

**Los Angeles County
Metropolitan Transportation
Authority
FY 2002 On-Board Bus
Weekday Survey Report
Volume I**

Report to the Los Angeles County
Metropolitan Transportation Authority
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EXECUTIVE SUMMARY

This report summarizes the results of the FY 2002 Bus On-Board (Weekday) Survey. The data being reviewed is from 31,000 completed surveys that were passed out during weekdays from June through December 2001. Two companion reports, one on a concurrent weekend survey and one on a subsequent telephone follow-up to the weekday survey, are also available. There are also three reports on rail riders that are analogous to the three bus rider reports.

Demographic Profile

- Weekday Metro Bus riders are 57% female and 43% male, with little difference by MTA service sector.
- Median annual household income for weekday bus riders is \$12,000 per year, again with little difference by service sector.
- Latinos are the largest ethnic group among weekday riders (58%). African-Americans are 20% of the ridership, and Whites and Asians are 12% and 8%, respectively. Latino bus riders are particularly prominent in the San Gabriel Valley (68%) and Gateway (64%) sectors. African-American riders comprise 36% of the South Bay sector. White riders are most numerous in the San Fernando Valley (22%).
- The average age of weekday riders is 39.6. Whites and Asians are older than the other groups (46.5 and 45.9, respectively).

Travel Characteristics

- A large majority of weekday Metro Bus riders (74%) use more than one bus or train in the course of their one-way trip.
- Riders access their first bus or train almost entirely by walking (93%). A similar percentage (94%) walk to their final destination.
- Most riders (82%) use MTA buses 5 or more days per week.
- The home-to-work trip (and its reverse—work-to-home) constitutes 58% of all weekday trips.
- Most weekday Metro Bus riders use passes to pay their boarding fare (52%), more than 1/3 of whom use the regular monthly pass. Pass use is highest in the West Central sector (58%) and lowest in South Bay (50%).

Travel Patterns

- San Fernando Valley sector riders remain within the San Fernando Valley sector on 66% of all bus trips that originate there. This is in contrast to the San Gabriel Valley (47%) and South Bay (48%)—the only two sectors where a majority of riders travel outside of their sector.

- The major destination for riders outside of their own sector (for all sectors except West Central) is West Central. From the San Fernando Valley and South Bay, trips to West Central outnumber all other inter-sector trips combined, and from the San Gabriel Valley West Central trips are virtually equal to the total trips to all other sectors. Only from Gateway are West Central trips not so common.
- By Subregion (modified COG jurisdictions), this same pattern is even more pronounced:
 - Intra-Subregional travel either makes up a majority or a plurality of trips in five of the seven Subregions.
 - The Central Los Angeles City area is either the most common destination or the second most common destination for all Subregions.
 - Travel to Central Los Angeles City is more common than all travel to the remaining Subregions combined. (This is not the case for the San Fernando Valley, which also differs by having a high proportion of intra-Subregional bus travel, and Arroyo Verdugo.)
 - This central city orientation of inter-Subregional travel contradicts a popular notion of suburban disintegration from the urban core. Instead, the region is interwoven by transit to and through its central core.
- Riders indicate that their median one-way trip consumes 60 minutes, consisting of 30 minutes on board buses and trains and 10 minutes getting to, getting from, and waiting for their transit vehicles. The largest total travel time on weekdays is among San Fernando Valley sector riders (62 minutes). The two minute difference is entirely explained by longer waiting time.

Satisfaction With Bus Service Features

- Metro Bus weekday riders are generally satisfied with the overall service of the Metro Bus system (2.4 on a 5-point scale, with 1.0 representing “very satisfied”). More than one-half (56%) of all riders on weekdays rate overall service as either very good or good.
- The level of overall satisfaction is consistent across the sectors.
- “Convenience of route” and “safety” are rated most highly (2.2 each). On the lower satisfaction end are “time spent waiting” (2.8) and “buses being on time” (2.7).
- Those service features for which satisfaction levels are most strongly correlated with overall satisfaction are “buses do not pass by” ($r=.64$) and “buses being on time” ($r=.62$).
- When asked which of 11 service features they would most want to be improved, riders expressed priority for improvements to time waiting (19%) and buses being on-time (17%).

INTRODUCTION

The Los Angeles County Metropolitan Transportation Authority (MTA) operates 185 bus routes in Los Angeles County spanning a 1,400 square mile area from the northern portions of the San Fernando Valley to the San Pedro harbor area and from the Pacific Ocean to the San Gabriel Valley. Its 8,000 employees plan, design, coordinate, build, and operate one of the largest transit systems in the nation, with a fleet of approximately 2,000 buses. On an average weekday almost 1.25 million passengers board MTA buses, with over 700,000 boardings on weekend days, placing MTA in the top 3 bus systems in the nation along with New York City Transit and Chicago Transit Authority. There are almost 20,000 bus stops in the system. MTA also provides direct subsidies to 12 fixed-route municipal bus operators and one transportation zone in Los Angeles County. It also administers the Local Return component of local transportation taxes that several recipient communities use to provide small-scale fixed-route bus service. In this report all of these non-MTA operated fixed-route services will be termed "Municipal Operators."

Framework of Study

This report concentrates on weekday MTA bus riders. MTA authorized a representative survey of bus riders on board MTA buses. The goal of this survey was to provide accurate and representative baseline data on MTA bus riders' demographics, travel patterns, and levels of satisfaction regarding their bus service.

Of fundamental interest were issues pertaining to the following, among others:

- Origin and destination trip characteristics
- Mode of access and egress to and from the bus
- Seating and space availability on-board the buses
- Driver courtesy
- Security issues on-board and at bus stops
- Travel time issues
- Overall satisfaction with the bus system
- Greatest needs for improvement
- Fare media usage
- Additional demographic data

This report also looks at survey results by MTA service sector.

Appendix A explains the methodology employed in the course of the study.

Appendix B contains information from each of the 12 Municipal Operators that participated in the survey. As originally conceived, the Municipal Operator data were to be incorporated into the main body of this report. However, only 12 of the 18 Municipal Operators in Los Angeles County chose to participate, and three of the participating Municipal Operators severely restricted the services they allowed to be sampled. As a result, unlike the MTA statistics, the Municipal Operator statistics cannot be said to be statistically representative of all of the Los Angeles residents who are patrons of Municipal services. Nevertheless, within each category the sample chosen is either representative of the Municipal Operator's patrons or representative of patrons who use the services that the Municipal Operator chose to be sampled. Each operator has been given a database detailing its own survey results. The Sample section of Appendix A describes the non-random selection of Municipal Operator patrons in more detail.

Appendix C looks at the survey results by Planning Subregion. The Planning Subregions are loosely based on local Councils of Government (COG) jurisdictions. In some respects the Subregional comparisons are more interesting than the Service Sector comparisons. The Subregions are more homogenous than the Service Sectors, which results in some dramatic differences between Subregions in demographics, service consumption, and attitudes.

Appendix D presents selected statistics for each MTA bus line, and Appendix E contains the survey instruments for MTA and the Municipal Operators.

DEMOGRAPHIC PROFILE

Table 1 is a demographic profile of MTA weekday bus riders. Forty-three percent (43%) of riders are male and 57% are female. This is consistent across MTA's five service sectors, with the highest percentage of females among riders in the South Bay (59%). The annual median household income for all weekday bus riders is \$12,000, with riders in the Gateway sector having the lowest median income (\$11,000).

Table 1 also shows that the mean age of Metro Bus riders is 39.6 years. Bus riders in the Gateway sector have the lowest mean age (38.4 years), while riders in the West Central sector have the highest (40.6). Again, these differences by service sector are minor.

There are, however, large ethnic differences by service sector. Latinos are always the most common patron group (58%), but the proportion varies from 46% (South Bay) to 68% (San Gabriel Valley). African-Americans (20%) are usually the second most common weekday riders, but their rates vary from 36% (South Bay) to 10% (San Fernando Valley—where they are in third place). Whites (12%) vary from second position in the San Fernando Valley (22%) to fourth in the San Gabriel Valley (8%)—they are even more scarce among Gateway patrons (5%) where they are the third most common rider. Asians (8%) make up 9% or 10% of patrons in three Subregions but only 6% in South Bay and 4% in Gateway.

Table 2 shows that the median income among weekday Metro Bus riders is \$17,000 for Whites. This is relatively consistent for White riders in the San Fernando Valley, the San Gabriel Valley, South Bay, and the West Central sector, but for those in the Gateway sector, the median income is less (\$13,000). The lowest median incomes are found among Latino riders (\$10,000). Females earn somewhat less than males (\$15,000 versus \$17,000, respectively).

Table 1:**Demographic Profile of MTA Bus Riders by Sector**

	MTA System	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Gender						
Male	43%	44%	43%	44%	41%	43%
Female	57	56	57	56	59	57
Median Household Income	\$12,000	\$13,000	\$12,000	\$12,000	\$12,000	\$11,000
Mean Age (Years)	39.6	39.9	39.3	40.6	39.5	38.4
Ethnicity						
Hispanic/Latino	58%	56%	68%	59%	46%	64%
African-American/Black	20	10	12	16	36	25
White/Caucasian	12	22	8	14	9	5
Asian/Pacific Islander	8	9	10	9	6	4
Other (American-Indian/ Multi-Racial)	2	3	2	2	3	2

Table 2:**Demographic Characteristics by Ethnic Group****by Sector–Weekday**

	MTA System	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Median Income						
Hispanic/Latino	\$10,000	\$11,000	\$11,000	\$10,000	\$10,000	\$10,000
African-American/Black	14,000	18,000	15,000	14,000	13,000	12,000
White/Caucasian	17,000	18,000	17,000	18,000	19,000	13,000
Asian/Pacific Islander	16,000	18,000	17,000	16,000	14,000	15,000
Percentage of Riders in Households Earning Less Than \$7,500 Annually						
Hispanic/Latino	39%	35%	38%	41%	42%	39%
African-American/Black	32	23	30	30	33	34
White/Caucasian	21	22	23	19	21	27
Asian/Pacific Islander	25	23	24	25	32	22
Percentage of Riders in Households Earning \$50,000 and Over Annually						
Hispanic/Latino	2%	3%	3%	2%	1%	1%
African-American/Black	5	10	6	7	4	4
White/Caucasian	13	11	14	15	11	9
Asian/Pacific Islander	10	10	10	9	7	8

Table 2: (continued)

	MTA System	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Mean Age						
Hispanic/Latino	37.0	37.5	37.1	37.3	37.3	36.0
African-American/Black	39.9	37.5	39.7	42.4	39.1	40.3
White/Caucasian	46.5	45.7	46.4	46.4	46.6	49.4
Asian/Pacific Islander	45.9	42.3	47.4	47.4	46.0	46.3
Percentage of Riders 25 Years of Age or Younger						
Hispanic/Latino	25%	24%	26%	25%	25%	27%
African-American/Black	21	25	21	15	24	21
White/Caucasian	10	12	12	10	9	7
Asian/Pacific Islander	16	21	15	15	13	15
Percentage of Riders Over 50 Years of Age						
Hispanic/Latino	18%	19%	19%	19%	19%	16%
African-American/Black	23	18	20	28	23	24
White/Caucasian	39	35	44	40	39	49
Asian/Pacific Islander	39	33	46	42	40	40

Table 2 also reports that the mean age of White weekday riders is 46.5 years, and for Latino riders, it is 37.0 years. Whites in the Gateway sector represent the highest mean age (49.4 years), while Latinos in Gateway (36.0 years) have the lowest mean age. Female riders are slightly younger than male riders (39.1 versus 40.2 years).

TRAVEL CHARACTERISTICS OF ONE-WAY TRIPS

Number of Buses/Trains Used

Table 3 indicates that weekday Metro Bus riders typically ride more than one bus or train in the course of their one-way trip, with a very substantial 74% of riders using more than one bus or train.

Among the buses and trains used by weekday Metro Bus patrons, the vast majority are MTA bus and rail trip segments (97%, including 6% Metro Rail), leaving only 3% for other bus/rail systems. One-half of the MTA weekday rider trip segments on other transit systems are found on Santa Monica Big Blue Buses (1.5%), with another one-half of 1% each on Los Angeles Department of Transportation (LADOT) and Foothill Transit buses.

Table 3: Number of Buses/Trains Used on One-Way Trip (Weekday)						
	MTA System	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
One Bus	26%	26%	28%	24%	23%	26%
Two Buses/Trains	36	34	38	35	37	37
Three Buses/Trains	25	27	24	27	26	24
Four or More Buses/Trains	13	13	10	14	14	13

Table 3 also shows that riders in each MTA service sector board a similar number of buses and trains per trip. Riders in the San Gabriel Valley sector (28%) use only one bus to a greater extent

than in the other sectors, with South Bay relying on one bus the least (23%). San Gabriel Valley riders (10%) also use 4 or more buses or trains to a lesser extent than do riders in the other sectors. Similar to the bus system as a whole, riders in each of the sectors overwhelmingly use MTA buses and trains, ranging from a low of 95% in the West Central sector to 98% in the San Fernando Valley. In the West Central sector, more than 3% of weekday MTA riders make use of the Santa Monica Big Blue Bus. The Santa Monica system also represents 2% of the South Bay and Gateway trip segments. Long Beach Transit provides 1% of the segments in Gateway, LADOT provides 1% in the San Fernando Valley, and, in the San Gabriel Valley, Foothill Transit is used on 2% of all weekday MTA rider trips.

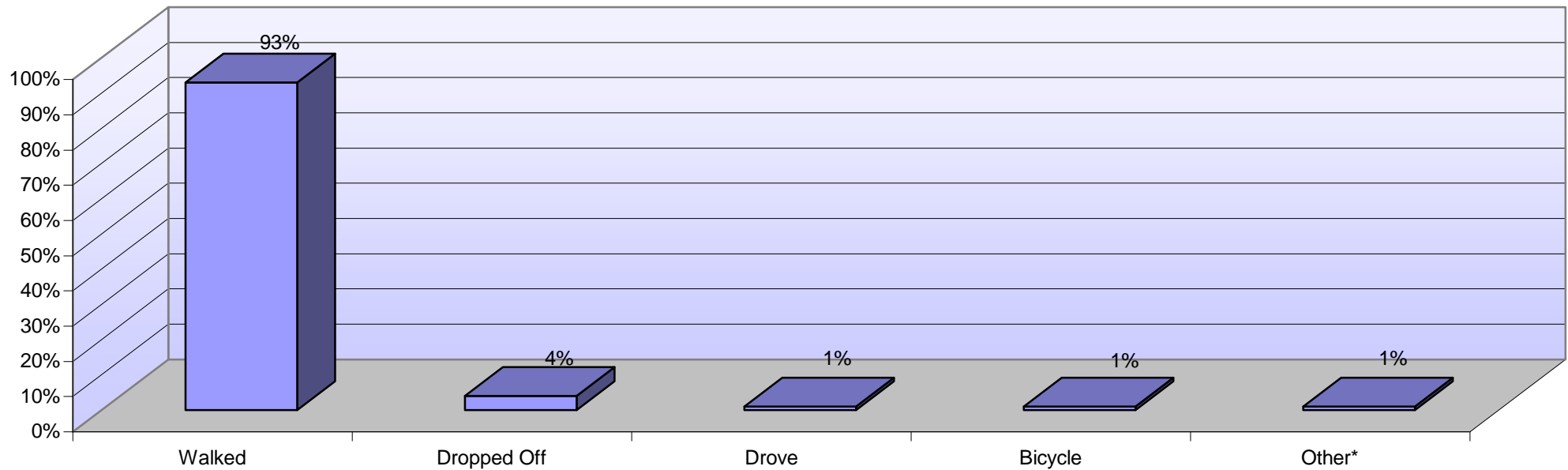
Mode of Access/Egress

Figure 1 shows that 93% of weekday Metro Bus riders walk to their first bus or train. This pattern is highly consistent across the five sectors of Los Angeles County as shown in Table 4.

Table 4: Mode of Travel to First Bus/Train by Service Sector - Weekday					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Walked	93%	94%	94%	93%	93%
Dropped Off	4	3	3	4	4
Drove	1	1	1	1	1
Bicycle	1	1	1	1	1
Other*	1	1	1	1	1

*Other category consists of predominantly unspecified responses.

Figure 1
**Mode of Travel to First Bus/Train
of One-Way Trip--Weekday
MTA System**



*other category consists of predominantly unspecified responses.

Figure 1: Mode of Travel to First Bus/Train of One-Way Trip– MTA System (Weekday)

Figure 2 indicates that 94% of weekday Metro Bus riders walk to their final destination after they get off their last bus or train. This is also highly consistent among the five Los Angeles County service sectors (Table 5).

Table 5: Mode of Travel to Destination After Getting Off Last Bus/Train by Service Sector - Weekday					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Walked	94%	94%	95%	95%	95%
Picked Up	2	2	2	2	2
Drove	1	1	1	1	1
Bicycle	1	1	1	1	1
Other*	2	2	1	1	1

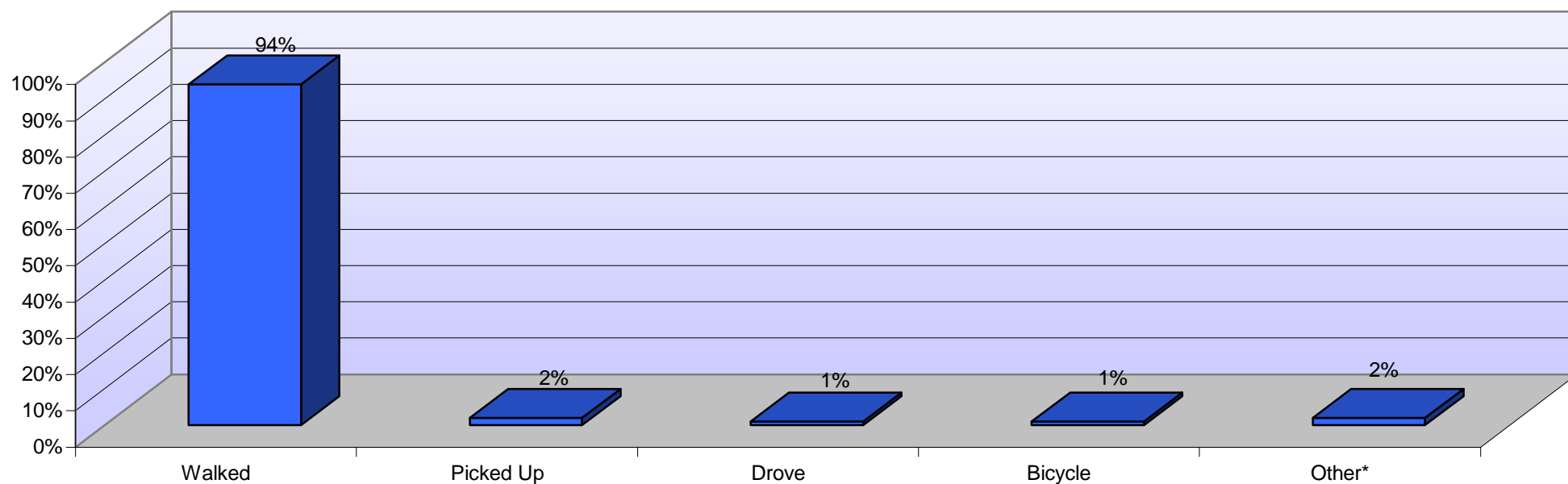
*Other category consists of predominantly unspecified responses.

Origins and Destinations

Figure 3 indicates that 70% of weekday bus riders come from home before they get on the first bus or train. As indicated in Table 6, the Gateway sector has the greatest percentage of home origin trips (72%) and the San Fernando Valley has the least (68%).

Figure 4 indicates that 40% of weekday bus riders go to work after they get off the last bus or train. Home is the second most common destination among all weekday bus riders (35%). Table 7 does not show a large degree of variation by service sector.

Figure 2
Mode of Travel to Destination After Getting Off
Last Bus/Train of One-Way Trip
MTA System--Weekday



*other category consists of predominantly unspecified responses

Figure 2: Last Bus/Train of One-Way Trip– MTA System (Weekday)

Figure 3
Place Coming From Before
Getting on Bus/Train of One-Way Trip
MTA System--Weekday

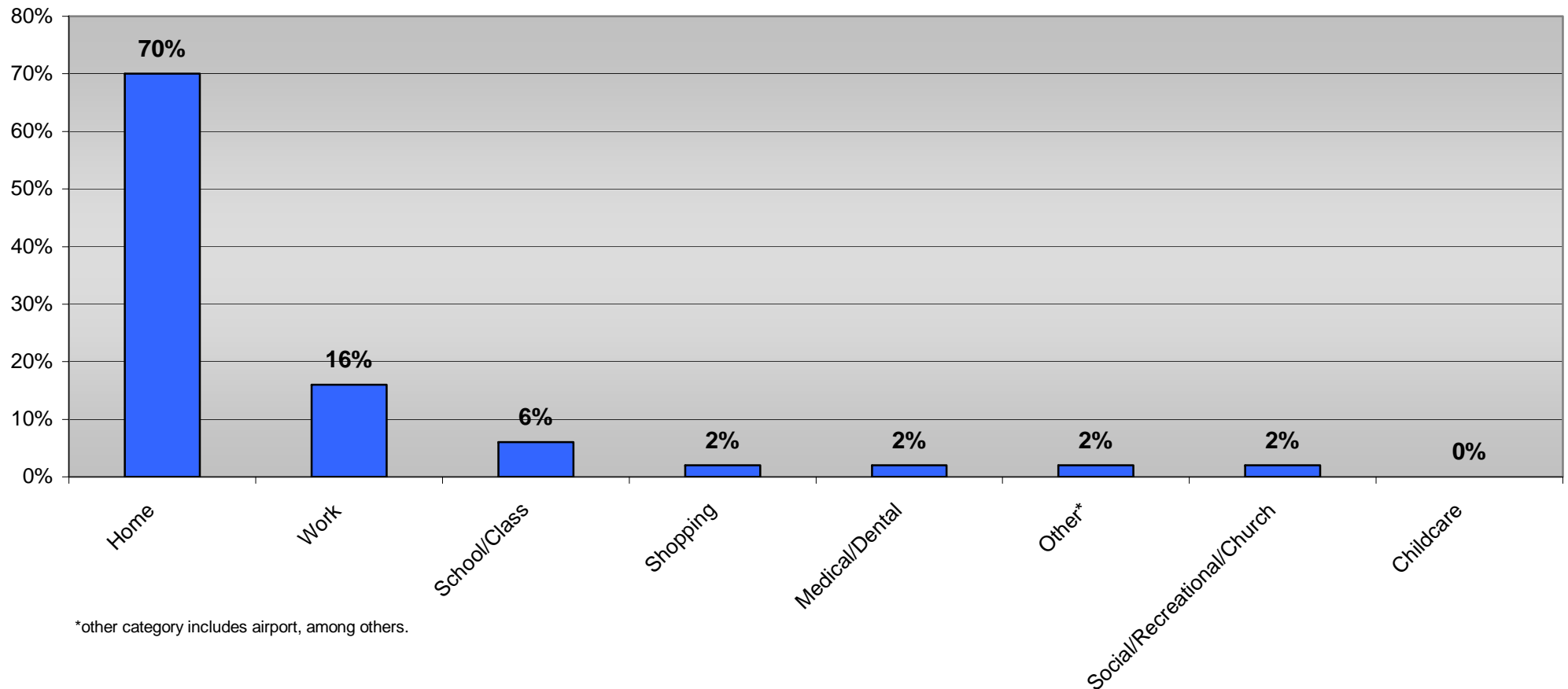


Figure 3: Place Coming From Before Getting on Bus/Train of One-Way Trip MTA System- Weekday

Figure 4
Destination After Getting Off Last Bus/Train
of One-Way Trip
MTA System--Weekday

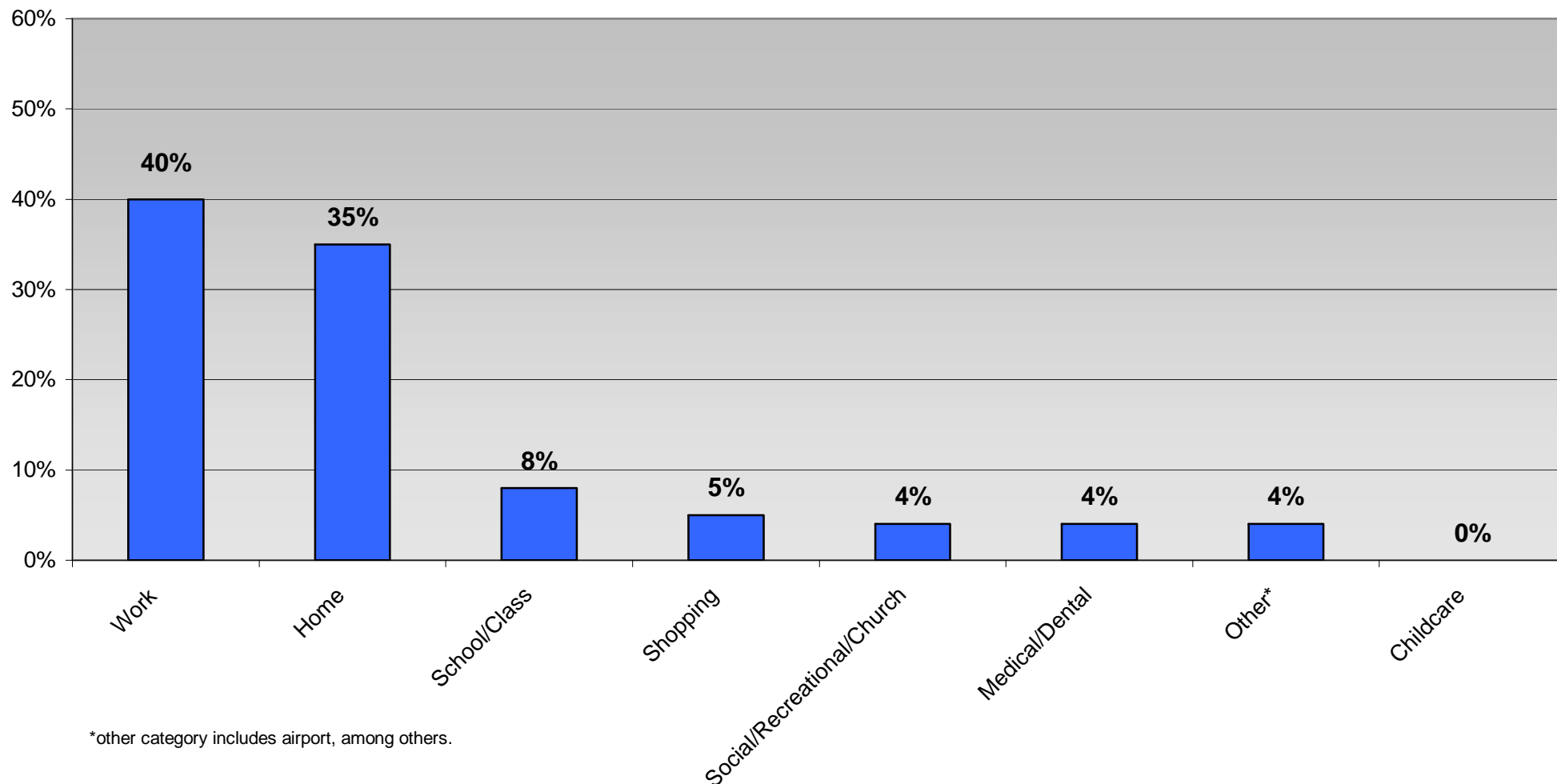


Figure 4: Destination After Getting Off Last Bus/Train of One-Way Trip MTA System-Weekday

Table 6: Place Coming From Before Getting on First Bus/Train by Service Sector - Weekday					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Home	68%	71%	69%	70%	72%
Work	18	16	17	15	15
School	5	6	6	7	6
Shopping	3	2	2	2	2
Social/Recreation/ Church	2	1	2	2	1
Medical	2	2	2	2	2
Other*	2	2	2	2	2

*Other category consists of child care and unspecified responses.

The lack of symmetry between home as an origin (70%—Figure 3) and destination (35%—Figure 4) would indicate that, although the surveys were distributed throughout the day, the respondents tended to provide information about their first trip rather than their return trip. This lack of symmetry is reflected in the distribution of respondents in the morning peak period (45%) in contrast to afternoon peak (25%), as more fully detailed in Appendix A. A likely contributor to this differential is the mail back option provided to riders. Those riders who completed surveys may have reported their first trip even if they were handed the survey on their return trip. In the next section, origins and destinations are converted into productions and attractions, a well recognized method used to avoid this reporting problem.

The distribution within and among sectors is depicted on the maps that follow. They indicate

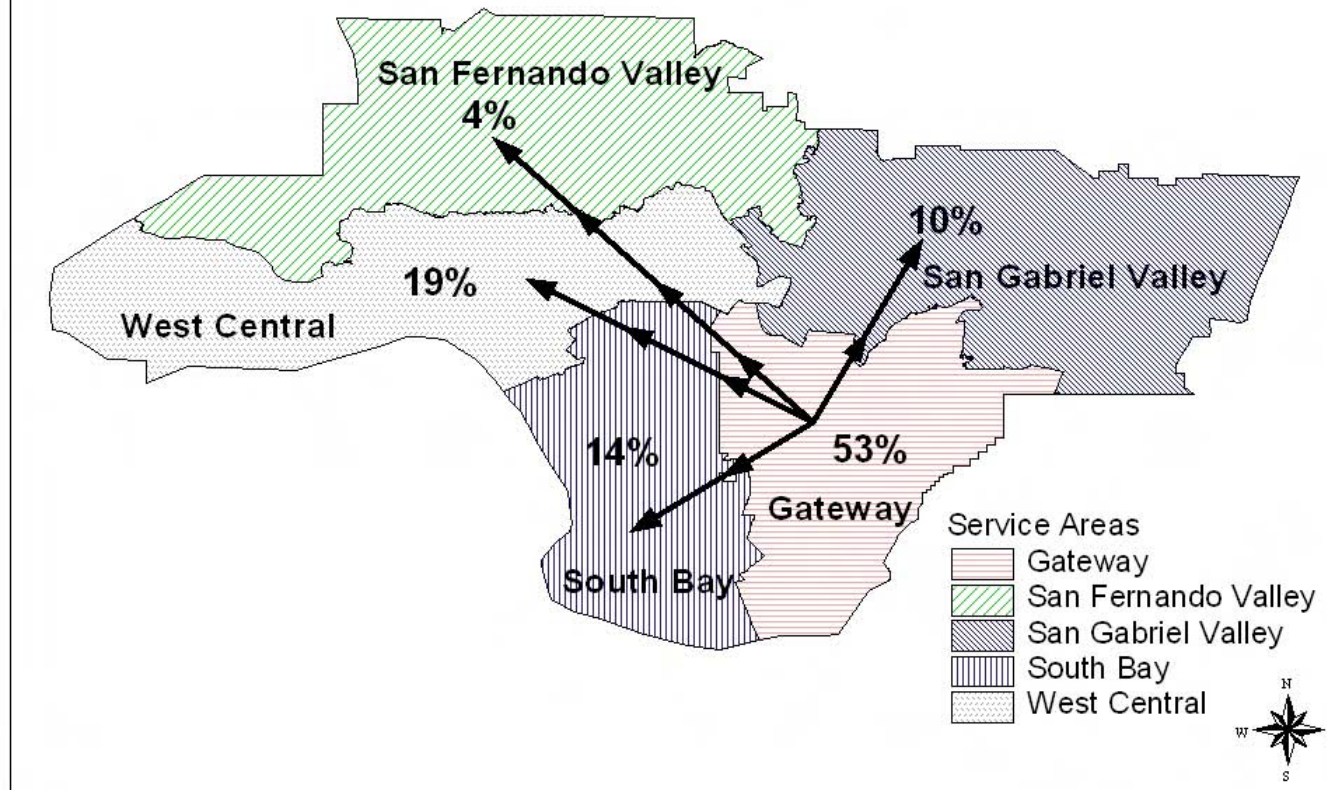
common pattern. Other than the West Central Sector, itself, all sectors indicate that the outside sector traveled to most often is West Central. From the San Fernando Valley and South Bay, West Central destinations outnumber all other inter-sector trips combined, and from the San Gabriel Valley, such trips to West Central are virtually equal to the other sectors (26% versus 27%). Only from Gateway are West Central trips not so common.

Appendix C shows that much of the travel within and to the West Central sector is actually from the Westside to downtown Los Angeles. This central city orientation of inter-sector travel that is shown on these maps contradicts a popular notion of suburban disintegration from the urban core riders. Los Angeles is not necessarily the loosely connected association of suburbs that has so often been portrayed. To the contrary, it is interwoven by transit to and through its central core.

Table 7: Destination After Getting Off Last Bus/Train by Service Sector - Weekday					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Home	35%	36%	35%	34%	34%
Work	41	39	40	40	39
School	7	10	8	8	9
Shopping	5	4	5	4	5
Social/Recreation/ Church	4	3	4	4	4
Medical	4	4	4	4	5
Other*	4	4	4	6	4

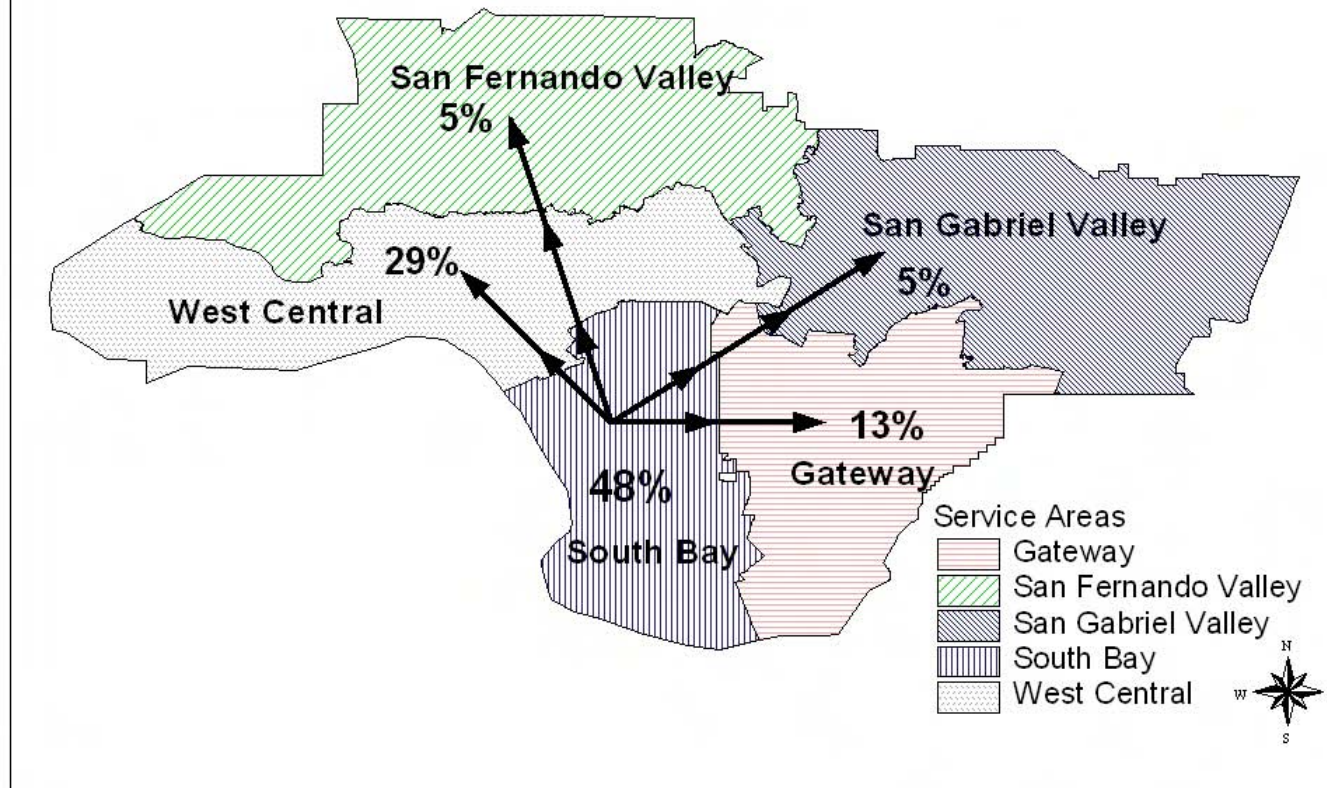
*Other category consists of child care and unspecified responses.

Destinations of Weekday Bus Trips Originating in Gateway



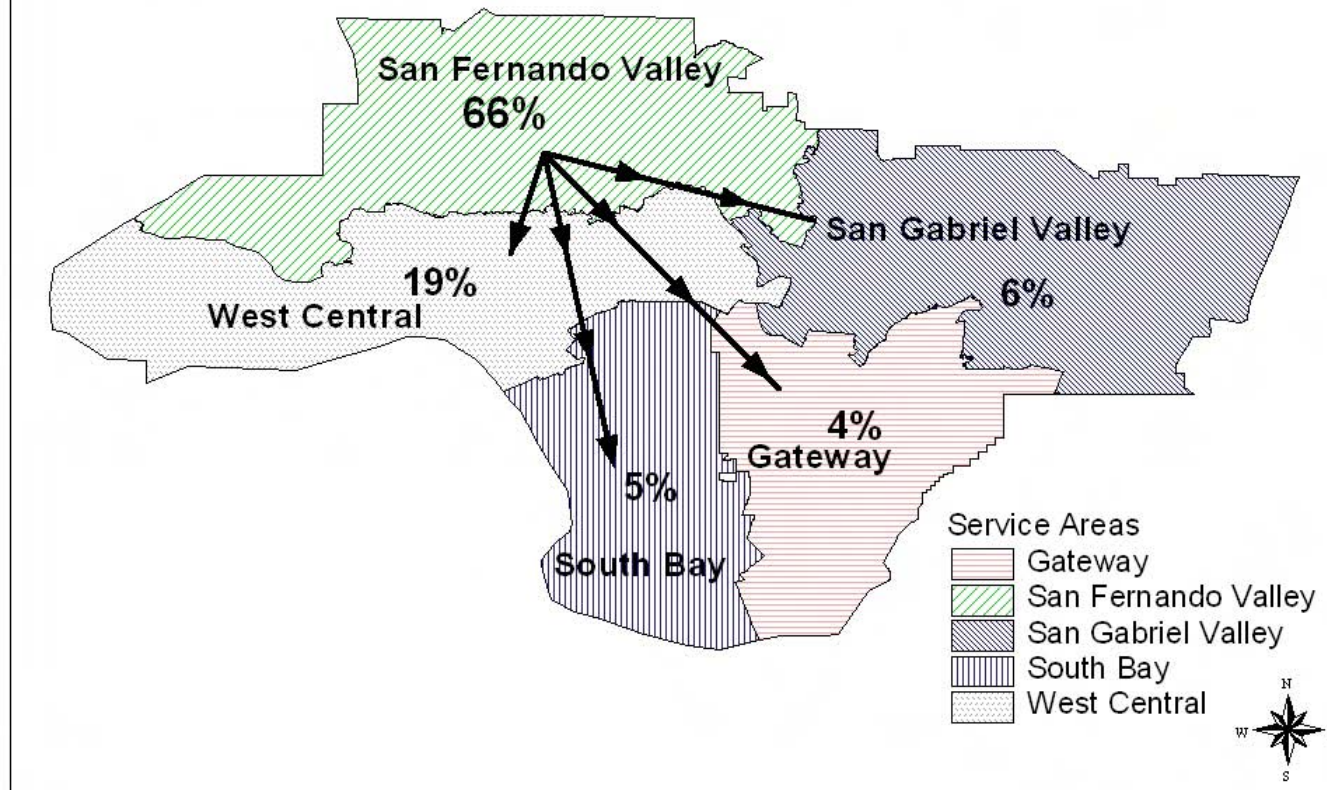
Map 1: Destinations of Weekday Bus Trips Originating in Gateway

Destinations of Weekday Bus Trips Originating in South Bay



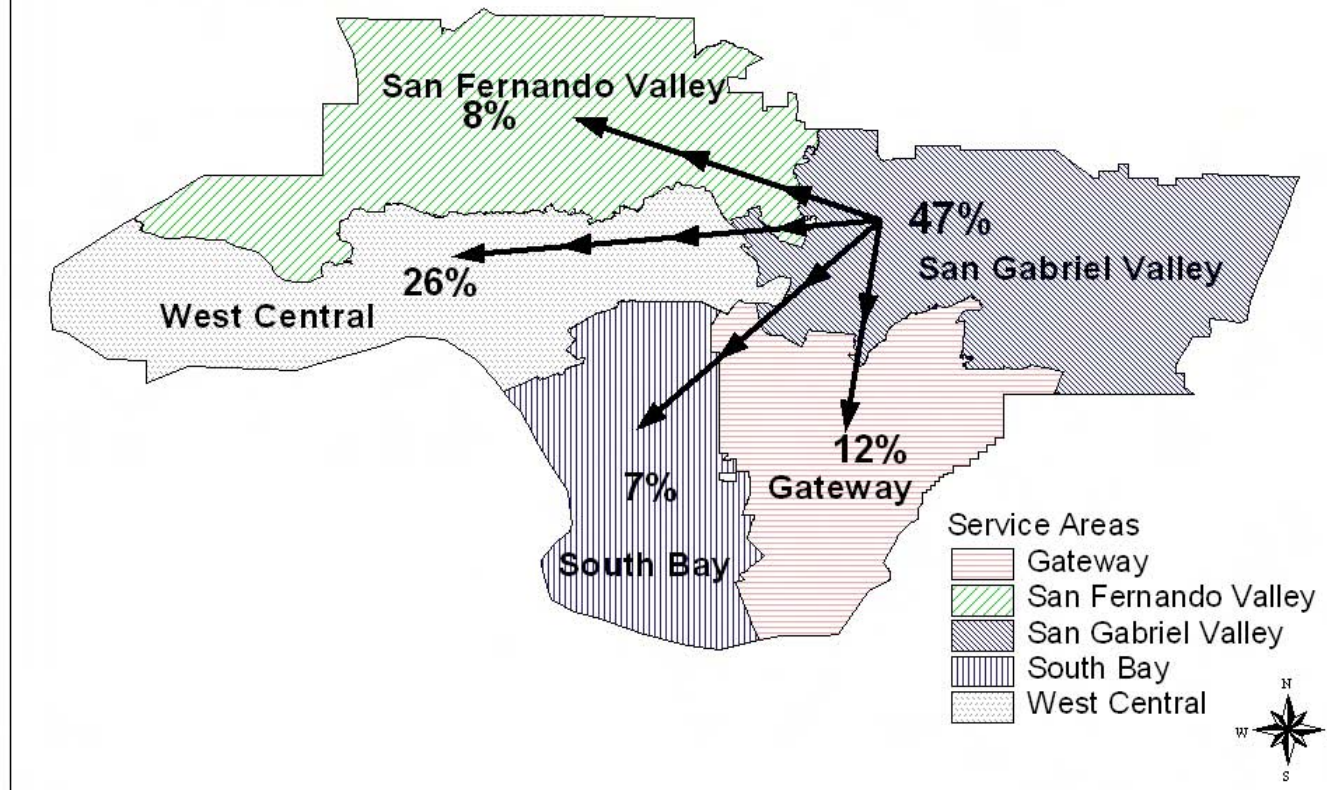
Map 2: Destinations of Weekday Bus Trips Originating in South Bay

Destinations of Weekday Bus Trips Originating in San Fernando Valley



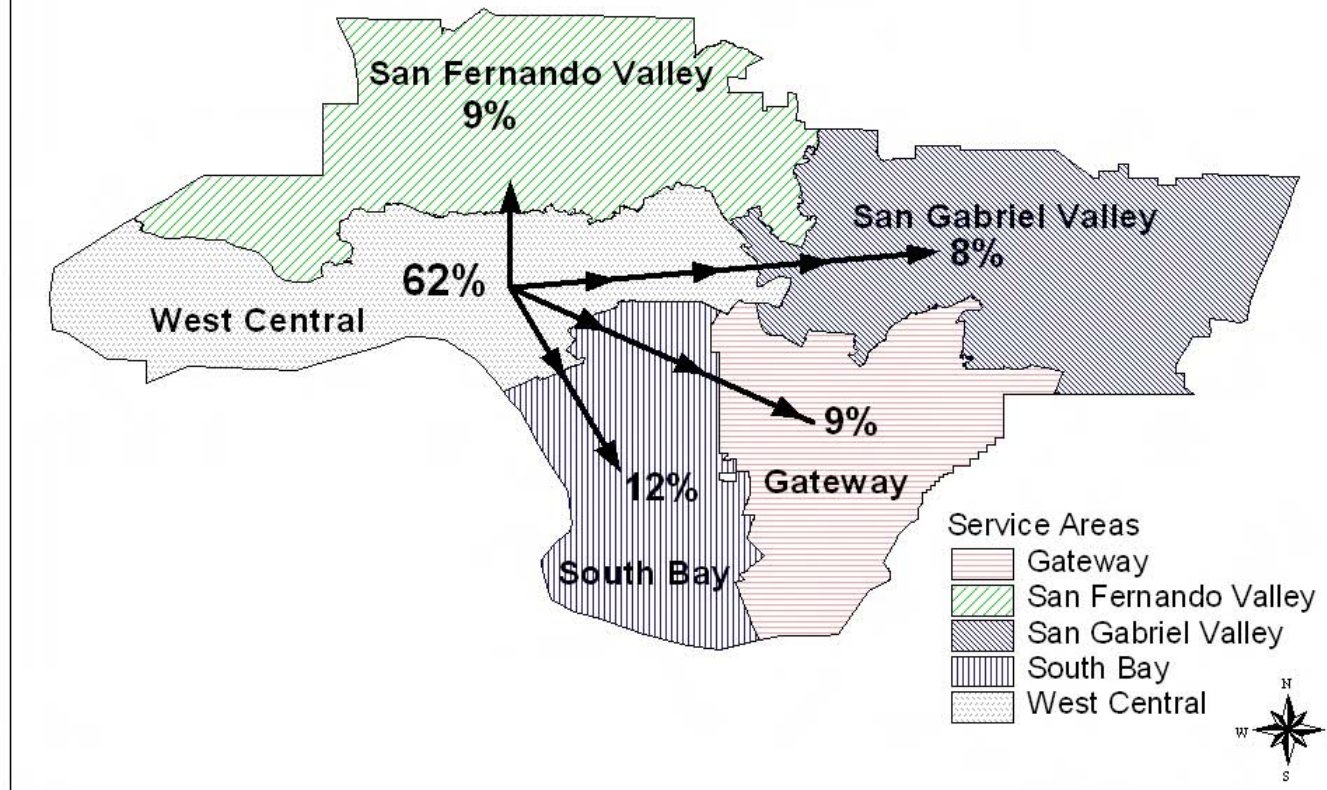
Map 3: Destinations of Weekday Bus Trips Originating in San Fernando Valley

Destinations of Weekday Bus Trips Originating in San Gabriel Valley



Map 4: Destinations of Weekday Bus Trips Originating in San Gabriel Valley

Destinations of Weekday Bus Trips Originating in West Central



Map 5: Destinations of Weekday Bus Trips Originating in West Central

Production/Attraction

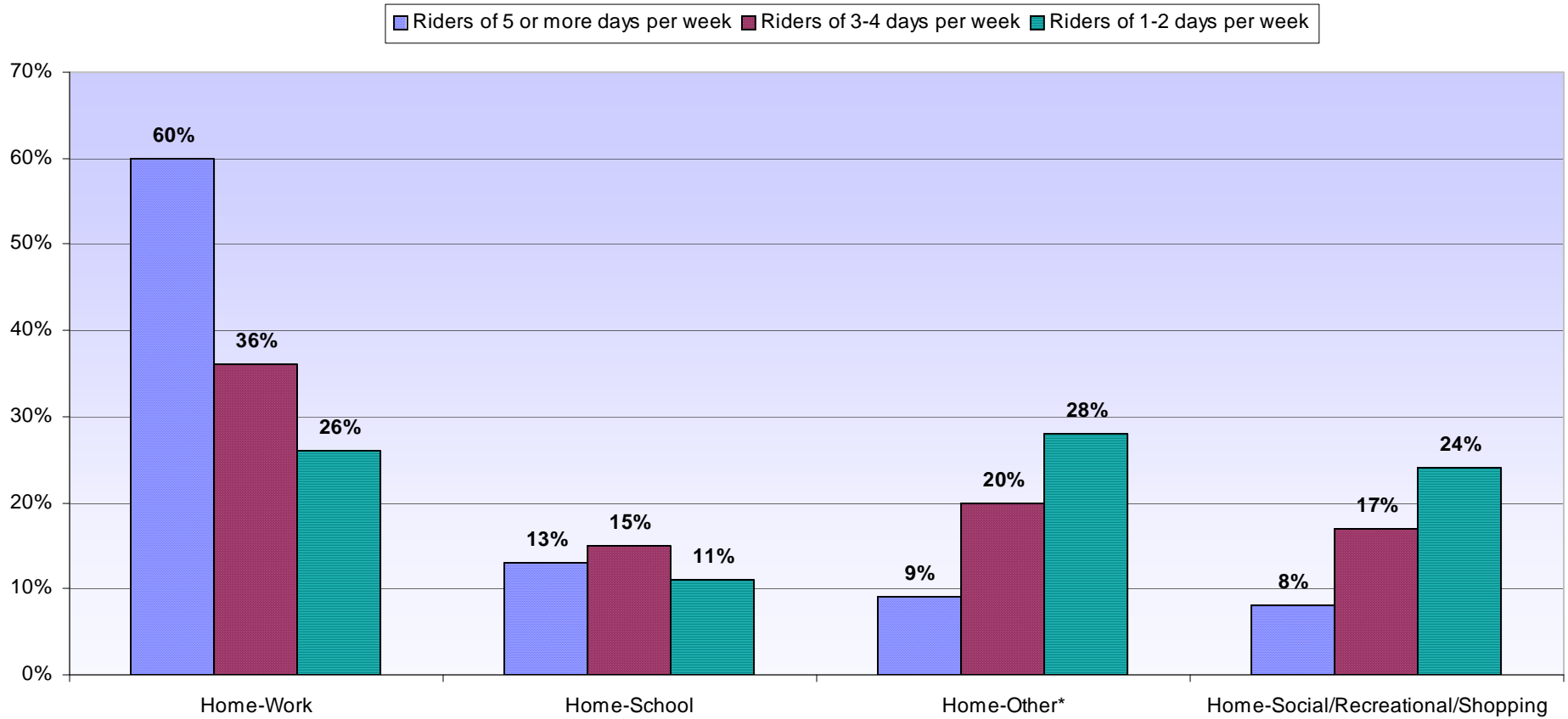
Employing the Production/Attraction transportation planning concept, it is possible to analyze the trip purposes of MTA bus riders. Production/Attraction classifies any home-based or home-destination trip as a trip produced at home and attracted by the other end of the trip (e.g., work, school, shopping). All other trips (not involving home) are recorded strictly as being produced at the point of origin and attracted by the destination.

Home-work trips are the most common trips for frequent (5 or more days per week) bus riders (67%). The second most prevalent trip purpose is home-school (15%), followed by home-other that includes medical, child care, airport, court, and church (10%).

Figure 5 also depicts the trip purposes of less frequent bus riders, with the work trip declining in importance vis-a-vis shopping/social/recreational trips and other trips as frequency of riding declines. School trips are relatively consistent regardless of frequency of riding.

Home produced trips represent 90% of all trips for riders who use MTA buses 5 or more days per week, 88% of those who ride 3-4 days, and 89% of 1-2 day riders, but home-produced trips decline to 64% for first-time riders whose trips include a wide variety of origins and destinations. Table 8 depicts major trip purposes within the service areas for all riders and demonstrates remarkable consistency among the sectors, with only a noticeably higher level of home-school trips in the San Gabriel Valley in contrast to other service sectors and a slightly higher proportion of home-work trips in the San Fernando Valley.

Figure 5
**Major Trip Purposes (Production/Attraction)
of Weekday MTA Bus Riders**



*other trips include trips to court, airport, medical, childcare, and church, among others.

Figure 5: Major Trip Purposes (Production/Attraction) of Weekday MTA Bus Riders

Table 8:					
Trip Purposes by Service Sector					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Home-Work	58%	55%	55%	54%	55%
Home-School	11	16	13	13	14
Home-Shopping/ Recreation/Social	11	10	11	9	10
Home-Other*	10	11	11	12	11

*Other trips include airport, court, church, child care, and medical among others.

Travel Time

Figure 6 shows the median travel time for each portion of a Metro Bus rider's trip. Overall, riders state that their average one-way trip consumes 60 minutes, with the largest single component being travel time on board the buses and trains (30 minutes). Waiting time consumes 10 minutes. Getting to the first bus/train of the trip also takes 10 minutes, and getting from the last stop takes 10 minutes as well. Mean travel times (not shown) are greater than the medians (72.0 total minutes versus 60 minutes) because there are some very long trips indicated that skew the mean upward. These times are remarkably consistent among the five sectors (Table 9).

Riders in the San Fernando Valley experience the longest trips (62 minutes overall). The two minute difference is entirely explained by longer waiting time. Gateway riders spend the least amount of time traveling on buses and trains (28 minutes).

Figure 6
Median Time Spent on Various Components
of One-Way Trip (in minutes)
MTA System--Weekday

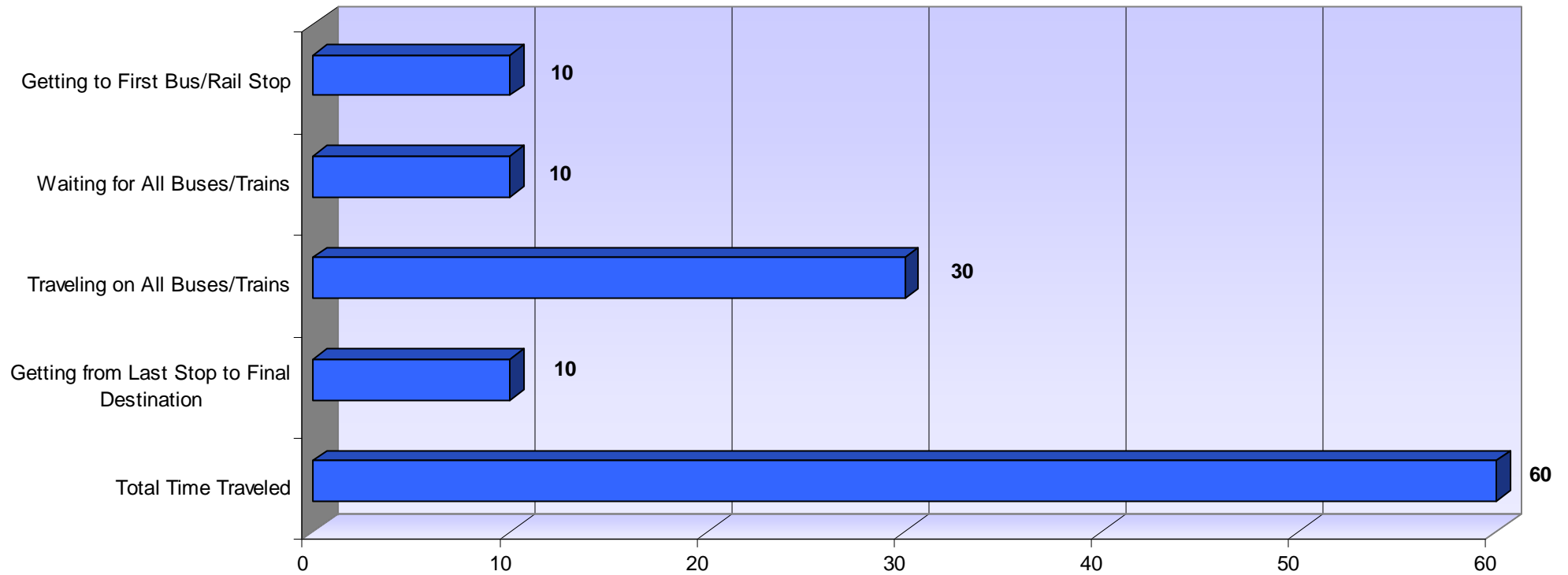


Figure 6: Time Spent on Various Components of One-Way Trip (in minutes) MTA System-Weekday

Table 9: Median Time Spent on Various Components of the One-Way Trip (in minutes) by Service Sector - Weekday					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Getting to First Bus/Rail Stop	10	10	10	10	10
Waiting for All Buses/Trains	12	10	10	10	10
Traveling on All Buses/Trains	30	30	30	30	28
Getting from Last Stop to Final Destination	10	10	10	10	10
Total Time Traveled	62	60	60	60	58

*Total time traveled is the sum of the above individual trip components; it is not a median.

Frequency of Use

Figure 7 shows that most riders (82%) are frequent (5 or more days per week) users of Metro Bus, with mean usage at 5.0 days per week. Usage is consistent by sector, with some minor variation in that the West Central riders have the highest level of bus use (84% use the bus 5 or more days per week), while the San Fernando Valley riders have the lowest level of bus use (81% use the bus 5 or more days per week).

Among Latino riders, 86% ride 5 or more days per week in contrast to 74% of White riders. Latino riders average 5.1 days of Metro bus use per week. White riders demonstrate the lowest

frequency at 4.8 times per week.

Method of Payment

Figure 8 shows that Metro Bus riders pay their boarding fare mostly through the use of passes (52%). West Central has the highest rate of pass use (58%) and Gateway the lowest (50%).

Figure 9 indicates that regular monthly passes (37% of total passes purchased) and regular weekly passes (20% of total passes purchased) are used more than other types of passes. It is shown in Table 10 that there is significant similarity among the service sectors. The Gateway sector is somewhat more reliant upon the weekly pass than the other sectors (26%) and has fewer senior passes used (8%).

Figure 8 also shows that 26% of bus riders pay their fare with cash, with the lowest percentage of cash payers in the West Central sector (21%). Mean cash fare to ride is highest in the San Fernando Valley (\$1.51) and lowest in West Central (\$1.42). This is a reflection of the mix of transfer and discounted fares on each line. Median fares are precisely the same across the entire Metro Bus system (\$1.60). The boarding fare is \$1.35 with the cost of a transfer being \$.25.

The following characteristics are significant relationships related to how weekday Metro Bus riders pay their fare:

- Males (59%) tend to be passholders more than females (50%); females (26%) make use of tokens more than males (18%).
- Passholders tend to be older bus riders—69% of those 51 or older use passes, while 43% of those 25 years or younger use passes; cash fare is paid by younger riders (30%, 25 years and younger; 17%, 51 years and older).
- Asians (63%) and Whites (60%) are the main passholders; Latinos are the largest users of tokens (25%).

Figure 7
Frequency of Riding Metro Buses
MTA System--Weekday

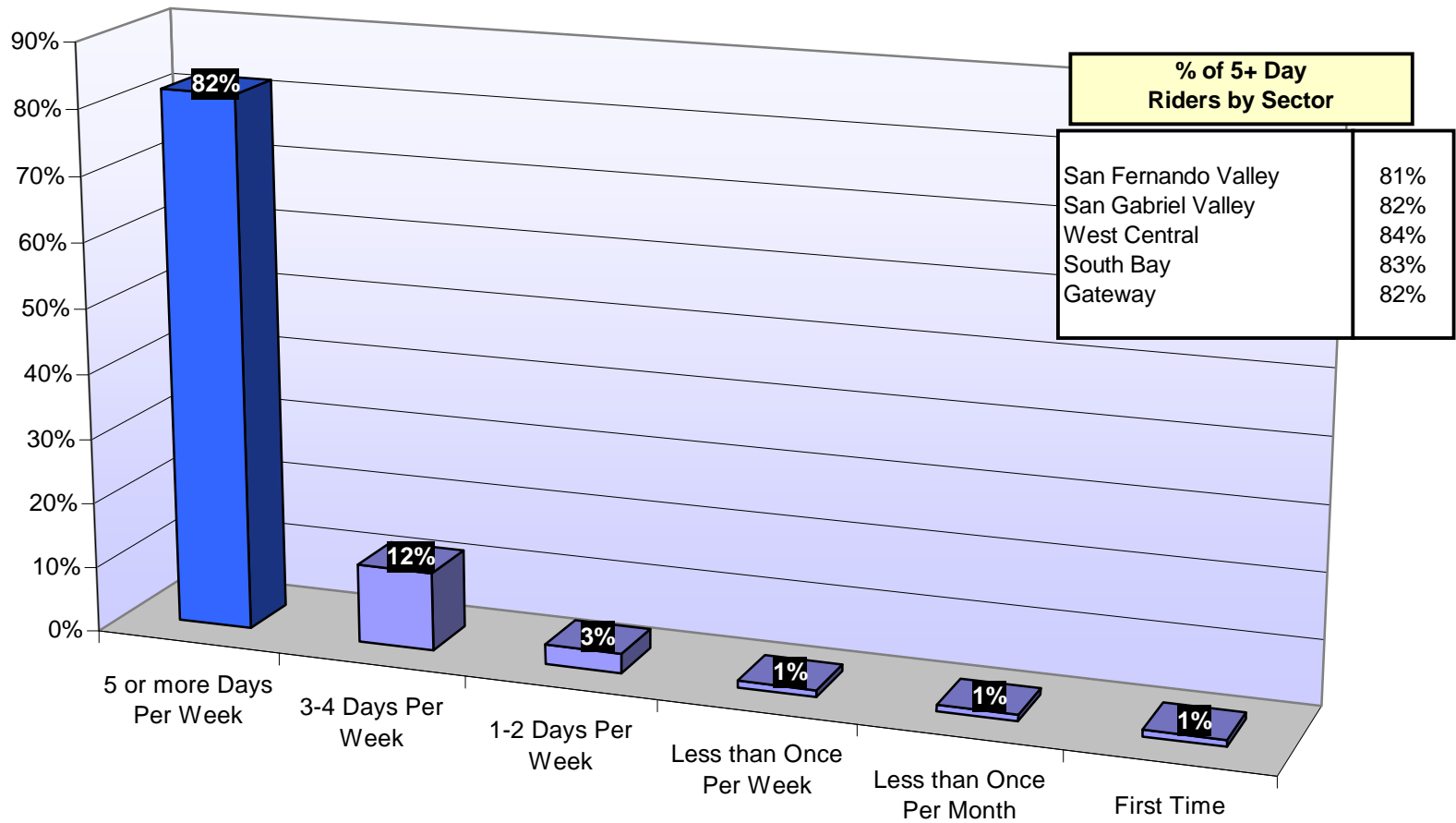


Figure 7: Frequency of Riding Metro Buses– MTA System (Weekday)

Table 10:					
Kind of Pass Used by Service Sector–Weekday					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Regular Monthly	37%	36%	36%	34%	34%
Regular Semi-monthly	14	11	13	15	13
Regular Weekly	20	20	20	20	26
Regular With Express Stamps	1	2	1	2	1
Senior	12	12	12	10	8
Disabled	10	10	10	11	10
Student	6	8	7	7	7
Interagency	0	0	0	0	0
Non-MTA	0	0	1	0	0
Other	1	1	0	1	1

Figure 8
Method of Payment Used to Board
First Bus/Train of One-Way Trip
MTA Service--Weekday

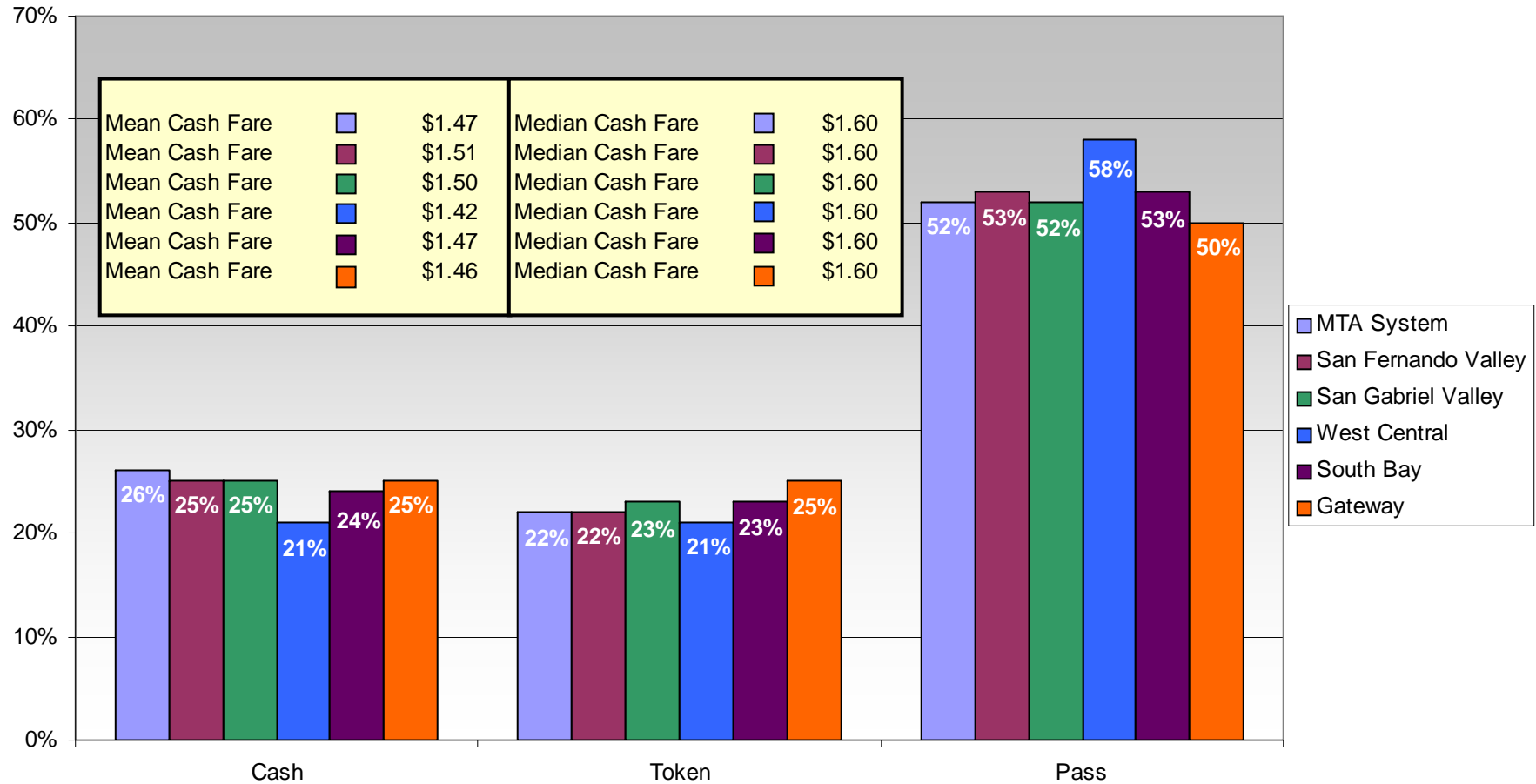


Figure 8: Method of Payment Used to Board First Bus/Train of One-Way Trip MTA Service—Weekday

Figure 9
Kind of Pass Used
MTA System--Weekday

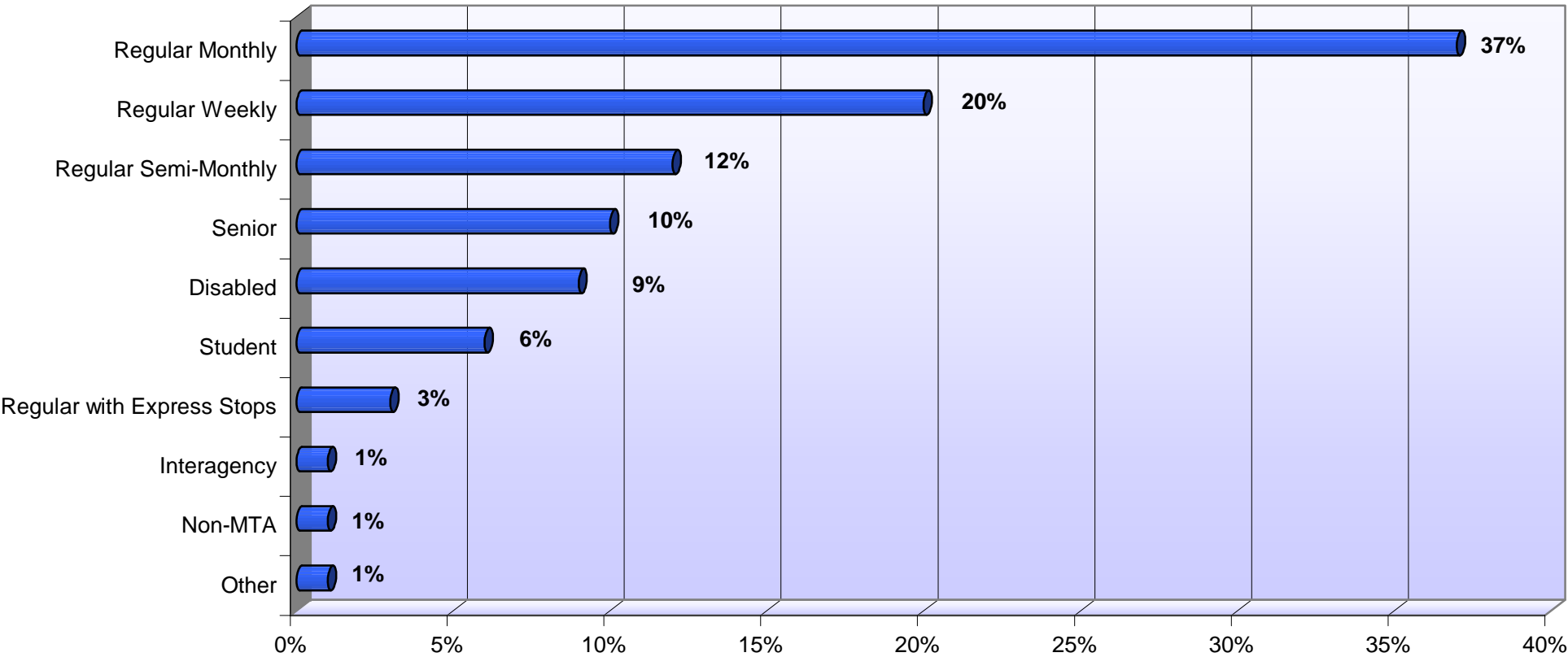


Figure 9: Kind of Pass Used– MTA System (Weekday)

SATISFACTION WITH METRO BUS SERVICES

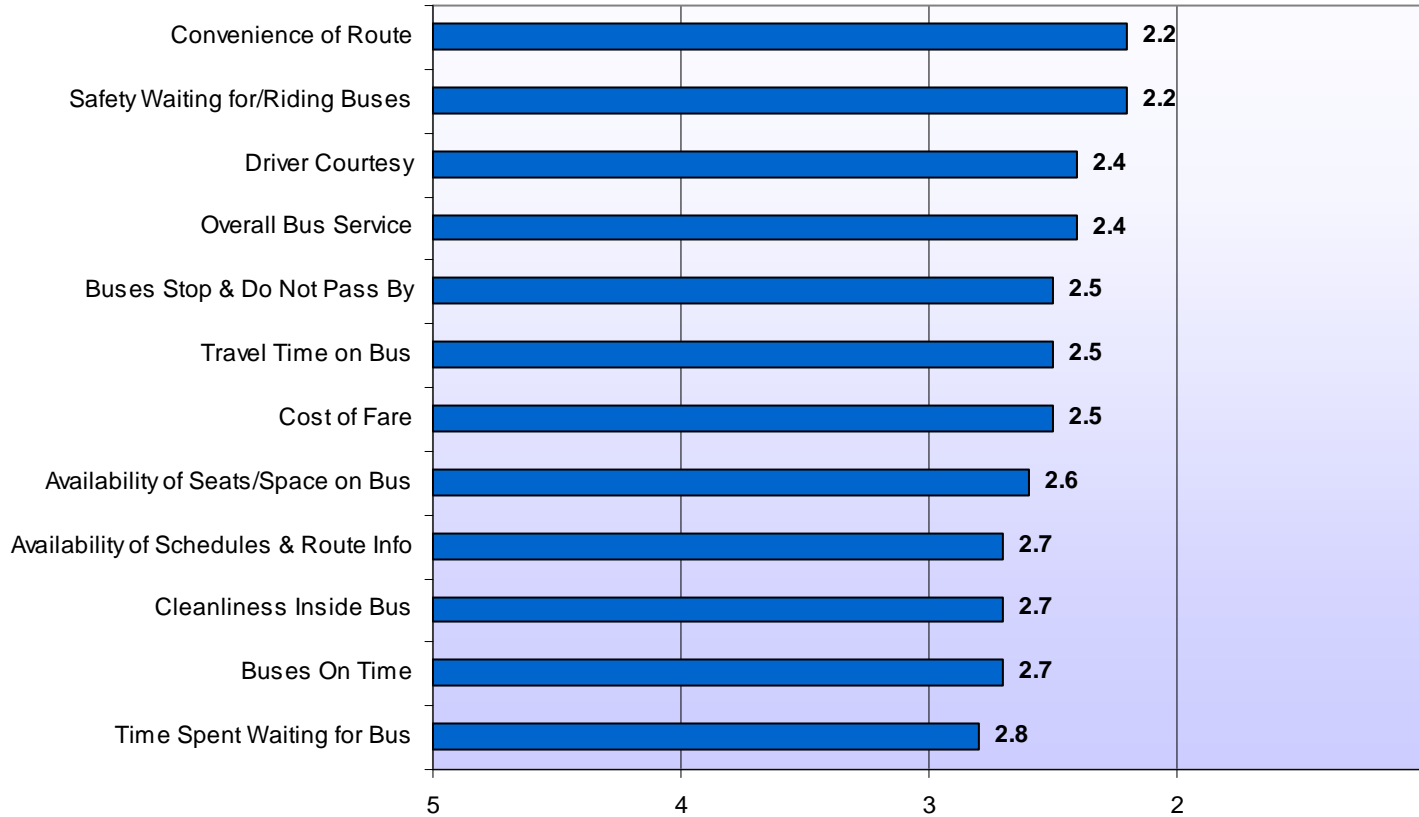
Generally speaking, Metro Bus riders are satisfied with the service features provided by MTA. Figure 10 shows that overall satisfaction for the entire MTA system is 2.4 on a scale of 1-5, with 1 = very good and 5 = very poor. More than one-half of riders (56%) rate overall service either very good or good.

Figure 10 also shows, for the system as a whole, that convenience of route and safety while waiting for or riding buses are the most satisfactory of all features (each 2.2). Time spent waiting (2.8) for buses and on-time performance (2.7) are least satisfactory.

Using Pearson's r measures of association (Table 11), it is possible to identify those individual features that are most correlated with overall satisfaction. Satisfaction with cost of fare ($r = .48$), safety ($r = .53$), time spent waiting for buses ($r = .53$) have the lowest correlation with overall satisfaction, although these are moderately strong associations. Satisfaction with buses not passing by ($r = .64$) and buses on time ($r = .62$) have the strongest association with overall satisfaction and can be classified as strong relationships. The balance of features all demonstrate correlations with overall satisfaction of between .55 and .60. Taken together, all eleven features explain 66% of overall weekday satisfaction ($R^2 = .66$), leaving 34% to be explained by other features or characteristics. Income, frequency of travel, amount of fare paid, and age are not important contributors to explaining overall satisfaction.

Table 12 shows these satisfaction ratings for each of the five sectors in Los Angeles County. The level of overall satisfaction is consistent across the sectors, with West Central and South Bay riders somewhat less satisfied (2.5 each). San Gabriel Valley riders demonstrate slightly higher levels of satisfaction regarding several features.

Figure 10
Mean Satisfaction Ratings for
Various Features of Bus Service
MTA System--Weekday



Bus Features	% Indicating Choices 1 & 2
Convenience of Route	67%
Safety Waiting ...	65%
Driver Courtesy	58%
Overall Bus Service	56%
Buses Stop...	55%
Travel Time on Bus	54%
Cost of Fare	52%
Availability of Seats...	48%
Availability of Schedules...	48%
Cleanliness Inside Bus	48%
Buses On Time	43%
Time Spent Waiting...	43%

Figure 10: Various Features of Bus Service– MTA System (Weekday)

Table 11: Strength of Relationships Between Overall Satisfaction and Satisfaction With Individual Service Features MTA – Weekday Bus Riders	
Service Feature	Measure of Association Between Satisfaction with Feature and Overall Satisfaction (Pearson's <i>r</i>)
Buses Do Not Pass By	.64
Buses on Time	.62
Driver Courtesy	.60
Travel Time	.59
Cleanliness Inside Bus	.58
Availability of Seats/Space	.57
Availability of Schedule/Route Information	.56
Convenience of Route	.55
Time Waiting for Bus	.53
Safety Waiting/Riding Buses	.53
Cost of Fare	.48

Table 12: Mean Satisfaction Ratings for Various Features* of MTA Bus Service by Service Sector - Weekday (1 = very good; 2 = good; 3 = fair; 4 = poor; 5 = very poor)					
	San Fernando Valley	San Gabriel Valley	West Central	South Bay	Gateway
Convenience of Route	2.2	2.1	2.1	2.1	2.1
Safety Waiting/ Riding	2.2	2.2	2.2	2.3	2.2
Driver Courtesy	2.3	2.3	2.4	2.4	2.3
Overall Bus Service	2.4	2.4	2.5	2.5	2.4
Travel Time	2.5	2.4	2.5	2.5	2.4
Cost of Fare	2.4	2.5	2.5	2.5	2.5
Buses Do Not Pass By	2.4	2.4	2.6	2.5	2.5
Availability of Seats/Space	2.6	2.5	2.7	2.7	2.6
Cleanliness Inside Bus	2.6	2.6	2.7	2.7	2.6
Availability of Schedule/Route Information	2.7	2.6	2.7	2.7	2.7
Buses on-Time	2.8	2.6	2.8	2.7	2.7
Time Waiting	2.9	2.7	2.8	2.8	2.7

*Listed in same order as Figure 10 for comparison purposes.

Statistical tests of significance (Analysis of Variance, Independent Samples t-test, and Chi-Square) were performed upon the data in order to evaluate the possible existence of relationships between demographic/travel characteristics and satisfaction. Only differences of .4 or greater in satisfaction ratings are reported, although certain other differences are also statistically significant, indicative of real, but relatively inconsequential distinctions.

Frequency of Riding:

- Infrequent riders of less than or equal to once per month are more satisfied with waiting time (2.4) than are everyday riders (2.8).
- Similarly, riders who travel by bus less than or equal to once per month are more satisfied with the buses being on time (2.2) than everyday riders (2.8).
- Driver courtesy is more satisfactory to these same infrequent riders (2.0) than to everyday riders (2.4).

Age:

- Riders age 51 and older are more satisfied with cost (2.3) than are riders 25 and under (2.7).

Ethnicity:

- No large differences by ethnicity were found.

Time Traveling:

- Riders who wait longer for buses and trains on their one-way trip are less satisfied with overall service than are those who wait less ($r = -.21$ —a moderate inverse association).

As a corollary to satisfaction, riders were asked which service feature they would most want to be improved. Figure 11 shows that time waiting (19%) and the bus being on time (17%) were selected most often. This is consistent with the poorer satisfaction rating for these features. Overall satisfaction is lowest for those who indicate that what most needs improvement are elimination of pass-ups, time waiting, and driver courtesy. The overall satisfaction for riders favoring each of these improvements is 2.6. Statements about what most needs improvement are fairly consistent among

Figure 11
**Service Feature Desired to be Improved
by MTA Weekly Riders**

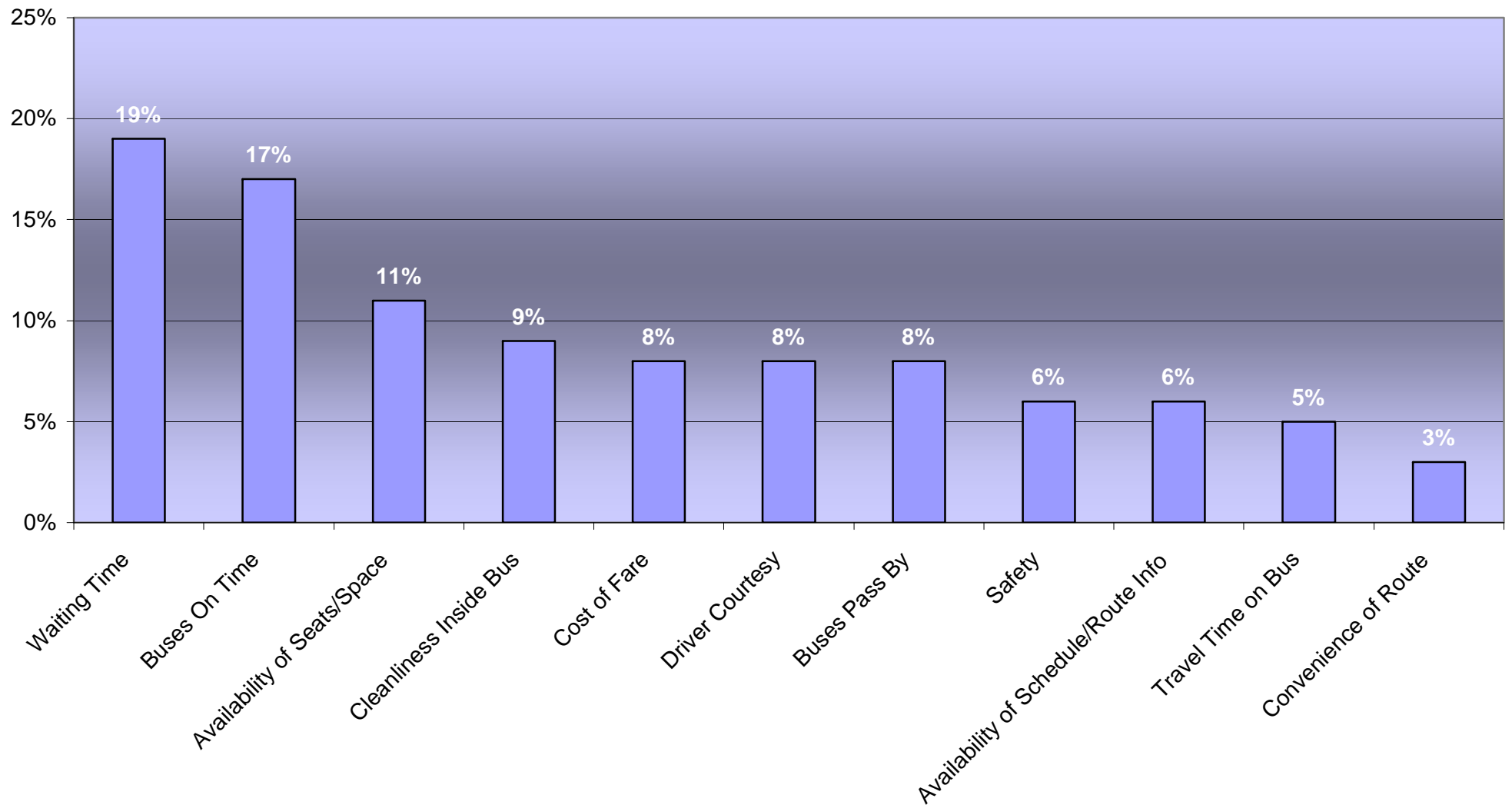


Figure 11: Service Feature Desired to be Improved by MTA Weekly Riders

the various categories of ethnicity, age, income, method of payment and frequency of travel, among others. Many differences do exist in a statistically significant but small margin. The two biggest differences are:

- Latinos give greater priority to driver courtesy (10%) than do Whites and Asians (5% each).
- Whites (16%) and African-Americans (14%) display a higher priority for more seats and space availability than do Asians (8%) and Latinos (9%).

**Los Angeles County
Metropolitan Transportation
Authority
FY 2002 On-Board Bus
Weekday Survey Report
Volume II: Appendices**

Report to the Los Angeles County
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APPENDIX A: METHODOLOGY

Survey Design

The FY 2002 On-Board Bus Survey was designed by the combined efforts of the MTA staff and Rea & Parker Research. The process of survey design involved focus groups in March and April 2001. Each set of 2 focus groups covered a specific theme. On March 6, two groups in Central Los Angeles were conducted (one in Spanish) concerning advertising the survey with car cards and take-ones in addition to identifying the incentives that would contribute most to encouraging participation among riders.

Two focus groups were held in Norwalk on March 29—one among young riders to identify their willingness to participate and to pretest some aspects of the survey (e.g., question phrasing, comprehensiveness, understandability, relevance). Two further groups were conducted on April 5 in the Crenshaw area of Los Angeles (one among African-Americans—typically an under-participating group of riders). And, lastly, the survey was pretested in East Los Angeles in two focus groups of Latinos in East Los Angeles—one group in Spanish. One further focus group was held in August to pretest the telephone survey.

Formal pretests of the preliminary survey instrument were conducted on Line 30 and Line 66 from April 19-22, 2001, and again on May 1, 2001. These pretests involved 1,128 respondents, 56% of whom (635) provided surveys that were at least 75% complete and 41% of which (466) were completed in Spanish.

Problems were identified in respondents' accurately recording other buses and trains that were a part of their trip, in their providing generic responses to specific address requests (e.g., "my home" or "trabajo" instead of addresses), and in their reluctance to complete all 12 parts of the satisfaction questions. Efforts were undertaken to clarify and make bolder certain instructions, to clarify certain wording, and to shorten the "appearance" of the survey instrument. The final MTA survey contains a

total of 19 questions, including an unnumbered home address, totaling 40 individual items (variables). Municipal Operators were permitted to substitute questions of their own up to 4 non-geographic questions in the MTA survey. The final survey instruments for MTA buses and for each of the participating Municipal Operators are attached to this report in Appendix E.

Sample

Initially, a random sample of bus runs was selected in order to achieve a distribution among bus lines that would include a minimum 35,000 weekday MTA respondents and 20,000 weekday respondents from the participating municipal operators, 75% of whom would have completed their surveys with sufficient thoroughness to be considered "completed surveys," as defined by MTA below. Each MTA bus line was to achieve a $\pm 5\%$ margin of error with approximately 325-380 respondents per line.

A "completed" survey should have:

- validated (logically ordered and reasonable) origin and destination x/y coordinates, validated (logically ordered and reasonable) boarding stop and alighting stop x/y coordinates, validated (reasonable) home address x/y coordinates, trip purpose, mode of access and mode of egress.
- a unique ID number, the line/route, direction, the time period ("peak" or "off-peak") and at least 75% of all other items completed (namely, demographics, trip characteristics, and customer-satisfaction ratings).

Initial sampling plans are attached to this Appendix for MTA and the Municipal Operators. The number of runs selected was based upon MTA boarding statistics and an assumed 23% response rate. On each sampled bus, every passenger of age 13 and over was offered a survey. Survey implementation began on May 29, 2001, and continued into December 2001, with a brief supplement survey period conducted in February-March, 2002.

The original 20,000 Municipal Operator survey objective was not so much a standard to achieve as it was an amount appropriate to survey the totality of the Municipal Operator patrons. This number of surveys assumed the full cooperation of all 18 operators in the County and also assumed the same 23% response rate.

The 23% response rate was optimistic. The reasons for the lower response rate that was actually achieved are multi-faceted but can be identified by two primary factors: the highly complex survey instrument itself and an increasingly widespread reduction in response rate reported by transportation agencies and market research firms throughout the county—most likely in response to the larger-scale proliferation of telemarketing surveys.

Not all Municipal Operators participated in the survey—12 of the 18 ultimately joined the process; however, 3 of the 12 participating operators restricted the transit services being sampled. In particular, LADOT surveyed only its morning Commuter Express lines; Foothill Transit surveyed only its Park and Ride routes; and Santa Clarita Transit surveyed only its local routes.

Further, the 6 non-participants were not randomly distributed. There was significantly greater non-participation among larger systems than among smaller ones. Only 35% of all bus runs among the 4 large Municipal Operators (LADOT, Long Beach Transit, Santa Monica Big Blue Bus, and Foothill Transit) were included as eligible for sampling because of the lack of participation by Long Beach and the limitations imposed by Foothill and LADOT. Analogous figures for medium-sized and small operators are 38% and 100%, respectively. Overall, only 37% of all Municipal Operator bus runs were eligible for sampling because of these limitations and non-participation by larger operators, especially.

Ultimately, buses carrying an estimated 430,000 weekday MTA patrons and 59,200 Municipal Operator patrons, as detailed in Table A-1, were sampled. A total of approximately

Table A-1: Municipal Operators Sample Distribution						
				Response Rates**		
Municipal Operator	Approximate Number of Passengers on Sampled Bus Runs*	Surveys Distributed (Approximate)	Complete/Acceptably Incomplete Surveys Returned	(A)	(B)	Margin of Error (%)
Alhambra Community Transit	1,500	1,100	141	9%	13%	± 8.0
Carson Circuit	1,900	1,200	178	11	15	± 7.0
Cerritos-on-Wheels	900	700	103	11	15	± 9.1
Commerce Transit	2,100	1,400	130	6	9	± 8.3
Culver CityBus Lines	6,000	3,800	533	9	14	± 4.2
El Monte Trolley	2,600	1,600	99	4	6	± 9.7
Foothill Transit (Park & Ride Routes)	6,000	4,000	940	16	24	± 3.1
LADOT Commuter Express	3,000	1,800	450	15	25	± 4.5
Pasadena ARTS	2,500	1,500	148	6	10	± 7.9
Santa Clarita Transit (Local Routes)	5,400	3,900	1,064	20	27	± 2.8
Santa Monica Big Blue Bus	18,700	11,800	2,453	13	21	± 1.9
Torrance Transit	5,600	3,400	680	12	20	± 3.8
Total	59,200	36,200	6,919	12	19	

*Estimates provided by Municipal Operators.

**Response Rate A is based on estimated passengers and Response Rate B is based on actual surveys distributed.

240,000 surveys were actually distributed on the MTA weekday buses (56% of estimated ridership on board sampled buses) and 36,200 on Municipal Operator buses (61%).

From the surveys distributed, 31,007 weekday MTA patrons and 6,919 (also listed in Table A-1) municipal riders provided surveys that qualified as "complete," as defined above, or "acceptably incomplete"—containing "some missing address, trip purpose, or mode of access/egress data . . . and at least 50% of all other survey items completed." The response rate for MTA weekday surveys was 7% based upon MTA boarding statistics and 13% based upon surveys actually distributed. For Municipal Operators comparable response rates were 12% and 19%, respectively, with Santa Clarita Transit, LADOT Commuter Express, and Foothill Transit demonstrating the greatest rates of response and El Monte Trolley, Commerce Transit, and Pasadena ARTS the least.

These numbers of completed surveys represent near complete achievement of the 35,000 MTA weekly objective and 35% of the Municipal Operator goal—consistent with the 37% eligible bus runs in the sampling frame. Although Municipal Operator bus surveys in their totality are not randomly distributed Countywide, they are randomly distributed and highly representative of the specific sub-sample of systems and lines that participated. The 5% standard for MTA weekly bus lines was met in all cases for the larger lines and was achieved in reasonably proximity (approximately 6%) for most smaller lines. For Municipal Operators, margins of error (Table A-1) ranged from $\pm 1.9\%$ (Santa Monica) to $\pm 9.7\%$ (El Monte Trolley). The full details of line level samples and margins of error for each line are contained in Appendix D—the line-by-line analysis. In their totality the 31,007 MTA weekday surveys represent a margin of error of $\pm 0.6\%$.

Manual post-coding of returned surveys indicated that 82% of the 31,007 MTA weekday surveys and 77% of the 6,919 Municipal Operator surveys were identified as "complete." At a later stage, survey address data were geo-coded. The geo-coding process successfully geo-coded 23,245 MTA weekday boarding stops (75%), 26,066 MTA weekday origin locations (84%), 22,894 MTA weekday alighting stops (74%), 24,179 MTA weekday destination locations (78%), and 22,936 MTA weekday riders' home addresses (74%). Table A-2 provides the geo-coded information for each

Municipal Operator.

Table A-3 shows the distribution of weekday MTA riders sampled by period of the day they were traveling compared to the actual distribution of MTA weekday riders. Appendix B (detailed survey response findings for each Municipal Operator) contains the comparable time period distribution for the samples for each Municipal Operator.

It is clear that there is some over-sampling in the AM Peak compared to the PM Peak period, with further over-sampling of the AM Peak compared to the Midday period. In order to establish satisfactory representativeness, weights were calculated and applied for each time period and each bus line (where more lightly traveled lines were over-sampled vis-a-vis heavier lines, especially during the early stages of the survey process). These weights (over 300 in number) are provided in the data set that accompanies this report. Weights were also applied by line for each Municipal Operator, based upon boarding statistics provided by each operator.

For further sample validation, direction of travel can be examined. Table A-4 depicts the distribution of the sample by direction traveled and demonstrates remarkable directional symmetry for the sample.

Survey Implementation

The implementation of such a geographically widespread survey, covering almost all of Los Angeles County and so large in sample size, is a significant task and one that requires substantial personnel, supervision, and significant system controls. The bus runs that were randomly selected originate and end at one of MTA's 11 bus divisions throughout the County from Carson to El Monte to the San Fernando Valley.

Table A-2: Proportion of Successfully Geo-Coded Locations – Municipal Operators					
Municipal Operator	Geo-Coded Home Addresses	Geo-Coded Origin Locations	Geo-Coded Boarding Stops	Geo-Coded Alighting Stops	Geo-Coded Destination Locations
Alhambra Community Transit	80%	65%	59%	58%	44%
Carson Circuit	78	65	54	58	78
Cerritos-On-Wheels	70	69	54	71	51
Commerce Transit	81	65	41	69	37
Culver CityBus Lines	87	67	82	60	38
El Monte Trolley	99	78	97	65	86
Foothill Transit	77	66	81	70	73
LADOT Commuter Express	73	41	63	52	65
Pasadena ARTS	79	82	93	69	71
Santa Clarita Transit	61	38	56	37	42
Santa Monica Big Blue Bus	84	53	71	55	71
Torrance Transit	85	73	81	68	73

Table A-3: Time Period Traveling–MTA Weekday (5 a.m. - 7 p.m.)				
Time Period	Actual MTA Ridership		Sample	
	<i>f</i>	%	<i>f</i>	%
AM Peak (4 hour period: 5 a.m. - 9 a.m.)	304,670	30.2	13,937	45.0
Midday (6 hour period: 9 a.m. - 3 p.m.)	398,000	39.5	9,406	30.3
PM Peak (4 hour period: 3 p.m. - 7 p.m.)	305,535	30.3	7,664	24.7
Total	1,008,205	100.0	31,007	100.0

*MTA Boarding Statistics

Table A-4: MTA Weekday Sample		
Direction	<i>f</i>	%
North	7,719	24.9
South	7,610	24.5
East	7,991	25.8
West	7,556	24.4
Other (e.g., loop, clockwise, counterclockwise)	131	0.4
Total	31,007	100.0

Rea & Parker Research survey staff members were assigned to board the bus either when it pulled out of the division or with a relief operator when he or she was driven with the surveyor by MTA from the divisions to a boarding stop en route. One last boarding option was at a bus stop that was a walkable distance from the division.

Surveyors reported to the division between 20 and 45 minutes preceding their assignment in order to allow time to prepare for their day and to travel to the bus at another site, if necessary. The Assignment Log for each surveyor contained their time of arrival at the division, the bus run assigned (recognizable on the vehicle itself by the bus route number and a small set of numbers viewable from the front of the bus under the operator area), where and when they would board and alight from the bus, the number of one-way trips their bus run was scheduled to make, and how they would reach or return from a bus stop other than at the division. Surveyors were further given Trip Logs for each one-way trip that contained a list of all stops the bus would make in each direction so that the surveyor could record the survey numbers distributed at each stop. The Assignment Log and Trip Log forms are attached in sample form in of this Appendix.

A supervisor from Rea & Parker Research was on site at the division the entire time surveyors were in the field, from 4 a.m. to 9 p.m. on many occasions.

One last control form was utilized—the Survey Number Assignment sheet, also attached in this Appendix. This form assigned a specific number of pre-numbered surveys to each assignment (cross-referenced to the Assignment Log number) for on-site supervisors to give to the on-board surveyors. The number of surveys assigned was based upon the pretest and varied from 67% to 80% of the estimated number of riders on-board the bus run, depending upon the total volume (a lower percentage for higher volume buses). At the end of each week, all undistributed surveys were tallied in order to identify the adequacy of the number of surveys being provided to the surveyors. With a few minor early adjustments (some early bus runs were allocated 60%), these percentages held for the entirety of the survey process.

On-board surveyors boarded the buses, made certain that a collection bag for passengers to return surveys as they alighted at the rear door was in place, and then assumed their position at the front door in

order to distribute surveys to bus patrons as they boarded. Surveyors were instructed to stay at the front door so that they would always know the stop being made (for recording purposes) and always be available to distribute surveys to boarding passengers.

Surveyors were provided with a tote bag for their surveys, pencils to distribute to passengers who needed them, a clipboard to facilitate the completion of the Trip Logs, a safety vest, identification badge, and a sign to post in the front of the bus informing passengers that there would be a "Survey Today."

At the end of their assignment, surveyors returned the completed surveys collected from passengers or taken from the collection bag to the on-site supervisor for review of quality and quantity and in order to ascertain the adequacy of surveyor performance.

MTA On-Board Survey

Assignment Log

To be completed by Rea & Parker Research Project Manager and On-Site Supervisor

Assignment# _____

Surveyor: _____

DATE: _____

Day of Week: _____

LINE #: _____ BUS RUN (BLOCK)#: _____ EARLY/LATE ½ RUN _____

NUMBER OF TRIPS SCHEDULED ON RUN: _____

STARTING DIRECTION: _____

COLLECTION BAG/POSTER INSTRUCTIONS: _____

Collection Bag Instruction Key:

I/L=Install bag at rear door—poster behind driver: Leave on board when finished for the day

E/R=Existing bag/poster should be there: Remove when finished

I/R=Install: Remove when finished

[NOTE: Bring extra collection bag and poster in case they are not there]

Scheduled Sign In Time: _____

Sign In Site (Division #): _____

Bus Departure Time: _____ Boarding Site (if different from Sign-In): _____

Directions to Boarding Site (if different) _____

Final Stop: _____ Final Stop Time (approx) _____

Scheduled Sign Out Time _____ Sign Out Site (Division #): _____

Directions back to Sign out Site (if different from Final Stop Site):

Actual Sign In Time: _____

Actual Sign Out Time: _____

Initials (when log form complete) _____

To be completed by Rea & Parker Research Project Manager/On-Site supervisor

SURVEY NUMBERS ASSIGNED For Bus Division_____

[illegible]

To be completed by Rea & Parker Research Project Manager/On-Site supervisor

Trip Log*To be completed by surveyor for each trip*

Assignment # _____ Trip _____ of _____ MTA 2001 On-Board Survey Surveyor: _____ Date: _____ Day of Week: _____

Bus Line(s)	Direction	Trip Start Location	Trip End Location
10 (48-11)	West	Avalon Blvd/Avalon Stat	Santa Monica/Larrabee

STREET	STOP CODE	AT STREET	STARTING SURVEY #
AVALON BLVD	580	AVALON STA LAYOVER	
AVALON	581	118TH	
AVALON	582	116TH	
IMPERIAL	583	AVALON	
IMPERIAL	584	SAN PEDRO	
SAN PEDRO	585	111TH	
SAN PEDRO	586	110TH	
SAN PEDRO	587	108TH	
SAN PEDRO	588	104TH	
SAN PEDRO	589	CENTURY	
SAN PEDRO	590	COLDEN	
SAN PEDRO	591	92ND	
SAN PEDRO	592	88TH	
SAN PEDRO	593	MANCHESTER	
SAN PEDRO	594	83RD	
SAN PEDRO	595	81ST	
SAN PEDRO	596	79TH	
SAN PEDRO	597	78TH	
SAN PEDRO	598	76TH	
SAN PEDRO	599	FLORENCE	
SAN PEDRO	600	69TH	
SAN PEDRO	601	67TH	
SAN PEDRO	602	65TH	
GAGE	603	SAN PEDRO	
GAGE	604	MAIN	
MAIN	605	61ST	
MAIN	606	59TH	

MAIN	607	SLAUSON	
MAIN	608	55TH	
MAIN	609	54TH	
MAIN	610	53RD	
MAIN	611	51ST	
MAIN	612	49TH	
MAIN	613	47TH	
MAIN	614	SAN PEDRO	
MAIN	615	VERNON	
MAIN	616	43RD	
MAIN	617	41ST	
MAIN ST	618	KING BL	
KING BL	619	MAIN ST	
WOODLAWN AV	620	KING BL	
WOODLAWN	621	MAPLE	
MAPLE	622	38TH	
MAPLE	623	36TH	
MAPLE	624	JEFFERSON	
MAPLE	625	30TH	
MAPLE	626	28TH	
MAPLE	627	ADAMS	
MAPLE	628	23RD	
MAPLE	629	22ND	
MAPLE	630	WASHINGTON	
MAPLE	631	16TH	
MAPLE	632	PICO	
MAPLE	633	12TH	
MAPLE	634	11TH	
MAPLE	635	OLYMPIC	
MAPLE	636	9TH	
MAPLE	637	8TH	
8TH	638	MAPLE	
8TH	639	SANTEE	
8TH	640	SPRING	
8TH	641	BROADWAY	
8TH	642	HILL	
S HILL ST	643	BROADWAY/7TH TMPT	
HILL	644	7TH	
HILL	645	6TH	
HILL	646	5TH	
HILL	647	4TH	
HILL	648	3RD	
HILL	649	2ND	
HILL	650	1ST	
HILL	651	TEMPLE	
TEMPLE	652	HILL	

TEMPLE	653	GRAND	
TEMPLE	654	FIGUEROA	
TEMPLE	655	BEAUDRY	
TEMPLE	656	BOYLSTON	
TEMPLE	657	EDGEWARE	
TEMPLE	658	DOUGLAS	
TEMPLE	659	GLENDALE	
TEMPLE	660	BELMONT	
TEMPLE	661	BONNIE BRAE	
TEMPLE	662	ALVARADO	
TEMPLE	663	ROSEMONT	
TEMPLE	664	PARKVIEW	
TEMPLE	665	RAMPART	
TEMPLE	666	OCCIDENTAL	
TEMPLE	667	VENDOME	
TEMPLE	668	ROBINSON	
TEMPLE	669	HOOVER	
TEMPLE	670	VIRGIL PL	
TEMPLE	671	VIRGIL	
BEVERLY	672	MADISON	
VERMONT	673	BEVERLY	
VERMONT	674	ROSEWOOD	
VERMONT	675	HOLLYWOOD	
VERMONT	676	CLINTON	
VERMONT	677	MELROSE	
MELROSE	678	EDGEMONT	
MELROSE	679	ALEXANDRIA	
MELROSE	680	NORMANDIE	
MELROSE	681	HARVARD	
MELROSE	682	WESTERN	
MELROSE	683	WILTON	
MELROSE	684	VAN NESS	
MELROSE	685	BRONSON	
MELROSE	686	WINDSOR	
MELROSE	687	LARCHMONT	
MELROSE	688	VINE	
MELROSE	689	ARDEN LAYOVER	
MELROSE	690	CAHUENGA	
MELROSE	691	WILCOX	
MELROSE	692	JUNE	
MELROSE	693	LAS PALMAS	
MELROSE	694	HIGHLAND	
MELROSE	695	ORANGE	
MELROSE	696	LA BREA	
MELROSE	697	FORMOSA	
MELROSE	698	POINSETTIA	

MELROSE	699	MARTEL	
MELROSE	700	GARDNER	
MELROSE	701	SPAULDING	
MELROSE	702	OGDEN	
MELROSE	703	FAIRFAX	
MELROSE	704	CRESCENT HEIGHTS	
MELROSE	705	HARPER	
MELROSE	706	ORLANDO	
MELROSE	707	LA CIENEGA	
MELROSE	708	HUNTLEY	
MELROSE	709	SAN VICENTE	
SAN VICENTE	710	MELROSE	
SANTA MONICA	711	SAN VICENTE	
SANTA MONICA	712	LARRABEE	

2001 MTA On-Board Survey

Weekday MTA Sampling Plan

MTA provided to Rea & Parker Research lists containing the estimated mean number of weekday riders for each bus line, including contracted lines. Rea & Parker Research determined the requisite sample size for each line in order to achieve a +/-5% margin of error for each line. Sample sizes by line ranged from 220 to 380 depending upon rider volume.

Using an assumed response rate of 20%, it was also determined that any line with fewer than 1,540 weekday riders would not be able to achieve its requisite sample size short of attempting to do so by conducting a census of all bus runs that comprise the full weekday service.

As such, three sampling methodologies were instituted:

- those lines with more than 1,540 weekday riders could be sampled to achieve the +/- 5% margin of error; however,
- those lines with bus runs which, when sampled in any way, produce fewer than that line's requisite number of riders equal to or in excess of 1,540 riders would be surveyed in totality (census), and
- those lines with 1,540 riders or fewer would be surveyed in totality (census), with the ultimate number of responses possibly, but not definitely, achieving the +/- %5 margin of error. This generally proved to include lines with fewer than 1,850-2,000 riders.

The 1,540 rider cut-off derives from the size of sample needed to achieve a +/- 5% margin of error. The requisite +/- 5% sample size for a 1,540 person population is 308—a 20% response rate. For a 1,530 person population, 307 respondents are required to meet +/- 5% criteria. This requires a response rate of 20.1%. This percentage is in excess of the assumed 20% and therefore not technically achievable in a sample of the population. At 1,520, the required response rate grows to 20.2%, and at 1,500 the rate is 20.4%. That is to say, for all rider populations equal to or less than 1,540, assuming a 20% response rate, only a full census of the population has the potential for achieving the +/-5% margin of error, and it is likely (under the 20% assumption) that even the census may fall somewhat short.

The exact number of riders needed to achieve the requisite margin of error was determined for each line, and again assuming a 20% response rate, the following numbers of riders (Exhibit 1) were identified for the 82 lines able to be sampled. All other lines were so small in ridership (1,540 or less) as to require censuses of all of their runs or had runs which could not be sampled to achieve the requisite number of riders, as discussed above. Both of these bus line categories are identified in the first row of Exhibit 1, as requiring fewer than 320 respondents. The effective line-by-line cut-off point between sample and census proved to be approximately 1,850-2,000 riders when factoring in the bus run ridership volumes and the possibility of achieving sufficient samples versus censuses.

Exhibit 1

Number of Riders Needed to Achieve +/- 5% Margin of Error

+/- 5% Sample Size	Number of Riders Needed	Specific Bus Lines
Under 320*	Various – not achievable by sampling– CENSUS	22, 56, 58, 102, 107, 112, 114, 119, 124, 127, 128, 130, 161, 167, 168, 170, 175, 176, 177, 201, 202, 205, 209, 211, 213, 218, 220, 225/226, 236, 240, 250, 254, 255, 256, 262, 264, 265, 266, 270, 303, 418, 436, 439, 445, 466, 471, 489, 497, 576, 651, 653, 657
320-330	1600-1650	65, 154, 158, 243, 245, 259, 265, 267, 268, 426, 434, 444, 460, 487, 550, 620
340-360	1700-1800	90, 92, 96, 120, 125, 188, 230, 232, 305, 362, 401, 446, 483, 484, 490, 603, 750
365-375	1825-1875	26, 33, 38, 53, 55, 68, 70, 76, 78, 81, 94, 105, 108, 110, 111, 115, 117, 150, 152, 156, 163, 165, 166, 169, 180, 200, 206, 210, 212, 217, 234, 260, 561
380	1900	2, 4, 10, 14, 16, 18, 20, 28, 30, 40, 45, 60, 66, 204, 207, 720

* +/- 5% not necessarily achievable on these lines because of small ridership volume

MTA also supplied data for individual bus runs within the bus lines which, for most runs, indicate the riders per run during sampling hours (defined as trips on runs which end after 6am-begin before 7pm). In some cases, the data for particular runs were missing. Rea & Parker Research assumed, with MTA concurrence, that the missing runs would follow the passenger volume pattern of the runs for which data were available.

Computer generated random samples of bus runs were selected for each of the lines in Exhibit 1 until the number of riders on those runs exceeded the number of riders needed. Lines 265, 426, and 620 could not achieve a sample which resulted in the number of riders needed, so those lines had to be reclassified into the census category with the lines having fewer than 1600 riders.

Municipal Operators Sampling Plan

Meetings were held with 12 of the 13 participating Municipal Operators in order to obtain passenger volume information, bus run paddles, and general feedback about individual needs pertaining to each operator's participation in the survey. Montebello was the lone operator not desirous of meeting personally; however, they provided all necessary information following a telephone interview. The Municipal Operators were allocated 20,000 surveys initially, which were tentatively allocated in accordance with Table A-5 below based upon rider volume information provided by the operators to Rea & Parker Research.

It was decided by Rea & Parker Research to seek to obtain 100 responses per line for each operator in order to achieve at least a +/- 10% margin of error. It was also decided that samples would be drawn to achieve these numbers of participants wherever possible and that one-day censuses would be implemented where samples could not achieve that degree of response—namely where the 100 person per line standard equaled or exceeded the expected one-day survey of all operating lines.

When reallocated to accommodate the 100 person per line standard, the distribution of the 20,000 surveys became as depicted in Table A-6.

Table A-5:**Tentative Allocation of 20,000 Surveys Among Municipal Operators**

Municipal Operator	Approximate Mean # of Weekday Riders	Number of Bus Lines Operating	Percentage of Total	Proportionate Allocation of 20,000 Surveys
LADOT (Commuter Express only)	8,500	17	4.0%	800
Santa Monica Big Blue Bus	73,000	14	34.9%	6,980
Foothill Transit	49,000	27	23.4%	4,680
Culver City Bus Lines	16,000	6	7.6%	1,520
Torrance Transit	15,000	9	7.2%	1,440
Santa Clarita Transit	8,000	11	3.8%	760
Montebello Bus Lines	25,000	7	12.0%	2,400
Pasadena ARTS	3,500	2	1.7%	340
Commerce City Transit	3,500	5	1.7%	340
El Monte Trolley	2,500	5	1.2%	240
Carson Circuit	2,000	8	1.0%	200
Alhambra Community Transit	2,000	2	1.0%	200
Cerritos-COW	1,000	2	0.5%	100
<u>TOTAL</u>	209,000		100.0%	20,000

Lastly, as the final weekday sample was being drawn for the MTA buses, it was realized that MTA weekday lines need approximately 3,000 more surveys than had been allocated to MTA weekday in the initial Request for Proposals. With LADOT having reduced its involvement and other lines not participating, it was determined that the Municipal Operators could be surveyed satisfactorily with 17,000 surveys while adding 3,000 to MTA weekday. The 3,000 sample size reduction was taken out of the 3 largest Municipal Operators (Santa Monica <1500>, Foothill <1000>, and Montebello <500>) because their sample sizes were already quite substantial with marginal value ascribable to larger samples among these three operators compared to the greater value associated with keeping the smaller samples intact.

Table A-6:

**Tentative Disproportionate Allocation of 20,000 Surveys Among Municipal Operators to
Accommodate 100 Participants per Line**

Municipal Operator	Number of Bus Lines Operating	Proportionate Allocation of 20,000 Surveys	Disproportionate Allocation of 20,000 Surveys*	Notes re: Disproportionate Allocation	Approx. Margin of Error* +/-
LADOT (Commuter Express)	17	800	800		3.5% (Commuter Express)
Santa Monica Big Blue Bus	14	6,980	6,300	Reduced to cover small operator oversamples	1.0%
Foothill Transit	27	4,680	4,300	Reduced to cover small operator oversamples	1.5%
Culver City Bus Lines	6	1,520	1,500		2.5%
Torrance Transit	9	1,440	1,400		2.5%
Santa Clarita Transit	11	760	800		3.5%
Montebello Bus Lines	7	2,400	2,400		2.0%
Pasadena ARTS	2	340	500	Equate to Commerce and El Monte	4.0%
Commerce City Transit	5	340	500	100 per line	4.0%
El Monte Trolley	5	240	500	100 per line	4.0%
Carson Circuit	8	200	400	Estimate for 1 day census	4.5%
Alhambra Community Transit	2	200	400	Equate to Carson and 1 day census estimate	4.5%
Cerritos-COW	2	100	200	100 per line and estimate for 1 day census	6.0%
TOTAL		20,000	20,000		

* Subject to the limitations of the census procedure discussed herein

Table A-7 depicts the final sample sizes, adjusted to reflect the 17,000 rider sample, and following Table A-7 is the final list of sample sizes (in parentheses) and the randomly drawn sample bus runs for each operator, tailored to achieve a minimum of 100 respondents per bus line wherever feasible under the one-day census constraint and certain line size limitations which, on occasion, made 100 person samples impractical to achieve. Computer generated random numbers were used to select from among bus runs which occur during, or at least close to, the designated survey hours set by the MTA contract at 6am-7pm.

Table A-7:

Allocation of 17,000 Surveys Among Municipal Operators

Municipal Operator	Proportionate Allocation of 20,000 Surveys	Disproportionate Allocation of 20,000 Surveys	Final Approximate Allocation of 17,000 Surveys*	Approx. Margin of Error* +/-
LADOT (Commuter Express only)	800	800	800	3.5% (Commuter Express)
Santa Monica Big Blue Bus	6,980	6,300	4,800	1.5%
Foothill Transit	4,680	4,300	3,300	1.5%
Culver City Bus Lines	1,520	1,500	1,500	2.5%
Torrance Transit	1,440	1,400	1,400	2.5%
Santa Clarita Transit	760	800	800	3.5%
Montebello Bus Lines	2,400	2,400	1,900	2.0%
Pasadena ARTS	340	500	500	4.0%
Commerce City Transit	340	500	500	4.0%
El Monte Trolley	240	500	500	4.0%
Carson Circuit	200	400	400	4.5%
Alhambra Community Transit	200	400	400	4.5%
Cerritos-COW	100	200	200	6.0%
TOTAL	20,000	20,000	17,000	

* Subject to the limitations of the census procedure discussed herein

Final Samples

- **Santa Clarita Transit** (800) – census all 500 numbered bus lines as well as line 3; random sample of all bus runs that represent 75% of the passengers on each of the following bus lines: 4, 1/2 and 5/6. The following bus runs on these lines have been selected: 2, 3, 4, 5, 7, 8, 9, 16, 17, 18, 19, 20, 21, 22, 23, 25, 26, 29, 37, 38, 39, and 41.
- **El Monte Trolley** (500): One-day census of entire system.
- **Cerritos-COW** (200): One-day census of entire system.
- **Commerce City Transit** (500): One-day census of entire system between 6am and 7pm.
- **Torrance Transit** (1400) - census bus lines 4, 6, and 9; random sample of bus runs on Lines 1, 2, 3, 5, 7, and 8—oversample of one-half of the bus runs on lines 2, 5, and 7 (to obtain 100 per line); random sample bus runs that represent 40% of the passengers on each of the following bus lines: 1, 3, and 8. The following bus runs have been selected from Line 1: 1140, 1120, 1160-1111, 1150-1141, 1170-2040, 1210-8012, and 1130-5012-9014. The following bus runs have been selected from Line 2: 2020-9010-3062, 2010-3012, 9013-2013, 9022-2032, and 9023-2042. The following bus runs have been selected from Line 3: 3080-3032, 3072, 3040, 3050-3042, 3060, 3052, 3010, 3022, 9020-3102-4013, 3110-9026, 3100-9012, and 9024-3092. The following bus runs have been selected from Line 5: 5022, 5030, 5020-8042, and 5012-9014. The following bus runs have been selected from Line 7: 7013, 7010-4012, 9A/7020-9025, and 9B/7030. The following bus runs have been selected from Line 8: 8070-8052, 8400, 8040, 8020, 8010, and 8050.
- **Culver City Bus Lines** (1500) - census bus lines 2, 4, and 5: random sample bus runs that represent 40% of the passengers on the remaining bus lines. The following bus runs have been selected from Line 1: 103/153, 105/155 and 106. The following bus runs have been selected from Line 3: 301/351, 302/352 and 303. The following bus runs have been selected from Line 6: 6011/6511, 609/659, 605/655, 601/651 and 604/654.
- **Pasadena ARTS** (500) – random sample of three of the four uptown bus runs to obtain approximately 350 interviews; random sample of two of the four downtown bus runs to obtain 150 interviews—allocation based upon proportionate rider volumes per line. The following bus runs have been randomly selected from the Uptown Line: 11, 12, and 14. The following bus runs have been selected from the Downtown Line: 2 and 3.
- **Montebello Bus Lines** (1900) - Census the express line as well as lines 60 and 70; random sample of bus runs that represent one-third of the passengers on each of the following bus lines: 10, 20, 40, and 50. The following runs on Line 10 have been selected: 10-05, 10-514, 10-510, 10-012, 10-55, 10-52, and 10-011. The following runs on Line 20 have been selected: 20-01, 20-03, 20-04, and 20-05. The following runs on Line 40 have been selected: 40-511, 40-55, 40-015, 40-014, 40-013, 40-010, 40-09, 40-07, 40-04, and 40-02. The following runs have been selected on Line 50: 50-31, 50-07, 50-52, 50-53, and 50-05.
- **Carson Circuit** (400): One-day census of entire bus system.
- **Alhambra Community Transit** (400): One-day census of entire bus system.
- **Santa Monica Big Blue Bus** (4800): Specific bus runs yet to be identified. Awaiting

information. This sample size will entail runs that represent approximately one-third of the system.

- **LADOT (800):** Interested in surveying Commuter Express buses only. Information about runs yet to be obtained. This sample will entail approximately ½ of the Commuter Express runs.
- **Foothill Transit (3300):** System is being totally revised. New bus run/paddles will be supplied when ready. Approximately 1/3 of the system will be sampled.

APPENDIX B: MUNICIPAL OPERATORS – SUMMARY OF FINDINGS

Appendix B presents the findings from the 6,919 surveys that were completed by weekday riders on buses operated by the 12 participating Municipal Operators. Each operator's statistics are summarized in 6 tables as follows:

- Demographic Profile
- Travel Characteristics
- Travel Time
- Satisfaction Ratings
- Percent of Riders Satisfied
- Improvements Needed

Foothill Transit differs somewhat in that it chose not to ask questions about satisfaction and improvements and, therefore, is summarized in three tables.

Each Municipal Operator's set of tables is grouped together and starts on the page indicated below:

Alhambra Community Transit.....	64
Carson Circuit.....	68
Cerritos on Wheels	72
Commerce Transit	76
Culver CityBus Lines	80
El Monte Trolley	84
Foothill Transit.....	88
Los Angeles Department of Transportation	91
Pasadena ARTS	95
Santa Clarita Transit.....	99
Santa Monica Big Blue Bus	103
Torrance Transit	107

Table B-1:

Alhambra Community Transit
(n = 141 - Margin of Error \pm 8.0%)

Demographic Profile

Gender

Female	65%
Male	35

Ethnicity

Latino	52%
Asian	25
White	15
African-American	3

Household Income

Mean	\$18,000
Median	14,000

Age (years)

Mean	33.3
Median	29.0
Age 25 or younger	45%
Age 51 or older	19

Table B-2:	
Alhambra Community Transit Travel Characteristics	
<u>Period of Travel</u>	
Morning Peak	22%
Afternoon Peak	30
Off-Peak	48
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.6
Percentage Who Ride 5 or More Days Per Week	68%
<u>Walk</u>	
To First Stop	94%
From Last Stop	95
<u>Method of Payment</u>	
Cash	93% *
Pass	7
<u>Trip Purpose</u> (Production/Attraction)	
Home-School	35%
Home-Work	29
Home-Shopping/Recreation/Social	18

*mean = \$0.31 - median = \$0.25

Table B-3:	
Alhambra Community Transit Median Time Spent on Various Components of One-Way Trip (in minutes)	
<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	7
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	15
Getting From Last Stop to Final Destination	9
Total Time Traveled	41

Table B-4:
Alhambra Community Transit
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cost of Fare	1.5
Convenience of Route	1.6
Cleanliness Inside Bus	1.7
Overall Bus Service	1.7
Driver Courtesy	1.7
Safety	1.7
Availability of Route Information	1.8
Travel Time	1.9
Availability of Seats/Space	1.9
Buses Do Not Pass By	2.0
Buses on Time	2.2
Time Waiting	2.3

Table B-5:

Alhambra Community Transit
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cost of Fare	88
Convenience of Route	82
Cleanliness Inside Bus	85
Overall Bus Service	85
Driver Courtesy	82
Safety	81
Availability of Route Information	79
Travel Time	78
Availability of Seats/Space	75
Buses Do Not Pass By	72
Buses on Time	68
Time Waiting	61

Table B-6:

Alhambra Community Transit
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Time Waiting	21
Buses on Time	18
Seats/Space	17

Table B-7:

Carson Circuit
(n = 179 - Margin of Error \pm 7.0%)

Demographic Profile

Gender

Female	61%
Male	39

Ethnicity

African-American	56%
Latino	24
Asian	13
White	4

Age (years)

Mean	32.4
Median	33.0
Age 25 or younger	42%
Age 51 or older	16

Table B-8:
Carson Circuit
Travel Characteristics

<u>Period of Travel</u>	
Peak	46%
Off-Peak	54
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.4
Percentage Who Ride 5 or More Days Per Week	64%
<u>Walk</u>	
To First Stop	91%
From Last Stop	96
<u>Method of Payment</u>	
Cash	76%*
Token	6
Pass	18
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	38
Home-School	27
Home-Shopping/Recreation/Social	10
<u>Transfer to/From</u>	
MTA	49%
Torrance Transit	19
Long Beach Transit	9
Gardena Transit	3
Do Not Transfer	20

* mean=\$.68 median=\$.50

Table B-9:

Carson Circuit
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	9
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	20
Getting From Last Stop to Final Destination	10
Total Time Traveled	49

Table B-10:

Carson Circuit
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cost of Fare	1.6
Safety	1.7
Cleanliness Inside Bus	1.8
Convenience of Route	1.8
Overall Bus Service	1.8
Driver Courtesy	1.9
Travel Time	1.9
Availability of Seats/Space	2.0
Buses Do Not Pass By	2.0
Availability of Route Information	2.0
Buses on Time	2.2
Time Waiting	2.3

Table B-11:

Carson Circuit
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cost of Fare	85%
Safety	82
Cleanliness Inside Bus	84
Convenience of Route	82
Overall Bus Service	80
Driver Courtesy	75
Travel Time	75
Availability of Seats/Space	73
Buses Do Not Pass By	72
Availability of Route Information	69
Buses on Time	65
Time Waiting	66

Table B-12:

Carson Circuit
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Time Waiting	15
Buses on Time	14
Seats/Space	14

Table B-13:

Cerritos on Wheels
(n = 103 - Margin of Error $\pm 9.1\%$)

Demographic Profile

Gender

Female	56%
Male	44

Ethnicity

African-American	29%
Latino	28
Asian	25
White	12

Household Income

Mean	\$29,000
Median	24,000

Age (years)

Mean	26.5
Median	20.0

Age 25 or younger	64%
Age 51 or older	7

Table B-14:
Cerritos on Wheels
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	47%
Afternoon Peak	21
Off-Peak	32
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.0
Percentage Who Ride 5 or More Days Per Week	46%
<u>Walk</u>	
To First Stop	95%
From Last Stop	90
<u>Trip Purpose</u> (Production/Attraction)	
Home-School	56%
Home-Work	22
Home-Shopping/Recreation/Social	12
<u>Likelihood of Riding Bus With Limited Stops</u>	
Likely	58%
Unlikely	20
No Difference	22

Table B-15:
Cerritos on Wheels
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	5
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	15
Getting From Last Stop to Final Destination	5
Total Time Traveled	35

Table B-16:
Cerritos on Wheels
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cost of Fare	1.2
Convenience of Route	1.8
Driver Courtesy	1.8
Safety	1.8
Cleanliness Inside Bus	1.8
Overall Bus Service	1.9
Buses Do Not Pass By	1.9
Availability of Route Information	2.1
Travel Time	2.1
Availability of Seats/Space	2.4
Buses on Time	2.6
Time Waiting	2.7

Table B-17:
Cerritos on Wheels
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cost of Fare	97
Convenience of Route	81
Driver Courtesy	80
Safety	80
Cleanliness Inside Bus	76
Overall Bus Service	78
Buses Do Not Pass By	76
Availability of Route Information	69
Travel Time	65
Availability of Seats/Space	55
Buses on Time	42
Time Waiting	45

Table B-18:
Cerritos on Wheels
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Bus on Time	24
Seats/Space	22
Time Waiting	13

Table B-19:
 Commerce Transit
 (n = 130 - Margin of Error \pm 8.3%)

Demographic Profile

<u>Gender</u>		
	Female	57%
	Male	43
<u>Ethnicity</u>		
	Latino	89%
	White	3
	African-American	1
<u>Household Income</u>		
	Mean	\$14,000
	Median	9,000
<u>Age (years)</u>		
	Mean	39.4
	Median	38.0
	Age 25 or younger	28%
	Age 51 or older	25

Table B-20:
Commerce Transit
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	37%
Afternoon Peak	11
Off-Peak	52
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.4
Percentage Who Ride 5 or More Days Per Week	66%
<u>Walk</u>	
To First Stop	90%
From Last Stop	87
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	45%
Home-Shopping/Recreation/Social	24
Home-School	14
Home-Other (Medical, Court)	10

Table B-21:
Commerce Transit
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	15
Getting From Last Stop to Final Destination	10
Total Time Traveled	45

Table B-22:
Commerce Transit
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cost of Fare	1.3
Overall Bus Service	1.5
Convenience of Route	1.5
Buses Do Not Pass By	1.5
Availability of Route Information	1.6
Cleanliness Inside Bus	1.6
Driver Courtesy	1.6
Safety	1.7
Availability of Seats/Space	1.7
Travel Time	1.7
Time Waiting	2.1
Buses on Time	2.2

Table B-23:

Commerce Transit
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cost of Fare	91%
Overall Bus Service	92
Convenience of Route	92
Buses Do Not Pass By	91
Availability of Route Information	89
Cleanliness Inside Bus	88
Driver Courtesy	89
Safety	88
Availability of Seats/Space	90
Travel Time	82
Time Waiting	72
Buses on Time	62

Table B-24:

Commerce Transit
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Time Waiting	29
Buses on Time	23
Safety	17

Table B-25:
Culver CityBus Lines
(n = 533 - Margin of Error \pm 4.2%)

Demographic Profile

Gender

Female	61%
Male	39

Ethnicity

Latino	34%
White	27
African-American	24
Asian	9

Household Income

Mean	\$24,000
Median	20,000

Age (years)

Mean	38.6
Median	37.0

Age 25 or younger	24%
Age 51 or older	22

Table B-26:

Culver CityBus Lines
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	42%
Afternoon Peak	23
Off-Peak	35
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.4
Percentage Who Ride 5 or More Days Per Week	66%
<u>Walk</u>	
To First Stop	90%
From Last Stop	93
<u>Method of Payment</u>	
Cash	83% *
Token	6
Metrocard	9**
Pass	2
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	54%
Home-School	17
Home-Other (Medical, Court, Airport)	9
Home-Shopping/Social/Recreation	8

*mean = \$0.86 - median = \$0.75

**5% Culver CityBus and 4% Santa Monica Big Blue Bus

Table B-27:

Culver CityBus Lines
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	7
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled	57

Table B-28:

Culver CityBus Lines
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Safety	1.8
Convenience of Route	1.8
Driver Courtesy	1.9
Cleanliness Inside Bus	2.0
Overall Bus Service	2.0
Buses Do Not Pass By	2.0
Availability of Route Information	2.0
Availability of Seats/Space	2.0
Travel Time	2.1
Cost of Fare	2.1
Buses on Time	2.3
Time Waiting	2.4

Table B-29:	
Culver CityBus Lines	
Percentage of Respondents Indicating Choices 1 and 2	
(1 = very good; 2 = good)	
<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Safety	81%
Convenience of Route	79
Driver Courtesy	79
Cleanliness Inside Bus	77
Overall Bus Service	76
Buses Do Not Pass By	75
Availability of Route Information	74
Availability of Seats/Space	70
Travel Time	70
Cost of Fare	67
Buses on Time	58
Time Waiting	55

Table B-30:	
Culver CityBus Lines	
Service Features That Were Indicated as	
Most in Need of Improvement	
<u>Feature</u>	<u>%</u>
Buses on Time	25
Time Waiting	23

Table B-31:

El Monte Trolley
(n = 99 - Margin of Error $\pm 9.7\%$)

Demographic Profile

Gender

Female	79%
Male	21

Ethnicity

Latino	95%
Asian	3
White	2

Household Income

Mean	\$13,000
Median	10,000

Age (years)

Mean	34.4
Median	32.0

Age 25 or younger	38%
Age 51 or older	26

Table B-32:
El Monte Trolley
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	41%
Afternoon Peak	7
Off-Peak	52
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.5
Percentage Who Ride 5 or More Days Per Week	66%
<u>Walk</u>	
To First Stop	94%
From Last Stop	93
<u>Method of Payment</u>	
Cash	96% *
Token	4
<u>Trip Purpose</u> (Production/Attraction)	
Home-Work	36%
Home-School	32
Home-Other (Medical, Court)	14
Home-Shopping/Social/Recreation	12

*mean = \$0.64 - median = \$0.50

Table B-33:
El Monte Trolley
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	15
Getting From Last Stop to Final Destination	10
Total Time Traveled	45

Table B-34:
El Monte Trolley
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Safety	1.8
Availability of Route Information	2.0
Travel Time	2.0
Convenience of Route	2.0
Cleanliness Inside Bus	2.0
Overall Bus Service	2.1
Buses Do Not Pass By	2.2
Cost of Fare	2.2
Time Waiting	2.2
Availability of Seats/Space	2.3
Buses on Time	2.3
Driver Courtesy	2.3

Table B-35:
El Monte Trolley
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Safety	83%
Availability of Route Information	81
Travel Time	78
Convenience of Route	76
Cleanliness Inside Bus	71
Overall Bus Service	72
Buses Do Not Pass By	69
Cost of Fare	62
Time Waiting	61
Availability of Seats/Space	67
Buses on Time	63
Driver Courtesy	61

Table B-36:
El Monte Trolley
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Driver Courtesy	17
Buses Do Not Pass By	13
Cost of Fare	13

Table B-37:

Foothill Transit
Park and Ride Routes
(n = 938 - Margin of Error \pm 3.1%)

Demographic ProfileGender

Female	61%
Male	39

Ethnicity

Latino	51%
Asian	24
White	12
African-American	9

Household Income

Mean	\$28,000
Median	23,000

Age (years)

Mean	39.5
Median	40.0

Age 25 or younger	22%
Age 51 or older	24

Table B-38:
Foothill Transit
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	72%
Afternoon Peak	13
Off-Peak	15
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.8
Percentage Who Ride 5 or More Days Per Week	77%
<u>Walk</u>	
To First Stop	70%
From Last Stop	87
<u>Drive</u>	
To First Stop	18%
From Last Stop	5
<u>Dropped Off/Picked Up</u>	
At First Stop	10%
From Last Stop	4
<u>Method of Payment</u>	
Cash	40%*
Token	5
Pass	55
<u>Kind of Pass</u>	
Monthly	46%
Metrocard	18
Student	16
<u>Park and Ride Boarding Site</u>	
West Covina Mall	16%
Puente Hills Mall	15
Eastland Shopping Center	8
None of the Above	61
<u>Frequency of Shopping at Park and Ride Shopping Center</u>	
Mean = 0.9 times per week among the 39% who park at Park and Ride shopping centers (12% responded “more than once per week”)	

*mean = \$1.44 - median = \$1.00

Table B-38 (continued):

Preferred Incentives to Shop at Park and Ride Shopping Center
(Among 39% who park at Park and Ride Shopping Centers)

Discounts	66%
Frequent User Rewards	19
<u>Trip Purpose</u>	
Home-Work	65%
Home-School	17
Home-Other (Medical, Court)	6

Table B-39:

Foothill Transit
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	40
Getting From Last Stop to Final Destination	10
Total Time Traveled	70

Table B-40:

Los Angeles Department of Transportation
 (Commuter Express)
 (n = 452 - Margin of Error \pm 4.5%)

Demographic Profile

Gender

Female	67%
Male	33

Age (years)

Mean	41.9
Median	43.0

Age 25 and Under	12%
Age 51 and Over	26

How Learned About Commuter Express Route

From Other Riders	43%
LADOT Brochure/Publication	21
1-800-COMMUTE	10

Table B-41:

LADOT (Commuter Express)
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	89%
Afternoon Peak	1
Off-Peak	10
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.7
Percentage Who Ride 5 or More Days Per Week	71%
<u>Walk</u>	
To First Stop	63%
From Last Stop	93
<u>Drive</u>	
To First Stop	23%
From Last Stop	1
<u>Dropped Off/Picked Up</u>	
First Stop	13%
Last Stop	4
<u>Method of Payment for First Bus/Train</u>	
Cash	33% *
Token	8
Pass	59
<u>Method of Payment for Commuter Express</u>	
Cash	23%
Token	6
Transfer	6
Pass	65
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	85%
Home-Other (Medical, Court, Airport)	4
Home-Shopping/Recreation/Social	3
Home-School	3
Work-Work	3

*mean = \$1.41 - median = \$1.25

Table B-42:	
LADOT (Commuter Express) Median Time Spent on Various Components of One-Way Trip (in minutes)	
<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	45
Getting From Last Stop to Final Destination	5
Total Time Traveled	70

Table B-43:	
LADOT (Commuter Express) Mean Satisfaction Ratings for Various Features of Bus Service (1 = very good; 5 = very poor)	
<u>Bus Feature</u>	<u>Mean</u>
Convenience of Route	1.7
Buses Do Not Pass By	1.8
Driver Courtesy	1.8
Safety	1.9
Cleanliness Inside Bus	1.9
Availability of Seats/Space	2.0
Overall Bus Service	2.0
Travel Time	2.0
Cost of Fare	2.0
Availability of Route Information	2.2
Time Waiting	2.4
Buses on Time	2.5

Table B-44:

LADOT (Commuter Express)
 Percentage of Respondents Indicating Choices 1 and 2
 1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Convenience of Route	84
Buses Do Not Pass By	82
Driver Courtesy	81
Safety	78
Cleanliness Inside Bus	78
Seats/Space	76
Overall Bus Service	74
Travel Time	72
Cost of Fare	71
Availability of Route Information	64
Time Waiting	57
Bus on Time	55

Table B-45:

LADOT (Commuter Express)
 Service Features That Were Indicated as
 Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Buses on Time	41
Time Waiting	10
Convenience of Route	9

Table B-46:
Pasadena ARTS
(n = 148 - Margin of Error \pm 7.9%)

Demographic Profile

Gender

Female	61%
Male	39

Ethnicity

Latino	37%
African-American	28
White	22
Asian	6

Household Income

Mean	\$16,000
Median	11,000

Age (years)

Mean	38.0
Median	38.0

Age 25 or younger	29%
Age 51 or older	22

Table B-47:
Pasadena ARTS
Travel Characteristics

<u>Period of Travel</u>		
Morning Peak		46%
Afternoon Peak		8
Off-Peak		46
<u>Frequency of Riding</u>		
Mean Number of Days Per Week		3.9
Percentage Who Ride 5 or More Days Per Week		52%
<u>Walk</u>		
To First Stop		97%
From Last Stop		93
<u>Off/On Same Direction</u>		22%
<u>Would Consider Paying</u>	<u>Yes</u>	<u>Do Not Know</u>
25¢ (15¢ disabled)	49%	19%
50¢ (25¢ disabled)	20	40
<u>Trip Purpose (Production/Attraction)</u>		
Home-Work		25%
Home-School		21
Home-Shopping/Recreation/Social		15
Home-Other (Medical, Court)		13

Table B-48:
Pasadena ARTS
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	15
Getting From Last Stop to Final Destination	10
Total Time Traveled	45

Table B-49:
Pasadena ARTS
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cost of Fare	1.6
Driver Courtesy	1.9
Convenience of Route	2.0
Safety	2.0
Travel Time	2.1
Overall Bus Service	2.1
Cleanliness Inside Bus	2.1
Buses Do Not Pass By	2.3
Bus on Time	2.6
Availability of Seats/Space	2.6
Time Waiting	2.6
Availability of Route Information	2.7

Table B-50:
Pasadena ARTS
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cost of Fare	83
Driver Courtesy	78
Convenience of Route	80
Safety	77
Travel Time	72
Overall Bus Service	70
Cleanliness Inside Bus	65
Buses Do Not Pass By	59
Buses on Time	52
Availability of Seats/Space	52
Time Waiting	50
Availability of Route Information	50

Table B-51:
Pasadena ARTS
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Time Waiting	20
Buses on Time	18
Route Information	17

Table B-52:

Santa Clarita Transit
(n = 1,061 - Margin of Error $\pm 2.8\%$)

Demographic Profile

Ethnicity

Latino	47%
White	29
African-American	13
Asian	7

Household Income

Mean	\$23,000
Median	17,000

Table B-53:
Santa Clarita Transit
Travel Characteristics

<u>Period of Travel</u>	
Morning Peak	51%
Afternoon Peak	27
Off-Peak	22
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.7
Percentage Who Ride 5 or More Days Per Week	74%
<u>Walk</u>	
To First Stop	84%
From Last Stop	90
<u>Dropped Off/Picked Up</u>	
First Stop	11
Last Stop	5
<u>Method of Payment</u>	
Cash	68%*
Transfer	13
Pass	19
<u>Kind of Transfer</u>	
Metrolink	68%
Santa Clarita Transit	30
<u>Kind of Pass</u>	
Adult	54%
Student	29
Reduced Fare Monthly	15
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	55%
Home-School	24
Home-Shopping/Recreation/Social	7

*mean = \$1.30 - median = \$1.00

Table B-54:
Santa Clarita Transit
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	22
Getting From Last Stop to Final Destination	10
Total Time Traveled	52

Table B-55:
Santa Clarita Transit
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cleanliness Inside Bus	1.8
Safety	1.8
Availability of Route Information	1.9
Overall Bus Service	2.0
Availability of Seats/Space	2.0
Buses Do Not Pass By	2.0
Driver Courtesy	2.0
Convenience of Route	2.0
Travel Time	2.2
Time Waiting	2.4
Buses on Time	2.4
Cost of Fare	2.5

Table B-56:

Santa Clarita Transit
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cleanliness Inside Bus	83
Safety	82
Availability of Route Information	80
Overall Bus Service	78
Availability of Seats/Space	78
Buses Do Not Pass By	76
Driver Courtesy	75
Convenience of Route	72
Travel Time	67
Time Waiting	59
Buses on Time	59
Cost of Fare	53

Table B-57:

Santa Clarita Transit
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Buses on Time	28
Cost of Fare	17
Convenience of Route	13

Table B-58:

Santa Monica Big Blue Bus
(n = 2,467 - Margin of Error $\pm 1.9\%$)

Demographic Profile

Gender

Female	61%
Male	39

Ethnicity

Latino	35%
White	33
African-American	16
Asian	12

Household Income

Mean	\$25,000
Median	20,000

Age (years)

Mean	35.1
Median	33.0

Age 25 or younger	35%
Age 51 or older	18

Table B-59:
Santa Monica Big Blue Bus
Travel Characteristics

<u>Period of Travel</u>	
Peak	63%
Off-Peak	37
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.5
Percentage Who Ride 5 or More Days Per Week	67%
<u>Walk</u>	
To First Stop	91%
From Last Stop	93
<u>Method of Payment</u>	
Cash	66%
Token	8
Transfer	9
Metrocard/Little Blue Card	17
Have MTA Pass	15
<u>Fare Paid</u>	
Regular	87%
Senior	5
Disabled	4
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	49%
Home-School	20
Home-Shopping/Recreation/Social	9

Table B-60:

Santa Monica Big Blue Bus
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	5
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	20
Getting From Last Stop to Final Destination	6
Total Time Traveled	41

Table B-61:

Santa Monica Big Blue Bus
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Cost of Fare	1.7
Safety	1.8
Convenience of Route	1.8
Overall Bus Service	1.9
Cleanliness Inside Bus	1.9
Availability of Route Information	1.9
Driver Courtesy	1.9
Buses Do Not Pass By	2.0
Travel Time	2.1
Availability of Seats/Space	2.2
Buses on Time	2.3
Time Waiting	2.4

Table B-62:

Santa Monica Big Blue Bus
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Cost of Fare	83
Safety	81
Convenience of Route	79
Overall Bus Service	81
Cleanliness Inside Bus	79
Availability of Route Information	79
Driver Courtesy	75
Buses Do Not Pass By	72
Travel Time	70
Availability of Seats/Space	68
Buses on Time	59
Time Waiting	56

Table B-63:

Santa Monica Big Blue Bus
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Time Waiting	22
Buses on Time	18
Seats/Space	14

Table B-64:
Torrance Transit
(n = 679 - Margin of Error \pm 3.8%)

Demographic Profile

Gender

Female	56%
Male	44

Ethnicity

Latino	40%
White	23
African-American	21
Asian	14

Household Income

Mean	\$21,000
Median	15,000

Age (years)

Mean	38.4
Median	38.0

Age 25 or younger	24%
Age 51 or older	19

Table B-65:
Torrance Transit
Travel Characteristics

<u>Period of Travel</u>	
Peak	69%
Off-Peak	31
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.4
Percentage Who Ride 5 or More Days Per Week	65%
<u>Walk</u>	
To First Stop	90%
From Last Stop	95
<u>Method of Payment</u>	
Cash	80%*
Token	9
Pass	11
<u>Trip Purpose</u> (Production/Attraction)	
Home-Work	61%
Home-School	10
Home-Shopping/Recreation/Social	10
Home-Other (Court, Medical, Airport)	9

*mean = \$0.98 - median = \$0.85

Table B-66:
Torrance Transit
Median Time Spent on Various Components
of One-Way Trip (in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled	60

Table B-67:
Torrance Transit
Mean Satisfaction Ratings for Various Features
of Bus Service
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Safety	1.8
Availability of Seats/Space	1.8
Convenience of Route	1.8
Overall Bus Service	1.9
Cleanliness Inside Bus	1.9
Busses Do Not Pass By	1.9
Driver Courtesy	1.9
Availability of Route Information	1.9
Cost of Fare	1.9
Travel Time	2.1
Buses on Time	2.2
Time Waiting	2.3

Table B-68:

Torrance Transit
Percentage of Respondents Indicating Choices 1 and 2
(1 = very good; 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Safety	85
Availability of Seats/Space	81
Convenience of Route	79
Overall Bus Service	80
Cleanliness Inside Bus	78
Buses Do Not Pass By	77
Driver Courtesy	76
Availability of Route Information	75
Cost of Fare	75
Travel Time	72
Buses on Time	67
Time Waiting	61

Table B-69:

Torrance Transit
Service Features That Were Indicated as
Most in Need of Improvement

<u>Feature</u>	<u>%</u>
Time Waiting	21
Buses on Time	18
Driver Courtesy	11

APPENDIX C: PLANNING SUBREGIONS-WEEKDAY SUMMARY OF FINDINGS

Organization of Appendix C

This appendix presents six Figures and one map for each of seven Subregions of Los Angeles County, as follows:

The six Figures for each Subregion are:

- Figure 1: Demographic Profile
- Figure 2: Travel Characteristics
- Figure 3: Travel Time
- Figure 4: Satisfaction Ratings (means)
- Figure 5: Satisfaction Ratings (percent choosing “good” and “very good”)
- Figure 6: Service Features Most in Need of Improvement
- O/D Map: Destinations for Trips Originating in the Subregion

Each Subregion's set of tables is grouped together and starts on the page indicated below:

Arroyo Verdugo Subregion	115
Gateway Subregion	120
Los Angeles Central Subregion.....	125
South Bay Cities Subregion.....	130
San Gabriel Valley Subregion	135
San Fernando Valley Subregion.....	140
Westside Cities Subregion.....	145

Definitions of Subregions

The Southern California Association of Governments (SCAG) distinguishes 8 planning Subregions in Los Angeles, the boundaries of which are based on the jurisdictional boundaries of local Councils of Government (COGs). For this study MTA made the following adaptations to these Subregions: (1) the San Fernando Valley was analyzed separately from the City of Los Angeles, (2) contiguous boundaries were drawn around the discontinuous Westside Cities Subregion, and (3) the thin corridor of the City of Los Angeles that stretches to Long Beach Harbor was reassigned to neighboring Subregions. Each of these modifications effectively truncates the City of Los Angeles Subregion, the remainder of which is renamed the Los Angeles Central Subregion.. The intent is to

have each Subregion more accurately reflect transportation commonalities than does the use of meandering political boundaries.

Two of the reconfigured Subregions drop out of the analysis because too few respondents live there: the Malibu/Las Virgenes Subregion and the North Los Angeles County Subregion.

Demographics

Females are the majority of MTA weekday bus in every Subregion except Westside Cities, with proportions varying from 49% in the Westside Cities Subregion to 61% in Gateway.

There are large variations in ridership ethnicity by Subregion. Latinos constitute a majority of patrons in four Subregions (Gateway (77%), Los Angeles Central (59%), San Gabriel Valley (55%), and San Fernando Valley (54%)), with a low of 34% in the Westside Cities Subregion, where they are still a plurality. In the South Bay Cities Subregion, Latinos are the second largest ethnic group with 35%, trailing African-Americans who represent 50% of the riders. African-Americans are also the second most common group in Los Angeles Central (23%) and Gateway (13%), while their lowest representation among weekday bus riders is Arroyo Verdugo (3%). Whites are the second most common weekend rider in three Subregions (San Fernando Valley, Arroyo Verdugo and Westside), with a high of 33% in the Westside Cities. They are the least common ethnic group (among the four major groups considered) in Los Angeles Central (7%) and also represent low proportions in South Bay (9%) and Gateway (5%). Asians are the second most common weekend rider in the San Gabriel Valley (18%), otherwise they come in third or fourth, with as low a proportion as 2% in the Gateway Subregion.

Median incomes are lowest in Los Angeles Central (\$11,000) and highest in Arroyo Verdugo (\$16,000). Average age also varies by Subregion, with a low of 37.5 years in Gateway and a high of 45.1 years in Arroyo Verdugo.

Travel Characteristics and Travel Time

Most weekday patrons take the bus frequently – varying between 4.8 and 5.1 days per week.

Weekend pass use varies dramatically by Subregion, with a high of 61% among Los Angeles Central riders and a low of 42% for Gateway riders. Cash use is highest in Westside Cities at 35%, followed by South Bay Cities and San Gabriel Valley (33% each) and is lowest in Los Angeles Central at 17%. Token use is highest in Gateway at 29% and lowest in the Westside Cities at 16%.

Home-work trips are a majority in all of the Planning Subregions, which demonstrate home-work trips between 52% and 61% of all transit trips taken. Home-school trips are most common in the San Gabriel Valley (16%), followed closely by Gateway (15%) and Los Angeles Central and South Bay Cities (14% each).

Travel time varies somewhat by Subregion – the range is 58 minutes (Los Angeles Central) to 65 minutes (Arroyo Verdugo, South Bay Cities, San Gabriel Valley, and San Fernando Valley) total time door to door.

Satisfaction

Overall satisfaction ranges from a high of 2.3 in Gateway and San Gabriel Valley to a low of 2.5 in Westside Cities. Satisfaction for separate service attributes is relatively consistent across Subregions. In six of the seven Subregions, Route Convenience and Safety are the top two most satisfactory service features rated, in the seventh Subregion (Arroyo Verdugo), the top two are Safety and Driver Courtesy. Time Waiting is the least satisfactory by itself or tied with other service features in six of the seven Subregions. In Gateway, Buses Being On Time is least satisfactory

Consistent with the satisfaction ratings, Buses Being On Time and Time Waiting are the features cited in every Subregion as being in need of improvement. Cleanliness Inside the Bus is seen as a major need in San Gabriel Valley and the Westside Cities. Availability of Seats/Space is also seen as being in need of improvement by riders in Los Angeles Central.

Subregional Origins and Destinations

The Subregional maps in this appendix show where trips originating in each Subregion are

destined. There is a common pattern for all Subregions:

- Intra-Subregional travel either makes up a majority or a plurality of trips in five of the seven Subregions (Westside Cities and Arroyo Verdugo have more trips to Los Angeles Central than within the Subregion).
- Los Angeles Central is either the most common destination or the second most common destination for all Subregions.
- Travel to Los Angeles Central is more common than all travel to the remaining Subregions combined in five of the seven Subregions. This is not the case for the San Fernando Valley or Arroyo Verdugo.

This central city orientation of inter-Subregional travel, and its frequency, contradicts a popular notion of suburban disintegration from the urban core. Los Angeles is not necessarily the loosely connected association of suburbs that has so often been portrayed. To the contrary, it is interwoven by transit to and through its central core

The one dramatic exception to this is the San Fernando Valley. With 67% of weekday bus trips being internal to the Subregion, and with connections to the Westside Cities and Arroyo Verdugo being almost as frequent, combined, as those to Central Los Angeles, the San Fernando Valley has far less a Central Los Angeles orientation than any other Subregion.

Table C-1:	
Arroyo Verdugo Subregion Demographic Profile - Weekday (n = 411)	
<u>Gender</u>	
Female	58%
Male	42
<u>Ethnicity</u>	
Latino	47%
White	31
Asian	14
African-American	3
<u>Median Household Income</u>	\$16,000
<u>Mean Age</u> (years)	45.1

Table C-2:
Arroyo Verdugo Subregion
Travel Characteristics - Weekday

<u>Period of Travel</u>		
	Morning Peak	36%
	Afternoon Peak	26
	Off-Peak	38
<u>Frequency of Riding</u>		
	Mean Number of Days Per Week	4.8
	Percentage Who Ride 5 or More Days Per Week	76%
<u>Walk</u>		
	To First Stop	94%
	From Last Stop	94
<u>Method of Payment</u>		
	Pass	55%
	Cash	25*
	Token	20
<u>Kind of Pass</u>		
	Regular Monthly	43%
	Senior	20
	Regular Weekly	13
<u>Trip Purpose (Production/Attraction)</u>		
	Home-Work	61%
	Home-Other	12
	Home-Shopping/Recreation/Social	11

*mean = \$1.28 - median = \$1.35

Table C-3:

Arroyo Verdugo Subregion
Median Time Spent on Various Components
of One-Way Trip - Weekday
(in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	35
Getting From Last Stop to Final Destination	10
Total Time Traveled*	65

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-4:

Arroyo Verdugo Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Safety	2.1
Driver Courtesy	2.2
Convenience of Route	2.2
Overall Bus Service	2.4
Cost of Fare	2.4
Availability of Seats/Space	2.4
Buses Do Not Pass By	2.4
Travel Time	2.6
Buses on Time	2.7
Cleanliness Inside Bus	2.7
Time Waiting	2.8
Availability of Route Information	2.8

Table C-5:

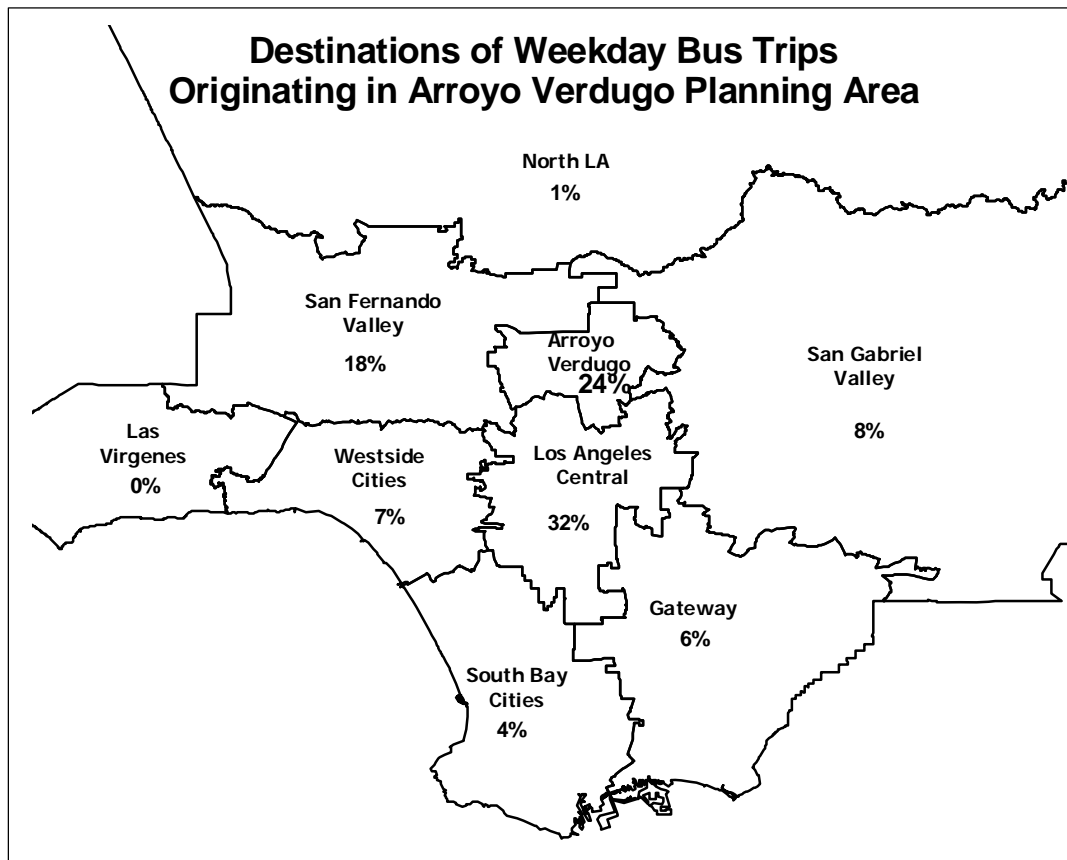
Arroyo Verdugo Subregion
Percentage of Respondents Indicating Choices 1 and 2 - Weekday
(1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Safety	71
Driver Courtesy	64
Convenience of Route	63
Overall Bus Service	56
Cost of Fare	57
Availability of Seats/Space	56
Buses Do Not Pass By	58
Travel Time	49
Buses on Time	40
Cleanliness Inside Bus	43
Time Waiting	42
Availability of Route Information	45

Table C-6:

Arroyo Verdugo Subregion
Service Features That Were Indicated as Most
in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Time Waiting	21
Buses on Time	20



Destinations of Weekday Bus Trips Originating in Arroyo Verdugo Planning Area

Table C-7:	
Gateway Subregion Demographic Profile - Weekday (n = 3,155)	
<u>Gender</u>	
Female	61%
Male	39
<u>Ethnicity</u>	
Latino	77%
African-American	13
White	5
Asian	2
<u>Median Household Income</u>	\$12,000
<u>Mean Age</u> (years)	37.5

Table C-8:
Gateway Subregion
Travel Characteristics - Weekday

<u>Period of Travel</u>	
Morning Peak	32%
Afternoon Peak	29
Off-Peak	39
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	5.0
Percentage Who Ride 5 or More Days Per Week	80%
<u>Walk</u>	
To First Stop	92%
From Last Stop	93
<u>Method of Payment</u>	
Pass	42%
Cash	29*
Token	29
<u>Kind of Pass</u>	
Regular Monthly	36%
Regular Weekly	26
Regular Semi-Monthly	13
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	57%
Home-School	15

*mean = \$1.47 - median = \$1.60

Table C-9:
Gateway Subregion
Median Time Spent on Various Components
of One-Way Trip - Weekday
(in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled*	60

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-10:
Gateway Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Convenience of Route	2.1
Safety	2.2
Driver Courtesy	2.3
Overall Bus Service	2.3
Buses Do Not Pass By	2.4
Travel Time	2.4
Availability of Seats/Space	2.5
Cost of Fare	2.5
Cleanliness Inside Bus	2.5
Availability of Route Information	2.6
Time Waiting	2.6
Buses on Time	2.7

Table C-11:

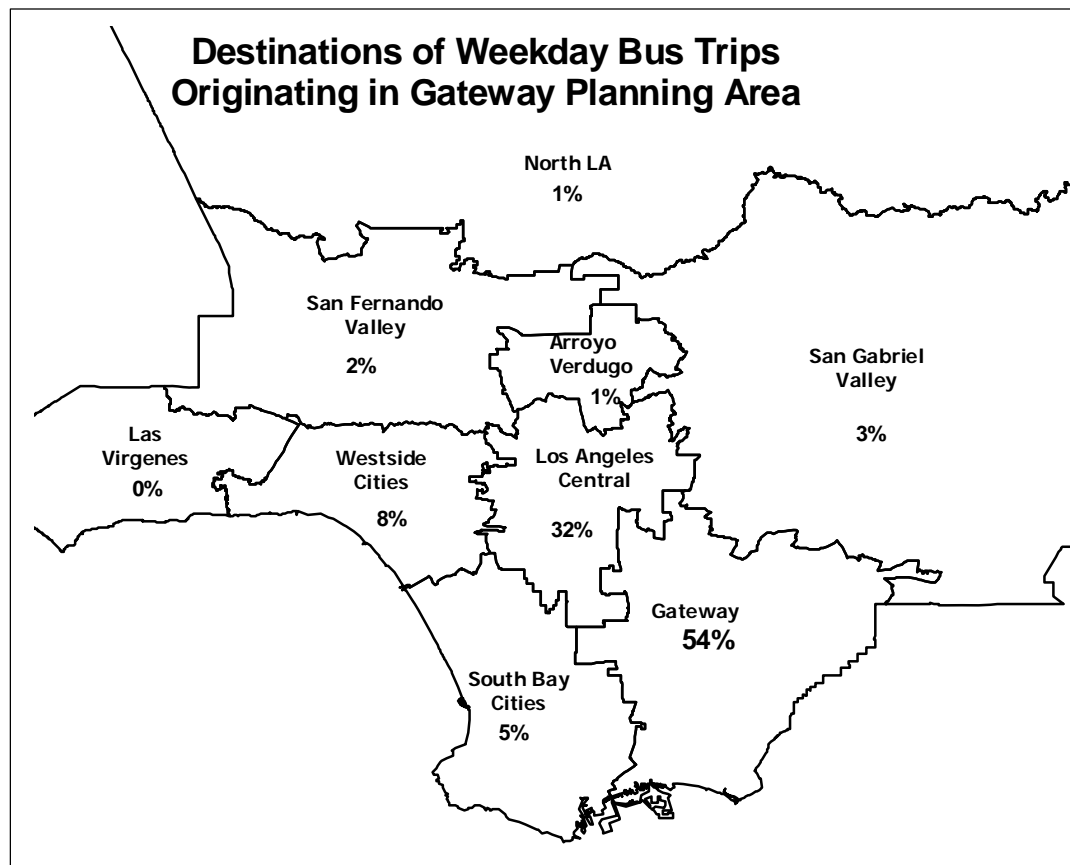
Gateway Subregion
Percentage of Respondents Indicating Choices 1 and 2 - Weekday
(1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Convenience of Route	69%
Safety	69
Driver Courtesy	60
Overall Bus Service	59
Buses Do Not Pass By	58
Travel Time	56
Availability of Seats/Space	53
Cost of Fare	53
Cleanliness Inside Bus	51
Availability of Route Information	49
Time Waiting	47
Buses on Time	47

Table C-12:

Gateway Subregion
Service Features That Were Indicated as Most
in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Buses on Time	19
Time Waiting	18



Destinations of Weekday Bus Trips Originating in Gateway Planning Area

Table C-13:
Los Angeles Central Subregion
Demographic Profile - Weekday
(n = 13,103)

<u>Gender</u>	
Female	57%
Male	43
<u>Ethnicity</u>	
Latino	59%
African-American	23
Asian	8
White	7
<u>Median Household Income</u>	\$11,000
<u>Mean Age</u> (years)	39.3

Table C-14:
Los Angeles Central Subregion
Travel Characteristics - Weekday

<u>Period of Travel</u>	
Morning Peak	30%
Afternoon Peak	30
Off-Peak	40
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	5.1
Percentage Who Ride 5 or More Days Per Week	86%
<u>Walk</u>	
To First Stop	95%
From Last Stop	94
<u>Method of Payment</u>	
Pass	61%
Cash	17*
Token	22
<u>Kind of Pass</u>	
Regular Monthly	35%
Regular Weekly	23
Regular Semi-Monthly	14
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	55%
Home-School	14

*mean = \$1.44 - median = \$1.60

Table C-15:

Los Angeles Central Subregion
Median Time Spent on Various Components
of One-Way Trip - Weekday
(in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	28
Getting From Last Stop to Final Destination	10
Total Time Traveled*	58

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-16:

Los Angeles Central Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Convenience of Route	2.1
Safety	2.3
Driver Courtesy	2.4
Overall Bus Service	2.4
Travel Time	2.5
Cost of Fare	2.5
Buses Do Not Pass By	2.6
Availability of Route Information	2.7
Cleanliness Inside Bus	2.7
Availability of Seats/Space	2.8
Time Waiting	2.8
Buses on Time	2.8

Table C-17:

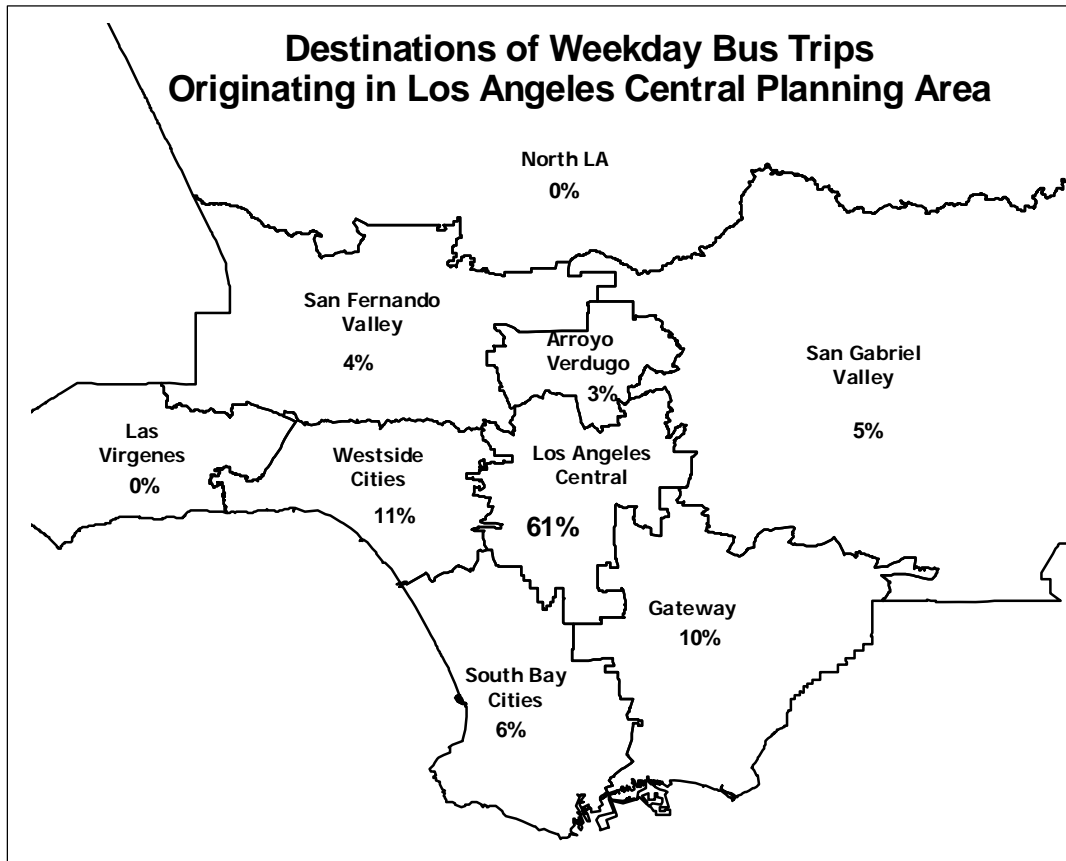
Los Angeles Central Subregion
 Percentage of Respondents Indicating Choices 1 and 2 - Weekday
 (1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Convenience of Route	67%
Safety	63
Driver Courtesy	56
Overall Bus Service	54
Travel Time	53
Cost of Fare	50
Buses Do Not Pass By	51
Availability of Route Information	47
Cleanliness Inside Bus	46
Availability of Seats/Space	43
Time Waiting	41
Buses on Time	41

Table C-18:

Los Angeles Central Subregion
 Service Features That Were Indicated as Most
 in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Time Waiting	19
Buses on Time	16
Availability of Seats/Space	14



Destinations of Weekday Bus Trips Originating in Los Angeles Central Planning Area

Table C-19:
South Bay Cities Subregion
(n = 1,573)

Demographic Profile

Gender

Female	59%
Male	41

Ethnicity

African-American	50%
Latino	35
White	9
Asian	5

Median Household Income

\$14,000

Mean Age (years)

39.2

Table C-20:
South Bay Cities Subregion
Travel Characteristics - Weekday

<u>Period of Travel</u>	
Morning Peak	34%
Afternoon Peak	29
Off-Peak	37
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	5.0
Percentage Who Ride 5 or More Days Per Week	79%
<u>Walk</u>	
To First Stop	91%
From Last Stop	91
<u>Method of Payment</u>	
Pass	44%
Cash	33*
Token	23
<u>Kind of Pass</u>	
Regular Monthly	36%
Regular Weekly	18
Regular Semi-Monthly	15
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	58%
Home-School	14

*mean = \$1.46 - median = \$1.60

Table C-21:

South Bay Cities Subregion
Median Time Spent on Various Components
of One-Way Trip (in minutes) - Weekday

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	15
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled*	65

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-22:

South Bay Cities Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Convenience of Route	2.1
Safety	2.2
Driver Courtesy	2.3
Buses Do Not Pass By	2.4
Overall Bus Service	2.4
Travel Time	2.5
Availability of Seats/Space	2.6
Cost of Fare	2.6
Availability of Route Information	2.7
Buses on Time	2.7
Cleanliness Inside Bus	2.7
Time Waiting	2.8

Table C-23:

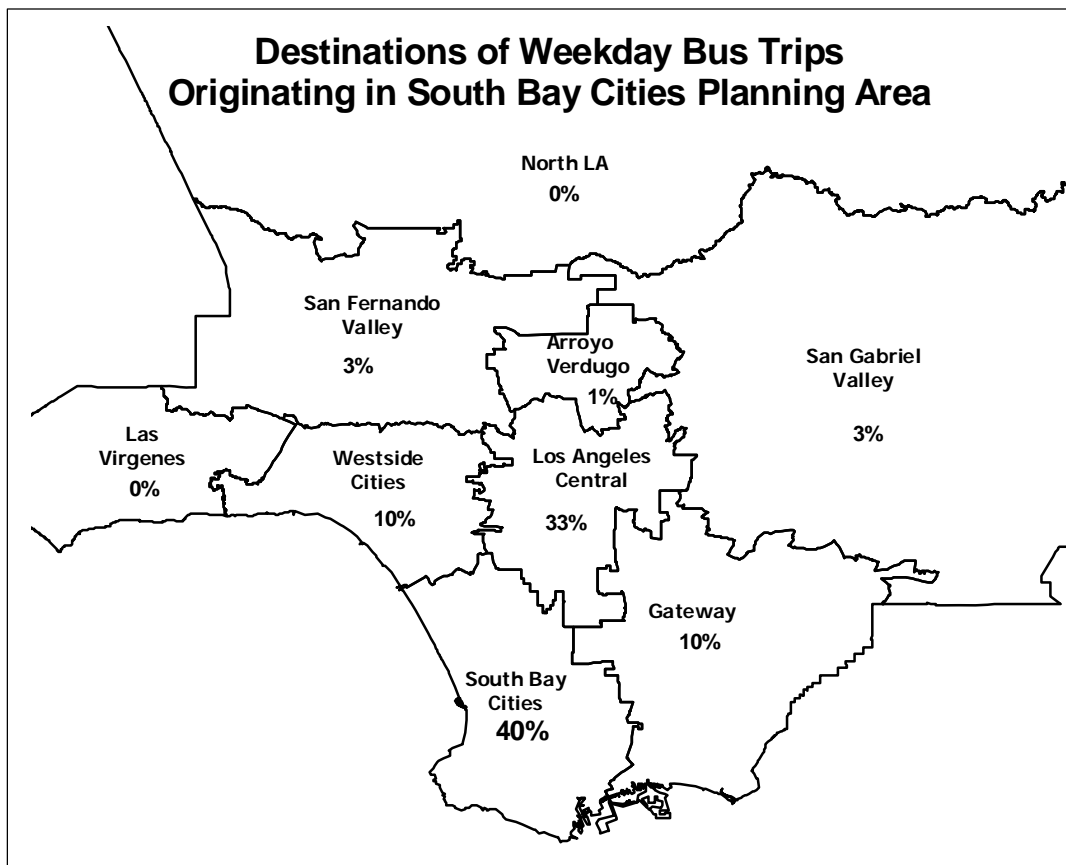
South Bay Cities Subregion
Percentage of Respondents Indicating Choices 1 and 2 - Weekday
(1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Convenience of Route	68%
Safety	63
Driver Courtesy	61
Buses Do Not Pass By	57
Overall Bus Service	56
Travel Time	54
Availability of Seats/Space	48
Cost of Fare	47
Availability of Route Information	46
Buses on Time	45
Cleanliness Inside Bus	45
Time Waiting	43

Table C-24:

South Bay Cities Subregion
Service Features That Were Indicated as
Most in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Time Waiting	19
Buses on Time	19



Destinations of Weekday Bus Trips Originating in South Bay Cities Planning Area

Table C-25:

San Gabriel Valley Subregion
Demographic Profile - Weekday
(n = 1,511)

Gender

Female	54%
Male	46

Ethnicity

Latino	55%
Asian	18
White	13
African-American	11

Median Household Income

\$15,000

Mean Age (years)

41.6

Table C-26:	
San Gabriel Valley Subregion Travel Characteristics - Weekday	
<u>Period of Travel</u>	
Morning Peak	30%
Afternoon Peak	30
Off-Peak	40
<u>Frequency of Riding</u>	
Mean Number of Days Per Week	4.8
Percentage Who Ride 5 or More Days Per Week	77%
<u>Walk</u>	
To First Stop	90%
From Last Stop	91
<u>Method of Payment</u>	
Pass	48%
Cash	33*
Token	19
<u>Kind of Pass</u>	
Regular Monthly	37%
Senior	19
Disabled	13
<u>Trip Purpose (Production/Attraction)</u>	
Home-Work	53%
Home-School	16

*mean = \$1.53 - median = \$1.35

Table C-27:

San Gabriel Valley Subregion
Median Time Spent on Various Components
of One-Way Trip - Weekday
(in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	15
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled*	65

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-28:

San Gabriel Valley Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Safety	2.1
Convenience of Route	2.1
Driver Courtesy	2.1
Buses Do Not Pass By	2.2
Overall Bus Service	2.3
Availability of Seats/Space	2.4
Travel Time	2.4
Cost of Fare	2.5
Availability of Route Information	2.6
Buses on Time	2.6
Cleanliness Inside Bus	2.6
Time Waiting	2.7

Table C-29:

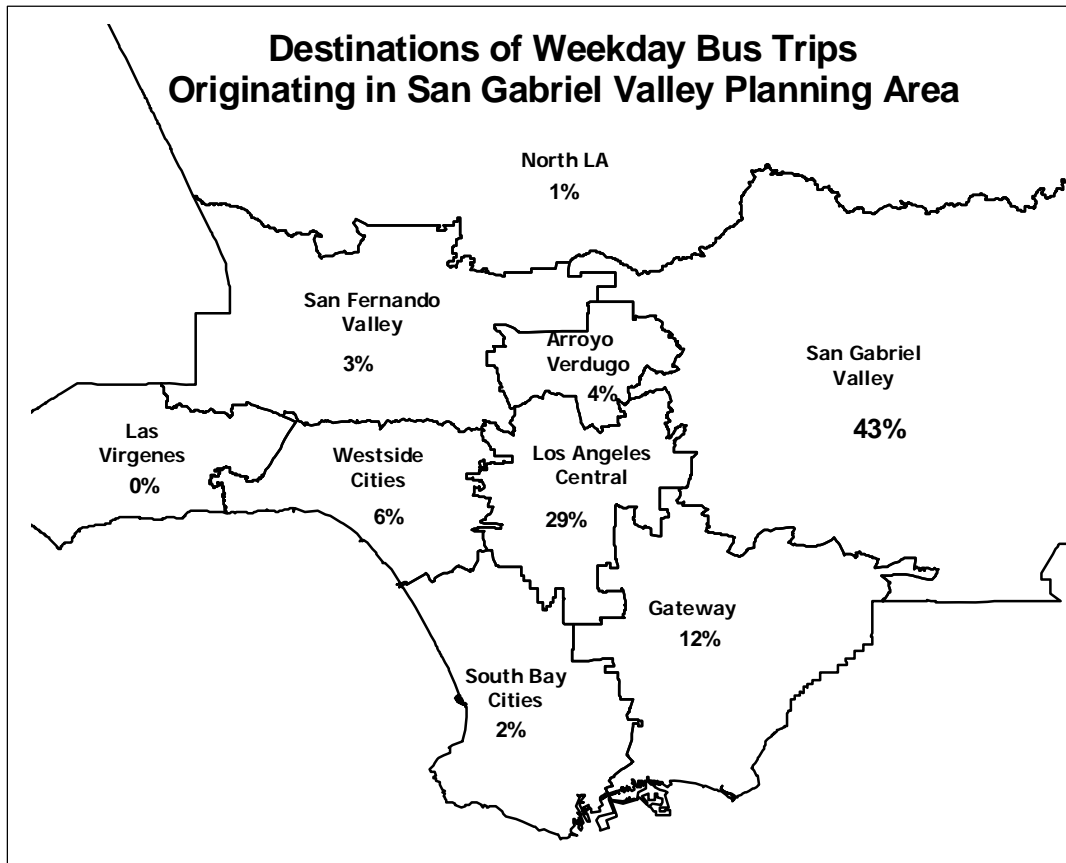
San Gabriel Valley Subregion
 Percentage of Respondents Indicating Choices 1 and 2 - Weekday
 (1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Safety	73%
Convenience of Route	70
Driver Courtesy	67
Buses Do Not Pass By	64
Overall Bus Service	62
Availability of Seats/Space	58
Travel Time	58
Cost of Fare	52
Availability of Route Information	52
Buses on Time	50
Cleanliness Inside Bus	49
Time Waiting	47

Table C-30:

San Gabriel Valley Subregion
 Service Features That Were Indicated as Most
 in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Time Waiting	20
Buses on Time	20
Cleanliness Inside Bus	11



Destinations of Weekday Bus Trips Originating in San Gabriel Valley Planning Area

Table C-31:

San Fernando Valley Subregion
Demographic Profile - Weekday
(n = 2,671)

Gender

Female	57%
Male	43

Ethnicity

Latino	54%
White	24
African-American	10
Asian	10

Median Household Income

\$13,000

Mean Age (years)

39.9

Table C-32:		
San Fernando Valley Subregion Travel Characteristics - Weekday		
<u>Period of Travel</u>		
Morning Peak		30%
Afternoon Peak		31
Off-Peak		39
<u>Frequency of Riding</u>		
Mean Number of Days Per Week		5.0
Percentage Who Ride 5 or More Days Per Week		81%
<u>Walk</u>		
To First Stop		93%
From Last Stop		93
<u>Method of Payment</u>		
Pass		51%
Cash		25*
Token		24
<u>Kind of Pass</u>		
Regular Monthly		37%
Regulr Weekly		20
Regular Semi-Monthly		14
<u>Trip Purpose (Production/Attraction)</u>		
Home-Work		56%
Home-Shopping/Recreation/Social		12
Home-School		11
Home-Other		11

*mean = \$1.53 - median = \$1.60

Table C-33:

San Fernando Valley Subregion
Median Time Spent on Various Components
of One-Way Trip - Weekday
(in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	15
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled*	65

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-34:

San Fernando Valley Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Safety	2.2
Convenience of Route	2.2
Driver Courtesy	2.3
Buses Do Not Pass By	2.4
Overall Bus Service	2.4
Cost of Fare	2.4
Travel Time	2.5
Availability of Seats/Space	2.6
Cleanliness Inside Bus	2.6
Availability of Route Information	2.7
Buses on Time	2.8
Time Waiting	2.9

Table C-35:

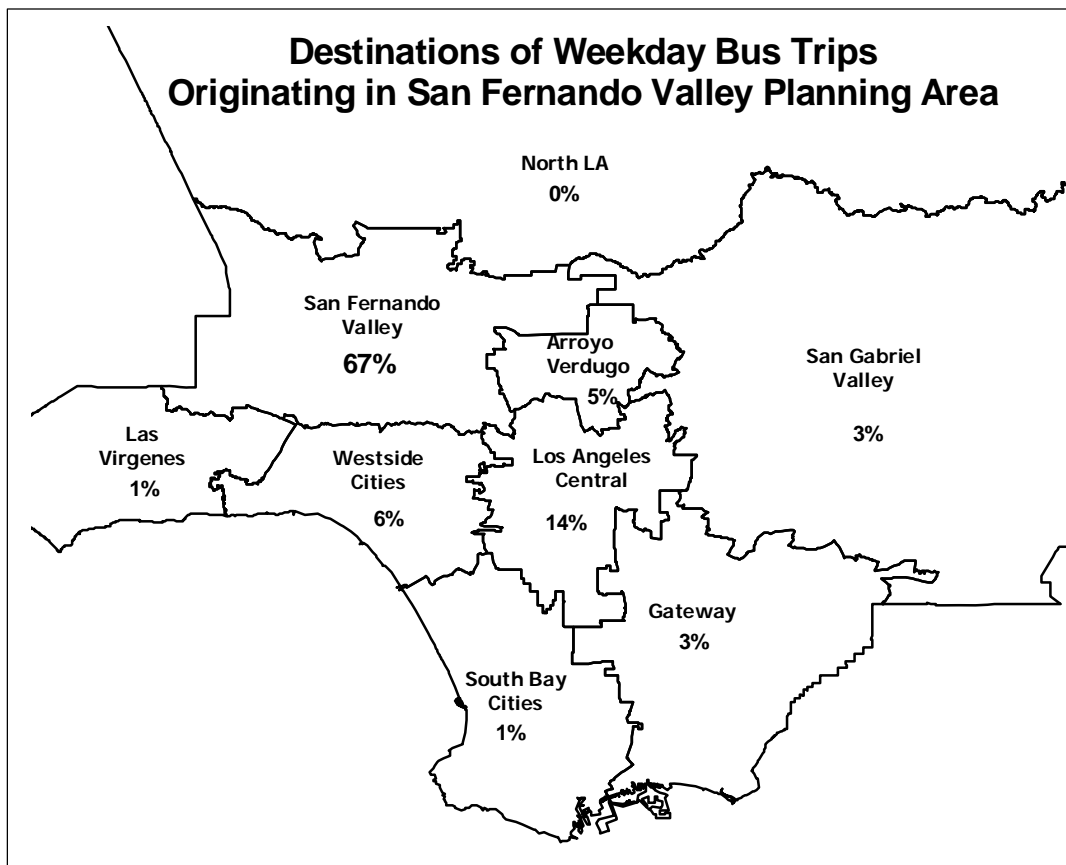
San Fernando Valley Subregion
 Percentage of Respondents Indicating Choices 1 and 2 - Weekday
 (1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Safety	67%
Convenience of Route	64
Driver Courtesy	61
Buses Do Not Pass By	59
Overall Bus Service	56
Cost of Fare	55
Travel Time	52
Availability of Seats/Space	51
Cleanliness Inside Bus	48
Availability of Route Information	46
Buses on Time	40
Time Waiting	40

Table C-36:

San Fernando Valley Subregion
 Service Features That Were Indicated as Most
 in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Time Waiting	22
Buses on Time	19



Destinations of Weekday Bus Trips Originating in San Fernando Valley Planning Area

Table C-37:

Westside Cities Subregion
Demographic Profile - Weekday
(n = 928)

Gender

Male	51%
Female	49

Ethnicity

Latino	34%
White	33
African-American	20
Asian	9

Median Household Income

\$15,000

Mean Age (years)

41.8

Table C-38:
Westside Cities Subregion
Travel Characteristics - Weekday

<u>Period of Travel</u>		
	Morning Peak	32%
	Afternoon Peak	27
	Off-Peak	41
<u>Frequency of Riding</u>		
	Mean Number of Days Per Week	4.9
	Percentage Who Ride 5 or More Days Per Week	78%
<u>Walk</u>		
	To First Stop	91%
	From Last Stop	92
<u>Method of Payment</u>		
	Pass	49%
	Cash	35*
	Token	16
<u>Kind of Pass</u>		
	Regular Monthly	39%
	Disabled	18
	Senior	17
<u>Trip Purpose (Production/Attraction)</u>		
	Home-Work	52%
	Home-Shopping/Recreation/Social	14
	Home-School	11
	Home-Other	11

*mean = \$1.28 - median = \$1.35

Table C-39:
Westside Cities Subregion
Median Time Spent on Various Components
of One-Way Trip - Weekday
(in minutes)

<u>Components of Trip</u>	<u>Minutes</u>
Getting to First Bus/Train Stop	10
Waiting for All Buses/Trains	10
Traveling on All Buses/Trains	30
Getting From Last Stop to Final Destination	10
Total Time Traveled*	60

*Total Time Traveled is the sum of the individual trip components; it is not a median.

Table C-40:
Westside Cities Subregion
Mean Satisfaction Ratings for Various Features
of Bus Service - Weekday
(1 = very good; 5 = very poor)

<u>Bus Feature</u>	<u>Mean</u>
Convenience of Route	2.1
Safety	2.1
Driver Courtesy	2.3
Travel Time	2.4
Overall Bus Service	2.5
Cost of Fare	2.5
Buses Do Not Pass By	2.6
Availability of Route Information	2.7
Availability of Seats/Space	2.7
Cleanliness Inside Bus	2.8
Time Waiting	2.8
Buses on Time	2.8

Table C-41:

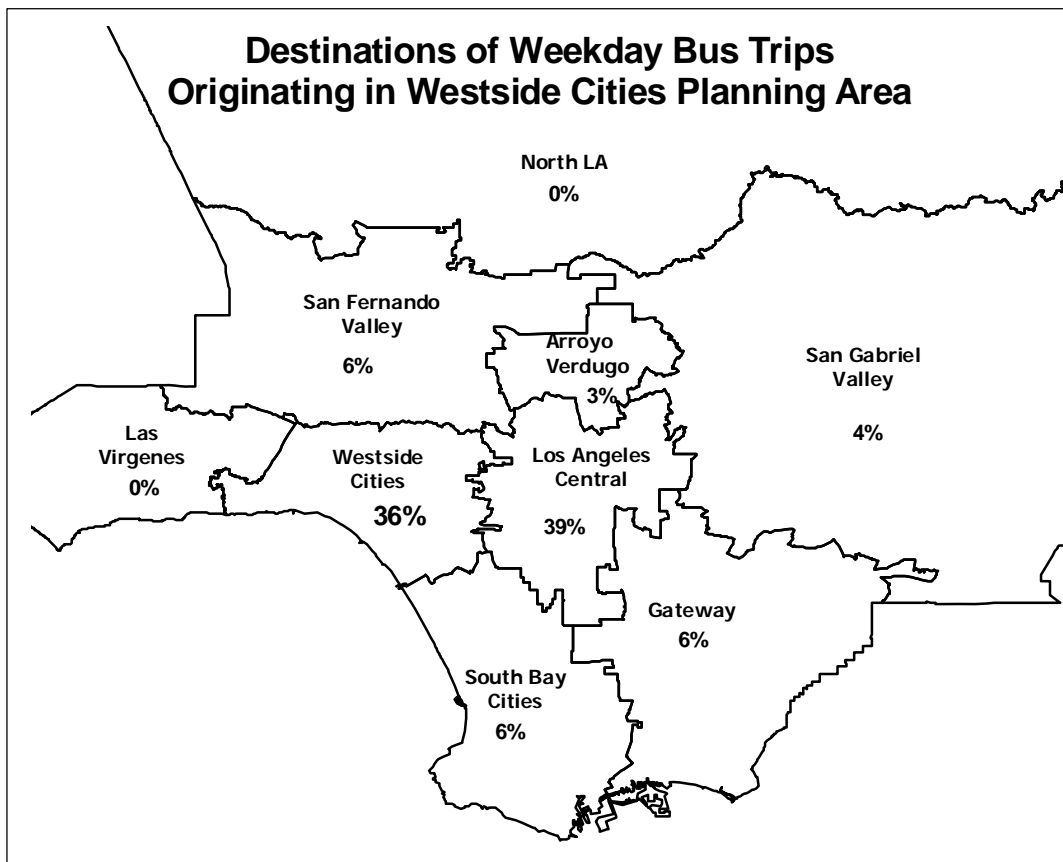
Westside Cities Subregion
 Percentage of Respondents Indicating Choices 1 and 2 - Weekday
 (1 = very good, 2 = good)

<u>Bus Features</u>	<u>% Indicating Choices 1 and 2</u>
Convenience of Route	71%
Safety	70
Driver Courtesy	60
Travel Time	56
Overall Bus Service	54
Cost of Fare	50
Buses Do Not Pass By	52
Availability of Route Information	46
Availability of Seats/Space	45
Cleanliness Inside Bus	45
Time Waiting	42
Buses on Time	42

Table C-42:

Westside Cities Subregion
 Service Features That Were Indicated as Most
 in Need of Improvement - Weekday

<u>Feature</u>	<u>%</u>
Time Waiting	20
Buses on Time	15
Cleanliness Inside Bus	11



Destinations of Weekday Bus Trips Originating in Westside Cities Planning Area

APPENDIX D: LINE-LEVEL SUMMARIES

Sampled Contract Lines

n = 589 Boardings * = 22,235 Margin of Error = +/- 4.0 %

Ethnicity	%
Latino	62
African American	18
White	12
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	70
Home/School	13

Method of Payment	%
Pass	41
Cash	39
Token	20

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7) Buses are on time (2.7) Availability of schedule and route info (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%) Buses are on time (20%)

* MTA boarding statistics
6am – 6pm

LINE 2

n = 273 Boardings * = 20,511 Margin of Error = +/- 5.9 %

Ethnicity	%
Latino	56
African American	6
White	26
Asian	9

Major Trip Purposes (Production/Attraction)	%
Home-work	48
Home-school	21

Method of Payment	%
Pass	61
Cash	19
Token	20

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2) Safety waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Cleanliness inside bus (2.9) Availability of schedule and route info (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (16%)

* MTA boarding statistics
6am – 6pm

LINE 4

n = 564 Boardings * = 30,028 Margin of Error = +/- 4.1 %

Ethnicity	%
Latino	51
African American	14
White	24
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	53
Home/Shopping/Social/Rec	12

Method of Payment	%
Pass	61
Cash	20
Token	19

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.6

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.3) Safety while waiting for/riding buses (2.3)
Service Feature(s) Rated as Least Satisfactory	Availability of seats/space on bus (2.9) Time spent waiting for bus (2.9) Cleanliness inside bus (2.9) Availability of schedule and route info (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (18%)

* MTA boarding statistics
6am – 6pm

LINE 10

n = 314 Boardings * = 14,553 Margin of Error = +/- 5.5 %

Ethnicity	%
Latino	56
African American	17
White	9
Asian	14

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	14

Method of Payment	%
Pass	62
Cash	14
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.6

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (21%)

* MTA boarding statistics
6am – 6pm

LINE 14

n = 355 Boardings * = 17,666 Margin of Error = +/- 5.1 %

Ethnicity	%
Latino	50
African American	27
White	12
Asian	9

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	14

Method of Payment	%
Pass	62
Cash	16
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Availability of schedule and route info (2.8) Time spent waiting for bus (2.8) Buses are on time (2.8) Cleanliness inside bus (2.8) Availability of seats/space on bus (2.8)
Service Feature Improvement Most Wanted	Buses are on time (19%)

* MTA boarding statistics
6am – 6pm

LINE 16

n = 402 Boardings * = 23,734 Margin of Error = +/- 4.8 %

Ethnicity	%
Latino	53
African American	17
White	14
Asian	15

Major Trip Purposes (Production/Attraction)	%
Home/Work	60
Home/Shopping/Social/Rec	13

Method of Payment	%
Pass	70
Cash	11
Token	19

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (18%)

* MTA boarding statistics
6am – 6pm

LINE 18

n = 508 Boardings * = 22,607 Margin of Error = +/- 4.3 %

Ethnicity	%
Latino	73
African American	11
White	7
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	15

Method of Payment	%
Pass	65
Cash	17
Token	18

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.5) Time spent waiting for bus (2.5) Availability of seats/space on bus (2.5) Availability of schedule and route info (2.5)
Service Feature Improvement Most Wanted	Buses are on time (19%)

* MTA boarding statistics
6am – 6pm

LINE 20

n = 493 Boardings * = 21,118 Margin of Error = +/- 4.4 %

Ethnicity	%
Latino	43
African American	24
White	19
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/Other	16

Method of Payment	%
Pass	57
Cash	22
Token	21

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Buses are on time (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%)

* MTA boarding statistics
6am – 6pm

LINE 26

n = 192 Boardings * = 22,430 Margin of Error = +/- 7.0 %

Ethnicity	%
Latino	62
African American	28
White	6
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	53
Home/School	14

Method of Payment	%
Pass	56
Cash	22
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7) Cleanliness inside bus (2.7) Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (27%)

* MTA boarding statistics
6am – 6pm

LINE 28

n = 985 Boardings * = 32,786 Margin of Error = +/- 3.1 %

Ethnicity	%
Latino	65
African American	10
White	7
Asian	16

Major Trip Purposes (Production/Attraction)	%
Home/Work	59
Home/School	14

Method of Payment	%
Pass	54
Cash	20
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8) Time spent waiting for bus (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 30

n = 528 Boardings * = 28,340 Margin of Error = +/- 4.2 %

Ethnicity	%
Latino	81
African American	10
White	3
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	53
Home/School	15
Home/Other	15

Method of Payment	%
Pass	60
Cash	18
Token	22

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.6) Availability of seats/space on bus (2.6) Time spent waiting for bus (2.6) Availability of schedule and route info (2.6) Buses stop for me and do not pass me by (2.6)
Service Feature Improvement Most Wanted	Buses are on time (16%)

* MTA boarding statistics
6am – 6pm

LINE 40

n = 440 Boardings * = 23,283 Margin of Error = +/- 4.6 %

Ethnicity	%
Latino	37
African American	46
White	11
Asian	4

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	11

Method of Payment	%
Pass	57
Cash	27
Token	16

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Cleanliness inside bus (2.8) Time spent waiting for bus (2.8) Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Buses are on time (20%)

* MTA boarding statistics
6am – 6pm

LINE 42

n = 113 Boardings * = 3,933 Margin of Error = +/- 9.1 %

Ethnicity	%
Latino	35
African American	53
White	7
Asian	4

Major Trip Purposes (Production/Attraction)	%
Home/Work	51
Home/Other	13

Method of Payment	%
Pass	56
Cash	29
Token	15

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (29%)

* MTA boarding statistics
6am – 6pm

LINE 45

n = 245 Boardings * = 22,248 Margin of Error = +/- 6.2 %

Ethnicity	%
Latino	63
African American	28
White	4
Asian	4

Major Trip Purposes (Production/Attraction)	%
Home/Work	56
Home/Other	14

Method of Payment	%
Pass	63
Cash	16
Token	21

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (19%)

* MTA boarding statistics
6am – 6pm

LINE 53

n = 389 Boardings * = 12,542 Margin of Error = +/- 4.9 %

Ethnicity	%
Latino	51
African American	44
White	1
Asian	2

Major Trip Purposes (Production/Attraction)	%
Home/Work	48
Home/School	25

Method of Payment	%
Pass	48
Cash	23
Token	29

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7) Cleanliness inside bus (2.7)
Service Feature Improvement Most Wanted	Buses are on time (17%)

* MTA boarding statistics
6am – 6pm

LINE 55

n = 243 Boardings * = 10,786 Margin of Error = +/- 6.2 %

Ethnicity	%
Latino	74
African American	21
White	2
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	20

Method of Payment	%
Pass	49
Cash	18
Token	33

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1) Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Cleanliness inside bus (2.7) Buses are on time (2.7) Availability of schedule and route info (2.7)
Service Feature Improvement Most Wanted	Buses are on time (17%)

* MTA boarding statistics
6am – 6pm

LINE 56

n = 94 Boardings * = 450 Margin of Error = +/- 9.0 %

Ethnicity	%
Latino	85
African American	16
White	0
Asian	0

Major Trip Purposes (Production/Attraction)	%
Home/Work	63
Home/Shopping/Social/Rec	13

Method of Payment	%
Pass	49
Cash	16
Token	35

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2) Availability of seats/space on bus (2.2) Driver courtesy (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.6)
Service Feature Improvement Most Wanted	Buses are on time (20%)

* MTA boarding statistics
6am – 6pm

LINE 60

n = 285 Boardings * = 24,364 Margin of Error = +/- 5.8 %

Ethnicity	%
Latino	71
African American	16
White	5
Asian	6

Major Trip Purposes (Production/Attraction)	%
Home/Work	66
Home/School	11

Method of Payment	%
Pass	47
Cash	27
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2) Cost of fare (2.2)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.6) Cleanliness Inside bus (2.6)
Service Feature Improvement Most Wanted	Time spent waiting for bus (19%)

* MTA boarding statistics
6am – 6pm

LINE 65

n = 76 Boardings * = 2,044 Margin of Error = +/- 11.0 %

Ethnicity	%
Latino	99
African American	0
White	1
Asian	0

Major Trip Purposes (Production/Attraction)	%
Home/Work	47
Home/School	30

Method of Payment	%
Pass	39
Cash	35
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Cleanliness inside bus (2.1) Convenience of route (2.1) Driver courtesy (2.1) Availability of seats/space on bus (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.6)
Service Feature Improvement Most Wanted	Time spent waiting for bus (29%)

* MTA boarding statistics
6am – 6pm

LINE 66

n = 422 Boardings * = 26,633 Margin of Error = +/- 4.7 %

Ethnicity	%
Latino	86
African American	6
White	2
Asian	6

Major Trip Purposes (Production/Attraction)	%
Home/Work	67
Home/Other	10
Home/School	9

Method of Payment	%
Pass	61
Cash	13
Token	26

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7) Buses are on time (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (17%)

* MTA boarding statistics
6am – 6pm

LINE 68

n = 377 Boardings * = 20,342 Margin of Error = +/- 5.0 %

Ethnicity	%
Latino	72
African American	18
White	4
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	43
Home/School	27

Method of Payment	%
Pass	51
Cash	27
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7) Buses are on time (2.7) Cost of fare (2.7) Cleanliness inside bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%)

* MTA boarding statistics
6am – 6pm

LINE 70

n = 322 Boardings * = 14,050 Margin of Error = +/- 5.4 %

Ethnicity	%
Latino	73
African American	6
White	4
Asian	17

Major Trip Purposes (Production/Attraction)	%
Home/Work	56
Home/School	17

Method of Payment	%
Pass	52
Cash	27
Token	21

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Availability of seats/space on bus (2.7) Cleanliness inside bus (2.7) Availability of schedule and route info (2.7) Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Buses are on time (19%)

* MTA boarding statistics
6am – 6pm

LINE 76

n = 22 Boardings * = 9,924 Margin of Error = +/- 6.5 %

Ethnicity	%
Latino	67
African American	6
White	9
Asian	16

Major Trip Purposes (Production/Attraction)	%
Home/Work	61
Home/School	14
Home/Shopping/Social/Rec	10

Method of Payment	%
Pass	50
Cash	27
Token	23

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.6) Cleanliness inside bus (2.6) Buses are on time (2.6)
Service Feature Improvement Most Wanted	Buses are on time (27%)

* MTA boarding statistics
6am – 6pm

LINE 78

n = 179 Boardings * = 9,974 Margin of Error = +/- 7.3 %

Ethnicity	%
Latino	64
African American	6
White	9
Asian	19

Major Trip Purposes (Production/Attraction)	%
Home/Work	57
Home/School	13
Home/Other	13

Method of Payment	%
Pass	53
Cash	25
Token	22

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Buses are on time (2.9)
Service Feature Improvement Most Wanted	Buses are on time (25%)

* MTA boarding statistics
6am – 6pm

LINE 81

n = 422 Boardings * = 17,118 Margin of Error = +/- 4.7 %

Ethnicity	%
Latino	65
African American	18
White	9
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	52
Home/School	15

Method of Payment	%
Pass	49
Cash	23
Token	28

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (18%)

* MTA boarding statistics
6am – 6pm

LINE 90

n = 117 Boardings * = 5,642 Margin of Error = +/- 9.0 %

Ethnicity	%
Latino	52
African American	9
White	24
Asian	12

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	17

Method of Payment	%
Pass	52
Cash	22
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.7

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.3) Driver courtesy (2.3)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.2)
Service Feature Improvement Most Wanted	Time spent waiting for bus (28%)

* MTA boarding statistics
6am – 6pm

LINE 92

n = 177 Boardings * = 8,307 Margin of Error = +/- 7.3 %

Ethnicity	%
Latino	54
African American	11
White	22
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	64
Home/School	10
Home/Shopping/Social/Rec	9

Method of Payment	%
Pass	51
Cash	21
Token	28

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7) Time spent waiting for bus (2.7) Cleanliness inside bus (2.7) Availability of schedule and route info (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (21%)

* MTA boarding statistics
6am – 6pm

LINE 94

n = 230 Boardings * = 13,463 Margin of Error = +/- 6.4 %

Ethnicity	%
Latino	74
African American	6
White	12
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	57
Home/Shopping/Social/Rec	14

Method of Payment	%
Pass	48
Cash	28
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2) Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8) Buses are on time (2.8) Cleanliness inside bus (2.8)
Service Feature Improvement Most Wanted	Buses are on time (25%)

* MTA boarding statistics
6am – 6pm

LINE 96

n = 73 Boardings * = 2,793 Margin of Error = +/- 10.7 %

Ethnicity	%
Latino	41
African American	9
White	19
Asian	22

Major Trip Purposes (Production/Attraction)	%
Home/Work	51
Home/School	15
Home/Other	15

Method of Payment	%
Pass	63
Cash	22
Token	15

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Availability of seats/space on bus (2.2) Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Buses are on time (27%)

* MTA boarding statistics
6am – 6pm

LINE 102

n = 131 Boardings * = 797 Margin of Error = +/- 7.8 %

Ethnicity	%
Latino	51
African American	46
White	3
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	55
Home/School	20

Method of Payment	%
Pass	37
Cash	26
Token	37

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (29%)

* MTA boarding statistics
6am – 6pm

LINE 105

n = 338 Boardings * = 15,830 Margin of Error = +/- 5.3 %

Ethnicity	%
Latino	32
African American	56
White	7
Asian	2

Major Trip Purposes (Production/Attraction)	%
Home/Work	51
Home/Other	15

Method of Payment	%
Pass	53
Cash	28
Token	19

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.6

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Availability of schedule and route info (3.0)
Service Feature Improvement Most Wanted	Buses are on time (24%)

* MTA boarding statistics
6am – 6pm

LINE 107

n = 218 Boardings * = 1,762 Margin of Error = +/- 6.2 %

Ethnicity	%
Latino	71
African American	28
White	0
Asian	0

Major Trip Purposes (Production/Attraction)	%
Home/Work	55
Home/Other	18
Home/Shop/Social/Rec	14

Method of Payment	%
Pass	49
Cash	21
Token	30

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1) Safety while waiting for/riding buses (2.1) Driver courtesy (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8)
Service Feature Improvement Most Wanted	Buses are on time (23%)

* MTA boarding statistics
6am – 6pm

LINE 108

n = 423 Boardings * = 15,551 Margin of Error = +/- 4.7 %

Ethnicity	%
Latino	67
African American	26
White	4
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	59
Home/School	12

Method of Payment	%
Pass	43
Cash	27
Token	30

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8)
Service Feature Improvement Most Wanted	Buses are on time (22%)

* MTA boarding statistics
6am – 6pm

LINE 110

n = 274 Boardings * = 9,706 Margin of Error = +/- 5.8 %

Ethnicity	%
Latino	63
African American	29
White	3
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	53
Home/Shopping/Social/Rec	13
Home/Other	13

Method of Payment	%
Pass	49
Cash	26
Token	25

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Buses are on time (2.9)
Service Feature Improvement Most Wanted	Buses are on time (21%)

* MTA boarding statistics
6am – 6pm

LINE 112

n = 36 Boardings * = 407 Margin of Error = +/- 15.6 %

Ethnicity	%
Latino	90
African American	7
White	0
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	56
Home/Shopping/Social/Rec	22

Method of Payment	%
Pass	56
Cash	22
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Convenience of route (1.7)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7) Buses are on time (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (24%)

* MTA boarding statistics
6am – 6pm

LINE 115

n = 431 Boardings * = 14,900 Margin of Error = +/- 4.7 %

Ethnicity	%
Latino	58
African American	31
White	7
Asian	2

Major Trip Purposes (Production/Attraction)	%
Home/Work	52
Home/School	15

Method of Payment	%
Pass	44
Cash	29
Token	27

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2) Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8) Buses are on time (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (24%)

* MTA boarding statistics
6am – 6pm

LINE 117

n = 278 Boardings * = 9,513 Margin of Error = +/- 5.8 %

Ethnicity	%
Latino	53
African American	38
White	4
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	56
Home/Other	15

Method of Payment	%
Pass	46
Cash	30
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Cleanliness Inside Bus (2.7) Time spent waiting for bus (2.7) Buses are on time (2.7) Availability of schedule and route info (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (25%)

* MTA boarding statistics
6am – 6pm

LINE 119

n = 134 Boardings * = 1,305 Margin of Error = +/- 8.0 %

Ethnicity	%
Latino	55
African American	29
White	7
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	15
Home/Shopping/Social/Rec	15

Method of Payment	%
Pass	38
Cash	42
Token	20

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8) Time spent waiting for bus (2.8)
Service Feature Improvement Most Wanted	Buses are on time (28%)

* MTA boarding statistics
6am – 6pm

LINE 120

n = 226 Boardings * = 6,647 Margin of Error = +/- 6.4 %

Ethnicity	%
Latino	49
African American	42
White	8
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	16

Method of Payment	%
Pass	33
Cash	37
Token	30

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7) Availability of schedule and route info (2.7)
Service Feature Improvement Most Wanted	Time spent waiting (21%)

* MTA boarding statistics
6am – 6pm

LINE 124

n = 129 Boardings * = 1,690 Margin of Error = +/- 8.3 %

Ethnicity	%
Latino	41
African American	50
White	3
Asian	2

Major Trip Purposes (Production/Attraction)	%
Home/Work	79
Home/School	6
Home/Other	6
Home/Shopping/Social/Rec	6

Method of Payment	%
Pass	37
Cash	33
Token	30

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for buses (3.1)
Service Feature Improvement Most Wanted	Time spent waiting for bus (25%)

* MTA boarding statistics
6am – 6pm

LINE 125

n = 101 Boardings * = 4,292 Margin of Error = +/- 9.1 %

Ethnicity	%
Latino	66
African American	23
White	8
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	83
Home/Other	7

Method of Payment	%
Pass	26
Cash	42
Token	32

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8) Buses are on time (2.8)
Service Feature Improvement Most Wanted	Buses are on time (26%)

* MTA boarding statistics
6am – 6pm

LINE 127

n = 46 Boardings * = 1,078 Margin of Error = +/- 14.1 %

Ethnicity	%
Latino	63
African American	19
White	12
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	71
Home/School	14

Method of Payment	%
Pass	27
Cash	29
Token	44

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (1.9)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (30%) Buses are on time (30%)

* MTA boarding statistics
6am – 6pm

LINE 130

n = 31 Boardings * = 130 Margin of Error = +/- 13.2 %

Ethnicity	%
Latino	45
African American	29
White	16
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	58
Home/Other	19

Method of Payment	%
Pass	33
Cash	44
Token	23

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Cleanliness inside bus (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0) Availability of schedule and route info (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (23%)

* MTA boarding statistics
6am – 6pm

LINE 150

n = 388 Boardings * = 14,708 Margin of Error = +/- 4.9 %

Ethnicity	%
Latino	49
African American	8
White	29
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	61
Home/School	13

Method of Payment	%
Pass	60
Cash	22
Token	18

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Buses are on time (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (24%)

* MTA boarding statistics
6am – 6pm

LINE 152

n = 271 Boardings * = 9,954 Margin of Error = +/- 5.9 %

Ethnicity	%
Latino	55
African American	6
White	24
Asian	14

Major Trip Purposes (Production/Attraction)	%
Home/Work	67
Home/Other	17

Method of Payment	%
Pass	43
Cash	33
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (25%)

* MTA boarding statistics
6am – 6pm

LINE 154

n = 226 Boardings * = 2,122 Margin of Error = +/- 6.2 %

Ethnicity	%
Latino	57
African American	7
White	27
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	62
Home/Shopping/Social/Rec	13

Method of Payment	%
Pass	55
Cash	27
Token	18

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for buses (3.1)
Service Feature Improvement Most Wanted	Time spent waiting for buses (24%)

* MTA boarding statistics
6am – 6pm

LINE 156

n = 234 Boardings * = 15,181 Margin of Error = +/- 6.4 %

Ethnicity	%
Latino	62
African American	9
White	17
Asian	10

Major Trip Purposes (Production/Attraction)	%
Home/Work	53
Home/Other	14

Method of Payment	%
Pass	65
Cash	19
Token	16

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8) Cleanliness inside bus (2.8)
Service Feature Improvement Most Wanted	Buses are on time (18%)

* MTA boarding statistics
6am – 6pm

LINE 158

n = 152 Boardings * = 1,902 Margin of Error = +/- 7.6 %

Ethnicity	%
Latino	57
African American	10
White	19
Asian	12

Major Trip Purposes (Production/Attraction)	%
Home/Work	64
Home/School	19

Method of Payment	%
Pass	39
Cash	34
Token	27

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Buses stop for me and do not pass me by (2.2) Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (36%)

* MTA boarding statistics
6am – 6pm

LINE 161

n = 125 Boardings * = 1,326 Margin of Error = +/- 8.1 %

Ethnicity	%
Latino	69
African American	9
White	18
Asian	4

Major Trip Purposes (Production/Attraction)	%
Home/Work	84
Home/Shopping/Social/Rec	8

Method of Payment	%
Pass	33
Cash	43
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.6)
Service Feature Improvement Most Wanted	Time spent waiting for bus (26%)

* MTA boarding statistics
6am – 6pm

LINE 163

n = 302 Boardings * = 9,922 Margin of Error = +/- 5.6 %

Ethnicity	%
Latino	52
African American	13
White	25
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	57
Home/School	13
Home/Other	12

Method of Payment	%
Pass	53
Cash	26
Token	21

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 165

n = 389 Boardings * = 16,145 Margin of Error = +/- 4.9 %

Ethnicity	%
Latino	57
African American	10
White	25
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/School	13

Method of Payment	%
Pass	49
Cash	25
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Driver courtesy (2.2) Convenience of route (2.2) Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8) Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 166

n = 296 Boardings * = 8,100 Margin of Error = +/- 5.6 %

Ethnicity	%
Latino	58
African American	14
White	18
Asian	6

Major Trip Purposes (Production/Attraction)	%
Home/Work	65
Home/Shopping/Social/Rec	10
Home/School	10

Method of Payment	%
Pass	46
Cash	30
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8) Buses are on time (2.8) Availability of seats/space on bus (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 167

n = 52 Boardings * = 2,024 Margin of Error = +/- 12.4 %

Ethnicity	%
Latino	42
African American	15
White	30
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	15
Home/Other	15

Method of Payment	%
Pass	60
Cash	22
Token	18

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.1) Driver courtesy (2.1) Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7)
Service Feature Improvement Most Wanted	Buses are on time (30%)

* MTA boarding statistics
6am – 6pm

LINE 168

n = 108 Boardings * = 725 Margin of Error = +/- 8.7 %

Ethnicity	%
Latino	63
African American	10
White	20
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	59
Home/School	24

Method of Payment	%
Pass	37
Cash	35
Token	28

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0) Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (33%)

* MTA boarding statistics
6am – 6pm

LINE 175

n = 74 Boardings * = 1,613 Margin of Error = +/- 11.1 %

Ethnicity	%
Latino	61
African American	7
White	17
Asian	12

Major Trip Purposes (Production/Attraction)	%
Home/Work	43
Home/School	29

Method of Payment	%
Pass	68
Cash	19
Token	13

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.7

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.3)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (3.1)
Service Feature Improvement Most Wanted	Buses are on time (18%)

* MTA boarding statistics
6am – 6pm

LINE 180

n = 541 Boardings * = 15,196 Margin of Error = +/- 4.1 %

Ethnicity	%
Latino	45
African American	13
White	25
Asian	13

Major Trip Purposes (Production/Attraction)	%
Home/Work	43
Home/School	17

Method of Payment	%
Pass	58
Cash	25
Token	17

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for bus (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.9) Availability of schedule and route info (2.9) Cleanliness inside bus (2.9) Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%)

* MTA boarding statistics
6am – 6pm

LINE 205

n = 66 Boardings * = 1,645 Margin of Error = +/- 15.5 %

Ethnicity	%
Latino	56
African American	39
White	0
Asian	6

Major Trip Purposes (Production/Attraction)	%
Home/Work	84
Home/School	9

Method of Payment	%
Pass	34
Cash	40
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Cleanliness inside bus (2.2) Driver courtesy (2.2)
Service Feature(s) Rated as Least Satisfactory	Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Availability of schedule and route info (32%)

* MTA boarding statistics
6am – 6pm

LINE 230

Sample Size too Small (n=26)

Ethnicity	%
Latino	
African American	
White	
Asian	

Major Trip Purposes (Production/Attraction)	%
Home/Work	
Home/School	

Method of Payment	%
Pass	
Cash	
Token	

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

Service Feature(s) Rated as Most Satisfactory	
Service Feature(s) Rated as Least Satisfactory	
Service Feature Improvement Most Wanted	

* MTA boarding statistics
6am – 6pm

LINE 232

n = 92 Boardings * = 2,905 Margin of Error = +/- 11.9 %

Ethnicity	%
Latino	59
African American	18
White	19
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	59
Home/School	13
Home/Other	12

Method of Payment	%
Pass	28
Cash	50
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Driver courtesy (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.6) Availability of schedule and route info (2.6)
Service Feature Improvement Most Wanted	Time spent waiting for bus (25%)

* MTA boarding statistics
6am – 6pm

LINE 234

n = 207 Boardings * = 9,014 Margin of Error = +/- 6.7 %

Ethnicity	%
Latino	49
African American	10
White	34
Asian	4

Major Trip Purposes (Production/Attraction)	%
Home/Work	62
Home/Other	11

Method of Payment	%
Pass	50
Cash	31
Token	19

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%)

* MTA boarding statistics
6am – 6pm

LINE 236

n = 198 Boardings * = 1,772 Margin of Error = +/- 6.6 %

Ethnicity	%
Latino	48
African American	12
White	26
Asian	12

Major Trip Purposes (Production/Attraction)	%
Home/Work	59
Home/School	12

Method of Payment	%
Pass	58
Cash	19
Token	23

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Driver courtesy (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (40%)

* MTA boarding statistics
6am – 6pm

LINE 243

n = 132 Boardings * = 2,145 Margin of Error = +/- 8.3 %

Ethnicity	%
Latino	44
African American	12
White	31
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	71
Home/School	10

Method of Payment	%
Pass	44
Cash	30
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Buses are on time (20%)

* MTA boarding statistics
6am – 6pm

LINE 245

n = 98 Boardings * = 1,686 Margin of Error = +/- 9.8 %

Ethnicity	%
Latino	50
African American	9
White	29
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	66
Home/Shopping/Social/Rec	11

Method of Payment	%
Pass	45
Cash	33
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (1.9)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.1)
Service Feature Improvement Most Wanted	Time spent waiting for bus (27%)

* MTA boarding statistics
6am – 6pm

LINE 250

n = 76 Boardings * = 388 Margin of Error = +/- 10.1 %

Ethnicity	%
Latino	92
African American	0
White	5
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/Other	23

Method of Payment	%
Pass	64
Cash	18
Token	18

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Driver courtesy (2.1) Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for/riding bus (2.8)
Service Feature Improvement Most Wanted	Availability of seats/space on bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 251

n = 445 Boardings * = 18,352 Margin of Error = +/- 4.6 %

Ethnicity	%
Latino	87
African American	7
White	3
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	59
Home/School	14

Method of Payment	%
Pass	47
Cash	21
Token	32

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7) Time spent waiting for bus (2.7) Availability of seats/space on bus (2.7)
Service Feature Improvement Most Wanted	Buses are on time (22%)

* MTA boarding statistics
6am – 6pm

LINE 255

n = 115 Boardings * = 1,292 Margin of Error = +/- 8.7 %

Ethnicity	%
Latino	97
African American	1
White	1
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	36
Home/School	24

Method of Payment	%
Pass	44
Cash	20
Token	36

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.1

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Cost of fare (2.6) Cleanliness inside bus (2.6)
Service Feature Improvement Most Wanted	Buses are on time (25%)

* MTA boarding statistics
6am – 6pm

LINE 259

n = 190 Boardings * = 1,916 Margin of Error = +/- 6.7 %

Ethnicity	%
Latino	81
African American	4
White	8
Asian	6

Major Trip Purposes (Production/Attraction)	%
Home/Work	56
Home/Other	15

Method of Payment	%
Pass	46
Cash	30
Token	24

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Convenience of route (1.9)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (27%)

* MTA boarding statistics
6am – 6pm

LINE 260

n = 383 Boardings * = 15,551 Margin of Error = +/- 4.9 %

Ethnicity	%
Latino	71
African American	13
White	7
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	19

Method of Payment	%
Pass	40
Cash	34
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Cleanliness inside bus (2.8) Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (19%)

* MTA boarding statistics
6am – 6pm

LINE 262

n = 240 Boardings * = 2,080 Margin of Error = +/- 6.0 %

Ethnicity	%
Latino	70
African American	3
White	9
Asian	16

Major Trip Purposes (Production/Attraction)	%
Home/Work	74
Home/School	10

Method of Payment	%
Pass	44
Cash	30
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.1) Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (26%) Buses are on time (26%)

* MTA boarding statistics
6am – 6pm

LINE 264

n = 75 Boardings * = 392 Margin of Error = +/- 10.2 %

Ethnicity	%
Latino	45
African American	11
White	19
Asian	25

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	25

Method of Payment	%
Pass	40
Cash	46
Token	14

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.1

Service Feature(s) Rated as Most Satisfactory	Driver courtesy (1.9)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (31%)

* MTA boarding statistics
6am – 6pm

LINE 265

n = 242 Boardings * = 1,523 Margin of Error = +/- 5.8 %

Ethnicity	%
Latino	68
African American	13
White	11
Asian	4

Major Trip Purposes (Production/Attraction)	%
Home/Work	58
Home/School	21

Method of Payment	%
Pass	32
Cash	48
Token	20

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Availability of seats/space on bus (2.1) Safety while waiting for/riding bus (2.1) Driver courtesy (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (34%)

* MTA boarding statistics
6am – 6pm

LINE 266

n = 47 Boardings * = 1,983 Margin of Error = +/- 13.2 %

Ethnicity	%
Latino	62
African American	14
White	16
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	77
Home/School	11
Home/Other	11

Method of Payment	%
Pass	41
Cash	39
Token	20

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (1.8)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for/riding bus (2.9) Buses are on time (2.9)
Service Feature Improvement Most Wanted	Buses are on time (26%)

* MTA boarding statistics
6am – 6pm

LINE 268

n = 218 Boardings * = 2,005 Margin of Error = +/- 6.3 %

Ethnicity	%
Latino	56
African American	13
White	16
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	55
Home/School	18

Method of Payment	%
Pass	33
Cash	42
Token	25

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.1) Availability of seats/space on bus (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for buses (2.8) Buses are on time (2.8)
Service Feature Improvement Most Wanted	Buses are on time (25%)

* MTA boarding statistics
6am – 6pm

LINE 305

n = 279 Boardings * = 3,506 Margin of Error = +/- 5.6 %

Ethnicity	%
Latino	30
African American	62
White	6
Asian	1

Major Trip Purposes (Production/Attraction)	%
Home/Work	54
Home/Other	15

Method of Payment	%
Pass	50
Cash	21
Token	29

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (1.9)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%)

* MTA boarding statistics
6am – 6pm

LINE 362

n = 276 Boardings * = 2,794 Margin of Error = +/- 5.6 %

Ethnicity	%
Latino	69
African American	7
White	10
Asian	12

Major Trip Purposes (Production/Attraction)	%
Home/Work	71
Home/Shopping/Social/Rec	14

Method of Payment	%
Pass	38
Cash	41
Token	21

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7) Buses are on time (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 401

n = 322 Boardings * = 2,855 Margin of Error = +/- 5.1 %

Ethnicity	%
Latino	41
African American	22
White	21
Asian	10

Major Trip Purposes (Production/Attraction)	%
Home/Work	63
Home/School	16

Method of Payment	%
Pass	62
Cash	23
Token	15

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Cost of fare (2.9)
Service Feature Improvement Most Wanted	Buses are on time (21%)

* MTA boarding statistics
6am – 6pm

LINE 418

n = 217 Boardings * = 1,508 Margin of Error = +/- 6.2 %

Ethnicity	%
Latino	53
African American	8
White	15
Asian	21

Major Trip Purposes (Production/Attraction)	%
Home/Work	87
Home/School	4
Home/Shopping/Social/Rec	4
Home/Other	4

Method of Payment	%
Pass	52
Cash	28
Token	20

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.1) Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7)
Service Feature Improvement Most Wanted	Buses are on time (20%)

* MTA boarding statistics
6am – 6pm

LINE 426

n = 296 Boardings * = 1,940 Margin of Error = +/- 5.2 %

Ethnicity	%
Latino	55
African American	12
White	19
Asian	13

Major Trip Purposes (Production/Attraction)	%
Home/Work	70
Home/School	16

Method of Payment	%
Pass	56
Cash	27
Token	17

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (36%)

* MTA boarding statistics
6am – 6pm

LINE 434

n = 304 Boardings * = 2,756 Margin of Error = +/- 5.3 %

Ethnicity	%
Latino	75
African American	8
White	13
Asian	3

Major Trip Purposes (Production/Attraction)	%
Home/Work	77
Home/School	5
Home/Shopping/Social/Rec	5

Method of Payment	%
Pass	54
Cash	31
Token	15

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.8) Availability of seats/space on bus (2.8) Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (21%)

* MTA boarding statistics
6am – 6pm

LINE 439

n = 300 Boardings * = 1,687 Margin of Error = +/- 5.1 %

Ethnicity	%
Latino	33
African American	30
White	25
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	68
Home/Shopping/Social/Rec	14

Method of Payment	%
Pass	56
Cash	31
Token	13

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Buses stop for me and do not pass me by (2.1)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0)
Service Feature Improvement Most Wanted	Buses are on time (27%)

* MTA boarding statistics
6am – 6pm

LINE 444

n = 373 Boardings * = 2,218 Margin of Error = +/- 4.6 %

Ethnicity	%
Latino	54
African American	18
White	14
Asian	10

Major Trip Purposes (Production/Attraction)	%
Home/Work	71
Home/School	6

Method of Payment	%
Pass	43
Cash	39
Token	18

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.6

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.2) Convenience of route (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (3.0) Buses are on time (3.0)
Service Feature Improvement Most Wanted	Time spent waiting for bus (24%)

* MTA boarding statistics
6am – 6pm

LINE 445

n = 223 Boardings * = 767 Margin of Error = +/- 5.5 %

Ethnicity	%
Latino	36
African American	27
White	25
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	68
Home/School	7
Home/Shopping/Social/Rec	7
Home/Other	7

Method of Payment	%
Pass	65
Cash	24
Token	11

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Convenience of route (1.8)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7) Buses are on time (2.7) Cost of fare (2.7)
Service Feature Improvement Most Wanted	Buses are on time (20%)

* MTA boarding statistics
6am – 6pm

LINE 446

n = 443 Boardings * = 4,291 Margin of Error = +/- 4.4 %

Ethnicity	%
Latino	51
African American	30
White	9
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	57
Home/School	15

Method of Payment	%
Pass	31
Cash	47
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.2) Driver courtesy (2.2) Safety while waiting for/riding buses (2.2)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.8) Availability of schedule and route info (2.8)
Service Feature Improvement Most Wanted	Time spent waiting for bus (21%)

* MTA boarding statistics
6am – 6pm

LINE 460

n = 441 Boardings * = 2,469 Margin of Error = +/- 4.2 %

Ethnicity	%
Latino	61
African American	17
White	13
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	64
Home/Shopping/Social/Rec	11

Method of Payment	%
Pass	36
Cash	54
Token	10

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.1

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0) Convenience of route (2.0) Driver courtesy (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.5) Buses are on time (2.5)
Service Feature Improvement Most Wanted	Buses are on time (19%)

* MTA boarding statistics
6am – 6pm

LINE 471

n = 92 Boardings * = 897 Margin of Error = +/- 9.7 %

Ethnicity	%
Latino	63
African American	4
White	19
Asian	11

Major Trip Purposes (Production/Attraction)	%
Home/Work	57
Home/Shopping/Social/Rec	14

Method of Payment	%
Pass	30
Cash	58
Token	12

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0) Availability of seats/space on bus (2.0) Buses stop for me and do not pass me by (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (3.1)
Service Feature Improvement Most Wanted	Buses are on time (44%)

* MTA boarding statistics
6am – 6pm

LINE 483

n = 302 Boardings * = 4,643 Margin of Error = +/- 5.5 %

Ethnicity	%
Latino	46
African American	28
White	18
Asian	5

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	19

Method of Payment	%
Pass	51
Cash	28
Token	21

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Availability of schedule and route info (2.7) Time spent waiting for bus (2.7) Cleanliness inside bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (23%)

* MTA boarding statistics
6am – 6pm

LINE 484

n = 284 Boardings * = 5,787 Margin of Error = +/- 5.9 %

Ethnicity	%
Latino	74
African American	10
White	8
Asian	6

Major Trip Purposes (Production/Attraction)	%
Home/Work	58
Home/School	15

Method of Payment	%
Pass	31
Cash	52
Token	17

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1)
Service Feature(s) Rated as Least Satisfactory	Cleanliness inside bus (2.7)
Service Feature Improvement Most Wanted	Buses are on time (17%)

* MTA boarding statistics
6am – 6pm

LINE 487

n = 316 Boardings * = 2,593 Margin of Error = +/- 5.2 %

Ethnicity	%
Latino	44
African American	7
White	18
Asian	28

Major Trip Purposes (Production/Attraction)	%
Home/Work	22
Home/School	14

Method of Payment	%
Pass	56
Cash	26
Token	18

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.0) Convenience of route (2.0) Driver courtesy (2.0)
Service Feature(s) Rated as Least Satisfactory	Cleanliness inside bus (2.6)
Service Feature Improvement Most Wanted	Buses are on time (25%)

* MTA boarding statistics
6am – 6pm

LINE 489

n = 121 Boardings * = 802 Margin of Error = +/- 8.2 %

Ethnicity	%
Latino	38
African American	2
White	17
Asian	41

Major Trip Purposes (Production/Attraction)	%
Home/Work	77
Home/Shopping/Social/Rec	10

Method of Payment	%
Pass	68
Cash	19
Token	13

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (1.9) Convenience of route (1.9)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7)
Service Feature Improvement Most Wanted	Buses are on time (24%)

* MTA boarding statistics
6am – 6pm

LINE 490

n = 193 Boardings * = 3,319 Margin of Error = +/- 6.8 %

Ethnicity	%
Latino	56
African American	12
White	13
Asian	16

Major Trip Purposes (Production/Attraction)	%
Home/Work	50
Home/School	21

Method of Payment	%
Pass	46
Cash	39
Token	15

OVERALL BUS SERVICE SATISFACTION

Rating (1 = Very Good ... 5 = Very Poor)

2.2

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.0)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (2.7)
Service Feature Improvement Most Wanted	Buses are on time (24%)

* MTA boarding statistics
6am – 6pm

LINE 550

n = 401 Boardings * = 2,603 Margin of Error = +/- 4.5 %

Ethnicity	%
Latino	44
African American	29
White	16
Asian	7

Major Trip Purposes (Production/Attraction)	%
Home/Work	68
Home/Shopping/Social/Rec	10

Method of Payment	%
Pass	57
Cash	24
Token	19

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1) Safety while waiting for/riding buses (2.1)
Service Feature(s) Rated as Least Satisfactory	Buses are on time (3.0)
Service Feature Improvement Most Wanted	Buses are on time (24%)

* MTA boarding statistics
6am – 6pm

LINE 561

n = 322 Boardings * = 15,662 Margin of Error = +/- 5.4 %

Ethnicity	%
Latino	57
African American	14
White	18
Asian	10

Major Trip Purposes (Production/Attraction)	%
Home/Work	45
Home/Shopping/Social/Rec	17

Method of Payment	%
Pass	54
Cash	20
Token	26

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding buses (2.3) Convenience of route (2.3)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Buses are on time (2.9) Availability of seats/space on bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (19%)

* MTA boarding statistics
6am – 6pm

LINE 603

n = 93 Boardings * = 4,376 Margin of Error = +/- 10.5 %

Ethnicity	%
Latino	78
African American	6
White	5
Asian	10

Major Trip Purposes (Production/Attraction)	%
Home/Work	57
Home/School	17

Method of Payment	%
Pass	51
Cash	40
Token	9

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.5

Service Feature(s) Rated as Most Satisfactory	Cost of fare (2.0) Convenience of route (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9) Availability of seats/space on bus (2.9) Buses are on time (2.9)
Service Feature Improvement Most Wanted	Time spent waiting on bus (22%)

* MTA boarding statistics
6am – 6pm

LINE 605

n = 94 Boardings * = 2,087 Margin of Error = +/- 14.1 %

Ethnicity	%
Latino	92
African American	2
White	2
Asian	0

Major Trip Purposes (Production/Attraction)	%
Home/Work	47
Home/School	18
Home/Other	18

Method of Payment	%
Pass	38
Cash	51
Token	11

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.1

Service Feature(s) Rated as Most Satisfactory	Convenience of route (1.8)
Service Feature(s) Rated as Least Satisfactory	Availability of seats/space on bus (2.6)
Service Feature Improvement Most Wanted	Availability of seats/space on bus (19%)

* MTA boarding statistics
6am – 6pm

LINE 620

n = 131 Boardings * = 1,482 Margin of Error = +/- 8.2 %

Ethnicity	%
Latino	93
African American	3
White	3
Asian	0

Major Trip Purposes (Production/Attraction)	%
Home/Work	29
Home/School	25

Method of Payment	%
Pass	39
Cash	47
Token	14

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.3

Service Feature(s) Rated as Most Satisfactory	Convenience of route (1.9)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.9)
Service Feature Improvement Most Wanted	Time spent waiting for bus (32%)

* MTA boarding statistics
6am – 6pm

LINE 720

n = 159 Boardings * = 21,865 Margin of Error = +/- 7.7 %

Ethnicity	%
Latino	60
African American	14
White	15
Asian	8

Major Trip Purposes (Production/Attraction)	%
Home/Work	63
Home/Shopping/Social/Rec	11

Method of Payment	%
Pass	59
Cash	19
Token	22

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Convenience of route (2.1) Safety while waiting for/riding bus (2.1)
Service Feature(s) Rated as Least Satisfactory	Availability of seats/space on bus (3.0)
Service Feature Improvement Most Wanted	Availability of seats/space on bus (33%)

* MTA boarding statistics
6am – 6pm

LINE 750

n = 344 Boardings * = 7,576 Margin of Error = +/- 5.2 %

Ethnicity	%
Latino	51
African American	11
White	27
Asian	9

Major Trip Purposes (Production/Attraction)	%
Home/Work	67
Home/School	9

Method of Payment	%
Pass	61
Cash	25
Token	14

OVERALL BUS SERVICE SATISFACTION
Rating (1 = Very Good ... 5 = Very Poor)

2.4

Service Feature(s) Rated as Most Satisfactory	Safety while waiting for/riding bus (2.0)
Service Feature(s) Rated as Least Satisfactory	Time spent waiting for bus (2.7)
Service Feature Improvement Most Wanted	Time spent waiting for bus (20%)

* MTA boarding statistics
6am – 6pm

APPENDIX E: ON BOARD SURVEY INSTRUMENTS

Los Angeles County Metropolitan Transportation Authority (MTA)

Answer to win valuable prizes! **Bus Rider Survey**

Help Us to Serve You Better

Espanol en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train/rail lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED** to **WHERE YOU ARE GOING**:
(List travel trips include the line # or line name and bus/train/rail company)

first bus/train: LINE#: _____
transfer to second bus/train: LINE#: _____
transfer to third bus/train: LINE#: _____
transfer to fourth bus/train: LINE#: _____

- 2** WHERE are you coming from **BEFORE** you **GOT ON** the first bus/train/rail of **THIS ONE-WAY TRIP**? ☐ only yes

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (cross street) did you get **ON** the **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 4** How did you **GET TO** the first bus/train/rail of **THIS ONE-WAY TRIP**? ☐ only yes

☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the **EXACT ADDRESS** of where you are **COMING FROM**?
(Complete address or nearest cross streets/intersections, plus city or neighborhood)

- 6** At what stop (cross street) will you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 7** How will you **GET TO** the place you are going **AFTER** you get off the last bus/train/rail of **THIS ONE-WAY TRIP**? ☐ only yes

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**? ☐ only yes

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the **EXACT ADDRESS** of where you are **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?
(Complete address or nearest cross streets/intersections, plus city or neighborhood)

- 10** How did you pay when boarding your **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**? ☐ only yes

☐ Cash / How much? \$ _____
☐ Token

- ☐ Pass / What kind of pass was it? ☐ only yes

☐ Regular Monthly ☐ Disabled
☐ Regular Semi-Monthly ☐ Student
☐ Regular Weekly ☐ Interagency
☐ Regular with Express Stamp(s) ☐ Non-MTA
☐ Senior ☐ Other: _____

Return this form **on the bus** or fold, seal, and mail (postage paid)

- 11** How much time did you (or will you) spend on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/rail stop (walking, driving, etc.): _____ minutes
b) Waiting for bus(es) or train(s): _____ minutes
c) Travelling on bus(es) or train(s): _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add a, b, c, d) = _____ minutes

Your opinion of Metro Bus service

- 12**

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (in those k) represents the one service feature you would most want MTA to improve?

_____ (write letter a through k)

About you

- 14** How **OFTEN** do you ride Metro buses (for all trips that you make)? ☐ only yes

☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

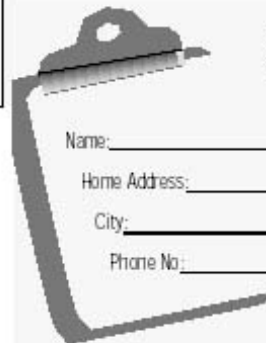
- 16** Year you were born: 19_____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Alaskan
☐ White/Caucasian ☐ Other: _____

- 18** What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of **ALL** persons in your household? ☐ only yes

☐ Under \$7,500 ☐ \$7,500-\$14,999 ☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999 ☐ \$35,000-\$49,999 ☐ \$50,000 or more



In order for you to win a prize, MTA must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No.: _____



Don't Forget... Take Home

Thank you / All information will be kept confidential

¡Responda para ganar premios valiosos!

Encuesta a Los Usuarios del Autobús

Ayúdenos a servirle mejor

English on reverse side →

En este viaje de ida

- 1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (incluya el # o nombre de línea y la compañía de autobús)
SU DESTINO: (incluya el # o nombre de línea y la compañía de autobús)
 primer autobús/tren: # DE LINEA: _____
 transbordo a segundo autobús/tren: # DE LINEA: _____
 transbordo a tercer autobús/tren: # DE LINEA: _____
 transbordo a cuarto autobús/tren: # DE LINEA: _____

- 2 ¿DE DÓNDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/clases ☐ Cita médica/Dentista

- 3 ¿En cual parada (por qué calles) estaba cuando se SUBIO al PRIMER autobús/tren en **ESTE VIAJE DE IDA**?

- 4 ¿Cómo LLEGO al primer autobús/tren en **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

- 5 ¿Cuál es el DOMICILIO EXACTO de donde Ud. VIENE?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 6 ¿En qué parada (por qué calles) se BAJARÁ del ÚLTIMO autobús/tren que usará para **ESTE VIAJE DE IDA**?

- 7 ¿Cómo LLEGARÁ a su destino DESPUÉS de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)
☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

- 8 ¿A dónde VA A IR DESPUÉS de que BAJE del ÚLTIMO autobús/tren de **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/clases ☐ Cita médica/Dentista

- 9 ¿Cuál es el DOMICILIO EXACTO a donde Ud. VA DESPUÉS de que se BAJE de la ÚLTIMA parada de autobús/tren en **ESTE VIAJE DE IDA**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 10 ¿Cómo pagó al subirla PRIMER autobús/tren en **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

☐ Dinero en efectivo / ¿Que cantidad fue? \$ _____

☐ Fichas

☐ Pase / ¿Que tipo de PASE? (☑ sólo una respuesta)

- ☐ Regular Mensual ☐ Para discapacitados
☐ Regular Semi-Mensual ☐ Para estudiantes
☐ Regular Semanal ☐ De otras agencias
☐ Regular con "Express Stamps" ☐ No de MTA
☐ Para personas mayores de 65 años ☐ Otra respuesta: _____

- 11 ¿Cuánto tiempo duró (aproximadamente) en **ESTE VIAJE DE IDA**?

a) En llegar a la primera parada de autobús/tren: _____ minutos
 (caminando, manejando, etc.)

b) Esperando el autobús(es) o tren(es): _____ minutos

c) Viajando en autobús(es) o tren(es): _____ minutos

d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos

TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de Metro Bus

12

muy bien bien ok mal muy mal

- a) Su seguridad mientras espera/
 viaja por autobús: 1 2 3 4 5
 b) Tiempo que esperó al autobús: 1 2 3 4 5
 c) Los autobuses están a tiempo: 1 2 3 4 5
 d) Costo del pasaje: 1 2 3 4 5
 e) Cortesía del chofer: 1 2 3 4 5
 f) Conveniencia de la ruta: 1 2 3 4 5
 g) Tiempo que duró el viaje: 1 2 3 4 5
 h) La limpieza dentro del autobús: 1 2 3 4 5
 i) Disponibilidad de asientos: 1 2 3 4 5
 j) Disponibilidad del horario e
 información sobre la ruta: 1 2 3 4 5
 k) Los autobuses hacen la parada
 y no me dejan: 1 2 3 4 5
 l) Servicio en general: 1 2 3 4 5

- 13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

- 14 ¿Qué tan SEGUIDO usa los autobuses Metro (dentado sus viajes)? (☑ sólo una respuesta)

- ☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

- 15 Es Ud.: ☐ Hombre ☐ Mujer

- 16 Año en que nació: 19 _____

- 17 Es Ud.:

- ☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

- 18 ¿En TOTAL, cual fue el INGRESO FAMILIAR antes de pagar impuestos

- en el año 2000 de todas las personas en su hogar? (☑ sólo una respuesta)
☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Para ganar un premio debe proporcionar su información y la MTA se comunicará con usted:

Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____



Transit Authority of New York and New Jersey

Gracias / Toda la información será estrictamente confidencial.

LADOT Commuter Express

LADOT Rider Survey

Help Us to Serve You Better

Español en el lado opuesto →

This one-way trip

1 Please list ALL bus/train/tail lines you will use to complete THIS ONE-WAY TRIP from WHERE YOU STARTED TO WHERE YOU ARE GOING:

(List number trip, include the line # or line name and bus/train/tail company)

first bus/train: LINE/R OUTE#: _____
transfer to second bus/train: LINE/R OUTE#: _____
transfer to third bus/train: LINE/R OUTE#: _____
transfer to fourth bus/train: LINE/R OUTE#: _____

2 WHERE are you coming from BEFORE you GOT ON the first bus/train/tail of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

3 At what stop (cross streets) did you get ON the FIRST bus/train/tail of THIS ONE-WAY TRIP?

4 How did you GET TO the first bus/train/tail of THIS ONE-WAY TRIP?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

5 What is the EXACT ADDRESS of where you are COMING FROM?

(complete address or nearest cross streets/intersection, plus city or neighborhood)

6 At what stop (cross streets) will you GET OFF the LAST bus/train/tail of THIS ONE-WAY TRIP?

7 How will you GET TO the place you are going AFTER you get off the last bus/train/tail of THIS ONE-WAY TRIP? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

8 Where are you GOING AFTER you GET OFF the LAST bus/train/tail of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

9 What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train/tail of THIS ONE-WAY TRIP?

(complete address or nearest cross streets/intersection, plus city or neighborhood)

10 How did you find out about THIS COMMUTER EXPRESS route?

☐ LADOT brochure/publication ☐ SCAG website
☐ Employer ☐ Rideshare/employee benefits fair
☐ Other riders ☐ LADOT transit store
☐ LADOT website ☐ 1.800.COMMUTE information
☐ MTA website ☐ Other _____

11 How did you pay when boarding your FIRST bus/train/tail of THIS ONE-WAY TRIP? (only one)

☐ Cash / How much? \$ _____ ☐ Token
☐ Pass / What kind of pass was it? (only one)
☐ LADOT Monthly ☐ Metro (MTA) Senior
☐ LADOT Trip Ticket ☐ Metro (MTA) Disabled
☐ Metro (MTA) Regular Monthly ☐ Metro (MTA) Student (K-12)
☐ Metro (MTA) Regular Semi-Monthly ☐ Metro (MTA) Student (college/vocational)
☐ Metro (MTA) Regular Weekly
☐ Metro (MTA) Regular Monthly with express stamps

12 How did you pay when you boarded THIS COMMUTER EXPRESS BUS?

(only one)
☐ Cash ☐ Token ☐ Transfer
☐ Pass / What kind of pass was it? (only one)
☐ LADOT Monthly ☐ Metro (MTA) Senior
☐ LADOT Trip Ticket ☐ Metro (MTA) Disabled
☐ Metro (MTA) Regular Monthly ☐ Metro (MTA) Student (K-12)
☐ Metro (MTA) Regular Semi-Monthly ☐ Metro (MTA) Student (college/vocational)
☐ Metro (MTA) Regular Weekly
☐ Metro (MTA) Regular Monthly with express stamps

13 How much time did you (or will you) spend on THIS ONE-WAY TRIP?

a) Getting to your first bus/tail stop (walking, driving, etc.): _____ minutes
b) Waiting for bus(es) or train(s): _____ minutes
c) Traveling on bus(es) or train(s): _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add a, b, c, d) = _____ minutes

Your opinion of LADOT service

14

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Bus stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

15 Which one of the items from question 14 (a, b, c, etc.) represents the one service feature you would most want LADOT to improve?

(write letter a, b, c, etc.)

About you

16 How OFTEN do you ride LADOT buses (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

17 Are you: ☐ Male ☐ Female

18 Year you were born: 19_____

Please provide the following information:

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____



Return this form on the bus or fold, seal, and mail (postage paid)

Thank you / All information will be kept confidential

Encuesta a Los Usuarios de LADOT

Ayúdenos a servirlos mejor

English on reverse side →

En este viaje de ida

- 1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (en su ciudad) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (incluya el # o nombre de línea y la compañía de autobús)
 primer autobús/tren: # DE LINEA/ROUTE: _____
 transbordo a segundo autobús/tren: # DE LINEA/ROUTE: _____
 transbordo a tercer autobús/tren: # DE LINEA/ROUTE: _____
 transbordo a cuarto autobús/tren: # DE LINEA/ROUTE: _____

- 2 ¿DE DONDE viene **ANTES** de **SUBIRSE** al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

- 3 ¿En cuál parada (en qué calles) estaba cuando se **SUBIO** al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**?

- 4 ¿Cómo **LLEGO** al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

- 5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 6 ¿En qué parada (en qué calles) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA**?

- 7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará al quien ☐ En bicicleta ☐ Otra respuesta: _____

- 8 ¿A dónde **VA A IR DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

- 9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 10 ¿Cómo se enteró de **ESTA** línea / ruta de **COMMUTER EXPRESS**?
☐ Folleto / publicación de LADOT ☐ Página de Internet de SCAG
☐ Empleador / patrón ☐ Feria de viajes compartidos / beneficios a empleados
☐ Otros usuarios ☐ Tienda de tránsito de LADOT
☐ Página de Internet de LADOT ☐ Información del 1.800.COMMUTE
☐ Página de Internet de MTA ☐ Otro _____

- 11 ¿Cómo pagó al subir al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Dinero en efectivo / ¿Qué cantidad fue? \$ _____
☐ Fichas ☐ Pase / ¿Qué tipo de PASE? (sólo una respuesta)
☐ LADOT Mensual
☐ LADOT Boleto por Pasaje
☐ Metro (MTA) Regular Mensual
☐ Metro (MTA) Regular Semi-Mensual
☐ Metro (MTA) Regular Semanal
☐ Metro (MTA) Regular Mensual con "Express Stamps"
☐ Metro (MTA) Para personas mayores de 65 años
☐ Metro (MTA) Para discapacitados
☐ Metro (MTA) Para estudiantes (K-12)
☐ Metro (MTA) Para estudiantes (colegio / escuela vocacional)

- 12 ¿Cómo pagó al subir a **ESTE AUTOBUS DE COMMUTER EXPRESS**? (sólo una respuesta)

- ☐ Dinero en efectivo ☐ Fichas ☐ Transbordo
☐ Pass / ¿Qué tipo de PASE? (sólo una respuesta)
☐ LADOT Mensual
☐ LADOT Boleto por Pasaje
☐ Metro (MTA) Regular Mensual
☐ Metro (MTA) Regular Semi-Mensual
☐ Metro (MTA) Regular Semanal
☐ Metro (MTA) Regular Mensual con "Express Stamps"
☐ Metro (MTA) Para personas mayores de 65 años
☐ Metro (MTA) Para discapacitados
☐ Metro (MTA) Para estudiantes (K-12)
☐ Metro (MTA) Para estudiantes (colegio / escuela vocacional)

- 13 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

- a) En llegar a la primera parada de autobús/tren: _____ minutos
 (caminando, corriendo, etc.)
 b) Esperando el autobús(es) o tren(es): _____ minutos
 c) Viajando en autobús(es) o tren(es): _____ minutos
 d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
 TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de LADOT

- 14

muy bien bien ok mal muy mal

- a) Su seguridad mientras espera/
 viaja por autobús 1 2 3 4 5
 b) Tiempo que esperó al autobús 1 2 3 4 5
 c) Los autobuses están a tiempo 1 2 3 4 5
 d) Costo del pasaje 1 2 3 4 5
 e) Cortesía del chofer 1 2 3 4 5
 f) Conveniencia de la ruta 1 2 3 4 5
 g) Tiempo que duró el viaje 1 2 3 4 5
 h) La limpieza dentro del autobús 1 2 3 4 5
 i) Disponibilidad de asientos 1 2 3 4 5
 j) Disponibilidad del horario e
 información sobre la ruta 1 2 3 4 5
 k) Los autobuses hacen la parada
 y no me dejan 1 2 3 4 5
 l) Servicio en general 1 2 3 4 5

- 15 ¿De la pregunta 14, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - k)

Sobre Ud.

- 16 ¿Qué tan **SEGUIDO** usa los autobuses Metro (en todos sus viajes)? (sólo una respuesta)

- ☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

- 17 Es Ud.: ☐ Hombre ☐ Mujer

- 18 Año en que nació: 19 _____

Por favor proporcione la siguiente información:

Nombre: _____
 Domicilio: _____
 Ciudad: _____ Código Postal: _____
 Teléfono: _____



Gracias / Toda la información será estrictamente confidencial.

Pasadena ARTS

Pasadena Arts Rider Survey

Help Us to Serve You Better

Español en el lado opuesto →

This one-way trip

- 1 Please list ALL bus/train/rail lines you will use to complete THIS ONE-WAY TRIP from WHERE YOU STARTED TO WHERE YOU ARE GOING:

(List route trip, include the line # or line name and bus/train/rail company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2 WHERE are you coming from BEFORE you GOT ON the first bus/train/rail of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3 At what stop (cross streets) did you get ON the FIRST bus/train/rail of THIS ONE-WAY TRIP?

- 4 How did you GET TO the first bus/train/rail of THIS ONE-WAY TRIP?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5 What is the EXACT ADDRESS of where you are COMING FROM?

(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6 At what stop (cross streets) will you GET OFF the LAST bus/train/rail of THIS ONE-WAY TRIP?

- 7 How will you GET TO the place you are going AFTER you get off the last bus/train/rail of THIS ONE-WAY TRIP? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8 Where are you GOING AFTER you GET OFF the LAST bus/train/rail of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9 What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train/rail of THIS ONE-WAY TRIP?

(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10 How much time did you (or will you) spend on THIS ONE-WAY TRIP?

a) Getting to your first bus/rail stop (walking, driving, etc.): _____ minutes
 b) Waiting for bus(es) or train(s): _____ minutes
 c) Traveling on bus(es) or train(s): _____ minutes
 d) Getting from your last stop to your final destination: _____ minutes
 TOTAL (add a, b, c, d) = _____ minutes

Return this form on the bus or fold, seal and mail (postage paid)

- 11 While riding the bus today, did you, at least one time, GET OFF THE BUS and then BACK ON going in the SAME DIRECTION that you started?

☐ Yes ☐ No

- 12 Would you consider the following fares to be reasonable for Pasadena Arts?

a) 25 cents for each bus (15 cents for seniors/disabled)

☐ Yes ☐ No ☐ Don't know

b) 50 cents for all buses each day (25 cents for seniors/disabled)

☐ Yes ☐ No ☐ Don't know

Your opinion of Pasadena Arts service

	very good	good	fair	poor	very poor
13 a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 14 Which one of the items from question 13 (a through l) represents the one service feature you would most want Pasadena Arts to improve?

_____ (write letter a through l)

About you

- 15 How OFTEN do you ride Pasadena Arts (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 16 Are you: ☐ Male ☐ Female

- 17 Year you were born: 19_____

- 18 Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

- 19 What was the TOTAL FAMILY INCOME in 2000, before taxes,

of all persons in your household? (only one)

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more

Please provide the following information:

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Thank you / All information will be kept confidential

Encuesta a Los Usuarios de Pasadena Arts

Ayúdenos a servirle mejor

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODO**s los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (en de ida) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (incluya el # de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____
transbordo a segundo autobús/tren: # DE LINEA: _____
transbordo a tercer autobús/tren: # DE LINEA: _____
transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (en qué calles) estaba cuando se **SUBIO** al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**?

4 ¿Cómo **LLEGO** al primer autobús/tren en **ESTE VIAJE DE IDA**?

(solo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE**?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (en qué calles) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA**?

7 ¿Cómo **LLEGARÁ** a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA** **DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA**?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cuánto tiempo duró (en horas) en **ESTE VIAJE DE IDA**?

a) En llegar a la primer parada de autobús/tren: _____ minutos
(caminando, corriendo, etc.)
b) Esperando el autobús(es) o tren(es): _____ minutos
c) Viajando en autobús(es) o tren(es): _____ minutos
d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
TOTAL (suma a - d) = _____ minutos

11 ¿Mientras viajaba por autobús hoy, en alguna vez, se **BAJO DEL AUTOBUS** y se **VOLVIO A SUBIR** en **LA MISMA DIRECCION** de donde venía?
☐ Sí ☐ No

12 ¿Usted considera que las siguientes tarifas son razonables para los usuarios de Pasadena Arts?

a) 25 centavos por cada pasaje (15 centavos para personas mayores de 65 años y para discapacitados)
☐ Sí ☐ No ☐ No se
b) 50 centavos para pasaje de todo el día (25 centavos para personas mayores de 65 años y para discapacitados)
☐ Sí ☐ No ☐ No se

Su opinión del servicio de Pasadena Arts

13

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús: 1 2 3 4 5
b) Tiempo que esperó al autobús: 1 2 3 4 5
c) Los autobuses están a tiempo: 1 2 3 4 5
d) Costo del pasaje: 1 2 3 4 5
e) Cortesía del chofer: 1 2 3 4 5
f) Conveniencia de la ruta: 1 2 3 4 5
g) Tiempo que duró el viaje: 1 2 3 4 5
h) La limpieza dentro del autobús: 1 2 3 4 5
i) Disponibilidad de asientos: 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta: 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan: 1 2 3 4 5
l) Servicio en general: 1 2 3 4 5

14 ¿De la pregunta 13, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

15 ¿Qué tan **SEGUIDO** usa los Pasadena Arts (en todos sus viajes)?

(solo una respuesta)
☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

16 Es Ud.: ☐ Hombre ☐ Mujer

17 Año en que nació: 19_____

18 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacifico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

19 ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos

en el año 2000 de todas las personas en su hogar? (solo una respuesta)
☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Por favor proporcione la siguiente información:

Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Santa Clarita Transit

We would like to know! Bus Rider Survey

Answer to receive 2 free ride coupons

Espanol en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:**
(only one trip, include the line # or line name and bus/train company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2** **WHERE** are you coming from **BEFORE** you GOT ON the first bus/train of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (CROSS STREETS) did you get ON the FIRST bus/train of **THIS ONE-WAY TRIP**?

- 4** How did you GET TO the first bus/train of **THIS ONE-WAY TRIP**?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the EXACT ADDRESS of where you are COMING FROM?
(complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (CROSS STREETS) will you GET OFF the LAST bus/train of **THIS ONE-WAY TRIP**?

- 7** How will you GET TO the place you are going AFTER you get off the last bus/train of **THIS ONE-WAY TRIP**? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you GOING AFTER you GET OFF the LAST bus/train of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train of **THIS ONE-WAY TRIP**?
(complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How did you pay when boarding your FIRST bus/train of **THIS ONE-WAY TRIP**? (only one)

☐ Cash / How much? \$ _____
☐ Transfer / What kind of transfer was it? (only one)
☐ Santa Clarita Transit ☐ Metrolink Ticket
☐ Interagency
☐ Pass / What kind of pass was it? (only one)
☐ Adult Monthly ☐ Reduced Fare Monthly
☐ Student Monthly ☐ Commuter Monthly

Return this form on the bus or fold, seal, and mail (postage paid)

- 11** How much time did you (or all you) spend on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/train stop (parking/driving etc.): _____ minutes
b) Waiting for bus(es) or train(s): _____ minutes
c) Traveling on bus(es) or train(s): _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add a thru d) = _____ minutes

Your opinion of Santa Clarita Transit service

- 12**

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a thru k) represents the one service feature you would most want SCT to improve?

_____ (write letter a thru k)

About you

- 14** How OFTEN do you ride Santa Clarita Transit buses (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

- 16** What was the TOTAL FAMILY INCOME in 2000, before taxes,

of all persons in your household? (only one)
☐ Under \$7,500 ☐ \$7,500-\$14,999 ☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999 ☐ \$35,000-\$49,999
☐ \$50,000 or more

- 17** Other comments:



Home address or nearest cross streets and zip code:

Thank you / All information will be kept confidential

¡Apreciaríamos saber!

Encuesta a Los Usuarios del Autobús

Conteste para recibir gratis 2 cupones del paseo.

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (¿de dónde a dónde?) **DESDE DONDE EMPEZO HASTA SU DESTINO:** (incluya el # de línea y la compañía de autobuses)

primer autobús/tren: # DE LINEA: _____
transbordo a segundo autobús/tren: # DE LINEA: _____
transbordo a tercer autobús/tren: # DE LINEA: _____
transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA?** (solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (**EN QUE CALLES**) estaba cuando se SUBIO al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA?**

4 ¿Cómo **LLEGO** al primer autobús/tren en **ESTE VIAJE DE IDA?**

(solo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE?**

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (**EN QUE CALLES**) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA?**

7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA?** (solo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA?** (solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA** **DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA?**

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó al subir al primer autobús/tren en **ESTE VIAJE DE IDA?**

(solo una respuesta)
☐ Dinero en efectivo / ¿Que cantidad fue? \$ _____
☐ Transferencia / ¿Que tipo de transferencia? (solo una respuesta)
☐ Santa Clarita Transit ☐ Metrolink Bill etc.
☐ De Otros Agencias

☐ Pase / ¿Que tipo de pase? (solo una respuesta)
☐ Adulto Mensual ☐ Precio Reducido Mensual
☐ Estudiante Mensual ☐ Viajero Mensual

11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA?**

a) En llegar a la primera parada de autobús/tren: _____ minutos
(parando, esperando, etc.)
b) Esperando el autobús(es) o tren(es): _____ minutos
c) Viajando en autobús(es) o tren(es): _____ minutos
d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de Santa Clarita Transit

12

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús: 1 2 3 4 5
b) Tiempo que esperó al autobús: 1 2 3 4 5
c) Los autobuses están a tiempo: 1 2 3 4 5
d) Costo del pasaje: 1 2 3 4 5
e) Cortesía del chofer: 1 2 3 4 5
f) Conveniencia de la ruta: 1 2 3 4 5
g) Tiempo que duró el viaje: 1 2 3 4 5
h) La limpieza dentro del autobús: 1 2 3 4 5
i) Disponibilidad de asientos: 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta: 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan: 1 2 3 4 5
l) Servicio en general: 1 2 3 4 5

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

14 ¿Qué tan **SEGUIDO** usa los autobuses Santa Clarita Transit (dentado sus viajes)? (solo una respuesta)

☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacifico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

16 ¿En **TOTAL**, cual fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (solo una respuesta)

☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

17 Otros comentarios:

La dirección del hogar o más cercanas
calles que cruzan y el código postal.



Gracias / Toda la información será estrictamente confidencial.

Santa Monica Big Blue Bus

Help us to serve you better! **Bus Rider Survey**

Answer to win valuable prizes!

Espanol en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:** *(not round-trip, include the line # or line name and bus/train company)*

first bus/train: LINE#: _____
transfer to second bus/train: LINE#: _____
transfer to third bus/train: LINE#: _____
transfer to fourth bus/train: LINE#: _____

- 2** **WHERE** were you coming from **BEFORE** you **GOT ON** the first bus/train of **THIS ONE-WAY TRIP**? (☒ only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (CROSS STREETS) did you get **ON** the **FIRST** bus/train of **THIS ONE-WAY TRIP**?

- 4** How did you **GET TO** the first bus/train of **THIS ONE-WAY TRIP**?

(☒ only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the **EXACT ADDRESS** of where you are **COMING FROM**? *(complete address or nearest cross streets/intersection, plus city or neighborhood)*

- 6** At what stop (CROSS STREETS) will you **GET OFF** the **LAST** bus/train of **THIS ONE-WAY TRIP**?

- 7** How will you **GET TO** the place you are going **AFTER** you get off the last bus/train of **THIS ONE-WAY TRIP**? (☒ only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you **GOING AFTER** you **GET OFF** the **LAST** bus/train of **THIS ONE-WAY TRIP**? (☒ only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the **EXACT ADDRESS** of where you are **GOING AFTER** you **GET OFF** the **LAST** bus/train of **THIS ONE-WAY TRIP**? *(complete address or nearest cross streets/intersection, plus city or neighborhood)*

- 10a** How did you pay when you got on this bus? (☒ only one)

☐ Cash ☐ Token ☐ Transfer ☐ Metrocard/Little Blue Card

- 10b** What fare did you pay? (☒ only one)

☐ Regular ☐ Disabled ☐ Junior/College
☐ Senior ☐ Grade School Student

- 10c** Do you have any kind of MTA pass?

☐ Yes ☐ No

Return this form on the bus or fold, seal, and mail (postage paid)

- 11** How much time did you (or will you) spend door-to-door on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/train stop (walking, driving, etc.): _____ minutes
b) Waiting for bus or train: _____ minutes
c) Traveling on bus or train: _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add a thru d) = _____ minutes

Your opinion of Big Blue Bus service

- 12**

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Amount of time spent waiting for bus1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Time bus takes to reach your stop.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info...1	2	3	4	5	
k) Buses stop for me and do not pass me by...1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a thru k) represents the one service feature you would most want Big Blue Bus to improve?
_____ (write letter a thru k)

About you

- 14** How **OFTEN** do you ride Big Blue Buses (for all trips that you make)?

(☒ only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

- 16** Year you were born: 19_____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

- 18** What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of all persons in your household? (☒ only one)

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more

Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Thank you / All information will be kept confidential

¡Ayúdenos a servirle mejor!

Encuesta a Los Usuarios del Autobús

¡Responda para ganar premios valiosos!

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (de de vuelta) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (incluya el # o nombre de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____
transbordo a segundo autobús/tren: # DE LINEA: _____
transbordo a tercer autobús/tren: # DE LINEA: _____
transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene ANTES de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (EN QUE CALLES) estaba cuando se SUBIO al PRIMER autobús/tren en **ESTE VIAJE DE IDA**?

4 ¿Cómo LLEGO al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)

☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el DOMICILIO EXACTO de donde Ud. VIENE?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (EN QUE CALLES) se BAJARA del ULTIMO autobús/tren que usará para **ESTE VIAJE DE IDA**?

7 ¿Cómo LLEGARA a su destino DESPUES de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde VA A IR DESPUES de que BAJE del ULTIMO autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el DOMICILIO EXACTO a donde Ud. VA DESPUES de que se BAJE de la ULTIMA parada de autobús/tren en **ESTE VIAJE DE IDA**? (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

(de puerta-a-puerta)

a) En llegar a la primer parada de autobús/tren: _____ minutos
(caminando, manejando, etc.):
b) Esperando el autobús o tren: _____ minutos
c) Viajando en autobús o tren: _____ minutos
d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos

TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de Big Blue Bus

12

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús: 1 2 3 4 5
b) Tiempo que espero al autobús: 1 2 3 4 5
c) Los autobuses están a tiempo: 1 2 3 4 5
d) Costo del pasaje: 1 2 3 4 5
e) Cortesía del chofer: 1 2 3 4 5
f) Conveniencia de la ruta: 1 2 3 4 5
g) Tiempo que duro el viaje: 1 2 3 4 5
h) La limpieza dentro del autobús: 1 2 3 4 5
i) Disponibilidad de asientos: 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta: 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan: 1 2 3 4 5
l) Servicio en general: 1 2 3 4 5

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? (seleccione una letra de a - k)

Sobre Ud.

14 ¿Qué tan SEGUIDO usa los autobuses Big Blue Bus (en todos sus viajes)? (sólo una respuesta)

☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.: ☐ Hombre ☐ Mujer

16 Año en que nació: 19 _____

17 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacifico
☐ Negro/Africano/Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

18 ¿En TOTAL, cuál fue el INGRESO FAMILIAR antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (sólo una respuesta)

☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Por favor proporcione la siguiente información:

Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____



Transit Authority of New York City

Gracias / Toda la información será estrictamente confidencial.

10a ¿Como pagó al subir al autobús? (sólo una respuesta)

☐ Dinero en efectivo ☐ Transbordo
☐ Fichas ☐ Metrocard/Tarjeta azul

10b ¿Qué precio de pasaje pagó? (sólo una respuesta)

☐ Regular mensual ☐ Para estudiantes de primaria
☐ Para personas mayores de 65 años ☐ Para estudiantes del colegio menor
☐ Para discapacitados

10c ¿Tiene algún tipo de pase de MTA?

☐ Si ☐ No

Torrance Transit

Help us to serve you better! **Bus Rider Survey**

Answer to win valuable prizes!

Español en el lado opuesto →

This one-way trip

- 1** Please list ALL bus/train lines you will use to complete THIS ONE-WAY TRIP from WHERE YOU STARTED TO WHERE YOU ARE GOING:
(List round-trip, include the line # or line name and bus/train company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2** WHERE are you coming from BEFORE you GOT ON the first bus/train of THIS ONE-WAY TRIP? *(only one)*

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (CROSS STREETS) did you get ON the FIRST bus/train of THIS ONE-WAY TRIP?

- 4** How did you GET TO the first bus/train of THIS ONE-WAY TRIP?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the EXACT ADDRESS of where you are COMING FROM?

(include address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (CROSS STREETS) will you GET OFF the LAST bus/train of THIS ONE-WAY TRIP?

- 7** How will you GET TO the place you are going AFTER you get off the last bus/train of THIS ONE-WAY TRIP? *(only one)*

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you GOING AFTER you GET OFF the LAST bus/train of THIS ONE-WAY TRIP? *(only one)*

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train of THIS ONE-WAY TRIP?

(include address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How did you pay when boarding your FIRST bus/train of THIS ONE-WAY TRIP? *(only one)*

☐ Cash / How much? \$ _____
☐ Token
☐ Pass / What kind of pass was it? *(only one)*
☐ Senior ☐ Student
☐ Disabled ☐ Interagency

- 11** How much time did you (or will you) spend on THIS ONE-WAY TRIP?

a) Getting to your first bus/train stop *(walking, driving, etc.):* _____ minutes

b) Waiting for bus(es) or train(s): _____ minutes

c) Traveling on bus(es) or train(s): _____ minutes

d) Getting from your last stop to your final destination: _____ minutes

TOTAL *(add it all up):* _____ minutes

Your opinion of Torrance Transit service

12

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a through l) represents the one service feature you would most want Torrance Transit to improve?

_____ *(write letter a through l)*

About you

- 14** How OFTEN do you ride Torrance Transit buses *(for all trips that you make)?*

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

- 16** Year you were born: 19_____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Alutian
☐ White/Caucasian ☐ Other: _____

- 18** What was the TOTAL FAMILY INCOME in 2000, before taxes, of all persons in your household? *(only one)*

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more



In order for you to win a prize, Torrance Transit must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Return this form **on the bus** or fold, seal, and mail (postage paid)

Thank you / All information will be kept confidential

¡Ayúdenos a servirle mejor!

Encuesta a Los Usuarios del Autobús

¡Responda para ganar premios valiosos!

English on reverse side →

En este viaje de ida

1 Por favor mencione TODOS los autobuses/trenes que Ud. usará para ESTE VIAJE DE IDA (incluya el # o nombre de línea y la compañía de autobús)

primer autobús/tren: # DE LÍNEA: _____
transbordo a segundo autobús/tren: # DE LÍNEA: _____
transbordo a tercer autobús/tren: # DE LÍNEA: _____
transbordo a cuarto autobús/tren: # DE LÍNEA: _____

2 ¿DE DÓNDE viene ANTES de SUBIRSE al primer autobús/tren en ESTE VIAJE DE IDA? (☑ sólo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (EN QUÉ CALLES) estaba cuando se SUBIO al PRIMER autobús/tren en ESTE VIAJE DE IDA?

4 ¿Cómo LLEGO al primer autobús/tren en ESTE VIAJE DE IDA?

(☑ sólo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el DOMICILIO EXACTO de donde Ud. VIENE?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (EN QUÉ CALLES) se BAJARÁ del ÚLTIMO autobús/tren que usará para ESTE VIAJE DE IDA?

7 ¿Cómo LLEGARÁ a su destino DESPUÉS de que se baje del último autobús/tren de ESTE VIAJE DE IDA? (☑ sólo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará al quien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde VA A IR DESPUÉS de que BAJE del ÚLTIMO autobús/tren de ESTE VIAJE DE IDA? (☑ sólo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el DOMICILIO EXACTO a donde Ud. VA DESPUÉS de que se BAJE de la ÚLTIMA parada de autobús/tren en ESTE VIAJE DE IDA?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó al subir al PRIMER autobús/tren en ESTE VIAJE DE IDA? (☑ sólo una respuesta)

☐ Dinero en efectivo / ¿Que cantidad fue? \$ _____
☐ Fichas
☐ Pase / ¿Que tipo de PASE? (☑ sólo una respuesta)
☐ Para personas mayores de 65 años ☐ Para estudiantes
☐ Para discapacitados ☐ De otras agencias

11 ¿Cuánto tiempo duró (¿durará) en ESTE VIAJE DE IDA?

a) En llegar a la primera parada de autobús/tren: _____ minutos
(caminando, manejando, etc.)
b) Esperando el autobús(es) o tren(es): _____ minutos
c) Viajando en autobús(es) o tren(es): _____ minutos
d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
TOTAL (suma a-c) = _____ minutos

Su opinión del servicio de Torrance Transit

12

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús: 1 2 3 4 5
b) Tiempo que esperó al autobús: 1 2 3 4 5
c) Los autobuses están a tiempo: 1 2 3 4 5
d) Costo del pasaje: 1 2 3 4 5
e) Cortesía del chofer: 1 2 3 4 5
f) Conveniencia de la ruta: 1 2 3 4 5
g) Tiempo que duró el viaje: 1 2 3 4 5
h) La limpieza dentro del autobús: 1 2 3 4 5
i) Disponibilidad de asientos: 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta: 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan: 1 2 3 4 5
l) Servicio en general: 1 2 3 4 5

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

14 ¿Qué tan SEGURO usa los autobuses Torrance Transit (en todos sus viajes)?

(☑ sólo una respuesta)
☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.: ☐ Hombre ☐ Mujer

16 Año en que nació: 19 _____

17 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

18 ¿En TOTAL, cuál fue el INGRESO FAMILIAR antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (☑ sólo una respuesta)

☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más



Para ganar un premio debe proporcionar su información y la Torrance Transit se comunicará con usted:

Nombre: _____
Domicilio: _____
Ciudad: _____ Código Postal: _____
Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Alhambra Community Transit

Answer to win valuable prizes! **Bus Rider Survey**

Help Us to Serve You Better

Español en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train/rail lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:**

(List route trip, include the line # or line name and bus/train/rail company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2** **WHERE** are you coming from **BEFORE** you **GOT ON** the first bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (cross streets) did you get **ON** the **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 4** How did you **GET TO** the first bus/train/rail of **THIS ONE-WAY TRIP**?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the **EXACT ADDRESS** of where you are **COMING FROM**?

(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (cross streets) will you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 7** How will you **GET TO** the place you are going **AFTER** you get off the last bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the **EXACT ADDRESS** of where you are **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?

(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How did you pay when boarding your **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ Cash / How much? \$ _____
☐ Pass

- 11** How much time did you (or will you) spend on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/train stop (walking driving etc.): _____ minutes
 b) Waiting for bus(es) or train(s): _____ minutes
 c) Traveling on bus(es) or train(s): _____ minutes
 d) Getting from your last stop to your final destination: _____ minutes
 TOTAL (add a thru d) = _____ minutes

Your opinion of Alhambra Community Transit service

12

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Traveltime on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a thru l) represents the one service feature you would most want **ACT** to improve?

_____ (write letter a thru l)

About you

- 14** How **OFTEN** do you ride **ACT** buses (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

- 16** Year you were born: 19_____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Alutian
☐ White/Caucasian ☐ Other: _____

- 18** What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of **all** persons in your household? (only one)

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more

In order for you to win a prize, **ACT** must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Return this form on the bus or fold, seal, and mail (postage paid)

Thank you / All information will be kept confidential

¡Responda para ganar premios valiosos!

Encuesta a Los Usuarios del Autobús

Ayúdenos a servirle mejor

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (de ida) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (incluya el # de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____
transbordo a segundo autobús/tren: # DE LINEA: _____
transbordo a tercer autobús/tren: # DE LINEA: _____
transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (en qué calles) estaba cuando se SUBIO al PRIMER autobús/tren en **ESTE VIAJE DE IDA**?

4 ¿Cómo LLEGO al primer autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el DOMICILIO EXACTO de donde Ud. VIENE?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (en qué calles) se BAJARA del ÚLTIMO autobús/tren que usará para **ESTE VIAJE DE IDA**?

7 ¿Cómo LLEGARÁ a su destino DESPUES de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde VA A IR DESPUES de que BAJE del ÚLTIMO autobús/tren de **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el DOMICILIO EXACTO a donde Ud. VA DESPUES de que se BAJE de la ÚLTIMA parada de autobús/tren en **ESTE VIAJE DE IDA**?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó al subir al PRIMER autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

☐ Dinero en efectivo / ¿Qué cantidad fue? \$ _____
☐ Pase

11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

a) En llegar a la primer parada de autobús/tren: _____ minutos
(caminando, corriendo, etc.)
b) Esperando el autobús(es) o tren(es): _____ minutos
c) Viajando en autobús(es) o tren(es): _____ minutos
d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
TOTAL (suma a-d) = _____ minutos

Su opinión del servicio de Alhambra Community Transit

12

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús: 1 2 3 4 5
b) Tiempo que esperó al autobús: 1 2 3 4 5
c) Los autobuses están a tiempo: 1 2 3 4 5
d) Costo del pasaje: 1 2 3 4 5
e) Cortesía del chofer: 1 2 3 4 5
f) Conveniencia de la ruta: 1 2 3 4 5
g) Tiempo que duró el viaje: 1 2 3 4 5
h) La limpieza dentro del autobús: 1 2 3 4 5
i) Disponibilidad de asientos: 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta: 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan: 1 2 3 4 5
l) Servicio en general: 1 2 3 4 5

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? (seleccione una letra de a-l)

Sobre Ud.

14 ¿Qué tan SEGUIDO usa los autobuses ACT (en todos sus viajes)?

☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.: ☐ Hombre ☐ Mujer

16 Año en que nació: 19 _____

17 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano/Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

18 ¿En TOTAL, cuál fue el INGRESO FAMILIAR antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (solo una respuesta)

☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más



Para ganar un premio debe proporcionar su información y la ACT se comunicará con usted:

Nombre: _____
Domicilio: _____
Ciudad: _____ Código Postal: _____
Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Carson Circuit

Help us to serve you better!

Bus Rider Survey

Español en el lado opuesto →

This one-way trip

1 Please list ALL bus/train lines you will use to complete THIS ONE-WAY TRIP from WHERE YOU STARTED TO WHERE YOU ARE GOING:

(bus/train lines, include the line # or line name and bus/train company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

2 WHERE are you coming from BEFORE you GOT ON the first bus/train of THIS ONE-WAY TRIP? (only one)

- ☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

3 At what stop (CROSS STREETS) did you get ON the FIRST bus/train of THIS ONE-WAY TRIP?

4 How did you GET TO the first bus/train of THIS ONE-WAY TRIP?

- (only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

5 What is the EXACT ADDRESS of where you are COMING FROM?

(provide address or nearest cross streets/intersection, plus city or neighborhood)

6 At what stop (CROSS STREETS) will you GET OFF the LAST bus/train of THIS ONE-WAY TRIP?

7 How will you GET TO the place you are going AFTER you get off the last bus/train of THIS ONE-WAY TRIP? (only one)

- ☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

8 Where are you GOING AFTER you GET OFF the LAST bus/train of THIS ONE-WAY TRIP? (only one)

- ☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

9 What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train of THIS ONE-WAY TRIP?

(provide address or nearest cross streets/intersection, plus city or neighborhood)

10 How did you pay when boarding your FIRST bus/train of THIS ONE-WAY TRIP? (only one)

- ☐ Cash / How much? \$ _____
☐ Token
☐ Pass / What kind of pass was it? (only one)
☐ Regular Monthly ☐ Disabled
☐ Senior ☐ Other: _____

11 How much time did you (or will you) spend on THIS ONE-WAY TRIP?

- a) Getting to your first bus/train stop (walking, driving, etc.) _____ minutes
b) Waiting for bus(es) or train(s): _____ minutes
c) Travelling on bus(es) or train(s): _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add a, b, c, d) = _____ minutes

Your opinion of Carson Circuit service

12

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

13 Which one of the items from question 12 (a through l) represents the one service feature you would most want Carson Circuit to improve?

_____ (write letter a through l)

About you

14 How OFTEN do you ride Carson Circuit buses (for all trips that you make)?

- (only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

15 From/to which bus company do you transfer most frequently?

- ☐ MTA ☐ Long Beach Transit ☐ Do not transfer
☐ Torrance Transit ☐ Gardena Transit

16 Are you: ☐ Male ☐ Female

17 Year you were born: 19_____

18 Are you:

- ☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Return this form on the BUS or fold, seal, and mail (postage paid)

Thank you / All information will be kept confidential

¡Ayúdenos a servirle mejor!

Encuesta a Los Usuarios del Autobús

English on reverse side →

En este viaje de ida

- 1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (desde salida) **DESDE DONDE EMPEZO HASTA SU DESTINO:** (incluya el # o nombres de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____
transbordo a segundo autobús/tren: # DE LINEA: _____
transbordo a tercer autobús/tren: # DE LINEA: _____
transbordo a cuarto autobús/tren: # DE LINEA: _____

- 2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA?** (☑ *sólo una respuesta*)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

- 3 ¿En cuál parada (**EN QUE CALLES**) estaba cuando se SUBIO al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA?**

- 4 ¿Cómo **LLEGO** al primer autobús/tren en **ESTE VIAJE DE IDA?** (☑ *sólo una respuesta*)

☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

- 5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE?** (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 6 ¿En qué parada (**EN QUE CALLES**) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA?**

- 7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA?** (☑ *sólo una respuesta*)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

- 8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA?** (☑ *sólo una respuesta*)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

- 9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA?** (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 10 ¿Cómo pagó al subir al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA?** (☑ *sólo una respuesta*)

☐ Dinero en efectivo / ¿Que cantidad fue? \$ _____
☐ Fichas
☐ Pase / ¿Que tipo de PASE? (☑ *sólo una respuesta*)
☐ Regular Mensual ☐ Para discapacitados
☐ Para personas mayores de 65 años ☐ Otra respuesta: _____

- 11 ¿Cuánto tiempo duró (¿duró?) en **ESTE VIAJE DE IDA?**

a) En llegar a la primer parada de autobús/tren: _____ minutos
(caminando, corriendo, etc.)
b) Esperando el autobús(es) o tren(es): _____ minutos
c) Viajando en autobús(es) o tren(es): _____ minutos
d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de Carson Circuit

- 12

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús 1 2 3 4 5
b) Tiempo que esperó al autobús 1 2 3 4 5
c) Los autobuses están a tiempo 1 2 3 4 5
d) Costo del pasaje 1 2 3 4 5
e) Cortesía del chofer 1 2 3 4 5
f) Conveniencia de la ruta 1 2 3 4 5
g) Tiempo que duró el viaje 1 2 3 4 5
h) La limpieza dentro del autobús 1 2 3 4 5
i) Disponibilidad de asientos 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan 1 2 3 4 5
l) Servicio en general 1 2 3 4 5

- 13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

- 14 ¿Qué tan **SEGUIDO** usa los autobuses Carson Circuit (en todos sus viajes)? (☑ *sólo una respuesta*)

☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

- 15 ¿De/a cuál compañía de autobús se transfiere más frecuentemente?

☐ MTA ☐ Long Beach Transit ☐ no transfiero
☐ Torrance Transit ☐ Gardena Transit

- 16 Es Ud.: ☐ Hombre ☐ Mujer

- 17 Año en que nació: 19 _____

- 18 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

Proporcione por favor la información siguiente:

Nombre: _____
Domicilio: _____
Ciudad: _____ Código Postal: _____
Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Cerritos-on-Wheels (COW)

Cerritos on Wheels Rider Survey

Help Us to Serve You Better

Español en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train/rail lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED** to **WHERE YOU ARE GOING**:

(List route/trip, include the line # or line name and bus/train/rail company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2** **WHERE** are you coming from **BEFORE** you **GOT ON** the first bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (cross streets) did you get **ON** the **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 4** How did you **GET TO** the first bus/train/rail of **THIS ONE-WAY TRIP**?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the **EXACT ADDRESS** of where you are **COMING FROM**?

(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (cross streets) will you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 7** How will you **GET TO** the place you are going **AFTER** you get off the last bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the **EXACT ADDRESS** of where you are **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?

(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How much time did you (or will you) spend on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/train stop (walking/driving, etc.): _____ minutes
 b) Waiting for bus(es) or train(s): _____ minutes
 c) Traveling on bus(es) or train(s): _____ minutes
 d) Getting from your last stop to your final destination: _____ minutes
 TOTAL (add a, b, c, d) = _____ minutes

Return this form **on the bus** or fold, seal, and mail (postage paid)

- 11** How likely are you to ride a bus that **STOPS ONLY** at the following locations: City Hall, Towne Center/Library, Cerritos Park East, Post Office, Emerald Villas, Cerritos Regional Park, Heritage Park, Senior Center, Los Cerritos Center, Liberty Park, Cerritos College?

☐ Likely ☐ Unlikely ☐ Makes no difference

Your opinion of Cerritos on Wheels service

12

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a thru l) represents the one service feature you would most want COW to improve?

(write letter a thru l)

About you

- 14** How **OFTEN** do you ride Cerritos on Wheels (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

- 16** Year you were born: 19_____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Alutian
☐ White/Caucasian ☐ Other: _____

- 18** What was the **TOTAL FAMILY INCOME** in 2000, before taxes,

of all persons in your household? (only one)
☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more

Please provide the following information:

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Thank you / All information will be kept confidential

Encuesta a Los Usuarios de Cerritos on Wheels

Ayúdenos a servirle mejor

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (sólo de ida) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (Escriba el # nombre de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____

transbordo a segundo autobús/tren: # DE LINEA: _____

transbordo a tercer autobús/tren: # DE LINEA: _____

transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)

- ☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (en qué calles) estaba cuando se SUBIO al PRIMER autobús/tren en **ESTE VIAJE DE IDA**?

4 ¿Cómo LLEGO al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)

- ☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el DOMICILIO EXACTO de donde Ud. VIENE?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (en qué calles) se BAJARÁ del ULTIMO autobús/tren que usará para **ESTE VIAJE DE IDA**?

7 ¿Cómo LLEGARÁ a su destino DESPUES de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)

- ☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde VA A IR DESPUES de que BAJE del ULTIMO autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)

- ☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el DOMICILIO EXACTO a donde Ud. VA DESPUES de que se BAJE de la ULTIMA parada de autobús/tren en **ESTE VIAJE DE IDA**? (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

a) En llegar a la primera parada de autobús/tren: _____ minutos
 (caminando, manejando, etc.)

b) Esperando el autobús(es) o tren(es): _____ minutos

c) Viajando en autobús(es) o tren(es): _____ minutos

d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos

TOTAL (suma a - d) = _____ minutos

11 Qué tan probable es de que tome un autobús que SOLAMENTE HAGA LA PARADA en los siguientes lugares: *City Hall, Towne Center/Library, Cerritos Park East, Post Office, Emerald Villas, Cerritos Regional Park, Heritage Park, Senior Center, Los Cerritos Center, Liberty Park, Cerritos College?*

- ☐ Probable ☐ No es probable ☐ No es ninguna diferencia

Su opinión del servicio de Cerritos on Wheels

12

muy bien bien ok mal muy mal

- | | | | | | |
|--|---|---|---|---|---|
| a) Su seguridad mientras espera/
viaja por autobús | 1 | 2 | 3 | 4 | 5 |
| b) Tiempo que esperó al autobús | 1 | 2 | 3 | 4 | 5 |
| c) Los autobuses están a tiempo | 1 | 2 | 3 | 4 | 5 |
| d) Costo del pasaje | 1 | 2 | 3 | 4 | 5 |
| e) Cortesía del chofer | 1 | 2 | 3 | 4 | 5 |
| f) Conveniencia de la ruta | 1 | 2 | 3 | 4 | 5 |
| g) Tiempo que duró el viaje | 1 | 2 | 3 | 4 | 5 |
| h) La limpieza dentro del autobús | 1 | 2 | 3 | 4 | 5 |
| i) Disponibilidad de asientos | 1 | 2 | 3 | 4 | 5 |
| j) Disponibilidad del horario e
información sobre la ruta | 1 | 2 | 3 | 4 | 5 |
| k) Los autobuses hacen la parada
y no me dejan | 1 | 2 | 3 | 4 | 5 |
| l) Servicio en general | 1 | 2 | 3 | 4 | 5 |

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

14 ¿Qué tan SEGUIDO usa Cerritos on Wheels (en todos sus viajes)?

- ☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.: ☐ Hombre ☐ Mujer

16 Año en que nació: 19 _____

17 Es Ud.:

- ☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

18 ¿En TOTAL, cuál fue el INGRESO FAMILIAR antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (sólo una respuesta)

- ☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Por favor proporcione la siguiente información:

Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Commerce Transit

Commerce Transit Rider Survey

Help Us to Serve You Better

Espanol en el lado opuesto →

This one-way trip

1 Please list ALL bus/train/rail lines you will use to complete THIS ONE-WAY TRIP from WHERE YOU STARTED TO WHERE YOU ARE GOING:

(add, omit, trip, include the line # or line name and bus/train/rail company)
 first bus/train: LINE#/COLOR: _____
 transfer to second bus/train: LINE#/COLOR: _____
 transfer to third bus/train: LINE#/COLOR: _____
 transfer to fourth bus/train: LINE#/COLOR: _____

2 WHERE are you coming from BEFORE you GOT ON the first bus/train/rail of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

3 At what stop (cross streets) did you get ON the FIRST bus/train/rail of THIS ONE-WAY TRIP?

4 How did you GET TO the first bus/train/rail of THIS ONE-WAY TRIP?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

5 What is the EXACT ADDRESS of where you are COMING FROM?

(complete address or nearest cross streets/intersection, plus city or neighborhood)

6 At what stop (cross streets) will you GET OFF the LAST bus/train/rail of THIS ONE-WAY TRIP?

7 How will you GET TO the place you are going AFTER you get off the last bus/train/rail of THIS ONE-WAY TRIP? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

8 Where are you GOING AFTER you GET OFF the LAST bus/train/rail of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

9 What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train/rail of THIS ONE-WAY TRIP?

(complete address or nearest cross streets/intersection, plus city or neighborhood)

10 How much time did you (or will you) spend on THIS ONE-WAY TRIP?

a) Getting to your first bus/train stop (walking/driving etc.): _____ minutes
 b) Waiting for bus(es) or train(s): _____ minutes
 c) Traveling on bus(es) or train(s): _____ minutes
 d) Getting from your last stop to your final destination: _____ minutes
 TOTAL (add a few if) = _____ minutes

Return this form on the bus or fold, seal, and mail (postage paid)

Your opinion of Commerce Transit service

11

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Traveltime on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

12 Which one of the items from question 11 (a thru k) represents the one service feature you would most want Commerce Transit to improve?

_____ (write letter a thru k)

About you

13 How OFTEN do you ride Commerce Transit (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

14 Are you: ☐ Male ☐ Female

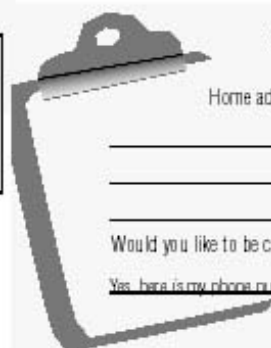
15 Year you were born: 19_____

16 Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Alenutian
☐ White/Caucasian ☐ Other: _____

17 What was the TOTAL FAMILY INCOME in 2000, before taxes,

of all persons in your household? (only one)
☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more



Please provide the following information for planning purposes:

Home address or nearest cross streets and zip code:

Would you like to be contacted regarding transit related concerns?

Yes, here is my phone number: _____

Thank you / All information will be kept confidential

Encuesta a Los Usuarios de Commerce Transit

Ayúdenos a servirle mejor

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (incluya el # de línea y la compañía de autobús)
SU DESTINO: (incluya el # de línea y la compañía de autobús)
 primer autobús/tren: # DE LINEA/COLOR: _____
 transbordo a segundo autobús/tren: # DE LINEA/COLOR: _____
 transbordo a tercer autobús/tren: # DE LINEA/COLOR: _____
 transbordo a cuarto autobús/tren: # DE LINEA/COLOR: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clares ☐ Cita médica/Dentista

3 ¿En cuál parada (en qué calles) estaba cuando se SUBIO al PRIMER autobús/tren en **ESTE VIAJE DE IDA**?

4 ¿Cómo LLEGO al primer autobús/tren en **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el DOMICILIO EXACTO de donde Ud. VIENE?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (en qué calles) se BAJARA del ULTIMO autobús/tren que usará para **ESTE VIAJE DE IDA**?

7 ¿Cómo LLEGARA a su destino DESPUES de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde VA A IR DESPUES de que BAJE del ULTIMO autobús/tren de **ESTE VIAJE DE IDA**? (sólo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clares ☐ Cita médica/Dentista

9 ¿Cuál es el DOMICILIO EXACTO a donde Ud. VA DESPUES de que se BAJE de la ULTIMA parada de autobús/tren en **ESTE VIAJE DE IDA**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?
 a) En llegar a la primera parada de autobús/tren: _____ minutos
 (caminando, corriendo, etc.)
 b) Esperando el autobús(es) o tren(es): _____ minutos
 c) Viajando en autobús(es) o tren(es): _____ minutos
 d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
 TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de Commerce Transit

11

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/ viaja por autobús	1	2	3	4	5
b) Tiempo que esperó al autobús	1	2	3	4	5
c) Los autobuses están a tiempo	1	2	3	4	5
d) Costo del pasaje	1	2	3	4	5
e) Cortesía del chofer	1	2	3	4	5
f) Conveniencia de la ruta	1	2	3	4	5
g) Tiempo que duró el viaje	1	2	3	4	5
h) La limpieza dentro del autobús	1	2	3	4	5
i) Disponibilidad de asientos	1	2	3	4	5
j) Disponibilidad del horario e información sobre la ruta	1	2	3	4	5
k) Los autobuses hacen la parada y no me dejan	1	2	3	4	5
l) Servicio en general	1	2	3	4	5

12 ¿De la pregunta 11, cual representa el servicio que necesita mejorar más en su opinión? (seleccione una letra de a - l)

Sobre Ud.

13 ¿Qué tan SEGUIDO usa Commerce Transit (en todos sus viajes)? (sólo una respuesta)
☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

14 Es Ud.: ☐ Hombre ☐ Mujer

15 Año en que nació: 19 _____

16 Es Ud.:
☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

17 ¿En TOTAL, cuál fue el INGRESO FAMILIAR antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (sólo una respuesta)
☐ Menos de \$7,500 ☐ \$7,500-\$14,999 ☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999 ☐ \$35,000-\$49,999 ☐ \$50,000 o más

Por favor proporcione la siguiente información que será utilizada con el propósito de planificar:

Domicilio o las calles más cercanas además del código postal:

¿Le gustaría que nos pusieramos en contacto con usted referente a cuestiones de transporte?

Si, aquí está mi número de teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Culver CityBus

Answer to win valuable prizes! Bus Rider Survey

Dear Culver CityBus Customer: Enter for your chance to win a Metrocard valued at \$100 or \$50 gift certificate to a local grocery store, just by completing this short questionnaire. Your answers will assist us in planning schedules, routes, and service changes to make your trips easier.

Español en el lado opuesto →

This one-way trip

- 1** Please list ALL bus/train lines you will use to complete THIS ONE-WAY TRIP from WHERE YOU STARTED TO WHERE YOU ARE GOING: (list round-trip, include the line # or line name and bus/train company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2** WHERE are you coming from BEFORE you GOT ON the first bus/train of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (CROSS STREETS) did you get ON the FIRST bus/train of THIS ONE-WAY TRIP?

- 4** How did you GET TO the first bus/train of THIS ONE-WAY TRIP?

☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the EXACT ADDRESS of where you are COMING FROM?

(complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (CROSS STREETS) will you GET OFF the LAST bus/train of THIS ONE-WAY TRIP?

- 7** How will you GET TO the place you are going AFTER you get off the last bus/train of THIS ONE-WAY TRIP? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you GOING AFTER you GET OFF the LAST bus/train of THIS ONE-WAY TRIP? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the EXACT ADDRESS of where you are GOING AFTER you GET OFF the LAST bus/train of THIS ONE-WAY TRIP?

(complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How did you pay when boarding your FIRST bus/train of THIS ONE-WAY TRIP? (only one)

☐ Cash / How much? \$ _____
☐ MTA token
☐ Metrocard / What kind of Metrocard was it? (only one)
☐ Culver CityBus ☐ Santa Monica Big Blue Bus
☐ Pass / What kind of pass was it? (only one)
☐ Adult ☐ Senior
☐ Student ☐ Disabled

Return this form on the bus or fold, seal, and mail (postage paid)

- 11** How much time did you (or will you) spend on THIS ONE-WAY TRIP?

a) Getting to your first bus/train stop (walking/driving, etc.): _____ minutes

b) Waiting for bus(es) or train(s): _____ minutes

c) Traveling on bus(es) or train(s): _____ minutes

d) Getting from your last stop to your final destination: _____ minutes

TOTAL (add a, b, c, d): _____ minutes

Your opinion of Culver CityBus service

- 12**

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a through k) represents the one service feature you would most want Culver CityBus to improve?

(write letter a through k)

About you

- 14** How OFTEN do you ride Culver CityBus buses (for all trips that you make)?

☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

- 16** Year you were born: 19_____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

- 18** What was the TOTAL FAMILY INCOME in 2000, before taxes,

of all persons in your household? (only one)

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more



In order for you to win a prize, Culver CityBus must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Thank you / All information will be kept confidential

iResponda para ganar premios valiosos!

Encuesta a Los Usuarios del Autobús

English on reverse side →

Estimado Cliente de Culver CityBus: Inscribese para la oportunidad de ganar un Metrocard con valor de \$100 o un certificado de regalo a un supermercado local con valor de \$50 solamente por completar este cuestionario corto.

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (¿cuánto viaje?) **DESDE DONDE EMPEZO HASTA SU DESTINO:** (incluya el # o nombre de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____
transbordo a segundo autobús/tren: # DE LINEA: _____
transbordo a tercer autobús/tren: # DE LINEA: _____
transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA?** (☑ solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (**EN QUE CALLES**) estaba cuando se **SUBIO** al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA?**

4 ¿Cómo **LLEGO** al primer autobús/tren en **ESTE VIAJE DE IDA?**

(☑ solo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE?**
(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (**EN QUE CALLES**) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA?**

7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA?** (☑ solo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA?** (☑ solo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA?**
(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó al subir al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA?** (☑ solo una respuesta)

☐ Dinero en efectivo / ¿Qué cantidad fue? \$ _____
☐ Fichas

☐ Metrocard / ¿Qué tipo de Metrocard? (☑ solo una respuesta)

☐ Culver CityBus ☐ Santa Monica Big Blue Bus

☐ Pase / ¿Qué tipo de PASE? (☑ solo una respuesta)

☐ Adultos ☐ Para personal mayores de 65 años
☐ Para estudiantes ☐ Para discapacitados

11 ¿Cuánto tiempo duró (¿durará) en **ESTE VIAJE DE IDA?**

a) En llegar a la primera parada de autobús/tren: _____ minutos
(caminando, manejando, etc.)

b) Esperando el autobús(es) o tren(es): _____ minutos

c) Viajando en autobús(es) o tren(es): _____ minutos

d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos

TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de Culver CityBus

12

muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
viaja por autobús: 1 2 3 4 5
b) Tiempo que esperó al autobús: 1 2 3 4 5
c) Los autobuses están a tiempo: 1 2 3 4 5
d) Costo del pasaje: 1 2 3 4 5
e) Cortesía del chofer: 1 2 3 4 5
f) Conveniencia de la ruta: 1 2 3 4 5
g) Tiempo que duró el viaje: 1 2 3 4 5
h) La limpieza dentro del autobús: 1 2 3 4 5
i) Disponibilidad de asientos: 1 2 3 4 5
j) Disponibilidad del horario e
información sobre la ruta: 1 2 3 4 5
k) Los autobuses hacen la parada
y no me dejan: 1 2 3 4 5
l) Servicio en general: 1 2 3 4 5

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? _____ (seleccione una letra de a - l)

Sobre Ud.

14 ¿Qué tan **SEGUIDO** usa los autobuses Culver CityBus (en todos sus viajes)? (☑ solo una respuesta)

☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.: ☐ Hombre ☐ Mujer

16 Año en que nació: 19 _____

17 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

18 ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (☑ solo una respuesta)

☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Para ganar un premio debe proporcionar su información y Culver CityBus se comunicará con usted:

Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

El Monte Trolley

El Monte Trolley Rider Survey

Help Us to Serve You Better

Espanol en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train/rail lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:**
(List round-trip, include the line # or line name and bus/train/rail company)

first bus/train: LINE#: _____

transfer to second bus/train: LINE#: _____

transfer to third bus/train: LINE#: _____

transfer to fourth bus/train: LINE#: _____

- 2** **WHERE** are you coming from **BEFORE** you GOT ON the first bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (cross streets) did you get **ON** the **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 4** How did you **GET TO** the first bus/train/rail of **THIS ONE-WAY TRIP**?

(only one)
☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the **EXACT ADDRESS** of where you are **COMING FROM**?
(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (cross streets) will you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?

- 7** How will you **GET TO** the place you are going **AFTER** you get off the last bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the **EXACT ADDRESS** of where you are **GOING AFTER** you **GET OFF** the **LAST** bus/train/rail of **THIS ONE-WAY TRIP**?
(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How did you pay when boarding your **FIRST** bus/train/rail of **THIS ONE-WAY TRIP**? (only one)

☐ Cash / How much? \$ _____
☐ Token

- 11** How much time did you (or all you) spend on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/train stop (walking/driving etc.): _____ minutes
b) Waiting for bus(es) or train(s): _____ minutes
c) Traveling on bus(es) or train(s): _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add it all up) = _____ minutes

Your opinion of El Monte Trolley service

12

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding buses.....1	2	3	4	5	
b) Time spent waiting for bus.....1	2	3	4	5	
c) Buses are on time.....1	2	3	4	5	
d) Cost of fare.....1	2	3	4	5	
e) Driver courtesy.....1	2	3	4	5	
f) Convenience of route.....1	2	3	4	5	
g) Travel time on bus.....1	2	3	4	5	
h) Cleanliness inside bus.....1	2	3	4	5	
i) Availability of seats/space on bus.....1	2	3	4	5	
j) Availability of schedule and route info.....1	2	3	4	5	
k) Buses stop for me and do not pass me by.....1	2	3	4	5	
l) Overall bus service.....1	2	3	4	5	

- 13** Which one of the items from question 12 (a thru l) represents the one service feature you would most want El Monte Trolley to improve?

_____ (write letter a thru l)

About you

- 14** How **OFTEN** do you ride El Monte Trolley (for all trips that you make)?

(only one)
☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 15** Are you: ☐ Male ☐ Female

- 16** Year you were born: 19 _____

- 17** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

- 18** What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of all persons in your household? (only one)

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more

Please provide the following information:

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____

Return this form **on the bus** or fold, seal, and mail (postage paid)

Thank you / All information will be kept confidential

Encuesta a Los Usuarios de El Monte Trolley

Ayúdenos a servirle mejor

English on reverse side →

En este viaje de ida

1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (de ida) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (Escriba el # nombre de línea y la compañía de autobús)

primer autobús/tren: # DE LINEA: _____

transbordo a segundo autobús/tren: # DE LINEA: _____

transbordo a tercer autobús/tren: # DE LINEA: _____

transbordo a cuarto autobús/tren: # DE LINEA: _____

2 ¿DE DONDE viene **ANTES** de SUBIRSE al primer autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

- ☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

3 ¿En cuál parada (en qué calles) estaba cuando se SUBIO al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**?

4 ¿Cómo LLEGO al primer autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

- ☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE**?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

6 ¿En qué parada (en qué calles) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA**?

7 ¿Cómo LLEGARA a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (solo una respuesta)

- ☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA**? (solo una respuesta)

- ☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA** **DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA**? (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó al subir al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**? (solo una respuesta)

- ☐ Dinero en efectivo / ¿Qué cantidad fue? \$ _____
☐ Fichas

11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

a) En llegar a la primera parada de autobús/tren: _____ minutos
 (sumando transbordo(s) al)

b) Esperando el autobús(es) o tren(es): _____ minutos

c) Viajando en autobús(es) o tren(es): _____ minutos

d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos

TOTAL (suma a - d) = _____ minutos

Su opinión del servicio de El Monte Trolley

12

muy bien bien ok mal muy mal

- a) Su seguridad mientras espera/
 viaja por autobús: 1 2 3 4 5
 b) Tiempo que esperó al autobús: 1 2 3 4 5
 c) Los autobuses están a tiempo: 1 2 3 4 5
 d) Costo del pasaje: 1 2 3 4 5
 e) Cortesía del chofer: 1 2 3 4 5
 f) Conveniencia de la ruta: 1 2 3 4 5
 g) Tiempo que duró el viaje: 1 2 3 4 5
 h) La limpieza dentro del autobús: 1 2 3 4 5
 i) Disponibilidad de asientos: 1 2 3 4 5
 j) Disponibilidad del horario e
 información sobre la ruta: 1 2 3 4 5
 k) Los autobuses hacen la parada
 y no me dejan: 1 2 3 4 5
 l) Servicio en general: 1 2 3 4 5

13 ¿De la pregunta 12, cual representa el servicio que necesita mejorar más en su opinión? (seleccione una letra de a - l)

Sobre Ud.

14 ¿Qué tan **SEGUIDO** usa los autobuses de El Monte Trolley (en todos sus viajes)? (solo una respuesta)

- ☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

15 Es Ud.: ☐ Hombre ☐ Mujer

16 Año en que nació: 19 _____

17 Es Ud.:

- ☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

18 ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (solo una respuesta)

- ☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Por favor proporcione la siguiente información:

Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____

Gracias / Toda la información será estrictamente confidencial.

Foothill Transit

Help us to serve you better! Bus Rider Survey

Answer to win valuable prizes!

Español en el lado opuesto →

This one-way trip

- 1** Please list **ALL** bus/train lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:**
(List round-trip. Include the line # or line name and bus/train company)

first bus/train: LINE#: _____
transfer to second bus/train: LINE#: _____
transfer to third bus/train: LINE#: _____
transfer to fourth bus/train: LINE#: _____

- 2** **WHERE** were you coming from **BEFORE** you **GOT ON** the first bus/train of **THIS ONE-WAY TRIP**? (only one)
- ☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 3** At what stop (CROSS STREETS) did you get **ON** the **FIRST** bus/train of **THIS ONE-WAY TRIP**? _____

- 4** How did you **GET TO** the first bus/train of **THIS ONE-WAY TRIP**? (only one)
- ☐ Walked ☐ Drove ☐ Other: _____
☐ Dropped off ☐ Bicycle

- 5** What is the **EXACT ADDRESS** of where you are **COMING FROM**?
(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 6** At what stop (CROSS STREETS) will you **GET OFF** the **LAST** bus/train of **THIS ONE-WAY TRIP**? _____

- 7** How will you **GET TO** the place you are going **AFTER** you get off the last bus/train of **THIS ONE-WAY TRIP**? (only one)
- ☐ Walk ☐ Drive ☐ Other: _____
☐ Be picked up ☐ Bicycle

- 8** Where are you **GOING AFTER** you **GET OFF** the **LAST** bus/train of **THIS ONE-WAY TRIP**? (only one)
- ☐ My home ☐ Shopping ☐ Childcare
☐ Work ☐ Social/Recreation ☐ Other: _____
☐ School/Class ☐ Medical/Dental

- 9** What is the **EXACT ADDRESS** of where you are **GOING AFTER** you **GET OFF** the **LAST** bus/train of **THIS ONE-WAY TRIP**?
(Complete address or nearest cross streets/intersection, plus city or neighborhood)

- 10** How did you pay when boarding your **FIRST** bus/train of **THIS ONE-WAY TRIP**? (only one)

☐ Cash / How much? \$ _____
☐ Token
☐ Pass / What kind of pass was it? (only one)
☐ Monthly ☐ Student
☐ Metrocard ☐ Interagency
☐ Express ☐ Joint MTA
☐ Senior ☐ Other: _____
☐ Disabled

Return this form **on the bus** or fold, seal, and mail (postage paid)

- 11** How much time did you (or will you) spend on **THIS ONE-WAY TRIP**?

a) Getting to your first bus/train stop (walking, driving, etc.): _____ minutes
b) Waiting for bus(es) or train(s): _____ minutes
c) Traveling on bus(es) or train(s): _____ minutes
d) Getting from your last stop to your final destination: _____ minutes
TOTAL (add a few if) = _____ minutes

- 12**

- a) If you boarded a bus on this **ONE-WAY TRIP** at one of the following **PARK AND RIDE** locations, please identify which one. (only one)
- ☐ West Covina Mall ☐ Eastland Shopping Center
☐ Puente Hills Mall ☐ None (go to #13)

- b) How frequently do you **SHOP** at the stores located at the **PARK AND RIDE** you identified in 12A? (only one)
- ☐ More than once per week
☐ At least two times per month up to once per week
☐ Once per month
☐ Less than once per month

- c) Which of the following **INCENTIVES** would encourage you to shop at stores located at the **PARK AND RIDE** you identified? (only one)
- ☐ Discounts for all Foothill Transit pass holders and Metrocard users
☐ Frequent-user rewards
☐ Other: _____

About you

- 13** How **OFTEN** do you ride Foothill Transit buses (for all trips that you make)? (only one)

☐ 5 or more days/wk ☐ 1-2 days/wk ☐ Less than once/month
☐ 3-4 days/wk ☐ Less than once/wk ☐ First time

- 14** Are you: ☐ Male ☐ Female

- 15** Year you were born: 19 _____

- 16** Are you:

☐ Latino/Hispanic ☐ Asian/Pacific Islander
☐ Black/African American ☐ American Indian/Aleutian
☐ White/Caucasian ☐ Other: _____

- 17** What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of all persons in your household? (only one)

☐ Under \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 or more

In order for you to win a prize, Foothill Transit must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____



Thank you / All information will be kept confidential

iAyúdenos a servirle mejor! Encuesta a Los Usuarios del Autobús

iResponda para ganar premios valiosos!

English on reverse side →

En este viaje de ida

- 1 Por favor mencione **TODOS** los autobuses/trenes que Ud. usará para **ESTE VIAJE DE IDA** (sea de ida) **DESDE DONDE EMPEZO HASTA SU DESTINO**: (incluya el # nombre de línea y la compañía de autobús)
 primer autobús/tren: # DE LINEA: _____
 transbordo a segundo autobús/tren: # DE LINEA: _____
 transbordo a tercer autobús/tren: # DE LINEA: _____
 transbordo a cuarto autobús/tren: # DE LINEA: _____

- 2 ¿DE DONDE viene **ANTES** de **SUBIRSE** al primer autobús/tren en **ESTE VIAJE DE IDA**? (☑ solo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

- 3 ¿En cuál parada (**EN QUE CALLES**) estaba cuando se **SUBIO** al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**?

- 4 ¿Cómo **LLEGO** al primer autobús/tren en **ESTE VIAJE DE IDA**? (☑ solo una respuesta)
☐ Caminé ☐ Llegué en mi auto
☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

- 5 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 6 ¿En qué parada (**EN QUE CALLES**) se **BAJARA** del **ULTIMO** autobús/tren que usará para **ESTE VIAJE DE IDA**?

- 7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último autobús/tren de **ESTE VIAJE DE IDA**? (☑ solo una respuesta)
☐ Caminaré ☐ Llegaré en mi auto
☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

- 8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** autobús/tren de **ESTE VIAJE DE IDA**? (☑ solo una respuesta)
☐ Mi casa ☐ Compras ☐ Guardería
☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
☐ Escuela/Clases ☐ Cita médica/Dentista

- 9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. **VA** **DESPUES** de que se **BAJE** de la **ULTIMA** parada de autobús/tren en **ESTE VIAJE DE IDA**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 10 ¿Cómo pagó al subir al **PRIMER** autobús/tren en **ESTE VIAJE DE IDA**? (☑ solo una respuesta)
☐ Dinero en efectivo / ¿Qué cantidad fue? \$ _____
☐ Fichas
☐ Pase / ¿Qué tipo de **PASE**? (☑ solo una respuesta)
☐ Regular Mensual ☐ Para discapacitados
☐ Regular Semi-Mensual ☐ Para estudiantes
☐ Regular Semanal ☐ De otras agencias
☐ Regular con "Express Stamps" ☐ No de MTA
☐ Para personas mayores de 65 años ☐ Otra respuesta: _____

- 11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?
 a) En llegar a la primera parada de autobús/tren: _____ minutos
 (caminar, manejar, etc.)
 b) Esperando el autobús(es) o tren(es): _____ minutos
 c) Viajando en autobús(es) o tren(es): _____ minutos
 d) En llegar a su destino desde que bajó del último autobús/tren: _____ minutos
 TOTAL (suma a - d) = _____ minutos

- 12 a) Si usted abordó un autobús **EN ESTE VIAJE DE IDA** en uno de los lugares siguientes de **PARK & RIDE**, por favor indique en cuál: (☑ solo una respuesta)
☐ West Covina Mall ☐ Eastland Shopping Center
☐ Puente Hills Mall ☐ Ninguno (pase a la pregunta #13)
- b) ¿Qué tan seguido **VA DE COMPRAS** a las tiendas cerca del **PARK & RIDE** que identificó en la pregunta anterior (#12a)? (☑ solo una respuesta)
☐ Más de una vez a la semana
☐ Por lo menos dos veces al mes a una vez por semana
☐ Una vez por semana
☐ Menos de una vez por semana
- c) ¿Cuales de los incentivos siguientes lo animarían a comprar en las tiendas cerca del **PARK & RIDE** que identificó previamente? (☑ solo una respuesta)
☐ Descuentos para los usuarios con pase de Foothill Transit y usuarios con Metrolink
☐ Premios para usuarios frecuentes del **PARK & RIDE**
☐ Otro: _____

Sobre Ud.

- 13 ¿Qué tan **SEGUIDO** usa los autobuses Foothill Transit (en todos sus viajes)? (☑ solo una respuesta)
☐ 5 o más días por semana ☐ Menos de una vez por semana
☐ 3-4 días por semana ☐ Menos de una vez al mes
☐ 1-2 días por semana ☐ Es la primera vez

- 14 Es Ud.: ☐ Hombre ☐ Mujer

- 15 Año en que nació: 19 _____

- 16 Es Ud.:
☐ Latino/Hispano ☐ Asiático/De las Islas del Pacífico
☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
☐ Blanco ☐ Otra respuesta: _____

- 17 ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (☑ solo una respuesta)
☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Para ganar un premio debe proporcionar su información y Foothill Transit se comunicará con usted:

Nombre: _____
 Domicilio: _____
 Ciudad: _____ Código Postal: _____
 Teléfono: _____



Gracias / Toda la información será estrictamente confidencial.