



Final Report
June 2017

Niagara Frontier Transportation Authority Transit Survey for GBRNTC



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Chapter 1 Executive Summary

In 2017, the Greater Buffalo-Niagara Transportation Council retained Moore & Associates to conduct an origin/destination study of fixed-route and rail riders within the Niagara Frontier Transportation Authority (NFTA) service area. NFTA-Metro operates 63 bus routes (including 47 local bus routes and 16 Express bus routes) as well as one light rail line serving Erie and Niagara counties.

The survey was designed to gather primary data regarding the following:

- Origin and destination;
- Boarding and alighting;
- Trip purpose;
- Method of accessing transit stop;
- Travel distance to/from bus stop;
- Customer demographics; and
- Customer fare payment methods.

This survey project was designed to collect data to inform planning and marketing decisions as well as support further NFTA compliance with FTA Title VI regulations. In addition, comparisons can be made with data collected during previous survey efforts to identify trends. Two versions of the survey instrument were developed: one for bus passengers and one for rail riders.

All customers boarding the surveyed routes were offered an opportunity to take the survey. Riders could also complete the survey online, or elect to receive a postage-paid envelope to facilitate the return of the completed survey. A total of 9,697 responses were received, including 180 returned by mail and 48 completed online. This sample represents just over 17 percent of daily unique riders and reflects a statistical accuracy of 95 percent and a ± 1 percent margin of error at the system level. The sampling plan was calculated to reflect local and commuter routes, time of day, and direction of travel.

To ensure NFTA-Metro riders had an equal opportunity to participate in the survey, the survey instrument was made available in four non-English languages present in Erie and Niagara counties (Spanish, Arabic, Burmese, and Karen). Printed versions of the English and alternate language surveys were available onboard buses; Arabic, Burmese, and Karen versions of the rail survey were available only online. The majority of respondents (98.3 percent) opted to complete the survey in English, with most other respondents choosing Spanish (1.6 percent). Five respondents completed the survey in Arabic, and three completed Burmese instruments.

BY THE NUMBERS

- **Sample target:** 9,500
- **Total sample:** 9,697
- **Confidence level:** 95%
- **Margin of error:** $\pm 1\%$
- **Survey dates:** March 27 through April 12, 2017
- **Local routes:** 7,828 surveys
- **Express routes:** 171 surveys
- **Rail:** 1,698 surveys

“TYPICAL” SURVEY RESPONDENT

Moore & Associates compiled a profile of the “typical” survey respondent:

- Self-identified as Black/African-American (45 percent);
- Speaks English at home (77 percent);
- Is a working-age adult (69 percent);
- Does not have access to a working vehicle (58 percent);
- Employed full-time or part-time (68 percent);
- Has an annual household income of less than \$15,000 (48 percent); and
- Lives alone or with one other person (54 percent).

Understanding the typical rider is useful in informing both planning and marketing decisions.

OVERALL SATISFACTION

Approximately 90 percent of respondents indicated satisfaction with NFTA-Metro services, including 51.5 percent who indicated being “very satisfied.” Response levels were similar across local routes, Express routes, and rail.

TITLE VI INFORMATION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Income data is also relevant, as planning decisions must not have a disproportionate impact on transportation-disadvantaged persons.

An analysis of survey responses regarding the NFTA-Metro system revealed no significant barriers arising from ethnicity, language, or income.

The 2017 Onboard Survey revealed the following information which Moore & Associates believes could be helpful to future NFTA-Metro planning efforts:

- Ninety-six percent of respondents reported a high level of English proficiency.
- Respondents who cited Bengali/Bangla as a “home language” were most likely to also indicate a lack of English proficiency (nearly 37 percent, out of 30 total respondents).
- Twenty-five percent of respondents who indicated speaking Burmese at home also cited a lack of English proficiency.
- Fifty-eight percent of survey respondents can be classified as “low-income” under federal guidelines. An additional 16.0 percent are at risk of being classified as “low-income.” A person is classified as “low-income” if their taxable income does not exceed 150 percent of the federal poverty level amount for a household of their size.



TRANSIT DEPENDENCY

Survey respondents indicated a high level of transit dependency. The survey data revealed:

- Sixty-two percent of respondents lack either a driver license or access to a personal vehicle;
- Twenty-seven percent have neither a valid driver license nor access to a personal vehicle; and
- Only 16 percent indicated having access to a personal vehicle in conjunction with the surveyed trip.

TRAVEL BEHAVIOR

Commonalities in survey responses provided the following insights into customer behavior:

- Eighty-five percent of respondents ride at least three days/week;
- Forty-four percent indicated making a transfer as part of the surveyed trip;
- Nearly 63 percent indicated a wait time of five minutes or less at their first transit stop; and
- Seventy-six percent indicated paying a full fare.

BOARDING AND ALIGHTING

Survey data provided insight into how riders reached their first bus or train from their starting point as well as how they reached their destination after completing their final bus trip:

- Eighty-eight percent of respondents began the surveyed trip by walking to the first stop.
 - Approximately 95 percent who walked traveled five blocks or less, including 74 percent who walk two blocks or less.
- Most respondents ended the surveyed trips by walking or utilizing a wheelchair to reach their destination (91.6 percent).
 - Ninety-five percent who walked from the last bus/train stop to their destination traveled five blocks or less. Seventy-six percent walked two blocks or less.

Chapter 2 of the report provides an in-depth project overview as well as a detailed discussion of project methodology. Chapter 3 provides survey results and analysis. Chapter 4 addresses origin and destination data as well as distribution of demographic data. Survey instruments, as well as simple frequencies, are included in the Appendices.



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Chapter 2

Overview and Methodology

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

PROJECT OVERVIEW

SURVEY DEVELOPMENT

Moore & Associates worked with GBNRTC and NFTA to create individual survey instruments for NFTA fixed-route and rail services. The instruments were similar, with questions regarding fare payment as well as boarding and alighting differing so the rail survey would provide rail-specific response options. Following approval, the survey instruments were translated into four other languages: Spanish, Arabic, Burmese, and Karen. These languages were identified as the most-frequently occurring languages in Erie and Niagara counties.

Printed versions of the English and alternate language surveys were available onboard buses; Arabic, Burmese, and Karen versions of the rail survey were available only online.

Moore & Associates' 25-year history of conducting customer surveys has provided us keen insight into strategies for ensuring a fully inclusive survey effort. Challenges to inclusiveness include low response rates from individuals speaking limited English, individuals with low levels of education and/or literacy, and for riders taking short trips which may impact/influence their possible participation. Methodologies utilized by Moore & Associates to increase rider participation include:

- Offering administration of the survey via intercept methodology to encourage participation from riders with limited education and/or literacy levels;
- Offering an online survey option to encourage participation from riders making short trips;
- Designing survey instruments to capture the most important information first; and
- Offering random drawings as a participation incentive.

One measure of our methodology's success is that levels of English proficiency among survey respondents were nearly identical to those reported in Erie and Niagara county residents to the U.S. Census.

SAMPLING PLAN

Moore & Associates utilized a stratified random-sampling methodology to collect data that accurately represented all rider types on NFTA fixed-route and rail service. In doing so, we determined the sampling plan should be stratified reflective of the following:

1. Unique riders by mode and route (weighted by percentage of total unique riders),
2. Day-part (off-peak, AM peak, midday, and PM peak), and
3. Direction of travel.



A formal sampling target was calculated for each route reflective of actual recent average weekday ridership data as reported by NFTA.

Weighted Sample Size Based on Unique Riders

To gain a more accurate picture of how many unique riders were riding each route, Moore & Associates identified a multiplier for each service mode. An assumption of each rider making a round trip on an individual route would result in a multiplier of 0.50. This means the number of unique riders is equal to half of the daily boardings. However, since not all riders make a round trip, the multiplier was adjusted to reflect one-way riders. Commuter routes had the lowest multiplier, as they are most likely to have customers who complete a round trip on any given day. Local routes had the highest multiplier, as customers would likely one-way trips or use a variety of routes for their travel. In conclusion, the following multipliers were used in calculating daily unique riders:

- Local routes: daily boardings * 0.60.
- Commuter routes: daily boardings * 0.52.
- Rail: daily boardings * 0.57.

Weighted Sample Based on Day-Part

Once weighted sample was determined for each mode/route, we calculated the number of responses needed for each day-part based on the following distribution:

- Off-peak (0400-0659 or after 1801) – 10 percent;
- AM peak (0700-0959) – 30 percent;
- Midday (1000-1359) – 25 percent; and
- PM peak (1400-1800) – 35 percent.

Moore & Associates initially stratified route sample targets by day-part. However, as data collection progressed, it was determined day-part stratification, which was not requested at the route level by GBNRTC or NFTA, was impacting the ability to collect route samples in an efficient manner, and attempts to achieve day-part stratification on individual routes were ended. However, as discussed in the section labeled “Survey Collection by Day-Part,” survey responses were representative of all day-parts and services in the NFTA-Metro system.

Direction of Travel

Further stratifying the sample by direction of travel resulted in extremely small sampling targets. Therefore, during data collection, we ensured that at least two trips were made in each direction, on each route, during each day-part, to ensure that both directions of travel were represented in the sample.

Exceptions

The following routes did not strictly utilize the method of stratification described above. Once the weighted sample was calculated, the following exceptions applied:



- Low ridership routes were stratified by direction only.
- Commuter/Express routes were stratified by day-part or direction. The entire sample was collected on inbound trips.
- MetroLink Route 206 only operates during PM Peak hours so the entire sample for that route was collected during that time.

Our sampling plan was weighted such that individual route sampling targets ensured a confidence level of 90 percent and a ± 5 percent margin of error (based on daily average ridership by route and estimates of unique riders). The actual sample collected resulted in a confidence level of 95 percent and a ± 1 percent margin of error at the system level. Sampling targets, as well as the actual samples, are presented in Exhibit 2.1.



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Exhibit 2.1 Sampling by Route

NFTA FINAL TALLY			
Route Number	Moore & Associates Target Sample	Actual Sample Collected	Percentage Collected
1	167	165	99%
2	160	182	
3	588	524	89%
4	285	221	78%
5	684	822	
6	294	335	
7	24	38	
8	173	224	
11	95	124	
12	562	542	96%
13	317	342	
14	178	221	
15	218	269	
16	201	207	
18	72	51	71%
19	465	514	
20	505	520	
22	135	64	47%
23	468	442	94%
24	291	270	93%
25	307	326	
26	299	200	67%
29	17	5	29%
32	325	211	65%
34	139	125	90%
35	67	88	
36	70	60	86%
40	144	180	
42	16	26	
44	77	107	
46	22	42	
47	46	60	
48	91	89	98%
49	21	22	
50	50	40	80%
52	31	47	
54	10	11	
55	114	106	93%
60	6	10	
61	5	7	
64	5	20	
66	6	20	
67	7	9	
68	5	7	
69	5	14	
70	5	7	
72	5	6	
74	11	22	
75	5	13	
76	12	14	
79	5	6	
81	5	7	
204	12	9	75%
206	5	6	
Rail	1680	1698	
Total surveys collected		9697	

Target sample met or exceeded
95% or more of target sample collected
75% or more of target sample collected
Less than 75% of target sample collected



SURVEY COLLECTION BY DAY-PART

A key goal of this project was to ensure data collection across NFTA-Metro’s wide range of services and day-parts. Surveyor schedules were designed to give riders across all day-parts the opportunity to participate. Exhibit 2.2 presents the overall tallies by day-part, while Exhibits 2.3 through 2.5 illustrate the results of surveys collected by day-part on local routes, Express routes, and rail, respectively.



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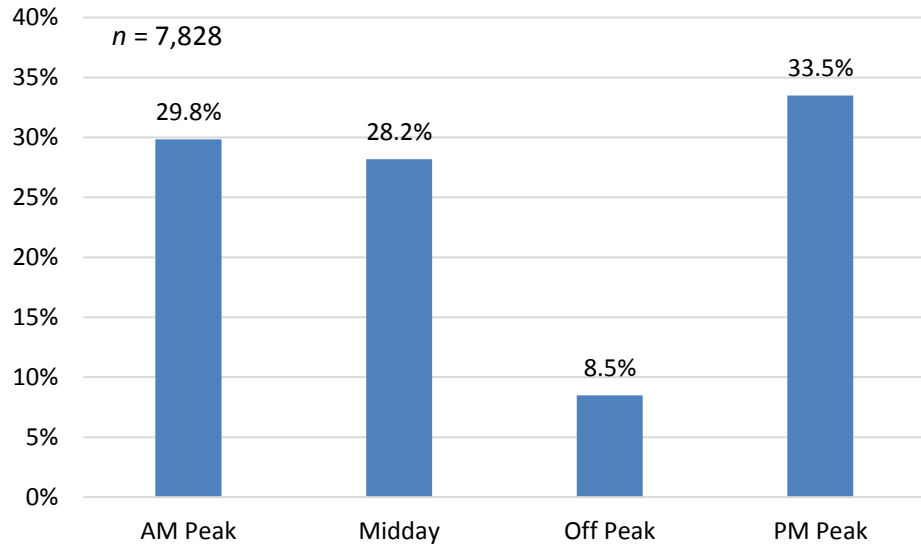
Exhibit 2.2 Survey tallies by day-part

NFTA Final Tally by Day-part										
Route	daily riders	unique riders	% of total	Moore & Associates Target Sample	Off Peak 10% (4am-7am & after 6pm)	AM Peak 30% (7am-10am)	Midday 25% (10am-2pm)	PM Peak 35% (2pm-6pm)	Actual Sample Collected	Percentage Collected
1	1,642	985	1.8%	167	6.1%	26.1%	38.8%	29.1%	165	99%
2	1,573	944	1.7%	160	6.0%	29.7%	34.1%	30.2%	182	
3	5,763	3458	6.2%	588	5.0%	28.2%	28.1%	38.7%	524	89%
4	2,791	1675	3.0%	285	7.7%	33.0%	34.4%	24.9%	221	78%
2	6,708	4025	7.2%	684	9.5%	37.7%	21.9%	30.9%	822	
6	2,879	1727	3.1%	294	7.5%	26.3%	27.8%	38.5%	335	
7	240	144	0.3%	24	2.6%	0.0%	34.2%	63.2%	38	
8	1,700	1020	1.8%	173	7.1%	21.4%	41.1%	30.4%	224	
11	930	558	1.0%	95	10.5%	29.8%	39.5%	20.2%	124	
12	5,513	3308	5.9%	562	10.3%	29.0%	27.7%	33.0%	542	96%
13	3,110	1866	3.3%	317	11.1%	28.4%	23.1%	37.4%	342	
14	1,746	1048	1.9%	178	11.3%	34.4%	23.5%	30.8%	221	
15	2,143	1286	2.3%	218	7.1%	14.5%	29.4%	49.1%	269	
16	1,969	1181	2.1%	201	7.2%	33.8%	30.9%	28.0%	207	
18	707	424	0.8%	72	9.8%	27.5%	29.4%	33.3%	51	71%
19	4,560	2736	4.9%	465	11.3%	37.7%	22.8%	28.2%	514	
20	4,953	2972	5.3%	505	10.2%	31.7%	24.6%	33.5%	520	
22	1,328	797	1.4%	135	3.1%	39.1%	26.6%	31.3%	64	47%
23	4,592	2755	4.9%	468	10.4%	34.4%	28.1%	27.1%	442	94%
24	2,852	1711	3.1%	291	10.0%	27.4%	28.5%	34.1%	270	93%
25	3,016	1810	3.2%	307	10.4%	31.3%	26.4%	31.9%	326	
26	2,930	1758	3.1%	299	4.5%	28.0%	33.5%	34.0%	200	67%
29	162	97	0.2%	17	20.0%	40.0%	40.0%	40.0%	5	29%
32	3,188	1913	3.4%	325	4.3%	27.5%	33.6%	34.6%	211	65%
34	1,364	818	1.5%	139	8.8%	24.0%	32.0%	35.2%	125	90%
35	655	393	0.7%	67	5.7%	31.8%	30.7%	31.8%	88	
36	687	412	0.7%	70	3.3%	20.0%	40.0%	36.7%	60	86%
40	1,408	845	1.5%	144	6.7%	31.7%	22.2%	39.4%	180	
42	153	92	0.2%	16	0.0%	19.2%	30.8%	50.0%	26	
44	752	451	0.8%	77	14.0%	26.2%	23.4%	36.4%	107	
46	214	128	0.2%	22	14.3%	14.3%	42.9%	28.6%	42	
47	449	269	0.5%	46	6.7%	20.0%	38.3%	35.0%	60	
48	891	535	1.0%	91	6.7%	23.6%	22.5%	47.2%	89	98%
49	207	124	0.2%	21	0.0%	9.1%	45.5%	45.5%	22	
50	488	293	0.5%	50	5.0%	20.0%	40.0%	35.0%	40	80%
52	300	180	0.3%	31	4.3%	29.8%	27.7%	38.3%	47	
54	101	61	0.11%	10	0.0%	27.3%	45.5%	27.3%	11	
55	1,114	668	1.2%	114	5.7%	29.2%	29.2%	35.8%	106	93%
ML 206	55	30	0.05%	5	0.0%	0.0%	33.3%	66.7%	6	
60	69	36	0.06%	6	0.0%	100.0%	0.0%	0.0%	10	
61	46	24	0.04%	5	0.0%	100.0%	0.0%	0.0%	7	
64	51	27	0.05%	5	0.0%	90.0%	0.0%	10.0%	20	
66	67	35	0.06%	6	0.0%	95.0%	0.0%	5.0%	20	
67	76	40	0.07%	7	0.0%	100.0%	0.0%	0.0%	9	
68	24	12	0.02%	5	0.0%	100.0%	0.0%	0.0%	7	
69	61	32	0.06%	5	0.0%	100.0%	0.0%	0.0%	14	
70	45	23	0.04%	5	0.0%	85.7%	0.0%	14.3%	7	
72	43	22	0.04%	5	0.0%	100.0%	0.0%	0.0%	6	
74	124	64	0.12%	11	0.0%	90.9%	0.0%	9.1%	22	
75	60	31	0.06%	5	0.0%	100.0%	0.0%	0.0%	13	
76	138	72	0.13%	12	0.0%	85.7%	0.0%	14.3%	14	
79	31	16	0.03%	5	0.0%	100.0%	0.0%	0.0%	6	
81	44	23	0.04%	5	0.0%	100.0%	0.0%	0.0%	7	
ML 204	139	72	0.13%	12	0.0%	88.9%	0.0%	11.1%	9	75%
Rail	17,300	9886	17.7%	1680	14.6%	28.7%	25.4%	31.0%	1698	
Total		55912		9509	9.4%	30.8%	27.2%	32.5%	9697	

Low Ridership Routes - Not stratified by day-part
Express Routes - Primarily surveyed AM/Inbound

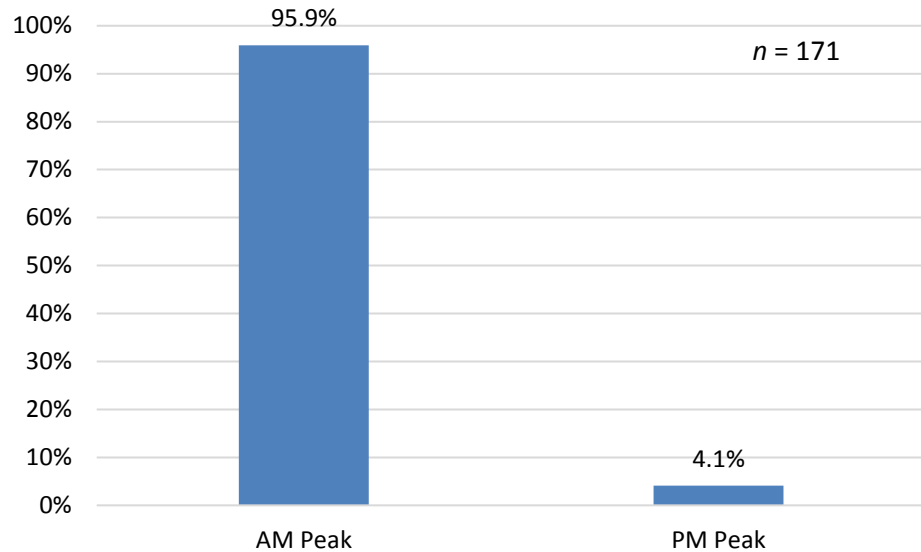
LOCAL ROUTES - SURVEYS BY DAY-PART

Exhibit 2.3 Local routes - surveys by day-part



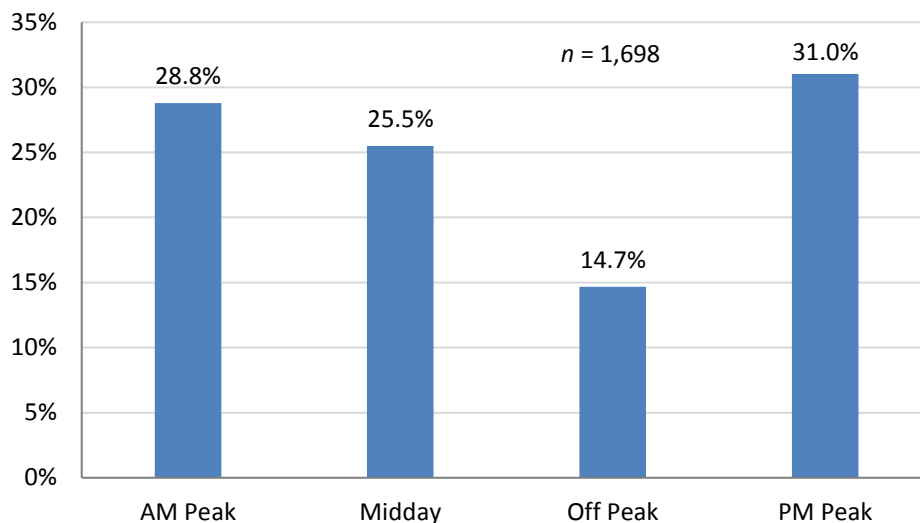
EXPRESS ROUTES - SURVEYS BY DAY-PART

Exhibit 2.4 Express routes - surveys by day-part



RAIL - SURVEYS BY DAY-PART

Exhibit 2.5 Rail surveys by day-part



SURVEY ADMINISTRATION

STAFFING/RECRUITMENT

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

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

All surveyors were screened and then trained by our project team. Fifty-six surveyors were trained as part of this engagement. An initial team of 30 surveyors was trained on March 23, 2017 prior to survey pre-test fielding. Training included an overview of the project, discussion of surveyor performance expectations, familiarization with the Metro system and survey instrument, onboard etiquette, protocol for conducting the survey, and a review of individual assignments.

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

DATA COLLECTION

Data collection was accomplished using an onboard intercept methodology on weekdays only. All survey questionnaires were printed on 110-pound stock and color-coded for language and vehicle type. The bus surveys were printed in all language options; rail surveys were printed in English and Spanish only. Riders could also elect to receive a postage-paid return envelope so as to return a completed survey at a later date. Notices were also onboard vehicles with a URL directing riders to the online survey, where they could select to take the survey in any of the available languages.

Surveyors were easily identified by an identification badge worn on a lanyard around the neck as well as a reflective vest. Prior to boarding the assigned vehicle, each surveyor was provided with a surveyor bag containing survey forms, pens, assignment schedule, and individual surveyor “paddle.” Each surveyor was also provided with the mobile phone contact information for his/her assigned field supervisor, who conducted spot-checks of surveyor performance and maintained a presence in the service area throughout the entire data collection period as a quality control measure.

Surveyors offered the survey to all customers boarding the vehicle while also making themselves available to answer questions regarding the survey. Respondents were instructed to return the completed instrument to the surveyor or leave it on their seat for retrieval by our surveyor. At the conclusion of each day’s surveying, all collected surveys, identification badges, and reflective vests were returned to Moore & Associates field personnel.

SURVEY PRE-TEST

To confirm each survey instrument's functionality, as well as to identify potential response bias or flaws in survey methodology, Moore & Associates’ fielding team conducted a pre-test, or pilot, survey. To achieve credible responses from which to draw conclusions as to instrument functionality, we planned to collect a pilot sample of no fewer than five percent of the total sample (approximately 475 surveys).

The survey pre-test was conducted on March 23 and March 24, 2017. During the pre-test period, surveys were distributed across 23 routes during AM, mid-day, and PM peak trips. We also surveyed on AM and mid-day rail trips. In total, 646 bus survey and 350 rail survey were collected for a total of 996 valid surveys. This far exceeded the sample target.

The pre-test failed to reveal any issues regarding question phrasing or clarity or with survey methodology. Therefore no revisions were made to the survey instruments. All responses collected during the pilot survey were ultimately incorporated into the total survey sample. Full surveying resumed on Monday, March 27, 2017.



SURVEY FIELDING

Moore & Associates successfully managed the fielding of the transit rider survey using primarily an onboard intercept methodology across 13 weekdays (March 27 through April 12, 2017). The data collection covered all NFTA fixed-routes and rail line. Moore & Associates exceeded the target survey sample: 9,697 were collected against a target of 9,500. This includes 7,999 surveys collected from bus passengers and 1,698 collected from rail passengers. All but 228 surveys were completed onboard. Forty-eight were completed online while 180 were returned by mail.

Slightly more than 98 percent of all surveys were completed in English. In total, 1.6 percent of surveys were completed in Spanish (116 on bus and 14 by rail), five were completed in Arabic, and three in Burmese.

Although data collection was initially scheduled to span 10 weekdays, Monday, March 27 through Friday, April 7, 2017, Moore & Associates elected to extend the fielding period to ensure achievement of the sample target. After five days of data collection, our field team reported an increase in rider “survey fatigue.” Despite the opportunity for transit riders to complete multiple surveys (differing days, differing routes), Moore & Associates noted an increase in survey refusal rate. This can likely be attributed to a number of factors including survey length and inclement weather conditions. Further, we believe the actual number of “unique riders” was less than forecast. As noted, the sample exceeded the target of 9,500.

Further details of the 9,697 sample includes:

- The target of two runs per stratum (day-part and direction) was met for all local routes.
- Of the 55 routes surveyed, 39 met or exceeded the sample target.
- Three additional routes were at or above 95 percent. Nine additional routes were at or above 75 percent.
- The four routes with lowest totals were 18, 22, 29, and 32. Observed ridership was considerably less than previously reported on these routes.

DATA PROCESSING

To expedite this task, our field team reviewed the completed survey forms at the end of each data collection day to determine “degree of completeness,” overall validity, and overall accuracy. Survey forms deemed “accurate and complete” were then returned to Moore & Associates offices for processing.

DATA ENTRY

All survey data was entered into a Microsoft Excel spreadsheet using trained data entry personnel. Moore & Associates’ staff monitored the entire data entry process, reviewing data entry work on a daily basis while also conducting spot-checks throughout each day.

DATA CLEANING

MS Excel “shells” were created for each survey type (bus, rail). Survey data was then entered, cleaned, and coded. Data cleaning was undertaken by trained personnel following completion of data entry. This process addressed differing data formatting that resulted in identical responses being sorted as different (i.e., “University of Buffalo” and “Buffalo University” would be combined to form a single response).



Boarding and alighting data was also logic-checked to ensure routes matched the data provided; inconsistencies were reconciled. Surveys that had been deemed complete in the field were further examined to ensure completeness and validity. Periodic quality control checks by Moore & Associates' field staff were completed throughout data processing. The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis. Following data cleaning, simple frequencies were compiled and submitted to NFTA'S project manager.

ANALYTICAL METHODS

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

In addition, cleaned origin and destination data was geocoded with origin and destination data to facilitate analysis using Traffic Analysis Zones (TAZ) provided by GBNRTC as well as NFTA-Metro route configurations. We utilized ArcGIS for Desktop 10.3 to spatially analyze the geocoded origin/destination data within the NAD 83, Zone 18 environment.



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Chapter 3

Analysis and Key Findings

This section details findings of the survey of NFTA-Metro fixed-route bus and rail passengers. Data collection resulted in 9,697 valid surveys, exceeding the sample target of 9,500. Of these, 180 were returned by mail, while 48 were completed online.

Based on commonalities in response data, certain conclusions were drawn regarding survey participant attitudes, travel behavior, and demographics.

“TYPICAL” SURVEY RESPONDENT

Moore & Associates compiled a profile of the “typical” survey respondent:

- Self-identified as Black/African-American (45 percent);
- Speaks English at home (77 percent);
- Is a working-age adult (69 percent);
- Does not have access to a working vehicle (58 percent);
- Employed full-time or part-time (68 percent);
- Has an annual household income of less than \$15,000 (48 percent); and
- Lives alone or with one other person (54 percent).

OVERALL SATISFACTION

Approximately 90 percent of respondents indicated satisfaction with NFTA-Metro services, including 51.5 percent who indicated being “very satisfied.” Response levels were similar across local routes, Express routes, and rail.

TITLE VI INFORMATION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Income data is also relevant, as planning decisions must not have a disproportionate impact on transportation-disadvantaged persons.

An analysis of survey responses regarding the NFTA-Metro system revealed no significant barriers arising from ethnicity, language, or income.

The 2017 Onboard Survey revealed the following information which Moore & Associates believes could be helpful to future NFTA-Metro planning efforts:

- Ninety-six percent of respondents reported a high level of English proficiency.
- Respondents who cited Bengali/Bangla as a “home language” were most likely to also indicate a lack of English proficiency (nearly 37 percent, out of 30 total respondents).
- Twenty-five percent of respondents who indicated speaking Burmese at home also cited a lack of English proficiency.

- Fifty-eight percent of survey respondents can be classified as “low-income” under federal guidelines. An additional 16.0 percent are at risk of being classified as “low-income.”

TRANSIT DEPENDENCY

Survey respondents indicated a high level of transit dependency. The survey data revealed:

- Sixty-two percent of respondents lack either a driver license or access to a personal vehicle;
- Twenty-seven percent have neither a valid driver license nor access to a personal vehicle; and
- Only 16 percent indicated having access to a personal vehicle in conjunction with the surveyed trip.

TRAVEL BEHAVIOR

Commonalities in survey responses provided the following insights into customer behavior:

- Eighty-five percent of respondents ride at least three days/week;
- Forty-four percent indicated making a transfer as part of the surveyed trip;
- Nearly 63 percent indicated a wait time of five minutes or less at their first transit stop; and
- Seventy-six percent indicated paying a full fare.

BOARDING AND ALIGHTING

Survey data provided insight into how riders reached their first bus or train from their starting point as well as how they reached their destination after completing their final bus trip:

- Eighty-eight percent of respondents began the surveyed trip by walking to the first stop.
 - Approximately 95 percent who walked traveled five blocks or less, including 74 percent who walk two blocks or less.
- Most respondents ended the surveyed trips by walking or utilizing a wheelchair to reach their destination (91.6 percent).
 - Ninety-five percent who walked from the last bus/train stop to their destination traveled five blocks or less. Seventy-six percent walked two blocks or less.

The balance of this chapter further examines each question, offering data cross-tabulations where appropriate to explore certain findings further. For the majority of questions, we have provided two charts:

1. A chart illustrating percentages of respondents system-wide, and
2. A chart illustrating side-by-side comparisons of respondents by mode: on local and Express routes, on rail, and system-wide.



SURVEY LANGUAGE

Nearly all survey participants (98.3 percent) elected to take the survey in English. Only 1.6 percent chose to complete the survey in Spanish. Five participants completed the survey in Arabic and three completed the survey in Burmese.

The survey instrument was divided into four sections. Section 1 solicited contact information; Section 2 asked questions regarding the surveyed trip; and Section 3 asked questions regarding customer demographics; and Section 4 included questions regarding satisfaction.

SECTION 1: PLEASE PROVIDE YOUR CONTACT INFORMATION

Section 1 of the survey instrument asked respondents to provide name, phone number, city, and zip code. Participants were advised that all information would be kept confidential.

SECTION 2: TELL US ABOUT THIS ONE-WAY TRIP

Question 1: Where did you get on the bus/train?

Bus riders were asked to provide information which could be used to identify their boarding location, including a landmark or business name or cross-street information. Rail riders were asked to select from a list of rail stops.

Exhibit 3.1.a Top boarding locations – bus

	Boarding Location	Frequency
1	University of Buffalo - South	524
2	MTC or Downtown Buffalo	476
3	Utica Station	123
4	Thruway Mall	112
5	ECC City Campus	80
6	Walden Galleria	66
7	Southgate Plaza	49
8	Buffalo State University	47
9	Amherst Rail Station	45
10	Black Rock Transit Hub	37
11	Buffalo & Erie County Library	34
12	Buffalo Niagara International Airport	32
13	Portage Road Transit Center	30
14	Main Place Mall	28
15	Erie County Medical Center	27
16	Mckinley Mall	26
17	City Hall	25
18	AppleTree Business Park	22
19	Kenmore Mercy Hospital	22
20	Ellicot Square Building	20



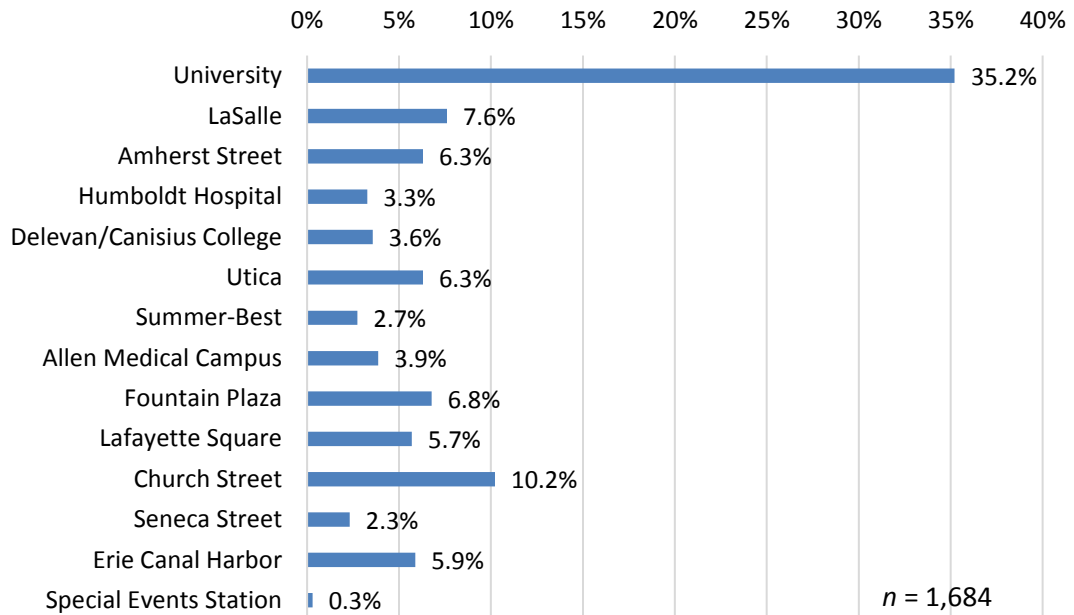
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Rail riders were most likely to board at University of Buffalo South Campus (35.2 percent). The second-most common boarding location was Church Street.

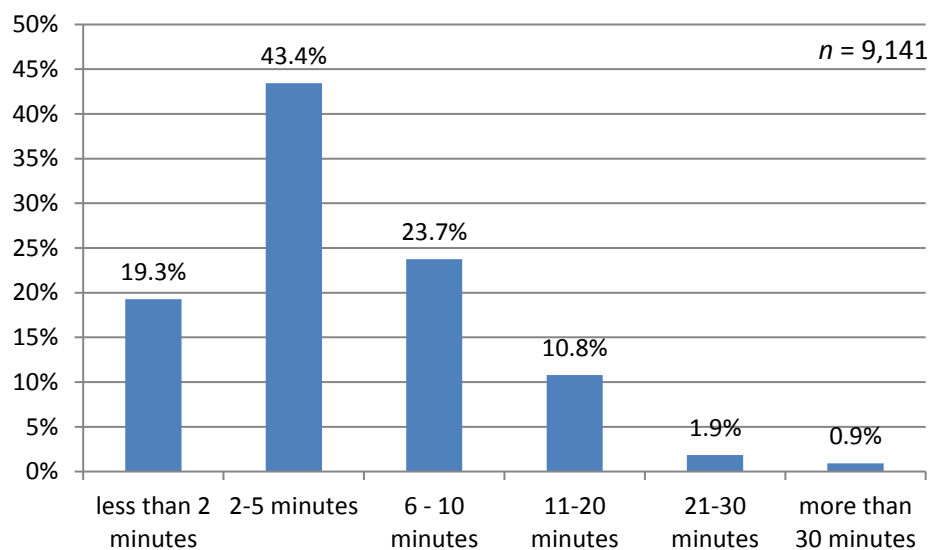
Exhibit 3.1.b Boarding location – rail



Question 2: How many minutes did you wait at this location for the bus/train to arrive?

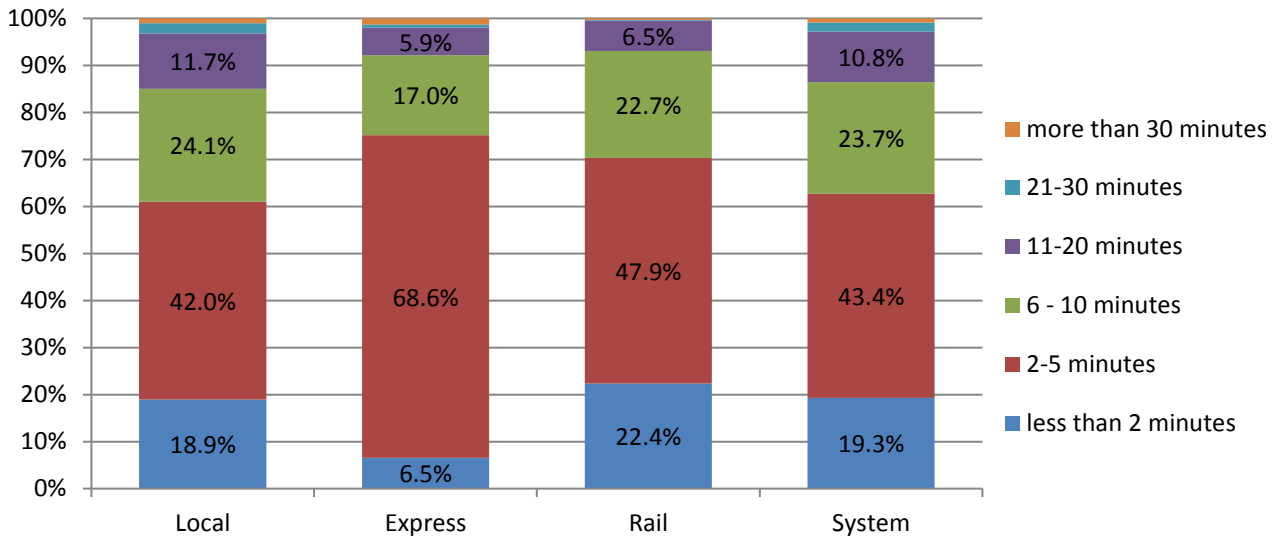
Nearly 63 percent of respondents indicated a “wait time” of five minutes or less, suggesting both a familiarity with the system and good on-time performance.

Exhibit 3.2.a Arrival wait time – system



“Wait times” were 10 minutes or less for the vast majority of respondents across local, Express, and rail.

Exhibit 3.2.b Arrival wait time – comparison



Question 3: Where will you get off this bus/train?

Riders were asked to provide information which could be used to identify their alighting location, including a landmark or business name or cross-street information. Rail riders were asked to select from a list of rail stops.

Exhibit 3.3.a Alighting location – bus

	Alighting Location	Frequency
1	MTC or Downtown Buffalo	470
2	University of Buffalo - South	427
3	Utica Station	134
4	Walden Galleria	94
5	Buffalo State University	91
6	Thruway Mall	76
7	Amherst Rail Station	60
8	ECC City Campus	53
9	Erie County Medical Center	41
10	Broadway Market	39
11	Buffalo & Erie County Library	38
12	Main Place Mall	36
13	Mckinley Mall	36
14	City Hall	34
15	Seneca Casino	33
16	Delevan Canisius College Station	32
17	Black Rock Transit Hub	29
18	Kenmore Mercy Hospital	28
19	Southgate Plaza	28
20	Buffalo Niagara International Airport	26

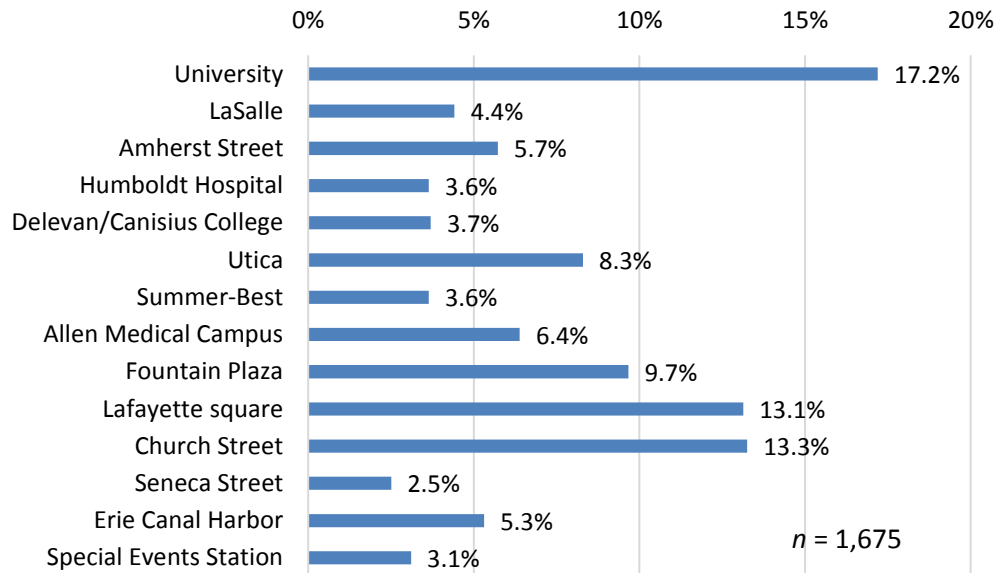
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University of Buffalo South Campus was the most popular alighting location of the surveyed rail riders, cited by 17.2 percent. Church Street (13.3 percent), Lafayette Square (13.1 percent), and Fountain Plaza (9.7 percent) were also popular alighting locations.

Exhibit 3.3.b Alighting location – rail



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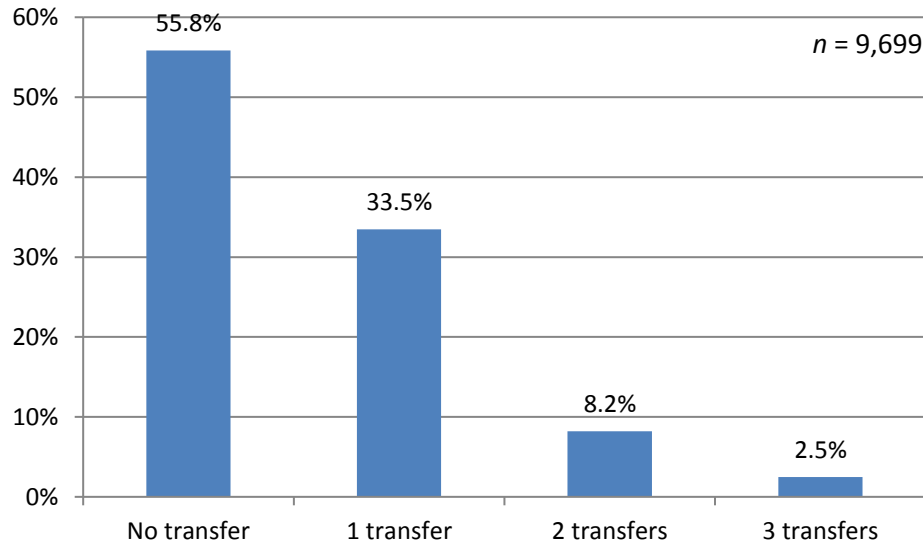
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Question 4: Including this bus/train, how many total buses and/or trains will you ride to make this one-way trip?

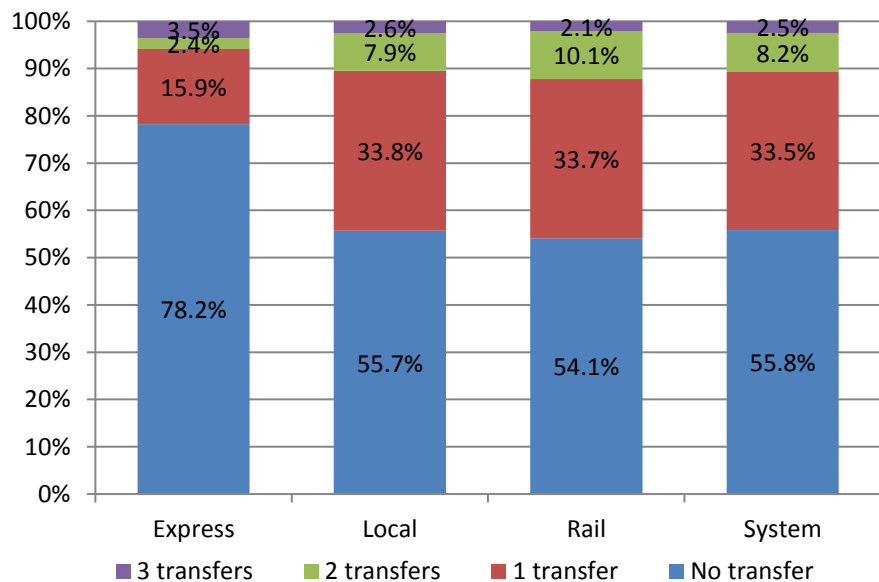
Fifty-six percent of respondents reported no transfers on the surveyed trip, while 33.5 percent indicated one transfer. The low incidence of respondents citing two or more transfers is indicative of a well-designed route network.

Exhibit 3.4.a Incidences of transfers – system



Respondents on Express routes were least likely to need a transfer to complete the surveyed trip.

Exhibit 3.4.b Incidence of transfers – comparison



Question 5: List all the route numbers (or names) you will use on this one-way trip.

A total of 5,493 transfers were recorded from 469 transfer pairs. More than 37 percent of all transfers included a transfer to/from rail. Exhibit 3.5.a lists the top twenty transfer pairs. These transfer pairs account for 34 percent of all transfers. Appendix E contains a matrix detailing all transfers.

Exhibit 3.5.a Top transfer pairs

Top 20 Transfer Pairs	
Rail and Route 12	236
Rail and Route 5	198
Rail and Route 13	183
Rail and Route 34	117
Rail and Route 23	99
Rail and Route 19	97
Rail and Route 32	90
Rail and Route 15	83
Rail and Route 26	80
Route 5 and 25	78
Rail and Route 44	70
Rail and Route 3	69
Route 3 and 5	68
Rail and Route 16	64
Rail and Route 48	61
Rail and Route 4	59
Route 5 and 12	58
Route 5 and 20	58
Route 12 and 13	51
Route 12 and 19	51



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Question 6: When you got on the bus/train where you were given this survey, how did you pay?

System-wide, the monthly pass was the most common fare payment method (31.9 percent) for the surveyed trip, followed by the day pass (25.8 percent), and cash (20.6 percent). Riders of Express routes were most likely to utilize a monthly pass (53.8 percent), followed by rail riders (44.3 percent).

Exhibit 3.6.a Method of fare payment – system

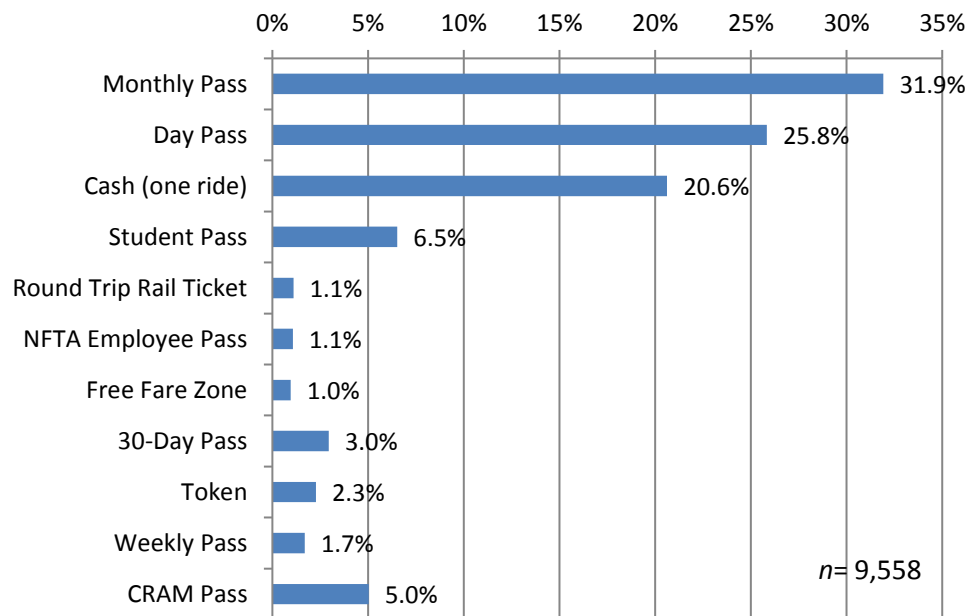
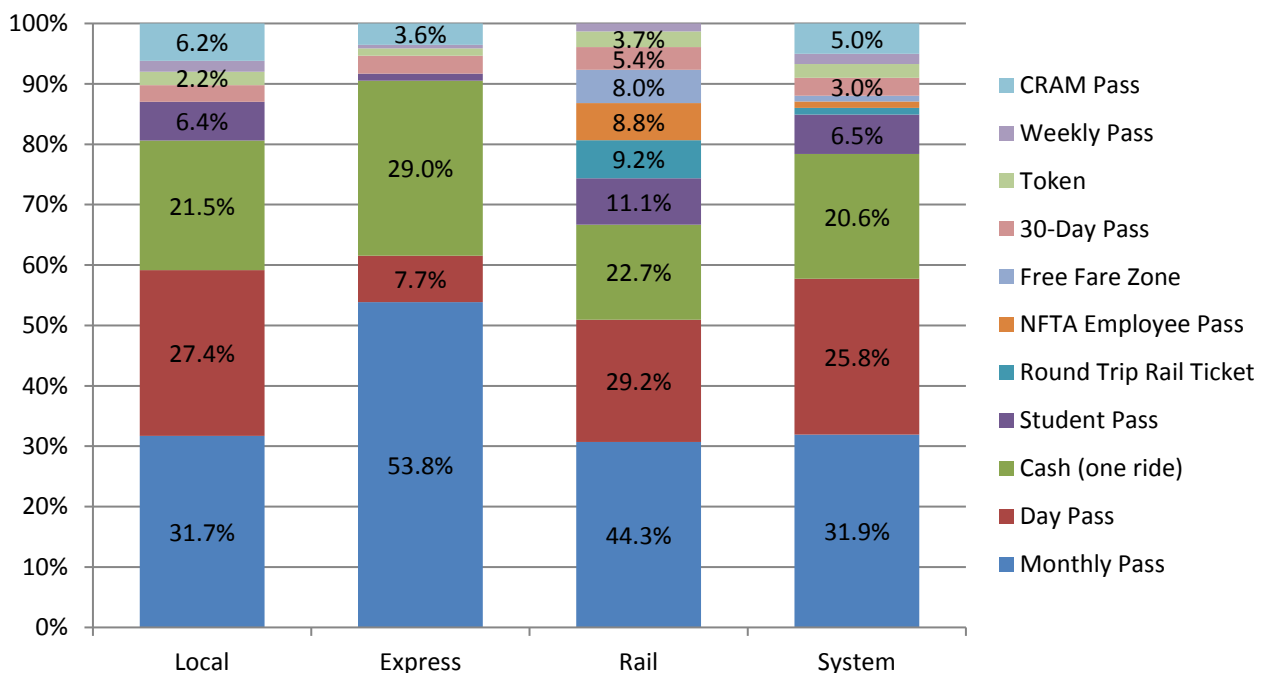


Exhibit 3.6.b Method of fare payment – comparison



Question 7: Was your fare...?

Seventy-six percent of respondents paid full fare for the surveyed trip. As Exhibit 3.7.b shows, percentages are similar across all modes, with riders of Express routes most likely to pay full fare (87.1 percent).

Exhibit 3.7.a Fare type - system

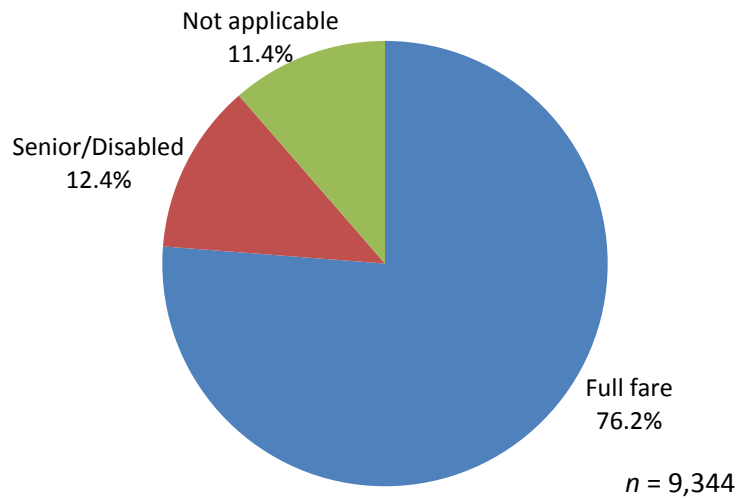
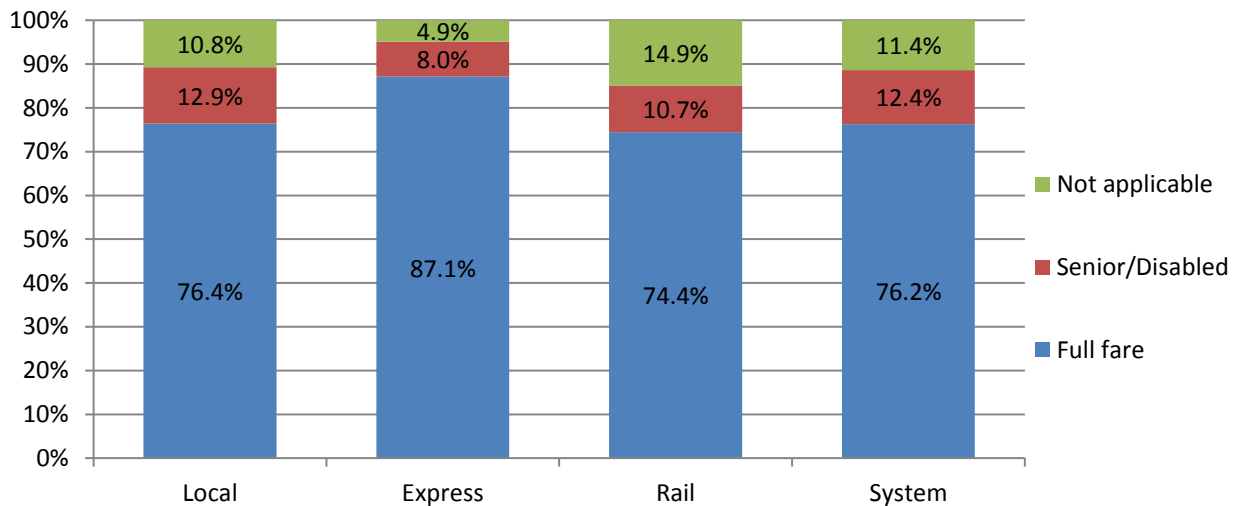
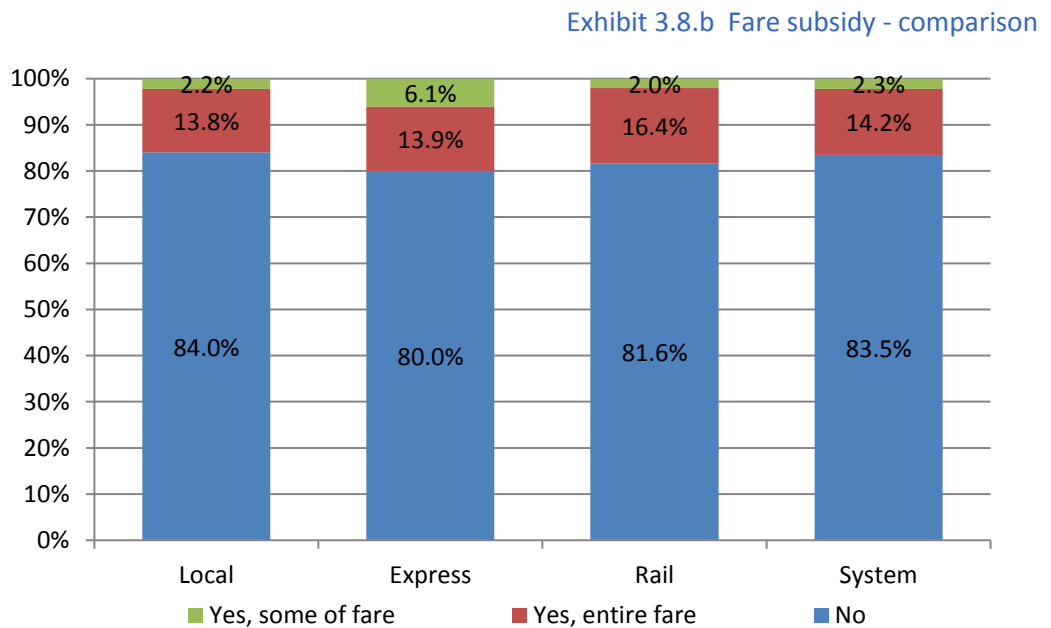
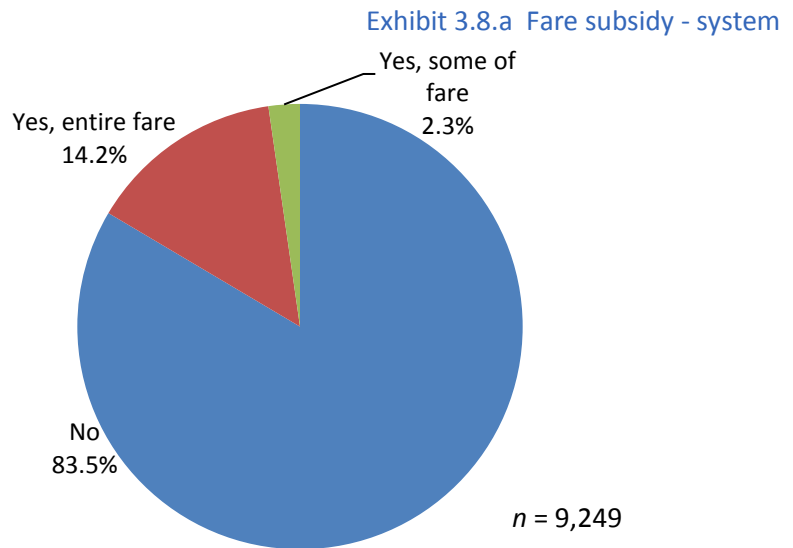


Exhibit 3.7.b Fare type - comparison



Question 8: Did your employer or another organization pay for your fare?

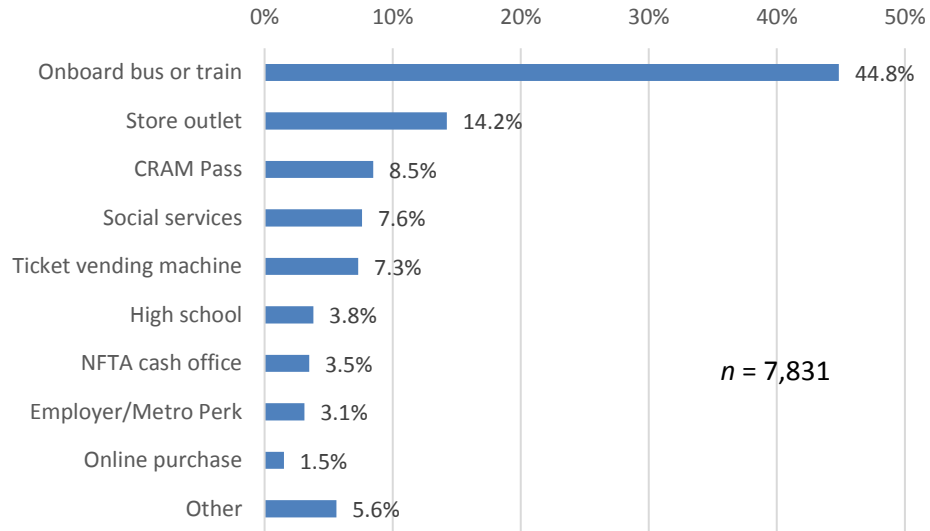
Approximately 16 percent of respondents cited at least partial fare subsidy from an employer or other organization. As Exhibit 3.8b shows, these percentages were similar across both transit modes in the NFTA-Metro system.



Question 9: Where did you purchase your fare?

Nearly 45 percent of respondents purchased their fare onboard vehicles. The second-most common purchase point was “store outlet.” Social services agencies (7.6 percent) and high schools (3.8 percent) were also important ticket sources. Few of the 5.6 percent of respondents who indicated “other” specified a valid response.

Exhibit 3.9.a Fare purchase point - system



Data cross-tabulation: Fare payment method vs. purchase point

The following chart illustrates where each fare payment method is most commonly purchased. The top purchase location for each fare payment method is highlighted in green.

Exhibit 3.9.b Fare payment vs. purchase point

		Where did you purchase your fare?									
		On the bus	Ticket vending machine	Online purchase	Store outlet	Employer /Metro Perk	Social services	NFTA cash office	CRAM Pass	High school	Other
How did you pay for this one-way trip?	Token	49.3%	12.3%	1.9%	7.6%	2.8%	11.4%	1.4%	1.9%	1.9%	9.5%
	Cash	78.5%	12.2%	0.4%	1.0%	0.6%	0.9%	0.5%	0.0%	0.2%	5.7%
	Day Pass	82.3%	11.3%	0.3%	1.0%	0.6%	1.9%	0.6%	0.3%	0.6%	1.1%
	Weekly Pass	11.4%	69.0%	0.6%	6.3%	0.6%	3.8%	3.2%	0.0%	0.0%	5.1%
	Monthly Pass	2.8%	8.7%	4.2%	38.7%	8.5%	18.6%	7.8%	1.7%	1.4%	7.6%
	30-Day Pass	4.4%	43.1%	1.5%	21.5%	5.5%	11.3%	5.8%	1.1%	0.4%	5.5%
	Round Trip Rail Ticket	14.2%	81.1%	0.0%	0.9%	0.9%	0.0%	0.9%	0.0%	0.0%	1.9%
	Student Pass	5.0%	0.7%	0.0%	0.2%	0.7%	0.3%	1.2%	34.7%	50.2%	7.3%
	Free Fare Zone	0.0%	1.1%	0.0%	0.0%	0.0%	1.1%	1.1%	94.3%	1.1%	1.1%
	NFTA Employee Pass	17.9%	3.6%	1.8%	0.0%	0.0%	1.8%	1.8%	0.0%	7.1%	66.1%
	CRAM Pass	1.3%	0.0%	0.0%	0.4%	0.2%	0.4%	1.3%	92.7%	1.7%	2.1%

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Data cross-tabulation: Payment Type vs. Route (Bus)

A review of payment type by bus route reveals that monthly pass was the most utilized method of payment for 70 percent of bus routes. Cash was the preferred method of payment for 17 percent of routes, while a day pass was the preferred method of payment on 13.2 percent of routes.

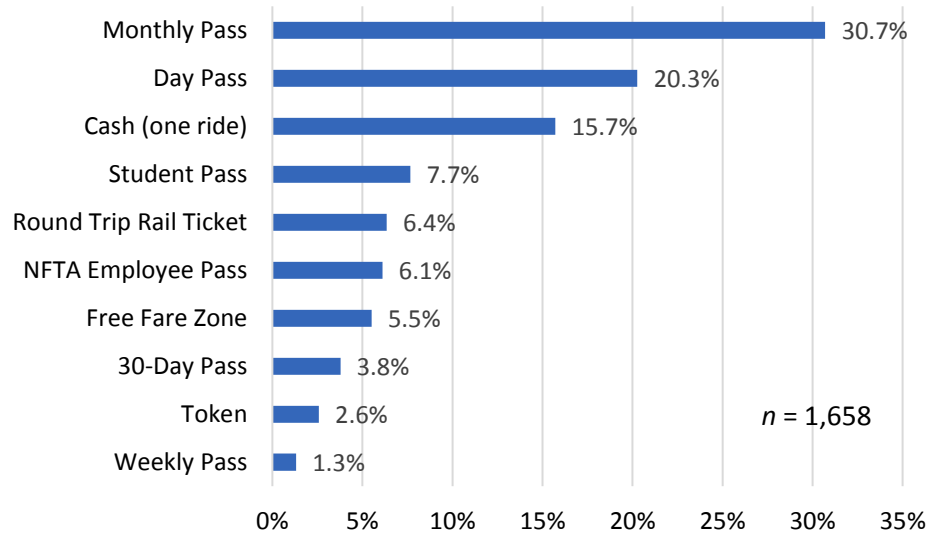
Exhibit 3.9.c Payment type vs. route - bus

Route	Token	Cash (one ride)	Day Pass	Weekly Pass	Monthly Pass	30-Day Pass	Student Pass	CRAM Pass
1	1.2%	16.7%	29.6%	0.6%	43.8%	1.2%	1.2%	5.6%
2	1.1%	27.1%	28.2%	2.8%	29.8%	1.7%	4.4%	5.0%
3	3.3%	21.7%	24.8%	0.6%	30.8%	1.9%	8.8%	8.1%
4	5.5%	20.7%	31.3%	4.6%	26.3%	3.2%	6.5%	1.8%
5	2.3%	19.1%	28.3%	2.1%	32.8%	3.1%	5.8%	6.5%
6	2.4%	20.1%	34.3%	0.9%	32.8%	2.4%	2.7%	4.3%
7	5.4%	35.1%	13.5%	0.0%	27.0%	5.4%	2.7%	10.8%
8	4.5%	14.4%	19.8%	2.7%	42.8%	6.3%	3.6%	5.9%
11	0.0%	31.5%	16.9%	4.0%	32.3%	1.6%	4.0%	9.7%
12	2.1%	16.7%	29.6%	2.1%	37.0%	2.5%	6.3%	3.8%
13	2.1%	16.7%	31.6%	2.4%	31.0%	2.1%	6.6%	7.5%
14	1.4%	13.7%	31.1%	1.8%	29.2%	0.9%	12.8%	9.1%
15	1.5%	25.5%	25.5%	0.0%	34.8%	3.0%	3.7%	6.0%
16	2.9%	25.7%	26.2%	3.4%	30.1%	1.9%	5.8%	3.9%
18	0.0%	20.0%	34.0%	0.0%	34.0%	2.0%	8.0%	2.0%
19	2.8%	18.3%	26.0%	1.8%	34.4%	2.8%	10.1%	3.8%
20	1.6%	20.9%	23.2%	1.0%	27.9%	3.1%	11.5%	10.9%
22	9.7%	21.0%	27.4%	1.6%	30.6%	4.8%	4.8%	0.0%
23	3.2%	24.8%	25.5%	2.3%	30.0%	2.5%	6.4%	5.3%
24	3.0%	19.9%	27.0%	2.2%	35.2%	3.7%	4.1%	4.9%
25	1.6%	21.6%	27.8%	1.3%	31.9%	3.4%	7.5%	5.0%
26	0.5%	21.1%	35.1%	0.5%	24.7%	1.5%	10.3%	6.2%
29	0.0%	40.0%	20.0%	0.0%	20.0%	0.0%	20.0%	0.0%
32	1.5%	18.0%	26.7%	1.0%	27.7%	1.9%	10.2%	13.1%
34	0.0%	13.7%	35.5%	4.8%	34.7%	4.8%	0.8%	5.6%
35	0.0%	33.3%	31.0%	0.0%	20.7%	4.6%	4.6%	5.7%
36	3.3%	33.3%	20.0%	3.3%	31.7%	0.0%	1.7%	6.7%
40	1.1%	33.0%	29.6%	1.7%	26.3%	3.9%	2.2%	2.2%
42	0.0%	19.2%	30.8%	0.0%	46.2%	3.8%	0.0%	0.0%
44	0.0%	29.9%	20.6%	2.8%	34.6%	2.8%	3.7%	5.6%
46	0.0%	12.2%	41.5%	2.4%	29.3%	7.3%	4.9%	2.4%
47	1.7%	10.0%	36.7%	0.0%	20.0%	1.7%	5.0%	25.0%
48	0.0%	19.1%	29.2%	4.5%	25.8%	1.1%	5.6%	14.6%
49	0.0%	9.5%	33.3%	0.0%	42.9%	4.8%	4.8%	4.8%
50	7.5%	50.0%	20.0%	0.0%	20.0%	2.5%	0.0%	0.0%
52	0.0%	42.6%	31.9%	2.1%	21.3%	2.1%	0.0%	0.0%
54	0.0%	36.4%	9.1%	0.0%	36.4%	18.2%	0.0%	0.0%
55	1.9%	54.7%	14.2%	0.9%	25.5%	2.8%	0.0%	0.0%
60	10.0%	40.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%
61	0.0%	28.6%	0.0%	0.0%	71.4%	0.0%	0.0%	0.0%
64	0.0%	20.0%	20.0%	0.0%	55.0%	5.0%	0.0%	0.0%
66	0.0%	44.4%	0.0%	0.0%	55.6%	0.0%	0.0%	0.0%
67	0.0%	0.0%	22.2%	0.0%	66.7%	11.1%	0.0%	0.0%
68	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
69	0.0%	21.4%	14.3%	0.0%	50.0%	0.0%	0.0%	14.3%
70	0.0%	28.6%	0.0%	0.0%	57.1%	14.3%	0.0%	0.0%
72	16.7%	33.3%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%
74	0.0%	36.4%	4.5%	0.0%	50.0%	4.5%	0.0%	4.5%
75	0.0%	23.1%	7.7%	0.0%	46.2%	0.0%	15.4%	7.7%
76	0.0%	57.1%	0.0%	0.0%	35.7%	0.0%	0.0%	7.1%
79	0.0%	0.0%	16.7%	0.0%	66.7%	0.0%	0.0%	16.7%
81	0.0%	14.3%	14.3%	14.3%	42.9%	14.3%	0.0%	0.0%
204	0.0%	14.3%	14.3%	14.3%	42.9%	14.3%	0.0%	0.0%

Data cross-tabulation: Payment Type vs. Route (Rail)

One in two respondents onboard rail indicated paying for a trip with either a day pass or monthly pass.

Exhibit 3.9.d Payment type vs. route - rail



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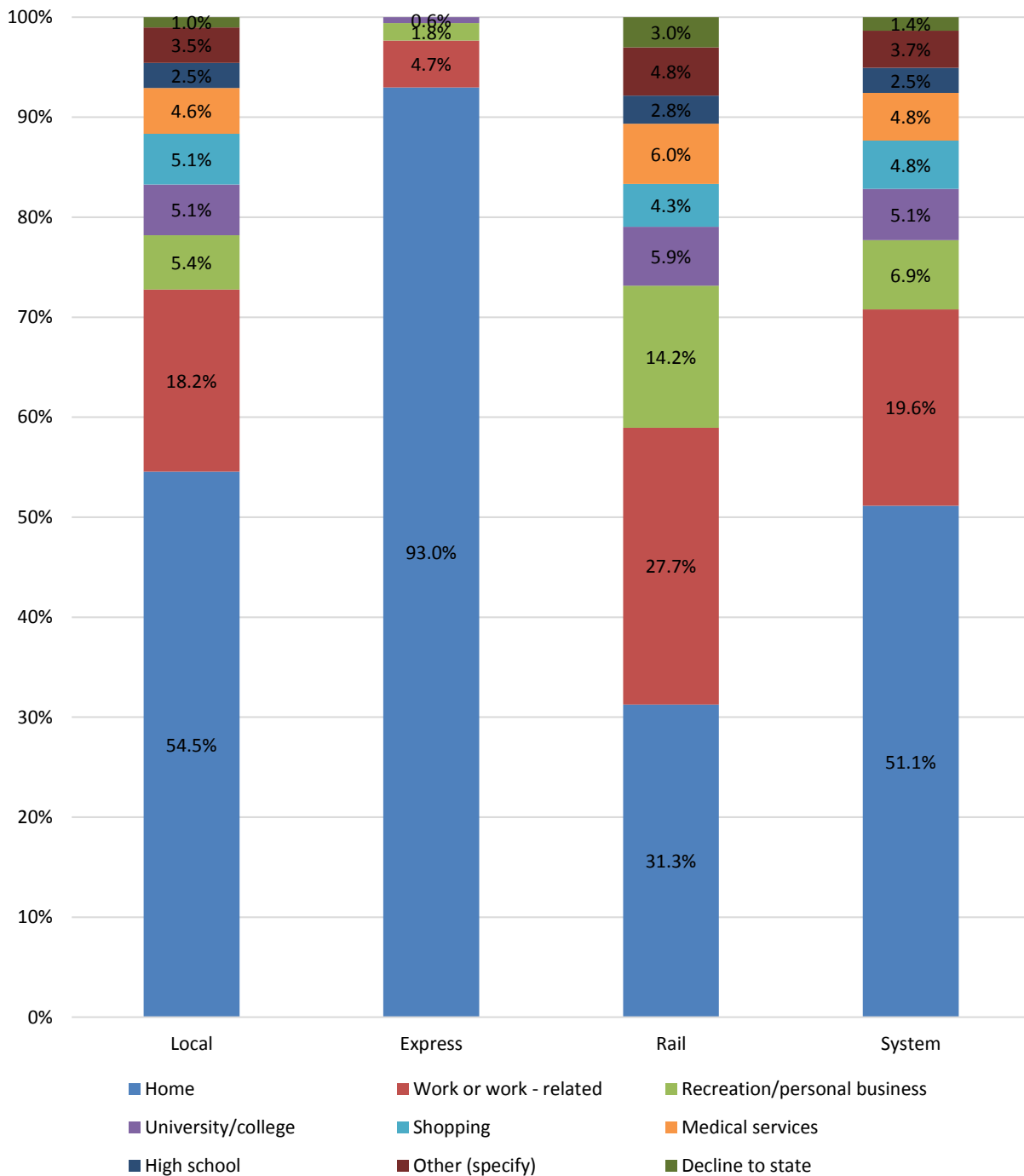
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Question 10: Origin Location: Where are you coming from?

Survey participants were informed that this question was different from boarding location and sought to identify one-way trip origin.

Question 10.A: What kind of place are you coming from?

Exhibit 3.10.a. Kind of place - origin



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Question 10.B: If you are not coming from home, what is the name of this place?

Question 10.C: What is the exact street address of this place?

Questions 10.B and 10.C provided alternatives to help identify trip origin locations. When survey data was cleaned, corresponding location names and addresses could be totalled to identify the most popular origin locations.

Exhibit 3.10.b Most common origin locations

	Address	Name	Frequency
1	121 Ellicott St, Buffalo	Erie Community College – City Campus	112
2	1300 Elmwood Avenue, Buffalo	SUNY Buffalo State	79
3	1 Galleria Dr, Cheektowaga	Walden Galleria Mall	69
4	3441 Main St, Buffalo	University of Buffalo – South Campus	63
5	462 Grider Street, Buffalo	Erie County Medical Center	57
6	95 Franklin Street, Buffalo	Rath Building	28
7	350 Main Street, Buffalo	Main Place Mall	27
8	1 Lafayette Square, Buffalo	Buffalo & Erie County Library	26
9	2885 Main Street, Buffalo	Middle Early College High School	24
10	4200 Genesee Street, Buffalo	Buffalo Niagara International Airport	19
11	2875 Union Road, Cheektowaga	AppleTree Business Park	18
12	2195 Harlem Rd, Buffalo	Thruway Plaza	17
13	3495 Bailey Avenue, Buffalo	Veterans Hospital	17
14	465 Main Street, Buffalo	Bryant & Stratton College	17
15	Court Street and Pearl Street	Downtown Buffalo	17

Respondents were instructed to provide nearest cross-streets if they did not know an exact address.

Question 10.D: How did you get to the first bus/train on this one-way trip?

Eighty-eight percent of respondents walked or utilized a wheelchair to begin their one-way trip. Slightly more than 11 percent reached their first bus/train via an automobile (carpool, taxi, single-occupancy vehicle, etc.).



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Exhibit 3.10.D.a Mode of access – system

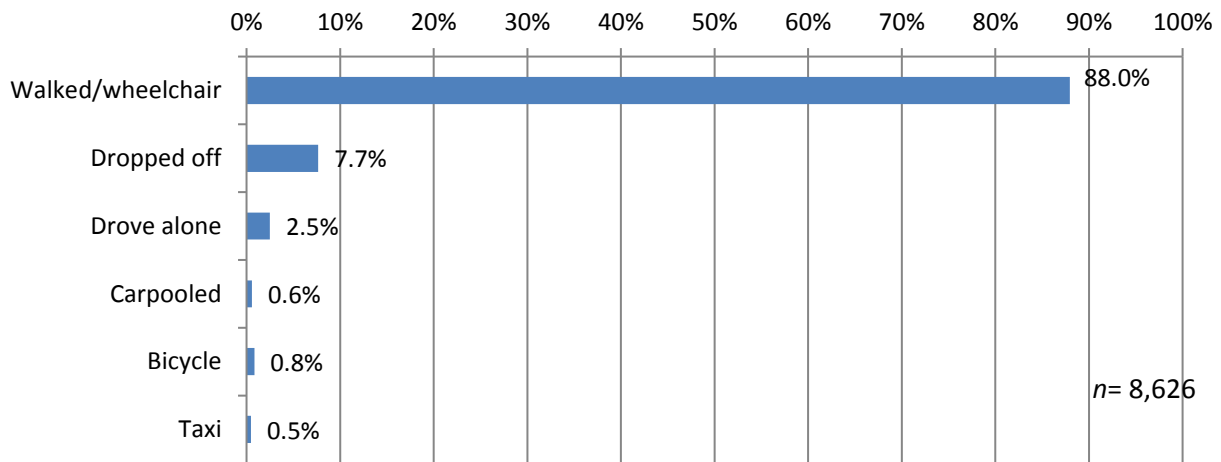
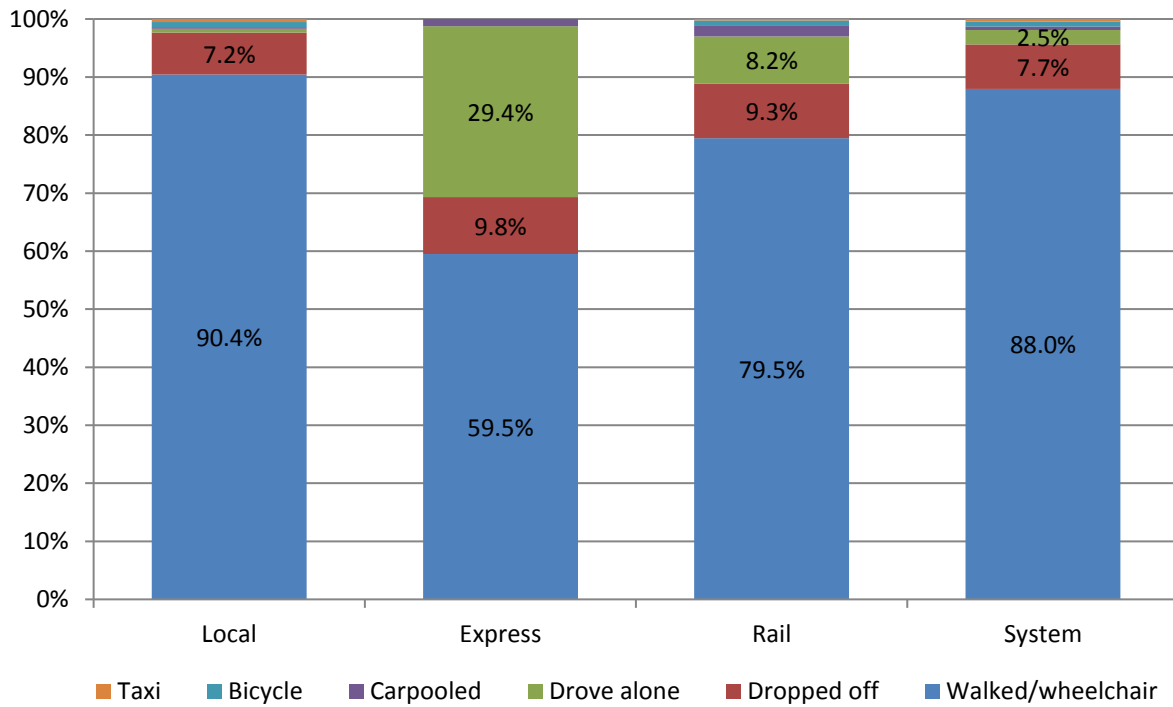


Exhibit 3.10.D.b Mode of access – comparison



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Approximately 95 percent of respondents indicated walking five blocks or less to board NFTA-Metro vehicles, including 74 percent who walk two blocks or less. Less than five percent walked six blocks or more. This suggests bus stops are placed appropriately throughout the system. As Exhibit 3.10.D.d shows, this pattern holds for all service modes.

Exhibit 3.10.D.c Mode of access – blocks walked - system

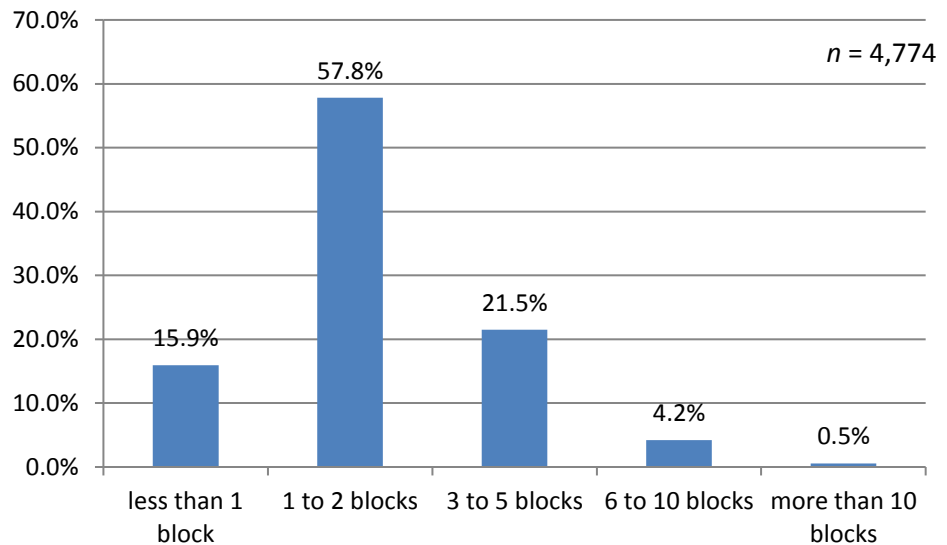
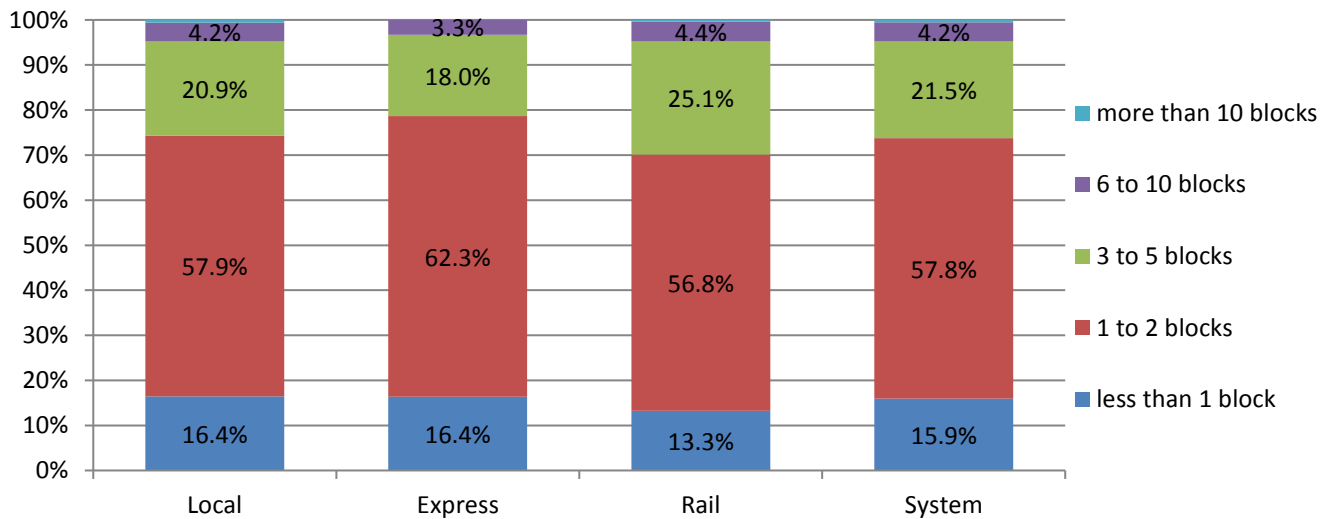
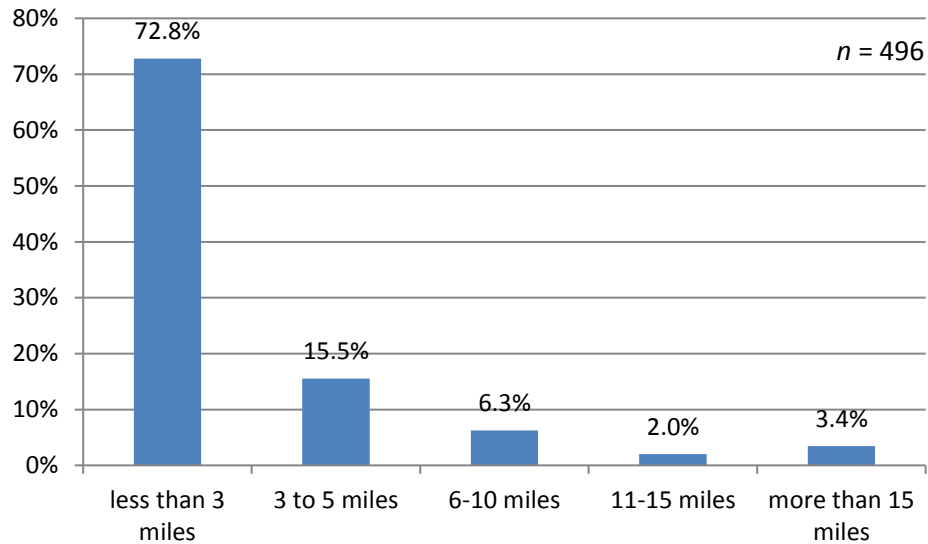


Exhibit 3.10.D.d Mode of access – blocks walked - comparison



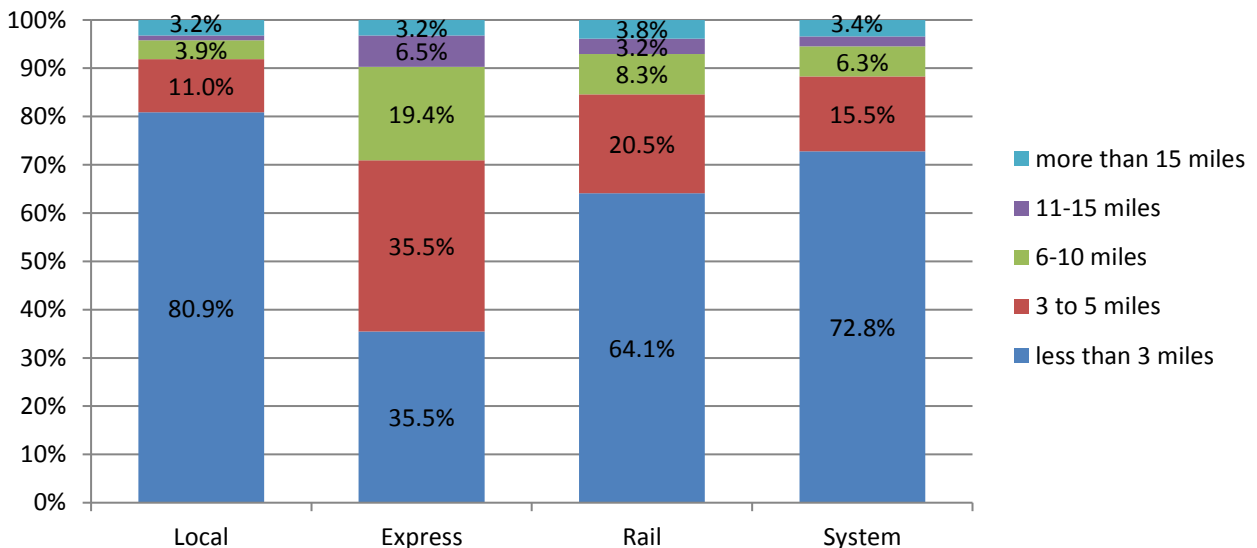
Approximately 88 percent of respondents who indicated driving in order to access their first bus or train traveled five miles or less.

Exhibit 3.10.D.e Mode of access – blocks driven – system



Distance driven to access NFTA-Metro service varied considerably by mode. Eighty-one percent of riders on local routes drove three miles or less, while 36 percent of riders on Express routes drove three to five miles.

Exhibit 3.10.D.f Mode of access – blocks driven –comparison

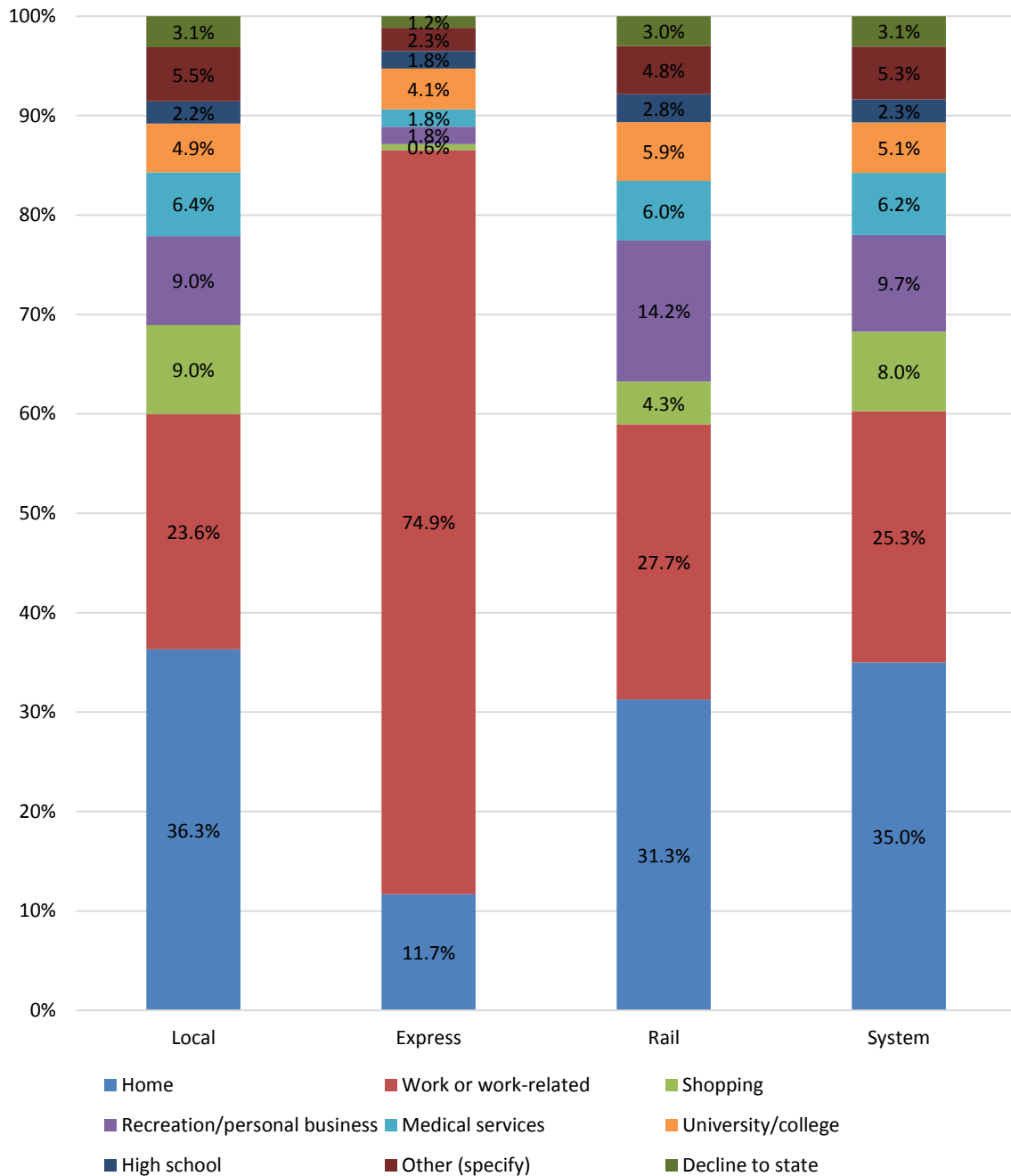


Question 11: Destination location: where are you going to?

Survey participants were informed that this question was different from alighting location and sought to identify one-way trip destination or trip purpose.

Question 11.A: What kind of place are you going to?

Exhibit 3.11.A.a Trip purpose - destination



Question 11.B: If you are not going home, what is the name of this place?

Question 11.C: What is the exact street address of this place?

Questions 11.B and 11.C provided alternatives to help identify trip destination locations. When survey data was cleaned, corresponding location names and addresses could be totalled to identify the most popular origin locations.

Exhibit 3.11.B Most common destination locations

	Address	Name	Frequency
1	1300 Elmwood Avenue, Buffalo	SUNY Buffalo State	90
2	1 Galleria Dr, Cheektowaga	Walden Galleria Mall	81
3	121 Ellicott St, Buffalo	Erie Community College – City Campus	73
4	462 Grider Street, Buffalo	Erie County Medical Center	67
5	95 Franklin Street, Buffalo	Rath Building	43
6	3441 Main St, Buffalo	University of Buffalo – South Campus	42
7	350 Main Street, Buffalo	Main Place Mall	42
8	1 Lafayette Square, Buffalo	Buffalo & Erie County Library	33
9	100 High Street, Buffalo	Buffalo General Medical Center	29
10	999 Broadway, Buffalo	Broadway Market	27
11	Court Street and Pearl Street	Downtown Buffalo	27
12	2500 Walden Avenue, Cheektowaga	Walmart	25
13	65 Niagara Square, Buffalo	City of Buffalo	21
14	219 Bryant, Buffalo	Children’s Hospital	20
15	2100-2101 Elmwood Avenue, Buffalo	Elmwood Plaza	19

Question 11.D: How will you get to your destination from the last bus/train on this one-way trip?

As was the case when beginning their trips, respondents ended their trips by walking or utilizing a wheelchair to reach their destination. Responses were similar across all modes.



Exhibit 3.11.D.a Mode of egress – system

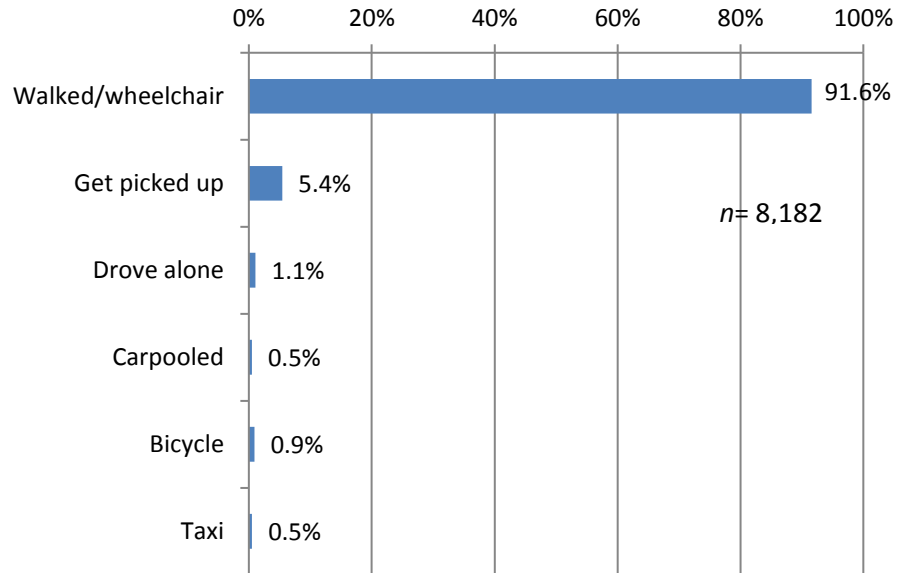
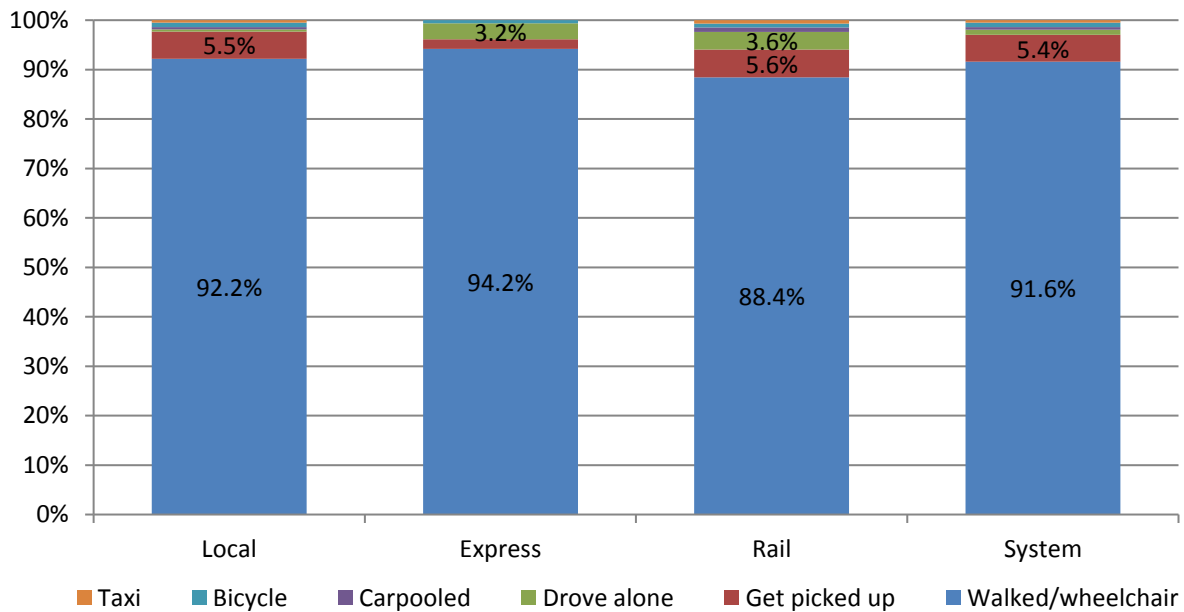


Exhibit 3.11.D.b Mode of egress - comparison



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Similar to Question 10, ninety-five percent of respondents cited walking from their final bus/train stop to their destination cited traveling five blocks or less, including nearly 76 percent who cited walking two blocks or less.

Exhibit 3.11.D.c Mode of egress – blocks walked – system

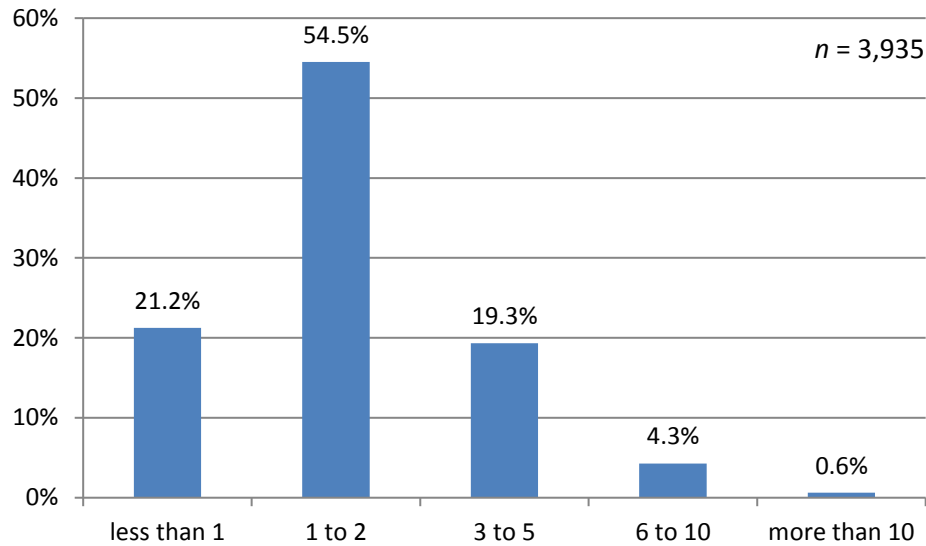
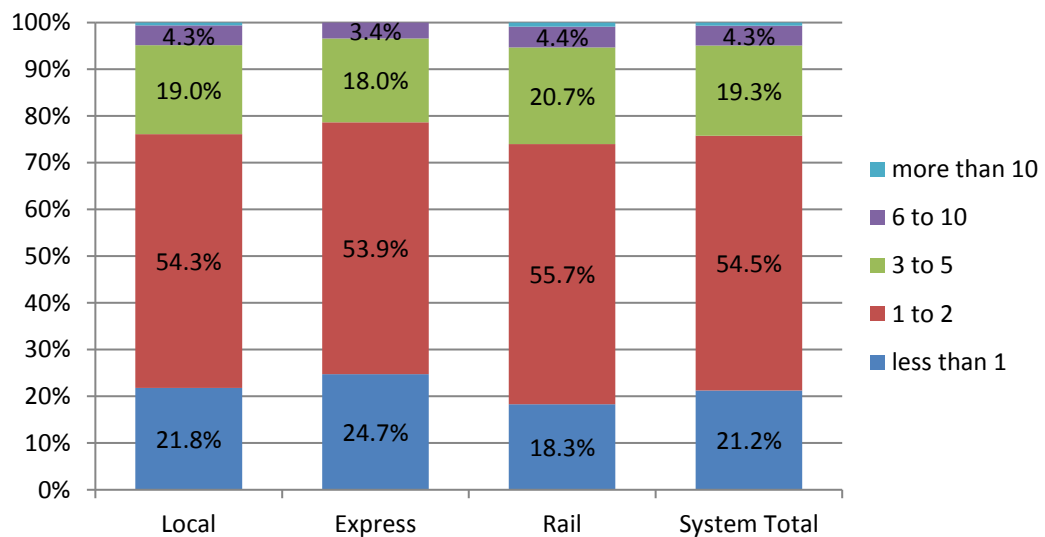


Exhibit 3.11.D.d Mode of egress – blocks walked - comparison



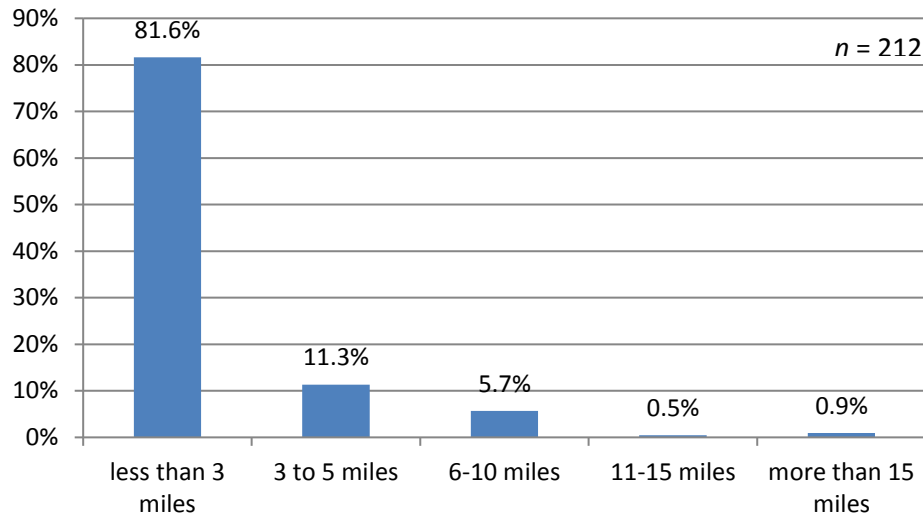
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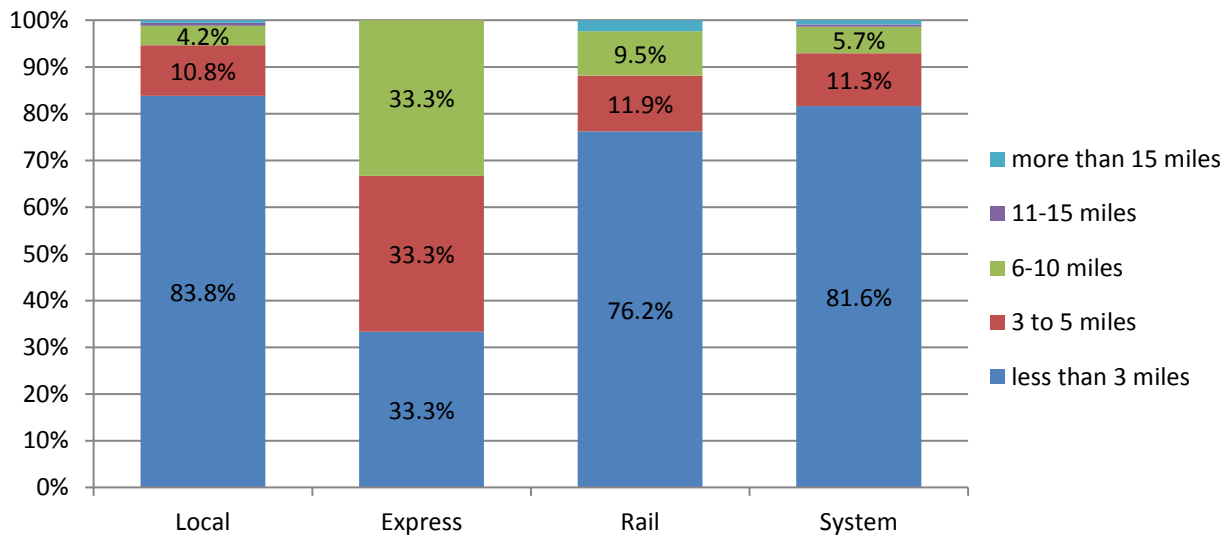
Approximately 93 percent of respondents indicated driving five miles or less from their final bus/train to their destination, including 81.6 percent who drove less than three miles.

Exhibit 3.11.D.e Mode of egress – miles driven – system



Riders of Express routes were more likely to drive longer distances from their final bus/train to their final destination, including one-third who reported driving six to ten miles.

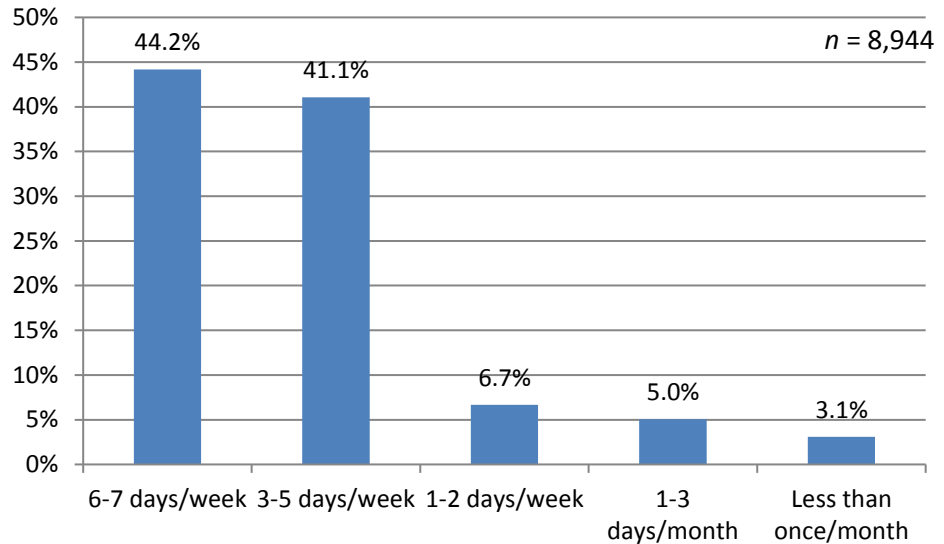
Exhibit 3.11.D.f Mode of egress – miles driven - comparison



Question 12: In a typical week, how often do you ride NFTA-Metro?

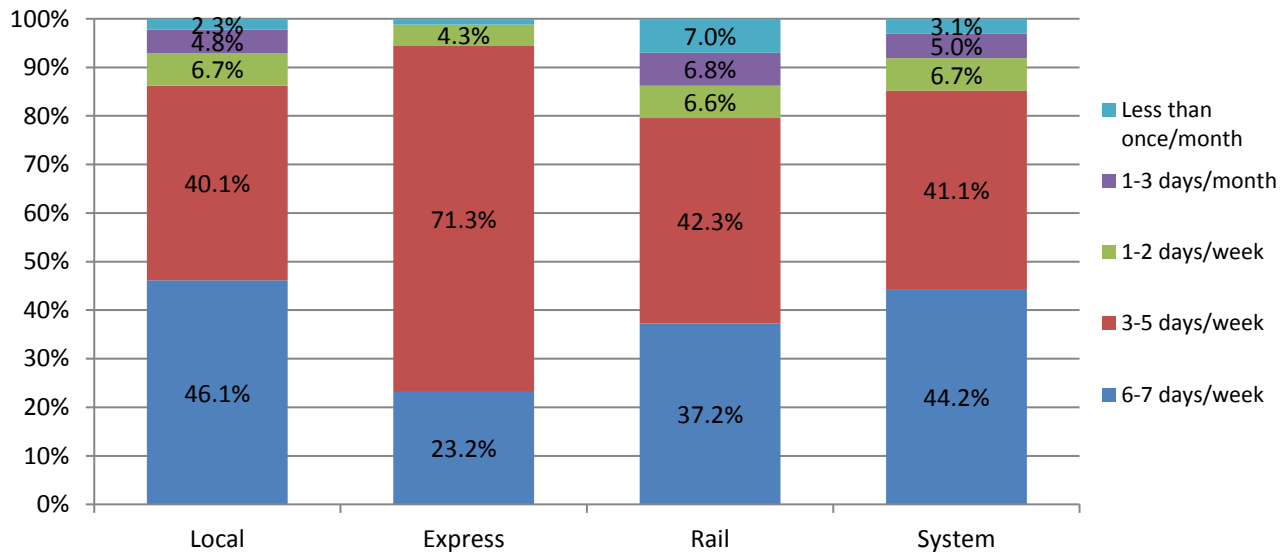
Eighty-five percent of respondents are frequent riders who cited riding at least three days per week. This supports our findings of a high level of transit dependency.

Exhibit 3.12.a Ridership frequency



Ridership frequency levels were similar across service modes. However, riders of Express routes were more likely to report riding three to five days per week (71.3 percent).

Exhibit 3.12.b Ridership frequency – comparison



SECTION 3: TELL US ABOUT YOURSELF.

Question 13: Do you have a valid driver license?

Just 43.1 percent of respondents indicated possession of a valid driver license. As Exhibit 3.13.b illustrates, riders of local routes were least likely to have a valid driver license, while riders of Express routes were most likely to possess a valid license (70.8 percent).

Exhibit 3.13.a Driver license

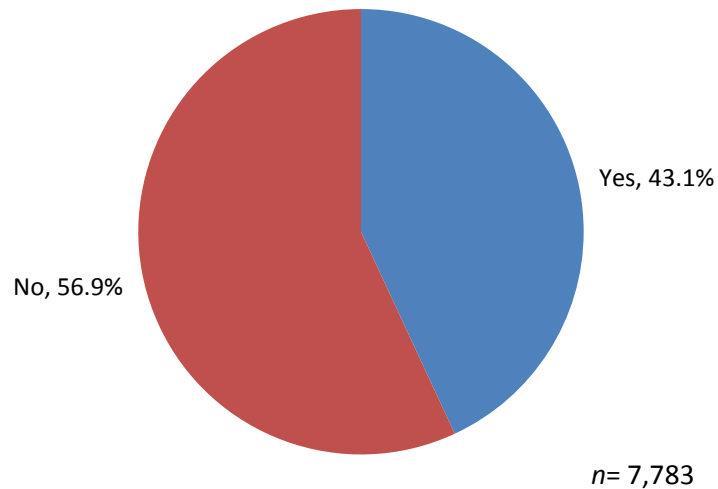
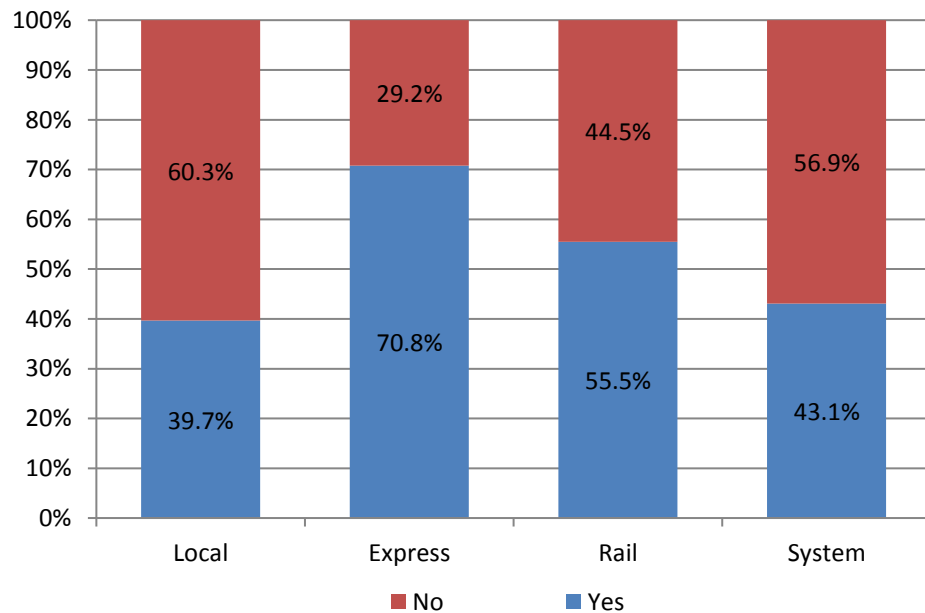


Exhibit 3.13.b Driver license – comparison



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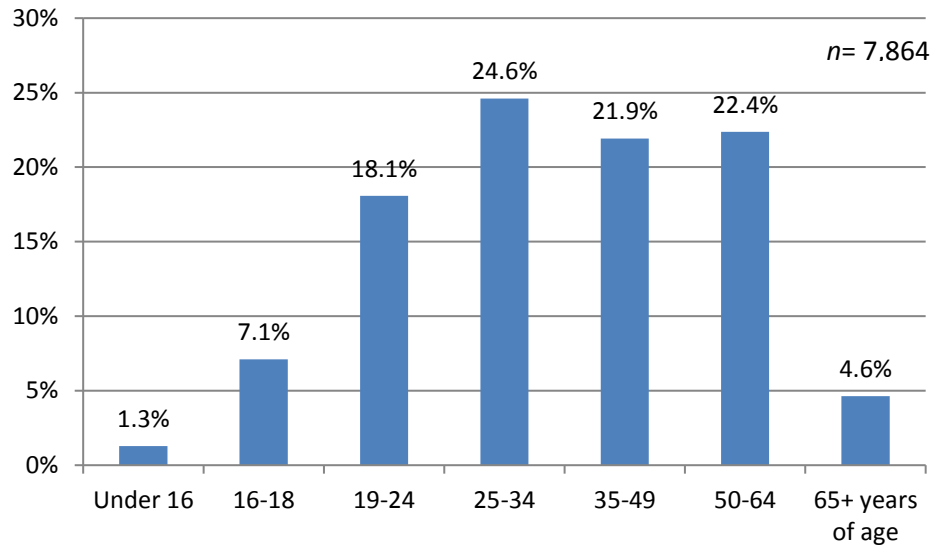
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Question 14: What is your age?

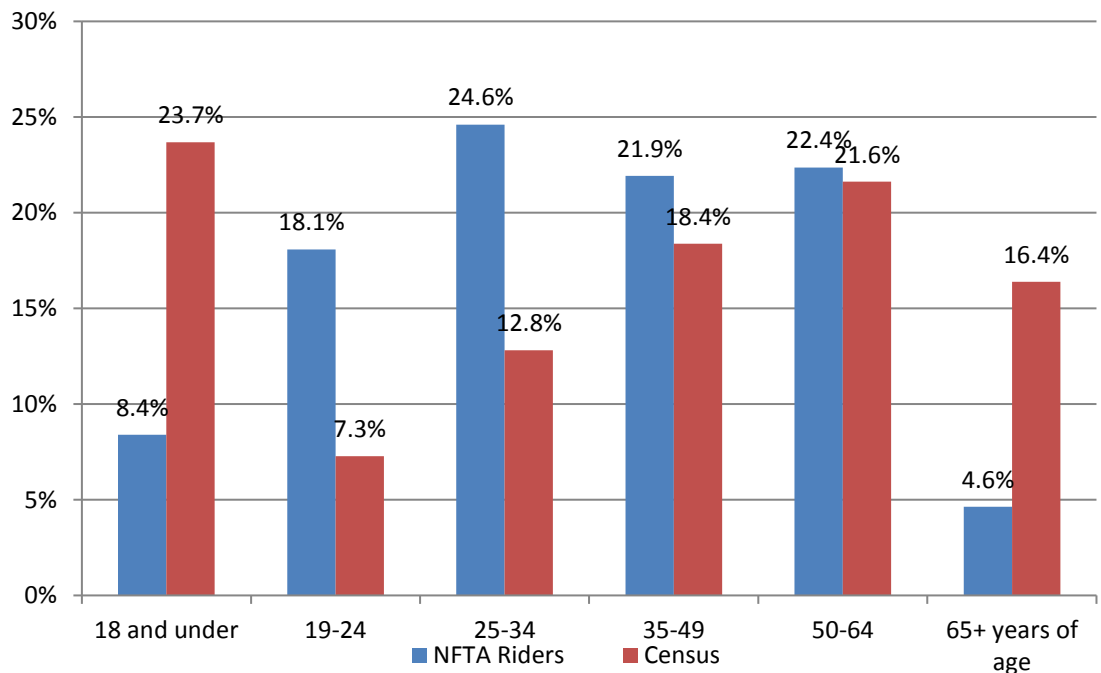
Nearly 69 percent of all respondents were working-age adult (ages 25-64). Only 4.6 percent indicated being 65 years or older.

Exhibit 3.14.a Age



NFTA-Metro riders are more likely to be ages 25 to 64 (68.9 percent) than the general populations of Erie and Niagara counties (42.6 percent). NFTA-Metro riders are less likely to be age 18 and under or 65 years and older.

Exhibit 3.14.b Age – Census comparison



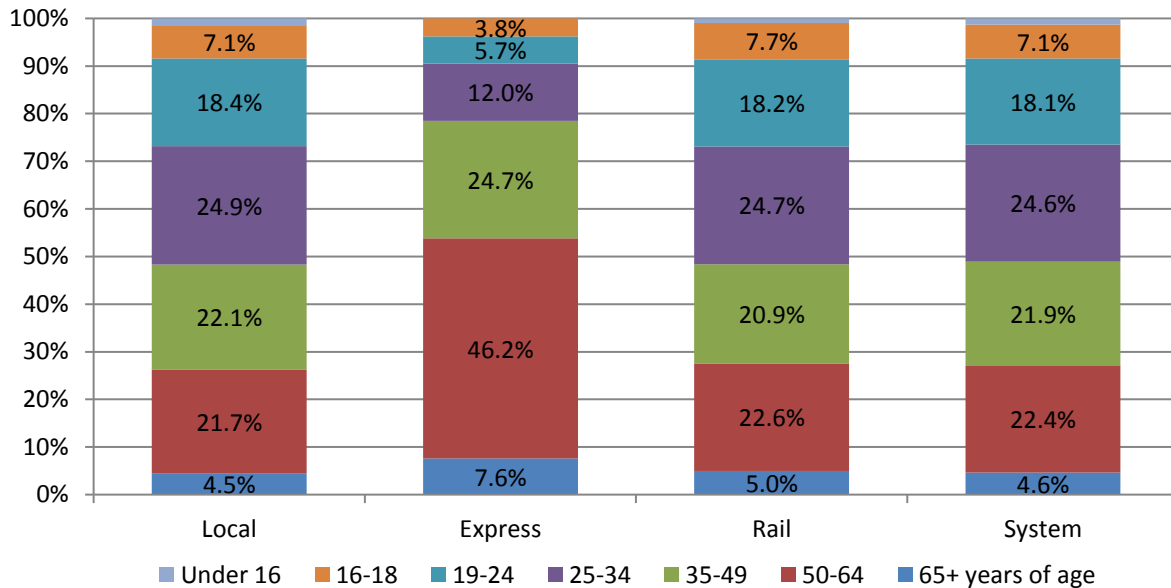
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The survey revealed similar age distribution among riders of local bus, rail, and the overall system. However, individuals age 50-64 were strongly represented among Express bus riders (46.2 percent).

Exhibit 3.14.c Age – comparison



Data cross-tabulation: Route vs. Age

A data cross-tabulation between age and route was run to determine whether certain routes saw greater concentrations of riders of certain ages, particularly those under 19 and over age 65. Route 14 saw the highest percentage of respondents under age 19 (16.9 percent). Route 72 had the highest percentage of respondents age 65 and older (20 percent), though Routes 64 and 79 each had 16.7 percent of respondents citing being in that age group.

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Exhibit 3.14.d Cross-tabulation – age vs. route

Route	Under 16	16-18	19-24	25-34	35-49	50-64	65 and older
1	0.0%	3.8%	11.4%	22.7%	23.5%	32.6%	6.1%
2	0.6%	4.3%	15.3%	27.0%	25.2%	23.3%	4.3%
3	1.0%	7.4%	20.7%	27.4%	20.7%	20.7%	2.1%
4	0.6%	5.1%	16.0%	20.0%	23.4%	29.7%	5.1%
5	1.8%	8.7%	20.2%	28.3%	18.9%	18.0%	4.1%
6	2.5%	8.2%	16.3%	27.0%	24.5%	17.4%	4.3%
7	0.0%	2.9%	22.9%	22.9%	25.7%	20.0%	5.7%
8	1.6%	9.6%	11.7%	21.8%	20.7%	30.3%	4.3%
11	0.0%	2.0%	14.0%	28.0%	29.0%	23.0%	4.0%
12	1.8%	7.2%	19.9%	25.7%	23.9%	18.3%	3.1%
13	0.0%	8.5%	11.9%	25.9%	24.8%	24.8%	4.1%
14	2.3%	9.2%	25.3%	25.3%	12.6%	18.4%	6.9%
15	1.7%	4.7%	14.9%	24.3%	27.2%	21.7%	5.5%
16	1.1%	6.1%	12.2%	28.3%	22.8%	24.4%	5.0%
18	0.0%	11.1%	16.7%	16.7%	13.9%	33.3%	8.3%
19	4.5%	12.4%	15.9%	17.7%	23.1%	21.9%	4.5%
20	0.9%	7.1%	23.8%	23.1%	21.2%	20.2%	3.8%
22	2.1%	6.3%	8.3%	25.0%	25.0%	22.9%	10.4%
23	2.5%	8.0%	16.9%	27.7%	22.2%	17.5%	5.2%
24	0.0%	3.6%	18.0%	25.2%	28.4%	20.3%	4.5%
25	0.7%	5.5%	14.2%	22.5%	21.1%	29.1%	6.9%
26	2.7%	9.5%	18.9%	25.7%	16.9%	23.0%	3.4%
29	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
32	1.7%	7.5%	31.2%	27.2%	12.7%	15.6%	4.0%
34	1.0%	3.8%	19.2%	30.8%	24.0%	15.4%	5.8%
35	0.0%	5.6%	26.4%	30.6%	19.4%	12.5%	5.6%
36	2.0%	8.0%	18.0%	26.0%	22.0%	20.0%	4.0%
40	0.0%	2.6%	15.2%	19.9%	27.8%	29.1%	5.3%
42	0.0%	4.8%	9.5%	23.8%	23.8%	33.3%	4.8%
44	0.0%	3.7%	19.8%	29.6%	21.0%	24.7%	1.2%
46	0.0%	5.0%	15.0%	22.5%	25.0%	25.0%	7.5%
47	0.0%	4.4%	48.9%	13.3%	17.8%	15.6%	0.0%
48	0.0%	10.7%	20.0%	29.3%	16.0%	20.0%	4.0%
49	0.0%	0.0%	27.8%	27.8%	22.2%	22.2%	0.0%
50	0.0%	3.2%	25.8%	16.1%	22.6%	29.0%	3.2%
52	0.0%	5.6%	22.2%	2.8%	41.7%	22.2%	5.6%
54	0.0%	0.0%	28.6%	28.6%	42.9%	0.0%	0.0%
55	0.0%	3.3%	18.9%	22.2%	16.7%	30.0%	8.9%
60	0.0%	0.0%	0.0%	12.5%	25.0%	62.5%	0.0%
61	0.0%	0.0%	0.0%	28.6%	28.6%	28.6%	14.3%
64	0.0%	0.0%	5.6%	5.6%	5.6%	66.7%	16.7%
66	0.0%	0.0%	0.0%	5.9%	35.3%	47.1%	11.8%
67	0.0%	0.0%	0.0%	0.0%	14.3%	71.4%	14.3%
68	0.0%	0.0%	0.0%	0.0%	42.9%	57.1%	0.0%
69	0.0%	7.1%	7.1%	14.3%	21.4%	42.9%	7.1%
70	0.0%	0.0%	0.0%	16.7%	50.0%	33.3%	0.0%
72	0.0%	0.0%	0.0%	20.0%	0.0%	60.0%	20.0%
74	0.0%	0.0%	5.0%	15.0%	25.0%	50.0%	5.0%
75	0.0%	23.1%	7.7%	23.1%	23.1%	15.4%	7.7%
76	0.0%	7.1%	7.1%	7.1%	35.7%	42.9%	0.0%
79	0.0%	0.0%	33.3%	0.0%	33.3%	16.7%	16.7%
81	0.0%	14.3%	0.0%	14.3%	14.3%	57.1%	0.0%
204	0.0%	0.0%	22.2%	22.2%	22.2%	33.3%	0.0%
Rail	0.9%	7.7%	18.2%	24.7%	20.9%	22.6%	5.0%

Data cross-tabulation: Payment Type vs. Age (Bus)

A review of payment type by age reveals that respondents over the age of 25 paid for a bus trip with a monthly pass. Respondents in the 19 to 24 year old age group used a day pass, and not surprisingly, respondents 18 years or younger used a student pass.

Exhibit 3.14.e Payment type vs. age - bus

Age	Token	Cash (one ride)	Day Pass	Weekly Pass	Monthly Pass	30-Day Pass	Student Pass	CRAM Pass
Under 16	1.1%	11.5%	20.7%	1.1%	8.0%	0.0%	57.5%	0.0%
16-18	2.2%	15.6%	16.5%	1.1%	16.7%	1.3%	34.6%	11.8%
19-24	2.2%	22.7%	25.0%	1.4%	18.9%	1.9%	8.9%	19.0%
25-34	2.3%	21.8%	30.2%	1.7%	33.9%	3.3%	2.6%	4.3%
35-49	2.5%	22.0%	28.9%	2.7%	36.8%	2.9%	1.5%	2.7%
50-64	1.9%	21.8%	25.3%	1.6%	43.7%	3.3%	1.0%	1.3%
65 or older	1.0%	22.8%	34.3%	1.4%	38.4%	2.1%	0.0%	0.0%

Data cross-tabulation: Payment Type vs. Age (Rail)

Similar to bus, respondents over the age of 25 paid for a rail trip with a monthly pass. Respondents in the 19 to 24 year old age group used a day pass, and not surprisingly, respondents 18 years or younger used a student pass.

Exhibit 3.14.f Payment type vs. age - rail

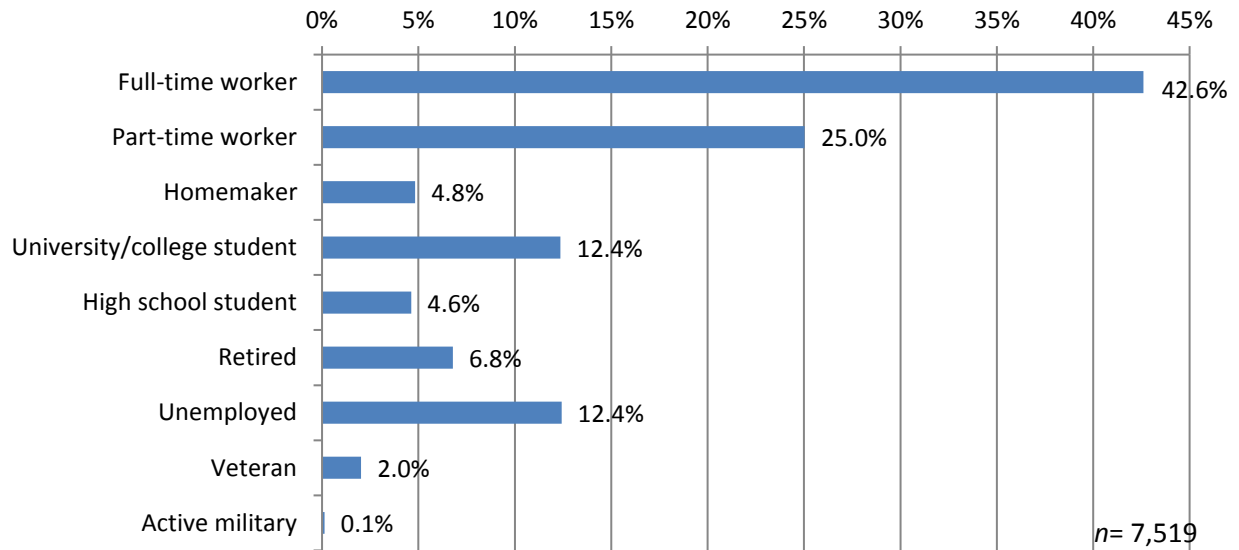
Age	Token	Cash (one ride)	Day Pass	Weekly Pass	Monthly Pass	30-Day Pass	Round Trip Rail Ticket	Student Pass	Free Fare Zone	NFTA Employee Pass
Under 16	0.0%	0.0%	0.0%	0.0%	23.1%	0.0%	0.0%	76.9%	0.0%	0.0%
16-18	1.0%	12.5%	7.7%	1.0%	10.6%	1.0%	2.9%	50.0%	12.5%	1.0%
19-24	2.5%	22.4%	14.9%	1.2%	19.1%	4.6%	6.6%	7.9%	15.8%	5.0%
25-34	3.0%	17.3%	18.5%	1.5%	34.3%	5.1%	6.0%	1.8%	2.7%	9.9%
35-49	2.1%	16.6%	22.3%	1.4%	35.7%	4.2%	4.6%	2.5%	3.2%	7.4%
50-64	2.9%	13.1%	21.9%	2.0%	43.1%	2.6%	8.8%	0.0%	1.6%	3.9%
65 or older	0.0%	14.7%	23.5%	1.5%	39.7%	1.5%	16.2%	0.0%	0.0%	2.9%



Question 15: Are you...? (check all that apply)

Question 15 was designed to identify employment status. Sixty-eight percent of respondents reported working full-time or part-time.

Exhibit 3.15.a Employment status



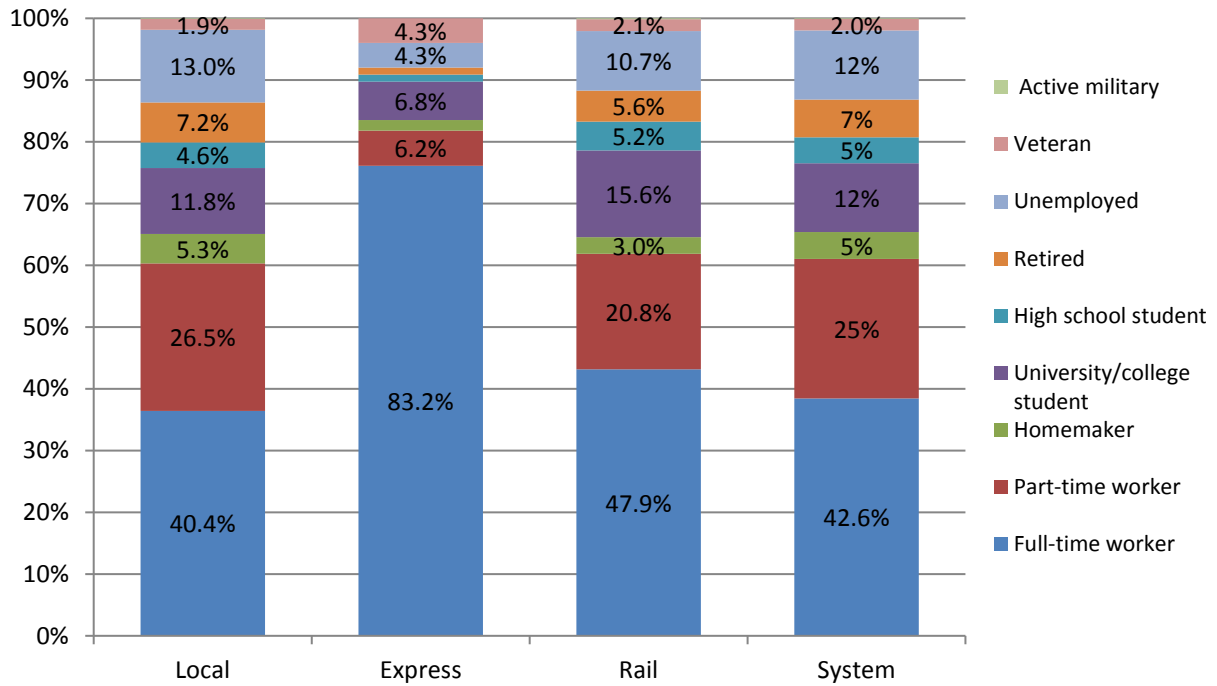
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Not surprisingly, 83.2 percent of Express riders reported being employed full-time. Percentages for other modes remained similar across all employment categories.

Exhibit 3.15.b Employment status – comparison



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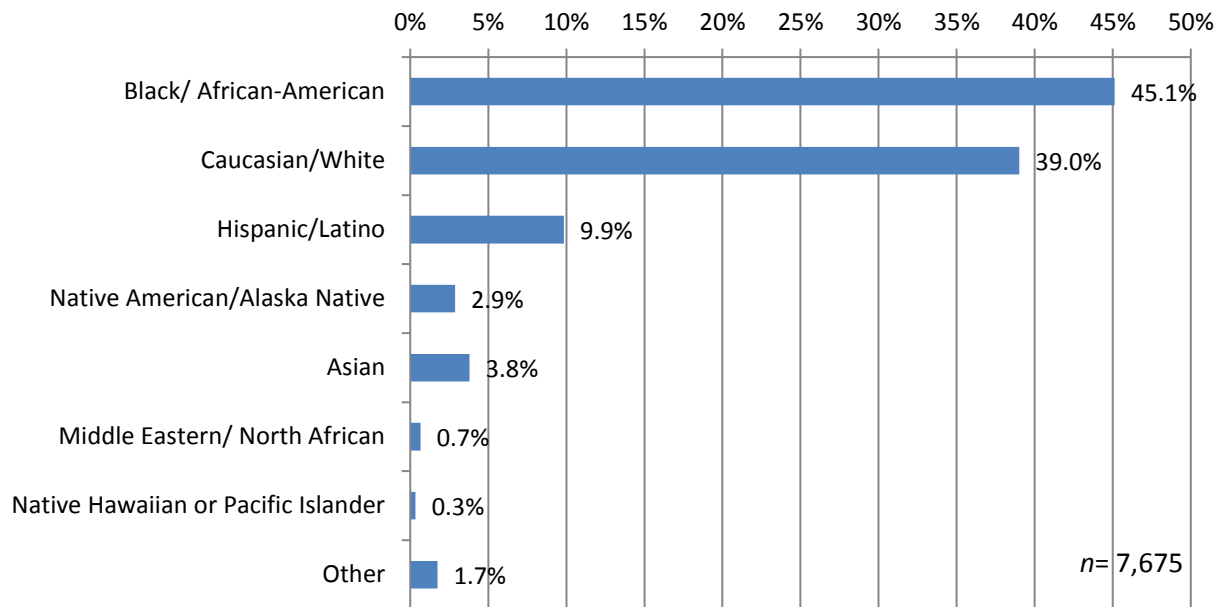
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Question 16: What is your ethnicity? (check all that apply)

Black/African-American respondents were the most commonly represented in the survey sample (45.1 percent), followed by Caucasian/white respondents (39.0 percent).

Note: The Census Bureau is considering adding Middle Eastern/North African as a ethnic category for 2020. Therefore, the survey instrument also included this ethnicity as a separate category. Current census data categorizes persons identifying as this ethnicity as Caucasian/White.

Exhibit 3.16.a Ethnicity



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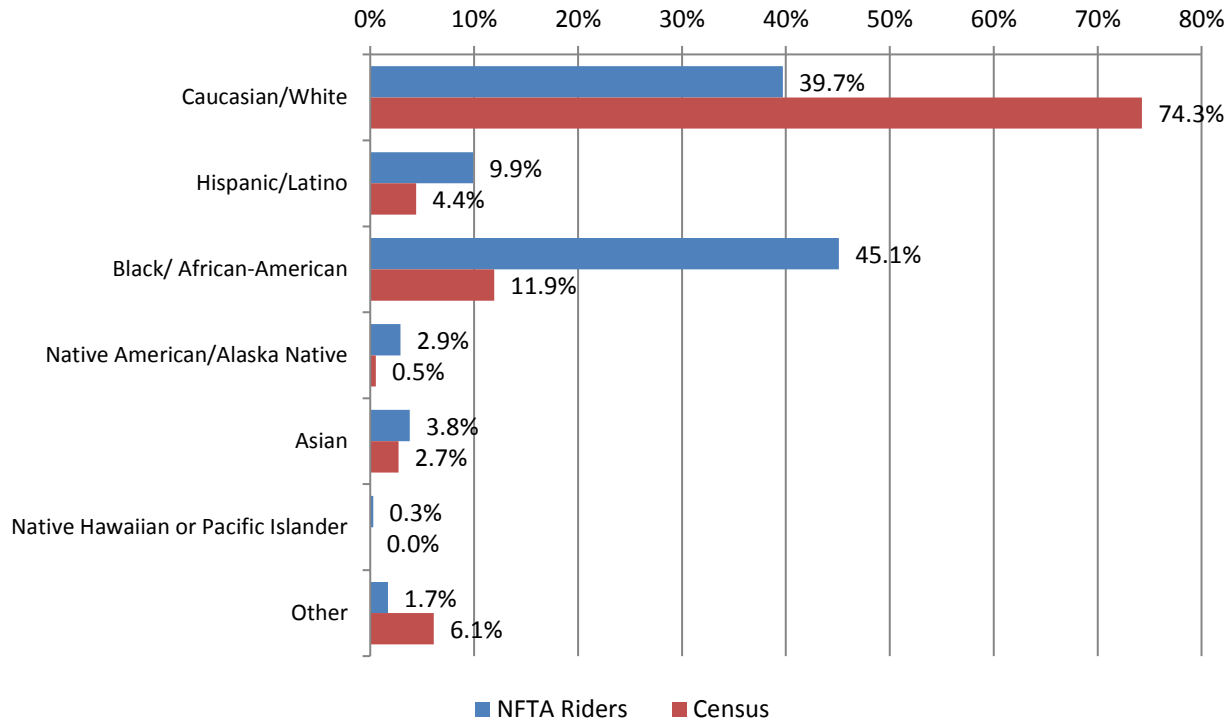
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NFTA-Metro riders are more likely to be Black/African-American (45.1 percent) versus residents of Erie and Niagara counties as a whole (11.9 percent). Meanwhile, the general population has a greater percentage of Caucasian/White individuals (74.3 percent) than NFTA-Metro riders (39.7 percent).

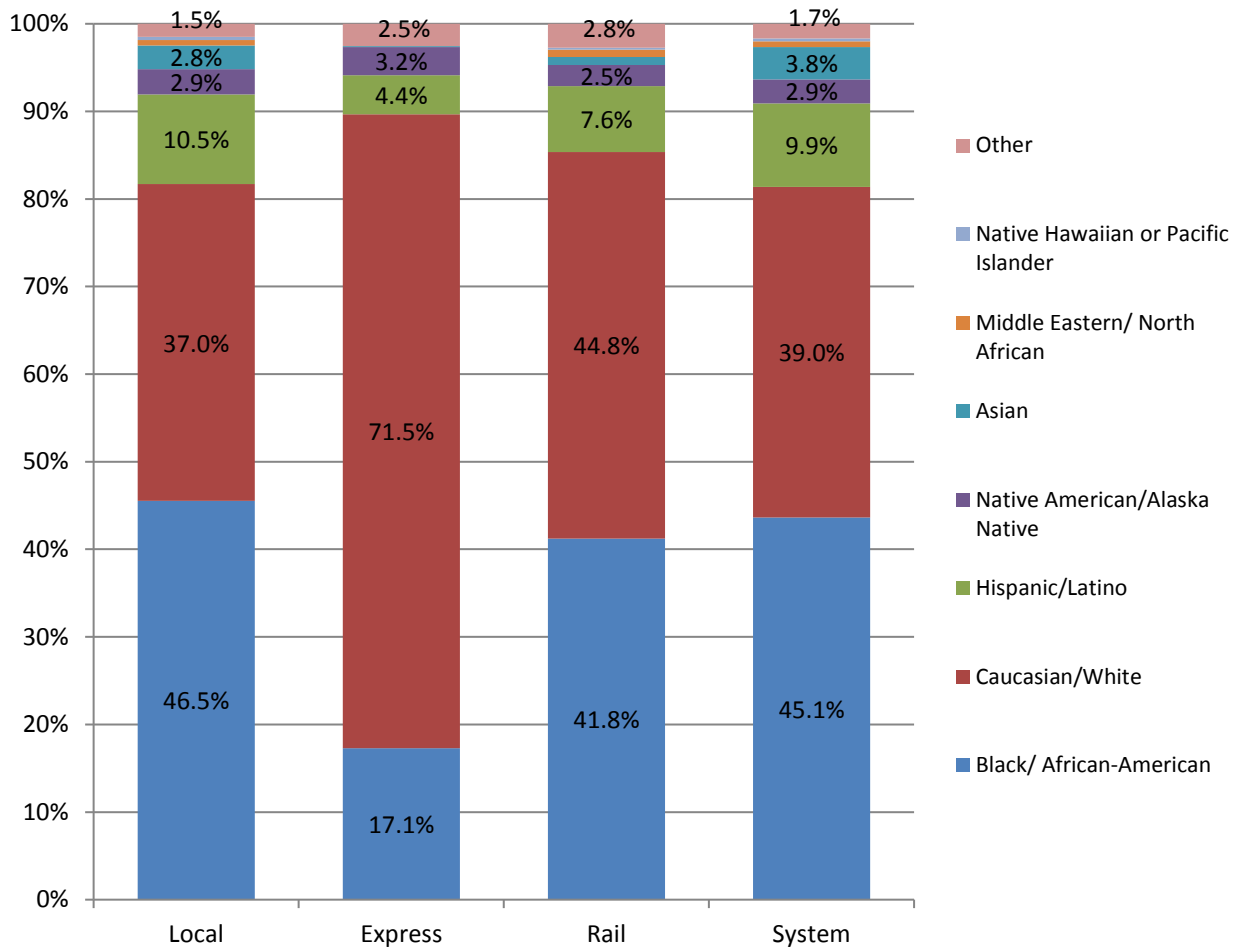
Note: To enable comparisons with current Census data, respondents who self-identified as Middle Eastern/North African were included with respondents who self-identified as Caucasian/White.

Exhibit 3.16.b Ethnicity – Census comparison



Rider demographics were fairly evenly distributed across tranist modes, with the exception of the Express routes. Nearly 70 percent of respondents on Express routes self-identified as Caucasian/White.

Exhibit 3.16.c Ethnicity – comparison



Data cross-tabulation: Ethnicity vs. Route

A data cross-tabulation was run to identify concentrations of various ethnicities by route. On many routes, the majority of riders were divided between Caucasian/White and Black/African-American. (These two categories represented more than 84 percent of all respondents.) However, a number of routes demonstrated significant concentrations of one of these ethnicities among survey respondents. For example, Route 76 was represented as 86.7 percent White and zero percent Black, while Route 29 was represented as 100 percent Black. Route 66 saw the highest percentage of Asian respondents (16.7 percent), while Route 49 had the highest concentration of Middle Eastern/North African respondents (10 percent). Route 3 had the highest percentage of respondents identifying as Hispanic/Latino (22.1 percent), while Route 61 had the greatest percentage of Native American respondents (16.7 percent).

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Exhibit 3.16.d Cross-tabulation: Ethnicity vs. route

Route	Caucasian/ White	Black/ African- American	Hispanic/ Latino	Asian	Middle Eastern/ North African	Native American/ Alaska Native	Native Hawaiian or Pacific Islander	Other
1	44.4%	42.9%	5.3%	3.0%	0.8%	3.0%	0.0%	0.8%
2	54.5%	28.5%	10.9%	0.6%	0.0%	2.4%	0.6%	2.4%
3	34.6%	34.6%	22.1%	2.8%	0.9%	4.0%	0.0%	0.9%
4	33.7%	51.7%	9.3%	1.7%	0.0%	1.2%	1.7%	0.6%
5	36.9%	36.5%	17.6%	3.6%	0.6%	2.2%	0.5%	2.2%
6	28.6%	56.0%	8.6%	2.3%	1.1%	1.9%	0.0%	1.5%
7	60.0%	20.0%	8.6%	0.0%	0.0%	8.6%	0.0%	2.9%
8	26.9%	60.2%	5.9%	1.6%	0.5%	2.2%	0.0%	2.7%
11	55.2%	27.6%	9.5%	3.8%	0.0%	3.8%	0.0%	0.0%
12	14.7%	64.8%	12.1%	3.0%	0.6%	3.0%	0.4%	1.3%
13	11.1%	77.5%	4.1%	2.2%	0.7%	2.6%	0.4%	1.5%
14	54.0%	31.6%	10.9%	0.6%	0.0%	2.3%	0.0%	0.6%
15	60.9%	21.0%	10.1%	0.8%	1.7%	3.4%	1.3%	0.8%
16	63.0%	22.5%	8.7%	1.2%	0.6%	2.3%	0.0%	1.7%
18	8.8%	85.3%	2.9%	2.9%	0.0%	0.0%	0.0%	0.0%
19	27.5%	58.1%	6.2%	2.0%	0.7%	2.7%	0.5%	2.2%
20	45.4%	31.3%	11.5%	4.8%	0.9%	4.4%	0.5%	1.2%
22	28.6%	57.1%	7.1%	2.4%	2.4%	2.4%	0.0%	0.0%
23	29.1%	56.0%	9.2%	2.2%	0.0%	2.2%	0.6%	0.6%
24	21.5%	65.8%	7.2%	1.7%	0.4%	2.1%	1.3%	0.0%
25	51.2%	31.2%	8.8%	2.4%	0.0%	4.1%	0.0%	2.4%
26	19.6%	73.9%	4.3%	0.7%	0.0%	0.7%	0.0%	0.7%
29	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
32	32.6%	52.3%	9.3%	1.7%	0.0%	3.5%	0.0%	0.6%
34	34.6%	43.9%	8.4%	1.9%	0.9%	5.6%	0.0%	4.7%
35	54.4%	30.9%	10.3%	1.5%	1.5%	0.0%	0.0%	1.5%
36	45.3%	35.8%	7.5%	1.9%	3.8%	5.7%	0.0%	0.0%
40	45.1%	35.4%	6.3%	5.6%	0.0%	4.2%	0.0%	3.5%
42	52.0%	36.0%	8.0%	0.0%	4.0%	0.0%	0.0%	0.0%
44	43.8%	38.8%	5.0%	6.3%	1.3%	2.5%	0.0%	2.5%
46	47.2%	33.3%	8.3%	8.3%	0.0%	0.0%	0.0%	2.8%
47	42.9%	44.9%	4.1%	4.1%	0.0%	4.1%	0.0%	0.0%
48	42.0%	44.4%	3.7%	4.9%	0.0%	3.7%	0.0%	1.2%
49	30.0%	45.0%	5.0%	5.0%	10.0%	0.0%	0.0%	5.0%
50	30.3%	36.4%	15.2%	12.1%	0.0%	3.0%	0.0%	3.0%
52	35.5%	51.6%	6.5%	0.0%	0.0%	0.0%	3.2%	3.2%
54	50.0%	37.5%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
55	42.2%	40.0%	5.6%	7.8%	0.0%	3.3%	0.0%	1.1%
60	87.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
61	83.3%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
64	83.3%	5.6%	5.6%	5.6%	0.0%	0.0%	0.0%	0.0%
66	50.0%	11.1%	5.6%	16.7%	0.0%	0.0%	0.0%	16.7%
67	57.1%	42.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
68	85.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
69	73.3%	26.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
70	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
72	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
74	76.2%	14.3%	4.8%	0.0%	0.0%	4.8%	0.0%	0.0%
75	50.0%	28.6%	14.3%	7.1%	0.0%	0.0%	0.0%	0.0%
76	86.7%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%
79	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
81	14.3%	71.4%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
204	55.6%	11.1%	11.1%	11.1%	0.0%	11.1%	0.0%	0.0%
Rail	42.7%	39.8%	7.2%	4.2%	0.8%	2.3%	0.2%	2.6%

Question 17: Including yourself, how many people live in your household?

Nearly 54 percent of respondents reported living alone or with one other person.

Exhibit 3.17.a Household size

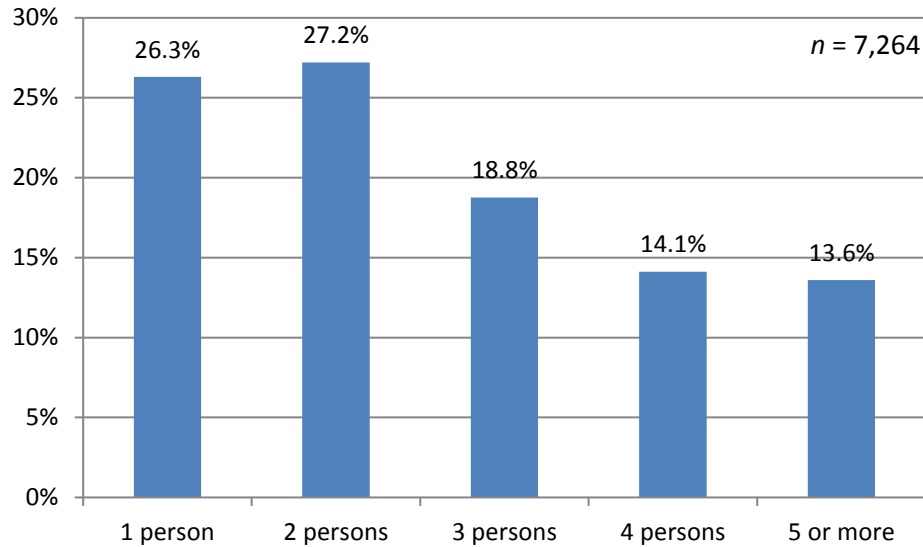
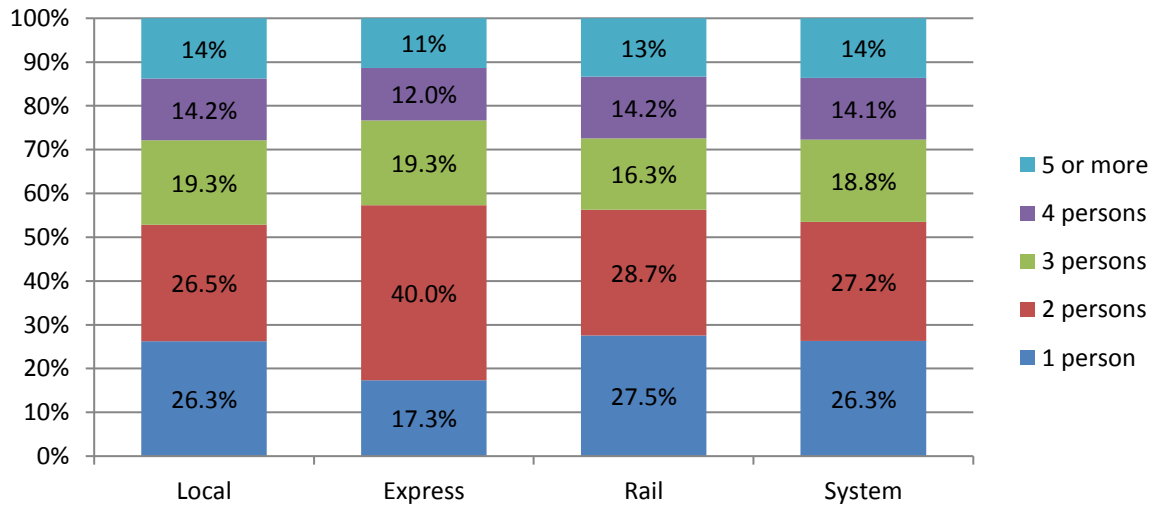


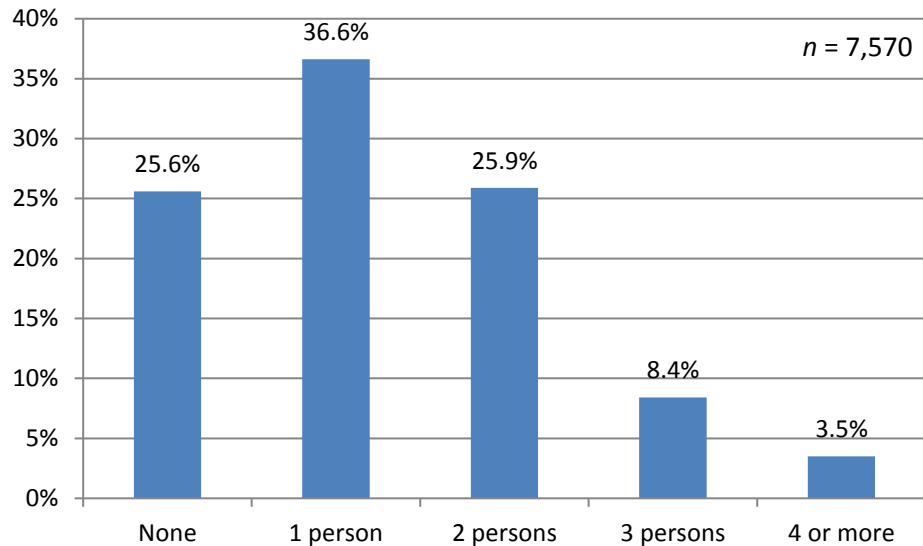
Exhibit 3.17.b Household size – comparison



Question 18: Including yourself, how many of the people in your household are employed full-time or part-time?

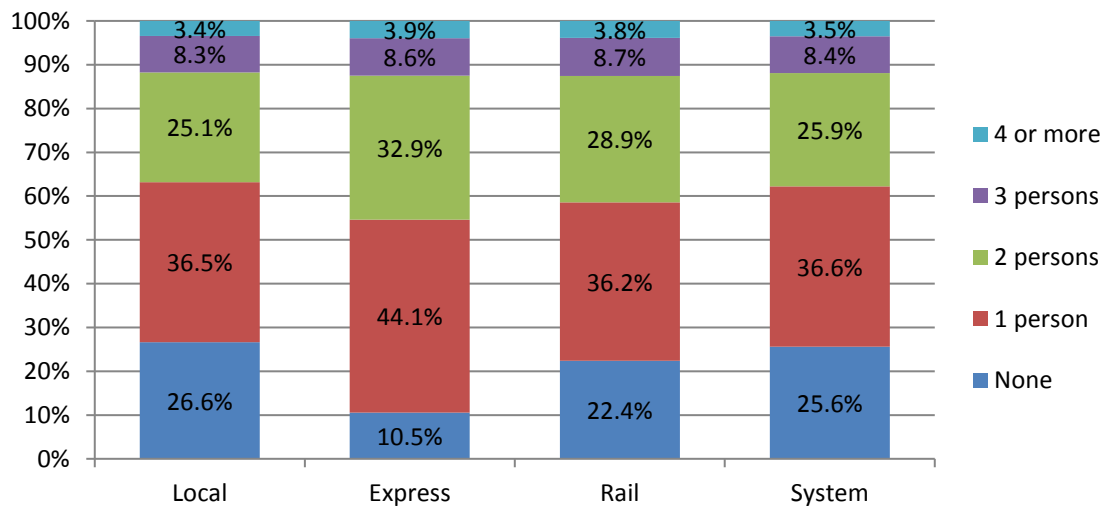
Question 18 was designed to quantify the number of working within households. Nearly 63 percent cited living in a household with one or two employed persons. Nearly 26 percent indicated “none,” which would take into account unemployed and retired individuals as well as homemakers and students who do not work.

Exhibit 3.18.a Employment status – household



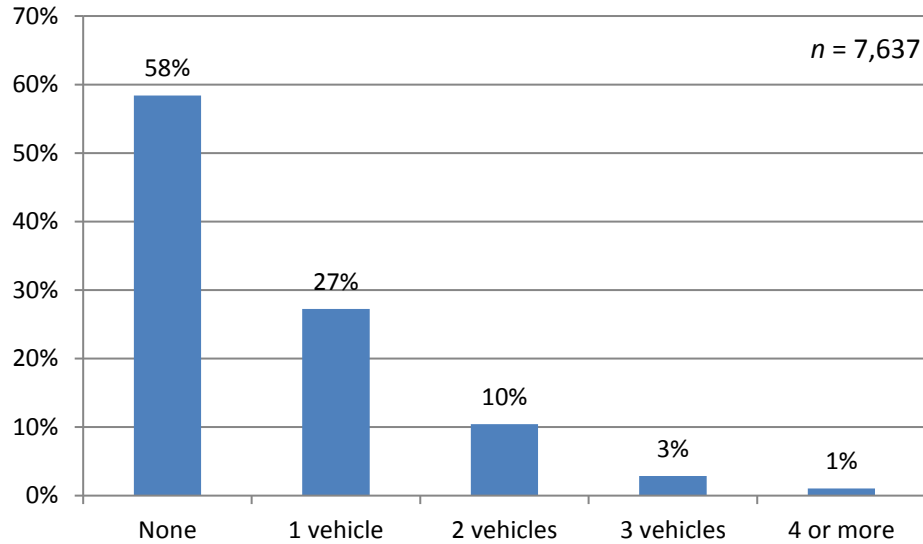
As could be expected, riders of Express routes were least likely to report having no household members who are employed.

Exhibit 3.18.b Employment status – household



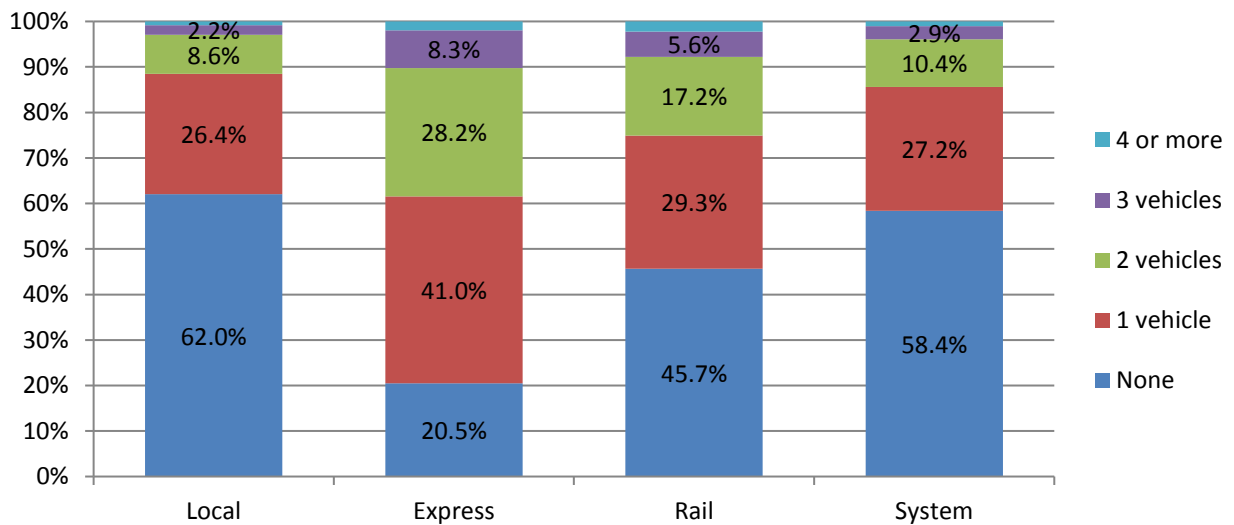
Question 19: How many working vehicles are available to your household?

Exhibit 3.19.a Personal vehicle access



Respondents using local routes were most likely to lack access to a personal vehicle (62.0 percent). Just 20.5 percent of respondents on Express routes reported no access to personal vehicle, compared with 58.4 percent at the system level.

Exhibit 3.19.b Personal vehicle access - comparison



Data cross-tabulation: driver license vs. personal vehicle access

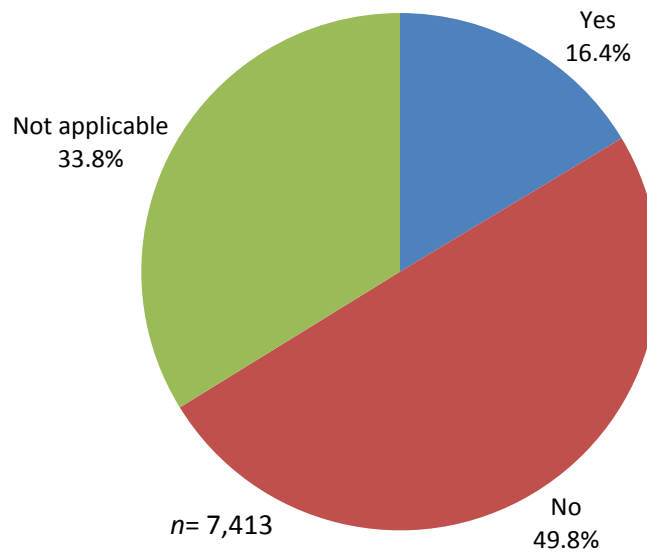
To gain further insight into the degree of transit-dependency present within survey respondents, a data cross-tabulation compared respondents' driver license status with the number of personal vehicles available in their household. This cross-tabulation revealed:

- Sixty-two percent of respondents have either no driver license or no access to a personal vehicle.
- Twenty-seven percent of respondents have neither a driver license nor a personal vehicle.

Question 20: Were any of those vehicles available to make this one-way trip?

Only 16 percent of survey respondents indicated having access to a personal vehicle on the surveyed trip. This suggests a high degree of transit-dependency among NFTA-Metro riders.

Exhibit 3.20.a Vehicle access/trip - system



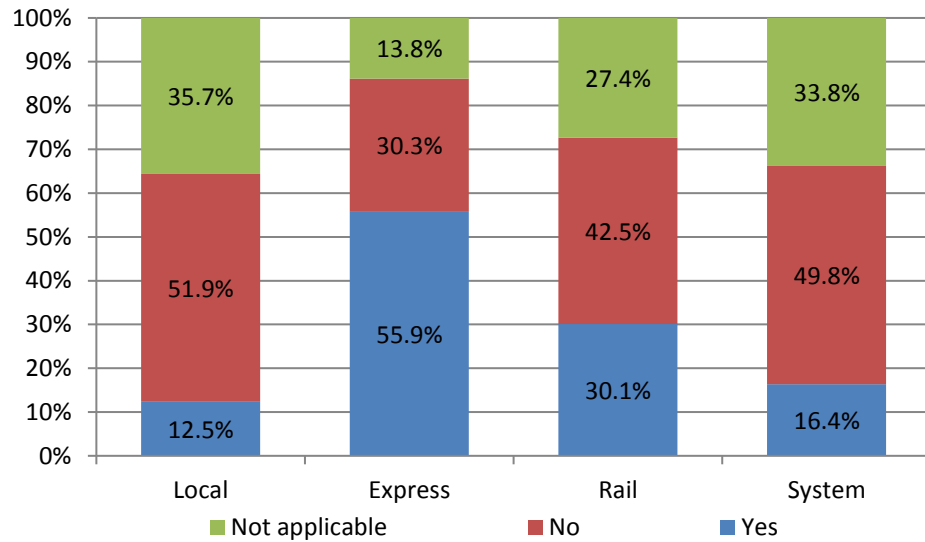
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Access to a personal vehicle was limited across all service modes. Even on Express routes, where riders were most likely to have access to a personal vehicle, 44.1 percent did not have access to a vehicle for the surveyed trip.

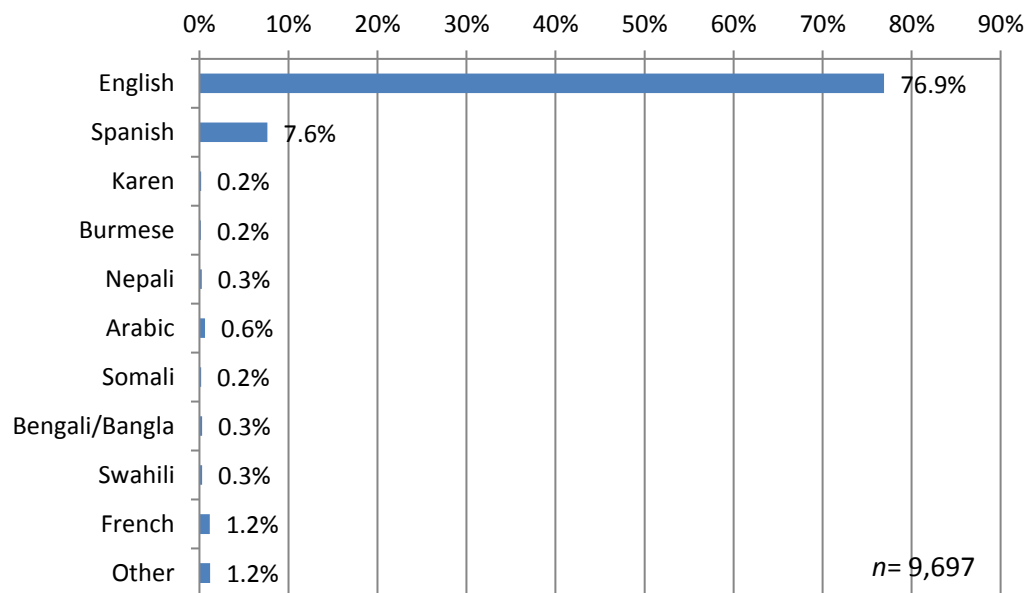
Exhibit 3.20.b Vehicle access/trip – comparison



Question 21: What languages are spoken in your home? (check all that apply)

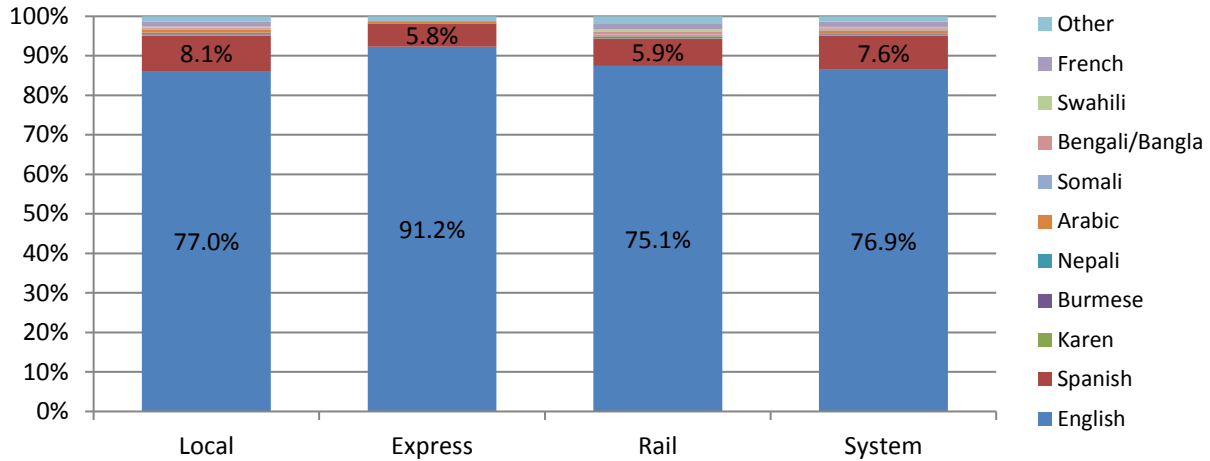
English was cited by 76.9 percent of respondent households.

Exhibit 3.21.a Language spoken at home



The survey data revealed minimal differences among modes regarding languages spoken at home.

Exhibit 3.21.b Language spoken at home – comparison



Data cross-tabulation: Language Spoken at Home vs. Route

A review of language spoken at home by route shows that on eight bus routes (Routes 2, 3, 5, 12, 52, 60, 72, and 81), 10 percent or more of respondents indicated speaking Spanish in the home. Among other languages spoken at home, 14.3 percent of Route 79 respondents speak Arabic, and 22.2 percent of Route 50 respondents speak French.



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Exhibit 3.21.c Cross-tabulation: Language spoken at home vs. route

Route	English	Spanish	Arabic	Bengali	Burmese	French	Karen	Nepali	Somali	Swahili	Other
1	90.3%	7.6%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%
2	86.8%	12.1%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%
3	72.3%	17.6%	1.7%	0.2%	0.8%	3.5%	1.0%	0.4%	0.0%	0.8%	1.7%
4	87.4%	7.9%	0.0%	0.5%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	2.1%
5	80.6%	14.8%	1.2%	0.1%	0.3%	0.0%	0.9%	0.4%	0.3%	0.1%	1.3%
6	90.2%	6.9%	0.3%	0.3%	0.0%	1.0%	0.3%	0.0%	0.0%	0.3%	0.7%
7	94.4%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
8	89.8%	5.6%	1.0%	0.0%	0.0%	1.0%	0.0%	0.5%	0.5%	1.0%	0.5%
11	91.6%	4.7%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.9%	0.0%	0.9%
12	85.9%	11.0%	0.6%	0.0%	0.4%	1.0%	0.0%	0.2%	0.0%	0.2%	0.6%
13	92.3%	4.9%	0.0%	1.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	1.0%
14	90.6%	6.3%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.5%
15	86.7%	7.8%	0.8%	0.4%	0.4%	1.2%	0.4%	0.8%	0.0%	0.4%	1.2%
16	90.0%	7.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	1.1%	0.5%	0.5%
18	94.7%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
19	86.8%	6.6%	0.2%	0.9%	0.2%	1.6%	0.2%	0.9%	0.2%	0.7%	1.6%
20	82.6%	9.8%	1.2%	0.4%	0.0%	1.8%	0.4%	1.0%	0.6%	0.2%	1.8%
22	90.0%	6.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
23	90.9%	6.2%	0.3%	0.3%	0.3%	0.3%	0.0%	0.3%	0.3%	0.3%	0.9%
24	87.2%	8.7%	0.8%	0.4%	0.4%	0.8%	0.0%	0.4%	0.0%	0.8%	0.4%
25	87.6%	6.5%	0.7%	0.3%	0.3%	1.6%	0.0%	0.0%	0.3%	0.3%	2.3%
26	94.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.7%	0.7%
32	88.5%	7.8%	2.6%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%
34	88.6%	7.9%	0.0%	0.0%	0.9%	1.8%	0.0%	0.0%	0.0%	0.0%	0.9%
35	85.1%	9.5%	2.7%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.4%
36	78.1%	9.4%	6.3%	0.0%	0.0%	1.6%	0.0%	0.0%	1.6%	1.6%	1.6%
40	85.3%	7.1%	0.6%	0.0%	0.0%	2.4%	0.6%	0.0%	0.0%	0.0%	4.1%
42	91.3%	4.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
44	89.8%	5.7%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
46	95.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
47	88.0%	8.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	2.0%
48	89.2%	8.4%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	1.2%
49	81.8%	4.5%	4.5%	4.5%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
50	71.1%	4.4%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	2.2%
52	89.5%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
54	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
55	93.5%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
60	87.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
61	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
64	90.5%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
66	89.5%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
67	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
68	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
69	93.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
70	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
72	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
74	90.5%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
75	92.3%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
76	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
79	85.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
81	87.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
204	90.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rail	87.5%	6.9%	0.3%	0.8%	0.1%	1.4%	0.1%	0.3%	0.2%	0.5%	1.9%

Question 22: How well do you speak English?

Reinforcing the findings of Question 21, 96.3 percent of respondents reported a high level of English proficiency. This suggests that language proficiency is not a barrier to transit usage. This level of English proficiency is consistent with Census data, in which 97 percent of people residing in Erie and Niagara counties also report a high level of English proficiency. This correspondence indicates that survey methodologies designed for inclusiveness of Limited English Proficiency individuals were successful.

Exhibit 3.22.a English proficiency

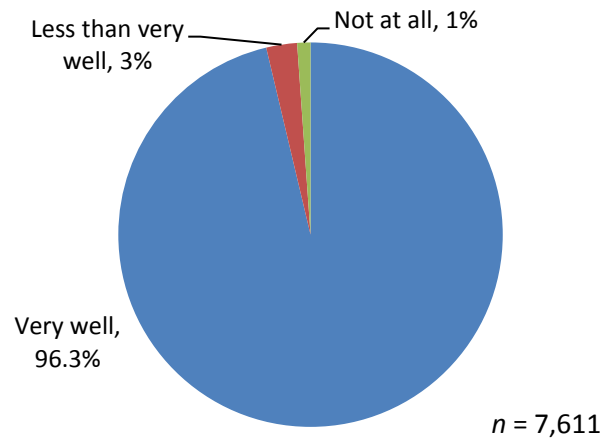
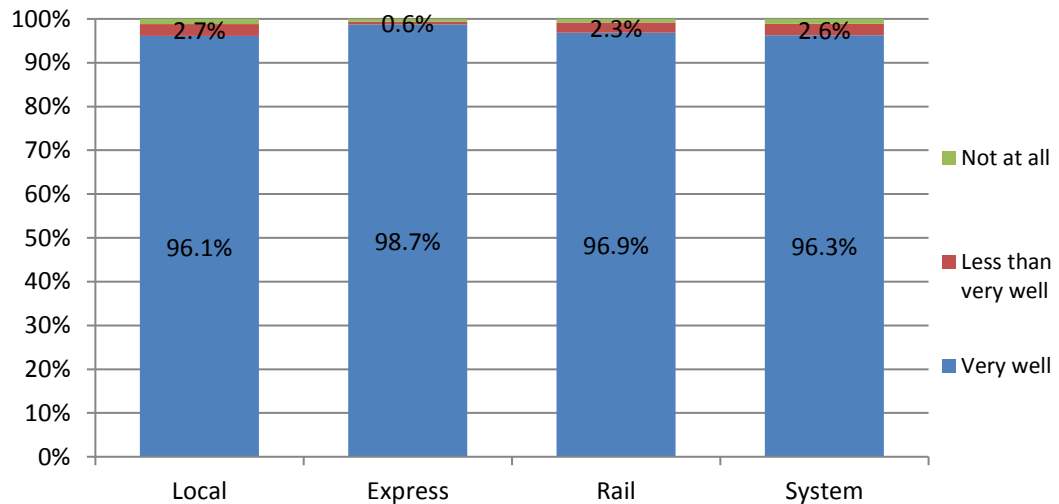


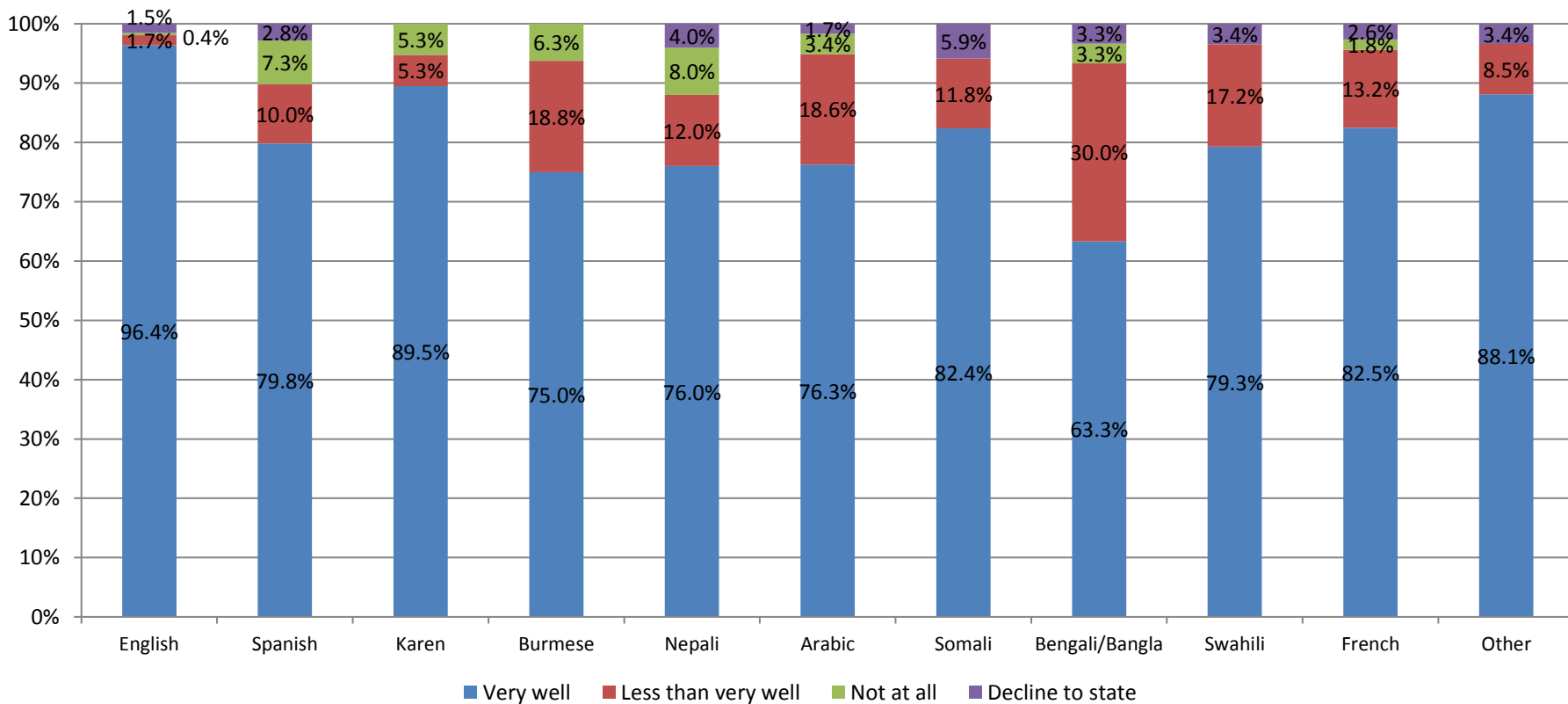
Exhibit 3.22.b English proficiency – comparison



Data cross-tabulation: Language spoke at home vs. English proficiency

A data cross-tabulation helps identify which languages were spoken in the homes of respondents who indicated a lack of English proficiency. This information will support development of service information that removes barriers for individuals who lack English proficiency. Respondents who cited Bengali/Bangla as a home language were most likely to cite a lack of English proficiency (nearly 37 percent, out of 30 total respondents). Twenty-five percent of respondents who indicated Burmese also cited a lack of English proficiency.

Exhibit 3.22.c English proficiency vs. Language spoken at home



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Data cross-tabulation: English Proficiency vs. Route

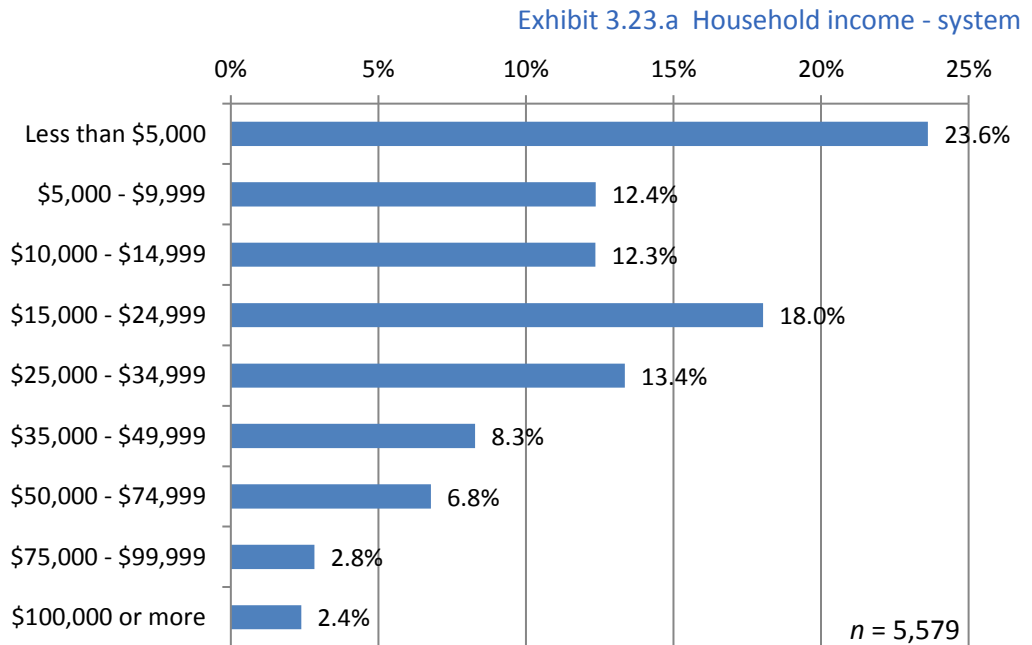
A review of English proficiency by route suggests that 90 percent or more of respondents on all routes speak English “very well” with the exception of Route 49 (82.4 percent). On the other end of the spectrum, 6.3 percent of Route 50 respondents and 7.7 percent of Route 75 respondents spoke little to no English at all.

Exhibit 3.22.d English proficiency vs. route

		English Proficiency					English Proficiency		
		Very well	Less than very well	Not at all			Very well	Less than very well	Not at all
Route	1	96.2%	2.3%	1.5%	Route	42	100.0%	0.0%	0.0%
	2	92.5%	5.7%	1.9%		44	97.5%	1.3%	1.3%
	3	89.9%	6.2%	3.9%		46	92.1%	5.3%	2.6%
	4	97.0%	1.8%	1.2%		47	97.9%	2.1%	0.0%
	5	93.6%	4.5%	1.9%		48	97.3%	1.4%	1.4%
	6	96.3%	2.2%	1.5%		49	82.4%	17.6%	0.0%
	7	94.4%	5.6%	0.0%		50	90.6%	3.1%	6.3%
	8	97.8%	1.6%	0.5%		52	94.4%	0.0%	5.6%
	11	99.0%	1.0%	0.0%		54	100.0%	0.0%	0.0%
	12	94.3%	4.5%	1.2%		55	96.7%	2.2%	1.1%
	13	97.3%	2.3%	0.4%		60	100.0%	0.0%	0.0%
	14	100.0%	0.0%	0.0%		61	100.0%	0.0%	0.0%
	15	97.7%	2.3%	0.0%		64	100.0%	0.0%	0.0%
	16	97.7%	1.7%	0.6%		66	100.0%	0.0%	0.0%
	18	97.1%	0.0%	2.9%		67	100.0%	0.0%	0.0%
	19	99.2%	0.8%	0.0%		68	100.0%	0.0%	0.0%
	20	96.4%	2.6%	1.0%		69	100.0%	0.0%	0.0%
	22	97.8%	2.2%	0.0%		70	100.0%	0.0%	0.0%
	23	98.4%	1.6%	0.0%		72	100.0%	0.0%	0.0%
	24	95.4%	1.8%	2.7%		74	100.0%	0.0%	0.0%
25	98.9%	0.7%	0.4%	75	92.3%	0.0%	7.7%		
26	95.7%	2.9%	1.4%	76	92.9%	7.1%	0.0%		
32	97.2%	1.1%	1.7%	79	100.0%	0.0%	0.0%		
34	98.0%	2.0%	0.0%	81	100.0%	0.0%	0.0%		
35	96.8%	3.2%	0.0%	204	100.0%	0.0%	0.0%		
36	96.2%	3.8%	0.0%	Rail	96.9%	2.3%	0.8%		
40	96.7%	2.7%	0.7%						

Question 23: What was your total household income in 2016 before taxes?

Sixty-six percent of respondents reported a household income of less than \$25,000, including 48.3 percent who reported a household income of less than \$15,000. Percentages shown in Exhibit 3.23.a are adjusted to remove the 42 percent of respondents who declined to state.



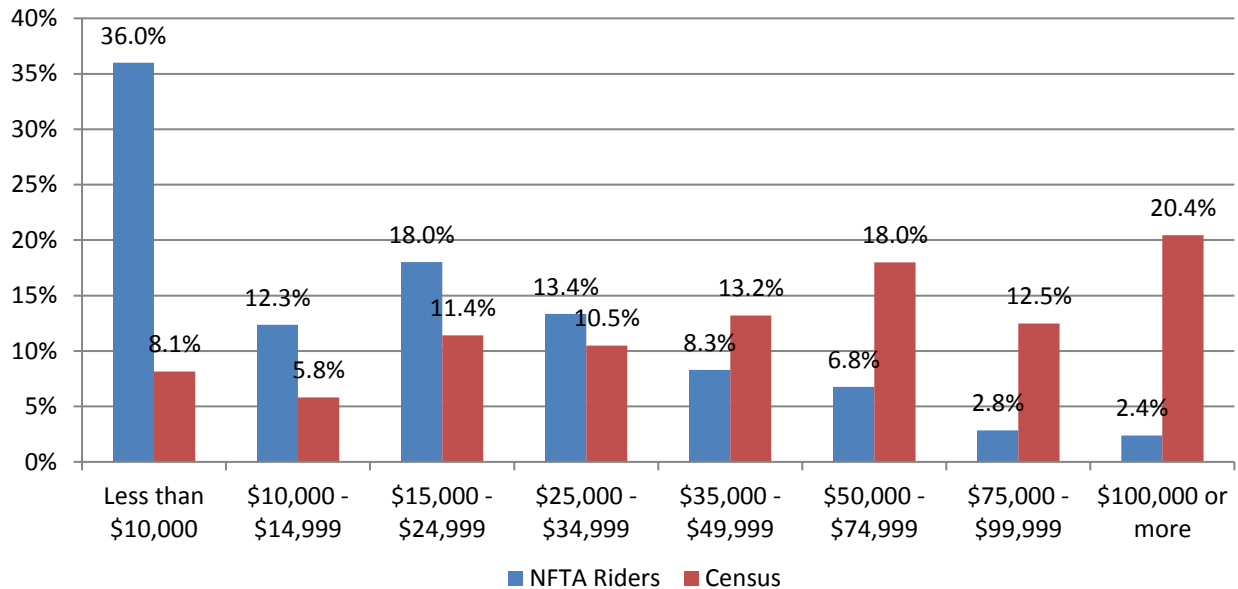
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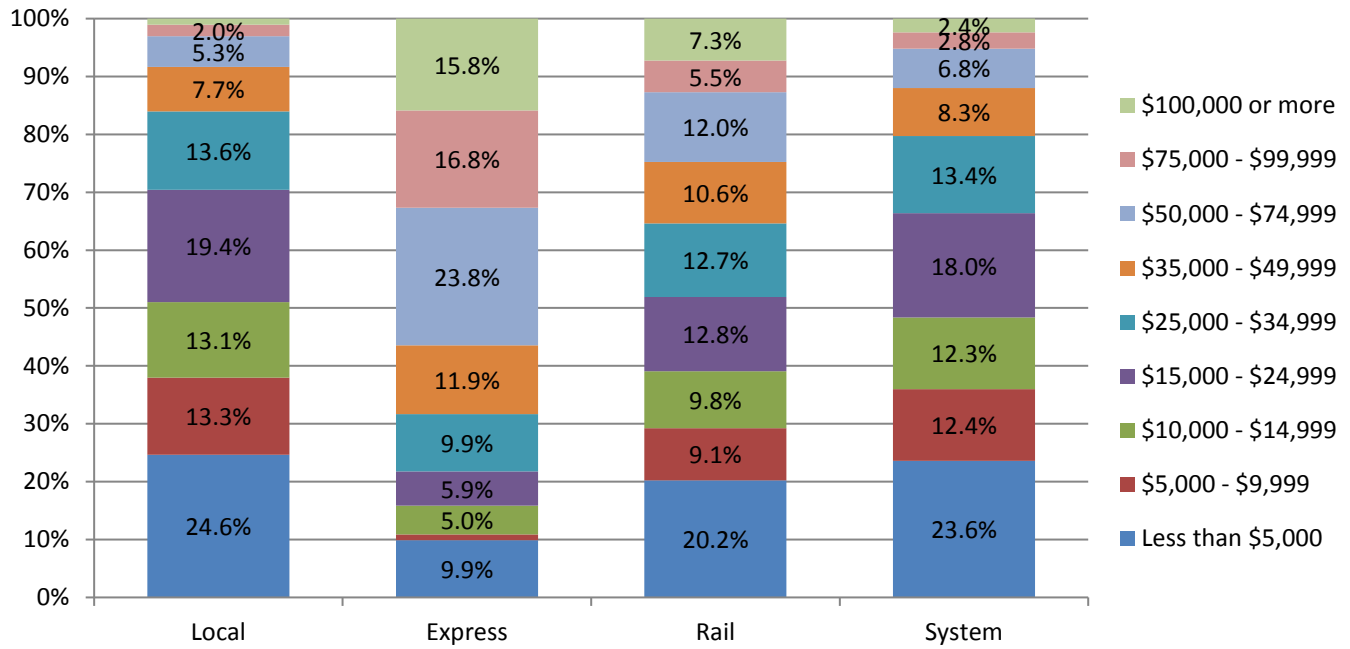
Exhibit 3.23.b compares survey respondent income levels with Census 2015 estimates for Erie and Niagara counties. Respondents are much more likely than average residents to be in the lowest income range (36.0 percent compared to 8.1 percent). Meanwhile, 50.9 percent of residents report an annual income of \$50,000 or more, compared to 12 percent of NFTA-Metro survey participants.

Exhibit 3.23.b Household income – Census comparison



Riders on local routes and rail reported similar income levels, while riders of Express routes reported relatively high incomes.

Exhibit 3.23.c Household income – mode comparison



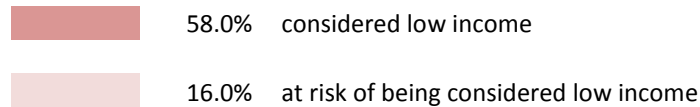
Data cross-tabulation: Household size vs. Annual Income

A data cross-tabulation was run to help determine what percentage of respondents could be defined as “low-income” under federal guidelines. A household is classified as “low-income” if its taxable income does not exceed 150 percent of the federal poverty level amount for a household of that size.

As Exhibit 3.23.c shows, 58.0 percent of survey respondents can be classified as “low-income.” An additional 16.0 percent are at risk of being classified as “low-income.”

Exhibit 3.23.d Household income – comparison

		Household Size				
		1 person	2 persons	3 persons	4 persons	5 or more
Annual Household Income	Less than \$5,000	7.0%	5.3%	3.9%	3.6%	3.4%
	\$5,000 - \$9,999	3.5%	3.1%	2.3%	1.8%	1.5%
	\$10,000 - \$14,999	4.7%	3.0%	2.3%	1.4%	1.2%
	\$15,000 - \$24,999	5.3%	5.7%	3.2%	2.0%	1.8%
	\$25,000 - \$34,999	3.5%	4.1%	2.9%	1.6%	1.3%
	\$35,000 - \$49,999	2.0%	2.6%	1.7%	1.0%	1.1%
	\$50,000 - \$74,999	1.3%	2.4%	1.4%	0.9%	0.9%
	\$75,000 - \$99,999	0.4%	1.1%	0.3%	0.5%	0.5%
	\$100,000 or more	0.1%	0.8%	0.6%	0.4%	0.4%



Data cross-tabulation: Income vs. Route

A data cross-tabulation was run to assess the distribution of income among NFTA Metro routes. Not surprisingly, routes identified as Express saw higher distribution of respondents among the higher annual income categories. Local routes tended to have larger concentrations of respondents among lower income categories.



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Exhibit 3.23.e Cross-tabulation – income vs. route

Route	Less than \$5,000	\$5,000 - \$9,999	\$10,000 - \$14,999	\$15,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 or more	Decline to state
1	15.9%	7.3%	8.5%	12.2%	7.9%	4.3%	4.3%	0.6%	0.6%	38.4%
2	17.0%	8.8%	8.2%	11.5%	6.0%	6.6%	5.5%	1.6%	0.0%	34.6%
3	18.0%	8.4%	7.7%	9.6%	6.7%	3.1%	2.3%	1.1%	0.4%	42.7%
4	14.5%	10.5%	9.5%	10.9%	8.6%	5.9%	1.8%	0.0%	0.0%	38.2%
5	15.6%	7.1%	7.7%	11.6%	8.5%	3.2%	2.1%	1.0%	0.5%	42.8%
6	16.5%	9.3%	6.0%	10.8%	8.4%	5.7%	2.1%	0.3%	0.0%	41.0%
7	7.9%	7.9%	13.2%	10.5%	15.8%	10.5%	2.6%	2.6%	5.3%	23.7%
8	17.1%	12.6%	5.0%	7.7%	9.5%	4.5%	3.2%	0.0%	0.9%	39.6%
11	3.2%	1.6%	8.9%	13.7%	9.7%	7.3%	8.9%	4.8%	4.0%	37.9%
12	18.3%	8.0%	9.3%	9.7%	6.2%	3.2%	0.9%	0.9%	0.6%	42.8%
13	14.7%	6.8%	8.3%	12.1%	7.4%	3.8%	2.4%	0.0%	0.0%	44.5%
14	13.6%	4.1%	4.5%	11.8%	8.6%	6.8%	4.1%	1.8%	1.8%	43.0%
15	16.0%	8.2%	10.4%	11.2%	7.8%	6.0%	4.9%	1.1%	0.7%	33.6%
16	15.0%	6.8%	9.7%	13.1%	8.7%	4.9%	3.9%	1.5%	0.5%	35.9%
18	20.4%	6.1%	8.2%	10.2%	4.1%	2.0%	0.0%	2.0%	0.0%	46.9%
19	10.8%	8.0%	6.5%	11.0%	7.6%	4.1%	3.5%	1.2%	0.6%	46.8%
20	10.6%	7.8%	6.8%	12.3%	7.0%	3.5%	6.3%	2.5%	0.8%	42.3%
22	14.1%	10.9%	9.4%	10.9%	9.4%	1.6%	1.6%	0.0%	0.0%	42.2%
23	12.9%	8.2%	5.2%	8.2%	6.3%	4.3%	1.1%	0.7%	0.0%	53.1%
24	16.8%	10.4%	7.5%	14.9%	7.1%	3.0%	1.1%	0.0%	0.4%	38.8%
25	10.4%	8.0%	9.8%	11.0%	11.0%	6.7%	6.7%	1.2%	0.3%	34.7%
26	10.1%	7.0%	7.5%	13.1%	6.0%	5.5%	1.0%	1.0%	0.0%	48.7%
32	15.6%	9.0%	5.2%	10.9%	9.0%	3.3%	1.9%	0.5%	1.4%	43.1%
34	12.2%	5.7%	1.6%	16.3%	8.1%	12.2%	4.1%	1.6%	0.0%	38.2%
35	8.0%	9.1%	6.8%	15.9%	8.0%	4.5%	1.1%	3.4%	0.0%	43.2%
36	8.5%	6.8%	10.2%	11.9%	11.9%	5.1%	6.8%	3.4%	0.0%	35.6%
40	16.7%	4.4%	10.6%	16.1%	7.2%	2.8%	2.8%	2.2%	1.1%	36.1%
42	19.2%	3.8%	3.8%	26.9%	3.8%	11.5%	0.0%	0.0%	0.0%	30.8%
44	12.5%	4.8%	4.8%	10.6%	8.7%	4.8%	4.8%	4.8%	1.0%	43.3%
46	23.8%	11.9%	14.3%	9.5%	7.1%	7.1%	0.0%	0.0%	0.0%	26.2%
47	5.0%	5.0%	1.7%	11.7%	6.7%	5.0%	10.0%	3.3%	3.3%	48.3%
48	14.1%	4.7%	7.1%	11.8%	18.8%	5.9%	3.5%	0.0%	1.2%	32.9%
49	18.2%	13.6%	13.6%	22.7%	4.5%	9.1%	0.0%	0.0%	0.0%	18.2%
50	7.5%	10.0%	20.0%	2.5%	7.5%	5.0%	2.5%	0.0%	0.0%	45.0%
52	19.1%	0.0%	4.3%	6.4%	4.3%	2.1%	0.0%	0.0%	4.3%	59.6%
54	20.0%	10.0%	0.0%	0.0%	10.0%	10.0%	0.0%	0.0%	0.0%	50.0%
55	17.0%	7.5%	10.4%	11.3%	5.7%	1.9%	2.8%	0.0%	1.9%	41.5%
60	0.0%	0.0%	0.0%	0.0%	10.0%	10.0%	10.0%	20.0%	10.0%	40.0%
61	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	28.6%	57.1%
64	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	5.0%	5.0%	65.0%
66	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	21.1%	15.8%	21.1%	31.6%
67	22.2%	0.0%	0.0%	22.2%	0.0%	11.1%	11.1%	0.0%	0.0%	33.3%
68	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	14.3%	14.3%	14.3%	42.9%
69	14.3%	7.1%	0.0%	7.1%	7.1%	0.0%	28.6%	14.3%	0.0%	21.4%
70	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	14.3%	28.6%	28.6%	28.6%
72	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	66.7%
74	9.1%	0.0%	0.0%	0.0%	4.5%	4.5%	18.2%	9.1%	9.1%	45.5%
75	7.7%	0.0%	7.7%	7.7%	0.0%	0.0%	0.0%	7.7%	0.0%	69.2%
76	0.0%	0.0%	7.1%	0.0%	21.4%	21.4%	7.1%	7.1%	14.3%	21.4%
79	0.0%	0.0%	0.0%	16.7%	0.0%	33.3%	16.7%	0.0%	0.0%	16.7%
81	28.6%	0.0%	0.0%	14.3%	42.9%	0.0%	0.0%	0.0%	0.0%	14.3%
204	0.0%	0.0%	33.3%	0.0%	11.1%	11.1%	11.1%	0.0%	0.0%	33.3%
Rail	11.4%	5.1%	5.5%	7.3%	7.2%	6.0%	6.8%	3.1%	4.1%	43.5%

Data cross-tabulation: Payment Type vs. Income (Bus)

A review of payment type by income reveals 60 percent or more of respondents earning less than \$75,000 chose day or monthly pass as the preferred methods of payment. Respondents earning greater than \$75,000 preferred cash payment.

Exhibit 3.23.f Payment type vs. income - bus

Income	Token	Cash (one ride)	Day Pass	Weekly Pass	Monthly Pass	30-Day Pass	Student Pass	CRAM Pass
Less than \$5,000	3.8%	19.8%	26.0%	1.8%	36.0%	2.8%	4.1%	5.8%
\$5,000 - \$9,999	2.0%	21.2%	26.9%	1.5%	32.6%	1.8%	5.4%	8.5%
\$10,000 - \$14,999	1.4%	21.8%	27.2%	1.5%	35.5%	4.3%	3.9%	4.4%
\$15,000 - \$24,999	1.0%	19.8%	32.2%	2.1%	34.8%	2.3%	3.3%	4.6%
\$25,000 - \$34,999	1.6%	25.5%	27.3%	2.9%	32.1%	2.3%	3.9%	4.5%
\$35,000 - \$49,999	1.7%	25.5%	29.1%	2.2%	30.3%	3.9%	2.0%	5.3%
\$50,000 - \$74,999	1.9%	24.2%	29.2%	1.1%	33.0%	1.9%	1.9%	6.8%
\$75,000 - \$99,999	1.0%	31.4%	22.9%	1.9%	28.6%	2.9%	4.8%	6.7%
\$100,000 or more	6.3%	36.5%	11.1%	1.6%	34.9%	4.8%	0.0%	4.8%

Payment Type vs. Income (Rail)

A review of payment type by income reveals monthly pass as the preferred methods of payment among all income levels. Day pass and cash were the next two preferred methods of payment for rail.

Exhibit 3.23.g Payment type vs. income - rail

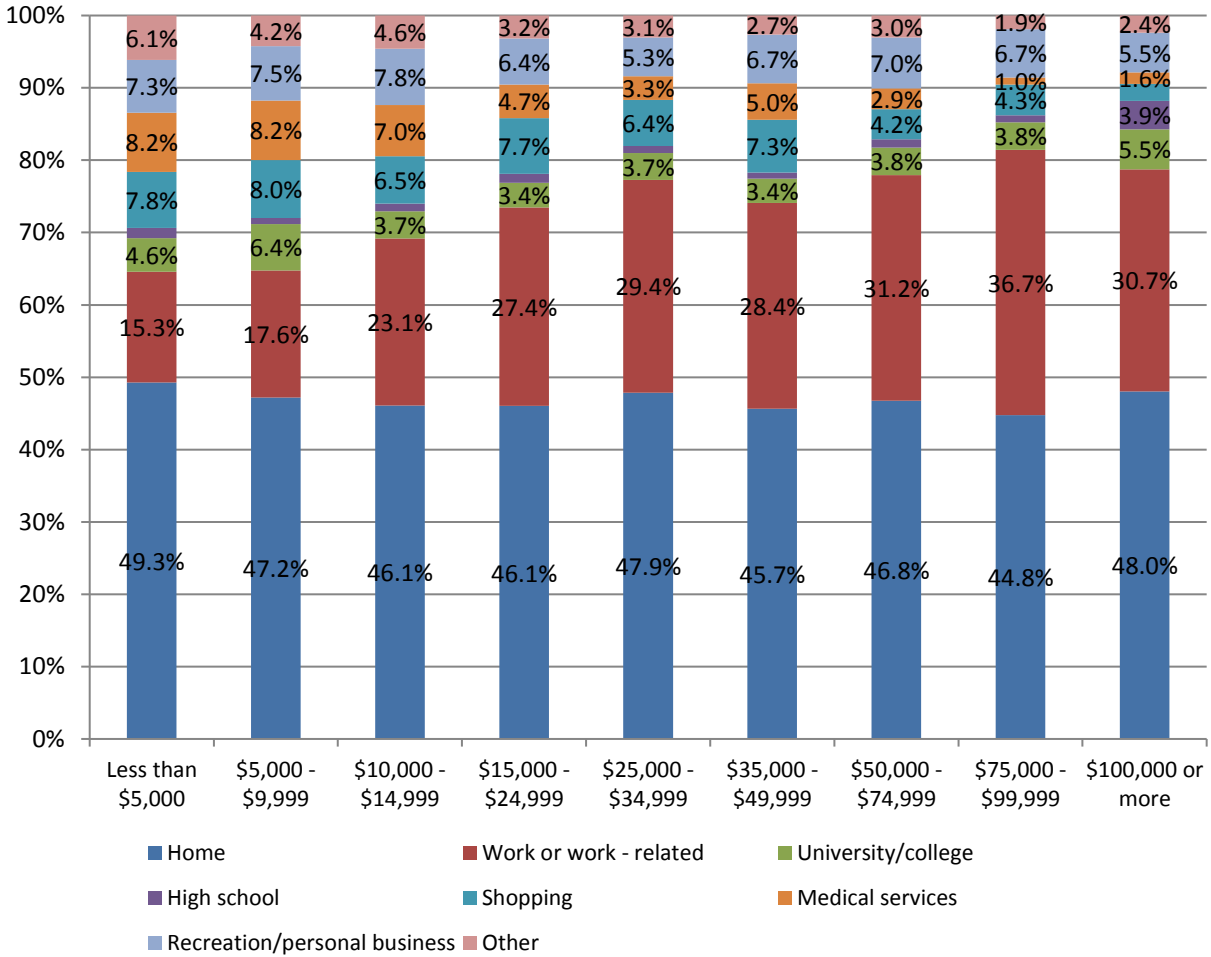
Income	Token	Cash (one ride)	Day Pass	Weekly Pass	Monthly Pass	30-Day Pass	Round Trip Rail Ticket	Student Pass	Free Fare Zone	NFTA Employee Pass
Less than \$5,000	5.9%	17.1%	15.5%	1.1%	36.4%	4.8%	2.1%	6.4%	8.0%	2.7%
\$5,000 - \$9,999	2.4%	15.7%	16.9%	1.2%	48.2%	2.4%	2.4%	2.4%	6.0%	2.4%
\$10,000 - \$14,999	2.2%	8.8%	34.1%	1.1%	35.2%	7.7%	3.3%	2.2%	3.3%	2.2%
\$15,000 - \$24,999	0.8%	17.4%	26.4%	2.5%	33.1%	4.1%	5.0%	2.5%	5.8%	2.5%
\$25,000 - \$34,999	0.0%	17.6%	25.2%	4.2%	29.4%	0.8%	5.9%	3.4%	5.9%	7.6%
\$35,000 - \$49,999	2.0%	20.0%	23.0%	1.0%	28.0%	3.0%	9.0%	5.0%	4.0%	5.0%
\$50,000 - \$74,999	0.0%	18.9%	15.3%	0.9%	36.9%	5.4%	6.3%	7.2%	0.9%	8.1%
\$75,000 - \$99,999	3.8%	15.4%	9.6%	0.0%	25.0%	9.6%	11.5%	3.8%	7.7%	13.5%
\$100,000 or more	2.9%	21.7%	10.1%	0.0%	34.8%	0.0%	13.0%	2.9%	2.9%	11.6%

Data cross-tabulation: Income vs. Trip Purpose

A data cross-tabulation was run to between household income and trip purpose (based on type of origin and destination combined) to determine what impact income had on respondents' trip purposes. Apart from traveling to or from home, work was the most frequent trip purpose across all income categories. However, respondents in higher income categories (\$15,000 and higher) were more likely to be using Metro to travel to work.

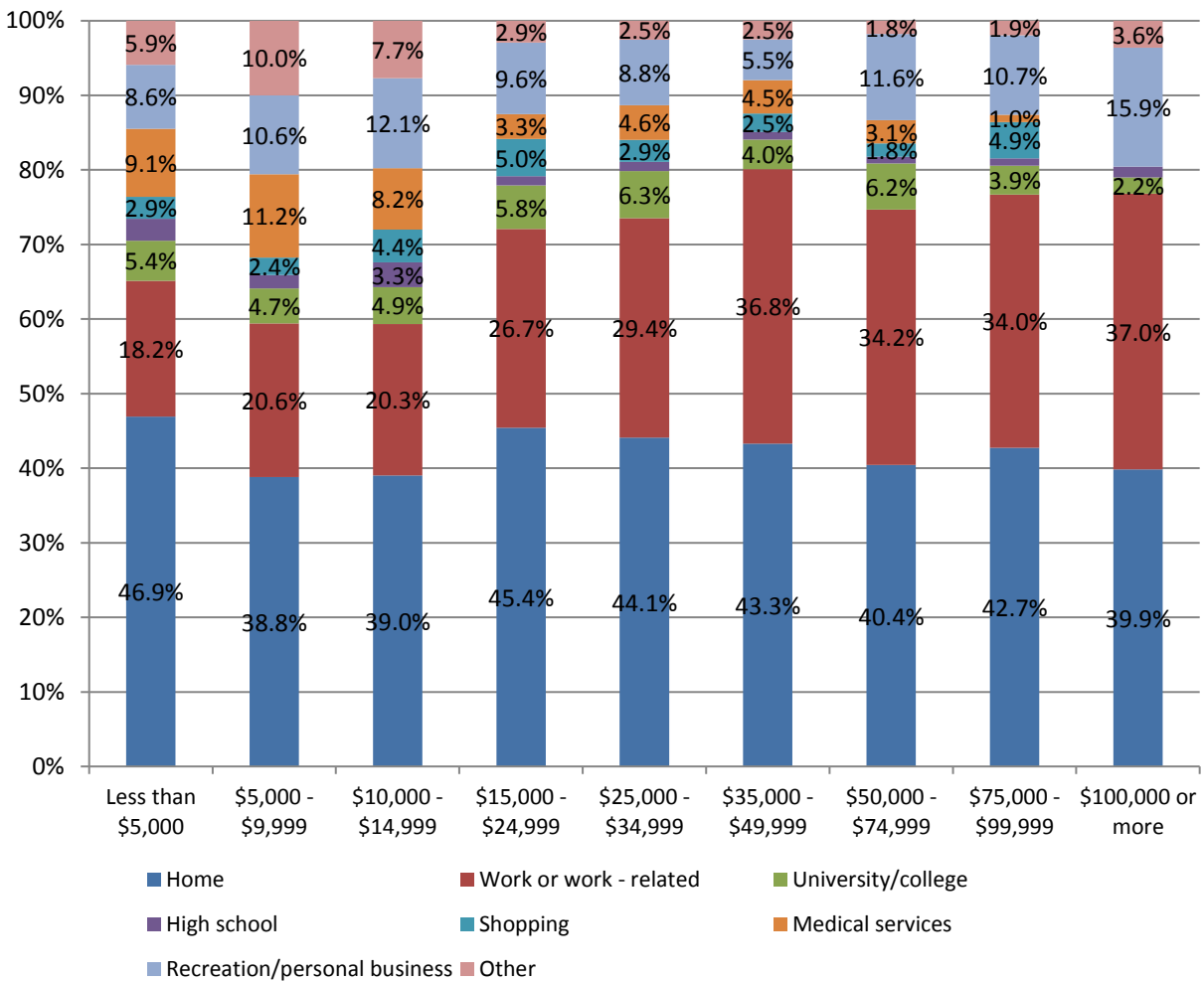
Lower-income bus riders were more likely to use the bus to access shopping than higher-income bus riders or rail riders. Rail riders across all income categories were more likely to use the train to access recreation/personal business.

Exhibit 3.23.h Cross-tabulation – income vs. trip purpose (bus)



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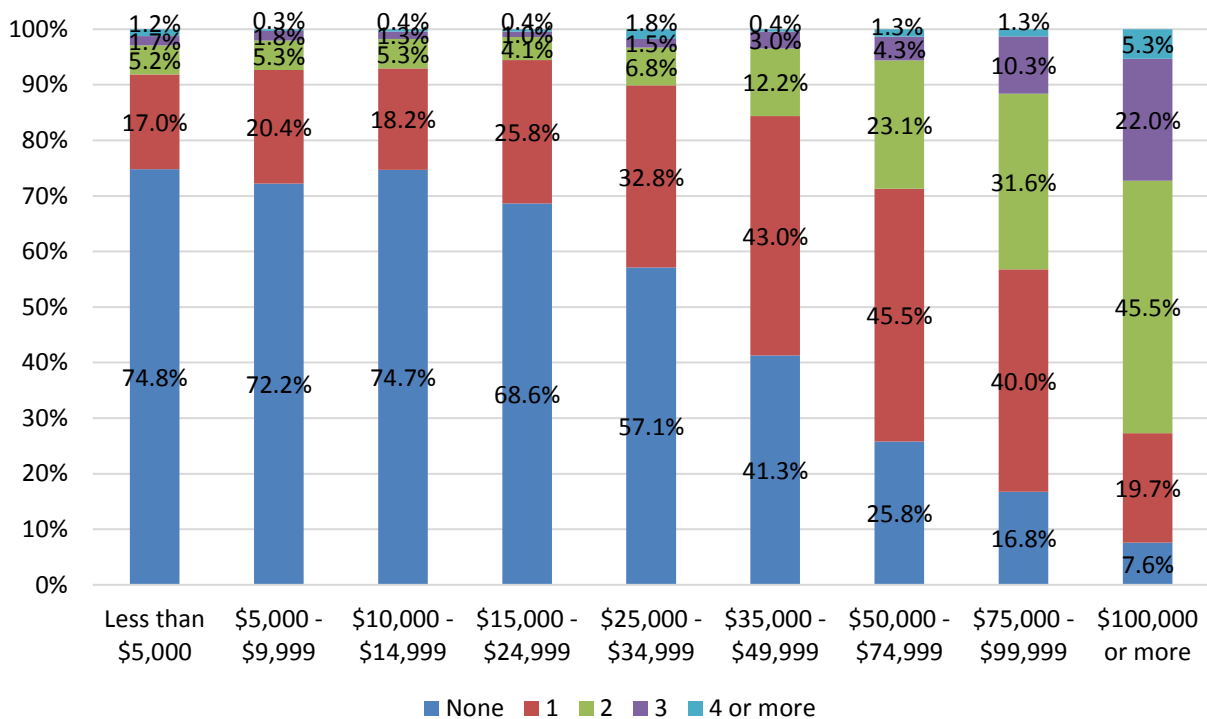
Exhibit 3.23.i Cross-tabulation – income vs. trip purpose (rail)



Data cross-tabulation: Income vs. Working Vehicle

A data cross-tabulation was run to assess the availability of working vehicles in the household based on reported annual income. Not surprisingly, access to a working vehicle can be correlated with annual household income. Among respondents who cited an annual income of less than \$5,000, nearly 92 percent indicated having zero or one working vehicle available in their household. Similar distributions were noted among respondents making up to \$24,999 annually. Availability of two or more working vehicles increased significantly with each subsequent income category. Among respondents in the highest income category, just 27.3 percent cited having zero or one vehicle, while 72.8 percent have two or more vehicles. This group also had the highest incidence of four or more vehicles (5.3 percent) in the household.

Exhibit 3.23.j Cross-tabulation – income vs. working vehicle



SECTION 4: TELL US ABOUT YOUR NFTA-METRO EXPERIENCE

Question 24: How do you prefer to receive information about NFTA-Metro? (check all that apply)

The most popular information source was the NFTA-Metro website (38.6 percent), followed by printed schedules (23.0 percent). Another 20.8 percent receive information as part of their transit trip, either at the bus stop or onboard the bus.

Exhibit 3.24.a Means of obtaining transit information - system

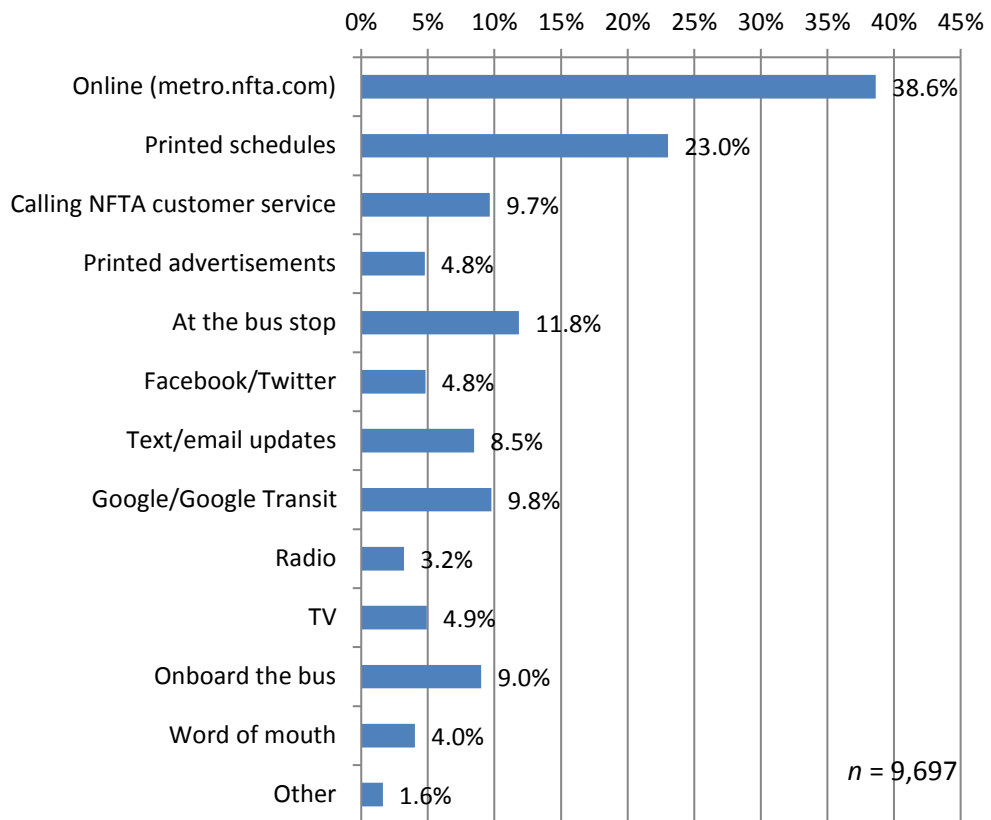


Exhibit 3.24.b Means of obtaining transit information - comparison

	Local	Express	Rail	System
Online (metro.nfta.com)	38.1%	57.3%	39.0%	38.6%
Printed schedules	23.8%	30.4%	18.8%	23.0%
Calling NFTA customer service	10.0%	12.9%	8.0%	9.7%
Printed advertisements	4.8%	5.8%	4.7%	4.8%
At the bus stop	12.0%	14.6%	11.1%	11.8%
Facebook/Twitter	4.8%	4.7%	5.1%	4.8%
Text/email updates	8.5%	18.1%	7.4%	8.5%
Google/Google Transit	10.4%	6.4%	7.2%	9.8%
Radio	3.1%	5.8%	3.5%	3.2%
TV	4.7%	8.8%	5.6%	4.9%
Onboard the bus	8.8%	17.5%	9.4%	9.0%
Word-of-mouth	3.8%	4.7%	4.9%	4.0%
Other	1.6%	1.2%	1.7%	1.6%



Question 25: Overall, how satisfied are you with NFTA-Metro services?

Approximately 90 percent of respondents indicated satisfaction with NFTA-Metro services. Response levels were similar across all modes.

Exhibit 3.25.a Overall satisfaction - system

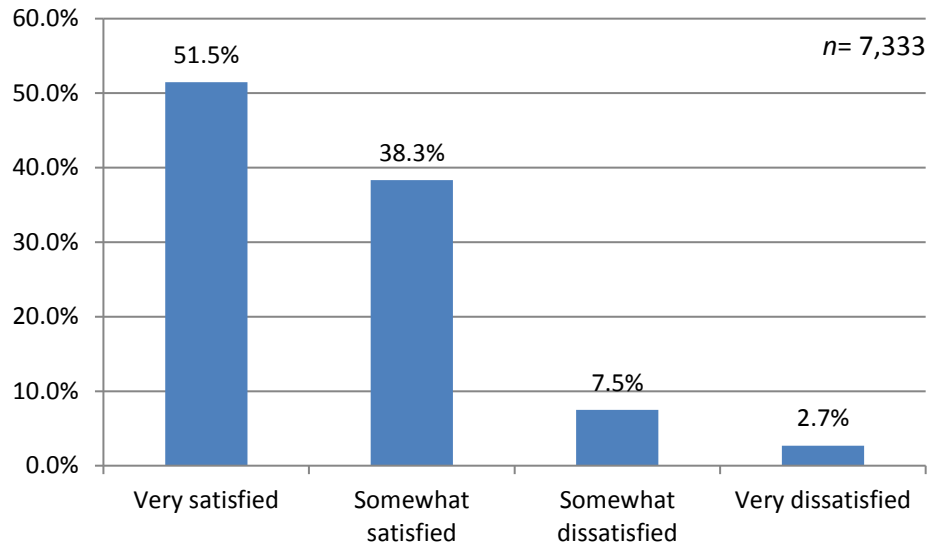


Exhibit 3.25.b Overall satisfaction - comparison

	Local	Express	Rail	System
Very satisfied	51.5%	55.8%	50.8%	51.5%
Somewhat satisfied	38.2%	38.5%	39.1%	38.3%
Somewhat dissatisfied	7.5%	4.5%	7.9%	7.5%
Very dissatisfied	2.8%	1.3%	2.3%	2.7%

Data cross-tabulation: overall satisfaction vs. ridership frequency

A data cross-tabulation enables a comparison of satisfaction levels among respondents of varying ridership frequency. Although satisfaction levels are similar for each ridership frequency level, respondents who ride most often were least likely to indicate being “very satisfied.”

Exhibit 3.25.c Overall satisfaction vs. ridership frequency

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
6-7 days/week	49.3%	38.3%	9.4%	2.9%
3-5 days/week	51.5%	40.3%	6.0%	2.1%
1-2 days/week	56.0%	36.4%	5.2%	2.4%
1-3 days/month	58.6%	31.9%	5.8%	3.6%
Less than once/month	60.7%	31.8%	4.7%	2.8%



Chapter 4 Spatial Analysis

SECTION 1: ORIGIN & DESTINATION

The following is an assessment of the geographic distribution of origin and destination (O&D) activity occurring onboard both bus and rail service. Mapping survey responses provides NFTA and GBNRTC decision-makers with relevant information to support service changes and/or route development.

To help identify origin and destination locations of the surveyed trip, respondents were asked to provide a location name, street address, and/or cross streets of both origin and destination locations. O&D activity is displayed using Traffic Analysis Zones (TAZ). A TAZ is a unit of geography which in this case represents subsets of the service area. There are 1,636 TAZs in the service area. In this chapter, we have incorporated survey data and Census data to provide pertinent information regarding residential and travel patterns. Each TAZ within a map is color-coded to represent the number of origins or destinations that occurred within that geographic boundary.

BUS ORIGIN

Exhibit 4.1.1 presents where respondents riding the bus began their surveyed trip. As expected, the greatest concentration of trip origins took place within five miles of Buffalo.

More than 50 percent (53 percent) of the 1,636 TAZs contained at least one originating trip. Of those TAZs, 16.4 percent contained 10 or more originating trips.

TAZs with more than 50 origin locations:

- TAZ 81 - Erie Community College,
- TAZ 402 - SUNY Buffalo State,
- TAZ 431 - Erie Medical Center, and
- TAZ 450 - University of Buffalo.

BUS DESTINATION

Exhibit 4.1.2 presents where respondents riding the bus completed their surveyed trip. Similar to origin trips, the greatest concentration of trip destinations occurred within five miles of Buffalo.

Slightly less than half (49 percent) of the 1,636 TAZs contained at least one destination trip. However, only 14 percent of those TAZs contained 10 or more destination trips.

TAZs with more than 50 destination locations:

- TAZ 10 - Rath Building,
- TAZ 25 - Cathedral Park,
- TAZ 81 - Erie Community College,



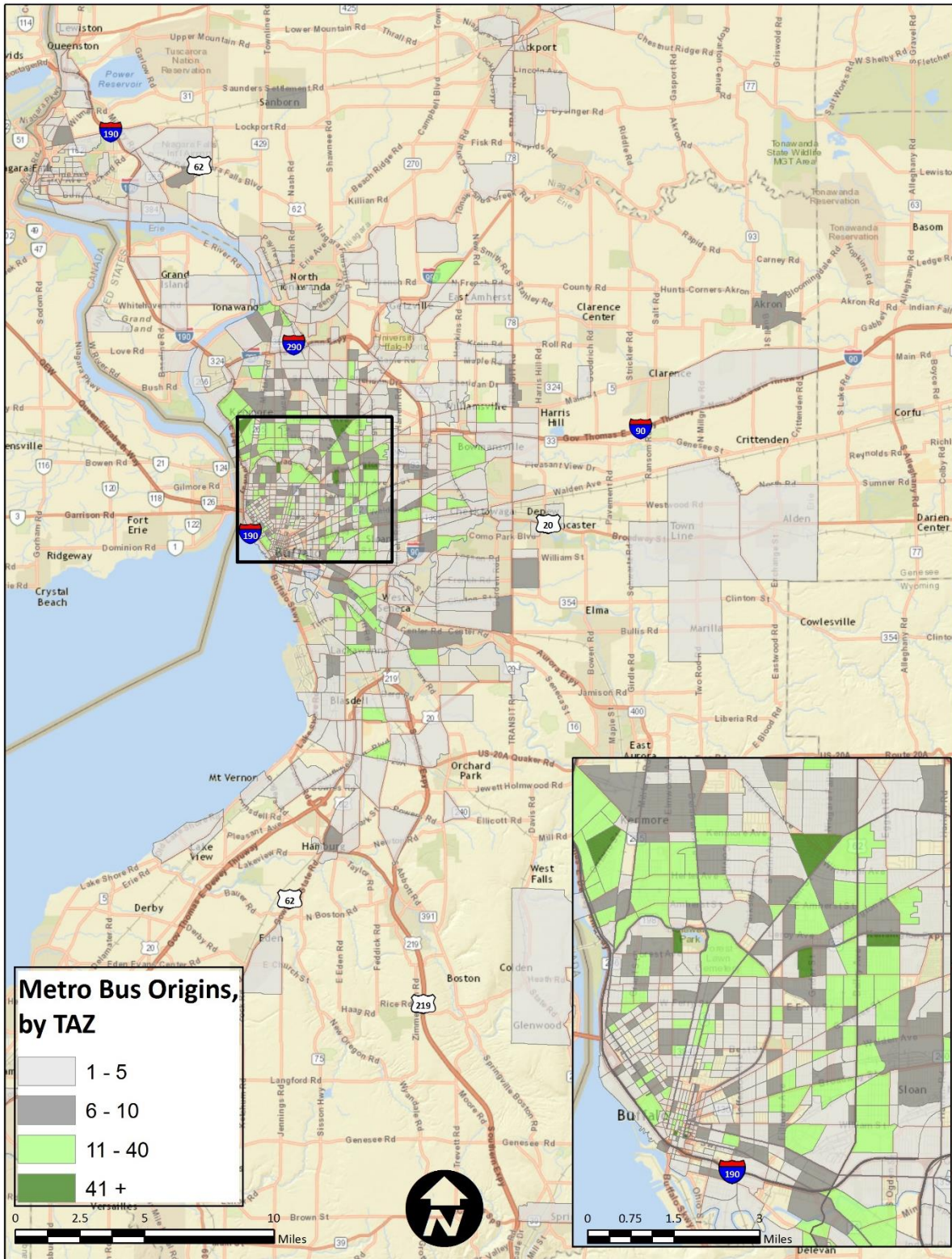
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- TAZ 402 - SUNY Buffalo State,
- TAZ 431 - Erie Medical Center,
- TAZ 450 - University of Buffalo, and
- TAZ 747 - Walden Galleria Mall.



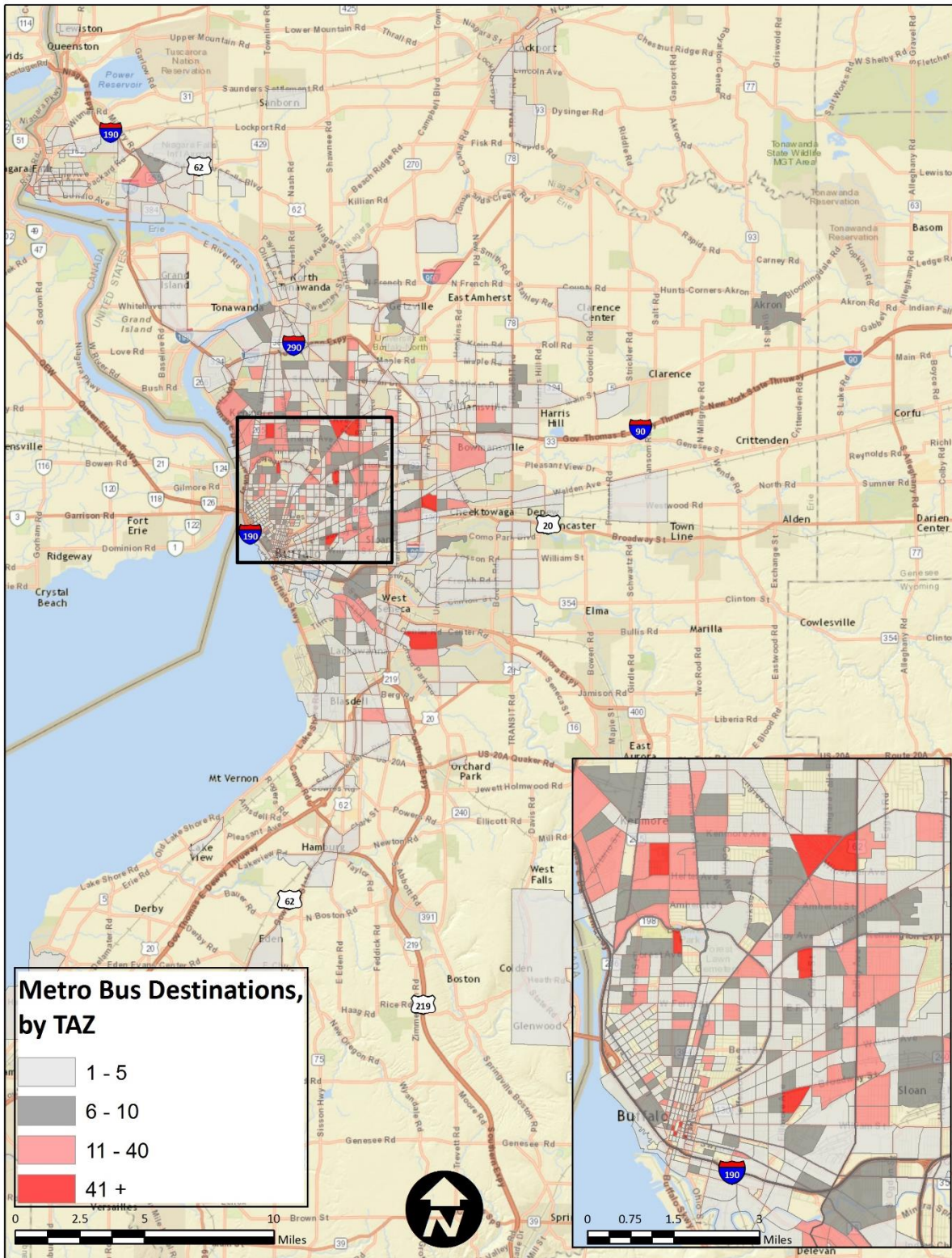
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Exhibit 4.1.1 Origin locations - bus



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Exhibit 4.1.2 Destination locations – bus



RAIL ORIGIN

Exhibit 4.1.3 presents where respondents riding Metro Rail began their surveyed trip. As expected, the greatest concentration of trip origins took place along the Metro Rail line. Many of the trips are clustered around the University of Buffalo.

Trip origins were concentrated in 383 of the 1,636 TAZs in the service area (23.4 percent of TAZs). Of those TAZs, 14.4 percent contained five or more originating trips.

TAZ's with more than 20 origin locations:

- TAZ 376 - Canisius College,
- TAZ 407 - University of Buffalo, and
- TAZ 671 - University of Buffalo – North Campus.

RAIL DESTINATION

Exhibit 4.1.4 presents where respondents riding Metro Rail concluded their surveyed trip. Similar to rail origins, the greatest concentration of trip destinations occurred along the Metro Rail line. The majority of trip destinations are clustered around the University of Buffalo and in the central business district (CBD).

Trip destinations were concentrated in 313 of the 1,636 TAZs in the service area (19.1 percent of TAZs). Of those TAZs, 15.1 percent contained five or more destination trips.

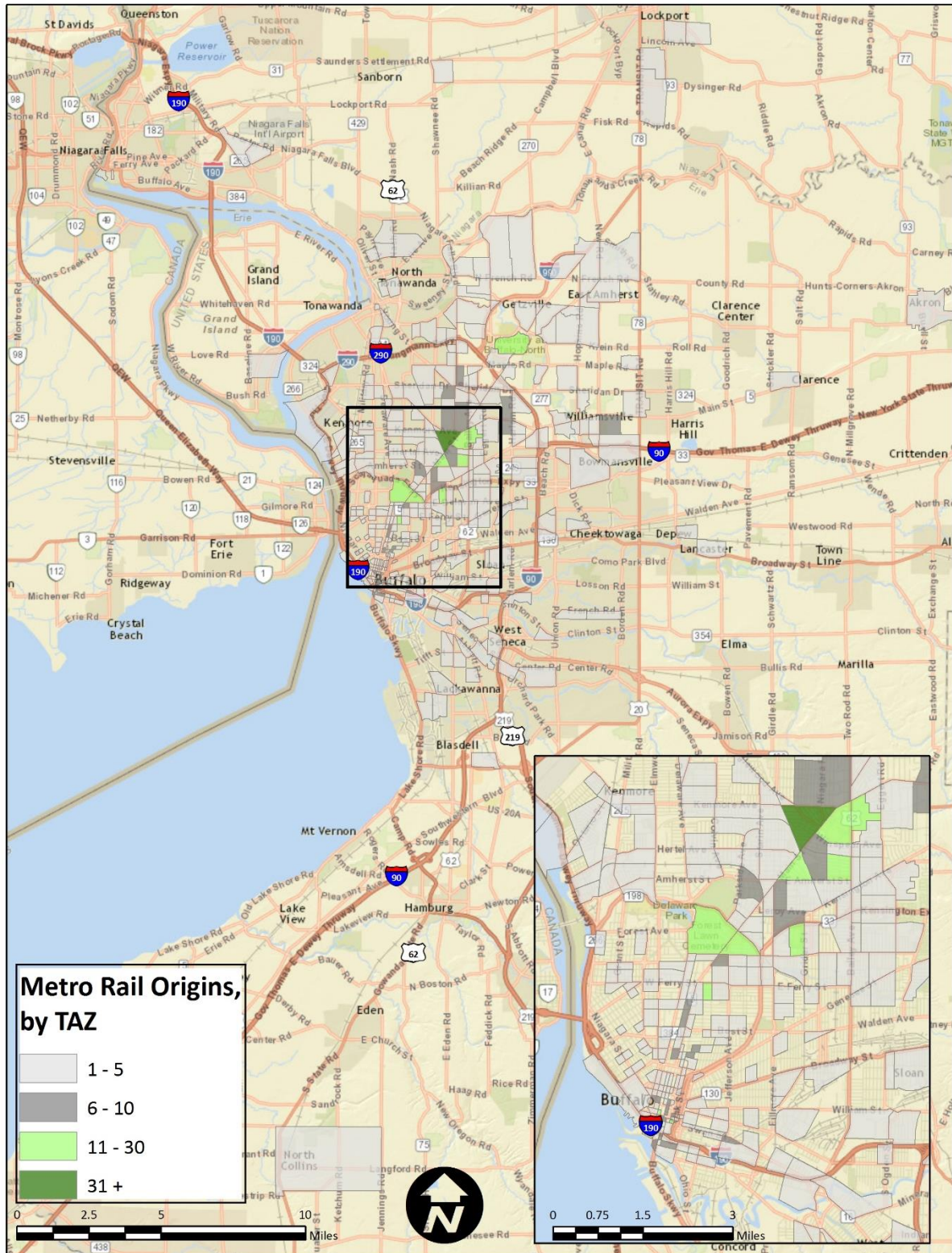
TAZ's with more than 20 destination locations:

- TAZ 2 – Main Place Mall,
- TAZ 10 - Rath Building,
- TAZ 24 – Government facilities,
- TAZ 25 - Cathedral Park,
- TAZ 81 - Erie Community College,
- TAZ 280 – Larkin Center of Commerce,
- TAZ 407 - University of Buffalo, and
- TAZ 645 – Adjacent to Boulevard Mall.



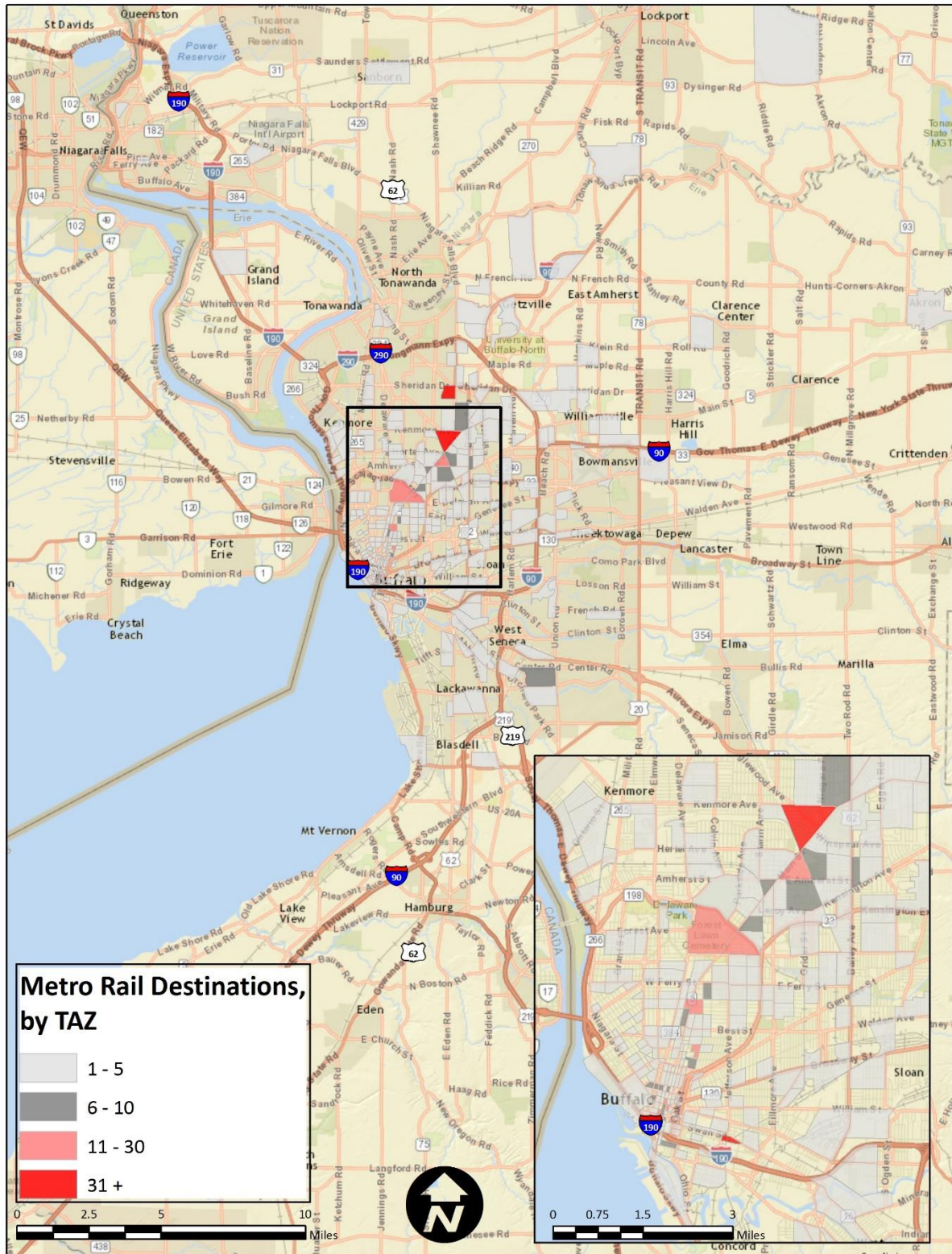
2017 Niagara Frontier Transportation Authority Onboard Survey
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Exhibit 4.1.3 Origin locations – rail



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Exhibit 4.1.4 Destination locations – rail



SECTION 2: DEMOGRAPHIC ASSESSMENT

The following is an assessment of the geographic distribution of the minority and low-income populations within the NFTA service area. This allowed us to identify locations within both Erie and Niagara counties still in need of NFTA services. This analysis is intended to provide decision-makers with relevant information when determining service changes or route development.

Data was gathered from the 2011-2015 American Community Survey.

MINORITY POPULATIONS

The minority populations include all races and ethnicities other than white non-Hispanic/Latino.

NFTA Service Area

Exhibit 4.2.1 presents the distribution of minority populations across the NFTA service area. Outside of Buffalo and Niagara Falls, the greatest concentrations of minorities exist near Versailles, Lockport, Crittenden, Tuscarora Nation Reservation, and near the Tonawanda Reservation. Two of these locations have access to an NFTA transit route, while the Tonawanda Reservation, Versailles, and Crittenden do not.

Buffalo

Exhibit 4.2.2 presents the distribution of minority populations within Buffalo. The greatest concentrations of minority populations exist northeast of the central business district. This cluster extends as north as the University of Buffalo. As with other older industrial cities, minority populations decrease farther away from the city center. Access to public transit is prevalent throughout the city's clusters of minority populations.

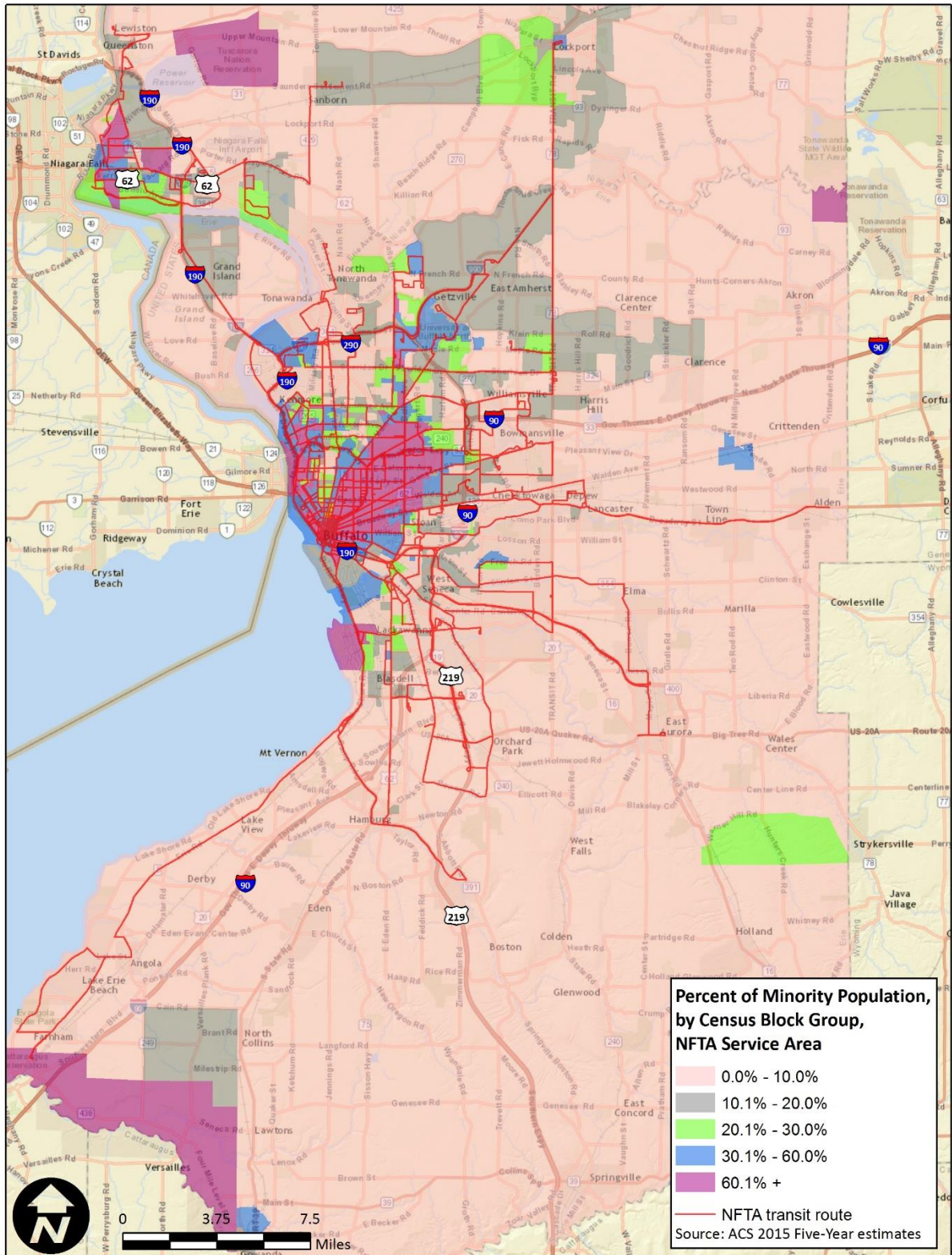
Niagara Falls

Exhibit 4.2.3 presents the distribution of minority populations within Niagara Falls. Similar to Buffalo, the greatest concentration exists toward the center of the city. As discussed above, the Tonawanda Reservation does not have direct access to an NFTA transit route.



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Exhibit 4.2.1 Concentration of minority population – NFTA service area



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Exhibit 4.2.2 Concentration of minority population – City of Buffalo

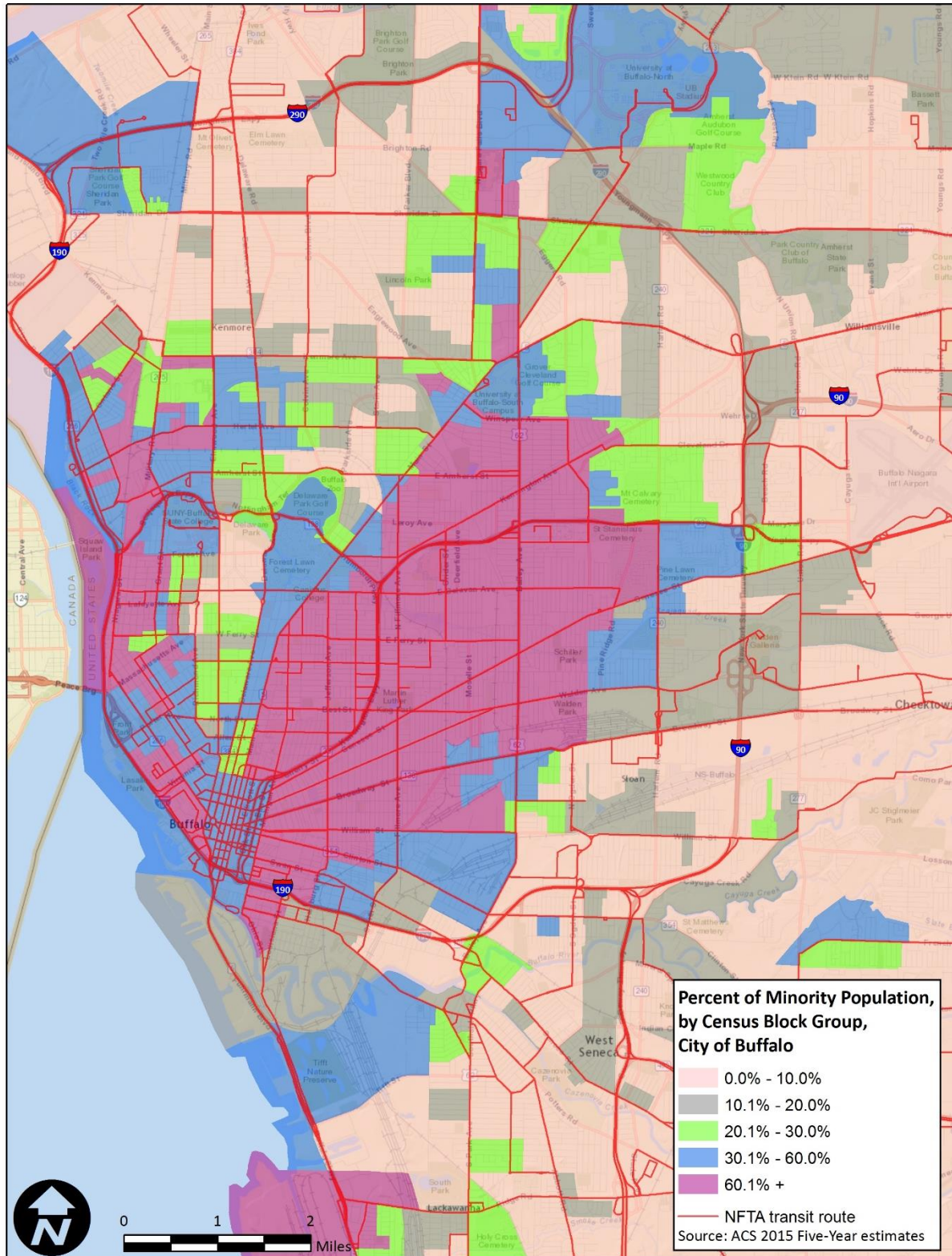
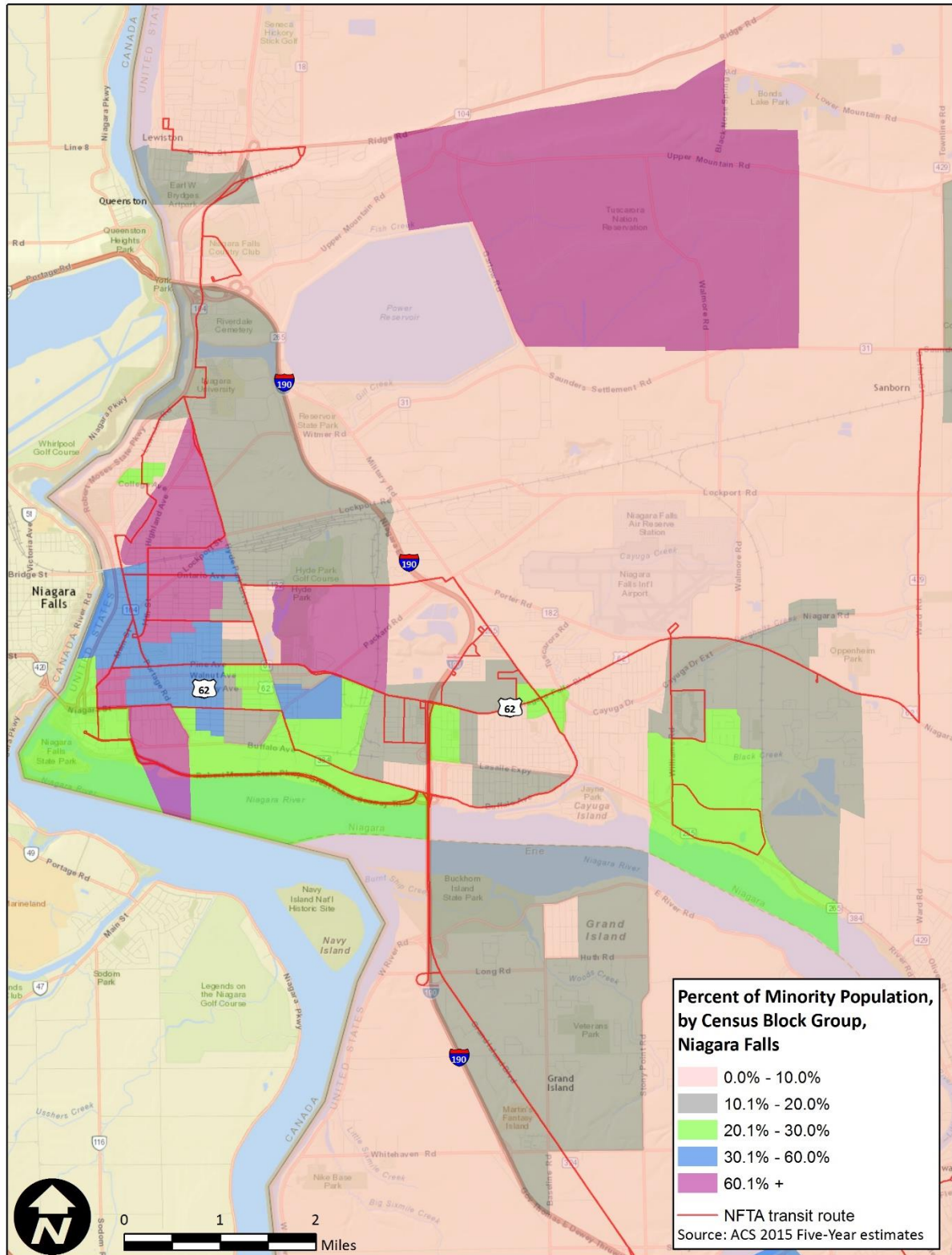


Exhibit 4.2.3 Concentration of minority population – Niagara Falls



LOW-INCOME POPULATIONS

Low-income are those persons living below the federal poverty line (\$11,670 – CY 2014).

NFTA Service Area

Exhibit 4.2.4 presents the concentration of low-income individuals across the NFTA service area. Outside of Buffalo and Niagara Falls, the greatest concentration of low-income individuals exists near Cheektowaga, North Tonawanda, Lockport, and Versailles. With the exception of Versailles, all of these locations have access to an NFTA transit route.

Buffalo

Exhibit 4.2.5 presents the distribution of low-income individuals within Buffalo. The greatest concentrations exist north of the central business district along the Niagara River, and between Fillmore Avenue and Bailey Avenue. The University of Buffalo – North Campus also has a high concentration of low-income individuals. However, this can be explained by a large student population who earn very little income on average while attending school. All of these areas have access to an NFTA transit route.

Niagara Falls

Exhibit 4.2.6 presents the distribution of low-income individuals within Niagara Falls. Similar to Buffalo, the greatest concentration exists toward the center of the city. Clusters of low-income individuals exist near Hyde Park, along Highland Avenue, Walnut Avenue, and Main Street. Portions of the Tonawanda Reservation are below the federal poverty line and do not have direct access to an NFTA transit route.



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Exhibit 4.2.4 Concentration of low-income population – NFTA service area

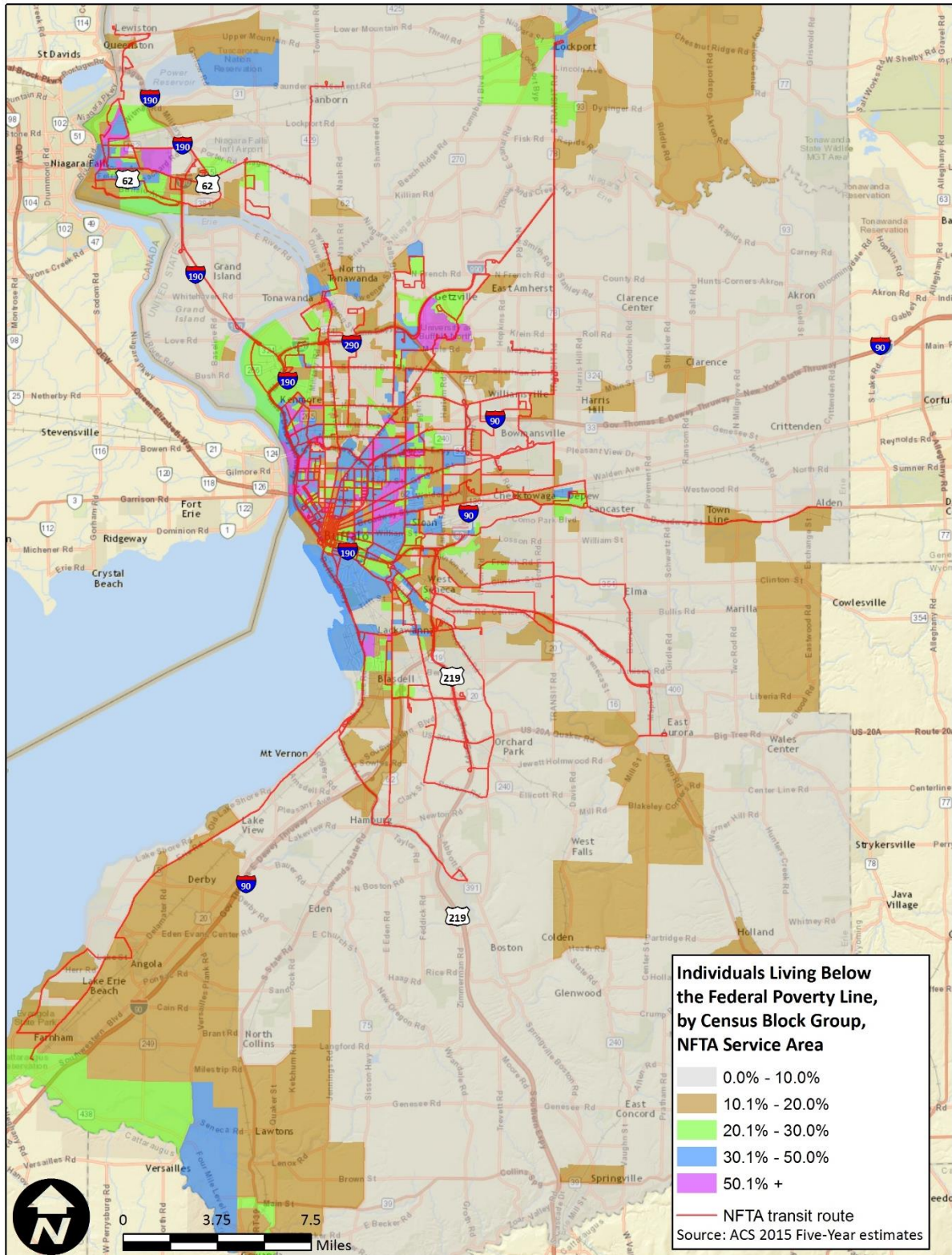
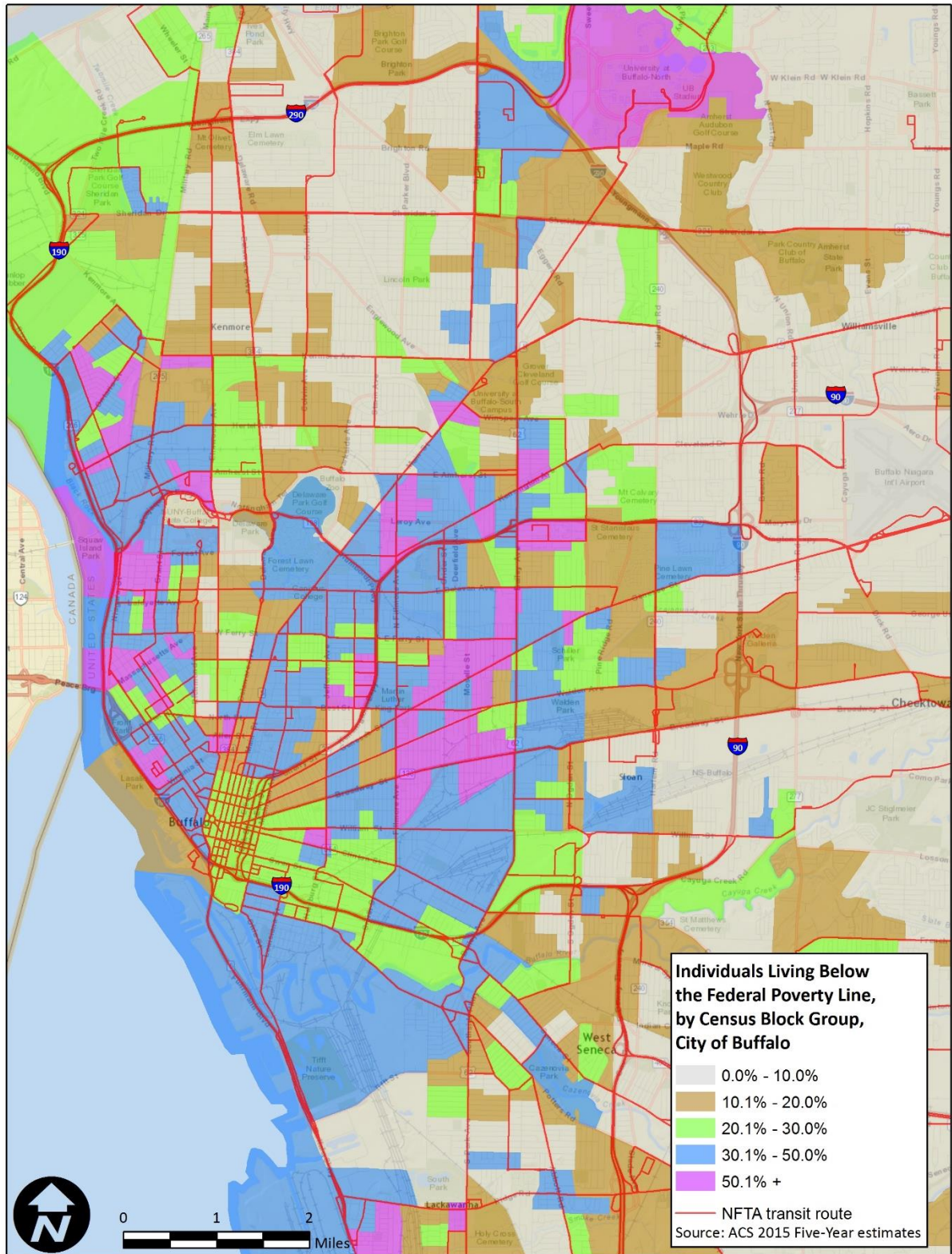
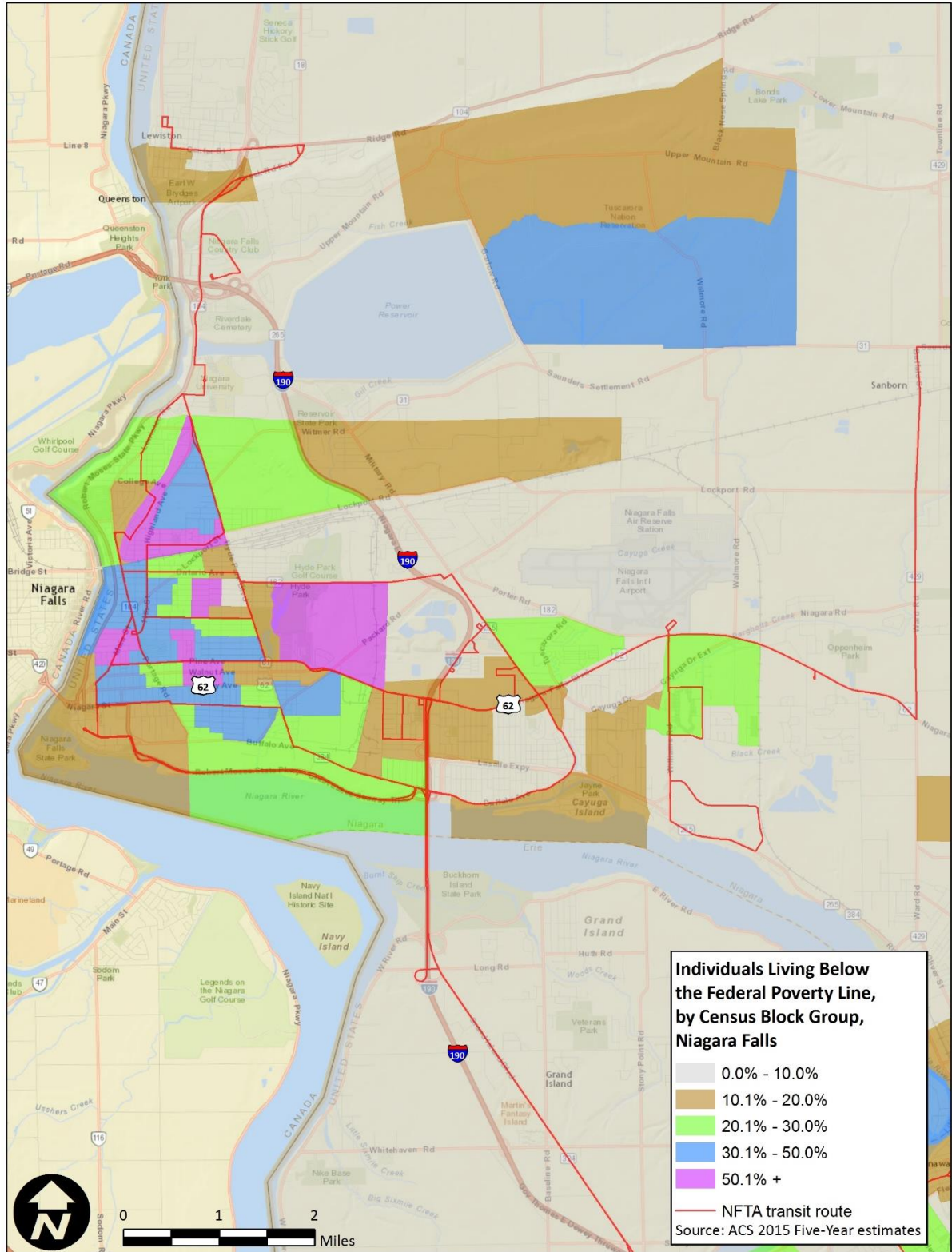


Exhibit 4.2.5 Concentration of low-income population – City of Buffalo



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Exhibit 4.2.5 Concentration of low-income population – Niagara Falls



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Appendix A
Survey Instruments - Bus

Contained herein are the survey instruments used in the 2017 Onboard Bus Survey. Included is the English survey as well as the Spanish, Arabic, Burmese, and Karen versions of the survey.



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Bus survey – English instrument, page 1

SURVEY NUMBER:



Route #: _____ Direction: N / S / E / W

Date: _____ Time: _____ AM / PM

**Greater Buffalo-Niagara Regional Transportation Council
 2017 Bus Transit Survey**

Welcome aboard! Please take a few moments to complete this important survey. Your input will be used to improve public transit services in the Greater Buffalo-Niagara area. **All information will be kept strictly confidential. Information you provide here WILL NOT be shared or sold.**

As a token of our appreciation for completing this survey, you may be selected to receive a \$100 gift card! *You must provide your name, a phone number where we can contact you, and complete all survey questions to be eligible for the drawing.*

If you don't have time to complete the survey online, ask the surveyor for a postage-paid envelope to mail it back, or take the survey online at www.2017-Metro-Transit-Survey.com.

PLEASE PRINT LETTERS AND NUMBERS CLEARLY IN UPPER CASE.

Section 1: Please provide your contact information.

Name: _____

Phone number: (____) _____

What are the **CITY** and **ZIP CODE** where you live?
(If you are visiting, please provide the city and zip code of the place you are staying locally)

City: _____

5-digit Zip Code: _____

Section 2: Tell us about THIS ONE-WAY TRIP.

1. Where did you get ON THIS BUS?

Name of place: _____
(landmark or business name closest to the bus stop)

Cross Street #1: _____

Cross Street #2: _____

2. How many minutes did you wait at this location for the bus to arrive? _____

3. Where will you get OFF THIS BUS?

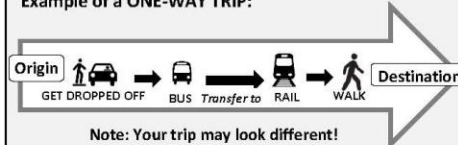
Name of place: _____
(landmark or business name closest to the bus stop)

Cross Street #1: _____

Cross Street #2: _____

Use information about the ONE-WAY TRIP you are taking now to answer the rest of the questions in this section.

Example of a ONE-WAY TRIP:



4. Including THIS BUS, how many total buses and/or trains will you ride to make THIS ONE-WAY TRIP?

- One (this bus only) Two Three Four

5. List all the route numbers (or names) you will use on THIS ONE-WAY TRIP.

Example: 1st bus/light rail → 2nd bus/light rail → 3rd bus/light rail → 4th bus/light rail

1st bus/light rail → 2nd bus/light rail → 3rd bus/light rail → 4th bus/light rail

6. ORIGIN LOCATION: Where are you coming from?

(This location is NOT where you got on THIS bus, but where you started this one-way trip.)

a. What kind of **place** are you coming from?

- | | |
|--|---|
| <input type="checkbox"/> Home | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Work or work-related | <input type="checkbox"/> Medical services |
| <input type="checkbox"/> University/college (student only) | <input type="checkbox"/> Dining, recreational, entertainment, sporting event, religious, or personal business |
| <input type="checkbox"/> High school (student only) | |
| <input type="checkbox"/> Other (specify): _____ | |

b. If you are not coming from home, what is the **name** of this place?

c. What is the exact street address of this place?
If this place is your home, or if you do not know the exact street address, provide the nearest cross streets.

Address: _____

OR

Cross Street #1: _____

Cross Street #2: _____

City: _____ Zip: _____

d. How did you get to the FIRST bus/train on THIS one-way trip?

- Walked/wheelchair → How many blocks? _____
of blocks (answer 0 if less than 1)
- Dropped off Bicycle Taxi
- Drove alone Carpooled } _____
Parking lot name/cross streets

If you DID NOT walk or use a wheelchair, how many miles did you travel to get to the first bus/train on this one-way trip?
of miles (answer 0 if less than 1)

7. When you got on the bus where you were given this survey, how did you pay?

- Token Weekly Pass Round-Trip Rail Ticket
- Cash (one ride) Monthly Pass Student Pass
- Day Pass 30-Day Pass University Pass

8. Was your fare...?

- Full fare Senior/Disabled

9. Did your employer or another organization pay for your fare?

- Yes, entire fare Yes, some of fare No

CONTINUED ON REVERSE →




Bus survey – English instrument, page 2

<p>SURVEY NUMBER:</p> <div style="border: 1px solid black; width: 100px; height: 25px; margin-bottom: 5px;"></div>	<p>10. DESTINATION LOCATION: Where are you going to? (This location is NOT where you will get off THIS bus, but where you will end this one-way trip.)</p> <p>a. What kind of place are you going to?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Home</td> <td><input type="checkbox"/> Shopping</td> </tr> <tr> <td><input type="checkbox"/> Work or work-related</td> <td><input type="checkbox"/> Medical services</td> </tr> <tr> <td><input type="checkbox"/> University/college</td> <td><input type="checkbox"/> Dining, recreational, entertainment, sporting event, religious, or personal business</td> </tr> <tr> <td><input type="checkbox"/> High school (student only)</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Other (specify): _____</td> <td></td> </tr> </table> <p>b. If you are not going home, what is the name of this place?</p> <p>_____</p> <p>c. What is the exact street address of this place? <i>If this place is your home, or if you do not know the exact street address, provide the nearest cross streets.</i></p> <p>Address: _____</p> <p>OR</p> <p>Cross Street #1: _____</p> <p>Cross Street #2: _____</p> <p>City: _____ Zip: _____</p> <p>d. How will you get to your destination from the LAST bus/train on THIS one-way trip?</p> <p><input type="checkbox"/> Walk/wheelchair → How many blocks? _____ <small>(answer 0 if less than 1)</small></p> <p><input type="checkbox"/> Get picked up <input type="checkbox"/> Bicycle <input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Drive alone</p> <p><input type="checkbox"/> Carpool } _____ <small>Parking lot name/cross streets</small></p> <p>If you WILL NOT walk or use a wheelchair, how many miles will you travel to get from the last bus/train to your destination? <small># of miles (answer 0 if less than 1)</small></p> <p>_____</p>	<input type="checkbox"/> Home	<input type="checkbox"/> Shopping	<input type="checkbox"/> Work or work-related	<input type="checkbox"/> Medical services	<input type="checkbox"/> University/college	<input type="checkbox"/> Dining, recreational, entertainment, sporting event, religious, or personal business	<input type="checkbox"/> High school (student only)		<input type="checkbox"/> Other (specify): _____																																																												
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<input type="checkbox"/> High school (student only)																																																																						
<input type="checkbox"/> Other (specify): _____																																																																						
<p>11. Where did you purchase your fare?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> On the bus</td> <td><input type="checkbox"/> Social services</td> </tr> <tr> <td><input type="checkbox"/> Ticket vending machine</td> <td><input type="checkbox"/> NFTA cash office</td> </tr> <tr> <td><input type="checkbox"/> Online purchase</td> <td><input type="checkbox"/> University Pass</td> </tr> <tr> <td><input type="checkbox"/> Store outlet</td> <td><input type="checkbox"/> High school</td> </tr> <tr> <td><input type="checkbox"/> Employer/Metro Advantage</td> <td></td> </tr> </table>	<input type="checkbox"/> On the bus	<input type="checkbox"/> Social services	<input type="checkbox"/> Ticket vending machine	<input type="checkbox"/> NFTA cash office	<input type="checkbox"/> Online purchase	<input type="checkbox"/> University Pass	<input type="checkbox"/> Store outlet	<input type="checkbox"/> High school	<input type="checkbox"/> Employer/Metro Advantage		<p>12. In a typical week, how often do you ride NFTA-Metro?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> 6-7 days/week</td> <td><input type="checkbox"/> 1-2 days/week</td> </tr> <tr> <td><input type="checkbox"/> 3-5 days/week</td> <td><input type="checkbox"/> 1-3 days/month</td> </tr> <tr> <td><input type="checkbox"/> 1-2 days/week</td> <td><input type="checkbox"/> Less than once/month</td> </tr> </table> <p>Section 3. Tell us about yourself.</p> <p>13. Do you have a valid driver's license?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>14. What is your age?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Under 16</td> <td><input type="checkbox"/> 19-24</td> <td><input type="checkbox"/> 35-49</td> <td><input type="checkbox"/> 65+ years of age</td> </tr> <tr> <td><input type="checkbox"/> 16-18</td> <td><input type="checkbox"/> 25-34</td> <td><input type="checkbox"/> 50-64</td> <td></td> </tr> </table> <p>15. Are you...? (check all that apply)</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Full-time worker</td> <td><input type="checkbox"/> High school student</td> </tr> <tr> <td><input type="checkbox"/> Part-time worker</td> <td><input type="checkbox"/> Retired</td> </tr> <tr> <td><input type="checkbox"/> Homemaker</td> <td><input type="checkbox"/> Unemployed/looking for a job</td> </tr> <tr> <td><input type="checkbox"/> University/college student</td> <td><input type="checkbox"/> Unemployed/not looking for a job</td> </tr> </table> <p>16. What is your ethnicity? (check all that apply)</p> <p><input type="checkbox"/> Asian <i>(includes those with origins in the Far East, Southeast Asia, and Indian subcontinent)</i></p> <p><input type="checkbox"/> Black/African-American</p> <p><input type="checkbox"/> Caucasian/White <i>(includes those with origins in the Middle East and North Africa)</i></p> <p><input type="checkbox"/> Hispanic/Latino</p> <p><input type="checkbox"/> Native American/Alaska Native</p> <p><input type="checkbox"/> Native Hawaiian or Pacific Islander</p> <p><input type="checkbox"/> Other (specify): _____</p> <p>17. Including yourself, how many people live in your household?</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 or more</p> <p>18. Including yourself, how many of the people in your household are employed full-time or part-time?</p> <p><input type="checkbox"/> None <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 or more</p> <p>19. How many working vehicles are available to your household?</p> <p><input type="checkbox"/> None <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 or more</p> <p>20. Were any of those vehicles available to make THIS one-way trip?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>21. What language(s) are spoken in your home? (check all that apply)</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> English</td> <td><input type="checkbox"/> Nepali</td> <td><input type="checkbox"/> Swahili</td> </tr> <tr> <td><input type="checkbox"/> Spanish</td> <td><input type="checkbox"/> Burmese</td> <td><input type="checkbox"/> French</td> </tr> <tr> <td><input type="checkbox"/> Karen</td> <td><input type="checkbox"/> Somali</td> <td><input type="checkbox"/> Other (specify): _____</td> </tr> <tr> <td><input type="checkbox"/> Arabic</td> <td><input type="checkbox"/> Bengali/Bangla</td> <td>_____</td> </tr> </table> <p>22. How well do you speak English?</p> <p><input type="checkbox"/> Very well <input type="checkbox"/> Not at all</p> <p><input type="checkbox"/> Less than very well</p>	<input type="checkbox"/> 6-7 days/week	<input type="checkbox"/> 1-2 days/week	<input type="checkbox"/> 3-5 days/week	<input type="checkbox"/> 1-3 days/month	<input type="checkbox"/> 1-2 days/week	<input type="checkbox"/> Less than once/month	<input type="checkbox"/> Under 16	<input type="checkbox"/> 19-24	<input type="checkbox"/> 35-49	<input type="checkbox"/> 65+ years of age	<input type="checkbox"/> 16-18	<input type="checkbox"/> 25-34	<input type="checkbox"/> 50-64		<input type="checkbox"/> Full-time worker	<input type="checkbox"/> High school student	<input type="checkbox"/> Part-time worker	<input type="checkbox"/> Retired	<input type="checkbox"/> Homemaker	<input type="checkbox"/> Unemployed/looking for a job	<input type="checkbox"/> University/college student	<input type="checkbox"/> Unemployed/not looking for a job	<input type="checkbox"/> English	<input type="checkbox"/> Nepali	<input type="checkbox"/> Swahili	<input type="checkbox"/> Spanish	<input type="checkbox"/> Burmese	<input type="checkbox"/> French	<input type="checkbox"/> Karen	<input type="checkbox"/> Somali	<input type="checkbox"/> Other (specify): _____	<input type="checkbox"/> Arabic	<input type="checkbox"/> Bengali/Bangla	_____	<p>23. What was your total household income in 2016 before taxes?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Less than \$5,000</td> <td><input type="checkbox"/> \$25,000 - \$34,999</td> <td><input type="checkbox"/> \$100,000 or more</td> </tr> <tr> <td><input type="checkbox"/> \$5,000 - \$9,999</td> <td><input type="checkbox"/> \$35,000 - \$49,999</td> <td></td> </tr> <tr> <td><input type="checkbox"/> \$10,000 - \$14,999</td> <td><input type="checkbox"/> \$50,000 - \$74,999</td> <td></td> </tr> <tr> <td><input type="checkbox"/> \$15,000 - \$24,999</td> <td><input type="checkbox"/> \$75,000 - \$99,999</td> <td></td> </tr> </table> <p>Section 4. Tell us about your NFTA-Metro experience.</p> <p>24. How do you receive information about NFTA-Metro?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Online (metro.nfta.com)</td> <td><input type="checkbox"/> Other websites</td> </tr> <tr> <td><input type="checkbox"/> Printed schedules</td> <td><input type="checkbox"/> Radio</td> </tr> <tr> <td><input type="checkbox"/> Calling NFTA customer service</td> <td><input type="checkbox"/> TV</td> </tr> <tr> <td><input type="checkbox"/> Print advertisements</td> <td><input type="checkbox"/> Onboard the bus</td> </tr> <tr> <td><input type="checkbox"/> At the bus stop</td> <td><input type="checkbox"/> Word of mouth</td> </tr> <tr> <td><input type="checkbox"/> Social media</td> <td></td> </tr> </table> <p>25. Overall, how satisfied are you with NFTA-Metro services?</p> <p><input type="checkbox"/> Very satisfied <input type="checkbox"/> Somewhat dissatisfied</p> <p><input type="checkbox"/> Somewhat satisfied <input type="checkbox"/> Very dissatisfied</p> <p>Comments:</p> <div style="border: 1px solid black; border-radius: 15px; height: 150px; width: 100%; margin-top: 10px;"></div> <p align="center">Thank you for your time today!</p> <p>Please return your completed survey to the surveyor onboard the bus. If you cannot complete your survey onboard the bus, ask the surveyor for a postage-paid mail-back envelope and return your survey by mail. You can also complete the survey online by visiting:</p> <p align="center">www.2017-Metro-Transit-Survey.com</p> <p>If you have additional customer comments or questions about the GBNRTC and its services, please visit www.gbnrtc.org.</p>	<input type="checkbox"/> Less than \$5,000	<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$100,000 or more	<input type="checkbox"/> \$5,000 - \$9,999	<input type="checkbox"/> \$35,000 - \$49,999		<input type="checkbox"/> \$10,000 - \$14,999	<input type="checkbox"/> \$50,000 - \$74,999		<input type="checkbox"/> \$15,000 - \$24,999	<input type="checkbox"/> \$75,000 - \$99,999		<input type="checkbox"/> Online (metro.nfta.com)	<input type="checkbox"/> Other websites	<input type="checkbox"/> Printed schedules	<input type="checkbox"/> Radio	<input type="checkbox"/> Calling NFTA customer service	<input type="checkbox"/> TV	<input type="checkbox"/> Print advertisements	<input type="checkbox"/> Onboard the bus	<input type="checkbox"/> At the bus stop	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Social media	
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<input type="checkbox"/> At the bus stop	<input type="checkbox"/> Word of mouth																																																																					
<input type="checkbox"/> Social media																																																																						



Bus survey – Spanish instrument, page 1

NÚMERO DE ENCUESTA:



Num. De Ruta: _____ Sentido: Entrada / Salida
 Fecha: _____ Hora: _____ AM / PM

Encuesta sobre el Transporte de Autobuses de 2017

¡Realice esta encuesta y tendrá la oportunidad de ganar una tarjeta regalo de \$100!
 Debe completar todas las secciones de esta encuesta para participar del sorteo.

¡Ayúdenos a mejorar los servicios de transporte público del Área Metropolitana de Buffalo-Niagara!

POR FAVOR ESCRIBA LAS LETRAS Y LOS NÚMEROS DE MANERA CLARA EN MAYÚSCULAS.

Sección 1: Por favor provea su información de contacto.

Nombre: _____

Número de Teléfono: () _____

¿En qué CIUDAD vive y cuál es el CÓDIGO POSTAL?
 (Si usted está visitando la ciudad, por favor provea el nombre de la ciudad y el código postal del lugar en el que se encuentra)

Ciudad: _____

Código Postal de 5 dígitos: _____

Toda la información será estrictamente confidencial.

Sección 2: Cuéntenos sobre este VIAJE DE IDA.

1. ¿En qué lugar se subió A ESTE AUTOBUS?

Nombre del lugar: _____
 (Punto de referencia o nombre del comercio más cercano a la parada de colectivo)

Intersección #1: _____

Intersección #2: _____

2. ¿Cuántos minutos esperó el autobús en este lugar? _____

3. ¿En qué lugar se bajará DE ESTE AUTOBUS?


Nombre del lugar: _____
 (Punto de referencia o nombre del comercio más cercano a la parada de colectivo)

Intersección #1: _____

Intersección #2: _____

Use la información sobre este VIAJE DE IDA en el que usted se encuentra ahora para responder el resto de las preguntas de esta sección.

Ejemplo de un VIAJE DE IDA:



Nota: ¡Su viaje puede ser diferente!

4. Incluyendo ESTE AUTOBÚS, ¿cuántos autobuses y/o trenes tomará en total para realizar ESTE VIAJE DE IDA?

Uno (solo este autobús) Dos Tres Cuatro

5. Enumere todos los números de recorrido (o nombres) que usará en ESTE VIAJE DE IDA.

Ejemplo 1er autobús/tren → 2do autobús/tren → 3er autobús/tren → 4to autobús/tren

1er autobús/tren → 2do autobús/tren → 3er autobús/tren → 4to autobús/tren

6. Cuando se subió al autobús en el cual recibió esta encuesta, ¿cómo pagó?

Cospel Pase Mensual
 Efectivo (un viaje) Pase de 30 días
 Pase Diario Pase de Estudiante
 Pase Semanal Pase CRAM

7. Su pasaje fue...

Completo No aplicable
 Persona Mayor/Discapacitado

8. ¿Su pasaje fue abonado por su empleador u otra organización?

Sí, el pasaje completo Sí, una parte del pasaje No

9. ¿Dónde compró su pasaje?

En el autobús En servicios sociales
 Máquina expendedora de boletos Boletería del NFTA
 Compra por Internet Pase CRAM
 Punto de venta comercial Escuela secundaria
 Beneficio de Empleador /Metro Otro (especifique): _____

10. LUGAR DE ORIGEN: ¿De dónde viene?
 (Este lugar NO se refiere al lugar donde subió a ESTE autobús, sino donde usted comenzó este viaje de ida.)

a. ¿De qué tipo de lugar viene? (Marque solo uno)

Hogar Lugar de compras
 Trabajo o similar Servicios Médicos
 Universidad/Instituto Superior (solo estudiantes) Actividad Recreativa/asuntos personales
 Escuela Secundaria (solo estudiante) Otro (especifique): _____

B. Si no viene de su hogar, ¿cuál es el nombre de este lugar? (Por ejemplo, Walmart, Correo, Escuela Secundaria Canisius, Hospital Mt St Mary's, etc.)

C. ¿Cuál es el domicilio exacto de este lugar?
 Si este lugar es su hogar, o si no conoce el domicilio exacto, provea las intersecciones más cercanas.

Domicilio: _____

O Intersección #1: _____

Intersección #2: _____

Ciudad: _____ Código Postal: _____

D. ¿Cómo llegó a la parada del PRIMER autobús/tren en ESTE viaje de ida?

Caminando/En silla de ruedas → ¿Cuántas cuadras? _____
de cuadras (Responda 0 si es menos de 1)

Alguien lo acercó Bicicleta Taxi
 Condujo solo Compartió el vehículo } Nombre del Estacionamiento/Intersección de calles

Si usted NO caminó o usó silla de ruedas, ¿Cuántas millas viajó para llegar al primer autobús/tren de este viaje de ida? _____
de millas (Responda 0 si es menos de 1)

¿No tiene tiempo para completar esta encuesta hoy?
 Solicite al encuestador un sobre con franqueo prepagado o realice la encuesta por Internet en:

www.2017-Metro-Transit-Survey.com

CONTINÚA AL REVERSO →

Bus survey – Spanish instrument, page 2

<p>NÚMERO DE ENCUESTA:</p> <div style="border: 1px solid black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <p>11. LUGAR DE DESTINO: ¿Hacia dónde se dirige? (Este lugar NO se refiere al lugar donde descenderá de ESTE autobús, sino donde usted finalizará este viaje de ida.)</p> <p>a. ¿A qué tipo de lugar se dirige? (Marque solo uno)</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Hogar</td> <td><input type="checkbox"/> Lugar de compras</td> </tr> <tr> <td><input type="checkbox"/> Trabajo o similar</td> <td><input type="checkbox"/> Servicios Médicos</td> </tr> <tr> <td><input type="checkbox"/> Universidad/Instituto Superior (solo estudiante)</td> <td><input type="checkbox"/> Actividad Recreativa/ asuntos personales</td> </tr> <tr> <td><input type="checkbox"/> Escuela Secundaria (solo estudiante)</td> <td><input type="checkbox"/> Otro (especifique): _____</td> </tr> </table> <p>B. Si no se dirige a su hogar, ¿cuál es el nombre de este lugar? (Por ejemplo, Walmart, Correo, Escuela Secundaria Canisius, Hospital Mt St Mary's, etc.)</p> <p>_____</p> <p>c. ¿Cuál es el domicilio exacto de este lugar? Si este lugar es su hogar, o si no conoce el domicilio exacto, provea las intersecciones más cercanas.</p> <p>Domicilio: _____ O Intersección #1: _____ Intersección #2: _____ Ciudad: _____ Código Postal: _____</p> <p>D. ¿Cómo llegará hacia su destino desde la parada del ÚLTIMO autobús/tren en ESTE viaje de ida?</p> <p><input type="checkbox"/> Caminando/En silla de ruedas → ¿Cuántas cuadras? _____ <small># de cuadras (Responda 0 si es menos de 1)</small></p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Lo irán a buscar</td> <td><input type="checkbox"/> Bicicleta</td> <td><input type="checkbox"/> Taxi</td> </tr> <tr> <td><input type="checkbox"/> Conducirá solo</td> <td colspan="2"><input type="checkbox"/> Compartir el vehículo</td> </tr> </table> <p>Nombre del Estacionamiento/intersección de calles: _____</p> <p>Si usted NO caminará o usará una silla de ruedas, ¿Cuántas millas viajará para ir desde el último autobús/tren a su destino? <small># de millas (Responda 0 si es menos de 1)</small></p> <p>_____</p> <p>12. En una semana típica, ¿Con qué frecuencia utiliza el Metro NFTA?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> 6-7 días/semana</td> <td><input type="checkbox"/> 1-3 días/mes</td> </tr> <tr> <td><input type="checkbox"/> 3-5 días/semana</td> <td><input type="checkbox"/> Menos de una vez/mes</td> </tr> <tr> <td><input type="checkbox"/> 1-2 días/semana</td> <td></td> </tr> </table>	<input type="checkbox"/> Hogar	<input type="checkbox"/> Lugar de compras	<input type="checkbox"/> Trabajo o similar	<input type="checkbox"/> Servicios Médicos	<input type="checkbox"/> Universidad/Instituto Superior (solo estudiante)	<input type="checkbox"/> Actividad Recreativa/ asuntos personales	<input type="checkbox"/> Escuela Secundaria (solo estudiante)	<input type="checkbox"/> Otro (especifique): _____	<input type="checkbox"/> Lo irán a buscar	<input type="checkbox"/> Bicicleta	<input type="checkbox"/> Taxi	<input type="checkbox"/> Conducirá solo	<input type="checkbox"/> Compartir el vehículo		<input type="checkbox"/> 6-7 días/semana	<input type="checkbox"/> 1-3 días/mes	<input type="checkbox"/> 3-5 días/semana	<input type="checkbox"/> Menos de una vez/mes	<input type="checkbox"/> 1-2 días/semana		<p>Sección 3: Cuéntenos sobre usted.</p> <p>13. ¿Posee licencia de conducir válida?</p> <p><input type="checkbox"/> Sí <input type="checkbox"/> No</p> <p>14. ¿Cuál es su edad?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Menor de 16</td> <td><input type="checkbox"/> 25-34</td> <td><input type="checkbox"/> +65 años de edad</td> </tr> <tr> <td><input type="checkbox"/> 16-18</td> <td><input type="checkbox"/> 35-49</td> <td><input type="checkbox"/> Rehúsa declarar</td> </tr> <tr> <td><input type="checkbox"/> 19-24</td> <td><input type="checkbox"/> 50-64</td> <td></td> </tr> </table> <p>15. Usted es... (Seleccione todas las que apliquen):</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Trabajador de tiempo completo</td> <td><input type="checkbox"/> Jubilado</td> </tr> <tr> <td><input type="checkbox"/> Trabajador de tiempo parcial</td> <td><input type="checkbox"/> Desocupado</td> </tr> <tr> <td><input type="checkbox"/> Ama/o de casa</td> <td><input type="checkbox"/> Veterano</td> </tr> <tr> <td><input type="checkbox"/> Estudiante universitario o superior</td> <td><input type="checkbox"/> Militar activo</td> </tr> <tr> <td><input type="checkbox"/> Estudiante secundario</td> <td><input type="checkbox"/> Rehúsa declarar</td> </tr> </table> <p>16. ¿A qué grupo étnico pertenece? (Seleccione todas las que apliquen):</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Asiático</td> <td><input type="checkbox"/> Nativo Americano/Nativo de Alaska</td> </tr> <tr> <td><input type="checkbox"/> Negro/Afroamericano</td> <td><input type="checkbox"/> Hawaiano Nativo o Isleño de otra Isla del Pacífico</td> </tr> <tr> <td><input type="checkbox"/> Caucásico/Bianco</td> <td><input type="checkbox"/> Hispano/Latino</td> </tr> <tr> <td><input type="checkbox"/> Medio Oriental/ del Norte de África</td> <td><input type="checkbox"/> Otro (especifique): _____</td> </tr> </table> <p>17. Incluyéndose usted, ¿cuántas personas viven en su hogar?</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 o más <input type="checkbox"/> Rehúsa declarar</p> <p>18. Incluyéndose usted, ¿cuántas personas de su hogar trabajan tiempo completo o parcial?</p> <p><input type="checkbox"/> Ninguna <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 o más</p> <p>19. ¿Cuántos vehículos en funcionamiento se encuentran disponibles en su hogar?</p> <p><input type="checkbox"/> Ninguno <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 o más</p> <p>20. ¿Algunos de esos vehículos se encontraban disponibles para realizar ESTE viaje de ida?</p> <p><input type="checkbox"/> Sí <input type="checkbox"/> No <input type="checkbox"/> No aplica</p> <p>21. ¿Qué idioma(s) se habla(n) en su hogar? (Seleccione todos los que apliquen):</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Inglés</td> <td><input type="checkbox"/> Nepalés</td> <td><input type="checkbox"/> Swahili</td> </tr> <tr> <td><input type="checkbox"/> Español</td> <td><input type="checkbox"/> Árabe</td> <td><input type="checkbox"/> Francés</td> </tr> <tr> <td><input type="checkbox"/> Karen</td> <td><input type="checkbox"/> Somali</td> <td><input type="checkbox"/> Otro (especifique): _____</td> </tr> <tr> <td><input type="checkbox"/> Birmano</td> <td><input type="checkbox"/> Bengalí/Bangla</td> <td></td> </tr> </table> <p>22. ¿Cuál es su nivel de inglés?</p> <p><input type="checkbox"/> Muy bueno <input type="checkbox"/> No habla</p> <p><input type="checkbox"/> Bueno <input type="checkbox"/> Rehúsa declarar</p>	<input type="checkbox"/> Menor de 16	<input type="checkbox"/> 25-34	<input type="checkbox"/> +65 años de edad	<input type="checkbox"/> 16-18	<input type="checkbox"/> 35-49	<input type="checkbox"/> Rehúsa declarar	<input type="checkbox"/> 19-24	<input type="checkbox"/> 50-64		<input type="checkbox"/> Trabajador de tiempo completo	<input type="checkbox"/> Jubilado	<input type="checkbox"/> Trabajador de tiempo parcial	<input type="checkbox"/> Desocupado	<input type="checkbox"/> Ama/o de casa	<input type="checkbox"/> Veterano	<input type="checkbox"/> Estudiante universitario o superior	<input type="checkbox"/> Militar activo	<input type="checkbox"/> Estudiante secundario	<input type="checkbox"/> Rehúsa declarar	<input type="checkbox"/> Asiático	<input type="checkbox"/> Nativo Americano/Nativo de Alaska	<input type="checkbox"/> Negro/Afroamericano	<input type="checkbox"/> Hawaiano Nativo o Isleño de otra Isla del Pacífico	<input type="checkbox"/> Caucásico/Bianco	<input type="checkbox"/> Hispano/Latino	<input type="checkbox"/> Medio Oriental/ del Norte de África	<input type="checkbox"/> Otro (especifique): _____	<input type="checkbox"/> Inglés	<input type="checkbox"/> Nepalés	<input type="checkbox"/> Swahili	<input type="checkbox"/> Español	<input type="checkbox"/> Árabe	<input type="checkbox"/> Francés	<input type="checkbox"/> Karen	<input type="checkbox"/> Somali	<input type="checkbox"/> Otro (especifique): _____	<input type="checkbox"/> Birmano	<input type="checkbox"/> Bengalí/Bangla		<p>23. ¿Cuál fue el ingreso total de su hogar en el año 2016 antes de la deducción de impuestos?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Menos de \$5,000</td> <td><input type="checkbox"/> \$25,000 - \$34,999</td> <td><input type="checkbox"/> \$100,000 o más</td> </tr> <tr> <td><input type="checkbox"/> \$5,000 - \$9,999</td> <td><input type="checkbox"/> \$35,000 - \$49,999</td> <td><input type="checkbox"/> Rehúsa declarar</td> </tr> <tr> <td><input type="checkbox"/> \$10,000 - \$14,999</td> <td><input type="checkbox"/> \$50,000 - \$74,999</td> <td></td> </tr> <tr> <td><input type="checkbox"/> \$15,000 - \$24,999</td> <td><input type="checkbox"/> \$75,000 - \$99,999</td> <td></td> </tr> </table> <p>Sección 4: Cuéntenos su experiencia con NFTA-Metro</p> <p>24. ¿Cómo prefiere recibir información sobre NFTA-Metro? (Seleccione todas las que apliquen):</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Por Internet (metro.nfta.com)</td> <td><input type="checkbox"/> Google/Google Transit</td> </tr> <tr> <td><input type="checkbox"/> Horarios Impresos</td> <td><input type="checkbox"/> Radio</td> </tr> <tr> <td><input type="checkbox"/> Llame al centro de servicios de NFTA</td> <td><input type="checkbox"/> TV</td> </tr> <tr> <td><input type="checkbox"/> Publicidad impresa</td> <td><input type="checkbox"/> A bordo del autobús</td> </tr> <tr> <td><input type="checkbox"/> En la parada de autobús</td> <td><input type="checkbox"/> Boca a boca</td> </tr> <tr> <td><input type="checkbox"/> Facebook/Twitter</td> <td><input type="checkbox"/> Otro (especifique): _____</td> </tr> <tr> <td><input type="checkbox"/> Actualizaciones por mensajes de texto/correo electrónico</td> <td></td> </tr> </table> <p>25. En general, ¿cuán satisfecho está con respecto a los servicios de NFTA-Metro?</p> <p><input type="checkbox"/> Muy satisfecho <input type="checkbox"/> Un poco insatisfecho</p> <p><input type="checkbox"/> Un poco satisfecho <input type="checkbox"/> Muy insatisfecho</p> <p>Comentarios:</p> <div style="border: 1px solid gray; border-radius: 15px; height: 100px; margin: 10px 0;"></div> <p align="center">¡Gracias por su tiempo! Por favor, devuelva la encuesta completa al encuestador que se encuentra a bordo del autobús.</p> <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; background-color: #f0f0f0; margin: 10px 0;"> <p>¿No ha podido terminar la encuesta a bordo del vehículo? Solicite al encuestador un sobre con franqueo prepagado o realice la encuesta por Internet en: www.2017-Metro-Transit-Survey.com</p> </div> <p>Si usted tiene preguntas o comentarios adicionales sobre el Consejo de Transporte Regional del Área Metropolitana Buffalo-Niagara y sus servicios, por favor visite www.gbntc.org.</p>	<input type="checkbox"/> Menos de \$5,000	<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$100,000 o más	<input type="checkbox"/> \$5,000 - \$9,999	<input type="checkbox"/> \$35,000 - \$49,999	<input type="checkbox"/> Rehúsa declarar	<input type="checkbox"/> \$10,000 - \$14,999	<input type="checkbox"/> \$50,000 - \$74,999		<input type="checkbox"/> \$15,000 - \$24,999	<input type="checkbox"/> \$75,000 - \$99,999		<input type="checkbox"/> Por Internet (metro.nfta.com)	<input type="checkbox"/> Google/Google Transit	<input type="checkbox"/> Horarios Impresos	<input type="checkbox"/> Radio	<input type="checkbox"/> Llame al centro de servicios de NFTA	<input type="checkbox"/> TV	<input type="checkbox"/> Publicidad impresa	<input type="checkbox"/> A bordo del autobús	<input type="checkbox"/> En la parada de autobús	<input type="checkbox"/> Boca a boca	<input type="checkbox"/> Facebook/Twitter	<input type="checkbox"/> Otro (especifique): _____	<input type="checkbox"/> Actualizaciones por mensajes de texto/correo electrónico	
<input type="checkbox"/> Hogar	<input type="checkbox"/> Lugar de compras																																																																																						
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Bus survey – Arabic instrument, page 1



استبيان رقم: _____



رقم المسار: _____ الاتجاه: خارج/عائد

التاريخ: _____ الوقت: _____ صباحًا / مساءً

استبيان عام 2017 حول النقل بالحافلات

أجب عن هذا الاستبيان لتتاح لك فرصة الفوز ببطاقة هدية بقيمة 100 دولار أمريكي!

عليك إتمام جميع فقرات هذا الاستبيان كي تصيب سحراً للسحب.

ماعدنا في تحسين خدمات النقل العامة في منطقتنا Buffalo-Niagara!

يرجى كتابة الأحرف والأرقام كبيرة وواضحة.

الفقرة 1: يرجى تقديم معلومات الاتصال الخاصة بك.

الاسم: _____

رقم الهاتف: (____) _____

ما رمز المدينة والرمز البريدي حيث تعيش؟
(إذا كنت زائرًا، فيرجى إعطاء رمز المدينة والرمز البريدي لمكان مكوثك)

المدينة: _____

الرمز البريدي المؤلف من خمسة الأرقام: _____

ستبقى جميع المعلومات سرية تمامًا.

استخدم المعلومات الخاصة بالرحلة أحادية الاتجاه التي تقوم بها الآن للإجابة عن بقية الأسئلة في هذه الفقرة.

مثال عن رحلة أحادية الاتجاه:



ملاحظة: قد تبدو رحلتك مختلفة!

4. ما العدد الكلي من الحافلات وأو القطارات التي ستركبها، بما فيها هذه الحافلة، لإكمال هذه الرحلة أحادية الاتجاه؟

واحد (هذه الحافلة فقط) اثنان ثلاثة أربعة

5. أدرج جميع أرقام (أو أسماء) المسارات التي ستستخدمها في هذه الرحلة أحادية الاتجاه.

الخطوة الأولى: _____ → الخطوة الثانية: _____ → الخطوة الثالثة: _____ → الخطوة الرابعة: _____

الخطوة الأولى: _____ → الخطوة الثانية: _____ → الخطوة الثالثة: _____ → الخطوة الرابعة: _____

مثال: 13 قطار

6. حين ركبت الحافلة التي أعطيت فيها هذا الاستبيان، كيف سددت الأجرة؟

قسيمة بطاقة ركوب شهرية

نقدًا (رحلة واحدة) بطاقة ركوب لـ 30 يوم

بطاقة ركوب يومية بطاقة طالب

بطاقة ركوب أسبوعية بطاقة CRAM

7. هل كنت أجرتك...؟

أجرة كاملة غير منطوقة

أجرة كبار السن/المعاقمين

8. هل سدد صاحب العمل أو جهة أخرى الأجرة؟

نعم، الأجرة بأكملها نعم، جزء من الأجرة لا

9. أين سددت أجرتك؟

في الحافلة الخدمات الاجتماعية

آلة بيع التذاكر مكتب NFTA القدي

شراء من شبكة الإنترنت تنكزة مرور CRAM

منطذ بيع متجر المدرسة الثانوية

صاحب العمل/Metro Perk غير ذلك (حدد): _____

10. المنطلق: من أين أتيت؟
(لا يقصد هنا الموقع الذي صنعتت عليه هذه الحافلة، بل موقع انطلاق هذه الرحلة أحادية الاتجاه.)

a. ما نوع المكان الذي قدمت منه؟ (حدد خيارًا واحدًا فقط)

المنزل السوق

العمل أو مكان ذي علاقة بالعمل مرفق طبي

جامعة موقع ترفيهي/أصالة شخصية

مدرسة ثانوية (الطلاب فقط) غير ذلك (حدد): _____

b. إذا لم تكن قادمًا من المنزل، فما اسم هذا المكان؟ (على سبيل المثال Walmart، مكتب البريد، مدرسة Canisius الثانوية، مستشفى Mt St Mary الخ)

c. ما عنوان شارع هذا المكان بالضبط؟
إذا كان هذا المكان منزلًا، أو إذا لم تكن تعرف عنوان الشارع بالضبط، فأعط أقرب تقاطع للطرق.

العنوان: _____
أو

التقاطع رقم 1: _____

التقاطع رقم 2: _____

المدينة: _____ الرمز البريدي: _____

d. كيف وصلت إلى الحافلة الأولى/القطار الأول في هذه الرحلة أحادية الاتجاه؟

ميرا على كسي/على الكرسي المتحرك → ما عدد الكتل؟ _____

وسيلة نقل سيارة أجرة دراجة سيارة أجرة

ميراثي الخاصة اسم قريبي/تقاطع الحافلات

ميراثي مشتركة اسم قريبي/تقاطع الحافلات

إذا لم تمرر على قسيمة أو تستخدم كرسيا متحركًا، فكم ميلاً قطعت للوصول إلى الحافلة الأولى/القطار الأول في هذه الرحلة أحادية الاتجاه؟

عدد الأمتار (حدد 0 إن لم يكن القدر أقل من 1)

www.2017-Metro-Transit-Survey.com

يتبع في الوجهة الثانية →

Bus survey – Arabic instrument, page 2




2017 Niagara Frontier Transportation Authority Onboard Survey
Greater Buffalo-Niagara Regional Transportation Council
Final Report

<p>استبيان رقم:</p> <div style="border: 1px solid black; width: 100px; height: 20px; margin: 5px;"></div>	<p>فقرة 3: أخبرنا عن نفسك.</p> <p>13. هل لديك رخصة قيادة صالحة؟ <input type="checkbox"/> نعم <input type="checkbox"/> لا</p> <p>14. ما عمرك؟ <input type="checkbox"/> أقل من 16 <input type="checkbox"/> 16-18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 24-35 <input type="checkbox"/> 35-49 <input type="checkbox"/> 49-65 <input type="checkbox"/> 65+ عام <input type="checkbox"/> أعترض عن الإجابة</p> <p>15. هل أنت... (حدد كل ما ينطبق) <input type="checkbox"/> عامل بنوام كامل <input type="checkbox"/> متقاعد <input type="checkbox"/> عامل بنوام جزئي <input type="checkbox"/> عاطل عن العمل <input type="checkbox"/> ربة منزل <input type="checkbox"/> محارب قديم <input type="checkbox"/> طالب جامعي <input type="checkbox"/> عسكري <input type="checkbox"/> طالب في المدرسة الثانوية <input type="checkbox"/> أعترض عن الإجابة</p> <p>16. ما عرقك؟ (حدد كل ما ينطبق) <input type="checkbox"/> أسوي <input type="checkbox"/> أمريكي أصلي/من سكان الاسكا <input type="checkbox"/> أمريكي أسود/أفريقي <input type="checkbox"/> من سكان هاواي <input type="checkbox"/> أبيض/أوقازي <input type="checkbox"/> ساكن جزيرة <input type="checkbox"/> هسباني/لاتيني <input type="checkbox"/> أعترض عن الإجابة <input type="checkbox"/> شرق أوسطي/إسمل أفريقي <input type="checkbox"/> غير ذلك (حدد):</p>	<p>23. كم كان دخل عائلتك عام 2016 قبل احتساب الضرائب؟ <input type="checkbox"/> أقل من 5,000\$ <input type="checkbox"/> 5,000\$ - 25,000\$ <input type="checkbox"/> 25,000\$ - 34,999\$ <input type="checkbox"/> 34,999\$ - 49,999\$ أو أكثر <input type="checkbox"/> 9,999\$ - 14,999\$ <input type="checkbox"/> 14,999\$ - 49,999\$ <input type="checkbox"/> 49,999\$ - 74,999\$ <input type="checkbox"/> 74,999\$ - 99,999\$ <input type="checkbox"/> 99,999\$ - 150,000\$ <input type="checkbox"/> 150,000\$ <input type="checkbox"/> أعترض عن الإجابة</p> <p>فقرة 4: أخبرنا عن تجربتك لـ NFTA-Metro.</p> <p>24. كيف تفضل تلقي المعلومات عن NFTA-Metro (حدد كل ما ينطبق) <input type="checkbox"/> شبكة الإنترنت (metro.nfta.com) <input type="checkbox"/> Google/Google Transit <input type="checkbox"/> الجداول المطبوعة <input type="checkbox"/> المذياع <input type="checkbox"/> الاتصال بخدمة عملاء NFTA <input type="checkbox"/> التلفاز <input type="checkbox"/> إعلانات مطبوعة <input type="checkbox"/> على متن الحافلة <input type="checkbox"/> في موقف الحافلات <input type="checkbox"/> قبلاً عن قال <input type="checkbox"/> Facebook/Twitter <input type="checkbox"/> غير ذلك (حدد): <input type="checkbox"/> تحديثات عبر الرسائل النصية/ البريد الإلكتروني</p> <p>25. ما مدى رضاك بالإجمال عن خدمات NFTA-Metro؟ <input type="checkbox"/> راضٍ جدًا <input type="checkbox"/> منمنا بعض الشيء <input type="checkbox"/> راضٍ بعض الشيء <input type="checkbox"/> منمنا جدًا</p> <p align="center">تعليقات:</p> <div style="border: 1px solid gray; width: 100%; height: 100px; margin: 5px;"></div> <p align="center">شكراً على الوقت الذي منحتنا إياه اليوم! يرجى إعادة الاستبيان المنجز إلى الشخص الذي أخضعتك له على متن الحافلة.</p> <p align="center">ألا تستطيع إنهاء استبيانك على متن المركبة؟ اطلب من طرَح عليك الاستبيان إعطائك طرفاً بريدياً الإرسال الاستبيان بعد فروعك من ملته أو أجر الاستبيان على الموقع الإلكتروني: www.2017-Metro-Transit-Survey.com</p> <p>إذا كانت لديك تعليقات أو أسئلة أخرى عن المجلس الإقليمي الأعلى للنقل في Buffalo-Niagara وخدماته، فيرجى زيارة الموقع الإلكتروني www.gbntc.org.</p>
<p>11. موقع الوجهة: إلى أين تذهب؟ (لا يقصد هنا الموقع الذي ستزور فيه من على متن هذه الحافلة، بل الموقع النهائي لهذه الرحلة أحادية الاتجاه.)</p> <p>a. ما نوع المكان الذي تذهب إليه؟ (حدد خياراً واحداً فقط) <input type="checkbox"/> المنزل <input type="checkbox"/> السوق <input type="checkbox"/> العمل أو مكان ذي علاقة بالعمل <input type="checkbox"/> مرفق طبي <input type="checkbox"/> جامعة <input type="checkbox"/> موقع ترفيهي/ <input type="checkbox"/> (الطلاب فقط) <input type="checkbox"/> مدرسة ثانوية (الطلاب فقط) <input type="checkbox"/> أعسال شخصية <input type="checkbox"/> غير ذلك (حدد):</p> <p>b. إذا لم تكن ذاهباً إلى المنزل، فما اسم هذا المكان؟ (على سبيل المثال: Walmart، مكتب البريد، مدرسة Canisius الثانوية، مستشفى Mt St Mary، الخ)</p> <p>c. ما عنوان شارع هذا المكان بالضبط؟ إذا كان هذا المكان منزلك، أو إذا لم تكن تعرف عنوان الشارع بالضبط، فأعط أقرب تقاطع للطرق.</p> <p>العنوان: _____ أو التقاطع رقم 1: _____ التقاطع رقم 2: _____ المدينة: _____ الرمز البريدي: _____</p> <p>d. كيف ستصل إلى وجهتك من الحافلة الأخيرة/القطار الأخير في هذه الرحلة أحادية الاتجاه؟ <input type="checkbox"/> سأمسير على قدمي/ على الكرسي المتحرك → ما عدد الكتل؟ _____ <input type="checkbox"/> سأمسيري أدهم <input type="checkbox"/> الرحلة <input type="checkbox"/> سيارة الأجرة <input type="checkbox"/> سيارتي الخاصة <input type="checkbox"/> سيارة مشتركة اسم المرفق / تقاطع الطرق _____</p> <p>إذا كنت لن تسير على قدميك أو تستخدم كرسيًا متحركًا، فكم ميلاً ستقطع للوصول من الحافلة الأخيرة/القطار الأخير إلى وجهتك؟ عدد الأبدل _____ (أبدل 0 إن كان الحد أقل من 1)</p> <p>12. في الأسبوع العادي، كم مرة تتركب NFTA-Metro؟ <input type="checkbox"/> 1-3 أيام/الشهر <input type="checkbox"/> 3-6 أيام/الأسبوع <input type="checkbox"/> 3-5 أيام/الأسبوع <input type="checkbox"/> أقل من مرة/الشهر <input type="checkbox"/> يومين/الأسبوع <input type="checkbox"/> يومين/الأسبوع</p>	<p>17. كم عدد الأشخاص الذين يعيشون في منزلك بما فيهم أنت؟ <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 أو أكثر <input type="checkbox"/> أعترض عن الإجابة</p> <p>18. كم عدد الأشخاص الذين يعملون في منزلك بدوام جزئي أو كامل بمن فيهم أنت؟ <input type="checkbox"/> لا أحد <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 أو أكثر</p> <p>19. ما عدد السيارات العاملة الموجودة لدى عائلتك؟ <input type="checkbox"/> لا أحد <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 أو أكثر</p> <p>20. هل كنت أي من هذه السيارات متاحة لتقييم بهذه الرحلة أحادية الاتجاه؟ <input type="checkbox"/> نعم <input type="checkbox"/> لا <input type="checkbox"/> لا ينطبق</p> <p>21. ما اللغة (اللغات) المحكية في منزلك؟ (حدد كل ما ينطبق) <input type="checkbox"/> الإنجليزية <input type="checkbox"/> النيبالية <input type="checkbox"/> السواحلية <input type="checkbox"/> الإيمانية <input type="checkbox"/> العربية <input type="checkbox"/> الفرنسية <input type="checkbox"/> الكارن <input type="checkbox"/> الصومالية <input type="checkbox"/> غير ذلك (حدد): <input type="checkbox"/> البورمية <input type="checkbox"/> البنغالية</p> <p>22. ما مدى إتقانك للغة الإنجليزية؟ <input type="checkbox"/> جيدة جدًا <input type="checkbox"/> لا أتقنها على الإطلاق <input type="checkbox"/> أقل من جيد جدًا <input type="checkbox"/> أعترض عن الإجابة</p>	

Bus survey – Burmese instrument, page 1

ဧည့်သည်အမှတ်-



NFTA-METRO
Serving Buffalo Niagara

လမ်းကြောင်း #: _____ လမ်းညွှန် အပြန် / အသွား
 နေ့စွဲ: _____ အချိန်: _____ နံနက် / နေ့စင်း

2017 ဘတ်စ်ကားလမ်းကြောင်း ဧည့်သည်

ယခုလေ့လာမှုကို ဖြေဆိုပြီး \$100 လက်ဆောင်ကပ် ရွတ်စာရွက်ကို ရယူပါ။
 ကမ်းရိုးတန်း အတန်းစားနှင့် သင်တန်း ဧည့်သည်များ၏ အပိုင်အားများကို ဖြေဆိုရမည်ဖြစ်သည်။

အသေတွင်ရှိ ကျွန်ုပ်တို့၏ အများပြည်သူ သယ်ယူပို့ဆောင်ရေး ဝန်ဆောင်မှုများ
 တိုးတက်ရေးကို ကူညီပါ။

ကျေးဇူးပြု၍ စာလုံးများနှင့် နံပါတ်များကို စာလုံးအကြီးဖြင့် ရှင်းလင်းစွာရေးသားပါ။

အပိုင်း 1- သတ်သွယ်ရန်လိပ်စာကို ဖော်ပြပါ။

အမည်: _____
 ရန်နံပါတ်- (_____)

သင်နေထိုင်သော ညွှန် အမည်နှင့် စာတိုက်အမှတ် ကိုဖော်ပြပါ။
 (သင်သည် အမည်အတိုင်းအတိုင်း ဖြစ်ပါက သင်လက်ရှိနေသော ညွှန်အမည်နှင့် စာတိုက်အမှတ်ကို
 ဖော်ပြပါ။)

မြို့: _____
 လက်ခံရရှိသည့် စာတိုက်အမှတ်: _____

အချက်အလက်အားလုံးကို ဂျီပွတ်စ်နစ်အိမ်ထောင်သည်

အပိုင်း 2- ကျွန်ုပ်တို့ကို ယခု တစ်လမ်းသွားခရီးအကြောင်း ပြောပြပါ။

1. ယခုဘတ်စ်ကို မည်သည့်နေရာမှ စတင်ခဲ့သနည်း?

နေရာ- _____
 (ကားပတ်စ်နစ်အိမ်ထောင် အထက်ကနေရာ သို့မဟုတ် စီးပွားရေးလုပ်ငန်း)

လမ်းစဉ် #1: _____
 လမ်းစဉ် #2: _____

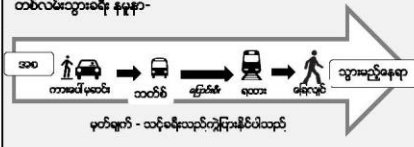
2. တိုင်းရင်းသား ဘတ်စ်ကားလမ်း သည် ဖြစ်ပေါ်မည်မျှ ဖော်ပြရသနည်း? _____

3. ယခုဘတ်စ်ကားအပေါ် မှ မည်သည့်နေရာတွင် သင်စတင်ခဲ့သနည်း?

နေရာ- _____
 (ကားပတ်စ်နစ်အိမ်ထောင် အထက်ကနေရာ သို့မဟုတ် စီးပွားရေးလုပ်ငန်း)

လမ်းစဉ် #1: _____
 လမ်းစဉ် #2: _____

တစ်လမ်းသွားခရီး နမူနာ-



မှတ်ချက် - သင်ခရီးသည်ကျွန်ုပ်တို့၏ပထမဦးဆုံး

4. ယခုတစ်လမ်းသွားခရီး ပြီးစီးရန်အတွက် ယခုဘတ်စ်အပေါ်စတင် ဝန်ဆောင်မှု ဘတ်စ် နှင့်/သို့မဟုတ် ရထားသည် ဘယ်နေ့မည်သည့်နေ့?

တစ် (ယခုဘတ်စ်သား) နှစ် သုံး ဝေး

5. ယခုတစ်လမ်းသွားခရီးတွင် သင်ပျော်ရမည့် လမ်းကြောင်းနံပါတ် (သို့မဟုတ် အမည်) အားလုံးကို ဖော်ပြပါ။

1st ဘတ်စ်/ရထား → 2nd ဘတ်စ်/ရထား → 3rd ဘတ်စ်/ရထား → 4th ဘတ်စ်/ရထား

1st ဘတ်စ်/ရထား → 2nd ဘတ်စ်/ရထား → 3rd ဘတ်စ်/ရထား → 4th ဘတ်စ်/ရထား

6. ယခုလေ့လာမှုအားမေးသည့် ဘတ်စ်ပေါ် အင်ဂျင်နီယာအဖွဲ့ သင်ပညာရှိ ကာမပေါင်းသနည်း?

တိုက်ရင်း လစဉ်လတ်မှတ်
 ဝေ့သား (တစ်ကြိမ်စီ) 30-ရက်လတ်မှတ်
 နေ့စဉ်လတ်မှတ် ကျောင်းသားလတ်မှတ်
 အပတ်စဉ်လတ်မှတ် CRAM လတ်မှတ်

7. သင်မေးရသော ကားစေ့သည်...?

အပြည့် အကန့်အသတ်
 သက်ကြီး/မသန်စွမ်း

8. သင်ခရီးစဉ်ကို သင့်အလုပ်နှင့် သို့မဟုတ် အခြားအဖွဲ့အစည်းမှ မပေးပါသလား?

ဟုတ်ကဲ့၊ ခရီးစဉ်အကုန် ဟုတ်ကဲ့၊ အချို့ မပေးပါ

9. လတ်မှတ်ကို မည်သည့်နေရာမှ ဝယ်ယူခဲ့သနည်း?

ဘတ်စ်ကား လူပုဂ္ဂိုလ်ဆောင်ရွက်မှုများ
 လတ်မှတ်ဖြတ်စက် NFTA ငွေပေးချေရုံး
 အွန်လိုင်း CRAM လတ်မှတ်
 စတိုးဆိုင် အထက်တန်းကျောင်း
 အလုပ်ရှင်/Metro Perk အခြား (ဖော်ပြပါ)- _____

10. မှုခင်းများ သင် မည်သည့်နေရာမှ လာပါသနည်း?
 (ယခုဘတ်စ်ကို စတင်စီမံသော နေရာမဟုတ်ပါ။ ယခု တစ်လမ်းသွားခရီးကို စတင်သောနေရာ ဖြစ်ပါသည်။)

a. မည်သည့် နေရာ အမျိုးအစားမှ သင်လာပါသနည်း? (တစ်ခုသာရွေးပါ)

အိမ် နေရာဝယ်
 အလုပ် သို့မဟုတ် အလုပ်ဆက်စပ် ဆေးကုသရေးဆောင်ရွက်မှုများ
 တက္ကသိုလ်/ကျောင်း အများပြည်သူ/ကိုယ်ရေးကိုယ်တာစီးပွား (ကျောင်းသား)
 အထက်တန်းကျောင်း (ကျောင်းသား) အခြား (ဖော်ပြပါ)- _____

b. သင်သည် အိမ်မှလာပြီး မဟုတ်ပါက ယခုနေရာ၏ အမည် မှာ အဘယ်နည်း? (ဥပမာ example, Walmart, Post Office, Canisius High School, Mt St Mary's Hospital စသည်ဖြင့်)

c. ယခုနေရာ၏ လိပ်စာအတိအကျ အဘယ်နည်း?
 ယခုနေရာသည် သင်အိမ်ခြံမြင်ပါက သို့မဟုတ် လိပ်စာအတိအကျ သင်မသိပါက အနီးဆုံး လမ်းညွှန်များကို ဖော်ပြပါ။

လိပ်စာ- _____
 သို့မဟုတ်
 လမ်းစဉ် #1: _____
 လမ်းစဉ် #2: _____
 မြို့- _____ စာတိုက်အမှတ်- _____

d. ယခု တစ်လမ်းသွားခရီးတွင် ပထမဆုံး ဘတ်စ်/ရထားတံဆိပ် သင်မည်သို့ လာသနည်း?

မြေလှုပ်/ဘီးစက်ကုလားထိုင် → ဘလောက် မည်မျှ? _____ # သရေခတ် (1 ဘတ်စ်/ရထား 0 ဟုရေးပါ)

ကားပတ်စ်နစ် စက်ဘီး အမှာကား
 ကိုယ်တိုင်ဆောင် _____
 စုပေါင်းကားစီး } ကားပတ်စ်နစ်/စက်ဘီး အမည် _____


သင်သည် မြေလှုပ် သို့မဟုတ် ဘီးစက်ကုလားထိုင် မသုံးပါက _____
 ယခုတစ်လမ်းသွားခရီး၏ ပထမဆုံး ဘတ်စ်/ရထားတံဆိပ် _____ # နှစ် (1 ဘတ်စ်/ရထား 0 ဟုရေးပါ)
 ဖြစ်ပါသည်။ သင်လာခဲ့ပါသနည်း?

ဧည့်သည်အမှတ်: ယနေ့အပြန်ဖြေရန် အချိန်မရပါက ငွေပေးရန်မလိုသည့် စာဖြန့်ချိရန် စာအိတ်ကိုတောင်းပါ။ သို့မဟုတ် အွန်လိုင်းတွင် အောက်ပါလိပ်စာမှ မြေစာဖြေပါ။

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ကျောဘက်သို့ →

Bus survey – Burmese instrument, page 2



NFTA-METRO
Serving Buffalo Niagara

1.1 သွားလိုသည့်နေရာ - သင်တင်လို သွားနေပါသလား?
 (ယခုတစ်ပတ်ပေါ်မှ ဆင်းရပ်နေထိုင်နေမှုအတွက်ပါ။ ယခု တစ်လခန့်အတွက်ပါ။ ဝန်ဆောင်မှုပေးနိုင်သည့်နေရာဖြစ်ပါသည်။)

၈. ဖုန်းနံပါတ် နေရာ အချိန်အစား သင်သွားနေပါသလား? (တစ်ပတ်အတွက်)

<input type="checkbox"/> အိမ်	<input type="checkbox"/> ဓမ္မစာ
<input type="checkbox"/> အလုပ်၊ အလုပ်နှင့်ဆက်စပ်	<input type="checkbox"/> ဆေးကုသဝန်ဆောင်မှုများ
<input type="checkbox"/> တက္ကသိုလ်/ကျောင်း	<input type="checkbox"/> အဖမ်း/
<input type="checkbox"/> (ကျောင်းသား)	<input type="checkbox"/> ကိုယ်ရေးကိုယ်တာစီးပွား
<input type="checkbox"/> အထက်တန်းကျောင်း (ကျောင်းသား)	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-

၉. သင်သည် အိမ်သို့သွားနေခြင်းမဟုတ်ဘဲ ယခုနေရာကို အပည့် အသင်သည်?
 (ဥပမာ - Walmart, Post Office, Canisius High School, Mt St Mary's Hospital စသည်ဖြင့်)

၁၀. ယခုနေရာကို လိုက်စားအပ်အတွက် အသင်သည်?
 ယခုနေရာသည် သင့်အိမ်ခြံမြေထက် သို့မဟုတ် နေရာအတိအကျမသိပါက အနီးဆုံး လမ်းဆုံကို ဖော်ပြပါ။

လမ်းစာ- _____

သို့မဟုတ်

လမ်းဆုံ #1: _____

လမ်းဆုံ #2: _____

ပြီး - _____ တတိုက်အမှတ် - _____

၁၁. ယခု တစ်လခန့်အတွက် နောက်ဆုံး သတင်း/ရထား သင်ရောက်လိုသောနေရာသို့ ဖုန်းနံပါတ် သင်သည်?

လမ်းမရောက်/ဘီးစာတင်ရထားသို့ → ဘဝလောက်ပုဂ္ဂိုလ်? _____

ကားပြင်ခြင်း စက်သီး အငှားအား (1. အတိုးပေးရန် ၀ မဟုတ်ပါ)

ကိုယ်တိုင်ပေးခြင်း

စုစည်းပေးခြင်း } ကားဆိုင်ခန်း/လမ်းဆုံ အညွှန်း

သင်သည် ဘီးစာတင်ရထားသို့ သို့မဟုတ် လမ်းမရောက်ခြင်း မရှိပါက နောက်ဆုံးသတင်း/ရထား သင်ရောက်လိုသောနေရာသို့ ဖုန်းနံပါတ် သင်သည်?

မှတ် (1. အတိုးပေးရန် ၀ မဟုတ်ပါ)

12. ပုံနှိပ်ထုတ်ဝေသည့် NFTA-Metro ကို အကြိုက်ဆုံး သင်ပါသလား?

<input type="checkbox"/> 6-7 ရက်/တစ်ပတ်	<input type="checkbox"/> 1-3 ရက်/တစ်ပတ်
<input type="checkbox"/> 3-5 ရက်/တစ်ပတ်	<input type="checkbox"/> တစ်ပတ်တစ်ကြိမ်/တစ်လ
<input type="checkbox"/> 1-2 ရက်/တစ်ပတ်	

အပိုင်း 3. သင်အကြောင်း ပြောပြပါ။

13. သင်တွင် ယာဉ်မောင်းလိုစင် ရှိပါသလား?

<input type="checkbox"/> ဟုတ်	<input type="checkbox"/> မဟုတ်
-------------------------------	--------------------------------

14. သင် အသက်မည်မျှရှိပါသလား?

<input type="checkbox"/> 16 အောက်	<input type="checkbox"/> 25-34	<input type="checkbox"/> 65+ အထက်
<input type="checkbox"/> 16-18	<input type="checkbox"/> 35-49	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> 19-24	<input type="checkbox"/> 50-64	

15. သင်သည်...? (သက်ဆိုင်ရာအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အချိန်ပြည့်အလုပ်လုပ်သူ	<input type="checkbox"/> အငြိမ်းစား
<input type="checkbox"/> အချိန်ပိုင်းအလုပ်လုပ်သူ	<input type="checkbox"/> အလုပ်လက်ခံ
<input type="checkbox"/> အိမ်အလုပ်လုပ်သူ	<input type="checkbox"/> စစ်မှုထမ်းမဟောင်း
<input type="checkbox"/> တက္ကသိုလ်/ကျောင်းသား	<input type="checkbox"/> စစ်မှုထမ်း
<input type="checkbox"/> အထက်တန်းကျောင်းသား	<input type="checkbox"/> မဖော်ပြပါ

16. သင်သည် အားလုံးအဖြစ်ပါသလား? (သက်ဆိုင်ရာအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အားလုံး	<input type="checkbox"/> အမေရိကန်အစိုးရ/အလုပ်ကင်းရေး
<input type="checkbox"/> လူမှုဝန်/အားပေးရေး/အစိုးရဝန်	<input type="checkbox"/> ဌာနက ဟာခိုင်ရီ သို့မဟုတ် ပရိတ်တစ်ကွန်းသား
<input type="checkbox"/> ကော်ဇောဆေး/လူမှုဝန်	
<input type="checkbox"/> ဟစ်စပန်းနစ်/လက်စတစ်	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> အရှေ့အလယ်ပိုင်း/အာဖရိကဆိုင်ရာ	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-

17. သင်အိမ်ထောင်ရတွင် သင်အိမ်ထောင် လူသားနှစ် နှစ်ပါသလား?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 နှင့် အထက်	<input type="checkbox"/> မဖော်ပြပါ
----------------------------	----------------------------	----------------------------	----------------------------	---------------------------------------	------------------------------------

18. သင်အိမ်ထောင် သက်ဆိုင်ရတွင် လူမှုဝန်ပြုသူ အချိန်ပြည့် သို့မဟုတ် အချိန်ပိုင်း အလုပ်လုပ်ကြပါသလား?

<input type="checkbox"/> မရှိ	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4 နှင့်အထက်
-------------------------------	----------------------------	----------------------------	----------------------------	--------------------------------------

19. သင်အိမ်ထောင်ရတွင် သုံးစွဲနိုင်သော မော်တော်ယာဉ် အသစ်နှစ် နှစ်ပါသလား?

<input type="checkbox"/> မရှိ	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4 နှင့်အထက်
-------------------------------	----------------------------	----------------------------	----------------------------	--------------------------------------

20. ယခု တစ်လခန့်အတွက် အဆိုပါယာဉ်များကို သုံးစွဲပါသလား?

<input type="checkbox"/> ဟုတ်	<input type="checkbox"/> မဟုတ်	<input type="checkbox"/> အတိုင်းပင်
-------------------------------	--------------------------------	-------------------------------------

21. သင်အိမ်တွင် ဖုန်းနံပါတ် ဘာသာစကား(များ) ပြောဆိုကြပါသလား? (သက်ဆိုင်ရာအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အင်္ဂလိပ်	<input type="checkbox"/> နှစ်ပါ	<input type="checkbox"/> အင်္ဂလိပ်
<input type="checkbox"/> စပိန်	<input type="checkbox"/> အာရှ	<input type="checkbox"/> ငြိမ်သပ်
<input type="checkbox"/> ကရင်	<input type="checkbox"/> ဆိုလာရီ	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-
<input type="checkbox"/> ဟာ	<input type="checkbox"/> အင်္ဂလိပ်/ဘာလား	

22. သင် အင်္ဂလိပ် ဖြည့်စွက်ပါသလား?

<input type="checkbox"/> အလွန်ကောင်းမွန်စွာ	<input type="checkbox"/> လုံလောက်စွာ
<input type="checkbox"/> အသင့်အတင့်	<input type="checkbox"/> မဖော်ပြပါ

23. 2016 တွင် အချိန်မတော် သင်အိမ်ထောင် ဖြည့်စွက်မှု?

<input type="checkbox"/> \$5,000 ထက်နည်း	<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$100,000
<input type="checkbox"/> \$5,000 - \$9,999	<input type="checkbox"/> \$35,000 - \$49,999	<input type="checkbox"/> နှင့်အထက်
<input type="checkbox"/> \$10,000 - \$14,999	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> \$15,000 - \$24,999	<input type="checkbox"/> \$75,000 - \$99,999	

အပိုင်း 4. သင်၏ NFTA-Metro အတွေ့အကြုံကို ပြောပြပါ။

24. အများဆုံးသို့ သင်အသုံးပြုသည့် လက်ခံရရှိပါသလား? (အကုန်အစုံအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အွန်လိုင်း (metro.nfta.com)	<input type="checkbox"/> Google/Google Transit
<input type="checkbox"/> ဖုန်း	<input type="checkbox"/> ရေဒီယို
<input type="checkbox"/> NFTA သို့ ရန်ပေးခြင်း	<input type="checkbox"/> ဝီဘီ
<input type="checkbox"/> ပုံနှိပ်စာရွက်စာတမ်းများ	<input type="checkbox"/> အသိပေးစာတမ်း
<input type="checkbox"/> ကားမှတ်တိုင်တွင်	<input type="checkbox"/> စကားပြော
<input type="checkbox"/> Facebook/Twitter	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-
<input type="checkbox"/> ရန်ပေး/ဖမ်းမလုပ်	

25. ဖုန်းနံပါတ် NFTA-Metro ဝန်ဆောင်မှုများကို သင်အသုံးပြု ကျေနပ် ရှိပါသလား?

<input type="checkbox"/> အလွန်ကျေနပ်	<input type="checkbox"/> တစ်ခါတစ်ရံကျေနပ်
<input type="checkbox"/> တစ်ခါတစ်ရံကျေနပ်	<input type="checkbox"/> အလွန်ကျေနပ်

မှတ်ချက်-

အချိန်မတော်အတွက် ကျေနပ်ပင်ပါသည်!
ပြောဆိုသော လူသားများ အားလုံး ဝန်ဆောင်မှုကို ပြန်လည်ပေးပါ

လူသားများ အချိန်မတော် အချိန်မတော် အချိန်မတော် အချိန်မတော် အချိန်မတော် အချိန်မတော်

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Greater Buffalo-Niagara စေတနာ့အဖွဲ့သည် သင်အသုံးပြုသည့် ဝန်ဆောင်မှုများကို ပြန်လည်ပေးပါမည်။
 ဝန်ဆောင်မှုများအပေါ် မှတ်ချက်များ သို့မဟုတ် မေးခွန်းများရှိပါက www.gbnrt.org သို့ ဝန်ဆောင်ပါ။

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Moore & Associates, Inc. | 2017

Bus survey – Karen instrument, page 2



Appendix B
Survey Instruments - Rail

Contained herein are the survey instruments used in the 2017 Onboard Rail Survey. Included is the English survey as well as the Spanish, Arabic, Burmese, and Karen versions of the survey.



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Rail survey – English instrument, page 1



SURVEY NUMBER:



Metro Rail Direction: N / S

Date: _____ Time: _____ AM / PM

**Greater Buffalo-Niagara Regional Transportation Council
2017 Rail Transit Survey**

Welcome aboard! Please take a few moments to complete this important survey. Your input will be used to improve public transit services in the Greater Buffalo-Niagara area. **All information will be kept strictly confidential. Information you provide here WILL NOT be shared or sold.**

As a token of our appreciation for completing this survey, you may be selected to receive a \$100 gift card! *You must provide your name, a phone number where we can contact you, and complete all survey questions to be eligible for the drawing.*

If you don't have time to complete the survey online, ask the surveyor for a postage-paid envelope to mail it back, or take the survey online at www.2017-Metro-Transit-Survey.com.

PLEASE PRINT LETTERS AND NUMBERS CLEARLY IN UPPER CASE.

Section 1: Please provide your contact information.

Name: _____

Phone number: (____) _____

What are the **CITY** and **ZIP CODE** where you live?
(If you are visiting, please provide the city and zip code of the place you are staying locally)

City: _____

5-digit Zip Code: _____

Section 2: Tell us about THIS ONE-WAY TRIP.

1. Where did you get ON THIS TRAIN?

- | | |
|---|---|
| <input type="checkbox"/> University Station | <input type="checkbox"/> Allen Medical Hospital |
| <input type="checkbox"/> LaSalle Station | <input type="checkbox"/> Fountain Plaza |
| <input type="checkbox"/> Amherst Street | <input type="checkbox"/> LaFayette Square |
| <input type="checkbox"/> Humboldt Hospital | <input type="checkbox"/> Church Street |
| <input type="checkbox"/> Delevan/Canisius College | <input type="checkbox"/> Seneca Street |
| <input type="checkbox"/> Utica Station | <input type="checkbox"/> Erie Canal Harbor |
| <input type="checkbox"/> Summer-Best Station | <input type="checkbox"/> Special Events Station |

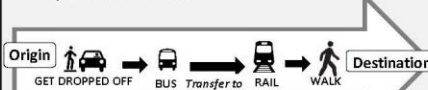
2. How many minutes did you wait at this location for the train to arrive? _____

3. Where will you get OFF THIS TRAIN?

- | | |
|---|---|
| <input type="checkbox"/> University Station | <input type="checkbox"/> Allen Medical Hospital |
| <input type="checkbox"/> LaSalle Station | <input type="checkbox"/> Fountain Plaza |
| <input type="checkbox"/> Amherst Street | <input type="checkbox"/> LaFayette Square |
| <input type="checkbox"/> Humboldt Hospital | <input type="checkbox"/> Church Street |
| <input type="checkbox"/> Delevan/Canisius College | <input type="checkbox"/> Seneca Street |
| <input type="checkbox"/> Utica Station | <input type="checkbox"/> Erie Canal Harbor |
| <input type="checkbox"/> Summer-Best Station | <input type="checkbox"/> Special Events Station |

Use information about the ONE-WAY TRIP you are taking now to answer the rest of the questions in this section.

Example of a ONE-WAY TRIP:



Note: Your trip may look different!

4. Including THIS TRAIN, how many total buses and/or trains will you ride to make THIS ONE-WAY TRIP?

- One (this train only) Two Three Four

5. List all the route numbers (or names) you will use on THIS ONE-WAY TRIP.

Example 1st bus/light rail → 2nd bus/light rail → 3rd bus/light rail → 4th bus/light rail

1st bus/light rail → 2nd bus/light rail → 3rd bus/light rail → 4th bus/light rail

6. ORIGIN LOCATION: Where are you coming from?

(This location is NOT where you got on THIS TRAIN, but where you started this one-way trip.)

a. What kind of **place** are you coming from?

- | | |
|--|---|
| <input type="checkbox"/> Home | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Work or work-related | <input type="checkbox"/> Medical services |
| <input type="checkbox"/> University/college (student only) | <input type="checkbox"/> Dining, recreational, entertainment, sporting event, religious, or personal business |
| <input type="checkbox"/> High school (student only) | |
| <input type="checkbox"/> Other (specify): _____ | |

b. If you are not coming from home, what is the **name** of this place?

c. What is the exact street address of this place?

If this place is your home, or if you do not know the exact street address, provide the nearest cross streets.

Address: _____

OR

Cross Street #1: _____

Cross Street #2: _____

City: _____ Zip: _____

d. How did you get to the FIRST bus/train on THIS one-way trip?

Walked/wheelchair → How many blocks? _____
of blocks (answer 0 if less than 1)

- | | | |
|--------------------------------------|--|-------------------------------|
| <input type="checkbox"/> Dropped off | <input type="checkbox"/> Bicycle | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Drove alone | } _____
<small>Parking lot name/cross streets</small> | |
| <input type="checkbox"/> Carpooled | | |

If you DID NOT walk or use a wheelchair, how many miles did you travel to get to the first bus/train on this one-way trip?
of miles (answer 0 if less than 1)

7. When you got on the train where you were given this survey, how did you pay?

- | | | |
|--|---|--|
| <input type="checkbox"/> Token | <input type="checkbox"/> Monthly Pass | <input type="checkbox"/> University Pass |
| <input type="checkbox"/> Cash (one ride) | <input type="checkbox"/> 30-Day Pass | <input type="checkbox"/> Free Ride |
| <input type="checkbox"/> Day Pass | <input type="checkbox"/> Round-Trip Rail Ticket | |
| <input type="checkbox"/> Weekly Pass | <input type="checkbox"/> Student Pass | |

8. Was your fare...?

- Full fare Senior/Disabled

9. Did your employer or another organization pay for your fare?

- Yes, entire fare Yes, some of fare No

CONTINUED ON REVERSE →



SURVEY NUMBER:



10. DESTINATION LOCATION: Where are you going to?

(This location is NOT where you will get off THIS train, but where you will end this one-way trip.)

a. What kind of place are you going to?

- Home
- Shopping
- Work or work-related
- Medical services
- University/college (student only)
- Dining, recreational, entertainment, sporting event, religious, or personal business
- High school (student only)
- Other (specify): _____

b. If you are not going home, what is the name of this place?

c. What is the exact street address of this place?
If this place is your home, or if you do not know the exact street address, provide the nearest cross streets.

Address: _____
 OR
 Cross Street #1: _____
 Cross Street #2: _____
 City: _____ Zip: _____

d. How will you get to your destination from the LAST bus/train on THIS one-way trip?

- Walk/wheelchair → How many blocks? _____
of blocks (answer 0 if less than 1)
- Get picked up
- Bicycle
- Taxi
- Drive alone
- Carpool

If you WILL NOT walk or use a wheelchair, how many miles will you travel to get from the last bus/train to your destination?
of miles (answer 0 if less than 1)

11. Where did you purchase your fare?

- On the bus
- Ticket vending machine
- Online purchase
- Store outlet
- Employer/Metro Advantage
- Social services
- NFTA cash office
- University Pass
- High school

12. In a typical week, how often do you ride NFTA-Metro?

- 6-7 days/week
- 3-5 days/week
- 1-2 days/week
- 1-3 days/month
- 1-2 days/week
- Less than once/month

Section 3. Tell us about yourself.

13. Do you have a valid driver's license?

- Yes
- No

14. What is your age?

- Under 16
- 19-24
- 35-49
- 65+ years of age
- 16-18
- 25-34
- 50-64

15. Are you...? (check all that apply)

- Full-time worker
- Part-time worker
- Homemaker
- University/college student
- High school student
- Retired
- Unemployed/looking for a job
- Unemployed/not looking for a job

16. What is your ethnicity? (check all that apply)

- Asian (includes those with origins in the Far East, Southeast Asia, and Indian subcontinent)
- Black/African-American
- Caucasian/White (includes those with origins in the Middle East and North Africa)
- Hispanic/Latino
- Native American/Alaska Native
- Native Hawaiian or Pacific Islander
- Other (specify): _____

17. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5 or more

18. Including yourself, how many of the people in your household are employed full-time or part-time?

- None
- 1
- 2
- 3
- 4 or more

19. How many working vehicles are available to your household?

- None
- 1
- 2
- 3
- 4 or more

20. Were any of those vehicles available to make THIS one-way trip?

- Yes
- No

21. What language(s) are spoken in your home? (check all that apply)

- English
- Spanish
- Karen
- Arabic
- Nepali
- Burmese
- Somali
- Bengali/Bangla
- Swahili
- French
- Other (specify): _____

22. How well do you speak English?

- Very well
- Less than very well
- Not at all

23. What was your total household income in 2016 before taxes?

- Less than \$5,000
- \$5,000 - \$9,999
- \$10,000 - \$14,999
- \$15,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 or more

Section 4. Tell us about your NFTA-Metro experience.

24. How do you receive information about NFTA-Metro?

- Online (metro.nfta.com)
- Printed schedules
- Calling NFTA customer service
- Print advertisements
- At the rail station or bus stop
- Social media
- Other websites
- Radio
- TV
- Onboard the bus/train
- Word of mouth

25. Overall, how satisfied are you with NFTA-Metro services?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Comments:

Thank you for your time today!

Please return your completed survey to the surveyor onboard the train. If you cannot complete your survey onboard the train, ask the surveyor for a postage-paid mail-back envelope and return your survey by mail. You can also complete the survey online by visiting:


www.2017-Metro-Transit-Survey.com

If you have additional customer comments or questions about the GBNRTC and its services, please visit www.gbnrtc.org.



Rail survey – Spanish instrument, page 1

NÚMERO DE ENCUESTA:



NFTA-METRO
Serving Buffalo Niagara

Metro Rail Sentido: Entrada / Salida

Fecha: _____ Hora: _____ AM / PM

Encuesta sobre el Transporte de Trenes de 2017

¡Realice esta encuesta y tendrá la oportunidad de ganar una tarjeta regalo de \$100!

Debe completar todas las secciones de esta encuesta para participar del sorteo.

¡Ayúdenos a mejorar los servicios de transporte público del Área Metropolitana de Buffalo-Niagara!

POR FAVOR ESCRIBA LAS LETRAS Y LOS NÚMEROS DE MANERA CLARA EN MAYÚSCULAS.

Sección 1: Por favor provea su información de contacto.

Nombre: _____

Número de Teléfono: (____) _____

¿En qué CIUDAD vive y cuál es el CÓDIGO POSTAL?
(Si usted está visitando la ciudad, por favor provea el nombre de la ciudad y el código postal del lugar en el que se encuentra)

Ciudad: _____

Código Postal de 5 dígitos: _____

Toda la información será estrictamente confidencial.

Sección 2: Cuéntenos sobre este VIAJE DE IDA.

1. ¿En qué lugar se subió A ESTE TREN?

<input type="checkbox"/> Universidad	<input type="checkbox"/> Allen Medical Campus
<input type="checkbox"/> LaSalle	<input type="checkbox"/> Fountain Plaza
<input type="checkbox"/> Amherst Street	<input type="checkbox"/> Lafayette Square
<input type="checkbox"/> Humboldt Hospital	<input type="checkbox"/> Church Street
<input type="checkbox"/> Delevan/Canisius College	<input type="checkbox"/> Seneca Street
<input type="checkbox"/> Utica	<input type="checkbox"/> Erie Canal Harbor
<input type="checkbox"/> Summer-Best	<input type="checkbox"/> Special Events Station

2. ¿Cuántos minutos esperó el tren en este lugar? _____

3. ¿En qué lugar se bajará DE ESTE TREN?

<input type="checkbox"/> Universidad	<input type="checkbox"/> Allen Medical Campus
<input type="checkbox"/> LaSalle	<input type="checkbox"/> Fountain Plaza
<input type="checkbox"/> Amherst Street	<input type="checkbox"/> Lafayette Square
<input type="checkbox"/> Humboldt Hospital	<input type="checkbox"/> Church Street
<input type="checkbox"/> Delevan/Canisius College	<input type="checkbox"/> Seneca Street
<input type="checkbox"/> Utica	<input type="checkbox"/> Erie Canal Harbor
<input type="checkbox"/> Summer-Best	<input type="checkbox"/> Special Events Station

Use la información sobre este VIAJE DE IDA en el que usted se encuentra ahora para responder el resto de las preguntas de esta sección.

Ejemplo de un VIAJE DE IDA:

4. Incluyendo ESTE TREN, ¿cuántos autobuses y/o trenes tomará en total para realizar ESTE VIAJE DE IDA?

Uno (solo este tren) Dos Tres Cuatro

5. Enumere todos los números de ruta (o nombres) que usará en ESTE VIAJE DE IDA.

Ejemplo 1er autobús/tren → 2do autobús/tren → 3er autobús/tren → 4to autobús/tren

13	TREN	-----	-----
----	------	-------	-------

1er autobús/tren → 2do autobús/tren → 3er autobús/tren → 4to autobús/tren

--	--	--	--

6. Cuando se subió al tren en el cual recibió esta encuesta, ¿cómo pagó?

<input type="checkbox"/> Cospel	<input type="checkbox"/> Boleto de Ida y Vuelta
<input type="checkbox"/> Efectivo (un viaje)	<input type="checkbox"/> Pase de Estudiante
<input type="checkbox"/> Pase Diario	<input type="checkbox"/> Pase CRAM
<input type="checkbox"/> Pase Semanal	<input type="checkbox"/> Zona de Tarifa Gratuita
<input type="checkbox"/> Pase Mensual	<input type="checkbox"/> Pase de Empleado NFTA
<input type="checkbox"/> Pase de 30 días	

7. Su pasaje fue...

Tarifa completa Persona Mayor/Discapacitado

No aplicable

8. ¿Su pasaje fue abonado por su empleador u otra organización?

Sí, el pasaje completo Sí, una parte del pasaje No

9. ¿Dónde compró su pasaje?

<input type="checkbox"/> En el autobús	<input type="checkbox"/> En servicios sociales
<input type="checkbox"/> Máquina expendedora de boletos	<input type="checkbox"/> Boletería del NFTA
<input type="checkbox"/> Compra por Internet	<input type="checkbox"/> Pase CRAM
<input type="checkbox"/> Punto de venta comercial	<input type="checkbox"/> Escuela secundaria
<input type="checkbox"/> Beneficio de Empleador /Metro	<input type="checkbox"/> Otro (especifique): _____

10. LUGAR DE ORIGEN: ¿De dónde viene?
(Este lugar NO se refiere al lugar donde subió a ESTE TREN, sino donde usted comenzó este viaje de ida.)

a. ¿De qué tipo de lugar viene? (Marque solo uno)

<input type="checkbox"/> Hogar	<input type="checkbox"/> Lugar de compras
<input type="checkbox"/> Trabajo o similar	<input type="checkbox"/> Servicios Médicos
<input type="checkbox"/> Universidad/Instituto Superior (solo estudiantes)	<input type="checkbox"/> Actividad Recreativa/ asuntos personales
<input type="checkbox"/> Escuela Secundaria (solo estudiantes)	<input type="checkbox"/> Otro (especifique): _____

B. Si no viene de su hogar, ¿cuál es el nombre de este lugar? (Por ejemplo, Walmart, Correo, Escuela Secundaria Canisius, Hospital Mt St Mary's, etc.)

C. ¿Cuál es el domicilio exacto de este lugar?
Si este lugar es su hogar, o si no conoce el domicilio exacto, provea las intersecciones más cercanas.

Domicilio: _____

O

Intersección #1: _____

Intersección #2: _____

Ciudad: _____ Código Postal: _____

D. ¿Cómo llegó a la parada del PRIMER autobús/tren en ESTE viaje de ida?

Caminando/En silla de ruedas → ¿Cuántas cuadras? _____

Alguien lo acercó Bicicleta Taxi

Conducirá solo

Compartirá el vehículo } Nombre del Estacionamiento/Intersección de calles _____

Si usted NO caminó o usó una silla de ruedas, ¿Cuántas millas viajó para llegar al primer autobús/tren de este viaje de ida? _____

de millas (Respuesta 0 si es menos de 1)

CONTINÚA AL REVERSO →

¿No tiene tiempo para completar esta encuesta hoy? Solicite al encuestador un sobre con franqueo prepago o realice la encuesta por Internet en: www.2017-Metro-Transit-Survey.com.



NÚMERO DE ENCUESTA:



11. LUGAR DE DESTINO: ¿Hacia dónde se dirige?

(Este lugar NO se refiere al lugar donde descenderá de ESTE tren, sino donde usted finalizará este viaje de ida.)

- a. ¿A qué tipo de lugar se dirige?** (Marque solo uno)
- | | |
|--|--|
| <input type="checkbox"/> Hogar | <input type="checkbox"/> Lugar de compras |
| <input type="checkbox"/> Trabajo o similar | <input type="checkbox"/> Servicios Médicos |
| <input type="checkbox"/> Universidad/Instituto Superior (solo estudiantes) | <input type="checkbox"/> Actividad Recreativa/asuntos personales |
| <input type="checkbox"/> Escuela Secundaria (solo estudiantes) | <input type="checkbox"/> Otro (especifique): _____ |

B. Si no se dirige a su hogar, ¿cuál es el nombre de este lugar? (Por ejemplo, Walmart, Costco, Escuela Secundaria Conisius, Hospital Mt St Mary's, etc.)

c. ¿Cuál es el domicilio exacto de este lugar?
 Si este lugar es su hogar, o si no conoce el domicilio exacto, provea las intersecciones más cercanas.

Domicilio: _____

Intersección #1: _____

Intersección #2: _____

Ciudad: _____ Código Postal: _____

D. ¿Cómo llegará hacia su destino desde la parada del ÚLTIMO autobús/tren en ESTE viaje de ida?

- Caminando/En silla de ruedas → ¿Cuántas cuadras? _____
- Lo irán a buscar Bicicleta Taxi A domicilio (No en el bus o en el tren)
- Conducir solo
- Compartirá el vehículo _____
- Nombre del Estado y número de la intersección de calles

Si usted NO caminará o usará una silla de ruedas, ¿Cuántas millas viajará para ir desde el último autobús/tren a su destino?

_____ de millas (No en el bus o en el tren)

- 12. En una semana típica, ¿Con qué frecuencia utiliza el NFTA-Metro?**
- | | |
|--|---|
| <input type="checkbox"/> 6-7 días/semana | <input type="checkbox"/> 1-3 días/mes |
| <input type="checkbox"/> 3-5 días/semana | <input type="checkbox"/> Menos de una vez/mes |
| <input type="checkbox"/> 1-2 días/semana | |

Sección 3: Cuéntenos sobre usted.

- 13. ¿Posee licencia de conducir válida?**
- Sí No

- 14. ¿Cuál es su edad?**
- | | | |
|--------------------------------------|--------------------------------|--|
| <input type="checkbox"/> Menor de 16 | <input type="checkbox"/> 25-34 | <input type="checkbox"/> + 65 años de edad |
| <input type="checkbox"/> 16-18 | <input type="checkbox"/> 35-49 | <input type="checkbox"/> Refusa declarar |
| <input type="checkbox"/> 19-24 | <input type="checkbox"/> 50-64 | |

- 15. Usted es...** (Seleccione todas las que apliquen):
- | | |
|--|--|
| <input type="checkbox"/> Trabajador de tiempo completo | <input type="checkbox"/> Jubilado |
| <input type="checkbox"/> Trabajador de tiempo parcial | <input type="checkbox"/> Desocupado |
| <input type="checkbox"/> Ama/o de casa | <input type="checkbox"/> Veterano |
| <input type="checkbox"/> Estudiante universitario o superior | <input type="checkbox"/> Militar activo |
| <input type="checkbox"/> Estudiante secundario | <input type="checkbox"/> Refusa declarar |

- 16. ¿A que grupo étnico pertenece?** (Seleccione todas las que apliquen):
- | | |
|---|--|
| <input type="checkbox"/> Asiática | <input type="checkbox"/> Nativa Americana/Nativa de Alaska |
| <input type="checkbox"/> Negro/Afroamericano | <input type="checkbox"/> Hawaiano/Nativo de otra Isla de |
| <input type="checkbox"/> Caucásica/Blanca | <input type="checkbox"/> Isla del Pacífico |
| <input type="checkbox"/> Hispano/Latina | <input type="checkbox"/> Refusa declarar |
| <input type="checkbox"/> Medio Oriente /del Norte de África | <input type="checkbox"/> Otro (especifique): _____ |

- 17. Incluyéndose usted, ¿cuántas personas viven en su hogar?**
- 1 2 3 4 5 o más Refusa declarar

- 18. Incluyéndose usted, ¿cuántas personas de su hogar trabajan tiempo completo o parcial?**
- Ninguna 1 2 3 4 o más

- 19. ¿Cuántos vehículos en funcionamiento se encuentran disponibles en su hogar?**
- Ninguna 1 2 3 4 o más

- 20. ¿Algunos de esos vehículos se encontraban disponibles para realizar ESTE viaje de ida?**
- Sí No No aplica

- 21. ¿Qué idioma(s) se habla(n) en su hogar?** (Seleccione todos los que apliquen):
- | | | |
|----------------------------------|---|--|
| <input type="checkbox"/> Inglés | <input type="checkbox"/> Nepalés | <input type="checkbox"/> Swahili |
| <input type="checkbox"/> Español | <input type="checkbox"/> Árabe | <input type="checkbox"/> Francés |
| <input type="checkbox"/> Karen | <input type="checkbox"/> Somali | <input type="checkbox"/> Otro (especifique): _____ |
| <input type="checkbox"/> Birmano | <input type="checkbox"/> Bengalí/Bangla | |

- 22. ¿Cuál es su nivel de inglés?**
- Muy bueno No habla
- Bueno Refusa declarar

23. ¿Cuál fue el ingreso total de su hogar en el año 2016 antes de la deducción de impuestos?

- | | | |
|--|--|--|
| <input type="checkbox"/> Menos de \$5,000 | <input type="checkbox"/> \$25,000 - \$34,999 | <input type="checkbox"/> \$100,000 o más |
| <input type="checkbox"/> \$5,000 - \$9,999 | <input type="checkbox"/> \$35,000 - \$49,999 | <input type="checkbox"/> Refusa declarar |
| <input type="checkbox"/> \$10,000 - \$14,999 | <input type="checkbox"/> \$50,000 - \$74,999 | |
| <input type="checkbox"/> \$15,000 - \$24,999 | <input type="checkbox"/> \$75,000 - \$99,999 | |

Sección 4: Cuéntenos su experiencia con NFTA-Metro.

24. ¿Cómo prefiere recibir información sobre NFTA-Metro?

- (Seleccione todas las que apliquen):
- | | |
|---|--|
| <input type="checkbox"/> Por Internet (metro.nfta.com) | <input type="checkbox"/> Google/Google Transit |
| <input type="checkbox"/> Hojas Impresas | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Llame al centro de servicios de NFTA | <input type="checkbox"/> TV |
| <input type="checkbox"/> Publicidad impresa | <input type="checkbox"/> A bordo del autobús |
| <input type="checkbox"/> En la parada de autobús | <input type="checkbox"/> Boca a boca |
| <input type="checkbox"/> Facebook/Twitter | <input type="checkbox"/> Otro (especifique): _____ |
| <input type="checkbox"/> Actualizaciones por mensajes de texto/correo electrónico | |

25. En general, ¿cuán satisfecho está con respecto a los servicios de Metro-NFTA?

- Muy satisfecho Un poco insatisfecho
- Un poco satisfecho Muy insatisfecho

Comentarios:

¡Gracias por su tiempo!
Por favor, devuelva la encuesta completa al encuestador que se encuentra a bordo del autobús.

¿No ha podido terminar la encuesta a bordo del vehículo? Solicite al encuestador un sobre con franqueo prepagado o realice la encuesta por Internet en: www.2017-Metro-Transit-Survey.com

Si usted tiene preguntas o comentarios adicionales sobre el Consejo de Transporte Regional del Área Metropolitana Buffalo-Niagara y sus servicios, por favor visite www.gbtrc.org.

2017 Niagara Frontier Transportation Authority Onboard Survey
Greater Buffalo-Niagara Regional Transportation Council
Final Report

استبيان رقم:

NFTA-METRO
Serving Buffalo-Niagara

القطار: _____ التاريخ: _____
الاتجاه: خارج/عائد صياحا / مساءً

استبيان عام 2017 حول النقل بالقطارات

أجب عن هذا الاستبيان لتتاح لك فرصة الفوز ببطاقة هدية بقيمة 100 دولار أمريكي!
عليك إتمام جميع فقرات هذا الاستبيان كي تصبح سخرًا للمسحب.
ساعدنا في تحسين خدمات النقل العامة في منطقة Buffalo-Niagara

يرجى كتابة الأحرف والأرقام كبيرة وواضحة.

الفقرة 1: يرجى تقديم معلومات الاتصال الخاصة بك.
الاسم: _____
رقم الهاتف: _____
ما رمز المدينة والرمز البريدي حيث تعيش؟
(إذا كنت زائرًا، فيرجى إعطاء رمز المدينة والرمز البريدي لمكان مكوته)
المدينة: _____
الرمز البريدي المؤلف من خمسة الأرقام: _____
ستبقى جميع المعلومات سرية تمامًا.

الفقرة 2: أخبرنا عن هذه الرحلة أحادية الاتجاه.

1. أين صعدت على متن هذا القطار؟
 الجامعة
 Allen Medical Campus
 LaSalle
 Fountain Plaza
 Amherst شارع
 Lafayette ساحة
 Church Street
 Delevan/Canisius College شارع
 Seneca
 Erie Canal Harbor
 Utica
 Summer-Best
 Special Events Station

2. كم دقيقة انتظرت في هذا الموقع ريثما وصل القطار؟ _____

3. أين ستزل من هذا القطار؟
 الجامعة
 LaSalle
 شارع Amherst
 Church Street
 Delevan/Canisius College شارع
 Seneca
 Erie Canal Harbor
 Utica
 Summer-Best
 Special Events Station

استخدم المعلومات الخاصة بالرحلة أحادية الاتجاه التي تقوم بها الآن للإجابة عن بقية الأسئلة في هذه الفقرة.
مثال عن رحلة أحادية الاتجاه:

المنطلق → تذاكر → حافلة → قطار → قطار → قطار → مقصد

ملاحظة: قد تبدو رحلتك مختلفة!

4. ما العدد الكلي من القطارات التي ستركبها، بما فيها هذا القطار، لإجازة هذه الرحلة أحادية الاتجاه؟
 واحد (هذا القطار فقط) اثنان ثلاثة أربعة

5. أدرج جميع أرقام (أو أسماء) المسارات التي ستستخدمها في هذه الرحلة أحادية الاتجاه.
 المسار الأول → المسار الثاني → المسار الثالث → المسار الرابع
 مثال: 13 قطار
 المسار الأول → المسار الثاني → المسار الثالث → المسار الرابع

6. حين ركبت القطار الذي أعطيت فيه هذا الاستبيان، كيف سددت الأجرة؟
 قسيمة
 بطاقة ركوب يومية
 بطاقة ركوب أسبوعية
 بطاقة ركوب شهرية
 بطاقة ركوب لـ 0 يوم
 قسيمة نقدًا
 بطاقة ركوب يومية
 بطاقة ركوب أسبوعية
 بطاقة ركوب شهرية
 بطاقة ركوب عاملي NFTA

7. هل كانت أجزيتك...?
 تعرفه كاملة تعرفه كبار السن/المعاقين غير منطبق

8. هل سدد صاحب العمل أو جهة أخرى الأجرة؟
 نعم، الأجرة بكاملها نعم، جزء من الأجرة لا


9. أين سددت أجزيتك؟
 في الحافلة
 آلة بيع التذاكر
 شراء من شبكة الإنترنت
 منفذ بيع متجر
 صاحب العمل/Metro Perk
 الخدمات الاجتماعية
 مكتب NFTA النقدي
 تذكرة مرور CRAM
 المدرسة الثانوية
 غير ذلك (حدد): _____

10. المنطلق: من أين أنت؟
 (لا يقصد هنا الموقع الذي صعدت عنده على متن هذا القطار، بل موقع انطلاق هذه الرحلة أحادية الاتجاه.)
 a. ما نوع المكان الذي قدمت منه؟ (حدد خيارًا واحدًا فقط)
 المنزل
 العمل أو مكان ذي علاقة بالعمل
 جامعة
 (الطلاب فقط)
 مدرسة ثانوية (الطلاب فقط)
 السوق
 مرفق طبي
 موقع ترفيهي/
 أعمال شخصية
 غير ذلك (حدد): _____
 b. إذا لم تكن قادمًا من المنزل، فما اسم هذا المكان؟ (على سبيل المثال Walmart، مكتب البريد، مدرسة Canisius الثانوية، مستشفى Mt St Mary الخ)
 c. ما عنوان شارع هذا المكان بالضبط؟
 إذا كان هذا المكان منزلك، أو إذا لم تكن تعرف عنوان الشارع بالضبط، فاصطدق أقرب تقاطع للطرق.
 العنوان: _____
 أو
 التقاطع رقم 1: _____
 التقاطع رقم 2: _____
 المدينة: _____ الرمز البريدي: _____
 d. كيف وصلت إلى الحافلة الأولى/القطار الأول في هذه الرحلة أحادية الاتجاه؟
 سيرًا على قدمي/ على الكرسي المتحرك → ما عدد الكتل؟ _____
 وسيلة نقل
 دراجة
 سيارة أجرة
 سيارتي الخاصة
 سيارة مشتركة
 إذا لم تسر على قدميك أو تستخدم كرسيًا متحركًا، فكم ميلاً قطعت للوصول إلى الحافلة الأولى/القطار الأول في هذه الرحلة أحادية الاتجاه؟
 عدد الكتل (عدد 0 إن كان عدد الكتل من 1) _____
 اسم الشارع / تقاطع الطرقات _____
 عدد الأقدام (عدد 0 إن كان عدد الأقدام من 1) _____

يتبع في الوجهة الثاني →

Rail survey – Arabic instrument, page 2

استبيان رقم: _____



11. موقع الوجهة: إلى أين تذهب؟
(لا يقصد هذا الموقع الذي ستتزل فيه من على متن هذا القطار، بل الموقع النهائي لهذه الرحلة أحادية الاتجاه)

a. ما نوع المكان الذي تذهب إليه؟ (حدد خيارًا واحدًا فقط)

المنزل
 العمل أو مكان ذي علاقة بالعمل
 مرفق طبي
 جامعة
 (الطلاب فقط)
 مدرسة ثانوية (للطلاب فقط)
 غير ذلك (حدد): _____

b. إذا لم تكن ذاهبًا إلى المنزل، فما اسم هذا المكان؟
(على سبيل المثال Walmart، مكتب البريد، مدرسة Canisius الثانوية، مستشفى، Mt St Mary)

c. ما عنوان شارع هذا المكان بالضبط؟
إذا كان هذا المكان منزلك، أو إذا لم تكن تعرف عنوان الشارع بالضبط فأضرب أقرب تقاطع للطرق.

العنوان: _____
أو التقاطع رقم 1: _____
التقاطع رقم 2: _____
الرمز البريدي: _____

d. كيف ستصل إلى وجهتك من الحافلة الأخيرة/القطار الأخير في هذه الرحلة أحادية الاتجاه؟

ماسنير على قدمي/ على الكرسي المتحرك → ما عدد الكلال؟
(عدد الكلال 0 إن كان عدد الكلال من 1)

ميوصلني أحدهم
 دراجة
 ميازة الأجرة
 ميازتي الخاصة
 ميازة مشتركة
(اسم دريبيد / مطلق للطرق)

إذا كنت لن تصير على قدمي أو تستخدم كرسيًا متحركًا، فكم ميلًا ستقطع للوصول من الحافلة الأخيرة/القطار الأخير إلى وجهتك؟

12. في الأسبوع التالي، كم مرة تتركب NFTA-Metro؟

1-3 أيام/الأسبوع
 4-6 أيام/الأسبوع
 7-10 أيام/الأسبوع
 أقل من مرة/الأسبوع
 يومين/الأسبوع

فقرة 3: أخبرنا عن نفسك.

13. هل لديك رخصة قيادة صالحة؟
 نعم
 لا

14. ما عمرك؟
أقل من 16 16-24 25-34 35-49 50-65 عام
أقل من 18 18-24 25-34 35-49 50-65 أعترض عن الإجابة

15. هل أنت... (حدد كل ما ينطبق)
 عامل بدوام كامل
 عامل بدوام جزئي
 ربة منزل
 طالب جامعي
 طالب في المدرسة الثانوية
 متقاعد
 عاطل عن العمل
 محارب قديم
 عسكري
 أعترض عن الإجابة

16. ما عرقك؟ (حدد كل ما ينطبق)
 أمريكي أصلي/من سكان الأسكا
 أمريكي أسود/أفريقي
 أبيض/أفريقي
 هسباني/لاتيني
 شرق أوسطي/شمال أفريقي
 أمريكي
 أمريكي أسود/أفريقي
 أبيض/أفريقي
 هسباني/لاتيني
 شرق أوسطي/شمال أفريقي
 غير ذلك (حدد): _____

17. كم عدد الأشخاص الذين يعيشون في منزلك بما فيهم أنت؟
 1 2 3 4 5 أو أكثر أعترض عن الإجابة

18. كم عدد الأشخاص الذين يعملون في منزلك بدوام جزئي أو كامل بمن فيهم أنت؟
 لا أحد 1 2 3 4 أو أكثر

19. ما عدد السيارات العاملة الموجودة لدى عائلتك؟
 لا أحد 1 2 3 4 أو أكثر

20. هل كانت أي من هذه السيارات متاحة للقيام بهذه الرحلة أحادية الاتجاه؟
 نعم لا لا ينطبق

21. ما اللغة (اللغات) المحكية في منزلك؟ (حدد كل ما ينطبق)
 الإنجليزية
 الإسبانية
 الكارن
 البورمية
 الإنجليزية
 الهندية
 الصينية
 الصومالية
 البينغالية
 السواحلية
 العربية
 الفرنسية
 غير ذلك (حدد): _____

22. ما مدى إتقانك للغة الإنجليزية؟
 جيدة جدًا
 أقل من جيد جدًا
 لا أتقنها على الإطلاق
 أعترض عن الإجابة

23. كم كان دخل عائلتك عام 2016 قبل احتساب الضرائب؟
 أقل من 5,000\$
 5,000\$ - 9,999\$
 10,000\$ - 14,999\$
 15,000\$ - 24,999\$
 25,000\$ - 34,999\$
 35,000\$ - 49,999\$
 50,000\$ - 74,999\$
 75,000\$ - 99,999\$
 100,000\$ أو أكثر

فقرة 4: أخبرنا عن تجربتك لـ NFTA-Metro.

24. كيف تفضل تلقي المعلومات عن NFTA-Metro؟ (حدد كل ما ينطبق)
 شبكة الإنترنت (metro.nfta.com)
 الجداول المطبوعة
 الاتصال بخدمة عملاء NFTA
 إعلانات مطبوعة
 في موقف الحافلات
 Facebook/Twitter
 تحديثات عبر الرسائل النصية
 البريد الإلكتروني
 المذياع
 التلفاز
 على متن القطار
 قبلاً عن قبال
 غير ذلك (حدد): _____

25. ما مدى رضاك بالإنجاز عن خدمات NFTA-Metro؟
 راضٍ جدًا
 راضٍ بعض الشيء
 ممتاء بعض الشيء
 ممتاء جدًا

تعليقات: _____


شكرًا على الوقت الذي منحنا إياه اليوم!
يرجى إعادة الاستبيان المنجز إلى الشخص الذي أجرى لك على متن القطار.

ألا تستطيع إنهاء استبيانك على متن المركبة؟ اطلب ممن طرح عليك الاستبيان إعطائك ظرفًا بريديًا لإرسال الاستبيان بعد فروعك من ملته أو أجر الاستبيان على الموقع الإلكتروني:
www.2017-Metro-Transit-Survey.com

إذا كانت لديك تعليقات أو أسئلة أخرى عن المجلس الإقليمي الأعلى للنقل في Buffalo-Niagara وخدماته، فيرجى زيارة الموقع الإلكتروني www.gbnrtc.org

Rail survey – Burmese instrument, page 2

လေ့လာမှုအမှတ်-



NFTA-METRO
Serving Buffalo Niagara

11. သွားရန်အတွက် ဘယ်အထိ သွားရပါသလဲ?
(ယခုရထားအထိမှ အင်အားပြည့်နေရာမဟုတ်ပါ။ ယခု တစ်လမ်းသွားခရီး ရိတ်ဆုံးပိုင်းနေရာဖြစ်ပါသည်။)

a. မည်သည့် နေရာ အချို့အားသို့ သင်သွားနေသလော့? (တစ်ခုသာရွေးပါ)

<input type="checkbox"/> အိမ်	<input type="checkbox"/> ရေခဲခန်း
<input type="checkbox"/> အလုပ်၊ အလုပ်နှင့်ဆက်စပ်	<input type="checkbox"/> ဆေးကုသခန်း/ဆေးရုံများ
<input type="checkbox"/> တက္ကသိုလ်/ကျောင်း	<input type="checkbox"/> အပန်းဖြေ/ (ကျောင်းသား)
<input type="checkbox"/> အထက်တန်းကျောင်း (ကျောင်းသား)	<input type="checkbox"/> ကိုယ်ရေးကိုယ်တာစီးပွား အခြား (ဖော်ပြပါ)-

b. သင်သည် အိမ်သို့သွားမပြန်မီ ယခုနေရာ၏ အမည် အသိပါသလော့?
(ဥပမာ- Walmart, Post Office, Canisius High School, Mt St Mary's Hospital စသည်ဖြင့်)

c. ယခုနေရာ၏ လိင်အတိအကျမှာ အသိပါသလော့?
ယခုနေရာသည် သင့်အိမ်ခြံမြေထဲတွင် သို့မဟုတ် နေရာအတိအကျမဟုတ်ပါ။ အနီးဆုံး လမ်းဆုံကို ဖော်ပြပါ။

လိင်စား- _____
 သို့မဟုတ်
 လမ်းဆုံ #1: _____
 လမ်းဆုံ #2: _____
 ဖြိုး- _____ တာဝန်အမှတ်- _____

d. ယခု တစ်လမ်းသွားခရီးတွင် နောက်ဆုံး တစ်ခဲ/ရထားမှ သင်ရောက်လိုသောနေရာသို့ မည်သို့သွားမည်လော့?

လမ်းအလျောက်/အိတ်တင်ကုလားဆိုင် -> အလောက် _____ # အလောက် _____
 (1 ထက်နည်းလွန် 0 မှစပြီး)

ကားဖြိုကြီးဖြို စက်ဘီး အဘူဘား

ကိုယ်တိုင်ပေးသီး ကားရုံစားနေရာ/လမ်းဆုံ အမည်များ _____

စုပေါင်းကားစီး

သင်သည် အိတ်တင်ကုလားဆိုင် သို့မဟုတ် လမ်းအလျောက်ခြင်း မဖြစ်ပါက နောက်ဆုံးတစ်ခဲ/ရထားမှ သင်ရောက်လိုသောနေရာသို့ မည်သို့ သွားရမည်လော့? _____ # နှိုင်း _____
 (1 ထက်နည်းလွန် 0 မှစပြီး)

12. ပုံမှန်ပတ်သက်သည့် NFTA-Metro ကို အကြိမ်ပေါင်း မည်သို့သုံးစွဲမည်လော့?

<input type="checkbox"/> 6-7 ရက်/တစ်ပတ်	<input type="checkbox"/> 1-3 ရက်/တစ်လ
<input type="checkbox"/> 3-5 ရက်/တစ်ပတ်	<input type="checkbox"/> တစ်ကြိမ်/တစ်နှစ်/တစ်လ
<input type="checkbox"/> 1-2 ရက်/တစ်ပတ်	

အပိုင်း 3. သင့်အကြောင်း ပြောပြပါ။

13. သင့်တွင် သင်္ဘောပေးလှူငွေ ခံနိုင်ရည် ရှိပါသလော့?

ဟုတ် မဟုတ်

14. သင် အသက်မည်မျှလောက်ရှိပါသလော့?

<input type="checkbox"/> 16 အောက်	<input type="checkbox"/> 25-34	<input type="checkbox"/> 65+ အထက်
<input type="checkbox"/> 16-18	<input type="checkbox"/> 35-49	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> 19-24	<input type="checkbox"/> 50-64	

15. သင်သည်...? (သက်ဆိုင်ရာအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အချိန်ပြည့်အလုပ်လုပ်သူ	<input type="checkbox"/> အငြိမ်းစား
<input type="checkbox"/> အချိန်နည်းအလုပ်လုပ်သူ	<input type="checkbox"/> အလုပ်လက်ခံ
<input type="checkbox"/> အိမ်အလုပ်လုပ်သူ	<input type="checkbox"/> စစ်မှုထမ်းဟောင်း
<input type="checkbox"/> တက္ကသိုလ်/ကျောင်းသား	<input type="checkbox"/> စစ်မှုထမ်း
<input type="checkbox"/> အထက်တန်းကျောင်းသား	<input type="checkbox"/> မဖော်ပြပါ

16. သင်သည် အားလုံးပိုင်ဆိုင်ပါသလော့? (သက်ဆိုင်ရာအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အိမ်	<input type="checkbox"/> အပူပေးစနစ်/အလင်းထုတ်စနစ်
<input type="checkbox"/> လှေ/အင်အားစနစ်/အပူပေးစနစ်	<input type="checkbox"/> ဌာန ဟာဘိုင်း သို့မဟုတ် ပရိတ်ကျွန်းသား
<input type="checkbox"/> ကော်ဗား/ကုန်	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> ဟစ်ပန်းနစ်/လက်တင်	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> အဖေအလုပ်ပိုင်/အားပေးစနစ်	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-

17. သင်အိမ်ထောင်တွင် သင်အိမ်ထောင် လူငယ်နှစ် ခုရှိပါသလော့?

1 2 3 4 5 နှင့် အထက် မဖော်ပြပါ

18. သင်အိမ်ထောင် သက်ဆိုင်ရာတွင် လူငယ်နှစ် ခုရှိပါသလော့? အလုပ်လုပ်ကြပါသလော့?

မရှိ 1 2 3 4 နှင့် အထက်

19. သင်အိမ်ထောင်တွင် လူငယ်နှစ် ခုသာ မဖော်ပြပါဘဲ အသိရှိပါသလော့?

မရှိ 1 2 3 4 နှင့် အထက်

20. ယခု တစ်လမ်းသွားခရီးအတွက် အဆိုပါယာဉ်များကို သုံးစွဲပါသလော့?

ဟုတ် မဟုတ် အတိုင်းပင်

21. သင်အိမ်ထောင် မည်သည့် အားသာကား(များ) ပြောဆိုကြပါသလော့? (သက်ဆိုင်ရာအားလုံးကို ရွေးပါ)

<input type="checkbox"/> အင်္ဂလိပ်	<input type="checkbox"/> နှိုင်း	<input type="checkbox"/> ဆွတ်ကလီ
<input type="checkbox"/> စပိန်	<input type="checkbox"/> အာရှ	<input type="checkbox"/> ဗြိတိသိပ်
<input type="checkbox"/> ကရင်	<input type="checkbox"/> ဆိုပလီ	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-
<input type="checkbox"/> ဝဟ	<input type="checkbox"/> အင်္ဂလိပ်/ဘာသာ	

22. သင် အင်္ဂလိပ် မည်သို့ပြောနိုင်ပါသလော့?

<input type="checkbox"/> အလွန်အတော်အဆင့်	<input type="checkbox"/> လုံးဝပြောနိုင်
<input type="checkbox"/> အသင့်အတင့်	<input type="checkbox"/> မဖော်ပြပါ

23. 2016 တွင် အချိန်ပေးသင်္ဘော ပိုင်ဆိုင်မှု ပမာဏမှာ မည်သို့လော့?

<input type="checkbox"/> \$5,000 ထက်နည်း	<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$100,000
<input type="checkbox"/> \$5,000 - \$9,999	<input type="checkbox"/> \$35,000 - \$49,999	<input type="checkbox"/> နှင့်အထက်
<input type="checkbox"/> \$10,000 - \$14,999	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> မဖော်ပြပါ
<input type="checkbox"/> \$15,000 - \$24,999	<input type="checkbox"/> \$75,000 - \$99,999	

အပိုင်း 4. သင်၏ NFTA-Metro အသုံးအကြောင်းကို ပြောပြပါ။

24. အချက်အလက်ကို သင်မည်သည့်ပုံစံဖြင့် လက်ခံလိုပါသလော့? (အချက်အလက်အားလုံးကို ရွေးပါ)

<input type="checkbox"/> မြေပုံ (metro.nfta.com)	<input type="checkbox"/> Google/Google Transit
<input type="checkbox"/> ပုံနှိပ်	<input type="checkbox"/> ဖေ့စ်ဘွတ်ခ်
<input type="checkbox"/> NFTA သို့ ရရှိမိခြင်း	<input type="checkbox"/> ဝီဘီ
<input type="checkbox"/> ပုံနှိပ်ကြေညာချက်များ	<input type="checkbox"/> ရထားအထိ တွင်
<input type="checkbox"/> ကားအထိ တွင်	<input type="checkbox"/> ကားအထိ တွင်
<input type="checkbox"/> Facebook/Twitter	<input type="checkbox"/> အခြား (ဖော်ပြပါ)-
<input type="checkbox"/> ရန်ဆာ့/ဖေ့စ်ဘွတ်ခ်	

25. မြို့ပေါ်ထဲသို့ NFTA-Metro ဝန်ဆောင်မှုများကို သင်မည်သို့ ကျေနပ် ရှိပါသလော့?

<input type="checkbox"/> အလွန်ကျေနပ်	<input type="checkbox"/> တစ်ခဲတစ်ခဲပင်ကျေနပ်
<input type="checkbox"/> တစ်ခဲတစ်ခဲပင်ကျေနပ်	<input type="checkbox"/> အလွန်မကျေနပ်

မှတ်စု-

အချိန်ပေးသင်္ဘောများအတွက် ကျေးဇူးတင်ပါသည်။

မြို့ပေါ်ထဲသို့ အသုံးပြုမှုများကို အချိန်ပေးသင်္ဘောများအတွက် ကျေးဇူးတင်ပါသည်။

လေ့လာမှုအား ယခုအကြိမ်အတွက် အချိန်ပေးသင်္ဘောများအတွက် ကျေးဇူးတင်ပါသည်။

www.2017-Metro-Transit-Survey.com

Greater Buffalo-Niagara အသုံးပြုမှု သုံးသပ်မှုအဖွဲ့သည် သင်၏အသုံးပြုမှုကို အချိန်ပေးသင်္ဘောများအတွက် ကျေးဇူးတင်ပါသည်။ သို့မဟုတ် အချိန်ပေးသင်္ဘောများအတွက် ကျေးဇူးတင်ပါသည်။

www.gbrntc.org သို့ ဝင်ရောက်ပါ။

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Appendix C

Simple Frequencies - Bus

Route Number		Frequency	Percent	Valid Percent
Valid	1	165	2.1	2.1
	2	182	2.3	2.3
	3	524	6.6	6.6
	4	221	2.8	2.8
	5	821	10.3	10.3
	6	335	4.2	4.2
	7	38	0.5	0.5
	8	224	2.8	2.8
	11	124	1.6	1.6
	12	542	6.8	6.8
	13	342	4.3	4.3
	14	221	2.8	2.8
	15	269	3.4	3.4
	16	207	2.6	2.6
	18	51	0.6	0.6
	19	514	6.4	6.4
	20	520	6.5	6.5
	22	64	0.8	0.8
	23	442	5.5	5.5
	24	270	3.4	3.4
	25	326	4.1	4.1
	26	200	2.5	2.5
	29	5	0.1	0.1
	32	211	2.6	2.6
	34	125	1.6	1.6
	35	88	1.1	1.1
	36	60	0.8	0.8
	40	180	2.3	2.3
	42	27	0.3	0.3
	44	107	1.3	1.3
46	42	0.5	0.5	
47	60	0.8	0.8	
48	89	1.1	1.1	
49	22	0.3	0.3	
50	40	0.5	0.5	
52	47	0.6	0.6	
54	11	0.1	0.1	
55	106	1.3	1.3	



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60	10	0.1	0.1
61	7	0.1	0.1
64	20	0.3	0.3
66	19	0.2	0.2
67	9	0.1	0.1
68	7	0.1	0.1
69	14	0.2	0.2
70	7	0.1	0.1
72	6	0.1	0.1
74	22	0.3	0.3
75	13	0.2	0.2
76	14	0.2	0.2
79	6	0.1	0.1
81	7	0.1	0.1
204	9	0.1	0.1
206	6	0.1	0.1
Did not specify	1	0.0	0.0
Total	7,999	100.0	100.0

Direction of travel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Inbound	3,930	49.1	49.1	49.1
	Outbound	4,069	50.9	50.9	100.0
	Total	7,999	100.0	100.0	

Date of survey

		Frequency	Percent	Valid Percent
Valid	3/23/201	659	8.2	8.2
	3/24/201	425	5.3	5.3
	3/27/201	518	6.5	6.5
	3/28/201	522	6.5	6.5
	3/29/201	549	6.9	6.9
	3/30/201	643	8.0	8.0
	3/31/201	595	7.4	7.4
	4/3/2017	601	7.5	7.5
	4/4/2017	571	7.1	7.1
	4/5/2017	592	7.4	7.4
	4/6/2017	413	5.2	5.2
	4/7/2017	402	5.0	5.0
	4/10/201	414	5.2	5.2
	4/11/201	540	6.8	6.8
	4/12/201	554	6.9	6.9
	Total	7,999	100.0	100.0



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Day-part

	Frequency	Valid Percent
Valid		
AM Peak	2500	31.3%
Midday	2206	27.6%
Off Peak	664	8.3%
PM Peak	2629	32.9%
Total	7,999	100.0

City of residence

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	512	6.4	6.4	6.4
Alden	5	0.1	0.1	6.5
Amherst	85	1.1	1.1	7.5
Angelica	1	0.0	0.0	7.5
Angola	7	0.1	0.1	7.6
Auburn	1	0.0	0.0	7.6
Blasdell	17	0.2	0.2	7.9
Boston	1	0.0	0.0	7.9
Bowmansville	2	0.0	0.0	7.9
Brockport	2	0.0	0.0	7.9
Bronx	3	0.0	0.0	8.0
Brookline	1	0.0	0.0	8.0
Brooklyn	2	0.0	0.0	8.0
Brownsville	1	0.0	0.0	8.0
Buffalo	6,032	75.4	75.4	83.4
Chautauqua	1	0.0	0.0	83.4
Cheektowaga	196	2.5	2.5	85.9
Clarence	1	0.0	0.0	85.9
Clarence Center	2	0.0	0.0	85.9
Cleveland	1	0.0	0.0	85.9
Colden	1	0.0	0.0	85.9
Corfu	1	0.0	0.0	85.9
Deniston	1	0.0	0.0	86.0
Denver	1	0.0	0.0	86.0
Depew	13	0.2	0.2	86.1
Derby	2	0.0	0.0	86.2
Dundas	2	0.0	0.0	86.2
Dunkirk	1	0.0	0.0	86.2
East Amherst	4	0.1	0.1	86.2
East Aurora	4	0.1	0.1	86.3
Elma	1	0.0	0.0	86.3
Erie	1	0.0	0.0	86.3
Foshan (China)	1	0.0	0.0	86.3



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Fredonia city	1	0.0	0.0	86.3
Gasport	2	0.0	0.0	86.4
Getzville	6	0.1	0.1	86.4
Glendale Heights	1	0.0	0.0	86.5
Gowanda	2	0.0	0.0	86.5
Grand island	1	0.0	0.0	86.5
Grand Island	21	0.3	0.3	86.8
Hamburg	30	0.4	0.4	87.1
Harbor	1	0.0	0.0	87.1
High Point	1	0.0	0.0	87.2
Jamaica	1	0.0	0.0	87.2
Jamestown	3	0.0	0.0	87.2
Kaisetown	1	0.0	0.0	87.2
Kansas City	1	0.0	0.0	87.2
Kenmore	140	1.8	1.8	89.0
Lackawanna	141	1.8	1.8	90.7
Lake View	7	0.1	0.1	90.8
Lancaster	13	0.2	0.2	91.0
Larchmont	1	0.0	0.0	91.0
Lewiston	1	0.0	0.0	91.0
Lockport	42	0.5	0.5	91.5
Los Angeles	1	0.0	0.0	91.6
Marion	1	0.0	0.0	91.6
Mason	1	0.0	0.0	91.6
Medina	1	0.0	0.0	91.6
Middleport	1	0.0	0.0	91.6
Mumford	1	0.0	0.0	91.6
Nashua	1	0.0	0.0	91.6
New York	5	0.1	0.1	91.7
Newfane	2	0.0	0.0	91.7
Niagara Falls	246	3.1	3.1	94.8
North Collins	2	0.0	0.0	94.8
North Tonawanda	52	0.7	0.7	95.5
Orchard park	1	0.0	0.0	95.5
Orchard Park	14	0.2	0.2	95.7
Pike	1	0.0	0.0	95.7
Ransomville	1	0.0	0.0	95.7
Ridgeway	1	0.0	0.0	95.7
Riverside	1	0.0	0.0	95.7
Rochester	3	0.0	0.0	95.7
Silver Spring	1	0.0	0.0	95.8
Sloan	11	0.1	0.1	95.9
Snyder	1	0.0	0.0	95.9
South Buffalo	3	0.0	0.0	95.9
South Wales	1	0.0	0.0	96.0



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Syracuse	2	0.0	0.0	96.0
Tonawanda	208	2.6	2.6	98.6
Toronto	2	0.0	0.0	98.6
Towson	1	0.0	0.0	98.6
Tucson	1	0.0	0.0	98.6
Village Hamburg	1	0.0	0.0	98.6
Warren	2	0.0	0.0	98.7
West New York	1	0.0	0.0	98.7
West Seneca	70	0.9	0.9	99.6
Wheatfield	1	0.0	0.0	99.6
White Plains	1	0.0	0.0	99.6
Williamsville	33	0.4	0.4	100.0
Total	7,999	100.0	100.0	

Q2. How many minutes did you wait at this location for the bus to arrive?

	Frequency	Valid Percent
Valid		
No wait	1081	13.5%
5 minutes or less	3613	45.2%
10 minutes or less	1834	22.9%
20 minutes or less	889	11.1%
30 minutes or less	170	2.1%
More than 30 minutes	75	0.9%
Did not specify	337	4.2%
Total	7,999	100.0

Q4. How many total buses and/or trains will you ride to make this one-way trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
One (this bus only)	4,496	56.2	56.2	56.2
Two	2,673	33.4	33.4	89.6
Three	624	7.8	7.8	97.4
Four	206	2.6	2.6	100.0
Total	7,999	100.0	100.0	

List all the route numbers you will use on this one-way trip: 1st bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
1	186	2.3	2.3	2.3
11	118	1.5	1.5	3.8
12	565	7.1	7.1	10.9
13	328	4.1	4.1	15.0
14	209	2.6	2.6	17.6
15	287	3.6	3.6	21.2
16	230	2.9	2.9	24.0



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18	51	0.6	0.6	24.7
19	445	5.6	5.6	30.2
2	195	2.4	2.4	32.7
20	476	6.0	6.0	38.6
204	9	0.1	0.1	38.7
206	5	0.1	0.1	38.8
21	1	0.0	0.0	38.8
22	76	1.0	1.0	39.8
23	421	5.3	5.3	45.0
24	280	3.5	3.5	48.5
25	318	4.0	4.0	52.5
26	197	2.5	2.5	55.0
29	7	0.1	0.1	55.1
3	505	6.3	6.3	61.4
30	1	0.0	0.0	61.4
32	207	2.6	2.6	64.0
34	98	1.2	1.2	65.2
35	90	1.1	1.1	66.3
36	58	0.7	0.7	67.0
4	222	2.8	2.8	69.8
40	152	1.9	1.9	71.7
42	25	0.3	0.3	72.0
44	89	1.1	1.1	73.1
46	36	0.5	0.5	73.6
47	45	0.6	0.6	74.2
48	74	0.9	0.9	75.1
49	14	0.2	0.2	75.3
5	802	10.0	10.0	85.3
50	46	0.6	0.6	85.9
52	49	0.6	0.6	86.5
54	7	0.1	0.1	86.6
55	102	1.3	1.3	87.8
6	315	3.9	3.9	91.8
60	9	0.1	0.1	91.9
61	7	0.1	0.1	92.0
64	19	0.2	0.2	92.2
66	20	0.3	0.3	92.5
67	8	0.1	0.1	92.6
68	6	0.1	0.1	92.6
69	12	0.2	0.2	92.8
7	40	0.5	0.5	93.3
70	6	0.1	0.1	93.4
72	7	0.1	0.1	93.4
74	21	0.3	0.3	93.7
75	11	0.1	0.1	93.8

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76	17	0.2	0.2	94.1
79	6	0.1	0.1	94.1
8	205	2.6	2.6	96.7
81	6	0.1	0.1	96.8
Rail	258	3.2	3.2	100.0
Total	7,999	100.0	100.0	

List all the route numbers you will use on this one-way trip: 2nd bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4,496	56.2	56.2	56.2
1	52	0.7	0.7	56.9
11	34	0.4	0.4	57.3
12	177	2.2	2.2	59.5
13	103	1.3	1.3	60.8
14	89	1.1	1.1	61.9
15	74	0.9	0.9	62.8
16	79	1.0	1.0	63.8
18	28	0.4	0.4	64.2
19	253	3.2	3.2	67.3
2	57	0.7	0.7	68.1
20	196	2.5	2.5	70.5
204	2	0.0	0.0	70.5
206	1	0.0	0.0	70.5
21	1	0.0	0.0	70.6
22	25	0.3	0.3	70.9
23	182	2.3	2.3	73.1
24	89	1.1	1.1	74.3
25	130	1.6	1.6	75.9
26	75	0.9	0.9	76.8
29	3	0.0	0.0	76.9
3	139	1.7	1.7	78.6
30	1	0.0	0.0	78.6
32	103	1.3	1.3	79.9
34	71	0.9	0.9	80.8
35	43	0.5	0.5	81.4
36	18	0.2	0.2	81.6
4	101	1.3	1.3	82.8
40	83	1.0	1.0	83.9
42	4	0.1	0.1	83.9
43	2	0.0	0.0	84.0
44	37	0.5	0.5	84.4
46	24	0.3	0.3	84.7
47	34	0.4	0.4	85.2
48	50	0.6	0.6	85.8



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49	12	0.2	0.2	85.9
5	293	3.7	3.7	89.6
50	7	0.1	0.1	89.7
52	6	0.1	0.1	89.8
54	4	0.1	0.1	89.8
55	16	0.2	0.2	90.0
6	120	1.5	1.5	91.5
60	1	0.0	0.0	91.5
64	3	0.0	0.0	91.6
68	1	0.0	0.0	91.6
69	1	0.0	0.0	91.6
7	7	0.1	0.1	91.7
74	1	0.0	0.0	91.7
76	2	0.0	0.0	91.7
8	78	1.0	1.0	92.7
81	1	0.0	0.0	92.7
9	1	0.0	0.0	92.7
Rail	582	7.3	7.3	100.0
Total	7,999	100.0	100.0	

List all the route numbers you will use on this one-way trip: 3rd bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7,169	89.6	89.6	89.6
1	19	0.2	0.2	89.9
11	6	0.1	0.1	89.9
12	43	0.5	0.5	90.5
13	47	0.6	0.6	91.1
14	22	0.3	0.3	91.3
15	21	0.3	0.3	91.6
16	20	0.3	0.3	91.8
18	1	0.0	0.0	91.9
19	50	0.6	0.6	92.5
2	21	0.3	0.3	92.7
20	28	0.4	0.4	93.1
204	1	0.0	0.0	93.1
206	1	0.0	0.0	93.1
21	1	0.0	0.0	93.1
22	7	0.1	0.1	93.2
23	34	0.4	0.4	93.6

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24	22	0.3	0.3	93.9
25	39	0.5	0.5	94.4
26	20	0.3	0.3	94.7
29	1	0.0	0.0	94.7
3	38	0.5	0.5	95.1
30	2	0.0	0.0	95.2
32	28	0.4	0.4	95.5
34	35	0.4	0.4	96.0
35	12	0.2	0.2	96.1
36	15	0.2	0.2	96.3
4	22	0.3	0.3	96.6
40	15	0.2	0.2	96.8
42	3	0.0	0.0	96.8
44	29	0.4	0.4	97.2
46	14	0.2	0.2	97.3
47	13	0.2	0.2	97.5
48	23	0.3	0.3	97.8
49	8	0.1	0.1	97.9
5	46	0.6	0.6	98.5
50	4	0.1	0.1	98.5
52	3	0.0	0.0	98.6
54	3	0.0	0.0	98.6
55	10	0.1	0.1	98.7
6	26	0.3	0.3	99.0
7	2	0.0	0.0	99.1
8	16	0.2	0.2	99.3
Rail	58	0.7	0.7	100.0
Total	7,999	100.0	100.0	

List all the route numbers you will use on this one-way trip: 4th bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7,794	97.4	97.4	97.4
1	6	0.1	0.1	97.5
12	9	0.1	0.1	97.6

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13	6	0.1	0.1	97.7
14	4	0.1	0.1	97.7
15	4	0.1	0.1	97.8
16	2	0.0	0.0	97.8
18	2	0.0	0.0	97.8
19	14	0.2	0.2	98.0
2	4	0.1	0.1	98.1
20	10	0.1	0.1	98.2
204	2	0.0	0.0	98.2
22	2	0.0	0.0	98.2
23	5	0.1	0.1	98.3
24	8	0.1	0.1	98.4
25	13	0.2	0.2	98.6
26	7	0.1	0.1	98.7
3	14	0.2	0.2	98.8
32	7	0.1	0.1	98.9
34	4	0.1	0.1	99.0
35	3	0.0	0.0	99.0
36	5	0.1	0.1	99.1
4	6	0.1	0.1	99.1
40	5	0.1	0.1	99.2
42	1	0.0	0.0	99.2
44	4	0.1	0.1	99.3
46	2	0.0	0.0	99.3
47	2	0.0	0.0	99.3
48	3	0.0	0.0	99.4
5	15	0.2	0.2	99.5
50	1	0.0	0.0	99.6
52	2	0.0	0.0	99.6
54	1	0.0	0.0	99.6
55	2	0.0	0.0	99.6
6	9	0.1	0.1	99.7
69	1	0.0	0.0	99.7
7	2	0.0	0.0	99.8

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74	1	0.0	0.0	99.8
75	1	0.0	0.0	99.8
8	7	0.1	0.1	99.9
Rail	9	0.1	0.1	100.0
Total	7,999	100.0	100.0	

Q6. When you got on the bus where you were given this survey, how did you pay?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Token	174	2.2	2.2	2.2
	Cash (one ride)	1,709	21.4	21.7	23.9
	Day Pass	2,131	26.6	27.0	50.9
	Weekly Pass	140	1.8	1.8	52.6
	Monthly Pass	2,539	31.7	32.2	84.8
	30-Day Pass	219	2.7	2.8	87.6
	Student Pass	496	6.2	6.3	93.9
	CRAM Pass	482	6.0	6.1	100.0
	Total	7,890	98.6	100.0	
Missing	System	109	1.4		
Total		7,999	100.0		

Q7. Was your fare...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full fare	5,890	73.6	76.6	76.6
	Senior/Disabled	980	12.3	12.7	89.4
	Not applicable	817	10.2	10.6	100.0
	Total	7,687	96.1	100.0	
Missing	System	312	3.9		
Total		7,999	100.0		

Q8. Did your employer or another organization pay for your fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, entire fare	1,051	13.1	13.8	13.8
	Yes, some of fare	177	2.2	2.3	16.1
	No	6,409	80.1	83.9	100.0
	Total	7,637	95.5	100.0	
Missing	System	362	4.5		
Total		7,999	100.0		



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Q9. Where did you purchase your fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On the bus	3,512	43.9	44.8	44.8
	Ticket vending machine	573	7.2	7.3	52.2
	Online purchase	118	1.5	1.5	53.7
	Store outlet	1,114	13.9	14.2	67.9
	Employer/Metro Perk	244	3.1	3.1	71.0
	Social services	596	7.5	7.6	78.6
	NFTA cash office	272	3.4	3.5	82.1
	CRAM Pass	665	8.3	8.5	90.6
	High school	298	3.7	3.8	94.4
	Other (specify)	439	5.5	5.6	100.0
	Total	7,831	97.9	100.0	
Missing	System	168	2.1		
Total		7,999	100.0		

Q9. Where did you purchase your fare? - Other (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7,559	94.5	94.5	94.5
	Did not specify	408	5.1	5.1	99.6
	N/A	11	0.1	0.1	99.7
	School	21	0.3	0.3	100.0
	Total	7,999	100.0	100.0	



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Q10d. How did you get to the bus/train on this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walked/wheelchair	6,415	80.2	89.7	89.7
	Dropped off	522	6.5	7.3	97.0
	Drove alone	94	1.2	1.3	98.3
	Carpooled	22	0.3	0.3	98.6
	Bicycle	60	0.8	0.8	99.5
	Taxi	37	0.5	0.5	100.0
	Total	7,150	89.4	100.0	
Missing	System	849	10.6		
Total		7,999	100.0		

Q10d. If you selected "Walked/wheelchair," how many blocks?

		Frequency	Valid Percent
Valid	Less than 1 block	660	10.3%
	1 block	1436	22.4%
	2 blocks	896	14.0%
	3 blocks	463	7.2%
	4 blocks	224	3.5%
	5 or more blocks	295	4.6%
	10 or more blocks	47	0.7%
	Did not specify	2394	37.3%
Total		6,415	100.0

Q10d. If you selected "Drove alone/Carpooled," indicate the Parking lot name/cross streets.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7,964	99.6	99.6	99.6
	405 Crosspoint Parkway	1	0.0	0.0	99.6
	AppleTree	1	0.0	0.0	99.6
	Athol Springs Park N Ride	5	0.1	0.1	99.6
	Broad St/Delaware St	1	0.0	0.0	99.7
	Buffalo Transportation Ce	1	0.0	0.0	99.7
	Crosspoint Park N Ride	1	0.0	0.0	99.7
	Delton Plaza	1	0.0	0.0	99.7
	Eastern Hills Mall	3	0.0	0.0	99.7
	ECMC	1	0.0	0.0	99.7
	Elmwood Ave/North St	1	0.0	0.0	99.8
	Emslie St /Swan St	1	0.0	0.0	99.8
	Genesee St/Union Rd	1	0.0	0.0	99.8
	Grand Island Plaza	1	0.0	0.0	99.8
	Humbolt Station	1	0.0	0.0	99.8
	Laffayette Ave/ Main St	1	0.0	0.0	99.8
	Locust St/Walnut St	1	0.0	0.0	99.8
	Main St/Market St	1	0.0	0.0	99.8

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Park Rite	1	0.0	0.0	99.9
Rite Aid	1	0.0	0.0	99.9
Scranton Camp	1	0.0	0.0	99.9
South Gate Plaza	1	0.0	0.0	99.9
South Park	1	0.0	0.0	99.9
Subdelicious Lot	1	0.0	0.0	99.9
Tops Plaza	4	0.1	0.1	100.0
University Rail Station	2	0.0	0.0	100.0
Total	7,999	100.0	100.0	

Q10d. If did not walk or use a wheelchair," how many miles did you travel to get to the first bus/train on this one-way trip?

	Frequency	Valid Percent
Valid		
Less than 1 mile	123	16.7%
1 mile	91	12.4%
2 miles	47	6.4%
3 miles	19	2.6%
4 miles	11	1.5%
5 or more miles	26	3.5%
10 or more miles	23	3.1%
Did not specify	395	53.7%
Total	735	100.0

Q11d. How will you get to your destination from the last bus/train on this one-way trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Walk/wheelchair	6,249	78.1	92.2	92.2
Get picked up	365	4.6	5.4	97.6
Drive alone	38	0.5	0.6	98.2
Carpool	27	0.3	0.4	98.6
Bicycle	62	0.8	0.9	99.5
Taxi	33	0.4	0.5	100.0
Total	6,774	84.7	100.0	
Missing				
System	1,225	15.3		
Total	7,999	100.0		



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Q11d. If you selected "Walk/wheelchair," how many blocks?

	Frequency	Valid Percent
Valid		
Less than 1 block	708	11.3%
1 block	1125	18.0%
2 blocks	632	10.1%
3 blocks	341	5.5%
4 blocks	176	2.8%
5 or more blocks	206	3.3%
10 or more blocks	48	0.8%
Did not specify	3013	48.2%
Total	6,249	100.0

Q11d. If you selected "Drive alone/Carpool," indicate the Parking lot name/cross streets.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7,992	99.9	99.9	99.9
1237 Main Street	1	0.0	0.0	99.9
Casino	1	0.0	0.0	99.9
Grant St/W Ferry St	1	0.0	0.0	99.9
Mohawk Parking Ramp	1	0.0	0.0	100.0
Niagara St/Ontario St	1	0.0	0.0	100.0
University Station	2	0.0	0.0	100.0
Total	7,999	100.0	100.0	

Q11d. If will not walk or use a wheelchair," how many miles will you travel to get from the last bus/train to your destination?

	Frequency	Valid Percent
Valid		
Less than 1 mile	66	12.6%
1 mile	56	10.7%
2 miles	19	3.6%
3 miles	8	1.5%
4 miles	6	1.1%
5 or more miles	9	1.7%
10 or more miles	6	1.1%
Did not specify	355	67.6%
Total	525	100.0



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Q12. In a typical week, how often do you ride NFTA-Metro?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6-7 days/week	3,374	42.2	45.6	45.6
	3-5 days/week	3,017	37.7	40.8	86.4
	1-2 days/week	492	6.2	6.7	93.1
	1-3 days/month	345	4.3	4.7	97.7
	Less than once/month	167	2.1	2.3	100.0
	Total	7,395	92.4	100.0	
Missing	System	604	7.6		
Total		7,999	100.0		

Q13. Do you have a valid driver's license?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2,598	32.5	40.4	40.4
	No	3,825	47.8	59.6	100.0
	Total	6,423	80.3	100.0	
Missing	System	1,576	19.7		
Total		7,999	100.0		

Q14. What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 16	88	1.1	1.1	1.1
	16-18	453	5.7	5.7	6.8
	19-24	1,173	14.7	14.7	21.5
	25-34	1,596	20.0	20.0	41.6
	35-49	1,438	18.0	18.1	59.6
	50-64	1,450	18.1	18.2	77.8
	65+ years of age	296	3.7	3.7	81.5
	Decline to state	1,472	18.4	18.5	100.0
	Total	7,966	99.6	100.0	
Missing	System	33	0.4		
Total		7,999	100.0		



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Q15. What is your employment status?

		Frequency	Valid Percent
Valid	Full-time worker	2,577	32.2%
	Part-time worker	1,610	20.1%
	Homemaker	324	4.1%
	University/college student	726	9.1%
	High school student	280	3.5%
	Retired	437	5.5%
	Unemployed	794	9.9%
	Veteran	124	1.6%
	Active military	8	0.1%
	Decline to state	1,789	22.4%
Total		7,999	100.0

Q16. What is your ethnicity?

		Frequency	Valid Percent
Valid	Asian	178	2.2%
	Black/ African-American	2,919	36.5%
	Caucasian/White	2,411	30.1%
	Hispanic/Latino	657	8.2%
	Middle Eastern/ North African	40	0.5%
	Native American/Alaska Native	188	2.4%
	Native Hawaiian or Pacific Islander	23	0.3%
	Decline to State	1,626	20.3%
	Other (specify)	98	1.2%
Total		7,999	100.0



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Q16. What is your ethnicity? - Other (specify):

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7,903	98.8	98.8	98.8
Did not specify	65	0.8	0.8	99.6
Dominican	1	0.0	0.0	99.6
French	1	0.0	0.0	99.6
Irish	1	0.0	0.0	99.6
Israelite	2	0.0	0.0	99.7
Italian	4	0.1	0.1	99.7
Jamacian	1	0.0	0.0	99.7
Jewish	1	0.0	0.0	99.7
Lebanese	1	0.0	0.0	99.8
Mexican Indian	1	0.0	0.0	99.8
Multiracial	13	0.2	0.2	99.9
Polish	1	0.0	0.0	99.9
Sephardic Jew	2	0.0	0.0	100.0
Sicilian	1	0.0	0.0	100.0
South African	1	0.0	0.0	100.0
Total	7,999	100.0	100.0	



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Q17. Including yourself, how many people live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1,561	19.5	19.7	19.7
	2	1,611	20.1	20.3	40.0
	3	1,156	14.5	14.6	54.6
	4	846	10.6	10.7	65.3
	5 or more	819	10.2	10.3	75.6
	Decline to state	1,933	24.2	24.4	100.0
	Total	7,926	99.1	100.0	
Missing	System	73	0.9		
Total		7,999	100.0		

Q18. Including yourself, how many of the people in your household are employed full-time or part-time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	1,646	20.6	26.3	26.3
	1	2,302	28.8	36.7	63.0
	2	1,585	19.8	25.3	88.2
	3	523	6.5	8.3	96.6
	4 or more	214	2.7	3.4	100.0
	Total	6,270	78.4	100.0	
Missing	System	1,729	21.6		
Total		7,999	100.0		

Q19. How many working vehicles are available to your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	3,863	48.3	61.0	61.0
	1	1,697	21.2	26.8	87.8
	2	573	7.2	9.0	96.9
	3	147	1.8	2.3	99.2
	4 or more	52	0.7	0.8	100.0
	Total	6,332	79.2	100.0	
Missing	System	1,667	20.8		
Total		7,999	100.0		

Q20. Were any of those vehicles available to make this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	832	10.4	13.5	13.5
	No	3,154	39.4	51.3	64.9
	Not applicable	2,157	27.0	35.1	100.0
	Total	6,143	76.8	100.0	
Missing	System	1,856	23.2		
Total		7,999	100.0		



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Q21. What language(s) are spoken in your home?

		Frequency	Valid Percent
Valid	English	6,182	77.3%
	Spanish	641	8.0%
	Karen	18	0.2%
	Burmese	14	0.2%
	Nepali	20	0.3%
	Arabic	54	0.7%
	Somali	14	0.2%
	Bengali/Bangla	19	0.2%
	Swahili	21	0.3%
	French	94	1.2%
	Other (specify)	90	1.1%
Total		7,999	100.0

Q21. What language(s) are spoken in your home? Other (specify):

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7,910	98.9	98.9	98.9
AJC	1	0.0	0.0	98.9
American Sign Language	3	0.0	0.0	98.9
Amharic	1	0.0	0.0	98.9
Bulgarian	1	0.0	0.0	99.0
Cayuga	1	0.0	0.0	99.0
Chinese	5	0.1	0.1	99.0
Creole	1	0.0	0.0	99.0
Did not specify	13	0.2	0.2	99.2
Dutch/Papaioannou	1	0.0	0.0	99.2
Farsi	6	0.1	0.1	99.3
German	11	0.1	0.1	99.4
Hebrew	2	0.0	0.0	99.5
Hindi	1	0.0	0.0	99.5
Italian	6	0.1	0.1	99.5
Jamacian	1	0.0	0.0	99.6
Japanese	3	0.0	0.0	99.6
Karenni	1	0.0	0.0	99.6
Kibembe	1	0.0	0.0	99.6
Kizigua	4	0.1	0.1	99.7
Korean	1	0.0	0.0	99.7
Laos	1	0.0	0.0	99.7
Lingala	1	0.0	0.0	99.7
Mandingo	1	0.0	0.0	99.7

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Native American Pamunkey	1	0.0	0.0	99.7
Polish	7	0.1	0.1	99.8
Portuguese	3	0.0	0.0	99.9
Punjabi	2	0.0	0.0	99.9
Russian	1	0.0	0.0	99.9
Serbian	1	0.0	0.0	99.9
Tagalog	3	0.0	0.0	99.9
Tamil	1	0.0	0.0	100.0
Telugu	2	0.0	0.0	100.0
Various	1	0.0	0.0	100.0
Total	7,999	100.0	100.0	

Q22. How well do you speak English?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	6,068	75.9	76.3	76.3
	Less than very well	167	2.1	2.1	78.3
	Not at all	74	0.9	0.9	79.3
	Decline to state	1,649	20.6	20.7	100.0
	Total	7,958	99.5	100.0	
Missing	System	41	0.5		
Total		7,999	100.0		

Q23. What was your total household income in 2016 before taxes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$5,000	1,126	14.1	14.2	14.2
	\$5,000 - \$9,999	604	7.6	7.6	21.8
	\$10,000 - \$14,999	596	7.5	7.5	29.3
	\$15,000 - \$24,999	884	11.1	11.1	40.4
	\$25,000 - \$34,999	624	7.8	7.9	48.3
	\$35,000 - \$49,999	361	4.5	4.5	52.8
	\$50,000 - \$74,999	264	3.3	3.3	56.1
	\$75,000 - \$99,999	106	1.3	1.3	57.5
	\$100,000 or more	64	0.8	0.8	58.3
	Decline to state	3,317	41.5	41.7	100.0
Total	7,946	99.3	100.0		
Missing	System	53	0.7		
Total		7,999	100.0		



Q24. How do you prefer to receive information about NFTA-Metro?

		Frequency	Valid Percent
Valid	Online (metro.nfta.com)	3,083	38.5%
	Printed schedules	1,914	23.9%
	Calling NFTA customer service	801	10.0%
	Printed advertisements	384	4.8%
	At the bus stop	961	12.0%
	Facebook/Twitter	381	4.8%
	Text/email updates	697	8.7%
	Google/Google Transit	825	10.3%
	Radio	252	3.2%
	TV	382	4.8%
	Onboard the bus	715	8.9%
	Word of mouth	309	3.9%
	Other (specify)	128	1.6%
Total		7,999	100.0

Q24. How do you prefer to receive information about NFTA-Metro? Other (specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7,888	98.6	98.6	98.6
	Bill board	1	0.0	0.0	98.6
	Bus driver	2	0.0	0.0	98.6
	Did not specify	52	0.7	0.7	99.3
	Mail	19	0.2	0.2	99.5
	Mobile app	36	0.5	0.5	100.0
	Phone	1	0.0	0.0	100.0
Total		7,999	100.0	100.0	

Q25. Overall, how satisfied are you with NFTA-Metro services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	3,141	39.3	51.6	51.6
	Somewhat satisfied	2,325	29.1	38.2	89.8
	Somewhat dissatisfied	451	5.6	7.4	97.2
	Very dissatisfied	169	2.1	2.8	100.0
	Total	6,086	76.1	100.0	
Missing	System	1,913	23.9		
Total		7,999	100.0		



Appendix D

Simple Frequencies – Rail

Direction of travel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Inbound	969	56.9	57.1	57.1
	Outbound	729	42.8	42.9	100.0
Total		1,698	99.8	100.0	
Total		1,698	100.0		

Date of survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3/23/2017	5	0.3	0.3	0.5
	3/24/2017	336	19.7	19.7	20.3
	3/27/2017	328	19.3	19.3	39.5
	3/28/2017	493	29.0	29.0	68.5
	3/29/2017	392	23.0	23.0	91.5
	3/30/2017	44	2.6	2.6	94.1
	3/31/2017	3	0.2	0.2	94.3
	4/11/2017	12	0.7	0.7	95.0
	4/12/2017	19	1.1	1.1	96.1
	4/23/2017	1	0.1	0.1	96.2
	4/3/2017	4	0.2	0.2	96.4
	4/4/2017	57	3.3	3.3	99.8
	4/5/2017	1	0.1	0.1	99.8
	4/7/2017	3	0.2	0.2	100.0
	Total		1,698	100.0	100.0

Day-part

		Frequency	Valid Percent
Valid	AM Peak	489	28.7%
	Midday	433	25.4%
	Off Peak	249	14.6%
	PM Peak	527	31.0%
	Total	1,698	100.0



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City of residence

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	125	7.6	7.6	7.6
Amherst	100	5.9	5.9	13.5
Angola	1	0.1	0.1	13.5
Argenthia	1	0.1	0.1	13.6
Barker	1	0.1	0.1	13.6
Blasdell	2	0.1	0.1	13.7
Bronx	4	0.2	0.2	14.0
Brooklyn	3	0.2	0.2	14.2
Buffalo	1,218	71.6	71.6	85.7
Burgess Hill	1	0.1	0.1	85.8
Casper	1	0.1	0.1	85.8
Cheektowaga	24	1.4	1.4	87.3
Clarence	3	0.2	0.2	87.4
Collins	1	0.1	0.1	87.5
Corfu	1	0.1	0.1	87.5
Depew	2	0.1	0.1	87.7
Derby	1	0.1	0.1	87.7
Dunkirk	3	0.2	0.2	87.9
East Amherst	6	0.4	0.4	88.2
East Aurora	7	0.4	0.4	88.7
East Buffalo	1	0.1	0.1	88.7
Eden	1	0.1	0.1	88.8
Egbertsville	1	0.1	0.1	88.8
Elma	1	0.1	0.1	88.9
Elmwood	1	0.1	0.1	89.0
Erie	1	0.1	0.1	89.0
Fredonia	1	0.1	0.1	89.1
Gasport	2	0.1	0.1	89.2
Getzville	6	0.4	0.4	89.5
Grand Island	2	0.1	0.1	89.7
Hamburg	8	0.5	0.5	90.1
Kenmore	18	1.1	1.1	91.2
Lackawanna	11	0.6	0.6	91.8
Lakeview	1	0.1	0.1	91.9
Lancaster	4	0.2	0.2	92.1
Lewiston	1	0.1	0.1	92.2
Lockport	9	0.5	0.5	92.7
Lyndonville	1	0.1	0.1	92.8
New York	3	0.2	0.2	92.9
Newfane	1	0.1	0.1	93.0
Niagara Falls	14	0.8	0.8	93.8
North Tonawanda	9	0.5	0.5	94.4

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Old Westbury	1	0.1	0.1	94.4
Orchard Park	6	0.4	0.4	94.8
Pendleton	1	0.1	0.1	94.8
Penn Yan	1	0.1	0.1	94.9
Ransomville	1	0.1	0.1	94.9
Rochester	3	0.2	0.2	95.1
San Dimas	1	0.1	0.1	95.2
Sanborn	2	0.1	0.1	95.3
Sloan	1	0.1	0.1	95.4
Snyder	3	0.2	0.2	95.5
Springfield	1	0.1	0.1	95.6
Tonawanda	44	2.6	2.6	98.2
Warrensburg	1	0.1	0.1	98.2
West Seneca	5	0.3	0.3	98.5
Wheatfield	1	0.1	0.1	98.6
Williamsville	24	1.4	1.4	100.0
Total	1,698	100.0	100.0	

Q1. Where did you get on this train?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	University	593	34.8	35.2	35.2
	LaSalle	128	7.5	7.6	42.8
	Amherst Street	106	6.2	6.3	49.1
	Humboldt Hospital	55	3.2	3.3	52.4
	Delevan/Canisius College	60	3.5	3.6	55.9
	Utica	106	6.2	6.3	62.2
	Summer-Best	46	2.7	2.7	65.0
	Allen Medical Campus	65	3.8	3.9	68.8
	Fountain Plaza	114	6.7	6.8	75.6
	Lafayette Square	96	5.6	5.7	81.3
	Church Street	172	10.1	10.2	91.5
	Seneca Street	39	2.3	2.3	93.8
	Erie Canal Harbor	99	5.8	5.9	99.7
	Special Events Station	5	0.3	0.3	100.0
	Total	1,684	98.9	100.0	
Missing	System	14	1.1		
Total		1,698	100.0		



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Q2. How many minutes did you wait at this location for the train to arrive?

	Frequency	Valid Percent
Valid		
No wait	220	12.9%
Less than 5 minutes	476	28.0%
Less than 10 minutes	456	26.8%
Less than 15 minutes	246	14.5%
15 minutes or more	81	4.8%
Did not specify	219	13.1%
Total	1,698	100.0

Q3. Where will you get off this train?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
University	288	16.9	17.2	17.2
LaSalle	74	4.3	4.4	21.6
Amherst Street	96	5.6	5.7	27.3
Humboldt Hospital	61	3.6	3.6	31.0
Delevan/ Canisius College	62	3.6	3.7	34.7
Utica	139	8.2	8.3	43.0
Summer-Best	61	3.6	3.6	46.6
Allen Medical Campus	107	6.3	6.4	53.0
Fountain Plaza	162	9.5	9.7	62.7
Lafayette square	220	12.9	13.1	75.8
Church street	222	13.0	13.3	89.1
Seneca Street	42	2.5	2.5	91.6
Erie Canal Harbor	89	5.2	5.3	96.9
Special Events Station	52	3.1	3.1	100.0
Total	1,675	98.4	100.0	
Missing				
System	23	1.6		
Total	1,698	100.0		

Q4. How many total buses and/or trains will you ride to make this one-way trip?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
One (this bus only)	918	53.9	54.1	54.1
Two	573	33.7	33.7	87.8
Three	171	10.0	10.1	97.9
Four	36	2.1	2.1	100.0
Total	1,698	100.0	100.0	
Total	1,698	100.0		



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List all the route numbers you will use on this one-way trip: 1st bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Rail	1	0.1	0.1	0.3
1	14	0.8	0.8	1.1
11	2	0.1	0.1	1.3
12	66	3.9	3.9	5.2
13	46	2.7	2.7	7.9
14	8	0.5	0.5	8.3
15	22	1.3	1.3	9.6
16	17	1.0	1.0	10.6
18	4	0.2	0.2	10.9
19	35	2.1	2.1	12.9
2	12	0.7	0.7	13.6
20	6	0.4	0.4	14.0
22	6	0.4	0.4	14.3
23	23	1.4	1.4	15.7
24	7	0.4	0.4	16.1
25	8	0.5	0.5	16.6
26	25	1.5	1.5	18.0
29	3	0.2	0.2	18.2
3	8	0.5	0.5	18.7
30	1	0.1	0.1	18.7
32	20	1.2	1.2	19.9
34	47	2.8	2.8	22.7
36	6	0.4	0.4	23.0
4	6	0.4	0.4	23.4
40	10	0.6	0.6	24.0
44	10	0.6	0.6	24.6
47	3	0.2	0.2	24.8
48	21	1.2	1.2	26.0
49	5	0.3	0.3	26.3
5	69	4.1	4.1	30.4
55	1	0.1	0.1	30.4
6	5	0.3	0.3	30.7
60	1	0.1	0.1	30.8
7	2	0.1	0.1	30.9
70	2	0.1	0.1	31.0
72	1	0.1	0.1	31.1
74	2	0.1	0.1	31.2
8	6	0.4	0.4	31.6
98	1	0.1	0.1	31.6
Total	1,698	100.0	100.0	

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List all the route numbers you will use on this one-way trip: 2nd bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	915	54.0	54.0	54.0
1	6	0.4	0.4	54.3
12	27	1.6	1.6	55.9
13	32	1.9	1.9	57.8
14	7	0.4	0.4	58.2
15	12	0.7	0.7	58.9
16	15	0.9	0.9	59.8
18	3	0.2	0.2	60.0
19	17	1.0	1.0	61.0
2	7	0.4	0.4	61.4
20	8	0.5	0.5	61.9
22	11	0.6	0.6	62.5
23	11	0.6	0.6	63.2
24	6	0.4	0.4	63.5
25	3	0.2	0.2	63.7
26	12	0.7	0.7	64.4
3	7	0.4	0.4	64.8
32	15	0.9	0.9	65.7
34	13	0.8	0.8	66.5
35	1	0.1	0.1	66.5
36	3	0.2	0.2	66.7
4	14	0.8	0.8	67.5
40	2	0.1	0.1	67.6
42	1	0.1	0.1	67.7
44	7	0.4	0.4	68.1
47	6	0.4	0.4	68.4
48	7	0.4	0.4	68.9
49	7	0.4	0.4	69.3
5	24	1.4	1.4	70.7
54	1	0.1	0.1	70.7
55	1	0.1	0.1	70.8
6	11	0.6	0.6	71.4
66	1	0.1	0.1	71.5
74	1	0.1	0.1	71.6
76	2	0.1	0.1	71.7
8	11	0.6	0.6	72.3
Rail	471	27.7	27.7	100.0
Total	1,698	100.0	100.0	

List all the route numbers you will use on this one-way trip: 3rd bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,490	87.8	87.8	87.8

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1	7	0.4	0.4	88.2
11	2	0.1	0.1	88.3
12	13	0.8	0.8	89.1
13	5	0.3	0.3	89.4
14	3	0.2	0.2	89.5
15	3	0.2	0.2	89.7
16	6	0.4	0.4	90.1
18	3	0.2	0.2	90.3
19	9	0.5	0.5	90.8
2	7	0.4	0.4	91.2
20	4	0.2	0.2	91.5
22	3	0.2	0.2	91.7
23	7	0.4	0.4	92.1
24	4	0.2	0.2	92.3
26	9	0.5	0.5	92.8
3	4	0.2	0.2	93.1
32	8	0.5	0.5	93.6
34	6	0.4	0.4	93.9
35	1	0.1	0.1	94.0
36	1	0.1	0.1	94.1
4	8	0.5	0.5	94.5
40	1	0.1	0.1	94.6
44	8	0.5	0.5	95.1
46	1	0.1	0.1	95.1
47	5	0.3	0.3	95.4
48	8	0.5	0.5	95.9
49	7	0.4	0.4	96.3
5	8	0.5	0.5	96.8
52	1	0.1	0.1	96.8
6	3	0.2	0.2	97.0
7	1	0.1	0.1	97.1
74	1	0.1	0.1	97.1
8	3	0.2	0.2	97.3
Rail	46	2.7	2.7	100.0
Total	1,698	100.0	100.0	

List all the route numbers you will use on this one-way trip: 4th bus/rail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,662	97.9	97.9	97.9
1	1	0.1	0.1	97.9
12	3	0.2	0.2	98.1
13	2	0.1	0.1	98.2
15	1	0.1	0.1	98.3
19	1	0.1	0.1	98.4

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20	1	0.1	0.1	98.4
23	1	0.1	0.1	98.5
24	4	0.2	0.2	98.7
26	2	0.1	0.1	98.8
32	1	0.1	0.1	98.9
34	1	0.1	0.1	98.9
35	1	0.1	0.1	99.0
44	1	0.1	0.1	99.1
46	1	0.1	0.1	99.2
48	3	0.2	0.2	99.4
49	1	0.1	0.1	99.4
50	1	0.1	0.1	99.5
52	1	0.1	0.1	99.5
Rail	8	0.5	0.5	100.0
Total	1,698	100.0	100.0	

Q6. When you got on the bus where you were given this survey, how did you pay?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Token	43	2.5	2.6	2.6
	Cash (one ride)	262	15.4	15.7	18.3
	Day Pass	338	19.9	20.3	38.5
	Weekly Pass	22	1.3	1.3	39.9
	Monthly Pass	512	30.1	30.7	70.6
	30-Day Pass	63	3.7	3.8	74.3
	Round Trip Rail Ticket	106	6.2	6.4	80.7
	Student Pass	128	7.5	7.7	88.4
	Free Fare Zone	92	5.4	5.5	93.9
	NFTA Employee Pass	102	6.0	6.1	100.0
	Total	1,668	98.0	100.0	
Missing	System	30	2.0		
Total		1,698	100.0		

Q7. Was your fare...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full fare	1,233	72.4	74.4	74.4
	Senior/Disabled	177	10.4	10.7	85.1
	Not applicable	247	14.5	14.9	100.0
	Total	1,657	97.4	100.0	
Missing	System	41	2.6		
Total		1,698	100.0		

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Q8. Did your employer or another organization pay for your fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, entire fare	264	15.5	16.4	16.4
	Yes, some of fare	33	1.9	2.0	18.4
	No	1,315	77.3	81.6	100.0
	Total	1,612	94.7	100.0	
Missing	System	86	5.3		
Total		1,698	100.0		



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Q9. Where did you purchase your fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On the bus	299	17.6	18.7	18.7
	Ticket vending machine	548	32.2	34.2	52.8
	Online purchase	36	2.1	2.2	55.1
	Store outlet	186	10.9	11.6	66.7
	Employer/Metro Perk	71	4.2	4.4	71.1
	Social services	103	6.1	6.4	77.5
	NFTA cash office	33	1.9	2.1	79.6
	CRAM Pass	143	8.4	8.9	88.5
	High school	86	5.1	5.4	93.9
	Other (specify)	98	5.8	6.1	100.0
	Total	1,603	94.2	100.0	
Missing	System	95	5.8		
Total		1,698	100.0		

Q9. Where did you purchase your fare? - Other (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not specify	1,601	94.3	94.3	94.3
	N/A – Free Fare Zone	68	4.0	4.0	98.3
	School	23	1.4	1.4	99.6
	Total	6	0.4	0.4	100.0
	Total	1,698	100.0	100.0	

Q10a. What kind of places are you coming from?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	887	52.1	53.0	53.0
	Work or work - related	329	19.3	19.7	72.7
	University/college	127	7.5	7.6	80.3
	High school	56	3.3	3.3	83.6
	Shopping	31	1.8	1.9	85.5
	Medical services	85	5.0	5.1	90.6
	Recreation/personal business	86	5.1	5.1	95.7
	Other (specify)	72	4.2	4.3	100.0
	Total	1,673	98.3	100.0	
	Missing	System	25	1.7	
Total		1,698	100.0		



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Q10a. What kind of places are you coming from? - Other (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1,662	97.9	97.9	97.9
	Daycare	1	0.1	0.1	97.9
	Doctor	1	0.1	0.1	98.0
	Downtown	2	0.1	0.1	98.1
	Downtown Bart	1	0.1	0.1	98.2
	Downtown Clinic	1	0.1	0.1	98.2
	Education	1	0.1	0.1	98.3
	Hair Salon	2	0.1	0.1	98.4
	Hotel	2	0.1	0.1	98.5
	Niagra falls	1	0.1	0.1	98.6
	Parking Lot	2	0.1	0.1	98.7
	Rental Car	1	0.1	0.1	98.8
	Restaurant	2	0.1	0.1	98.9
	Social services	14	0.8	0.8	99.7
	Visiting friends/family	4	0.2	0.2	99.9
	WIA	1	0.1	0.1	100.0
	Total	1,698	100.0	100.0	

Q10d. How did you get to the bus/train on this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walked/wheelchair	1,173	68.9	79.5	79.5
	Dropped off	138	8.1	9.3	88.8
	Drove alone	121	7.1	8.2	97.0
	Carpooled	28	1.6	1.9	98.9
	Bicycle	12	0.7	0.8	99.7
	Taxi	4	0.2	0.3	100.0
	Total	1,476	86.7	100.0	
Missing	System	222	13.3		
Total		1,698	100.0		

Q10d. If you selected "Walked/wheelchair," how many blocks?

		Frequency	Valid Percent
Valid	Less than 1 block	100	8.5%
	1 block	227	19.4%
	2 blocks	201	17.1%
	3 blocks	104	8.9%
	4 or more blocks	111	9.5%
	10 or more blocks	10	0.9%
	Did not specify	420	35.8%
	Total	1,173	100.0



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Q10d. If you selected "Drove alone/Carpooled, " indicate the Parking lot name/cross streets.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,619	95.4	95.4	95.4
Adam Ramp	2	0.1	0.1	95.5
East Chippewa St/Washington	2	0.1	0.1	95.6
East Huron St/Main St	1	0.1	0.1	95.7
Exchange St/Van Rensselaer St	1	0.1	0.1	95.7
Exchange St/Washington St	1	0.1	0.1	95.8
Franklin St & Genesee St	1	0.1	0.1	95.8
KeyBank Center Parking	1	0.1	0.1	95.9
LaSalle Station	16	0.9	0.9	96.8
Michigan Ave/Scott St	1	0.1	0.1	96.9
Military	1	0.1	0.1	96.9
Seneca One Ramp	1	0.1	0.1	97.0
Skyways Parking Lot	1	0.1	0.1	97.1
Starin Ave/St Lawrence Ave	1	0.1	0.1	97.1
University Station	49	2.9	2.9	100.0
Total	1,698	100.0	100.0	

Q10d. If did not walk or use a wheelchair," how many miles did you travel to get to the first bus/train on this one-way trip?

	Frequency	Valid Percent
Valid		
Less than 1 mile	29	9.6%
1 mile	51	16.8%
2 miles	20	6.6%
3 miles	11	3.6%
4 miles	4	1.3%
5 or more miles	26	8.6%
10 or more miles	15	5.0%
Did not specify	147	48.5%
Total	303	100.0



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Q11a. What kind of places are you going to?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	531	31.2	32.2	32.2
	Work or work-related	470	27.6	28.5	60.8
	University/college	100	5.9	6.1	66.8
	High school	48	2.8	2.9	69.8
	Shopping	73	4.3	4.4	74.2
	Medical services	102	6.0	6.2	80.4
	Recreation/personal business	241	14.2	14.6	95.0
	Other (specify)	82	4.8	5.0	100.0
	Total	1,647	96.8	100.0	
Missing	System	51	3.2		
Total		1,698	100.0		

Q11a. What kind of places are you going to? - Other (specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1,647	97.0	97.0	97.0
	Bank	1	0.1	0.1	97.1
	Child School	1	0.1	0.1	97.1
	Church	1	0.1	0.1	97.2
	Court	4	0.2	0.2	97.4
	Daycare	1	0.1	0.1	97.5
	Decline to state	1	0.1	0.1	97.5
	Did not specify	1	0.1	0.1	97.6
	Downtown	1	0.1	0.1	97.6
	Education	4	0.2	0.2	97.9
	Food	1	0.1	0.1	97.9
	Gym	1	0.1	0.1	98.0
	Haircut	1	0.1	0.1	98.1
	Hotel	5	0.3	0.3	98.4
	Library	3	0.2	0.2	98.5
	Nursing Home	1	0.1	0.1	98.6
	Parking Lot	1	0.1	0.1	98.6
	Pay Bills	1	0.1	0.1	98.7
	Practice	5	0.3	0.3	99.0
	Public TV	1	0.1	0.1	99.1
	Round trip just wandering	1	0.1	0.1	99.1
	Social services	9	0.5	0.5	99.6
	Vacation	1	0.1	0.1	99.7
	Visiting friends/family	5	0.3	0.3	100.0
Total	1,698	100.0	100.0		



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Q11d. How will you get to your destination from the last bus/train on this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk/wheelchair	1,245	73.1	88.4	88.4
	Get picked up	79	4.6	5.6	94.0
	Drive alone	51	3.0	3.6	97.7
	Carpool	12	0.7	0.9	98.5
	Bicycle	11	0.6	0.8	99.3
	Taxi	10	0.6	0.7	100.0
	Total	1,408	82.7	100.0	
Missing	System	290	17.3		
Total		1,698	100.0		

Q11d. If you selected "Walk/wheelchair," how many blocks?

		Frequency	Valid Percent
Valid	Less than 1 block	128	10.3%
	1 block	224	18.0%
	2 blocks	165	13.3%
	3 blocks	85	6.8%
	4 or more blocks	83	6.7%
	10 or more blocks	14	1.1%
	Did not specify	546	43.9%
	Total	1,245	100.0

Q11d. If you selected "Drove alone/Carpool," indicate the Parking lot name/cross streets.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1,684	99.2	99.2	99.2
	20 Pearl St	1	0.1	0.1	99.2
	LaSalle Station	3	0.2	0.2	99.4
	M&T Bank	1	0.1	0.1	99.5
	Military NF	1	0.1	0.1	99.5
	University Station	8	0.5	0.5	100.0
	Total	1,698	100.0	100.0	



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Q11d. If will not walk or use a wheelchair," how many miles will you travel to get from the last bus/train to your destination?

		Frequency	Valid Percent
Valid		1,656	97.5
	Less than 1 mile	13	0.8
	1 mile	12	0.7
	2 miles	7	0.1
	3 miles	2	0.1
	4 miles	1	0.4
	5 or more miles	4	0.1
	10 or more miles	3	0.1
	Did not specify	121	0.1
	Total	163	100.0

Q12. In a typical week, how often do you ride NFTA-Metro?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6-7 days/week	577	33.9	37.2	37.2
	3-5 days/week	655	38.5	42.3	79.5
	1-2 days/week	103	6.1	6.6	86.2
	1-3 days/month	106	6.2	6.8	93.0
	Less than once/month	108	6.3	7.0	100.0
	Total	1,549	91.0	100.0	
Missing	System	149	9.0		
Total		1,698	100.0		

Q13. Do you have a valid driver's license?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	755	44.4	55.5	55.5
	No	605	35.5	44.5	100.0
	Total	1,360	79.9	100.0	
Missing	System	338	20.1		
Total		1,698	100.0		



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Q14. What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 16	13	0.8	0.8	0.8
	16-18	106	6.2	6.3	7.0
	19-24	249	14.6	14.8	21.8
	25-34	339	19.9	20.1	41.9
	35-49	286	16.8	16.9	58.8
	50-64	309	18.2	18.3	77.1
	65+ years of age	68	4.0	4.0	81.2
	Decline to state	318	18.7	18.8	100.0
	Total	1,688	99.2	100.0	
Missing	System	10	0.8		
Total		1,698	100.0		

Q15. What is your employment status?

		Frequency	Valid Percent
Valid	Full-time worker	627	36.8%
	Part-time worker	272	16.0%
	Homemaker	39	2.3%
	University/college student	204	12.0%
	High school student	68	4.0%
	Retired	73	4.3%
	Unemployed	140	8.2%
	Veteran	28	1.6%
	Active military	2	0.1%
	Decline to state	389	22.9%
	Total	1,698	

Q16. What is your ethnicity?

		Frequency	Valid Percent
Valid	Asian	58	3.4%
	Black/ African-American	544	32.0%
	Caucasian/White	583	34.3%
	Hispanic/Latino	99	5.8%
	Middle Eastern/ North African	11	0.6%
	Native American/Alaska Native	32	1.9%
	Native Hawaiian or Pacific Islander	3	0.2%
	Decline to State	396	23.3%
	Other (specify)	36	2.1%
Total	1,698		



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Q16. What is your ethnicity? - Other (specify) - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1,662	97.9	97.9	97.9
	Canadian	2	0.1	0.1	98.0
	Did not specify	28	1.6	1.6	99.6
	Italian American	1	0.1	0.1	99.7
	Multiracial	3	0.2	0.2	99.9
	Polish/German	1	0.1	0.1	99.9
	Slavic	1	0.1	0.1	100.0
	Total	1,698	100.0	100.0	

Q17. Including yourself, how many people live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	350	20.6	20.8	20.8
	2	365	21.4	21.7	42.4
	3	207	12.2	12.3	54.7
	4	180	10.6	10.7	65.4
	5 or more	169	9.9	10.0	75.4
	Decline to state	414	24.3	24.6	100.0
	Total	1,685	99.0	100.0	
Missing	System	13	1.0		
Total		1,698	100.0		

Q18. Including yourself, how many of the people in your household are employed full-time or part-time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	291	17.1	22.4	22.4
	1	470	27.6	36.2	58.5
	2	376	22.1	28.9	87.5
	3	113	6.6	8.7	96.2
	4 or more	50	2.9	3.8	100.0
	Total	1,300	76.4	100.0	
Missing	System	398	23.6		
Total		1,698	100.0		

Q19. How many working vehicles are available to your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	596	35.0	45.7	45.7
	1	382	22.4	29.3	74.9
	2	225	13.2	17.2	92.2
	3	73	4.3	5.6	97.8
	4 or more	29	1.7	2.2	100.0
	Total	1,305	76.7	100.0	
Missing	System	393	23.3		
Total		1,698	100.0		

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Q20. Were any of those vehicles available to make this one-way trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	382	22.4	30.1	30.1
	No	540	31.7	42.5	72.6
	Not applicable	348	20.4	27.4	100.0
	Total	1,270	74.6	100.0	
Missing	System	428	25.4		
Total		1,698	100.0		

Q21. What language(s) are spoken in your home?

		Frequency	Valid Percent
Valid	English	1,276	75.0%
	Spanish	100	5.9%
	Karen	1	0.1%
	Burmese	2	0.1%
	Nepali	5	0.3%
	Arabic	5	0.3%
	Somali	3	0.2%
	Bengali/Bangla	11	0.6%
	Swahili	8	0.5%
	French	20	1.2%
	Other (specify)	28	1.6%
Total	1,698	100.0	

Q21. What language(s) are spoken in your home: Other (specify) - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1,670	98.4	98.4	98.4
	ASL	2	0.1	0.1	98.5
	Bosnian	1	0.1	0.1	98.5
	Chinese	2	0.1	0.1	98.6
	Did not specify	4	0.2	0.2	98.9
	German	3	0.2	0.2	99.1
	Greek	2	0.1	0.1	99.2
	Gujarati	1	0.1	0.1	99.2
	Hindi	5	0.3	0.3	99.5
	Italian	2	0.1	0.1	99.6
	Konkani	1	0.1	0.1	99.7
	Mandarin	1	0.1	0.1	99.8
	Nigerian	2	0.1	0.1	99.9
	Portuguese	2	0.1	0.1	100.0
	Total	1,698	100.0	100.0	



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Q22. How well do you speak English?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	1,261	74.1	74.9	74.9
	Less than very well	30	1.8	1.8	76.7
	Not at all	11	0.6	0.7	77.3
	Decline to state	382	22.4	22.7	100.0
	Total	1,684	98.9	100.0	
Missing	System	14	1.1		
Total		1,698	100.0		

Q23. What was your total household income in 2016 before taxes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$5,000	192	11.3	11.4	11.4
	\$5,000 - \$9,999	86	5.1	5.1	16.5
	\$10,000 - \$14,999	93	5.5	5.5	22.1
	\$15,000 - \$24,999	122	7.2	7.3	29.3
	\$25,000 - \$34,999	121	7.1	7.2	36.5
	\$35,000 - \$49,999	101	5.9	6.0	42.6
	\$50,000 - \$74,999	114	6.7	6.8	49.3
	\$75,000 - \$99,999	52	3.1	3.1	52.4
	\$100,000 or more	69	4.1	4.1	56.5
	Decline to state	730	42.9	43.5	100.0
Total	1,680	98.7	100.0		
Missing	System	18	1.3		
Total		1,698	100.0		

Q24. How do you prefer to receive information about NFTA-Metro?

		Frequency	Valid Percent
Valid	Online (metro.nfta.com)	662	38.9%
	Printed schedules	319	18.7%
	Calling NFTA customer service	136	8.0%
	Printed advertisements	79	4.6%
	At the bus stop	188	11.0%
	Facebook/Twitter	86	5.1%
	Text/email updates	125	7.3%
	Google/Google Transit	122	7.2%
	Radio	60	3.5%
	TV	95	5.6%
	Onboard the bus	159	9.3%
	Word of mouth	83	4.9%
	Other (specify)	29	1.7%
Total	1,698	100.0	



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Q24. How do you prefer to receive information about NFTA-Metro: Other (specify)- Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1,668	98.2	98.2	98.2
	App	4	0.2	0.2	98.5
	Did not specify	20	1.2	1.2	99.6
	Mail	4	0.2	0.2	99.9
	Mobile App	1	0.1	0.1	99.9
	School	1	0.1	0.1	100.0
	Total	1,698	100.0	100.0	

Q25. Overall, how satisfied are you with NFTA-Metro services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	633	37.2	50.8	50.8
	Somewhat satisfied	487	28.6	39.1	89.8
	Somewhat dissatisfied	98	5.8	7.9	97.7
	Very dissatisfied	29	1.7	2.3	100.0
	Total	1,247	73.3	100.0	
Missing	System	451	26.7		
Total		1,698	100.0		



Appendix E
Transfer Matrix



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Final Report

Route	1	2	3	4	5	6	7	8	11	12	13	14	15	16	18	19	20	204	206	
1																				
2	11																			
3	13	12																		
4	11	5	16																	
5	15	10	68	10																
6	3	4	16	21	18															
7	0	0	4	1	1	0														
8	4	5	1	7	15	5	0													
11	3	0	5	5	15	2	0	0												
12	8	4	26	2	58	3	0	24	6											
13	4	0	1	1	31	2	1	15	1	51										
14	1	4	15	3	12	13	4	2	1	1	1									
15	8	1	23	2	18	13	2	9	5	1	2	6								
16	4	4	11	6	21	10	0	3	0	2	4	24	2							
18	3	1	0	2	1	5	1	6	0	8	3	1	3	1						
19	39	40	4	28	40	45	1	9	0	51	42	40	31	38	1					
20	10	22	21	23	58	18	1	5	2	34	2	19	21	14	0	3				
204	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0			
206	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0		
21	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
22	0	0	3	2	2	6	0	2	0	4	2	0	0	0	1	4	5	0	0	0
23	16	15	18	23	22	22	0	16	10	33	15	9	19	20	1	8	37	0	0	0
24	2	2	12	6	15	8	0	7	2	15	4	8	10	6	3	43	11	2	0	0
25	4	5	6	15	78	10	1	1	9	26	4	6	8	12	1	1	26	0	0	0
26	1	3	15	5	9	8	0	8	4	10	12	0	0	1	2	28	19	0	0	0
29	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0
30	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
32	0	0	15	11	10	17	0	7	2	24	13	2	0	0	0	19	14	0	1	0
34	0	0	0	0	36	0	0	9	1	22	10	1	0	0	0	21	1	0	0	0
35	0	1	2	0	23	0	0	0	1	0	0	0	1	0	0	0	25	0	0	0
36	2	1	7	1	2	2	0	2	0	1	1	8	3	12	0	2	5	0	0	0
40	1	7	1	3	22	3	0	2	1	10	1	4	4	5	0	1	2	3	0	0
42	0	0	0	0	0	0	0	0	0	1	0	2	2	8	0	0	0	0	0	0
44	0	0	0	0	26	0	0	2	1	5	10	0	1	0	0	23	0	0	0	0
46	0	0	0	17	0	26	0	1	0	0	0	0	0	0	0	1	0	0	0	0
47	0	0	1	0	21	0	0	6	0	8	5	0	1	0	0	5	0	1	0	0
48	0	3	0	0	25	1	0	8	0	10	8	1	0	0	0	20	0	0	0	0
49	1	0	0	1	3	0	0	1	0	5	3	0	0	0	0	3	0	0	0	0
50	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0
52	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
54	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
55	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0
60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
61	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
64	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
66	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
67	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
68	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
69	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
70	0	0	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0
72	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0
74	0	0	2	1	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0
75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
76	0	0	2	2	1	2	0	0	0	0	0	1	1	0	0	0	0	0	0	0
79	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
81	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0
Rail	42	49	69	59	198	45	9	47	6	236	183	40	83	64	22	97	48	1	0	0



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Route	21	22	23	24	25	26	29	30	32	34	35	36	40	42	44	46	47	48	49	
1																				
2																				
3																				
4																				
5																				
6																				
7																				
8																				
11																				
12																				
13																				
14																				
15																				
16																				
18																				
19																				
20																				
204																				
206																				
21																				
22	0																			
23	0	7																		
24	0	6	24																	
25	0	5	29	6																
26	0	1	11	4	14															
29	0	2	0	0	0	0														
30	0	0	1	0	0	0	0													
32	0	4	22	14	8	8	0	0												
34	0	0	0	0	1	0	0	0	3											
35	0	0	6	0	27	1	0	0	2	9										
36	0	0	0	2	1	1	0	0	0	0	0									
40	0	0	5	7	4	4	1	1	8	0	4	1								
42	0	0	0	0	0	0	0	0	0	0	0	0	1							
44	0	0	1	0	0	2	0	0	0	1	6	0	0	0						
46	0	7	0	0	0	6	0	0	6	0	0	0	0	0	0					
47	0	0	0	8	0	0	0	0	0	2	0	0	0	0	1	0				
48	0	0	2	0	0	1	0	1	0	8	0	0	0	0	2	0	5			
49	0	0	0	0	1	2	0	0	0	2	1	0	0	0	5	0	0	1		
50	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	1	0	
52	0	0	0	0	0	0	0	0	0	0	0	0	12	0	0	0	0	0	0	
54	0	0	0	1	0	0	0	0	0	0	1	0	5	0	0	0	0	1	0	
55	0	0	0	0	0	0	0	0	0	0	0	0	25	0	0	0	0	0	0	
60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
61	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
64	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
66	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
67	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
68	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
69	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
72	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
74	0	0	0	1	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	
75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
76	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
79	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rail	2	40	99	39	20	80	4	1	90	117	3	20	35	1	70	2	28	61	25	



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Route	50	52	54	55	60	61	64	66	67	68	69	70	72	74	75	76	79	81
1																		
2																		
3																		
4																		
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35																		
36																		
40																		
42																		
44																		
46																		
47																		
48																		
49																		
50																		
52	9																	
54	0	3																
55	5	6	4															
60	0	0	0	1														
61	0	0	0	0	0													
64	0	0	0	0	0	0												
66	0	0	0	0	0	0	0											
67	0	0	0	0	0	0	0	0										
68	0	0	0	0	0	0	0	0	0									
69	0	0	0	0	0	0	0	0	0	0								
70	0	0	0	0	0	0	0	0	0	0	0							
72	0	0	0	0	0	0	0	0	0	0	0	0						
74	0	0	0	0	0	0	0	0	0	0	0	0	0					
75	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
76	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
79	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rail	0	1	1	2	2	0	2	1	0	0	2	0	1	4	1	2	0	0



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Appendix F
Data Dictionary




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① LANGUAGE - 1-English 2-Spanish

SURVEY NUMBER:



Route #: Direction: Inbound / Outbound
 Date: Time: AM / PM

2017 Bus Transit Survey

Take this survey for a chance to win a \$100 gift card!
 You must complete all sections of the survey to be eligible for the drawing.

Help us improve public transit services in the Greater Buffalo-Niagara area!

PLEASE PRINT LETTERS AND NUMBERS CLEARLY IN UPPER CASE.

Section 1: Please provide your contact information.

Name:
 Phone number:

What are the CITY and ZIP CODE where you live?
 (If you are visiting, please provide the city and zip code of the place you are staying locally)

City:
 5-digit Zip Code:

All information will be kept strictly confidential.

Section 2: Tell us about THIS ONE-WAY TRIP.

1. Where did you get ON THIS BUS?

Name of place:
 (landmark or business name closest to the bus stop)
 Cross-street #1:
 Cross-street #2:

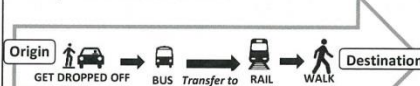
2. How many minutes did you wait at this location for the bus to arrive?

3. Where will you get OFF THIS BUS?

Name of place:
 (landmark or business name closest to the bus stop)
 Cross-street #1:
 Cross-street #2:

Use information about the ONE-WAY TRIP you are taking now to answer the rest of the questions in this section.

Example of a ONE-WAY TRIP:



Note: Your trip may look different!

4. Including THIS BUS, how many total buses and/or trains will you ride to make THIS ONE-WAY TRIP?

One (this bus only) Two Three Four
 1 2 3 4

5. List all the route numbers (or names) you will use on THIS ONE-WAY TRIP.

Example:

6. When you got on the bus where you were given this survey, how did you pay?

Token Monthly Pass
 Cash (one ride) 30-Day Pass
 Day Pass Student Pass
 Weekly Pass CRAM Pass

7. Was your fare...?

Full fare Not applicable
 Senior/Disabled

8. Did your employer or another organization pay for your fare?

Yes, entire fare Yes, some of fare No
 1 2 3

9. Where did you purchase your fare?

On the bus Social services
 Ticket vending machine NFTA cash office
 Online purchase CRAM Pass
 Store outlet High school
 Employer/Metro Perk Other (specify):

10. ORIGIN LOCATION: Where are you coming from?
 (This location is NOT where you got on THIS bus, but where you started this one-way trip.)

a. What kind of place are you coming from? (check only one)

Home Shopping
 Work or work-related Medical services
 University/college (student only) Recreation/ personal business
 High school (student only) Other (specify):

b. If you are not coming from home, what is the name of this place? (for example, Walmart, Post Office, Canisius High School, Mt St. Mary's Hospital, etc.)

c. What is the exact street address of this place?

If this place is your home, or if you do not know the exact street address, provide the nearest cross-streets.

Address:
 OR
 Cross-street #1:
 Cross-street #2:
 City: Zip:

d. How did you get to the FIRST bus/train on THIS one-way trip?

Walked/wheelchair -> How many blocks?
(answer 0 if less than 1)
 Dropped off Bicycle Taxi
 Drove alone Carooled }
Parking lot name/cross streets

If you DID NOT walk or use a wheelchair, how many miles did you travel to get to the first bus/train on this one-way trip?
(answer 0 if less than 1)

Don't have time to complete the survey today?
 Ask the surveyor for a postage-paid mail-back envelope or take the survey online at:

www.2017-Metro-Transit-Survey.com

CONTINUED ON REVERSE ->

SURVEY NUMBER:



11. DESTINATION LOCATION: Where are you going to?
 (This location is NOT where you will get off THIS bus, but where you will end this one-way trip.)

- a. What kind of place are you going to?** (check only one)
- 1 Home
 - 2 Work or work-related
 - 3 University/college (student only)
 - 4 High school (student only)
 - 5 Shopping
 - 6 Medical services
 - 7 Recreation/ personal business
 - 8 Other (specify): 41

b. If you are not going home, what is the name of this place?
 (for example, Walmart, Post Office, Canisius High School, Mt St Mary's Hospital, etc.)
42

c. What is the exact street address of this place?
 If this place is your home, or if you do not know the exact street address, provide the nearest cross-streets.

Address: 43
 OR
 Cross-street #1: 44
 Cross-street #2: 45
 City: 46 Zip: 47

d. How will you get to your destination from the LAST bus/train on THIS one-way trip?

- 1 Walk/wheelchair → How many blocks? 49
of blocks (answer 0 if less than 1)
- 2 Get picked up
- 3 Drive alone
- 4 Carpool
- 5 Bicycle
- 6 Taxi

If you WILL NOT walk or use a wheelchair, how many miles will you travel to get from the last bus/train to your destination?
51
of miles (answer 0 if less than 1)

- 12. In a typical week, how often do you ride NFTA-Metro?**
- 1 6-7 days/week
 - 2 3-5 days/week
 - 3 1-2 days/week
 - 4 1-3 days/month
 - 5 Less than once/month

Section 3. Tell us about yourself.

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

14. What is your age?

- 1 Under 16
- 2 16-18
- 3 19-24
- 4 25-34
- 5 35-49
- 6 50-64
- 7 65+ years of age
- 8 Decline to state

15. Are you...? (check all that apply)

- 58 Full-time worker
- 59 Part-time worker
- 60 Retired
- 61 Unemployed
- 62 Homemaker
- 63 University/college student
- 64 High school student
- 65 Active military
- 66 Veteran
- 67 Decline to state

16. What is your ethnicity? (check all that apply)

- 68 Asian
- 69 Black/African-American
- 70 Caucasian/White
- 71 Hispanic/Latino
- 72 Middle Eastern/North African
- 73 Native American/Alaska Native
- 74 Native Hawaiian or Pacific Islander
- 75 Decline to state
- 76 Other (specify): 73

17. Including yourself, how many people live in your household?
 1 1 2 2 3 3 4 4 5 5 or more 6 Decline to state

18. Including yourself, how many of the people in your household are employed full-time or part-time?
 1 None 2 1 3 2 4 3 5 4 or more

19. How many working vehicles are available to your household?
 1 None 2 1 3 2 4 3 5 4 or more

20. Were any of those vehicles available to make THIS one-way trip?
 1 Yes 2 No 3 Not applicable

21. What language(s) are spoken in your home? (check all that apply)

- 77 English
- 78 Spanish
- 79 Karen
- 80 Burmese
- 81 Nepali
- 82 Arabic
- 83 Somali
- 84 Bengali/Bangla
- 85 Swahili
- 86 French
- 87 Other (specify): 90

22. How well do you speak English?

- 1 Very well
- 2 Less than very well
- 3 Not at all
- 4 Decline to state

23. What was your total household income in 2016 before taxes?

- 1 Less than \$5,000
- 2 \$5,000 - \$9,999
- 3 \$10,000 - \$14,999
- 4 \$15,000 - \$24,999
- 5 \$25,000 - \$34,999
- 6 \$35,000 - \$49,999
- 7 \$50,000 - \$74,999
- 8 \$75,000 - \$99,999
- 9 \$100,000 or more
- 10 Decline to state

Section 4. Tell us about your NFTA-Metro experience.

24. How do you prefer to receive information about NFTA-Metro? (check all that apply)

- 93 Online (metro.nfta.com)
- 94 Printed schedules
- 95 Calling NFTA customer service
- 96 Print advertisements
- 97 At the bus stop
- 98 Facebook/Twitter
- 99 Text/email updates
- 100 Google/Google Transit
- 101 Radio
- 102 TV
- 103 Onboard the bus
- 104 Word of mouth
- 105 Other (specify): 106

25. Overall, how satisfied are you with NFTA-Metro services?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied

Comments:

Thank you for your time today!
 Please return your completed survey to the surveyor onboard the bus.

Can't finish the survey onboard the vehicle? Ask the surveyor for a pre-paid mail-back envelope or take the survey online at:
www.2017-Metro-Transit-Survey.com

If you have additional customer comments or questions about the Greater Buffalo-Niagara Regional Transportation Council and its services, please visit www.gbnrtc.org.

2017 Niagara Frontier Transportation Authority Onboard Survey
Greater Buffalo-Niagara Regional Transportation Council
Final Report

Bus Excel Key – Page 1

PDF: A Language: B

SURVEY NUMBER:
C

Route #: D **Direction:** E Inbound / Outbound
Date: F **Time:** G AM / PM

2017 Bus Transit Survey

Take this survey for a chance to win a \$100 gift card!
 You must complete all sections of the survey to be eligible for the drawing.

Help us improve public transit services in the Greater Buffalo-Niagara area!

PLEASE PRINT LETTERS AND NUMBERS CLEARLY IN UPPER CASE.

Section 1: Please provide your contact information.
Name: H
Phone number: (I)
 What are the **CITY** and **ZIP CODE** where you live?
 (If you are visiting, please provide the city and zip code of the place you are staying locally)
City: J
5-digit Zip Code: K
 All information will be kept strictly confidential.

Section 2: Tell us about THIS ONE-WAY TRIP.

1. Where did you get ON THIS BUS?
Name of place: L
 (landmark or business name closest to the bus stop)
Cross-street #1: M
Cross-street #2: N

2. How many minutes did you wait at this location for the bus to arrive? O

3. Where will you get OFF THIS BUS?
Name of place: P
 (landmark or business name closest to the bus stop)
Cross-street #1: Q
Cross-street #2: R

Use information about the ONE-WAY TRIP you are taking now to answer the rest of the questions in this section.

Example of a ONE-WAY TRIP:

Origin → GET DROPPED OFF → BUS → Transfer to → RAIL → WALK → Destination

Note: Your trip may look different!

4. Including THIS BUS, how many total buses and/or trains will you ride to make THIS ONE-WAY TRIP?
S One (this bus only) Two Three Four

5. List all the route numbers (or names) you will use on THIS ONE-WAY TRIP.

Example: 1st bus/rail → 2nd bus/rail → 3rd bus/rail → 4th bus/rail
13 RAIL ----- -----

1st bus/rail → 2nd bus/rail → 3rd bus/rail → 4th bus/rail
T U V W

6. When you got on the bus where you were given this survey, how did you pay?
X Token Monthly Pass
 Cash (one ride) 30-Day Pass
 Day Pass Student Pass
 Weekly Pass CRAM Pass

7. Was your fare...?
Y Full fare Not applicable
 Senior/Disabled

8. Did your employer or another organization pay for your fare?
Z Yes, entire fare Yes, some of fare No

9. Where did you purchase your fare?
AA On the bus Social services
 Ticket vending machine NFTA cash office
 Online purchase CRAM Pass
 Store outlet High school
 Employer/Metro Perk Other (specify): AB

10. ORIGIN LOCATION: Where are you coming from?
 (This location is NOT where you got on THIS bus, but where you started this one-way trip.)

a. What kind of place are you coming from? (check only one)
AC Home Shopping
 Work or work-related Medical services
 University/college (student only) Recreation/ personal business
 High school (student only) Other (specify): AD

b. If you are not coming from home, what is the name of this place? (for example, Walmart, Post Office, Canisius High School, Mt St Mary's Hospital, etc.)
AE

c. What is the exact street address of this place?
 If this place is your home, or if you do not know the exact street address, provide the nearest cross-streets.
 Address: AF
 OR
 Cross-street #1: AG
 Cross-street #2: AH
 City: AI Zip: AJ

d. How did you get to the FIRST bus/train on THIS one-way trip?
AK Walked/wheelchair → How many blocks? AL
of blocks (answer 0 if less than 1)
 Dropped off Bicycle Taxi
 Drove alone } AM
 Carpooled } Parking lot name/cross streets
 If you DID NOT walk or use a wheelchair, how many miles did you travel to get to the first bus/train on this one-way trip? AN
of miles (answer 0 if less than 1)

Don't have time to complete the survey today?
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CONTINUED ON REVERSE →

<p>SURVEY NUMBER: <input style="width: 80px; height: 20px;" type="text"/></p> <p align="center"> <i>Serving Buffalo Niagara</i> </p> <p>11. DESTINATION LOCATION: Where are you going to? (This location is NOT where you will get off THIS bus, but where you will end this one-way trip.)</p> <p>AD a. What kind of place are you going to? (check only one)</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Home</td> <td><input type="checkbox"/> Shopping</td> </tr> <tr> <td><input type="checkbox"/> Work or work-related</td> <td><input type="checkbox"/> Medical services</td> </tr> <tr> <td><input type="checkbox"/> University/college (student only)</td> <td><input type="checkbox"/> Recreation/ personal business</td> </tr> <tr> <td><input type="checkbox"/> High school (student only)</td> <td><input type="checkbox"/> Other (specify): <u>AP</u></td> </tr> </table> <p>b. If you are not going home, what is the name of this place? 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How will you get to your destination from the LAST bus/train on THIS one-way trip?</p> <p>AW <input type="checkbox"/> Walk/wheelchair → How many blocks? <u>AX</u> <small># of blocks (answer 0 if less than 1)</small></p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> Get picked up</td> <td><input type="checkbox"/> Bicycle</td> <td><input type="checkbox"/> Taxi</td> </tr> <tr> <td><input type="checkbox"/> Drive alone</td> <td colspan="2"><input type="checkbox"/> Carpool } <u>AY</u></td> </tr> <tr> <td colspan="3" style="text-align: center;"><small>Parking lot name/cross streets</small></td> </tr> </table> <p>If you WILL NOT walk or use a wheelchair, how many miles will you travel to get from the last bus/train to your destination? <u>AZ</u> <small># of miles (answer 0 if less than 1)</small></p> <p>BA 12. In a typical week, how often do you ride NFTA-Metro?</p> <table style="width:100%; border: none;"> <tr> <td><input type="checkbox"/> 6-7 days/week</td> <td><input type="checkbox"/> 1-3 days/month</td> </tr> <tr> <td><input type="checkbox"/> 3-5 days/week</td> <td><input type="checkbox"/> Less than once/month</td> </tr> <tr> <td><input type="checkbox"/> 1-2 days/week</td> <td></td> </tr> </table>	<input type="checkbox"/> Home	<input type="checkbox"/> Shopping	<input type="checkbox"/> Work or work-related	<input type="checkbox"/> Medical services	<input type="checkbox"/> University/college (student only)	<input type="checkbox"/> Recreation/ personal business	<input type="checkbox"/> High school (student only)	<input type="checkbox"/> Other (specify): <u>AP</u>	<input type="checkbox"/> Get picked up	<input type="checkbox"/> Bicycle	<input type="checkbox"/> Taxi	<input type="checkbox"/> Drive alone	<input type="checkbox"/> Carpool } <u>AY</u>		<small>Parking lot name/cross streets</small>			<input type="checkbox"/> 6-7 days/week	<input type="checkbox"/> 1-3 days/month	<input type="checkbox"/> 3-5 days/week	<input type="checkbox"/> Less than once/month	<input type="checkbox"/> 1-2 days/week		<p>Section 3. 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Including yourself, how many of the people in your household are employed full-time or part-time?</p> <p><input type="checkbox"/> None <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 or more</p> <p>BZ 19. How many working vehicles are available to your household?</p> <p><input type="checkbox"/> None <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 or more</p> <p>CA 20. Were any of those vehicles available to make THIS one-way trip?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable</p> <p>21. What language(s) are spoken in your home? 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BF <input type="checkbox"/> Homemaker	BK <input type="checkbox"/> Veteran																																																																																											
BG <input type="checkbox"/> University/college student	BL <input type="checkbox"/> Active military																																																																																											
BH <input type="checkbox"/> High school student	BM <input type="checkbox"/> Decline to state																																																																																											
BN <input type="checkbox"/> Asian	BS <input type="checkbox"/> Native American/Alaska Native																																																																																											
BO <input type="checkbox"/> Black/African-American	BT <input type="checkbox"/> Native Hawaiian or Pacific Islander																																																																																											
BP <input type="checkbox"/> Caucasian/White	BV <input type="checkbox"/> Decline to state																																																																																											
BQ <input type="checkbox"/> Hispanic/Latino	BR <input type="checkbox"/> Middle Eastern/North African																																																																																											
Other (specify): <u>BW</u>																																																																																												
CB <input type="checkbox"/> English	CF <input type="checkbox"/> Nepali	CJ <input type="checkbox"/> Swahili																																																																																										
CC <input type="checkbox"/> Spanish	CG <input type="checkbox"/> Arabic	CK <input type="checkbox"/> French																																																																																										
CD <input type="checkbox"/> Karen	CH <input type="checkbox"/> Somali	CL <input type="checkbox"/> Other (specify):																																																																																										
CE <input type="checkbox"/> Burmese	CI <input type="checkbox"/> Bengali/Bangla	<u>CM</u>																																																																																										
<input type="checkbox"/> Less than \$5,000	<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$100,000 or more																																																																																										
<input type="checkbox"/> \$5,000 - \$9,999	<input type="checkbox"/> \$35,000 - \$49,999	<input type="checkbox"/> Decline to state																																																																																										
<input type="checkbox"/> \$10,000 - \$14,999	<input type="checkbox"/> \$50,000 - \$74,999																																																																																											
<input type="checkbox"/> \$15,000 - \$24,999	<input type="checkbox"/> \$75,000 - \$99,999																																																																																											
CP <input type="checkbox"/> Online (metro.nfta.com)	CW <input type="checkbox"/> Google/Google Transit																																																																																											
CS <input type="checkbox"/> Printed schedules	CX <input type="checkbox"/> Radio																																																																																											
CF <input type="checkbox"/> Calling NFTA customer service	CV <input type="checkbox"/> TV																																																																																											
CS <input type="checkbox"/> Print advertisements	CL <input type="checkbox"/> Onboard the bus																																																																																											
CT <input type="checkbox"/> At the bus stop	DA <input type="checkbox"/> Word of mouth																																																																																											
CV <input type="checkbox"/> Facebook/Twitter	DB <input type="checkbox"/> Other (specify):																																																																																											
CV <input type="checkbox"/> Text/email updates	<u>DC</u>																																																																																											

① Language 1- English 2- Spanish

SURVEY NUMBER:
 ② _____



Metro Rail Direction: Inbound / Outbound
 Date: ④ _____ Time: ⑤ _____ AM / PM

2017 Rail Transit Survey

Take this survey for a chance to win a \$100 gift card!
 You must complete all sections of the survey to be eligible for the drawing.

Help us improve public transit services in the Greater Buffalo-Niagara area!

PLEASE PRINT LETTERS AND NUMBERS CLEARLY IN UPPER CASE.

Section 1: Please provide your contact information.

Name: ⑥ _____

Phone number: ⑦ _____

What are the CITY and ZIP CODE where you live?
 (If you are visiting, please provide the city and zip code of the place you are staying locally)

City: ⑧ _____

5-digit Zip Code: ⑨ _____

All information will be kept strictly confidential.

Section 2: Tell us about THIS ONE-WAY TRIP.

⑩ 1. Where did you get ON THIS TRAIN?

- | | |
|---|--|
| 1 <input type="checkbox"/> University | 8 <input type="checkbox"/> Allen Medical Campus |
| 2 <input type="checkbox"/> LaSalle | 9 <input type="checkbox"/> Fountain Plaza |
| 3 <input type="checkbox"/> Amherst Street | 10 <input type="checkbox"/> Lafayette Square |
| 4 <input type="checkbox"/> Humboldt Hospital | 11 <input type="checkbox"/> Church Street |
| 5 <input type="checkbox"/> Delevan/Canisius College | 12 <input type="checkbox"/> Seneca Street |
| 6 <input type="checkbox"/> Utica | 13 <input type="checkbox"/> Erie Canal Harbor |
| 7 <input type="checkbox"/> Summer-Best | 14 <input type="checkbox"/> Special Events Station |

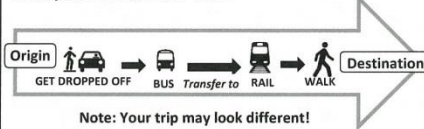
2. How many minutes did you wait at this location for the train to arrive? ⑪ _____

⑬ 2.3. Where will you get OFF THIS TRAIN?

- | | |
|---|--|
| 1 <input type="checkbox"/> University | 8 <input type="checkbox"/> Allen Medical Campus |
| 2 <input type="checkbox"/> LaSalle | 9 <input type="checkbox"/> Fountain Plaza |
| 3 <input type="checkbox"/> Amherst Street | 10 <input type="checkbox"/> Lafayette Square |
| 4 <input type="checkbox"/> Humboldt Hospital | 11 <input type="checkbox"/> Church Street |
| 5 <input type="checkbox"/> Delevan/Canisius College | 12 <input type="checkbox"/> Seneca Street |
| 6 <input type="checkbox"/> Utica | 13 <input type="checkbox"/> Erie Canal Harbor |
| 7 <input type="checkbox"/> Summer-Best | 14 <input type="checkbox"/> Special Events Station |

Use information about the ONE-WAY TRIP you are taking now to answer the rest of the questions in this section.

Example of a ONE-WAY TRIP:



⑬ 3.4. Including THIS TRAIN, how many total buses and/or trains will you ride to make THIS ONE-WAY TRIP?

- 1 One (this train only) 2 Two 3 Three 4 Four

5. List all the route numbers (or names) you will use on THIS ONE-WAY TRIP.

Example: 1st bus/rail → 2nd bus/rail → 3rd bus/rail → 4th bus/rail

13 RAIL -----

⑭ 1st bus/rail → ⑮ 2nd bus/rail → ⑯ 3rd bus/rail → ⑰ 4th bus/rail

⑱ 6. When you got on the train where you were given this survey, how did you pay?

- | | |
|--|---|
| 1 <input type="checkbox"/> Token | 7 <input type="checkbox"/> Round-Trip Rail Ticket |
| 2 <input type="checkbox"/> Cash (one ride) | 8 <input type="checkbox"/> Student Pass |
| 3 <input type="checkbox"/> Day Pass | 9 <input type="checkbox"/> CRAM Pass |
| 4 <input type="checkbox"/> Weekly Pass | 10 <input type="checkbox"/> Free Fare Zone |
| 5 <input type="checkbox"/> Monthly Pass | 11 <input type="checkbox"/> NFTA Employee Pass |
| 6 <input type="checkbox"/> 30-Day Pass | |

Don't have time to complete the survey today? Ask the surveyor for a postage-paid mail-back envelope or take the survey online at www.2017-Metro-Transit-Survey.com.

⑲ 7. Was your fare...?

- 1 Full fare 2 Senior/Disabled 3 Not applicable

⑳ 8. Did your employer or another organization pay for your fare?

- 1 Yes, entire fare 2 Yes, some of fare 3 No

㉑ 9. Where did you purchase your fare?

- | | |
|---|--|
| 1 <input type="checkbox"/> On the bus | 6 <input type="checkbox"/> Social services |
| 2 <input type="checkbox"/> Ticket vending machine | 7 <input type="checkbox"/> NFTA cash office |
| 3 <input type="checkbox"/> Online purchase | 8 <input type="checkbox"/> CRAM Pass |
| 4 <input type="checkbox"/> Store outlet | 9 <input type="checkbox"/> High school |
| 5 <input type="checkbox"/> Employer/Metro Perk | 10 <input type="checkbox"/> Other (specify): |
- ⑳

10. ORIGIN LOCATION: Where are you coming from?

(This location is NOT where you got on THIS TRAIN, but where you started this one-way trip.)

㉒ a. What kind of place are you coming from? (check only one)

- | | |
|--|--|
| 1 <input type="checkbox"/> Home | 5 <input type="checkbox"/> Shopping |
| 2 <input type="checkbox"/> Work or work-related | 6 <input type="checkbox"/> Medical services |
| 3 <input type="checkbox"/> University/college (student only) | 7 <input type="checkbox"/> Recreation/ personal business |
| 4 <input type="checkbox"/> High school (student only) | 8 <input type="checkbox"/> Other (specify): |
- ㉒

b. If you are not coming from home, what is the name of this place? (for example, Walmart, Post Office, Canisius High School, Mt St. Mary's Hospital, etc.)

⑳

c. What is the exact street address of this place?

If this place is your home, or if you do not know the exact street address, provide the nearest cross-streets.

Address: ㉓ _____

OR Cross-street #1: ㉔ _____

Cross-street #2: ㉕ _____

City: ㉖ _____ Zip: ㉗ _____

㉘ d. How did you get to the FIRST bus/train on THIS one-way trip?

- 1 Walked/wheelchair → How many blocks? ㉙ _____
of blocks (answer 0 if less than 1)
- 2 Dropped off 5 Bicycle 6 Taxi
- 3 Drove alone } _____ ㉚ _____
of miles (answer 0 if less than 1)
- 4 Carpooled } _____
Parking lot name/cross streets

If you DID NOT walk or use a wheelchair, how many miles did you travel to get to the first bus/train on this one-way trip? ㉛ _____
of miles (answer 0 if less than 1)

CONTINUED ON REVERSE →

Rail Excel Key – Page 1

PDF: A LANGUAGE: B

SURVEY NUMBER:
 C

Metro Rail Direction: Inbound / Outbound
 Date: E Time: F AM / PM

2017 Rail Transit Survey

Take this survey for a chance to win a \$100 gift card!
 You must complete all sections of the survey to be eligible for the drawing.

Help us improve public transit services in the Greater Buffalo-Niagara area!

PLEASE PRINT LETTERS AND NUMBERS CLEARLY IN UPPER CASE.

Section 1: Please provide your contact information.
 Name: G
 Phone number: (H)
 What are the CITY and ZIP CODE where you live?
 (If you are visiting, please provide the city and zip code of the place you are staying locally)
 City: I
 5-digit Zip Code: J
 All information will be kept strictly confidential.

Section 2: Tell us about THIS ONE-WAY TRIP.

1. Where did you get ON THIS TRAIN?

<input type="checkbox"/> University	<input type="checkbox"/> Allen Medical Campus
<input type="checkbox"/> LaSalle	<input type="checkbox"/> Fountain Plaza
<input type="checkbox"/> Amherst Street	<input type="checkbox"/> Lafayette Square
<input type="checkbox"/> Humboldt Hospital	<input type="checkbox"/> Church Street
<input type="checkbox"/> Delevan/Canisius College	<input type="checkbox"/> Seneca Street
<input type="checkbox"/> Utica	<input type="checkbox"/> Erie Canal Harbor
<input type="checkbox"/> Summer-Best	<input type="checkbox"/> Special Events Station

2. How many minutes did you wait at this location for the train to arrive? L

3. Where will you get OFF THIS TRAIN?

<input type="checkbox"/> University	<input type="checkbox"/> Allen Medical Campus
<input type="checkbox"/> LaSalle	<input type="checkbox"/> Fountain Plaza
<input type="checkbox"/> Amherst Street	<input type="checkbox"/> Lafayette Square
<input type="checkbox"/> Humboldt Hospital	<input type="checkbox"/> Church Street
<input type="checkbox"/> Delevan/Canisius College	<input type="checkbox"/> Seneca Street
<input type="checkbox"/> Utica	<input type="checkbox"/> Erie Canal Harbor
<input type="checkbox"/> Summer-Best	<input type="checkbox"/> Special Events Station

Use information about the ONE-WAY TRIP you are taking now to answer the rest of the questions in this section.

Example of a ONE-WAY TRIP:

Note: Your trip may look different!

4. Including THIS TRAIN, how many total buses and/or trains will you ride to make THIS ONE-WAY TRIP?

One (this train only) Two Three Four

5. List all the route numbers (or names) you will use on THIS ONE-WAY TRIP.

Example: 1st bus/rail → 2nd bus/rail → 3rd bus/rail → 4th bus/rail
 13 RAIL ----- -----

1st bus/rail → 2nd bus/rail → 3rd bus/rail → 4th bus/rail
 O P Q R

6. When you got on the train where you were given this survey, how did you pay?

<input type="checkbox"/> Token	<input type="checkbox"/> Round-Trip Rail Ticket
<input type="checkbox"/> Cash (one ride)	<input type="checkbox"/> Student Pass
<input type="checkbox"/> Day Pass	<input type="checkbox"/> CRAM Pass
<input type="checkbox"/> Weekly Pass	<input type="checkbox"/> Free Fare Zone
<input type="checkbox"/> Monthly Pass	<input type="checkbox"/> NFTA Employee Pass
<input type="checkbox"/> 30-Day Pass	

7. Was your fare...?

Full fare Senior/Disabled Not applicable

8. Did your employer or another organization pay for your fare?

Yes, entire fare Yes, some of fare No

9. Where did you purchase your fare?

<input type="checkbox"/> On the bus	<input type="checkbox"/> Social services
<input type="checkbox"/> Ticket vending machine	<input type="checkbox"/> NFTA cash office
<input type="checkbox"/> Online purchase	<input type="checkbox"/> CRAM Pass
<input type="checkbox"/> Store outlet	<input type="checkbox"/> High school
<input type="checkbox"/> Employer/Metro Perk	<input type="checkbox"/> Other (specify): W

10. ORIGIN LOCATION: Where are you coming from?
 (This location is NOT where you got on THIS TRAIN, but where you started this one-way trip.)

a. What kind of place are you coming from? (check only one)

<input type="checkbox"/> Home	<input type="checkbox"/> Shopping
<input type="checkbox"/> Work or work-related	<input type="checkbox"/> Medical services
<input type="checkbox"/> University/college (student only)	<input type="checkbox"/> Recreation/ personal business
<input type="checkbox"/> High school (student only)	<input type="checkbox"/> Other (specify): Y

b. If you are not coming from home, what is the name of this place? (for example, Walmart, Post Office, Canisius High School, Mt St Mary's Hospital, etc.)
 Z

c. What is the exact street address of this place?
 If this place is your home, or if you do not know the exact street address, provide the nearest cross-streets.

Address: AA
 OR
 Cross-street #1: AB
 Cross-street #2: AC
 City: AD Zip: AE

d. How did you get to the FIRST bus/train on THIS one-way trip?

Walked/wheelchair → How many blocks? AG
(answer 0 if less than 1)

Dropped off Bicycle Taxi

Drove alone } AH
 Carpooled } Parking lot name/cross streets

If you DID NOT walk or use a wheelchair, how many miles did you travel to get to the first bus/train on this one-way trip?
 AI
(answer 0 if less than 1)

CONTINUED ON REVERSE →

Don't have time to complete the survey today? Ask the surveyor for a postage-paid mail-back envelope or take the survey online at www.2017-Metro-Transit-Survey.com.

SURVEY NUMBER:



11. DESTINATION LOCATION: Where are you going to?
 (This location is NOT where you will get off THIS train, but where you will end this one-way trip.)

- AT a. What kind of place are you going to?** (check only one)
- | | |
|--|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Work or work-related | <input type="checkbox"/> Medical services |
| <input type="checkbox"/> University/college (student only) | <input type="checkbox"/> Recreation/ personal business |
| <input type="checkbox"/> High school (student only) | <input type="checkbox"/> Other (specify): <u>AK</u> |

b. If you are not going home, what is the name of this place?
 (for example, Walmart, Post Office, Canisius High School, Mt St Mary's Hospital, etc.)

AL

c. What is the exact street address of this place?
 If this place is your home, or if you do not know the exact street address, provide the nearest cross-streets.

Address: AM
 OR
 Cross-street #1: AN
 Cross-street #2: AO
 City: AP Zip: AQ

AR d. How will you get to your destination from the LAST bus/train on THIS one-way trip?

- Walk/wheelchair → How many blocks? AS
of blocks (answer 0 if less than 1)
- Get picked up Bicycle Taxi
- Drive alone Carpool } AT
Parking lot name/cross streets

If you WILL NOT walk or use a wheelchair, how many miles will you travel to get from the last bus/train to your destination? AU
of miles (answer 0 if less than 1)

- AV 12. In a typical week, how often do you ride NFTA-Metro?**
- | | |
|--|---|
| <input type="checkbox"/> 6-7 days/week | <input type="checkbox"/> 1-3 days/month |
| <input type="checkbox"/> 3-5 days/week | <input type="checkbox"/> Less than once/month |
| <input type="checkbox"/> 1-2 days/week | |

Section 3. Tell us about yourself.

- 13. Do you have a valid driver's license?** AW
- Yes No

- 14. What is your age?** AX
- | | | |
|-----------------------------------|--------------------------------|---|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+ years of age |
| <input type="checkbox"/> 16-18 | <input type="checkbox"/> 35-49 | <input type="checkbox"/> Decline to state |
| <input type="checkbox"/> 19-24 | <input type="checkbox"/> 50-64 | |

- 15. Are you...? (check all that apply)**
- | | |
|---|---|
| <u>AT</u> <input type="checkbox"/> Full-time worker | <u>BD</u> <input type="checkbox"/> Retired |
| <u>AZ</u> <input type="checkbox"/> Part-time worker | <u>BE</u> <input type="checkbox"/> Unemployed |
| <u>BA</u> <input type="checkbox"/> Homemaker | <u>BF</u> <input type="checkbox"/> Veteran |
| <u>BB</u> <input type="checkbox"/> University/college student | <u>BG</u> <input type="checkbox"/> Active military |
| <u>BC</u> <input type="checkbox"/> High school student | <u>BH</u> <input type="checkbox"/> Decline to state |

- 16. What is your ethnicity? (check all that apply)**
- | | |
|---|--|
| <u>BI</u> <input type="checkbox"/> Asian | <u>BN</u> <input type="checkbox"/> Native American/Alaska Native |
| <u>BT</u> <input type="checkbox"/> Black/African-American | <u>BO</u> <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <u>BK</u> <input type="checkbox"/> Caucasian/White | <input type="checkbox"/> Other (specify): <u>BR</u> |
| <u>BL</u> <input type="checkbox"/> Hispanic/Latino | <u>BP</u> <input type="checkbox"/> Decline to state |
| <u>BM</u> <input type="checkbox"/> Middle Eastern/North African | <u>BQ</u> <input type="checkbox"/> Other (specify): <u>BR</u> |

- BS 17. Including yourself, how many people live in your household?**
- 1 2 3 4 5 or more Decline to state

- BT 18. Including yourself, how many of the people in your household are employed full-time or part-time?**
- None 1 2 3 4 or more

- BV 19. How many working vehicles are available to your household?**
- None 1 2 3 4 or more

- BY 20. Were any of those vehicles available to make THIS one-way trip?**
- Yes No Not applicable

- 21. What language(s) are spoken in your home? (check all that apply)**
- | | | |
|--|---|---|
| <u>BW</u> <input type="checkbox"/> English | <u>CA</u> <input type="checkbox"/> Nepali | <u>CE</u> <input type="checkbox"/> Swahili |
| <u>BX</u> <input type="checkbox"/> Spanish | <u>CB</u> <input type="checkbox"/> Arabic | <u>CF</u> <input type="checkbox"/> French |
| <u>BY</u> <input type="checkbox"/> Karen | <u>CC</u> <input type="checkbox"/> Somali | <u>CG</u> <input type="checkbox"/> Other (specify): <u>CH</u> |
| <u>BZ</u> <input type="checkbox"/> Burmese | <u>CD</u> <input type="checkbox"/> Bengali/Bangla | |

- CI 22. How well do you speak English?**
- Very well Not at all
- Less than very well Decline to state

- 23. What was your total household income in 2016 before taxes?**
- | | | |
|--|--|--|
| <input type="checkbox"/> Less than \$5,000 | <input type="checkbox"/> \$25,000 - \$34,999 | <input type="checkbox"/> \$100,000 or more |
| <input type="checkbox"/> \$5,000 - \$9,999 | <input type="checkbox"/> \$35,000 - \$49,999 | <input type="checkbox"/> Decline to state |
| <input type="checkbox"/> \$10,000 - \$14,999 | <input type="checkbox"/> \$50,000 - \$74,999 | |
| <input type="checkbox"/> \$15,000 - \$24,999 | <input type="checkbox"/> \$75,000 - \$99,999 | |

Section 4. Tell us about your NFTA-Metro experience.

- 24. How do you prefer to receive information about NFTA-Metro? (check all that apply)**
- | | |
|--|---|
| <u>CX</u> <input type="checkbox"/> Online (metro.nfta.com) | <u>CF</u> <input type="checkbox"/> Google/Google Transit |
| <u>CI</u> <input type="checkbox"/> Printed schedules | <u>CS</u> <input type="checkbox"/> Radio |
| <u>CM</u> <input type="checkbox"/> Calling NFTA customer service | <u>CT</u> <input type="checkbox"/> TV |
| <u>CN</u> <input type="checkbox"/> Print advertisements | <u>CV</u> <input type="checkbox"/> Onboard the train |
| <u>CO</u> <input type="checkbox"/> At the bus stop | <u>CW</u> <input type="checkbox"/> Word of mouth |
| <u>CP</u> <input type="checkbox"/> Facebook/Twitter | <u>CX</u> <input type="checkbox"/> Other (specify): <u>CX</u> |
| <u>CQ</u> <input type="checkbox"/> Text/email updates | |

- 25. Overall, how satisfied are you with NFTA-Metro services?**
- Very satisfied Somewhat dissatisfied
- Somewhat satisfied Very dissatisfied

Comments:

CZ

Thank you for your time today!
 Please return your completed survey to the surveyor onboard the train.

Can't finish the survey onboard the vehicle? Ask the surveyor for a pre-paid mail-back envelope or take the survey online at:
www.2017-Metro-Transit-Survey.com

If you have additional customer comments or questions about the Greater Buffalo-Niagara Regional Transportation Council and its services, please visit www.gbnrtc.org.