

APPENDIX C

On-Board Survey Topline Summary

SCTA Rider Survey Topline

Prepared for:



Prepared by:



WBA Project Number: 22-559

April 2023

CONTENTS

- 1. BACKGROUND 21
- 2. METHODOLOGY 22
- 3. WEIGHTING 23
- 4. RRTA KEY DRIVER ANALYSIS 26
- 5. RRTA KEY ATTRIBUTE RATINGS 28
- 6. RRTA SERVICE IMPROVEMENTS PREFERENCES 30
- 7. RRTA TRIP CHARACTERISTICS 31
- 8. BARTA KEY DRIVERS 37
- 9. BARTA KEY ATTRIBUTE RATINGS 39
- 10. BARTA SERVICE IMPROVEMENT PREFERENCES 41
- 11. BARTA TRIP CHARACTERISTICS 42

1. Background

The South Central Transportation Authority (SCTA), as part of its 2023 Transportation Development Plan (TDP), commissioned Foursquare Integrated Transportation Planning (Foursquare ITP) and WBA Research to conduct a survey of riders on both of the systems that SCTA operates - BARTA (Berks County) and RRTA (Lancaster County).

WBA conducted a paper survey onboard buses on each system surveying riders about their satisfaction with the services offered by BARTA and RRTA, respectively, as well as basic demographic information for Title VI analysis.

What follows are the topline results of this research.

2. Methodology

SCTA first provided full schedules and General Transit Feed Specification (GTFS) files for both the BARTA and RRTA. WBA Research compiled these files to create a database of all trips in each system, and used this as the basis of sampling, selecting trips from across each day on Weekdays, Saturdays, and Sundays for sampling.

The questionnaire was designed based on previously conducted rider surveys used in 2017, as well as with input from SCTA on additions or adjustments from those used in the past. WBA formatted the survey into a 3-panel booklet for distribution. Each survey included a serial number and barcode to be recorded by interviewers as they were distributed, allowing the research team to identify the specific trips and times where each survey was given out.

On January 17th, two trainings sessions were held to brief the survey distribution team on their duties and responsibilities when handing out surveys onboard buses. The first training session was held at 9 a.m. at BARTA offices in Reading and the second training session was held at 2 p.m. at SCTA offices in Lancaster, PA.

The field period of the rider satisfaction survey began that day, running from January 17th to February 3rd.

At the conclusion of fielding, WBA had collected 1,097 qualified surveys in total. Of those, 582 surveys came from RRTA riders and 485 surveys came from BARTA riders.

Among BARTA riders, 39 riders completed the survey in Spanish. Among RRTA riders, 38 completed the survey in Spanish.

3. Weighting

The data were weighted, or “smoothed” so that the proportion of surveys gathered from each route accurately reflected the actual proportion ridership that each route holds in each system. The following is the formula applied to create survey weights.

Additionally, following are the weighting factors that result for each route and system.

RRTA	Average Week Ridership				Completed Surveys			Smoothing Weights
	Weekday	Saturday	Sunday	Total	Weekday	Weekend	Total	Overall
1	1071	192	41	1304	-	26	26	1.365
2	1031	142	50	1223	84	6	90	0.370
3	1466	207	80	1752	38	20	58	0.822
5	409	17	0	425	20	-	20	0.579
DTLL	81	0	0	81	5	-	5	0.441
10	1041	96	0	1137	22	-	22	1.407
11	893	58	0	951	21	-	21	1.233
12	1465	92	0	1557	11	-	11	3.853
13	404	39	0	443	7	-	7	1.722
14	2745	528	293	3565	97	42	139	0.698
15	280	23	0	302	5	-	5	1.645
16	1914	177	55	2145	18	13	31	1.883
17	3185	356	124	3664	21	-	21	4.748
18	702	18	0	720	32	-	32	0.612
19	815	61	0	876	40	-	40	0.596
20	525	0	0	525	28	-	28	0.510
21	515	70	0	584	10	-	10	1.590
MUPCX	79	42	12	132	16	-	16	0.225

Table R1: RRTA Weighting Factors

BARTA	Average Week Ridership				Completed Surveys			Smoothing Weights
	Weekday	Saturday	Sunday	Total	Weekday	Weekend	Total	Overall
1	5981	1119	438	7537	76	-	76	1.319
2	20	34	0	54	-	-	0	-
3	1777	279	0	2056	37	4	41	0.667
4	2985	313	93	3391	41	-	41	1.100
5	1946	156	0	2102	13	-	13	2.151
7	1148	103	0	1251	10	-	10	1.663
8	1834	234	90	2157	-	-	0	-
9	631	72	0	703	14	-	14	0.668
10	1193	153	42	1387	24	6	30	0.615
11	1080	140	0	1220	16	-	16	1.014
12	517	57	0	574	15	-	15	0.509
14	1871	188	0	2058	45	7	52	0.526
15	2991	565	190	3746	62	-	62	0.804
16	2600	435	71	3106	38	12	50	0.826
17	1318	138	0	1456	12	6	18	1.076
18	2218	256	65	2539	28	-	28	1.206
19	1433	154	24	1610	9	-	9	2.379
20	1208	147	0	1355	22	-	22	0.819
22	343	0	0	343	17	-	17	0.269

Table B1: BARTA Weighting Factors

Because each

system was weighted separately, data reported in this report are shown as BARTA and RRTA separately, and not combined.

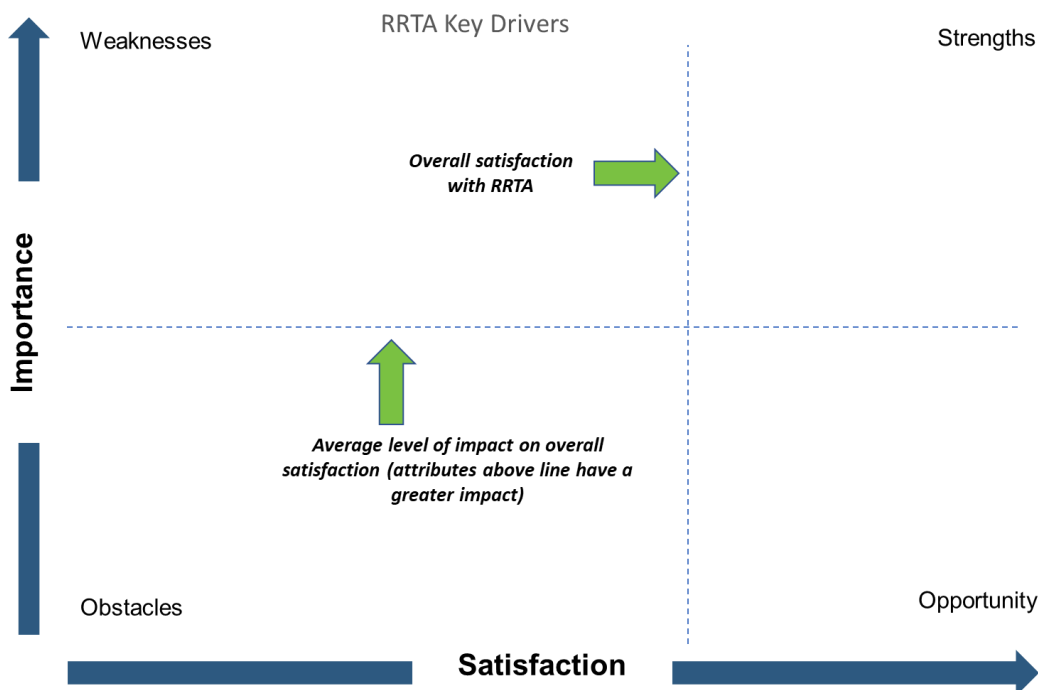
4. RRTA Key Driver Analysis

Overview of Key Driver Analysis

For the attributes used to measure satisfaction with RRTA, a key driver analysis was utilized in an effort to better understand what drives satisfaction and where opportunities lie for the system. This shows the impact each attribute has on overall satisfaction.

To identify priorities for improving satisfaction with RRTA, these results were plotted on a chart. The chart is laid out as follows:

- Weaknesses – These are attributes that have a significant impact on attitudes, but for which riders give relatively low ratings, meaning that RRTA is not delivering on this important need. For RRTA, these are attributes on which the system should aim to improve.
- Strengths – These are attributes that receive relatively higher ratings from riders and have a significant impact on attitudes. These are what drive riders to use RRTA.
- Obstacles – These attributes receive lower ratings from riders and have a moderate to low impact on their perception of RRTA. If other modes can better deliver on these attributes, there is an opportunity for mode switch.
- Opportunities – These attributes have a moderate to low impact on rider attitudes, while receiving moderate to high ratings. These secondary attributes can be used as a means to retain or increase usage.



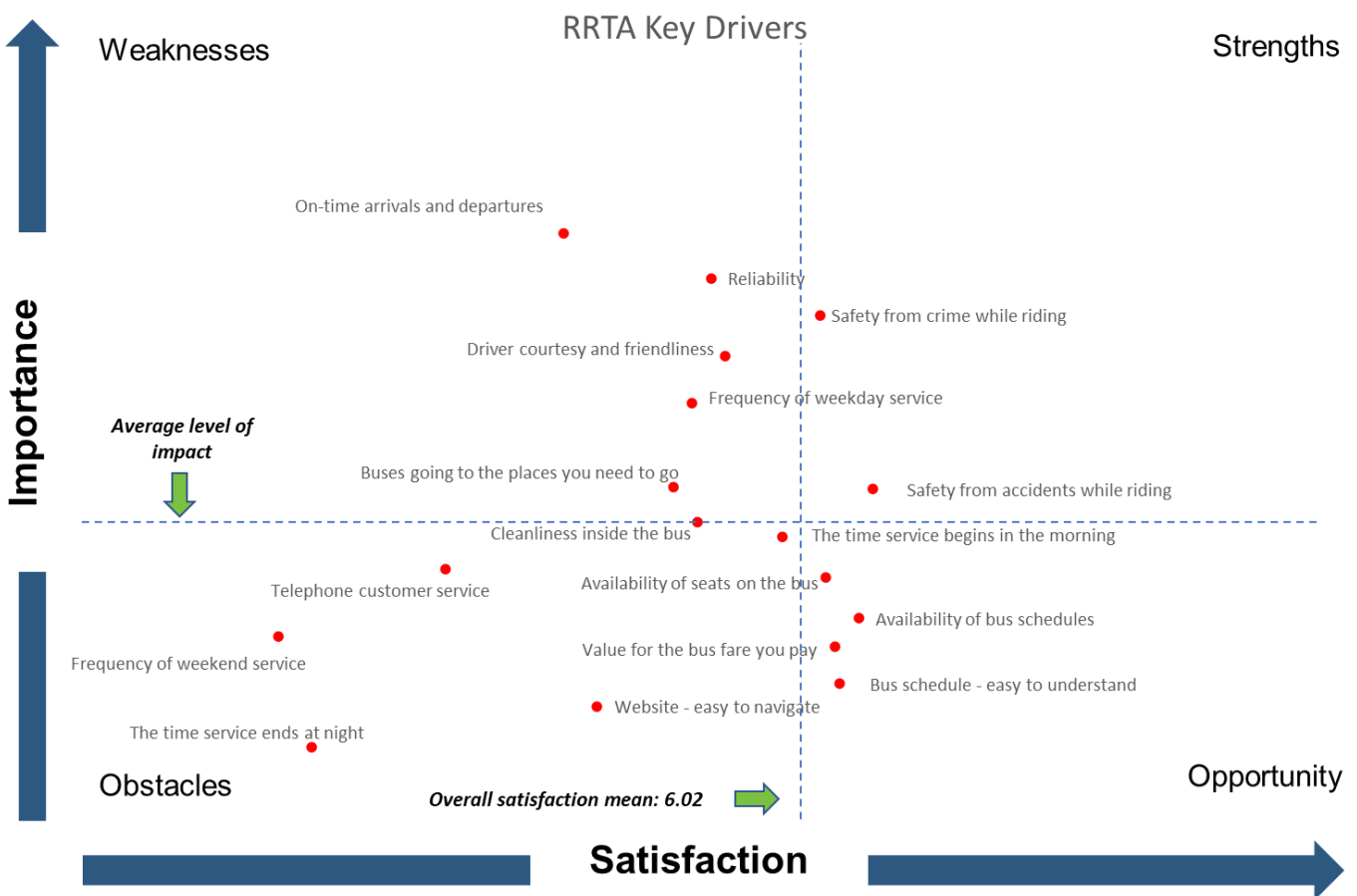
Two attributes, **Safety from crime while riding** and **Safety from accidents while riding**, are areas that have a strong impact on satisfaction and where customers are highly satisfied. Maintaining satisfaction with these attributes may lead to continued satisfaction with RRTA.

There are four key attributes that have a strong impact on satisfaction with RRTA but where the mean ratings are lower than the overall satisfaction mean. By increasing satisfaction with these attributes, RRTA may see a positive impact on overall satisfaction:

- **On-time arrivals and departures;**
- **Reliability;**
- **Driver courtesy and friendliness; and**
- **Buses going to places you need to go.**

There are four areas where RRTA is viewed positively by customers though they have a lesser impact on overall satisfaction. These can be seen as **opportunities**:

- **Availability of seats on the bus;**
- **Availability of bus schedules**
- **Value for the bus fare you pay; and**
- **Bus schedule – easy to understand.**



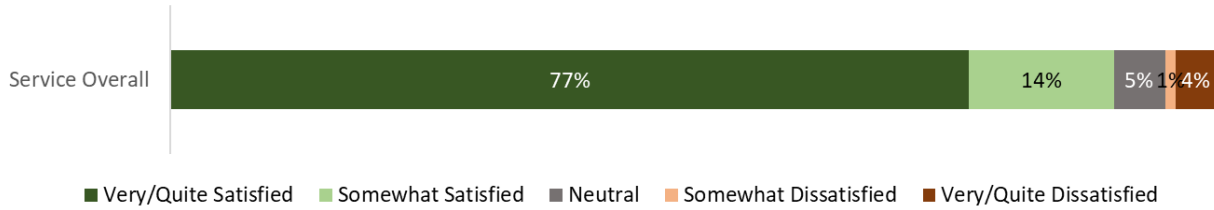
5. RRTA Key Attribute Ratings

More than three-fourths of RRTA riders are satisfied with RRTA service overall (77% quite or very satisfied). Notably, satisfaction is higher among Hispanic/Latino riders, with nearly nine in ten (89%) quite or very satisfied. Satisfaction is also higher among weekend riders, compared to those surveyed on weekdays, with 89% of weekend riders quite or very satisfied with service overall (compared to 74% of those surveyed on a weekday trip).

RRTA riders are most satisfied with the safety from accidents (79% quite or very satisfied), the availability of bus schedules (78%), the safety from crime while riding (77%), and the availability of seats on the bus (77%). Notably however, they are least satisfied with the frequency of weekend service (45% quite or very satisfied) and the time service ends at night (51%).

While satisfaction with weekend service frequency among RRTA riders is particularly low, satisfaction with the weekday service frequency is higher, with two-thirds (67%) quite or very satisfied.

RRTA Ratings of Service Overall



RRTA Ratings of Service Overall % Quite/Very Satisfied

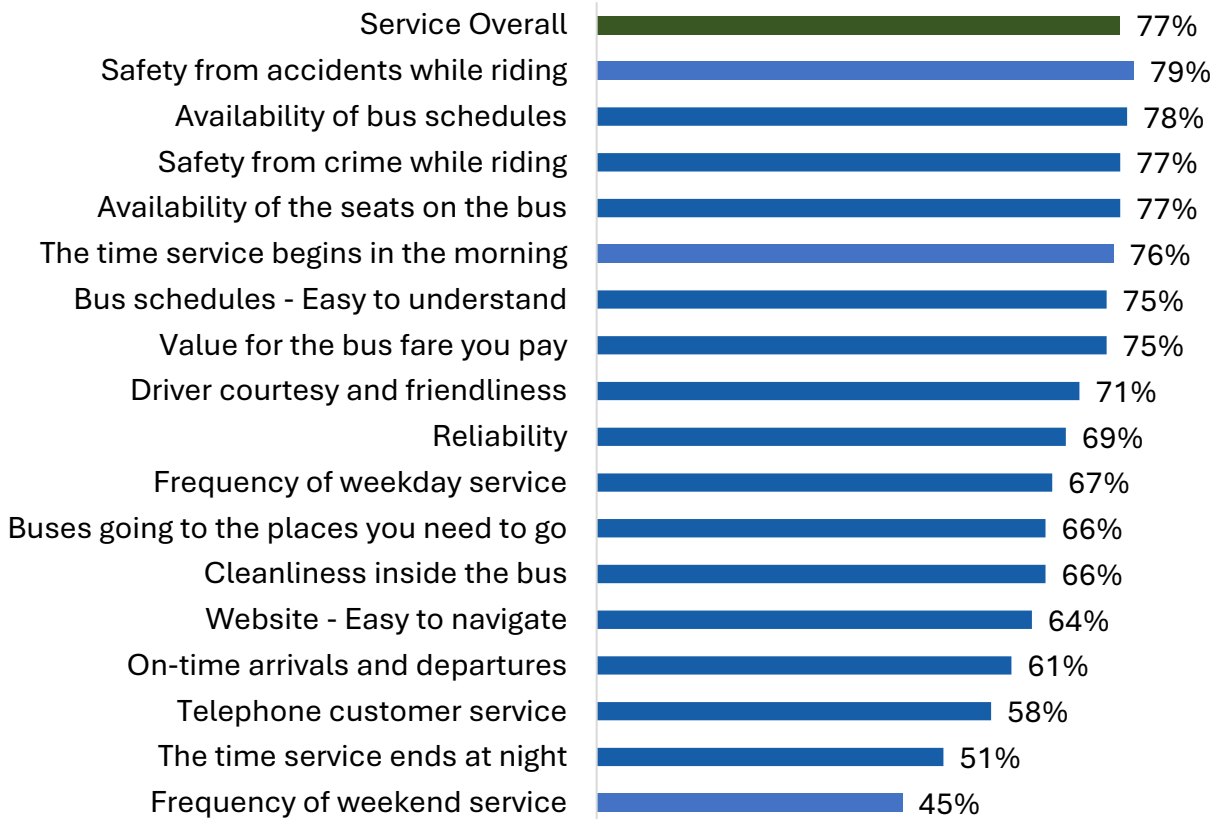


Table R2: Q1. In the last 30 days, how satisfied have you been with BARTA services?
Base = Those answering (n=416-538)

6. RRTA Service Improvements Preferences

Riders were asked to identify their preferences for service improvements, given five different trade-off scenarios:

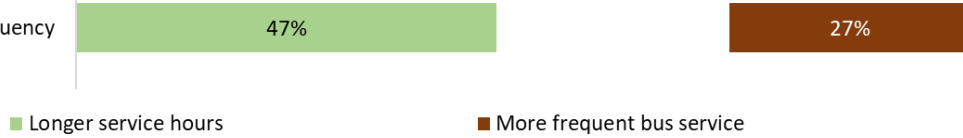
- Longer service hours vs. more frequent bus service;
- Adding more weekend service, which could result in a reduction in weekday service vs. focusing on improving weekday bus service;
- More bus stops along a route for shorter walking distances to/from destinations vs. fewer bus stops along a route for faster bus travel times;
- Buses running more frequently but on fewer streets vs. buses running on more streets with less frequent service on any given street; and
- Improve service schedules and/or reliability in existing coverage areas vs. expand service to new areas.

RRTA riders generally **favor longer service hours over more frequent bus service**, with nearly one-half preferring the former (47%), over the latter (27%). The remaining 26% of riders do not have a preference one way or the other.

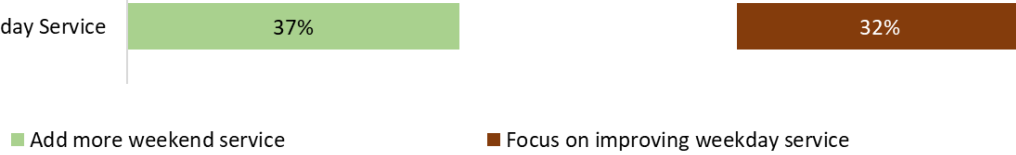
Additionally, riders tend to feel strongest about **having more bus stops along a route compared to fewer**, with 44% preferring more bus stops and shorter walk times, as opposed to less bus stops and a faster bus ride (12%).

RRTA Trade-Off Preferences

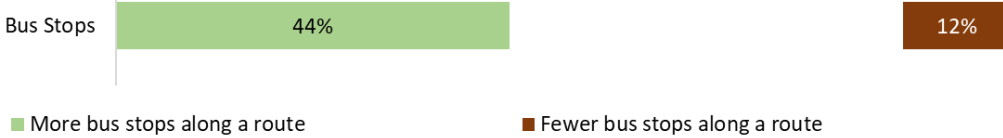
Service Hours vs. Frequency



Weekend vs. Weekday Service



More vs. Fewer Bus Stops



More Frequent Buses on Fewer Streets vs. Buses on More Streets Less Frequently



Improve Current Service vs. Expand Service to New Areas

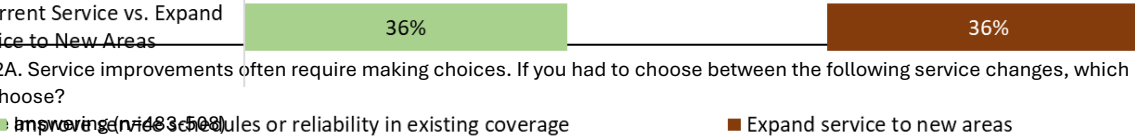


Table R3: Q2A. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?

Base = Those improving service (n=43,508)

7. RRTA Trip Characteristics

Overall, to get to the first bus that they used for the trips where they were surveyed, seven in ten RRTA riders simply walked (72%). Of the few riders that did not walk to access their first bus, 9% were dropped off by someone else, 7% used an Uber or Lyft, and 5% used their own personal bike or scooter.

RRTA	
Mode of Access	%
Walk/Wheelchair	72%
Was dropped off by someone else who didn't park	9%
Uber, Lyft, etc.	7%
Personal bike or scooter	5%
Drove alone and parked	4%
Bike share	2%
Drove or rode with others and parked	2%
Taxi	2%
Car share (e.g. ZIP Car, etc.)	1%
Some other way	2%

Table R4: Q6. How did you get from your starting place to the very first bus you used for this one-way trip?
 Base = Those answering (n=517)
 Multiple responses accepted

Similarly, about eight in ten RRTA riders (79%) traveled to their destination by walking after they got off their last bus. The remainder primarily took an Uber or Lyft (6%) or were picked up by someone who drove (4%).

RRTA	
Mode of Egress	%
Walk/Wheelchair	79%
Uber, Lyft, etc.	6%
Be picked up by someone who drove	4%

Personal bike or scooter	3%
Bike share	3%
Get in a parked vehicle and drive alone	2%
Get in a parked vehicle and drive/ride with others	1%
Car share (e.g. ZIP Car, etc.)	1%
Taxi	1%
Some other way	2%

Table R5: Q7. How will you get to your destination after you get off the last bus you will use for this one-way trip?
 Base = Those answering (n=499)
 Multiple responses accepted

Overall, 63% of trips surveyed were for either work or school purposes, with the majority (60%) made up of work trips specifically. Almost four in ten (38%) were related to shopping, and logically this increases for weekend riders, where 49% of trips are made for shopping purposes (compared to 35% on weekdays). Other common trip purposes include doctor’s appointments or medical visits (19%) and social or recreational visits (12%).

RRTA	
Trip Purpose	%
Work	60%
Shopping	38%
Doctor or medical visit	19%
Social or recreational visit	12%
Social services	6%
College or vocational school (as a student)	6%
Middle or high school (as a student)	3%
Personal business/Errands	3%
Church	1%
Exercise/Gym	<1%
Somewhere else	4%

Table R6: Q9. Are you making this trip to get either to or from...?
 Base = Those answering (n=501)
 Multiple responses accepted

Nearly four in ten RRTA riders (38%) needed to transfer buses at least once during the trip where they were surveyed.

RRTA Ridership Patterns

Most riders have ridden the bus on a weekday in the week prior to being surveyed (97%), regardless of whether they were surveyed on a weekend or weekday.

RRTA	
During past 7 days, which days have you ridden the bus?	%
Weekday	97%
Monday	75%
Tuesday	69%
Wednesday	73%
Thursday	72%
Friday	74%
Weekend	60%
Saturday	57%
Sunday	30%

Table R7: Q3. Including today, during the past seven days, which days have you ridden a bus?
 Base = Those answering (n=529)
 Multiple responses accepted

Almost all riders (97%) had ridden RRTA prior to the date they were surveyed (i.e., this was not their first time riding). Nearly half have been riding for more than four years (49%). In general, those who are currently using the RRTA system are riding with about the same frequency as they did prior to the pandemic (57%). About one-third (32%) are riding more often.

RRTA	
How long have you been riding RRTA?	%
This is the first time	3%
Net: Have ridden prior	97%
Less than 1 year	18%
1 to 2 years	20%
3 to 4 years	10%

More than 4 years	49%
-------------------	-----

Table R8: Q4. How long have you been riding BARTA?
Base = Those answering (n=541)

RRTA	
Compared to prior to COVID-19, are you riding the bus...?	%
More often	32%
About the same	57%
Less often	11%

Table R9: Q5. Compared to before the COVID-19 Pandemic, are you riding the bus...?
Base = Those answering (n=513)

RRTA Rider Profile

Notable demographics of RRTA riders include:

- Nearly seven in ten riders (69%) are employed. This is made up of 51% who are employed full-time and 18% who are employed part time.
 - Of these 69% of riders who are employed, 70% work from a single work location outside of their home every day.
 - Those who are employed are more likely to work on a Saturday (71%) than they are to work on a Sunday (53%), start work before 7 AM on any day (51%), or work after 9 PM on any day (47%).
- Nine in ten (93%) use a cell phone.
- More than eight in ten (86%) access the internet on a cell phone.
- One-half (51%) use the RRTA GoMobile App.
 - One-third (34%) use a GoMobile Smart Card.
- The average age of RRTA riders is 41 years old. One-fourth of riders are between the ages of 25 to 34 (25%).
- Spanish is the most common second language spoken at home, with 18% speaking it at home. A small portion (3%) speak German or Pennsylvania Dutch at home.
- One-half of riders identify as white (53%), while about two in ten identify as Hispanic or Latino (24%) or black/African American (21%).

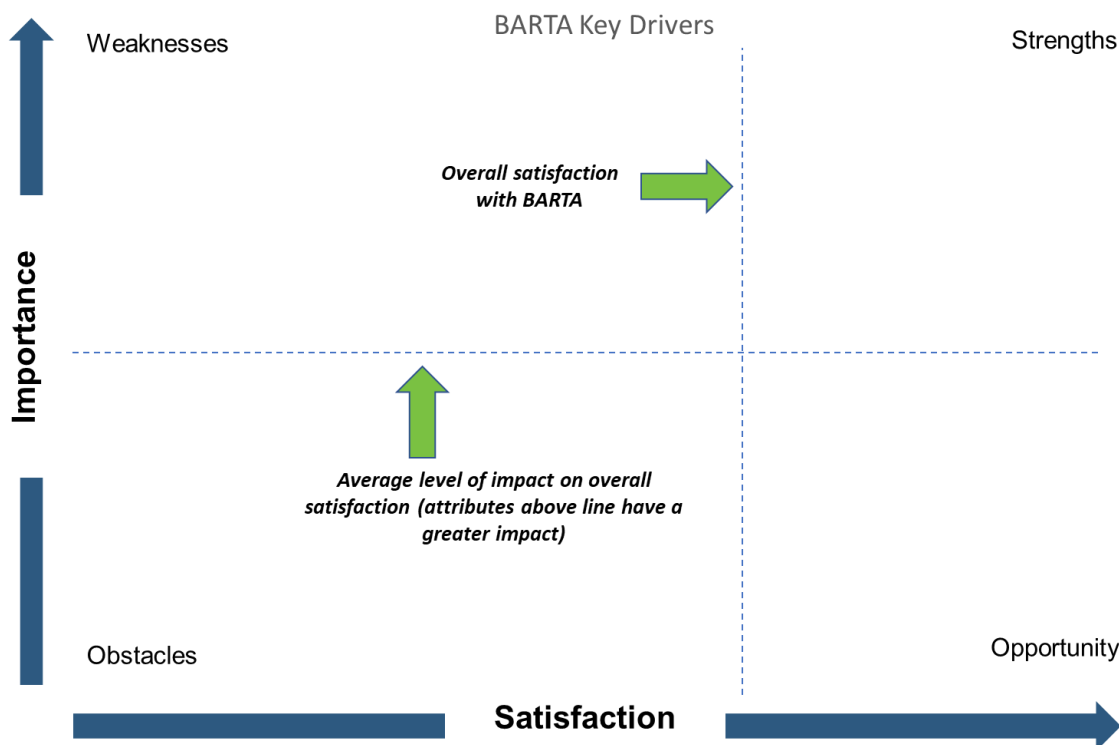
8. BARTA Key Drivers

Overview of Key Driver Analysis

For the attributes used to measure satisfaction with BARTA, a key driver analysis was utilized in an effort to better understand what drives satisfaction and where opportunities lie for the system. This shows the impact each attribute has on overall satisfaction.

To identify priorities for improving satisfaction with BARTA, these results were plotted on a chart. The chart is laid out as follows:

- Weaknesses – These are attributes that have a significant impact on attitudes, but for which riders give relatively low ratings, meaning that RRTA is not delivering on this important need. For BARTA, these are attributes on which the system should aim to improve.
- Strengths – These are attributes that receive relatively higher ratings from riders and have a significant impact on attitudes. These are what drive riders to use BARTA.
- Obstacles – These attributes receive lower ratings from riders and have a moderate to low impact on their perception of BARTA. If other modes can better deliver on these attributes, there is an opportunity for mode switch.
- Opportunities – These attributes have a moderate to low impact on rider attitudes, while receiving moderate to high ratings. These secondary attributes can be used as a means to retain or increase usage.



No attributes emerged as strengths, where there is a strong impact on satisfaction and where customers are highly satisfied. However, one attribute, the **Frequency of weekday service**, experiences satisfaction

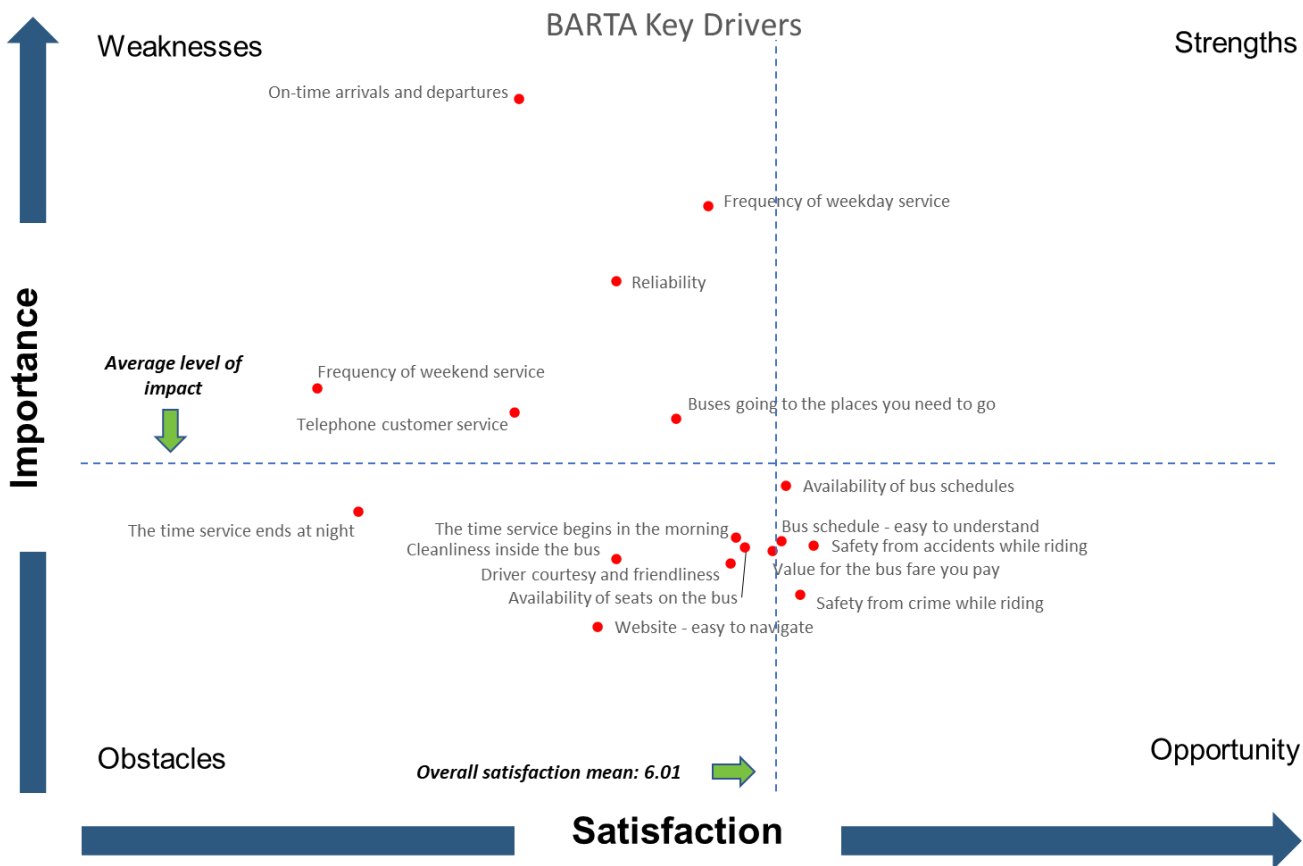
just slightly below overall satisfaction and has a high impact on overall satisfaction. While this area is currently a weakness, it could become a strength for BARTA if satisfaction is increased.

There are five other key attributes that have a strong impact on satisfaction with BARTA but where the mean ratings are lower than the overall satisfaction mean. By increasing satisfaction with these attributes, BARTA may see a positive impact on overall satisfaction:

- **On-time arrivals and departures;**
- **Reliability;**
- **Frequency of weekend service;**
- **Telephone customer service; and**
- **Buses going to places you need to go.**

There are four areas where BARTA is viewed positively by customers though they have a lesser impact on overall satisfaction. These can be seen as **opportunities**:

- **Availability of bus schedules;**
- **Bus schedule – easy to understand;**
- **Safety from accidents while riding;**
- **Value for the bus fare you pay; and**
- **Safety from crime while riding.**



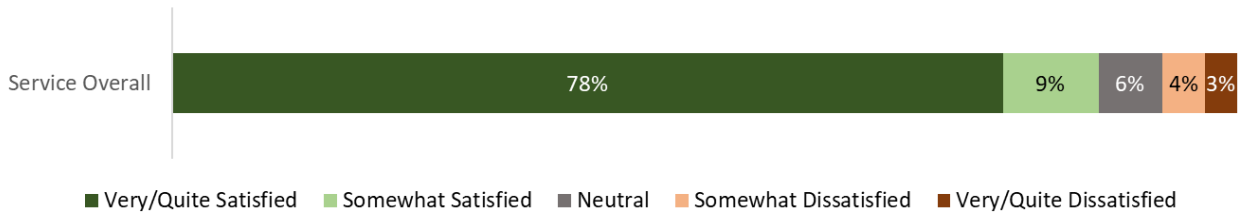
9. BARTA Key Attribute Ratings

Almost eight in ten BARTA riders are satisfied with BARTA service overall (78% quite or very satisfied).

BARTA riders are most satisfied with their safety from accidents (78% quite or very satisfied), the availability of bus schedules (77%), the safety from crime while riding (76%), and the ease of understanding the bus schedules (76%). Notably however, they are least satisfied with the frequency of weekend service (47% quite or very satisfied) and the time service ends at night (54%).

While satisfaction with weekend service frequency among BARTA riders is particularly low, satisfaction with the weekday service frequency is higher, with seven in ten (71%) quite or very satisfied.

BARTA Ratings of Service Overall



BARTA Ratings of Service Overall % Quite/Very Satisfied

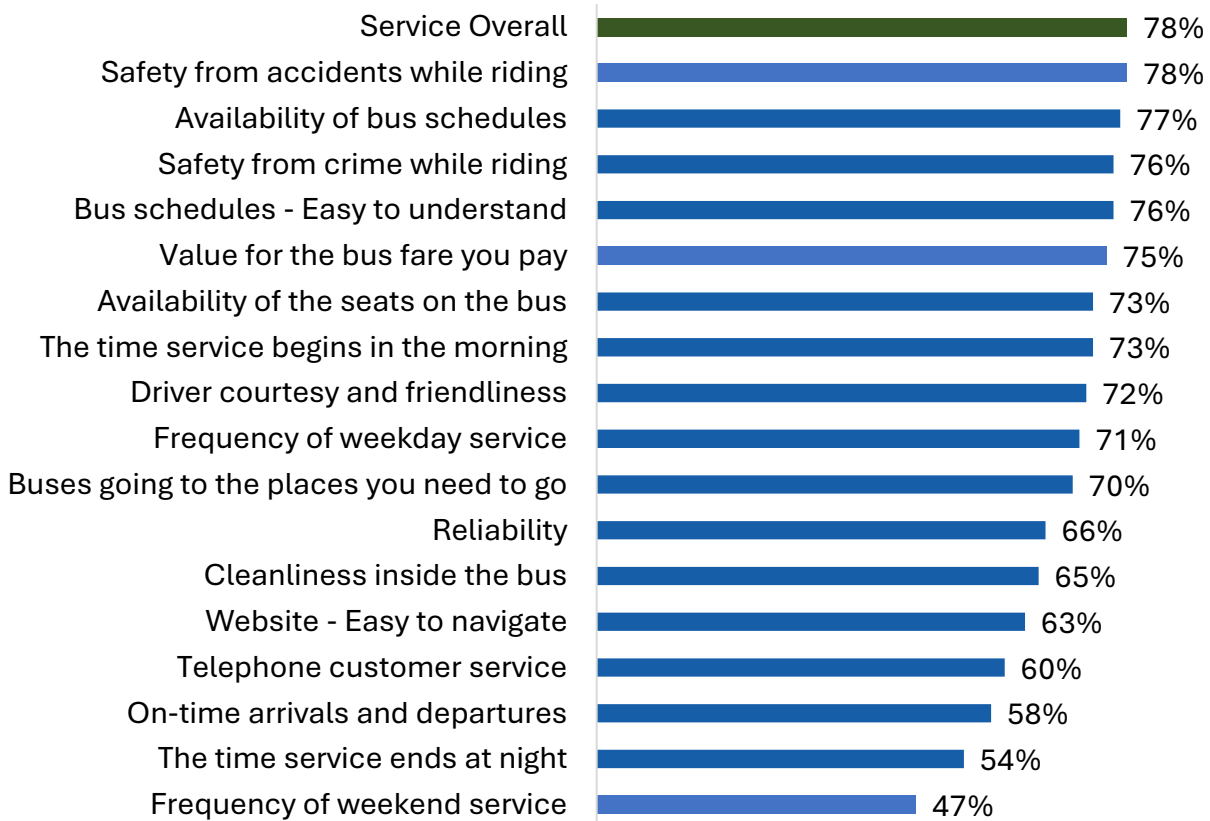


Table B2: Q1. In the last 30 days, how satisfied have you been with BARTA services?
Base = Those answering (n=396-477)

10. BARTA Service Improvement Preferences

Riders were asked to identify their preferences for service improvements, given five different trade-off scenarios:

- Longer service hours vs. more frequent bus service;
- Adding more weekend service, which could result in a reduction in weekday service vs. focusing on improving weekday bus service;
- More bus stops along a route for shorter walking distances to/from destinations vs. fewer bus stops along a route for faster bus travel times;
- Buses running more frequently but on fewer streets vs. buses running on more streets with less frequent service on any given street; and
- Improve service schedules and/or reliability in existing coverage areas vs. expand service to new areas.

BARTA riders generally favor having more bus stops along a route with shorter walk times over fewer bus stops and faster trips, with four in ten preferring the former (41%) over the latter (11%). The remaining 48% of riders do not have a preference one way or the other.

Additionally, riders tend to feel strongest about having higher frequency bus routes on fewer streets (27% prefer) as opposed to lower frequency bus routes on more streets (13%).

BARTA Trade-Off Preferences

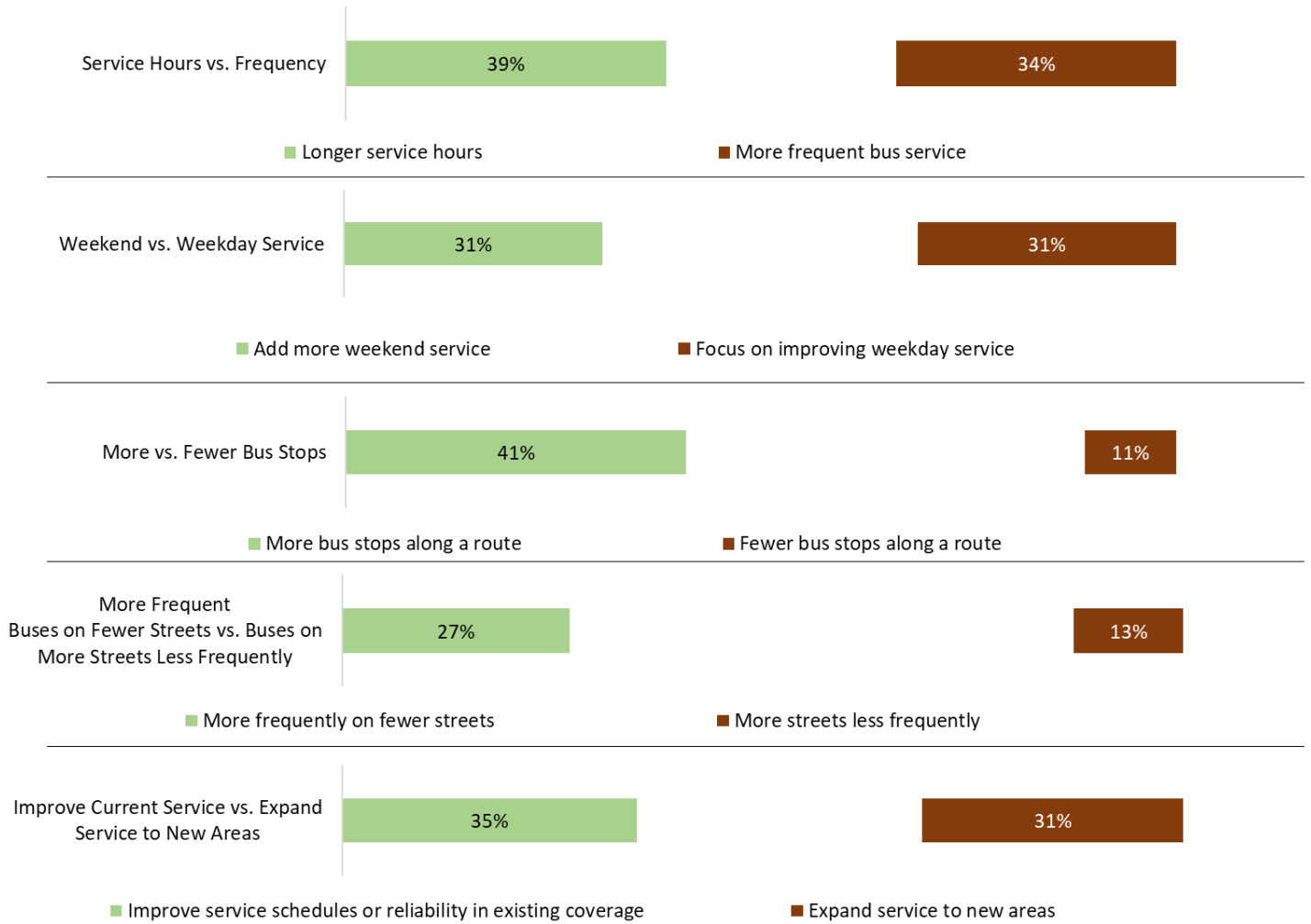


Table B3: Q2A. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?
Base = Those answering (n=431-450)

11. BARTA Trip Characteristics

Overall, to get to the first bus that they used for the trips where they were surveyed, more than eight in ten BARTA riders walked (84%). Note that this is considerably higher than 72% of RRTA riders that walked to their first bus. Of the few BARTA riders that did not walk to their first bus, 5% used a taxi, 4% used an Uber or Lyft, and 4% were dropped off by someone who didn't park.



Mode of Access	%
Walk/Wheelchair	84%
Taxi	5%
Uber, Lyft, etc.	4%
Was dropped off by someone else who didn't park	4%
Drove or rode with others and parked	2%
Personal bike or scooter	1%
Car share (e.g. ZIP Car, etc.)	1%
Drove alone and parked	1%
Bike share	<1%
Some other way	1%

Table B4: Q6. How did you get from your starting place to the very first bus you used for this one-way trip?
 Base = Those answering (n=467)
 Multiple responses accepted

Similarly, more than eight in ten BARTA riders (86%) traveled to their destination by walking from their last bus. Again, this is a greater proportion than that seen among RRTA riders (79% walking to their destination from their last bus). The remainder primarily used a taxi (5%), were picked up by someone who drove (4%), or used an Uber or Lyft (3%).

BARTA	
Mode of Egress	%
Walk/Wheelchair	86%
Taxi	5%
Be picked up by someone who drove	4%
Uber, Lyft, etc.	3%
Get in a parked vehicle and drive/ride with others	1%
Personal bike or scooter	1%
Bike share	1%
Car share (e.g. ZIP Car, etc.)	1%

Get in a parked vehicle and drive alone	<1%
Some other way	1%

Table B5: Q7. How will you get to your destination after you get off the last bus you will use for this one-way trip?
 Base = Those answering (n=454)
 Multiple responses accepted

Overall, 63% of trips surveyed were for either work or school purposes, with the vast majority (59%) made up of work trips specifically. More than one-third are made to go shopping (36%), and one-fourth are made for a medical visit or to go to the doctor (25%).

BARTA	
Trip Purpose	%
Work	59%
Shopping	36%
Doctor or medical visit	25%
Social or recreational visit	11%
College or vocational school (as a student)	7%
Social services	7%
Middle or high school (as a student)	3%
Home	3%
Personal business/Errands	2%
Church	<1%
Exercise/Gym	<1%
Somewhere else	4%

Table B6: Q9. Are you making this trip to get either to or from...?
 Base = Those answering (n=467)
 Multiple responses accepted

More than four in ten BARTA riders (45%) needed to transfer buses at least once during the trip where they were surveyed. Note that this is higher among Hispanic or Latino riders (54%) when compared to non-Hispanic or non-Latino riders (40%).

BARTA Ridership Patterns

Most BARTA riders have ridden the bus on a weekday in the week prior to being surveyed (98%), regardless of if they were surveyed on a weekend or weekday.

BARTA	
During past 7 days, which days have you ridden the bus?	%
Weekday	98%
Monday	84%
Tuesday	77%
Wednesday	83%
Thursday	78%
Friday	80%
Weekend	63%
Saturday	59%
Sunday	34%

Table B7: Q3. Including today, during the past seven days, which days have you ridden a bus?
 Base = Those answering (n=480)
 Multiple responses accepted

Nearly all riders (97%) had ridden RRTA prior to the date they were surveyed (i.e., this was not their first time riding). Six in ten have been riding for more than four years (60%). In general, those who are currently using the RRTA system are riding with about the same frequency as they did prior to the pandemic (58%). Nearly three in ten (29%) are riding more often.

BARTA	
How long have you been riding BARTA?	%
This is the first time	3%
Net: Have ridden prior	97%
Less than 1 year	10%
1 to 2 years	16%
3 to 4 years	12%
More than 4 years	60%

Table B8: Q4. How long have you been riding BARTA?
Base = Those answering (n=481)

RRTA	
Compared to prior to COVID-19, are you riding the bus...?	%
More often	29%
About the same	58%
Less often	12%

Table B9: Q5. Compared to before the COVID-19 Pandemic, are you riding the bus...?
Base = Those answering (n=463)

BARTA Rider Profile

Notable demographics of BARTA riders include:

- About six in ten riders (62%) are employed. This is made up of 43% who are employed full-time and 19% who are employed part time.
 - Of these 62% of riders who are employed, 71% work from a single work location outside of their home every day.
 - Those who are employed are more likely to work on a Saturday (66%) than they are to work on a Sunday (55%), start work before 7 AM on any day (43%), or work after 9 PM on any day (49%).
- Nearly all (95%) use a cell phone.
- More than eight in ten (86%) access the internet on a cell phone.
- One-half (52%) use the BARTA GoMobile App.
 - Four in ten (40%) use a GoMobile Smart Card.
- The average age of BARTA riders is 44 years old. Nearly two in ten riders (19%) are between the age of 25 and 34.
- Spanish is the most common second language spoken at home, with 24% speaking it at home (notably higher than 18% among RRTA riders).
- More than four in ten of riders identify as white (44%), and slightly less (37%) identify as Hispanic or Latino, or black/African American (21%).

22. In the past 30 days, have you used Uber or Lyft as part of a bus trip?
 Yes No

23. In the past 30 days, have you used Uber or Lyft to replace a bus trip?
 Yes No

24. What language do you usually speak at home? (Check one.)
 English Chinese
 Spanish Russian
 German/Pennsylvania Dutch Vietnamese
 French Other (specify) _____

25. How well do you speak English?
 Very well Less than very well

26. What is your race/ethnicity?
 American Indian or Alaska Native Native Hawaiian or other Pacific Islander
 Black or African American White
 Asian Other (specify) _____
 Hispanic/Latino

27. Including yourself, how many people live in your household?
 A. Number of adults who are 18 years or older: _____
 B. Number of children under 18 years old: _____

28. What is your approximate total ANNUAL household income (before taxes)?
 Less than \$10,000 \$35,000 to less than \$49,999
 \$10,000 to less than \$14,999 \$50,000 to less than \$74,999
 \$15,000 to less than \$19,999 \$75,000 to less than \$100,000
 \$20,000 to less than \$24,999 More than \$100,000
 \$25,000 to less than \$34,999

29. Please share any additional comments on bus service in this area.

FPO

RRTA
RED ROSE TRANSIT AUTHORITY

To improve service, RRТА would like to know how you use the bus! This survey and your responses will be used for planning purposes only. All feedback will remain confidential.

1. In the past 30 days, how satisfied have you been with RRТА services?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't Know/Ref'd
A. Service overall	07	06	05	04	03
B. On-time arrivals and departures	07	06	05	04	03
C. Frequency of weekday service	07	06	05	04	03
D. Frequency of weekend service	07	06	05	04	03
E. The time service begins in the morning	07	06	05	04	03
F. The time service ends at night	07	06	05	04	03
G. Availability of seats on the bus	07	06	05	04	03
H. Cleanliness inside the bus	07	06	05	04	03
I. Value for the bus fare you pay	07	06	05	04	03
J. Driver courtesy and friendliness	07	06	05	04	03
K. Telephone customer service	07	06	05	04	03
L. Availability of bus schedules	07	06	05	04	03
M. Bus schedule – easy to understand	07	06	05	04	03
N. Website – easy to navigate	07	06	05	04	03
O. Safety from crime while riding	07	06	05	04	03
P. Safety from accidents while riding	07	06	05	04	03
Q. Reliability	07	06	05	04	03
R. Buses going to the places you need to go	07	06	05	04	03

See Question 29 to add any further comments.

2. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?

Option 1	No Preference/Not Sure	Option 2
A. Longer service hours (e.g., service until later at night or starting earlier in the morning)	<input type="checkbox"/>	<input type="checkbox"/>
B. Adding more weekend service, which could result in a reduction in weekday service	<input type="checkbox"/>	<input type="checkbox"/>
C. More bus stops along a route for shorter walking distances to/from destinations	<input type="checkbox"/>	<input type="checkbox"/>
D. Buses running more frequently but on fewer streets	<input type="checkbox"/>	<input type="checkbox"/>
E. To improve service schedules and/or reliability in existing coverage areas	<input type="checkbox"/>	<input type="checkbox"/>

3. Including today, during the past seven days, which days have you ridden a bus? (Please select all that apply.)
 Monday Wednesday Friday Sunday
 Tuesday Thursday Saturday

4. How long have you been riding RRТА?
 This is the first time 1-2 years More than 4 years
 Less than 1 year 3-4 years

5. Compared to before the COVID-19 pandemic, are you riding the bus...?
 More often About the same Less often

6. How did you get FROM your starting place to the very FIRST bus you used for this one-way trip?
 Walk/Wheelchair
 Personal bike or scooter
 Bike share
 Was dropped off by someone else who didn't park
 Drove alone and parked
 Drove or rode with others and parked
 Taxi
 Uber, Lyft, etc.
 Car share (e.g., Zip Car, etc.)
 Some other way (specify) _____

7. How will you get TO your destination after you get off the LAST bus you will use for this one-way trip?
 Walk/Wheelchair
 Personal bike or scooter
 Bike share
 Be picked up by someone who drove
 Get in a parked vehicle and drive alone
 Get in a parked vehicle and drive/ride with others
 Taxi
 Uber, Lyft, etc.
 Car share (e.g., Zip Car, etc.)
 Other (specify) _____

8. Do you have to change or transfer buses to make this trip you are currently on?
 Yes No

9. Are you making this bus trip to get either to or from... (Please select all that apply.)
 Work
 Shopping
 Middle or high school (as a student)
 College or vocational school (as a student)
 Social services
 Doctor or medical visit
 Social or recreational visit
 Somewhere else (specify) _____

10. What is your employment status?
 Employed full time Homemaker or caregiver
 Employed part time Student
 Not currently employed Self-employed
 Retired

11. Which of the following best describes your current work location? Please answer this for your primary job if you have multiple jobs.
 Telework ONLY from home (or remotely)
 Telework some days and travel to a work location for the remainder
 Travel to one work location outside of the home every day
 Work location regularly varies (e.g., different offices/job sites)
 Drive/Bike/Travel for work (e.g., driver, sales, deliveries)

12. If employed, in a typical week, do you usually...?
 A. Work after 9 PM on any day? Yes No
 B. Work on a Saturday? Yes No
 C. Work on a Sunday? Yes No
 D. Start work before 7 AM on any day? Yes No

13. Which of the following best describes your work location prior to the pandemic (i.e., prior to March 2020)? Please answer this question for your primary job if you had multiple jobs prior to March 2020.
 Telework ONLY from home (or remotely)
 Teleworked some days and traveled to a work location for the remainder
 Traveled to one work location outside of the home every day
 Work location regularly varied (e.g., different offices/job sites)
 Drove/Biked/Traveled for work (e.g., driver, sales, deliveries)
 Not applicable (e.g., I did not work prior to March 2020)

EVERYONE PLEASE ANSWER THE FOLLOWING QUESTIONS:

14. Do you use a cell phone?
 Yes No

15. Do you access the internet on a cell phone?
 Yes No Don't use a cell phone

16A. Do you use RRТА GoMobile App?
 Yes No

16B. Do you use a GoMobile Smart Card?
 Yes No

17. What is the ZIP code where you live? _____

18. How old are you? _____ years old

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

20. Do you identify as...? (Please select all that apply.)
 Male Something else
 Female Prefer not to answer

21. How many cars or other motor vehicles are available for you to use?
 0 1 2 3 or more

CONTINUE TO QUESTION 7 →

CONTINUE TO QUESTION 12 →

CONTINUE TO QUESTION 22 →

22. En los últimos 30 días, ¿has usado Uber o Lyft como parte de un viaje en autobús?
 Sí No

23. En los últimos 30 días, ¿has usado Uber o Lyft para reemplazar un viaje en autobús?
 Sí No

24. ¿Qué idioma sueles hablar en casa? (Marque uno.)
 Inglés Chino
 Español Ruso
 Alemán/Pensilvania Neerlandés Vietnamita
 Francés Otro (especifique) _____

25. ¿Qué tan bien hablas inglés?
 Muy bien Menos que muy bien

26. ¿Cuál es su raza/origen étnico?
 Indio Americano o Nativo de Alaska Nativo de Hawái u otro isleño del Pacífico
 Negro o Afroamericano Blanco
 Asiático Hispano/Latino
 Otro (especifique) _____

27. Incluyéndote a sí mismo, ¿cuántas personas viven en tu hogar?
 A. Número de adultos mayores de 18 años: _____
 B. Número de niños menores de 18 años: _____

28. ¿Cuál es su ingreso familiar total ANUAL aproximado (antes de impuestos)?
 Menos de \$10,000 \$35,000 hasta \$49,999
 \$10,000 a \$14,999 \$50,000 hasta \$74,999
 \$15,000 a \$19,999 \$75,000 hasta \$100,000
 \$20,000 hasta \$24,999 Más de \$100,000
 \$25,000 hasta \$34,999

29. Por favor, comparta cualquier comentario adicional sobre el servicio de autobús en esta área.

OPD

RRTA
RED ROSE TRANSIT AUTHORITY

Para mejorar el servicio, RRTA quisiera saber cómo usted utiliza el autobús! Esta encuesta y sus respuestas se utilizarán únicamente con fines de planificación. Todos los comentarios serán confidenciales.

1. En los últimos 30 días, ¿qué tan satisfecho ha estado con los servicios RRTA?

	Alto	Muy alto	Alto	Muy alto	Alto	Muy alto	No valor del total
A. Servicio general	07	06	05	04	03	02	01
B. Llegadas y salidas a tiempo	07	06	05	04	03	02	01
C. Frecuencia del servicio entre semana	07	06	05	04	03	02	01
D. Frecuencia del servicio de fin de semana	07	06	05	04	03	02	01
E. La hora de comienzo del servicio por la mañana	07	06	05	04	03	02	01
F. La hora en que termina el servicio por la noche	07	06	05	04	03	02	01
G. Disponibilidad de plazas en el autobús	07	06	05	04	03	02	01
H. Limpieza dentro del autobús	07	06	05	04	03	02	01
I. Valor por la tarifa de autobús que paga	07	06	05	04	03	02	01
J. Cortesía del conductor y amabilidad	07	06	05	04	03	02	01
K. Atención telefónica al cliente	07	06	05	04	03	02	01
L. Disponibilidad de horarios de autobuses	07	06	05	04	03	02	01
M. Horario de autobuses – fácil de entender	07	06	05	04	03	02	01
N. Sitio web: fácil de navegar	07	06	05	04	03	02	01
O. Seguridad contra el crimen mientras se viaja	07	06	05	04	03	02	01
P. Seguridad frente a accidentes durante el viaje	07	06	05	04	03	02	01
Q. Fiabilidad	07	06	05	04	03	02	01
R. Autobuses que van a los lugares a los que necesitas ir	07	06	05	04	03	02	01

Véase la pregunta 29 para añadir cualquier otro comentario.

CONTINÚE A LA PREGUNTA 2→

2. Las mejoras del servicio a menudo requieren tomar decisiones. Si tuviera que elegir entre los siguientes cambios de servicio, ¿cuál elegiría?

Opción 1	Sim preferencial No estoy seguro	Opción 2
A. Horas de servicio más largas (por ejemplo, servicio hasta más tarde en la noche o comenzando más temprano en la mañana)	<input type="checkbox"/>	<input type="checkbox"/> Servicio de autobús más frecuente (por ejemplo, servicio cada 15 minutos durante los períodos pico)
B. Agregar más servicio de fin de semana, lo que podría resultar en una reducción en el servicio de fin de semana	<input type="checkbox"/>	<input type="checkbox"/> Concentrarse en mejorar los horarios de los servicios entre semana
C. Más paradas de autobús a lo largo de una ruta para distancias más cortas a pie hacia / desde destinos	<input type="checkbox"/>	<input type="checkbox"/> Menos paradas a lo largo de una ruta para reducir el tiempo de viaje en autobús
D. Autobuses que circulan con más frecuencia, pero en menos calles	<input type="checkbox"/>	<input type="checkbox"/> Los autobuses circulan por más calles, pero con menos frecuencia en cada una de ellas.
E. Para mejorar los horarios de servicio y/o la confiabilidad en las áreas de cobertura existentes	<input type="checkbox"/>	<input type="checkbox"/> Expandir el servicio a nuevas áreas

3. Incluyendo hoy, durante los últimos siete días, ¿qué días has viajado en autobús? (Selecione todas las opciones que correspondan.)
 Lunes Miércoles Viernes Domingo
 Martes Jueves Sábado

4. ¿Cuánto tiempo lleva viajando en RRTA?
 Esta es la primera vez 1-2 años Más de 4 años
 Menos de 1 año 3-4 años

5. En comparación con antes de la pandemia de COVID-19, ¿estás viajando en el autobús...?
 Más a menudo Más o menos lo mismo Con menos frecuencia

6. ¿Cómo llegó DESDE su lugar de partida hasta el PRIMER autobús que utilizó para este viaje de ida?
 Caminar/Silla de ruedas Bicicleta personal o scooter Bicycletas compartidas Fue dejado por otra persona que no estacionó Condujo solo y estacionó Condujo o viajó con otras personas y estacionó Taxi Uber, Lyft, etc. Coche compartido (e.g., Zip Car, etc.) De otro modo (especifique) _____

CONTINÚE CON LA PREGUNTA 7→

7. ¿Cómo llegaría a tu destino después de bajarte del ÚLTIMO autobús que usarás para este viaje de ida?
 Caminar/Silla de ruedas Bicicleta personal o scooter Bicycletas compartidas Fue dejado por otra persona que no estacionó Condujo solo y estacionó Condujo o viajó con otras personas y estacionó Taxi Uber, Lyft, etc. Coche compartido (e.g., Zip Car, etc.) De otro modo (especifique) _____

8. ¿Tiene que cambiar o trasladarse de autobús para hacer este viaje que está realizando actualmente?
 Sí No

9. ¿Estás haciendo este viaje en autobús para llegar hacia o desde...? (Selecione todas las opciones que correspondan.)
 Trabajo Compras Escuela intermedia o secundaria (como estudiante) Colegio o escuela vocacional (como estudiante) Servicios sociales Médico o visita médica Visita social o recreativa En otro lugar (especifique) _____

La información del pasajero se recopila para que el RRTA evalúe si está brindando servicios equitativos y para ayudar a determinar la mejor manera de llegar a los pasajeros cuando se evalúan los cambios en el servicio.

10. ¿Cuál es su situación laboral?
 Empleado a tiempo completo Ama de casa o cuidadora Empleado a tiempo parcial Estudiante No empleado actualmente Empleado por cuenta propia Retirado/a

SI ESTÁ EMPLEADO, POR FAVOR RESPONDA P11-P13.

11. ¿Cuál de las siguientes opciones describe mejor su ubicación de trabajo actual? Por favor, responda esto para su trabajo principal si tiene varios trabajos.
 Teletabajo SOLO desde casa (o de forma remota)
 Teletabajo algunos días y viajes a un lugar de trabajo para el resto
 Viajar a un lugar de trabajo fuera de la casa todos los días
 La ubicación de trabajo varía regularmente (por ejemplo, diferentes oficinas / sitios de trabajo)
 Conducir/bicicleta/viajar para el trabajo (por ejemplo, conductor, ventas, entregas)

CONTINÚE A LA PREGUNTA 12→

12. Si está empleado, en una semana típica, ¿suele...?

	Sí	No
A. ¿Trabajas después de las 9 PM cualquier día?	<input type="checkbox"/>	<input type="checkbox"/>
B. ¿Trabajar un sábado?	<input type="checkbox"/>	<input type="checkbox"/>
C. ¿Trabajar un domingo?	<input type="checkbox"/>	<input type="checkbox"/>
D. ¿Empezar a trabajar antes de las 7 AM cualquier día?	<input type="checkbox"/>	<input type="checkbox"/>

13. ¿Cuál de las siguientes opciones describe mejor su lugar de trabajo antes de la pandemia (es decir, antes de marzo de 2020)? Responda esta pregunta para su trabajo principal si tuvo varios trabajos antes de marzo de 2020.
 Teletabajo SOLO desde casa (o de forma remota)
 Teletabajo algunos días y viajó a un lugar de trabajo para el resto
 Viajó a un lugar de trabajo fuera de la casa todos los días
 El lugar de trabajo varió regularmente (por ejemplo, diferentes oficinas / sitios de trabajo)
 Condujo/Anduvo en bicicleta/Viajó para el trabajo (p. ej., conductor, ventas, entregas)
 No aplicable (por ejemplo, no trabajé antes de marzo de 2020)

TODOS POR FAVOR RESPONDAN A LAS SIGUIENTES PREGUNTAS:

14. ¿Usas un teléfono celular?
 Sí No

15. ¿Accedes a Internet en un teléfono celular?
 Sí No No use un teléfono celular

16A. ¿Utilizas la aplicación RRTA GoMobile?
 Sí No

16B. ¿Utilizas una tarjeta inteligente GoMobile?
 Sí No

17. ¿Cuál es el código postal donde vives? _____

18. ¿Cuántos años tienes? _____ Años

19. ¿Tiene una licencia de conducir válida?
 Sí No

20. ¿Te identificas como...? (Selecione todas las opciones que correspondan.)
 Masculino Algo más
 Femenino Prefiero no responder

21. ¿Cuántos automóviles u otros vehículos motorizados están disponibles para su uso?
 0 1 2 3 o más

CONTINÚE A LA PREGUNTA 22→

22. In the past 30 days, have you used Uber or Lyft as part of a bus trip?
 Yes No
23. In the past 30 days, have you used Uber or Lyft to replace a bus trip?
 Yes No
24. What language do you usually speak at home? (Check one.)
 English Chinese
 Spanish Russian
 German/Pennsylvania Dutch Vietnamese
 French Other (specify) _____
25. How well do you speak English?
 Very well Less than very well
26. What is your race/ethnicity?
 American Indian or Alaska Native Native Hawaiian or other Pacific Islander
 Black or African American
 Asian White
 Hispanic/Latino Other (specify) _____
27. Including yourself, how many people live in your household?
 A. Number of adults who are 18 years or older: _____
 B. Number of children under 18 years old: _____
28. What is your approximate total ANNUAL household income (before taxes)?
 Less than \$10,000 \$35,000 to less than \$49,999
 \$10,000 to less than \$14,999 \$50,000 to less than \$74,999
 \$15,000 to less than \$19,999 \$75,000 to less than \$100,000
 \$20,000 to less than \$24,999 More than \$100,000
 \$25,000 to less than \$34,999
29. Please share any additional comments on bus service in this area.

OPO



To improve service, BARTA would like to know how you use the bus! This survey and your responses will be used for planning purposes only. All feedback will remain confidential.

1. In the past 30 days, how satisfied have you been with BARTA services?

	Very Satisfied	Satisfied	Slightly Satisfied	Neutral	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know/Refused to Answer
A. Service overall	07	08	05	04	03	02	01	99
B. On-time arrivals and departures	07	08	05	04	03	02	01	99
C. Frequency of weekday service	07	08	05	04	03	02	01	99
D. Frequency of weekend service	07	08	05	04	03	02	01	99
E. The time service begins in the morning	07	08	05	04	03	02	01	99
F. The time service ends at night	07	08	05	04	03	02	01	99
G. Availability of seats on the bus	07	08	05	04	03	02	01	99
H. Cleanliness inside the bus	07	08	05	04	03	02	01	99
I. Value for the bus fare you pay	07	08	05	04	03	02	01	99
J. Driver courtesy and friendliness	07	08	05	04	03	02	01	99
K. Telephone customer service	07	08	05	04	03	02	01	99
L. Availability of bus schedules	07	08	05	04	03	02	01	99
M. Bus schedule – easy to understand	07	08	05	04	03	02	01	99
N. Website – easy to navigate	07	08	05	04	03	02	01	99
O. Safety from crime while riding	07	08	05	04	03	02	01	99
P. Safety from accidents while riding	07	08	05	04	03	02	01	99
Q. Reliability	07	08	05	04	03	02	01	99
R. Buses going to the places you need to go	07	08	05	04	03	02	01	99

See Question 29 to add any further comments.

CONTINUE TO QUESTION 2 →

2. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?
- | Option 1 | No Preference/Not Sure | Option 2 |
|---|--------------------------|--------------------------|
| A. Longer service hours (e.g., service until later at night or starting earlier in the morning) | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Adding more weekend service, which could result in a reduction in weekday service | <input type="checkbox"/> | <input type="checkbox"/> |
| C. More bus stops along a route for shorter walking distances to/from destinations | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Buses running more frequently but on fewer streets | <input type="checkbox"/> | <input type="checkbox"/> |
| E. To improve service schedules and/or reliability in existing coverage areas | <input type="checkbox"/> | <input type="checkbox"/> |

3. Including today, during the past seven days, which days have you ridden a bus? (Please select all that apply.)
 Monday Wednesday Friday Sunday
 Tuesday Thursday Saturday
4. How long have you been riding BARTA?
 This is the first time 1-2 years More than 4 years
 Less than 1 year 3-4 years
5. Compared to before the COVID-19 pandemic, are you riding the bus...?
 More often About the same Less often
6. How did you get FROM your starting place to the very FIRST bus you used for this one-way trip?
 Walk/Wheelchair
 Personal bike or scooter
 Bike share
 Was dropped off by someone else who didn't park
 Drove alone and parked
 Drove or rode with others and parked
 Taxi
 Uber, Lyft, etc.
 Car share (e.g., Zip Car, etc.)
 Some other way (specify) _____

CONTINUE TO QUESTION 7 →

7. How will you get TO your destination after you get off the LAST bus you will use for this one-way trip?
 Walk/Wheelchair
 Personal bike or scooter
 Bike share
 Be picked up by someone who drove
 Get in a parked vehicle and drive alone
 Get in a parked vehicle and drive with others
 Taxi
 Uber, Lyft, etc.
 Car share (e.g., Zip Car, etc.)
 Other (specify) _____
8. Do you have to change or transfer buses to make this trip you are currently on?
 Yes No
9. Are you making this bus trip to get either to or from... (Please select all that apply.)
 Work
 Shopping
 Middle or high school (as a student)
 College or vocational school (as a student)
 Social services
 Doctor or medical visit
 Social or recreational visit
 Somewhere else (specify) _____

Rider information is collected for the BARTA to assess whether it is providing equitable services and to help determine how best to reach riders when service changes are being evaluated.

10. What is your employment status?
 Employed full time Homemaker or caregiver
 Employed part time Student
 Not currently employed Self-employed
 Retired

IF YOU ARE EMPLOYED, PLEASE ANSWER QUESTIONS 11 TO 13.

11. Which of the following best describes your current work location? Please answer this for your primary job if you have multiple jobs.
 Telework ONLY from home (or remotely)
 Telework some days and travel to a work location for the remainder
 Travel to one work location outside of the home every day
 Work location regularly varies (e.g., different offices/job sites)
 Drive/Bike/Travel for work (e.g., driver, sales, deliveries)

CONTINUE TO QUESTION 12 →

12. If employed, in a typical week, do you usually...?
- | | Yes | No |
|---------------------------------------|--------------------------|--------------------------|
| A. Work after 9 PM on any day? | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Work on a Saturday? | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Work on a Sunday? | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Start work before 7 AM on any day? | <input type="checkbox"/> | <input type="checkbox"/> |

13. Which of the following best describes your work location prior to the pandemic (i.e., prior to March 2020)? Please answer this question for your primary job if you had multiple jobs prior to March 2020.
 Telework ONLY from home (or remotely)
 Teleworked some days and traveled to a work location for the remainder
 Traveled to one work location outside of the home every day
 Work location regularly varied (e.g., different offices/job sites)
 Drive/Bike/Travelled for work (e.g., driver, sales, deliveries)
 Not applicable (e.g., I did not work prior to March 2020)

EVERYONE PLEASE ANSWER THE FOLLOWING QUESTIONS:

14. Do you use a cell phone?
 Yes No
15. Do you access the internet on a cell phone?
 Yes No Don't use a cell phone
- 16A. Do you use BARTA GoMobile App?
 Yes No
- 16B. Do you use a GoMobile Smart Card?
 Yes No
17. What is the ZIP code where you live? _____
18. How old are you? _____ years old
19. Do you have a valid driver's license?
 Yes No
20. Do you identify as...? (Please select all that apply.)
 Male Something else
 Female Prefer not to answer
21. How many cars or other motor vehicles are available for you to use?
 0 1 2 3 or more

CONTINUE TO QUESTION 22 →



Para mejorar el servicio, BARTA quisiera saber cómo usted utiliza el autobús! Esta encuesta y sus respuestas se utilizarán únicamente con fines de planificación. Todos los comentarios serán confidenciales.

1. En los últimos 30 días, ¿qué tan satisfecho ha estado con los servicios BARTA?

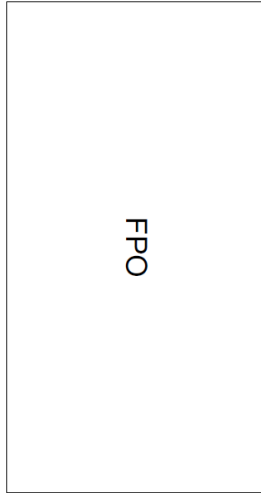
Table with 10 columns: Item, Very satisfied, Satisfied, Neutral, Dissatisfied, Very dissatisfied, No rating. Rows include: A. Servicio general, B. Llegadas y salidas a tiempo, C. Frecuencia del servicio entre semana, D. Frecuencia del servicio de fin de semana, E. La hora de comienzo del servicio por la mañana, F. La hora en que termina el servicio por la noche, G. Disponibilidad de plazas en el autobús, H. Limpieza dentro del autobús, I. Valor por la tarifa de autobús que pagas, J. Cortesía del conductor y amabilidad, K. Atención telefónica al cliente, L. Disponibilidad de horarios de autobuses, M. Horario de autobuses - fácil de entender, N. Sitio web: fácil de navegar, O. Seguridad contra el crimen mientras se viajas, P. Seguridad frente a accidentes durante el viaje, Q. Fiabilidad, R. Autobuses que van a los lugares a los que necesitas ir.

Véase la pregunta 29 para añadir cualquier otro comentario.

Empty text box for additional comments.

CONTINUÉ A LA PREGUNTA 2 →

- 22. En los últimos 30 días, ¿has usado Uber o Lyft como parte de un viaje en autobús?
23. En los últimos 30 días, ¿has usado Uber o Lyft para reemplazar un viaje en autobús?
24. ¿Qué idioma sueles hablar en casa? (Marque uno.)
25. ¿Qué tan bien hablas inglés?
26. ¿Cuál es su raza/origen étnico?
27. Incluyéndote a sí mismo, ¿cuántas personas viven en tu hogar?
28. ¿Cuál es su ingreso familiar total ANUAL aproximado (antes de impuestos)?
29. Por favor, comparte cualquier comentario adicional sobre el servicio de autobús en esta área.



FPO

- 2. Las mejoras del servicio a menudo requieren tomar decisiones. Si tuviera que elegir entre los siguientes cambios de servicio, ¿cuál elegiría?
A. Horas de servicio más largas...
B. Agregar más servicio de fin de semana...
C. Más paradas de autobús a lo largo de una ruta...
D. Autobuses que circulan con más frecuencia...
E. Para mejorar los horarios de servicio y/o la confiabilidad...

- 7. ¿Cómo llegarías a tu destino después de bajarte del ÚLTIMO autobús que usarías para este viaje de ida?
8. ¿Tiene que cambiar o trasladarse de autobús para hacer este viaje que está realizando actualmente?
9. ¿Estás haciendo este viaje en autobús para llegar hacia o desde...?
10. ¿Cuál es su situación laboral?
11. ¿Cuál de las siguientes opciones describe mejor su ubicación de trabajo actual?
12. Si está empleado, en una semana típica, ¿suele...?

La información del pasajero se recopila para que el BARTA evalúe si está brindando servicios equitativos y para ayudar a determinar la mejor manera de llegar a los pasajeros cuando se evalúan los cambios en el servicio.

SI ESTÁ EMPLEADO, POR FAVOR RESPONDA P11-P13.

CONTINUÉ CON LA PREGUNTA 7 →

CONTINUÉ A LA PREGUNTA 12 →

CONTINUÉ A LA PREGUNTA 22 →