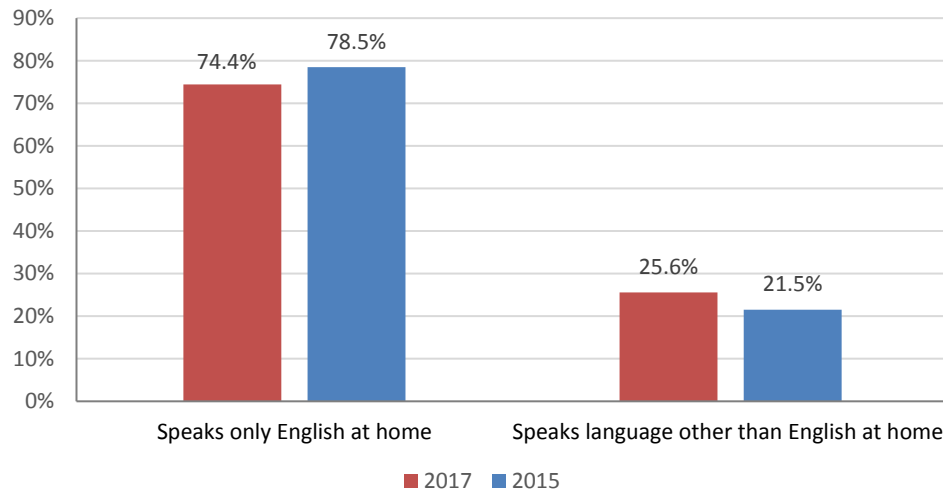
Respondents were also asked to identify the languages they typically speak at home. Nearly half cited Spanish, or a combination of Spanish and at least one other language (i.e., Spanish and French, etc.) In total, forty-six languages were identified.

Question 26: Do you speak English…?

Four response options were provided, ranging from "very well" to "not at all." More than 99 percent of surveyed riders indicated speaking English "very well" or "well." This suggests that only in a relatively limited number of cases does language serve as a barrier to accessing the Transfort service.

Exhibit 3.26   English Proficiency Levels
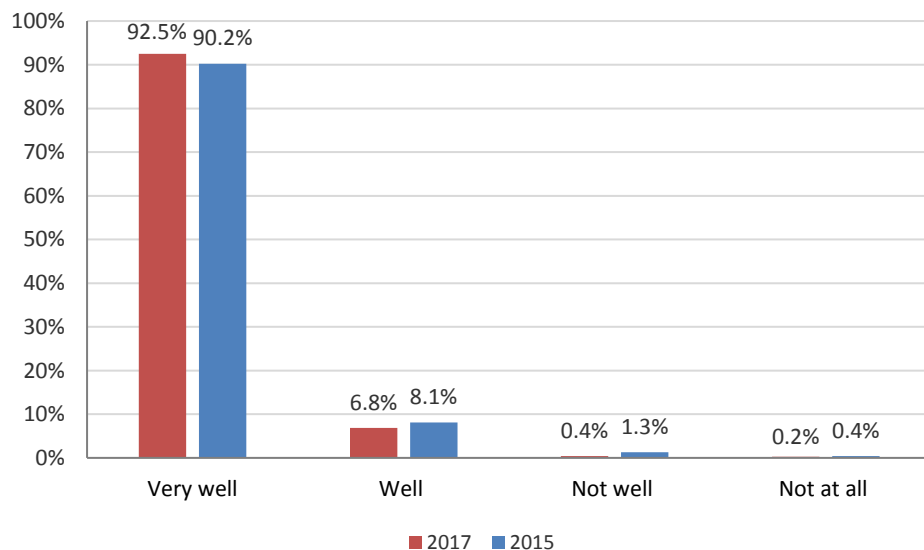
Question 27: Please indicate your employment status.

Respondents were provided eight choices and invited to select all that apply. More than one-third identified as full-time students. More than 47 percent of respondents (47.3 percent) cited being employed either full- or part-time.

Given that the riders were invited to check all that apply, the response percentages total more than 100 percent.

Exhibit 3.27 Employment Status
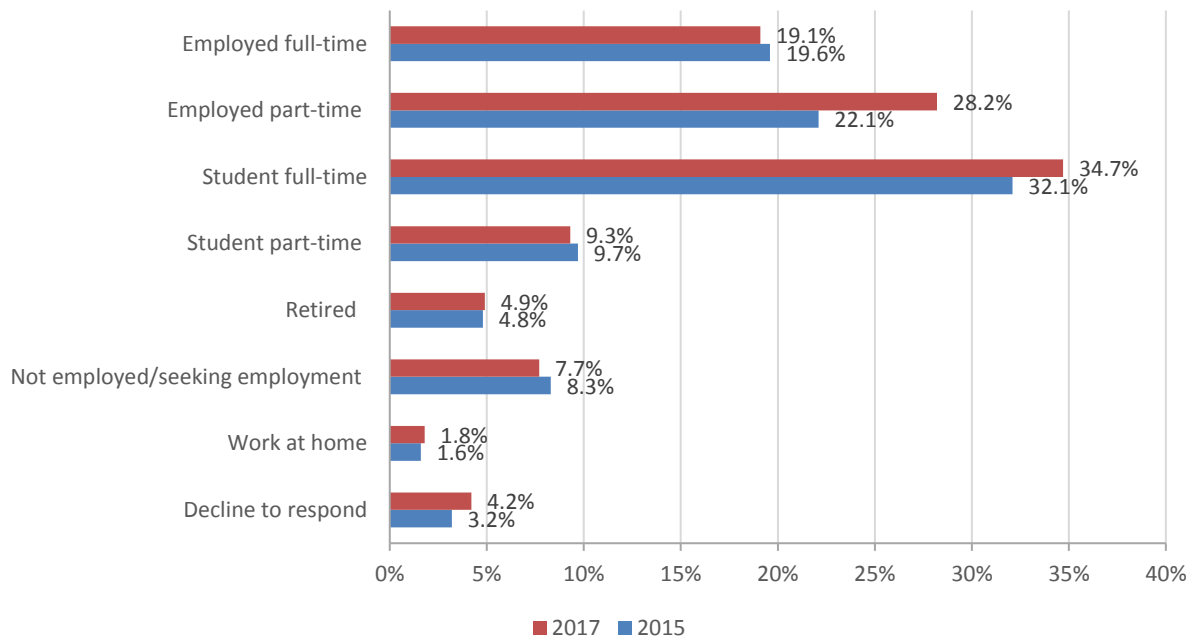
Further, respondents were asked if they were employed by Colorado State University (CSU) if they attend CSU as students. Many riders indicated having a CSU connection: 12.7 percent of riders identified as CSU faculty and another 63.2 percent identified as CSU students.

Question 28: What is your total household income per year?
Nearly 60 percent of respondents cited an annual income of $20,000 or less, with 38.8 percent earning $10,000 or less. Nearly 19 percent reported earning more than $50,000 annually. The 2015 median household income in Fort Collins is $58,918 (Census Bureau).

This data is similar to the 2015 survey, wherein 60.2 percent indicated earning less than $20,000 annually.

Exhibit 3.26 Household Income

Income	2017	2015
Less than $10,000	38.8%	42.8%
$10,000 - $20,000	20.2%	17.4%
$20,001 - $30,000	11.8%	12.7%
$30,001 - $40,000	6.2%	6.1%
$40,001 - $50,000	4.3%	4.3%
$50,001 - $75,000	7.1%	6.0%
$75,001 - $100,000	5.3%	4.6%
$100,000 - $200,000	5.0%	5.3%
More than $200,000	1.3%	0.7%
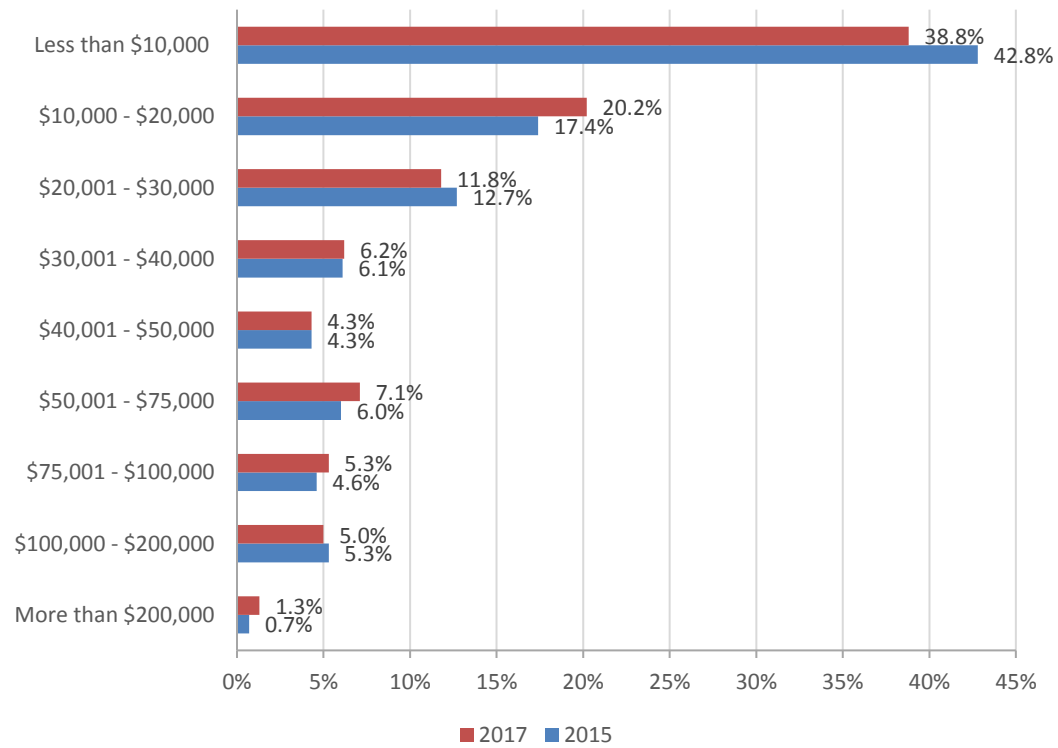
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Section 4

Paratransit Survey Overview and Methodology

In August 2017, the City of Fort Collins conducted a Dial-A-Ride customer survey. The objectives of the survey included insight into the eligibility assessment process, ride reservation process, and program satisfaction from the customers' perspective.

The City of Fort Collins, Dial-A-Ride (DAR) paratransit service provides door-to-door public transportation to riders who have a disability that prevents them from making some or all of their trips on fixed-route buses. It provides over 34,000 rides annually to individuals with disabilities, and is provided as part of the City's efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA).

The 2017 survey instrument was the first revision in more than a decade and was designed to capture the following information:

- Level of satisfaction among various Dial-A-Ride service characteristics (such as: ease of eligibility, call center customer service, DAR driver customer service, concern/complaint resolution, service reliability, cost, on-time performance and overall service quality),
- Customer travel patterns and behavior,
- Dial-A-Taxi program including service satisfaction and ease of reservation process, and
- Rider demographics.

To ensure Dial-A-Ride riders had an equal opportunity to participate, the survey instrument was made available in both English and Spanish. Every respondent opted to complete the survey in English.

The method of surveying was via direct mail to a representative sample of 1,000 registrants. Each survey included a postage-paid return envelope. Visually-impaired program registrants were given the option to call a toll-free telephone number to complete the survey via phone. Only two respondents did so. As participation incentive, each respondent was entered into a random drawing for a $50 VISA gift card.

Of the 1,000 surveys distributed, 157 were returned as "undeliverable" while another three were returned and marked as "deceased." Of the remaining 840 mailings 228 were returned complete, translating to a response rate of approximately 30 percent.

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Section 5

Paratransit Survey Analysis and Key Findings

Section A: About You

The first section of the survey was composed of demographic questions.

Question 1: What is your gender?

Exhibit 1: Gender

Male
29.0%

Female
71.0%

n = 224
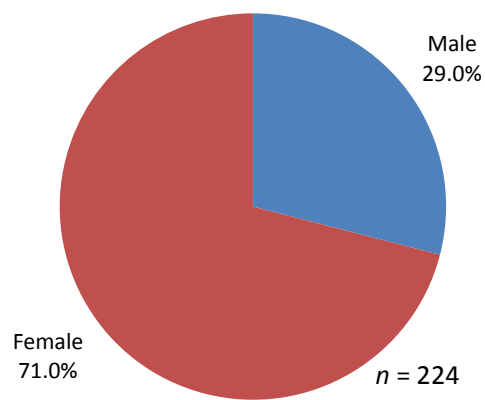
Question 2: What is your age?

Exhibit 2: Age

65 or older
62.1%

Under 18
0.9%

18-34
5.4%

35-64
31.7%

n = 224

37
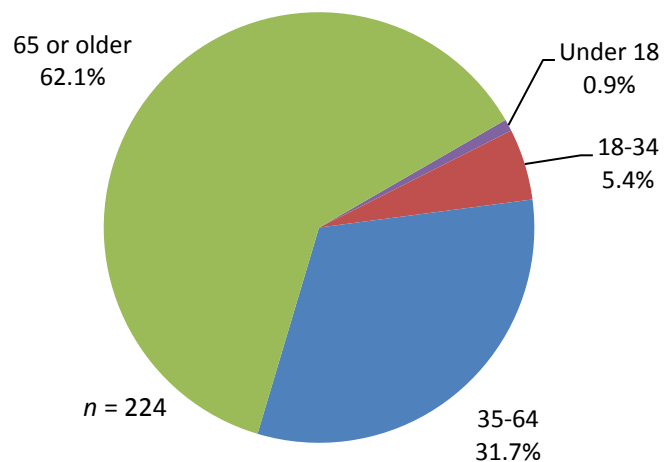
Question 3: What is your home zip code?

n = 225
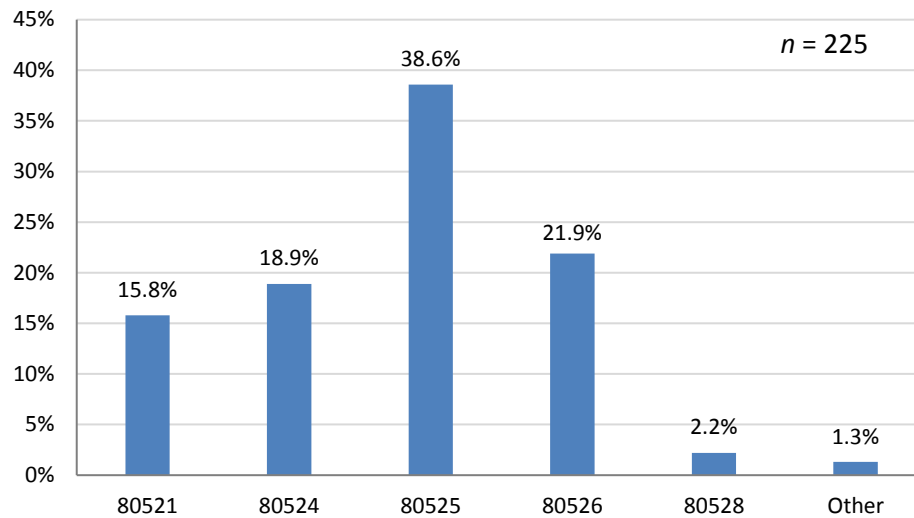
Question 4: Do you have a valid driver license?

The majority (66.4 percent) of Dial-A-Ride customers do not have a valid driver license.

No valid driver license 66.4%

Valid driver license 33.6%

n = 220

38
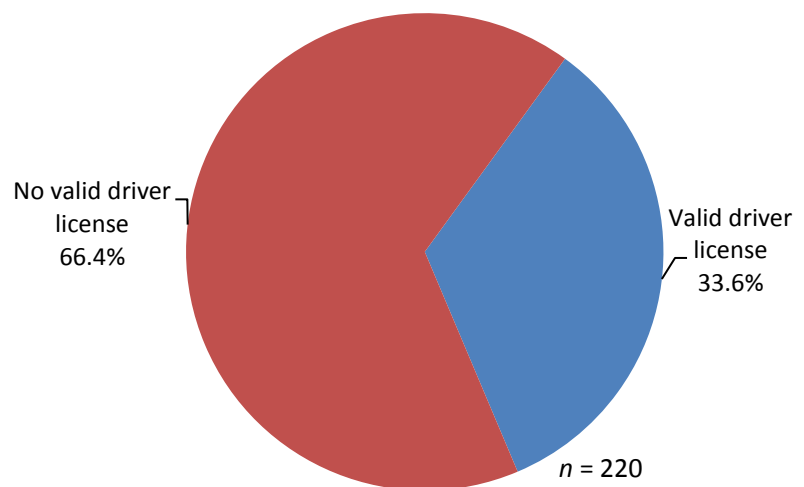
Question 5: Do you have an impairment that impacts your personal mobility?
Nearly eighty-one percent (80.8 percent) of respondents self-reported an impairment impacting their personal mobility.

Exhibit 5: Mobility

Does not have an impairment 19.2%

Has an impairment 80.8%

n = 219
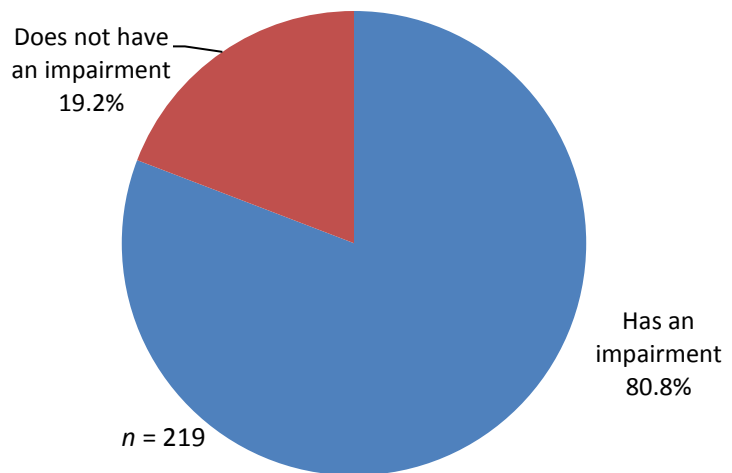
Section B: About Our Service
The second section sought to assess satisfaction regarding a variety of Dial-A-Ride service attributes.

Question 6: Indicator of level of satisfaction per Dial-A-Ride service characteristic.
The majority (78.9 percent) of customers appear to be satisfied with the service quality, ranking it as "excellent" or "good."

Exhibit 6: Satisfaction

	Excellent	Good	Fair	Poor	No Opinion
Overall service quality	50.4%	28.5%	5.3%	1.3%	14.5%
On-time performance	43.9%	30.3%	9.2%	2.6%	14.0%
Cost/Pricing	47.8%	27.6%	4.8%	3.9%	15.8%
Service reliability	49.6%	27.2%	4.8%	3.1%	15.4%
DAR driver customer service	53.1%	21.9%	3.9%	1.8%	19.3%
Call center customer service	53.5%	25.4%	5.7%	2.2%	13.2%
Ease of eligibility process	43.9%	34.2%	6.6%	2.2%	13.2%

n = 228
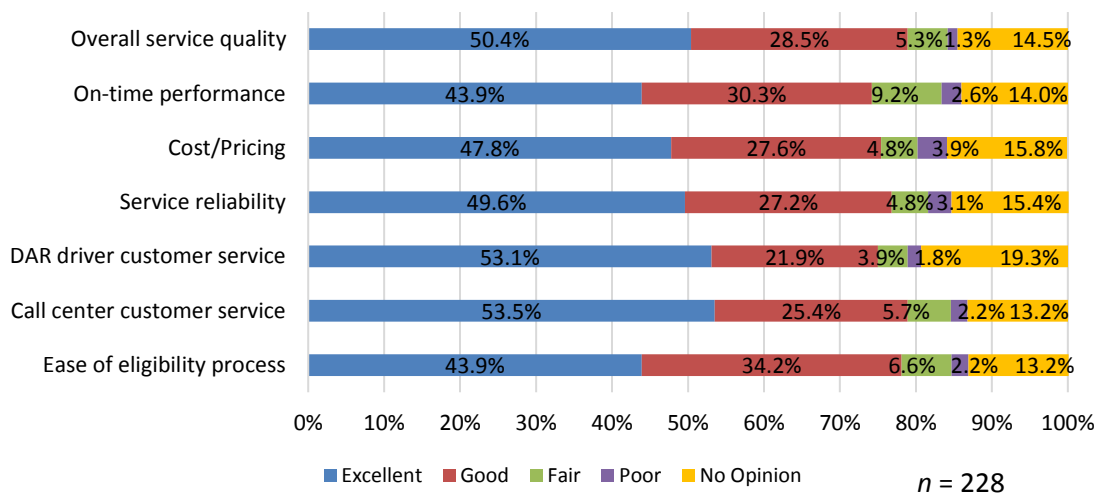
Concern/complaint resolution

More that 80 percent of respondents reported their satisfaction levels with the complaint resolution process as *Excellent* or *Good*.

Exhibit *6.1*: Satisfaction

n = 146
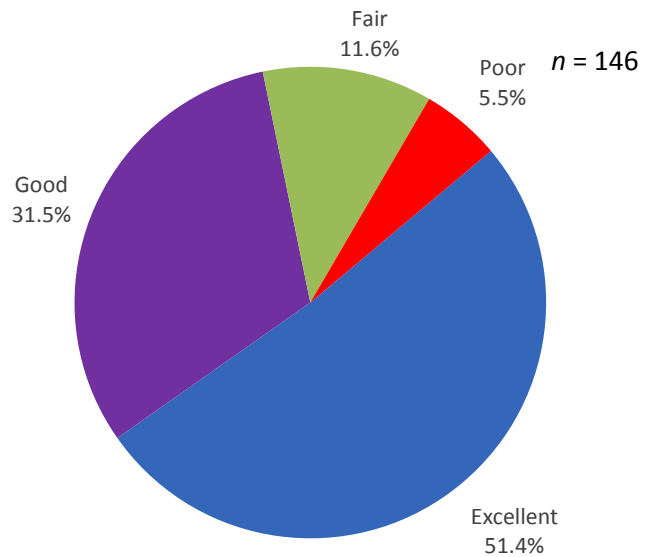
Section C: How You Use Dial-A-Ride

The third section of the survey sought to identify travel patterns including frequency of use and trip purpose.

Question 7: On average, how many Dial-A-Ride trips do you take each week?

Exhibit *7*: Frequency of use

40
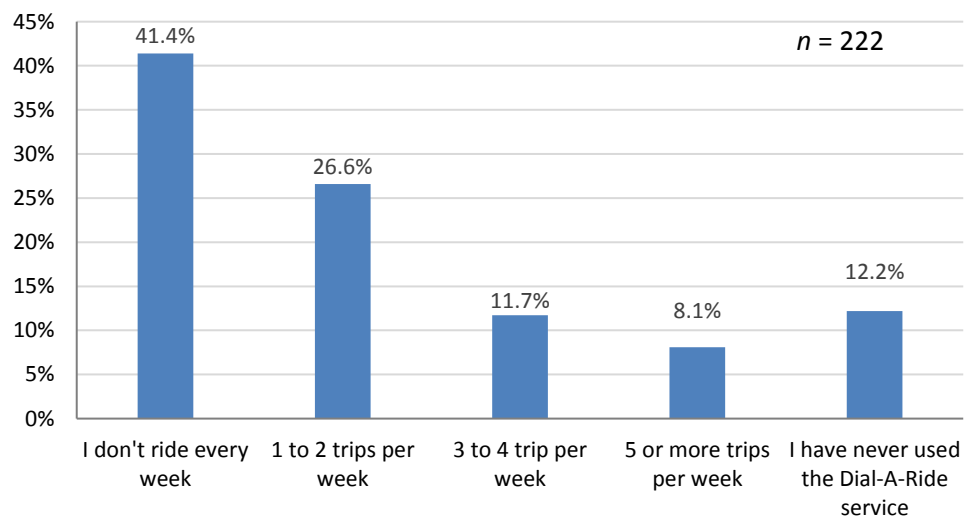
Question 8? Of those who selected "I have never used the Dial-A-Ride service," please indicate why.

Of those who selected no prior use of the Dial-A-Ride service, 61 percent indicated having other transportation options.

Exhibit 8: Why Dial-A-Ride has not been used

n = 27
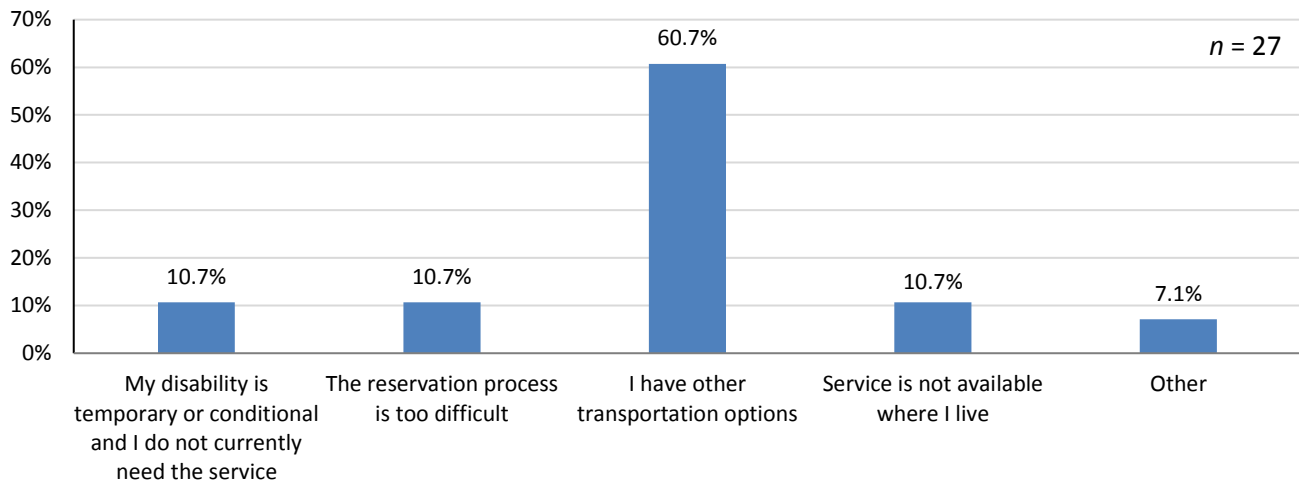
Question 9: What are the most common reasons you use Fort Collins Dial-A-Ride?

"Medical appointments" and "shopping" are the two most common Dial-A-ride trip purposes.

Exhibit 9: Trip purpose

n = 228
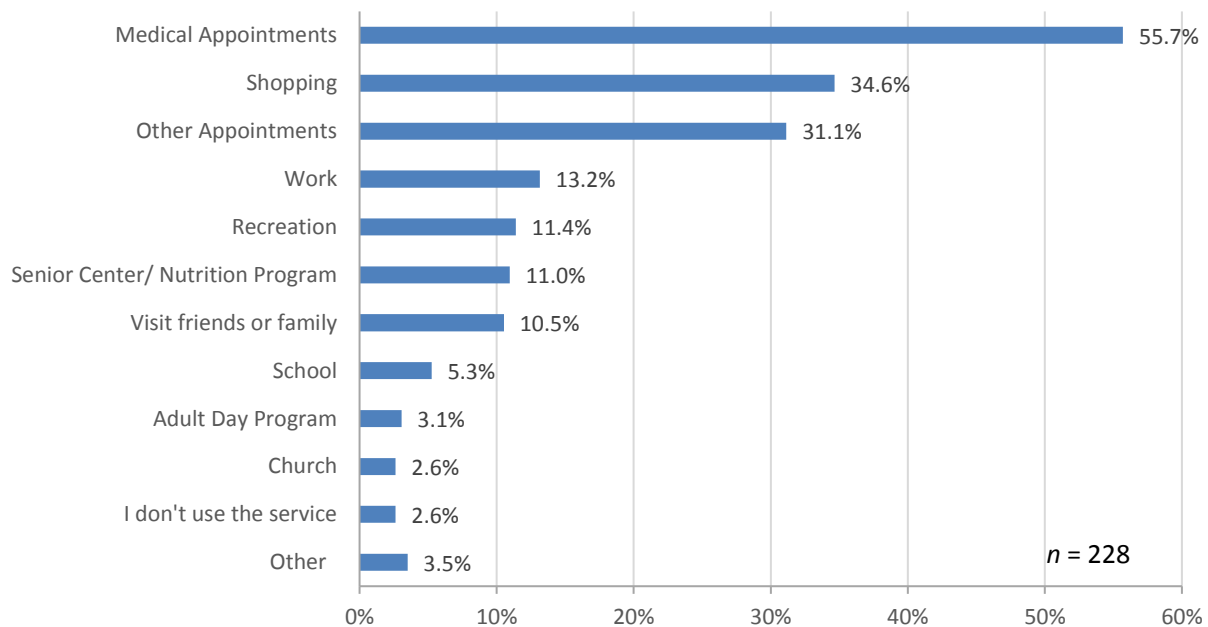
Question 10: When traveling, are you typically accompanied by a companion, personal care attendant (PCA), or service animal?

n = 214

- Companion: 8.4%
- Personal care assistant (PCA): 4.7%
- Service animal: 0.9%
- None of the above: 86.0%
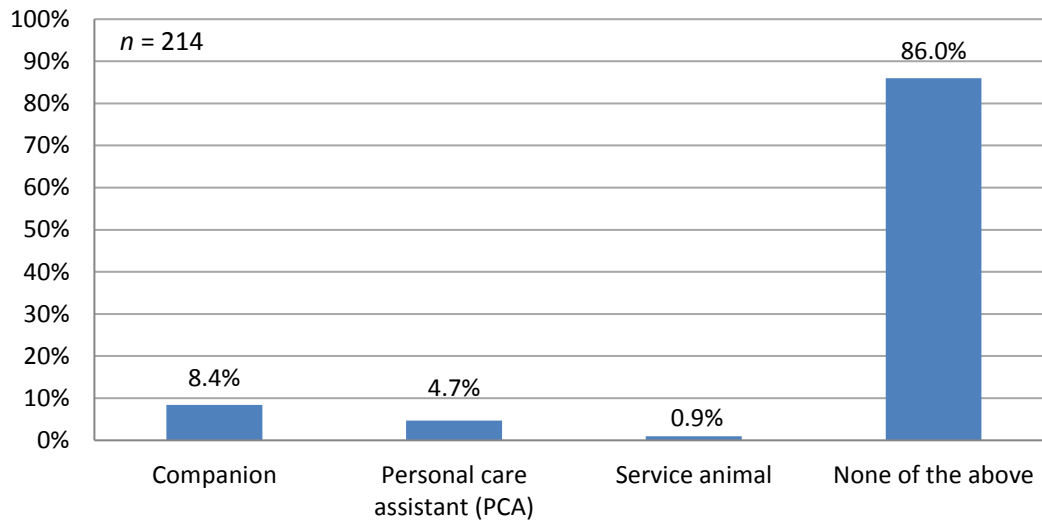
Question 11: What Fort Collins service have you used?

n = 228

- Dial-A-Ride: 77.2%
- Dial-A-Taxi: 37.3%
- Transfort: 28.1%
- SAINT: 23.7%
- Local taxi service: 15.8%
- Other: 6.1%
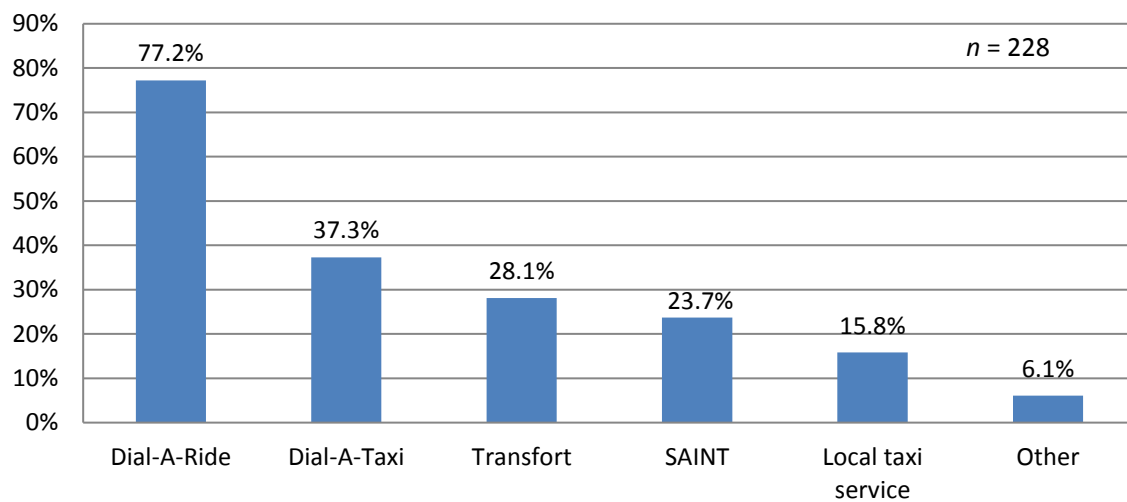
Question 12: Have you used Dial-A-Taxi during 2017?

Exhibit *12*: Dial-A-Taxi

n = 185
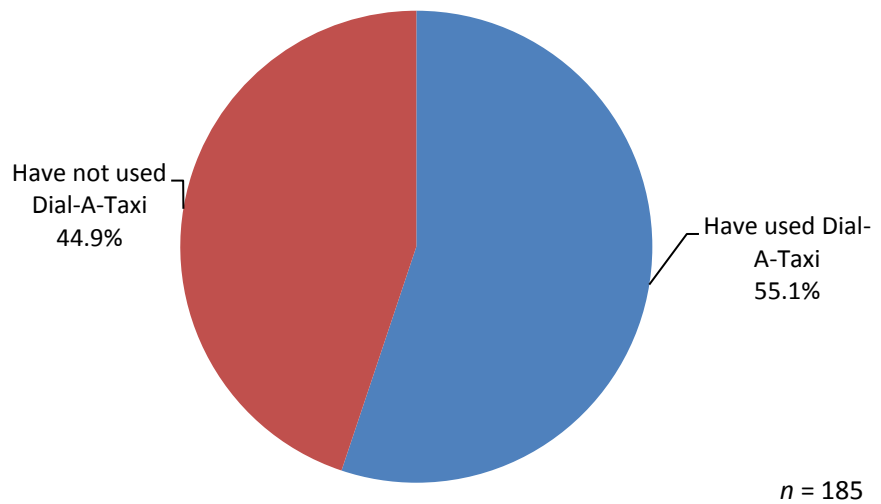
Question 13: Indication of satisfaction regarding Dial-A-Taxi.

Exhibit *13*: Dial-A-Taxi satisfaction

n = 102
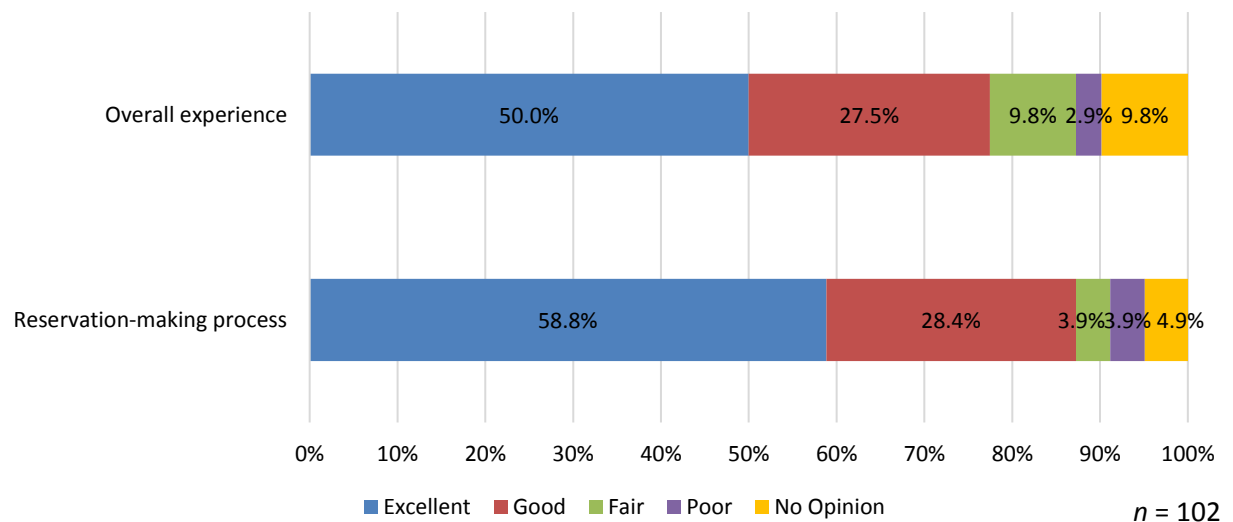
Question 14: If Dial-A-Ride was not available, how would you have made your most recent trip?

Since respondents were invited to check all that apply, the response percentages total more than 100 percent.

Exhibit 14: Dial-A-Ride not available

Family/friend — 41.2%
Would not make trip — 32.9%
Dial-A-Taxi — 20.2%
SAINT — 14.9%
Transfort — 11.4%
Local taxi service — 10.1%
Walk/bicycle — 3.9%
Drive myself — 3.9%
Carpool/vanpool — 1.3%
Other — 0.9%

n = 228
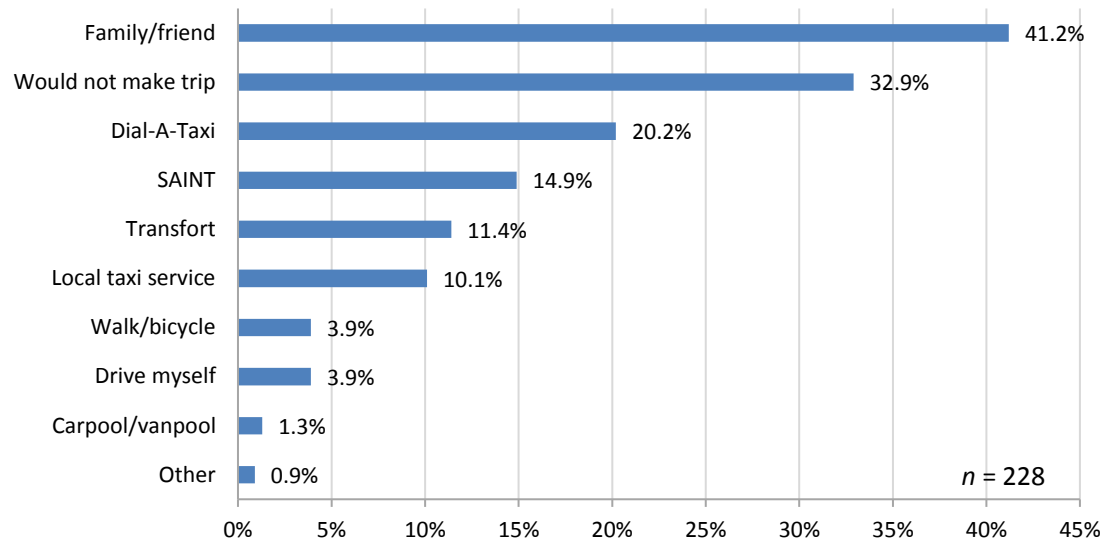
Appendix A

Transfort Survey Instruments

Transfort
2017 Onboard Survey

Section 1: Tell us about how you travel.

1. At what <u>type</u> of place did you begin this one-way trip?
- ❑ Home
- ❑ Work
- ❑ Shopping
- ❑ Doctor/Healthcare
- ❑ Restaurant
- ❑ Daycare/school my child is attending
- ❑ University/College
- ❑ K-12 school I'm attending
- ❑ Other (specify) _____

2. What is the <u>location</u> of the place you began this trip?
Nearest Cross-Streets:_____
and/or Landmark :_____

3. At what <u>type</u> of place will you end this one-way trip?
- ❑ Home
- ❑ Work
- ❑ Shopping
- ❑ Doctor/Healthcare
- ❑ Restaurant
- ❑ Daycare/school my child is attending
- ❑ University/College
- ❑ K-12 school I'm attending
- ❑ Other (specify) _____

4. What is the <u>location</u> of the place you will end this trip?
Nearest Cross-Streets:_____
and/or Landmark :_____

5. How did you get to the bus stop where you boarded THIS bus?
- ❑ Walked
- ❑ Bicycled
- ❑ Rode a bus
- ❑ Drove self
- ❑ Someone drove me
- ❑ Carpool/vanpool
- ❑ Other (specify): _____

6. At what bus stop did you board THIS bus?
Name, location, or stop ID: _____

7. How will you get from the bus stop where you get off THIS bus to your final destination today?
- ❑ Walk
- ❑ Bicycle
- ❑ Transfer to another bus
- ❑ Drive
- ❑ Have someone drive me
- ❑ Carpool/vanpool
- ❑ Other (specify): _____

8. At what bus stop will you get off THIS bus?
Name, location, or stop ID: _____

9. What type of fare did you use to pay for this trip?
- ❑ Single-ride Adult
- ❑ Single-ride Senior/ Disabled
- ❑ 7-day pass
- ❑ 31-day pass
- ❑ CSU RAM Card
- ❑ Adult annual pass paid with cash or credit
- ❑ Senior/Disabled annual pass
- ❑ Youth (Free/K-12 Student)
- ❑ Adult annual pass paid by employer
- ❑ Ticket or pass through social service agency
- ❑ Did not pay a fare

10. If this one-way trip requires more than one bus/bus route to complete, which bus routes will you ride? (Complete all that apply.)
1st Route:_____ 2nd Route:_____ 3rd Route:_____

11. How many times will you get on a bus today to get to the following locations? (enter a number for each)
Home _____ Work_____ School_____
Other (specify) _____

12. Did you check the bus' arrival status using...?
- ❑ Website
- ❑ Phone call to Transfort
- ❑ Transfort App
- ❑ Driver/staff
- ❑ Text from cell phone
- ❑ Mobile internet (Smartphone)
- ❑ I did not check the arrival status

13. On average, how often do you ride the bus each week?
- ❑ This is my first time
- ❑ One day
- ❑ Two days
- ❑ Three days
- ❑ Four days
- ❑ Five days
- ❑ Six days
- ❑ Not every week
- ❑ Other (specify): _____

14. How long have you been riding Transfort?
- ❑ Less than 6 months
- ❑ More than 6 months/less than 1 year
- ❑ Between 1 and 2 years
- ❑ Between 2 and 4 years
- ❑ Between 4 and 6 years
- ❑ More than 6 years

15. Which of the following would cause you to ride the bus more often? (check all that apply)
- ❑ If employer paid all or part of cost
- ❑ More frequent service
- ❑ Earlier morning service
- ❑ Later evening service
- ❑ More routes/destinations
- ❑ Assistance with trip planning
- ❑ Having someone to ride with
- ❑ Other (specify): _____

16. How do you usually obtain information and/or prepare for your trip on Transfort? (check all that apply)
- ❑ Website (specify): _____
- ❑ Email
- ❑ Radio
- ❑ Newspaper
- ❑ Printed schedule
- ❑ Mailer/flyer
- ❑ Signage at bus stop
- ❑ Sign on bus
- ❑ Word of mouth
- ❑ Saw bus on street
- ❑ Ride Transfort app
- ❑ Other (specify): _____

17. When you complete a trip by a method other than public transit, what is the most common reason?
- ❑ I have other transportation options.
- ❑ Requires too many transfers to get to my destination.
- ❑ Bus does not arrive frequently enough.
- ❑ Buses take too long to get to where I am going.
- ❑ Bus does not go to or near my destination.
- ❑ Bus does not run late enough.
- ❑ I do not like to ride the bus.
- ❑ I am not comfortable riding the bus.
- ❑ I have family responsibilities (childcare/elder care)
- ❑ Other (specify): _____

CONTINUED ON REVERSE →

Transfort
2017 Onboard Survey

18. Please rate your satisfaction regarding the following Transfort service attributes on the following scale.

	Very satisfied	Satisfied	Somewhat satisfied	Dissatisfied	Not applicable
On-time performance	❑	❑	❑	❑	❑
Ease of transfer between buses/routes	❑	❑	❑	❑	❑
Convenience	❑	❑	❑	❑	❑
Safe operation of bus	❑	❑	❑	❑	❑
Cleanliness/comfort of bus	❑	❑	❑	❑	❑
Location of bus stops	❑	❑	❑	❑	❑
Access to key destinations	❑	❑	❑	❑	❑
Hours of operation	❑	❑	❑	❑	❑
Frequency of service	❑	❑	❑	❑	❑
Visual appearance / branding	❑	❑	❑	❑	❑
Rider information (app, website, etc.)	❑	❑	❑	❑	❑

Section 2: Tell us about you.

19. How many working motor vehicles are available to members of your household?
❑ None ❑ 1 ❑ 2 ❑ 3 ❑ 4 or more

20. Do you have a valid driver license?
❑ Yes ❑ No

21. Please indicate your gender:
❑ Male ❑ Female ❑ Decline to respond

22. Please indicate your age:
❑ Under 18 ❑ 46-59
❑ 18-25 ❑ 60+
❑ 26-35 ❑ Decline to respond
❑ 36-45

23. What is your race/ethnicity? (check all that apply)
❑ Caucasian
❑ Black or African American
❑ Asian
❑ Native Hawaiian/Pacific Islander
❑ Native American/Native Alaskan
❑ Decline to respond
❑ Other _____

24. Do you identify as Hispanic and/or Latino?
❑ Yes ❑ No

25. Do you speak a language other than English at home?
❑ No ❑ Yes (specify): _____

26. Do you speak English...?
❑ Very well ❑ Well ❑ Not well ❑ Not at all

27. Please indicate your employment status. (check all that apply)
❑ Employed full-time   ❑ Work at home
❑ Employed part-time   ❑ Decline to respond
❑ Student full-time
❑ Student part-time
❑ Retired
❑ Not employed/seeking employment

27a. Are you CSU faculty or staff? ❑ Yes ❑ No

27b. Are you a CSU student (full or part-time)?
❑ Yes ❑ No

28. What is your total household income per year?
❑ Less than $10,000   ❑ $50,001-$75,000
❑ $10,000 - $20,000   ❑ $75,001-$100,000
❑ $20,001 - $30,000   ❑ $100,001-$200,000
❑ $30,001- $40,000   ❑ More than $200,000
❑ $40,001 - $50,000   ❑ Decline to respond

THANK YOU FOR PARTICIPATING IN THIS IMPORTANT SURVEY.

To be entered into a random drawing for a $50 VISA gift card, provide the information below.

Name: _____

Phone or email: _____

Appendix B

Simple Frequencies

Which route are you riding today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	174	5.3	5.3	15.2
	3	295	8.9	8.9	24.2
	5	60	1.8	1.8	46.5
	6	76	2.3	2.3	48.8
	7	116	3.5	3.5	52.3
	8	109	3.3	3.3	55.6
	9	27	0.8	0.8	58.4
	10	26	0.8	0.8	0.8
	12	48	1.5	1.5	2.2
	14	49	1.5	1.5	3.7
	16	72	2.2	2.2	5.9
	18	49	1.5	1.5	7.4
	19	85	2.6	2.6	10.0
	31	518	15.7	15.7	39.9
	32	149	4.5	4.5	44.4
	33	11	0.3	0.3	44.7
	81	65	2.0	2.0	57.6
	FLEX	140	4.2	4.2	62.7
	HORN	289	8.8	8.8	71.4
	MAX	944	28.6	28.6	100.0
	Total	3,302	100.0	100.0	

Origin: At what type of place did you begin this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	1,497	45.3	45.6	45.6
	Work	279	8.4	8.5	54.1
	Shopping	154	4.7	4.7	58.8
	Doctor/Healthcare	37	1.1	1.1	59.9
	Restaurant	25	0.8	0.8	60.7
	Daycare	6	0.2	0.2	60.9
	University/College	1,068	32.3	32.5	93.4
	K-12 school I'm attending	49	1.5	1.5	94.9
	Other	168	5.1	5.1	100.0
	Total	3,283	99.4	100.0	
Missing	System	19	0.6		
Total		3,302	100.0		

Origin: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,190	96.6	96.6	96.6
	Bike - Bus	1	0.0	0.0	96.6
	Church	13	0.4	0.4	97.0
	DMV	2	0.1	0.1	97.1
	DTC	1	0.0	0.0	97.1
	Errands	3	0.1	0.1	97.2
	Friend's house	8	0.2	0.2	97.5
	Harbinger Coffee	1	0.0	0.0	97.5
	Hotel	1	0.0	0.0	97.5
	Jail	1	0.0	0.0	97.5
	Legal Obligations	6	0.2	0.2	97.7
	Mail Box	1	0.0	0.0	97.8
	Mission	1	0.0	0.0	97.8
	Murphy Center	1	0.0	0.0	97.8
	Personal	2	0.1	0.1	97.9
	Probation	1	0.0	0.0	97.9
	Recreation	6	0.2	0.2	98.1
	Reseve Mission	1	0.0	0.0	98.1
	Senior Center	1	0.0	0.0	98.2
	Shelter	1	0.0	0.0	98.2
	Social services	1	0.0	0.0	98.2
	Transit center	57	1.7	1.7	99.9
	Volunteer	1	0.0	0.0	100.0
	Work Release	1	0.0	0.0	100.0
	Total	3,302	100.0	100.0	

Destination: At what type of place will you end this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	1,087	32.9	33.3	33.3
	Work	412	12.5	12.6	45.9
	Shopping	255	7.7	7.8	53.7
	Doctor/Healthcare	58	1.8	1.8	55.4
	Restaurant	59	1.8	1.8	57.3
	Daycare / School my child is attending	10	0.3	0.3	57.6
	University/College	1,116	33.8	34.1	91.7
	K-12 I'm attending	25	0.8	0.8	92.5
	Other	246	7.5	7.5	100.0
	Total	3,268	99.0	100.0	
Missing	System	34	1.0		
Total		3,302	100.0		

Destination: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,111	94.2	94.2	94.2
	Bus station	9	0.3	0.3	94.5
	Catholic Charities	1	0.0	0.0	94.5
	Church	16	0.5	0.5	95.0
	Coffee & Post Office	1	0.0	0.0	95.0
	Court House	1	0.0	0.0	95.1
	Depends on place I want to get down	1	0.0	0.0	95.1
	Downtown Transit Center	2	0.0	0.0	95.1
	Errands	19	0.6	0.6	95.7
	Flex - Boulder	1	0.0	0.0	95.8
	Friend's house	6	0.2	0.2	96.0
	Gym	1	0.0	0.0	96.0
	Hotel	1	0.0	0.0	96.0
	Jail	2	0.1	0.1	96.1
	Job Search	1	0.0	0.0	96.1
	Legal obligations	9	0.3	0.3	96.4
	Library	2	0.1	0.1	96.5
	Mason/Olive	1	0.0	0.0	96.5
	Max	1	0.0	0.0	96.5
	Miramont Gym	1	0.0	0.0	96.5
	Mission	1	0.0	0.0	96.5
	Murphy Center	1	0.0	0.0	96.6
	Personal	8	0.2	0.2	96.8
	Probation	3	0.1	0.1	96.9
	Recreation	22	0.7	0.7	97.6
	Senior Center	1	0.0	0.0	97.6
	Social Security Office	1	0.0	0.0	97.6
	Social Services	1	0.0	0.0	97.7
	South Transit Center	2	0.0	0.0	97.7
	North Transit Center	73	2.2	2.2	99.9
	Volunteer	1	0.0	0.0	100.0
	Walking	1	0.0	0.0	100.0
Total		3,302	100.0	100.0	

How did you get to the bus stop where you boarded THIS bus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walked	2,529	76.6	78.4	78.4
	Bicycled	203	6.1	6.3	84.7
	Rode a bus	179	5.4	5.6	90.3
	Drove self	226	6.8	7.0	97.3
	Someone drove me	49	1.5	1.5	98.8
	Carpool/Vanpool	9	0.3	0.3	99.1
	Other	29	0.9	0.9	100.0
	Total	3,224	97.6	100.0	
Missing	System	78	2.4		
Total		3,302	100.0		

How did you get to the bus stop where you boarded THIS bus? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,267	98.9	98.9	98.9
	Skateboard/scooter	27	0.8	0.8	100.0
	Total	3,302	100.0	100.0	

How will you get from the bus stop where you get off THIS bus to your final destination today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	2,659	80.5	83.1	83.1
	Bicycle	176	5.3	5.5	88.6
	Transfer to another bus	179	5.4	5.6	94.2
	Drive	123	3.7	3.8	98.1
	Have someone drive me	19	0.6	0.6	98.7
	Carpool/Vanpool	9	0.3	0.3	99.0
	Other	33	1.0	1.0	100.0
	Total	3,198	96.9	100.0	
Missing	System	104	3.1		
Total		3,302	100.0		

How will you get from the bus stop where you get off THIS bus to your final destination today? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,269	99.0	99.0	99.0
	Skateboard/scooter	25	0.7	0.7	100.0
	Total	3,302	100.0	100.0	

What type of fare did you use to pay for this trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single-ride adult	398	12.1	12.1	12.1
	Single-ride senior/disabled	55	1.7	1.7	13.8
	7-day pass	27	0.8	0.8	14.6
	31-day pass	163	4.9	5.0	19.6
	CSU RAM Card	1,900	57.5	58.0	77.6
	Adult annual pass paid with cash or credit	158	4.8	4.8	82.4
	Senior/Disabled annual pass	208	6.3	6.3	88.7
	Youth (Free/K-12 Student)	94	2.8	2.9	91.6
	Adult annual pass paid by employer	44	1.3	1.3	93.0
	Ticket or pass through social service agency	37	1.1	1.1	94.1
	Did not pay a fare	194	5.9	5.9	100.0
	Total	3,278	99.3	100.0	
Missing	System	24	0.7		
Total		3,302	100.0		

Which bus routes will you ride to complete this trip? 1st Route:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	0.2	0.2	0.2
	2	184	5.6	5.6	16.2
	3	304	9.2	9.2	25.4
	5	74	2.2	2.2	47.9
	6	81	2.5	2.5	50.4
	7	131	4.0	4.0	54.3
	8	124	3.8	3.8	58.1
	9	36	1.1	1.1	60.8
	10	28	0.8	0.8	1.1
	12	55	1.7	1.7	2.7
	14	49	1.5	1.5	4.2
	16	66	2.0	2.0	6.2
	17	1	0.0	0.0	6.2
	18	60	1.8	1.8	8.1
	19	85	2.6	2.6	10.6
	31	510	15.4	15.4	40.9
	32	148	4.5	4.5	45.3
	33	11	0.3	0.3	45.7
	81	52	1.6	1.6	59.7
	92	1	0.0	0.0	60.8
	FLEX	142	4.3	4.3	65.1
	HORN	283	8.6	8.6	73.7
	MAX	870	26.3	26.3	100.0
	Total	3,302	100.0	100.0	

Which bus routes will you ride to complete this trip? 2nd Route:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2,706	82.0	82.0	82.0
	2	23	0.7	0.7	87.9
	3	27	0.8	0.8	88.7
	5	15	0.5	0.5	90.7
	6	16	0.5	0.5	91.2
	7	12	0.4	0.4	91.6
	8	14	0.4	0.4	92.0
	9	10	0.3	0.3	93.0
	10	18	0.5	0.5	82.5
	12	30	0.9	0.9	83.4
	14	28	0.8	0.8	84.3
	15	1	0.0	0.0	84.3
	16	49	1.5	1.5	85.8
	18	22	0.7	0.7	86.4
	19	25	0.8	0.8	87.2
	31	24	0.7	0.7	89.4
	32	24	0.7	0.7	90.2
	33	3	0.1	0.1	90.2
	81	24	0.7	0.7	92.7
	FLEX	29	0.9	0.9	93.9
	HORN	13	0.4	0.4	94.3
	MAX	189	5.7	5.7	100.0
	Total	3,302	100.0	100.0	

Which bus routes will you ride to complete this trip? 3rd Route:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,125	94.6	94.6	94.6
	2	8	0.2	0.2	96.3
	3	10	0.3	0.3	96.6
	5	7	0.2	0.2	97.2
	6	6	0.2	0.2	97.4
	7	4	0.1	0.1	97.5
	8	8	0.2	0.2	97.8
	9	8	0.2	0.2	98.5
	10	1	0.0	0.0	94.7
	12	7	0.2	0.2	94.9
	14	8	0.2	0.2	95.1
	16	16	0.5	0.5	95.6
	18	9	0.3	0.3	95.9
	19	7	0.2	0.2	96.1
	31	5	0.2	0.2	96.8
	32	7	0.2	0.2	97.0
	33	1	0.0	0.0	97.0
	81	14	0.4	0.4	98.2
	FLEX	11	0.3	0.3	98.8
	HORN	4	0.1	0.1	98.9
	MAX	36	1.1	1.1	100.0
	Total	3,302	100.0	100.0	

How many times today will you get on a bus today to go home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	0.0	0.0	0.0
	1	1,442	43.7	43.7	71.4
	2	711	21.5	21.5	92.9
	3	123	3.7	3.7	96.7
	4	61	1.8	1.8	98.5
	5	21	0.6	0.6	99.2
	6	7	0.2	0.2	99.4
	7	21	0.6	0.6	100.0
Missing	System	916	27.7	27.7	27.7
Total		3,302	100.0	100.0	

How many times today will you get on a bus today to go work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	0.0	0.0	0.0
	1	558	16.9	16.9	89.9
	2	259	7.8	7.8	97.7
	3	42	1.3	1.3	99.0
	4	11	0.3	0.3	99.3
	5	11	0.3	0.3	99.6
	6	7	0.2	0.2	99.8
	7	5	0.2	0.2	100.0
Missing	System	2,409	73.0	73.0	73.0
Total		3,302	100.0	100.0	

How many times today will you get on a bus today to go school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	0.0	0.0	0.0
	1	1,033	31.3	31.3	83.1
	2	451	13.7	13.7	96.8
	3	53	1.6	1.6	98.4
	4	29	0.9	0.9	99.3
	5	11	0.3	0.3	99.6
	6	8	0.2	0.2	99.8
	7	5	0.2	0.2	100.0
Missing	System	1,712	51.8	51.8	51.8
Total		3,302	100.0	100.0	

How many times today will you get on a bus today to go another location? Specify:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,212	97.3	97.3	97.3
	1-ATM, 1-Restaurant,1-Shopping	1	0.0	0.0	97.3
	1-Bank	1	0.0	0.0	97.3
	1-Church	1	0.0	0.0	97.4
	1-Court House	1	0.0	0.0	97.4
	1-Daycare	1	0.0	0.0	97.4
	1-Department of Human Services	1	0.0	0.0	97.5
	1-Doctor	6	0.2	0.2	97.6
	1-Downtown	2	0.1	0.1	97.7
	1-Food Bank	1	0.0	0.0	97.7
	1-Grocery store	1	0.0	0.0	97.8
	1-Gym	2	0.1	0.1	97.8
	1-Healthcare	1	0.0	0.0	97.8
	1-Homeless Rescue	1	0.0	0.0	97.9
	1-Library	2	0.1	0.1	97.9

1-Mission	1	0.0	0.0	98.0
1-Old Town	2	0.1	0.1	98.0
1-Pharmacy	1	0.0	0.0	98.1
1-Restaurant	2	0.1	0.1	98.1
1-Shopping	26	0.8	0.8	98.9
1-Social	1	0.0	0.0	98.9
1-Volunteer	2	0.1	0.1	99.0
2-Bauder Elementary	1	0.0	0.0	99.0
2-Bike shop	1	0.0	0.0	99.1
2-Boulder	2	0.1	0.1	99.1
2-Court	1	0.0	0.0	99.2
2-Courthouse	1	0.0	0.0	99.2
2-Dentist	1	0.0	0.0	99.2
2-Doctor	1	0.0	0.0	99.2
2-Downtown	2	0.1	0.1	99.3
2-Errands	1	0.0	0.0	99.3
2-Healthline	1	0.0	0.0	99.4
2-Library	1	0.0	0.0	99.4
2-Mall	1	0.0	0.0	99.4
2-Murphy Center	1	0.0	0.0	99.5
2-Restaurant	1	0.0	0.0	99.5
2-Shopping	6	0.2	0.2	99.7
4-Doctor	2	0.1	0.1	99.7
4-Probation	3	0.1	0.1	99.8
4-Recreation	4	0.1	0.1	99.9
4-Shopping	1	0.0	0.0	100.0
5-Errands	1	0.0	0.0	100.0
Total	3,302	100.0	100.0	

Did you check the bus' arrival status using...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Website	394	11.9	12.3	12.3
	Phone call to Transfort	107	3.2	3.3	15.6
	Transfort App	527	16.0	16.4	32.1
	Driver/staff	60	1.8	1.9	33.9
	Text from cell phone	329	10.0	10.3	44.2
	Mobile internet (Smartphone)	206	6.2	6.4	50.6
	I did not check the arrival status	1,584	48.0	49.4	100.0
	Total	3,207	97.1	100.0	
Missing	System	95	2.9		
Total		3,302	100.0		

On average, how often do you ride the bus each week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first time	69	2.1	2.1	2.1
	One day	116	3.5	3.6	5.7
	Two days	216	6.5	6.6	12.3
	Three days	360	10.9	11.0	23.4
	Four days	303	9.2	9.3	32.7
	Five days	1,416	42.9	43.5	76.1
	Six days	606	18.4	18.6	94.7
	Not every week	82	2.5	2.5	97.2
	Other	90	2.7	2.8	100.0
	Total	3,258	98.7	100.0	
Missing	System	44	1.3		
Total		3,302	100.0		

On average, how often do you ride the bus each week? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,229	97.8	97.8	97.8
	Everyday	73	2.2	2.2	100.0
	Total	3,302	100.0	100.0	

How long have you been riding Transfort?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 6 months	1,080	32.7	33.2	33.2
	More than 6 months/less than 1 year	271	8.2	8.3	41.5
	Between 1 and 2 years	729	22.1	22.4	63.9
	Between 2 and 4 years	675	20.4	20.8	84.7
	Between 4 and 6 years	174	5.3	5.3	90.0
	More than 6 years	324	9.8	10.0	100.0
	Total	3,253	98.5	100.0	
Missing	System	49	1.5		
Total		3,302	100.0		

Which of the following would cause you to ride the bus more often? (check all that apply)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	If employer paid all or part of cost	284	8.6	100.0	100.0
	More frequent service	1,251	37.9	100.0	100.0
	Earlier morning service	472	14.3	100.0	100.0
	Later evening service	1,156	35.0	100.0	100.0
	More routes/destinations	900	27.3	100.0	100.0
	Assistance with trip planning	131	4.0	100.0	100.0
	Having someone to ride with	199	6.0	100.0	100.0
Total		3,302	100.0		

Which of the following would cause you to ride the bus more often? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,259	98.7	98.7	98.7
	Better bike racks	2	0.1	0.1	98.8
	Better driver appearnce	1	0.0	0.0	98.8
	Better parking at transit center	7	0.2	0.2	99.0
	Better seats	2	0.1	0.1	99.1
	Bike park availability	4	0.1	0.1	99.2
	Courteous drivers	1	0.0	0.0	99.2
	Free service	5	0.2	0.2	99.4
	If the cost of parking at CSU increased	1	0.0	0.0	99.4
	Improve app	3	0.1	0.1	99.5
	Improve website	1	0.0	0.0	99.5
	Inclement weather	4	0.1	0.1	99.7
	Injury	2	0.1	0.1	99.7
	Lower rates	2	0.1	0.1	99.8
	Loss of car	4	0.1	0.1	99.9
	Onboard wifi	3	0.1	0.1	100.0
	The best thing Transfort could do would be to abandon the Max "Pseudo" rapid transit and go back to the routing that was used before. The need for additional transfers to - from Max has made most of our across town trips take longer than they used to. And cost of this more complicated system must be much higher.	1	0.0	0.0	100.0
	Total	3,302	100.0	100.0	

How do you usually obtain information and/or prepare for your trip on Transfort? (check all that apply)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Website	223	6.8	100.0	100.0
	Email	121	3.7	100.0	100.0
	Radio	43	1.3	100.0	100.0
	Newspaper	42	1.3	100.0	100.0
	Printed schedule	517	15.7	100.0	100.0
	Mailer/flyer	61	1.8	100.0	100.0
	Signage at bus stop	475	14.4	100.0	100.0
	Sign on bus	343	10.4	100.0	100.0
	Word of mouth	311	9.4	100.0	100.0
	Saw bus on street	275	8.3	100.0	100.0
	Ride Transfort app	843	25.5	100.0	100.0
	Other	1	0.1	100.0	100.0
Total		3,302	100.0		

How do you usually obtain information and/or prepare for your trip on Transfort? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,301	100.0	100.0	100.0
	I don't have to obtain information. The MAX schedule is easy to follow	1	0.0	0.0	100.0
	Total	3,302	100.0	100.0	

If you chose "Website", which website do you usually obtain information from?

		Frequency	Percent	Valid Percent
Valid		3,162	95.8	95.8
	Apple maps	2	0.0	0.0
	Google maps	65	2.0	2.0
	RideTransfort.com	10	0.3	0.3
	Total	3,302	100.0	100.0

When you complete a trip by a method other than public transit, what is the most common reason?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have other transportation options.	1,776	53.8	55.7	55.7
	Requires too many transfers to get to my destination.	251	7.6	7.9	63.5
	Bus does not arrive frequently enough.	390	11.8	12.2	75.8
	Buses take too long to get to where I am going.	205	6.2	6.4	82.2
	Bus does not go to or near my destination.	239	7.2	7.5	89.7
	Bus does not run late enough	181	5.5	5.7	95.4
	I do not like to ride the bus.	19	0.6	0.6	96.0
	I am not comfortable riding the bus.	27	0.8	0.8	96.8
	I have family responsibilities (childcare/elder care)	44	1.3	1.4	98.2
	Other	58	1.8	1.8	100.0
	Total	3,190	96.6	100.0	
Missing	System	112	3.4		
Total		3,302	100.0		

When you complete a trip by a method other than public transit, what is the most common reason? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,299	99.9	99.9	99.9
	Bus does not run during Summer/Winter Break	1	0.0	0.0	99.9
	Total	3,302	100.0	100.0	

Satisfaction Ratings: On-time performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,363	41.3	42.1	42.1
	Satisfied	1,377	41.7	42.5	84.5
	Somewhat satisfied	403	12.2	12.4	97.0
	Dissatisfied	82	2.5	2.5	99.5
	Not applicable	16	0.5	0.5	100.0
	Total	3,241	98.2	100.0	
Missing	System	61	1.8		
Total		3,302	100.0		

Satisfaction Ratings: Ease of transfer between buses/routes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,261	38.2	39.2	39.2
	Satisfied	1,228	37.2	38.2	77.3
	Somewhat satisfied	288	8.7	8.9	86.3
	Dissatisfied	75	2.3	2.3	88.6
	Not applicable	366	11.1	11.4	100.0
	Total	3,218	97.5	100.0	
Missing	System	84	2.5		
Total		3,302	100.0		

Satisfaction Ratings: Convenience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,572	47.6	48.9	48.9
	Satisfied	1,205	36.5	37.5	86.3
	Somewhat satisfied	352	10.7	10.9	97.3
	Dissatisfied	71	2.2	2.2	99.5
	Not applicable	17	0.5	0.5	100.0
	Total	3,217	97.4	100.0	
Missing	System	85	2.6		
Total		3,302	100.0		

Satisfaction Ratings: Safe operation of bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,971	59.7	61.2	61.2
	Satisfied	1,058	32.0	32.9	94.1
	Somewhat satisfied	154	4.7	4.8	98.9
	Dissatisfied	20	0.6	0.6	99.5
	Not applicable	17	0.5	0.5	100.0
	Total	3,220	97.5	100.0	
Missing	System	82	2.5		
Total		3,302	100.0		

Satisfaction Rating: Cleanliness/comfort of bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,707	51.7	52.9	52.9
	Satisfied	1,189	36.0	36.8	89.7
	Somewhat satisfied	267	8.1	8.3	98.0
	Dissatisfied	47	1.4	1.5	99.4
	Not applicable	18	0.5	0.6	100.0
	Total	3,228	97.8	100.0	
Missing	System	74	2.2		
Total		3,302	100.0		

Satisfaction Ratings: Location of bus stops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,383	41.9	42.9	42.9
	Satisfied	1,266	38.3	39.2	82.1
	Somewhat satisfied	470	14.2	14.6	96.7
	Dissatisfied	88	2.7	2.7	99.4
	Not applicable	20	0.6	0.6	100.0
	Total	3,227	97.7	100.0	
Missing	System	75	2.3		
Total		3,302	100.0		

Satisfaction Ratings: Access to key destinations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,342	40.6	41.7	41.7
	Satisfied	1,283	38.9	39.9	81.6
	Somewhat satisfied	468	14.2	14.6	96.2
	Dissatisfied	83	2.5	2.6	98.8
	Not applicable	40	1.2	1.2	100.0
	Total	3,216	97.4	100.0	
Missing	System	86	2.6		
Total		3,302	100.0		

Satisfaction Ratings: Hours of operation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	992	30.0	30.9	30.9
	Satisfied	1,110	33.6	34.6	65.5
	Somewhat satisfied	754	22.8	23.5	89.0
	Dissatisfied	317	9.6	9.9	98.9
	Not applicable	36	1.1	1.1	100.0
	Total	3,209	97.2	100.0	
Missing	System	93	2.8		
Total		3,302	100.0		

Satisfaction Ratings: Frequency of service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,109	33.6	34.5	34.5
	Satisfied	1,132	34.3	35.2	69.7
	Somewhat satisfied	703	21.3	21.9	91.5
	Dissatisfied	250	7.6	7.8	99.3
	Not applicable	23	0.7	0.7	100.0
	Total	3,217	97.4	100.0	
Missing	System	85	2.6		
Total		3,302	100.0		

Satisfaction Ratings: Visual appearance / branding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,539	46.6	47.9	47.9
	Satisfied	1,352	40.9	42.0	89.9
	Somewhat satisfied	233	7.1	7.2	97.1
	Dissatisfied	19	0.6	0.6	97.7
	Not applicable	73	2.2	2.3	100.0
	Total	3,216	97.4	100.0	
Missing	System	86	2.6		
Total		3,302	100.0		

Satisfaction Ratings: Rider information (app, website, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	1,483	44.9	46.2	46.2
	Satisfied	1,183	35.8	36.8	83.0
	Somewhat satisfied	335	10.1	10.4	93.4
	Dissatisfied	79	2.4	2.5	95.9
	Not applicable	133	4.0	4.1	100.0
	Total	3,213	97.3	100.0	
Missing	System	89	2.7		
Total		3,302	100.0		

Cars How many working motor vehicles are available to members of your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	784	23.7	26.4	26.4
	1	973	29.5	32.8	59.2
	2	617	18.7	20.8	80.0
	3	366	11.1	12.3	92.3
	4 or more	229	6.9	7.7	100.0
	Total	2,969	89.9	100.0	
Missing	System	333	10.1		
Total		3,302	100.0		

Do you have a valid driver license?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2,212	67.0	74.8	74.8
	No	746	22.6	25.2	100.0
	Total	2,958	89.6	100.0	
Missing	System	344	10.4		
Total		3,302	100.0		

Please indicate your gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	1,415	42.9	100.0	100.0
	Female	1,501	45.5	100.0	100.0
	Decline to respond	386	11.6	100.0	100.0
Total		3,302	100.0		

Please indicate your age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	96	2.9	100.0	100.0
	18-25	1,702	51.5	100.0	100.0
	26-35	481	14.6	100.0	100.0
	36-45	206	6.2	100.0	100.0
	46-59	244	7.4	100.0	100.0
	60+	214	6.5	100.0	100.0
	Decline to respond	359	10.8	100.0	100.0
Total		3,302	100.0	100.0	100.0

What is your race/ethnicity? (check all that apply)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasion	2,176	65.9	100.0	100.0
	Black or African American	161	4.9	100.0	100.0
	Asian	268	8.1	100.0	100.0
	Native Hawaiian/Pacific Islander	24	0.7	100.0	100.0
	Native American/Native Alaskan	82	2.5	100.0	100.0
	Decline to respond	687	20.8	100.0	100.0
	Other	22	0.7	100.0	100.0
Total		3,302	100.0		

What is your race/ethnicity? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3,280	99.3	99.3	99.3
	Arabian	6	0.2	0.2	99.5
	Brazilian	1	0.0	0.0	99.5
	Greek	1	0.0	0.0	99.6
	Irish	1	0.0	0.0	99.6
	Italian	1	0.0	0.0	99.6
	Mediterranean Arab	1	0.0	0.0	99.7
	Middle Eastern	8	0.2	0.2	99.9
	Moroccan	1	0.0	0.0	99.9
	Sicilian Egyptian	2	0.1	0.1	100.0
	Total	3,302	100.0	100.0	

Do you identify yourself as Hispanic and/or Latino?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	427	12.9	14.7	14.7
	No	2,480	75.1	85.3	100.0
	Total	2,907	88.0	100.0	
Missing	System	395	12.0		
Total		3,302	100.0		

Do you speak a language other than English at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2,174	65.8	74.5	74.5
	Yes (specify)	745	22.6	25.5	100.0
	Total	2,919	88.4	100.0	
Missing	System	383	11.6		
Total		3,302	100.0		

Do you speak a language other than English at home? (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2,883	87.3	87.3	87.3
	American Sign Language	12	0.3	0.3	87.6
	Arabic	38	1.2	1.2	88.8
	Bengali	2	0.1	0.1	88.9
	Catalan	1	0.0	0.0	88.9
	Chinese	40	1.2	1.2	90.1
	Czech	2	0.1	0.1	90.1
	Dutch	2	0.1	0.1	90.2
	Filipino	1	0.0	0.0	90.2
	French	24	0.6	0.6	90.8

Gaelic	2	0.1	0.1	90.9
Georgian	1	0.0	0.0	90.9
German	14	0.3	0.3	91.2
Hebrew	3	0.1	0.1	91.3
Hindi	21	0.6	0.6	91.9
Hmong	2	0.1	0.1	92.0
Hungarian	1	0.0	0.0	92.0
Indonesian	6	0.2	0.2	92.2
Italian	4	0.1	0.1	92.3
Japanese	4	0.1	0.1	92.4
Korean	7	0.3	0.3	92.7
Lakota	2	0.0	0.0	92.7
Malayalam	3	0.1	0.1	92.8
Malonesian	1	0.0	0.0	92.8
Mandarin	4	0.1	0.1	92.9
Marathi	3	0.1	0.1	93.0
Mongolian	1	0.0	0.0	93.1
Navajo	1	0.0	0.0	93.1
Nepali	3	0.1	0.1	93.2
Pashto	2	0.1	0.1	93.2
Persian	1	0.0	0.0	93.3
Portuguese	11	0.3	0.3	93.6
Romanian	1	0.0	0.0	93.6
Russian	4	0.2	0.2	93.8
Serbian	1	0.0	0.0	93.8
Slovakian	1	0.0	0.0	93.8
Spanish	169	5.1	5.1	98.9
Swahili	3	0.1	0.1	99.0
Tagalog	1	0.0	0.0	99.1
Taiwanese	1	0.0	0.0	99.1
Tamil	3	0.1	0.1	99.2
Tamil & Hindi	3	0.1	0.1	99.3
Telugu	2	0.1	0.1	99.3
Telugu & Hindi	1	0.0	0.0	99.4
Thai	5	0.2	0.2	99.5
Tigrinya	2	0.1	0.1	99.6
Turkish	1	0.0	0.0	99.6
Urdu	5	0.2	0.2	99.8
Vietnamese	8	0.2	0.2	100.0
Total	3,302	100.0	100.0	

Do you speak English...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	2,703	81.9	92.5	92.5
	Well	199	6.0	6.8	99.3
	Not well	13	0.4	0.4	99.8
	Not at all	7	0.2	0.2	100.0
	Total	2,922	88.5	100.0	
Missing	System	380	11.5		
Total		3,302	100.0		

Please indicate your employment status (check all that apply).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed full-time	632	19.1	100.0	100.0
	Employed part-time	933	28.3	100.0	100.0
	Student full-time	1,146	34.7	100.0	100.0
	Student part-time	308	9.3	100.0	100.0
	Retired	162	4.9	100.0	100.0
	Not employed/seeking employment	254	7.7	100.0	100.0
	Work at home	59	1.8	100.0	100.0
	Decline to respond	463	14.0	100.0	100.0
Total		3,302	100.0		

Are you CSU faculty or staff?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	349	10.6	12.7	12.7
	No	2,395	72.5	87.3	100.0
	Total	2,744	83.1	100.0	
Missing	System	558	16.9		
Total		3,302	100.0		

Are you a CSU student (full or part-time)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1,721	52.1	63.2	63.2
	No	1,002	30.3	36.8	100.0
	Total	2,723	82.5	100.0	
Missing	System	579	17.5		
Total		3,302	100.0		

What is your total household income per year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $10,000	892	27.0	27.0	27.0
	$10,000 - $20,000	465	14.1	14.1	41.1
	$20,001 - $30,000	272	8.2	8.2	49.3
	$30,001 - $40,000	142	4.3	4.3	53.6
	$40,001 - $50,000	98	3.0	3.0	56.6
	$50,001 - $75,000	165	5.0	5.0	61.6
	$75,001 - $100,000	122	3.7	3.7	65.3
	$100,000 - $200,000	117	3.5	3.5	68.8
	More than $200,000	30	0.9	0.9	69.7
	Decline to respond	999	30.3	30.3	100.0
	Total	3,302	100.0	100.0	

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Appendix C

Transfort Cross-tabs

Cross-tabulation: Fare Media Used (Question 9) vs. Frequency of Rides (Question 13)

Exhibit C1 shows the relationship between fare media used and frequency of rides. Riders using the CSU RAM card were most likely to ride at least 5 days a week (55.9 percent).

Exhibit C1 Fare Media vs Frequency of Ride
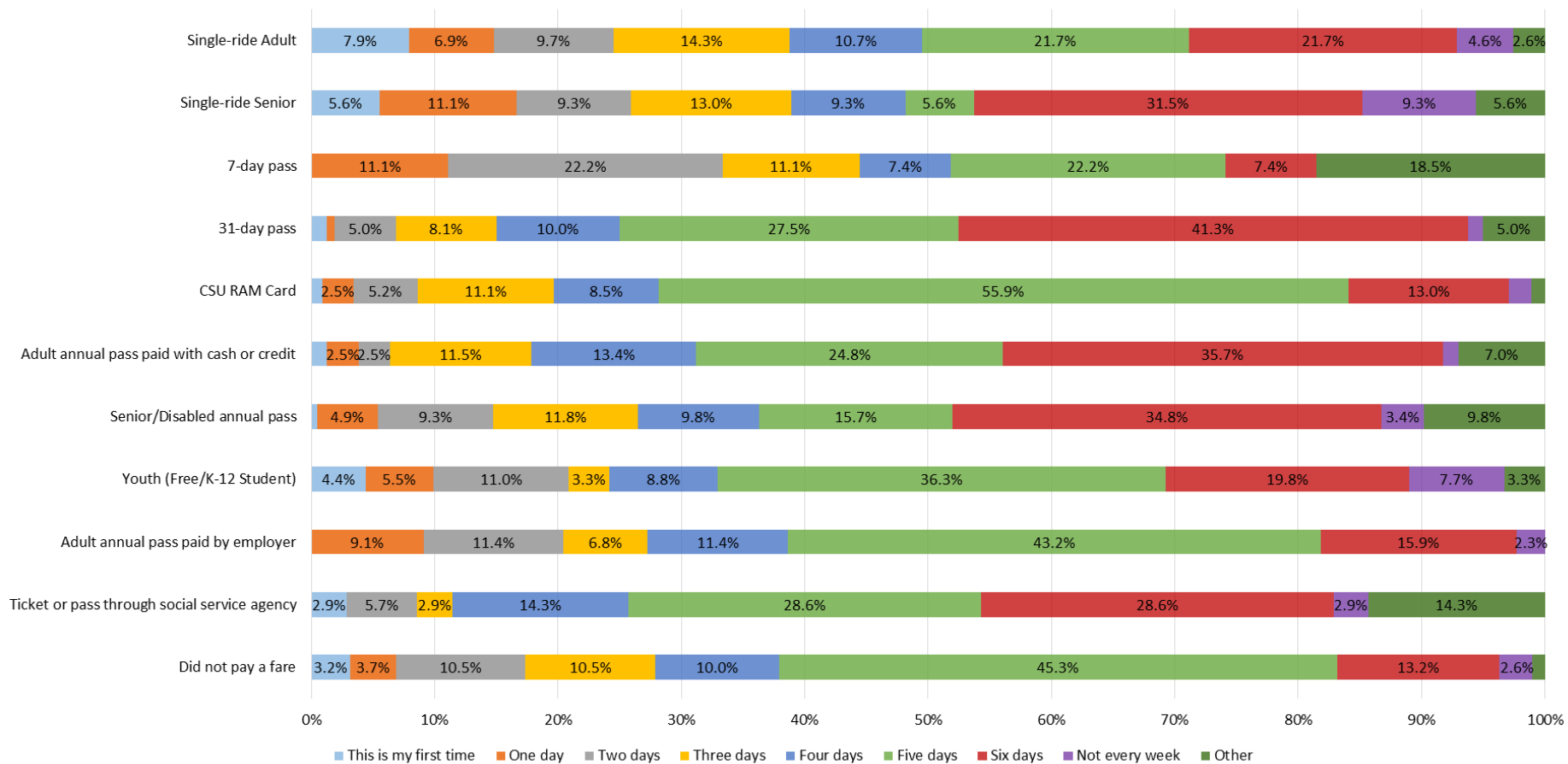
C-2

Cross-tabulation: Route vs. Motivators to Increase Ridership (Question 15)

Exhibits C2.a and C2.b show a route-by-route breakdown of which changes would cause riders to ride the bus more often. Though the percentages are similar across many routes, a few responses stand out. "More frequent service" would cause ridership to increase for nearly 60 percent of Route 2 and Route 14 riders. "Earlier morning service" was a popular response for nearly 30 percent of riders on Routes 14 and 16. "Later evening service" was popular among riders on Routes 14, 16, and 18.

Respondents were invited to check all that apply, so route percentages add up to more than 100 percent.

Exhibit C2.a Motivators to Increase Ridership Table

	If employer paid all or part of cost	More frequent service	Earlier morning service	Later evening service	More routes/ destinations	Assistance with trip planning	Having someone to ride with	Other	Route Total
Route 2	4.0%	55.7%	16.7%	20.7%	19.0%	1.7%	2.9%	4.0%	124.7%
Route 3	5.1%	42.7%	12.5%	43.4%	25.1%	5.8%	6.4%	2.4%	143.4%
Route 5	15.0%	46.7%	20.0%	35.0%	36.7%	5.0%	0.0%	5.0%	163.3%
Route 6	6.6%	42.1%	10.5%	36.8%	30.3%	5.3%	7.9%	3.9%	143.4%
Route 7	6.0%	40.5%	13.8%	36.2%	30.2%	1.7%	4.3%	3.4%	136.2%
Route 8	11.9%	29.4%	18.3%	33.0%	31.2%	3.7%	3.7%	5.5%	136.7%
Route 9	7.4%	37.0%	3.7%	33.3%	22.2%	7.4%	3.7%	18.5%	133.3%
Route 10	15.4%	50.0%	15.4%	26.9%	38.5%	7.7%	11.5%	3.8%	169.2%
Route 12	8.3%	31.3%	10.4%	27.1%	27.1%	8.3%	4.2%	14.6%	131.3%
Route 14	10.2%	57.1%	28.6%	63.3%	46.9%	8.2%	2.0%	4.1%	220.4%
Route 16	12.5%	45.8%	26.4%	48.6%	33.3%	5.6%	6.9%	9.7%	188.9%
Route 18	20.4%	51.0%	14.3%	51.0%	18.4%	2.0%	6.1%	12.2%	175.5%
Route 19	10.6%	52.9%	15.3%	36.5%	28.2%	5.9%	10.6%	1.2%	161.2%
Route 31	5.2%	30.9%	16.0%	43.1%	20.1%	3.1%	6.2%	5.0%	129.5%
Route 32	6.0%	55.0%	10.7%	37.6%	30.9%	4.0%	6.0%	2.0%	152.3%
Route 33	9.1%	45.5%	9.1%	36.4%	27.3%	0.0%	9.1%	0.0%	136.4%
Route 81	12.3%	38.5%	24.6%	38.5%	26.2%	6.2%	4.6%	4.6%	155.4%
FLEX	17.9%	41.4%	18.6%	32.1%	25.0%	5.0%	5.0%	9.3%	154.3%
HORN	3.1%	29.8%	14.2%	42.9%	20.8%	4.8%	7.3%	4.5%	127.3%
MAX	11.2%	32.2%	11.0%	25.1%	32.3%	3.1%	6.7%	6.8%	128.4%

Exhibit C2.b Motivators to Increase Ridership Chart

Legend:
- If employer paid all or part of cost
- More frequent service
- Earlier morning service
- Later evening service
- More routes/destinations
- Assistance with trip planning
- Having someone to ride with
- Other
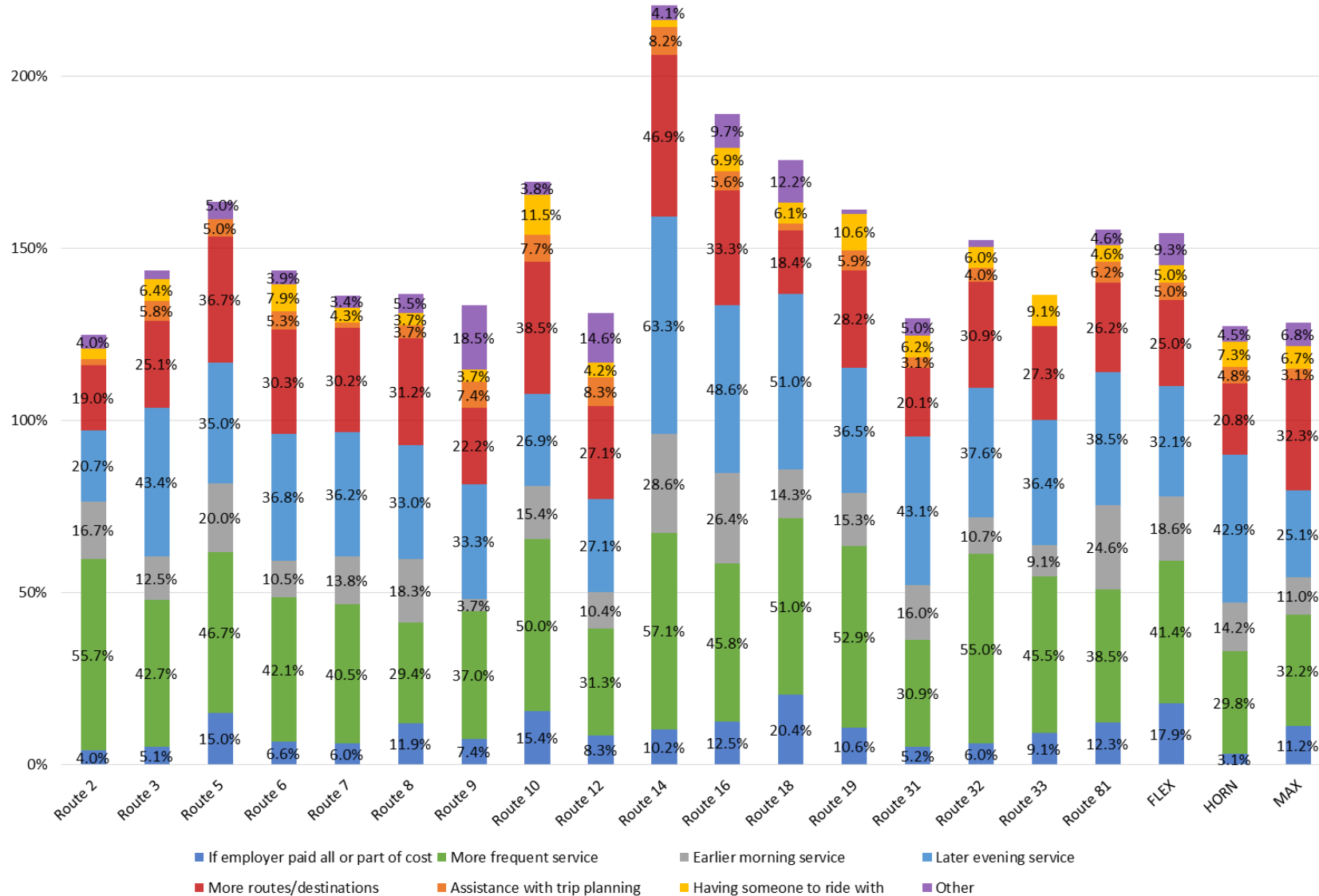
Cross-tabulation: Route vs. Information Source (Question 16)

Exhibits C3.a and C3.b show a route-by-route breakdown of where riders get Transfort trip information. Though the percentages of riders who consulted the individual information sources were similar across all routes, a few numbers stand out. Nearly 30 percent of riders on Route 19 consult the printed schedule for trip information, the largest percentage of any route. Riders on Route 81 were the most likely group to consult the sign on the bus (20 percent). Riders on Route 8 were the least likely to use the Ride Transfort app (9.2 percent).

The total percentages do not add up to 100 percent because riders either did not select an information source or selected more than one source.

Exhibit C3.a Route vs. Information Table

	Website	Email	Radio	Newspaper	Printed schedule	Mailer/ flyer	Signage at bus stop	Sign on bus	Word of mouth	Saw bus on street	Ride Transfort app	Route Totals
Route 2	7.5%	4.6%	0.6%	2.3%	13.8%	1.1%	10.9%	8.0%	8.6%	6.9%	35.1%	94.8%
Route 3	4.1%	3.4%	0.3%	1.0%	14.2%	3.1%	13.6%	8.5%	11.2%	9.2%	33.6%	99.3%
Route 5	6.7%	6.7%	5.0%	0.0%	16.7%	5.0%	11.7%	8.3%	8.3%	8.3%	16.7%	126.2%
Route 6	6.6%	3.9%	0.0%	1.3%	18.4%	2.6%	14.5%	11.8%	10.5%	5.3%	22.4%	100.0%
Route 7	8.6%	2.6%	0.0%	0.9%	20.7%	0.9%	19.8%	10.3%	3.4%	3.4%	25.9%	101.3%
Route 8	13.8%	0.9%	4.6%	0.9%	21.1%	3.7%	11.0%	5.5%	13.8%	6.4%	9.2%	106.4%
Route 9	3.7%	3.7%	7.4%	3.7%	25.9%	0.0%	3.7%	3.7%	7.4%	3.7%	18.5%	96.5%
Route 10	7.7%	3.8%	0.0%	3.8%	23.1%	7.7%	15.4%	7.7%	11.5%	7.7%	23.1%	93.9%
Route 12	8.3%	4.2%	0.0%	2.1%	25.0%	2.1%	12.5%	8.3%	12.5%	8.3%	12.5%	111.5%
Route 14	10.2%	6.1%	2.0%	2.0%	20.4%	0.0%	12.2%	6.1%	22.4%	12.2%	26.5%	95.8%
Route 16	9.7%	0.0%	1.4%	1.4%	19.4%	5.6%	15.3%	8.3%	5.6%	2.8%	31.9%	120.4%
Route 18	8.2%	6.1%	0.0%	0.0%	24.5%	2.0%	4.1%	8.2%	12.2%	10.2%	18.4%	95.8%
Route 19	5.9%	4.7%	0.0%	0.0%	29.4%	0.0%	8.2%	5.9%	3.5%	5.9%	32.9%	111.5%
Route 31	4.6%	4.1%	0.6%	0.4%	11.6%	1.2%	14.5%	15.4%	12.4%	13.5%	28.2%	81.5%
Route 32	2.7%	1.3%	0.0%	2.0%	18.8%	0.7%	15.4%	12.1%	7.4%	4.7%	36.2%	90.8%
Route 33	9.1%	18.2%	0.0%	0.0%	18.2%	9.1%	9.1%	0.0%	9.1%	0.0%	27.3%	96.6%
Route 81	9.2%	12.3%	4.6%	1.5%	20.0%	3.1%	13.8%	20.0%	15.4%	12.3%	13.8%	97.4%
FLEX	12.1%	3.6%	0.7%	2.9%	29.3%	2.1%	10.0%	9.3%	8.6%	8.6%	12.1%	93.3%
HORN	4.2%	3.5%	0.7%	1.0%	12.1%	2.4%	11.4%	11.4%	8.0%	9.7%	30.4%	102.0%
MAX	7.6%	3.2%	2.1%	1.5%	12.2%	1.3%	18.1%	9.5%	7.9%	7.0%	22.1%	99.4%

Exhibit C3.b Route vs. Information Source

	Website	Email	Radio	Newspaper	Printed schedule	Mailer/flyer	Signage at bus stop	Sign on bus	Word of mouth	Saw bus on street	Ride Transfort app
2	7.5%	4.6%			13.8%		10.9%	8.0%	8.6%	6.9%	35.1%
3	4.1%	3.4%			14.2%	3.1%	13.6%	8.5%	11.2%	9.2%	33.6%
5	6.7%	6.7%	5.0%		16.7%	5.0%	11.7%	8.3%	8.3%	8.3%	16.7%
6	6.6%	3.9%			18.4%	2.6%	14.5%	11.8%	10.5%	5.3%	22.4%
7	8.6%	2.6%			20.7%		19.8%	10.3%	3.4%	3.4%	25.9%
8	13.8%	4.6%			21.1%	3.7%	11.0%	5.5%	13.8%	6.4%	9.2%
9	3.7%	3.7%	7.4%	3.7%	25.9%		3.7%	3.7%	7.4%	3.7%	18.5%
10	7.7%	3.8%	3.8%		23.1%	7.7%	15.4%	7.7%	11.5%	7.7%	23.1%
12	8.3%	4.2%			25.0%		12.5%	8.3%	12.5%	8.3%	12.5%
14	10.2%	6.1%			20.4%		12.2%	6.1%	22.4%	12.2%	26.5%
16	9.7%				19.4%	5.6%	15.3%	8.3%	5.6%	2.8%	31.9%
18	8.2%	6.1%			24.5%	4.1%	8.2%	12.2%	10.2%		18.4%
19	5.9%	4.7%			29.4%		8.2%	5.9%	3.5%	5.9%	32.9%
31	4.6%	4.1%			11.6%		14.5%	15.4%	12.4%	13.5%	28.2%
32	2.7%				18.8%		15.4%	12.1%	7.4%	4.7%	36.2%
33	9.1%	18.2%			18.2%	9.1%	9.1%		9.1%		27.3%
81	9.2%	12.3%	4.6%		20.0%	3.1%	13.8%	20.0%	15.4%	12.3%	13.8%
FLEX	12.1%	3.6%	2.9%		29.3%		10.0%	9.3%	8.6%	8.6%	12.1%
HORN	4.2%	3.5%			12.1%		11.4%	11.4%	8.0%	9.7%	30.4%
MAX	7.6%	3.2%			12.2%		18.1%	9.5%	7.9%	7.0%	22.1%

C-8

Cross-tabulation: Route vs. Satisfaction (Question 18)

Analysis of survey data allowed us to view the satisfaction of riders on each route against every service attribute in Question 18. This allowed us to see on which routes riders are more or less satisfied than other routes. In some cases, such as "safe operation of bus," and "cleanliness/comfort" scores were fairly consistent across all routes, but for other attributes a few scores stood out.

For example, riders on route 33 were the most satisfied with "on-time performance," giving this attribute a mean rating of 3.64, while riders on Route 6 were least satisfied with this attribute, giving it a mean score of 2.92. Riders least satisfied with the "ease of transfer" were on Route 33 (2.45 mean rating), while riders on Route 9 were most satisfied (3.33). Riders on Route 31 gave the highest mean score to the attribute "Frequency of service" (3.15), while survey participants on Route 14 scored it the lowest (2.16). "Location of bus stops" was rated the lowest on Route 14 (2.56 mean rating) and highest on Route 33 (3.55). "Hours of operation" was also lowest on Route 14 (2.42) and highest on the MAX (2.98).

The chart below (Exhibit C4) shows the mean rating for each attribute on each route. The highest and lowest scores in each category are highlighted.
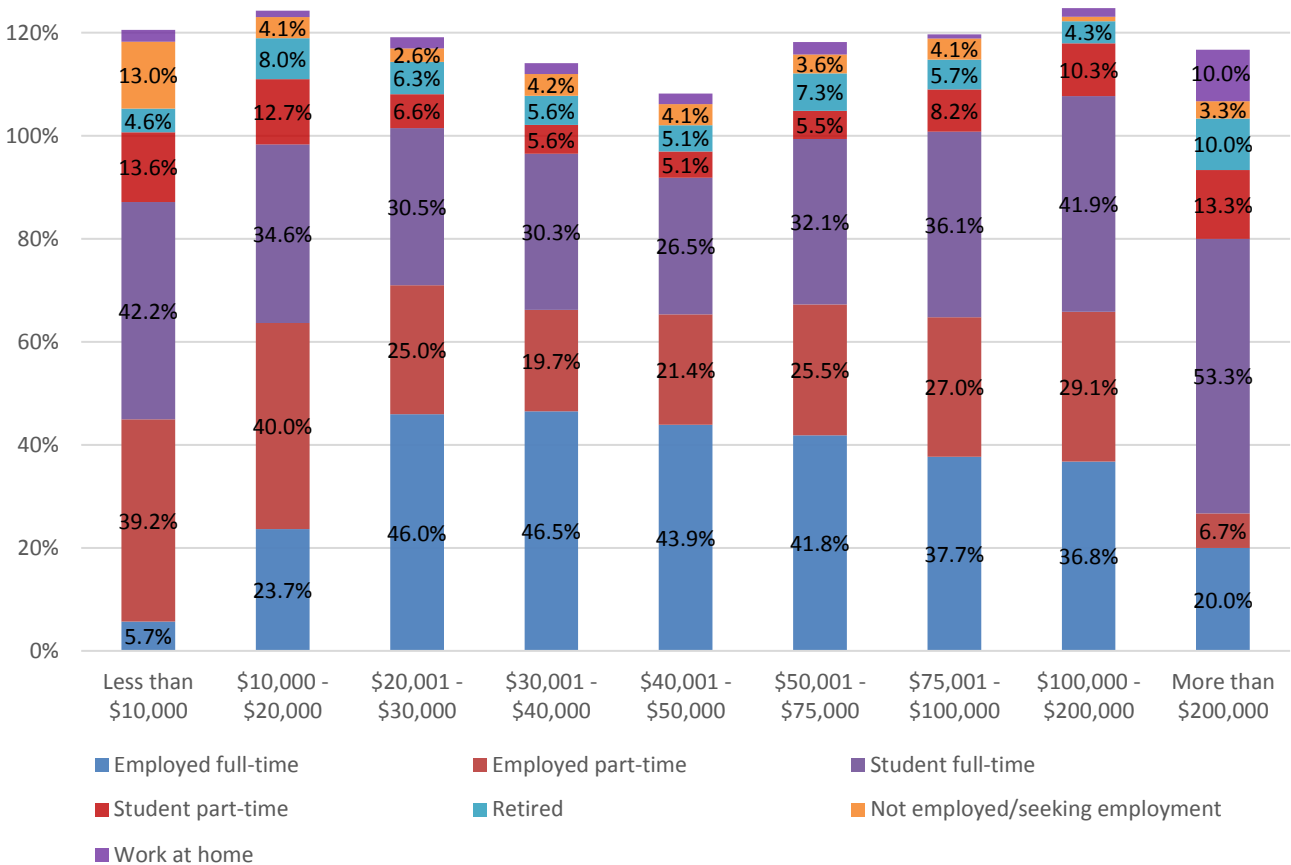
Exhibit C4 Route vs Satisfaction

	On-time performance	Ease of transfer between buses/routes	Convenience	Safe operation of bus	Cleanliness/ comfort of bus	Location of bus stops	Access to key destinations	Hours of operation	Frequency of service	Visual appearance/ branding	Rider information
Route 2	3.13	2.76	3.28	3.46	3.50	3.24	3.18	2.94	2.78	3.26	3.22
Route 3	3.30	2.89	3.47	3.60	3.53	3.37	3.30	2.87	3.08	3.47	3.26
Route 5	3.04	3.02	3.07	3.42	3.32	2.89	2.94	2.66	2.62	2.94	2.96
Route 6	2.92	2.88	3.12	3.47	3.34	3.07	3.12	2.69	2.58	3.29	3.42
Route 7	3.15	2.71	3.15	3.55	3.40	3.05	3.18	2.84	2.75	3.23	3.14
Route 8	3.30	3.21	3.22	3.46	3.39	3.19	3.16	2.78	2.90	3.37	3.28
Route 9	3.48	3.33	3.41	3.52	3.63	3.48	3.52	2.85	2.93	3.44	3.56
Route 10	3.35	3.20	3.38	3.67	3.29	3.22	3.00	2.54	2.79	3.42	3.04
Route 12	3.08	3.21	3.19	3.56	3.27	3.21	3.30	2.72	2.75	3.10	3.29
Route 14	2.96	2.90	2.67	3.40	3.31	2.56	2.59	1.79	2.16	2.96	2.85
Route 16	3.15	3.18	3.28	3.60	3.28	2.99	3.01	2.54	2.77	3.34	3.31
Route 18	3.27	2.86	3.09	3.47	3.27	3.08	3.04	2.43	2.55	3.10	3.14
Route 19	3.06	2.72	3.40	3.69	3.48	3.31	3.19	2.68	2.60	3.29	3.24
Route 31	3.24	2.96	3.40	3.50	3.38	3.35	3.26	2.85	3.15	3.31	3.16
Route 32	3.18	2.64	3.32	3.50	3.43	3.30	3.19	2.89	2.84	3.31	3.14
Route 33	3.64	2.45	3.36	3.64	3.73	3.55	3.64	3.27	2.82	3.64	2.91
Route 81	3.33	3.25	3.22	3.48	3.19	3.10	3.14	2.87	2.90	3.20	3.20
FLEX	3.18	3.20	3.23	3.60	3.34	3.11	3.17	2.66	2.75	3.25	3.17
HORN	3.20	2.96	3.38	3.53	3.50	3.16	3.17	2.84	3.04	3.38	3.22
MAX	3.31	2.85	3.34	3.56	3.36	3.18	3.16	2.98	3.05	3.37	3.15

Cross-tabulation: Household Income (Question 28) vs. Employment Status (Question 27)
Exhibit C5 shows the relationship between "household income" and "employment status." The data shows that more than half of riders earning less than $10,000 per year were students either full-time or part-time (55.8 percent).

Exhibit C5 Income vs Employment

Legend:
- Employed full-time
- Employed part-time
- Student full-time
- Student part-time
- Retired
- Not employed/seeking employment
- Work at home

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Appendix D

Paratransit Survey Instrument

Fort Collins Dial-A-Ride Customer Survey

As a Dial-A-Ride customer, your opinion is important. Please complete this brief survey and return it in the enclosed postage-paid envelope no later than **AUGUST 15, 2017**. If you are a family member or caregiver of the Dial-A-Ride patron, please complete the survey on their behalf. Each survey participant will be entered into a random drawing for a **$50 VISA gift card**. Thank you for your participation in this survey.

A. About You

1. Are you: ☐ Male ☐ Female

2. What is your age?
☐ Under 18 ☐ 35-64
☐ 18-34 ☐ 65 or older

3. What is your zip code?
☐ 80521 ☐ 80526 ☐ 80524
☐ 80528 ☐ 80525 ☐ Other (specify)_____

4. Do you have a valid driver's license?
☐ Yes ☐ No

5. Do you have an impairment that impacts your personal mobility? ☐ Yes ☐ No

B. About Our Service

Please indicate your satisfaction with the following Dial-A-Ride service characteristics by checking the appropriate box.

	Excellent	Good	Fair	Poor
Ease of eligibility process	☐	☐	☐	☐
Call center staff customer service	☐	☐	☐	☐
DAR drivers' customer service	☐	☐	☐	☐
Concern/complaint resolution	☐	☐	☐	☐
Service reliability	☐	☐	☐	☐
Cost/pricing	☐	☐	☐	☐
On-time performance	☐	☐	☐	☐
Overall service quality	☐	☐	☐	☐

C. About How You Use Dial-A-Ride

6. On average, how many Dial-A-Ride trips do you take each week?
☐ I don't ride every week ⎤
☐ 1 to 2 trips per week ⎥ Skip to Question 7
☐ 3 to 4 trips per week ⎥
☐ 5 or more trips per week ⎦
☐ I have never used the Dial-A-Ride service → please answer Question 6a

6a. If you selected "I have never used the Dial-A-Ride service," please indicate why.
☐ My disability is temporary or conditional and I do not currently need the service
☐ The reservation process is too difficult
☐ The service isn't available during the hours/days that I need it
☐ I have other transportation options
☐ Other (specify)_____

7. What are the most common reasons you use Fort Collins? (Check two most common)
☐ Work ☐ School
☐ Shopping ☐ Medical appointments
☐ Other appointments ☐ Adult Day Program
☐ Senior Center/Nutrition Program
☐ Visit friends/family ☐ Recreation
☐ Other (specify)_____

8. When traveling, are you typically accompanied by a companion, personal care attendant (PCA), or service animal?
☐ Companion ☐ Personal care assistant (PCA)
☐ Service animal ☐ None of the above

9. What Fort Collins services have you used? (Check all that apply)
☐ Dial-A-Taxi → Please answer Question 9a
☐ Dial-A-Ride ⎤
☐ Transfort ⎥
☐ SAINT ⎥ Skip to Question 10
☐ Local taxi service ⎥
☐ Other (specify): ⎦
_____

9a. Have you used Dial-A-Taxi during 2017?
☐ Yes → Please answer Question 9b
☐ No → Skip to Question 10

9b. Please indicate your satisfaction regarding the Dial-A-Taxi program.

	Excellent	Good	Fair	Poor
Reservation-making process	☐	☐	☐	☐
Overall experience	☐	☐	☐	☐

10. If Dial-A-Ride was not available, how would you have made your most recent trip?
☐ Ride Fort Collins fixed-route bus (Transfort)
☐ Dial-A-Taxi ☐ Local taxi service
☐ SAINT ☐ Get dropped off by
☐ Drive myself family/friend
☐ Walk/bicycle ☐ Would not make trip
☐ Carpool/vanpool ☐ Other (specify):
_____

Thank you for your time! To be entered in to a random drawing for a $50 VISA gift card please provide your contact information.

Name:_____

Phone/email:_____

All contact information you provide will remain confidential and be used solely for the purpose of notifying the winner of the random drawing.

City of Fort Collins

Encuesta al Cliente de Fort Collins Dial-A-Ride

Como cliente de Dial-A-Ride, su opinión es importante. Por favor complete esta breve encuesta y devuélvala en el sobre cerrado con franqueo pagado a más tardar el 15 de agosto de 2017. Si usted es un miembro de la familia o cuidador del patrón del Dial-A-Ride, por favor complete la encuesta en su nombre. Cada participante será entrado en un sorteo para la oportunidad de ganar una tarjeta de regalo Visa de $50. Gracias por su participación en esta encuesta.

A. Háblenos de usted

1. **Es usted:** ☐ Masculino   ☐ Femenino

2. **¿Cuál es su edad?**
   ☐ Menor de 18 años   ☐ 35-64 años
   ☐ 18-34 años   ☐ 65 años o mas

3. **¿Cuál es su código postal?**
   ☐ 80521 ☐ 80526 ☐ 80524
   ☐ 80528 ☐ 80525 ☐ Otro (especifique)_____

4. **¿Tiene una licencia de conducir válida?**
   ☐ Sí   ☐ No

5. **¿Tiene un impedimento que limita su movilidad personal?**   ☐ Sí   ☐ No

B. Cuentenos acerca de nuestro servicío

Por favor califique los siguientes atributos del servicio de Dial-A-Ride marque la caja que mejor le corresponda.

	Excelente	Bien	Justo	Mal
Facilidad de proceso de elegibilidad	☐	☐	☐	☐
Servicio al cliente del centro de atención telefónica	☐	☐	☐	☐
Servicio al cliente de los conductores de DAR	☐	☐	☐	☐
Resolución de preocupaciones/quejas	☐	☐	☐	☐
Fiabilidad del servicio	☐	☐	☐	☐
Costo o tarifa	☐	☐	☐	☐
Rendimiento a tiempo	☐	☐	☐	☐
Calidad de servicio en general	☐	☐	☐	☐

C. ¿Cómo usa el servicio Dial-A-Ride?

6. **Aproximadamente, ¿cuántos viajes toma a la semana con Fort Collins Dial-A-Ride?**
   ☐ No uso el servicio cada semana
   ☐ 1-2 viajes
   ☐ 3-4 viajes
   ☐ 5 o mas viajes
   ☐ Nunca he usada servicio Dial-A-Ride → **Por favor conteste la Pregunta 6a**

   Pase a la Pregunta 7

6a. **Si seleccionó "nunca he usado el servicio Dial-A-Ride," por favor indique por qué.**
   ☐ Mi incapacidad es temporal o condicional y actualmente no necesito el servicio
   ☐ El proceso de reserva es demasiado difícil
   ☐ El servicio no está disponible durante las horas/días que lo necesito
   ☐ Tengo otras opciones de transporte
   ☐ Otro (especifique)_____

7. **¿Cuáles son las razones más comunes que utiliza Fort Collins? (Marque las dos más comunes)**
   ☐ Trabajo   ☐ Escuela
   ☐ Ir de compras ☐ Citas médicas
   ☐ Otras citas   ☐ Programa de día para adultos
   ☐ Centro para personas mayores de edad/programa de nutrición
   ☐ Visitar a amigos/familiares ☐ La reacreación
   ☐ Otro (especifique)_____

8. **Cuando viaja, ¿es usted típicamente acompañado por un compañero, Asistente de cuidado personal (PCA), o animal de servicio?**
   ☐ Compañero ☐ Asistente de cuidado personal (PCA)
   ☐ Animal de servicio   ☐ Ninguno de los anteriores

9. **¿Qué servicios de Fort Collins ha utilizado? (Marque todas las que apliquen)**
   ☐ Dial-A-Taxi → **Por favor conteste la Pregunta 9a**
   ☐ Dial-A-Ride
   ☐ Transfort
   ☐ SAINT   **Pase a la Pregunta 10**
   ☐ Servicio de taxi local
   ☐ Otro (especifique): _____

9a. **¿Ha utilizado el servicio Dial-A-Taxi durante el año 2017?**
   ☐ Sí → **Por favor conteste la Pregunta 9b**
   ☐ No → **Pase a la Pregunta 10**

9b. **Por favor califique del servicío de Dial-A-Taxi.**

	Excelente	Bien	Justo	Mal
Proceso de hacer reservas	☐	☐	☐	☐
Experiencia/servicio en general	☐	☐	☐	☐

10. **Si Dial-A-Ride no estuviera disponible, ¿cómo habría hecho su viaje más reciente?**
   ☐ Usuario del servicio Fort Collins ruta fija (Transfort)
   ☐ Dial-A-Taxi   ☐ Servicio de taxi local
   ☐ SAINT   ☐ Paseo con un amigo
   ☐ Cunducir yo mismo   o miembro de la familia
   ☐ A pie o en bicicleta ☐ No haría el viaje
   ☐ Carpool o vanpool   ☐ Otro (especifique):
   _____

¡Gracias por su tiempo! Para ser entrado en un sorteo para ganar una tarjeta de regalo de $50 Visa por favor proporcione su información de contacto.

Nombre:_____

Telefono/correo electronico:_____

Toda la información de contacto que proporcione será confidencial y se utilizará únicamente con el propósito de notificar al ganador del sorteo al azar.

D-2

Appendix E

Paratransit Simple Frequencies

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Q1. Are you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	65	28.5	29.0	29.0
	Female	159	69.7	71.0	100.0
Missing	System	4	1.8		
Total		228	100.0		

Q2. What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	2	0.9	0.9	0.9
	18-34	12	5.3	5.4	6.3
	35-64	71	31.1	31.7	37.9
	65 or older	139	61.0	62.1	100.0
	Total	224	98.2	100.0	
Missing	System	4	1.8		
Total		228	100.0		

Q3. What is your zip code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	1.3	1.3	1.3
	80521	36	15.8	16.0	17.3
	80524	43	18.9	19.1	36.4
	80525	88	38.6	39.1	75.6
	80526	50	21.9	22.2	97.8
	80528	5	2.2	2.2	100.0
	Total	225	98.7	100.0	
Missing	System	3	1.3		
Total		228	100.0		

Q3. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		225	98.7	98.7	98.7
	80535	1	0.4	0.4	99.1
	80538	1	0.4	0.4	99.6
	80631	1	0.4	0.4	100.0
	Total	228	100.0	100.0	

2017 Transit Passenger Survey

Q4. Do you have a valid driver license?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	74	32.5	33.6	33.6
	No	146	64.0	66.4	100.0
	Total	220	96.5	100.0	
Missing	System	8	3.5		
Total		228	100.0		

Q5. Do you have an impairment impacting your personal mobility?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	177	77.6	80.8	80.8
	No	42	18.4	19.2	100.0
	Total	219	96.1	100.0	
Missing	System	9	3.9		
Total		228	100.0		

Q6.1 Ease of eligibility process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	100	43.9	50.5	50.5
	Good	78	34.2	39.4	89.9
	Fair	15	6.6	7.6	97.5
	Poor	5	2.2	2.5	100.0
	Total	198	86.8	100.0	
Missing	System	30	13.2		
Total		228	100.0		

Q6.2 Call center customer service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	122	53.5	61.6	61.6
	Good	58	25.4	29.3	90.9
	Fair	13	5.7	6.6	97.5
	Poor	5	2.2	2.5	100.0
	Total	198	86.8	100.0	
Missing	System	30	13.2		
Total		228	100.0		

Q6.3 DAR driver customer service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	121	53.1	65.8	65.8
	Good	50	21.9	27.2	92.9
	Fair	9	3.9	4.9	97.8
	Poor	4	1.8	2.2	100.0
	Total	184	80.7	100.0	
Missing	System	44	19.3		
Total		228	100.0		

Q6.4 Concern/complaint resolution

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	75	32.9	51.4	51.4
	Good	46	20.2	31.5	82.9
	Fair	17	7.5	11.6	94.5
	Poor	8	3.5	5.5	100.0
	Total	146	64.0	100.0	
Missing	System	82	36.0		
Total		228	100.0		

Q6.5 Service reliability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	113	49.6	58.5	58.5
	Good	62	27.2	32.1	90.7
	Fair	11	4.8	5.7	96.4
	Poor	7	3.1	3.6	100.0
	Total	193	84.6	100.0	
Missing	System	35	15.4		
Total		228	100.0		

Q6.6 Cost/pricing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	109	47.8	56.8	56.8
	Good	63	27.6	32.8	89.6
	Fair	11	4.8	5.7	95.3
	Poor	9	3.9	4.7	100.0
	Total	192	84.2	100.0	
Missing	System	36	15.8		
Total		228	100.0		

Q6.7 On-time performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	100	43.9	51.0	51.0
	Good	69	30.3	35.2	86.2
	Fair	21	9.2	10.7	96.9
	Poor	6	2.6	3.1	100.0
	Total	196	86.0	100.0	
Missing	System	32	14.0		
Total		228	100.0		

Q6.8 Overall service quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	115	50.4	59.0	59.0
	Good	65	28.5	33.3	92.3
	Fair	12	5.3	6.2	98.5
	Poor	3	1.3	1.5	100.0
	Total	195	85.5	100.0	
Missing	System	33	14.5		
Total		228	100.0		

Q7. On average, how many Fort Collins Dial-A-Ride trips do you take each week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't ride every week	92	40.4	41.4	41.4
	1 to 2 trips per week	59	25.9	26.6	68.0
	3 to 4 trip per week	26	11.4	11.7	79.7
	5 or more trips per week	18	7.9	8.1	87.8
	I have never used the Dial-A-Ride service	27	11.8	12.2	100.0
	Total	222	97.4	100.0	
Missing	System	6	2.6		
Total		228	100.0		

Q8 If you selected "I have never used the Dial-A-Ride service," please indicate why.

		Frequency	Percent
Valid	My disability is temporary or conditional and I do not currently need the service	2	0.9
	The reservation process is too difficult	3	1.3
	I have other transportation options	17	7.5
	Other (please specify)	6	2.6

Q8. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		222	97.4	97.4	97.4
	Disability is permanent, but DAR came through too slow, can't travel anymore	1	0.4	0.4	97.8
	I'm too young, 47 and not eligible.	1	0.4	0.4	98.2
	Not needed	1	0.4	0.4	98.7
	Service is not available where I live	3	1.3	1.3	100.0
	Total	228	100.0	100.0	

Q9. What are the most common reasons you use Fort Collins Dial-A-Ride? (Select up to two responses)

		Frequency	Percent
Valid	Work	30	13.2
	School	12	5.3
	Shopping	79	34.6
	Medical appointments	127	55.7
	Other appointments	71	31.1
	Adult Day Program	7	3.1
	Senior Center/Nutrition Program	25	11.0
	Visit friends or family	24	10.5
	Recreation	26	11.4
	Other (please specify)	20	8.8
Total		228	100.0

Q9. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		211	92.5	92.5	92.5
	Church	6	2.6	2.6	95.2
	Don't use	6	2.6	2.6	97.8
	If my husband can't drive me	1	0.4	0.4	98.2
	Paying bills	1	0.4	0.4	98.7
	Residence	2	0.9	0.9	99.6
	Weather-related problems	1	0.4	0.4	100.0
	Total	228	100.0	100.0	

Q10. When traveling, are you typically accompanied by a companion, personal care attendant (PCA), or service animal?

		Frequency	Percent
Valid	Companion	18	7.9
	Personal Care Assistant (PCA)	10	4.4
	Service animal	2	0.9
	None of the above	184	80.7
Total		228	100.0

Q11. What Fort Collins services have you used? (Check all that apply)

		Frequency	Percent
Valid	Dial-A-Taxi	85	37.3
	Dial-A-Ride	176	77.2
	Transfort	64	28.1
	SAINT	54	23.7
	Local taxi service	36	15.8
	Other (please specify)	14	6.1
Total		228	100.0

Q11. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		214	93.9	93.9	93.9
	First Transit/Yellow Cab Division	1	0.4	0.4	94.3
	Bus	2	0.9	0.9	95.2
	Heart and Soul Paratransit	2	0.9	0.9	97.4
	Medicaid PAR	2	0.9	0.9	98.2
	None, they are not available	1	0.4	0.4	98.7
	Total Transit	1	0.4	0.4	99.1
	Uber	2	0.9	0.9	100.0
	Total	228	100.0	100.0	

Q12. Have you used Dial-A-Taxi during 2017?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	90	39.5	52.0	52.0
	No	83	36.4	48.0	100.0
	Total	173	75.9	100.0	
Missing	System	55	24.1		
Total		228	100.0		

Q13.1 Dial-A-Taxi: Reservation-making process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	60	26.3	61.9	61.9
	Good	29	12.7	29.9	91.8
	Fair	4	1.8	4.1	95.9
	Poor	4	1.8	4.1	100.0
	Total	97	42.5	100.0	
Missing	System	131	57.5		
Total		228	100.0		

Q13.2 Dial-A-Taxi: Overall experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	51	22.4	55.4	55.4
	Good	28	12.3	30.4	85.9
	Fair	10	4.4	10.9	96.7
	Poor	3	1.3	3.3	100.0
	Total	92	40.4	100.0	
Missing	System	136	59.6		
Total		228	100.0		

Q14. If Dial-A-Ride was not available, how would you have made your most recent trip?

		Frequency	Percent
Valid	Ride Transfort	26	11.4
	Dial-A-Taxi	46	20.2
	SAINT	34	14.9
	Drive myself	9	3.9
	Walk/bicycle	9	3.9
	Carpool/vanpool	3	1.3
	Local taxi service	23	10.1
	Get dropped off by family/friend	94	41.2
	Would not make trip	75	32.9
	Other (please specify)	2	0.9
Total		228	100.0

Q14. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		224	98.2	98.2	98.2
	Personal Care Attendant	1	0.4	0.4	99.6
	Rigden Farms service	1	0.4	0.4	100.0
	Total	228	100.0	100.0	