



TECHNICAL MEMORANDUM #2: Transit Survey Analysis

Lawrence Transit COA

Lawrence-Douglas County MPO

August 2016



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Table of Contents

		Page
1	Introduction.....	1
	Key Findings.....	1
2	Survey Responses.....	2
	Respondent Demographics.....	2
	Transit Reliance	5
	Trip Information.....	9
	Customer Perception	12
	Customer Preferences	13
	Survey Outreach and Written Comments	16

Table of Figures

		Page
	Figure 1 Employment Status of Survey Respondents	2
	Figure 2 Annual Income of Survey Respondent Households	3
	Figure 3 Gender of Respondents.....	4
	Figure 4 Age of Respondents	4
	Figure 5 Frequency of Use	5
	Figure 6 Reasons for Using Transit.....	6
	Figure 7 Reasons for Not Using Transit.....	6
	Figure 8 Optimal Transit Use among Non-Transit Users	7
	Figure 9 Primary Modes of Transportation Used among Non-Transit Users.....	8
	Figure 10 Alternative Modes of Transportation Used in Lieu of Transit	8
	Figure 11 Survey Results by Route	9
	Figure 12 Trip Origin and Destination Locations	10
	Figure 13 Fare Payment Type.....	11
	Figure 14 Where Respondents Purchased Pass Products.....	11
	Figure 15 Respondent Perception of Service Features.....	12
	Figure 16 Summary of Customer Preferences.....	13
	Figure 17 Respondent Preference for Frequency vs. Service Span.....	14
	Figure 18 Respondent Preference for Expanded Weekday vs. Weekend Service	14
	Figure 19 Respondent Preference for Improved Existing Service vs. Serving New Areas.....	15
	Figure 20 Respondent Preference for Fewer Bus Stops vs. More Bus Stops.....	15
	Figure 21 Respondent Preference for Frequent Bus Operations vs. Less Frequent Bus Operations.....	16
	Figure 22 Respondent Awareness of Survey	16
	Figure 23 Summary of Written Comments.....	18
	Figure 24 On-Board Survey Instrument - English	19

1 INTRODUCTION

The Coordinated System (CS) of Lawrence Transit and KU on Wheels is the primary public transportation operator serving the City of Lawrence, Kansas. The agency is currently evaluating its system performance and route structure as part of a Comprehensive Operational Analysis (COA). The COA consists of several large tasks, including a review of existing conditions, an assessment of travel demand, and a detailed evaluation of City of Lawrence services. Throughout this process CS, in consultation with Nelson\Nygaard, will conduct an extensive outreach process designed to both inform stakeholders and generate a community vision for the future of transit in the Lawrence region. This public input, along with the analysis generated throughout the COA process, will then be used to develop a series of service improvement recommendations.

This technical memorandum summarizes the on-board and online survey responses collected from April through June 2016. The on-board and online survey were largely the same; however, similar questions had to be worded differently on the two surveys in some cases because the online respondents were not on a vehicle when completing the survey. The survey was available in English and Spanish.

KEY FINDINGS

Nearly 1,000 community members completed the CS Survey, either online or on-board. Preliminary analysis of these survey efforts includes the following key findings:

- Existing riders rely heavily on local bus services, with a combined 83% of riders using the service either daily or weekly.
- Most riders reported that they are students (39%) or employed full-time (28%).
- A significant portion trips completed on the system are made between riders' homes and school, or vice versa.
- Survey respondents have a very positive perception of transit service in Lawrence, and are satisfied with current route alignments, fares, bus comfort and cleanliness, and the professionalism of transit staff.
- There is strong support for the addition of Sunday service, as well as increased evening service.
- Three main factors are responsible for transit use in Lawrence: lack of a personal vehicle, unavailable or expensive dedicated parking at a user's end destination, and the affordability of taking the bus (opposed to paying for gas and vehicle maintenance).

2 SURVEY RESPONSES

Surveys were collected online, via the study website, and from surveys administered to riders on-board transit vehicles. On-board surveys were conducted on all city and university routes in April 2016. The survey instrument is shown in Appendix A. As of June 30, 2016, 968 respondents had completed the CS Survey: 160 respondents completed the survey online and 807 respondents completed the survey on-board a transit vehicle.

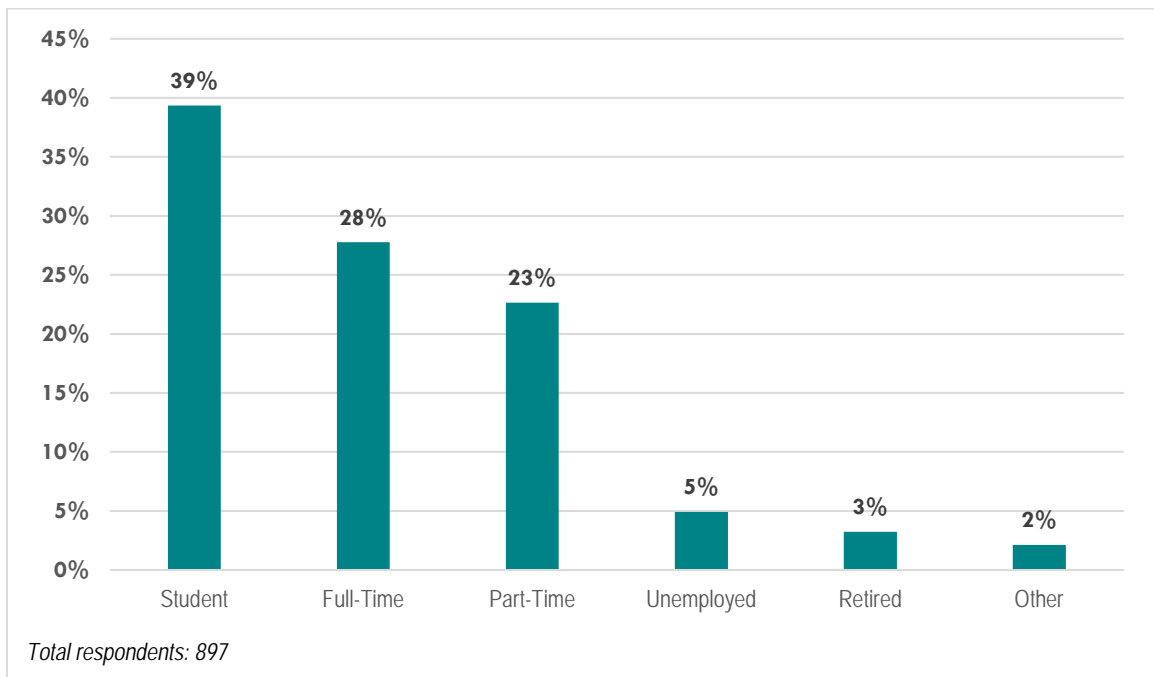
RESPONDENT DEMOGRAPHICS

Based on survey responses, the typical CS rider is either employed or a student and has a household income significantly below the metropolitan area median.

Employment Status

Just over half of survey respondents (51%) reported being employed in either a full-time (28%) or part-time (23%) position (Figure 1). Equally important, nearly 40% of respondents were students. A further 5% of respondents were unemployed at the time of the survey, while 3% are retired. Around 2% of respondents answered “Other,” with the most common response being “disabled.”

Figure 1 | Employment Status of Survey Respondents

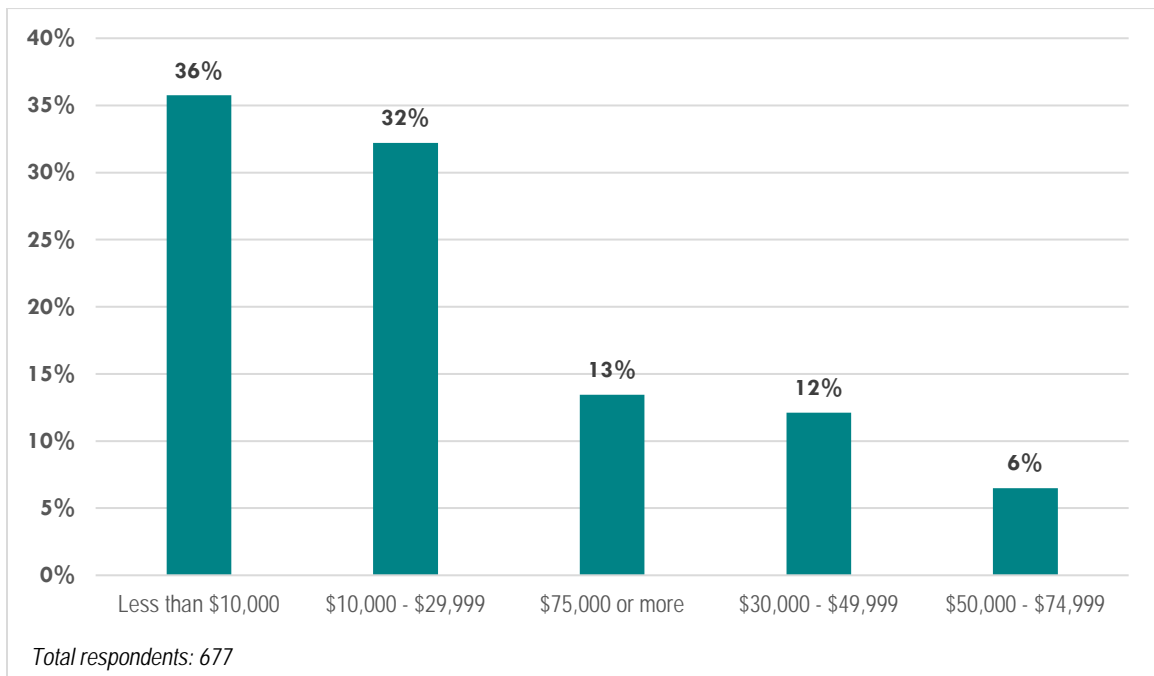


Household Income

At least 80% of survey respondents reported living in households with annual incomes below the Douglas County median income (\$50,732).¹ Nearly 40% of respondents report household incomes of less than \$10,000, and 68% earn less than \$29,999 (Figure 2). Only 18% of respondents' households earn over \$50,000. This finding suggests that many transit riders in Lawrence live at or significantly below the poverty line.

Household income figures also reflect a younger demographic that is focused on education and is not fully employed in the workforce. With a large rate of participation from students, it is possible that some students are financially dependent on a guardian or did not report scholarships or stipends as income. Therefore, the percentage of respondents with a household income less than \$30,000 may be inflated.

Figure 2 | Annual Income of Survey Respondent Households

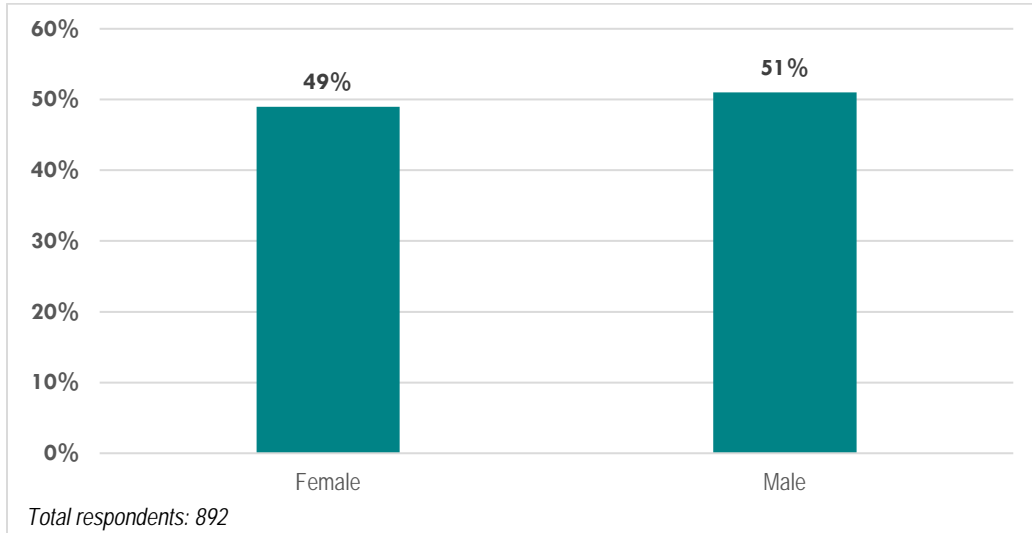


¹ United States Census, QuickFacts. Douglas County, Kansas:
<http://www.census.gov/quickfacts/table/INC110214/20045>

Gender

Respondents were slightly more likely to be male (51%) compared to female (49%) (Figure 3). Nationally, 55% of transit trips are taken by females.²

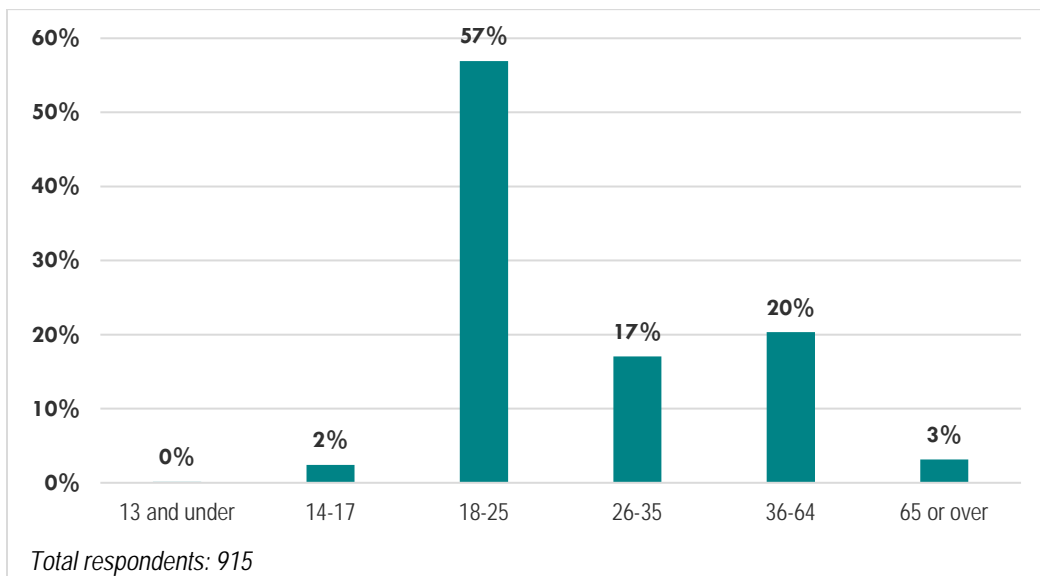
Figure 3 | Gender of Respondents



Age

The majority of survey respondents—57%—are college age, between 18 and 25 years old (Figure 4). This result is not surprising since Lawrence Transit and KU on Wheels service is fully coordinated, and students can ride any bus for free with their KU identification.

Figure 4 | Age of Respondents



² American Public Transportation Association: [A Profile of Public Transportation Passenger Demographics and Travel Characteristics Reported in On-Board Surveys.](#)

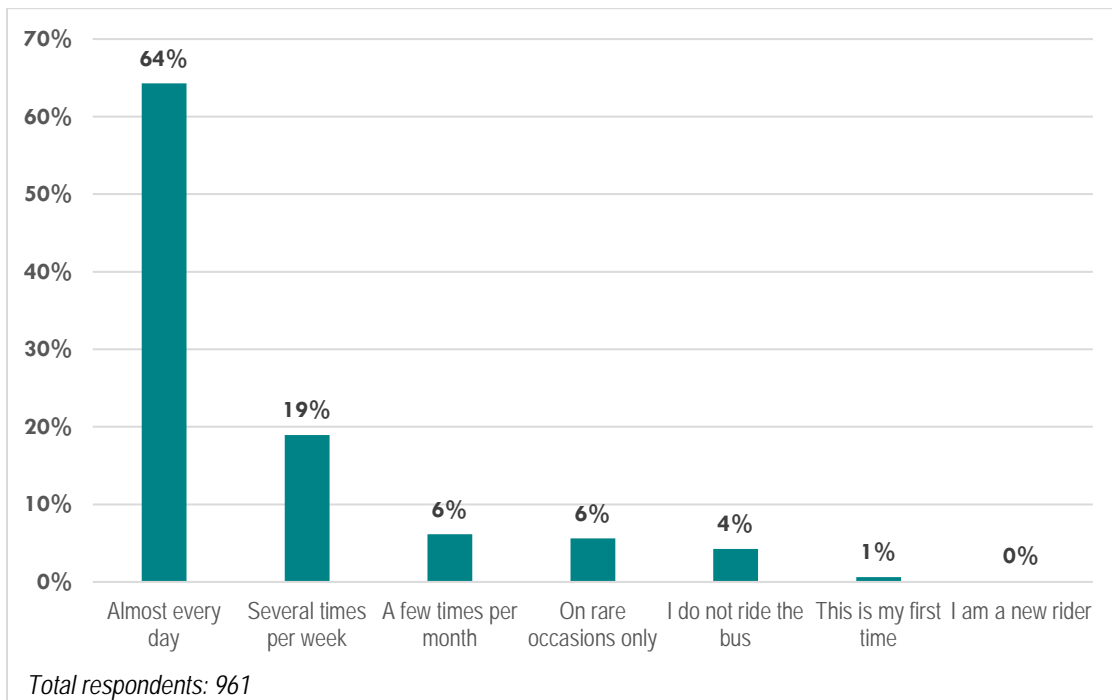
TRANSIT RELIANCE

Many CS riders rely on local transit services as their primary means of transportation. Nearly two-thirds of respondents ride transit almost every day, and 51% of respondents would rely on walking if transit services were unavailable.

Frequency of Use

Over 80% of respondents surveyed reported that they regularly rely on local bus services to provide mobility around Lawrence (Figure 5). Over 60% of survey respondents reported that they ride CS almost every day, while an additional 19% ride multiple times per week. A combined 12% of respondents report using local bus service a few times per month or on rare occasions, while only 4% of respondents indicated they do not use transit.

Figure 5 | Frequency of Use

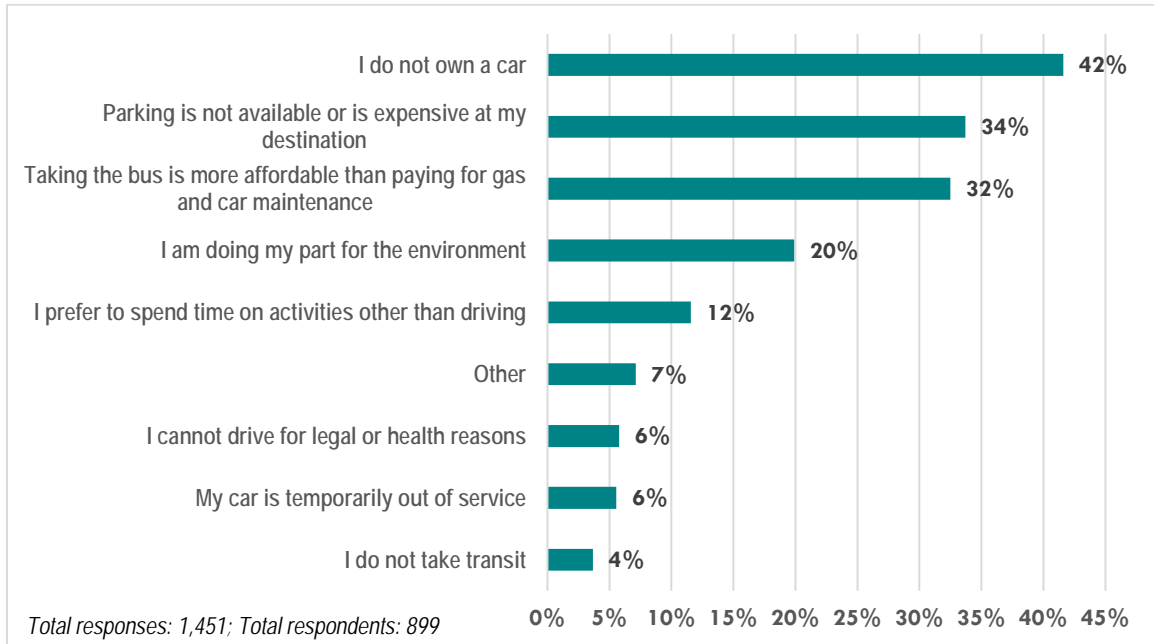


Reasons for Using Transit

The survey asked existing transit riders to categorize the primary reasons they use local transit services. Respondents were able to select multiple answers to this question.

Over 50% of respondents are reliant on CS because they do not own a vehicle, cannot drive, or their car is temporarily out of service (Figure 6). A third of respondents use transit because parking at their destination is either unavailable or expensive, and an equivalent percentage ride because the bus is more affordable than paying for costs associated with driving. These findings further emphasize that many passengers are reliant on transit and ride largely because they do not have other options. Some passengers report riding for environmental reasons (20%) and others prefer using the downtime associated with being a passenger rather than driving (12%).

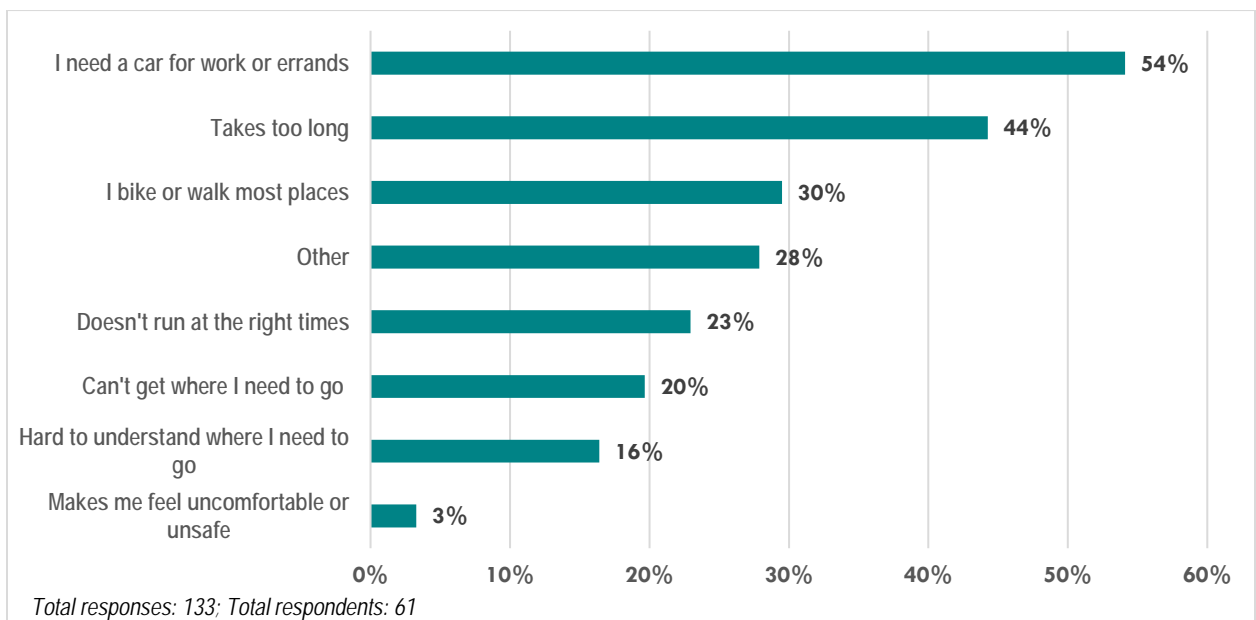
Figure 6 | Reasons for Using Transit



Reasons for Not Using Transit

Of online respondents who said they rarely or do not use transit, over 50% of respondents do not use CS because they need a personal vehicle for work or errands. However, nearly all respondents also indicated that they do not use transit due to service, operational, or informational concerns (Figure 7). The most common response given under “Other” is that driving is faster and more convenient. Very few respondents do not feel safe on-board the transit vehicles. Respondents were able to select multiple answers to this question.

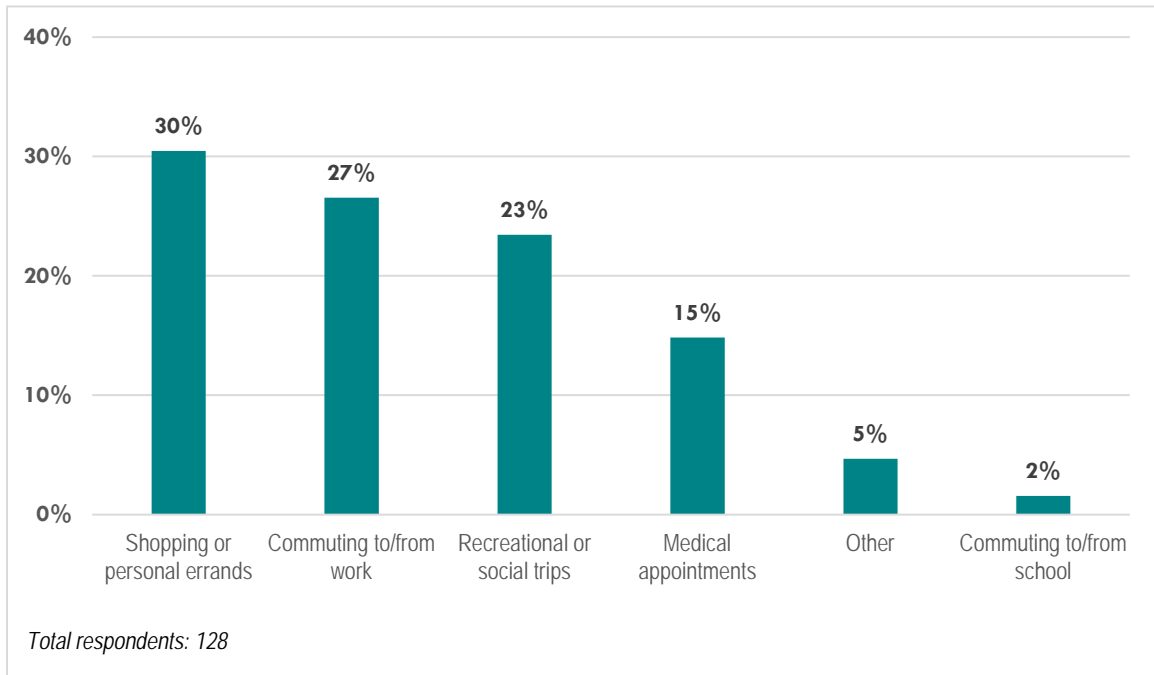
Figure 7 | Reasons for Not Using Transit



Optimal Transit Use

If nothing was preventing survey respondents from using transit in Lawrence, shopping, recreational, and social activities are the primary trips users would make via local bus services. Commuting to and from work also recorded nearly a 30% response rate (Figure 8). Commuting to school represents a small subset, indicating that current non-users of the system are not students. This question was not included in the on-board survey and only answered by those who indicated that they rarely or never ride the bus.

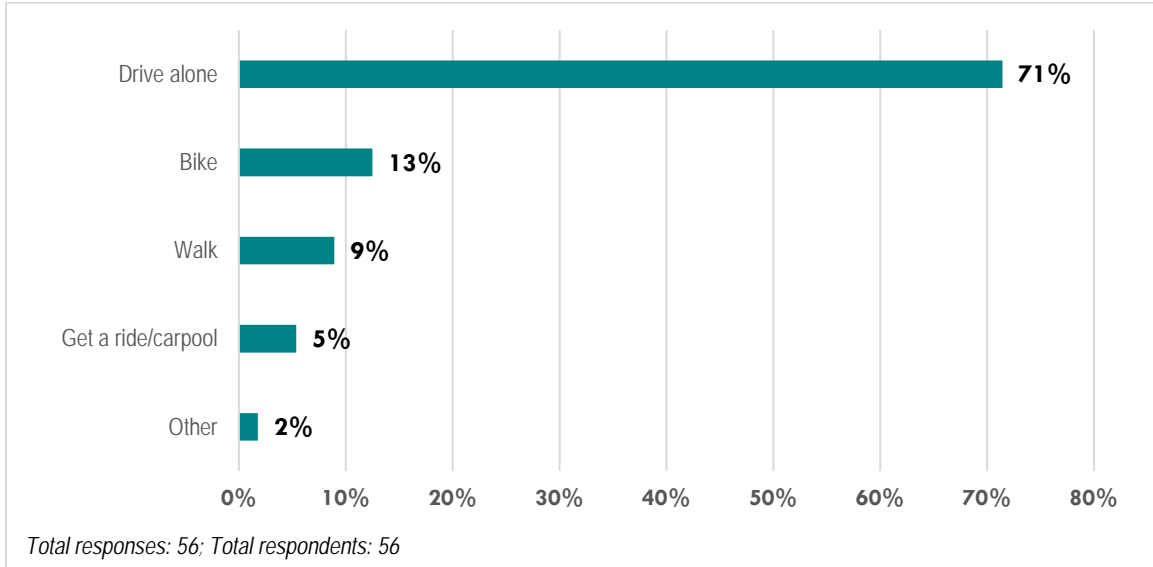
Figure 8 | Optimal Transit Use among Non-Transit Users



Primary Modes

Among respondents who rarely or do not take transit, over 70% said their primary mode of transportation was to drive alone (Figure 9). Over one-fifth of respondents (22%) indicated that they would bike or walk, while just 5% said they would find a ride or carpool.

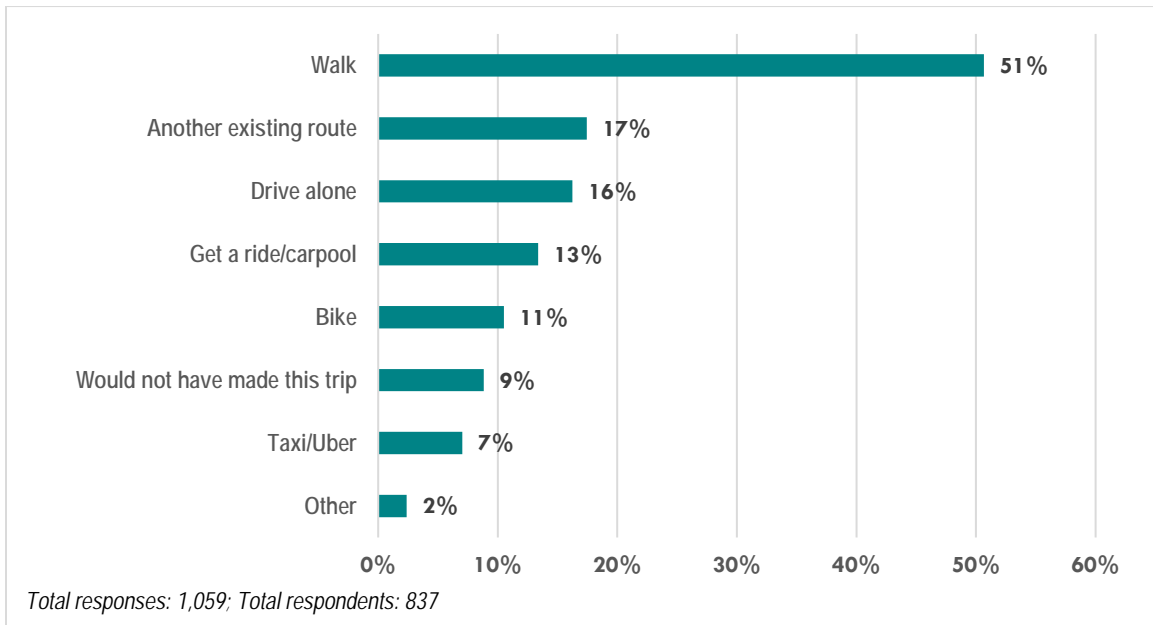
Figure 9 | Primary Modes of Transportation Used among Non-Transit Users



Alternative Modes

Survey respondents who regularly use transit were asked to evaluate their transportation options if their primary bus route did not exist. Respondents could select up to three alternative transportation options. Walking scored highest (51%), followed by 17% of respondents that indicated they would shift to another existing route. Biking represents an 11% share, and a combined 29% of respondents would drive alone or carpool. Nine percent of respondents would not make the trip at all, if their preferred route did not operate.

Figure 10 | Alternative Modes of Transportation Used in Lieu of Transit



TRIP INFORMATION

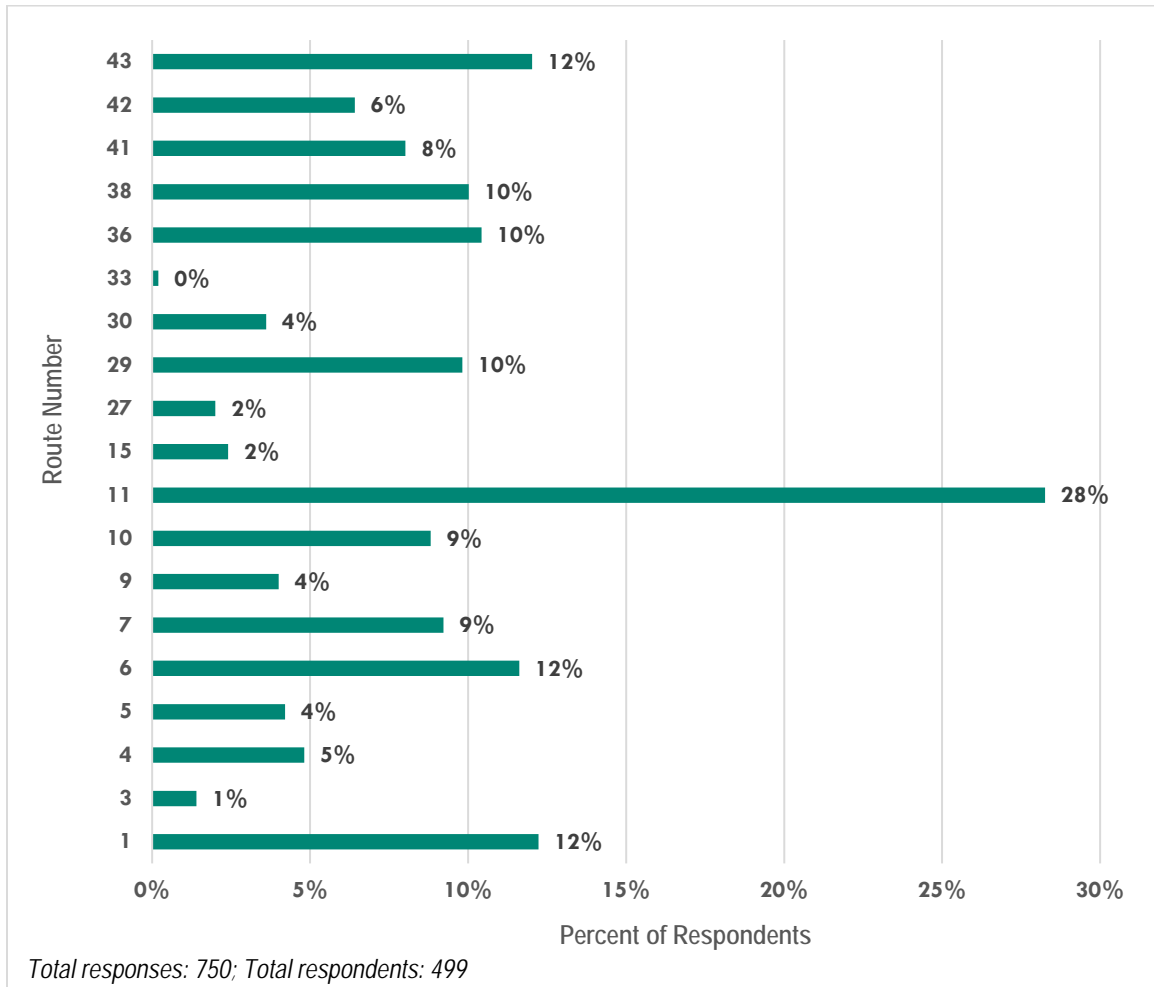
Survey respondents were asked to identify the bus route used on their most recent one-way trip with CS. Respondents were then asked to identify the origin location and ending destination on the same trip. The majority of riders use local bus service to travel between their home and school: 81% of trips originated at home or school and 75% of trips conclude at home or school.

Routes Utilized

According to survey respondents, the most utilized CS route is Route 11, which travels from downtown Lawrence to the Pine Ridge Plaza shopping center. Figure 11 displays the routes used by respondents to complete their current one-way bus trip (on-board survey) or most recent one-way bus trip (online survey). Routes 1, 6, 11, 29, 36, 38, and 43 each represent at least 10% of trips made using CS.

It's important to note that trips on university-focused routes are generally short, which leaves little time to complete a survey. Additionally, routes with high ridership create a more difficult environment for survey administration as it is difficult for the surveyors to move through crowded buses to distribute, collect, or administer surveys.

Figure 11 | Survey Results by Route

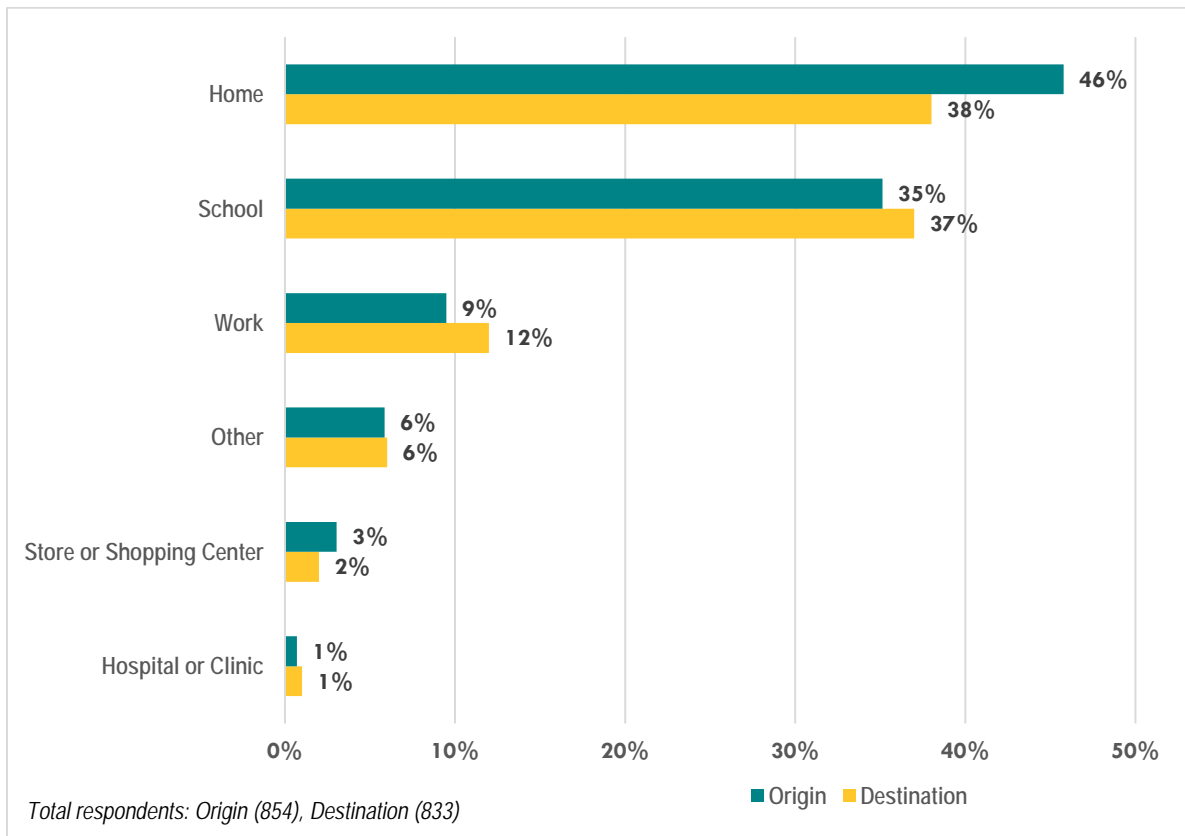


Trip Purpose

Survey respondents were asked to indicate a general trip origin and destination for their most recent trip using CS. The mix of trip origin and destination responses (between home, school, and work) indicate that surveys were completed during both the morning and evening periods. Nearly half of survey respondents started their trip from home, 35% began trips from school, and 9% started their trip at work (Figure 12).

Ending destinations were nearly equal between home (38%) and school (37%); work represented the final destination for 12% of respondents (Figure 12). These responses indicate that most riders are using local bus services for commuting between home and work or school.

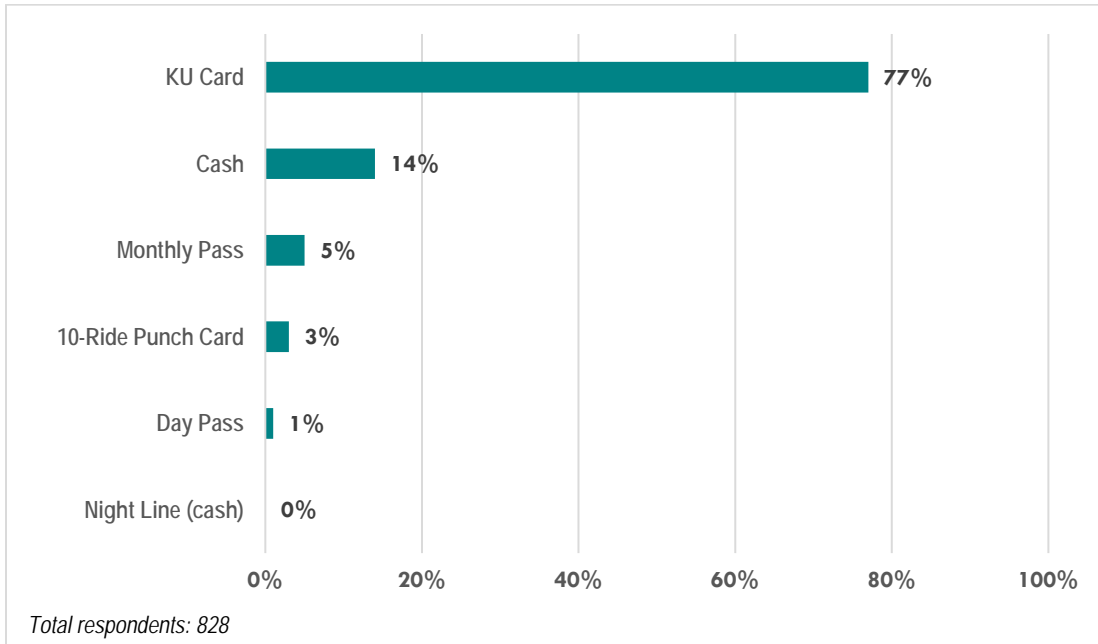
Figure 12 | Trip Origin and Destination Locations



Fare Medium

Reflecting CS’s high percentage of student riders, nearly 80% of survey respondents used a KU card as fare payment on their most recent bus trip. Cash is the second-most popular fare payment method, followed by a monthly pass, 10-ride punch card, and day pass.

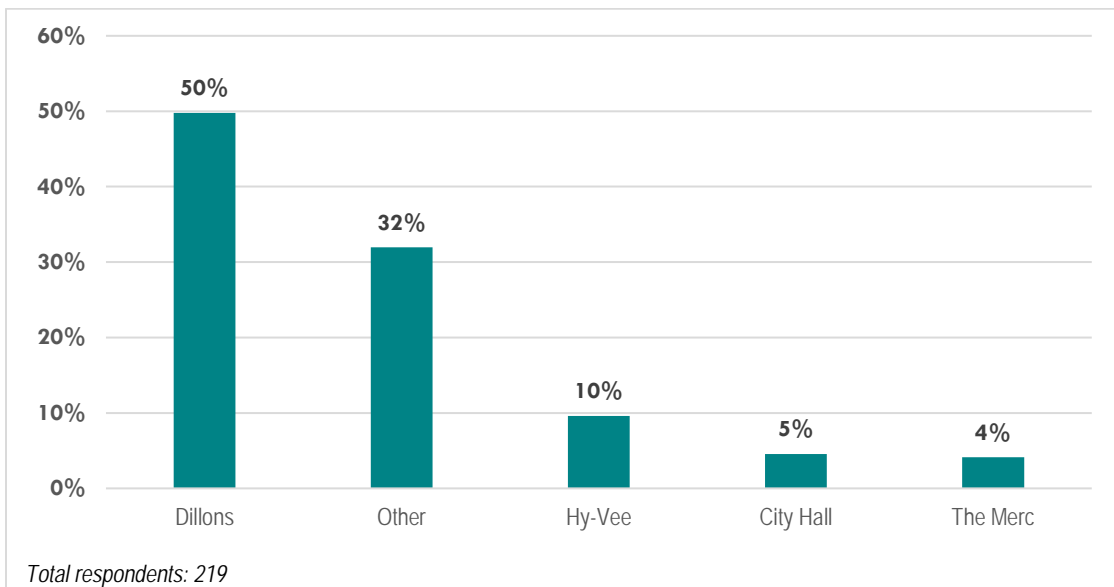
Figure 13 | Fare Payment Type



Fare Acquisition Location

Of respondents that purchased a bus pass for taking transit, 50% bought the pass at a Dillons grocery store (Figure 14). Thirty-two percent of pass users indicated that they obtained it from a different source, with KU being the most common response. Ten-percent purchased a pass at a Hy-Vee supermarket, 5% at City Hall, and 4% at The Merc Co-op.

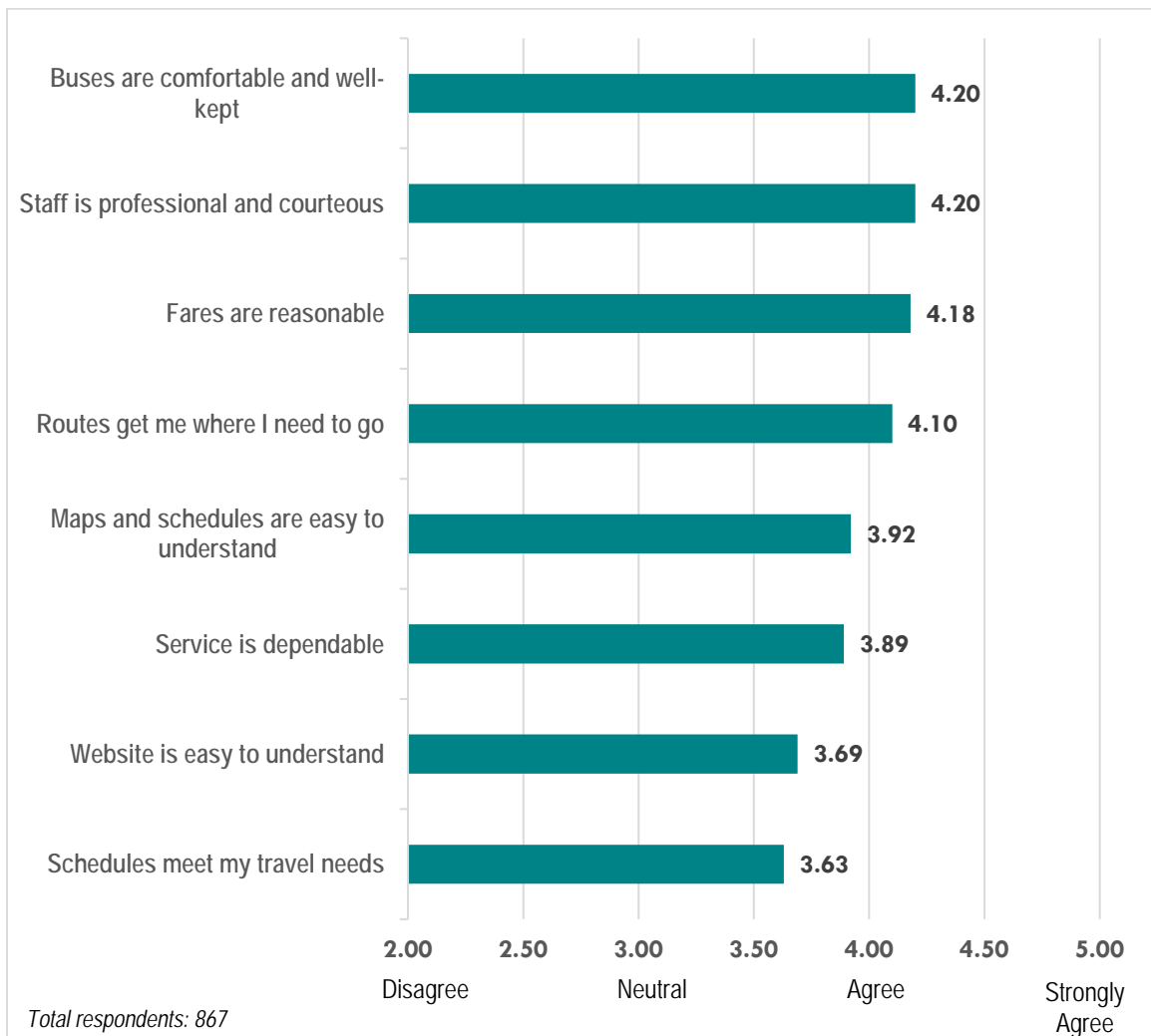
Figure 14 | Where Respondents Purchased Pass Products



CUSTOMER PERCEPTION

Survey respondents were asked a series of questions regarding their perception of CS service features (Figure 15). The results indicate that on average, current riders are highly satisfied with CS's current service conditions. Most critically, respondents rated service dependability an average of 3.89 out of five points, with five representing "strongly agree" and one representing "strongly disagree." Respondents agree on average that transit fares are reasonable (4.18 average), staff is professional and courteous (4.20), buses are comfortable and well-kept (4.20), and that routes get riders where the need to go (4.10). Respondents are less satisfied with the systems' user interface, but still agree to a lesser extent that maps and schedules are easy to understand (3.92), schedules meet their travel needs (3.63), and that the website is easy to understand (3.69).

Figure 15 | Respondent Perception of Service Features

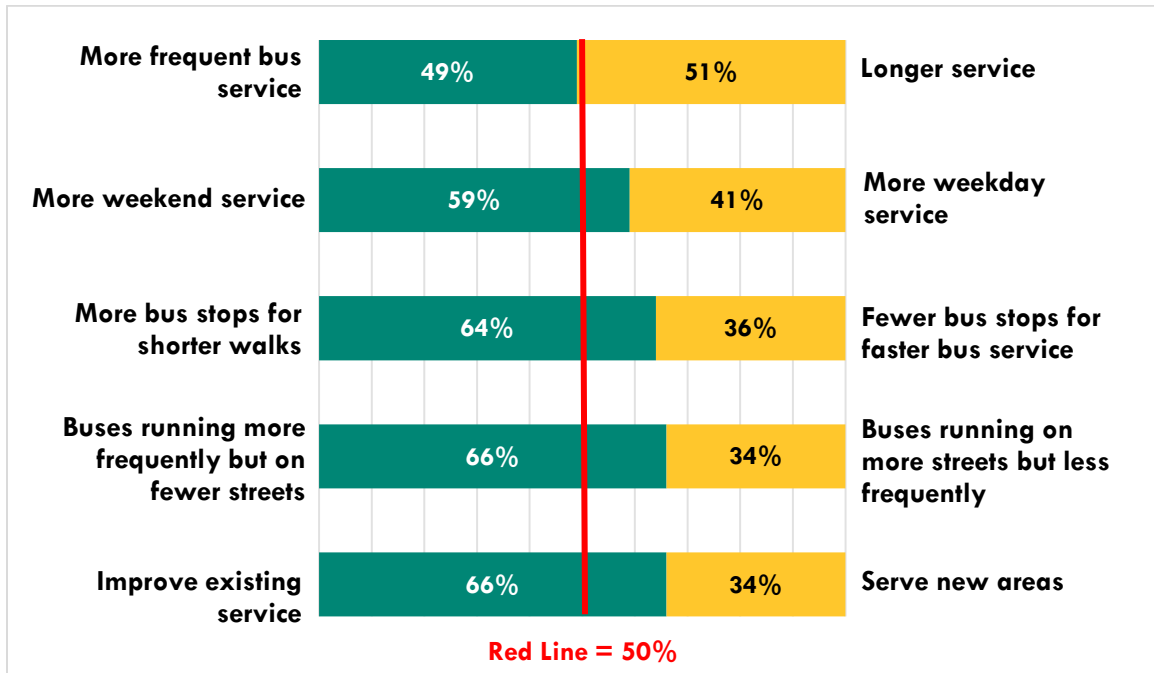


CUSTOMER PREFERENCES

Survey respondents were asked to select their preference between two future theoretical service improvements. Preference questions focused on service frequency, span of service, preferred destinations, and coverage patterns.

Respondents are interested in increasing access by adding more bus stops, and are evenly split between increasing the frequency of bus service and extending the system’s service hours. Thirty-four percent of respondents expressed interest in expanding to serve new areas, while 66% are in favor of improving the system’s existing services.

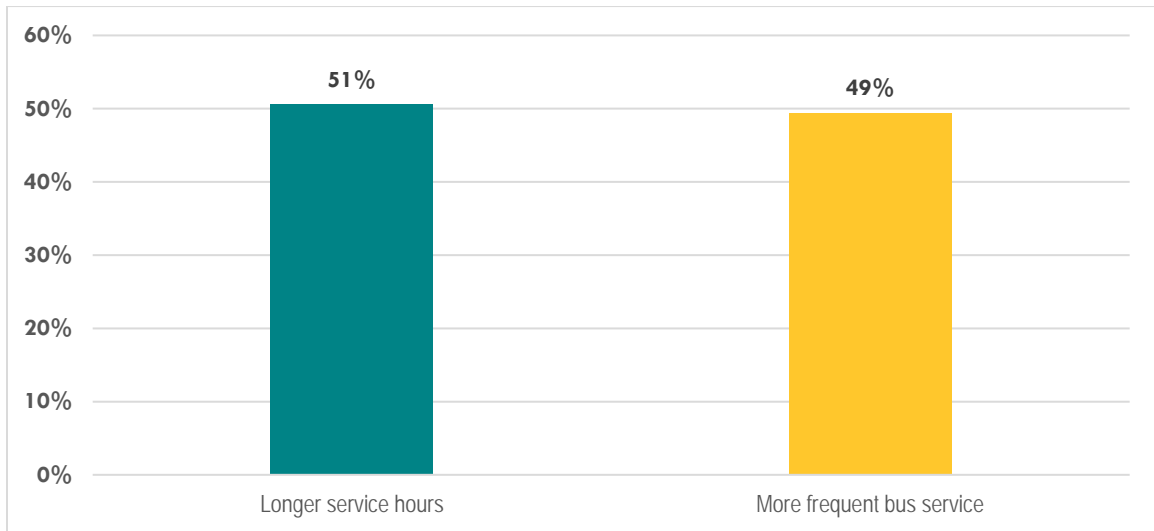
Figure 16 | Summary of Customer Preferences



Frequency vs. Service Span

Respondents are evenly split between preferring longer service hours compared to increased frequency (Figure 17). The preference for longer service hours was reflected in the written comments submitted along with the survey. Additional evening service, as well as service on Sunday, is one of the most requested service improvements by respondents in Lawrence.

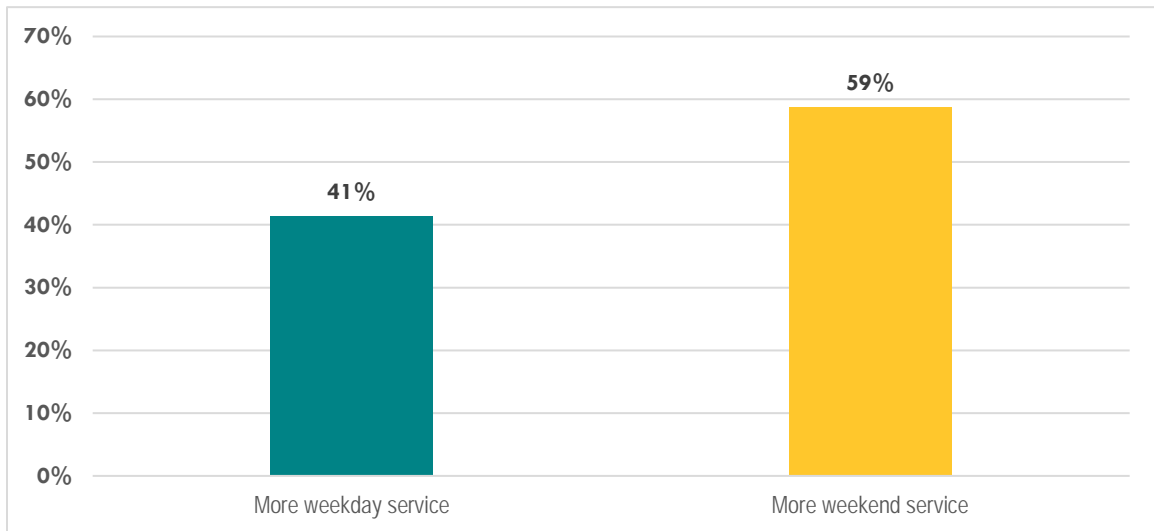
Figure 17 | Respondent Preference for Frequency vs. Service Span



Weekday vs. Weekend Service

Respondents prefer increased weekend service over additional weekday service by a 18-point margin (Figure 18). Nearly 60 respondents submitted written comments in support of Sunday service. Many of these respondents also simultaneously requested additional weekday service, suggesting that there is strong support for increased service span and frequency overall.

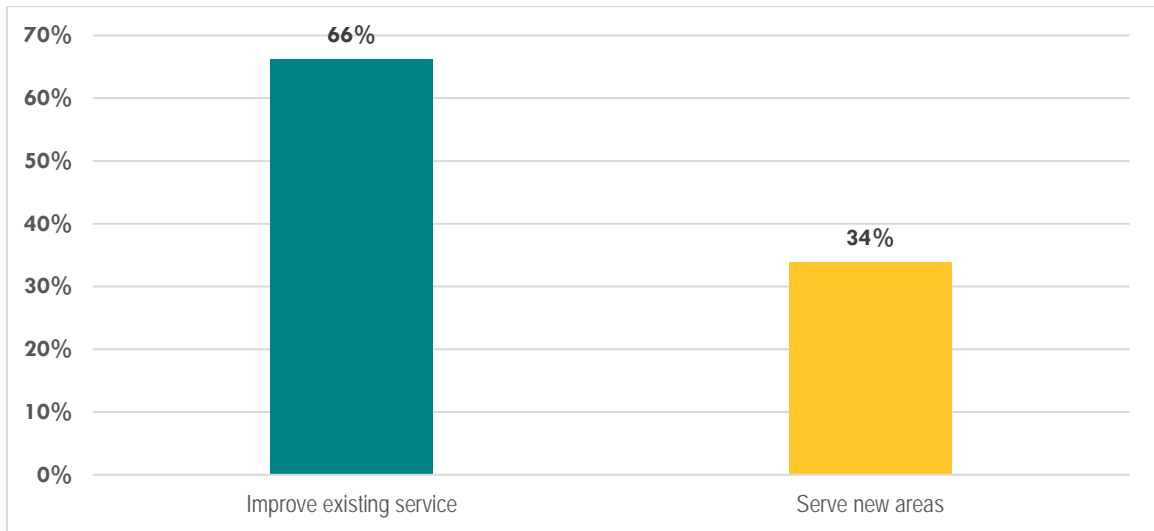
Figure 18 | Respondent Preference for Expanded Weekday vs. Weekend Service



Improved Existing Service vs. New Service Areas

Respondents prefer improving existing service over expanding the service area by a wide margin (Figure 19). Though the online survey was open to the entire Lawrence community, a large percentage of respondents were current transit users. Therefore, it is possible that support for expanding service areas is greater among potential riders in the broader Lawrence region.

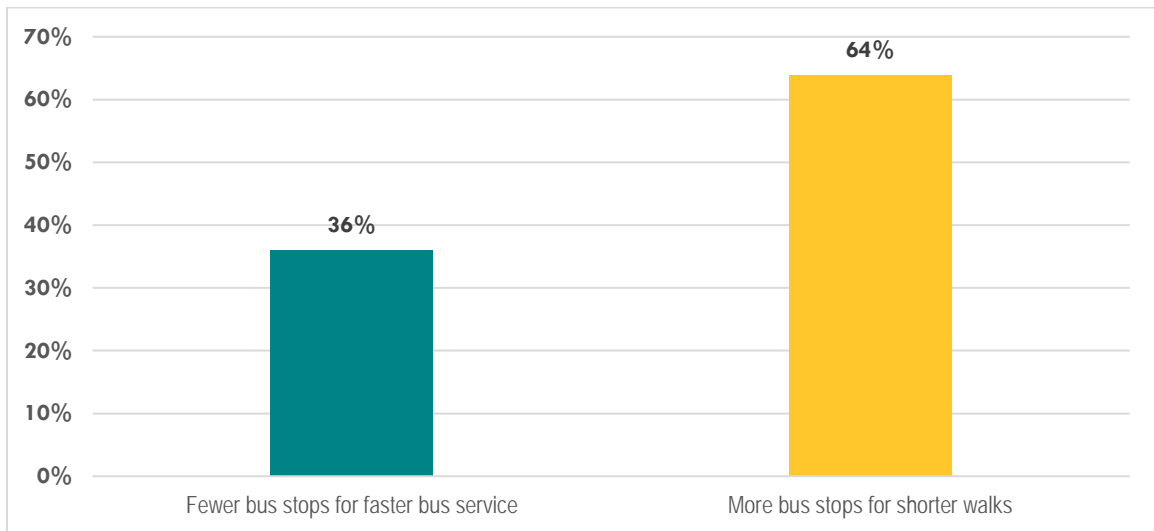
Figure 19 | Respondent Preference for Improved Existing Service vs. Serving New Areas



Fewer Bus Stops vs. More Bus Stops

Respondents prefer to add more bus stops along routes to reduce walk times to bus stops (Figure 20). Several comments expressed frustration towards bus drivers that are not willing to stop at four-way intersections to allow riders to board.

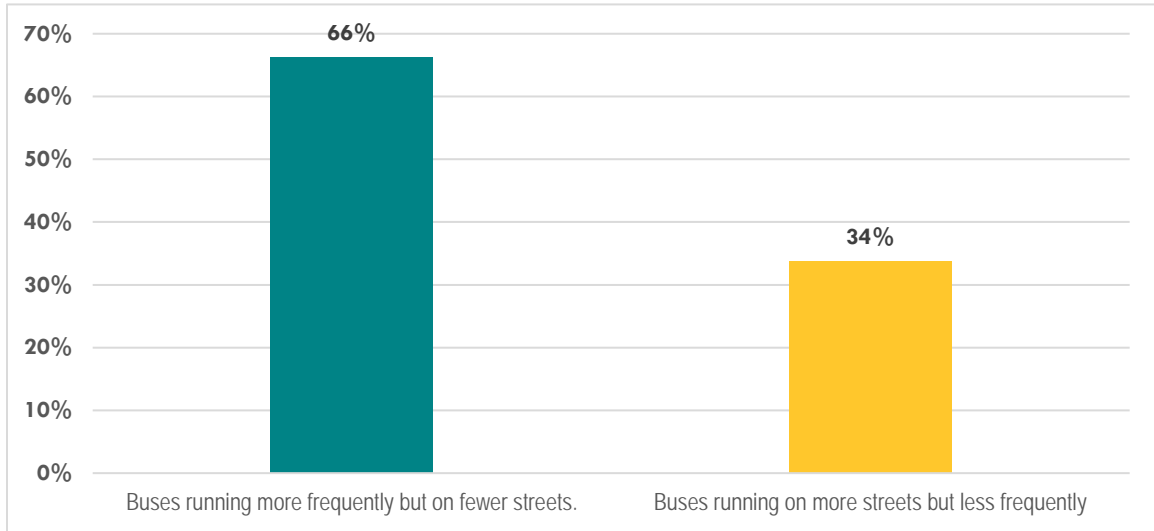
Figure 20 | Respondent Preference for Fewer Bus Stops vs. More Bus Stops



Frequent Bus Operations vs. Less Frequent Bus Operations

Respondents value more frequent bus service on select streets over less frequent bus operations on a broader street network (Figure 21). Increased frequency to 15 or 30 minutes—especially during the morning and evening peak periods—is a strong theme within respondents’ comments.

Figure 21 | Respondent Preference for Frequent Bus Operations vs. Less Frequent Bus Operations

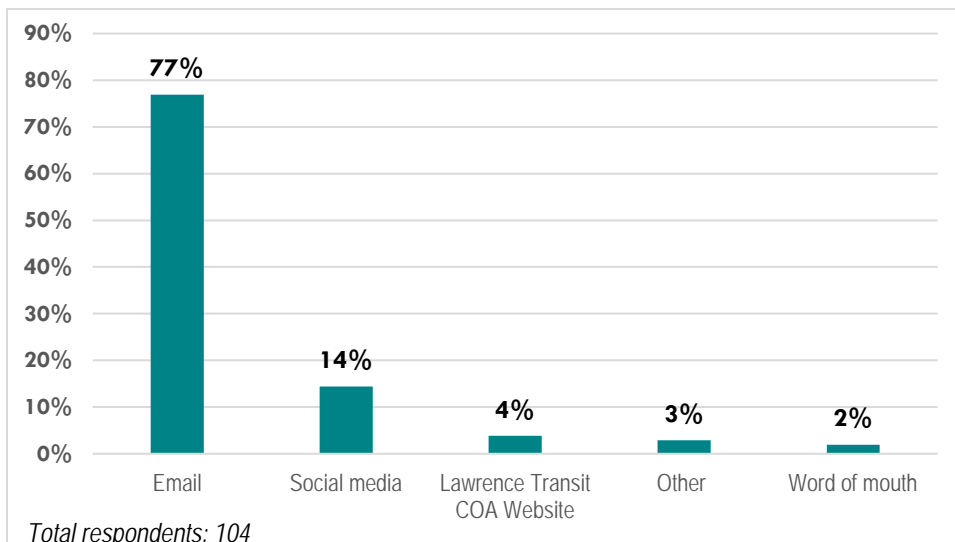


SURVEY OUTREACH AND WRITTEN COMMENTS

Survey Awareness

Online survey respondents were primarily made aware of the survey through email and social media networks. A significantly smaller percentage of respondents learned of the survey through the Lawrence Transit COA website (lawrencetransitstudy.com), other means (neighborhood associations), and word of mouth. This question was not included in the on-board survey.

Figure 22 | Respondent Awareness of Survey



Expanded Service

Survey respondents who indicated that they do not use transit were given the opportunity to indicate where CS should expand its current service so that transit would be more useful. Survey respondents entered 21 suggestions for expanding current transit coverage. The three most requested locations for expanding local bus service were:

- Bob Billings Parkway and George Williams Way (6)
- Harvard Road (3)
- 6th Street and George Williams Way (2)

This question was not included in the on-board survey.

Additional Comments

The survey included an open-ended written comment form. Out of the 968 completed surveys, 240 included a written comment. While many riders discussed one specific topic, a number of the responses included comments and suggestions on a variety of topics. For this analysis, each discussed topic was assigned to broader categories to help identify recurring themes (Figure 23).

Adding Sunday service and increasing service spans were the most common comments. Within comments addressing service spans, increasing weeknight service was the most popular request. Increased service frequency was the third-most frequent. Increased frequency was requested on the following routes: Route 5, Route 6, Route 7, Route 9, Route 10, Route 11, Route 29, Route 36, and Route 38.

The majority of comments classified as information quality were complaints regarding lack of updates when route alignments are altered or re-routed, and the clarity and the functionality of CS's website. Several users also requested the ability to receive automatic texts or email updates when service or scheduling complications arise.

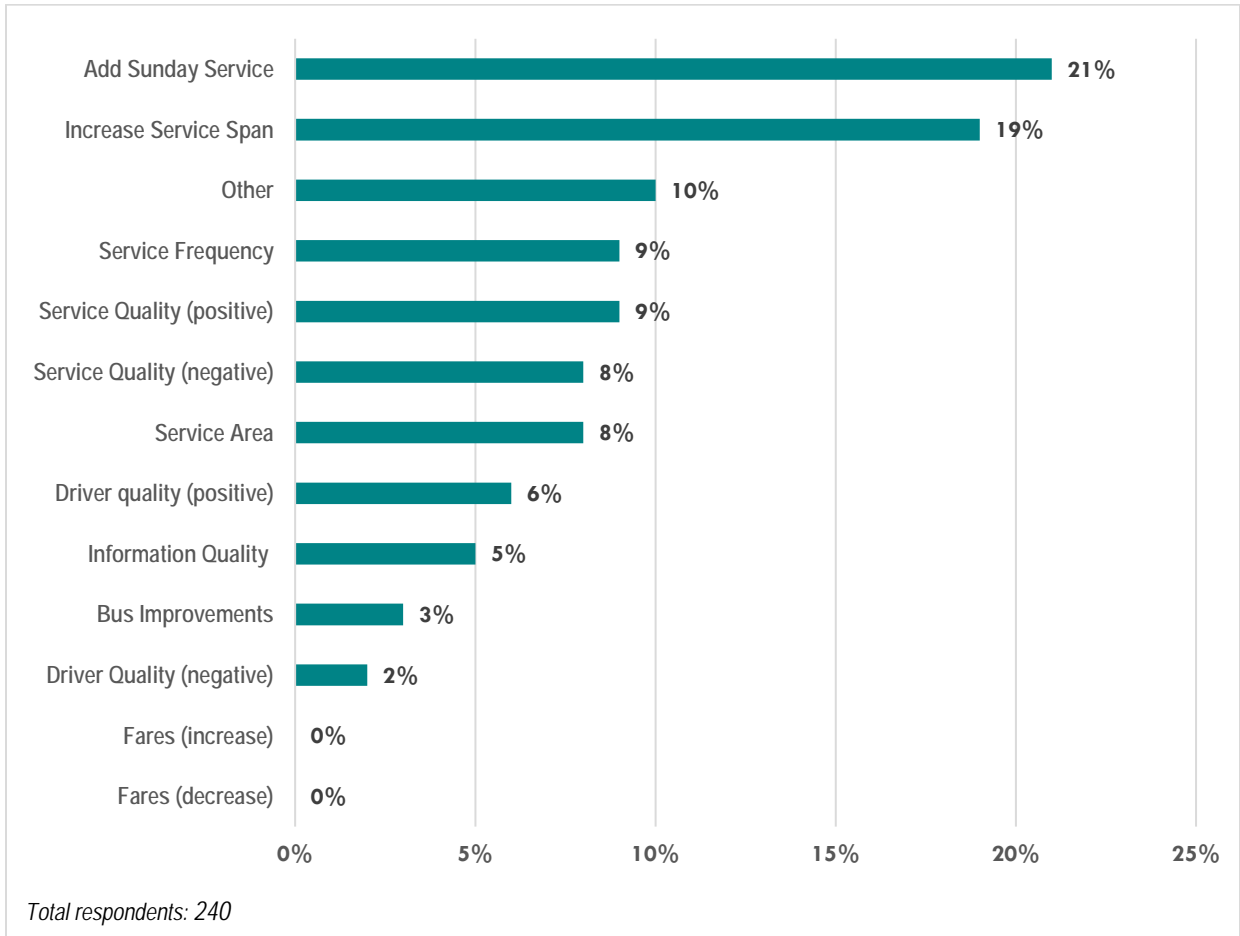
Service quality comments were split evenly between positive (9%) and negative (8%). Several negative service comments relate to buses routinely arriving late, or bus drivers not stopping at designated bus stops.

Based on the comments received, fares are not a major concern; only two comments addressed fare increases or fare deductions.

Comments classified as "Other" address a broad range of pertinent responses, including improving bus stop infrastructure, adjusting route timing, and raising driver wages. Additionally, several comments expressed displeasure with the proposed location for the multimodal transportation hub on KU's campus. However, this category also includes numerous comments that are irrelevant to the current COA.



LAWRENCE TRANSIT COA | SURVEY ANALYSIS
Lawrence-Douglas County MPO

Figure 23 | Summary of Written Comments



Appendix A

Figure 24 | On-Board Survey Instrument - English

TRANSIT RIDER SURVEY

Please help the City of Lawrence and University of Kansas improve transit service by completing the survey below.

If you have already taken this survey on another trip, you do not need to take it again.

Sequence Number:

1. How often do you ride the bus (Lawrence Transit or KU on Wheels)?

<input type="checkbox"/> Almost every day	<input type="checkbox"/> On rare occasions only
<input type="checkbox"/> Several times per week	<input type="checkbox"/> This is my first time
<input type="checkbox"/> A few times per month	
2. Including this bus, which routes will you use to complete this one way trip?
 1st Route: _____ 2nd Route: _____ 3rd Route: _____
3. Where did you begin this one-way trip?

<input type="checkbox"/> Home	<input type="checkbox"/> Store or Shopping Center
<input type="checkbox"/> Work	<input type="checkbox"/> Hospital or Clinic
<input type="checkbox"/> School	<input type="checkbox"/> Other _____

Please provide an address or description of where this place is located:
4. Where is your final destination on this one-way trip?

<input type="checkbox"/> Home	<input type="checkbox"/> Store or Shopping Center
<input type="checkbox"/> Work	<input type="checkbox"/> Hospital or Clinic
<input type="checkbox"/> School	<input type="checkbox"/> Other _____

Please provide an address or description of where this place is located:
5. How did you pay for your fare today?

<input type="checkbox"/> Cash _____	<input type="checkbox"/> Regular	<input type="checkbox"/> Reduced	<input type="checkbox"/> T-Lift
<input type="checkbox"/> Day Pass _____	<input type="checkbox"/> Regular	<input type="checkbox"/> Reduced	
<input type="checkbox"/> 10-Ride Punch Card _____	<input type="checkbox"/> Regular	<input type="checkbox"/> Reduced	<input type="checkbox"/> T-Lift
<input type="checkbox"/> Monthly Pass _____	<input type="checkbox"/> Regular	<input type="checkbox"/> Reduced	<input type="checkbox"/> T-Lift
<input type="checkbox"/> KU Card	<input type="checkbox"/> Night Line (cash)		
6. If you purchased a pass product, where did you buy it?

<input type="checkbox"/> City Hall	<input type="checkbox"/> Dillons
<input type="checkbox"/> The Merc	<input type="checkbox"/> Hy-Vee
<input type="checkbox"/> Other _____	
7. If this route didn't exist, how would you have made this trip?

<input type="checkbox"/> Another existing route	<input type="checkbox"/> Walk
<input type="checkbox"/> Drive alone	<input type="checkbox"/> Bike
<input type="checkbox"/> Get a ride/carpool	<input type="checkbox"/> Would not have made this trip
<input type="checkbox"/> Taxi/Uber	<input type="checkbox"/> Other _____
8. What is your gender?

<input type="checkbox"/> Male	<input type="checkbox"/> Female
-------------------------------	---------------------------------
9. What is your age?

<input type="checkbox"/> 13 or under	<input type="checkbox"/> 14-17	<input type="checkbox"/> 18-25
<input type="checkbox"/> 26-35	<input type="checkbox"/> 36-64	<input type="checkbox"/> 65 or over
10. Which of the following best describes your employment status?

<input type="checkbox"/> Full-Time	<input type="checkbox"/> Part-Time	<input type="checkbox"/> Unemployed
<input type="checkbox"/> Student	<input type="checkbox"/> Retired	<input type="checkbox"/> Other _____
11. What is your approximate household income? (Optional)

<input type="checkbox"/> Less than \$10,000	<input type="checkbox"/> \$10,000-\$29,999	<input type="checkbox"/> \$30,000-\$49,999
<input type="checkbox"/> \$50,000-\$74,999	<input type="checkbox"/> \$75,000 or more	
12. Which of the following describe the reasons that you use transit in Lawrence and/or at KU? (Select all that apply)



<input type="checkbox"/> I do not own a car
<input type="checkbox"/> My car is temporarily out of service
<input type="checkbox"/> I cannot drive for legal or health reasons
<input type="checkbox"/> I prefer to spend time on activities other than driving
<input type="checkbox"/> Parking is not available or is expensive at my destination
<input type="checkbox"/> Taking the bus is more affordable than paying for gas and car maintenance
<input type="checkbox"/> I am doing my part for the environment
<input type="checkbox"/> Other _____
13. Based on your experience riding the buses in Lawrence and/or at KU, how strongly do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Service is dependable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routes get me where I need to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedules meet my travel needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fares are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses are comfortable and well-kept	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff is professional and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maps and schedules are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The following questions ask your preference. Please check ONE box per row only?

More frequent bus service	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Longer service hours
More weekday service	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	More weekend service
More bus stops for shorter walk distance to/from bus stops	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Fewer bus stops for faster bus service
Buses running more frequently but on fewer streets	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Buses running on more streets but less frequently
Improve existing service	◀ <input type="checkbox"/> OR <input type="checkbox"/> ▶	Serve new areas

If you would like to provide any additional details regarding your answers above, please use the space on the back.

Figure 25 | On-Board Survey Instrument - Spanish

ENCUESTA DE PASAJEROS DE TRANSPORTE PÚBLICO

Por favor ayude a la Ciudad de Lawrence y a la Universidad de Kansas a mejorar el servicio de transporte público relleno la siguiente encuesta.
Si usted ya ha completado la misma encuesta en un viaje previo a este, no tiene que completarla de nuevo.

Sequence Number:

1. ¿Con qué frecuencia utiliza el autobús (Lawrence Transit o KU on Wheels)?

Casi cada día Ocasionalmente

Varias veces por semana Esta es mi primera vez

Algunas veces al mes

2. Incluyendo este autobús, ¿qué rutas va a utilizar para completar su viaje?

1a Ruta: _____ 2a Ruta: _____ 3a Ruta: _____

3. ¿Dónde comenzó su viaje?

Casa Centro comercial/tienda

Trabajo Hospital o Clínica

Universidad o Escuela Otro _____

Por favor facilite una dirección o descripción de esta localización:

4. ¿Dónde se encuentra el destino final de este viaje de ida?

Casa Centro comercial/tienda

Trabajo Hospital o Clínica

Universidad o Escuela Otro _____

Por favor facilite una dirección o descripción de esta localización:

5. ¿Qué modo de pago utilizó para adquirir su billete hoy?

Efectivo Regular Reducida T-Lift

Pase diario Regular Reducida

Tarjeta de 10-Viajes Regular Reducida T-Lift

Tarjeta mensual Regular Reducida T-Lift

Tarjeta KU Ruta nocturna (efectivo)

6. Si usted compró una tarjeta multiviaje, ¿dónde la compró?

Ayuntamiento Dillons

The Merc Hy-Vee

Otro _____

7. Si esta ruta no existiera, ¿cómo hubiera realizado este viaje?

Otra ruta de autobús Caminando

Manejar solo En bici

Alguien me llevaría en coche No haría el viaje

Taxi/Uber Otro _____

8. ¿Cuál es tu género?

Hombre Mujer

9. ¿Cuántos años tienes?

13 o menos 14-17 18-25

26-35 36-64 65 o más

10. ¿Cuál es situación de empleo?

Jornada completa Media jornada Desempleo

Estudiante Jubilado Otro _____

11. ¿Cuál es el ingreso familiar promedio? (Opcional)

Menos de \$10,000 \$10,000-\$29,999 \$30,000-\$49,999

\$50,000-\$74,999 \$75,000 o más

12. ¿Cuáles son las razones por las que utiliza el transporte público en Lawrence y/o KU? (Seleccione todas las que apliquen)

No dispongo de coche

Mi coche esta temporalmente fuera de servicio

No puedo conducir por razones legales o médicas

Prefiero pasar el tiempo en actividades distintas a conducir

No hay donde estacionar/estacionar es caro

Tomar el autobús es más económico que pagar la gasolina y el mantenimiento del coche

Es más sostenible ambientalmente

Otro _____

13. En base a su experiencia como pasajero del transporte público de Lawrence y/o KU, indique su nivel de acuerdo/desacuerdo con las siguientes afirmaciones:

	Totalmente en desacuerdo	No está de acuerdo	Neutral	De acuerdo	Totalmente de acuerdo
Se puede confiar en el servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Las rutas me llevan donde necesito	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Los horarios cubren mis necesidades de viaje	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Las tarifas son razonables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Los autobuses son cómodos y bien mantenidos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El personal es profesional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Los mapas y horarios son fáciles de entender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
La web es fácil de navegar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. La siguiente pregunta es en relación a sus preferencias. Por favor marque una respuesta por línea.

Más frecuencia	◀ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ▶	Más cobertura horaria
Más servicios entre semana	◀ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ▶	Más servicios en el fin de semana
Más paradas de autobús para andar menos hacia una parada	◀ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ▶	Menos paradas de autobús para tener servicios más rápidos
Más frecuencia a cambio de menos cobertura	◀ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ▶	Más cobertura a cambio de menos frecuencia
Mejora de los servicios existentes	◀ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ▶	Servir zonas sin transporte público

Si usted desea añadir algún detalle en relación a sus respuestas, por favor utilice el espacio en el dorso.

