

Sioux Falls Area Metro Passenger Survey

Findings Report

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2018

Submitted to the City of Sioux Falls (SD)

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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2018 Sioux Falls Area Metro Passenger Survey Executive Summary Report

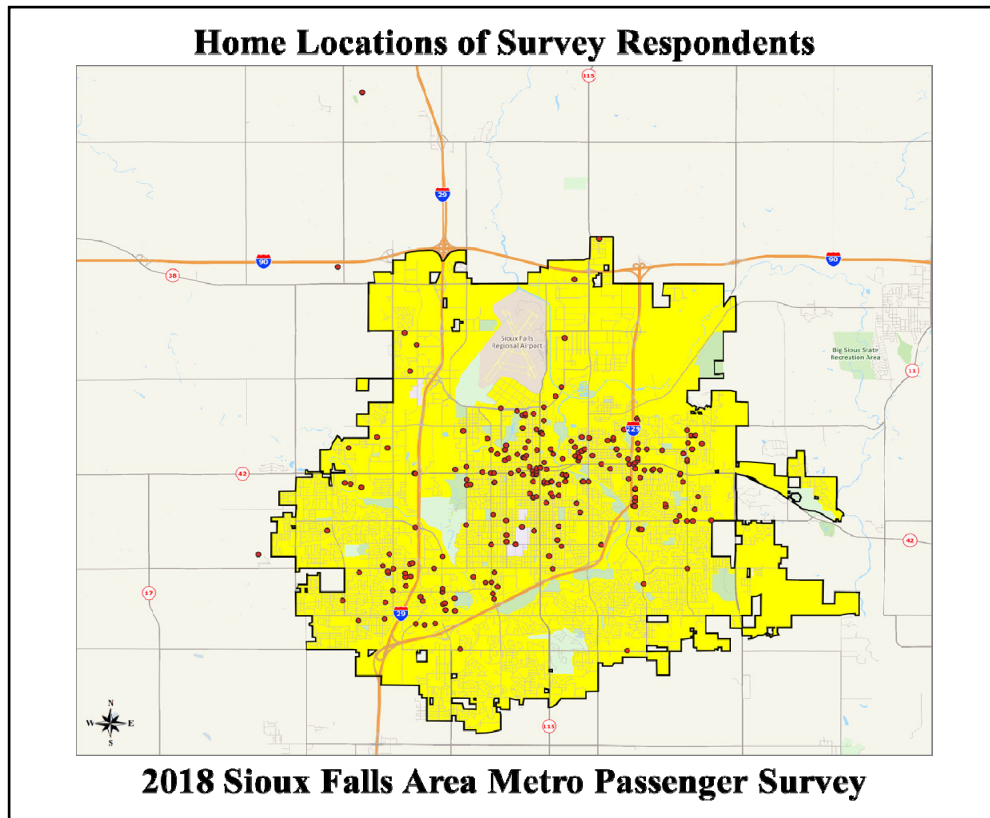
Overview and Methodology

The City of Sioux Falls initiated this survey during the fall of 2018. The primary objective for conducting the Sioux Falls Area Metro Passenger Survey was to gather accurate travel data from transit riders to assist in planning transportation improvements in the Sioux Falls metropolitan area. The on-board survey was administered to a random sample of 347 riders, exceeding the goal of 300 surveys, on the public transit system in Sioux Falls.

Location of Respondents:

ETC geocoded the home address of respondents, which are represented by the dots on the map to the right. This map shows the distribution of survey respondents.

More detailed information is provided in subsequent sections of this report:



- Results of the on-board survey, characteristics of transit riders, and select findings are provided in this Executive Summary.
- Charts and graphs from the survey in Section 1.
- GIS Maps showing home locations, current, and desired destinations of survey respondents in Section 2.
- Importance-satisfaction analysis of key service aspects in Section 3.



- Frequency distribution tables for weekday survey results are provided in Section 4.
- Crosstabular data by routes taken by survey respondents in Section 5.
- The survey instrument is provided in Section 6.

Characteristics of Transit Riders and Select Findings

Household Size

Almost half (45%) of respondents indicated they lived in a one-person household, 17% indicated they lived in a two-person household, 22% indicated their household size is between three and five, while only 4% of respondents indicated they lived in a household with 6 or more people.

Income

Forty-nine percent (49%) of respondents indicated they had an annual household income of less than \$15,000. Twenty-five percent (25%) indicated they had an annual household income between \$15-\$29,999. Thirteen percent (13%) of respondents reported an annual income of \$30,000 or more.

Age and Gender

Nine percent (9%) of respondents indicated they were less than 18 years of age. Twenty-five percent (25%) of respondents specified they were between 18 to 34 years old. Sixteen percent (16%) of respondents indicated they were between 35 to 44 years old, 16% were between 45 to 54 years old, and 20% were between 55 to 64 years old. Eight percent (8%) of respondents indicated they were 65 years or older. Fifty percent (50%) of the respondents were male and 50% of the respondents were female.

Primary Reasons Respondent's Use Transit

Eighty-seven percent (87%) of transit users indicated they have no working vehicle in the household. Seventy-one percent (71%) of respondents specified that the bus in Sioux Falls is the only alternative for transportation. Thirty-two percent (32%) of respondents indicated that the bus is a means to save money. If the bus service was not available; thirty percent (30%) of transit users indicated that they would walk and twenty-five percent (25%) would get a ride from someone.

Purpose of Trip

Fifty-eight percent (58%) of respondents indicated they were employed. Thirty-eight percent (38%) of respondents specified the purpose of their trip was for work. Twenty-three percent (23%) of respondents indicated their trip was for personal business. Ten percent (10%) indicated their trip was for shopping and 10% for college/school. Other purposes included: hospital/doctor's office (8%), social/recreation (3%), and other (3%). Majority of respondents (86%) indicated they were planning to use the bus to visit between 1 to 4 places. Thirteen percent (13%) of respondents indicated they were planning to use the bus to visit five or more places.



Frequency of Use

Sixty-six percent (66%) of respondents indicated they ride 5+ days per week. Nearly a quarter of respondents (23%) indicated they ride 2-4 days per week. The remaining respondents specified they ride once a week (4%), a few times a month (2%), a few times a year (1%), and rarely or never (0.9%).

How Long Respondent has been Riding Transit in the Sioux Falls Area

Majority of riders (79%) indicated they have been riding the bus in Sioux Falls between less than a year to ten years. Six percent (6%) of respondents have been riding between 11 to 15 years and between 16 to 20 years. Five percent (5%) of riders indicated they have been riding the bus in the Sioux Falls Area for over 21 years. Thirty-nine percent (39%) of respondents rated the quality of the public transit system in Sioux Falls as “excellent”. Forty-four percent (44%) of respondents rated the quality of the public transit system in Sioux Falls as “good”. Thirteen percent (13%) of respondents rated the quality of the public transit system in Sioux Falls as “fair” and 2% gave a rating of “poor”.

Bus Stops

Eighty-eight percent (88%) of respondents live between 0 to 5 blocks from the nearest bus stop, 8% live between 6 to 10 blocks from the nearest bus stop, 1% live between 11 to 15 blocks from the nearest bus stop, and 1% live 16 or more blocks from the nearest bus stop. Sixty-eight percent (68%) of respondents indicated that buses typically arrive at the bus stop nearest their home between 21 to 60 minutes.

Transfers

Thirty-eight percent (38%) of respondents indicated they would make a transfer once to reach their destination. Twenty-eight percent (28%) of respondents indicated they would make a transfer twice to reach their destination. Eleven percent (11%) of respondents indicated they would have to make a transfer three or more times to reach their destination. Lastly, twenty-one percent (21%) of respondents indicated they would have not to make any transfers to reach their destination.

Service Ratings and Importance

Respondents were asked to provide an overall rating of the services provided by the public transit system in Sioux Falls, based on the sum of “excellent” and “good” responses, the top-rated services were: how safe I feel on-board the bus (94%), cleanliness of buses (92%), and courtesy of the drivers (87%). The services that were of most importance to respondents, based on the sum of their top three choices, were: Availability of weekend service (38%), availability of evening service (24%), and on-time reliability of buses (21%).

Potential Services/Amenities Provided to Use

The top services/amenities indicated by respondents, based on “very likely” and “likely” responses, in which if provided they would use the bus more frequently, were: passenger alerts for when there are disruptions to service or delays that would be sent to a mobile



device (75%) and real-time information about location of buses that can be accessed on a mobile device (75%). Sixty-three percent (63%) of respondents indicated they do have a smart phone.

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the agency identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance respondents placed on each aspect of public transit and the level of satisfaction with each aspect. By identifying services of high importance and low satisfaction, the analysis identified which aspects will have the most impact on the overall satisfaction with agency services over the next two years. If the public transit system wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities by Major Category. This analysis reviewed the importance of and satisfaction with major categories of public transit services. This analysis was conducted to help set overall priorities. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the overall satisfaction rating are listed below:

- Availability of weekend service (IS Rating=0.2266)

The table below shows the importance-satisfaction rating for all 14 major categories of public transit services that were rated.

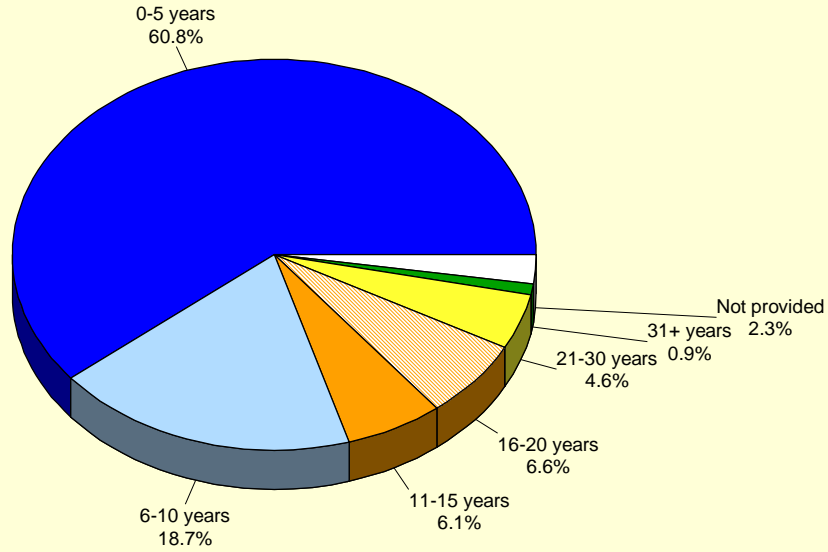
| 2018 Importance-Satisfaction Rating Sioux Falls, SD Public Transit In The Metropolitan Area | | | | | | |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| Very High Priority (IS >.20) | | | | | | |
| Availability of weekend service | 39% | 1 | 41% | 14 | 0.2266 | 1 |
| High Priority (IS .10-.20) | | | | | | |
| Availability of evening service | 25% | 2 | 48% | 12 | 0.1287 | 2 |
| Availability of covered shelters at stops | 20% | 5 | 46% | 13 | 0.1060 | 3 |
| Medium Priority (IS <.10) | | | | | | |
| How close stops are located to the destinations I need to visit | 14% | 7 | 72% | 11 | 0.0384 | 4 |
| On-time reliability of buses | 22% | 3 | 83% | 5 | 0.0365 | 5 |
| How frequently buses come by stops | 11% | 10 | 75% | 10 | 0.0268 | 6 |
| How safe I feel when waiting at stops | 14% | 8 | 81% | 6 | 0.0264 | 7 |
| Courtesy of drivers | 20% | 4 | 88% | 3 | 0.0249 | 8 |
| Comfort of seats | 9% | 11 | 76% | 9 | 0.0207 | 9 |
| Availability of safe walking/pedestrian facilities to get to the bus | 8% | 12 | 80% | 7 | 0.0158 | 10 |
| Minimizing the number of transfers | 6% | 13 | 79% | 8 | 0.0117 | 11 |
| Cleanliness of buses | 14% | 6 | 93% | 2 | 0.0102 | 12 |
| Availability of information about bus service | 4% | 14 | 85% | 4 | 0.0068 | 13 |
| How safe I feel on-board the bus | 11% | 9 | 95% | 1 | 0.0060 | 14 |

Section 1

Charts and Graphs

Q1. How many years have you been riding the bus in Sioux Falls?

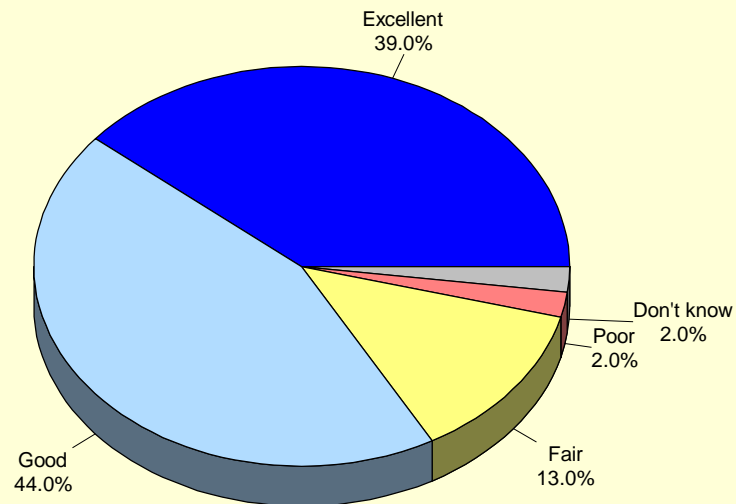
by percentage of respondents



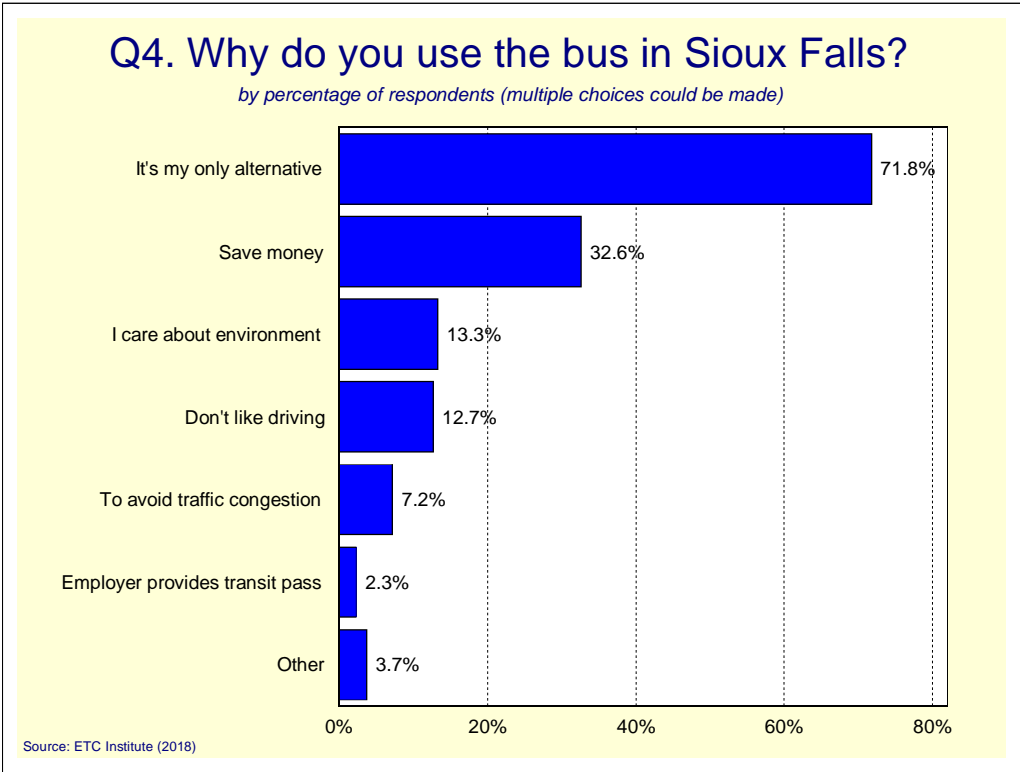
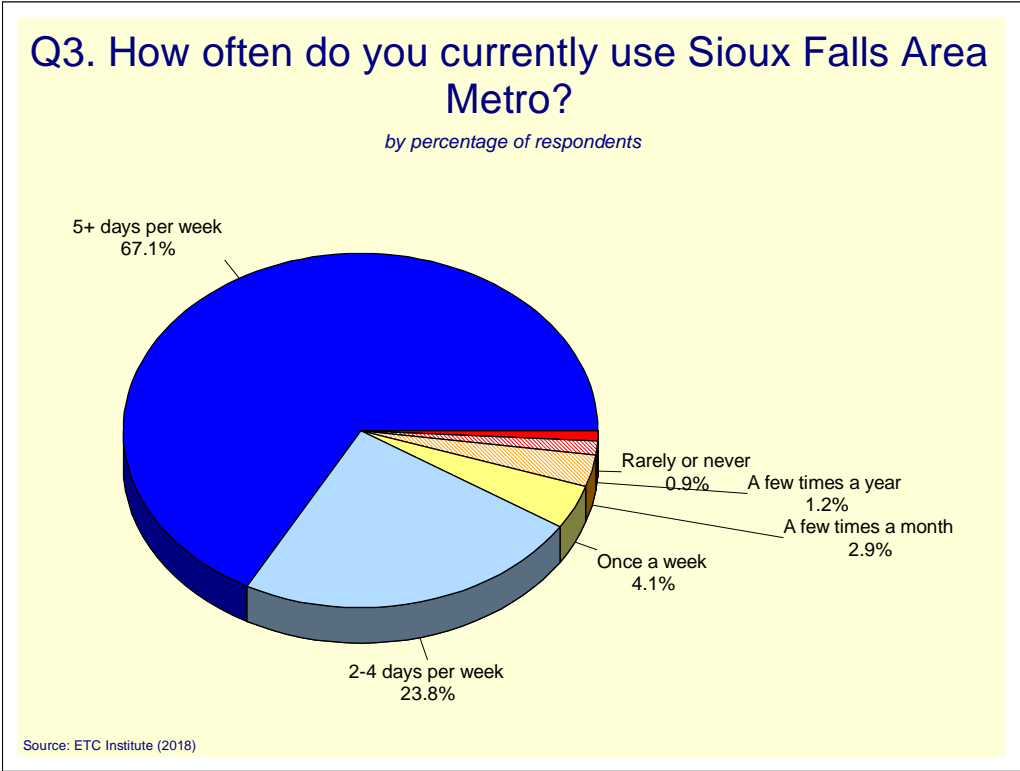
Source: ETC Institute (2018)

Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls?

by percentage of respondents

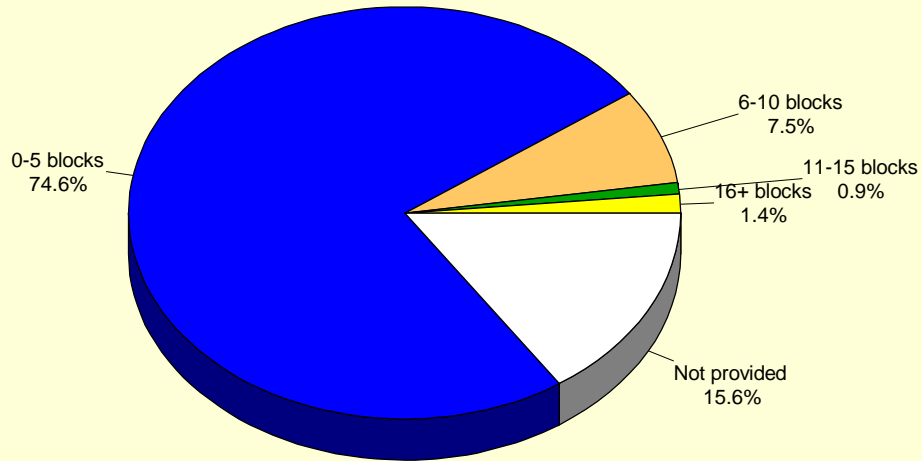


Source: ETC Institute (2018)



Q5. How many blocks from your HOME is the nearest bus stop located?

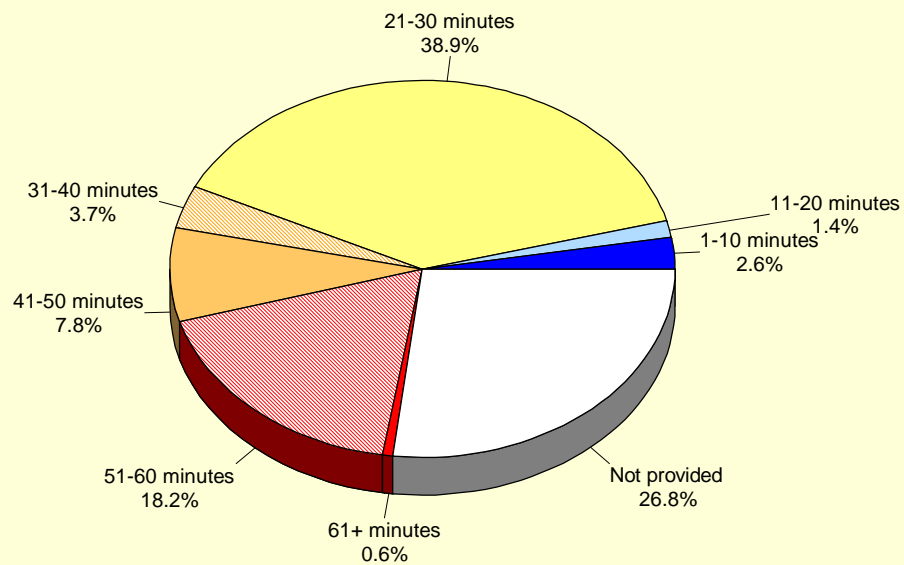
by percentage of respondents



Source: ETC Institute (2018)

Q6. How often do buses typically arrive at the bus stop nearest your HOME?

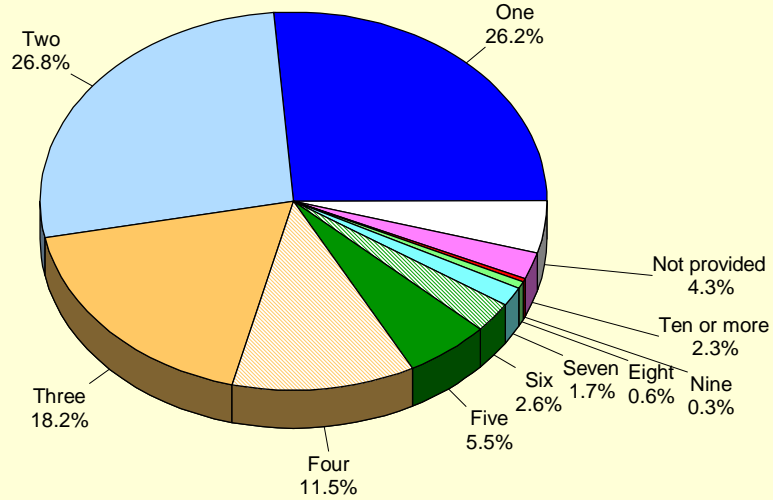
by percentage of respondents



Source: ETC Institute (2018)

Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today?

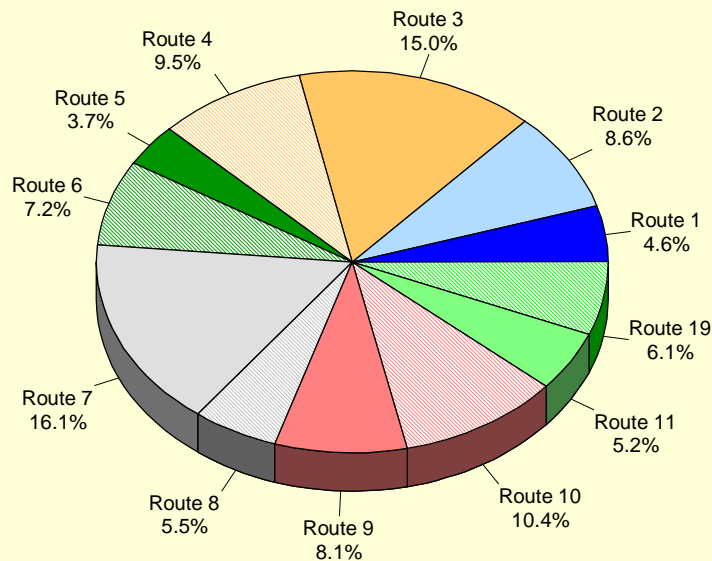
by percentage of respondents



Source: ETC Institute (2018)

Q8. Which route are you riding now (or about to board next)?

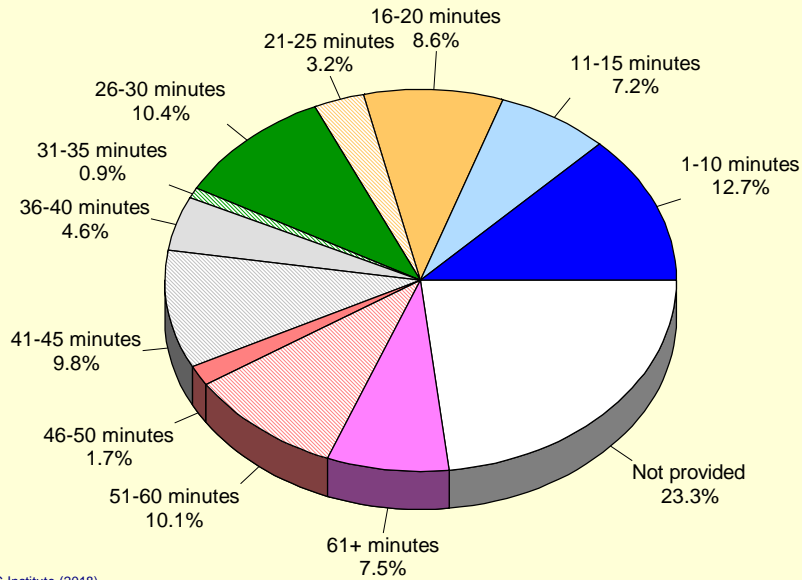
by percentage of respondents



Source: ETC Institute (2018)

Q10. How long did/will it take you to get from your home to the destination using the bus?

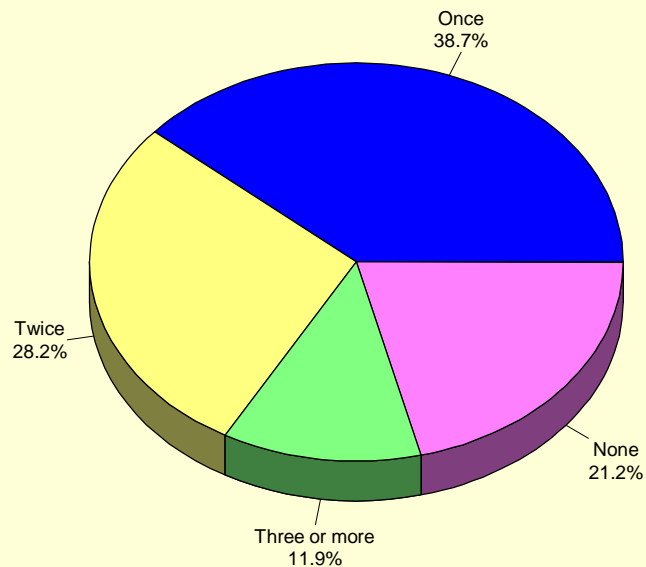
by percentage of respondents



Source: ETC Institute (2018)

Q11. How many times did you (or would you have had to) transfer to get from your home to your destination?

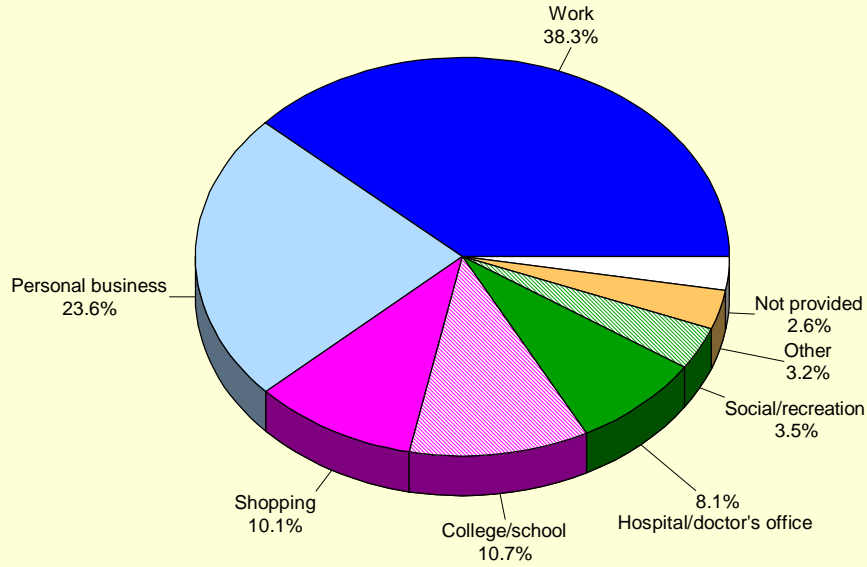
by percentage of respondents



Source: ETC Institute (2018)

Q12. What is/was the primary purpose of your current trip?

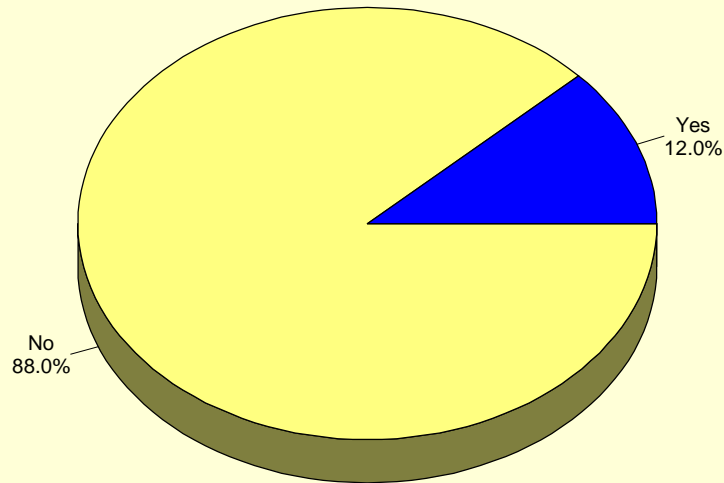
by percentage of respondents



Source: ETC Institute (2018)

Q13. Do you have a car or other vehicle that you could have used to make this trip?

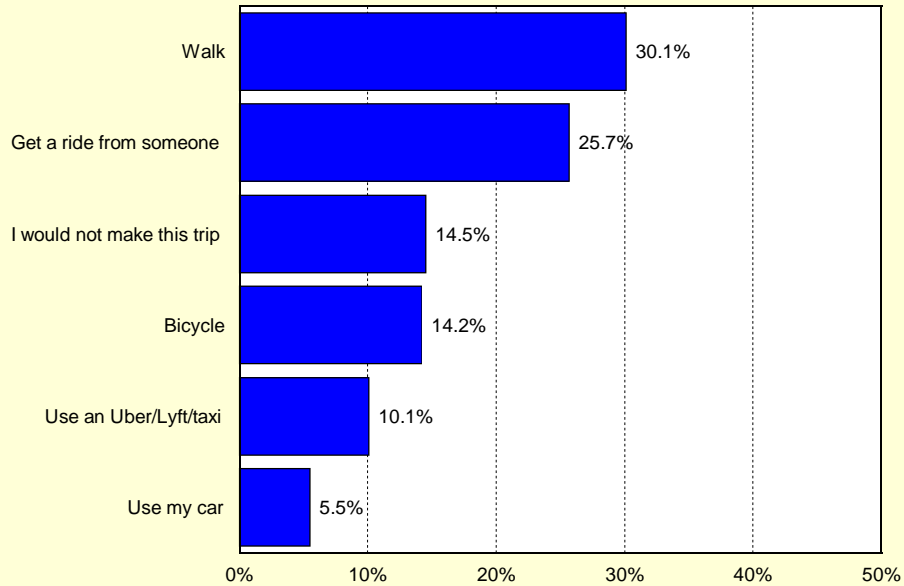
by percentage of respondents



Source: ETC Institute (2018)

Q14. If bus service were not available, how would you make this trip?

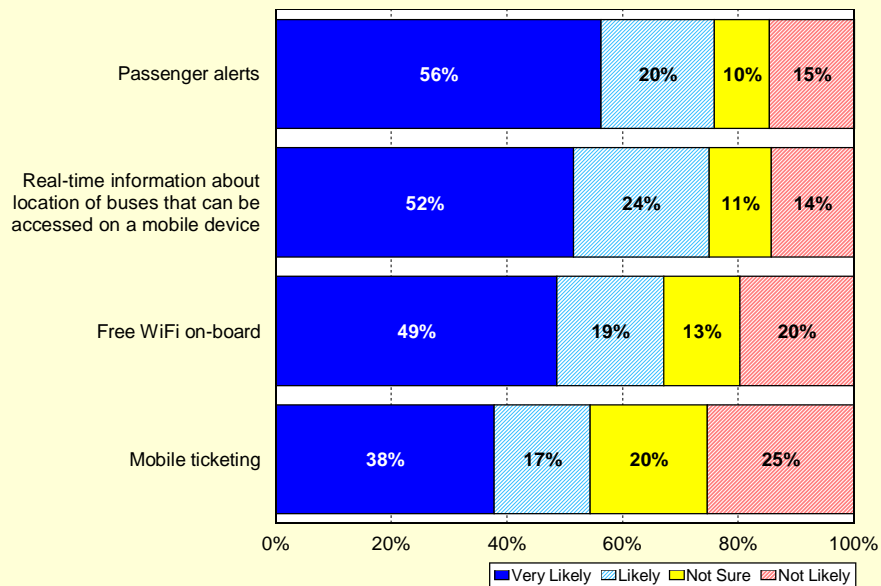
by percentage of respondents



Source: ETC Institute (2018)

Q16. How likely passengers would ride the bus more frequently with the various services provided...

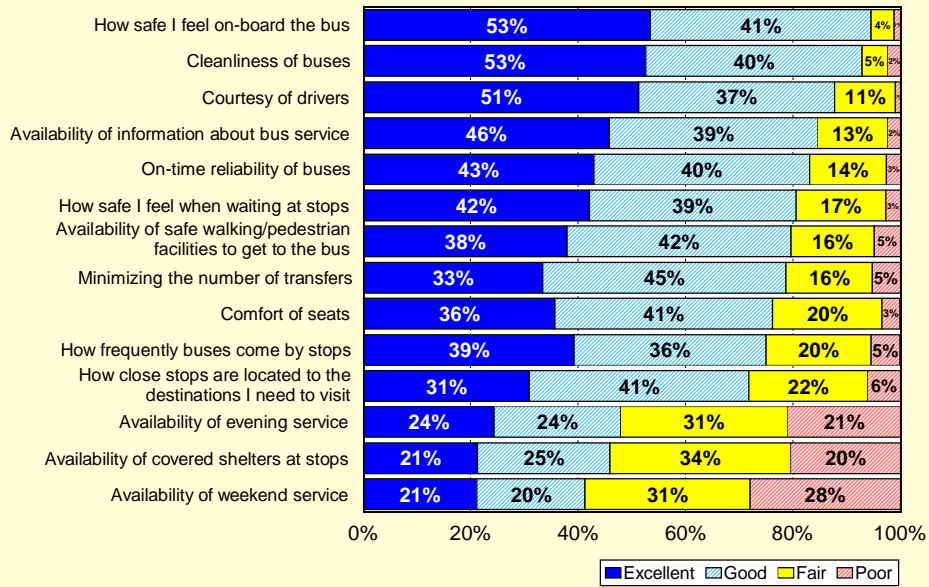
by percentage of respondents



Source: ETC Institute (2018)

Q17. Ratings of Various Aspects of Public Transit in the Sioux Falls Metropolitan Area

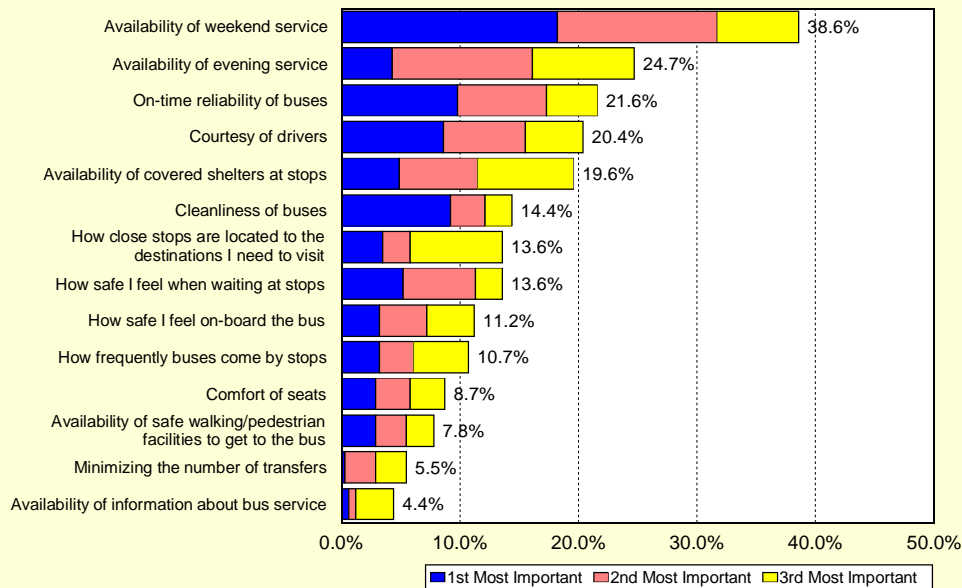
by percentage of respondents



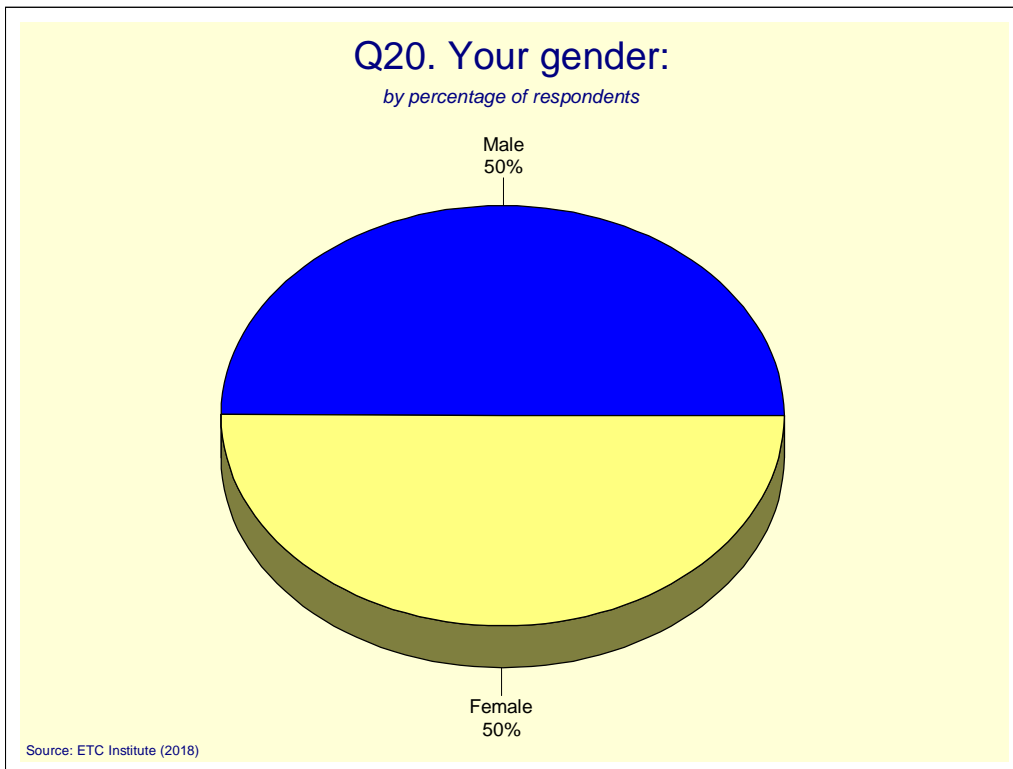
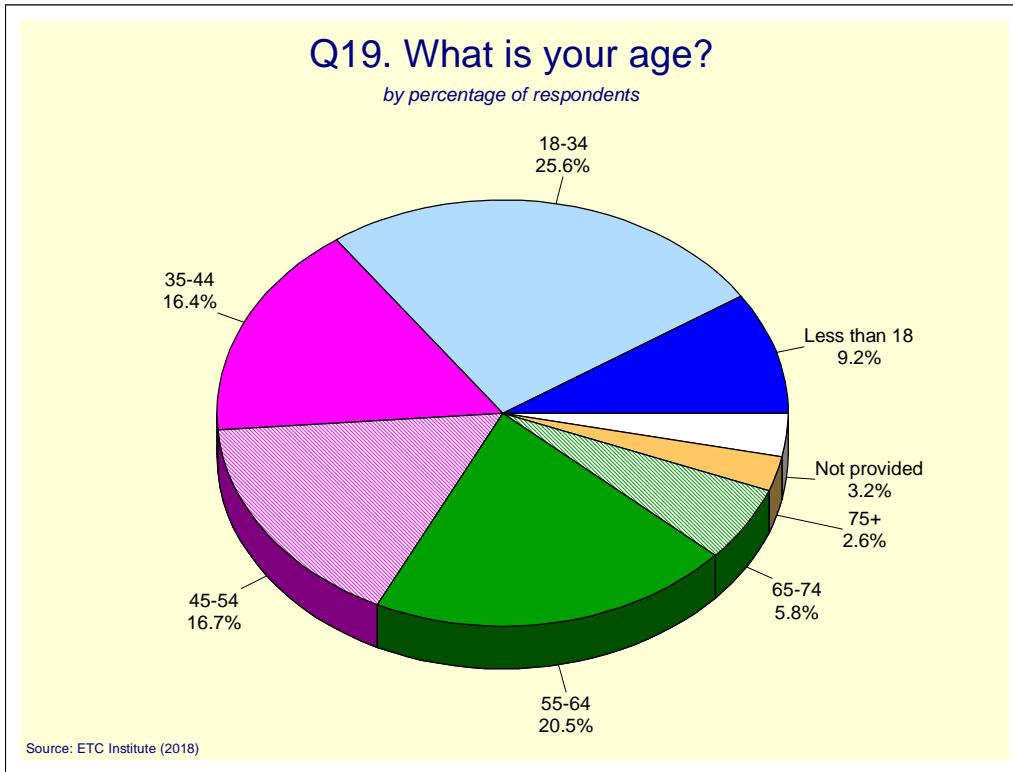
Source: ETC Institute (2018)

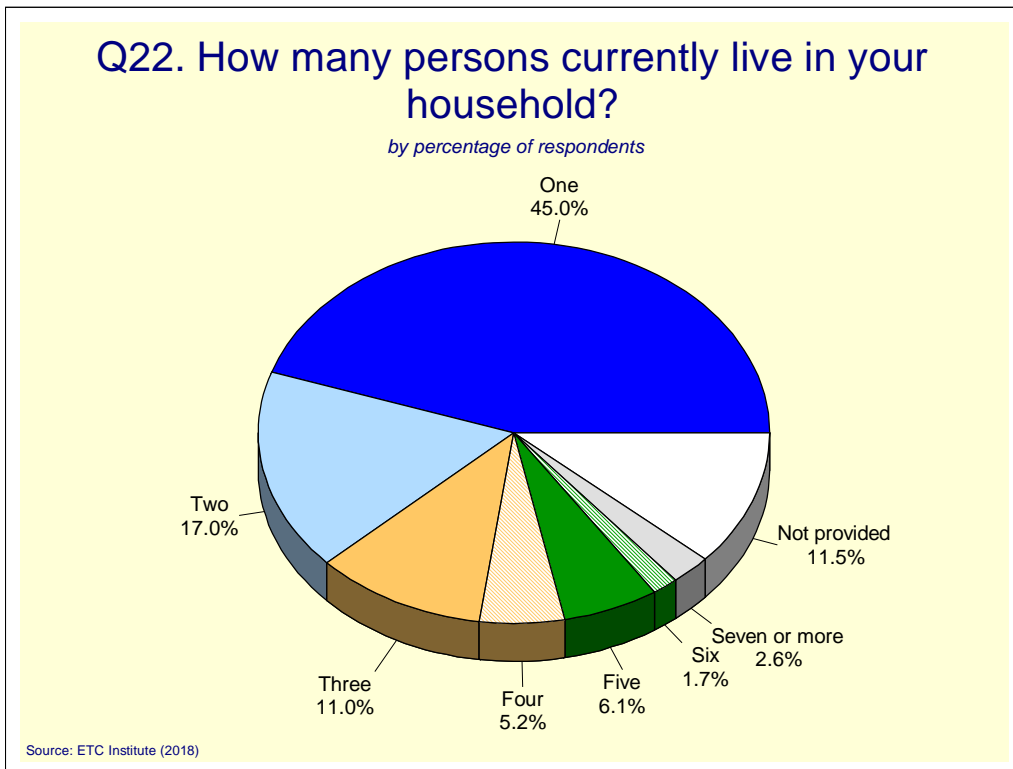
Q18. Various Aspects of Public Transit That Are Most Important to Passengers

by percentage of respondents



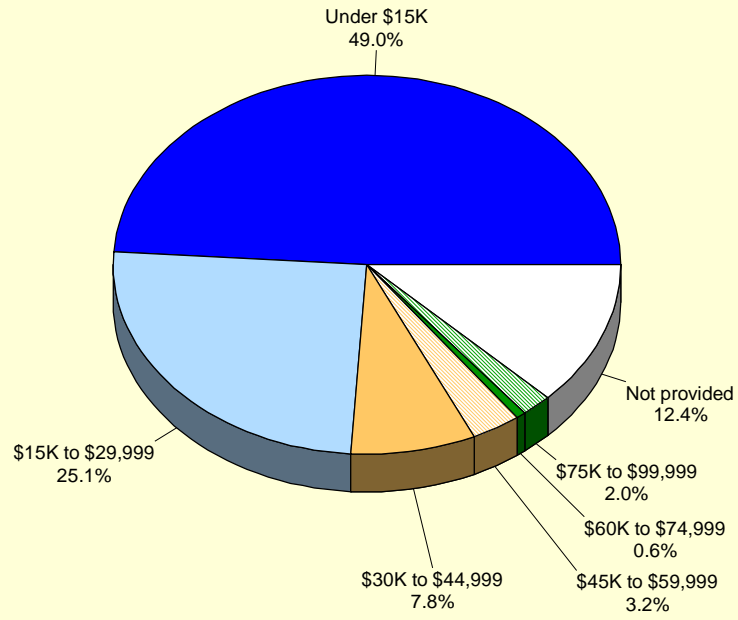
Source: ETC Institute (2018)





Q23. Total Annual Household Income:

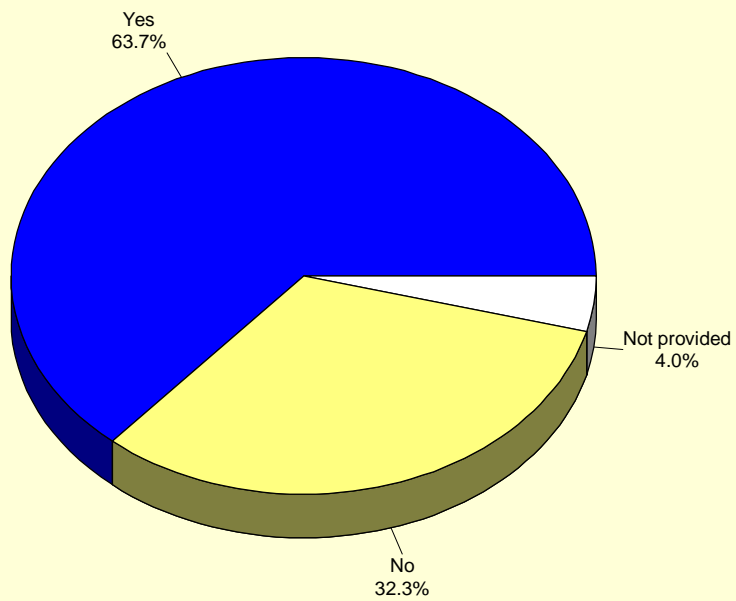
by percentage of respondents



Source: ETC Institute (2018)

Q24. Do you have a smart phone?

by percentage of respondents

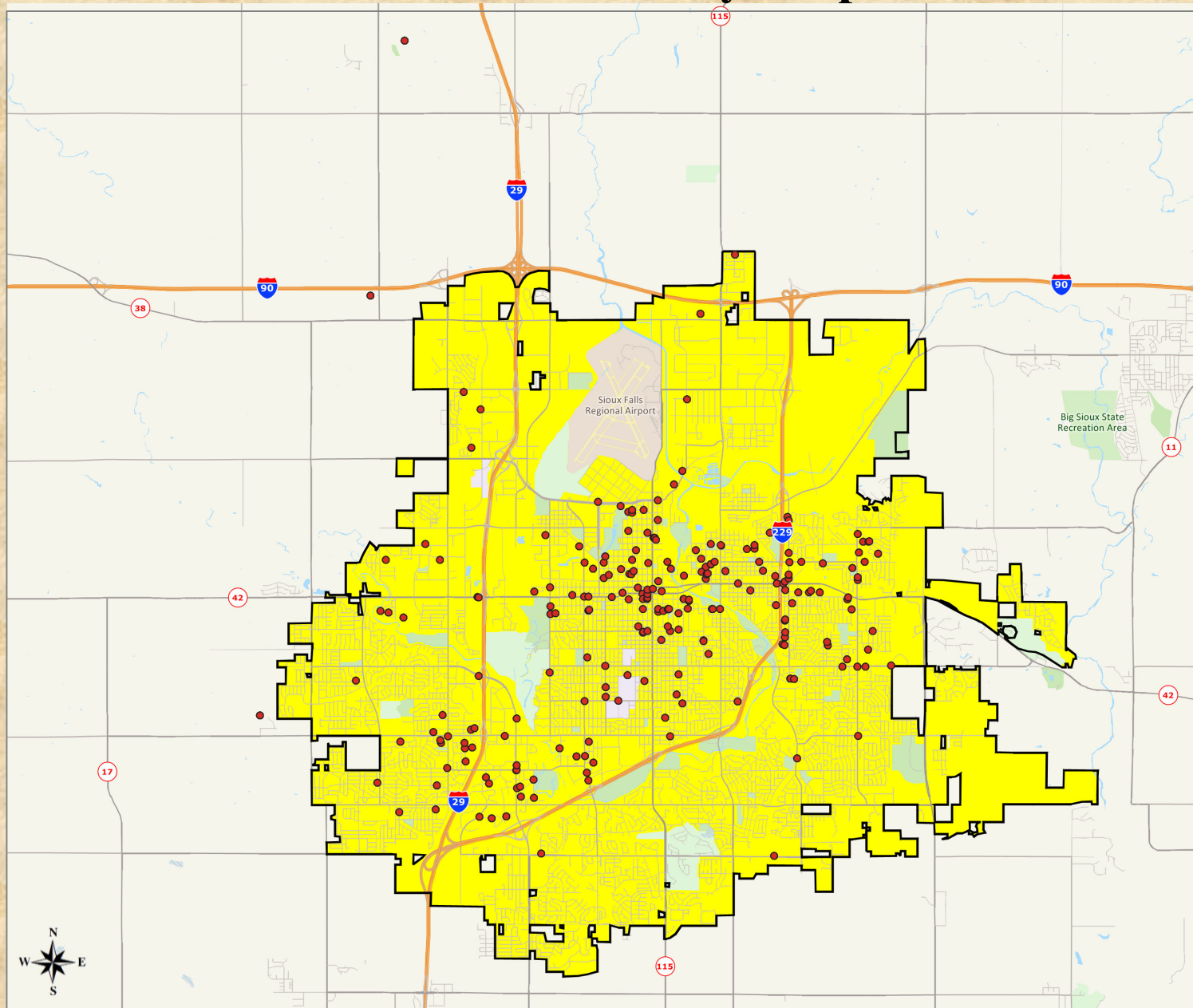


Source: ETC Institute (2018)

Section 2

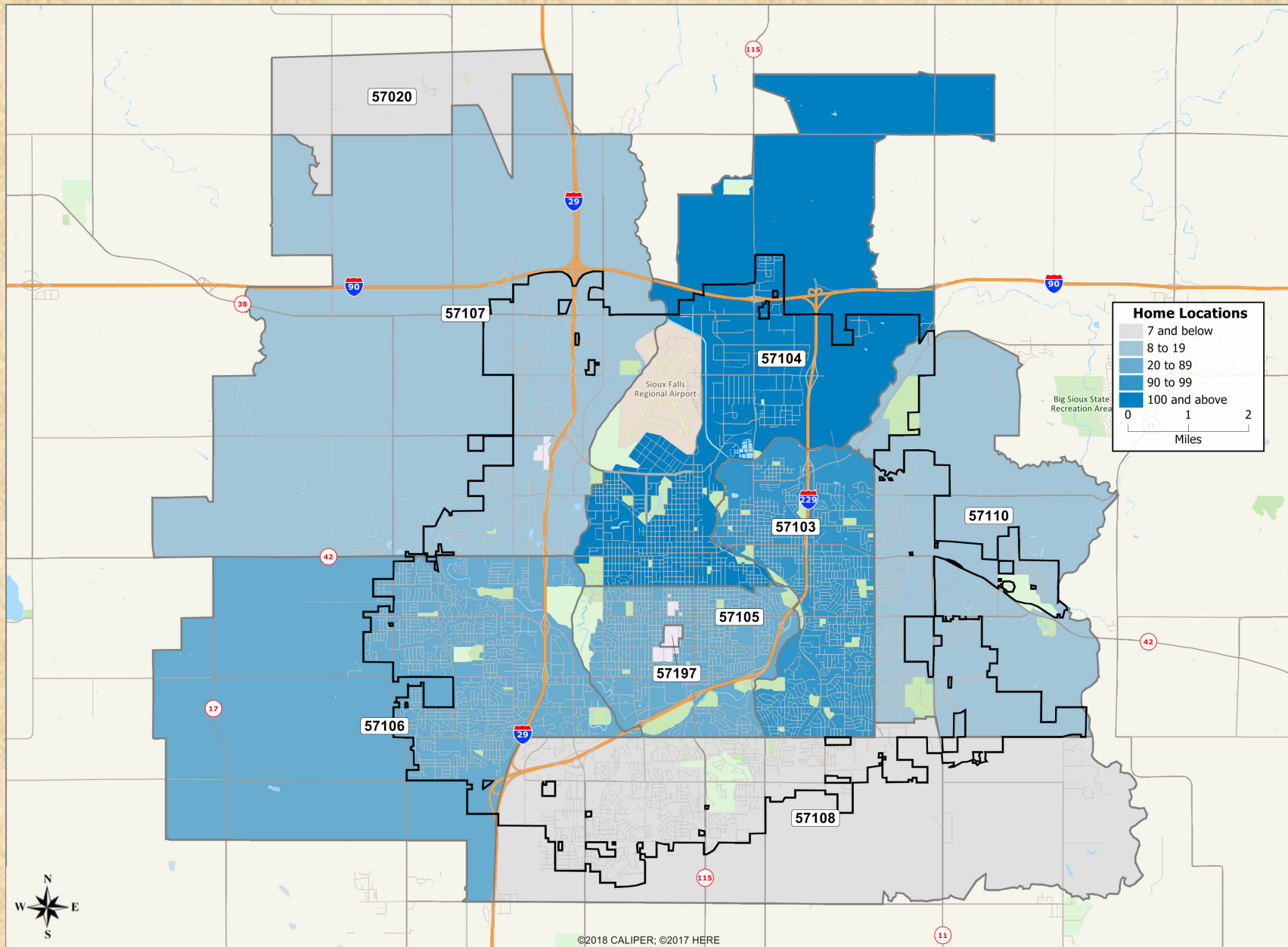
GIS Maps

Home Locations of Survey Respondents



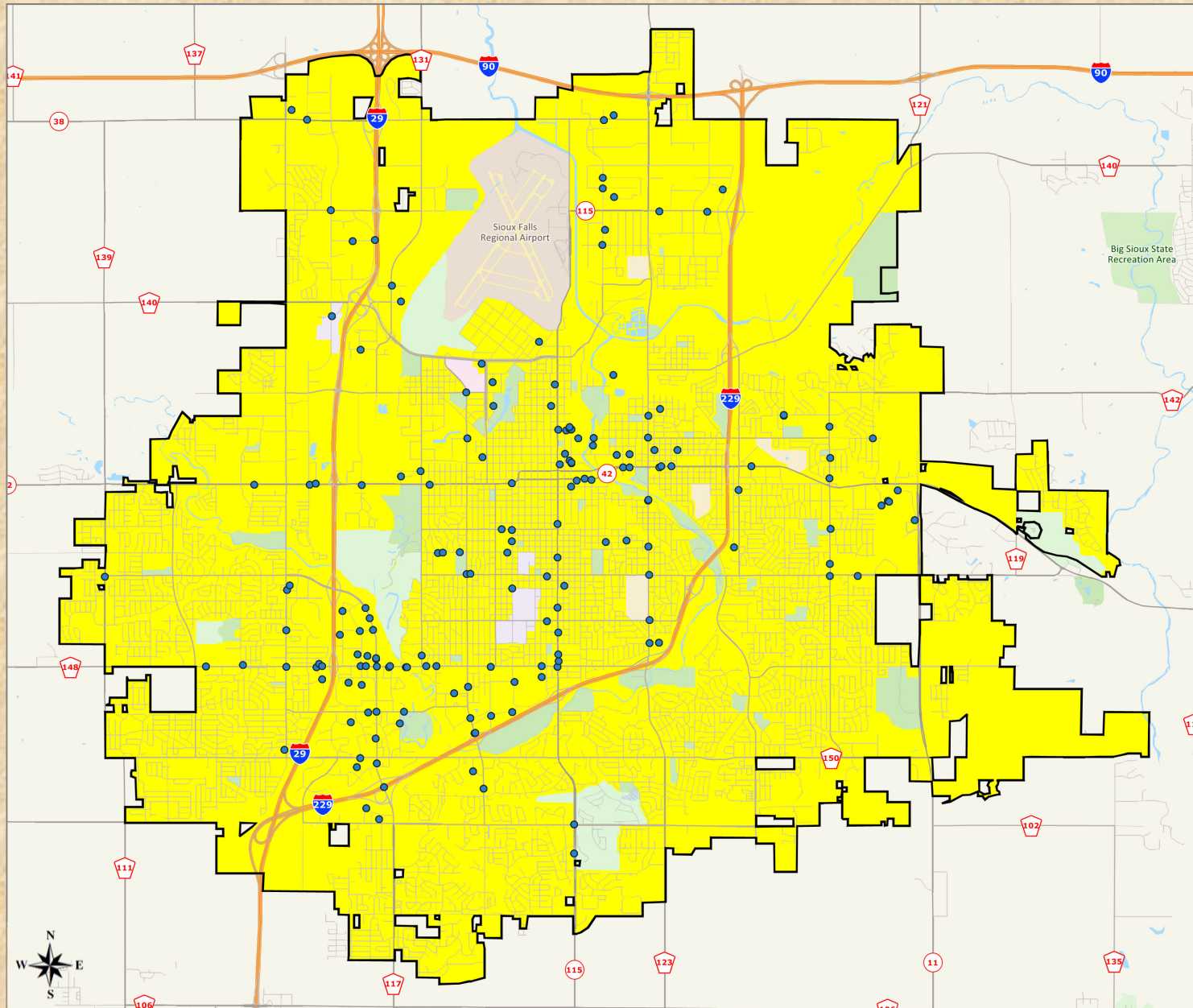
2018 Sioux Falls Area Metro Passenger Survey

Home Locations of Survey Respondents By ZIP Code



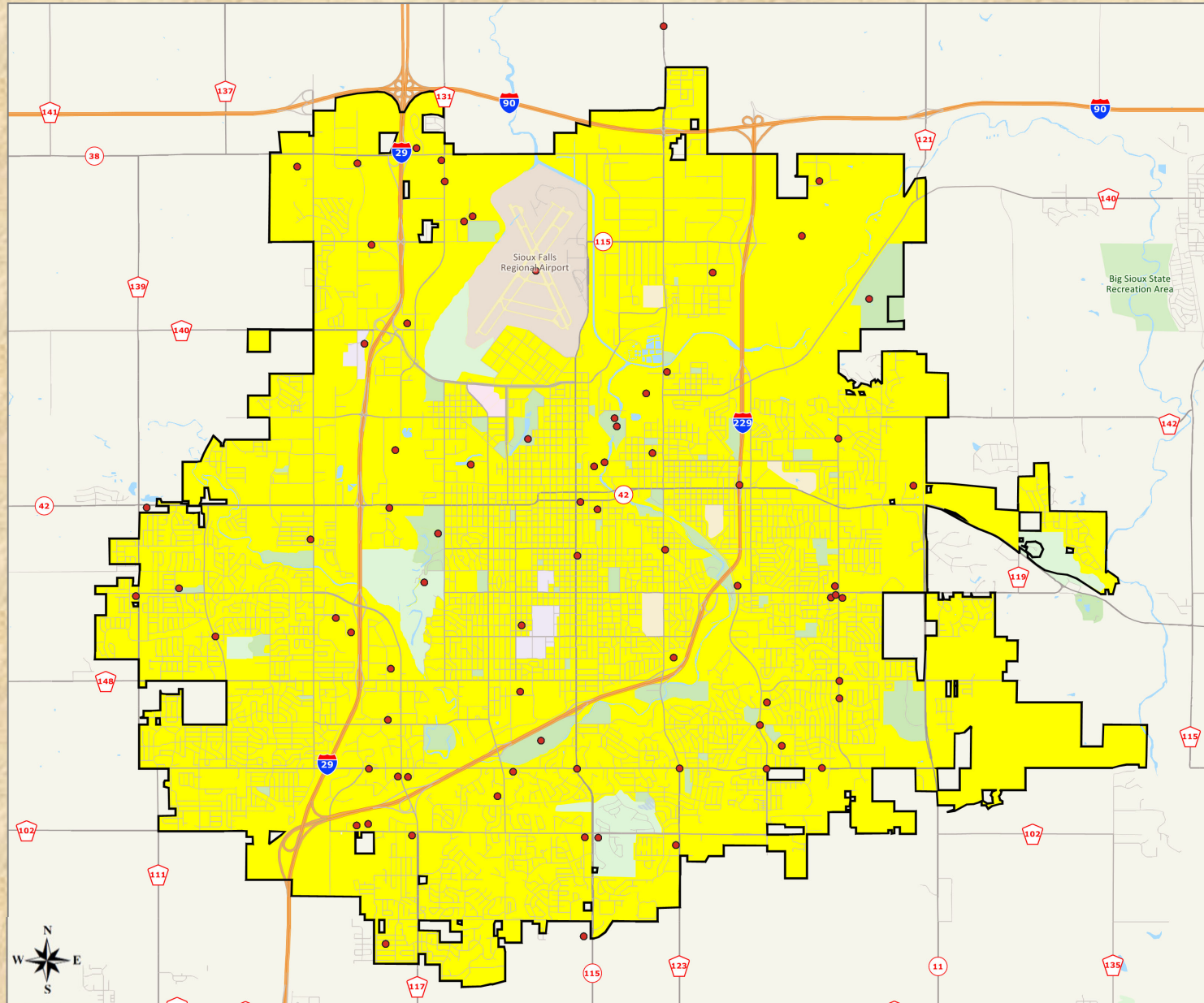
2018 Sioux Falls Area Metro Passenger Survey

Current Destinations of Survey Respondents



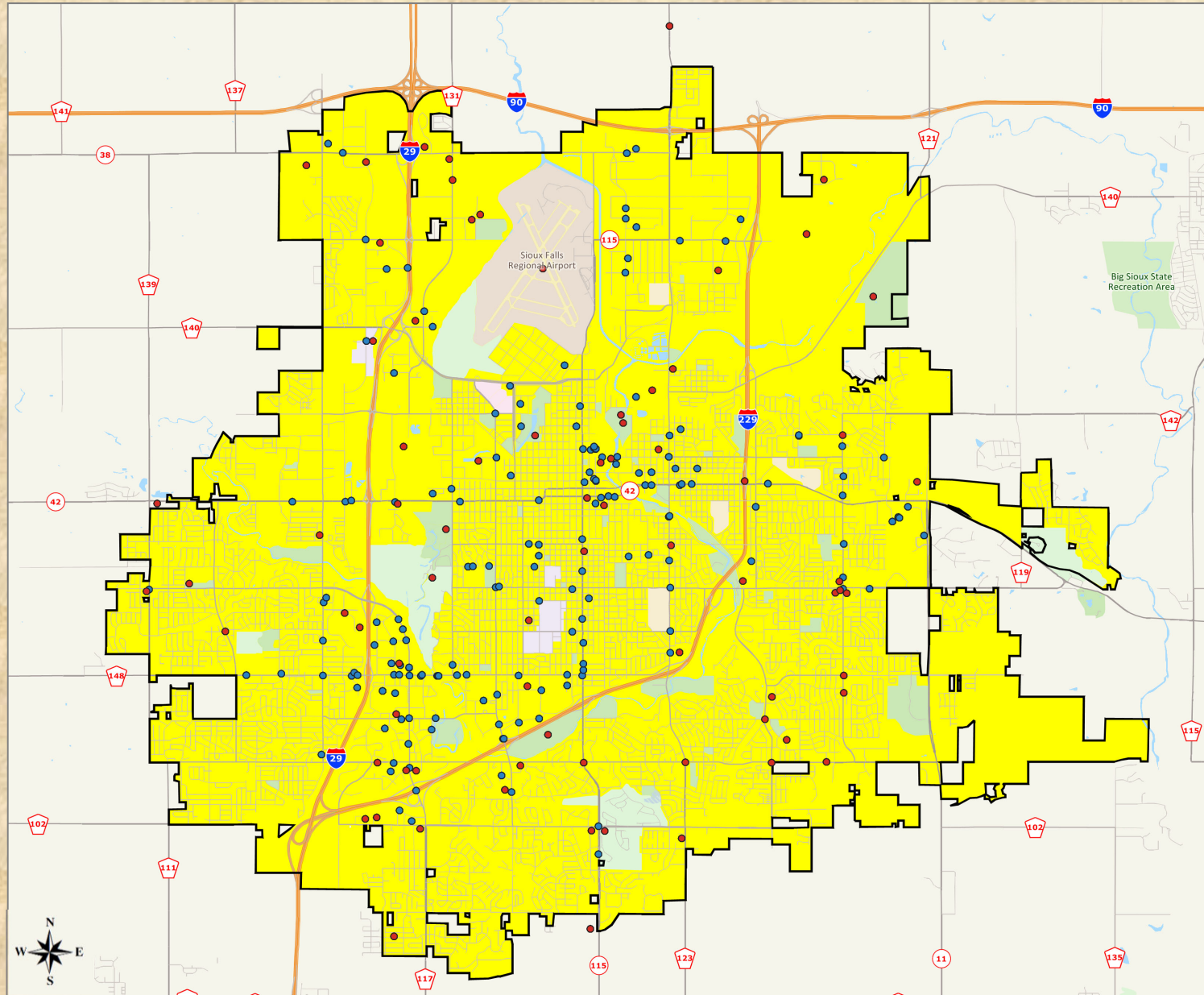
2018 Sioux Falls Area Metro Passenger Survey

Desired Destinations of Survey Respondents



2018 Sioux Falls Area Metro Passenger Survey

Current and Desired Destinations of Survey Respondents



2018 Sioux Falls Area Metro Passenger Survey

Section 3

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

Sioux Falls, South Dakota

Overview

Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the agency to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the agency's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of agency services that were most important to them. Thirty-nine percent (39%) of respondents selected *availability of weekend service* as one of the most important aspects of the public transit system.

With regard to satisfaction, 41% of respondents surveyed rated the agency's overall performance in the *availability of weekend service* as a "4" or "5" on a 5-point scale (where "5" means "Excellent" and "4" means "Good") excluding "Don't Know" responses. The I-S rating for *availability of weekend service* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 39% was multiplied by 59% (1-0.41). This calculation yielded an I-S rating of 0.2266 which ranked first out of 14 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their most important service features and 0% indicate they are satisfied with the feature.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the agency to provide

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Sioux Falls are provided on the following page.

2018 Importance-Satisfaction Rating

Sioux Falls, SD

Public Transit In The Metropolitan Area

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS >.20) | | | | | | |
| Availability of weekend service | 39% | 1 | 41% | 14 | 0.2266 | 1 |
| High Priority (IS .10-.20) | | | | | | |
| Availability of evening service | 25% | 2 | 48% | 12 | 0.1287 | 2 |
| Availability of covered shelters at stops | 20% | 5 | 46% | 13 | 0.1060 | 3 |
| Medium Priority (IS <.10) | | | | | | |
| How close stops are located to the destinations I need to visit | 14% | 7 | 72% | 11 | 0.0384 | 4 |
| On-time reliability of buses | 22% | 3 | 83% | 5 | 0.0365 | 5 |
| How frequently buses come by stops | 11% | 10 | 75% | 10 | 0.0268 | 6 |
| How safe I feel when waiting at stops | 14% | 8 | 81% | 6 | 0.0264 | 7 |
| Courtesy of drivers | 20% | 4 | 88% | 3 | 0.0249 | 8 |
| Comfort of seats | 9% | 11 | 76% | 9 | 0.0207 | 9 |
| Availability of safe walking/pedestrian facilities to get to the bus | 8% | 12 | 80% | 7 | 0.0158 | 10 |
| Minimizing the number of transfers | 6% | 13 | 79% | 8 | 0.0117 | 11 |
| Cleanliness of buses | 14% | 6 | 93% | 2 | 0.0102 | 12 |
| Availability of information about bus service | 4% | 14 | 85% | 4 | 0.0068 | 13 |
| How safe I feel on-board the bus | 11% | 9 | 95% | 1 | 0.0060 | 14 |

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items that were most important to them.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents rated each item on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

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Section 4

Tabular Data

Q1. How many years have you been riding the bus in Sioux Falls?Q1. How many years have you been riding bus in
Sioux Falls

| | Number | Percent |
|--------------|--------|---------|
| 0-5 | 211 | 60.8 % |
| 6-10 | 65 | 18.7 % |
| 11-15 | 21 | 6.1 % |
| 16-20 | 23 | 6.6 % |
| 21-30 | 16 | 4.6 % |
| 31+ | 3 | 0.9 % |
| Not provided | 8 | 2.3 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q1. How many years have you been riding the bus in Sioux Falls? (without "not provided")**Q1. How many years have you been riding bus in
Sioux Falls

| | Number | Percent |
|-------|--------|---------|
| 0-5 | 211 | 62.2 % |
| 6-10 | 65 | 19.2 % |
| 11-15 | 21 | 6.2 % |
| 16-20 | 23 | 6.8 % |
| 21-30 | 16 | 4.7 % |
| 31+ | 3 | 0.9 % |
| Total | 339 | 100.0 % |

Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls?

| Q2. What is your perception of overall quality of public transit system in Sioux Falls | Number | Percent |
|---|--------|---------|
| Excellent | 136 | 39.2 % |
| Good | 153 | 44.1 % |
| Fair | 45 | 13.0 % |
| Poor | 7 | 2.0 % |
| Don't know | 6 | 1.7 % |
| Total | 347 | 100.0 % |

WITHOUT "DON'T KNOW"**Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls? (without "don't know")**

| Q2. What is your perception of overall quality of public transit system in Sioux Falls | Number | Percent |
|---|--------|---------|
| Excellent | 136 | 39.9 % |
| Good | 153 | 44.9 % |
| Fair | 45 | 13.2 % |
| Poor | 7 | 2.1 % |
| Total | 341 | 100.0 % |

Q3. How often do you currently use Sioux Area Metro?

Q3. How often do you currently use Sioux Falls

| <u>Area Metro</u> | <u>Number</u> | <u>Percent</u> |
|---------------------|---------------|----------------|
| 5+ days per week | 232 | 66.9 % |
| 2-4 days per week | 82 | 23.6 % |
| Once a week | 14 | 4.0 % |
| A few times a month | 10 | 2.9 % |
| A few times a year | 4 | 1.2 % |
| Rarely or never | 3 | 0.9 % |
| Not provided | 2 | 0.6 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q3. How often do you currently use Sioux Area Metro? (without "not provided")**

Q3. How often do you currently use Sioux Falls

| <u>Area Metro</u> | <u>Number</u> | <u>Percent</u> |
|---------------------|---------------|----------------|
| 5+ days per week | 232 | 67.2 % |
| 2-4 days per week | 82 | 23.8 % |
| Once a week | 14 | 4.1 % |
| A few times a month | 10 | 2.9 % |
| A few times a year | 4 | 1.2 % |
| Rarely or never | 3 | 0.9 % |
| Total | 345 | 100.0 % |

Q4. Why do you use the bus in Sioux Falls?

| <u>Q4. Why do you use bus in Sioux Falls</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| It's my only alternative | 249 | 71.8 % |
| To avoid traffic congestion | 25 | 7.2 % |
| Don't like driving | 44 | 12.7 % |
| Save money | 113 | 32.6 % |
| Employer provides transit pass | 8 | 2.3 % |
| I care about environment | 46 | 13.3 % |
| Other | 13 | 3.7 % |
| Total | 498 | |

Q4-7. Other

| <u>Q4-7. Other</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| I CAN RIDE IN MY WHEELCHAIR ONBOARD | 1 | 7.7 % |
| PHYSICAL TRAINING | 1 | 7.7 % |
| GOOD WAY TO GET TO WORK | 1 | 7.7 % |
| MEDICAL | 1 | 7.7 % |
| IT'S THE BEST WAY TO GO TO WORK AND BACK | 1 | 7.7 % |
| BEST WAY FOR ME TO GO TO WORK | 1 | 7.7 % |
| REHAB FACTOR | 1 | 7.7 % |
| BEST WAY TO GET TO WORK AND SCHOOL | 1 | 7.7 % |
| LIKE RIDING THE BUS | 1 | 7.7 % |
| SOCIAL TIME | 1 | 7.7 % |
| SAFETY | 1 | 7.7 % |
| FREE RIDES FOR VETS | 1 | 7.7 % |
| PARENTS DON'T LIKE DRIVING ME TO SCHOOL | 1 | 7.7 % |
| Total | 13 | 100.0 % |

Q5. How many blocks from your HOME is the nearest bus stop located?

Q5. How many blocks from your home is the nearest bus stop located

| | Number | Percent |
|--------------|--------|---------|
| 0-5 | 259 | 74.6 % |
| 6-10 | 26 | 7.5 % |
| 11-15 | 3 | 0.9 % |
| 16+ | 5 | 1.4 % |
| Not provided | 54 | 15.6 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q5. How many blocks from your HOME is the nearest bus stop located? (without "not provided")**

Q5. How many blocks from your home is the nearest bus stop located

| | Number | Percent |
|-------|--------|---------|
| 0-5 | 259 | 88.4 % |
| 6-10 | 26 | 8.9 % |
| 11-15 | 3 | 1.0 % |
| 16+ | 5 | 1.7 % |
| Total | 293 | 100.0 % |

Q6. How often do buses typically arrive at the bus stop nearest your HOME?

Q6. How often do buses typically arrive at the bus stop nearest your home

| | Number | Percent |
|---------------|--------|---------|
| 1-10 minutes | 9 | 2.6 % |
| 11-20 minutes | 5 | 1.4 % |
| 21-30 minutes | 135 | 38.9 % |
| 31-40 minutes | 13 | 3.7 % |
| 41-50 minutes | 27 | 7.8 % |
| 51-60 minutes | 63 | 18.2 % |
| 61+ minutes | 2 | 0.6 % |
| Not provided | 93 | 26.8 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q6. How often do buses typically arrive at the bus stop nearest your HOME? (without "not provided")**

Q6. How often do buses typically arrive at the bus stop nearest your home

| | Number | Percent |
|---------------|--------|---------|
| 1-10 minutes | 9 | 3.5 % |
| 11-20 minutes | 5 | 2.0 % |
| 21-30 minutes | 135 | 53.1 % |
| 31-40 minutes | 13 | 5.1 % |
| 41-50 minutes | 27 | 10.6 % |
| 51-60 minutes | 63 | 24.8 % |
| 61+ minutes | 2 | 0.8 % |
| Total | 254 | 100.0 % |

Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today?

| Q7. How many places did you (or will you) use the bus to visit today | Number | Percent |
|---|--------|---------|
| 1 | 91 | 26.2 % |
| 2 | 93 | 26.8 % |
| 3 | 63 | 18.2 % |
| 4 | 40 | 11.5 % |
| 5 | 19 | 5.5 % |
| 6 | 9 | 2.6 % |
| 7 | 6 | 1.7 % |
| 8 | 2 | 0.6 % |
| 9 | 1 | 0.3 % |
| 10+ | 8 | 2.3 % |
| Not provided | 15 | 4.3 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today?
(without "not provided")**

| Q7. How many places did you (or will you) use the bus to visit today | Number | Percent |
|---|--------|---------|
| 1 | 91 | 27.4 % |
| 2 | 93 | 28.0 % |
| 3 | 63 | 19.0 % |
| 4 | 40 | 12.0 % |
| 5 | 19 | 5.7 % |
| 6 | 9 | 2.7 % |
| 7 | 6 | 1.8 % |
| 8 | 2 | 0.6 % |
| 9 | 1 | 0.3 % |
| 10+ | 8 | 2.4 % |
| Total | 332 | 100.0 % |

Q8. Which route are you riding now (or about to board next)?

| Q8. Which route are you riding now, or about to board next | Number | Percent |
|--|--------|---------|
| 1 | 16 | 4.6 % |
| 2 | 30 | 8.6 % |
| 3 | 52 | 15.0 % |
| 4 | 33 | 9.5 % |
| 5 | 13 | 3.7 % |
| 6 | 25 | 7.2 % |
| 7 | 56 | 16.1 % |
| 8 | 19 | 5.5 % |
| 9 | 28 | 8.1 % |
| 10 | 36 | 10.4 % |
| 11 | 18 | 5.2 % |
| 19 | 21 | 6.1 % |
| Total | 347 | 100.0 % |

Q10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus?

| Q10. How long did/will it take you to get from your home to the destination | Number | Percent |
|---|--------|---------|
| 1-10 minutes | 44 | 12.7 % |
| 11-15 minutes | 25 | 7.2 % |
| 16-20 minutes | 30 | 8.6 % |
| 21-25 minutes | 11 | 3.2 % |
| 26-30 minutes | 36 | 10.4 % |
| 31-35 minutes | 3 | 0.9 % |
| 36-40 minutes | 16 | 4.6 % |
| 41-45 minutes | 34 | 9.8 % |
| 46-50 minutes | 6 | 1.7 % |
| 51-60 minutes | 35 | 10.1 % |
| 61+ minutes | 26 | 7.5 % |
| Not provided | 81 | 23.3 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus? (without "not provided")

| Q10. How long did/will it take you to get from your home to the destination | Number | Percent |
|---|--------|---------|
| 1-10 minutes | 44 | 16.5 % |
| 11-15 minutes | 25 | 9.4 % |
| 16-20 minutes | 30 | 11.3 % |
| 21-25 minutes | 11 | 4.1 % |
| 26-30 minutes | 36 | 13.5 % |
| 31-35 minutes | 3 | 1.1 % |
| 36-40 minutes | 16 | 6.0 % |
| 41-45 minutes | 34 | 12.8 % |
| 46-50 minutes | 6 | 2.3 % |
| 51-60 minutes | 35 | 13.2 % |
| 61+ minutes | 26 | 9.8 % |
| Total | 266 | 100.0 % |

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above?

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination

| | Number | Percent |
|---------------|--------|---------|
| Once | 133 | 38.3 % |
| Twice | 97 | 28.0 % |
| Three or more | 41 | 11.8 % |
| None | 73 | 21.0 % |
| Not provided | 3 | 0.9 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above? (without "not provided")

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination

| | Number | Percent |
|---------------|--------|---------|
| Once | 133 | 38.7 % |
| Twice | 97 | 28.2 % |
| Three or more | 41 | 11.9 % |
| None | 73 | 21.2 % |
| Total | 344 | 100.0 % |

Q12. What is/was the primary purpose of your current trip?

| Q12. What is/was the primary purpose of your current trip | Number | Percent |
|---|--------|---------|
| Work | 133 | 38.3 % |
| Personal business | 82 | 23.6 % |
| Shopping | 35 | 10.1 % |
| College/school | 37 | 10.7 % |
| Hospital/doctor's office | 28 | 8.1 % |
| Social/recreation | 12 | 3.5 % |
| Other | 11 | 3.2 % |
| Not provided | 9 | 2.6 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q12. What is/was the primary purpose of your current trip? (without "not provided")**

| Q12. What is/was the primary purpose of your current trip | Number | Percent |
|---|--------|---------|
| Work | 133 | 39.3 % |
| Personal business | 82 | 24.3 % |
| Shopping | 35 | 10.4 % |
| College/school | 37 | 10.9 % |
| Hospital/doctor's office | 28 | 8.3 % |
| Social/recreation | 12 | 3.6 % |
| Other | 11 | 3.3 % |
| Total | 338 | 100.0 % |

Q12-7. Other

| Q12-7. Other | Number | Percent |
|------------------|--------|---------|
| JOB SEARCH | 5 | 45.5 % |
| TRAINING | 2 | 18.2 % |
| VOLUNTEERING | 2 | 18.2 % |
| CHURCH | 1 | 9.1 % |
| PHYSICAL THERAPY | 1 | 9.1 % |
| Total | 11 | 100.0 % |

Q13. Do you have a car or other vehicle that you could have used to make this trip?

| Q13. Do you have a car or other vehicle that you could have used to make this trip | Number | Percent |
|--|--------|---------|
| Yes | 41 | 11.8 % |
| No | 302 | 87.0 % |
| Not provided | 4 | 1.2 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q13. Do you have a car or other vehicle that you could have used to make this trip? (without "not provided")**

| Q13. Do you have a car or other vehicle that you could have used to make this trip | Number | Percent |
|--|--------|---------|
| Yes | 41 | 12.0 % |
| No | 302 | 88.0 % |
| Total | 343 | 100.0 % |

Q14. If bus service were not available, how would you make this trip?

| Q14. How would you make this trip if bus service were not available | Number | Percent |
|---|--------|---------|
| Use my car | 19 | 5.5 % |
| Walk | 104 | 30.0 % |
| Bicycle | 49 | 14.1 % |
| Get a ride from someone | 89 | 25.6 % |
| Use an Uber/Lyft/taxi | 35 | 10.1 % |
| I would not make this trip | 50 | 14.4 % |
| Not provided | 1 | 0.3 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q14. If bus service were not available, how would you make this trip? (without "not provided")**

| Q14. How would you make this trip if bus service were not available | Number | Percent |
|---|--------|---------|
| Use my car | 19 | 5.5 % |
| Walk | 104 | 30.1 % |
| Bicycle | 49 | 14.2 % |
| Get a ride from someone | 89 | 25.7 % |
| Use an Uber/Lyft/taxi | 35 | 10.1 % |
| I would not make this trip | 50 | 14.5 % |
| Total | 346 | 100.0 % |

Q15. Please list destinations that you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system. (1st choice)

| Q15. 1st choice | Number | Percent |
|---------------------------------------|--------|---------|
| SOUTHSIDE WALMART | 4 | 4.7 % |
| AIRPORT | 3 | 3.5 % |
| FALLS PARK | 3 | 3.5 % |
| WALMART ON 85TH | 3 | 3.5 % |
| AVERA 69TH ST | 2 | 2.4 % |
| GREAT BEAR | 2 | 2.4 % |
| 69TH & MINNESOTA | 2 | 2.4 % |
| FAIRGROUNDS | 2 | 2.4 % |
| AVERA HEALTH 4400 S 69TH ST | 1 | 1.2 % |
| 2121 W 63RD PLACE | 1 | 1.2 % |
| NORTH CENTRAL HEART | 1 | 1.2 % |
| WALMART 7821 S MINNESOTA | 1 | 1.2 % |
| FOOD SHELF PANTRY | 1 | 1.2 % |
| PAST 57TH | 1 | 1.2 % |
| 85TH ST STORES | 1 | 1.2 % |
| FALLS PARK FARMERS MARKET | 1 | 1.2 % |
| SOUTH OF 57TH ST | 1 | 1.2 % |
| SANFORD PENTAGON | 1 | 1.2 % |
| WALLACE FRITZ CLINIC | 1 | 1.2 % |
| ESURANCE | 1 | 1.2 % |
| AIRPORT AREA | 1 | 1.2 % |
| WILD WATER WEST | 1 | 1.2 % |
| 69TH ST BUSINESSES | 1 | 1.2 % |
| TACO JOHNS W 12TH ST | 1 | 1.2 % |
| THE SANDS APT | 1 | 1.2 % |
| CAROL AVE | 1 | 1.2 % |
| FEEDING SOUTH DAKOTA | 1 | 1.2 % |
| FEEDING SD ON WESTPORT AVE | 1 | 1.2 % |
| EAST OF SYCAMORE ON 26TH | 1 | 1.2 % |
| 42ND AND SYCAMORE | 1 | 1.2 % |
| HUMANE SOCIETY 3720 E BENSON RD | 1 | 1.2 % |
| FURTHER SOUTH | 1 | 1.2 % |
| CHASERS BAR AND GRILL | 1 | 1.2 % |
| SE | 1 | 1.2 % |
| ZOO | 1 | 1.2 % |
| CORNER OF 3RD AND SYCAMORE | 1 | 1.2 % |
| MINNEHAHA GOLF COURSE | 1 | 1.2 % |
| FURTHER THAN HYVEE ON SYCAMORE | 1 | 1.2 % |
| FARTHER WEST ON 41ST OUT TO SERTOMA | 1 | 1.2 % |
| MENARDS EAST | 1 | 1.2 % |
| NORTHSIDE OF 1ST AND MINNESOTA AVE | 1 | 1.2 % |
| FAIRFAX | 1 | 1.2 % |
| SOUTHWEST PART OF TOWN | 1 | 1.2 % |
| COURTHOUSE | 1 | 1.2 % |
| NORTH INDUSTRIAL AREA (TWIN CITY FAN) | 1 | 1.2 % |

Q15. Please list destinations that you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system. (1st choice)

| Q15. 1st choice | Number | Percent |
|--|--------|---------|
| NORTHEAST SIOUX FALLS NEIGHBORHOODS | 1 | 1.2 % |
| WEST SIDE OF TOWN | 1 | 1.2 % |
| MIDCO OPERATION | 1 | 1.2 % |
| NEW WALMART | 1 | 1.2 % |
| ADP | 1 | 1.2 % |
| MEDICAL AREAS PAST 57TH ST | 1 | 1.2 % |
| US FOODS (NE) | 1 | 1.2 % |
| PAST 57TH & MINNESOTA | 1 | 1.2 % |
| 26TH AND SYCAMORE | 1 | 1.2 % |
| HUMANE SOCIETY | 1 | 1.2 % |
| LOUISE SANFORD CLINIC | 1 | 1.2 % |
| DR BOSCHEE ON TEA-ELLIS RD | 1 | 1.2 % |
| SANFORD 69TH & LOUISE | 1 | 1.2 % |
| SOUTHSIDE LIBRARY | 1 | 1.2 % |
| LAKE LORRAINE | 1 | 1.2 % |
| THANH MAI VIETNAMESE STORE RICE ST | 1 | 1.2 % |
| PLANET FITNESS | 1 | 1.2 % |
| 59TH STREET | 1 | 1.2 % |
| AVERA PRINCE OF PEACE | 1 | 1.2 % |
| BUS STOPS CLOSER TO HYVEES AT LOUISE AVE | 1 | 1.2 % |
| AVERA CLINIC (WEST SIDE) | 1 | 1.2 % |
| AVERA HOSPITAL-69TH AND LOUISE | 1 | 1.2 % |
| LAKE LORRAINE STORE | 1 | 1.2 % |
| SATURDAY SERVICE ON CLIFF AVE FOR WORK | 1 | 1.2 % |
| 49TH & SOUTHEASTERN | 1 | 1.2 % |
| SOUTHEAST TECH | 1 | 1.2 % |
| PRINCE OF PEACE NURSING HOME | 1 | 1.2 % |
| Total | 85 | 100.0 % |

Q15. Please list destinations that you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system. (2nd choice)

| Q15. 2nd choice | Number | Percent |
|--------------------------------------|--------|---------|
| SOUTHEAST TECH | 2 | 5.9 % |
| SOUTH WALMART | 2 | 5.9 % |
| 57TH ST | 1 | 2.9 % |
| FLYING J | 1 | 2.9 % |
| LINCOLN COUNTY | 1 | 2.9 % |
| PAST CLIFF AVE | 1 | 2.9 % |
| HARLEY DAVIDSON | 1 | 2.9 % |
| OUTSIDE OF LOUISE AVE | 1 | 2.9 % |
| WESTSIDE LIBRARY | 1 | 2.9 % |
| ORANGE WIG SHOP ON CHRISTOPHER | 1 | 2.9 % |
| JAPANESE GARDENS | 1 | 2.9 % |
| SOUTHWEST SIOUX FALLS | 1 | 2.9 % |
| NE-SAT | 1 | 2.9 % |
| COMMUNITY ELF - DOWNTOWN | 1 | 2.9 % |
| VISITOR CENTER AT THE FALLS | 1 | 2.9 % |
| FROM SWC TO SOUTHWEST TECH INSTITUTE | 1 | 2.9 % |
| BEST WESTERN | 1 | 2.9 % |
| 57TH & CLIFF | 1 | 2.9 % |
| WENDYS W 12TH ST | 1 | 2.9 % |
| MENARDS | 1 | 2.9 % |
| CLIFF AVE & 229 HIGHWAY | 1 | 2.9 % |
| NEWTON HILLS | 1 | 2.9 % |
| YANKTON TRAIL PARK | 1 | 2.9 % |
| 41ST AND SYCAMORE | 1 | 2.9 % |
| 59TH AND SYCAMORE | 1 | 2.9 % |
| FAIRGROUNDS (FRIDAY FOODS) | 1 | 2.9 % |
| AIRPORT | 1 | 2.9 % |
| SIOUX NATION PET CLINIC | 1 | 2.9 % |
| 59TH ST | 1 | 2.9 % |
| HOBBY LOBBY | 1 | 2.9 % |
| WALMART/MARION RD | 1 | 2.9 % |
| WALMART 85TH & MINNESOTA | 1 | 2.9 % |
| Total | 34 | 100.0 % |

Q15. Please list destinations that you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system. (3rd choice)

| Q15. 3rd choice | Number | Percent |
|-----------------------------|--------|---------|
| 41ST & SYCAMORE | 2 | 14.3 % |
| SOUTHERN ROUTE NEW MARRIOTT | 1 | 7.1 % |
| OUTER EDGES OF SIOUX FALLS | 1 | 7.1 % |
| WILD WATER WEST | 1 | 7.1 % |
| ZOO | 1 | 7.1 % |
| SW | 1 | 7.1 % |
| AIRPORT | 1 | 7.1 % |
| FAIRFAX | 1 | 7.1 % |
| 57TH & MINNESOTA | 1 | 7.1 % |
| 31ST ST | 1 | 7.1 % |
| AVERA 69TH | 1 | 7.1 % |
| UNIVERSITY CENTER | 1 | 7.1 % |
| MARY KAY-W 90TH | 1 | 7.1 % |
| Total | 14 | 100.0 % |

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided.

(N=347)

| | Very likely | Likely | Not sure | Not likely | Not provided |
|--|-------------|--------|----------|------------|--------------|
| Q16-1. Free WiFi on-board | 45.5% | 17.3% | 12.4% | 18.4% | 6.3% |
| Q16-2. Mobile ticketing (this would allow you to purchase tickets on your smart phone or other mobile device) | 34.9% | 15.3% | 18.7% | 23.3% | 7.8% |
| Q16-3. Real-time information about location of buses that can be accessed on a mobile device | 48.7% | 22.2% | 10.1% | 13.5% | 5.5% |
| Q16-4. Passenger alerts (e.g. notifications about disruptions to service or delays that would be sent to your mobile device) | 53.0% | 18.4% | 8.9% | 13.8% | 5.8% |

WITHOUT "NOT PROVIDED"

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided. (without "not provided")

(N=347)

| | Very likely | Likely | Not sure | Not likely |
|--|-------------|--------|----------|------------|
| Q16-1. Free WiFi on-board | 48.6% | 18.5% | 13.2% | 19.7% |
| Q16-2. Mobile ticketing (this would allow you to purchase tickets on your smart phone or other mobile device) | 37.8% | 16.6% | 20.3% | 25.3% |
| Q16-3. Real-time information about location of buses that can be accessed on a mobile device | 51.5% | 23.5% | 10.7% | 14.3% |
| Q16-4. Passenger alerts (e.g. notifications about disruptions to service or delays that would be sent to your mobile device) | 56.3% | 19.6% | 9.5% | 14.7% |

Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area.

(N=347)

| | Excellent | Good | Fair | Poor | Not provided |
|---|-----------|-------|-------|-------|--------------|
| Q17-1. Cleanliness of buses | 51.6% | 39.5% | 4.6% | 2.3% | 2.0% |
| Q17-2. Comfort of seats | 34.3% | 38.9% | 19.6% | 3.2% | 4.0% |
| Q17-3. Courtesy of drivers | 49.9% | 35.4% | 11.0% | 0.9% | 2.9% |
| Q17-4. How safe I feel when waiting at stops | 40.6% | 37.2% | 16.1% | 2.6% | 3.5% |
| Q17-5. How safe I feel on-board the bus | 51.6% | 39.8% | 4.0% | 1.2% | 3.5% |
| Q17-6. On-time reliability of buses | 41.5% | 38.9% | 13.8% | 2.6% | 3.2% |
| Q17-7. How frequently buses come by stops | 37.8% | 34.3% | 18.7% | 5.2% | 4.0% |
| Q17-8. Availability of weekend service | 20.2% | 19.3% | 29.4% | 26.8% | 4.3% |
| Q17-9. Availability of evening service | 23.1% | 22.2% | 29.4% | 19.9% | 5.5% |
| Q17-10. Availability of covered shelters at stops | 20.2% | 23.3% | 32.0% | 19.3% | 5.2% |
| Q17-11. How close stops are located to the destinations I need to visit | 29.4% | 38.9% | 21.0% | 5.8% | 4.9% |
| Q17-12. Minimizing the number of transfers | 31.7% | 42.9% | 15.3% | 4.9% | 5.2% |
| Q17-13. Availability of information about bus service | 43.5% | 36.9% | 12.4% | 2.3% | 4.9% |
| Q17-14. Availability of safe walking/ pedestrian facilities to get to the bus | 36.0% | 39.8% | 14.7% | 4.6% | 4.9% |

WITHOUT "NOT PROVIDED"**Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area. (without "not provided")**

(N=347)

| | Excellent | Good | Fair | Poor |
|---|-----------|-------|-------|-------|
| Q17-1. Cleanliness of buses | 52.6% | 40.3% | 4.7% | 2.4% |
| Q17-2. Comfort of seats | 35.7% | 40.5% | 20.4% | 3.3% |
| Q17-3. Courtesy of drivers | 51.3% | 36.5% | 11.3% | 0.9% |
| Q17-4. How safe I feel when waiting at stops | 42.1% | 38.5% | 16.7% | 2.7% |
| Q17-5. How safe I feel on-board the bus | 53.4% | 41.2% | 4.2% | 1.2% |
| Q17-6. On-time reliability of buses | 42.9% | 40.2% | 14.3% | 2.7% |
| Q17-7. How frequently buses come by stops | 39.3% | 35.7% | 19.5% | 5.4% |
| Q17-8. Availability of weekend service | 21.1% | 20.2% | 30.7% | 28.0% |
| Q17-9. Availability of evening service | 24.4% | 23.5% | 31.1% | 21.0% |
| Q17-10. Availability of covered shelters at stops | 21.3% | 24.6% | 33.7% | 20.4% |
| Q17-11. How close stops are located to the destinations I need to visit | 30.9% | 40.9% | 22.1% | 6.1% |
| Q17-12. Minimizing the number of transfers | 33.4% | 45.3% | 16.1% | 5.2% |
| Q17-13. Availability of information about bus service | 45.8% | 38.8% | 13.0% | 2.4% |
| Q17-14. Availability of safe walking/ pedestrian facilities to get to the bus | 37.9% | 41.8% | 15.5% | 4.8% |

Q18. Which THREE of the items listed in Question 17 are most important to you?

| Q18. Top choice | Number | Percent |
|--|--------|---------|
| Cleanliness of buses | 32 | 9.2 % |
| Comfort of seats | 10 | 2.9 % |
| Courtesy of drivers | 30 | 8.6 % |
| How safe I feel when waiting at stops | 18 | 5.2 % |
| How safe I feel on-board the bus | 11 | 3.2 % |
| On-time reliability of buses | 34 | 9.8 % |
| How frequently buses come by stops | 11 | 3.2 % |
| Availability of weekend service | 63 | 18.2 % |
| Availability of evening service | 15 | 4.3 % |
| Availability of covered shelters at stops | 17 | 4.9 % |
| How close stops are located to the destinations I need to visit | 12 | 3.5 % |
| Minimizing the number of transfers | 1 | 0.3 % |
| Availability of information about bus service | 2 | 0.6 % |
| Availability of safe walking/pedestrian facilities to get to the bus | 10 | 2.9 % |
| None chosen | 81 | 23.3 % |
| Total | 347 | 100.0 % |

Q18. Which THREE of the items listed in Question 17 are most important to you?

| Q18. 2nd choice | Number | Percent |
|--|--------|---------|
| Cleanliness of buses | 10 | 2.9 % |
| Comfort of seats | 10 | 2.9 % |
| Courtesy of drivers | 24 | 6.9 % |
| How safe I feel when waiting at stops | 21 | 6.1 % |
| How safe I feel on-board the bus | 14 | 4.0 % |
| On-time reliability of buses | 26 | 7.5 % |
| How frequently buses come by stops | 10 | 2.9 % |
| Availability of weekend service | 47 | 13.5 % |
| Availability of evening service | 41 | 11.8 % |
| Availability of covered shelters at stops | 23 | 6.6 % |
| How close stops are located to the destinations I need to visit | 8 | 2.3 % |
| Minimizing the number of transfers | 9 | 2.6 % |
| Availability of information about bus service | 2 | 0.6 % |
| Availability of safe walking/pedestrian facilities to get to the bus | 9 | 2.6 % |
| None chosen | 93 | 26.8 % |
| Total | 347 | 100.0 % |

Q18. Which THREE of the items listed in Question 17 are most important to you?

| Q18. 3rd choice | Number | Percent |
|--|--------|---------|
| Cleanliness of buses | 8 | 2.3 % |
| Comfort of seats | 10 | 2.9 % |
| Courtesy of drivers | 17 | 4.9 % |
| How safe I feel when waiting at stops | 8 | 2.3 % |
| How safe I feel on-board the bus | 14 | 4.0 % |
| On-time reliability of buses | 15 | 4.3 % |
| How frequently buses come by stops | 16 | 4.6 % |
| Availability of weekend service | 24 | 6.9 % |
| Availability of evening service | 30 | 8.6 % |
| Availability of covered shelters at stops | 28 | 8.1 % |
| How close stops are located to the destinations I need to visit | 27 | 7.8 % |
| Minimizing the number of transfers | 9 | 2.6 % |
| Availability of information about bus service | 11 | 3.2 % |
| Availability of safe walking/pedestrian facilities to get to the bus | 8 | 2.3 % |
| None chosen | 122 | 35.2 % |
| Total | 347 | 100.0 % |

Q18. Which THREE of the items listed in Question 17 are most important to you? (top 3)

| Q18. Sum of top 3 choices | Number | Percent |
|--|--------|---------|
| Cleanliness of buses | 50 | 14.4 % |
| Comfort of seats | 30 | 8.6 % |
| Courtesy of drivers | 71 | 20.5 % |
| How safe I feel when waiting at stops | 47 | 13.5 % |
| How safe I feel on-board the bus | 39 | 11.2 % |
| On-time reliability of buses | 75 | 21.6 % |
| How frequently buses come by stops | 37 | 10.7 % |
| Availability of weekend service | 134 | 38.6 % |
| Availability of evening service | 86 | 24.8 % |
| Availability of covered shelters at stops | 68 | 19.6 % |
| How close stops are located to the destinations I need to visit | 47 | 13.5 % |
| Minimizing the number of transfers | 19 | 5.5 % |
| Availability of information about bus service | 15 | 4.3 % |
| Availability of safe walking/pedestrian facilities to get to the bus | 27 | 7.8 % |
| None chosen | 81 | 23.3 % |
| Total | 826 | |

Q19. What is your age?

| <u>Q19. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| Less than 18 | 32 | 9.2 % |
| 18-34 | 89 | 25.6 % |
| 35-44 | 57 | 16.4 % |
| 45-54 | 58 | 16.7 % |
| 55-64 | 71 | 20.5 % |
| 65-74 | 20 | 5.8 % |
| 75+ | 9 | 2.6 % |
| Not provided | 11 | 3.2 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q19. What is your age? (without "not provided")**

| <u>Q19. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| Less than 18 | 32 | 9.5 % |
| 18-34 | 89 | 26.5 % |
| 35-44 | 57 | 17.0 % |
| 45-54 | 58 | 17.3 % |
| 55-64 | 71 | 21.1 % |
| 65-74 | 20 | 6.0 % |
| 75+ | 9 | 2.7 % |
| Total | 336 | 100.0 % |

Q20. Your gender:

| <u>Q20. Your gender</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------|---------------|----------------|
| Male | 173 | 49.9 % |
| Female | 174 | 50.1 % |
| Total | 347 | 100.0 % |

Q21. Are you employed?

| <u>Q21. Are you employed</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------|---------------|----------------|
| Yes | 202 | 58.2 % |
| No | 143 | 41.2 % |
| Not provided | 2 | 0.6 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q21. Are you employed? (without "not provided")**

| <u>Q21. Are you employed</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------|---------------|----------------|
| Yes | 202 | 58.6 % |
| No | 143 | 41.4 % |
| Total | 345 | 100.0 % |

Q22. How many persons currently live in your household?

| Q22. How many persons currently live in your household | Number | Percent |
|--|--------|---------|
| 1 | 156 | 45.0 % |
| 2 | 59 | 17.0 % |
| 3 | 38 | 11.0 % |
| 4 | 18 | 5.2 % |
| 5 | 21 | 6.1 % |
| 6 | 6 | 1.7 % |
| 7+ | 9 | 2.6 % |
| Not provided | 40 | 11.5 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q22. How many persons currently live in your household? (without "not provided")**

| Q22. How many persons currently live in your household | Number | Percent |
|--|--------|---------|
| 1 | 156 | 50.8 % |
| 2 | 59 | 19.2 % |
| 3 | 38 | 12.4 % |
| 4 | 18 | 5.9 % |
| 5 | 21 | 6.8 % |
| 6 | 6 | 2.0 % |
| 7+ | 9 | 2.9 % |
| Total | 307 | 100.0 % |

Q23. Would you say your total annual household income is:

| <u>Q23. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Under \$15K | 170 | 49.0 % |
| \$15K to \$29,999 | 87 | 25.1 % |
| \$30K to \$44,999 | 27 | 7.8 % |
| \$45K to \$59,999 | 11 | 3.2 % |
| \$60K to \$74,999 | 2 | 0.6 % |
| \$75K to \$99,999 | 7 | 2.0 % |
| Not provided | 43 | 12.4 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q23. Would you say your total annual household income is: (without "not provided")**

| <u>Q23. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Under \$15K | 170 | 55.9 % |
| \$15K to \$29,999 | 87 | 28.6 % |
| \$30K to \$44,999 | 27 | 8.9 % |
| \$45K to \$59,999 | 11 | 3.6 % |
| \$60K to \$74,999 | 2 | 0.7 % |
| \$75K to \$99,999 | 7 | 2.3 % |
| Total | 304 | 100.0 % |

Q24. Do you have a smart phone?

| <u>Q24. Do you have a smart phone</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Yes | 221 | 63.7 % |
| No | 112 | 32.3 % |
| Not provided | 14 | 4.0 % |
| Total | 347 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q24. Do you have a smart phone? (without "not provided")**

| <u>Q24. Do you have a smart phone</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Yes | 221 | 66.4 % |
| No | 112 | 33.6 % |
| Total | 333 | 100.0 % |

Q26. Do you have any other suggestions to improve bus service in Sioux Falls?

1. 3rd and sycamore needs a bus stop; no shelter on north side of washington school.
2. 41st & sertoma no seat on bus available
3. A bench and shelter need to be placed at Walmart north. That is an open area and some people are standing there before the bus comes. When it is raining, wind blowing or snowing, it would be nice to get out of the weather while waiting.
4. A few drivers seem rude, like they think less of people who use bus-most are good though.
5. Ada capable bus stops
6. Add Sundays
7. All drivers announcing bus stops; providing more stops for passengers; also, stops closer to destinations. Providing buses/routes every half hour-40 minutes (easier to understand with no/less changes. More routes at night (possibly 24 hr bus system) more drivers waiting for passengers to get to stops, especially if very close to the stop
8. Allow school aged children to ride for free during certain times of the day throughout the school year-i love the summer program for my son, but it's too expensive for me & him to get monthly passes during the school year and i hate having him (9 years old) walk 2 miles home in our winter weather.
9. Appreciate yall
10. Better customer service by some drivers; appropriate information from staff and drivers; consistent rules enforced by all drivers.
11. Better discount for population that is not able to walk for distances; out of date app-maps for sam need updating; most drivers announce stops, but not all of them do
12. Better lights on shelters--warmer shelters-big, clean shelters
13. Bring back transfers
14. Bus on sunday
15. Bus services for later at night & sundays for sure
16. Bus shelter at 3rd & sycamore needed
17. Bus sometimes leaves just when you're getting there to the stop

18. Bus stop close to north end of dawley farms mall; bus stop closing information announced on weather station (cable) channel 10.
19. Buses on sunday
20. Buses on sunday
21. Buses run later in the evening and make more stops to different areas
22. Coming from swc to downtown, there is few to little shelters--the other side has plenty-more shelters on this side, please
23. Dawley farms could use a stop closer to kohls and buffalo wild wings; add the ability to pay by debit/credit card on the bus; advertise so more people would ride the bus, especially if you add items from question 16.
24. Do half days on sundays and buses run late into the night
25. Don't announce the streets now at. Announce the bus, next bus stop-what it will be. I can't see out very well and i'm at, street wise is no help.
26. Evening service
27. Evening service
28. Evening service is important
29. Evening service until midnight
30. Everything is good--love riding the bus, since i do not drive a car
31. Everything is ok
32. Expand bus service to include full city limits & outskirts; make transportation more accessible/individualized for all, more frequent stops, ability to stop at all corners as necessary. More handicap accessibility/convenience
33. Expand the routes southwest to 57th or 69th and expand them to 69th and minnesota, western and louise; run later routes; have sunday service
34. Extend route north to route 8 on saturday
35. Extend the area of service more.
36. Far north east-brandon are (us foods)
37. Farther reaches of city-fire bad, unruly bus drivers
38. Feel like drivers need to be friendly
39. Free wifi would help alot
40. Free wifi; longer hours for buses to run; cleaner bathrooms
41. Get wifi-it will be a great help for a lot of people
42. Give some bus riders handbook on how to ride bus-they must ring the bell when they want to get off, some riders do not ring bell. Bus stop signs should have route number on them.
43. Go closer to menards and aldis
44. Go into residential areas rather than just the main streets
45. Good accessibility for disabled
46. Great service!
47. Have drivers be better at stopping-they are very jerky
48. Have outlets so people can charge their phones; visit the humane society
49. Heat up bus more; wifi; better seats; allow more food choices
50. Heat when its asked for or if its under 55 degrees.
51. I appreciate sam
52. I appreciate that the bus drivers no longer sweep the buses throughout the day. Dust congestion is hard on me.
53. I don't think Sundays and holidays should be included on a multi-day pass
54. I have used public transportation in other cities and i compare-i consider this city excellent service-thank you
55. I like the employees the most
56. I think it has and has been providing excellent service over the years
57. If the bus would make stops at the trailer courts behind dollar general on w 12th st
58. If the ticket office could open at 5:30am
59. I'm surprised we don't have a stop at the airport. It would also be nice if i could use the bus to get to and from events like jazz fest.
60. Increase coverage of south sioux falls
61. It would be nice that you would have an app for the bus routes
62. It would be nice to have a bus route from swc to southeast tech institute travelling on marion.
63. It would be nice to have rides on sundays;otherwise, am thankful for the bus services during the weekdays. Thank you for those services.

64. Its good
65. I've been on some buses with filthy seats: food,kids walking on the seats and drivers not telling them to sit down-i won't wear my nice clothes to work anymore bc of this. Driver rudeness-some of them just scare me. We need sunday bus service for workers to be able to shop on saturday or sunday and increase stop times on weekends from every hour to 30 min. And bus stops are not close enough to the stores.
66. Just making sure that the drivers are respectful and courteous because a few of them are not and i feel that they can be bias to race/ethnicity.
67. Kids in school ride free during certain times: ie before and after school for an allotted amount of time.
68. Later bus routes. People work later and it would be appreciated if routes ran later.
69. Later hours on some routes
70. Later hours-some sunday service; a route that goes out to west 12th. Expand it-growing in that area
71. Later in evening routes
72. Less drunks on the bus
73. Less wait time/more buses; free wifi
74. Let special needs customers meet their nutritional/dietary needs by having sips or snacks-at the discretion of the driver
75. Make a stop closer to brennan hill townhouses. I have 3 kids and it will be too cold for them to walk 4 blocks, also need a shelter stop there.
76. Make additional bus routes, because sioux falls is expanding. Another route has to be added in se sioux falls. Run until midnight and more running times on weekends
77. Make route 8 faster
78. Make sure bus drivers switch the # of the bus when switching shifts, so people boarding dont get on the wrong bus.
79. Make sure the shelters are for the non-smokers
80. Mall service is good but not inner-city: too intermittent
81. Many drivers do a poor job of announcing locations-enunciation should be improved; also, the announcements at the downtown terminal are painfully loud. Turning down the volume would be welcome-especially the two opening tones.
82. More advertisement of bus services
83. More bus routes. Regular bus times on saturday. Improve customer service by bus drivers. Enforce rules and regulations (for safety and for elderly).
84. More coverage of the metro area
85. More covered shelters at the stop
86. More often on saturday
87. More pm routes for my bus-also, a full weekend schedule for my bus routes
88. More routes and later night services and more weekend services; including sunday service
89. More seats in the bus especially route 7-after school the bus is packed and it is very uncomfortable to stand and not get squished.
90. More shelters and wifi
91. More shelters for inclement weather
92. More shelters: 41st and minnesota, 49th & marion outbound; sw corner at 18th & grange
93. More space please and plus, the waiting stops to have time of routes. If possible, have an app where the bus route is tracked, like to see where its at, cause that would be easier, don't like to wait not knowing where the bus is at.
94. More stops further southwest
95. More weekends - more evenings
96. Need service south of 69th & louise; service on sundays
97. Need to be on time
98. Need to expand route 8 on weekends-saturday with our buses as well as longer until 9:45 or 8:45
99. Night buses for night working people on main routes with availability until 1 am at least
100. No drunk people, bothering other people who ride the bus
101. Not allowing drunks to ride the bus or be at the bus stops
102. Number 2 is a frequently used bus--it needs to run on the weekends and evenings. There are many people living on this route and many people work weekends in the industries to the north.
103. On occasion, it would be nice if the drivers had access to febreze or some other deoderizer. There are times when the bus smells bad.
104. On the later buses on fri and sat nights, the buses will sometimes run 15 minutes early.i once was left in a scary area when the bus came about 18 minutes early. I had a hard time getting home. The buses always need to lower their step when a person is getting on and off. Some drivers dont.

105. Open longer on weekdays and weekends
106. Our family would like to buy a duplex or twin home, but they are all outside the bus routes area. So we are unable to find a duplex/twin home where there is bus service. Without the bus, i am unable to work.
107. Please introduce weekend bus services; also introduce bus service earlier than 5:55, as some people work odd hours
108. Please work on a Sunday bus #3 or more, if you're able-i need it. Also, transfers, if possible. Speak to drivers about professionalism, appropriate behavior, comments and common sense-have witnessed rude women drivers; also, the womens bathroom at terminal is a stinky mess
109. Provide weekend service to the routes that aren't already; upgrade technology like in question 16 (amenities)-those would all be great additions.
110. Put a tv on the bus or music
111. Route 10 bus is late at w12th bus stop on way back to bus depot during the evening hours every day.
112. Route 8 schedule
113. Routes 19 & 8- would help a lot if they would run on saturdays, for those of us that work on saturdays!
114. Routes 8 and 19 running on saturday
115. Run buses at night time, preferably until at least 12 midnight
116. Run buses on sunday;overnight buses
117. Run every half hour
118. Run on sundays-everybody has to walk in the cold in winters-plus, being the largest city in south dakota-i think its about time-not everybody has sunday off.
119. Run past 10 pm for people that work past 9 pm
120. Safety
121. Saturday hours the same as weekdays in the morning; later service because i work swing shift. I get off at 8pm; sundays, too--have to spend extra 20 bucks for lyft or i walk for 1 1/2 hours
122. Shelters: 41st and minnesota s outbound, 49th & marion outbound, sw corner at 18th & grange.
123. Sioux falls has a good bus service
124. Smiles and thank yous
125. Some of the drivers could be a little more friendly.
126. Some routes stop too early (route 4)
127. Southeast tech needs weekend buses for class and evening buses
128. Stay open a little later life 9-10; come on saturdays.
129. Sunday availability
130. Sunday buses; later buses on the 19 or work routes for factories.
131. Sunday morning service
132. Sunday service needed
133. Sunday service needed
134. Sunday service needed
135. Sunday service needed
136. Sunday service needed
137. Sunday service needed
138. Sunday service so people can use to go to church; more stops on the routes.
139. Sunday service to go to church; dawley farms stop is too far to walk to the stores and needs a shelter
140. Sunday service to target on louise ave for workers
141. Sunday service; more stops; more covered shelters; heated shelters
142. Sunday service; more than one location to load my sam card, instead of only downtown.
143. Sunday service;clocks at stops so we riders know if we are on time or late. Not all riders can afford phones, watches, etc.-some are just getting back on their feet. Thanks
144. Sunday services; every 30 minutes on weekends
145. Supervisors can't be everywhere-they are very busy--maybe a security person to calm some people down waiting for their ride.
146. Take a look at other cities transit systems
147. Technology, wifi, entertainment
148. The bus is the best thing i know-the driver is nice and safe ride
149. They have to be on time and during snow time, we can't wait for them toolong
150. To have an e-route "check points"- picture the buses on gps system- you would know where the buses are before they reach your stop-rather than having an 'approximate time'

151. Transfer stations at southeast tech and university center; sunday service; building walkways over busy, heavy traffic areas
152. Very time consuming-2 hours to get anywhere
153. Waiting for city bus to be funded as a 24hr-7 days a week-365 days a year- service
154. Weekend buses should run same time as weekday.
155. Weekend service;expand bus routes
156. Weekends and evening/nights up to 12 midnight
157. When you see someone, pick them up regardless of which stops they are at
158. Wifi
159. Wifi would be great but that would be it. And make sure buses are not leaving stops early-this mostly happens early mornings and late evenings. Let people into buses between departures during bad weather.
160. Wish the bus would come down oxbow ave so i would not have to walk about 6 long blocks from the north side on oxbow ave to catch bus no 1 on oxbow and 49th st
161. Work on bus reliability; charging stations on the buses
162. Would like sundays and evening services-some locations for work to construction companies arent close enough. I have to walk two more miles to get to work on time early in the morning, with no street lights, so its a little dangerous for me.
163. Would like to see 1/2 hour runs
164. You need a dedicated source of funding. Let me suggest something: like a tenth of one percent of the city sales tax.

Section 5

Crosstabular Data by Routes

Q1. How many years have you been riding the bus in Sioux Falls? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q1. How many years have you been riding bus in Sioux Falls

| | | | | | | | | | | | | | |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 0-5 years | 40.0% | 59.3% | 65.3% | 71.9% | 30.8% | 52.0% | 67.9% | 68.4% | 53.6% | 75.0% | 55.6% | 66.7% | 62.2% |
| 6-10 years | 26.7% | 18.5% | 16.3% | 15.6% | 30.8% | 16.0% | 19.6% | 21.1% | 25.0% | 11.1% | 27.8% | 19.0% | 19.2% |
| 11-15 years | 6.7% | 3.7% | 8.2% | 6.3% | 7.7% | 8.0% | 7.1% | 0.0% | 7.1% | 8.3% | 5.6% | 0.0% | 6.2% |
| 16-20 years | 13.3% | 11.1% | 6.1% | 3.1% | 23.1% | 16.0% | 1.8% | 0.0% | 7.1% | 5.6% | 5.6% | 4.8% | 6.8% |
| 21-30 years | 13.3% | 7.4% | 2.0% | 3.1% | 7.7% | 8.0% | 1.8% | 10.5% | 3.6% | 0.0% | 5.6% | 9.5% | 4.7% |
| 31+ years | 0.0% | 0.0% | 2.0% | 0.0% | 0.0% | 0.0% | 1.8% | 0.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.9% |

Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls? (without "don't know")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q2. What is your perception of overall quality of public transit system in Sioux Falls

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 56.3% | 24.1% | 50.0% | 25.0% | 33.3% | 56.0% | 41.8% | 22.2% | 60.7% | 41.7% | 29.4% | 19.0% | 39.9% |
| Good | 37.5% | 58.6% | 36.5% | 40.6% | 50.0% | 32.0% | 47.3% | 72.2% | 28.6% | 44.4% | 64.7% | 47.6% | 44.9% |
| Fair | 6.3% | 17.2% | 7.7% | 28.1% | 16.7% | 12.0% | 10.9% | 5.6% | 7.1% | 11.1% | 5.9% | 33.3% | 13.2% |
| Poor | 0.0% | 0.0% | 5.8% | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 3.6% | 2.8% | 0.0% | 0.0% | 2.1% |

Q3. How often do you currently use Sioux Area Metro? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q3. How often do you currently use Sioux Falls Area Metro

| | | | | | | | | | | | | | |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 5+ days per week | 62.5% | 57.1% | 55.8% | 69.7% | 69.2% | 48.0% | 71.4% | 68.4% | 67.9% | 80.6% | 77.8% | 85.7% | 67.2% |
| 2-4 days per week | 25.0% | 32.1% | 32.7% | 15.2% | 30.8% | 32.0% | 23.2% | 21.1% | 25.0% | 16.7% | 11.1% | 14.3% | 23.8% |
| Once a week | 12.5% | 0.0% | 7.7% | 9.1% | 0.0% | 8.0% | 0.0% | 5.3% | 7.1% | 0.0% | 0.0% | 0.0% | 4.1% |
| A few times a month | 0.0% | 7.1% | 3.8% | 3.0% | 0.0% | 12.0% | 1.8% | 0.0% | 0.0% | 0.0% | 5.6% | 0.0% | 2.9% |
| A few times a year | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.8% | 5.3% | 0.0% | 2.8% | 5.6% | 0.0% | 1.2% |
| Rarely or never | 0.0% | 3.6% | 0.0% | 3.0% | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.9% |

Q4. Why do you use the bus in Sioux Falls?

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q4. Why do you use bus in Sioux Falls

| | | | | | | | | | | | | | |
|--------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| It's my only alternative | 56.3% | 70.0% | 61.5% | 87.9% | 84.6% | 76.0% | 75.0% | 57.9% | 71.4% | 80.6% | 72.2% | 61.9% | 71.8% |
| To avoid traffic congestion | 25.0% | 3.3% | 5.8% | 3.0% | 15.4% | 4.0% | 3.6% | 5.3% | 14.3% | 8.3% | 5.6% | 9.5% | 7.2% |
| Don't like driving | 31.3% | 6.7% | 11.5% | 6.1% | 7.7% | 12.0% | 8.9% | 26.3% | 17.9% | 8.3% | 11.1% | 23.8% | 12.7% |
| Save money | 50.0% | 36.7% | 46.2% | 15.2% | 38.5% | 36.0% | 33.9% | 26.3% | 28.6% | 38.9% | 16.7% | 9.5% | 32.6% |
| Employer provides transit pass | 0.0% | 0.0% | 7.7% | 3.0% | 0.0% | 4.0% | 0.0% | 0.0% | 3.6% | 2.8% | 0.0% | 0.0% | 2.3% |
| I care about environment | 18.8% | 10.0% | 19.2% | 6.1% | 30.8% | 12.0% | 8.9% | 21.1% | 10.7% | 19.4% | 5.6% | 4.8% | 13.3% |
| Other | 0.0% | 6.7% | 1.9% | 0.0% | 7.7% | 4.0% | 3.6% | 10.5% | 7.1% | 2.8% | 0.0% | 4.8% | 3.7% |

Q5. How many blocks from your HOME is the nearest bus stop located? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q5. How many blocks from your home is the nearest bus stop located

| | | | | | | | | | | | | | |
|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|-------|
| 0-5 | 100.0% | 95.8% | 82.9% | 80.0% | 92.3% | 91.3% | 90.7% | 83.3% | 78.3% | 87.9% | 100.0% | 88.9% | 88.4% |
| 6-10 | 0.0% | 0.0% | 9.8% | 20.0% | 7.7% | 8.7% | 9.3% | 11.1% | 13.0% | 9.1% | 0.0% | 11.1% | 8.9% |
| 11-15 | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 1.0% |
| 16+ | 0.0% | 4.2% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% | 4.3% | 3.0% | 0.0% | 0.0% | 1.7% |

Q6. How often do buses typically arrive at the bus stop nearest your HOME? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q6. How often do buses typically arrive at the bus stop nearest your home

| | | | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1-10 minutes | 0.0% | 4.8% | 5.7% | 0.0% | 0.0% | 6.3% | 4.9% | 0.0% | 0.0% | 3.6% | 6.7% | 7.1% | 3.5% |
| 11-20 minutes | 0.0% | 0.0% | 2.9% | 4.3% | 9.1% | 0.0% | 0.0% | 8.3% | 4.2% | 0.0% | 0.0% | 0.0% | 2.0% |
| 21-30 minutes | 42.9% | 47.6% | 60.0% | 26.1% | 45.5% | 43.8% | 61.0% | 66.7% | 41.7% | 53.6% | 93.3% | 57.1% | 53.1% |
| 31-40 minutes | 7.1% | 0.0% | 5.7% | 8.7% | 0.0% | 6.3% | 7.3% | 8.3% | 8.3% | 3.6% | 0.0% | 0.0% | 5.1% |
| 41-50 minutes | 21.4% | 14.3% | 5.7% | 17.4% | 9.1% | 12.5% | 9.8% | 0.0% | 12.5% | 7.1% | 0.0% | 21.4% | 10.6% |
| 51-60 minutes | 28.6% | 33.3% | 20.0% | 43.5% | 36.4% | 31.3% | 17.1% | 16.7% | 29.2% | 32.1% | 0.0% | 7.1% | 24.8% |
| 61+ minutes | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% | 0.0% | 7.1% | 0.8% |

Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| Q7. How many places did you (or will you) use the bus to visit today | | | | | | | | | | | | | |
| 1 | 6.3% | 23.1% | 18.8% | 21.2% | 25.0% | 16.7% | 31.5% | 31.6% | 33.3% | 31.4% | 41.2% | 52.4% | 27.4% |
| 2 | 25.0% | 38.5% | 29.2% | 18.2% | 33.3% | 25.0% | 18.5% | 21.1% | 33.3% | 42.9% | 41.2% | 19.0% | 28.0% |
| 3 | 31.3% | 11.5% | 20.8% | 24.2% | 33.3% | 20.8% | 25.9% | 21.1% | 11.1% | 8.6% | 11.8% | 9.5% | 19.0% |
| 4 | 25.0% | 19.2% | 16.7% | 12.1% | 0.0% | 25.0% | 7.4% | 15.8% | 7.4% | 8.6% | 0.0% | 4.8% | 12.0% |
| 5 | 0.0% | 0.0% | 6.3% | 6.1% | 8.3% | 0.0% | 9.3% | 5.3% | 7.4% | 8.6% | 5.9% | 4.8% | 5.7% |
| 6 | 0.0% | 3.8% | 2.1% | 6.1% | 0.0% | 8.3% | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 2.7% |
| 7 | 6.3% | 0.0% | 2.1% | 3.0% | 0.0% | 0.0% | 1.9% | 0.0% | 3.7% | 0.0% | 0.0% | 4.8% | 1.8% |
| 8 | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.6% |
| 9 | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% |
| 10+ | 6.3% | 3.8% | 4.2% | 3.0% | 0.0% | 4.2% | 0.0% | 5.3% | 3.7% | 0.0% | 0.0% | 0.0% | 2.4% |

Q10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| Q10. How long did/will it take you to get from your home to the destination | | | | | | | | | | | | | |
| 1-10 minutes | 7.1% | 16.7% | 20.0% | 28.6% | 22.2% | 5.3% | 16.7% | 7.7% | 20.0% | 7.7% | 30.8% | 11.1% | 16.5% |
| 11-15 minutes | 7.1% | 16.7% | 12.5% | 14.3% | 0.0% | 5.3% | 8.3% | 0.0% | 10.0% | 11.5% | 7.7% | 5.6% | 9.4% |
| 16-20 minutes | 21.4% | 16.7% | 7.5% | 7.1% | 0.0% | 36.8% | 8.3% | 15.4% | 5.0% | 11.5% | 0.0% | 11.1% | 11.3% |
| 21-25 minutes | 0.0% | 0.0% | 7.5% | 7.1% | 0.0% | 5.3% | 0.0% | 0.0% | 10.0% | 0.0% | 15.4% | 5.6% | 4.1% |
| 26-30 minutes | 14.3% | 11.1% | 7.5% | 14.3% | 33.3% | 10.5% | 18.8% | 15.4% | 10.0% | 19.2% | 0.0% | 11.1% | 13.5% |
| 31-35 minutes | 7.1% | 11.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.1% |
| 36-40 minutes | 7.1% | 5.6% | 5.0% | 0.0% | 0.0% | 0.0% | 4.2% | 7.7% | 5.0% | 11.5% | 23.1% | 11.1% | 6.0% |
| 41-45 minutes | 28.6% | 0.0% | 17.5% | 10.7% | 11.1% | 10.5% | 10.4% | 38.5% | 0.0% | 11.5% | 23.1% | 5.6% | 12.8% |
| 46-50 minutes | 0.0% | 5.6% | 0.0% | 0.0% | 11.1% | 10.5% | 2.1% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 2.3% |
| 51-60 minutes | 7.1% | 5.6% | 12.5% | 14.3% | 0.0% | 15.8% | 16.7% | 15.4% | 25.0% | 7.7% | 0.0% | 22.2% | 13.2% |
| 61+ minutes | 0.0% | 11.1% | 10.0% | 3.6% | 22.2% | 0.0% | 14.6% | 0.0% | 10.0% | 19.2% | 0.0% | 16.7% | 9.8% |

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination

| | | | | | | | | | | | | | |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Once | 50.0% | 44.8% | 30.8% | 43.8% | 46.2% | 41.7% | 39.3% | 42.1% | 42.9% | 30.6% | 22.2% | 42.9% | 38.7% |
| Twice | 31.3% | 27.6% | 32.7% | 37.5% | 15.4% | 33.3% | 28.6% | 10.5% | 25.0% | 27.8% | 27.8% | 23.8% | 28.2% |
| Three or more | 6.3% | 3.4% | 13.5% | 9.4% | 15.4% | 16.7% | 17.9% | 21.1% | 3.6% | 5.6% | 22.2% | 9.5% | 11.9% |
| None | 12.5% | 24.1% | 23.1% | 9.4% | 23.1% | 8.3% | 14.3% | 26.3% | 28.6% | 36.1% | 27.8% | 23.8% | 21.2% |

Q12. What is/was the primary purpose of your current trip? (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q12. What is/was the primary purpose of your current trip

| | | | | | | | | | | | | | |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Work | 18.8% | 34.5% | 37.3% | 32.3% | 46.2% | 30.4% | 21.4% | 68.4% | 50.0% | 51.4% | 47.1% | 65.0% | 39.3% |
| Personal business | 37.5% | 27.6% | 25.5% | 41.9% | 15.4% | 39.1% | 25.0% | 5.3% | 17.9% | 22.9% | 0.0% | 15.0% | 24.3% |
| Shopping | 6.3% | 3.4% | 15.7% | 3.2% | 7.7% | 0.0% | 23.2% | 10.5% | 3.6% | 8.6% | 17.6% | 5.0% | 10.4% |
| College/school | 0.0% | 3.4% | 7.8% | 12.9% | 7.7% | 13.0% | 16.1% | 10.5% | 14.3% | 5.7% | 23.5% | 15.0% | 10.9% |
| Hospital/doctor's office | 37.5% | 17.2% | 7.8% | 3.2% | 23.1% | 17.4% | 1.8% | 0.0% | 7.1% | 0.0% | 11.8% | 0.0% | 8.3% |
| Social/recreation | 0.0% | 6.9% | 2.0% | 0.0% | 0.0% | 0.0% | 12.5% | 5.3% | 0.0% | 2.9% | 0.0% | 0.0% | 3.6% |
| Other | 0.0% | 6.9% | 3.9% | 6.5% | 0.0% | 0.0% | 0.0% | 0.0% | 7.1% | 8.6% | 0.0% | 0.0% | 3.3% |

Q13. Do you have a car or other vehicle that you could have used to make this trip? (without "not provided")

| N=347 | Route | | | | | | | | | | | | Total |
|---|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q13. Do you have a car or other vehicle that you could have used to make this trip</u> | | | | | | | | | | | | | |
| Yes | 12.5% | 7.1% | 9.6% | 3.1% | 0.0% | 16.0% | 9.1% | 36.8% | 21.4% | 11.1% | 11.1% | 14.3% | 12.0% |
| No | 87.5% | 92.9% | 90.4% | 96.9% | 100.0% | 84.0% | 90.9% | 63.2% | 78.6% | 88.9% | 88.9% | 85.7% | 88.0% |

Q14. If bus service were not available, how would you make this trip? (without "not provided")

| N=347 | Route | | | | | | | | | | | | Total |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q14. How would you make this trip if bus service were not available</u> | | | | | | | | | | | | | |
| Use my car | 12.5% | 3.3% | 3.8% | 0.0% | 0.0% | 0.0% | 1.8% | 21.1% | 14.3% | 5.6% | 5.6% | 9.5% | 5.5% |
| Walk | 37.5% | 20.0% | 26.9% | 40.6% | 30.8% | 40.0% | 28.6% | 15.8% | 17.9% | 36.1% | 38.9% | 33.3% | 30.1% |
| Bicycle | 12.5% | 3.3% | 19.2% | 18.8% | 23.1% | 24.0% | 12.5% | 21.1% | 10.7% | 11.1% | 16.7% | 0.0% | 14.2% |
| Get a ride from someone | 12.5% | 23.3% | 32.7% | 18.8% | 23.1% | 16.0% | 28.6% | 31.6% | 28.6% | 27.8% | 22.2% | 28.6% | 25.7% |
| Use an Uber/Lyft/taxi | 0.0% | 20.0% | 11.5% | 6.3% | 7.7% | 8.0% | 12.5% | 5.3% | 21.4% | 8.3% | 0.0% | 4.8% | 10.1% |
| I would not make this trip | 25.0% | 30.0% | 5.8% | 15.6% | 15.4% | 12.0% | 16.1% | 5.3% | 7.1% | 11.1% | 16.7% | 23.8% | 14.5% |

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q16-1. Free WiFi on-board

| | | | | | | | | | | | | | |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Very likely | 46.7% | 42.9% | 54.9% | 54.8% | 55.6% | 47.8% | 45.1% | 47.4% | 46.2% | 40.0% | 47.1% | 60.0% | 48.6% |
| Likely | 20.0% | 14.3% | 19.6% | 19.4% | 11.1% | 30.4% | 25.5% | 15.8% | 11.5% | 14.3% | 17.6% | 10.0% | 18.5% |
| Not sure | 6.7% | 28.6% | 13.7% | 12.9% | 11.1% | 13.0% | 7.8% | 5.3% | 11.5% | 17.1% | 11.8% | 15.0% | 13.2% |
| Not likely | 26.7% | 14.3% | 11.8% | 12.9% | 22.2% | 8.7% | 21.6% | 31.6% | 30.8% | 28.6% | 23.5% | 15.0% | 19.7% |

Q16-2. Mobile ticketing (this would allow you to purchase tickets on your smart phone or other mobile device)

| | | | | | | | | | | | | | |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Very likely | 42.9% | 34.6% | 48.9% | 40.6% | 40.0% | 39.1% | 36.7% | 36.8% | 29.6% | 25.7% | 35.3% | 42.9% | 37.8% |
| Likely | 21.4% | 7.7% | 14.9% | 21.9% | 10.0% | 13.0% | 18.4% | 21.1% | 14.8% | 25.7% | 5.9% | 14.3% | 16.6% |
| Not sure | 7.1% | 38.5% | 21.3% | 15.6% | 10.0% | 30.4% | 18.4% | 15.8% | 25.9% | 14.3% | 23.5% | 14.3% | 20.3% |
| Not likely | 28.6% | 19.2% | 14.9% | 21.9% | 40.0% | 17.4% | 26.5% | 26.3% | 29.6% | 34.3% | 35.3% | 28.6% | 25.3% |

Q16-3. Real-time information about location of buses that can be accessed on a mobile device

| | | | | | | | | | | | | | |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Very likely | 64.3% | 40.7% | 58.0% | 56.3% | 58.3% | 52.2% | 47.1% | 47.4% | 51.9% | 45.7% | 58.8% | 47.6% | 51.5% |
| Likely | 14.3% | 25.9% | 24.0% | 28.1% | 16.7% | 34.8% | 27.5% | 21.1% | 25.9% | 17.1% | 5.9% | 23.8% | 23.5% |
| Not sure | 0.0% | 29.6% | 10.0% | 6.3% | 8.3% | 8.7% | 9.8% | 10.5% | 3.7% | 14.3% | 17.6% | 4.8% | 10.7% |
| Not likely | 21.4% | 3.7% | 8.0% | 9.4% | 16.7% | 4.3% | 15.7% | 21.1% | 18.5% | 22.9% | 17.6% | 23.8% | 14.3% |

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q16-4. Passenger alerts (e.g. notifications about disruptions to service or delays that would be sent to your mobile device)

| | | | | | | | | | | | | | |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Very likely | 64.3% | 55.6% | 62.0% | 62.5% | 66.7% | 52.2% | 54.9% | 42.1% | 48.1% | 54.3% | 56.3% | 57.1% | 56.3% |
| Likely | 21.4% | 18.5% | 24.0% | 12.5% | 16.7% | 30.4% | 19.6% | 21.1% | 25.9% | 11.4% | 18.8% | 14.3% | 19.6% |
| Not sure | 0.0% | 22.2% | 8.0% | 9.4% | 0.0% | 13.0% | 7.8% | 15.8% | 7.4% | 8.6% | 6.3% | 9.5% | 9.5% |
| Not likely | 14.3% | 3.7% | 6.0% | 15.6% | 16.7% | 4.3% | 17.6% | 21.1% | 18.5% | 25.7% | 18.8% | 19.0% | 14.7% |

Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q17-1. Cleanliness of buses</u> | | | | | | | | | | | | | |
| Excellent | 75.0% | 61.5% | 53.8% | 48.5% | 30.8% | 60.0% | 44.4% | 52.6% | 71.4% | 41.7% | 64.7% | 38.1% | 52.6% |
| Good | 25.0% | 34.6% | 38.5% | 45.5% | 61.5% | 36.0% | 48.1% | 42.1% | 28.6% | 47.2% | 29.4% | 38.1% | 40.3% |
| Fair | 0.0% | 0.0% | 5.8% | 3.0% | 0.0% | 4.0% | 5.6% | 5.3% | 0.0% | 11.1% | 5.9% | 9.5% | 4.7% |
| Poor | 0.0% | 3.8% | 1.9% | 3.0% | 7.7% | 0.0% | 1.9% | 0.0% | 0.0% | 0.0% | 0.0% | 14.3% | 2.4% |
| <u>Q17-2. Comfort of seats</u> | | | | | | | | | | | | | |
| Excellent | 37.5% | 24.0% | 42.0% | 28.1% | 41.7% | 32.0% | 38.5% | 47.4% | 42.9% | 36.1% | 41.2% | 14.3% | 35.7% |
| Good | 56.3% | 40.0% | 38.0% | 37.5% | 33.3% | 60.0% | 40.4% | 36.8% | 28.6% | 36.1% | 29.4% | 57.1% | 40.5% |
| Fair | 0.0% | 36.0% | 16.0% | 31.3% | 25.0% | 8.0% | 19.2% | 15.8% | 25.0% | 19.4% | 23.5% | 23.8% | 20.4% |
| Poor | 6.3% | 0.0% | 4.0% | 3.1% | 0.0% | 0.0% | 1.9% | 0.0% | 3.6% | 8.3% | 5.9% | 4.8% | 3.3% |
| <u>Q17-3. Courtesy of drivers</u> | | | | | | | | | | | | | |
| Excellent | 68.8% | 53.8% | 57.7% | 40.6% | 58.3% | 48.0% | 47.2% | 36.8% | 71.4% | 42.9% | 55.6% | 42.9% | 51.3% |
| Good | 18.8% | 26.9% | 38.5% | 53.1% | 41.7% | 32.0% | 39.6% | 42.1% | 25.0% | 34.3% | 33.3% | 42.9% | 36.5% |
| Fair | 12.5% | 19.2% | 1.9% | 6.3% | 0.0% | 16.0% | 13.2% | 21.1% | 3.6% | 22.9% | 11.1% | 9.5% | 11.3% |
| Poor | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 0.9% |

Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q17-4. How safe I feel when waiting at stops

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 68.8% | 26.9% | 64.7% | 31.3% | 27.3% | 44.0% | 35.8% | 26.3% | 59.3% | 33.3% | 33.3% | 38.1% | 42.1% |
| Good | 18.8% | 57.7% | 21.6% | 37.5% | 54.5% | 36.0% | 49.1% | 52.6% | 25.9% | 44.4% | 50.0% | 23.8% | 38.5% |
| Fair | 12.5% | 15.4% | 11.8% | 25.0% | 18.2% | 16.0% | 15.1% | 15.8% | 11.1% | 22.2% | 16.7% | 23.8% | 16.7% |
| Poor | 0.0% | 0.0% | 2.0% | 6.3% | 0.0% | 4.0% | 0.0% | 5.3% | 3.7% | 0.0% | 0.0% | 14.3% | 2.7% |

Q17-5. How safe I feel on-board the bus

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 62.5% | 46.2% | 70.6% | 46.9% | 53.8% | 52.0% | 51.9% | 36.8% | 67.9% | 50.0% | 38.9% | 42.1% | 53.4% |
| Good | 31.3% | 46.2% | 23.5% | 50.0% | 46.2% | 48.0% | 44.2% | 63.2% | 28.6% | 38.9% | 55.6% | 42.1% | 41.2% |
| Fair | 6.3% | 3.8% | 2.0% | 3.1% | 0.0% | 0.0% | 3.8% | 0.0% | 3.6% | 11.1% | 5.6% | 10.5% | 4.2% |
| Poor | 0.0% | 3.8% | 3.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 1.2% |

Q17-6. On-time reliability of buses

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 62.5% | 38.5% | 55.8% | 32.3% | 46.2% | 28.0% | 45.3% | 27.8% | 53.6% | 42.9% | 33.3% | 33.3% | 42.9% |
| Good | 37.5% | 42.3% | 30.8% | 38.7% | 53.8% | 52.0% | 45.3% | 50.0% | 32.1% | 37.1% | 55.6% | 23.8% | 40.2% |
| Fair | 0.0% | 15.4% | 11.5% | 22.6% | 0.0% | 16.0% | 9.4% | 22.2% | 14.3% | 14.3% | 11.1% | 33.3% | 14.3% |
| Poor | 0.0% | 3.8% | 1.9% | 6.5% | 0.0% | 4.0% | 0.0% | 0.0% | 0.0% | 5.7% | 0.0% | 9.5% | 2.7% |

Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q17-7. How frequently buses come by stops

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 62.5% | 23.1% | 56.0% | 28.1% | 25.0% | 36.0% | 39.6% | 31.6% | 50.0% | 31.4% | 56.3% | 23.8% | 39.3% |
| Good | 25.0% | 42.3% | 32.0% | 37.5% | 25.0% | 32.0% | 45.3% | 31.6% | 32.1% | 42.9% | 25.0% | 33.3% | 35.7% |
| Fair | 12.5% | 26.9% | 12.0% | 21.9% | 41.7% | 28.0% | 13.2% | 26.3% | 7.1% | 20.0% | 18.8% | 33.3% | 19.5% |
| Poor | 0.0% | 7.7% | 0.0% | 12.5% | 8.3% | 4.0% | 1.9% | 10.5% | 10.7% | 5.7% | 0.0% | 9.5% | 5.4% |

Q17-8. Availability of weekend service

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 12.5% | 28.0% | 32.0% | 18.2% | 15.4% | 16.0% | 17.6% | 21.1% | 38.5% | 14.3% | 22.2% | 4.8% | 21.1% |
| Good | 31.3% | 8.0% | 12.0% | 21.2% | 7.7% | 28.0% | 25.5% | 26.3% | 19.2% | 20.0% | 33.3% | 14.3% | 20.2% |
| Fair | 31.3% | 32.0% | 36.0% | 24.2% | 38.5% | 16.0% | 39.2% | 21.1% | 15.4% | 42.9% | 22.2% | 33.3% | 30.7% |
| Poor | 25.0% | 32.0% | 20.0% | 36.4% | 38.5% | 40.0% | 17.6% | 31.6% | 26.9% | 22.9% | 22.2% | 47.6% | 28.0% |

Q17-9. Availability of evening service

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 18.8% | 30.8% | 37.3% | 16.1% | 23.1% | 24.0% | 21.6% | 16.7% | 46.2% | 14.3% | 31.3% | 0.0% | 24.4% |
| Good | 6.3% | 19.2% | 13.7% | 25.8% | 15.4% | 28.0% | 41.2% | 16.7% | 26.9% | 28.6% | 18.8% | 15.0% | 23.5% |
| Fair | 37.5% | 26.9% | 29.4% | 29.0% | 38.5% | 24.0% | 29.4% | 44.4% | 11.5% | 42.9% | 31.3% | 40.0% | 31.1% |
| Poor | 37.5% | 23.1% | 19.6% | 29.0% | 23.1% | 24.0% | 7.8% | 22.2% | 15.4% | 14.3% | 18.8% | 45.0% | 21.0% |

Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q17-10. Availability of covered shelters at stops

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 13.3% | 16.0% | 34.0% | 21.9% | 8.3% | 12.5% | 20.0% | 21.1% | 35.7% | 17.1% | 27.8% | 4.8% | 21.3% |
| Good | 20.0% | 24.0% | 14.0% | 28.1% | 33.3% | 25.0% | 34.0% | 21.1% | 25.0% | 22.9% | 27.8% | 23.8% | 24.6% |
| Fair | 40.0% | 40.0% | 34.0% | 18.8% | 33.3% | 33.3% | 32.0% | 36.8% | 25.0% | 45.7% | 38.9% | 33.3% | 33.7% |
| Poor | 26.7% | 20.0% | 18.0% | 31.3% | 25.0% | 29.2% | 14.0% | 21.1% | 14.3% | 14.3% | 5.6% | 38.1% | 20.4% |

Q17-11. How close stops are located to the destinations I need to visit

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 31.3% | 19.2% | 38.0% | 32.3% | 33.3% | 28.0% | 28.8% | 15.8% | 55.6% | 29.4% | 38.9% | 10.0% | 30.9% |
| Good | 50.0% | 38.5% | 44.0% | 41.9% | 50.0% | 40.0% | 50.0% | 42.1% | 18.5% | 41.2% | 22.2% | 45.0% | 40.9% |
| Fair | 18.8% | 34.6% | 14.0% | 19.4% | 16.7% | 32.0% | 15.4% | 31.6% | 18.5% | 23.5% | 38.9% | 20.0% | 22.1% |
| Poor | 0.0% | 7.7% | 4.0% | 6.5% | 0.0% | 0.0% | 5.8% | 10.5% | 7.4% | 5.9% | 0.0% | 25.0% | 6.1% |

Q17-12. Minimizing the number of transfers

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 37.5% | 12.5% | 44.0% | 28.1% | 46.2% | 28.0% | 41.2% | 15.8% | 44.4% | 34.3% | 33.3% | 15.8% | 33.4% |
| Good | 43.8% | 66.7% | 40.0% | 43.8% | 38.5% | 36.0% | 43.1% | 68.4% | 40.7% | 48.6% | 38.9% | 42.1% | 45.3% |
| Fair | 12.5% | 16.7% | 12.0% | 21.9% | 7.7% | 24.0% | 13.7% | 10.5% | 14.8% | 17.1% | 16.7% | 26.3% | 16.1% |
| Poor | 6.3% | 4.2% | 4.0% | 6.3% | 7.7% | 12.0% | 2.0% | 5.3% | 0.0% | 0.0% | 11.1% | 15.8% | 5.2% |

Q17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area. (without "not provided")

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|---|---|---|---|---|---|---|---|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |

Q17-13. Availability of information about bus service

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 43.8% | 45.8% | 55.8% | 34.4% | 45.5% | 48.0% | 46.2% | 31.6% | 63.0% | 38.2% | 61.1% | 25.0% | 45.8% |
| Good | 37.5% | 41.7% | 25.0% | 43.8% | 27.3% | 48.0% | 48.1% | 57.9% | 11.1% | 41.2% | 27.8% | 60.0% | 38.8% |
| Fair | 12.5% | 8.3% | 19.2% | 15.6% | 27.3% | 4.0% | 5.8% | 10.5% | 25.9% | 14.7% | 11.1% | 5.0% | 13.0% |
| Poor | 6.3% | 4.2% | 0.0% | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% | 0.0% | 10.0% | 2.4% |

Q17-14. Availability of safe walking/pedestrian facilities to get to the bus

| | | | | | | | | | | | | | |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 50.0% | 28.0% | 51.0% | 25.0% | 50.0% | 44.0% | 34.6% | 36.8% | 38.5% | 38.2% | 44.4% | 15.0% | 37.9% |
| Good | 31.3% | 40.0% | 33.3% | 59.4% | 25.0% | 40.0% | 51.9% | 42.1% | 42.3% | 47.1% | 27.8% | 35.0% | 41.8% |
| Fair | 18.8% | 20.0% | 7.8% | 9.4% | 25.0% | 16.0% | 11.5% | 21.1% | 19.2% | 8.8% | 27.8% | 30.0% | 15.5% |
| Poor | 0.0% | 12.0% | 7.8% | 6.3% | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 5.9% | 0.0% | 20.0% | 4.8% |

Q18. Which THREE of the items listed in Question 17 are most important to you?

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q18. Top choice</u> | | | | | | | | | | | | | |
| Cleanliness of buses | 0.0% | 6.7% | 9.6% | 9.1% | 0.0% | 16.0% | 7.1% | 0.0% | 25.0% | 8.3% | 11.1% | 9.5% | 9.2% |
| Comfort of seats | 0.0% | 3.3% | 1.9% | 3.0% | 0.0% | 0.0% | 7.1% | 5.3% | 3.6% | 0.0% | 5.6% | 0.0% | 2.9% |
| Courtesy of drivers | 12.5% | 13.3% | 9.6% | 3.0% | 15.4% | 16.0% | 3.6% | 0.0% | 7.1% | 13.9% | 16.7% | 0.0% | 8.6% |
| How safe I feel when waiting at stops | 0.0% | 0.0% | 9.6% | 6.1% | 7.7% | 0.0% | 10.7% | 10.5% | 0.0% | 2.8% | 5.6% | 0.0% | 5.2% |
| How safe I feel on-board the bus | 12.5% | 0.0% | 1.9% | 0.0% | 0.0% | 8.0% | 5.4% | 5.3% | 0.0% | 2.8% | 0.0% | 4.8% | 3.2% |
| On-time reliability of buses | 6.3% | 6.7% | 7.7% | 12.1% | 0.0% | 4.0% | 7.1% | 31.6% | 7.1% | 13.9% | 16.7% | 9.5% | 9.8% |
| How frequently buses come by stops | 0.0% | 0.0% | 5.8% | 3.0% | 7.7% | 0.0% | 1.8% | 5.3% | 7.1% | 0.0% | 0.0% | 9.5% | 3.2% |
| Availability of weekend service | 31.3% | 13.3% | 9.6% | 27.3% | 30.8% | 16.0% | 17.9% | 26.3% | 3.6% | 13.9% | 16.7% | 38.1% | 18.2% |
| Availability of evening service | 0.0% | 6.7% | 3.8% | 3.0% | 0.0% | 12.0% | 3.6% | 0.0% | 10.7% | 0.0% | 0.0% | 9.5% | 4.3% |
| Availability of covered shelters at stops | 12.5% | 0.0% | 11.5% | 6.1% | 7.7% | 0.0% | 1.8% | 5.3% | 3.6% | 8.3% | 0.0% | 0.0% | 4.9% |
| How close stops are located to the destinations I need to visit | 0.0% | 0.0% | 5.8% | 3.0% | 0.0% | 0.0% | 3.6% | 0.0% | 3.6% | 8.3% | 5.6% | 4.8% | 3.5% |
| Minimizing the number of transfers | 6.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% |
| Availability of information about bus service | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.8% | 0.0% | 0.0% | 0.6% |
| Availability of safe walking/pedestrian facilities to get to the bus | 0.0% | 10.0% | 1.9% | 0.0% | 7.7% | 0.0% | 5.4% | 0.0% | 0.0% | 2.8% | 0.0% | 4.8% | 2.9% |
| None chosen | 18.8% | 40.0% | 19.2% | 24.2% | 23.1% | 28.0% | 25.0% | 10.5% | 28.6% | 22.2% | 22.2% | 9.5% | 23.3% |

Q18. Which THREE of the items listed in Question 17 are most important to you?

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q18. 2nd choice</u> | | | | | | | | | | | | | |
| Cleanliness of buses | 0.0% | 0.0% | 3.8% | 3.0% | 0.0% | 4.0% | 1.8% | 0.0% | 3.6% | 5.6% | 5.6% | 4.8% | 2.9% |
| Comfort of seats | 6.3% | 3.3% | 1.9% | 6.1% | 0.0% | 4.0% | 0.0% | 5.3% | 3.6% | 2.8% | 5.6% | 0.0% | 2.9% |
| Courtesy of drivers | 6.3% | 0.0% | 11.5% | 6.1% | 0.0% | 4.0% | 8.9% | 5.3% | 10.7% | 8.3% | 0.0% | 9.5% | 6.9% |
| How safe I feel when waiting at stops | 6.3% | 3.3% | 7.7% | 9.1% | 0.0% | 0.0% | 8.9% | 5.3% | 7.1% | 8.3% | 0.0% | 4.8% | 6.1% |
| How safe I feel on-board the bus | 0.0% | 10.0% | 3.8% | 0.0% | 0.0% | 8.0% | 7.1% | 10.5% | 3.6% | 0.0% | 0.0% | 0.0% | 4.0% |
| On-time reliability of buses | 12.5% | 13.3% | 7.7% | 0.0% | 7.7% | 8.0% | 8.9% | 10.5% | 7.1% | 0.0% | 11.1% | 9.5% | 7.5% |
| How frequently buses come by stops | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 8.0% | 7.1% | 0.0% | 0.0% | 5.6% | 5.6% | 0.0% | 2.9% |
| Availability of weekend service | 12.5% | 13.3% | 17.3% | 15.2% | 15.4% | 16.0% | 10.7% | 10.5% | 14.3% | 13.9% | 11.1% | 9.5% | 13.5% |
| Availability of evening service | 25.0% | 6.7% | 7.7% | 24.2% | 15.4% | 12.0% | 3.6% | 15.8% | 0.0% | 16.7% | 11.1% | 23.8% | 11.8% |
| Availability of covered shelters at stops | 0.0% | 3.3% | 7.7% | 3.0% | 15.4% | 0.0% | 12.5% | 15.8% | 3.6% | 2.8% | 0.0% | 14.3% | 6.6% |
| How close stops are located to the destinations I need to visit | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.6% | 2.8% | 11.1% | 9.5% | 2.3% |
| Minimizing the number of transfers | 0.0% | 0.0% | 1.9% | 6.1% | 7.7% | 8.0% | 0.0% | 5.3% | 0.0% | 0.0% | 5.6% | 4.8% | 2.6% |
| Availability of information about bus service | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 2.8% | 0.0% | 0.0% | 0.6% |
| Availability of safe walking/pedestrian facilities to get to the bus | 6.3% | 0.0% | 3.8% | 0.0% | 7.7% | 0.0% | 1.8% | 0.0% | 3.6% | 2.8% | 11.1% | 0.0% | 2.6% |
| None chosen | 25.0% | 40.0% | 23.1% | 27.3% | 30.8% | 28.0% | 28.6% | 10.5% | 39.3% | 27.8% | 22.2% | 9.5% | 26.8% |

Q18. Which THREE of the items listed in Question 17 are most important to you?

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q18. 3rd choice</u> | | | | | | | | | | | | | |
| Cleanliness of buses | 6.3% | 0.0% | 3.8% | 0.0% | 7.7% | 4.0% | 3.6% | 0.0% | 0.0% | 2.8% | 0.0% | 0.0% | 2.3% |
| Comfort of seats | 0.0% | 3.3% | 1.9% | 0.0% | 0.0% | 0.0% | 5.4% | 0.0% | 0.0% | 8.3% | 11.1% | 0.0% | 2.9% |
| Courtesy of drivers | 6.3% | 3.3% | 3.8% | 0.0% | 7.7% | 4.0% | 3.6% | 5.3% | 7.1% | 2.8% | 11.1% | 14.3% | 4.9% |
| How safe I feel when waiting at stops | 0.0% | 0.0% | 3.8% | 3.0% | 7.7% | 0.0% | 0.0% | 0.0% | 7.1% | 0.0% | 5.6% | 4.8% | 2.3% |
| How safe I feel on-board the bus | 6.3% | 3.3% | 1.9% | 12.1% | 0.0% | 4.0% | 5.4% | 0.0% | 10.7% | 0.0% | 0.0% | 0.0% | 4.0% |
| On-time reliability of buses | 0.0% | 0.0% | 7.7% | 6.1% | 0.0% | 4.0% | 3.6% | 5.3% | 3.6% | 5.6% | 0.0% | 9.5% | 4.3% |
| How frequently buses come by stops | 0.0% | 6.7% | 1.9% | 12.1% | 0.0% | 8.0% | 5.4% | 0.0% | 7.1% | 2.8% | 5.6% | 0.0% | 4.6% |
| Availability of weekend service | 0.0% | 10.0% | 9.6% | 9.1% | 7.7% | 0.0% | 8.9% | 5.3% | 7.1% | 8.3% | 0.0% | 4.8% | 6.9% |
| Availability of evening service | 12.5% | 20.0% | 9.6% | 12.1% | 7.7% | 4.0% | 5.4% | 10.5% | 3.6% | 8.3% | 5.6% | 4.8% | 8.6% |
| Availability of covered shelters at stops | 18.8% | 3.3% | 0.0% | 6.1% | 7.7% | 24.0% | 5.4% | 10.5% | 0.0% | 11.1% | 16.7% | 14.3% | 8.1% |
| How close stops are located to the destinations I need to visit | 0.0% | 10.0% | 9.6% | 3.0% | 0.0% | 8.0% | 7.1% | 21.1% | 3.6% | 8.3% | 0.0% | 19.0% | 7.8% |
| Minimizing the number of transfers | 6.3% | 0.0% | 3.8% | 0.0% | 0.0% | 4.0% | 0.0% | 10.5% | 3.6% | 0.0% | 11.1% | 0.0% | 2.6% |
| Availability of information about bus service | 0.0% | 0.0% | 9.6% | 0.0% | 7.7% | 0.0% | 1.8% | 5.3% | 0.0% | 5.6% | 5.6% | 0.0% | 3.2% |
| Availability of safe walking/pedestrian facilities to get to the bus | 6.3% | 0.0% | 1.9% | 6.1% | 0.0% | 4.0% | 0.0% | 0.0% | 0.0% | 5.6% | 0.0% | 4.8% | 2.3% |
| None chosen | 37.5% | 40.0% | 30.8% | 30.3% | 46.2% | 32.0% | 44.6% | 26.3% | 46.4% | 30.6% | 27.8% | 23.8% | 35.2% |

Q18. Which THREE of the items listed in Question 17 are most important to you? (top 3)

N=347

| | Route | | | | | | | | | | | | Total |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 19 | |
| <u>Q18. Top choice</u> | | | | | | | | | | | | | |
| Cleanliness of buses | 6.3% | 6.7% | 17.3% | 12.1% | 7.7% | 24.0% | 12.5% | 0.0% | 28.6% | 16.7% | 16.7% | 14.3% | 14.4% |
| Comfort of seats | 6.3% | 10.0% | 5.8% | 9.1% | 0.0% | 4.0% | 12.5% | 10.5% | 7.1% | 11.1% | 22.2% | 0.0% | 8.6% |
| Courtesy of drivers | 25.0% | 16.7% | 25.0% | 9.1% | 23.1% | 24.0% | 16.1% | 10.5% | 25.0% | 25.0% | 27.8% | 23.8% | 20.5% |
| How safe I feel when waiting at stops | 6.3% | 3.3% | 21.2% | 18.2% | 15.4% | 0.0% | 19.6% | 15.8% | 14.3% | 11.1% | 11.1% | 9.5% | 13.5% |
| How safe I feel on-board the bus | 18.8% | 13.3% | 7.7% | 12.1% | 0.0% | 20.0% | 17.9% | 15.8% | 14.3% | 2.8% | 0.0% | 4.8% | 11.2% |
| On-time reliability of buses | 18.8% | 20.0% | 23.1% | 18.2% | 7.7% | 16.0% | 19.6% | 47.4% | 17.9% | 19.4% | 27.8% | 28.6% | 21.6% |
| How frequently buses come by stops | 0.0% | 6.7% | 9.6% | 15.2% | 7.7% | 16.0% | 14.3% | 5.3% | 14.3% | 8.3% | 11.1% | 9.5% | 10.7% |
| Availability of weekend service | 43.8% | 36.7% | 36.5% | 51.5% | 53.8% | 32.0% | 37.5% | 42.1% | 25.0% | 36.1% | 27.8% | 52.4% | 38.6% |
| Availability of evening service | 37.5% | 33.3% | 21.2% | 39.4% | 23.1% | 28.0% | 12.5% | 26.3% | 14.3% | 25.0% | 16.7% | 38.1% | 24.8% |
| Availability of covered shelters at stops | 31.3% | 6.7% | 19.2% | 15.2% | 30.8% | 24.0% | 19.6% | 31.6% | 7.1% | 22.2% | 16.7% | 28.6% | 19.6% |
| How close stops are located to the destinations I need to visit | 0.0% | 16.7% | 15.4% | 6.1% | 0.0% | 8.0% | 10.7% | 21.1% | 10.7% | 19.4% | 16.7% | 33.3% | 13.5% |
| Minimizing the number of transfers | 12.5% | 0.0% | 5.8% | 6.1% | 7.7% | 12.0% | 0.0% | 15.8% | 3.6% | 0.0% | 16.7% | 4.8% | 5.5% |
| Availability of information about bus service | 0.0% | 0.0% | 11.5% | 0.0% | 7.7% | 0.0% | 1.8% | 10.5% | 0.0% | 11.1% | 5.6% | 0.0% | 4.3% |
| Availability of safe walking/pedestrian facilities to get to the bus | 12.5% | 10.0% | 7.7% | 6.1% | 15.4% | 4.0% | 7.1% | 0.0% | 3.6% | 11.1% | 11.1% | 9.5% | 7.8% |
| None chosen | 18.8% | 40.0% | 19.2% | 24.2% | 23.1% | 28.0% | 25.0% | 10.5% | 28.6% | 22.2% | 22.2% | 9.5% | 23.3% |

Section 6

Survey Instrument



Sioux Falls Area Metro Passenger Survey

Thank you for agreeing to help us with this important survey. Your input will be used to plan transportation improvements in the Sioux Falls metropolitan area. You can take the survey online at <http://siouxtransitsurvey.org/>

1. **How many years have you been riding the bus in Sioux Falls? [Write "0" if less than one year.]**
_____ years
2. **Overall, what is your perception of the quality of the public transit system in Sioux Falls?**
____(1) Excellent ____ (2) Good ____ (3) Fair ____ (4) Poor ____ (9) Don't know
3. **How often do you currently use Sioux Falls Area Metro?**
____(1) 5+ days per week ____ (3) Once a week ____ (5) A few times a year
____(2) 2-4 days per week ____ (4) A few times a month ____ (6) Rarely or never
4. **Why do you use the bus in Sioux Falls? [Check all that apply.]**
____(1) It's my only alternative ____ (4) Save money ____ (7) Other: _____
____(2) To avoid traffic congestion ____ (5) Employer provides transit pass
____(3) Don't like driving ____ (6) I care about the environment
5. **How many blocks from your HOME is the nearest bus stop located? [If you don't know, circle "Don't Know."]**
_____ blocks Don't Know
6. **How often do buses typically arrive at the bus stop nearest your HOME? [If you don't know, circle "Don't Know."]**
Every _____ minutes Don't Know
7. **Excluding your home, how many different places did you (or will you) use the bus to visit today?**
_____ places

TODAY'S TRIP

8. **Which route are you riding now, or about to board next?** _____
9. **Excluding your home, what is/was the name and address of the primary destination you are using/used the bus to visit today? If you are visiting/visited more than one place, just list one. If you don't know the exact address, please provide a description of the location.**
Place name: _____ Location/Address: _____
10. **How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus? If you did/will not take the bus to get to the destination listed above, how long would it have taken you on the bus? [If you don't know, circle "Don't Know."]**
_____ minutes Don't Know
11. **How many times did you (or would you have had to) transfer to get from your home to the destination listed above? [Please only list the number of transfers for your one-way trip from your home to the destination.]**
____(1) Once ____ (2) Twice ____ (3) Three or more ____ (4) None
12. **What is/was the primary purpose of your current trip?**
____(1) Work ____ (4) College/school ____ (7) Other: _____
____(2) Personal business ____ (5) Hospital/doctor's office
____(3) Shopping ____ (6) Social/recreation
13. **Do you have a car or other vehicle that you could have used to make this trip?**
____(1) Yes ____ (2) No
14. **If bus service were not available, how would you make this trip?**
____(1) Use my car ____ (3) Bicycle ____ (5) Use an Uber/Lyft/Taxi
____(2) Walk ____ (4) Get a ride from someone ____ (6) I would not make this trip
15. **Please list up to three destinations that you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system. If the destination name is not unique, please provide a brief description of the location (e.g. "McDonalds on East 10th Street" rather than just "McDonalds"). [If you don't know, leave the item blank.]**
1st: _____ 2nd: _____ 3rd: _____

16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided.

| Amenities | | Very Likely | Likely | Not Sure | Not Likely |
|-----------|---|-------------|--------|----------|------------|
| 1. | Free WiFi on-board | 4 | 3 | 2 | 1 |
| 2. | Mobile ticketing (this would allow you to purchase tickets on your smart phone or other mobile device) | 4 | 3 | 2 | 1 |
| 3. | Real-time information about the location of buses that can be accessed on a mobile device | 4 | 3 | 2 | 1 |
| 4. | Passenger alerts (e.g. notifications about disruptions to service, delays; would be sent to your mobile device) | 4 | 3 | 2 | 1 |

17. Please rate the following aspects of public transit in the Sioux Falls metropolitan area.

| Attributes of Public Transit | | Excellent | Good | Fair | Poor |
|------------------------------|--|-----------|------|------|------|
| 01. | Cleanliness of buses | 4 | 3 | 2 | 1 |
| 02. | Comfort of seats | 4 | 3 | 2 | 1 |
| 03. | Courtesy of drivers | 4 | 3 | 2 | 1 |
| 04. | How safe I feel when waiting at stops | 4 | 3 | 2 | 1 |
| 05. | How safe I feel on-board the bus | 4 | 3 | 2 | 1 |
| 06. | On-time reliability of buses | 4 | 3 | 2 | 1 |
| 07. | How frequently buses come by stops | 4 | 3 | 2 | 1 |
| 08. | Availability of weekend service | 4 | 3 | 2 | 1 |
| 09. | Availability of evening service | 4 | 3 | 2 | 1 |
| 10. | The availability of covered shelters at stops | 4 | 3 | 2 | 1 |
| 11. | How close stops are located to the destinations I need to visit | 4 | 3 | 2 | 1 |
| 12. | Minimizing the number of transfers | 4 | 3 | 2 | 1 |
| 13. | The availability of information about bus service | 4 | 3 | 2 | 1 |
| 14. | The availability of safe walking/pedestrian facilities to get to the bus | 4 | 3 | 2 | 1 |

18. Which THREE of the items listed above are MOST IMPORTANT to you? [Write in your answers below using the numbers from the list in Question 17.]

1st: ____ 2nd: ____ 3rd: ____

19. What is your age? ____ years

20. Your gender: ____ (1) Male ____ (2) Female

21. Are you employed? ____ (1) Yes [Answer Q21a.] ____ (2) No

21a. What is the name and address of your employer?

Employer name: _____ Address: _____

22. How many persons currently live in your household? ____ persons

23. Would you say your total annual household income is...

- ____ (1) Under \$15,000 ____ (4) \$45,000 to \$59,999 ____ (7) Over \$100,000
- ____ (2) \$15,000 to \$29,999 ____ (5) \$60,000 to \$74,999
- ____ (3) \$30,000 to \$44,999 ____ (6) \$75,000 to \$99,999

24. Do you have a smart phone? ____ (1) Yes ____ (2) No

25. What is your home address and zip code?

Address: _____ Zip code: _____

26. Do you have any other suggestions to improve bus service in Sioux Falls?

Please return your completed survey to the Survey Administrator.

TO ENTER A DRAWING FOR A FREE MONTHLY BUS PASS, PLEASE PROVIDE YOUR NAME AND PHONE NUMBER BELOW.

Name: _____ Phone: _____