Northwest Arkansas Regional Planning Commission (NWARPC)

System Wide Origin and Destination Survey

FINAL REPORT

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PREPARED BY ETC INSTITUTE

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EXECUTIVE SUMMARY

INTRODUCTION

The Northwest Arkansas Regional Planning Commission (NWARPC) System Wide Origin and Destination Survey was conducted in March 2018. The survey was completed for regional transit riders in the Northwest Arkansas area on both Ozark Regional Transit (ORT) and Razorback Transit (Razorback) systems.

This report will provide an overview and detailed description of the Survey process. The report covers the purpose/background, the Survey design, sampling, and administration methodology. The report will also cover the quality control process before, during, and after the Survey.

Purpose of the Survey

The Survey served several objectives, including:

- The compilation of statistically accurate information about transit customers' use of transit services for planning purposes.
- Enhancing the NWARPC four-step travel demand forecasting model.
- Providing the understanding of differences in trip characteristics and ridership profiles from previous survey efforts.
- Assisting regional transit agencies in meeting Title VI Civil Rights Requirements and enhance Title VI programs.

BACKGROUND

Date/Time of the 2018 O&D Study

The Survey collection was administered the first two weeks of March 2018 and avoided all school breaks and holidays.

Data Needed to Fulfill Work

Fully understanding the data needs for the Survey, ETC Institute (ETC) worked with NWARPC, ORT, and Razorback to acquire the specific data requirements throughout the project phase. The data requirements that were fulfilled are as follows:

- Ridership data – APC counts at the stop level and ridership accumulated at the route / direction / time of day cell level, or fare box data if APC not available for routes (Razorback)
    - 2017 ridership to prepare for the collection
    - 2018 spring ridership, coinciding with the data collection, for the expansion
- Schedule data – Bus trip information synonymous with driver / runcut shifts
- GIS data – GTFS or Shape files / bus stop lists

- Operational procedures – boarding procedures, command center potential locations, passes for interviewers, system ridership characteristics, dates not appropriate for surveying, passenger outreach, difficult to reach populations, etc.

SURVEY DESIGN AND ADMINISTRATION

Full Survey Summary and Key Findings

ETC conducted the Survey collection between March 5 and March 14, 2018. The magnitude of the Survey will allow NWARPC planners to better understand the needs and travel patterns of many specialized populations.

Some important findings from the analysis of the regions' riders are the following (Using Linked Weight Factor):

- Walking is the dominant access (83%) and egress (88%) mode for all riders.
- Ninety-two percent (92%) of riders use only one route to complete their one-way trip.
- Seventy-nine percent (79%) of all riders are between the age of 19 to 34.
- Twenty-four percent (24%)of riders reported not having a household vehicle with the majority (71%) of zero household vehicles coming from the ORT system.
- More than half (56%) of riders reported being employed (full & part-time).
- Eighty percent (80%) of riders possess a valid driver's license.

Sampling Plan Summary

To ensure that the distribution of completed surveys mirrored the actual distribution of riders, ETC developed a sampling plan to collect passenger origin and destination survey data with approximately 1,000 of the system's riders during the weekdays based on February 6 and 8, 2018 ridership. The Table below shows the overall Sampling Plan Rates, Goals, Records Completed, and Percentage of Goal Obtained.

System	SAMPLING RATE	GOAL	COMPLETED	% COLLECTED
Ozark Regional Transit	8% of Daily Ridership	103	132	128%
Razorback Transit	8% of Daily Ridership	887	976	110%
Totals	8% of Daily Ridership	990	1,108	112%

Survey Weighting and Expansion Summary

Weighting and expansion is used to make the sample collected representative of the population ridership. Based on the low ridership volumes for ORT routes and the route/trip type of Razorback, the expansion was simply expanding the surveys at the route and time of day level.

Data Quality Assurance and Processing Summary

Overall quality assurance/quality control (QA/QC) process was implemented throughout the actual Survey administration and after its completion with proven post-processing quality check techniques. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained from each route. Also, the use of the latest geocoding/survey review tools used by ETC's Transit Review Team contributed to the high-quality results that were achieved.

Areas of improvement for future on-board surveys

Leading into the data collection discussions were held as to how to best capture the high percentage of known short trips occurring on Razorback. It was determined that bringing in experienced interviewers to collect the data, rather train local staff. Using this plan, the collection occurred without any meaningful issues. No changes were identified during the project; and, therefore, no improvements are necessary based on current technology and methodology.

CHAPTER 1: SURVEY METHODOLOGY

SAMPLING PLAN

To ensure that the distribution of completed surveys mirrored the actual distribution of riders, ETC developed a sampling plan that ensured the completion of at least 1,000 surveys during the weekdays, based on the provided ridership. The time periods for the survey collection of this survey were as follows:

TIME PERIOD	TIME RANGE
AM PEAK	6:00am- 9:00am
MIDDAY	9:01am-2:59pm
PM PEAK	3:00pm-6:00pm
EVENING	6:01pm-9:00pm

Sources of Ridership Data

The source of the original ridership used to plan for the survey came from ORT, February 6 and 8, 2018, and the full month of February 2018 for Razorback. ETC used this ridership to create the sampling plan.

Sampling Goals for O&D Survey

ETC developed a sampling plan that would ensure the completion of the Survey with 990 riders, or 8%, of the system's weekday riders. The sample plan was designed to capture a total of 887 surveys for Razorback and 103 surveys for ORT. ETC collected a total of 976 surveys on Razorback and 132 surveys on ORT.

Table 1-1 on the following page shows the goals and the actual number of completed surveys that were obtained by Route, Time Period, and Direction. The sampling plan for the survey was designed to obtain completed surveys using the same sample rate for each of the bus routes operated by ORT and Razorback.

TABLE 1-1: SAMPLING GOALS AND SURVEYS COMPLETED BY TIME OF DAY AND DIRECTION

			Ridership						Sampling Goals						COMPLETED					
System	Route	Direction	AM Peak (6:00ma-9:00am)	Midday (9:01am-2:59pm)	PM Peak (3:00-6:00pm)	Evening (6:01pm-9:00pm)	Total	Total Ridership	AM Peak (6:00am-9:00am)	Midday (9:01am-2:59pm)	PM Peak (3:00-6:00pm)	Evening (6:01pm-9:00pm)	Total	Total Surveys	AM Peak (6:00am-9:00am)	Midday (9:01am-2:59pm)	PM Peak (3:00-6:00pm)	Evening (6:01pm-9:00pm)	Total	Total Surveys
Ozark	1	Hillcrest to Walmart	26	93	30	5	154	154	2	7	2	0	12	15	1	7	2	0	10	13
		Walmart to Hillcrest					0		0	0	0	0	0		0	2	1	0	3	
Ozark	1	Hillcrest to Wash. Cty.					0	0	0	0	0	0	0	0	0	4	1	0	5	7
		Wash Cty to Hillcrest					0		0	0	0	0	0		1	1	0	0	2	
Ozark	2	Center to Industrial	15	42	22	4	83	83	1	3	2	0	7	8	0	2	1	0	3	3
		Industrial to Center					0		0	0	0	0	0							
Ozark	2	Center to Cliffs Apts.					0	0	0	0	0	0	0	0	2	3	1	0	6	9
		Cliffs to Center					0		0	0	0	0	0		0	3	0	0	3	
Ozark	3	NWA Mall to Park Apts.	5	38	11	4	58	58	0	3	1	0	5	6	0	1	1	0	2	3
		Park Apts. to NWA Mall					0		0	0	0	0	0		0	1	0	0	1	
Ozark	3	NWA Mall to HealthSouth					0	0	0	0	0	0	0	0	0	4	0	0	4	4
		HealthSouth to NWA Mall					0		0	0	0	0	0							
Ozark	4	NWA Mall to Hillcrest	22	82	55	12	171	171	2	7	4	1	14	16	1	5	4	0	10	20
		Hillcrest to NWA Mall					0		0	0	0	0	0		3	6	1	0	10	
Ozark	11	Circular	17	45	22	2	86	86	1	4	2	0	7	8	1	1	3	0	5	10
							0		0	0	0	0	0		0	5	0	0	5	
Ozark	51	NWACC to Activity Center	13	35	12	3	63	63	1	3	1	0	5	6	1	4	1	0	6	8
		Activity Center to NWACC					0		0	0	0	0	0		0	2	0	0	2	
Ozark	52	Mercy to Tech School	8	15	3	2	28	28	1	1	0	0	2	3	1	3	0	0	4	6
		Tech School to Mercy					0		0	0	0	0	0		0	2	0	0	2	
Ozark	61	NWA Mall to Ozark Guidance	10	57	17	3	87	87	1	5	1	0	7	8	1	3	1	0	5	9
		Ozark Guidance to NWA Mall					0		0	0	0	0	0		2	2	0	0	4	
Ozark	62	Jones Center to Walmart	16	38	15	6	75	75	1	3	1	0	6	7	0	3	1	0	4	9
		Walmart to Jones Center					0		0	0	0	0	0		1	4	0	0	5	
Ozark	63	Ozark Transit to NWA Mall	10	28	18	1	57	57	1	2	1	0	5	5	0	1	1	0	2	6
		NWA Mall to Ozark Transit					0		0	0	0	0	0		1	2	1	0	4	
Ozark	64	Walmart@Pleasant to Walmart@Elm Spr	2	8	3	1	14	14	0	1	0	0	1	1	0	1	0	0	1	2
		Walmart@Elm Springs to Walmart@Pleasant					0		0	0	0	0	0		0	1	0	0	1	
Ozark	490	Archeological Survey to NWACC	42	99	48	18	207	207	3	8	4	1	17	20	1	6	1	1	9	23
		NWACC to Archeological Survey					0		0	0	0	0	0		1	9	3	1	14	
Razorback	Blue	Outbound to Fair Park	362	872	411	149	1794	1794	29	70	33	12	144	170	11	43	28	8	90	178
		Inbound to Union Station					0		0	0	0	0	0		25	38	21	4	88	
Razorback	Brown	Outbound to Hillcrest Towers	21	79	22	0	122	122	2	6	2	0	10	12	2	5	2	0	9	13
		Inbound to Union Station					0		0	0	0	0	0		0	3	1	0	4	
Razorback	Dickson Street	Outbound to Downtown	0	0	0	20	20	20	0	0	0	2	2	2	0	0	0	2	2	2
		Inbound to Union Station					0		0	0	0	0	0							
Razorback	Green	Circular	537	1275	425	0	2237	2237	43	102	34	0	179	213	44	118	43	0	205	205
							0		0	0	0	0	0							
Razorback	Green Reduced	Circular				141	141	141	0	0	0	11	11	13	0	0	0	23	23	23
							0		0	0	0	0	0							
Razorback	Orange	Circular	183	366	137	148	834	834	15	29	11	12	67	79	15	42	26	18	101	101
							0		0	0	0	0	0							
Razorback	Purple Reduced	Circular	0	0	0	141	141	141	0	0	0	11	11	13	0	0	0	16	16	16
							0		0	0	0	0	0							
Razorback	Red	Outbound to NWA Mall	249	660	336	97	1342	1342	20	53	27	8	107	127	11	44	16	5	76	132
		Inbound to Union Station					0		0	0	0	0	0		9	31	13	3	56	
Razorback	Tan	Outbound to The Links	142	277	147	30	596	596	11	22	12	2	48	57	6	10	15	5	36	63
		Inbound to Union Station					0		0	0	0	0	0		8	14	5	0	27	
Razorback	13	Eastbound to UMC Garage	216	526	197	0	939	939	17	42	16	0	75	89	13	42	13	0	68	123
		Westbound to Lot 56					0		0	0	0	0	0		7	32	16	0	55	
Razorback	Remote Express	Circular	270	658	247	0	1175	1175	22	53	20	0	94	112	21	72	27	0	120	120
		Totals	2,166	5,293	2,178	787	10,424	10,424	173	423	174	63	834	990	190	582	250	86	1,108	1,108

SURVEY INSTRUMENT

The tablet PCs were the preferred survey method as the tablet PC's have an on-screen mapping features that allows for real-time geocoding of addresses and places based off either address, intersection or place searches based on feedback from respondents. The respondents can then confirm the geocoded location based on the on-screen map that shows the searched address/location via a Google Map indicator icon. In addition to using the mapping feature to collect the GPS coordinates of major survey locations (home address, origin address, destination address, boarding location, and alighting location), the tablet PC also allows the surveyor to walk through each question with the respondent. This allows the surveyor to answer any questions as well as to ensure the quality of the data collected. The respondent can also press the answers to the questions directly on the tablet PC during the demographic section to allow for more privacy. Examples from the tablet PC survey are below and on the following page.

FIGURE 1-1: TABLET PC SCREENSHOT FOR QUESTION: "WHAT TYPE OF PLACE ARE YOU COMING FROM NOW (THE STARTING PLACE FOR YOUR ONE-WAY TRIP?"

FIGURE 1-2: TABLET PC SCREENSHOT FOR QUESTION: "WHAT IS YOUR HOME ADDRESS (OR NEAREST INTERSECTION)?"

FIGURE 1-3: TABLET PC SCREENSHOT FOR QUESTION: "WHERE DID YOU GET ON [BUS ROUTE/DIRECTION] FOR THIS ONE-WAY TRIP?"

FIGURE 1-4: TABLET PC SCREENSHOT FOR QUESTION: "WHAT FARE PAYMENT METHODS DID YOU USE FOR THIS ONE-WAY TRIP?"

While the tablet-based interview was the primary medium used for data collection, other mediums were also utilized to make the best use of project resources. For local bus riders who didn't have sufficient time to complete the interview, a phone option was available (further described in data collection task). This option was not needed because experienced interviewers were deployed and there were relatively few transfers which increases the length of the interview. When needed, the interviewer alighted the vehicle to complete the interview.

For non-English speaking ridership, an option was available if a non-bilingual interviewer was not on the vehicle that described the purpose of the survey in their native language and allowed a name and phone number to be provided so a callback attempt could be made in that language which came out to less than one percent.

SURVEY ADMINISTRATION

Labor Recruitment and Training

For the Survey, ETC utilized three survey staff which have worked on multiple similar studies in the past. The survey staff were instructed to understand that while they are not NWARPC, ORT, or Razorback employees, they were representing all of three of the agencies while on transit vehicles or property and they needed to act in a manner that reflected positively.

Maximizing participation and legitimizing the survey among passengers depended on the public response to the survey staff. To support a good public image, ETC imposed dress code standards that required survey staff to wear clean appropriate clothing to present a casual, yet neat, appearance that ensured professionalism and comfort. Survey staff were provided with surveyor badges and vests, identifying surveyors to the ORT and Razorback staff and passengers to further legitimize their appearance. The badge and dress code standards promoted a professional appearance and reinforced survey legitimacy, which increased passengers' trust in the interviewers and the process.

As survey staff are one of the key ingredients to the success of a project, ETC provided an in-depth project specific training prior to data collection to ensure a successful data collection.

Organization of Survey Team

Survey Administrators Roles

For the Survey, interviewers boarded their assigned bus and selected riders at random to participate in the survey. While conducting the interview, interviewers asked the respondent each question from the survey tablet and recorded each response provided to them by the passenger. Interviewers needed to establish conversation regarding the Survey with bus passengers and capturing passenger responses.

Survey Administration

For the Survey, a random number generator was used to determine which passengers were asked to participate in the survey after boarding the surveying bus, shown in Figure 1-5. If four people boarded a bus, the tablet PC randomly generated a number from 1 to 4. If the answer was 2, the second person who boarded the bus was asked to participate in the survey. If the answer was 1, the first person was asked to participate in the survey, and so forth. The selection was limited to the first six people who boarded a bus at any given stop to ensure the interviewer could keep track of the passengers as they boarded. For example, if 20 people boarded a bus, the tablet PC program would randomly pick one of the first six people for the survey. If the interview is refused by the randomly selected rider, then the rider who boarded before the rider selected would be attempted.

FIGURE 1-5: SURVEY RANDOM NUMBER GENERATOR

Survey Procedure

All routes were surveyed using the tablet PCs. Interviewers selected people for the Survey in accordance with the sampling procedures described earlier in this sub-section. Once an interviewer had selected a person for the survey, the interviewer:

- Approached the person who was selected and asked him or her to participate in the survey.
- If the person refused, the interviewer ended the survey.
- If the person agreed to participate, the interviewer asked the respondent if he/she had at least 5 minutes to complete the survey.
- If the person did not have at least 5 minutes on the bus, the interviewer asked the person to provide name and phone number first and then proceeded to complete the interview. Most riders were able to complete the interview. For those who were not, a phone interviewer from ETC's call center contacted the respondent and completed the remainder of the survey. This methodology ensured that people who completed "short-trips" on public transit were well represented.
- If the person had at least 5 minutes on the bus, the interviewer began administering the survey to the respondent as a face-to-face interview using a tablet PC.

Data Quality Assurance and Processing

Many of the processes described in previous sections of this report were essential elements of the overall quality assurance/quality control (QA/QC) process implemented throughout the Survey administration. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained from each route. Training of interviewers and the high levels of oversight provided by field supervisors ensured that the Survey was administered properly. Also, the use of ETC's Tablet PC survey with an embedded google map search, ETC data review program, and Caliper® Maptitude GIS Software all contributed to the high quality of geocoding accuracy that was achieved.

The following sub-sections describe the QA/QC processes that were implemented after the data was collected:

Process for Identifying Complete Records

To classify a survey as being completed, the record must have contained all elements of the one-way trip. ETC has classified required trip data as containing the complete answers to the following:

- Route/Direction
- Time of trip
- Transfers made
- Home address
- Origin address
- Destination address
- Origin type place
- Destination type place
- Access mode
- Egress mode
- Boarding location
- Alighting location

In addition to the required trip data questions, a survey must be marked as complete by the online survey program which occurs only if the interviewer has navigated through every required question on the online survey instrument including demographic questions.

Online Visual Review Tool

ETC created an online visual review tool that allows for the review of all completed records within the database. This tool shows all components of each individual trip as well as a series of preprogrammed distance and ratio checks as described on subsequent pages. After directions were finalized, the next step was to run each record through the Speed/Distance/Time checks. Figure 1-6 shows an example of the online visual review tool.

FIGURE 1-6: ONLINE VISUAL REVIEW TOOL (EDITABLE VERSION)

Pre-Processing Distance Checks

A series of distance and ratio checks are preprogrammed into the online visual review tool to allow for ETC's Transit Review Team (TRT) to take a more systematic approach in reviewing complete records. The TRT process for editing surveys is described later in this section. *Note: The distance and ratio checks described were meant to alert the reviewer that closer evaluation was needed. It did not necessarily indicate that the record was inaccurate or unusable.*

The distances used for the checks were created using the great-circle distance formula which is based on a straight line from point A to point B that considers the curvature of the earth.

Access/Egress Mode Distance Check

Table 1-2 below shows the distance checks for access (Origin to Boarding) and egress modes (Alighting to Destination).

TABLE 1-2: ORIGIN TO BOARDING AND ALIGHTING TO DESTINATION DISTANCE CHECKS

Distance Check Name	Check	Condition 1	Condition 2	Flag?
Origin to Boarding	**Origin to Boarding distance is greater**	**Access Mode - ANY USE OF A VEHICLE (i.e., dropped off, rode with others, drove, taxi...)**		**No**

	than 1.75 linear miles	Access Mode - Walk/Wheelchair/Skateboard	There is at least one transfer from origin to boarding	No
		Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	Yes
	Origin to Boarding distance is less than .25 linear miles	Access Mode - ANY USE OF A VEHICLE (i.e., dropped off, rode with others, drove, taxi...)		Yes
		Access Mode - Every mode	There is at least one transfer from origin to boarding	Yes
		Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	No
Alighting to Destination	Alighting to Destination distance is greater than 1.75 linear miles	Egress Mode - ANY USE OF A VEHICLE (i.e., will get picked up, ride with others, drive, taxi...)		No
		Egress Mode - Walk/Wheelchair/Skateboard	There is at least one transfer from alighting to destination	No
		Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	Yes
	Alighting to Destination distance is less than .25 linear miles	Egress Mode - ANY USE OF A VEHICLE (i.e., will get picked up, ride with others, drive, taxi...)		Yes
		Egress Mode - Every mode	There is at least one transfer from alighting to destination	Yes
		Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	No

Origin to Destination Distance Check

Table 1-3 shows the distance checks based on the origin and destination locations.

TABLE 1-3: ORIGIN TO DESTINATION DISTANCE CHECKS

Distance Check Name	Check	Flag?
Origin to Destination	Origin equals the Destination	Yes
	Origin to Destination is greater than 50 miles	Yes
	Origin to Destination is less than .25 miles	Yes

Boarding and Alighting Distance Check

Table 1-4 on the following page, shows the distance checks based on the boarding and alighting locations.

TABLE 1-4: BOARDING TO ALIGHTING DISTANCE CHECKS

Distance Check Name	Check	Flag?
Boarding to Alighting	Boarding equals the Alighting	Yes
	Boarding to Alighting is less than .25 miles	Yes

Pre-Processing Ratio Checks

After all transfer checks were completed, the next step in this process involved the application of a series of QA/QC Ratio Checks.

Three Ratio Checks were conducted for each record. First, the distance between boarding and alighting was divided by the distance between origin and destination. If the rider had a high ratio, then the rider was on the bus for an extensive time compared to the origin to destination distance. If the check created an extremely low ratio, the use of transit seemed unnecessary.

Second, the distance between origin and boarding was divided by the distance between origin and destination. If the rider had a high ratio, the origin to boarding distance was excessive compared to the origin to destination.

Third, the distance between alighting and destination was divided by the distance between origin and destination. If the rider had a high ratio, the alighting to destination distance was excessive compared to the origin to destination. Table 1-5 describes in more detail the ratio checks used, and the conditions in which a record would be flagged.

TABLE 1-5: RATIO CHECKS

Ratio Checks	Check	Result of Formula	Condition 1	Condition 2	Flag?
Boarding to Alighting distance divided by Origin to Destination distance	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is 1.5 or greater			Yes
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	Access and Egress modes are both Walk/Wheelchair/Skateboard	There are NO transfers involved in the trip	Yes
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	Access or Egress mode - ANY USE OF A VEHICLE		No
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	There is at least one transfer involved in the trip		No
Origin to Boarding distance divided by Origin to Destination distance	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	there is at least one transfer from origin to boarding		No
	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Access Mode - ANY USE OF A VEHICLE (i.e., dropped off, rode with others, drove, taxi...)		No
	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Access Mode - Walk/Wheelchair/Skateboard	there are no transfers from origin to boarding	Yes
Alighting to Destination	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	there is at least one transfer from alighting to destination		No

divided by Origin to Destination	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Egress Mode - ANY USE OF A VEHICLE (i.e., will get picked up, ride with others, drive, taxi...)		No

ETC has a dedicated team whose priority is reviewing and editing completed records using an online visual review tool. The TRT reviewed all completed records collected for the survey, paying special attention to records that were automatically flagged automated distance checks. Typically, around 10% of all records receive an automatic flag. The following actions generally result in changes that allow about 30% of those records that are automatically flagged to be retained, or approximately 3% of all completed surveys.

Pre-Processing General Issues and Actions

Table 1-6 describes the general issues that could occur within a trip where changes may have been appropriate.

TABLE 1-6: GENERAL ISSUES

Issue	Description of Issue	Action
Origin/Destination Condition 1	Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected	If for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected.
Origin/Destination Condition 2	Origin/Destination appears to have been geocoded to the incorrect city/state	If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the surveyor selects the wrong choice from the list of possible address choices that appear in the online survey instrument, then the appropriate address information will be inserted.
Access/Egress Mode	Access/Egress Mode seems illogical based on trip	If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than .2 miles, then the access/egress mode is recoded to walk/walked and that change will be reflected in the database.
Directionality of Record	Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the surveyor.	Change Direction of Route Selected and if necessary update boarding and alighting locations based on appropriate direction.

Transfer Issues and Actions

Table 1-7 describes the transfer issues that could occur within a trip where changes may have been appropriate.

TABLE 1-7: TRANSFER ISSUES

Issue #	Description of Issue	Action
Transfer Issue - 1	The transfer(s) seems illogical based on either the origin to boarding or alighting to destination	If the transfer appears to have been selected incorrectly based on surveyor mis-selection error (IE Route 24 selected which is illogical, but Route 23 is logical) or passenger error (passenger gives inaccurate transfer), then an appropriate transfer(s) will be inserted based on the geocoded points of the trip (origin and destination), the time of day of the trip and the direction of travel. If no appropriate transfers can be found, then the record will be removed from the database.
Transfer Issue - 2	The transfer(s) seems unnecessary based on either the origin to boarding or alighting to destination	If the transfer(s) appears to be unnecessary because the distance from the origin to boarding or alighting to destination is less than 0.2 miles, then the trip will be reviewed in further detail to determine if the transfer(s) are inappropriate. Aspects that will determine appropriateness are: the landscape (0.1 miles for example is a very short distance but a river in-between the origin and boarding location could require an individual to use a transfer as opposed to being able to walk), disability, age, and alternate access/egress modes (IE if someone indicates walking 1 mile from origin to boarding but then indicates taking 2 transfers from alighting to destination to travel a total of 0.1 miles they have likely indicated transfers for a future trip later in the day). *NOTE: The 0.2 distance is only used as guideline to create a flag for closer review. Typically, only extreme distances have transfers removed*
Transfer Issue - 3	The passenger indicated that they did not use a transfer but based on their access/egress mode and the distance between either the origin to boarding or alighting to destination suggests that a transfer should have been used.	If the access/egress mode is "walked/walk" and no transfer is indicated, and the distance between either origin to boarding or alighting to destination is greater than 2 miles, then an appropriate transfer(s) will be inserted based on the geocoded points of the trip (origin and destination), the time of day of the trip and the direction of travel. If no appropriate transfers can be found, then the record will be removed from the database.
Transfer Issue - 4	Duplicate Transfers in the Route Path	If duplicate transfers exist in the route path, the trip path is reviewed visually to determine which route(s) were incorrectly entered. If a review of the record suggests that the transfer route(s) is/are unnecessary then they will be removed. If the transfers suggest that trip is a round trip (i.e. home to home) and not a one-way trip, then the record will be removed from the database.

Post-Processing Additional Checks

After all records were reviewed by the TRT, the next step in this process involved the application of a series of QA/QC "non-trip" checks. Non-trip checks are described as anything not pertaining to the respondent's actual trip, i.e. demographic information.

Non-trip related checks included:

- Ensuring the respondents who indicated that they were employed also reported that at least one member of their household was employed.
- Ensuring the time of day a survey was completed was reasonable given the published operating schedule for the route.
- Ensuring that the appropriate fare type was used in response to the age of respondent.
- Checking that there is a representative demographic distribution based on age, gender, and income status.
- Removing any personal contact information used for quality control purposes during the data collection portion of the project to protect the anonymity of the respondents.

Once all records had gone through the pre-processing and post-processing QA/QC checks, those that were deemed complete and usable were then used to update the completion report used by the field supervisors to ensure that all goals had been met. After the final high-level review was completed, metadata (a codebook) was created to suitably explain the data in the database.

Survey Weighting and Expansion

Data Expansion Overview

When survey goals are created, they are typically based off a percentage of the average weekday ridership for the routes in the system. That is further broken down by time periods (ideally, they are further broken down by direction but this level of detail was not available). The time periods that are created are based off the specific needs of the client. Once a sample percentage is agreed upon, the goals for the survey collection are based off the ridership for each route by time period and then multiplied by the sampling percentage.

The purpose of developing survey goals is to collect an appropriate number of survey records that will be "Expanded" to represent the total average weekday ridership of each route by time period. The same ridership, February 2018, used to prepare for the data collection was also used for the expansion.

Linked Trip Expansion Factors for All Records

The linked trip expansion factor helps to account for the number of transfers that were made by each passenger, so the linked expansion factors should better represent the overall system. Linked expansion factors are generated after the unlinked expansion factors are created.

The equation that is used to calculate the linked trip multiplying factor is shown below:

Linked Trip Multiplying Factor = [1 / (1 + # of transfers)]

If a passenger did not make a transfer, the linked trip multiplying factor would be 1.0 because the person would have only boarded one vehicle. If a person made two transfers, the linked trip expansion factor would be 0.33 because the person would have boarded three transit vehicles during his/her one-way trip. Once the linked trip multiplier is created it is multiplied by the unlinked expansion factor to create the linked expansion factor.

General Rule for Expansion Factors

While there are no specific guidelines for the expansion factor values, ETC uses a guideline of keeping expansion factors below 3 times the average expansion factor based on the sampling percentage. This is done to keep any one record from representing a markedly high number of riders in the system. The formula for determining this guideline is:

1/ (Sampling %) x 3 = Guideline Weight Factor

This guideline was held for the Survey.

Survey Decomposition Analysis

Decomposition analysis measures the overall representativeness of the Survey records relative to linked and unlinked trips on an individual route basis. Self-enumeration surveys have historically suffered from substantial errors in route level boarding levels when linked trips were determined by simply dividing the boarding factor by one plus the number of transfers. For example, in systems with both local bus and urban rail routes, the survey typically displayed significant differences in how many local bus riders indicated that they had transferred to/from urban rail compared to the same statistic measured from those who were interviewed on an urban rail route. Difficult decisions had to be made regarding what was the actual value of such transfers. This is not a concern for the Survey.

The advent of the personal interview, coupled with tablet technology, and more effective management of surveyors has greatly reduced this issue. The decomposition analysis examines each record and the recorded sequence of routes and tabulates boardings for each route using this information. After all records have been examined, total boardings by route are summarized and compared with the observed level of boardings. The result of this analysis will help to determine the level of correlation between observed and estimated boardings by route.

The decomposition analysis below and on the following page shows the summed link factors for the routes for which the survey was conducted along with the summed linked weight factors for those same routes that was captured in transfer information for both previous transfers and transfers that would occur after the rider alighted the route they were being surveyed on. The table below and on the following page shows that the overall results for the onboard survey do an excellent job of representing the system. The routes that deviate the farthest from the summed linked factors compared to the observed counts are the routes that are expected to deviate the most as they are low volume ridership routes and therefore have a higher inherit error probability. The higher volume Razorback routes (routes over 500 daily boardings) which make up approximately 87% of the project's ridership, once summed, are extremely close to the overall ridership for those routes as seen in the table below:

*Higher Volume Routes (Routes over 500 daily boardings)							
	Sum of Linked Trips						
Route	Route Surveyed	Previous Transfers	Next Transfers	Total Summed Linked	Ridership	Total Difference	Percentage Difference
*Higher Volume Routes	8517.9	257.3	238.7	9013.9	9058	44.1	0.5%

ALL ROUTES

Route	Sum of Linked Trips: Route Surveyed	Previous Transfers	Next Transfers	Total Summed Linked	Ridership	Total Difference	Percentage Difference
Ozark Rt 1	125.3	16.7	14.4	156.4	154	-2.4	-1.5%
Ozark Rt 2	54.7	11.4	24.6	90.7	83	-7.7	-9.3%
Ozark Rt 3	40.8	5.4	10.0	56.3	58	1.7	3.0%
Ozark Rt 4	111.8	32.6	11.3	155.7	171	15.3	9.0%
Ozark Rt 11	74.5	6.5	4.0	85.0	86	1.0	1.2%
Ozark Rt 51	50.7	9.8	7.8	68.2	63	-5.2	-8.2%
Ozark Rt 52	22.0	0.0	5.8	27.8	28	0.2	0.6%
Ozark Rt 61	66.1	10.0	18.3	94.4	87	-7.4	-8.5%
Ozark Rt 62	67.3	7.8	4.7	79.9	75	-4.9	-6.5%
Ozark Rt 63	41.0	18.5	3.6	63.1	57	-6.1	-10.7%
Ozark Rt 64	9.3	0.0	0.0	9.3	14	4.7	33.3%
Ozark Rt 490	159.1	27.4	23.7	210.1	207	-3.1	-1.5%
Razorback Rt 4	136.6	4.1	11.1	151.8	141	-10.8	-7.7%
Razorback Rt 7	20.0	0.0	6.1	26.1	20	-6.1	-30.3%
Razorback Rt 11*	2247.5	18.1	21.9	2287.5	2378	90.5	3.8%
Razorback Rt 13*	913.2	23.6	11.8	948.5	939	-9.5	-1.0%
Razorback Rt 17	89.2	10.7	35.5	135.4	122	-13.4	-11.0%
Razorback Rt 22*	1727.5	53.8	60.1	1841.3	1794	-47.3	-2.6%
Razorback Rt 26*	1139.8	76.6	46.4	1262.8	1342	79.2	5.9%
Razorback Rt 33*	777.8	29.1	33.7	840.5	834	-6.5	-0.8%
Razorback Rt 35*	566.4	34.7	24.8	625.9	596	-29.9	-5.0%
Razorback Rt 48*	1145.7	21.5	40.1	1207.3	1175	-32.3	-2.8%

*Higher Volume Routes (Routes over 500 daily boardings)

Razorback and Ozark System Totals

Route	Sum of Linked Trips: Route Surveyed	Previous Transfers	Next Transfers	Total Summed Linked	Ridership	Total Difference	Percentage Difference
Ozark Routes	822.6	146.1	128.2	1096.8	1083	-13.8	-1.3%
Razorback Routes	8763.7	272.2	291.4	9327.2	9341	13.8	0.1%
Total	**9586.2**	**418.3**	**419.5**	**10424**	**10424**	**0.0**	**0.0%**

CHAPTER 2: SURVEY RESULTS

This section highlights selected demographic and trip-related findings from the Survey. The database used for the tables/graphs in this chapter and all chapters were expanded based on weekday linked weight factors created during the data expansion process.

Unlinked trips vs. Linked Trips

An unlinked passenger trip measures a trip as every time a rider boards and alights a bus. A linked passenger trip is the entire trip from origin to destination on the transit system. Even if a rider makes several transfers during a one-way trip, the trip is counted as one linked trip on the system. For example, a rider making a single trip with a transfer in the middle counts as two unlinked trips versus one linked trip.

Overall Results Summary

The following trip base and demographic attributes are established based upon survey responses collected from the study. These tables and figures created in this section show both ORT, Razorback results, and both systems combined along with results at the route level to represent the entire NWARPC region.

Male (55.2%) riders comprise approximately more than half of all weighted trips compare to female (44.7%) riders. More than three quarters (78.7%) of trips were made by riders between 19-34 years old, and more than a quarter (32.1%) are riders that have been riding Transit for 3 or more years.

The majority of riders (60.2%) household income is less than $19,999.00 with 61.5 percent of ORT riders who live in households that earn less than $15,000.00. Seventy percent (70.0%) of trips made were made by riders who live in one or two-person households. Only fourteen percent of trips were made by riders who are employed full-time.

Over half (60.8%) of riders are White / Caucasian and twenty five percent of riders speak another language other than English at home.

Riders where asked "what type of place they were coming from". Almost half (49.8%) of all riders' origin location was home, hotel, or dorm or apartment near campus. Figure 2-1 and Table 2-1 show the origin place type by system. Table 2-1A shows the origin place type by route.

FIGURE 2-1: TYPES OF PLACES RESPONDENTS ARE COMING FROM BY SYSTEM

TABLE 2-2: TYPES OF PLACES RESPONDENTS ARE COMING FROM BY SYSTEM

Origin Place Type	ORT	Razorback	Grand Total
Your HOME / HOTEL	47.3%	42.5%	42.9%
University of Arkansas (students only)	0.0%	37.6%	34.4%
Your DORM (or apartment near campus)	0.0%	7.6%	6.9%
Your usual WORKPLACE	3.8%	3.8%	3.8%
Shopping	11.2%	2.1%	2.9%
Other College / University (students only)	14.7%	1.1%	2.3%
Social Visit / Church	4.7%	1.6%	1.8%
Restaurant	1.0%	1.4%	1.4%
Medical / Doctor / Clinic (non-work)	6.9%	0.8%	1.3%
Personal business	8.2%	0.6%	1.3%
Recreation / Sightseeing	1.5%	0.4%	0.5%
School (K-12) (students only)	0.7%	0.3%	0.3%
Work related	0.0%	0.3%	0.3%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-1A: TYPES OF PLACES RESPONDENTS ARE COMING FROM BY ROUTE

Route	Your usual WORKPLACE	Work related	University of Arkansas (students only)	Other College / University (students only)	School (K-12) (students only)	Medical / Doctor / Clinic (non-work)	Shopping	Personal business	Restaurant	Recreation / Sightseeing	Social Visit / Church	Your HOME / HOTEL	Your DORM (or apartment near campus)
Ozark Rt 1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.6%	19.3%	3.5%	0.0%	15.7%	51.0%	0.0%
Ozark Rt 11	5.4%	0.0%	0.0%	10.7%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	78.9%	0.0%
Ozark Rt 2	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	7.9%	0.0%	9.6%	0.0%	72.9%	0.0%
Ozark Rt 3	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	47.3%	0.0%	8.8%	0.0%	0.0%	43.9%	0.0%
Ozark Rt 4	7.9%	0.0%	0.0%	0.0%	0.0%	28.0%	14.0%	18.9%	0.0%	6.0%	6.7%	18.6%	0.0%
Ozark Rt 490	4.1%	0.0%	0.0%	55.3%	0.0%	11.7%	0.0%	0.0%	0.0%	0.0%	0.0%	28.8%	0.0%
Ozark Rt 51	0.0%	0.0%	0.0%	41.1%	11.5%	0.0%	11.5%	0.0%	0.0%	0.0%	0.0%	35.9%	0.0%
Ozark Rt 52	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	63.6%	0.0%
Ozark Rt 61	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.1%	17.3%	0.0%	0.0%	17.3%	50.4%	0.0%
Ozark Rt 62	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Ozark Rt 63	23.2%	0.0%	0.0%	0.0%	0.0%	8.1%	45.9%	0.0%	0.0%	0.0%	0.0%	22.8%	0.0%
Ozark Rt 64	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	7.5%	0.0%	67.5%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	2.5%	5.0%	7.5%
Razorback Rt 11	5.1%	0.3%	33.7%	0.0%	0.2%	0.0%	0.2%	1.9%	3.0%	0.5%	2.4%	33.8%	18.9%
Razorback Rt 13	3.8%	0.0%	28.7%	0.0%	0.7%	0.0%	1.6%	0.7%	3.0%	0.0%	2.0%	52.5%	7.0%
Razorback Rt 17	0.0%	0.0%	22.1%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	73.7%	0.0%
Razorback Rt 22	1.1%	0.0%	48.2%	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%	1.2%	46.7%	1.3%
Razorback Rt 26	6.8%	0.5%	14.2%	6.9%	0.8%	6.3%	12.3%	0.4%	1.0%	0.8%	0.8%	37.5%	11.8%
Razorback Rt 33	4.7%	0.0%	44.4%	0.0%	0.6%	0.0%	2.7%	0.3%	0.0%	0.0%	2.1%	45.2%	0.0%
Razorback Rt 35	4.5%	0.0%	29.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.6%	0.0%	65.0%	0.0%
Razorback Rt 4	0.0%	0.0%	77.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.1%	6.5%
Razorback Rt 48	0.8%	1.2%	51.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	1.6%	41.7%	2.2%
Razorback Rt 7	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**3.8%**	**0.3%**	**34.4%**	**2.3%**	**0.3%**	**1.3%**	**2.9%**	**1.3%**	**1.4%**	**0.5%**	**1.8%**	**42.9%**	**6.9%**

Eighty-three percent (82.6%) of riders walked to get to their first transit vehicle. Figure 2-2 and Table 2-2 show riders access mode to their first bus by system. Table 2-2A shows how riders got to their first bus at the route level.

FIGURE 2-2: MODE TO ACCESS PUBLIC TRANSIT BY SYSTEM

TABLE 2-2: MODE TO ACCESS PUBLIC TRANSIT BY SYSTEM

Access Mode	ORT	Razorback	Grand Total
Walk	89.3%	82.0%	82.6%
Drove alone and parked	0.8%	16.4%	15.1%
Was dropped off by someone - not a service	6.2%	0.5%	1.0%
Drove or rode with others and parked	0.0%	0.6%	0.5%
Personal Bike	2.8%	0.3%	0.5%
Skateboard	0.0%	0.1%	0.1%
Wheelchair	0.0%	0.1%	0.1%
Paratransit	0.8%	0.0%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-2A: MODE TO ACCESS PUBLIC TRANSIT BY ROUTE

Route	Drove alone and parked	Drove or rode with others and parked	Paratransit	Personal Bike	Skateboard	Walk	Was dropped off by someone - not a service	Wheelchair
Ozark Rt 1	0.0%	0.0%	0.0%	0.0%	0.0%	89.6%	10.4%	0.0%
Ozark Rt 11	0.0%	0.0%	0.0%	5.4%	0.0%	94.6%	0.0%	0.0%
Ozark Rt 2	0.0%	0.0%	0.0%	3.2%	0.0%	96.8%	0.0%	0.0%
Ozark Rt 3	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 4	0.0%	0.0%	0.0%	6.7%	0.0%	93.3%	0.0%	0.0%
Ozark Rt 490	4.1%	0.0%	4.1%	0.0%	0.0%	73.6%	18.1%	0.0%
Ozark Rt 51	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 52	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 61	0.0%	0.0%	0.0%	15.1%	0.0%	84.9%	0.0%	0.0%
Ozark Rt 62	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 63	0.0%	0.0%	0.0%	0.0%	0.0%	76.8%	23.2%	0.0%
Ozark Rt 64	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 1	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 11	45.6%	1.1%	0.0%	0.2%	0.0%	53.1%	0.0%	0.0%
Razorback Rt 13	31.2%	3.1%	0.0%	0.0%	0.0%	65.7%	0.0%	0.0%
Razorback Rt 17	33.2%	0.0%	0.0%	0.0%	0.0%	66.8%	0.0%	0.0%
Razorback Rt 22	1.7%	0.0%	0.0%	0.0%	0.0%	98.3%	0.0%	0.0%
Razorback Rt 26	5.6%	0.0%	0.0%	1.0%	1.1%	88.1%	3.5%	0.8%
Razorback Rt 33	1.1%	0.0%	0.0%	0.0%	0.0%	98.9%	0.0%	0.0%
Razorback Rt 35	1.8%	0.0%	0.0%	1.3%	0.0%	96.2%	0.7%	0.0%
Razorback Rt 4	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 48	3.8%	0.0%	0.0%	0.0%	0.0%	96.2%	0.0%	0.0%
Razorback Rt 7	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Grand Total	**15.1%**	**0.5%**	**0.1%**	**0.5%**	**0.1%**	**82.6%**	**1.0%**	**0.1%**

Riders where asked "what type of place they were going to". Combined, forty percent (39.9%) of riders' destination location was The University of Arkansas. Almost half (43.5%) Razorback Transit riders reported going to the University of Arkansas. ORT riders' main destination locations were home (38.8%) and shopping (25.4%). Figure 2-3 and Table 2-3 show the origin place type by system. Table 2-3A shows the origin place type by route.

FIGURE 2-3: TYPE OF PLACES TRANSIT RIDERS ARE GOING TO BY SYSTEM

TABLE 2-3: TYPE OF PLACES TRANSIT RIDERS ARE GOING TO BY SYSTEM

Destination Place Type	ORT	Razorback	Grand Total
University of Arkansas (students only)	0.9%	43.5%	39.9%
Your HOME / HOTEL	38.8%	35.0%	35.3%
Your usual WORKPLACE	9.7%	5.8%	6.1%
Shopping	25.4%	3.1%	5.0%
Your DORM (or apartment near campus)	0.0%	4.8%	4.4%
Social Visit / Church	3.5%	2.2%	2.3%
Personal business	5.4%	1.9%	2.2%
Other College / University (students only)	6.4%	0.9%	1.3%
Recreation / Sightseeing	3.2%	0.7%	0.9%
Work related	1.5%	0.8%	0.9%
Medical / Doctor / Clinic (non-work)	4.8%	0.3%	0.7%
Restaurant	0.5%	0.5%	0.5%
School (K-12) (students only)	0.0%	0.5%	0.4%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-3A: TYPE OF PLACES TRANSIT RIDERS ARE GOING TO BY ROUTE

Route	Your usual WORKPLACE	Work related	University of Arkansas (students only)	Other College / University (students only)	School (K-12) (students only)	Medical / Doctor / Clinic (non-work)	Shopping	Personal business	Restaurant	Recreation / Sightseeing	Social Visit / Church	Your HOME / HOTEL	Your DORM (or apartment near campus)
Ozark Rt 1	1.8%	0.0%	1.8%	0.0%	0.0%	10.4%	30.9%	5.3%	0.0%	0.0%	8.0%	41.9%	0.0%
Ozark Rt 11	33.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.1%	0.0%	5.0%	20.1%	15.1%	16.1%	0.0%
Ozark Rt 2	13.0%	9.6%	0.0%	0.0%	0.0%	0.0%	23.3%	31.7%	0.0%	0.0%	3.2%	19.2%	0.0%
Ozark Rt 3	0.0%	0.0%	0.0%	0.0%	0.0%	17.6%	26.3%	0.0%	0.0%	0.0%	0.0%	56.1%	0.0%
Ozark Rt 4	1.6%	6.7%	0.0%	0.0%	0.0%	11.6%	25.3%	8.9%	0.0%	10.0%	0.0%	35.9%	0.0%
Ozark Rt 490	0.0%	0.0%	2.1%	25.7%	0.0%	0.0%	17.4%	1.0%	0.0%	0.0%	3.8%	50.0%	0.0%
Ozark Rt 51	12.8%	0.0%	0.0%	23.0%	0.0%	0.0%	11.5%	0.0%	0.0%	0.0%	0.0%	52.6%	0.0%
Ozark Rt 52	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	45.5%	0.0%	0.0%	0.0%	0.0%	36.4%	0.0%
Ozark Rt 61	10.1%	0.0%	0.0%	0.0%	0.0%	0.0%	34.5%	5.8%	0.0%	0.0%	0.0%	49.6%	0.0%
Ozark Rt 62	31.8%	0.0%	2.7%	0.0%	0.0%	2.0%	55.4%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 63	11.4%	0.0%	0.0%	0.0%	0.0%	11.4%	0.0%	0.0%	0.0%	0.0%	0.0%	77.2%	0.0%
Ozark Rt 64	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	75.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Razorback Rt 1	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	5.0%	0.0%	10.0%	2.5%	7.5%	40.0%	25.0%
Razorback Rt 11	4.5%	1.4%	59.2%	0.3%	1.1%	0.0%	0.5%	1.4%	0.5%	0.3%	2.0%	18.1%	10.6%
Razorback Rt 13	11.7%	0.4%	51.7%	0.0%	0.0%	0.0%	1.1%	3.5%	1.0%	0.0%	2.7%	27.1%	0.7%
Razorback Rt 17	3.9%	0.0%	56.1%	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%	20.7%	0.0%	15.2%	0.0%
Razorback Rt 22	4.1%	0.0%	47.1%	0.0%	0.0%	0.6%	0.6%	0.3%	0.0%	0.3%	1.2%	45.9%	0.0%
Razorback Rt 26	10.0%	0.9%	17.9%	6.1%	0.0%	0.8%	19.4%	4.2%	0.8%	0.5%	2.3%	29.2%	7.8%
Razorback Rt 33	5.2%	3.4%	30.6%	0.0%	1.6%	0.0%	0.6%	3.5%	0.0%	1.1%	3.8%	50.3%	0.0%
Razorback Rt 35	6.9%	0.0%	49.8%	0.0%	0.9%	2.0%	0.0%	4.1%	0.0%	0.0%	2.6%	32.4%	1.3%
Razorback Rt 4	3.2%	0.0%	12.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	77.4%	0.0%
Razorback Rt 48	3.2%	0.0%	40.7%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	1.2%	1.6%	47.8%	5.1%
Razorback Rt 7	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Grand Total	**6.1%**	**0.9%**	**39.9%**	**1.3%**	**0.4%**	**0.7%**	**5.0%**	**2.2%**	**0.5%**	**0.9%**	**2.3%**	**35.3%**	**4.4%**

Eighty-eight percent (88.0%) of riders walked to get to their destination after getting off their last transit vehicle. Figure 2-4 and Table 2-4 show riders access mode to their first bus by system. Table 2-4A shows how riders got to their first bus at the route level.

FIGURE 2-4: EGRESS MODE TO DESTINATION BY SYSTEM

TABLE 2-4: EGRESS MODE TO DESTINATION BY SYSTEM

Egress Mode	ORT	Razorback	Grand Total
Walk	87.2%	88.1%	88.0%
Drove alone and parked	2.3%	10.3%	9.6%
Drove or rode with others and parked	1.0%	0.9%	0.9%
Personal Bike	4.0%	0.4%	0.7%
Was dropped off by someone - not a service	4.8%	0.0%	0.5%
Skateboard	0.0%	0.1%	0.1%
Wheelchair	0.0%	0.1%	0.1%
Paratransit	0.8%	0.0%	0.1%
Shuttle	0.0%	0.0%	0.0%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-4A: EGRESS MODE TO DESTINATION BY ROUTE

Route	Drove alone and parked	Drove or rode with others and parked	Paratransit	Personal Bike	Shuttle	Skateboard	Walk	Was dropped off by someone - not a service	Wheelchair
Ozark Rt 1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 11	0.0%	0.0%	0.0%	5.4%	0.0%	0.0%	83.9%	10.7%	0.0%
Ozark Rt 2	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	92.0%	0.0%	0.0%
Ozark Rt 3	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 4	0.0%	0.0%	0.0%	12.7%	0.0%	0.0%	87.3%	0.0%	0.0%
Ozark Rt 490	11.7%	0.0%	4.1%	0.0%	0.0%	0.0%	64.2%	20.0%	0.0%
Ozark Rt 51	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 52	0.0%	36.4%	0.0%	0.0%	0.0%	0.0%	63.6%	0.0%	0.0%
Ozark Rt 61	0.0%	0.0%	0.0%	15.1%	0.0%	0.0%	84.9%	0.0%	0.0%
Ozark Rt 62	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 63	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Ozark Rt 64	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 1	50.0%	10.0%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%
Razorback Rt 11	26.0%	2.5%	0.0%	0.2%	0.0%	0.0%	71.3%	0.0%	0.0%
Razorback Rt 13	14.5%	0.0%	0.0%	0.0%	0.0%	0.0%	85.5%	0.0%	0.0%
Razorback Rt 17	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 22	2.1%	0.0%	0.0%	0.0%	0.2%	0.0%	97.7%	0.0%	0.0%
Razorback Rt 26	1.8%	0.0%	0.0%	1.0%	0.0%	1.1%	95.4%	0.0%	0.8%
Razorback Rt 33	1.1%	0.7%	0.0%	0.7%	0.0%	0.0%	97.6%	0.0%	0.0%
Razorback Rt 35	3.1%	0.0%	0.0%	1.3%	0.0%	0.0%	95.0%	0.6%	0.0%
Razorback Rt 4	25.8%	0.0%	0.0%	0.0%	0.0%	0.0%	74.2%	0.0%	0.0%
Razorback Rt 48	2.4%	0.8%	0.0%	0.8%	0.0%	0.0%	96.0%	0.0%	0.0%
Razorback Rt 7	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
Grand Total	**9.6%**	**0.9%**	**0.1%**	**0.7%**	**0.0%**	**0.1%**	**88.0%**	**0.5%**	**0.1%**

Ninety-two percent (92.3%) off riders only use one bus to get from their origin to their destination. Figure 2-5 and Table 2-5 show the total number of respondent transfers by system. Table 2-5A shows the total number of transfers made at the route level.

FIGURE 2-3: TOTAL NUMBER OF TRANSFERS BY SYSTEM

TABLE 2-4: TOTAL NUMBER OF TRANSFERS BY SYSTEM

Total Number of Transfers	ORT	Razorback	Grand Total
0	75.0%	93.9%	92.3%
1	19.1%	5.5%	6.7%
2	5.1%	0.5%	0.9%
3	0.8%	0.0%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-5A: TOTAL NUMBER OF TRANSFERS BY ROUTE

Route	0	1	2	3
Ozark Rt 1	82.4%	12.3%	5.3%	0.0%
Ozark Rt 11	84.6%	15.4%	0.0%	0.0%
Ozark Rt 2	66.3%	19.2%	11.1%	3.4%
Ozark Rt 3	70.2%	17.6%	12.2%	0.0%
Ozark Rt 4	57.3%	33.6%	7.9%	1.2%
Ozark Rt 490	74.7%	21.5%	2.8%	1.0%
Ozark Rt 51	75.7%	24.3%	0.0%	0.0%
Ozark Rt 52	72.7%	27.3%	0.0%	0.0%
Ozark Rt 61	74.1%	20.2%	5.8%	0.0%
Ozark Rt 62	95.3%	0.0%	2.7%	2.0%
Ozark Rt 63	69.1%	22.8%	8.1%	0.0%
Ozark Rt 64	75.0%	0.0%	25.0%	0.0%
Razorback Rt 1	85.0%	15.0%	0.0%	0.0%
Razorback Rt 11	95.2%	4.2%	0.5%	0.0%
Razorback Rt 13	97.8%	1.5%	0.7%	0.0%
Razorback Rt 17	67.1%	28.9%	3.9%	0.0%
Razorback Rt 22	96.5%	3.1%	0.4%	0.0%
Razorback Rt 26	83.6%	15.0%	1.4%	0.0%
Razorback Rt 33	92.8%	7.2%	0.0%	0.0%
Razorback Rt 35	95.5%	3.9%	0.7%	0.0%
Razorback Rt 4	96.8%	3.2%	0.0%	0.0%
Razorback Rt 48	97.4%	2.6%	0.0%	0.0%
Razorback Rt 7	100.0%	0.0%	0.0%	0.0%
Grand Total	**92.3%**	**6.7%**	**0.9%**	**0.1%**

The following tables and figure are based off NWARPC's model trip types. The trip type is based off the riders' origin and destination place types. Sixty-six percent (65.7%) off all trip types are Home Based – University of Arkansas with 71.8 percent of U of A riders traveling between home and the university. Figure 2-6 shows trip types by system. Table 2-6 shows trip types by time-of-day and system. Table 2-6A shows trip types by route and time-of-day.

FIGURE 2-6: TRIP TYPE BY SYSTEM

TABLE 2-6: TRIP TYPE BY SYSTEM AND TIME OF DAY

Trip Type	ORT			ORT	Razorback			Razorback	Grand Total			Grand
	AM PEAK	PM PEAK	OFF PEAK	TOTALS	AM PEAK	PM PEAK	OFF PEAK	Totals	AM PEAK	PM PEAK	OFF PEAK	Total
Home-Based Work	5.9%	3.4%	3.9%	13.2%	1.0%	2.6%	3.9%	7.5%	1.4%	2.7%	3.9%	8.0%
Home-Based Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Home-Based University (U of A)	0.2%	0.0%	0.7%	0.9%	12.9%	17.0%	41.9%	71.8%	11.8%	15.5%	38.3%	65.7%
Home-Based School	0.0%	1.5%	14.8%	16.3%	0.3%	0.1%	1.9%	2.2%	0.2%	0.2%	3.0%	3.4%
Home-Shopping / Personal Business	12.4%	13.4%	29.9%	55.7%	1.4%	1.9%	5.1%	8.4%	2.3%	2.9%	7.3%	12.4%
Non-Home Based	2.2%	0.7%	11.0%	13.9%	2.4%	2.7%	5.0%	10.1%	2.4%	2.5%	5.6%	10.5%
Grand Total	**20.7%**	**19.0%**	**60.3%**	**100.0%**	**17.9%**	**24.2%**	**57.8%**	**100.0%**	**18.2%**	**23.8%**	**58.0%**	**100.0%**

TABLE 2-6A: TRIP TYPE BY ROUTE AND TIME OF DAY

Trip Type	AM PEAK	PM PEAK	OFF PEAK	Grand Total
Home-Based School				
Ozark Rt 11	0.0%	0.1%	0.0%	0.1%
Ozark Rt 490	0.0%	0.0%	1.0%	1.0%
Ozark Rt 51	0.0%	0.0%	0.3%	0.3%
Ozark Rt 52	0.0%	0.0%	0.0%	0.0%
Razorback Rt 11	0.0%	0.0%	0.3%	0.3%
Razorback Rt 22	0.0%	0.1%	0.1%	0.1%
Razorback Rt 26	0.2%	0.0%	1.2%	1.4%
Razorback Rt 33	0.0%	0.0%	0.1%	0.2%
Razorback Rt 35	0.0%	0.0%	0.1%	0.1%
Home-Based School Total	**0.2%**	**0.2%**	**3.0%**	**3.4%**
Home-Based University (U of A)				
Ozark Rt 1	0.0%	0.0%	0.0%	0.0%
Ozark Rt 490	0.0%	0.0%	0.0%	0.0%
Ozark Rt 62	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	0.1%	0.0%	0.7%	0.7%
Razorback Rt 11	2.6%	3.6%	10.0%	16.1%
Razorback Rt 13	1.5%	1.5%	3.7%	6.6%
Razorback Rt 17	0.0%	0.0%	0.5%	0.5%
Razorback Rt 22	2.4%	4.3%	9.0%	15.7%
Razorback Rt 26	0.3%	0.8%	2.4%	3.4%
Razorback Rt 33	1.3%	1.0%	3.5%	5.8%
Razorback Rt 35	0.0%	1.7%	2.9%	4.6%
Razorback Rt 4	0.8%	0.5%	0.0%	1.3%
Razorback Rt 48	2.8%	2.3%	5.5%	10.7%
Razorback Rt 7	0.0%	0.0%	0.1%	0.1%
Home-Based University (U of A) To	**11.8%**	**15.5%**	**38.3%**	**65.7%**
Home-Based Work				
Ozark Rt 1	0.0%	0.0%	0.0%	0.0%
Ozark Rt 11	0.2%	0.1%	0.0%	0.3%
Ozark Rt 2	0.0%	0.0%	0.2%	0.2%
Ozark Rt 4	0.0%	0.0%	0.0%	0.0%
Ozark Rt 490	0.0%	0.0%	0.1%	0.1%
Ozark Rt 51	0.0%	0.0%	0.1%	0.1%
Ozark Rt 52	0.0%	0.0%	0.0%	0.0%
Ozark Rt 61	0.0%	0.1%	0.0%	0.1%
Ozark Rt 62	0.2%	0.1%	0.0%	0.2%
Ozark Rt 63	0.1%	0.0%	0.0%	0.1%
Razorback Rt 1	0.0%	0.0%	0.1%	0.1%
Razorback Rt 11	0.3%	0.2%	0.3%	0.8%
Razorback Rt 13	0.4%	0.2%	0.6%	1.1%
Razorback Rt 17	0.0%	0.0%	0.0%	0.0%
Razorback Rt 22	0.0%	0.5%	0.0%	0.5%
Razorback Rt 26	0.1%	0.9%	0.8%	1.9%
Razorback Rt 33	0.1%	0.4%	0.6%	1.0%
Razorback Rt 35	0.0%	0.1%	0.6%	0.7%
Razorback Rt 4	0.0%	0.0%	0.0%	0.0%
Razorback Rt 48	0.0%	0.1%	0.4%	0.5%
Razorback Rt 7	0.0%	0.0%	0.1%	0.1%
Home-Based Work Total	**1.4%**	**2.7%**	**3.9%**	**8.0%**
Home-Shopping / Personal Business				
Ozark Rt 1	0.3%	0.3%	0.6%	1.2%
Ozark Rt 11	0.0%	0.0%	0.4%	0.4%
Ozark Rt 2	0.0%	0.0%	0.4%	0.4%
Ozark Rt 3	0.0%	0.0%	0.4%	0.4%
Ozark Rt 4	0.1%	0.0%	0.5%	0.6%
Ozark Rt 490	0.0%	0.0%	0.2%	0.2%
Ozark Rt 51	0.0%	0.0%	0.1%	0.1%
Ozark Rt 52	0.0%	0.1%	0.0%	0.1%
Ozark Rt 61	0.0%	0.6%	0.0%	0.6%
Ozark Rt 62	0.3%	0.1%	0.0%	0.5%
Ozark Rt 63	0.3%	0.0%	0.0%	0.3%
Ozark Rt 64	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	0.0%	0.0%	0.2%	0.2%
Razorback Rt 11	0.4%	0.2%	0.2%	0.8%
Razorback Rt 13	0.1%	0.2%	0.2%	0.5%
Razorback Rt 17	0.0%	0.0%	0.3%	0.3%
Razorback Rt 22	0.1%	0.1%	0.3%	0.5%
Razorback Rt 26	0.5%	0.6%	2.5%	3.6%
Razorback Rt 33	0.1%	0.3%	0.5%	0.8%
Razorback Rt 35	0.0%	0.2%	0.3%	0.5%
Razorback Rt 4	0.1%	0.0%	0.0%	0.1%
Razorback Rt 48	0.0%	0.1%	0.3%	0.4%
Home-Shopping / Personal Busines	**2.3%**	**2.9%**	**7.3%**	**12.4%**
Non-Home Based				
Ozark Rt 1	0.0%	0.0%	0.1%	0.1%
Ozark Rt 11	0.0%	0.0%	0.0%	0.0%
Ozark Rt 2	0.0%	0.0%	0.0%	0.0%
Ozark Rt 4	0.1%	0.0%	0.4%	0.5%
Ozark Rt 490	0.0%	0.0%	0.4%	0.4%
Ozark Rt 51	0.0%	0.1%	0.0%	0.1%
Ozark Rt 64	0.1%	0.0%	0.0%	0.1%
Razorback Rt 1	0.1%	0.0%	0.2%	0.3%
Razorback Rt 11	1.1%	1.3%	1.8%	4.1%
Razorback Rt 13	0.3%	0.3%	0.6%	1.2%
Razorback Rt 17	0.0%	0.0%	0.1%	0.1%
Razorback Rt 22	0.2%	0.4%	0.6%	1.1%
Razorback Rt 26	0.6%	0.4%	0.7%	1.6%
Razorback Rt 33	0.0%	0.2%	0.2%	0.4%
Razorback Rt 35	0.0%	0.0%	0.1%	0.1%
Razorback Rt 48	0.0%	0.0%	0.4%	0.4%
Non-Home Based Total	**2.4%**	**2.5%**	**5.6%**	**10.5%**
Grand Total	**18.2%**	**23.8%**	**58.0%**	**100.0%**

Ninety-two percent (92.3%) of all riders used Razorback Only – No Fare, with almost all (99.7%) of Razorback riders responding to this fare type. Twenty-seven percent (26.6%) of ORT riders pay with a monthly pass. Figure 2-7 and Table 2-7 show type of fare used by system. Table 2-7A shows type of fare used by route.

FIGURE 2-7: TYPE OF FARE PAYMENT(S) RESPONDENT USED FOR THEIR ONE-WAY TRIP BY SYSTEM

TABLE 2-7: TYPE OF FARE PAYMENT(S) RESPONDENT USED FOR THEIR ONE-WAY TRIP BY SYSTEM

Type of Fare	ORT	Razorback	Grand Total
RAZORBACK ONLY - NO FARE	13.1%	99.7%	92.3%
Monthly Pass	26.6%	0.0%	2.3%
Other	12.0%	0.2%	1.2%
Cash	12.6%	0.0%	1.1%
10 Ride Pass	11.6%	0.0%	1.0%
Senior (75+)	10.0%	0.0%	0.9%
Veteran	8.4%	0.0%	0.8%
Day Pass	4.7%	0.0%	0.4%
Razorback / ORT Transfer Pass (NW Ark Mall to Route 3 & 4)	0.9%	0.0%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-7A: TYPE OF FARE PAYMENT(S) RESPONDENT USED FOR THEIR ONE-WAY TRIP BY ROUTE

Route	10 Ride Pass	Cash	Day Pass	Monthly Pass	Other	Razorback / ORT Transfer Pass (NW Ark Mall to Route 3 & 4)	RAZORBACK ONLY - NO FARE	Senior (75+)	Veteran
Ozark Rt 1	0.0%	8.7%	15.7%	50.0%	0.0%	1.8%	0.0%	21.2%	2.7%
Ozark Rt 11	20.5%	33.6%	0.0%	25.2%	10.7%	0.0%	0.0%	10.1%	0.0%
Ozark Rt 2	9.6%	9.6%	23.8%	34.4%	9.6%	0.0%	0.0%	9.6%	3.4%
Ozark Rt 3	17.6%	12.2%	0.0%	43.9%	8.8%	0.0%	0.0%	17.6%	0.0%
Ozark Rt 4	1.2%	3.3%	0.0%	57.8%	0.0%	0.0%	0.0%	0.0%	37.6%
Ozark Rt 490	7.0%	9.6%	0.0%	0.0%	49.1%	3.1%	31.2%	0.0%	0.0%
Ozark Rt 51	0.0%	23.0%	0.0%	0.0%	0.0%	0.0%	77.0%	0.0%	0.0%
Ozark Rt 52	18.2%	0.0%	18.2%	0.0%	18.2%	0.0%	45.5%	0.0%	0.0%
Ozark Rt 61	19.8%	15.1%	0.0%	40.3%	0.0%	0.0%	0.0%	22.3%	2.5%
Ozark Rt 62	42.6%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%	31.2%	18.1%
Ozark Rt 63	23.2%	11.4%	0.0%	23.2%	0.0%	0.0%	22.8%	0.0%	19.5%
Ozark Rt 64	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 11	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 13	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	99.6%	0.0%	0.4%
Razorback Rt 17	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 22	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	99.6%	0.0%	0.0%
Razorback Rt 26	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	99.1%	0.0%	0.0%
Razorback Rt 33	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 35	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	99.3%	0.0%	0.0%
Razorback Rt 4	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 48	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Razorback Rt 7	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Grand Total	**1.0%**	**1.1%**	**0.4%**	**2.3%**	**1.2%**	**0.1%**	**92.3%**	**0.9%**	**0.8%**

Riders were asked "what fare category was being used for this one-way trip". All (100%) of Razorback riders fare was free while almost half (44.4%) of ORT riders rode for free.

FIGURE 2-8: CATEGORY OF FARE RESPONDENT PAID BY SYSTEM

TABLE 2-8: CATEGORY OF FARE RESPONDENT PAID BY SYSTEM

Fare Category	ORT	Razorback	Grand Total
Free	44.4%	100.0%	95.2%
Adult	42.4%	0.0%	3.6%
Senior (age 60-74) / Disabled	10.2%	0.0%	0.9%
Other	1.3%	0.0%	0.1%
Youth (6-18)	1.3%	0.0%	0.1%
Student (College/University)	0.4%	0.0%	0.0%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-8A: CATEGORY OF FARE RESPONDENT PAID BY ROUTE

Route	Adult	Other	Senior (age 60-74) / Disabled	Student (College/University)	Youth (6-18)	Free
Ozark Rt 1	64.0%	0.0%	10.4%	0.0%	0.0%	25.6%
Ozark Rt 11	38.3%	0.0%	40.9%	0.0%	0.0%	20.8%
Ozark Rt 2	67.8%	0.0%	0.0%	0.0%	9.6%	22.6%
Ozark Rt 3	56.1%	0.0%	17.6%	0.0%	0.0%	26.3%
Ozark Rt 4	49.7%	9.3%	3.3%	0.0%	0.0%	37.6%
Ozark Rt 490	7.0%	0.0%	7.5%	2.1%	0.0%	83.4%
Ozark Rt 51	0.0%	0.0%	11.5%	0.0%	11.5%	77.0%
Ozark Rt 52	36.4%	0.0%	0.0%	0.0%	0.0%	63.6%
Ozark Rt 61	57.9%	0.0%	17.3%	0.0%	0.0%	24.8%
Ozark Rt 62	50.7%	0.0%	0.0%	0.0%	0.0%	49.3%
Ozark Rt 63	57.7%	0.0%	0.0%	0.0%	0.0%	42.3%
Ozark Rt 64	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 11	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 13	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 17	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 22	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 26	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 33	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 35	0.0%	0.7%	0.0%	0.0%	0.0%	99.3%
Razorback Rt 4	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 48	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Razorback Rt 7	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Grand Total	**3.6%**	**0.1%**	**0.9%**	**0.0%**	**0.1%**	**95.2%**

Forty-one percent (40.9%) of riders would walk from their origin to their destination if transit service wasn't available. Thirty percent (29.8%) of ORT riders stated that they would not make their current trip if transit service was unavailable. Figure 2-9 and Table 2-9 show how riders would make their current trip if transit service was not available by system. Table 2-9A shows how riders would make their current trip if transit service was not available at the route level.

FIGURE 2-9: IF TRANSIT SERVICE WERE NOT AVAILABLE, HOW RESPONDENT WOULD HAVE MADE THE TRIP BY SYSTEM

TABLE 2-9: IF TRANSIT SERVICE WERE NOT AVAILABLE, HOW RESPONDENT WOULD HAVE MADE THE TRIP BY SYSTEM

Other Travel Means	ORT	Razorback	Grand Total
Walk	29.3%	42.0%	40.9%
Drove myself	5.7%	35.3%	32.8%
Ride with someone else	20.5%	8.1%	9.2%
Would not make this trip	29.8%	4.2%	6.4%
Bicycle	4.5%	4.9%	4.9%
TNC (e.g. Uber, Lyft)	3.4%	4.4%	4.3%
Taxi	5.9%	0.4%	0.9%
Other	1.0%	0.6%	0.6%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-9A: IF TRANSIT SERVICE WERE NOT AVAILABLE, HOW RESPONDENT WOULD HAVE MADE THE TRIP BY ROUTE

Route	Bicycle	Drove myself	Other	Ride with someone else	Taxi	TNC (e.g. Uber, Lyft)	Walk	Would not make this trip
Ozark Rt 1	7.0%	0.0%	3.5%	26.0%	7.1%	0.0%	24.7%	31.7%
Ozark Rt 11	5.4%	0.0%	0.0%	10.7%	10.1%	0.0%	63.8%	10.1%
Ozark Rt 2	8.0%	9.6%	0.0%	32.9%	0.0%	0.0%	44.7%	4.8%
Ozark Rt 3	0.0%	0.0%	8.8%	17.6%	0.0%	0.0%	8.8%	64.9%
Ozark Rt 4	12.7%	0.0%	0.0%	21.5%	0.0%	2.5%	25.8%	37.5%
Ozark Rt 490	0.0%	26.2%	0.0%	26.0%	4.1%	12.8%	13.2%	17.6%
Ozark Rt 51	0.0%	0.0%	0.0%	17.3%	0.0%	0.0%	47.4%	35.4%
Ozark Rt 52	0.0%	0.0%	0.0%	36.4%	0.0%	0.0%	27.3%	36.4%
Ozark Rt 61	0.0%	0.0%	0.0%	17.3%	19.8%	0.0%	17.3%	45.7%
Ozark Rt 62	8.1%	0.0%	0.0%	0.0%	18.1%	0.0%	39.9%	33.9%
Ozark Rt 63	0.0%	0.0%	0.0%	22.8%	0.0%	11.4%	23.2%	42.7%
Ozark Rt 64	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
Razorback Rt 1	0.0%	5.0%	0.0%	12.5%	0.0%	5.0%	72.5%	5.0%
Razorback Rt 11	0.7%	17.2%	1.1%	3.9%	0.0%	0.8%	75.8%	0.5%
Razorback Rt 13	2.9%	34.6%	1.5%	2.7%	0.0%	2.3%	54.4%	1.6%
Razorback Rt 17	0.0%	33.2%	0.0%	22.1%	0.0%	0.0%	27.0%	17.7%
Razorback Rt 22	7.4%	43.6%	0.0%	7.5%	0.6%	1.4%	36.0%	3.5%
Razorback Rt 26	7.5%	20.6%	1.4%	15.2%	1.9%	17.1%	22.5%	13.7%
Razorback Rt 33	9.1%	48.7%	0.0%	9.4%	0.6%	0.7%	25.6%	6.0%
Razorback Rt 35	3.3%	59.1%	0.0%	15.4%	0.0%	10.7%	7.7%	3.8%
Razorback Rt 4	6.5%	51.6%	0.0%	6.5%	0.0%	0.0%	29.0%	6.5%
Razorback Rt 48	6.7%	51.9%	0.0%	8.7%	0.0%	5.0%	24.9%	2.7%
Razorback Rt 7	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Grand Total	**4.9%**	**32.8%**	**0.6%**	**9.2%**	**0.9%**	**4.3%**	**40.9%**	**6.4%**

Riders were asked "if they ever used any services such as Uber, Lift, or any other Carshare services". Less than one-quarter (18.5%) of riders answered that they use TNC or Carshare. Figure 2-10 and Table 2-10 show responses for TNC or Carshare use by system. Table 2-10A shows responses for TNC or Carshare use by route.

FIGURE 2-10: IF RESPONDENT USES TNC OR CARSHARE BY SYSTEM

TABLE 2-10: IF RESPONDENT USES TNC OR CAR SHARE BY SYSTEM

Use TNC or Carshare	ORT	Razorback	Grand Total
Yes	13.1%	19.0%	18.5%
No	86.9%	81.0%	81.5%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-10A: IF RESPONDENT USES TNC OR CARSHARE BY ROUTE

Route	Yes	No
Ozark Rt 1	19.1%	80.9%
Ozark Rt 11	5.0%	95.0%
Ozark Rt 2	0.0%	100.0%
Ozark Rt 3	0.0%	100.0%
Ozark Rt 4	10.9%	89.1%
Ozark Rt 490	14.2%	85.8%
Ozark Rt 51	0.0%	100.0%
Ozark Rt 52	27.3%	72.7%
Ozark Rt 61	19.8%	80.2%
Ozark Rt 62	39.3%	60.7%
Ozark Rt 63	0.0%	100.0%
Ozark Rt 64	0.0%	100.0%
Razorback Rt 1	10.0%	90.0%
Razorback Rt 11	8.2%	91.8%
Razorback Rt 13	14.6%	85.4%
Razorback Rt 17	11.1%	88.9%
Razorback Rt 22	14.2%	85.8%
Razorback Rt 26	37.5%	62.5%
Razorback Rt 33	22.0%	78.0%
Razorback Rt 35	18.4%	81.6%
Razorback Rt 4	16.1%	83.9%
Razorback Rt 48	32.3%	67.7%
Razorback Rt 7	0.0%	100.0%
Grand Total	**18.5%**	**81.5%**

Each rider was asked "how long they have been using transit in the region". Sixty-six percent (65.8%) of riders answered that they have been using transit more than one year. Figure 2-11 and table 2-11 show the length of transit use by system and total. Table 2-11A shows the length of transit use by route.

FIGURE 2-11: HOW LONG RESPONDENT HAS BEEN RIDING TRANSIT BY SYSTEM

TABLE 2-11: HOW LONG RESPONDENT HAS BEEN RIDING TRANSIT BY SYSTEM

Length of Transit Use	ORT	Razorback	Grand Total
First time riding	1.1%	0.5%	0.5%
Less than 6 months	8.1%	13.6%	13.1%
6-12 months	10.6%	21.5%	20.5%
1-2 years	24.4%	34.6%	33.7%
3-6 years	27.1%	24.5%	24.7%
7-10 years	12.5%	1.9%	2.8%
More than 10 years	16.3%	3.5%	4.6%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-11A: HOW LONG RESPONDENT HAS BEEN RIDING TRANSIT BY ROUTE

Route	First time riding	Less than 6 months	6-12 months	1-2 years	3-6 years	7-10 years	More than 10 years
Ozark Rt 1	0.0%	8.8%	0.0%	13.1%	12.4%	21.0%	44.7%
Ozark Rt 11	0.0%	21.1%	0.0%	20.8%	20.1%	10.1%	27.9%
Ozark Rt 2	9.6%	4.8%	0.0%	26.5%	14.4%	39.9%	4.8%
Ozark Rt 3	0.0%	0.0%	0.0%	29.8%	52.7%	17.6%	0.0%
Ozark Rt 4	0.0%	5.6%	10.0%	22.5%	37.7%	11.0%	13.3%
Ozark Rt 490	0.0%	14.2%	25.7%	34.7%	11.7%	11.7%	2.1%
Ozark Rt 51	0.0%	0.0%	17.3%	42.4%	40.3%	0.0%	0.0%
Ozark Rt 52	18.2%	9.1%	0.0%	0.0%	63.6%	9.1%	0.0%
Ozark Rt 61	0.0%	5.8%	17.3%	34.9%	17.3%	2.5%	22.3%
Ozark Rt 62	0.0%	0.0%	8.1%	0.0%	52.0%	8.1%	31.8%
Ozark Rt 63	0.0%	0.0%	22.8%	42.7%	34.6%	0.0%	0.0%
Ozark Rt 64	0.0%	25.0%	0.0%	0.0%	75.0%	0.0%	0.0%
Razorback Rt 1	0.0%	30.0%	17.5%	22.5%	20.0%	2.5%	7.5%
Razorback Rt 11	0.6%	16.1%	32.8%	26.3%	22.2%	0.7%	1.4%
Razorback Rt 13	0.8%	21.9%	25.0%	22.3%	23.1%	3.4%	3.5%
Razorback Rt 17	0.0%	11.1%	11.8%	11.1%	46.8%	4.1%	15.2%
Razorback Rt 22	0.0%	7.4%	15.8%	44.7%	29.6%	1.1%	1.5%
Razorback Rt 26	1.0%	21.4%	20.4%	15.4%	23.6%	5.4%	12.8%
Razorback Rt 33	0.0%	7.5%	8.9%	46.2%	31.1%	3.0%	3.3%
Razorback Rt 35	0.0%	16.2%	26.9%	24.7%	30.9%	0.7%	0.6%
Razorback Rt 4	0.0%	12.9%	19.4%	58.1%	9.7%	0.0%	0.0%
Razorback Rt 48	0.8%	5.5%	15.1%	60.8%	16.1%	0.8%	0.8%
Razorback Rt 7	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%
Grand Total	**0.5%**	**13.1%**	**20.5%**	**33.7%**	**24.7%**	**2.8%**	**4.6%**

Riders were ad riding transit in the region". Over three-quarters (88.2%) of riders use transit more than three days a week. Figure 2-12 and Table 2-12 show the number of days per week that passengers ride transit at the system level. Table 2-12A shows the number of days per week that passengers ride transit at the route level.

FIGURE 2-12: HOW OFTEN RESPONDENT RIDES TRANSIT IN THE NORTHWEST ARKANSAS AREA BY SYSTEM

TABLE 2-12: HOW OFTEN RESPONDENT RIDES TRANSIT IN THE NORTHWEST ARKANSAS AREA BY SYSTEM

Transit Use Frequency	ORT	Razorback	Grand Total
First time riding	1.1%	0.4%	0.5%
Once in a while	0.9%	0.9%	0.9%
1 or 2 days a month	2.4%	0.7%	0.9%
1 or 2 days a week	14.4%	9.1%	9.6%
3 or 4 days a week	39.1%	25.0%	26.2%
5 days a week	42.0%	54.1%	53.0%
6 days a week	0.0%	9.7%	8.9%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-12A: HOW OFTEN RESPONDENT RIDES TRANSIT IN THE NORTHWEST ARKANSAS AREA BY ROUTE

Transit Use Frequency	First time riding	Once in a while	1 or 2 days a mo	1 or 2 days a week	3 or 4 days a week	5 days a week	6 days a week
Ozark Rt 1	0.0%	0.0%	0.0%	15.9%	23.8%	60.3%	0.0%
Ozark Rt 11	0.0%	0.0%	0.0%	10.7%	64.1%	25.2%	0.0%
Ozark Rt 2	9.6%	0.0%	0.0%	28.8%	45.7%	15.9%	0.0%
Ozark Rt 3	0.0%	0.0%	0.0%	26.3%	26.3%	47.3%	0.0%
Ozark Rt 4	0.0%	6.7%	3.3%	0.0%	35.7%	54.3%	0.0%
Ozark Rt 490	0.0%	0.0%	1.0%	11.7%	41.1%	46.2%	0.0%
Ozark Rt 51	0.0%	0.0%	0.0%	23.0%	23.0%	53.9%	0.0%
Ozark Rt 52	18.2%	0.0%	0.0%	0.0%	18.2%	63.6%	0.0%
Ozark Rt 61	0.0%	0.0%	0.0%	34.5%	52.2%	13.3%	0.0%
Ozark Rt 62	0.0%	0.0%	8.1%	10.8%	65.1%	16.1%	0.0%
Ozark Rt 63	0.0%	0.0%	18.5%	6.6%	18.9%	56.0%	0.0%
Razorback Rt 1	0.0%	2.5%	5.0%	5.0%	20.0%	47.5%	20.0%
Razorback Rt 11	0.6%	1.0%	0.5%	12.8%	26.6%	55.9%	2.7%
Razorback Rt 13	0.8%	0.0%	0.0%	2.3%	28.7%	59.8%	8.4%
Razorback Rt 17	0.0%	0.0%	11.1%	4.1%	42.9%	21.2%	20.7%
Razorback Rt 22	0.6%	0.5%	0.0%	4.6%	23.1%	55.6%	15.7%
Razorback Rt 26	0.0%	2.9%	3.3%	15.3%	22.4%	38.1%	18.1%
Razorback Rt 33	0.0%	0.0%	0.0%	6.5%	23.5%	57.0%	12.9%
Razorback Rt 35	0.0%	0.6%	0.0%	9.4%	23.6%	66.3%	0.0%
Razorback Rt 4	0.0%	6.5%	0.0%	6.5%	25.8%	51.6%	9.7%
Razorback Rt 48	0.8%	0.0%	0.0%	11.4%	25.0%	55.4%	7.4%
Razorback Rt 7	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
Grand Total	**0.5%**	**0.9%**	**0.9%**	**9.6%**	**26.2%**	**53.0%**	**8.9%**

Riders were asked if they were a visitor to the region. Nearly all (99.4%) or riders were residents in the region. Figure 2-13 and Table 2-13 show visitor status by system. Table 2-13A shows visitor status by route.

FIGURE 2-13: IS THE RESPONDENT A VISITOR TO THE NORTHWEST ARKANSAS REGION BY SYSTEM

TABLE 2-13: IS THE RESPONDENT A VISITOR TO THE NORTHWEST ARKANSAS REGION BY SYSTEM

Visitor Status	ORT	Razorback	Grand Total
No	100.0%	99.4%	99.4%
Yes	0.0%	0.6%	0.6%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-13A: IS THE RESPONDENT A VISITOR TO THE NORTHWEST ARKANSAS REGION BY ROUTE

Route	No	Yes
Ozark Rt 1	100.0%	0.0%
Ozark Rt 11	100.0%	0.0%
Ozark Rt 2	100.0%	0.0%
Ozark Rt 3	100.0%	0.0%
Ozark Rt 4	100.0%	0.0%
Ozark Rt 490	100.0%	0.0%
Ozark Rt 51	100.0%	0.0%
Ozark Rt 52	100.0%	0.0%
Ozark Rt 61	100.0%	0.0%
Ozark Rt 62	100.0%	0.0%
Ozark Rt 63	100.0%	0.0%
Ozark Rt 64	100.0%	0.0%
Razorback Rt 1	100.0%	0.0%
Razorback Rt 11	100.0%	0.0%
Razorback Rt 13	95.0%	5.0%
Razorback Rt 17	100.0%	0.0%
Razorback Rt 22	100.0%	0.0%
Razorback Rt 26	100.0%	0.0%
Razorback Rt 33	98.9%	1.1%
Razorback Rt 35	100.0%	0.0%
Razorback Rt 4	100.0%	0.0%
Razorback Rt 48	100.0%	0.0%
Razorback Rt 7	100.0%	0.0%
Grand Total	**99.4%**	**0.6%**

The following tables (Tables 2-14 through 2-19) are based off responses provided by residents. For visitors (0.6% of responses), these questions were skipped.

Almost three-quarters (70.8%) of ORT riders reported that they did not have any vehicles available to their household in comparison to twenty percent (19.8%) of Razorback riders reporting not to having any vehicles available to their household. Table 2-14 and Figure 2-14 show the number of vehicles are available to each riders' household by system. Table 2-14A shows the number of household vehicles at the route level.

FIGURE 2-14: TOTAL NUMBER OF VEHICLES IN RESPONDENT'S HOUSEHOLD BY SYSTEM

TABLE 2-14: TOTAL NUMBER OF VEHICLES IN RESPONDENT'S HOUSEHOLD BY SYSTEM

Household Vehicles	ORT	Razorback	Grand Total
None (0)	70.8%	19.8%	24.2%
One (1)	14.7%	38.3%	36.3%
Two (2)	7.5%	22.9%	21.5%
Three (3)	6.1%	10.7%	10.3%
Four (4)	0.0%	5.6%	5.1%
Five (5)	0.8%	1.5%	1.5%
Six (6)	0.0%	0.5%	0.5%
Seven (7)	0.0%	0.7%	0.6%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-14A: TOTAL NUMBER OF VEHICLES IN RESPONDENT'S HOUSEHOLD BY ROUTE

Route	None (0)	One (1)	Two (2)	Three (3)	Four (4)	Five (5)	Six (6)	Seven (7)
Ozark Rt 1	86.0%	14.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 11	78.5%	10.7%	0.0%	10.7%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 2	57.5%	19.2%	23.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 3	56.1%	43.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 4	88.0%	9.1%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 490	34.4%	26.2%	10.4%	24.9%	0.0%	4.1%	0.0%	0.0%
Ozark Rt 51	65.5%	0.0%	28.8%	5.8%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 52	72.7%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 61	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 62	97.3%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 63	45.9%	23.2%	30.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 64	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	27.5%	45.0%	10.0%	17.5%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 11	4.9%	56.2%	12.5%	13.1%	7.1%	3.0%	1.5%	1.6%
Razorback Rt 13	12.7%	42.5%	23.1%	12.3%	5.7%	0.8%	1.6%	1.2%
Razorback Rt 17	30.9%	20.7%	37.3%	0.0%	11.1%	0.0%	0.0%	0.0%
Razorback Rt 22	19.3%	31.2%	33.8%	12.1%	1.9%	1.2%	0.0%	0.5%
Razorback Rt 26	55.2%	33.1%	6.2%	5.1%	0.4%	0.0%	0.0%	0.0%
Razorback Rt 33	25.0%	25.9%	32.8%	11.3%	2.9%	1.1%	0.0%	1.1%
Razorback Rt 35	18.2%	53.2%	24.4%	3.1%	1.1%	0.0%	0.0%	0.0%
Razorback Rt 4	16.1%	32.3%	32.3%	6.5%	12.9%	0.0%	0.0%	0.0%
Razorback Rt 48	14.5%	20.8%	33.3%	11.7%	16.9%	2.7%	0.0%	0.0%
Razorback Rt 7	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**24.2%**	**36.3%**	**21.5%**	**10.3%**	**5.1%**	**1.5%**	**0.5%**	**0.6%**

The following tables and figure (Tables 2-15, 2-15A, and Figure 2-15) are responses based off if the rider had one or more vehicles available to their household which is 75.8 percent of respondents. Eighty-five percent of respondents who have a household vehicle, could have used that vehicle on their one-way trip, showing that over three quarters of riders are choice riders.

FIGURE 2-15: IF RESPONDENT COULD HAVE USED A HOUSEHOLD VEHICLE TO MAKE THEIR CURRENT TRIP BY SYSTEM

TABLE 2-15: IF RESPONDENT COULD HAVE USED A HOUSEHOLD VEHICLE TO MAKE THEIR CURRENT TRIP BY SYSTEM

Auto Availability	ORT	Razorback	Grand Total
Yes	27.9%	86.9%	84.9%
No	72.1%	13.1%	15.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-15A: IF RESPONDENT COULD HAVE USED A HOUSEHOLD VEHICLE TO MAKE THEIR CURRENT TRIP BY ROUTE

Route	No	Yes
Ozark Rt 1	100.0%	0.0%
Ozark Rt 11	0.0%	100.0%
Ozark Rt 2	100.0%	0.0%
Ozark Rt 3	100.0%	0.0%
Ozark Rt 4	30.8%	69.2%
Ozark Rt 490	60.0%	40.0%
Ozark Rt 51	100.0%	0.0%
Ozark Rt 52	100.0%	0.0%
Ozark Rt 62	100.0%	0.0%
Ozark Rt 63	100.0%	0.0%
Razorback Rt 1	10.3%	89.7%
Razorback Rt 11	4.5%	95.5%
Razorback Rt 13	17.9%	82.1%
Razorback Rt 17	30.0%	70.0%
Razorback Rt 22	14.6%	85.4%
Razorback Rt 26	21.7%	78.3%
Razorback Rt 33	20.1%	79.9%
Razorback Rt 35	21.1%	78.9%
Razorback Rt 4	23.1%	76.9%
Razorback Rt 48	11.1%	88.9%
Razorback Rt 7	0.0%	100.0%
Grand Total	**15.1%**	**84.9%**

Riders were asked "how many people live in their household". Nearly three quarters (70%) of riders are one or two-person households. The majority (64.1%) of one-person households come from the ORT system. Figure 2-16 and Table 2-16 show the number of persons living in respondents' households by system. Table 2-16A shows the number of persons living in respondents' households by route.

FIGURE 2-16: NUMBER OF PERSONS LIVING IN HOUSEHOLD BY SYSTEM

TABLE 2-16: NUMBER OF PERSONS LIVING IN HOUSEHOLD BY SYSTEM

Household Residents	ORT	Razorback	Grand Total
One (1)	64.1%	43.3%	45.1%
Two (2)	11.5%	26.2%	24.9%
Three (3)	8.9%	12.1%	11.8%
Four (4)	9.2%	12.6%	12.3%
Five (5)	2.8%	3.5%	3.5%
Six (6)	1.6%	1.4%	1.4%
Seven (7)	0.0%	0.8%	0.8%
Eight (8)	1.7%	0.0%	0.1%
Nine (9)	0.2%	0.0%	0.0%
Ten or More (10+)	0.0%	0.1%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-16A: NUMBER OF PERSONS LIVING IN HOUSEHOLD BY ROUTE

Route	One (1)	Two (2)	Three (3)	Four (4)	Five (5)	Six (6)	Seven (7)	Eight (8)	Nine (9)	Ten or More (10+)
Ozark Rt 1	93.0%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 11	73.2%	16.1%	0.0%	0.0%	10.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 2	52.7%	4.8%	32.9%	9.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 3	43.9%	38.6%	0.0%	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%
Ozark Rt 4	71.3%	14.1%	7.9%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 490	36.5%	14.8%	10.0%	26.3%	8.3%	0.0%	0.0%	4.1%	0.0%	0.0%
Ozark Rt 51	65.5%	0.0%	11.5%	23.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 52	36.4%	0.0%	0.0%	27.3%	9.1%	27.3%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 61	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 62	89.2%	0.0%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%
Ozark Rt 63	11.4%	34.6%	45.9%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 64	0.0%	25.0%	0.0%	0.0%	0.0%	75.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	67.5%	12.5%	7.5%	7.5%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 11	56.5%	10.2%	9.8%	14.5%	5.4%	2.6%	1.1%	0.0%	0.0%	0.0%
Razorback Rt 13	49.2%	15.0%	10.1%	14.6%	6.6%	2.8%	0.8%	0.0%	0.0%	0.8%
Razorback Rt 17	25.3%	37.3%	15.2%	22.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 22	26.1%	44.4%	20.9%	6.1%	1.4%	0.5%	0.6%	0.0%	0.0%	0.0%
Razorback Rt 26	62.4%	15.6%	9.2%	10.1%	1.2%	1.5%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 33	32.9%	40.1%	12.5%	9.4%	3.3%	0.0%	1.8%	0.0%	0.0%	0.0%
Razorback Rt 35	52.8%	32.2%	8.5%	3.9%	1.3%	0.0%	1.3%	0.0%	0.0%	0.0%
Razorback Rt 4	45.2%	12.9%	16.1%	12.9%	12.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 48	23.1%	37.0%	9.2%	25.1%	3.8%	1.1%	0.8%	0.0%	0.0%	0.0%
Razorback Rt 7	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**45.1%**	**24.9%**	**11.8%**	**12.3%**	**3.5%**	**1.4%**	**0.8%**	**0.1%**	**0.0%**	**0.1%**

Fifty-eight percent (58.1%) of ORT riders, don't have any (zero) employed household members. Twenty-nine percent (28.6%) of both systems users have households with no one employed. Figure 2-17 and Table 2-17 show the number of individuals employed in each respondents' household by system. Table 2-17A shows the number of individuals employed in each respondents' household by route.

FIGURE 2-17: NUMBER OF PERSONS LIVING IN HOUSEHOLD EMPLOYED BY SYSTEM

TABLE 2-17: NUMBER OF PERSONS LIVING IN HOUSEHOLD EMPLOYED BY SYSTEM

Employed Household Members	ORT	Razorback	Grand Total
None (0)	58.1%	25.8%	28.6%
One (1)	25.1%	38.3%	37.2%
Two (2)	11.2%	21.9%	21.0%
Three (3)	4.8%	9.1%	8.7%
Four (4)	0.8%	3.8%	3.5%
Five (5)	0.0%	1.1%	1.0%
Six (6)	0.0%	0.1%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-17A: NUMBER OF PERSONS LIVING IN HOUSEHOLD EMPLOYED BY ROUTE

Route	None (0)	One (1)	Two (2)	Three (3)	Four (4)	Five (5)	Six (6)
Ozark Rt 1	94.7%	3.5%	1.8%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 11	45.3%	44.0%	0.0%	10.7%	0.0%	0.0%	0.0%
Ozark Rt 2	41.3%	25.8%	23.3%	9.6%	0.0%	0.0%	0.0%
Ozark Rt 3	61.4%	29.8%	8.8%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 4	69.1%	25.6%	5.3%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 490	46.3%	24.6%	20.7%	4.1%	4.1%	0.0%	0.0%
Ozark Rt 51	52.6%	35.9%	5.8%	5.8%	0.0%	0.0%	0.0%
Ozark Rt 52	36.4%	18.2%	36.4%	9.1%	0.0%	0.0%	0.0%
Ozark Rt 61	74.1%	25.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 62	57.4%	31.8%	8.1%	2.7%	0.0%	0.0%	0.0%
Ozark Rt 63	11.4%	34.6%	22.8%	31.3%	0.0%	0.0%	0.0%
Ozark Rt 64	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	30.0%	50.0%	5.0%	15.0%	0.0%	0.0%	0.0%
Razorback Rt 11	26.7%	41.2%	13.7%	8.9%	7.3%	2.1%	0.0%
Razorback Rt 13	26.0%	39.1%	19.1%	10.2%	4.1%	1.6%	0.0%
Razorback Rt 17	27.0%	19.1%	38.8%	15.2%	0.0%	0.0%	0.0%
Razorback Rt 22	18.9%	33.8%	33.5%	11.4%	1.9%	0.0%	0.5%
Razorback Rt 26	34.4%	47.1%	13.6%	3.4%	1.5%	0.0%	0.0%
Razorback Rt 33	24.4%	34.9%	28.5%	8.0%	3.8%	0.3%	0.0%
Razorback Rt 35	32.7%	35.9%	27.9%	3.5%	0.0%	0.0%	0.0%
Razorback Rt 4	25.8%	45.2%	6.5%	16.1%	0.0%	6.5%	0.0%
Razorback Rt 48	23.3%	34.0%	24.2%	11.4%	5.1%	1.9%	0.0%
Razorback Rt 7	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%
Grand Total	**28.6%**	**37.2%**	**21.0%**	**8.7%**	**3.5%**	**1.0%**	**0.1%**

Each rider was asked about their employment status. Overall, more than half (56.3%) of riders are employed either full or part time. Figure 2-18 and Table 2-18 show riders' employment status by system. Table 2-18A show riders employment status at the route level.

FIGURE 2-18: RESPONDENT EMPLOYMENT STATUS BY SYSTEM

TABLE 2-18: RESPONDENT EMPLOYMENT STATUS BY SYSTEM

Employment Status	ORT	Razorback	Grand Total
Employed part-time	11.1%	44.9%	41.9%
Not currently employed	37.8%	38.4%	38.3%
Employed full-time	15.1%	14.4%	14.4%
Disabled and unable to work	18.9%	1.1%	2.6%
Retired	17.2%	1.1%	2.4%
Homemaker	0.0%	0.3%	0.3%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-18A: RESPONDENT EMPLOYMENT STATUS BY ROUTE

Route	Employed full-time	Employed part-time	Not currently employed	Disabled and unable to work	Retired	Homemaker
Ozark Rt 1	1.8%	3.5%	22.9%	49.8%	22.0%	0.0%
Ozark Rt 11	33.2%	10.7%	15.8%	20.1%	20.1%	0.0%
Ozark Rt 2	28.1%	16.2%	38.2%	12.7%	4.8%	0.0%
Ozark Rt 3	0.0%	21.0%	17.6%	17.6%	43.9%	0.0%
Ozark Rt 4	14.4%	5.8%	50.7%	15.8%	13.3%	0.0%
Ozark Rt 490	4.1%	15.3%	73.0%	7.5%	0.0%	0.0%
Ozark Rt 51	12.8%	17.3%	58.4%	11.5%	0.0%	0.0%
Ozark Rt 52	45.5%	0.0%	45.5%	0.0%	9.1%	0.0%
Ozark Rt 61	15.1%	10.8%	17.3%	17.3%	39.6%	0.0%
Ozark Rt 62	23.8%	8.1%	2.7%	18.1%	47.3%	0.0%
Ozark Rt 63	34.6%	22.8%	23.2%	11.4%	8.1%	0.0%
Ozark Rt 64	25.0%	0.0%	75.0%	0.0%	0.0%	0.0%
Razorback Rt 1	5.0%	55.0%	37.5%	0.0%	2.5%	0.0%
Razorback Rt 11	8.0%	51.2%	40.6%	0.2%	0.0%	0.0%
Razorback Rt 13	14.3%	43.1%	39.0%	2.8%	0.8%	0.0%
Razorback Rt 17	24.6%	33.2%	22.8%	5.5%	13.8%	0.0%
Razorback Rt 22	13.6%	50.2%	35.3%	0.0%	0.9%	0.0%
Razorback Rt 26	20.2%	33.0%	39.9%	3.0%	2.3%	1.6%
Razorback Rt 33	23.6%	35.2%	36.4%	2.8%	1.1%	0.8%
Razorback Rt 35	15.8%	44.0%	37.0%	1.3%	1.8%	0.0%
Razorback Rt 4	16.1%	45.2%	38.7%	0.0%	0.0%	0.0%
Razorback Rt 48	13.0%	45.5%	40.7%	0.0%	0.8%	0.0%
Razorback Rt 7	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**14.4%**	**41.9%**	**38.3%**	**2.6%**	**2.4%**	**0.3%**

Eighty-one percent (81.4%) of all riders are full or part time college students with 87 percent (87.0%) of Razorback riders being college students. Every (100%) rider on Razorback route 4 is a college student. Figure 2-19 and Table 2-19 show riders' student status by system. Table 2-19A shows riders' student status by route.

FIGURE 2-19: RESPONDENT STUDENT STATUS BY SYSTEM

TABLE 2-19: RESPONDENT STUDENT STATUS BY SYSTEM

Student Status	ORT	Razorback	Grand Total
Yes - College / University / Community College	22.4%	87.0%	81.4%
Not a student	76.3%	11.8%	17.3%
Yes - K-12th grade	1.3%	1.1%	1.1%
Yes - Vocational / Technical / Trade school	0.0%	0.2%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-19A: RESPONDENT STUDENT STATUS BY ROUTE

Route	Not a student	Yes - College / University / Community College	Yes - K-12th grade	Yes - Vocational / Technical / Trade school
Ozark Rt 1	98.2%	1.8%	0.0%	0.0%
Ozark Rt 11	84.2%	15.8%	0.0%	0.0%
Ozark Rt 2	90.4%	0.0%	9.6%	0.0%
Ozark Rt 3	91.2%	8.8%	0.0%	0.0%
Ozark Rt 4	100.0%	0.0%	0.0%	0.0%
Ozark Rt 490	15.8%	84.2%	0.0%	0.0%
Ozark Rt 51	35.9%	52.6%	11.5%	0.0%
Ozark Rt 52	81.8%	18.2%	0.0%	0.0%
Ozark Rt 61	100.0%	0.0%	0.0%	0.0%
Ozark Rt 62	97.3%	2.7%	0.0%	0.0%
Ozark Rt 63	100.0%	0.0%	0.0%	0.0%
Ozark Rt 64	100.0%	0.0%	0.0%	0.0%
Razorback Rt 1	5.0%	92.5%	2.5%	0.0%
Razorback Rt 11	2.2%	96.1%	1.7%	0.0%
Razorback Rt 13	10.9%	88.3%	0.8%	0.0%
Razorback Rt 17	32.9%	67.1%	0.0%	0.0%
Razorback Rt 22	5.9%	93.5%	0.6%	0.0%
Razorback Rt 26	35.4%	62.0%	1.8%	0.8%
Razorback Rt 33	21.1%	76.8%	1.4%	0.7%
Razorback Rt 35	17.5%	81.6%	0.9%	0.0%
Razorback Rt 4	0.0%	100.0%	0.0%	0.0%
Razorback Rt 48	6.1%	93.9%	0.0%	0.0%
Razorback Rt 7	50.0%	50.0%	0.0%	0.0%
Grand Total	**17.3%**	**81.4%**	**1.1%**	**0.1%**

Eighty-percent (80.2%) of riders possess a valid driver's license. Over half (66.1%) of ORT riders do not have a valid driver's license with Ozark route 51 having the highest number of riders without a license (94.2%). Figure 2-20 and Table 2-20 show driver's license status by system. Table 2-20A shows driver's license status by route.

FIGURE 2-20: RESPONDENT DRIVER'S LICENSE STATUS BY SYSTEM

TABLE 2-20: RESPONDENT DRIVER'S LICENSE STATUS BY SYSTEM

Driver's License Status	ORT	Razorback	Grand Total
Yes	33.9%	84.5%	80.2%
No	66.1%	15.2%	19.6%
Don't Know/Refuse	0.0%	0.2%	0.2%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-20A: RESPONDENT DRIVER'S LICENSE STATUS BY ROUTE

Route	Yes	No
Ozark Rt 1	34.9%	65.1%
Ozark Rt 11	28.2%	71.8%
Ozark Rt 2	44.7%	55.3%
Ozark Rt 3	43.9%	56.1%
Ozark Rt 4	13.3%	86.7%
Ozark Rt 490	43.9%	56.1%
Ozark Rt 51	5.8%	94.2%
Ozark Rt 52	45.5%	54.5%
Ozark Rt 61	56.8%	43.2%
Ozark Rt 62	39.3%	60.7%
Ozark Rt 63	19.5%	80.5%
Ozark Rt 64	25.0%	75.0%
Razorback Rt 1	77.5%	22.5%
Razorback Rt 11	97.1%	2.9%
Razorback Rt 13	91.2%	8.8%
Razorback Rt 17	60.2%	39.8%
Razorback Rt 22	86.5%	13.5%
Razorback Rt 26	54.3%	45.7%
Razorback Rt 33	80.8%	19.2%
Razorback Rt 35	75.8%	24.2%
Razorback Rt 4	93.5%	6.5%
Razorback Rt 48	92.9%	7.1%
Razorback Rt 7	100.0%	0.0%
Grand Total	**80.4%**	**19.6%**

Over three quarters (78.7%) of riders are between the ages of 19 and 34. Nearly one quarter (24.6%) of ORT riders are over 60 years of age with Ozark route 3 having the highest (73.7) number of riders over the age of 60. Figure 2-21 and Table 2-21 show riders age categories by system. Table 2-21A shows riders age categories by route.

FIGURE 2-21: RESPONDENT AGE BY SYSTEM

TABLE 2-21: RESPONDENT AGE BY SYSTEM

Age	ORT	Razorback	Grand Total
6-18	2.3%	6.2%	5.9%
19-21	17.0%	45.9%	43.4%
22-34	20.5%	36.7%	35.3%
35-50	21.6%	7.2%	8.5%
51-59	14.0%	1.6%	2.7%
60-74	16.6%	2.1%	3.3%
75 and older	8.0%	0.3%	0.9%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-21A: RESPONDENT AGE BY ROUTE

Route	6-18	19-21	22-34	35-50	51-59	60-74	75 and older
Ozark Rt 1	0.0%	5.3%	3.5%	20.7%	35.2%	24.7%	10.6%
Ozark Rt 11	0.0%	10.7%	22.8%	36.2%	10.1%	10.1%	10.1%
Ozark Rt 2	19.2%	0.0%	18.5%	41.4%	4.8%	16.1%	0.0%
Ozark Rt 3	0.0%	0.0%	17.6%	8.8%	0.0%	56.1%	17.6%
Ozark Rt 4	0.0%	0.0%	43.7%	28.7%	5.0%	22.7%	0.0%
Ozark Rt 490	1.4%	56.1%	24.6%	17.9%	0.0%	0.0%	0.0%
Ozark Rt 51	11.5%	41.1%	11.5%	11.5%	11.5%	12.8%	0.0%
Ozark Rt 52	0.0%	18.2%	36.4%	36.4%	0.0%	0.0%	9.1%
Ozark Rt 61	0.0%	0.0%	32.4%	19.8%	5.8%	19.8%	22.3%
Ozark Rt 62	0.0%	2.7%	0.0%	8.1%	25.8%	32.3%	31.2%
Ozark Rt 63	0.0%	22.8%	0.0%	8.1%	69.1%	0.0%	0.0%
Ozark Rt 64	0.0%	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%
Razorback Rt 1	7.5%	60.0%	27.5%	2.5%	2.5%	0.0%	0.0%
Razorback Rt 11	11.7%	58.4%	24.5%	3.8%	0.4%	1.2%	0.0%
Razorback Rt 13	3.9%	51.8%	30.4%	7.3%	4.3%	1.6%	0.8%
Razorback Rt 17	0.0%	45.0%	26.3%	11.1%	3.9%	8.2%	5.5%
Razorback Rt 22	2.2%	34.2%	55.0%	5.2%	1.4%	2.1%	0.0%
Razorback Rt 26	9.5%	27.7%	37.3%	17.3%	1.5%	6.8%	0.0%
Razorback Rt 33	3.1%	35.4%	46.2%	10.6%	2.8%	2.0%	0.0%
Razorback Rt 35	2.9%	43.7%	44.5%	4.6%	2.6%	0.0%	1.8%
Razorback Rt 4	6.5%	64.5%	22.6%	6.5%	0.0%	0.0%	0.0%
Razorback Rt 48	5.1%	59.0%	29.0%	6.1%	0.0%	0.8%	0.0%
Razorback Rt 7	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%
Grand Total	**5.9%**	**43.4%**	**35.3%**	**8.5%**	**2.7%**	**3.3%**	**0.9%**

Sixty-one percent (60.8%) of riders are White / Caucasian. Figure 2-22 and Table 2-22 show ethnicity by system. Table 2-22A shows riders ethnicity by route.

FIGURE 2-22: RESPONDENT ETHNICITY BY SYSTEM

TABLE 2-22: RESPONDENT ETHNICITY BY SYSTEM

Ethnicity	ORT	Razorback	Grand Total
WHITE / CAUCASIAN	66.22%	60.35%	60.86%
BLACK / AFRICAN AMERICAN	9.35%	13.31%	12.97%
HISPANIC / LATINO	10.02%	12.21%	12.02%
ASIAN	3.08%	8.77%	8.28%
TWO OR MORE SELECTED	6.72%	3.76%	4.01%
AMERICAN INDIAN / ALASKA NATIVE	3.48%	1.40%	1.58%
NATIVE HAWAIIAN / PACIFIC ISLANDER	1.14%	0.20%	0.28%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-22A: RESPONDENT ETHNICITY BY ROUTE

Route	WHITE / CAUCASIAN	BLACK / AFRICAN AMERICAN	HISPANIC / LATINO	ASIAN	TWO OR MORE SELECTED	AMERICAN INDIAN / ALASKA NATIVE	NATIVE HAWAIIAN / PACIFIC ISLANDER
Ozark Rt 1	58.1%	10.6%	10.6%	0.0%	0.0%	20.7%	0.0%
Ozark Rt 11	95.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Ozark Rt 2	91.8%	3.4%	0.0%	0.0%	0.0%	4.8%	0.0%
Ozark Rt 3	38.6%	17.6%	17.6%	0.0%	26.3%	0.0%	0.0%
Ozark Rt 4	65.3%	5.0%	24.0%	0.0%	3.3%	0.0%	2.5%
Ozark Rt 490	57.8%	17.0%	5.2%	15.9%	0.0%	0.0%	4.1%
Ozark Rt 51	65.5%	0.0%	23.0%	0.0%	11.5%	0.0%	0.0%
Ozark Rt 52	72.7%	0.0%	27.3%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 61	74.5%	2.5%	0.0%	0.0%	23.0%	0.0%	0.0%
Ozark Rt 62	60.1%	16.1%	0.0%	0.0%	23.8%	0.0%	0.0%
Ozark Rt 63	54.1%	23.2%	22.8%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 64	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	50.0%	10.0%	25.0%	15.0%	0.0%	0.0%	0.0%
Razorback Rt 11	66.7%	10.1%	13.0%	4.2%	4.9%	1.2%	0.0%
Razorback Rt 13	76.1%	7.3%	9.7%	3.0%	3.1%	0.8%	0.0%
Razorback Rt 17	69.8%	0.0%	15.2%	11.1%	3.9%	0.0%	0.0%
Razorback Rt 22	45.7%	16.1%	13.1%	19.7%	2.9%	2.5%	0.0%
Razorback Rt 26	44.0%	21.9%	20.2%	8.1%	2.7%	2.4%	0.8%
Razorback Rt 33	68.8%	15.0%	4.9%	5.8%	3.2%	1.1%	1.1%
Razorback Rt 35	61.5%	17.4%	7.7%	9.0%	4.4%	0.0%	0.0%
Razorback Rt 4	83.9%	9.7%	0.0%	0.0%	6.5%	0.0%	0.0%
Razorback Rt 48	65.1%	10.1%	10.7%	8.3%	4.6%	1.1%	0.0%
Razorback Rt 7	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**60.9%**	**13.0%**	**12.0%**	**8.3%**	**4.0%**	**1.6%**	**0.3%**

Over half (55.2%) of all riders are male. Between the two systems (Razorback Transit and ORT), gender responses matched up nearly even as shown in Figure 2-23 and Table 2-23. Table 2-23A shows gender by route.

FIGURE 2-23: RESPONDENT GENDER BY SYSTEM

TABLE 2-23: RESPONDENT GENDER BY SYSTEM

Gender	ORT	Razorback	Grand Total
Male	56.4%	55.1%	55.2%
Female	43.6%	44.8%	44.7%
Other	0.0%	0.1%	0.1%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-23A: RESPONDENT GENDER BY ROUTE

Route	Male	Female
Ozark Rt 1	70.3%	29.7%
Ozark Rt 11	58.4%	41.6%
Ozark Rt 2	66.6%	33.4%
Ozark Rt 3	64.9%	35.1%
Ozark Rt 4	65.3%	34.7%
Ozark Rt 490	62.3%	37.7%
Ozark Rt 51	35.9%	64.1%
Ozark Rt 52	27.3%	72.7%
Ozark Rt 61	54.7%	45.3%
Ozark Rt 62	26.2%	73.8%
Ozark Rt 63	42.7%	57.3%
Ozark Rt 64	25.0%	75.0%
Razorback Rt 1	47.5%	52.5%
Razorback Rt 11	43.1%	56.9%
Razorback Rt 13	62.4%	37.6%
Razorback Rt 17	32.9%	67.1%
Razorback Rt 22	56.3%	43.7%
Razorback Rt 26	59.1%	40.9%
Razorback Rt 33	61.2%	37.7%
Razorback Rt 35	59.8%	40.2%
Razorback Rt 4	74.2%	25.8%
Razorback Rt 48	60.3%	39.7%
Razorback Rt 7	0.0%	100.0%
Grand Total	**55.2%**	**44.7%**

One quarter (25.8%) of riders speak another language other than English at home. The main language spoken at home other than English, is Spanish with 44.6 % (38.8% ORT and 45.1% Razorback). French is the second highest language spoke at home other than English with 10.4% of riders (12.6% ORT and 10.3% Razorback. Figure 2-24 and Table 2-24 show the responses to if a rider speaks another language at home by system. Table 2-24A shows the responses to if a rider speaks another language at home by route.

FIGURE 2-24: OTHER LANGUAGE SPOKEN AT HOME OTHER THAN ENGLISH BY SYSTEM

TABLE 2-24: OTHER LANGUAGE SPOKE AT HOME OTHER THAN ENGLISH BY SYSTEM

Other Languages Spoke	ORT	Razorback	Grand Total
No	79.8%	73.7%	74.2%
Yes	20.2%	26.3%	25.8%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-24A: OTHER LANGUAGE SPOKE AT HOME OTHER THAN ENGLISH BY ROUTE

Route	No	Yes
Ozark Rt 1	72.0%	28.0%
Ozark Rt 11	95.0%	5.0%
Ozark Rt 2	100.0%	0.0%
Ozark Rt 3	73.7%	26.3%
Ozark Rt 4	93.3%	6.7%
Ozark Rt 490	44.5%	55.5%
Ozark Rt 51	88.5%	11.5%
Ozark Rt 52	72.7%	27.3%
Ozark Rt 61	100.0%	0.0%
Ozark Rt 62	100.0%	0.0%
Ozark Rt 63	77.2%	22.8%
Ozark Rt 64	100.0%	0.0%
Razorback Rt 1	65.0%	35.0%
Razorback Rt 11	85.3%	14.7%
Razorback Rt 13	82.6%	17.4%
Razorback Rt 17	52.5%	47.5%
Razorback Rt 22	55.9%	44.1%
Razorback Rt 26	60.1%	39.9%
Razorback Rt 33	76.6%	23.4%
Razorback Rt 35	79.8%	20.2%
Razorback Rt 4	87.1%	12.9%
Razorback Rt 48	81.8%	18.2%
Razorback Rt 7	50.0%	50.0%
Grand Total	**74.2%**	**25.8%**

If the respondent answered yes (25.8% of riders) to speaking another language at home other than English, they were then asked, "How well do you speak English". Figure 2-25 and Table 2-25 below show the percentages of those respondents who answered yes to Other Language Spoke at Home by system. Table 2-25A shows the percentages of those respondents who answered yes to Other Language Spoke at Home by route.

TABLE 2-25: HOW WELL DID RESPONDENT SPEAKS ENGLISH IF SPEAKS OTHER LANGUAGE AT HOME BY SYSTEM

TABLE 2-25: HOW WELL DID RESPONDENT SPEAKS ENGLISH IF SPEAKS OTHER LANGUAGE AT HOME BY SYSTEM

English Proficeincy	ORT	Razorback	Grand Total
Very well	84.5%	82.3%	82.5%
Well	8.8%	13.9%	13.6%
Less than well	2.4%	3.1%	3.1%
Unknown	0.0%	0.6%	0.6%
Not at all	4.3%	0.0%	0.3%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-25A: HOW WELL DID RESPONDENT SPEAKS ENGLISH IF SPEAKS OTHER LANGUAGE AT HOME BY ROUTE

Route	Very well	Well	Less than well	Not at all	Unknown
Ozark Rt 1	100.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 11	100.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 3	33.3%	0.0%	0.0%	66.7%	0.0%
Ozark Rt 4	100.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 490	85.7%	14.3%	0.0%	0.0%	0.0%
Ozark Rt 51	100.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 52	0.0%	33.3%	66.7%	0.0%	0.0%
Ozark Rt 63	100.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	85.7%	0.0%	14.3%	0.0%	0.0%
Razorback Rt 11	81.0%	13.6%	5.4%	0.0%	0.0%
Razorback Rt 13	84.3%	15.7%	0.0%	0.0%	0.0%
Razorback Rt 17	100.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 22	93.2%	5.5%	1.3%	0.0%	0.0%
Razorback Rt 26	54.2%	40.5%	5.2%	0.0%	0.0%
Razorback Rt 33	87.8%	4.5%	0.0%	0.0%	7.7%
Razorback Rt 35	69.8%	16.9%	13.3%	0.0%	0.0%
Razorback Rt 4	100.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 48	100.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 7	100.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	**82.5%**	**13.6%**	**3.1%**	**0.3%**	**0.6%**

Sixty percent (60.3%) of riders' total household income is less than $19,999.00. The majority (60.5%) of ORT riders' household income is less than $15,000.00. Figure 2-26 and Table 2-26 show household income by system. Table 2-26A shows household income by route.

FIGURE 2-26: TOTAL ANNUAL HOUSEHOLD INCOME BY SYSTEM

TABLE 2-26: TOTAL ANNUAL HOUSEHOLD INCOME BY SYSTEM

Household Income	ORT	Razorback	Grand Total
less than $15,000	61.5%	49.2%	50.3%
$15,000 - $19,999	10.5%	9.9%	10.0%
$20,000 - $24,999	6.0%	8.6%	8.4%
$25,000 - $29,999	5.4%	4.6%	4.7%
$30,000 - $34,999	6.2%	3.8%	4.0%
$35,000 - $39,999	1.4%	2.2%	2.2%
$40,000 - $44,999	0.0%	2.7%	2.4%
$45,000 - $49,999	2.6%	2.8%	2.7%
$50,000 - $59,999	3.4%	2.7%	2.7%
$60,000 - $74,999	1.4%	4.6%	4.3%
$75,000 - $99,999	1.6%	4.0%	3.8%
Over $100,000	0.0%	4.9%	4.5%
Grand Total	**100.0%**	**100.0%**	**100.0%**

TABLE 2-26A: TOTAL ANNUAL HOUSEHOLD INCOME BY ROUTE

Route	less than $15,000	$15,000 - $19,999	$20,000 - $24,999	$25,000 - $29,999	$30,000 - $34,999	$35,000 - $39,999	$40,000 - $44,999	$45,000 - $49,999	$50,000 - $59,999	$60,000 - $74,999	$75,000 - $99,999	Over $100,000
Ozark Rt 1	86.0%	10.6%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 11	58.1%	15.4%	10.7%	10.7%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 2	64.0%	7.9%	4.8%	13.7%	9.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 3	29.8%	26.3%	43.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 4	71.3%	8.6%	0.0%	6.7%	2.5%	6.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Ozark Rt 490	49.5%	0.0%	4.1%	5.2%	13.2%	0.0%	0.0%	7.5%	14.1%	4.1%	2.1%	0.0%
Ozark Rt 51	75.7%	12.8%	0.0%	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	5.8%	0.0%	0.0%
Ozark Rt 52	63.6%	9.1%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Ozark Rt 61	65.1%	17.3%	15.1%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 62	49.3%	18.8%	0.0%	8.1%	23.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ozark Rt 63	34.1%	11.4%	0.0%	8.1%	0.0%	0.0%	0.0%	23.2%	0.0%	0.0%	23.2%	0.0%
Ozark Rt 64	75.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Razorback Rt 1	65.0%	12.5%	0.0%	0.0%	5.0%	0.0%	5.0%	5.0%	5.0%	2.5%	0.0%	0.0%
Razorback Rt 11	53.7%	4.0%	3.4%	2.5%	3.6%	2.7%	2.2%	4.3%	4.7%	6.7%	6.0%	6.1%
Razorback Rt 13	37.1%	9.3%	7.7%	5.1%	3.9%	2.0%	3.5%	2.7%	0.8%	5.8%	10.1%	12.1%
Razorback Rt 17	42.9%	3.9%	20.7%	0.0%	9.6%	0.0%	0.0%	11.1%	0.0%	0.0%	11.8%	0.0%
Razorback Rt 22	45.8%	19.4%	10.4%	6.5%	3.4%	0.6%	2.8%	2.2%	2.5%	4.0%	1.2%	1.1%
Razorback Rt 26	51.3%	9.8%	11.5%	7.6%	6.6%	3.3%	1.1%	1.0%	3.6%	1.5%	2.6%	0.0%
Razorback Rt 33	52.8%	10.3%	9.3%	5.0%	1.9%	4.1%	0.7%	3.3%	1.1%	5.9%	1.6%	4.1%
Razorback Rt 35	40.0%	10.0%	23.1%	6.1%	6.7%	0.0%	4.5%	1.3%	1.8%	3.1%	3.5%	0.0%
Razorback Rt 4	61.3%	0.0%	6.5%	0.0%	6.5%	0.0%	0.0%	12.9%	0.0%	6.5%	0.0%	6.5%
Razorback Rt 48	54.0%	8.3%	6.3%	3.0%	1.2%	3.5%	4.0%	0.8%	1.6%	3.8%	2.3%	11.2%
Razorback Rt 7	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Grand Total	**50.3%**	**10.0%**	**8.4%**	**4.7%**	**4.0%**	**2.2%**	**2.4%**	**2.7%**	**2.7%**	**4.3%**	**3.8%**	**4.5%**

Comparative Analysis

The following tables and figures represent comparisons between the 2012 and 2018 surveys. The comparisons are based off weighted rider characteristics and demographics. Many comparisons cannot be made between the two surveys since some questions and responses differ between the 2018 and 2012 surveys and there have been significant changes in the structure of bus routes. The 2012 survey findings do not list many Razorback rider characteristics and for these responses, only ORT comparisons are made.

The 2018 Survey shows an increase in male riders on both systems (ORT and Razorback Transit). There is a minimal (3.0%) increase in male ridership for the 2018 Survey for ORT. There is a ten percent (10%) increase in male riders on Razorback Transit in the 2018 Survey. Figure 2-27 and Table 2-27 show the differences in gender between the two surveys.

FIGURE 2-27: GENDER

TABLE 2-27: GENDER

Gender	ORT 2018	ORT 2012	Razorback 2018	Razorback 2012
Male	56.4%	53.4%	55.1%	45.0%
Female	43.6%	46.6%	44.8%	55.0%
Grand Total	100.0%	100.0%	100.0%	100.0%

In the 2018 Survey, there are almost ten percent (9.8%) less college students that ride ORT than the 2012 Survey. Razorback Transit roughly remained the same (2.6 % increase) in regard to college students that ride the bus. Figure 2-28 and Table 2-28 show the differences between the two surveys about riders that attend college.

FIGURE 2-28: COLLEGE STUDENT STATUS

TABLE 2-28: COLLEGE STUDENT STATUS

College Student	ORT 2018	ORT 2012	Razorback 2018	Razorback 2012
Yes - College / University / Community College	22.4%	32.2%	87.0%	84.4%

There was a large increase (37.7%) with riders living in one-person households for ORT in comparison to the 2012 results. The 2012 Survey had 73.6 percent (73.6%) of ORT riders living in households with two persons or more while the 2018 Survey has 35.9 percent (35.9%) of ORT riders claiming households with two or more persons. Figure 2-29 and Table 2-29 show the results of the number of persons living in ORT riders' households from the 2018 and 2012 surveys.

FIGURE 2-29: HOUSEHOLD RESIDENTS

TABLE 2-29: HOUSEHOLD RESIDENTS

Household Residents	ORT 2018	ORT 2012
One (1)	64.1%	26.4%
Two (2)	11.5%	27.1%
Three (3)	8.9%	18.8%
Four (4)	9.2%	10.6%
Five (5) or More	6.3%	17.1%
Grand Total	100.0%	100.0%

More ORT riders (16.5%) in the 2018 Survey reported not having any household vehicles than in comparison with the 2012 results. Figure 2-30 and Table 2-30 show the differences between the ORT 2018 and 2012 surveys number of household vehicles.

FIGURE 2-30: HOUSEHOLD VEHICLES

TABLE 2-30: HOUSEHOLD VEHICLES

Household Vehicles	ORT 2018	ORT 2012
None (0)	70.8%	54.3%
One (1)	14.7%	29.0%
Two (2)	7.5%	11.1%
Three (3)	6.1%	2.6%
Four (4) or More	0.8%	3.0%
Grand Total	100.0%	100.0%

There were no major differences in riders age categories between the 2018 and 2012 surveys. Figure 2-31 and Table 2-31 show the age categories for both surveys.

FIGURE 2-31: AGE

TABLE 2-31: AGE

Age	ORT 2018	ORT 2012	Razorback 2018	Razorback 2012
6-34	39.8%	40.7%	89.0%	87.3%
35 and older	60.2%	59.3%	11.0%	12.7%
Grand Total	100.0%	100.0%	100.0%	100.0%

Comparisons between the 2018 and 2012 surveys shows a significant decrease (12.4%) in ORT riders who possess a driver's license. Figure 2-32 and Table 2-32 show the differences between the 2018 and 2012 ORT results for driver's license status.

FIGURE 2-32: DRIVER'S LICENSE STATUS

TABLE 2-32: DRIVER'S LICENSE STATUS

Driver's License Status	ORT 2018	ORT 2012
NO	66.1%	53.7%
YES	33.9%	46.3%
Grand Total	100.0%	100.0%

Household income categories remained very similar between the 2018 and 2012 surveys for ORT riders. There were minor (9.9%) differences between the income ranges of $ 20,000 - $35,000. Figure 2-33 and Table 2-23 show ORT household income responses for both surveys.

FIGURE 2-33: HOUSEHOLD INCOME

TABLE 2-33: HOUSEHOLD INCOME

Household Income	ORT 2018	ORT 2012
Under $19,999	72.0%	72.0%
$20,000 - $34,999	17.6%	13.2%
$35,000 - $49,999	4.0%	8.5%
$50,000 - $74,999	4.8%	4.8%
$75,000 or more	1.6%	1.5%
Grand Total	100.1%	100.0%

APPENDICES

APPENDIX A: SURVEY INSTRUMENT

Northwest Arkansas Area 2018 Transit On Board Survey

Please take a few minutes to answer a few questions to help us plan for your transit needs.

All personal information will be kept strictly confidential and WILL NOT be shared or sold.

What is your HOME ADDRESS (please be specific, ex: 123 W. Main St):
(*If you are visiting the Northwest Arkansas area, please list the **hotel name** or address where you are staying*)

Street Address _____ City _____ State _____ Zip Code _____

COMING FROM?

1. What type of place are you COMING FROM NOW?
(the starting place for your one-way trip)

- O Work
- O Work related
- O College / University (students only)
- O School K-12 (students only)
- O Medical / Doctor / Clinic / (non-work)
- O Shopping
- O Personal Business
- O Restaurant
- O Recreation / Sightseeing
- O Social Visit / Church
- O Airport (passengers only)
- O Your **HOME** → *Go to Question #4*
- O Your **DORM (Near Campus Apt)** → *Go to Question #4*
- O Other: _____

2. What is the NAME of the place you are coming from now?

_____

3. What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address:)

_____

City: _____ State: _____ Zip: _____

4. How did you GET FROM your origin (the place in Question #1) TO THE VERY FIRST bus you used for this one-way trip?

- O Walk
- O Wheelchair
- O Personal Bike
- O Bike share
- O Paratransit
- O Was dropped off by someone (answer 4a)
- O Drove alone and parked (answer 4a)
- O Drove or rode with others and parked (answer 4a)
- O Car share (e.g. Zipcar, etc.) (answer 4a)
- O Taxi (answer 4a)
- O Uber, Lyft, etc. (answer 4a)
- O Other_____

4a. Where did you board the first bus you used for this one-way trip
(Nearest intersection / Park & Ride lot / Transit Center / Stop Name):

_____

5. Where did you get ON this bus? Please provide the nearest intersection / Transit Center / Station Name / Park & Ride lot:

GOING TO?

6. What type of place are you GOING TO NOW?
(the ending place for your one-way trip)

- O Work
- O Work related
- O College / University (students only)
- O School K-12 (students only)
- O Medical / Doctor / Clinic / (non-work)
- O Shopping
- O Personal Business
- O Restaurant
- O Recreation / Sightseeing
- O Social Visit / Church
- O Airport (passengers only)
- O Your **HOME** → *Go to Question #9*
- O Your **DORM (Near Campus Apt)** → *Go to Question #9*
- O Other: _____

7. What is the NAME of the place you are going to now?

_____

8. What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address:)

_____

City: _____ State: _____ Zip: _____

9. How will you GET TO your destination (listed in Question #6) after you get off the LAST bus you will use for this one-way trip?

- O Walk
- O Wheelchair
- O Personal Bike
- O Bike share
- O Paratransit
- O Be picked up by someone (answer 9a)
- O Get in a parked vehicle & drive alone (answer 9a)
- O Get in a parked vehicle & drive/ride w/others (answer 9a)
- O Car share (e.g. Zipcar, etc.) (answer 9a)
- O Taxi (answer 9a)
- O Uber, Lyft, etc. (answer 9a)
- O Other_____

9a. Where will you get off the last bus you are using for this one-way trip (Nearest intersection / Park & Ride lot / Transit Center / Stop Name):

_____

10. Where will you get OFF this bus? Please provide the nearest intersection / Transit Center / Station Name / Park & Ride lot:

11a. Did you transfer FROM another bus BEFORE getting on this bus? O Yes O No

11b. Will you transfer TO another bus AFTER getting off this bus? O Yes O No

11c. Please list the BUS ROUTES in the exact order you use them for this one-way trip

START → [ ] → [ ] → [ ] → [ ] → **END**

1st Route | 2nd Route | 3rd Route | 4th Route

Continue

OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus? _____ : _____ **am / pm (circle one)**

13. Will you (or did you) make this same trip in exactly the opposite direction today?
O No O Yes - **At what time did / will you leave for this trip in the opposite direction?** _____:_____ am/pm (circle one)

14. What fare payment methods did you use for this one-way trip? ***(select all that apply)***
O Cash O Day Pass O Monthly Pass O 10 Ride Pass
Free fares (ORT): O Senior (75+) O Veteran O Children (under 6 O Razorback / ORT
Transfer Pass (NW Ark mall to Route 3 & 4)

15. What type of fare was this? O Adult
Reduced Fare: O Youth (6-18) O Senior (age 60-74) / Disabled O Student (College/University)

16. If transit service were not available, how would you have made this trip?
O Walk O Bicycle O Drove myself O Ride with someone else
O Taxi O TNC (e.g. Uber, Lyft) O Car share (e.g. Zip Car) O Would not make this trip

17. Do you ever use any of the following services rather than public transit? (check all that apply)
O TNC (e.g. Uber, Lyft) O Car Share (e.g. Zipcar) O Neither

18. How long have you been riding transit?
O Less than 6 months O 6 – 12 months O 1 – 2 years O More than 10 years
O 3 – 6 years O 7 – 10 years O First time riding

19. How often do you ride transit?
O 6 days a week O 5 days a week O 3 or 4 days a week O 1 or 2 days a week
O 1 or 2 days a month O Once in a while O First time riding

ABOUT YOU AND YOUR HOUSEHOLD

20. Are you a visitor to the Northwest Arkansas region? ONo O Yes (if YES, please skip to Q26)

21. How many working vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
21a. [If #21 is more than NONE] Could you have used one of these vehicles for this trip? OYes ONo

22. Including YOU, how many people live in your household? _____ people

23. Including YOU, how many part-time/full-time workers live in your household? _____ people

24. What is your employment status? (check the one response that BEST describes you)
O Employed full-time O Not currently employed O Retired
O Employed part-time O Disabled and unable to work O Homemaker

25. What is your student status? (check the one response that BEST describes you)
O Not a student O Yes – College / University / Community College
O Yes – K - 12th grade O Yes – Vocational / Technical / Trade School O Other _____

26. Do you have a valid driver's license? OYes ONo

27. What is your AGE?
O Under 6 O 6-18 O 19-21 O 22-34 O 35-50 O 51-59 O 60-74 O 75 and older

28. What is your race / ethnicity? (check all that apply)
O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino
O Native Hawaiian/Pacific Islander O White/Caucasian O Other: _____

29. What is your gender? O Male O Female O Other _____

30. Do you speak a language other than English at home? O No OYes - **Which language?** _____
30a. [If #30 is Yes] How well do you speak English? O Very Well O Well O Less than well O Not at all

31. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2017 before taxes?
O Less than $15,000 O $25,000 - $29,999 O $40,000 - $44,999 O $60,000 - $74,999
O $15,000 - $19,999 O $30,000 - $34,999 O $45,000 - $49,999 O $75,000 - $99,999
O $20,000 - $24,999 O $35,000 - $39,999 O $50,000 - $59,999 O Over $100,000

Please provide your name and phone number in case a follow up is needed based on your responses provided.

Your Name: _____

Phone Number: (_____) _____

Thank you for your help!

APPENDIX B: DATA DICTIONARY

FIELD NAME	DESCRIPTION	CODE VALUES
ID	Unique Identifier for each record	Actual Value
WEEKDAY	If the record was collected on a weekday or weekend	Actual Value
COMPLETED_DATE	Date survey was conducted	Actual Value
ROUTE_SURVEYED[Code]	Route survey was conducted on (code)	Codes provided upon request
ROUTE_SURVEYED	Route survey was conducted on	Actual Value
RESIDENT_OR_DORM[Code]	If respoindent lives on the University of Arkansas campus or in a near-campus apartment (code)	1=NO 2=YES
RESIDENT_OR_DORM	If respoindent lives on the University of Arkansas campus or in a near-campus apartment	Actual Value
HOME_ADDRESS [ADDR]	Respondent's home address	Actual Value
HOME_ADDRESS [CITY]	Respondent's home city	Actual Value
HOME_ADDRESS [STATE]	Respondent's home state	Actual Value
HOME_ADDRESS [ZIP]	Respondent's home zip code	Actual Value
HOME_ADDRESS [LAT]	Respondent's home latitude	Actual Value
HOME_ADDRESS [LONG]	Respondent's home longitude	Actual Value
DORM_ADDRESS [ADDR]	Respondent's dorm address	Actual Value
DORM_ADDRESS [CITY]	Respondent's dorm city	Actual Value
DORM_ADDRESS [STATE]	Respondent's dorm state	Actual Value
DORM_ADDRESS [ZIP]	Respondent's dorm zip code	Actual Value
DORM_ADDRESS [LAT]	Respondent's dorm latitude	Actual Value
DORM_ADDRESS [LONG]	Respondent's dorm longitude	Actual Value
ORIGIN_PLACE_TYPE[Code]	Type of place respondent is coming from now (code)	1=Your usual WORKPLACE 2=Other College / University (students only) 3=School (K-12) (students only) 4=Medical / Doctor / Clinic (non-work) 5=Shopping 6=Social Visit / Church 7=Recreation / Sightseeing 8=Airport (passengers only) 9=Restaurant 10=Your HOME / HOTEL 11=Work related 12=Your DORM (or apartment near campus) 14=Personal business 15=University of Arkansas (students only)
ORIGIN_PLACE_TYPE	Type of place respondent is coming from now	Actual Value
ORIGIN_ADDRESS [ADDR]	Respondent's origin address	Actual Value
ORIGIN_ADDRESS [CITY]	Respondent's origin city	Actual Value
ORIGIN_ADDRESS [STATE]	Respondent's origin state	Actual Value
ORIGIN_ADDRESS [ZIP]	Respondent's origin zip code	Actual Value
ORIGIN_ADDRESS [LAT]	Respondent's origin latitude	Actual Value
ORIGIN_ADDRESS [LONG]	Respondent's origin longitude	Actual Value
PREV_TRANSFERS[Code]	How many transfers respondent took from their origin (code)	0=(0) None 1=(1) One 2=(2) Two 3=(3) Three 4=(4+) Four or more
PREV_TRANSFERS	How many transfers respondent took from their origin	Actual Value
TRIP_FIRST_ROUTE[Code]	First transfer respondent took from origin (code)	Codes provided upon request
TRIP_FIRST_ROUTE	First transfer respondent took from origin	Actual Value
TRIP_SECOND_ROUTE[Code]	Second transfer respondent took from origin (code)	Codes provided upon request
TRIP_SECOND_ROUTE	Second transfer respondent took from origin	Actual Value
TRIP_THIRD_ROUTE[Code]	Third transfer respondent took from origin (code)	Codes provided upon request
TRIP_THIRD_ROUTE	Third transfer respondent took from origin	Actual Value
ORIGIN_TRANSPORT[Code]	Access mode respondent used from their origin (code)	1=Walk 2=Personal Bike 3=BIKE SHARE 4=Uber, Lyft, etc 5=Was dropped off by someone - not a service 6=Drove alone and parked 7=Drove or rode with others and parked 8=Taxi 9=Paratransit 10=Wheelchair 11=Car share (e.g. Zipcar, etc.) 99=Other
ORIGIN_TRANSPORT	Access mode respondent used from their origin	Actual Value
DESTIN_PLACE_TYPE[Code]	Type of place respondent is going to now (code)	1=Your usual WORKPLACE 2=Other College / University (students only) 3=School (K-12) (students only) 4=Medical / Doctor / Clinic (non-work) 5=Shopping 6=Social Visit / Church 7=Recreation / Sightseeing 8=Airport (passengers only) 9=Restaurant 10=Your HOME / HOTEL 11=Work related 12=Your DORM (or apartment near campus) 14=Personal business 15=University of Arkansas (students only) 99=Other

FIELD NAME	DESCRIPTION	CODE VALUES
DESTIN_PLACE_TYPE	Type of place respondent is going to now	Actual Value
DESTIN_ADDRESS [ADDR]	Respondent's destination address	Actual Value
DESTIN_ADDRESS [CITY]	Respondent's destination city	Actual Value
DESTIN_ADDRESS [STATE]	Respondent's destination state	Actual Value
DESTIN_ADDRESS [ZIP]	Respondent's destination zip code	Actual Value
DESTIN_ADDRESS [LAT]	Respondent's destination latitude	Actual Value
DESTIN_ADDRESS [LONG]	Respondent's destination longitude	Actual Value
NEXT_TRANSFERS[Code]	How many transfers respondent took to their destination (code)	0=(0) None 1=(1) One 2=(2) Two 3=(3) Three 4=(4+) Four or more
NEXT_TRANSFERS	How many transfers respondent took to their destination	Actual Value
TRIP_NEXT_ROUTE[Code]	First transfer respondent took to destination (code)	Codes provided upon request
TRIP_NEXT_ROUTE	First transfer respondent took to destination	Actual Value
TRIP_AFTER_ROUTE[Code]	Second transfer respondent took to destination (code)	Codes provided upon request
TRIP_AFTER_ROUTE	Second transfer respondent took to destination	Actual Value
DESTIN_TRANSPORT[Code]	Egress mode respondent used to their destination (code)	1=Walk 2=Personal Bike 3=BIKE SHARE 4=Uber, Lyft, etc 5=Was dropped off by someone - not a service 6=Drove alone and parked 7=Drove or rode with others and parked 8=Taxi 9=Paratransit 10=Wheelchair 11=Car share (e.g. Zipcar, etc.) 99=Other
DESTIN_TRANSPORT	Egress mode respondent used to their destination	Actual Value
STOP_ON [ADDR]	Respondent's boarding address	Actual Value
STOP_ON [CLNTID]	Respondent's boarding client ID	Actual Value
STOP_ON [LAT]	Latitude for respondent's boarding address	Actual Value
STOP_ON [LONG]	Longitude for respondent's boarding address	Actual Value
STOP_OFF [ADDR]	Respondent's alighting address	Actual Value
STOP_OFF [CLNTID]	Respondent's alighting client ID	Actual Value
STOP_OFF [LAT]	Latitude for respondent's alighting address	Actual Value
STOP_OFF [LONG]	Longitude for respondent's alighting address	Actual Value
PREV_TRAN_1_ON_BUS [STPID]	Stop ID of respondent's boarding location for their first transfer from origin	Actual Value
PREV_TRAN_1_ON_BUS [LAT]	Latitude of respondent's boarding location for their first transfer from origin	Actual Value
PREV_TRAN_1_ON_BUS [LONG]	Longitude of respondent's boarding location for their first transfer from origin	Actual Value
PREV_TRAN_1_OFF_BUS [STPID]	Stop ID of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_1_OFF_BUS [LAT]	Latitude of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_1_OFF_BUS [LONG]	Longitude of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_2_ON_BUS [STPID]	Stop ID of respondent's boarding location for their second transfer from origin	Actual Value
PREV_TRAN_2_ON_BUS [LAT]	Latitude of respondent's boarding location for their second transfer from origin	Actual Value
PREV_TRAN_2_ON_BUS [LONG]	Longitude of respondent's boarding location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [STPID]	Stop ID of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [LAT]	Latitude of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [LONG]	Longitude of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [STPID]	Stop ID of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [LAT]	Latitude of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [LONG]	Longitude of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [STPID]	Stop ID of respondent's alighting location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [LAT]	Latitude of respondent's alighting location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [LONG]	Longitude of respondent's alighting location for their third transfer from origin	Actual Value
NEXT_TRAN_1_ON_BUS [STPID]	Stop ID of respondent's boarding location for their first transfer to destination	Actual Value
NEXT_TRAN_1_ON_BUS [LAT]	Latitude of respondent's boarding location for their first transfer to destination	Actual Value
NEXT_TRAN_1_ON_BUS [LONG]	Longitude of respondent's boarding location for their first transfer to destination	Actual Value
NEXT_TRAN_1_OFF_BUS [STPID]	Stop ID of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_1_OFF_BUS [LAT]	Latitude of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_1_OFF_BUS [LONG]	Longitude of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [STPID]	Stop ID of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [LAT]	Latitude of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [LONG]	Longitude of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [STPID]	Stop ID of respondent's alighting location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [LAT]	Latitude of respondent's alighting location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [LONG]	Longitude of respondent's alighting location for their second transfer to destination	Actual Value
TIME_ON[Code]	At what time did respondent board this bus/rail (code)	A=12:00 - 6:00 am B=6:00 - 7:00 am C=7:00 - 8:00 am D=8:00 - 9:00 am E=9:00 - 10:00 am F=10:00 - 11:00 am G=11:00 am - 11:59 am H=12:00 - 1:00 pm I=1:00 - 2:00 pm J=2:00 - 3:00 pm K=3:00 - 4:00 pm L=4:00 - 5:00 pm M=5:00 - 6:00 pm N=6:00 - 7:00 pm O=7:00 - 8:00 pm P=8:00 - 9:00 pm Q=9:00 - 10:00 pm R=10:00 pm - 12:00 pm
TIME_ON	At what time did respondent board this bus/rail	Actual Value

FIELD NAME	DESCRIPTION	CODE VALUES
TIME_PERIOD		Actual Value
TRIP_IN_OPPO_DIR[Code]	If respondent took the same trip in the opposite direction (code)	1=Yes 2=No
TRIP_IN_OPPO_DIR	If respondent took the same trip in the opposite direction	Actual Value
OPPO_DIR_TRIP_TIME[Code]	At what time did respondent board their return trip bus/rail (code)	A=12:00 - 6:00 am B=6:00 - 7:00 am C=7:00 - 8:00 am D=8:00 - 9:00 am E=9:00 - 10:00 am F=10:00 - 11:00 am G=11:00 am - 11:59 am H=12:00 - 1:00 pm I=1:00 - 2:00 pm J=2:00 - 3:00 pm K=3:00 - 4:00 pm L=4:00 - 5:00 pm M=5:00 - 6:00 pm N=6:00 - 7:00 pm O=7:00 - 8:00 pm P=8:00 - 9:00 pm Q=9:00 - 10:00 pm R=10:00 pm - 12:00 pm
OPPO_DIR_TRIP_TIME	At what time did respondent board their return trip bus/rail	Actual Value
KIND_OF_FARE[Code]	Type of fare payment respondent used on their one-way trip (code)	1=Cash 2=Day Pass 3=Monthly Pass 4=10 Ride Pass 5=Senior (75+) 6=Veteran 7=Children (under 6) 8=Razorback / ORT Transfer Pass (NW Ark Mall to Route 3 & 4) 9=RAZORBACK ONLY - NO FARE 99=Other
KIND_OF_FARE	Type of fare payment respondent used on their one-way trip	Actual Value
KIND_OF_FARE [Other]	Type of fare payment respondent used on their one-way trip (other)	Actual Value
FARE_CATEGORY[Code]	Type of fare respondent paid (code)	1=Adult 2=Senior (age 60-74) / Disabled 3=Student (College/University) 4=Youth (6-18) 99=Other
FARE_CATEGORY	Type of fare respondent paid	Actual Value
FARE_CATEGORY [Other]	Type of fare respondent paid (other)	Actual Value
OTHER_TRAVEL_MEANS[Code]	How respondent would have made the trip if transit service were unavailable (code)	1=Walk 2=Bicycle 3=Drove myself 4=Ride with someone else 5=Taxi 6=TNC (e.g. Uber, Lyft) 7=Car Share (e.g. Zipcar) 8=Would not make this trip 99=Other
OTHER_TRAVEL_MEANS	How respondent would have made the trip if transit service were unavailable	Actual Value
OTHER_TRAVEL_MEANS [Other]	How respondent would have made the trip if transit service were unavailable (other)	Actual Value
USE_TNC	If respondent indicated they use TNC (e.g. Uber, Lyft)	Actual Value
USE_CARSHARE	If respondent indicated they use Car Share (e.g. Zipcar)	Actual Value
DO_NO_USE_TNC_OR_CARSHARE	If respondent indicated they use Neither TNC or Carshare	Actual Value
HOW_LONG_TRANSIT[Code]	How long respondent has been riding transit (code)	1=Less than 6 months 2=6-12 months 3=1-2 years 4=3-6 years 5=7-10 years 6=More than 10 years 7=First time riding
HOW_LONG_TRANSIT	How long respondent has been riding transit	Actual Value
RIDE_FREQUENCY[Code]	How often respondent rides transit (code)	1=6 days a week 2=5 days a week 3=3 or 4 days a week 4=1 or 2 days a week 5=1 or 2 days a month 6=Once in a while 7=First time riding
RIDE_FREQUENCY	How often respondent rides transit	Actual Value
RES_OR_VIS[Code]	If respondent is a visitor to the Northwest Arkansas region (code)	NO=No YES=Yes
RES_OR_VIS	If respondent is a visitor to the Northwest Arkansas region	Actual Value
COUNT_VH_HH[Code]	Number of vehicles in respondent's household (code)	0=None (0) 1=One (1) 2=Two (2) 3=Three (3) 4=Four (4) 5=Five (5) 6=Six (6) 7=Seven (7) 8=Eight (8) 9=Nine (9) 10=Ten or more (10+)
COUNT_VH_HH	Number of vehicles in respondent's household	Actual Value
VEH_USE[Code]	If respondent could have used a household vehicle to make their trip (code)	NO=No YES=Yes
VEH_USE	If respondent could have used a household vehicle to make their trip	Actual Value
HH_SIZE[Code]	Number of members in respondent's household (code)	1=One (1) 2=Two (2) 3=Three (3) 4=Four (4) 5=Five (5) 6=Six (6) 7=Seven (7) 8=Eight (8) 9=Nine (9) 10=Ten or more (10+)
HH_SIZE	Number of members in respondent's household	Actual Value

FIELD NAME	DESCRIPTION	CODE VALUES
EMPLOYED_HH_MEMBERS[Code]	Including them, how many part-time/full-time workers live in respondents household (code)	0=None (0) 1=One (1) 2=Two (2) 3=Three (3) 4=Four (4) 5=Five (5) 6=Six (6) 7=Seven (7) 8=Eight (8) 9=Nine (9) 10=Ten or more (10+)
EMPLOYED_HH_MEMBERS	Including them, how many part-time/full-time workers live in respondents household	Actual Value
STATUS_EMPLOYMENT[Code]	Employment status of respondent (code)	1=Employed full-time 2=Employed part-time 3=Not currently employed 4=Disabled and unable to work 5=Retired 6=Homemaker
STATUS_EMPLOYMENT	Employment status of respondent	Actual Value
STUDENT_STATUS[Code]	Respondent's student status (code)	1=Not a student 2=Yes - College / University / Community College 3=Yes - K-12th grade 5=Yes - Vocational / Technical / Trade school
STUDENT_STATUS	Respondent's student status	Actual Value
DRIVER_LICENSE[Code]	If respondent has a valid driver's license (code)	NO=No YES=Yes
DRIVER_LICENSE	If respondent has a valid driver's license	Actual Value
AGE[Code]	Age of respondent (code)	1=Under 6 2=6-18 3=19-21 4=22-34 5=35-50 6=51-59 7=60-74 8=75 and older
AGE	Age of respondent	Actual Value
ETHNIC_LATINO_HISP	If respondent indicated they are Latino/Hispanic	Actual Value
ETHNIC_BLK_AFR_AMR	If respondent indicated they are Black/African American	Actual Value
ETHNIC_ASIAN	If respondent indicated they are Asian	Actual Value
ETHNIC_AM_IND_ALSK_NAT	If respondent indicated they are American Indian/Alaskan Native	Actual Value
ETHNIC_NAT_HAW_PAC_ISL	If respondent indicated they are Native Hawaiian/Pacific Islander	Actual Value
ETHNIC_WHITE	If respondent indicated they are White	Actual Value
ETHNIC_OTHER	If respondent indicatd they were Other	Actual Value
GENDER[Code]	Respondent's gender (code)	1=Male 2=Female 99=Other
GENDER	Respondent's gender	Actual Value
GENDER [Other]	Respondent's gender (other)	Actual Value
HOME_LANG_OTHER[Code]	Does respondent speak a language other than English spoken in home (code)	1=Yes 2=No
HOME_LANG_OTHER	Does respondent speak a language other than English spoken in home	Actual Value
HOME_OTHER_LANG[Code]	Language respondent speaks at home other than English (code)	Codes provided upon request
HOME_OTHER_LANG	Language respondent speaks at home other than English	Actual Value
HOME_OTHER_LANG [Other]	Language respondent speaks at home other than English (other)	Actual Value
ENGLISH_ABILITY[Code]	How well did respondent speaks English (code)	A1=Very well A2=Well A3=Not at all A4=Less than well A99=Unknown
ENGLISH_ABILITY	How well did respondent speaks English	Actual Value
INCOME[Code]	Total annual household income (code)	1=less than $15,000 2=$15,000 - $19,999 3=$20,000 - $24,999 4=$25,000 - $29,999 6=$30,000 - $34,999 8=$35,000 - $39,999 9=$40,000 - $44,999 10=Over $100,000 11=$45,000 - $49,999 12=$50,000 - $59,999 13=$60,000 - $74,999 14=$75,000 - $99,999
INCOME	Total annual household income	Actual Value
FINAL_BOARDING_LAT	Respondent's final boarding latitutde	Actual Value
FINAL_BOARDING_LON	Respondent's final boarding longitude	Actual Value
FINAL_ALIGHTING_LAT	Respondent's final alighting latitude	Actual Value
FINAL_ALIGHTING_LON	Respondent's final alighting longitude	Actual Value
WGHT_FCTR_NAME	Weight Factor Name created for data expansion (System, Route, Time of Day)	Actual Value
UNLINKED_WGHT_FCTR	Weight factor given to each record meant to represent number of boardings per day	Actual Value
TOTAL_TRANSFERS	Total number of previous and next transfers within systems surveyed	Actual Value
LINKED_WGHT_MULTPR	The multiplier to get the Linked Weight Factor	1/(Total Number of System Transfers + 1)
LINKED_WGHT_FCTR	Adjusted weight factor meant to represent the number of trips per day instead of number of boardings per day	Actual Value