

# **2014 North Central Texas Regional On-Board Transit Survey**

**Report**

Prepared for:

North Central Texas Council of Governments (NCTCOG), Dallas Area Rapid Transit (DART), Fort Worth Transportation Authority (The T), Trinity Railway Express (TRE), and Denton County Transportation Authority (DCTA)

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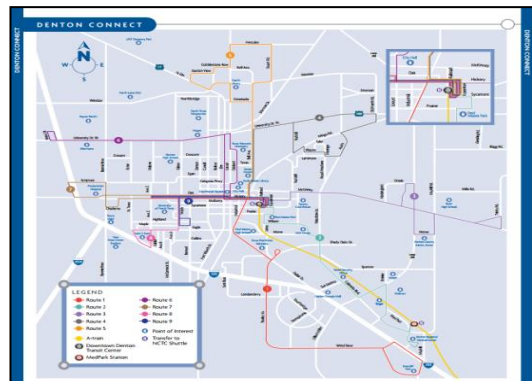
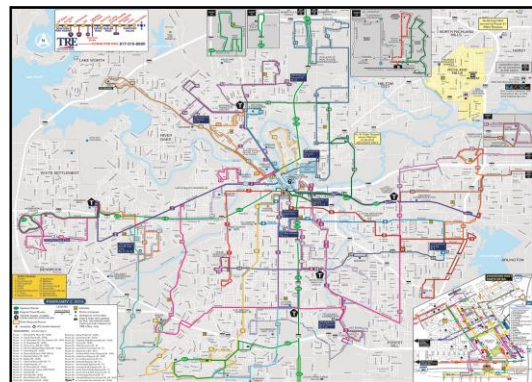
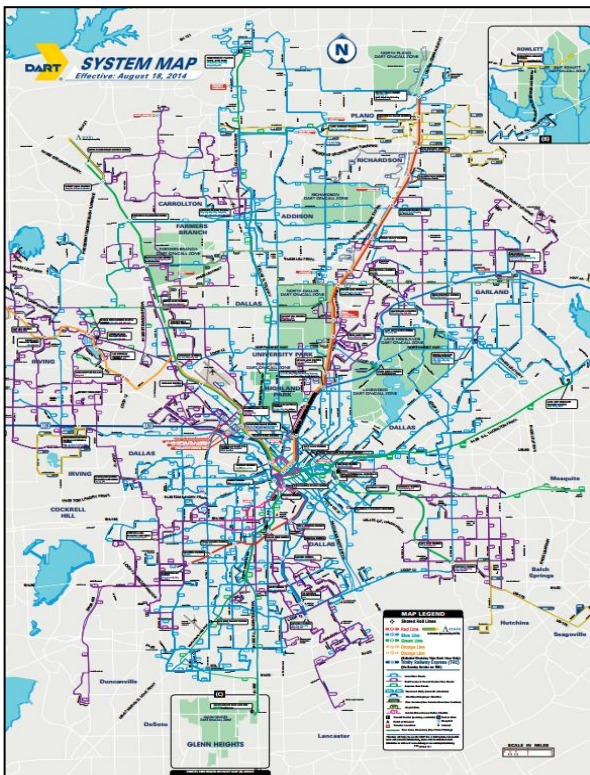
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# Acronyms and Abbreviations

APC	Automatic Passenger Counter
FTA	Federal Transit Administration
NCTCOG	North Central Texas Council of Governments
DART	Dallas Area Rapid Transit
The T	Fort Worth Transportation Authority
DCTA	Denton County Transportation Authority
TRE	Trinity Railway Express
Project	NCTCOG Regional On-Board Survey
QA/QC	Quality Assurance/Quality Control
RTD	Route, Time of Day, and Direction
SRRT	Survey Records Review Team
VSEP	Visual Survey Editor Program



NCTCOG:	<a href="http://www.nctcog.org/">http://www.nctcog.org/</a>
DART:	<a href="http://www.dart.org/">http://www.dart.org/</a>
The T:	<a href="http://www.the-t.com/">http://www.the-t.com/</a>
DCTA:	<a href="https://www.dcta.net/">https://www.dcta.net/</a>

The 2014 North Central Texas Regional On-Board Transit Survey involved two types of on-board surveys with bus and rail riders in the Dallas / Fort Worth metropolitan area (DFW) that encompasses all rail and bus fixed route services in the North Central Texas Council of Governments (NCTCOG) region. Surveys were conducted on the following systems: Dallas Area Rapid Transit (DART), Fort Worth Transportation Authority (The T), Trinity Railway Express (TRE), and Denton County Transportation Authority (DCTA).

The survey consisted of two major elements. The On-to-Off element is intended to identify boarding and alighting patterns of transit riders as well as provide a basis for expanding the results of the Main Survey. The Main Survey element consisted of detailed surveys of riders conducted on-board rail and bus routes. The onboard survey was carried out by ETC Institute with Parsons Brinckerhoff, serving as the General Engineering Consultant for the Project. In addition, Westat created a data visualization tool for supplementary analysis of the survey data to be conducted by NCTCOG and its partners.

Overall, the contracted goals were On-to-Off Survey to approximately 46,000 (DART ~37,500, The T ~4,500, DCTA ~ 3,000, and TRE ~ 1,600) riders and a Full Main Survey to approximately 26,000 weekday riders and over 1,000 weekend riders for The T and DCTA, or approximately 10% of the region's average ridership. Ultimately, 83,256 On-to-Off surveys (DART 64,741, The T 8,494, DCTA 6,671, and TRE 3,350) and 36,935 main surveys were completed (DART 27,952 weekday, The T 3,851 weekday and 1,278 weekend, DCTA 2,628 weekday and 126 weekend, and TRE 1,100 weekday). The following sections further describe the survey process.



Figure 1 displays each time period and total surveys collected and collection percentage by the total ridership.

**Figure 1. Survey Totals by Time of Day**

<b>NCTCOG 2014 ON-BOARD SURVEY PARTICIPATION RATES BY MODE AND TIME OF DAY</b>						
<b>NUMBER OF RIDERS WHO WERE ASKED TO PARTICIPATE IN THE SURVEY BY MODE AND TIME OF DAY</b>						
	Before - 8:59	9:00 A.M. -	12:00 P.M. -	3:00 P.M. -		
MODE	A.M.	11:59 A.M.	2:59 P.M.	6:59 P.M.	After 7 P.M.	Total
DART RAIL/TRE	3,590	3,559	4,142	5,291	2,973	19,555
DART BUS	3,487	3,715	4,486	5,235	3,099	20,022
DCTA BUS/RAIL	479	795	939	1,074	344	3,631
The T BUS	843	1,203	1,831	1,972	732	6,581
TOTAL	8,399	9,272	11,398	13,572	7,148	49,789
<b>NUMBER OF RESPONDENTS WHO AGREED TO PARTICIPATE BY MODE AND TIME OF DAY</b>						
	Before - 8:59	9:00 A.M. -	12:00 P.M. -	3:00 P.M. -		
MODE	A.M.	11:59 A.M.	2:59 P.M.	6:59 P.M.	After 7 P.M.	Total
DART RAIL/TRE	3,254	3,081	3,406	4,261	2,419	16,421
DART BUS	3,249	3,301	3,962	4,219	2,537	17,268
DCTA BUS/RAIL	457	716	794	902	286	3,155
The T BUS	788	1,084	1,523	1,629	614	5,638
TOTAL	7,748	8,182	9,685	11,011	5,856	42,482
<b>NUMBER OF RESPONDENTS WHO REFUSED TO PARTICIPATE BY MODE AND TIME OF DAY</b>						
	Before - 8:59	9:00 A.M. -	12:00 P.M. -	3:00 P.M. -		
MODE	A.M.	11:59 A.M.	2:59 P.M.	6:59 P.M.	After 7 P.M.	Total
DART RAIL/TRE	336	478	736	1,030	554	3,134
DART BUS	238	414	524	1,016	562	2,754
DCTA BUS/RAIL	22	79	145	172	58	476
The T BUS	55	119	308	343	118	943
TOTAL	651	1,090	1,713	2,561	1,292	7,307
<b>RESPONSE RATE BY TIME OF DAY AND MODE</b>						
	Before - 8:59	9:00 A.M. -	12:00 P.M. -	3:00 P.M. -		
MODE	A.M.	11:59 A.M.	2:59 P.M.	6:59 P.M.	After 7 P.M.	Total
DART RAIL/TRE	90.6%	86.6%	82.2%	80.5%	81.4%	84.0%
DART BUS	93.2%	88.9%	88.3%	80.6%	81.9%	86.2%
DCTA BUS/RAIL	95.4%	90.1%	84.6%	84.0%	83.1%	86.9%
The T BUS	93.5%	90.1%	83.2%	82.6%	83.9%	85.7%
AVERAGE	92.2%	88.2%	85.0%	81.1%	81.9%	85.3%

## 1.1 Key Findings

The objectives of the 2014 Origin and Destination survey analysis were two-fold: (1) examine the demographics, and (2) examine the travel behavior characteristics of DART, DCTA, The T, and TRE transit riders. The survey data used for this analysis was appropriately weighted and expanded to represent the unlinked trips made by DART, DCTA, The T, and TRE transit riders.

***Some important findings from the analysis of the DART riders are the following:***

- Sixty percent of all transit riders (60.7%) are between the ages of 18 and 34.
- Over sixty percent of all transit riders (67.5%) have a valid driver's license.
- Eighty-one percent (81.1%) of riders are employed on at least a part-time basis.
- Forty-eight percent of riders (48.3%) made Home-Based Work trips using transit.
- Walking all the way is the dominant access and egress mode for all riders, on average 84.2%.
- Over half (54.5%) of DART riders use only one route to complete their one-way trip.

***Some important findings from the analysis of the DCTA riders are the following:***

- Riders are primarily (67.6%) 18 to 24 years of age.
- Over three-quarters of all DCTA riders (83.3%) have a valid driver's license.
- Seventy-one percent (71.2%) of DCTA riders are employed on at least a part-time basis.
- Walking all the way is the dominant access and egress mode for all riders, on average 93.0%.
- Forty-one percent of trips (41.1%) made by riders were Home-Based Education College trips.
- Eighty-one percent (81.2%) of riders used only one route to complete their one-way trip.

***Some important findings from the analysis of the The T riders are the following:***

- Riders are primarily (63.9%) 18 to 34 years of age.
- Nearly sixty-four percent of all The T riders (63.7%) have a valid driver's license.
- Seventy-eight percent (78.4%) of The T riders are employed on at least a part-time basis.
- Walking all the way is the dominant access and egress mode for all riders, on average 92.7%.
- Nearly Forty-three percent of trips (42.8%) made by riders were Home-Based Work trips.
- Nearly one-fourth (24.9%) of riders used two routes to complete their one-way trip.

***Some important findings from the analysis of the TRE riders are the following:***

- Riders are primarily (51.0%) 25 to 44 years of age.
- Eighty percent of all TRE riders (80.8%) have a valid driver's license.
- Nearly ninety percent (89.2%) of TRE riders are employed on at least a part-time basis.
- The majority of trips (63.0%) made by riders were Home-Based Work trips.
- In contrast to other agencies, nearly forty percent (39.4%) on average, access or egress transit by either being picked-up/dropped off by someone or getting in a parked vehicle with others/alone.
- Nearly thirty-six percent (35.5%) of riders used two routes to complete their one-way trip.

## **1.2 Purpose and Objectives**

The purpose of this project is to gather updated travel behavior data from transit users in the Dallas / Fort Worth metropolitan area that encompasses all rail and bus fixed route services in the NCTCOG region provided by the Dallas Area Rapid Transit (DART), Denton County Transportation Authority (DCTA), Fort Worth Transportation Authority (The T), and the Trinity Railway Express (TRE). The data will be used to do the following:

- Improve regional transit ridership forecasts produced by NCTCOG's travel demand model;
- Compile statistically accurate information about transit customers and how they use the transit system for transit agency planning purposes;
- Evaluate changes from new services introduced (DART Green and Orange light rail and A-Train in Denton);
- Generate reliable linked Origin-Destination data to support computerized travel demand modeling and transportation network simulation activities;
- Obtain the best quality data from all segments of public transportation users;
- Improve the statistical quality of survey sample at rail stations and along bus routes as required to enhance the effectiveness of the regional transit model; and
- Assist in fulfilling requirements that will allow DART, DCTA, and The T to compete for Federal Transit Authority (FTA) New Starts funding.

## **1.3 Survey Development Process**

The survey development process began by having representatives from NCTCOG, DART, DCTA, The T, and TRE in cooperation with ETC Institute review the data requirements for the transit on-board survey. Since the primary objective for the project was to improve the regional transit ridership forecasts produced by NCTCOG's travel demand model, many of the questions focused on collecting data that will support current and future transportation forecasting efforts. The survey focused on collecting (1) all elements of the "one-way" trip including trip purpose, origin and destination addresses, boarding and alighting locations,

access and egress modes, and transfers made; (2) "half-tour" information needed for activity-based modeling efforts; (3) information needed for the travel demand model and transit planning, including person and household demographics; and (4) Title VI information to be used for transit agency compliance.

After multiple iterations of input and review, the survey instrument was shared with representatives of the FTA to ensure all Federal requirements and expectations for the design of the survey were met. All of the suggestions from the FTA staff were incorporated into the final version of the survey. The final version of the paper questionnaire for each agency is included in Appendix A.

## 1.4 Required Data Collected

Required data involved questions for which a response from a respondent was required in order for the survey to be considered complete. Some of the data required to fulfill the objectives of the project are the following:

- Origin address
- Destination address
- Boarding location
- Alighting location
- Home address
- Access mode
- Egress mode
- Trip purpose
- Number of transfers
- Transfer routes
- Time of Day trip was completed
- Direction of travel

The record must also contain answers to at least 90% of the "other trip information", "payment", and demographic questions which include:

- Frequency of transit use
- Method of payment
- Number of vehicles available to the household
- Number of household occupants
- Number of adults who are employed in the household
- Student status
- Employment status
- Driver's license status
- Whether the respondent is a resident of the DFW region
- Age
- Disability status
- Race
- Gender
- Income
- English language ability

## 1.5 Survey Instrument

The survey instrument was designed to be administered as a face-to-face interview using tablet personal computers (PCs) and printed surveys. Tablet PCs were the primary method and paper surveys, which were printed on heavy card stock for easy distribution and completion, were only used on some express route buses.

The tablet PCs were the preferred method as the tablet PC's have an on-screen mapping features that allows for real-time geocoding of addresses and places based off of either address, intersection or place searches based on feedback from respondents. The respondents can then confirm the geocoded location based on the on-screen map that shows the searched address/location via a Google Map indicator icon. In addition to using the mapping feature to collect the GPS coordinates of major survey locations (home address, origin address, destination address, boarding location, and alighting location), the tablet PC also allows the surveyor to walk through each question with the respondent to answer any questions as well as to ensure the quality of the data collected. The respondent can also press the answers to the questions directly on the tablet PC during the demographic section in order to allow for more privacy. The Tablet Version Survey can be found in Appendix B.

For express routes, the respondent generally has a longer ride time and the routes often serve employed travelers with higher education levels. The combination of higher education levels, longer ride time, and the ease of distributing the paper surveys to a higher number of passengers often leads to a much higher percentage of surveys being captured than would have been possible by using tablet PCs alone while still maintaining a high level of accuracy. Each paper survey contained a serial number that was used by ETC Institute to track the route and sequence in which surveys were completed. While most respondents completed the survey during their trips, postage-paid return envelopes were available for riders who did not have time to complete the survey while onboard the express buses. Less than 1 percent of surveys in the database were received in the mail by ETC. The paper version of the survey for each agency are provided in Appendix A.

Respondents who did not have time to complete the survey during their bus trip were also given the option of providing their phone numbers for follow-up. Those who provided their phone numbers were then contacted by ETC Institute's call center within three days of the original attempt to survey the rider to gather the remaining information needed to create a complete survey record.

Bilingual interviewers were also hired to administer the surveys on tablet PCs in Spanish. Paper surveys were also available in Spanish. ETC Institute's Call Center was also able to follow-up in both Spanish and Chinese.

## 1.6 Overall Survey Schedule

Table 1-1 displays the overall project schedule displays project dates.

**Table 1-1. Overall Project Schedule**

Task	Task Description	Date
<b>Task 1</b>	<b>Project Management</b>	
Task 1.1	Agency info	September 2013
Task 1.2	Project Management Plan	October 2013
<b>Task 2</b>	<b>Sampling Plan</b>	
Task 2.1	Sampling Plan Full Survey Draft	November 2013
	Sampling Full Survey Final	March 2014
Task 2.2	Sampling Plan On-to-Off Survey Draft	November 2013
	Sampling On-to-Off Survey Final	January 2014
<b>Task 3</b>	<b>Survey Instruments</b>	
Task 3.1	Survey Instruments Draft	October 2013
	Survey Instruments Final	March 2014
Task 3.2	Pilot Study	December 2013
Task 3.3	Documentation of Pilot Findings	January 2014
Task 3.4	Update Project Management Plan	March 2014
<b>Task 4</b>	<b>Data Collection</b>	
Task 4.1	Data Collection Personnel	January 2014
Task 4.2	Outreach DART	January 2014
	Outreach TRE	February 2014
	Outreach All Other Agencies	Late August 2014
Task 4.3	Weekly Updates	Throughout Data Collection
Task 4.4	Quality Control Personnel	Throughout Data Collection
Task 4.5	Raw Survey Data Deliverables DART	August 2014
	Raw Survey Data Deliverables TRE	August 2014
	Raw Survey Data Deliverables All Other Agencies	Decemeber 2014
	<b>Data Collection Schedule by System/Type of Survey</b>	
	DART Rail / On-to-Off	February-early April 2014
	DART Rail / Main Survey	March-May 2014, August-October 2014
	DART Bus / On-to-Off	February-early April 2014
	DART Bus / Main Survey	March-May 2014, August-October 2014
	TRE / On-to-Off	March 2014
	TRE /Main Survey	March-May 2014, August-October 2014
	DCTA A Train / On-to-Off	September 2014
	DCTA A Train /Main Survey	October - November 2014
	DCTA / On-to-Off	September 2014
	DCTA /Main Survey	October - November 2014
	DCTA - UNT / On-to-Off	September 2014
	DCTA - UNT /Main Survey	October - November 2014
	The T / On-to-Off	September- October 2014
	The T /Main Survey	October - December 2014

**Table 1-1. Overall Project Schedule (CONTINUED)**

Task	Task Description	Date
<b>Task 5</b>	<b>Quality Assurance / Quality Control</b>	
Task 5.1	Quality Assurance / Quality Control Plan	Throughout Data Collection
Task 5.2	Personnel to Geocode Data	Throughout Data Collection
<b>Task 6</b>	<b>Sample Weighting, Expansion, and Data Analysis</b>	
	Reverse Trip Review	April - May 2015
Task 6.1	Sample Weighting and Expansion of Data - DART/TRE/DCTA/The T	April -July 2015
Task 6.2	Data Analysis - DART/TRE/DCTA/The T	April -July 2015
Task 6.3	Analysis of Origin - Destination Patterns	May -July 2015
<b>Task 7</b>	<b>Documentation</b>	
	Draft Executive Summary - DART/TRE	June 2015
	Draft Final Report	June 2015
	PRC Review of Draft Report	June 2015
	Final Report	July 2015

## 1.7 Survey Incentives

Respondents were able to register in a raffle after completing an on-board survey. Riders who submitted an accurately completed survey, as defined in Section 5.1, were entered in a random drawing for one of twenty \$100 cash prizes. The promise of an incentive for a returned questionnaire was effective in increasing the response rate. More than 30,000 transit riders registered for the raffle (DART ~24,000, The T ~4,500, DCTA ~2,400, and TRE ~1,000).

Riders were also asked whether or not they would be willing to participate in future surveys or focus groups about transit issues. More than 21,000 riders agreed to participate in future surveys/focus groups (DART 16,289, The T 2,893, DCTA 1,677, and TRE 682) by providing their phone number or email address.



ETC Institute conducted a pilot test of the North Central Texas Regional On-Board Transit Survey from December 16-19, 2013. The purpose of the pilot test was to assess all aspects of the survey including the following: survey design, sampling methodology, implementation, and data processing tasks.

- The overall goal was to complete 700 On-to-Off Surveys. The actual number of On-to-Off surveys that were completed in the field was 2,534. Of these, 2,442 were classified as useable (96% recovery rate).
- The overall goal was to complete 500 Full main surveys. The actual number of main surveys that were completed in the field was 537. Of these, 504 were classified as useable (94% recovery rate).

## 2.1 Routes/Stations Involved

The transit agencies provided suggestions on what routes should be included in the pilot; generally they focused on getting a good representation of the different types of riders and trips that would be encountered in the full survey. The pilot test included a full assortment of routes including local and express buses, routes from all transit agencies, and a rail line. The pilot test was administered to transit riders on seven bus routes and the Green Line between the hours of 6am and 8pm on Dec 16-19, 2013. The routes that were included in the pilot test, which were chosen based on a variety of service types, are the following:

### **BUS ROUTES**

- DART Route 11
- DART Route 208
- DART Route 466
- DART Route 283
- DCTA Route 7

- The T Route 25
- The T Route 65

### **RAIL LINES**

- Green Line (DART)

## 2.2 Assessment of Survey Length

The pilot survey contained 35 questions and 15 supplemental questions, and is provided in *Appendix C*.

The time it took survey participants to fully complete the 35 question survey on a tablet PC ranged from a minimum of 3.91 minutes to a maximum of 12.62 minutes. The average time was 5.73 minutes. The average time it took survey participants to fully complete the survey with the 15 supplemental questions on a tablet PC was 10.21 minutes. Given the length of the survey with the supplemental questions, the supplemental questions were only tested on the first day of the pilot test. From the pilot, it was recommended that the supplemental questions be removed from the survey.

## 2.3 Assessment of Sampling Procedures

There were no problems with the sampling procedures. The process for randomly selecting riders on buses and trains worked very well. No changes to the sampling procedures were needed.

## 2.4 Assessment of Survey Participation and Usability of Surveys

**On-to-Off Survey:** The goal was to obtain 700 completed on-to-off surveys. Table 2-1 shows a breakout of the number of completed surveys by route.

**Table 2-1. On-to-Off Survey Totals from the Pilot Test**

On-to-Off Survey			GOAL for	ACTUAL Number of	Response	USEABLE SURVEYS	% Useable
Date	Transit Agency	Route/Rail Line	Completed Surveys	Completed Surveys	Rate		
16-Dec	DART	Greenline	150-200	1621	98%	1595	98%
17-Dec	DART	Route 11	100-125	332	97%	307	92%
	DART	Route 208	20-35	43	97%	41	95%
18-Dec	DART	Route 466	100-125	261	98%	241	92%
	DART	Route 283 (with intercept)	20-35	44	92%	43	98%
19-Dec	DCTA	Route 7	75-100	49	95%	43	88%
	The T	Route 25	75-100	164	96%	154	94%
	The T	Route 65 (with intercept)	20-35	20	95%	18	90%
TOTAL			700	2534	96%	2442	96%

When averaged by route, 96% of those who were asked to participate, agreed to participate. The highest rates of participation were on the GREEN LINE and Route 466; both had participation rates of 98%. The lowest rate of participation was on Route 283.

The On-to-Off survey on the GREEN LINE was very productive. Nearly 1,600 useable surveys were collected by a team of just 8 people on one day; this averaged to 200 surveys collected per surveyor.

There were a few minor difficulties with SPANISH language riders, so the On-to-Off cards needed to have instructions in both English and Spanish.

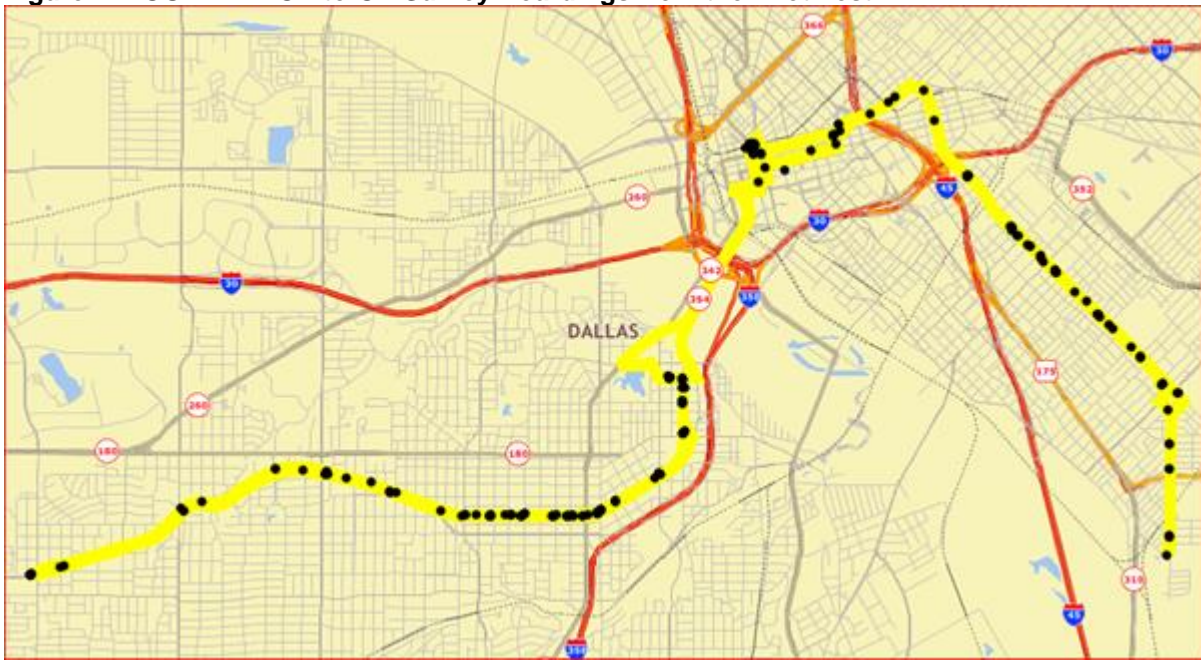
Overall, 96% of the surveys that were completed were matched and plotted on the routes on which the survey was conducted. So the quality of the data was very good.

The map in

Figure 2 is an example of the data collected.

Figure 2 shows the boarding locations for the On-to-Off surveys that were administered on Route 11.

**Figure 2. ROUTE 11: On-to-Off Survey Boardings from the Pilot Test**



**FULL MAIN SURVEY:** The goal was to complete 500 Full main surveys. Table 2-2 shows a breakout of the number of completed surveys by route.

**Table 2-2. Full Main Survey Totals from the Pilot Test**

FULL INTERCEPT SURVEY			GOAL for	ACTUAL Number of	Response	USEABLE SURVEYS	% Useable
Date	Transit Agency	Route/Rail Line	Completed Surveys	Completed Surveys	Rate		
16-Dec	DART	Greenline	100-125	143	93%	136	95%
17-Dec	DART	Route 11	70-100	114	92%	107	94%
	DART	Route 208 (paper)	20-35	38	97%	35	92%
18-Dec	DART	Route 466	70-100	90	93%	85	94%
	DART	Route 283 (paper)	20-35	25	93%	23	92%
19-Dec	DCTA	Route 7	50-70	51	96%	47	92%
	The T	Route 25	50-70	54	93%	51	94%
	The T	Route 65 (paper)	20-35	22	96%	20	91%
<b>TOTAL</b>				<b>537</b>	<b>94%</b>	<b>504</b>	<b>94%</b>

When averaged by route, 94% of those who were asked to participate agreed to participate. The highest rate of participation was on Route 208. The lowest rate of participation was on Route 11.

### **2.4.1 Short Trip Participation**

Among those who agreed to complete the survey, 24 indicated that they did not have time to complete the FULL version of the survey. All 24 people provided their name and phone number so ETC Institute could call them later to conduct the survey by phone. ETC Institute’s call center was able to successfully complete the survey with 21 of the 24 individuals who had a trip that was too short to complete on-board.

### **2.4.2 Assessment of Refusals**

A total of 38 refused to complete the survey. Of these:

#### **Reasons for Refusals**

- 18 did not give a reason
- 8 did not participate because the respondent did not speak English
- 12 were busy doing something else
- 0 indicated they had already done the survey

#### **Profile of Refusals**

- 22 were men and 16 were women
- 18 were African American, 8 were White, and 12 were Hispanic

#### **Spanish Surveys**

A total of 23 surveys were administered in Spanish. Of these, 19 did not speak English at all and four spoke some English.

Of the 23 Spanish surveys, 12 were completed as face-to-face interviews and 11 were completed by phone. None of the people who were given the Spanish version of the survey to return by mail sent it back.

## 2.5 Assessment of Survey Quality

A total of 575 passengers were asked to participate in the pilot test. Of these, 537 agreed to participate.

Of the 537 surveys that were completed, 504 passed the first two phases of ETC Institute QA/QC review, which are conducted in the field and immediately after the data is retrieved. The two phases of the review process are survey completeness and trip logic. Survey completeness checks are used to rule out incomplete surveys. A complete survey has all required data information and at least 90% of the “other trip information”, “payment”, and demographic questions. The next phase is logic checks. Logic checks are used to rule out illogical responses. The following are examples of illogical trips that were flagged as invalid are the following:

- Trips in which both the origin and destination were listed as “home.”
- Trips in which both the origin and destination were the same.
- Visual checks for illogical trip sequences (transfer issues/round trips/access and egress reporting errors)

94% (504 of 537) of the data collected for the pilot test passed the survey completeness phase. For the pilot test, ETC Institute did not complete the visual review of each record or perform a series of logic checks to test each record.

## 2.6 Assessment of Survey Design

Based on the results of the pilot test, a few revisions to the survey instrument were recommended.

### 2.6.1 General Survey Revisions

- Supplemental questions added too much time to the length of the survey. **Recommendation: Remove the supplemental questions from the survey.**
- Minor difficulties occurred with Spanish-speaking riders. **Recommendation: On-to-off cards needed to be in ENGLISH and SPANISH.**
- The T Route 25 was missing stops at La Gran Plaza. Routes were verified for any additional missing stops. **Recommendation: ETC needs to verify that all stops are programmed in the tablet prior to the Main Survey on all routes.**
- The Survey’s trip summary review screen was not properly linked to the original sections of the survey. Survey skip patterns were further examined and fixed. **Recommendation: Review tablet trip summary review screen.**
- **Recommendation: So the survey can be conducted by phone, the tablet survey needs to have a SPANISH screen with instructions in Spanish to get phone numbers of Spanish-speaking interviewers.**

## ***2.6.2 Specific Survey Design for the Questionnaire***

- Questions 4 and 9: The survey instrument needed consistency for the question about "how long (far) did you walk". Number of blocks walked to transit was used for Walk Distance. All but 5 respondents selected distance (blocks). **Recommendation: *Include blocks and distance as a single choice (e.g., (up to one block, up to 1/8<sup>th</sup> mile, or 2 minutes) together as a single response choice).***
- Question 11b: Changed the categories for wait time on the web version because people reported the wait time in 5 or 10 minute intervals instead of single digits. **Recommendation: *Single minute intervals for the bus or train on which the survey is being conducted.***
- Question 18: Riders stated that they have lifetime pass valid with an employer or university. Finalizing all pass type names was needed. **Recommendation: *Need to see if these should be captured as "annual" passes or if another option should be added.***
- Question 20: **Recommendation: *Need to add "Don't Know" and or what they actually paid for the fare subsidy question.***
- Questions 20 and 21: If riders have their employers pay for the pass the following question (where did you buy your pass?) doesn't seem to make sense. **Recommendation: *Need to review the logic for this question.***
- Questions 20 and 21: Almost all students who received a discounted pass got it from their school. **Recommendation: *We should add "School" as an option for a place where they could have purchased/received their ticket.***
- Question 26: The pull down list for schools had many key schools missing. **Recommendation: *The list of schools needs to be enhanced.***



An On-to-Off Survey is meant to capture the ridership flow of the bus route or rail line. In other-words, the On-to-Off Survey captures where the individual rider boarded the bus or train and the corresponding location where the rider alighted. This allows for a more comprehensive understanding of the true ridership flow of the route, which then allows the Main Survey data to be more accurately expanded.

### **3.1 Sampling Goals for On-to-Off Survey**

The On-to-Off survey was conducted on non-circulator routes that had a daily ridership of 500 or more passengers. For all other routes, boarding and alighting location information collected during the Main Survey data collection process was used in place of the On-to-Off surveys. For the on-to-off survey, the goal was to collect over 52,000 completed surveys, with goals of collecting 10% of the estimated weekday ridership by time period and direction for each route. Table 3-1 shows the original sampling goals and the actual number of completed On-to-Off surveys that were obtained by route and direction.

**Table 3-1. Sampling Goals and On-to-Off Surveys Completed by Route and Direction**

<b>ROUTE</b>	<b>ROUTE</b>	<b>Direction</b>	<b>On to Off Goals</b>	<b>Surveys Completed</b>	<b>COMPLETED /GOALS</b>
DART	001	North	170	261	154%
DART	001	South	217	296	136%
DART	002	In	75	136	181%
DART	002	Out	148	161	109%
DART	011	East	428	822	192%
DART	011	West	426	769	181%
DART	012	East	87	218	251%
DART	012	West	158	223	141%
DART	019	North	219	445	203%
DART	019	South	230	404	176%
DART	021	North	56	106	189%
DART	021	South	41	127	310%
DART	024	In	180	345	192%
DART	024	Out	132	252	191%
DART	026	North	77	205	266%
DART	026	South	165	263	159%
DART	029	North	50	100	200%
DART	029	South	140	192	137%
DART	031	North	118	205	174%
DART	031	South	132	185	140%
DART	035	East	78	244	313%
DART	035	West	87	183	210%

**Table 3-1. Sampling Goals and On-to-Off Surveys Completed by Route and Direction (CONTINUED)**

ROUTE	ROUTE	Direction	On to Off Goals	Surveys Completed	COMPLETED /GOALS
DART	036	In	136	212	156%
DART	036	Out	127	176	139%
DART	039	North	71	102	144%
DART	039	South	80	131	164%
DART	042	East	64	100	156%
DART	042	West	55	86	156%
DART	052	East	83	160	193%
DART	052	West	108	182	169%
DART	059	East	79	139	176%
DART	059	West	50	160	320%
DART	060	In	110	220	200%
DART	060	Out	86	206	240%
DART	063	In	79	224	284%
DART	063	Out	109	190	174%
DART	076	East	89	146	164%
DART	076	West	103	215	209%
DART	110	East	152	231	152%
DART	110	West	155	268	173%
DART	111	East	84	120	143%
DART	111	West	74	110	149%
DART	161	North	142	237	167%
DART	161	South	230	288	125%
DART	164	In	384	491	128%
DART	164	Out	205	367	179%
DART	183	In	94	247	263%
DART	183	Out	97	220	227%
DART	221	North	25	98	392%
DART	221	South	30	103	343%
DART	283	In	96	152	158%
DART	283	Out	88	263	299%
DART	347	North	61	171	280%
DART	347	South	59	162	275%
DART	350	North	87	175	201%
DART	350	South	77	192	249%
DART	360	North	144	223	155%
DART	360	South	76	265	349%

**Table 3-1. Sampling Goals and On-to-Off Surveys Completed by Route and Direction (CONTINUED)**

ROUTE	ROUTE	Direction	On to Off Goals	Surveys Completed	COMPLETED /GOALS
DART	362	East	99	162	164%
DART	362	West	95	115	121%
DART	372	East	67	147	219%
DART	372	West	60	143	238%
DART	374	East	78	148	190%
DART	374	West	77	130	169%
DART	378	North	153	206	135%
DART	378	South	140	203	145%
DART	400	East	206	284	138%
DART	400	West	208	365	175%
DART	401	North	122	229	188%
DART	401	South	77	215	279%
DART	404	North	247	458	185%
DART	404	South	276	457	166%
DART	405	North	157	251	160%
DART	405	South	149	248	166%
DART	408	East	154	266	173%
DART	408	West	151	285	189%
DART	409	North	239	420	176%
DART	409	South	164	393	240%
DART	410	North	104	139	134%
DART	410	South	108	192	178%
DART	415	East	99	169	171%
DART	415	West	97	186	192%
DART	428	East	155	332	214%
DART	428	West	259	331	128%
DART	444	East	74	209	282%
DART	444	West	88	259	294%
DART	445	East	69	190	275%
DART	445	West	87	194	223%
DART	451	North	110	221	201%
DART	451	South	103	164	159%
DART	452	East	76	102	134%
DART	452	West	92	137	149%
DART	453	North	210	317	151%
DART	453	South	251	306	122%
DART	463	East	136	279	205%
DART	463	West	144	322	224%
DART	466	East	250	676	270%
DART	466	West	244	578	237%

**Table 3-1. Sampling Goals and On-to-Off Surveys Completed by Route and Direction (CONTINUED)**

ROUTE	ROUTE	Direction	On to Off Goals	Surveys Completed	COMPLETED /GOALS
DART	467	North	248	553	223%
DART	467	South	287	486	169%
DART	475	North	113	252	223%
DART	475	South	121	263	217%
DART	486	East	284	450	158%
DART	486	West	265	494	186%
DART	488	East	204	314	154%
DART	488	West	195	302	155%
DART	501	North	118	260	220%
DART	501	South	122	239	196%
DART	502	North	130	340	262%
DART	502	South	70	282	403%
DART	506	North	172	489	284%
DART	506	South	136	315	232%
DART	509	North	53	160	302%
DART	509	South	45	71	158%
DART	515	North	51	159	312%
DART	515	South	73	163	223%
DART	522	North	79	117	148%
DART	522	South	51	130	255%
DART	526	In	41	74	180%
DART	526	Out	46	88	191%
DART	527	In	59	129	219%
DART	527	Out	114	138	121%
DART	531	North	91	202	222%
DART	531	South	54	182	337%
DART	534	East	131	450	344%
DART	534	West	110	373	339%
DART	535	North	118	231	196%
DART	535	South	111	232	209%
DART	538	In	47	92	196%
DART	538	Out	90	168	187%
DART	541	North	45	99	220%
DART	541	South	85	142	167%
DART	544	North	107	160	150%
DART	544	South	79	100	127%
DART	549	North	86	164	191%
DART	549	South	91	128	141%
DART	551	North	41	137	334%
DART	551	South	45	174	387%

**Table 3-1. Sampling Goals and On-to-Off Surveys Completed by Route and Direction (CONTINUED)**

ROUTE	ROUTE	Direction	On to Off Goals	Surveys Completed	COMPLETED /GOALS
DART	553	North	51	155	304%
DART	553	South	54	132	244%
DART	554	North	101	299	296%
DART	554	South	133	268	202%
DART	568	North	86	106	123%
DART	568	South	68	113	166%
DART	571	East	61	96	157%
DART	571	West	42	104	248%
DART	582	North	67	192	287%
DART	582	South	71	232	327%
DART	583	North	258	414	160%
DART	583	South	219	358	163%
DART	592	East	171	388	227%
DART	592	West	89	335	376%
DART	593	East	128	258	202%
DART	593	West	73	186	255%
DART	597	East	106	187	176%
DART	597	West	110	212	193%
DART	BLUE	North	2138	3208	150%
DART	BLUE	South	2222	3162	142%
DART	GREEN	North	2140	3749	175%
DART	GREEN	South	2236	3640	163%
DART	ORANGE	East	2034	3199	157%
DART	ORANGE	West	1956	2946	151%
DART	RED	North	2758	3898	141%
DART	RED	South	2890	4000	138%
<b>DART TOTAL</b>			<b>37548</b>	<b>64741</b>	<b>172%</b>
TRE	TRE	East	825	1712	208%
TRE	TRE	West	798	1638	205%
<b>TRE TOTAL</b>			<b>1623</b>	<b>3350</b>	<b>206%</b>
The T	001	North	352	451	128%
The T	001	South	349	505	145%
The T	002	East	298	457	153%
The T	002	West	314	453	144%
The T	003	North	109	252	231%
The T	003	South	125	294	235%
The T	004	East	132	122	92%
The T	004	West	110	131	119%
The T	005A	North	59	51	86%
The T	005A	South	73	186	255%

**Table 3-1. Sampling Goals and On-to-Off Surveys Completed by Route and Direction (CONTINUED)**

ROUTE	ROUTE	Direction	On to Off Goals	Surveys Completed	COMPLETED /GOALS
The T	005B	North	59	145	246%
The T	005B	South	57	81	142%
The T	006	North	61	253	415%
The T	006	South	91	237	260%
The T	014	North	63	104	165%
The T	014	South	70	117	167%
The T	021	East	101	276	273%
The T	021	West	102	269	264%
The T	022	East	78	112	144%
The T	022	West	76	171	225%
The T	024	East	73	106	145%
The T	024	West	51	170	333%
The T	025	East	212	211	100%
The T	025	West	250	406	162%
The T	026	Counterclk	103	260	252%
The T	026	Clockwise	72	250	347%
The T	029	Circular	99	342	345%
The T	046	North	77	259	336%
The T	046	South	45	176	391%
The T	89/SPUR	East	415	754	182%
The T	89/SPUR	West	451	893	198%
<b>The T TOTAL</b>			<b>4527</b>	<b>8494</b>	<b>188%</b>
DCTA	A-TRAIN	North	254	517	204%
DCTA	A-TRAIN	South	247	372	151%
DCTA	7	Inbound	37	215	581%
DCTA	7	Outbound	34	256	753%
DCTA	UNT - Mean Green	Circular	277	462	167%
DCTA	UNT - North Texan	Circular	347	534	154%
DCTA	UNT - Eagle Point	Circular	239	486	203%
DCTA	UNT - Discovery Park	Circular	302	495	164%
DCTA	UNT - Centre Place East	East	121	551	455%
DCTA	UNT - UNT Centre Place West	West	422	917	217%
DCTA	UNT - Bernard Street	Circular	406	681	168%
DCTA	UNT - Colorado Express	Circular	175	443	253%
DCTA	UNT - Sam Bass	Circular	142	647	456%
DCTA	UNT - Campus Cruiser	Circular	84	95	113%
<b>DCTA TOTAL</b>			<b>3087</b>	<b>6671</b>	<b>216%</b>
<b>OVERALL TOTAL</b>			<b>46785</b>	<b>83256</b>	<b>178%</b>

## 3.2 Recruiting and Training Surveyors

Assembling a team of high-quality surveyors was one of the most important steps in the On-to-Off administration process. For this project, ETC Institute complemented its team of supervisors with temporary surveyors who were local to the area. Surveyors recruited by the staffing agency were required to have a familiarity with the service areas, a solid work history, ability to work with the public, a professional attitude and appearance, and an ability to operate a tablet PC and become proficient with ETC Institute's On-to-Off scanning technology software program.

Each surveyor was required to attend ETC Institute's training session. During this training session, surveyors were taught how to operate the tablet PCs and the On-to-Off software, execute the On-to-Off surveying procedures, and deal with various situations that could be encountered during their surveying period.

The surveyor training was conducted in a classroom style setting at a local hotel meeting room. The classroom provided ETC Institute a quiet and convenient location to train its team efficiently. The training was provided to all personnel who participated in the administration of the On-to-Off Survey to ensure that they were fully prepared for the project; the content included:

- Overview of the on-board survey objectives
- On-to-Off equipment/software overview and training
- On-to-Off barcode administrating procedures
- One-on-one tutoring/ mock interview with an ETC Institute supervisor
- Overview of rules and procedures and a code of conduct to be followed while representing NCTCOG, DART, DCTA, The T, TRE, and ETC in the field.

Once the training was completed, and an ETC Institute supervisor approved of each surveyor's abilities in the classroom, the surveyors then spent several days in the field under the supervision of an ETC field supervisor who assessed each surveyor's ability to properly conduct the On-to-Off procedures. Surveyors who did not demonstrate proficiency in all of the required tasks were released.

## 3.3 Methods for Surveying On-to-Off Survey Participants

On bus routes, the card scanning technology described in Section 3.4 allows for essentially everyone who boards the bus to be surveyed by two surveyors. The surveyor at the front will scan a card with a unique bar code that records the current GPS location in real-time, then they hand the card to the boarding passenger. When the passenger alights, another surveyor can take the card from the passenger and scan the barcode again, which will then record the current GPS location of the alighting location. The technology works so quickly that everyone boarding the bus can be surveyed.

For rail lines, a tablet survey was used that allowed an interviewer to ask rail users which station they boarded their current train and which station they would alight. This was used in place of the scanning technology used on buses because unlike bus users, essentially all rail users know the name of the stations at which they board and alight. The shortness of



this two question survey, and the high level of knowledge regarding the boarding and alighting location by the rail users, allowed for one surveyor to survey essentially every rider per train car. One surveyor per car, per train could effectively administer the On-to-Off survey to each rail rider.

### 3.4 ETC Institute On-to-Off Program Procedure

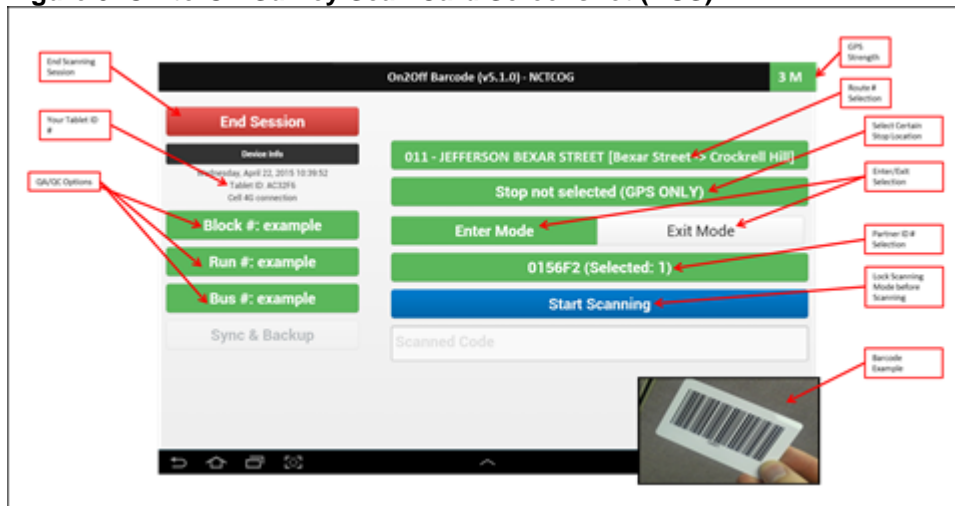
The purpose of the On-to-Off survey is to identify ridership patterns based on an individual's boarding and alighting locations which are used to help develop the sampling plan for the Main Survey.

The On-to-Off bus surveying team used the On-to-Off software with a GPS-equipped tablet PC to record the rider's boarding latitude/longitude, alighting latitude/longitude, time of usage, route used, and inbound/outbound direction. The On-to-Off software was complemented with a barcode scanning system method as described:

- Riders were asked to participate in the On-to-Off ridership pattern survey as they entered the bus.
- Riders who agreed to participate were handed a barcode card which was scanned by a surveyor.
- Riders were told to keep the barcode card for the duration of their trip.
- Riders were reminded to hand their cards back to the surveyor as they exited the bus.
- When riders' bus stops were approached, the surveyor took their barcode cards before they exited. The surveyor scanned riders' barcode cards as they departed the bus.
- The software then paired the boarding and the alighting location of each rider based on the unique barcode card each was handed.

A screen shot of the interface of the On-to-Off boarding/alighting software that was used to record the information and a picture of a barcode card is shown in Figure 3.

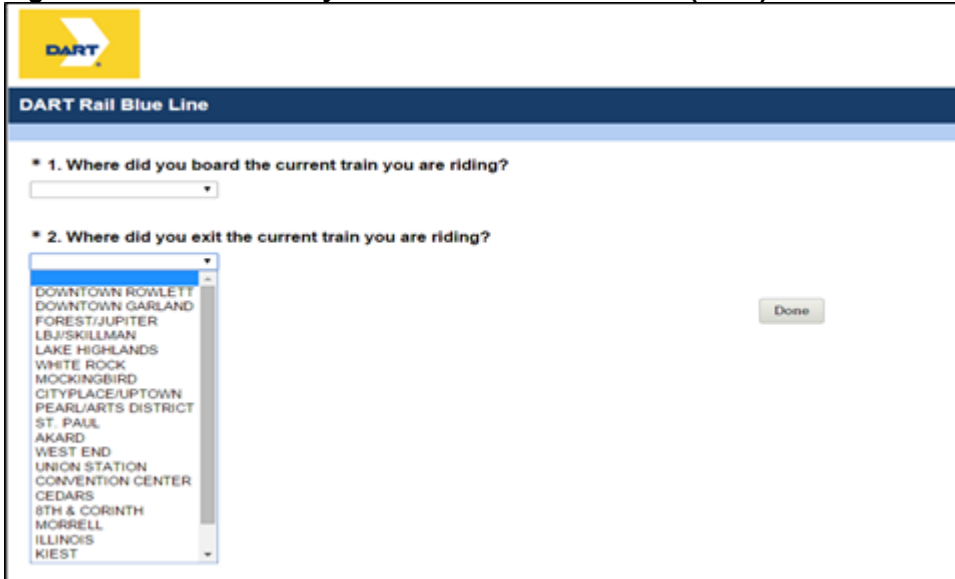
**Figure 3. On-to-Off Survey Scan Card Screenshot (BUS)**





For rail lines, a tablet survey was used that allowed an interviewer to ask rail users which station they boarded their current train and which station they would alight. This was used in place of the scanning technology used on buses because unlike bus users, essentially all rail users know the name of the locations at which they board and alight. After the surveyor entered the route and direction, the time of usage was recorded automatically during the survey.

Figure 4. On-to-Off Survey Tablet Version Screenshot (RAIL)



### 3.5 Organization of the Survey Team

The On-to-Off Survey was administered by teams that were directly managed by an ETC Institute supervisor. The supervisors were responsible for reviewing the performance of each team and ensuring that all parts of the On-to-Off procedure were being followed and the sampling goals for each route were met. The supervisors operated from centralized locations, such as transit centers, so that the performance of all teams could be evaluated.

The On-to-Off Survey Team sizes for buses were determined by route ridership levels and bus size (articulated [3+ doors] or standard [1-2 doors]). A typical team consisted of two members, based on a medium to high-ridership level and a standard size bus. On-to-Off teams were typically deployed on at least two buses running in opposite directions. For high-volume routes, teams may have been deployed on up to four buses on a route. On low-volume routes, teams may have been deployed on just one bus serving the route. The responsibilities of each of the positions on the On-to-Off teams are described:

- The **team leader** was responsible for route and direction selection for On-to-Off software, offering riders an opportunity to participate in the survey, scanning barcode cards for boarding riders, answering rider questions, and overseeing On-to-Off operations of his/her bus.
- The **support surveyor** was responsible for collecting and scanning barcode cards for alighting riders, reminding riders to keep their cards ready to hand in to a surveyor when they exited at their bus stop, and answering rider questions.

For rail lines, an online tablet survey was used in place of the scanning technology that allowed an interviewer to ask rail users which station they boarded their current train and which station they would alight. The shortness of this two question survey, and the high level of knowledge regarding the boarding and alighting location by the rail users, allowed for one surveyor to survey essentially every rider per train car. One surveyor per car, per train could effectively administer the On-to-Off survey to each rail rider.

### 3.6 Timing of the On-to-Off Survey

The On-to-Off survey was administered during weekdays (Monday through Thursday) with the exceptions of holidays and breaks for colleges/schools.

The On-to-Off Survey was administered during all the time of day periods that coincided with the hours that each route was operational. This was to ensure that the On-to-Off data would provide the Main Survey with an accurate sampling plan for administration and for the data expansion. Although the administration of the On-to-Off Survey began as early as 5 am and continued as late as 10 pm on some routes, most of the On-to-Off Surveys were administered between the hours of 6 am and 9 pm.

### 3.7 Top Boarding-to-Alighting Stop Combination

Table 3-2 and Table 3-3 display the pairs of stops that had the highest number of On-to-Off surveys that were captured on each route.

**Table 3-2. Top Five Boarding to Alighting Combinations by Rail Line**

Top Five Boarding to Alighting Combinations by Rail Line			
RAIL LINE	BOARDING LOCATION	ALIGHTING LOCATION	# OF TRIPS
BLUE	Ledbetter	West End	217
BLUE	West End	Ledbetter	201
BLUE	West End	Downtown Garland	136
BLUE	West End	LBJ/Skillman	100
BLUE	West End	Downtown Rowlett	94
GREEN	West End Station	Buckner Station	155
GREEN	Buckner Station	West End Station	136
GREEN	West End Station	Lawnview Station	107
GREEN	West End Station	Lake June Station	105
GREEN	Lake June Station	West End Station	96
ORANGE	Southwestern Medical District/Parkland	West End	102
ORANGE	Bachman	West End	84
ORANGE	West End	Southwestern Medical District/Parkland	80
ORANGE	Belt Line	West End	77
ORANGE	West End	North Lake College	69
RED	West End	Westmoreland	210
RED	Westmoreland	West End	200
RED	Parker Road	West End	105
RED	West End	Parker Road	84
RED	West End	Hampton	83
TRE	Union Station	Ft. Worth Intermodal Transportation Center (ITC) Station	196
TRE	Union Station	Centreport / DFW Airport Station	185
TRE	T&P Station	Union Station	131
TRE	Union Station	T&P Station	129
TRE	Ft. Worth Intermodal Transportation Center (ITC) Station	Union Station	123
A-TRAIN	Trinity Mills Station	Downtown Denton Transit Center	167
A-TRAIN	Downtown Denton Transit Center	Trinity Mills Station	128
A-TRAIN	Medpark Station	Trinity Mills Station	73
A-TRAIN	Trinity Mills Station	Medpark Station	67
A-TRAIN	Trinity Mills Station	Highland Village/Lewisville Lake Station	60

**Table 3-3. Top Boarding to Alighting Combination by Bus Route**

Top Boarding to Alighting Combination by Bus Route			
ROUTE	BOARDING LOCATION	ALIGHTING LOCATION	Count
DART - 001	COMMERCE @ LEW STERRETT CROSSWALK -	COMMERCE @ GRIFFIN - E - MB	11
DART - 002	CBD WEST TC	ST PAUL @ ST LOUIS - S - MB	8
DART - 011	CBD WEST TC	COCKRELL HILL TL	31
DART - 012	COMMERCE @ LEW STERRETT CROSSWALK -	COMMERCE @ RECORD - E - NS	11
DART - 019	ELM @ LAMAR - W - NS	ZOO STATION	7
DART - 021	REDBIRD TC	TYLER VERNON STATION	4
DART - 024	ROSS @ ANNEX - S - MB	ELM @ LAMAR - W - NS	28
DART - 026	CBD WEST TC	ERVAY @ GRAND - S - NS	6
DART - 029	SOUTHWEST MEDICAL DISTRICT/PARKLAND	LAMAR @ PACIFIC - S - NS	7
DART - 031	CBD WEST TC	WASHINGTON @ THOMAS - W - MB	7
DART - 035	LONE STAR @ TERRE COLONY - E - FS	COMMERCE @ AUSTIN - E - NS	21
DART - 036	ADDISON TC	CBD WEST TC	4
DART - 039	INWOOD/LOVE FIELD STATION	ST PAUL @ BRYAN - S - NS	6
DART - 042	COMMERCE @ LEW STERRETT CROSSWALK -	CBD WEST TC	17
DART - 052	BICKERS @ HOLYSTONE - E - MB1	LAMAR @ PACIFIC - S - NS	11
DART - 059	BERNAL/SINGLETON TL	BERNAL @ WALTON WALKER - S - NS	12
DART - 060	HOUSTON @ YOUNG - S - MB	COMMERCE @ GRIFFIN - E - MB	8
DART - 063	ELM @ LAMAR - W - NS	DOWNTOWN IRVING/HERITAGE CROSSING STATION	6
DART - 076	MOCKINGBIRD @ ABRAMS - W - FS	MOCKINGBIRD STATION	9
DART - 110	EASTFIELD CC	CBD WEST TC	13
DART - 111	HUNNICUT @ SAMUELL - N - NS	ELM @ LAMAR - W - NS	6
DART - 161	CBD WEST TC	POLK @ LEGENDARY - S - NS	17
DART - 164	FERGUSON @ PASTEUR - S - FS	ELM @ LAMAR - W - NS	10
DART - 183	ADDISON TC	CBD WEST TC	49
DART - 221	CENTREPORT STATION	CENTER @ BORDER - S - FS	85
DART - 283	ELM @ LAMAR - W - NS	LAKE RAY HUBBARD TRANSIT CENTER	40
DART - 347	ADDISON TC	NORTHWEST PLANO PARK & RIDE	16
DART - 350	PARKER ROAD STATION	JUPITER @ CCCC SOUTH ENT - N - FS	11
DART - 360	COIT @ ALPHA - S - FS	FOREST LN STATION	21
DART - 362	COIT @ LAKE PARK - S - FS	ARAPAHO CENTER STATION	12
DART - 372	FOREST / JUPITER STATION	SOUTH GARLAND TC	15
DART - 374	SOUTH GARLAND TC	LBJ / SKILLMAN STATION	7
DART - 378	DOWNTOWN GARLAND STATION	BROADWAY @ COLONEL - S - FS	10
DART - 400	SPRING VALLEY STATION	ADDISON TC	15
DART - 401	NORTHLAKE COLLEGE STATION	MACARTHUR @ LAS COLINAS - N - MB	9
DART - 404	WESTMORELAND @ GANNON - N - FS	WESTMORELAND STATION	20
DART - 405	LEDBETTER STATION	LEDBETTER @ BONNIE VIEW - E - MB	9
DART - 408	NORTHGATE @ BELT LINE - W - FS	AIRFIELD @ SOUTH REMOTE PKG - E - NS	8
DART - 409	J B JACKSON JR TRANSIT CENTER	ILLINOIS TC/STATION	10
DART - 410	SOUTH GARLAND TC	FOREST / JUPITER STATION	10
DART - 415	LEDBETTER STATION	UNIVERSITY OF NORTH TEXAS - DALLAS	10
DART - 428	NORTHWEST @ JUPITER - W - NS	WHITE ROCK STATION	15
DART - 444	LANCASTER @ KIEST STA - S - FS	LEDBETTER STATION	18
DART - 445	WESTMORELAND STATION	MOUNTAIN VIEW CC	28
DART - 451	MERIT @ CLODUS FIELDS - S - FS	FOREST LN STATION	7
DART - 452	NORTHWEST PLANO PARK & RIDE	PARKER ROAD STATION	8
DART - 453	HAMPTON @ LEDBETTER - N - NS	HAMPTON STATION	12
DART - 463	WALNUT @ AUDELIA - W - FS	SPRING VALLEY STATION	10
DART - 466	LEDBETTER STATION	BUCKNER STATION	50
DART - 467	BUCKNER @ SAMUELL - S - MB	BUCKNER STATION	20
DART - 475	CHARIOT @ WIMBELTON - W - NS	ST FRANCIS @ SAMUELL - N - FS	7
DART - 486	FOREST @ WEBB CHAPEL - W - MB	ROYAL LANE STATION	14
DART - 488	BROOKHAVEN CC	FARMERS BRANCH STATION	18
DART - 501	NORTHLAKE COLLEGE STATION	PLEASANT RUN @ WALNUT HILL - S - FS	11
DART - 502	LARMANDA @ SKILLMAN - N - FS	PARK LANE STATION	22
DART - 506	STEEPPINGTON @ RIVERFALL - S - MB1	WALNUT HILL STATION	28
DART - 509	BELT LINE STATION	REGENT @ STATESMAN - S - MB	26
DART - 515	ILLINOIS TC/STATION	EWING @ GENOA - N - FS	9
DART - 522	BECKLEY @ HOLDEN - S - NS	LANCASTER @ KIEST STA - N - NS	9
DART - 526	BROOKRIVER @ HOLLOW BROOK - N - FS	INWOOD/LOVE FIELD STATION	25
DART - 527	MOCKINGBIRD @ HAWES - W - MB	INWOOD/LOVE FIELD STATION	13
DART - 531	FARMERS BRANCH STATION	JOSEY @ HOLLANDALE - N - MB	21
DART - 534	TRINITY MILLS RAIL STATION	FRANKFORD @ MARSH - E - MB	17
DART - 535	BACHMAN STATION	WEBB CHAPEL EXT @ STOREY - N - MB	18
DART - 538	BONNIE VIEW @ LEDBETTER - N - FS	ILLINOIS TC/STATION	11

**Table 3-3. Top Boarding to Alighting Combination by Bus Route (CONTINUED)**

Top Boarding to Alighting Combination by Bus Route			
ROUTE	BOARDING LOCATION	ALIGHTING LOCATION	Count
DART - 541	CORINTH RAIL STATION	BONNIE VIEW @ ILLINOIS - S - MB	11
DART - 544	SOUTHWEST MEDICAL DISTRICT/PARKLAND	BACHMAN STATION	8
DART - 549	WESTMORELAND STATION	COCKRELL HILL @ ADLER - S - FS	32
DART - 551	SKILLMAN @ PAGEMILL - S - NS	LBJ / SKILLMAN STATION	29
DART - 553	CEDAR VALLEY @ GYMNASIUM - E - NS	LEDBETTER STATION	42
DART - 554	HIGHLAND HILLS @ BLUFFMAN - W - NS	LEDBETTER STATION	19
DART - 568	WESTMORELAND STATION	KIEST @ VERDE VISTA - W - FS	9
DART - 571	BUCKINGHAM @ SAM HOUSTON - E - NS	DOWNTOWN GARLAND STATION	6
DART - 582	RICHLAND CC	LBJ / CENTRAL STATION	29
DART - 583	RICHLAND CC	LBJ / SKILLMAN STATION	21
DART - 592	LAKE JUNE STATION	LAKE JUNE @ MASTERS - E - MB	50
DART - 593	LAWNVIEW STATION	MASTERS @ BRUTON - S - FS	14
DART - 597	BUCKNER STATION	SEAGOVILLE @ ST AUGUSTINE - W - FS	26
DCTA - 007	DDTC	WB Oak @ Fry St	107
The T - 001	Throckmorton & 2nd - Weatherford	Main & 5th - 6th	74
The T - 002	ITC (Jones & 11th)	Ridmar Mall Transfer Center	67
The T - 003	Sierra Vista Transfer Center	ITC (Jones & 11th)	15
The T - 004	ITC (Jones & 11th)	Main & St Joseph	13
The T - 005	Main & St Joseph	ITC (Jones & 11th)	40
The T - 006	ITC (Jones & 11th)	Mccart & Seminary	13
The T - 014	Maurice & Sylvania Park	ITC (Jones & 11th)	27
The T - 021	Woodhaven & La Paseo	East Side Transfer Center # 5(Rt21)	44
The T - 022	Handley & Meadowbrook	East Side Transfer Center # 4(Rt22)	20
The T - 024	Berry & Evans	Berry & Hemphill	11
The T - 025	East Side Transfer Center # 3(Rt25)	Miller & Rosedale	31
The T - 026	Calmont & Phoenix	Ridmar Mall Transfer Center	22
The T - 029	TCU Dinning Hall	University & Lowden	47
The T - 046	ITC (Jones & 11th)	Belknap & Burnett	76
The T - The Spur	ITC (Jones & 11th)	East Side Transfer Center # 1(Spur)	116

The purpose of the Main Survey is to gather data regarding passenger demographics, socioeconomic data, and trip characteristics. The information is used for transit planning and for Title VI requirements. This chapter about Main Survey Administration Methodology includes sampling goals, recruiting and training of interviewers, survey administration, procedures used for the survey, and organization of the survey teams.

## 4.1 Sampling Goals for the Main Survey

For the Main Survey, the goal was to collect over 26,000 completed surveys, with goals of collecting 10% of the estimated ridership by time period and direction for each route. For routes with less than 500 daily ridership and therefore not included in the on-to-off survey, the goal was to collect 20% of the estimated ridership by route, time period, and direction. The time periods for this project were as follows: Before 9am, 9am-12pm, 12pm-3pm, 3pm-7pm, and After 7pm. Total estimated weekday ridership data by route was provided by DART, DCTA, The T, and TRE. Table 4-1 shows the original Main Survey goals and the actual number of completed surveys that were obtained by Route, Time of day, and Direction (RTD). The ridership was later updated during the expansion process as discussed in Chapter 6.

**Table 4-1. Sampling Goals and Main Surveys Completed by Time of Day and Direction**

NCTCOG 2014 On-Board Survey Completion Report		GOAL							COMPLETED								
AGENCY	ROUTE	DIRECTION	Goal[%]	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total	Route Total	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total	Route Total
DART	001	NORTH	10%	22	17	16	23	8	85	194	29	18	20	20	12	99	199
DART	001	SOUTH	10%	28	18	21	30	12	109		18	14	19	34	15	100	
DART	002	IN	10%	12	5	6	10	4	37	111	14	22	14	11	8	69	135
DART	002	OUT	10%	17	10	12	24	11	74		18	5	18	17	8	66	
DART	011	EAST	10%	49	41	48	54	21	214	427	44	59	55	57	18	233	489
DART	011	WEST	10%	51	45	45	55	16	213		50	51	71	63	21	256	
DART	012	EAST	10%	10	7	8	15	4	44	123	19	14	17	16	6	72	157
DART	012	WEST	10%	21	17	12	23	7	79		19	19	16	21	10	85	
DART	019	NORTH	10%	37	14	20	26	13	110	225	30	20	28	23	12	113	236
DART	019	SOUTH	10%	33	19	18	34	12	115		23	20	39	28	13	123	
DART	021	NORTH	10%	13	4	3	5	2	28	48	14	8	11	3	5	41	82
DART	021	SOUTH	10%	5	2	2	9	2	20		8	4	19	5	5	41	
DART	024	IN	10%	24	18	15	26	7	90	156	20	19	27	26	5	97	182
DART	024	OUT	10%	16	11	13	23	2	66		15	19	16	22	13	85	
DART	026	NORTH	10%	9	9	9	8	3	38	121	12	15	8	12	16	63	171
DART	026	SOUTH	10%	11	13	18	24	16	83		18	16	24	22	28	108	
DART	027	NORTH	20%	3	2	1	1	0	6	14	5	11	8	5	0	29	51
DART	027	SOUTH	20%	1	2	2	3	1	8		4	5	7	6	0	22	
DART	029	NORTH	10%	9	3	3	8	1	25	95	6	7	10	30	7	60	128
DART	029	SOUTH	10%	18	10	13	22	7	70		13	11	19	17	8	68	
DART	031	NORTH	10%	14	9	9	19	7	59	125	25	20	19	20	12	96	180
DART	031	SOUTH	10%	19	12	13	16	6	66		18	16	13	28	9	84	
DART	035	EAST	10%	10	6	7	14	2	39	83	6	3	12	17	8	46	107
DART	035	WEST	10%	19	7	7	8	3	44		15	7	22	12	5	61	
DART	036	IN	10%	15	10	14	22	7	68	132	19	13	26	28	15	101	208
DART	036	OUT	10%	20	12	11	15	6	64		23	12	38	24	10	107	
DART	039	NORTH	10%	9	6	5	11	5	36	76	5	10	10	9	4	38	83
DART	039	SOUTH	10%	10	7	6	13	4	40		10	9	8	9	9	45	
DART	042	EAST	10%	10	7	7	7	3	32	59	12	11	8	7	6	44	94
DART	042	WEST	10%	7	4	5	8	3	27		6	8	11	18	7	50	
DART	049	IN	20%	8	4	5	10	2	28	43	14	18	17	26	8	83	148
DART	049	OUT	20%	8	1	1	4	1	15		10	6	16	23	10	65	
DART	052	EAST	10%	12	8	7	12	3	41	95	16	14	16	15	8	69	157
DART	052	WEST	10%	16	9	7	14	8	54		13	16	19	24	16	88	
DART	059	EAST	10%	14	5	5	14	3	40	65	24	14	12	19	10	79	128
DART	059	WEST	10%	8	3	6	8	1	25		7	4	14	17	7	49	
DART	060	IN	10%	22	8	7	12	6	55	98	13	7	13	10	5	48	110
DART	060	OUT	10%	10	5	6	20	3	43		11	14	11	23	3	62	
DART	063	IN	10%	11	6	7	15	1	40	94	25	18	16	11	3	73	146
DART	063	OUT	10%	28	7	7	11	1	54		19	16	19	17	2	73	
DART	076	EAST	10%	8	7	7	16	7	45	96	17	13	22	19	9	80	156
DART	076	WEST	10%	13	9	9	13	7	51		20	11	16	14	15	76	
DART	110	EAST	10%	11	13	14	26	12	76	154	18	16	25	38	7	104	187
DART	110	WEST	10%	24	17	17	14	5	78		15	9	16	36	7	83	

**Table 4-1. Sampling Goals and main surveys Completed by Time of Day and Direction (CONTINUED)**

NCTCOG 2014 On-Board Survey Completion Report										GOAL		COMPLETED					
AGENCY	ROUTE	DIRECTION	Goal[%]	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total	Route Total	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total	Route Total
DART	111	EAST	10%	12	5	7	13	6	42	79	16	3	12	18	22	71	124
DART	111	WEST	10%	13	4	7	10	3	37		14	6	5	16	12	53	
DART	155	IN	20%	6	0	0	0	0	7	12	10	0	0	1	0	11	14
DART	155	OUT	20%	1	0	0	3	0	5		1	0	0	2	0	3	
DART	161	NORTH	10%	28	13	10	14	5	71	186	30	20	23	33	18	124	244
DART	161	SOUTH	10%	25	15	16	38	21	115		25	15	29	34	17	120	
DART	164	IN	10%	62	30	31	48	21	192	295	53	21	23	39	12	148	313
DART	164	OUT	10%	15	12	19	42	14	103		12	15	31	66	41	165	
DART	183	IN	10%	6	5	7	22	7	47	96	22	11	8	20	11	72	145
DART	183	OUT	10%	24	6	5	10	4	49		15	8	20	20	10	73	
DART	205	IN	20%	44	0	0	0	0	44	78	94	1	0	0	0	95	171
DART	205	OUT	20%	0	0	0	33	1	34		0	0	1	74	1	76	
DART	206	IN	20%	42	0	2	4	0	48	88	93	0	4	6	0	103	196
DART	206	OUT	20%	4	0	1	35	0	40		4	0	9	80	0	93	
DART	208	NORTH	20%	7	0	0	21	1	29	60	4	0	0	19	1	24	75
DART	208	SOUTH	20%	21	2	0	8	0	31		44	1	0	5	1	51	
DART	210	IN	20%	12	0	0	4	0	16	26	30	0	0	2	0	32	52
DART	210	OUT	20%	2	0	0	8	0	10		4	0	0	16	0	20	
DART	221	NORTH	10%	4	1	2	4	1	13	28	5	12	3	3	3	26	56
DART	221	SOUTH	10%	3	3	2	5	2	15		6	7	10	4	3	30	
DART	234	EAST	20%	0	0	0	1	0	1	4	0	0	0	3	0	3	6
DART	234	WEST	20%	3	0	0	0	0	3		3	0	0	0	0	3	
DART	278	IN	20%	22	0	0	3	0	25	46	35	0	0	5	0	40	81
DART	278	OUT	20%	3	0	0	18	1	21		5	0	0	35	1	41	
DART	282	EAST	20%	1	0	0	4	0	5	11	3	0	0	15	0	18	33
DART	282	WEST	20%	4	0	0	1	0	6		12	0	0	3	0	15	
DART	283	IN	10%	38	3	2	4	1	48	92	45	4	2	3	1	55	114
DART	283	OUT	10%	5	1	3	32	2	44		5	2	6	44	2	59	
DART	333	EAST	20%	5	3	1	3	0	11	27	14	12	10	7	0	43	76
DART	333	WEST	20%	5	4	3	5	0	16		12	9	8	4	0	33	
DART	346	NORTH	20%	1	1	0	0	0	2	2	3	5	2	1	0	11	13
DART	346	SOUTH	20%	0	0	0	0	0	0		1	0	0	1	0	2	
DART	347	NORTH	10%	10	4	5	8	3	31	60	7	9	9	11	4	40	70
DART	347	SOUTH	10%	9	3	4	10	4	29		10	3	6	8	3	30	
DART	348	NORTH	20%	3	1	0	2	0	6	10	2	1	1	4	0	8	13
DART	348	SOUTH	20%	2	0	0	1	0	4		2	1	1	1	0	5	
DART	350	NORTH	10%	10	5	9	15	5	43	82	24	9	16	9	3	61	96
DART	350	SOUTH	10%	14	5	5	13	2	39		8	9	5	11	2	35	
DART	360	NORTH	20%	25	8	11	20	8	72	110	15	4	11	21	7	58	103
DART	360	SOUTH	20%	11	4	4	17	2	38		11	10	8	12	4	45	
DART	361	EAST	20%	6	3	3	8	3	24	49	18	5	18	13	11	65	137
DART	361	WEST	20%	7	3	3	8	3	25		19	10	11	22	10	72	
DART	362	EAST	10%	15	6	6	17	6	50	98	25	11	12	18	15	81	154
DART	362	WEST	10%	15	6	5	14	7	48		15	15	11	28	4	73	
DART	372	EAST	10%	8	4	6	11	4	34	64	5	9	6	14	10	44	86
DART	372	WEST	10%	9	5	4	8	3	30		6	4	11	14	7	42	
DART	374	EAST	10%	8	5	8	15	2	39	78	10	7	12	11	3	43	87
DART	374	WEST	10%	12	5	7	11	4	39		20	3	7	10	4	44	
DART	376	EAST	20%	4	2	1	2	1	8	19	11	1	5	7	1	25	59
DART	376	WEST	20%	2	1	2	4	2	11		12	6	4	7	5	34	
DART	377	NORTH	20%	5	2	3	7	1	18	34	15	4	5	10	4	38	75
DART	377	SOUTH	20%	3	3	3	6	2	16		13	4	9	8	3	37	
DART	378	NORTH	10%	22	8	16	23	8	76	146	22	11	19	18	6	76	150
DART	378	SOUTH	10%	16	8	10	26	10	70		15	5	21	21	12	74	
DART	380	NORTH	20%	6	4	3	6	2	21	38	4	8	10	10	6	38	73
DART	380	SOUTH	20%	3	2	4	6	1	17		7	7	8	9	4	35	
DART	385	EAST	20%	5	1	1	3	1	12	17	5	1	3	8	1	18	33
DART	385	WEST	20%	3	1	0	1	1	5		5	1	1	5	3	15	
DART	400	EAST	10%	28	13	19	32	11	103	207	18	23	23	34	13	111	212
DART	400	WEST	10%	32	14	15	34	9	104		30	15	13	34	9	101	
DART	401	NORTH	10%	17	11	7	19	6	61	100	24	18	12	10	6	70	137
DART	401	SOUTH	10%	12	6	5	13	3	39		9	6	19	23	10	67	
DART	404	NORTH	10%	41	24	22	25	12	123	261	33	33	28	25	18	137	263
DART	404	SOUTH	10%	32	24	25	40	16	138		26	23	26	31	20	126	
DART	405	NORTH	10%	20	13	15	21	9	78	153	15	19	16	17	5	72	150
DART	405	SOUTH	10%	20	11	14	21	9	75		16	14	20	17	11	78	
DART	408	EAST	10%	20	10	17	21	8	77	152	18	21	12	22	10	83	182
DART	408	WEST	10%	20	13	14	19	10	75		18	13	23	36	9	99	
DART	409	NORTH	10%	36	19	21	33	10	120	202	27	14	23	24	14	102	197
DART	409	SOUTH	10%	15	17	17	25	9	82		8	25	32	15	15	95	
DART	410	NORTH	10%	17	7	9	15	4	52	106	10	8	13	10	9	50	102
DART	410	SOUTH	10%	14	7	11	16	6	54		8	9	10	18	7	52	
DART	415	EAST	10%	11	5	9	19	5	49	97	14	7	6	18	9	54	107
DART	415	WEST	10%	17	5	8	16	2	48		10	15	8	14	6	53	
DART	428	EAST	10%	16	10	15	29	8	77	206	10	9	21	20	8	68	187
DART	428	WEST	10%	40	20	21	33	15	129		31	24	19	24	21	119	
DART	444	EAST	10%	9	4	7	12	4	37	81	12	8	14	7	3	44	98
DART	444	WEST	10%	14	8	6	12	4	44		11	16	12	10	5	54	
DART	445	EAST	10%	3	6	8	14	3	34	77	7	6	11	18	6	48	104
DART	445	WEST	10%	12	8	8	11	5	43		11	10	9	16	10	56	
DART	451	NORTH	10%	15	9	10	14	8	55	106	33	10	8	8	14	73	148
DART	451	SOUTH	10%	11	7	8	19	7	51		20	10	21	14	10	75	
DART	452	EAST	10%	11	4	5	15	4	38	84	8	9	8	8	12	45	93
DART	452	WEST	10%	14	7	5	14	6	46		11	7	9	9	12	48	
DART	453	NORTH	10%	40	18	17	23	7	105	230	31	18	26	13	19	107	236
DART	453	SOUTH	10%	26	15	26	44	14	125		18	24	35	37	15	129	
DART	463	EAST	10%	18	9	10	23	8	68	140	15	11	15	37	6	84	146
DART	463	WEST	10%	21	10	15	20	7	72		17	5	12	22	6	62	
DART	466	EAST	10%	29	23	19	37	18	125	247	20	26	37	39	39	161	324
DART	466	WEST	10%	32	19	17	37	18	122		23	17	47	48	28	163	
DART	467	NORTH	10%	32	19	18	42	13	124	267	24	13	29	35	16	117	241
DART	467	SOUTH	10%	33	22	28	42	17	143		24	18	23	47	12	124	
DART	475	NORTH	10%	14	9	11	16	7	57	117	10	11	16	17	6	60	121
DART	475	SOUTH	10%	15	8	10	18	9	60		15	11	19	10	6	61	

**Table 4-1. Sampling Goals and main surveys Completed by Time of Day and Direction (CONTINUED)**

NCTCOG 2014 On-Board Survey Completion Report			GOAL							COMPLETED							
AGENCY	ROUTE	DIRECTION	Goal[%]	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total		Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total	
DART	486	EAST	10%	24	29	40	32	16	142	274	30	34	42	59	11	176	365
DART	486	WEST	10%	34	33	30	24	12	132		43	38	46	37	25	189	
DART	488	EAST	10%	24	13	19	31	16	102	199	22	16	26	44	23	131	292
DART	488	WEST	10%	31	15	14	28	10	97		30	22	29	59	21	161	
DART	500	EAST	20%	14	11	5	1	0	31	46	10	21	7	10	4	52	112
DART	500	WEST	20%	8	4	2	1	1	15		19	21	11	6	3	60	
DART	501	NORTH	10%	18	8	10	18	5	59	120	23	24	16	18	4	85	143
DART	501	SOUTH	10%	13	7	9	24	9	61		8	18	9	18	5	58	
DART	502	NORTH	10%	16	12	12	18	8	65	100	8	6	12	16	12	54	98
DART	502	SOUTH	10%	11	3	7	9	4	35		9	5	12	13	5	44	
DART	503	NORTH	20%	5	1	0	0	0	7	7	13	18	1	0	0	32	32
DART	504	NORTH	20%	6	3	4	4	1	19	36	20	7	6	12	2	47	79
DART	504	SOUTH	20%	5	3	4	5	1	17		9	5	9	5	4	32	
DART	505	EAST	20%	5	3	3	5	1	16	33	25	12	7	11	2	57	85
DART	505	WEST	20%	5	3	3	4	2	17		11	7	4	5	1	28	
DART	506	NORTH	10%	15	9	14	32	17	86	154	8	16	17	22	14	77	141
DART	506	SOUTH	10%	25	11	10	16	7	68		16	10	12	16	10	64	
DART	507	NORTH	20%	5	2	2	4	1	14	25	9	10	2	7	6	34	66
DART	507	SOUTH	20%	3	1	1	4	1	11		7	10	5	6	4	32	
DART	508	NORTH	20%	3	1	2	5	1	12	22	8	6	2	7	1	24	52
DART	508	SOUTH	20%	4	1	1	2	1	10		13	6	5	3	1	28	
DART	509	NORTH	10%	18	2	2	4	1	27	49	12	2	5	9	3	31	59
DART	509	SOUTH	10%	2	0	3	15	2	22		8	2	2	10	4	28	
DART	510	EAST	20%	4	1	2	4	0	11	22	8	9	3	1	0	22	44
DART	510	WEST	20%	6	2	1	2	0	11		13	5	3	1	0	22	
DART	513	NORTH	20%	4	3	3	6	3	19	27	10	7	9	4	2	32	50
DART	513	SOUTH	20%	2	1	2	3	0	8		4	3	6	3	2	18	
DART	514	EAST	20%	9	5	5	6	2	27	44	17	6	5	3	3	34	75
DART	514	WEST	20%	9	3	2	2	0	17		14	14	10	3	0	41	
DART	515	NORTH	10%	10	4	3	6	2	25	61	9	11	9	15	7	51	98
DART	515	SOUTH	10%	6	5	5	15	6	36		7	2	17	14	7	47	
DART	521	NORTH	20%	10	1	2	5	1	19	33	9	5	7	12	2	35	77
DART	521	SOUTH	20%	6	1	2	4	0	14		16	8	6	7	5	42	
DART	522	NORTH	10%	14	8	6	12	0	39	65	12	14	13	6	0	45	91
DART	522	SOUTH	10%	4	4	4	11	3	26		8	13	16	6	3	46	
DART	524	NORTH	20%	7	4	4	3	2	20	35	14	11	12	12	8	57	83
DART	524	SOUTH	20%	2	2	3	4	4	15		3	7	9	3	4	26	
DART	525	NORTH	20%	3	2	2	2	0	9	21	8	2	8	14	3	35	61
DART	525	SOUTH	20%	3	2	3	4	0	12		6	7	7	4	2	26	
DART	526	IN	10%	5	3	4	7	1	20	43	9	5	4	4	1	23	42
DART	526	OUT	10%	8	3	3	7	3	23		6	2	2	7	2	19	
DART	527	IN	10%	9	1	4	14	1	30	87	23	7	3	7	1	41	94
DART	527	OUT	10%	29	3	6	16	3	57		19	2	10	20	2	53	
DART	528	EAST	20%	4	3	2	4	2	15	34	9	11	12	13	2	47	116
DART	528	WEST	20%	7	3	2	5	3	19		16	13	13	18	9	69	
DART	529	NORTH	20%	4	3	3	5	3	17	34	13	7	3	9	5	37	74
DART	529	SOUTH	20%	4	2	4	6	2	17		14	5	4	11	3	37	
DART	531	NORTH	10%	13	9	7	13	4	46	73	8	11	19	20	10	68	113
DART	531	SOUTH	10%	8	3	6	9	2	27		9	5	12	7	12	45	
DART	532	EAST	20%	5	2	1	3	1	13	26	12	7	4	10	1	34	65
DART	532	WEST	20%	4	1	2	5	1	13		11	10	1	8	1	31	
DART	533	EAST	20%	11	0	0	0	0	11	12	6	3	0	4	1	14	27
DART	533	WEST	20%	1	0	0	0	0	1		7	4	0	1	1	13	
DART	534	EAST	10%	20	9	8	19	9	65	120	11	5	13	20	14	63	131
DART	534	WEST	10%	17	7	6	17	9	55		11	9	10	16	22	68	
DART	535	NORTH	10%	13	7	10	20	5	55	115	19	9	8	17	6	58	115
DART	535	SOUTH	10%	20	9	8	13	5	55		23	9	12	9	3	55	
DART	536	EAST	20%	8	1	0	0	0	10	24	7	3	1	3	0	14	32
DART	536	WEST	20%	12	2	0	0	0	14		10	3	0	4	1	18	
DART	538	IN	10%	10	4	3	5	2	24	69	12	7	6	11	5	41	86
DART	538	OUT	10%	9	5	6	16	8	45		12	10	8	10	5	45	
DART	541	NORTH	10%	8	5	3	5	2	23	66	13	4	10	4	8	39	92
DART	541	SOUTH	10%	10	7	9	13	5	43		7	11	17	10	8	53	
DART	542	EAST	20%	5	3	3	4	1	16	38	6	7	7	3	1	24	52
DART	542	WEST	20%	5	4	3	7	2	22		5	8	5	6	4	28	
DART	544	NORTH	10%	19	9	7	13	5	54	94	14	10	19	24	3	70	125
DART	544	SOUTH	10%	12	4	7	13	4	40		9	12	22	9	3	55	
DART	547	NORTH	20%	5	3	2	7	2	18	48	14	11	18	28	4	75	138
DART	547	SOUTH	20%	10	5	4	10	2	30		20	8	12	20	3	63	
DART	549	NORTH	10%	10	7	7	15	4	43	89	6	4	7	20	8	45	81
DART	549	SOUTH	10%	10	6	8	15	8	46		7	4	6	9	10	36	
DART	551	NORTH	10%	8	3	3	5	1	21	43	6	6	7	5	5	29	49
DART	551	SOUTH	10%	6	3	3	9	2	22		6	3	2	8	1	20	
DART	553	NORTH	10%	8	5	6	5	2	25	52	9	9	3	10	2	33	66
DART	553	SOUTH	10%	6	4	4	11	2	27		9	6	4	12	2	33	
DART	554	NORTH	10%	17	9	9	9	6	50	117	21	6	9	14	12	62	142
DART	554	SOUTH	10%	10	8	7	26	15	67		9	10	13	18	30	80	
DART	560	EAST	20%	9	4	1	4	0	18	34	8	7	8	4	0	27	53
DART	560	WEST	20%	5	3	3	6	0	16		6	9	6	5	0	26	
DART	566	NORTH	20%	5	3	2	4	2	15	27	9	4	4	12	9	38	65
DART	566	SOUTH	20%	4	1	2	4	0	12		11	5	4	6	1	27	
DART	568	NORTH	10%	14	6	5	16	1	43	77	10	18	18	27	14	87	164
DART	568	SOUTH	10%	11	7	8	7	2	34		15	18	17	15	12	77	
DART	571	EAST	10%	8	4	5	11	3	30	51	4	2	7	8	3	24	48
DART	571	WEST	10%	6	4	4	6	2	21		4	3	3	10	4	24	
DART	574	NORTH	20%	11	1	1	5	1	19	41	14	6	3	6	3	32	52
DART	574	SOUTH	20%	6	0	2	11	3	22		8	0	3	7	2	20	
DART	582	NORTH	10%	12	3	7	11	0	33	68	20	17	5	6	0	48	101
DART	582	SOUTH	10%	11	4	7	14	0	35		20	14	10	9	0	53	
DART	583	NORTH	10%	28	18	24	38	21	129	239	48	28	30	35	17	159	290
DART	583	SOUTH	10%	32	20	21	28	9	110		23	16	29	44	19	131	
DART	591	EAST	20%	6	2	2	4	1	15	29	16	6	12	18	7	59	85
DART	591	WEST	20%	4	3	0	5	1	14		3	2	10	7	4	26	



**Table 4-1. Sampling Goals and main surveys Completed by Time of Day and Direction (CONTINUED)**

NCTCOG 2014 On-Board Survey Completion Report										GOAL						COMPLETED					
AGENCY	ROUTE	DIRECTION	Goal[%]	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total		Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total					
DART	592	EAST	10%	16	14	14	30	10	85	129	9	24	26	23	9	91					
DART	592	WEST	10%	13	9	8	11	4	44		13	17	21	12	7	70					
DART	593	EAST	10%	14	9	10	22	10	64	101	7	8	14	16	11	56					
DART	593	WEST	10%	10	5	7	10	5	37		8	8	5	18	11	50					
DART	594	EAST	20%	8	3	5	7	3	27	41	10	7	7	12	7	43					
DART	594	WEST	20%	6	2	2	2	1	14		9	2	3	3	6	23					
DART	595	EAST	20%	6	2	3	9	4	24	47	19	15	13	13	9	69					
DART	595	WEST	20%	9	3	4	6	2	23		11	9	13	14	2	49					
DART	597	EAST	10%	13	6	6	21	7	53	108	22	17	13	37	4	93					
DART	597	WEST	10%	21	7	7	15	6	55		38	17	10	13	10	88					
DART	840	LOOP	20%	5	2	2	5	1	13	13	8	2	6	7	1	24					
DART	841	EAST	20%	4	0	0	3	0	7		5	0	0	6	1	12					
DART	841	WEST	20%	4	0	0	3	0	6		17	0	0	3	1	21					
DART	842	EAST	20%	4	0	0	3	0	6	12	12	0	0	3	0	15					
DART	842	WEST	20%	3	0	0	2	0	6		4	0	0	10	0	14					
DART	843	EAST	20%	2	0	0	2	0	4	8	8	0	0	3	1	12					
DART	843	WEST	20%	2	0	0	2	0	4		5	0	0	3	1	9					
DART	870	LOOP	20%	5	5	6	10	2	28	28	3	3	7	9	7	29					
DART	887	EAST	20%	1	1	1	1	0	4	8	6	4	4	6	1	21					
DART	887	WEST	20%	1	1	1	1	0	4		1	1	1	1	1	5					
DART	825	M-LINE	20%	7	13	32	26	27	105	105	5	27	40	32	23	127					
DART	RAIL BLUE LINE	North	10%	234	141	162	401	133	1069	2180	348	200	253	435	195	1431					
DART	RAIL BLUE LINE	South	10%	367	155	170	287	132	1111		458	267	265	469	181	1640					
DART	RAIL GREEN LINE	North	10%	374	138	144	303	110	1070	2188	515	211	216	368	202	1512					
DART	RAIL GREEN LINE	South	10%	326	122	161	355	155	1118		459	193	214	461	206	1533					
DART	RAIL ORANGE LINE	East	10%	238	114	129	437	99	1017	1995	332	154	192	581	240	1499					
DART	RAIL ORANGE LINE	West	10%	367	108	134	266	104	978		486	177	226	420	191	1500					
DART	RAIL RED LINE	North	10%	319	204	221	471	164	1379	2824	459	299	334	576	287	1955					
DART	RAIL RED LINE	South	10%	383	190	220	475	178	1445		463	285	332	577	272	1929					
TRE	RAIL TRINITY	East	10%	218	31	25	124	14	412	811	198	82	79	126	57	542					
TRE	RAIL TRINITY	West	10%	79	24	31	229	36	399		131	65	78	206	78	558					
The T	1	NORTH	10%	32	46	36	51	11	176	351	29	38	48	45	14	174					
The T	1	SOUTH	10%	53	34	36	42	11	175		53	29	38	36	15	171					
The T	2	EAST	10%	27	38	34	39	11	149	306	52	34	55	41	17	199					
The T	2	WEST	10%	28	36	36	46	11	157		34	28	45	37	6	150					
The T	3	NORTH	10%	13	8	14	14	3	51	114	9	7	46	38	14	114					
The T	3	SOUTH	10%	11	12	16	19	6	63		15	28	25	27	8	103					
The T	4	EAST	10%	10	14	12	20	6	62	106	8	14	14	20	4	60					
The T	4	WEST	10%	8	11	10	11	4	44		12	11	19	14	5	61					
The T	5A	NORTH	10%	5	8	9	7	0	29	64	11	14	16	6	1	48					
The T	5A	SOUTH	10%	6	10	11	7	2	35		5	6	17	12	2	42					
The T	5B	NORTH	10%	6	5	8	6	5	30	52	5	4	7	9	7	32					
The T	5B	SOUTH	10%	1	5	4	12	0	22		7	5	3	8	2	25					
The T	6	NORTH	10%	17	12	13	16	2	61	148	17	13	24	24	7	85					
The T	6	SOUTH	10%	17	22	20	21	7	87		22	18	17	20	6	83					
The T	7	NORTH	20%	2	2	3	9	0	17	51	5	7	6	6	0	24					
The T	7	SOUTH	20%	9	7	6	11	1	34		5	7	9	16	1	38					
The T	9	EAST	20%	7	9	13	14	2	45	77	8	8	12	13	3	44					
The T	9	WEST	20%	6	9	8	9	0	32		10	11	10	14	0	45					
The T	10	EAST	20%	4	3	7	11	1	26	44	10	7	11	10	1	39					
The T	10	WEST	20%	3	4	5	5	0	18		3	2	5	4	0	14					
The T	11	NORTH	20%	8	5	6	14	1	34	70	11	7	16	15	3	52					
The T	11	SOUTH	20%	7	8	9	11	1	36		6	22	26	20	0	74					
The T	12	CIRCULATOR	20%	5	0	0	5	0	11	11	4	0	0	5	0	9					
The T	14	NORTH	10%	5	9	7	9	3	32	67	11	13	15	9	3	51					
The T	14	SOUTH	10%	3	3	9	11	2	35		10	8	5	11	2	36					
The T	17	NORTH	20%	3	3	3	5	1	14	27	4	5	3	4	1	17					
The T	17	SOUTH	20%	5	2	3	3	0	13		10	8	6	5	0	29					
The T	20	NORTH	20%	2	7	11	13	6	39	102	7	10	24	12	4	57					
The T	20	SOUTH	20%	20	10	13	14	6	63		29	16	15	25	8	93					
The T	21	EAST	10%	7	9	11	17	5	51	103	7	5	12	21	16	61					
The T	21	WEST	10%	14	12	9	11	6	52		32	14	13	29	18	106					
The T	22	EAST	10%	6	5	8	17	2	39	77	13	4	16	18	4	55					
The T	22	WEST	10%	15	6	6	11	1	38		19	9	14	14	2	58					
The T	24	EAST	10%	5	10	8	9	1	33	55	5	11	14	14	1	45					
The T	24	WEST	10%	6	6	5	5	1	22		14	9	9	8	2	42					
The T	25	EAST	10%	16	21	28	30	10	105	229	15	17	39	43	14	128					
The T	25	WEST	10%	22	25	31	38	8	124		27	31	31	40	13	142					
The T	26	COUNTERCLK	10%	0	0	21	28	2	51	80	0	0	21	28	2	51					
The T	26	CLOCKWISE	10%	7	22	0	0	0	29		9	13	0	0	0	22					
The T	27	CIRCULATOR	20%	7	10	9	9	5	41	41	8	13	18	23	5	67					
The T	29	CIRCULATOR	10%	13	19	14	6	0	53	53	19	36	42	23	0	120					
The T	30	CIRCULATOR	20%	30	0	0	22	0	53	53	29	0	0	23	0	52					
The T	32	NORTH	20%	4	4	3	9	2	23	51	2	3	2	3	1	11					
The T	32	SOUTH	20%	3	5	6	13	1	28	26	2	3	3	2	2	12					
The T	41	NO DIRECTION	20%	6	4	5	11	0	26	26	4	4	5	11	0	24					
The T	46	NORTH	10%	9	9	7	10	0	36	58	7	10	9	7	1	34					
The T	46	SOUTH	10%	5	4	5	8	0	22		9	9	7	7	2	34					
The T	57	NORTH	20%	2	0	1	10	1	14	21	3	1	1	10	1	16					
The T	57	SOUTH	20%	2	0	2	3	0	7		1	0	2	1	1	5					
The T	60	EAST	20%	0	0	0	0	0	0	12	0	0	0	0	0	0					
The T	60	WEST	20%	12	0	0	0	0	12		7	0	0	0	0	7					
The T	61	EAST	20%	6	0	0	0	0	6	19	6	0	0	0	0	6					
The T	61	WEST	20%	0	0	0	13	0	13		0	0	0	6	0	6					
The T	62	NORTH	20%	0	0	0	2	0	3	5	0	0	0	5	0	5					
The T	62	SOUTH	20%	2	0	0	0	0	2		5	0	0	0	0	5					
The T	63	NORTH	20%			5			0	0			5		5						
The T	63	SOUTH	20%			5			0				9		9						
The T	65	NORTH	20%	11	0	0	0	0	11	23	7	0	0	0	0	7					
The T	65	SOUTH	20%	0	0	0	12	0	12		0	0	0	14	0	14					
The T	66	NORTH	20%	5	0	0	0	0	5	11	10	0	0	0	0	10					
The T	66	SOUTH	20%	0	0	0	6	0	6		0	0	0	9	0	9					
The T	72	NORTH	20%	5	8	5	5	1	25	53	5	14	8	10	3	40					
The T	72	SOUTH	20%	4	5	7	9	3	28		13	12	3	7	1	36					



**Table 4-1. Sampling Goals and main surveys Completed by Time of Day and Direction (CONTINUED)**

NCTCOG 2014 On-Board Survey Completion Report			GOAL						COMPLETED						
AGENCY	ROUTE	DIRECTION	Goal[%]	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total	Before 9:00 AM	9:00 A.M. - 12:00 P.M.	12:00 P.M. - 3:00 P.M.	3:00 P.M. - 7:00 P.M.	After 7 P.M.	Direction Total
The T	110	EAST	20%	4	0	0	0	0	4	8	0	0	0	0	8
The T	110	WEST	20%	0	0	0	4	0	4	0	0	0	5	0	5
The T	111	CIRCULATOR	20%			22				0		18			18
The T	19/Molly	CIRCULATOR	20%	0	4	12	10	12	39	39	0	4	17	9	41
The T	89/SPUR	EAST	10%	28	41	51	68	20	207	432	25	50	53	64	216
The T	89/SPUR	WEST	10%	45	49	52	67	12	225	432	60	72	73	95	350
DCTA	A Train	NB	10%	37	16	8	60	7	127	251	64	36	15	73	198
DCTA	A Train	SB	10%	59	9	10	39	7	124	251	65	27	24	70	205
DCTA	Mean Green	Circular	10%	22	46	46	24	0	138	138	14	37	37	16	104
DCTA	North Texan	Circular	10%	30	60	50	34	0	174	174	39	82	53	46	220
DCTA	Eagle Point	Circular	10%	23	40	35	21	0	119	119	24	45	30	26	125
DCTA	Discovery Park	Circular	10%	21	46	52	32	0	151	151	23	43	44	33	143
DCTA	Centre Place East	East	10%	11	22	19	9	0	61	61	30	46	48	42	166
DCTA	Centre Place West	West	10%	30	54	67	47	13	211	211	21	45	58	39	171
DCTA	Bernard Street	Circular	10%	34	64	49	46	10	203	203	34	53	57	52	208
DCTA	Colorado Express	Circular	10%	20	22	22	25	0	87	87	22	31	27	39	134
DCTA	Sam Bass	Circular	10%	11	23	16	17	4	71	71	14	29	25	27	104
DCTA	Campus Cruiser	Circular	10%	0	0	0	26	16	42	42	0	0	0	20	37
DCTA	1	Inbound	20%	3	1	2	2	0	9	24	3	2	1	1	8
DCTA	1	Outbound	20%	2	3	3	6	1	15	24	3	2	1	2	10
DCTA	2	Inbound	20%	2	3	2	3	1	11	36	2	4	5	4	17
DCTA	2	Outbound	20%	5	6	6	6	2	25	36	5	6	4	7	25
DCTA	3	Inbound	20%	6	3	3	4	0	16	45	12	10	7	3	33
DCTA	3	Outbound	20%	7	4	7	9	2	29	45	7	5	12	10	36
DCTA	4	Inbound	20%	3	4	9	5	1	22	44	9	11	13	11	45
DCTA	4	Outbound	20%	6	5	5	5	1	22	44	11	11	15	20	58
DCTA	5	Inbound	20%	3	3	1	7	0	15	49	8	10	10	7	37
DCTA	5	Outbound	20%	9	9	6	7	2	34	49	14	14	11	10	53
DCTA	6	Inbound	20%	1	2	3	7	1	14	43	5	5	7	7	25
DCTA	6	Outbound	20%	8	9	6	6	0	29	43	6	12	8	3	30
DCTA	7	Inbound	10%	2	3	4	8	1	19	36	6	6	15	21	52
DCTA	7	Outbound	10%	3	3	6	4	1	17	36	10	18	12	9	51
DCTA	8	Inbound	20%	8	3	2	4	1	18	61	11	8	9	7	38
DCTA	8	Outbound	20%	14	11	8	8	2	43	61	12	20	15	17	65
DCTA	9	Inbound	20%	1	0	1	11	1	15	41	4	4	4	26	42
DCTA	9	Outbound	20%	15	6	2	3	0	26	41	26	12	4	14	57
DCTA	21	NORTH	20%	5	3	1	5	1	16	35	8	3	2	6	20
DCTA	21	SOUTH	20%	5	2	4	7	1	19	35	7	2	6	8	24
DCTA	22	NORTH	20%	2	2	5	4	1	14	31	3	2	4	4	14
DCTA	22	SOUTH	20%	4	4	3	4	1	17	31	8	3	5	5	23
DCTA	23	NORTH	20%	7	3	4	7	0	22	41	10	2	3	7	23
DCTA	23	SOUTH	20%	5	2	5	6	1	19	41	11	4	6	5	27

The sampling target for each route involved 10% or 20% of the estimated ridership provided by each agency. Overall, 169 of 194 total route goals (87.1%) were achieved. For each route's goal that wasn't achieved, an interview team spent at least three days attempting to target that specific route.

A survey was considered "complete" if all of the contractually required information was collected, as described in Section 1.4. A survey was considered "useable" if it met 100 percent of the quality assurance and quality control tests that were applied to each record. Overall, the total number of "complete and useable surveys" exceeded the contractual requirements by more than 9,000 surveys. More information on the QA/QC process can be found in Chapter 6.

All of these factors combined show that the data collected for this project is some of the best transit survey data ever collected.

## 4.2 Recruiting and Training Interviewers

Assembling a team of high quality interviewers was one of the most important steps in the Main Survey administration process. For this project, ETC Institute also used local temporary interviewers who were recruited by a staffing agency to complement ETC Institute's experienced supervisors.

Interviewers recruited by the agency were required to have a familiarity with the bus service areas. They were also required to document a solid work history, show a professional attitude and appearance, prove to supervisors the ability to interact with the public, display an ability to work a Tablet PC, and show proficiency with ETC Institute's surveying program.

Each interviewer was required to attend ETC Institute's training session. During this training session, interviewers were presented with the following:

- An overview of the on-board survey objectives
- How to operate the tablet PC and surveying software
- How to approach riders and sampling procedures
- Survey etiquette
- How to deal with various situations that could be encountered during a survey
- Role-playing and one-on-one tutoring with an ETC Institute supervisor
- Overview of rules and procedures and a code of conduct to be followed while representing NCTCOG, DART, DCTA, The T, TRE, and ETC in the field.

Once all training was completed, and each interviewer was approved by an ETC Institute supervisor, interviewers spent several days under the supervision of a supervisor, who assessed each interviewer's ability to properly conduct surveys. Those who did not demonstrate proficiency in all of the required tasks for the Main Survey were released.

### **4.3 Prior to the Administration of the Survey**

In order to encourage participation in the survey, signs were posted on buses and trains that explained the importance of the survey. The sign also pictured an interviewer for recognition. The signs were posted on buses and trains during the On-to-Off phase of the survey and throughout the duration of the Main Survey. Announcements of each survey were also posted on Facebook and Twitter of NCTCOG and the corresponding transit agency.

### **4.4 Main Survey Administration Procedure**

Prior to administration of the Main Survey, the results of the On-to-Off survey were reviewed to ensure the survey team fully understood the trip patterns along each bus route and rail line. Some of the specific aspects of the On-to-Off survey data that were reviewed included:

- Whether any pairs of stops along a route account for at least 10% of the one-way trips that were completed on the route during a particular time period.
  - If a high percentage of trips along a given route involved the same set of boarding and alighting pairs, ETC Institute placed additional interviewers on buses to be sure these trips were captured. Without the On-to-Off data, these trips may have been underrepresented using traditional sampling techniques.
- The percentage of boarding/alighting pairs along each route that were "short trips", which means the distance between the boarding and alighting locations was less than one mile.
  - If more than 10% of the records from the On-to-Off survey for a given route involved boarding/alighting pairs that were less than one mile apart, additional interviewers were staffed on the route and interviewers were told to conduct the full interview even if the rider said that he/she did not have enough time to complete the survey. Two options were available to finish the survey: callback

option or the interviewer would get off the bus with the rider and complete the survey after getting off the bus.

#### **4.4.1 Methods for Selecting and Surveying Main Survey Participants**

On bus routes, a random number generator was used to determine which passengers were asked to participate in the survey after boarding a bus at a particular stop. If four or more people boarded the bus, the surveyor would enter the number 4 into the tablet and the tablet PC randomly generated a number from 1 to 4. If the answer was 2, the second person who boarded the bus was asked to participate in the survey. If the answer was 1, the first person was asked to participate in the survey, and so forth. The selection was limited to the first four people who boarded a bus at any given stop to ensure the interviewer could keep track of the passengers as they boarded. For example, if 10 people boarded a bus, the tablet PC program would randomly pick one of the first four people for the survey.

The process was very similar for the rail line, with the exception of the placement of the surveyors. For example if there were 3 trains with 3 cars each for a particular rail line, then 1 surveyor would be placed in the first car of the first train, another surveyor would be placed in the second car of the second train, and a third surveyor would be placed in the third car of the third train. If multiple surveyors were placed on the train, then they were separated and placed into different cars. The surveyor then would focus on the door of the car they were assigned and used the random number generator previously described to determine which boarding passenger to survey.

There was also a contingency plan such that the interviewer would proceed sequentially through the boarders he tracked if a refusal occurred. For example, if four people boarded the route/rail, and the random number generator specified 2, and passenger #2 refused to be interviewed, then the surveyor would approach passenger #3.

If the surveyor approaches the person who was selected and received a refusal, the interviewer will end the survey, and the refusal will be recorded on the tablet PC to help assess the overall response rate to the survey. Table 4-2 shows the response rate by time of day and by agency.

**Table 4-2. Response Rate by Time of Day and Mode**

<b>RESPONSE RATE BY TIME OF DAY AND MODE</b>					
<b>MODE</b>	<b>Before 9:00 A.M.</b>	<b>9:00 A.M. - 12:00 PM</b>	<b>12:00 P.M. - 3:00 P.M.</b>	<b>3:00 P.M. - 7:00 P.M.</b>	<b>After 7 P.M.</b>
DART RAIL/TRE/A-TRAIN	90.7%	87.4%	84.4%	80.4%	82.1%
DART BUS	93.2%	88.1%	86.6%	80.7%	81.1%
DCTA BUS	95.5%	90.0%	84.6%	84.0%	83.1%
The T BUS	93.5%	90.2%	83.2%	82.6%	83.9%
AVERAGE RATE PER SYSTEM	93.2%	88.9%	84.7%	81.9%	82.6%

#### **4.4.2 Other Techniques Used to Manage the Sampling Process**

Some of the other techniques that were used to manage the sampling of bus and rail riders are the following:

- **Daily Reviews of Interviewer Performance**—During each day, the research team evaluated the performance of each interviewer. This included a review of the characteristics of the passengers who were interviewed with regard to age, gender, race, the number of reported transfers, the number of required data fields that were completed, the number of desired data fields that were completed, and the average length of each interview. These reviews are completed while the surveyor is on the bus or train and the findings are discussed with that surveyor when they check in. This allowed the research team to provide immediate feedback to interviewers to improve their overall performance. It also allowed the research team to quickly identify and remove interviewers who were not conducting the survey properly.
- **Management of the Sample by Time of Day**—In addition to managing the total number of surveys that were completed for each route/station, ETC Institute also managed the number of surveys that were completed during each of the following five time periods: Before 9 a.m.; 9-12:00 p.m.; 12-3:00 p.m.; 3 - 7:00 p.m.; and After 7 p.m.

The original time periods 1 (Before 6:30 a.m.) and 2 (6:30 – 9:00 am) were combined during the data expansion process. This was done to ensure that the number of completed surveys for each time period would adequately support data expansion requirements for travel demand forecasting. The data expansion process is further described in Chapter 6 of this report.

#### **4.4.3 Local Bus Routes/Rail Line**

Local bus routes are routes that provide regular/continuous service throughout the day. Local bus routes and rail lines were surveyed using the tablet PCs, as described in Section 4.4.1. Since local routes have more frequent stops than express routes and shorter ride times for the passenger, an interviewer conducting the survey via tablet PC was deemed necessary in order to achieve the desired response rates. Interviewers selected people for the survey in accordance with the sampling procedures described in Section 4.4.1 of this report.

Once an interviewer had selected a person for the survey, the interviewer did the following:

- Approached the person who was selected and asked him or her to participate in the survey.
- If the person refused, the interviewer ended the survey.
- If the person agreed to participate, the interviewer asked the respondent if he/she had at least 5 minutes to complete the survey.
- If the person did not have at least 5 minutes on the bus, the interviewer asked the person to provide his/her home address, boarding location, alighting location, name, and phone number. Within 24 hours, a phone interviewer from ETC Institute’s call center contacted the respondent and asked him/her to provide the information by phone. This methodology ensured that people who completed “short-trips” on public transit were well-represented.
- If the person had at least 5 minutes on the bus, the interviewer began administering the survey to the respondent as a face-to-face interview using a tablet PC. After all of the required questions had been answered, the interviewer asked the respondent if he or she had 2 to 3 more minutes to complete the desired questions. If the respondent

agreed, the interviewer then asked the remaining questions on the survey. Interviewers working in ETC Institute's call center then called respondents who did not have the 2 to 3 minutes to complete the desired questions at a later date.

#### **4.4.4 Express Service Routes**

An express service routes is a bus service type that is intended to run faster than normal bus services between the same destination points. This type of bus service usually runs with limited stops and during peak hours only. The surveyed bus routes classified as express service routes were the DART 200 series, The T 60 Series, and The T's Route 110. Routes that were classified as *express* routes were surveyed by interviewers using the self-administered, printed questionnaires, as described in Section □. Interviewers distributed the printed surveys and pencils to boarding riders. Paper surveys were used on some express route buses because those respondents generally had longer ride times and the routes often serve employed travelers with higher education levels. The combination of higher education levels, longer ride time, and the ease of distributing the paper surveys to a higher number of passengers often leads to a much higher percentage of rider surveys being captured (than would have been possible with using a tablet PC alone) while still maintaining a high level of accuracy.

Once a rider finished a survey, an interviewer conducted a short-version interview with the rider to ensure that all questions were answered properly and then made corrections/additions to the survey as necessary. After corrections/additions were made, the interviewer initialed the printed survey for submittal.

### **4.5 After the Administration of the Survey**

Surveys submitted with tablet PCs went under a pre-approval phase by an ETC Supervisor in real-time using ETC Institute's survey program's on-line database to ensure that the following information had been provided:

- Type of place where the trip began
- Complete address where the trip began
- Mode of access to the transit system
- Boarding location
- Alighting location
- Mode of egress from the transit system
- Complete destination address
- Type of place where the trip ended
- Respondent's home address
- Respondent's employment status
- Respondent's student status
- Respondent's driver's license status
- Respondent's age
- Number of operating vehicles available in the household
- Number of occupants in the respondent's household
- Number of workers (employed persons) in the respondent's household
- Annual household income
- Time of day the survey was completed

If any information was missing or incomplete, the supervisor flagged the record for reviewing. ETC Institute's Project Manager then forwarded all flagged survey records and the corresponding name and phone number to ETC Institute's call center. Interviewers

working in ETC Institute's call center then called respondents who had provided their names and phone numbers to retrieve the missing information by phone.

Once survey records were classified as *complete*, meaning all of the required information had been collected, the records were forwarded to ETC Institute's geocoding manager, who then geocoded the home, origin, boarding, alighting, and destination locations. Afterwards, ETC Managers and SRRT were also able to check survey trip logic by being able to review the Main Survey's Origin-Boarding-Alighting-Destination on a single screen to begin the Quality Control Data Review Process. See Chapter 5 for more information about SRRT and the Quality Control Data Review Process.

Express route surveys were physically reviewed by an ETC Manager to ensure that the same information had been provided. The printed surveys were then sent to ETC Institute's Data Entry department to be entered. Those surveyed on express routes were sometimes called by ETC Institute's Call Center to retrieve any missing information by phone.

## 4.6 Organization of the Main Survey Team

The Main Survey was administered by teams who were directly supervised by an ETC Institute supervisor. The supervisors were responsible for reviewing the performance of each interviewer ensuring that all parts of the surveying procedure were being followed and the sampling goals for each route were met. The supervisors operated from centralized locations, such as transit centers, so that the performance of all interviewers could be evaluated.

Interviewers were typically deployed on at least two buses of the same route running in opposite directions. On high-volume routes, interviewers may have been deployed on up to six buses on a route. On low-volume routes, interviewers may have been deployed on just one bus serving the route. For the rail, the number of surveyors placed on each route was dependent on how many rail cars and trains there were for each line. For example if there were 3 trains with 3 cars each for a particular rail line, then 1 surveyor would be placed in the first car of the first train, another surveyor would be placed in the second car of the second train, and a third surveyor would be placed in the third car of the third train.

The responsibilities for each of the positions on the Main Survey team are the following:

- The supervisor was responsible for ensuring that interviewers were properly trained, equipping interviewers to conduct surveys, scheduling interviewers, inspecting work, and reviewing the data collected.
- The interviewer was responsible for administering surveys while following surveying procedures.

## 4.7 Timing of the Main Survey Administration

The Main Survey was administered at the time of day that coincided with the hours that each route was operational. This was to ensure that the administration of the survey began prior to peak ridership levels in the morning and continued after peak ridership levels in the evening. Although the administration of the Main Survey began as early as 5 am and continued to as late as 10 pm on some routes, most of the surveys were administered between the hours of 6 am and 9 pm.

The bulk of the Main Survey was administered during weekdays (Monday through Thursday) with the exceptions of national holidays (Memorial Day, Labor Day, Election Day, Veterans Day, and Thanksgiving), and spring and summer breaks observed by local colleges/schools from late March to early December 2014. Weekend surveys were conducted on Saturday and Sundays in October and November prior to Thanksgiving. In addition, surveying did not occur during the Texas State Fair on DART, DCTA, and TRE. The Main Survey collection timeline by agency was the following:

- DART: March – May, 2014; August-October 2014
- DCTA: October-November 2014
- The T: October-December 2014
- TRE: March – May, 2014; August-October 2014





Many of the processes described in the first five chapters of this report were essential elements of the overall quality assurance/quality control (QA/QC) process that was implemented throughout the survey administration process. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained from each bus route and rail line. Training of interviewers and the high levels of oversight provided by team leaders and the project manager ensured that the survey was administered properly. Also, the use of the latest geocoding tools contributed to the high quality of geocoding accuracy that was achieved.

The following sections describe the QA/QC processes that were implemented after the data was collected.

## 5.1 Required Data Collected

Required data involved questions for which a response from a respondent was required in order for the survey to be considered complete. All of the data required to fulfill the objectives of the project are the following:

- Origin address
- Destination address
- Boarding location
- Alighting location
- Home address
- Access mode
- Egress mode
- Trip purpose/type of place at the origin
- Trip purpose/type of place at the destination
- Number of transfers
- Transfer routes
- Time of Day Trip was completed
- Direction of travel

The record must also contain answers to at least 90% of the “other trip information”, “payment”, and demographic questions which include:

- Frequency of transit use
- Method of payment
- Number of vehicles available to the household
- Number of household occupants
- Number of adults who are employed in the household
- Student status
- Employment status
- Driver’s license status
- Whether the respondent is a resident of the DFW region
- Age
- Disability status
- Race
- Gender
- Income
- English language ability

## 5.2 Process for Identifying “Complete and Useable” Surveys

Once a survey had been classified as being complete, the next phase of the QA/QC process was to determine the usability of each survey record. The term useable was used to identify records that passed all of the QA/QC tests after it was classified as being complete. In this section, the QA/QC tests conducted are described.

### 5.2.1 Pre-processing Tests

The first step in this process involved the application of a series of QA/QC tests that were conducted before the address fields were processed for geocoding. Some of the specific checks that were conducted during the pre-processing phase included the following:

- Checking that *home* street names, city names, and zip codes can be geocoded;
- Checking that *origin* street names, city names, and zip codes can be geocoded;
- Checking that *destination* street names, city names, and zip codes can be geocoded;
- Checking for *origin* place names that could be matched to a pre-existing list of major destinations that had been previously geocoded;
- Checking for *destination* place names that could be matched to a pre-existing list of major destinations that had been previously geocoded;
- Ensuring the number of household occupants was greater than or equal to the number of employed members of the household;
- Ensuring the respondents who indicated that they were employed also reported that at least one member of their household was employed;
- Ensuring that bus route names were consistently spelled and coded correctly;
- Ensuring that the report dates on which the survey was administered were appropriate;
- Ensuring that transfers to a bus route were possible;
- Ensuring that transfers from a bus route were possible;
- Ensuring that the number of vehicles available to a respondent’s household were consistent with the respondent’s reported annual household income. Low income families who reported owning many vehicles and high income families that reported no vehicles were flagged;
- Ensuring the time of day a survey was completed was reasonable given the published operating schedule for the route;
- Ensuring the origin type of place code matched the type of place reported by the respondent; and
- Ensuring the destination type of place code matched the type of place reported by the respondent.

Records that did not pass all of the tests were sent to ETC Institute’s Survey Records Review Team (SRRT) for further review. Based on the type of issues found with the record, the SRRT members then took one of the following actions:

- They corrected the deficiency in the record.

- They directed ETC Institute’s Call Center to contact the respondent by phone (if a phone number was available) to retrieve additional information or to confirm whether or not their responses were correct.
- They reclassified the record as *incomplete* by assigning a value of “3” for the record’s Quality Control Flag. This assignment removed the record from further inclusion in the final survey database.

Records that passed all the pre-processing QA/QC tests were forwarded to ETC Institute’s geocoding team.

### **5.2.2 Process for Geocoding Address Records**

Each transit survey record conveys information about five physical locations: trip origin, trip destination, boarding stop (where the transit user boarded the transit vehicle on which he/she was surveyed), alighting stop (where the transit user exited the bus or train on which he/she was surveyed), and the home/residence location of the transit user. Because the vast majority of the data collection will occur on the tablets using real time geocoding, converting the data into a consistent format for street names, street numbers, zip codes, and landmarks will be an automated process. For those hard copy questionnaires collected, the location data will be captured in the same automated fashion thus producing clean and consistent location data. The survey’s mapping feature via Google Maps allows the surveyor to tag all five addresses remotely. If the surveyor is unable to find any location; they are able to provide descriptive building names, street names, and city names for later geocoding. All of these types of records were pulled aside and manually corrected and geocoded using ETC Institute’s Visual Survey Editor Program (VSEP).

### **5.2.3 Post-processing Tests**

After all five addresses were successfully geocoded; the next step in this process involved the application of a series of QA/QC tests:

- Ensuring the origin and destination addresses were not the same
- Ensuring the boarding and alighting addresses were not the same
- Ensuring that the respondent did not list the same route as both a “transfer from” and a “transfer to” during their one-way trip
- Checking to be sure the access mode was appropriate given the distance of travel from the trip origin to the place where the respondent initially accessed transit. For example, if a rider reported that he/she accessed transit by car but the distance from his/her origin to the entry point for transit was less than 0.25 mile, the record would have been flagged for further review. Similarly, if a respondent reported that he/she walked to transit but the distance from the origin to transit was more than 2 miles, the record would have been flagged to check for a missing transfer since 2 miles or more is well beyond typical walk distance.
- Checking to ensure that the egress mode was appropriate given the distance of travel from place where the respondent exited the transit system to his/her destination
- Reviewing the total distance the respondent traveled on transit compared to the distance the respondent traveled from the origin to the destination for his/her trip. For example, if

a respondent reported traveling 6 miles on transit in order to travel 0.5 mile from the origin to the destination for his/her trip, the record would have been flagged for further review. Similarly, if a respondent reported traveling just 1 mile on transit to complete a 10-mile trip, the records would have been flagged to check for a missing transfer.

Records that were flagged for further review were forwarded to the appropriate section based on the nature of the flag.

- Issues that involved address geocoding assignments were referred to ETC Institute's geocoding team.
- Issues that needed clarification of data were directed to ETC Institute's Call Center (if a phone number was available). The Call Center then contacted the respondent to retrieve additional information as needed. If respondent was unable to be contacted, final assessment of the records were approved by Senior Management.
- All other issues were directed to ETC Institute's SRRT.

Records that passed all the post-processing QA/QC tests or that were corrected were then forwarded to ETC Institute's SRRT for a final visual inspection of the trip using the Visual Survey Editor Program (VSEP), which is described in the following section. Records that were complete but could have problems with the trip logic or other attributes of the trip were reclassified as *problematic* by assigning a value of "2" as the record's Quality Control Flag. This assignment removed the record from further consideration for the final survey database.

#### **5.2.4 Visual Inspection**

The final step of the QA/QC data review process involved a visual inspection of the trip record using the VSEP. The key tasks that were conducted as part of this visual inspection included the sensibility of results for the following areas:

- Key variables of survey trips with very short distances (less than 1 mile for local bus trips and less than 4 miles for express trips). The key variables reviewed were the four major geocoded points (origin, destination, boarding, alighting) of the trip. If the review of the trip indicated an illogical pattern, it wasn't included in the final expanded database.
- Trips with zero transfers given location of boarding and alighting locations relative to the origin and destination
- Trips that reported three or more transfers
- Drive access/egress trips given the distance traveled by car relative to the distance traveled by bus or light rail
- Drive access/egress trips with more than one transfer
- Looking at the origin-to-destination to ensure that it was appropriate for the survey route that was used for the trip
- Finalize trip logic by reviewing the Origin-Boarding-Alighting-Destination locations on a single screen.

If a record passed all the visual checks listed, the record was classified as *useable* and tagged for inclusion in the final survey database by assigning a value of “1” as the record’s Quality Control Flag.

If a record did not pass all the visual checks, the record was sent back to the SRRT for further review. If the SRRT was not able to resolve the problem that was identified, the record was reclassified as *problematic* by assigning a value of “2” as the record’s Quality Control Flag. This assignment removed the record from further consideration for the final survey database.

This chapter describes the data sources and data expansion process used for the transit survey. The sources of data used for sampling and expansion are described in Section 6.1.

The surveys of the DART Blue Line, DART Green Line, DART Orange Line, and DART Red Line, TRE and DCTA A-Train were expanded by route, time of day, and direction, and the boarding station and corresponding alighting station of the rider. For the bus surveys in the project, the surveys were expanded by route, time of day, and direction, and by the boarding segment and corresponding alighting segment of the rider. The data expansion process is explained in more detail for rail lines and bus routes in Sections 6.2 and 6.3 respectively.

## **6.1 Sources of Ridership Data**

### **6.1.1 DART**

DART bus ridership data were compiled from data collected by the on-board revenue collection system - the fareboxes. The farebox data supplied for sample planning were collected in November 2013, so it would be after the Texas State Fair but before the holidays. In addition, to segment the bus routes for sampling, raw farebox data from November 2013 was used to provide estimated non-directional boarding totals from endpoint to endpoint along each route. The farebox data supplied for expansion were collected in April 2014.

Light rail data were supplied using records from Automatic Passenger Counter (APC) sampling. The ridership data supplied for sampling was collected in fall 2013, excluding the period of the Texas State Fair. The ridership data supplied for expansion was collected in April and May 2014.

The MATA ridership was collected by the MATA streetcar operators and recorded on trip sheets. The data are then summarized and transmitted to DART as monthly weekday, Saturday and Sunday totals and averages. The breakdown of MATA ridership for sampling was based on trip sheet data collected by streetcar operators on March 10-13, 2014; these were processed by NCTCOG into time of day and direction.

### **6.1.2 DCTA**

DCTA ridership data used was provided by DCTA officials. The source of the intercept sampling data was based on average ridership numbers from early September 2014 for the A-Train and early September 2013 for Connect and UNT buses. For the expansion, the source of the data was based on average ridership numbers from early November 2014.

### **6.1.3 The T**

The percentage of bus ridership by direction and time of day for each route was calculated from the 2012 FWTA Boarding/Alighting survey data; for any routes not part of the survey, no time of day and direction breakdown was applied. The November 2013 T ridership data,

provided by the FWTA officials, was then used to determine the number of samples to be collected in the Main Survey.

Before the expansion of the data, the 2012 FWTA Boarding/Alighting survey database was updated to correct boardings that occurred at the end of a trip and redefine them as boardings at the beginning of the following trip. The October 2014 T ridership data applied to the updated 2012 FWTA Boarding/Alighting survey database was then used to determine the expansion by direction and time of day for each route.

### 6.1.4 TRE

TRE ridership is counted by the train conductors daily by station and trip, and reported to DART and The T. The daily summaries of ridership by station were aggregated by DART into an average weekday ridership by station for each month. The average weekday ridership by station for fall 2013 was used for sampling. The average weekday ridership by station for April and May 2014 was used for the expansion.

## 6.2 Methodology for Calculating Unlinked Expansion Factors for Bus Routes

Stops along each bus route were aggregated into 3 segments (named A, B, and C) based on surrounding land use and the ridership distribution on the route. This was done by direction and for each of the 5 time periods to ensure that reasonable expansion factors could be developed based on the path taken by riders as a function of their boarding and alighting locations. The process for how the bus route data was expanded is explained in this section.

Table 6-1 shows the segmented results for the On-to-Off Survey that was administered during the *Before 9am* period, heading West on DART Route 11. Each row in the table identifies the segment where passengers boarded the bus. The columns in the table identify the segments where people alighted the bus. For example, during the *Before 9AM* period heading west on Route 11, 71 of the On-to-Off surveys had riders board on segment B and alight at segment A.

**Table 6-1. Bus Data Expansion Table Results of On-to-Off Survey**

West (Time Period - Before 9am)				
TABLE 1: ON-TO-OFF SURVEYS COMPLETED		Total Boardings this Direction During this Time Period =		
		<b>514</b>		
West (Time Period - Before 9am)		DISTRIBUTION OF COMPLETED ON2OFF SURVEYS		
Segment		A	B	C
A	33	33	0	0
B	75	71	4	0
C	80	2	50	28
Total	<b>188</b>	<b>106</b>	<b>54</b>	<b>28</b>

Table 6-2 shows the distribution of the data in Table 6-1 as a percentage of all boardings for the route. Table 6-2 was created by dividing each on-to-off cell in Table 6-1 by the sum of all

on-to-off surveys in Table 6-1, which is 188. For example, during the *Before 9AM* period heading west on Route 11, 71/188 (37.77%) of all trips board on segment B and alight at segment A as shown in Table 6-2.

**Table 6-2. Bus Data Expansion Table Distribution of On-to-Off Survey**

<b>TABLE 2: DISTRIBUTION OF THE ON-TO-OFF SURVEY</b>				
<b>West (Time Period - Before 9am)</b>		<b>DISTRIBUTION OF ON2OFF SURVEYS AS % OF ALL COMPLETED ON2OFF SURVEYS</b>		
Segment		<b>A</b>	<b>B</b>	<b>C</b>
A	17.55%	17.55%	0.00%	0.00%
B	39.89%	37.77%	2.13%	0.00%
C	42.55%	1.06%	26.60%	14.89%
Total	100%	56.38%	28.72%	14.89%

The total ridership for the route, time period and direction was applied to the on-to-off distribution shown in Table 6-2. This produces an estimate of the ridership flow on each route based on the Segment-On to the Segment-Off as shown in Table 6-3. Applying the actual ridership of 514 to the distribution, one can calculate that 194 trips (37.77% x 514) board on segment B and alight at segment A during the *Before 9am* Time Period, heading Westbound on Route 11.

**Table 6-3. Bus Data Expansion Table Initial Estimate of Ridership Flows Between Segments**

<b>TABLE 3: ESTIMATE OF RIDERSHIP FLOWS BETWEEN SEGMENTS</b>				
<b>(percentages in table 2 were applied to the total boardings for this time period in this direction)</b>				
<b>West (Time Period - Before 9am)</b>		<b>ESTIMATED RIDERSHIP BASED ON THE ON-TO-OFF SURVEY</b>		
Segment		<b>A</b>	<b>B</b>	<b>C</b>
A	90	90	0	0
B	205	194	11	0
C	219	5	137	77
Total	514	290	148	77

The actual number of main surveys that were completed for each boarding-alighting segment pair is shown in Table 6-4. To calculate the expansion factors, the estimate of ridership between segments shown in Table 6-3 was divided by the actual number of main surveys that were completed between segments shown in Table 6-4. This calculation produces the expansion weights shown in Table 6-5. So, the 194 estimated riders were divided by the 10 completed surveys to produce a weight of 19.41 to be applied to westbound riders on Route 11 who board at segment B and alighting at segment A as shown in Table 6-5.



**Table 6-4. Number of Completed Surveys (Bus)**

COMPLETED INTERCEPT SURVEYS		Total Number of Surveys = <b>50</b>		
West (Time Period - Before 9am)		NUMBER OF COMPLETED SURVEYS		
Segment		A	B	C
A	11	11	0	0
B	11	10	1	0
C	28	6	14	8
Total	50	27	15	8

**Table 6-5. Weighting Factors (Bus)**

TABLE 5: Weighting Factors				
West (Time Period - Before 9am)				
Segment		A	B	C
A	8.20	8.20		
B	18.64	19.41	10.93	
C	7.81	0.91	9.76	9.57
Total	10.28	10.73	9.84	9.57

Once all the weight factors are calculated, each weight factor is applied to all surveys with the same route, direction, time of day, boarding segment, and alighting segment.

### Validating the Expansion for NCTCOG Buses

After all the NCTCOG bus expansion factors were added into the Main Survey database, the weighting factors were summed by route, time period and direction. Those summed weighting factors by route, time period and direction were then compared to the overall ridership numbers for the route, time period and direction in order to make sure they were the same.

### Assessment of NCTCOG Expansion Factor Values (Bus Routes Only)

The average value of all NCTCOG unlinked expansion factors in the database is 7.897. Of the 22,427 bus records in the database, 19,133 (85.3% of the sample) have an unlinked expansion factor below 15 and 22,347 bus records (99.6% of the sample) have a weight factor value less than 25. Only 80 bus records in the database have an expansion factor greater than 25.

- **DART** - The average value of all DART unlinked expansion factors in the database is 7.45. Of the 14,953 DART records in the database, 88% of them have an expansion factor of less than 15, with the highest expansion factor being 28.94.
- **DCTA** - The average value of all DCTA unlinked expansion factors in the database is 6.81. Of the 2,225 DCTA records in the database, 88% of them have an expansion factor of less than 15, with the highest expansion factor being just 23.87.
- **The T** - The average value of all The T unlinked expansion factors in the database is 7.10. Of the 3,851 The T records in the database, 92% of them have an expansion factor of less than 15, with the highest expansion factor being 31.63.

## 6.3 Methodology for Calculating Unlinked Expansion Factors for Rail Lines

The transit agencies were able to provide daily boarding and alighting data by station for the rail system (See Appendix D). While the number of passengers that board and alight at each station is important, the next step is learning flows so we know where a passenger boards and then where that same passenger alights and can expand the data using it. In order to estimate actual ridership between stops along the rail system, an On-to-Off survey was administered with the goal of obtaining a sample of approximately 20% of the rail passengers.

Table 6-6 shows the results for the On-to-Off Survey that was administered on the TRE Westbound during the *Before 9am* period. Each row in the table identifies the station where passengers boarded the train. The columns in the table identify the stations where people alight the train. The lines on the table define how stations were sorted into boarding station groups and alighting station groups for this particular route, direction, and time of day. From Table 6-6, one can see that 50 people from the on-to-off survey board at West Irving, Downtown Irving/Heritage Crossing, or Medical Market Center, and alight at T&P Station or Fort Worth ITC.

**Table 6-6. TRE Line Data Expansion Table Results of On-to-Off Survey**

TABLE 1: RESULTS OF THE ON-TO-OFF SURVEY (SEGMENTED)											
WESTBOUND (Time Period - Before 9am)											
Stop Name	ACTUAL RIDERSHIP COUNTS FROM THE ON/OFF SURVEY										
	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory	Dallas Union
T & P Station											
Ft. Worth ITC											
Richland Hills	109	90			19						
Bell											
Centreport/DFW											
West Irving											
Downtown Irving / Heritage Crossing	87	50			32			5			
Medical Market Center											
Victory	58	25			22				11		
Dallas Union	180	69			64				47		

Table 6-7 shows the distribution of the data in Table 6-6 as a percentage of all boardings for the TRE Line for that direction and time period. Since there are a total of 434 on-to-off surveys, one can calculate that 11.52% (50/434) of all trips during the Westbound *Before 9AM* time period board at either West Irving, Downtown Irving/Heritage Crossing or Medical Market Center and alight at either T&P Station or Ft. Worth ITC.

**Table 6-7. TRE Line Data Expansion Table Distribution of On-to-Off Survey**

TABLE 2: DISTRIBUTION OF THE ON-TO-OFF SURVEY											
WESTBOUND (Time Period - Before 9am)											
Stop Name	PERCENTAGE DISTRIBUTION OF RIDERSHIP COUNTS FROM THE ON/OFF SURVEY										
	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory	Dallas Union
T & P Station											
Ft. Worth ITC											
Richland Hills	25.1%	20.74%			4.38%			0.00%			
Bell											
Centreport/DFW											
West Irving											
Downtown Irving / Heritage Crossing	20.0%	11.52%			7.37%			1.15%			
Medical Market Center											
Victory	13.4%	5.76%			5.07%				2.53%		
Dallas Union	41.5%	15.90%			14.75%				10.83%		

The actual TRE Line total ridership for this time period and direction (814) was applied to the on-to-off survey distribution shown in Table 6-7. This calculation develops an initial estimate of the ridership flow based on the Station-On to the Station-Off for the TRE Line Westbound *Before 9am* ridership as shown in Table 6-8. Based on this estimate, 94 trips (calculated by multiplying 814 by 11.52%) during the TRE Westbound *Before 9am* time period board at either West Irving, Downtown Irving/Heritage Crossing or Medical Marker Center and alight at either T&P Station or Ft. Worth ITC.

**Table 6-8. TRE Data Expansion Table Initial Estimate of Ridership Flows Between Stations**

TABLE 3: INITIAL ESTIMATE OF RIDERSHIP FLOWS BETWEEN STATION (percentages in table 2 were applied to the total boardings for this time period in this direction)										
WESTBOUND (Time Period - Before 9am)										
STATION	PROJECTED RIDERSHIP BASED ON THE ON-TO-OFF SURVEY									
	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory
T & P Station	204	169		36				0		
Ft. Worth ITC										
Richland Hills										
Bell										
Centreport/ DFW										
West Irving	163	94		60			9			
Downtown Irving / Heritage Crossing										
Medical Market Center										
Victory	109	47		41				21		
Dallas Union	338	129		120				88		

Since the On-to-Off Survey did not cover 100 percent of the TRE boardings and alightings, the distribution in Table 6-8 was compared to the actual boardings and alightings collected for each major station by the transit agency. The top portion of Table 6-9 shows the actual average boarding and alighting counts for each station group on the route which was provided by the transit agency. The bottom portion of the Table 6-9 shows the difference between the initial estimate boardings and alightings at each station (from Table 6-8) and the actual boarding and alighting counts. In the tables provided, the actual boardings and initial estimate of boardings for West Irving, Downtown Irving/Heritage Crossing, and Medical Market Center are 119 and 163 respectively; the difference between these numbers is -44 as shown in Table 6-9.

**Table 6-9. TRE Data Expansion Table Actual Boardings and Alightings by Station**

TABLE 4: ACTUAL BOARDINGS and ALIGHTINGS BY STATION											
WESTBOUND (Time Period - Before 9am)											
Average Weekday Ridership	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory	Dallas Union
ACTUAL BOARDINGS FROM CLIENT	814	219						119		113	363
ACTUAL ALIGHTINGS FROM CLIENT	814	375		231			208				
DIFFERENCE BETWEEN INITIAL ESTIMATE AND ACTUAL											
BOARDINGS DIFFERENCE	0	15						-44		4	25
ALIGHTINGS DIFFERENCE	0	-64		-26			90				

In order to develop a more accurate estimate of the ridership flow between major stations on each route, ETC Institute developed an iterative proportional fitting algorithm to balance the differences between the initial estimate ridership from the On-to-Off Survey (shown in Table 6-8) and the actual counts at each station (shown in Table 6-9).

The key steps to the iterative process are described here. This process was conducted separately for each rail line, time of day, and direction.

**Step 1: Correction for the Boardings.** For each boarding station group, the initial estimated ridership from the On-to-Off data (shown in Table 6-8) was multiplied by the ratio of the actual boardings from TRE counts to the estimated boardings. For example, if the actual boardings for Boarding Station Group A were 120 and the estimated boardings were 100, each cell associated with Boarding Station Group A would have been multiplied by 1.2 (120 / 100) to adjust the estimated boardings to actual boardings.

**Step 2: Correction for the Alightings.** Once the correction in Step 1 was applied, the estimated boardings would have equaled the actual boardings. However, the adjustment to the boardings total may have changed the alighting estimates. In order to correct the alighting estimate for each alighting station group, the new values calculated in Step 1 were adjusted by multiplying the ratio of the actual alightings to the estimated alightings from Step 1. For example, if the actual alightings for Alighting Station Group B were 220 and the estimated alightings from Step 1 were 200, each cell associated with Alighting Station Group B would have been multiplied by 1.1 (220 / 200) to adjust the estimated alightings from Step 1 to actual alightings.

The processes described in Steps 1 and Steps 2 were repeated sequentially until the difference between both the actual boardings and estimated boardings, and actual alightings and estimated alightings were zero. After four balancing iterations in this algorithm, there were no differences between the projected distribution and the actual boardings and alightings for the TRE Line – Westbound – *Before 9AM* time period. The total amount of balancing iterations depends on the number of route segments based on Time of Day, and Direction. More variation among these factors can cause a greater amount of balancing.

After the iterative proportional fitting algorithm was applied, the final estimate for ridership flows was developed and is shown in Table 6-10.

**Table 6-10. Final Estimate of Ridership Flows Between Stations (TRE Line)**

TABLE 6: FINAL ESTIMATE OF RIDERSHIP FLOWS BETWEEN STATIONS											
WESTBOUND (Time Period - Before 9am)											
Stop Name	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory	Dallas Union
T & P Station											
Ft. Worth ITC											
Richland Hills	219	176.44		42.56				0.00			
Bell											
Centreport/ DFW											
West Irving											
Downtown Irving / Heritage Crossing	119	60.71		44.40				13.89			
Medical Market Center											
Victory	113	37.52		37.72				37.76			
Dallas Union	363	100.33		106.32				156.35			

The actual number of main surveys that were completed by boarding station group and alighting station group is shown in **Error! Not a valid bookmark self-reference..** To calculate the expansion weight factors for each boarding station group and alighting station group pair that is shown in Table 6-12, the final estimate of ridership shown in Table 6-10 was divided by the actual number of main surveys shown in **Error! Not a valid bookmark**

**self-reference..** For example, the final weight for those people boarding at West Irving, Downtown Irving/Heritage Crossing, or Medical Market Center, and alighting at T&P Station or Fort Worth ITC is  $60.71/8 = 7.59$ .

**Table 6-11. Number of Completed main surveys (TRE Line)**

TABLE 7: NUMBER OF COMPLETED SURVEYS											
WESTBOUND (Time Period - Before 9am)											
STATION	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory	Dallas Union
T & P Station	20	17			3						
Ft. Worth ITC											
Richland Hills											
Bell											
Centreport/ DFW	17	8			8			1			
West Irving											
Downtown Irving / Heritage Crossing											
Medical Market Center	20	7			11			2			
Victory											
Dallas Union	74	30			27			17			

**Table 6-12. Weight Factors (TRE Line)**

TABLE 8: WEIGHTING FACTORS (Values in Table 6 divided by Values in Table 7)											
WESTBOUND (Time Period - Before 9am)											
STATION	Total	T & P Station	Ft. Worth ITC	Richland Hills	Bell	Centreport /DFW	West Irving	Downtown Irving / Heritage Crossing	Medical Market Center	Victory	Dallas Union
T & P Station	10.95	10.38			14.19				0.00		
Ft. Worth ITC											
Richland Hills											
Bell											
Centreport/ DFW	7.00	7.59			5.55			13.89			
West Irving											
Downtown Irving / Heritage Crossing											
Medical Market Center	5.65	5.36			3.43			18.88			
Victory											
Dallas Union	4.91	3.34			3.94			9.20			

Once all the weight factors are calculated, each weight factor is applied to all surveys with the same route, direction, time of day, boarding station group, and alighting station group.

### Validating the Expansion for Rail Lines

After all the rail line expansion factors were added into the Main Survey database, the weighting factors were summed by route, direction, and time period. Those summed weighting factors by route, direction, and time period were then compared to the revised overall ridership numbers for the same route, direction, and time period in order to make sure they were the same.

### Assessment of NCTCOG Expansion Factor Values (Rail Only)

With a 10% sampling plan, the goal was to keep weight factors less than or equal to 25. Since ETC collected more surveys system-wide than required, the average value of all NCTCOG Rail unlinked expansion factors in the database is 7.49. Of the 14,502 rail records in the database, 13,011 (89.7% of the sample) have an expansion factor below 15 and 14,455 rail records (99.6% of the sample) have a weight factor value less than 25. Only 47 rail records in the database have an expansion factor greater than 25.

1. The average weekday unlinked expansion factors for the following agencies were very low:

- DART (bus) = 7.45
  - DART (rail, excluding trips to/from DFW Station which had no ridership information at the time) = 7.47
  - DCTA (bus) = 6.81
  - DCTA (rail) = 6.23
  - THET (bus) = 7.10
  - TRE (rail) = 7.86
2. The maximum weekday unlinked expansion factors for the following agencies were also very low:
- DART (bus) = 28.94
  - DART (rail) = 37.15
  - DCTA (bus) = 23.87
  - DCTA (rail) = 23.15
  - THET (bus) = 31.63
  - TRE (rail) = 24.53
3. The vast majority of weekday unlinked expansion factors for the following agencies were below 20:
- DART (bus) = 96.4% under 20
  - DART (rail) = 98.5% under 20 (excluding rail trips to/from DFW Station which had no ridership information at the time)
  - DCTA (bus) = 97.5% under 20
  - DCTA (rail) = 97.8% under 20
  - THET (bus) = 98.4% under 20
  - TRE (rail) = 99.0% under 20
4. There were almost 7,500 unique unlinked weight factors for all agencies combined:
- DART (bus) = 2,860 unique factors
  - DART (rail, excluding trips to/from DFW Station which had no ridership information at the time) = 3,562 unique factors
  - DCTA (bus) = 303 unique factors
  - DCTA (rail) = 67 unique factors
  - THET (bus) = 542 unique factors
  - TRE (rail) = 129 unique factors
5. Decomposition analysis of the linked weight factors provided by Parsons-Brinckerhoff showed that the survey records collected did a good job of representing the interconnection of routes for each system.

## 6.4 Decomposition analysis

Decomposition analysis measures the overall representativeness of the survey relative to linked and unlinked trips on an individual route basis. Self-enumeration surveys have historically suffered from substantial errors in route level boarding levels when linked trips were determined by simply dividing the boarding factor by one plus the number of transfers. For example, in systems with both local bus and urban rail routes, the survey typically displayed significant differences in how many local bus riders indicated that they had transferred to/from urban rail compared to the same statistic measured from those who were interviewed on an urban rail route. Difficult decisions had to be made regarding what was the actual value of such transfers.

The advent of the personal interview, coupled with tablet technology, has eliminated this problem. The decomposition analysis examines each record and the recorded sequence of routes and tabulates boardings for each route using this information. After all records have been examined, total boardings by route are summarized and compared with the observed

level of boardings. The result of this analysis for the NCTCOG surveys indicated an outstanding level of correlation between observed and estimated boardings by route.

This chapter focuses on the North Central Texas region-wide transit system of DART, DCTA, The T, and TRE. This chapter highlights selected demographic and trip-related findings from the survey based on the type of service: Local Bus routes, Express Bus routes, Light Rail, and Commuter Rail. Four major categories are presented regarding the survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household demographics, (4) Rider demographics, (5) Service Mode comparisons, and (6) Multi-Agency Riders. The database used for the tables in this chapter and all transit agency chapters was expanded based on weekday unlinked weight factors created during the data expansion process.

## 7.1 Travel Characteristics

### 7.1.1 How Passengers Access Public Transit

The Table 7-1 Series shows how passengers traveled from their starting Origin to transit by service type. Overall, 83.5% of passengers indicated that they accessed public transit by walking all the way; the highest percentage of passengers who accessed public transit by walking all the way occurred on the local bus (92.4%), while the lowest percentage occurred on the commuter rail (57.6%). Express bus passengers and commuter rail passengers indicated a higher rate of driving alone and parking (17.3% and 19.6%) as opposed to local bus passengers (1.0%) and light rail passengers (7.9%) as shown in Table 7-1 Series.

**Table 7-1a. Mode to Access Public Transit (Local Bus)**

<b>LOCAL BUS</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	211	1.0%	1,657	1.1%
DART on-call	1	0.0%	3	0.0%
Drove alone and parked	255	1.3%	1,548	1.0%
Drove or rode with others and parked	55	0.3%	370	0.2%
Shuttle	22	0.1%	191	0.1%
Walked all the way	18,576	92.2%	137,705	92.4%
Walked part of the way (got dropped off and then walked)	182	0.9%	1,339	0.9%
Was dropped off by someone	780	3.9%	5,753	3.9%
Wheelchair/scooter	67	0.3%	486	0.3%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>



**Table 7-1b. Mode to Access Public Transit (Express Bus)**

<b>EXPRESS BUS</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	20	2.3%	128	2.6%
Drove alone and parked	156	17.7%	837	17.3%
Drove or rode with others and parked	13	1.5%	71	1.5%
Walked all the way	533	60.6%	2,963	61.4%
Walked part of the way (got dropped off and then walked)	15	1.7%	75	1.5%
Was dropped off by someone	142	16.1%	747	15.5%
Wheelchair/scooter	1	0.1%	5	0.1%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-1c. Mode to Access Public Transit (Light Rail)**

<b>LIGHT RAIL</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	158	1.2%	1,179	1.2%
DART on-call	5	0.0%	11	0.0%
Drove alone and parked	1,017	7.8%	7,683	7.9%
Drove or rode with others and parked	143	1.1%	966	1.0%
School bus	1	0.0%	5	0.0%
Shuttle	42	0.3%	277	0.3%
Walked all the way	9,508	73.1%	71,798	73.9%
Walked part of the way (got dropped off and then walked)	216	1.7%	1,553	1.6%
Was dropped off by someone	1,875	14.4%	13,418	13.8%
Wheelchair/scooter	34	0.3%	221	0.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-1d. Mode to Access Public Transit (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	35	2.3%	212	1.9%
Cab	2	0.1%	13	0.1%
Drove alone and parked	248	16.5%	2,190	19.6%
Drove or rode with others and parked	35	2.3%	272	2.4%
Shuttle	4	0.3%	20	0.2%
Walked all the way	894	59.5%	6,428	57.6%
Walked part of the way (got dropped off and then walked)	8	0.5%	71	0.6%
Was dropped off by someone	276	18.4%	1,933	17.3%
Wheelchair/scooter	1	0.1%	16	0.1%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-1e. Mode to Access Public Transit (Total)**

<b>TOTAL</b>				
<b>Access Mode</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Bike	424	1.2%	3,175	1.2%
Cab	2	0.0%	13	0.0%
DART on-call	6	0.0%	14	0.0%
Drove alone and parked	1,676	4.7%	12,259	4.7%
Drove or rode with others and parked	246	0.7%	1,679	0.6%
School bus	1	0.0%	5	0.0%
Shuttle	68	0.2%	488	0.2%
Walked all the way	29,511	83.1%	218,895	83.5%
Walked part of the way (got dropped off and then walked)	421	1.2%	3,038	1.2%
Was dropped off by someone	3,073	8.6%	21,850	8.3%
Wheelchair/scooter	103	0.3%	729	0.3%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.1.2 Types of Places Riders are COMING FROM

The Table 7-2 Series shows the types of places riders are coming from for different service types. Overall, 52.8% of passengers begin their trip from their home. The second highest origin type specified is their usual workplace (22.1%). 33.6% of express bus passengers indicate they begin their trip from their usual workplace compared to 19.2% of local bus passengers.

**Table 7-2a. Types of Places Riders are Coming From (Local Bus)**

<b>LOCAL BUS</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	35	0.2%	204	0.1%
College/University (student only)	1,243	6.2%	9,097	6.1%
Eating/Dining Out	428	2.1%	3,042	2.0%
Hotel	48	0.2%	349	0.2%
Medical appointment/doctor's visit	351	1.7%	2,747	1.8%
Other work related	214	1.1%	1,427	1.0%
Personal business (bank, post office, etc)	684	3.4%	4,876	3.3%
Pick up/drop off someone (daycare, school, etc)	107	0.5%	808	0.5%
Recreation (movies, fishing, etc)	185	0.9%	1,309	0.9%
School (K-12)	249	1.2%	1,915	1.3%
Shopping	638	3.2%	4,573	3.1%
Sightseeing	40	0.2%	223	0.1%
Social visits (friends/relatives)	1,015	5.0%	7,438	5.0%
Sporting event	3	0.0%	15	0.0%
Your Home	11,041	54.8%	82,364	55.3%
Your usual WORKPLACE	3,868	19.2%	28,665	19.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-2b. Types of Places Riders are Coming From (Express Bus)**

<b>EXPRESS BUS</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	2	0.2%	12	0.3%
College/University (student only)	33	3.8%	175	3.6%
Eating/Dining Out	16	1.8%	80	1.7%
Hotel	3	0.3%	31	0.6%
Medical appointment/doctor's visit	2	0.2%	20	0.4%
Other work related	10	1.1%	47	1.0%
Personal business (bank, post office, etc)	9	1.0%	34	0.7%
Pick up/drop off someone (daycare, school, etc)	3	0.3%	19	0.4%
Recreation (movies, fishing, etc)	4	0.5%	44	0.9%
School (K-12)	7	0.8%	28	0.6%
Shopping	3	0.3%	16	0.3%
Sightseeing	4	0.5%	38	0.8%
Social visits (friends/relatives)	11	1.3%	78	1.6%
Your Home	471	53.5%	2,579	53.5%
Your usual WORKPLACE	302	34.3%	1,623	33.6%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-2c. Types of Places Riders are Coming From (Light Rail)**

<b>LIGHT RAIL</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	44	0.3%	290	0.3%
College/University (student only)	680	5.2%	4,696	4.8%
Eating/Dining Out	302	2.3%	2,693	2.8%
Hotel	72	0.6%	624	0.6%
Medical appointment/doctor's visit	265	2.0%	2,108	2.2%
Other work related	197	1.5%	1,423	1.5%
Personal business (bank, post office, etc)	436	3.4%	3,390	3.5%
Pick up/drop off someone (daycare, school, etc)	55	0.4%	430	0.4%
Recreation (movies, fishing, etc)	146	1.1%	1,064	1.1%
School (K-12)	122	0.9%	879	0.9%
Shopping	202	1.6%	1,589	1.6%
Sightseeing	106	0.8%	845	0.9%
Social visits (friends/relatives)	698	5.4%	5,012	5.2%
Sporting event	9	0.1%	63	0.1%
Your Home	6,657	51.2%	47,909	49.3%
Your usual WORKPLACE	3,008	23.1%	24,100	24.8%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-2d. Types of Places Riders are Coming From (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>Origin Type</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Airport (as an air passenger)	12	0.8%	83	0.7%
College/University (student only)	88	5.9%	546	4.9%
Eating/Dining Out	21	1.4%	136	1.2%
Hotel	6	0.4%	27	0.2%
Medical appointment/doctor's visit	19	1.3%	93	0.8%
Other work related	17	1.1%	134	1.2%
Personal business (bank, post office, etc)	37	2.5%	175	1.6%
Pick up/drop off someone (daycare, school, etc)	4	0.3%	39	0.4%
Recreation (movies, fishing, etc)	9	0.6%	93	0.8%
School (K-12)	4	0.3%	20	0.2%
Shopping	12	0.8%	42	0.4%
Sightseeing	18	1.2%	136	1.2%
Social visits (friends/relatives)	90	6.0%	593	5.3%
Sporting event	4	0.3%	35	0.3%
Your Home	766	51.0%	5,574	50.0%
Your usual WORKPLACE	396	26.3%	3,430	30.8%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-2e. Types of Places Riders are Coming From (Total)**

<b>TOTAL</b>				
<b>Origin Type</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Airport (as an air passenger)	93	0.3%	589	0.2%
College/University (student only)	2,044	5.8%	14,514	5.5%
Eating/Dining Out	767	2.2%	5,952	2.3%
Hotel	129	0.4%	1,031	0.4%
Medical appointment/doctor's visit	637	1.8%	4,967	1.9%
Other work related	438	1.2%	3,032	1.2%
Personal business (bank, post office, etc)	1,166	3.3%	8,474	3.2%
Pick up/drop off someone (daycare, school, etc)	169	0.5%	1,295	0.5%
Recreation (movies, fishing, etc)	344	1.0%	2,510	1.0%
School (K-12)	382	1.1%	2,842	1.1%
Shopping	855	2.4%	6,220	2.4%
Sightseeing	168	0.5%	1,242	0.5%
Social visits (friends/relatives)	1,814	5.1%	13,121	5.0%
Sporting event	16	0.0%	112	0.0%
Your Home	18,935	53.3%	138,426	52.8%
Your usual WORKPLACE	7,574	21.3%	57,818	22.1%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.1.3 Types of Places Riders are GOING TO

The Table 7-3 Series shows the types of places riders are going to for different service types. While the most popular type of destination is home, local bus riders indicated the lowest percentage of trips terminating at home (36.3%) compared to the other service types express bus (43.2%), light rail (39%), and commuter rail (43.4%). Their usual workplace was the second most popular type of destination; of all the service types, Express bus riders indicated the highest percentage (39.7%) of trips terminating at their usual workplace.

**Table 7-3a. Types of Places Riders are Going To (Local Bus)**

<b>LOCAL BUS</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	44	0.2%	224	0.2%
College/University (student only)	1,606	8.0%	11,576	7.8%
Eating/Dining Out	724	3.6%	4,934	3.3%
Hotel	44	0.2%	272	0.2%
Medical appointment/doctor's visit	471	2.3%	3,754	2.5%
Other work related	326	1.6%	2,339	1.6%
Personal business (bank, post office, etc)	1,097	5.4%	8,148	5.5%
Pick up/drop off someone (daycare, school, etc)	240	1.2%	1,841	1.2%
Recreation (movies, fishing, etc)	285	1.4%	2,240	1.5%
School (K-12)	292	1.4%	2,357	1.6%
Shopping	942	4.7%	6,684	4.5%
Sightseeing	92	0.5%	626	0.4%
Social visits (friends/relatives)	1,682	8.3%	12,092	8.1%
Sporting event	21	0.1%	149	0.1%
Your Home	7,290	36.2%	54,095	36.3%
Your usual WORKPLACE	4,993	24.8%	37,720	25.3%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-3b. Types of Places Riders are Going To (Express Bus)**

<b>EXPRESS BUS</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	2	0.2%	8	0.2%
College/University (student only)	46	5.2%	206	4.3%
Eating/Dining Out	12	1.4%	84	1.7%
Hotel	7	0.8%	32	0.7%
Medical appointment/doctor's visit	2	0.2%	14	0.3%
Other work related	21	2.4%	136	2.8%
Personal business (bank, post office, etc)	8	0.9%	46	1.0%
Pick up/drop off someone (daycare, school, etc)	3	0.3%	18	0.4%
Recreation (movies, fishing, etc)	5	0.6%	59	1.2%
School (K-12)	7	0.8%	37	0.8%
Shopping	4	0.5%	37	0.8%
Sightseeing	5	0.6%	22	0.5%
Social visits (friends/relatives)	20	2.3%	125	2.6%
Sporting event	1	0.1%	2	0.0%
Your Home	383	43.5%	2,083	43.2%
Your usual WORKPLACE	354	40.2%	1,918	39.7%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-3c. Types of Places Riders are Going To (Light Rail)**

<b>LIGHT RAIL</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	48	0.4%	285	0.3%
College/University (student only)	843	6.5%	5,238	5.4%
Eating/Dining Out	397	3.1%	3,239	3.3%
Hotel	79	0.6%	633	0.7%
Medical appointment/doctor's visit	422	3.2%	3,067	3.2%
Other work related	277	2.1%	2,161	2.2%
Personal business (bank, post office, etc)	561	4.3%	3,976	4.1%
Pick up/drop off someone (daycare, school, etc)	80	0.6%	596	0.6%
Recreation (movies, fishing, etc)	308	2.4%	2,293	2.4%
School (K-12)	114	0.9%	807	0.8%
Shopping	344	2.6%	2,757	2.8%
Sightseeing	183	1.4%	1,338	1.4%
Social visits (friends/relatives)	1,103	8.5%	7,840	8.1%
Sporting event	48	0.4%	287	0.3%
Your Home	4,979	38.3%	37,838	39.0%
Your usual WORKPLACE	3,213	24.7%	24,758	25.5%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-3d. Types of Places Riders are Going To (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	11	0.7%	53	0.5%
College/University (student only)	93	6.2%	641	5.7%
Eating/Dining Out	21	1.4%	136	1.2%
Hotel	7	0.5%	74	0.7%
Medical appointment/doctor's visit	29	1.9%	208	1.9%
Other work related	34	2.3%	194	1.7%
Personal business (bank, post office, etc)	42	2.8%	287	2.6%
Pick up/drop off someone (daycare, school, etc)	3	0.2%	12	0.1%
Recreation (movies, fishing, etc)	24	1.6%	161	1.4%
School (K-12)	5	0.3%	36	0.3%
Shopping	22	1.5%	135	1.2%
Sightseeing	31	2.1%	148	1.3%
Social visits (friends/relatives)	106	7.1%	672	6.0%
Sporting event	14	0.9%	107	1.0%
Your Home	622	41.4%	4,836	43.4%
Your usual WORKPLACE	439	29.2%	3,455	31.0%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-3e. Types of Places Riders are Going To (Total)**

<b>TOTAL</b>				
<b>Destin Type</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Airport (as an air passenger)	105	0.3%	570	0.2%
College/University (student only)	2,588	7.3%	17,660	6.7%
Eating/Dining Out	1,154	3.2%	8,393	3.2%
Hotel	137	0.4%	1,011	0.4%
Medical appointment/doctor's visit	924	2.6%	7,043	2.7%
Other work related	658	1.9%	4,831	1.8%
Personal business (bank, post office, etc)	1,708	4.8%	12,457	4.8%
Pick up/drop off someone (daycare, school, etc)	326	0.9%	2,467	0.9%
Recreation (movies, fishing, etc)	622	1.8%	4,754	1.8%
School (K-12)	418	1.2%	3,237	1.2%
Shopping	1,312	3.7%	9,612	3.7%
Sightseeing	311	0.9%	2,135	0.8%
Social visits (friends/relatives)	2,911	8.2%	20,729	7.9%
Sporting event	84	0.2%	545	0.2%
Your Home	13,274	37.4%	98,852	37.7%
Your usual WORKPLACE	8,999	25.3%	67,850	25.9%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>



## 7.1.4 How Passengers Traveled from Transit to Their Final Destination

The Table 7-4 Series shows how passengers traveled from transit to their final destination by service type. At 94.7%, local bus passengers had a significantly higher percentage of riders traveling to their destination by walking all the way compared to express bus (67.6%), light rail (76.2%), and commuter rail (63%).

**Table 7-4a. Egress Mode to Destination (Local Bus)**

<b>LOCAL BUS</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	443	2.2%	3,152	2.1%
Bike	182	0.9%	1,410	0.9%
Get in a parked vehicle & drive alone	225	1.1%	1,483	1.0%
Get in a parked vehicle & drive/ride with others	35	0.2%	212	0.1%
Shuttle	17	0.1%	126	0.1%
Walk all the way	19,054	94.6%	141,095	94.7%
Walk part of the way (will walk then get picked up)	130	0.6%	1,118	0.8%
Wheelchair/scooter	63	0.3%	456	0.3%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-4b. Egress Mode to Destination (Express Bus)**

<b>EXPRESS BUS</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	95	10.8%	489	10.1%
Bike	15	1.7%	92	1.9%
Get in a parked vehicle & drive alone	160	18.2%	803	16.6%
Get in a parked vehicle & drive/ride with others	20	2.3%	95	2.0%
Shuttle	1	0.1%	8	0.2%
Walk all the way	574	65.2%	3,263	67.6%
Walk part of the way (will walk then get picked up)	14	1.6%	71	1.5%
Wheelchair/scooter	1	0.1%	5	0.1%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-4c. Egress Mode to Destination (Light Rail)**

<b>LIGHT RAIL</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	1,424	11.0%	10,398	10.7%
Bike	121	0.9%	925	1.0%
Cab	1	0.0%	7	0.0%
DART on-call	3	0.0%	18	0.0%
Get in a parked vehicle & drive alone	1,058	8.1%	8,821	9.1%
Get in a parked vehicle & drive/ride with others	124	1.0%	925	1.0%
Shuttle	31	0.2%	246	0.3%
Skateboard	1	0.0%	7	0.0%
Walk all the way	9,989	76.8%	74,044	76.2%
Walk part of the way (will walk then get picked up)	223	1.7%	1,525	1.6%
Wheelchair/scooter	24	0.2%	198	0.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-4d. Egress Mode to Destination (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	214	14.2%	1,588	14.2%
Bike	30	2.0%	165	1.5%
Cab	2	0.1%	14	0.1%
Get in a parked vehicle & drive alone	213	14.2%	1,901	17.0%
Get in a parked vehicle & drive/ride with others	29	1.9%	228	2.0%
Shuttle	9	0.6%	66	0.6%
Walk all the way	986	65.6%	7,029	63.0%
Walk part of the way (will walk then get picked up)	19	1.3%	148	1.3%
Wheelchair/scooter	1	0.1%	16	0.1%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-4e. Egress Mode to Destination (Total)**

<b>TOTAL</b>				
<b>Egress Mode</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Be picked up by someone	2,176	6.1%	15,627	6.0%
Bike	348	1.0%	2,592	1.0%
Cab	3	0.0%	21	0.0%
DART on-call	3	0.0%	18	0.0%
Get in a parked vehicle & drive alone	1,656	4.7%	13,008	5.0%
Get in a parked vehicle & drive/ride with others	208	0.6%	1,459	0.6%
Shuttle	58	0.2%	445	0.2%
Skateboard	1	0.0%	7	0.0%
Walk all the way	30,603	86.1%	225,431	86.0%
Walk part of the way (will walk then get picked up)	386	1.1%	2,863	1.1%
Wheelchair/scooter	89	0.3%	674	0.3%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.1.5 Trip Purpose

The Table 7-5 Series displays the trip purpose by service type. Transit riders indicated that home-based work trips made up the highest percentage of trip purposes for local bus (43.3%), express bus (75.5%), light rail (47.8%), and commuter rail (61.2%).

**Table 7-5a. Trip Purpose (Local Bus)**

<b>LOCAL BUS</b>				
Trip Purpose	# Records	% Records	Weighted Value	% Weighted Value
Home-Based Accompany	276	1%	2,127	1%
Home-Based Airport	57	0%	310	0%
Home-Based Eating Out	730	4%	5,304	4%
Home-Based Education College	2,500	12%	17,917	12%
Home-Based Education K12	492	2%	3,846	3%
Home-Based Personal Business	2,048	10%	15,714	11%
Home-Based Shopping	1,233	6%	8,903	6%
Home-Based Social Recreation	2,370	12%	17,503	12%
Home-Based Work	8,589	43%	64,550	43%
Home-Based Other	31	0%	250	0%
Non-home-Based Other	1,098	5%	7,636	5%
Non-home-Based Work	725	4%	4,992	3%
<b>Grand Total</b>	<b>20,149</b>	<b>100%</b>	<b>149,052</b>	<b>100%</b>

**Table 7-5b. Trip Purpose (Express Bus)**

<b>EXPRESS BUS</b>				
Trip Purpose	# Records	% Records	Weighted Value	% Weighted Value
Home-Based Accompany	5	1%	35	1%
Home-Based Airport	3	0%	16	0%
Home-Based Eating Out	22	3%	108	2%
Home-Based Education College	74	8%	356	7%
Home-Based Education K12	14	2%	66	1%
Home-Based Personal Business	17	2%	98	2%
Home-Based Shopping	5	1%	34	1%
Home-Based Social Recreation	36	4%	288	6%
Home-Based Work	675	77%	3,641	75%
Home-Based Other	3	0%	21	0%
Non-home-Based Other	15	2%	84	2%
Non-home-Based Work	11	1%	79	2%
<b>Grand Total</b>	<b>880</b>	<b>100%</b>	<b>4,825</b>	<b>100%</b>

**Table 7-5c. Trip Purpose (Light Rail)**

<b>LIGHT RAIL</b>				
<b>Trip Purpose</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Home-Based Accompany	84	1%	649	1%
Home-Based Airport	71	1%	429	0%
Home-Based Eating Out	420	3%	3,273	3%
Home-Based Education College	1,333	10%	8,392	9%
Home-Based Education K12	199	2%	1,451	1%
Home-Based Personal Business	1,237	10%	8,800	9%
Home-Based Shopping	376	3%	2,840	3%
Home-Based Social Recreation	1,874	14%	12,995	13%
Home-Based Work	5,977	46%	46,439	48%
Home-Based Other	63	0%	468	0%
Non-home-Based Other	713	5%	5,887	6%
Non-home-Based Work	652	5%	5,488	6%
<b>Grand Total</b>	<b>12,999</b>	<b>100%</b>	<b>97,113</b>	<b>100%</b>

**Table 7-5d. Trip Purpose (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>Trip Purpose</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Home-Based Accompany	5	0%	25	0%
Home-Based Airport	13	1%	78	1%
Home-Based Eating Out	32	2%	172	2%
Home-Based Education College	168	11%	1,111	10%
Home-Based Education K12	6	0%	45	0%
Home-Based Personal Business	96	6%	570	5%
Home-Based Shopping	23	2%	104	1%
Home-Based Social Recreation	221	15%	1,454	13%
Home-Based Work	821	55%	6,826	61%
Home-Based Other	2	0%	21	0%
Non-home-Based Other	60	4%	391	4%
Non-home-Based Work	56	4%	358	3%
<b>Grand Total</b>	<b>1,503</b>	<b>100%</b>	<b>11,155</b>	<b>100%</b>

**Table 7-5e. Trip Purpose (Total)**

<b>TOTAL</b>				
Trip Purpose	# Records	% Records	Weighted Value	% Weighted Value
Home-Based Accompany	370	1%	2,837	1%
Home-Based Airport	144	0%	833	0%
Home-Based Eating Out	1,204	3%	8,858	3%
Home-Based Education College	4,075	11%	27,775	11%
Home-Based Education K12	711	2%	5,408	2%
Home-Based Personal Business	3,398	10%	25,183	10%
Home-Based Shopping	1,637	5%	11,881	5%
Home-Based Social Recreation	4,501	13%	32,240	12%
Home-Based Work	16,062	45%	121,456	46%
Home-Based Other	99	0%	761	0%
Non-home-Based Other	1,886	5%	13,998	5%
Non-home-Based Work	1,444	4%	10,918	4%
<b>Grand Total</b>	<b>35,531</b>	<b>100%</b>	<b>262,146</b>	<b>100%</b>

### 7.1.6 Number of Routes Used

The Table 7-6 Series shows the number of routes used by service type. 61.7% of Local Bus riders, 69.8% of Express Bus riders, and 51.7% of Light Rail riders used only one transit route to complete their trip, but only 38.2% of Commuter Rail riders used one to complete their one-way trip. Overall, the average number of routes used was 1.6.

**Table 7-6a. Total Number of Routes Used (Local Bus)**

<b>LOCAL BUS</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	12,486	62.0%	91,966	61.7%
2	5,016	24.9%	37,501	25.2%
3	2,223	11.0%	16,639	11.2%
4	403	2.0%	2,820	1.9%
5	17	0.1%	115	0.1%
6	4	0.0%	11	0.0%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.5</b>			

**Table 7-6b. Total Number of Routes Used (Express Bus)**

<b>EXPRESS BUS</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	597	67.8%	3,367	69.8%
2	208	23.6%	1,122	23.2%
3	67	7.6%	300	6.2%
4	8	0.9%	36	0.8%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.4</b>			

**Table 7-6c. Total Number of Routes Used (Light Rail)**

<b>LIGHT RAIL</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	6,453	49.6%	50,230	51.7%
2	3,903	30.0%	28,068	28.9%
3	2,145	16.5%	15,081	15.5%
4	481	3.7%	3,590	3.7%
5	17	0.1%	143	0.1%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.7</b>			

**Table 7-6d. Total Number of Routes Used (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	529	35.2%	4,263	38.2%
2	543	36.1%	4,005	35.9%
3	311	20.7%	2,041	18.3%
4	111	7.4%	784	7.0%
5	9	0.6%	64	0.6%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>2.0</b>			

**Table 7-6e. Total Number of Routes Used (Total)**

<b>TOTAL</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	20,065	56.5%	149,827	57.2%
2	9,670	27.2%	70,696	27.0%
3	4,746	13.4%	34,061	13.0%
4	1,003	2.8%	7,229	2.8%
5	43	0.1%	322	0.1%
6	4	0.0%	11	0.0%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.6</b>			

### **7.1.7 Initial Wait Time**

If the surveyed route is a passenger’s first bus route or rail line on his one-way trip, the passenger’s wait time to board the surveyed route is classified as initial wait time. The Table 7-7 Series displays the initial wait time by service type. Because of an issue with programming logic, this question was an optional question only asked on DART, TRE, and The T. Of the surveys where this question was asked, over half of all transit passengers had a low initial wait time of 0-9 minutes (local bus-67.2%, express bus-57.4%, light rail-70.5%, and commuter rail-57.2%). Light Rail passengers had the lowest average initial wait time (06:59).

**Table 7-7a. Initial Wait Time for Transit (Local Bus)**

<b>LOCAL BUS</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	9,295	67.0%	68,944	67.2%
10-19	3,845	27.7%	28,059	27.3%
20-29	502	3.6%	3,850	3.8%
30-39	177	1.3%	1,351	1.3%
40-49	42	0.3%	292	0.3%
50-59	2	0.0%	30	0.0%
60+	17	0.1%	140	0.1%
<b>Grand Total</b>	<b>13,880</b>	<b>100.0%</b>	<b>102,667</b>	<b>100.0%</b>
Average Initial Wait Time	07:37			

**Table 7-7b. Initial Wait Time for Transit (Express Bus)**

<b>EXPRESS BUS</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	407	56.7%	2,287	57.4%
10-19	266	37.0%	1,496	37.5%
20-29	18	2.5%	91	2.3%
30-39	16	2.2%	70	1.7%
40-49	9	1.3%	35	0.9%
50-59	1	0.1%	4	0.1%
60+	1	0.1%	5	0.1%
<b>Grand Total</b>	<b>718</b>	<b>100.0%</b>	<b>3,988</b>	<b>100.0%</b>
Average Initial Wait Time	08:15			

**Table 7-7c. Initial Wait Time for Transit (Light Rail)**

<b>LIGHT RAIL</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	6,150	69.9%	47,475	70.5%
10-19	2,470	28.1%	18,811	27.9%
20-29	146	1.7%	855	1.3%
30-39	23	0.3%	123	0.2%
40-49	5	0.1%	41	0.1%
50-59	1	0.0%	18	0.0%
60+	2	0.0%	9	0.0%
<b>Grand Total</b>	<b>8,797</b>	<b>100.0%</b>	<b>67,332</b>	<b>100.0%</b>
Average Initial Wait Time	06:59			



**Table 7-7d. Initial Wait Time for Transit (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	398	56.5%	3,369	57.2%
10-19	198	28.1%	1,744	29.6%
20-29	51	7.2%	422	7.2%
30-39	17	2.4%	129	2.2%
40-49	16	2.3%	93	1.6%
50-59	3	0.4%	14	0.2%
60+	21	3.0%	121	2.1%
<b>Grand Total</b>	<b>704</b>	<b>100.0%</b>	<b>5,893</b>	<b>100.0%</b>
<b>Average Initial Wait Time</b>	<b>10:06</b>			

**Table 7-7e. Initial Wait Time for Transit (Total)**

<b>TOTAL</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	16,250	67.4%	122,076	67.9%
10-19	6,779	28.1%	50,109	27.9%
20-29	717	3.0%	5,219	2.9%
30-39	233	1.0%	1,673	0.9%
40-49	72	0.3%	460	0.3%
50-59	7	0.0%	67	0.0%
60+	41	0.2%	275	0.2%
<b>Grand Total</b>	<b>24,099</b>	<b>100.0%</b>	<b>179,880</b>	<b>100.0%</b>
<b>Average Initial Wait Time</b>	<b>07:29</b>			

### 7.1.8 Transfer Wait Time

If the rider transferred from another bus route or rail line, the passenger's wait time to board the surveyed route is classified as transfer wait time. The transfer wait by service type is shown in the Table 7-8 Series. Because of an issue with programming logic, this question was an optional question only asked on DART, TRE, and The T.

Of the surveys where this question was asked, over half of transit riders had a transfer wait time between 0-9 minutes on local bus-58.5%, express bus-50.7%, and light rail-64.9%. Alternately, on commuter rail, 40.7% of passengers indicated they waited 0-9 minutes, 33.4% indicated they waited 10-19 minutes, and 25.9% indicated they waited 20 or more minutes. Overall, the average wait time for passengers was 8 minutes 38 seconds.

**Table 7-8a. Transfer Wait Time for Transit (Local Bus)**

<b>LOCAL BUS</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	2,358	58.7%	18,127	58.5%
10-19	1,224	30.5%	9,516	30.7%
20-29	247	6.1%	1,944	6.3%
30-39	113	2.8%	864	2.8%
40-49	47	1.2%	360	1.2%
50-59	4	0.1%	39	0.1%
60+	25	0.6%	152	0.5%
<b>Grand Total</b>	<b>4,018</b>	<b>100.0%</b>	<b>31,004</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>08:58</b>			

**Table 7-8b. Transfer Wait Time for Transit (Express Bus)**

<b>EXPRESS BUS</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	77	47.8%	422	50.7%
10-19	49	30.4%	255	30.6%
20-29	8	5.0%	34	4.1%
30-39	10	6.2%	43	5.2%
40-49	13	8.1%	60	7.2%
50-59	4	2.5%	19	2.3%
<b>Grand Total</b>	<b>161</b>	<b>100.0%</b>	<b>833</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>12:59</b>			

**Table 7-8c. Transfer Wait Time for Transit (Light Rail)**

<b>LIGHT RAIL</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	2,667	65.0%	18,894	64.9%
10-19	1,303	31.8%	9,429	32.4%
20-29	96	2.3%	588	2.0%
30-39	25	0.6%	140	0.5%
40-49	8	0.2%	41	0.1%
60+	3	0.1%	10	0.0%
<b>Grand Total</b>	<b>4,102</b>	<b>100.0%</b>	<b>29,103</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>07:42</b>			

**Table 7-8d. Transfer Wait Time for Transit (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	160	40.9%	1,106	40.7%
10-19	120	30.7%	907	33.4%
20-29	58	14.8%	357	13.1%
30-39	29	7.4%	215	7.9%
40-49	8	2.0%	53	2.0%
50-59	3	0.8%	13	0.5%
60+	13	3.3%	66	2.4%
<b>Grand Total</b>	<b>391</b>	<b>100.0%</b>	<b>2,718</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>13:20</b>			

**Table 7-8e. Transfer Wait Time for Transit (Total)**

<b>TOTAL</b>				
<b>ASKED ON THE T AND DART ONLY</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	5,262	60.7%	38,550	60.6%
10-19	2,696	31.1%	20,108	31.6%
20-29	409	4.7%	2,924	4.6%
30-39	177	2.0%	1,262	2.0%
40-49	76	0.9%	515	0.8%
50-59	11	0.1%	72	0.1%
60+	41	0.5%	228	0.4%
<b>Grand Total</b>	<b>8,672</b>	<b>100.0%</b>	<b>63,658</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>08:38</b>			

## 7.1.9 Distribution of Boarding Time

The distribution of boarding time for each service type is shown in the Table 7-9 Series. From these tables, one can see that a significantly larger percentage of transit riders ride the express bus before 9am (50.8%) than the local bus (25.5%), light rail (26.3%), or the commuter rail (35.1%). Express Routes have intensely peak oriented schedules with, for the most part, only hourly service during the midday (and sometimes no midday service), as opposed to other routes having a very different pattern in their peak versus midday service.

**Table 7-9a. Time Boarded Surveyed Route (Local Bus)**

<b>LOCAL BUS</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	4,469	22.2%	38,042	25.5%
9am - 12pm	3,784	18.8%	26,312	17.7%
12pm - 3pm	4,512	22.4%	28,285	19.0%
3pm - 7pm	5,235	26.0%	42,727	28.7%
After 7 p.m.	2,149	10.7%	13,686	9.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-9b. Time Boarded Surveyed Route (Express Bus)**

<b>EXPRESS BUS</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	444	50.5%	2,452	50.8%
9am - 12pm	27	3.1%	106	2.2%
12pm - 3pm	36	4.1%	123	2.5%
3pm - 7pm	360	40.9%	2,057	42.6%
After 7 p.m.	13	1.5%	88	1.8%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-9c. Time Boarded Surveyed Route (Light Rail)**

<b>LIGHT RAIL</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	3,520	27.1%	25,573	26.3%
9am - 12pm	1,786	13.7%	13,077	13.5%
12pm - 3pm	2,032	15.6%	13,816	14.2%
3pm - 7pm	3,887	29.9%	31,701	32.6%
After 7 p.m.	1,774	13.6%	12,946	13.3%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-9d. Time Boarded Surveyed Route (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	458	30.5%	3,913	35.1%
9am - 12pm	210	14.0%	980	8.8%
12pm - 3pm	196	13.0%	774	6.9%
3pm - 7pm	475	31.6%	4,340	38.9%
After 7 p.m.	164	10.9%	1,148	10.3%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-9e. Time Boarded Surveyed Route (Total)**

<b>TOTAL</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	8,891	25.0%	69,979	26.7%
9am - 12pm	5,807	16.3%	40,475	15.4%
12pm - 3pm	6,776	19.1%	42,998	16.4%
3pm - 7pm	9,957	28.0%	80,826	30.8%
After 7 p.m.	4,100	11.5%	27,868	10.6%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

**7.1.10 Response to Same Trip in Opposite Direction Question**

The Table 7-10 Series displays how people responded to survey question #13, which states “Will you (or did you) make this same trip in exactly the opposite direction today?” The local bus had the highest percentage of riders indicate that they would not be making the same trip in the opposite direction (54%) compared to express bus (34.7%), light rail (48.8%), and commuter rail (40.5%).

**Table 7-10a. Trip in Opposite Direction (Local Bus)**

<b>LOCAL BUS</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	11,010	54.6%	80,520	54.0%
Yes	9,139	45.4%	68,532	46.0%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-10b. Trip in Opposite Direction (Express Bus)**

<b>EXPRESS BUS</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	281	31.9%	1,676	34.7%
Yes	599	68.1%	3,150	65.3%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-10c. Trip in Opposite Direction (Light Rail)**

<b>LIGHT RAIL</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	6,292	48.4%	47,357	48.8%
Yes	6,707	51.6%	49,756	51.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-10d. Trip in Opposite Direction (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	653	43.4%	4,522	40.5%
Yes	850	56.6%	6,633	59.5%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-10e. Trip in Opposite Direction (Total)**

<b>TOTAL</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	18,236	51.3%	134,075	51.1%
Yes	17,295	48.7%	128,071	48.9%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

**7.1.11 Distribution of Boarding Time for Trip in Opposite Direction**

The Table 7-11 Series displays the distribution of boarding time for each service type if passenger indicated they will make (or already made) the same trip in exactly the opposite direction. Overall, The express bus had the highest percentage of riders indicate that they will make (already made) the exact same trip during the 3pm – 7pm time period (58.8%) compared to local bus (43.9%), light rail (43.1%), and commuter rail (42.2%).

**Table 7-11a. Trip in Opposite Direction Boarding Time (Local Bus)**

<b>LOCAL BUS</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	1,219	13.3%	8,926	13.0%
9am - 12pm	748	8.2%	5,646	8.2%
12pm - 3pm	1,401	15.3%	10,592	15.5%
3pm - 7pm	3,915	42.8%	30,090	43.9%
After 7 pm	1,856	20.3%	13,278	19.4%
<b>Grand Total</b>	<b>9,139</b>	<b>100.0%</b>	<b>68,532</b>	<b>100.0%</b>

**Table 7-11b. Trip in Opposite Direction Boarding Time (Express Bus)**

<b>EXPRESS BUS</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	162	27.0%	815	25.9%
9am - 12pm	12	2.0%	82	2.6%
12pm - 3pm	34	5.7%	202	6.4%
3pm - 7pm	355	59.3%	1,851	58.8%
After 7 pm	36	6.0%	200	6.3%
<b>Grand Total</b>	<b>599</b>	<b>100.0%</b>	<b>3,150</b>	<b>100.0%</b>

**Table 7-11c. Trip in Opposite Direction Boarding Time (Light Rail)**

<b>LIGHT RAIL</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	1,038	15.5%	8,352	16.8%
9am - 12pm	440	6.6%	3,429	6.9%
12pm - 3pm	838	12.5%	6,081	12.2%
3pm - 7pm	2,891	43.1%	21,466	43.1%
After 7 pm	1,500	22.4%	10,428	21.0%
<b>Grand Total</b>	<b>6,707</b>	<b>100.0%</b>	<b>49,756</b>	<b>100.0%</b>

**Table 7-11d. Trip in Opposite Direction Boarding Time (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	200	23.5%	1,707	25.7%
9am - 12pm	61	7.2%	538	8.1%
12pm - 3pm	76	8.9%	509	7.7%
3pm - 7pm	353	41.5%	2,796	42.2%
After 7 pm	160	18.8%	1,083	16.3%
<b>Grand Total</b>	<b>850</b>	<b>100.0%</b>	<b>6,633</b>	<b>100.0%</b>

**Table 7-11e. Trip in Opposite Direction Boarding Time (Total)**

<b>TOTAL</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	2,619	15.1%	19,799	15.5%
9am - 12pm	1,261	7.3%	9,695	7.6%
12pm - 3pm	2,349	13.6%	17,383	13.6%
3pm - 7pm	7,514	43.4%	56,204	43.9%
After 7 pm	3,552	20.5%	24,989	19.5%
<b>Grand Total</b>	<b>17,295</b>	<b>100.0%</b>	<b>128,071</b>	<b>100.0%</b>

### 7.1.12 Trip Frequency

The Table 7-12 Series displays the trip frequency by service type. Express bus had a significantly higher percentage of transit passengers indicate that they make their trip 5 days per week (60.2%) compared to local bus passengers (41.2%), light rail passengers (41.9%), and commuter rail passengers (48%) as shown in Table 7-12 Series.

**Table 7-12a. Trip Frequency (Local Bus)**

<b>LOCAL BUS</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	1,065	5.3%	7,927	5.3%
5 days / week	8,200	40.7%	61,481	41.2%
Once a week	1,398	6.9%	10,098	6.8%
2-4 times / week	4,857	24.1%	36,186	24.3%
2-3 times / month	1,742	8.6%	12,350	8.3%
Once a month	926	4.6%	6,674	4.5%
Less than once a month	1,961	9.7%	14,336	9.6%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-12b. Trip Frequency (Express Bus)**

<b>EXPRESS BUS</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	47	5.3%	251	5.2%
5 days / week	565	64.2%	2,905	60.2%
Once a week	9	1.0%	55	1.1%
2-4 times / week	185	21.0%	1,152	23.9%
2-3 times / month	20	2.3%	120	2.5%
Once a month	11	1.3%	83	1.7%
Less than once a month	43	4.9%	260	5.4%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-12c. Trip Frequency (Light Rail)**

<b>LIGHT RAIL</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	684	5.3%	5,189	5.3%
5 days / week	5,311	40.9%	40,682	41.9%
Once a week	781	6.0%	5,432	5.6%
2-4 times / week	2,670	20.5%	19,397	20.0%
2-3 times / month	962	7.4%	7,295	7.5%
Once a month	668	5.1%	4,922	5.1%
Less than once a month	1,923	14.8%	14,196	14.6%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-12d. Trip Frequency (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	45	3.0%	342	3.1%
5 days / week	642	42.7%	5,353	48.0%
Once a week	70	4.7%	461	4.1%
2-4 times / week	390	25.9%	2,741	24.6%
2-3 times / month	71	4.7%	421	3.8%
Once a month	71	4.7%	468	4.2%
Less than once a month	214	14.2%	1,370	12.3%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-12e. Trip Frequency (Total)**

<b>TOTAL</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	1,841	5.2%	13,708	5.2%
5 days / week	14,718	41.4%	110,420	42.1%
Once a week	2,258	6.4%	16,045	6.1%
2-4 times / week	8,102	22.8%	59,476	22.7%
2-3 times / month	2,795	7.9%	20,185	7.7%
Once a month	1,676	4.7%	12,148	4.6%
Less than once a month	4,141	11.7%	30,163	11.5%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>



### 7.1.13 Trip Planning Tools

The use of trip planning tools by service type is shown in the Table 7-13 Series. The tables show that the largest percentage of people for each service type (local bus-44.2%, express bus-34.6%, light rail-48.2%, and commuter rail-38.8%) did not do any trip planning for their trip. Of those who did use planning tools; local bus and commuter rail riders used paper schedules the most, while express bus and light rail users utilized Google Transit most.

**Table 7-13a. Trip Planning Tools (Local Bus)**

<b>LOCAL BUS</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	972	4.8%	7,343	4.9%
Call Customer Service	1,856	9.2%	13,584	9.1%
Go Pass App	1,396	6.9%	10,295	6.9%
Google Transit	2,516	12.5%	17,912	12.0%
Use paper schedules	4,523	22.4%	33,375	22.4%
Other	81	0.4%	613	0.4%
Did not do any trip planning	8,805	43.7%	65,931	44.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-13b. Trip Planning Tools (Express Bus)**

<b>EXPRESS BUS</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	55	6.3%	268	5.5%
Call Customer Service	54	6.1%	256	5.3%
Go Pass App	91	10.3%	445	9.2%
Google Transit	156	17.7%	1,073	22.2%
Use paper schedules	203	23.1%	1,067	22.1%
Other	9	1.0%	45	0.9%
Did not do any trip planning	312	35.5%	1,670	34.6%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-13c. Trip Planning Tools (Light Rail)**

<b>LIGHT RAIL</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	764	5.9%	5,486	5.6%
Call Customer Service	1,262	9.7%	8,456	8.7%
Go Pass App	1,200	9.2%	9,126	9.4%
Google Transit	2,113	16.3%	15,592	16.1%
Use paper schedules	1,486	11.4%	11,036	11.4%
Other	79	0.6%	596	0.6%
Did not do any trip planning	6,095	46.9%	46,821	48.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-13d. Trip Planning Tools (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	163	10.8%	1,304	11.7%
Call Customer Service	135	9.0%	1,067	9.6%
Go Pass App	190	12.6%	1,353	12.1%
Google Transit	197	13.1%	1,454	13.0%
Use paper schedules	216	14.4%	1,565	14.0%
Other	16	1.1%	87	0.8%
Did not do any trip planning	586	39.0%	4,325	38.8%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-13e. Trip Planning Tools (Total)**

<b>TOTAL</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	1,954	5.5%	14,401	5.5%
Call Customer Service	3,307	9.3%	23,363	8.9%
Go Pass App	2,877	8.1%	21,220	8.1%
Google Transit	4,982	14.0%	36,031	13.7%
Use paper schedules	6,428	18.1%	47,044	17.9%
Other	185	0.5%	1,340	0.5%
Did not do any trip planning	15,798	44.5%	118,747	45.3%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.1.14 Reason for Choosing Path

The Table 7-14 Series displays the reason why the rider chose their trip path for their current one-way trip. Because of an issue with programming logic, this question was only asked on DCTA and The T.

As shown in Table 7-14 Series, for those routes that were surveyed, 40% of local bus and 45.6% of commuter passengers indicated that it is the only way they know as the reason they chose their particular path and 47.2% of express bus passengers indicated the reason they chose their path as the shortest amount of time.

**Table 7-14a. Reason for Choosing Path (Local Bus)**

<b>LOCAL BUS</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Easiest transfers	209	3.5%	1,583	3.8%
Fewest transfers	202	3.4%	1,346	3.2%
Least crowded	396	6.6%	2,466	5.9%
Only route I can use/get to	483	8.1%	3,292	7.8%
Only way I know	2,268	37.9%	16,821	40.0%
Short amount of time	473	7.9%	3,116	7.4%
Shortest amount of time	1,245	20.8%	8,761	20.9%
Shortest walking distance	704	11.8%	4,632	11.0%
<b>Grand Total</b>	<b>5,980</b>	<b>100.0%</b>	<b>42,017</b>	<b>100.0%</b>

**Table 7-14b. Reason for Choosing Path (Express Bus)**

<b>EXPRESS BUS</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Easiest transfers	1	1.0%	11	2.3%
Fewest transfers	2	2.1%	11	2.3%
Only route I can use/get to	31	32.3%	156	32.0%
Only way I know	10	10.4%	48	9.8%
Shortest amount of time	47	49.0%	230	47.2%
Shortest walking distance	5	5.2%	31	6.4%
<b>Grand Total</b>	<b>96</b>	<b>100.0%</b>	<b>487</b>	<b>100.0%</b>

**Table 7-14c. Reason for Choosing Path (Light Rail)**

<b>LIGHT RAIL</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Not Provided	12,999	100.0%	97,113	100.0%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-14d. Reason for Choosing Path (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Easiest transfers	27	6.7%	222	8.8%
Fewest transfers	9	2.2%	82	3.3%
Least crowded	9	2.2%	48	1.9%
Only route I can use/get to	33	8.2%	262	10.4%
Only way I know	195	48.4%	1,145	45.6%
Short amount of time	85	21.1%	468	18.6%
Shortest walking distance	45	11.2%	284	11.3%
<b>Grand Total</b>	<b>403</b>	<b>100.0%</b>	<b>2,509</b>	<b>100.0%</b>

**Table 7-14e. Reason for Choosing Path (Total)**

<b>TOTAL</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Easiest transfers	237	3.7%	1,816	4.0%
Fewest transfers	213	3.3%	1,439	3.2%
Least crowded	405	6.3%	2,515	5.6%
Only route I can use/get to	547	8.4%	3,710	8.2%
Only way I know	2,473	38.2%	18,013	40.0%
Short amount of time	558	8.6%	3,583	8.0%
Shortest amount of time	1,292	19.9%	8,991	20.0%
Shortest walking distance	754	11.6%	4,947	11.0%
<b>Grand Total</b>	<b>6,479</b>	<b>100.0%</b>	<b>45,013</b>	<b>100.0%</b>

## 7.2 Pass/Payment Characteristics

### 7.2.1 Pass Type

The Table 7-15 Series illustrates the pass type by service type. The DART-Local Pass is the most popular pass type for local bus passengers (60.6%), express bus passengers (77%), and light rail passengers (85.7%). Contrary to this, the most popular pass for commuter rail riders is the regional pass (55.5%), and the TRE-Local Pass is the 2<sup>nd</sup> highest used pass at 25.3%.

**Table 7-15a. Pass Type (Local Bus)**

<b>LOCAL BUS</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
DART -Free	498	2.5%	3,771	2.5%
DART -Local	11,932	59.2%	90,291	60.6%
DART -System	13	0.1%	86	0.1%
DCTA-Connect	470	2.3%	2,460	1.7%
DCTA-Local System	287	1.4%	1,446	1.0%
DCTA-Local System University Pass	115	0.6%	497	0.3%
DCTA-NCTC Student ID	9	0.0%	26	0.0%
DCTA-Regional University Pass	53	0.3%	256	0.2%
DCTA-UNT Student ID	1,255	6.2%	10,331	6.9%
THET-Jury Summons	13	0.1%	72	0.0%
THET-Local Bus	2,935	14.6%	21,004	14.1%
THET-MITS+1	77	0.4%	586	0.4%
THET-Reduced Local Bus	472	2.3%	3,338	2.2%
THET-TRE 1-Zone	65	0.3%	500	0.3%
Reduced	901	4.5%	6,598	4.4%
Regional	1,054	5.2%	7,791	5.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-15b. Pass Type (Express Bus)**

<b>EXPRESS BUS</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
DART -Free	36	4.1%	178	3.7%
DART -Local	643	73.1%	3,715	77.0%
DART -System	22	2.5%	77	1.6%
THET-Local Bus	64	7.3%	315	6.5%
THET-Reduced Local Bus	11	1.3%	48	1.0%
THET-TRE 1-Zone	5	0.6%	27	0.6%
Reduced	23	2.6%	113	2.3%
Regional	76	8.6%	352	7.3%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-15c. Pass Type (Light Rail)**

<b>LIGHT RAIL</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
DART -Free	552	4.2%	4,090	4.2%
DART -Local	11,131	85.6%	83,185	85.7%
DART -System	37	0.3%	272	0.3%
Reduced	609	4.7%	4,430	4.6%
Regional	670	5.2%	5,135	5.3%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-15d. Pass Type (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
DCTA-Connect	81	5.4%	426	3.8%
DCTA-Local System	67	4.5%	289	2.6%
DCTA-Local System University Pass	18	1.2%	83	0.7%
DCTA-NCTC Student ID	13	0.9%	64	0.6%
DCTA-Regional University Pass	21	1.4%	142	1.3%
DCTA-UNT Student ID	58	3.9%	310	2.8%
TRE-Free	40	2.7%	245	2.2%
TRE-Local	351	23.4%	2,818	25.3%
TRE-System	4	0.3%	40	0.4%
Reduced	85	5.7%	541	4.9%
Regional	765	50.9%	6,197	55.5%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-15e. Pass Type (Total)**

<b>TOTAL</b>				
<b>Pass Type</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
DART -Free	1,086	3.1%	8,040	3.1%
DART -Local	23,706	66.7%	177,191	67.6%
DART -System	72	0.2%	435	0.2%
DCTA-Connect	551	1.6%	2,886	1.1%
DCTA-Local System	354	1.0%	1,735	0.7%
DCTA-Local System University Pass	133	0.4%	580	0.2%
DCTA-NCTC Student ID	22	0.1%	90	0.0%
DCTA-Regional University Pass	74	0.2%	398	0.2%
DCTA-UNT Student ID	1,313	3.7%	10,640	4.1%
THET-Jury Summons	13	0.0%	72	0.0%
THET-Local Bus	2,999	8.4%	21,318	8.1%
THET-MITS+1	77	0.2%	586	0.2%
THET-Reduced Local Bus	483	1.4%	3,387	1.3%
THET-TRE 1-Zone	70	0.2%	527	0.2%
TRE-Free	40	0.1%	245	0.1%
TRE-Local	351	1.0%	2,818	1.1%
TRE-System	4	0.0%	40	0.0%
Reduced	1,618	4.6%	11,683	4.5%
Regional	2,565	7.2%	19,475	7.4%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.2.2 Pass Duration

The Table 7-16 Series shows the pass duration type used by service type. Transit Day passes combined had the highest percentage of transit riders in each service type: local bus (63.6%), express bus (64.6%), light rail (59.4%), and commuter rail (43.3%). Transit Monthly passes combined were the second most popular pass duration type for local bus (10%), express bus (13.8%), and light rail riders (17.2%); for commuter rail riders, the second most popular pass duration type was annual pass used by 21.5% of riders.

**Table 7-16a. Pass Duration (Local Bus)**

<b>LOCAL BUS</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	1,805	9.0%	13,094	8.8%
DCTA-Single one-way trip	106	0.5%	442	0.3%
DART -Midday pass	406	2.0%	2,823	1.9%
DART -Day pass	9,430	46.8%	71,630	48.1%
DCTA-One-day pass	594	2.9%	3,294	2.2%
THET-Day pass	2,761	13.7%	19,810	13.3%
7-day pass	586	2.9%	4,493	3.0%
DART -Monthly (31 Day pass)	1,557	7.7%	11,707	7.9%
DCTA-Monthly (31 Day pass)	52	0.3%	200	0.1%
THET-Monthly pass	404	2.0%	2,994	2.0%
DCTA-University Full semester/summer	1,353	6.7%	10,752	7.2%
Annual pass	1,095	5.4%	7,813	5.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-16b. Pass Duration (Express Bus)**

<b>EXPRESS BUS</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	20	2.3%	127	2.6%
DART -Midday pass	4	0.5%	21	0.4%
DART -Day pass	516	58.6%	3,007	62.3%
THET-Day pass	28	3.2%	110	2.3%
7-day pass	18	2.0%	110	2.3%
DART -Monthly (31 Day pass)	92	10.5%	451	9.4%
THET-Monthly pass	34	3.9%	212	4.4%
Annual pass	168	19.1%	786	16.3%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-16c. Pass Duration (Light Rail)**

<b>LIGHT RAIL</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	902	6.9%	6,509	6.7%
DART -Midday pass	219	1.7%	1,689	1.7%
DART -Day pass	7,793	60.0%	57,639	59.4%
7-day pass	643	4.9%	4,603	4.7%
DART -Monthly (31 Day pass)	2,214	17.0%	16,677	17.2%
Annual pass	1,228	9.4%	9,995	10.3%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-16d. Pass Duration (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	87	5.8%	541	4.8%
DCTA-Single one-way trip	26	1.7%	121	1.1%
TRE-Midday pass	14	0.9%	75	0.7%
DCTA-One-day pass	148	9.8%	850	7.6%
TRE-Day pass	521	34.7%	3,986	35.7%
7-day pass	67	4.5%	456	4.1%
DCTA-Monthly (31 Day pass)	60	4.0%	485	4.4%
TRE-Monthly (31 Day pass)	192	12.8%	1,589	14.2%
DCTA-University Full semester/summer	112	7.5%	649	5.8%
Annual pass	276	18.4%	2,404	21.5%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-16e. Pass Duration (Total)**

<b>TOTAL</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	2,814	7.9%	20,271	7.7%
DART -Midday pass	629	1.8%	4,533	1.7%
DCTA-Single one-way trip	132	0.4%	563	0.2%
TRE-Midday pass	14	0.0%	75	0.0%
DART -Day pass	17,739	49.9%	132,277	50.5%
DCTA-One-day pass	742	2.1%	4,144	1.6%
THET-Day pass	2,789	7.8%	19,919	7.6%
TRE-Day pass	521	1.5%	3,986	1.5%
7-day pass	1,314	3.7%	9,662	3.7%
DART -Monthly (31 Day pass)	3,863	10.9%	28,836	11.0%
DCTA-Monthly (31 Day pass)	112	0.3%	686	0.3%
THET-Monthly pass	438	1.2%	3,207	1.2%
TRE-Monthly (31 Day pass)	192	0.5%	1,589	0.6%
DCTA-University Full semester/summer	1,465	4.1%	11,401	4.3%
Annual pass	2,767	7.8%	20,998	8.0%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>



### ***7.2.3 Pass Type by Pass Duration***

The Table 7-17 Series shows the Pass Type by Pass Duration by service type. Local bus passengers (54.7%), express bus passengers (61.7%), and light rail passengers (54.7%) used a transit-local day-pass for their trip more than any other option. More commuter rail passengers used a Regional Day Pass (22.7%).

**Table 7-17a. Pass Type by Pass Duration (Local Bus)**

<b>LOCAL BUS</b>													
Pass type by Pass Duration	2-hour pass	DCTA-Single one-way trip	DART-Midday pass	DART-Day pass	DCTA-One-day pass	THET-Day pass	7-day pass	DART-Monthly (31 Day pass)	DCTA-Monthly (31 Day pass)	THET-Monthly pass	DCTA-University Full	Annual pass	Grand Total
DART-Free	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	1.5%	2.5%
DART-Local	6.6%	0.0%	1.7%	42.1%	0.0%	0.0%	2.4%	5.6%	0.0%	0.0%	0.0%	2.1%	60.6%
DART-System	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
DCTA-Connect	0.1%	0.2%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%
DCTA-Local System	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	1.0%
DCTA-Local System University Pass	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%
DCTA-NCTC Student ID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
DCTA-Regional University Pass	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%
DCTA-UNT Student ID	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	6.8%	0.0%	6.9%
THET-Jury Summons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
THET-Local Bus	1.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.3%	0.0%	0.0%	0.8%	0.0%	0.2%	14.1%
THET-MITS-1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.3%	0.4%
THET-Reduced Local Bus	0.3%	0.0%	0.0%	0.0%	0.0%	0.9%	0.1%	0.0%	0.0%	0.8%	0.0%	0.2%	2.2%
THET-TRE 1-Zone	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Reduced	0.3%	0.0%	0.1%	2.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.1%	0.0%	0.4%	4.4%
Regional	0.3%	0.0%	0.1%	3.3%	0.0%	0.3%	0.1%	0.5%	0.0%	0.2%	0.0%	0.5%	5.2%
<b>Grand Total</b>	<b>8.8%</b>	<b>0.3%</b>	<b>1.9%</b>	<b>48.1%</b>	<b>2.2%</b>	<b>13.3%</b>	<b>3.0%</b>	<b>7.9%</b>	<b>0.1%</b>	<b>2.0%</b>	<b>7.2%</b>	<b>5.2%</b>	<b>100.0%</b>

**Table 7-17b. Pass Type by Pass Duration (Express Bus)**

<b>EXPRESS BUS</b>										
Pass type by Pass Duration	2-hour pass	DART-Midday pass	DART-Day pass	THET-Day pass	7-day pass	DART-Monthly (31 Day pass)	THET-Monthly pass	Annual pass	Grand Total	
DART-Free	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	3.6%	3.7%	
DART-Local	1.7%	0.4%	59.5%	0.0%	1.2%	6.7%	0.0%	7.4%	77.0%	
DART-System	0.0%	0.0%	0.4%	0.0%	0.0%	0.5%	0.0%	0.7%	1.6%	
THET-Local Bus	0.8%	0.0%	0.0%	2.2%	0.6%	0.0%	2.0%	1.0%	6.5%	
THET-Reduced Local Bus	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.6%	0.2%	1.0%	
THET-TRE 1-Zone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%	0.6%	
Reduced	0.0%	0.0%	0.5%	0.0%	0.0%	1.2%	0.4%	0.3%	2.3%	
Regional	0.0%	0.0%	2.0%	0.0%	0.4%	0.8%	1.1%	2.9%	7.3%	
<b>Grand Total</b>	<b>2.6%</b>	<b>0.4%</b>	<b>62.3%</b>	<b>2.3%</b>	<b>2.3%</b>	<b>9.4%</b>	<b>4.4%</b>	<b>16.3%</b>	<b>100.0%</b>	

**Table 7-17c. Pass Type by Pass Duration (Light Rail)**

<b>LIGHT RAIL</b>							
Pass type by Pass Duration	2-hour pass	DART -Midday pass	DART -Day pass	7-day pass	DART -Monthly (31 Day pass)	Annual pass	Grand Total
DART-Free	0.0%	0.0%	0.5%	0.0%	1.0%	2.7%	4.2%
DART-Local	6.4%	1.5%	54.7%	4.4%	13.1%	5.6%	85.7%
DART-System	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.3%
Reduced	0.2%	0.1%	1.9%	0.0%	1.8%	0.5%	4.6%
Regional	0.2%	0.1%	2.2%	0.3%	1.2%	1.3%	5.3%
<b>Grand Total</b>	<b>6.7%</b>	<b>1.7%</b>	<b>59.4%</b>	<b>4.7%</b>	<b>17.2%</b>	<b>10.3%</b>	<b>100.0%</b>

**Table 7-17d. Pass Type by Pass Duration (Commuter Rail)**

<b>COMMUTER RAIL</b>											
Pass type by Pass Duration	2-hour pass	DCTA-Single one-way trip	TRE-Midday pass	DCTA-One-day pass	TRE-Day pass	7-day pass	DCTA-Monthly (31 Day pass)	TRE-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
DCTA-Connect	0.3%	0.7%	0.0%	2.3%	0.0%	0.3%	0.1%	0.0%	0.1%	0.0%	3.8%
DCTA-Local System	0.3%	0.1%	0.0%	1.3%	0.0%	0.4%	0.4%	0.0%	0.0%	0.0%	2.6%
DCTA-Local System University Pass	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.7%
DCTA-NCTC Student ID	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.4%	0.1%	0.6%
DCTA-Regional University Pass	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	1.3%
DCTA-UNT Student ID	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	2.8%
TRE-Free	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.5%	0.0%	1.1%	2.2%
TRE-Local	1.9%	0.0%	0.4%	0.0%	14.2%	0.8%	0.0%	4.2%	0.0%	3.7%	25.3%
TRE-System	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.4%
Reduced	0.4%	0.1%	0.0%	0.2%	1.4%	0.1%	0.0%	1.0%	0.6%	1.0%	4.9%
Regional	2.0%	0.1%	0.2%	3.4%	19.3%	2.5%	3.8%	8.6%	0.2%	15.4%	55.5%
<b>Grand Total</b>	<b>4.8%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>7.6%</b>	<b>35.7%</b>	<b>4.1%</b>	<b>4.4%</b>	<b>14.2%</b>	<b>5.8%</b>	<b>21.5%</b>	<b>100.0%</b>

**Table 7-17e. Pass Type by Pass Duration (Total)**

<b>TOTAL</b>																
Pass type by Pass Duration	2-hour pass	DCTA-Single one-way trip	DART -Midday pass	TRE-Midday pass	DART -Day pass	DCTA-One-day pass	THET-Day pass	TRE-Day pass	7-day pass	DART -Monthly (31 Day pass)	DCTA-Monthly (31 Day pass)	THET-Monthly pass	TRE-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
DART-Free	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.9%	3.1%
DART-Local	6.1%	0.0%	1.5%	0.0%	45.3%	0.0%	0.0%	0.0%	3.0%	8.1%	0.0%	0.0%	0.0%	0.0%	3.4%	67.6%
DART-System	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%
DCTA-Connect	0.1%	0.2%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
DCTA-Local System	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.7%
DCTA-Local System University Pass	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%
DCTA-NCTC Student ID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
DCTA-Regional University Pass	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%
DCTA-UNT StudentID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	4.1%
THET-Jury Summons	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
THET-Local Bus	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	6.8%	0.0%	0.2%	0.0%	0.0%	0.5%	0.0%	0.0%	0.1%	8.1%
THET-MITS-I	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
THET-Reduced Local Bus	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.1%	1.3%
THET-TRE 1-Zone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
TRE-Free	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
TRE-Local	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	1.1%
TRE-System	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced	0.2%	0.0%	0.1%	0.0%	1.9%	0.0%	0.0%	0.1%	0.0%	1.5%	0.0%	0.1%	0.0%	0.0%	0.5%	4.5%
Regional	0.3%	0.0%	0.1%	0.0%	2.7%	0.2%	0.2%	0.8%	0.3%	0.7%	0.2%	0.1%	0.4%	0.0%	1.5%	7.4%
<b>Grand Total</b>	<b>7.7%</b>	<b>0.2%</b>	<b>1.7%</b>	<b>0.0%</b>	<b>50.5%</b>	<b>1.6%</b>	<b>7.6%</b>	<b>1.5%</b>	<b>3.7%</b>	<b>11.0%</b>	<b>0.3%</b>	<b>1.2%</b>	<b>0.6%</b>	<b>4.3%</b>	<b>8.0%</b>	<b>100.0%</b>

#### ***7.2.4 Race/Ethnicity by Pass Duration***

The Table 7-18 Series shows the pass duration used by race/ethnicity by service type. 35.8% of Black/African American local bus passengers and 13.9% of White local bus passengers used a transit day pass for their one-way trip compared to 28.5% Black/African American and 22.6% White express bus passengers, 31.2% Black/African American and 15.7% White light rail passengers, and 17% Black/African American and 16.7% White commuter rail passengers.

**Table 7-18a. Race/Ethnicity by Pass Duration (Local Bus)**

<b>LOCAL BUS</b>													
Race/Ethnicity by Pass Duration	2-hour pass	DCTA-Single one-way trip	DART-Midday pass	DART-Day pass	DCTA-One-day pass	THET-Day pass	7-day pass	DART-Monthly (31 Day pass)	DCTA-Monthly (31 Day pass)	THET-Monthly pass	DCTA-University Full	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.5%
Asian	0.3%	0.0%	0.0%	0.7%	0.1%	0.2%	0.1%	0.2%	0.0%	0.0%	0.3%	0.3%	2.3%
Black / African American	4.8%	0.1%	1.0%	27.7%	1.1%	7.1%	1.5%	4.1%	0.1%	0.9%	3.1%	2.4%	54.0%
Hispanic / Latino	2.0%	0.1%	0.4%	9.4%	0.3%	2.2%	0.6%	1.6%	0.0%	0.4%	0.6%	0.8%	18.3%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
White	1.6%	0.1%	0.4%	9.5%	0.7%	3.8%	0.7%	1.9%	0.1%	0.7%	3.1%	1.6%	24.1%
Other	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.6%
<b>Grand Total</b>	<b>8.8%</b>	<b>0.3%</b>	<b>1.9%</b>	<b>48.1%</b>	<b>2.2%</b>	<b>13.3%</b>	<b>3.0%</b>	<b>7.9%</b>	<b>0.1%</b>	<b>2.0%</b>	<b>7.2%</b>	<b>5.2%</b>	<b>100.0%</b>

**Table 7-18b. Race/Ethnicity by Pass Duration (Express Bus)**

<b>EXPRESS BUS</b>										
Race/Ethnicity by Pass Duration	2-hour pass	DART-Midday pass	DART-Day pass	THET-Day pass	7-day pass	DART-Monthly (31 Day pass)	THET-Monthly pass	Annual pass	Grand Total	
American Indian / Alaska Native	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.4%	
Asian	0.3%	0.0%	1.8%	0.1%	0.0%	0.9%	0.0%	0.7%	3.8%	
Black / African American	1.3%	0.1%	27.9%	0.6%	0.8%	4.0%	1.5%	6.5%	42.8%	
Hispanic / Latino	0.1%	0.3%	11.0%	0.3%	0.7%	1.2%	0.1%	1.6%	15.3%	
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	
White	0.9%	0.1%	21.3%	1.2%	0.7%	3.2%	2.7%	6.7%	36.9%	
Other	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	
<b>Grand Total</b>	<b>2.6%</b>	<b>0.4%</b>	<b>62.3%</b>	<b>2.3%</b>	<b>2.3%</b>	<b>9.4%</b>	<b>4.4%</b>	<b>16.3%</b>	<b>100.0%</b>	

**Table 7-18c. Race/Ethnicity by Pass Duration (Light Rail)**

<b>LIGHT RAIL</b>							
Race/Ethnicity by Pass Duration	2-hour pass	DART -Midday pass	DART -Day pass	7-day pass	DART -Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.0%	0.4%	0.1%	0.1%	0.1%	0.8%
Asian	0.1%	0.1%	1.5%	0.1%	0.7%	0.6%	3.1%
Black / African American	3.4%	1.0%	31.2%	2.3%	8.0%	3.5%	49.4%
Hispanic / Latino	1.2%	0.2%	10.0%	1.0%	2.8%	1.8%	17.0%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.2%	0.0%	0.0%	0.1%	0.3%
White	1.8%	0.4%	15.7%	1.1%	5.4%	4.1%	28.5%
Other	0.1%	0.0%	0.4%	0.1%	0.2%	0.1%	0.9%
<b>Grand Total</b>	<b>6.7%</b>	<b>1.7%</b>	<b>59.4%</b>	<b>4.7%</b>	<b>17.2%</b>	<b>10.3%</b>	<b>100.0%</b>

**Table 7-18d. Race/Ethnicity by Pass Duration (Commuter Rail)**

<b>COMMUTER RAIL</b>											
Race/Ethnicity by Pass Duration	2-hour pass	DCTA-Single one-way trip	TRE-Midday pass	DCTA-One-day pass	TRE-Day pass	7-day pass	DCTA-Monthly (31 Day pass)	TRE-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.0%	0.1%	0.0%	0.9%	0.0%	0.0%	0.0%	0.1%	0.0%	1.0%
Asian	0.2%	0.0%	0.0%	0.3%	1.2%	0.2%	0.2%	0.7%	0.3%	1.4%	4.4%
Black / African American	1.1%	0.3%	0.3%	2.8%	14.2%	1.2%	1.5%	3.9%	1.9%	4.5%	31.6%
Hispanic / Latino	0.9%	0.3%	0.1%	1.5%	5.2%	1.2%	0.0%	1.6%	1.3%	3.3%	15.4%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
White	2.7%	0.6%	0.1%	2.8%	13.9%	1.4%	2.7%	8.1%	2.2%	12.3%	46.8%
Other	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	0.5%
<b>Grand Total</b>	<b>4.8%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>7.6%</b>	<b>35.7%</b>	<b>4.1%</b>	<b>4.4%</b>	<b>14.2%</b>	<b>5.8%</b>	<b>21.5%</b>	<b>100.0%</b>

**Table 7-18e. Race/Ethnicity by Pass Duration (Total)**

<b>TOTAL</b>																
Race/Ethnicity by Pass Duration	2-hour pass	DCTA-Single one-way trip	DART -Midday pass	TRE-Midday pass	DART -Day pass	DCTA-One-day pass	THET-Day pass	TRE-Day pass	7-day pass	DART -Monthly (31 Day pass)	DCTA-Monthly (31 Day pass)	THET-Monthly (31 Day pass)	TRE-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Asian	0.2%	0.0%	0.0%	0.0%	1.0%	0.1%	0.1%	0.1%	0.1%	0.4%	0.0%	0.0%	0.0%	0.2%	0.5%	2.7%
Black / African American	4.1%	0.1%	1.0%	0.0%	27.8%	0.7%	4.0%	0.6%	1.8%	5.4%	0.1%	0.6%	0.2%	1.8%	3.0%	51.1%
Hispanic / Latino	1.6%	0.1%	0.3%	0.0%	9.2%	0.2%	1.2%	0.2%	0.8%	1.9%	0.0%	0.2%	0.1%	0.4%	1.3%	17.6%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
White	1.7%	0.1%	0.4%	0.0%	11.6%	0.5%	2.2%	0.6%	0.9%	3.1%	0.1%	0.4%	0.3%	1.9%	3.1%	26.9%
Other	0.1%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.7%
<b>Grand Total</b>	<b>7.7%</b>	<b>0.2%</b>	<b>1.7%</b>	<b>0.0%</b>	<b>50.5%</b>	<b>1.6%</b>	<b>7.6%</b>	<b>1.5%</b>	<b>3.7%</b>	<b>11.0%</b>	<b>0.3%</b>	<b>1.2%</b>	<b>0.6%</b>	<b>4.3%</b>	<b>8.0%</b>	<b>100.0%</b>

## 7.2.5 Pass Payment

The Table 7-19 Series shows the pass payment by service type. As shown in these tables, cash was the most widely used pass payment type as indicated by passengers for the local bus (73.4%), express bus (67.4%), light rail (63.3%), and commuter rail (45.2%)

**Table 7-19a. Pass Payment (Local Bus)**

<b>LOCAL BUS</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	14,819	73.5%	109,356	73.4%
Credit / Debit card	2,337	11.6%	16,706	11.2%
Gift / Free / No Charge	2,725	13.5%	20,997	14.1%
Payroll deduction	268	1.3%	1,993	1.3%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-19b. Pass Payment (Express Bus)**

<b>EXPRESS BUS</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	571	64.9%	3,252	67.4%
Credit / Debit card	127	14.4%	718	14.9%
Gift / Free / No Charge	101	11.5%	469	9.7%
Payroll deduction	81	9.2%	387	8.0%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-19c. Pass Payment (Light Rail)**

<b>LIGHT RAIL</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	8,437	64.9%	61,440	63.3%
Credit / Debit card	2,849	21.9%	22,075	22.7%
Gift / Free / No Charge	1,217	9.4%	9,478	9.8%
Payroll deduction	496	3.8%	4,119	4.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-19d. Pass Payment (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	703	46.8%	5,042	45.2%
Credit / Debit card	477	31.7%	3,491	31.3%
Gift / Free / No Charge	179	11.9%	1,257	11.3%
Payroll deduction	144	9.6%	1,367	12.3%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-19e. Pass Payment (Total)**

<b>TOTAL</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	24,530	69.0%	179,090	68.3%
Credit / Debit card	5,790	16.3%	42,990	16.4%
Gift / Free / No Charge	4,222	11.9%	32,201	12.3%
Payroll deduction	989	2.8%	7,865	3.0%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>



## 7.2.6 Employer-Subsidized Passes

The Table 7-20 Series displays whether employers subsidized monthly or annual passes. From these tables, we see that for those passengers who indicated they either had an annual pass or a monthly pass, only 37% of local bus passengers and 44.3% of light rail passengers indicated their employer subsidized their pass while 69.3% of express bus passengers and 53.3% of commuter rail passengers indicated that their employers subsidized their pass.

**Table 7-20a. Employer-Subsidized Pass (Local Bus)**

<b>LOCAL BUS</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	1,973	63.5%	14,299	63.0%
Yes	1,134	36.5%	8,412	37.0%
<b>Grand Total</b>	<b>3,107</b>	<b>100.0%</b>	<b>22,711</b>	<b>100.0%</b>

**Table 7-20b. Employer-Subsidized Pass (Express Bus)**

<b>EXPRESS BUS</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	86	29.3%	445	30.7%
Yes	208	70.7%	1,005	69.3%
<b>Grand Total</b>	<b>294</b>	<b>100.0%</b>	<b>1,450</b>	<b>100.0%</b>

**Table 7-20c. Employer-Subsidized Pass (Light Rail)**

<b>LIGHT RAIL</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	1,977	57.4%	14,870	55.7%
Yes	1,465	42.6%	11,803	44.3%
<b>Grand Total</b>	<b>3,442</b>	<b>100.0%</b>	<b>26,673</b>	<b>100.0%</b>

**Table 7-20d. Employer-Subsidized Pass (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	252	47.7%	2,089	46.7%
Yes	276	52.3%	2,388	53.3%
<b>Grand Total</b>	<b>528</b>	<b>100.0%</b>	<b>4,478</b>	<b>100.0%</b>

**Table 7-20e. Employer-Subsidized Pass (Total)**

<b>TOTAL</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	4,288	58.2%	31,703	57.3%
Yes	3,083	41.8%	23,608	42.7%
<b>Grand Total</b>	<b>7,371</b>	<b>100.0%</b>	<b>55,311</b>	<b>100.0%</b>

## 7.2.7 Employer-Subsidized Passes by Percentage Paid

For those passengers who indicated they either had an annual pass or a monthly pass, and their employer subsidized their pass, commuter rail had the lowest percentage of passengers (34.3%) where their employer subsidized their pass by 100% compared to local bus passengers (67.2%) who had the highest percentage as shown in the Table 7-21 Series.

**Table 7-21a. Employer-Subsidized Pass by Percentage Paid (Local Bus)**

<b>LOCAL BUS</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
5	1	0.1%	18	0.2%
10	1	0.1%	11	0.1%
15	9	0.8%	70	0.8%
20	2	0.2%	12	0.1%
25	4	0.4%	32	0.4%
30	8	0.7%	46	0.5%
40	5	0.4%	41	0.5%
45	1	0.1%	26	0.3%
49	1	0.1%	4	0.0%
50	112	9.9%	826	9.8%
55	3	0.3%	32	0.4%
60	25	2.2%	230	2.7%
65	2	0.2%	19	0.2%
70	8	0.7%	64	0.8%
75	15	1.3%	110	1.3%
80	19	1.7%	122	1.4%
85	3	0.3%	26	0.3%
90	20	1.8%	130	1.5%
98	2	0.2%	5	0.1%
100	764	67.4%	5,651	67.2%
% Not Provided	129	11.4%	940	11.2%
<b>Grand Total</b>	<b>1,134</b>	<b>100.0%</b>	<b>8,412</b>	<b>100.0%</b>

**Table 7-21b. Employer-Subsidized Pass by Percentage Paid (Express Bus)**

<b>EXPRESS BUS</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
10	1	0.5%	4	0.4%
15	1	0.5%	4	0.4%
25	1	0.5%	5	0.5%
50	16	7.7%	74	7.3%
60	12	5.8%	58	5.8%
70	1	0.5%	5	0.5%
75	2	1.0%	7	0.6%
80	7	3.4%	23	2.3%
90	3	1.4%	22	2.2%
92	1	0.5%	5	0.5%
100	93	44.7%	454	45.2%
% Not Provided	70	33.7%	345	34.3%
<b>Grand Total</b>	<b>208</b>	<b>100.0%</b>	<b>1,005</b>	<b>100.0%</b>

**Table 7-21c. Employer-Subsidized Pass by Percentage Paid (Light Rail)**

<b>LIGHT RAIL</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
10	2	0.1%	24	0.2%
15	2	0.1%	10	0.1%
18	1	0.1%	5	0.0%
20	12	0.8%	140	1.2%
25	11	0.8%	95	0.8%
30	12	0.8%	125	1.1%
33	2	0.1%	11	0.1%
35	3	0.2%	10	0.1%
40	16	1.1%	186	1.6%
45	3	0.2%	26	0.2%
50	180	12.3%	1,610	13.6%
55	3	0.2%	13	0.1%
60	45	3.1%	357	3.0%
65	6	0.4%	56	0.5%
66	1	0.1%	8	0.1%
70	3	0.2%	45	0.4%
75	41	2.8%	299	2.5%
80	35	2.4%	228	1.9%
85	17	1.2%	124	1.1%
90	18	1.2%	137	1.2%
95	3	0.2%	33	0.3%
100	888	60.6%	7,022	59.5%
% Not Provided	161	11.0%	1,238	10.5%
<b>Grand Total</b>	<b>1,465</b>	<b>100.0%</b>	<b>11,803</b>	<b>100.0%</b>

**Table 7-21d. Employer-Subsidized Pass by Percentage Paid (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
10	1	0.4%	5	0.2%
20	1	0.4%	4	0.2%
25	3	1.1%	39	1.6%
30	5	1.8%	35	1.5%
35	1	0.4%	4	0.2%
38	2	0.7%	7	0.3%
40	3	1.1%	19	0.8%
45	2	0.7%	10	0.4%
50	40	14.5%	451	18.9%
60	22	8.0%	266	11.2%
65	1	0.4%	12	0.5%
66	2	0.7%	20	0.8%
70	3	1.1%	27	1.1%
75	12	4.3%	127	5.3%
80	5	1.8%	18	0.7%
85	1	0.4%	4	0.2%
90	5	1.8%	25	1.0%
95	3	1.1%	14	0.6%
100	103	37.3%	820	34.3%
% Not Provided	61	22.1%	483	20.2%
<b>Grand Total</b>	<b>276</b>	<b>100.0%</b>	<b>2,388</b>	<b>100.0%</b>

**Table 7-21e. Employer-Subsidized Pass by Percentage Paid (Total)**

<b>TOTAL</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
<b>Employer Subsidize Pass</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
5	1	0.0%	18	0.1%
10	5	0.2%	45	0.2%
15	12	0.4%	84	0.4%
18	1	0.0%	5	0.0%
20	15	0.5%	155	0.7%
25	19	0.6%	172	0.7%
30	25	0.8%	206	0.9%
33	2	0.1%	11	0.0%
35	4	0.1%	14	0.1%
38	2	0.1%	7	0.0%
40	24	0.8%	246	1.0%
45	6	0.2%	61	0.3%
49	1	0.0%	4	0.0%
50	348	11.3%	2,961	12.5%
55	6	0.2%	44	0.2%
60	104	3.4%	912	3.9%
65	9	0.3%	87	0.4%
66	3	0.1%	27	0.1%
70	15	0.5%	140	0.6%
75	70	2.3%	542	2.3%
80	66	2.1%	391	1.7%
85	21	0.7%	154	0.7%
90	46	1.5%	314	1.3%
92	1	0.0%	5	0.0%
95	6	0.2%	47	0.2%
98	2	0.1%	5	0.0%
100	1,848	59.9%	13,947	59.1%
% Not Provided	421	13.7%	3,005	12.7%
<b>Grand Total</b>	<b>3,083</b>	<b>100.0%</b>	<b>23,608</b>	<b>100.0%</b>

## 7.2.8 Location of Ticket Purchase

The Table 7-22 Series shows where riders purchased their tickets by service type. A majority of local bus passengers (62.5%) and express bus passengers (51.8%) bought their tickets on the bus compared to light rail passengers (51.9%) and commuter rail passengers (41.2%) who preferred to buy their tickets at a ticket machine.

**Table 7-22 a. Location of Ticket Purchase (Local Bus)**

<b>LOCAL BUS</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	502	2.5%	4,059	2.7%
Denton County Transit Center	77	0.4%	362	0.2%
Go Pass/Smart Phone	1,395	6.9%	10,186	6.8%
On the bus	12,691	63.0%	93,143	62.5%
Public agency (social services)	394	2.0%	2,946	2.0%
Sales outlet (like a grocery store)	274	1.4%	2,084	1.4%
School/university	1,928	9.6%	14,614	9.8%
The T offices	345	1.7%	2,639	1.8%
Ticket machine	1,921	9.5%	14,045	9.4%
Transit agency website	62	0.3%	422	0.3%
Other	560	2.8%	4,552	3.1%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-22b. Location of Ticket Purchase (Express Bus)**

<b>EXPRESS BUS</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	47	5.3%	225	4.7%
Go Pass/Smart Phone	49	5.6%	285	5.9%
On the bus	461	52.4%	2,499	51.8%
Public agency (social services)	27	3.1%	119	2.5%
Sales outlet (like a grocery store)	17	1.9%	86	1.8%
School/university	48	5.5%	216	4.5%
The T offices	43	4.9%	229	4.8%
Ticket machine	98	11.1%	712	14.7%
Transit agency website	8	0.9%	48	1.0%
Other	82	9.3%	407	8.4%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-22c. Location of Ticket Purchase (Light Rail)**

<b>LIGHT RAIL</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	606	4.7%	4,744	4.9%
Denton County Transit Center	60	0.5%	540	0.6%
Go Pass/Smart Phone	1,433	11.0%	11,470	11.8%
On the bus	2,233	17.2%	15,385	15.8%
Public agency (social services)	228	1.8%	1,904	2.0%
Sales outlet (like a grocery store)	226	1.7%	1,747	1.8%
School/university	880	6.8%	6,171	6.4%
The T offices	60	0.5%	446	0.5%
Ticket machine	6,771	52.1%	50,439	51.9%
Transit agency website	55	0.4%	374	0.4%
Other	447	3.4%	3,893	4.0%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-22d. Location of Ticket Purchase (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	66	4.4%	569	5.1%
Denton County Transit Center	51	3.4%	390	3.5%
Go Pass/Smart Phone	183	12.2%	1,352	12.1%
On the bus	178	11.8%	1,063	9.5%
Public agency (social services)	45	3.0%	408	3.7%
Sales outlet (like a grocery store)	28	1.9%	238	2.1%
School/university	150	10.0%	1,000	9.0%
The T offices	42	2.8%	311	2.8%
Ticket machine	614	40.9%	4,601	41.2%
Transit agency website	30	2.0%	227	2.0%
Other	116	7.7%	997	8.9%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-22e. Location of Ticket Purchase (Total)**

<b>TOTAL</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	1,221	3.4%	9,597	3.7%
Denton County Transit Center	188	0.5%	1,292	0.5%
Go Pass/Smart Phone	3,060	8.6%	23,292	8.9%
On the bus	15,563	43.8%	112,090	42.8%
Public agency (social services)	694	2.0%	5,377	2.1%
Sales outlet (like a grocery store)	545	1.5%	4,155	1.6%
School/university	3,006	8.5%	22,001	8.4%
The T offices	490	1.4%	3,625	1.4%
Ticket machine	9,404	26.5%	69,796	26.6%
Transit agency website	155	0.4%	1,070	0.4%
Other	1,205	3.4%	9,850	3.8%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.3 Household Demographics

### 7.3.1 Vehicle Availability

The Table 7-23 Series displays the number of working vehicles in household by service type. A simple majority of local bus passengers (41.5%) have no working vehicles in the household. On the other hand, a high percentage of express bus passengers (40.5%), light rail passengers (36.3%), and commuter rail passengers (36%) have one working vehicle in the household.

**Table 7-23a. Working Vehicles in Household (Local Bus)**

<b>LOCAL BUS</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	8,187	40.6%	61,899	41.5%
One (1)	7,311	36.3%	53,588	36.0%
Two (2)	3,885	19.3%	28,029	18.8%
Three (3)	638	3.2%	4,620	3.1%
Four or more (4+)	128	0.6%	917	0.6%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-23b. Working Vehicles in Household (Express Bus)**

<b>EXPRESS BUS</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	146	16.6%	934	19.4%
One (1)	359	40.8%	1,957	40.5%
Two (2)	308	35.0%	1,607	33.3%
Three (3)	51	5.8%	252	5.2%
Four or more (4+)	16	1.8%	76	1.6%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-23c. Working Vehicles in Household (Light Rail)**

<b>LIGHT RAIL</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	3,545	27.3%	25,423	26.2%
One (1)	4,737	36.4%	35,273	36.3%
Two (2)	3,745	28.8%	28,985	29.8%
Three (3)	770	5.9%	5,954	6.1%
Four or more (4+)	202	1.6%	1,477	1.5%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>



**Table 7-23d. Working Vehicles in Household (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	247	16.4%	1,561	14.0%
One (1)	523	34.8%	4,017	36.0%
Two (2)	555	36.9%	4,239	38.0%
Three (3)	130	8.6%	977	8.8%
Four or more (4+)	48	3.2%	362	3.2%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-23e. Working Vehicles in Household (Total)**

<b>TOTAL</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	12,125	34.1%	89,817	34.3%
One (1)	12,930	36.4%	94,835	36.2%
Two (2)	8,493	23.9%	62,860	24.0%
Three (3)	1,589	4.5%	11,803	4.5%
Four or more (4+)	394	1.1%	2,831	1.1%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.3.2 If Vehicle Could Have Been Used for Trip

The Table 7-24 Series shows whether passengers who indicated they had at least one working vehicle in the household could have used the vehicle for their trip. A majority could have used that vehicle on the trip for express bus passengers (56.7%), light rail passengers (56.3%), and commuter rail passengers (69.9%). The only exception is local bus passengers where the majority (67.2%) indicated they could not have used their vehicle for this trip.

**Table 7-24a. Trip Vehicle Availability (Local Bus)**

<b>LOCAL BUS</b>				
<b>Based on riders that have at least one working vehicle</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	7,935	66.3%	58,584	67.2%
Yes	4,027	33.7%	28,569	32.8%
<b>Grand Total</b>	<b>11,962</b>	<b>100.0%</b>	<b>87,153</b>	<b>100.0%</b>

**Table 7-24b. Trip Vehicle Availability (Express Bus)**

<b>EXPRESS BUS</b>				
<b>Based on riders that have at least one working vehicle</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	318	43.3%	1,686	43.3%
Yes	416	56.7%	2,205	56.7%
<b>Grand Total</b>	<b>734</b>	<b>100.0%</b>	<b>3,891</b>	<b>100.0%</b>

**Table 7-24c. Trip Vehicle Availability (Light Rail)**

<b>LIGHT RAIL</b>				
<b>Based on riders that have at least one working vehicle</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	4,252	45.0%	31,341	43.7%
Yes	5,202	55.0%	40,349	56.3%
<b>Grand Total</b>	<b>9,454</b>	<b>100.0%</b>	<b>71,689</b>	<b>100.0%</b>

**Table 7-24d. Trip Vehicle Availability (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>Based on riders that have at least one working vehicle</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	431	34.3%	2,886	30.1%
Yes	825	65.7%	6,709	69.9%
<b>Grand Total</b>	<b>1,256</b>	<b>100.0%</b>	<b>9,595</b>	<b>100.0%</b>

**Table 7-24e. Trip Vehicle Availability (Total)**

<b>TOTAL</b>				
<b>Based on riders that have at least one working vehicle</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	12,936	55.3%	94,497	54.8%
Yes	10,470	44.7%	77,832	45.2%
<b>Grand Total</b>	<b>23,406</b>	<b>100.0%</b>	<b>172,329</b>	<b>100.0%</b>

### 7.3.3 Total Number of Household Members

The total number of household members by service type is shown in the Table 7-25 Series. The top two household size categories for local bus, express bus, and commuter rail is 2 and 3 persons in the household, while for light rail users, the top two household size categories are 3 and 4 persons in the household.

**Table 7-25a. Total Number of Household Members (Local Bus)**

<b>LOCAL BUS</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	2,833	14.1%	21,182	14.2%
Two (2)	4,688	23.3%	35,082	23.5%
Three (3)	5,046	25.0%	37,398	25.1%
Four (4)	4,391	21.8%	32,164	21.6%
Five (5)	2,029	10.1%	14,342	9.6%
Six (6)	803	4.0%	6,032	4.0%
Seven (7)	210	1.0%	1,671	1.1%
Eight (8)	62	0.3%	440	0.3%
Nine (9)	30	0.1%	245	0.2%
Ten or More (10+)	57	0.3%	497	0.3%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-25b. Total Number of Household Members (Express Bus)**

<b>EXPRESS BUS</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	128	14.5%	681	14.1%
Two (2)	263	29.9%	1,367	28.3%
Three (3)	220	25.0%	1,167	24.2%
Four (4)	163	18.5%	967	20.0%
Five (5)	76	8.6%	442	9.2%
Six (6)	26	3.0%	174	3.6%
Seven (7)	4	0.5%	27	0.6%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-25c. Total Number of Household Members (Light Rail)**

<b>LIGHT RAIL</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	1,882	14.5%	14,267	14.7%
Two (2)	2,719	20.9%	21,014	21.6%
Three (3)	3,029	23.3%	22,341	23.0%
Four (4)	3,037	23.4%	22,610	23.3%
Five (5)	1,405	10.8%	10,310	10.6%
Six (6)	616	4.7%	4,488	4.6%
Seven (7)	182	1.4%	1,218	1.3%
Eight (8)	79	0.6%	541	0.6%
Nine (9)	24	0.2%	139	0.1%
Ten or More (10+)	26	0.2%	187	0.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-25d. Total Number of Household Members (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	252	16.8%	1,794	16.1%
Two (2)	378	25.1%	2,834	25.4%
Three (3)	390	25.9%	2,847	25.5%
Four (4)	278	18.5%	2,015	18.1%
Five (5)	134	8.9%	1,111	10.0%
Six (6)	46	3.1%	426	3.8%
Seven (7)	13	0.9%	81	0.7%
Eight (8)	5	0.3%	18	0.2%
Nine (9)	2	0.1%	7	0.1%
Ten or More (10+)	5	0.3%	22	0.2%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-25e. Total Number of Household Members (Total)**

<b>TOTAL</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	5,095	14.3%	37,923	14.5%
Two (2)	8,048	22.7%	60,298	23.0%
Three (3)	8,685	24.4%	63,753	24.3%
Four (4)	7,869	22.1%	57,755	22.0%
Five (5)	3,644	10.3%	26,204	10.0%
Six (6)	1,491	4.2%	11,120	4.2%
Seven (7)	409	1.2%	2,997	1.1%
Eight (8)	146	0.4%	999	0.4%
Nine (9)	56	0.2%	391	0.1%
Ten or More (10+)	88	0.2%	706	0.3%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### **7.3.4 Total Number of Employed Household Members**

The Table 7-26 Series shows the number of employed household members by service type. For each service types, the largest percentage of riders has two employed household members; the percentages are local bus passengers (41.5%), express bus passengers (51.1%), light rail passengers (43.6%), and commuter rail passengers (44.3%).

**Table 7-26a. Total Number of Employed Household Members (Local Bus)**

<b>LOCAL BUS</b>				
Total Number of Employed Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	1,783	8.8%	13,539	9.1%
One (1)	5,141	25.5%	39,317	26.4%
Two (2)	8,454	42.0%	61,864	41.5%
Three (3)	3,902	19.4%	28,146	18.9%
Four (4)	690	3.4%	4,930	3.3%
Five (5)	126	0.6%	893	0.6%
Six (6)	29	0.1%	189	0.1%
Seven (7)	5	0.0%	23	0.0%
Eight (8)	3	0.0%	24	0.0%
Nine (9)	2	0.0%	28	0.0%
Ten or More (10+)	14	0.1%	102	0.1%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-26b. Total Number of Employed Household Members (Express Bus)**

<b>EXPRESS BUS</b>				
Total Number of Employed Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	13	1.5%	47	1.0%
One (1)	243	27.6%	1,283	26.6%
Two (2)	449	51.0%	2,467	51.1%
Three (3)	137	15.6%	788	16.3%
Four (4)	35	4.0%	220	4.6%
Five (5)	2	0.2%	16	0.3%
Six (6)	1	0.1%	4	0.1%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-26c. Total Number of Employed Household Members (Light Rail)**

<b>LIGHT RAIL</b>				
Total Number of Employed Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	577	4.4%	4,007	4.1%
One (1)	3,655	28.1%	27,262	28.1%
Two (2)	5,572	42.9%	42,389	43.6%
Three (3)	2,472	19.0%	18,118	18.7%
Four (4)	566	4.4%	4,157	4.3%
Five (5)	104	0.8%	843	0.9%
Six (6)	35	0.3%	241	0.2%
Seven (7)	9	0.1%	43	0.0%
Eight (8)	2	0.0%	5	0.0%
Nine (9)	1	0.0%	15	0.0%
Ten or More (10+)	6	0.0%	34	0.0%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-26d. Total Number of Employed Household Members (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Total Number of Employed Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	72	4.8%	392	3.5%
One (1)	472	31.4%	3,411	30.6%
Two (2)	644	42.8%	4,947	44.3%
Three (3)	245	16.3%	1,880	16.9%
Four (4)	55	3.7%	400	3.6%
Five (5)	9	0.6%	92	0.8%
Six (6)	1	0.1%	7	0.1%
Seven (7)	2	0.1%	15	0.1%
Eight (8)	1	0.1%	3	0.0%
Nine (9)	1	0.1%	4	0.0%
Ten or More (10+)	1	0.1%	4	0.0%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-26e. Total Number of Employed Household Members (Total)**

<b>TOTAL</b>				
Total Number of Employed Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	2,445	6.9%	17,985	6.9%
One (1)	9,511	26.8%	71,273	27.2%
Two (2)	15,119	42.6%	111,667	42.6%
Three (3)	6,756	19.0%	48,931	18.7%
Four (4)	1,346	3.8%	9,707	3.7%
Five (5)	241	0.7%	1,843	0.7%
Six (6)	66	0.2%	440	0.2%
Seven (7)	16	0.0%	81	0.0%
Eight (8)	6	0.0%	32	0.0%
Nine (9)	4	0.0%	47	0.0%
Ten or More (10+)	21	0.1%	139	0.1%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.3.5 Total Household Income

Total household income by service type is shown in the Table 7-27 Series. Commuter rail riders (20.3%) indicate a higher household income of \$50,000 to \$74,999. In contrast, the highest percentage of local bus riders (20.5%), express bus riders (22.9%), and light rail riders (20.9%) indicate their household income is in the range of \$35,000 to \$49,999.

**Table 7-27a. Total Household Income (Local Bus)**

<b>LOCAL BUS</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	1,626	8.1%	13,032	8.7%
\$12,000-\$19,999	2,157	10.7%	16,963	11.4%
\$20,000 - \$23,999	3,031	15.0%	23,319	15.6%
\$24,000 - \$34,999	4,084	20.3%	29,608	19.9%
\$35,000 - \$49,999	4,272	21.2%	30,603	20.5%
\$50,000-\$74,999	2,205	10.9%	16,098	10.8%
\$75,000 or more	635	3.2%	4,272	2.9%
Don't know / Refused	2,139	10.6%	15,158	10.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-27b. Total Household Income (Express Bus)**

<b>EXPRESS BUS</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	43	4.9%	243	5.0%
\$12,000-\$19,999	56	6.4%	391	8.1%
\$20,000 - \$23,999	165	18.8%	800	16.6%
\$24,000 - \$34,999	158	18.0%	849	17.6%
\$35,000 - \$49,999	191	21.7%	1,105	22.9%
\$50,000-\$74,999	124	14.1%	721	14.9%
\$75,000 or more	93	10.6%	466	9.7%
Don't know / Refused	50	5.7%	250	5.2%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-27c. Total Household Income (Light Rail)**

<b>LIGHT RAIL</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	1,202	9.2%	8,169	8.4%
\$12,000-\$19,999	1,127	8.7%	7,834	8.1%
\$20,000 - \$23,999	1,844	14.2%	12,923	13.3%
\$24,000 - \$34,999	2,369	18.2%	17,526	18.0%
\$35,000 - \$49,999	2,706	20.8%	20,285	20.9%
\$50,000-\$74,999	1,887	14.5%	14,604	15.0%
\$75,000 or more	982	7.6%	8,187	8.4%
Don't know / Refused	882	6.8%	7,585	7.8%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-27d. Total Household Income (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	70	4.7%	376	3.4%
\$12,000-\$19,999	87	5.8%	553	5.0%
\$20,000 - \$23,999	143	9.5%	1,013	9.1%
\$24,000 - \$34,999	172	11.4%	1,156	10.4%
\$35,000 - \$49,999	240	16.0%	1,753	15.7%
\$50,000-\$74,999	270	18.0%	2,269	20.3%
\$75,000 or more	260	17.3%	2,228	20.0%
Don't know / Refused	261	17.4%	1,807	16.2%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-27e. Total Household Income (Total)**

<b>TOTAL</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	2,941	8.3%	21,819	8.3%
\$12,000-\$19,999	3,427	9.6%	25,741	9.8%
\$20,000 - \$23,999	5,183	14.6%	38,056	14.5%
\$24,000 - \$34,999	6,783	19.1%	49,138	18.7%
\$35,000 - \$49,999	7,409	20.9%	53,746	20.5%
\$50,000-\$74,999	4,486	12.6%	33,693	12.9%
\$75,000 or more	1,970	5.5%	15,153	5.8%
Don't know / Refused	3,332	9.4%	24,800	9.5%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.4 Personal Demographics

### 7.4.1 Employment Status

The Table 7-28 Series shows the employment status of riders by service type. Express bus passengers' show the highest percentage of at least part-time employed in the household (94.3%) compared to 77.6% of local bus passengers which shows the lowest percentage of at least part-time employed in the household (light rail- 83.1% and commuter rail-88.4%).

**Table 7-28a. Employment Status (Local Bus)**

<b>LOCAL BUS</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	12,185	60.5%	89,255	59.9%
Employed part-time	3,567	17.7%	26,444	17.7%
Not currently employed but seeking work	2,362	11.7%	17,876	12.0%
Not currently employed and not seeking work	1,309	6.5%	10,165	6.8%
Homemaker	130	0.6%	926	0.6%
Retired	596	3.0%	4,385	2.9%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-28b. Employment Status (Express Bus)**

<b>EXPRESS BUS</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	724	82.3%	3,933	81.5%
Employed part-time	100	11.4%	618	12.8%
Not currently employed but seeking work	31	3.5%	148	3.1%
Not currently employed and not seeking work	21	2.4%	113	2.3%
Retired	4	0.5%	13	0.3%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>



**Table 7-28c. Employment Status (Light Rail)**

<b>LIGHT RAIL</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	8,627	66.4%	67,021	69.0%
Employed part-time	1,999	15.4%	13,667	14.1%
Not currently employed but seeking work	1,343	10.3%	9,134	9.4%
Not currently employed and not seeking work	646	5.0%	4,546	4.7%
Homemaker	69	0.5%	516	0.5%
Retired	315	2.4%	2,229	2.3%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-28d. Employment Status (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	1,083	72.1%	8,554	76.7%
Employed part-time	203	13.5%	1,309	11.7%
Not currently employed but seeking work	104	6.9%	594	5.3%
Not currently employed and not seeking work	68	4.5%	457	4.1%
Homemaker	6	0.4%	27	0.2%
Retired	39	2.6%	215	1.9%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-28e. Employment Status (Total)**

<b>TOTAL</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	22,619	63.7%	168,763	64.4%
Employed part-time	5,869	16.5%	42,037	16.0%
Not currently employed but seeking work	3,840	10.8%	27,751	10.6%
Not currently employed and not seeking work	2,044	5.8%	15,282	5.8%
Homemaker	205	0.6%	1,470	0.6%
Retired	954	2.7%	6,842	2.6%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.4.2 Student Status

The Table 7-29 Series shows the student status of riders by service type. Over three quarters of local bus passengers (77.9%), express bus passengers (86.9%), light rail passengers (83.2%), and commuter rail passengers (83.4%) indicate they are not.

**Table 7-29a. Student Status (Local Bus)**

<b>LOCAL BUS</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	3,153	15.6%	23,031	15.5%
Yes - Part Time college/university	700	3.5%	4,753	3.2%
Yes - vocational/technical/trade school	45	0.2%	401	0.3%
Yes - K-12th grade	599	3.0%	4,678	3.1%
Not a student	15,649	77.7%	116,176	77.9%
Other	3	0.0%	13	0.0%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-29b. Student Status (Express Bus)**

<b>EXPRESS BUS</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	78	8.9%	384	8.0%
Yes - Part Time college/university	28	3.2%	157	3.2%
Yes - vocational/technical/trade school	2	0.2%	7	0.1%
Yes - K-12th grade	17	1.9%	85	1.8%
Not a student	755	85.8%	4,193	86.9%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-29c. Student Status (Light Rail)**

<b>LIGHT RAIL</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	1,488	11.4%	9,927	10.2%
Yes - Part Time college/university	552	4.2%	3,885	4.0%
Yes - vocational/technical/trade school	60	0.5%	346	0.4%
Yes - K-12th grade	310	2.4%	2,195	2.3%
Not a student	10,589	81.5%	80,759	83.2%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-29d. Student Status (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	188	12.5%	1,188	10.6%
Yes - Part Time college/university	81	5.4%	515	4.6%
Yes - vocational/technical/trade school	7	0.5%	70	0.6%
Yes - K-12th grade	11	0.7%	76	0.7%
Not a student	1,216	80.9%	9,307	83.4%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-29e. Student Status (Total)**

<b>TOTAL</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	4,907	13.8%	34,530	13.2%
Yes - Part Time college/university	1,361	3.8%	9,310	3.6%
Yes - vocational/technical/trade school	114	0.3%	824	0.3%
Yes - K-12th grade	937	2.6%	7,035	2.7%
Not a student	28,209	79.4%	210,434	80.3%
Other	3	0.0%	13	0.0%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.4.3 Driver's License

The Table 7-30 Series displays whether riders have a valid driver's license. Express bus passengers have the highest percentage of passengers that have a valid driver's license (86.5%) compared to local bus passengers who have the lowest percentage (65.4%).

**Table 7-30a. Driver's License (Local Bus)**

<b>LOCAL BUS</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	6,979	34.6%	51,500	34.6%
Yes	13,170	65.4%	97,552	65.4%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-30b. Driver's License (Express Bus)**

<b>EXPRESS BUS</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	110	12.5%	652	13.5%
Yes	770	87.5%	4,173	86.5%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-30c. Driver's License (Light Rail)**

<b>LIGHT RAIL</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	3,930	30.2%	27,871	28.7%
Yes	9,069	69.8%	69,242	71.3%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-30d. Driver's License (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	362	24.1%	2,362	21.2%
Yes	1,141	75.9%	8,793	78.8%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-30e. Driver's License (Total)**

<b>TOTAL</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	11,381	32.0%	82,386	31.4%
Yes	24,150	68.0%	179,760	68.6%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.4.4 Visitor Status

The visitor status of riders by service type is shown in the Table 7-31 Series. Over ninety-five percent of local bus passengers (97.5%), express bus passengers (95.6%), light rail passengers (96.2%), and commuter rail passengers (95.1%) indicate that they are local residents.

**Table 7-31a. Visitor Status (Local Bus)**

<b>LOCAL BUS</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	19,584	97.2%	145,326	97.5%
Yes	565	2.8%	3,726	2.5%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-31b. Visitor Status (Express Bus)**

<b>EXPRESS BUS</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	848	96.4%	4,614	95.6%
Yes	32	3.6%	211	4.4%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-31c. Visitor Status (Light Rail)**

<b>LIGHT RAIL</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	12,524	96.3%	93,417	96.2%
Yes	475	3.7%	3,696	3.8%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-31d. Visitor Status (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	1,421	94.5%	10,612	95.1%
Yes	82	5.5%	543	4.9%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-31e. Visitor Status (Total)**

<b>TOTAL</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	34,377	96.8%	253,968	96.9%
Yes	1,154	3.2%	8,177	3.1%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.4.5 Disability Status

The disability status of riders by service type is presented in the Table 7-32 series. Over ninety-four percent of local bus passengers (96.1%), express bus passengers (95.9%), light rail passengers (96.2%), and commuter rail passengers (94.8%) indicated they did not have a disability.

**Table 7-32a. Disability Status (Local Bus)**

<b>LOCAL BUS</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	19,372	96.1%	143,224	96.1%
Yes	641	3.2%	4,768	3.2%
No answer	136	0.7%	1,061	0.7%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-32b. Disability Status (Express Bus)**

<b>EXPRESS BUS</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	842	95.7%	4,626	95.9%
Yes	23	2.6%	120	2.5%
No answer	15	1.7%	80	1.7%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-32c. Disability Status (Light Rail)**

<b>LIGHT RAIL</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	12,502	96.2%	93,456	96.2%
Yes	397	3.1%	2,925	3.0%
No answer	100	0.8%	732	0.8%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-32d. Disability Status (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	1,419	94.4%	10,573	94.8%
Yes	72	4.8%	500	4.5%
No answer	12	0.8%	83	0.7%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-32e. Disability Status (Total)**

<b>TOTAL</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	34,135	96.1%	251,879	96.1%
Yes	1,133	3.2%	8,312	3.2%
No answer	263	0.7%	1,955	0.7%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.4.6 Age of Transit Rider

The Table 7-33 Series shows the age of transit rider by service type. The majority of local bus passengers (65.6%) and light rail passengers (59.8%) were between the ages of 18 and 34, while the majority of express bus passengers (59.8%) and commuter rail passengers (54.1%) are between the ages of 25 and 44.

**Table 7-33a. Age of Transit Rider (Local Bus)**

<b>LOCAL BUS</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	637	3.2%	5,037	3.4%
18-24	6,486	32.2%	47,616	31.9%
25-34	6,830	33.9%	50,265	33.7%
35-44	3,357	16.7%	24,550	16.5%
45-54	1,628	8.1%	12,317	8.3%
55-64	950	4.7%	7,423	5.0%
65+	261	1.3%	1,844	1.2%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-33b. Age of Transit Rider (Express Bus)**

<b>EXPRESS BUS</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	17	1.9%	87	1.8%
18-24	134	15.2%	763	15.8%
25-34	328	37.3%	1,865	38.6%
35-44	181	20.6%	1,021	21.2%
45-54	130	14.8%	678	14.0%
55-64	74	8.4%	322	6.7%
65+	16	1.8%	90	1.9%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-33c. Age of Transit Rider (Light Rail)**

<b>LIGHT RAIL</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	283	2.2%	2,050	2.1%
18-24	3,537	27.2%	25,468	26.2%
25-34	4,391	33.8%	32,645	33.6%
35-44	2,548	19.6%	19,828	20.4%
45-54	1,371	10.5%	10,406	10.7%
55-64	672	5.2%	5,293	5.5%
65+	197	1.5%	1,422	1.5%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-33d. Age of Transit Rider (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	11	0.7%	82	0.7%
18-24	291	19.4%	2,066	18.5%
25-34	523	34.8%	3,811	34.2%
35-44	292	19.4%	2,216	19.9%
45-54	214	14.2%	1,612	14.5%
55-64	144	9.6%	1,190	10.7%
65+	28	1.9%	179	1.6%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-33e. Age of Transit Rider (Total)**

<b>TOTAL</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	948	2.7%	7,257	2.8%
18-24	10,448	29.4%	75,913	29.0%
25-34	12,072	34.0%	88,586	33.8%
35-44	6,378	18.0%	47,615	18.2%
45-54	3,343	9.4%	25,013	9.5%
55-64	1,840	5.2%	14,227	5.4%
65+	502	1.4%	3,535	1.3%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.4.7 Race/Ethnicity

The Table 7-34 Series shows the race/ethnicity of riders by service type. Fifty-four percent (54%) of local bus riders indicated they are Black/African American compared to 42.8% of express bus passengers, 49.4% of light rail passengers, and 31.6% of commuter rail.

**Table 7-34a. Race/Ethnicity of Transit Rider (Local Bus)**

<b>LOCAL BUS</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	98	0.5%	747	0.5%
Asian	480	2.4%	3,362	2.3%
Black / African American	10,731	53.3%	80,447	54.0%
Hispanic / Latino	3,659	18.2%	27,288	18.3%
Native Hawaiian / Pacific Islander	57	0.3%	430	0.3%
White	5,001	24.8%	35,882	24.1%
Other	123	0.6%	896	0.6%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-34b. Race/Ethnicity of Transit Rider (Express Bus)**

<b>EXPRESS BUS</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	4	0.5%	18	0.4%
Asian	36	4.1%	183	3.8%
Black / African American	386	43.9%	2,065	42.8%
Hispanic / Latino	122	13.9%	740	15.3%
Native Hawaiian / Pacific Islander	1	0.1%	4	0.1%
Other	9	1.0%	37	0.8%
White	322	36.6%	1,779	36.9%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-34c. Race/Ethnicity of Transit Rider (Light Rail)**

<b>LIGHT RAIL</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	104	0.8%	775	0.8%
Asian	398	3.1%	2,971	3.1%
Black / African American	6,617	50.9%	48,003	49.4%
Hispanic / Latino	2,249	17.3%	16,512	17.0%
Native Hawaiian / Pacific Islander	43	0.3%	314	0.3%
Other	110	0.8%	854	0.9%
White	3,478	26.8%	27,685	28.5%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>



**Table 7-34d. Race/Ethnicity of Transit Rider (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	11	0.7%	111	1.0%
Asian	66	4.4%	487	4.4%
Black / African American	524	34.9%	3,523	31.6%
Hispanic / Latino	229	15.2%	1,723	15.4%
Native Hawaiian / Pacific Islander	6	0.4%	45	0.4%
Other	10	0.7%	52	0.5%
White	657	43.7%	5,215	46.8%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-34e. Race/Ethnicity of Transit Rider (Total)**

<b>TOTAL</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	217	0.6%	1,651	0.6%
Asian	980	2.8%	7,002	2.7%
Black / African American	18,258	51.4%	134,037	51.1%
Hispanic / Latino	6,259	17.6%	46,263	17.6%
Native Hawaiian / Pacific Islander	107	0.3%	793	0.3%
Other	252	0.7%	1,839	0.7%
White	9,458	26.6%	70,562	26.9%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.4.8 Gender

The gender of riders by service type is presented in the Table 7-35 Series. The majority of local bus passengers (51.3%), express bus passengers (53.1%), light rail passengers (53.4%) and commuter rail passengers (54%) indicated they were male.

**Table 7-35a. Gender of Transit Rider (Local Bus)**

<b>LOCAL BUS</b>				
Gender	# Records	% Records	Weighted Value	% Weighted Value
Female	9,849	48.9%	72,551	48.7%
Male	10,300	51.1%	76,501	51.3%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-35b. Gender of Transit Rider (Express Bus)**

<b>EXPRESS BUS</b>				
Gender	# Records	% Records	Weighted Value	% Weighted Value
Female	416	47.3%	2,264	46.9%
Male	464	52.7%	2,561	53.1%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-35c. Gender of Transit Rider (Light Rail)**

<b>LIGHT RAIL</b>				
Gender	# Records	% Records	Weighted Value	% Weighted Value
Female	6,125	47.1%	45,232	46.6%
Male	6,874	52.9%	51,881	53.4%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-35d. Gender of Transit Rider (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Gender	# Records	% Records	Weighted Value	% Weighted Value
Female	684	45.5%	5,128	46.0%
Male	819	54.5%	6,027	54.0%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-35e. Gender of Transit Rider (Total)**

<b>TOTAL</b>				
Gender	# Records	% Records	Weighted Value	% Weighted Value
Female	17,074	48.1%	125,175	47.8%
Male	18,457	51.9%	136,970	52.2%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.4.9 Transit Riders that Speak another Language Other than English at Home

The language spoken at the home of riders is displayed in the Table 7-36 Series. Over eighty-five percent of local bus riders (87.2%), express bus riders (87.8%), light rail riders (85.1%) and commuter rail riders (84.6%) indicated that they do not speak another language other than English at home.

**Table 7-36a. Transit Riders that Speak another Language besides English at Home (Local Bus)**

<b>LOCAL BUS</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	17,612	87.4%	129,997	87.2%
Yes	2,537	12.6%	19,055	12.8%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-36b. Transit Riders that Speak another Language besides English at Home (Express Bus)**

<b>EXPRESS BUS</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	778	88.4%	4,239	87.8%
Yes	102	11.6%	586	12.2%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-36c. Transit Riders that Speak another Language besides English at Home (Light Rail)**

<b>LIGHT RAIL</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	10,993	84.6%	82,624	85.1%
Yes	2,006	15.4%	14,489	14.9%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-36d. Transit Riders that Speak another Language besides English at Home (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	1,284	85.4%	9,441	84.6%
Yes	219	14.6%	1,715	15.4%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-36e. Transit Riders that Speak another Language besides English at Home (Total)**

<b>TOTAL</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	30,667	86.3%	226,300	86.3%
Yes	4,864	13.7%	35,845	13.7%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

### 7.4.10 Other Languages Spoken at Home

Of those riders that indicated they spoke another language besides English at home, 87.4% of local bus passengers, 79.1% of express bus passengers, 81.3% of light rail passengers, and 72.9% of commuter rail passengers indicated they spoke Spanish at home as shown in the Table 7-37 Series.

**Table 7-37a. Other Languages Spoken at Home (Local Bus)**

<b>LOCAL BUS</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Aequian	1	0.0%	2	0.0%
Afrikaans	3	0.1%	42	0.2%
AMERICAN SIGN LANGUAGE (ASL)	9	0.4%	61	0.3%
Amharic	6	0.2%	53	0.3%
Arabic, Standard	24	0.9%	159	0.8%
Belize Creole	2	0.1%	11	0.1%
Bengali	4	0.2%	23	0.1%
BerbiceCreoleDutch	1	0.0%	8	0.0%
Cantonese	5	0.2%	26	0.1%
Chinese	28	1.1%	215	1.1%
Chinese, Mandarin	10	0.4%	61	0.3%
Dutch	2	0.1%	11	0.1%
Early Contemporary Swedish	1	0.0%	24	0.1%
Farsi, Eastern	2	0.1%	19	0.1%
Filipino	3	0.1%	17	0.1%
French	40	1.6%	297	1.6%
Ganda	1	0.0%	21	0.1%
German	14	0.6%	105	0.5%
Haitian Creole French	1	0.0%	26	0.1%
Hawaiian	1	0.0%	3	0.0%
Hebrew	3	0.1%	23	0.1%
Hindi	36	1.4%	186	1.0%
Hungarian	1	0.0%	5	0.0%
Indonesian	2	0.1%	7	0.0%
Indo-Portuguese	1	0.0%	8	0.0%
Italian	7	0.3%	50	0.3%
Jamaican	2	0.1%	22	0.1%
Japanese	21	0.8%	194	1.0%
Jewish Malayalam	1	0.0%	4	0.0%
Judeo-Italian	1	0.0%	15	0.1%
Judeo-Portuguese	1	0.0%	1	0.0%

**Table 7-37a. Other Languages Spoken at Home (Local Bus) (CONTINUED)**

<b>LOCAL BUS</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Kannada	1	0.0%	6	0.0%
Korean	12	0.5%	94	0.5%
Krio	1	0.0%	11	0.1%
Lao	2	0.1%	27	0.1%
Louisiana Creole French	2	0.1%	34	0.2%
Low German	1	0.0%	1	0.0%
Middle High German	1	0.0%	8	0.0%
Old Persian	2	0.1%	9	0.0%
Old Spanish	5	0.2%	55	0.3%
Portuguese	5	0.2%	27	0.1%
Russian	7	0.3%	57	0.3%
Spanish	2,206	87.0%	16,662	87.4%
Swahili	16	0.6%	96	0.5%
Telugu	1	0.0%	2	0.0%
Thai	3	0.1%	19	0.1%
Twents	1	0.0%	1	0.0%
Urdu	1	0.0%	2	0.0%
Vietnamese	23	0.9%	162	0.9%
Zulu	1	0.0%	1	0.0%
Other	9	0.4%	56	0.3%
Not Provided	3	0.1%	28	0.1%
<b>Grand Total</b>	<b>2,537</b>	<b>100.0%</b>	<b>19,055</b>	<b>100.0%</b>

**Table 7-37b. Other Languages Spoken at Home (Express Bus)**

<b>EXPRESS BUS</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Arabic, Standard	1	1.0%	2	0.4%
Cantonese	1	1.0%	2	0.4%
Chinese	6	5.9%	30	5.1%
Chinese, Mandarin	2	2.0%	8	1.3%
Dutch	1	1.0%	4	0.7%
French	4	3.9%	28	4.8%
German	1	1.0%	4	0.7%
Hebrew	1	1.0%	5	0.9%
Hindi	4	3.9%	16	2.7%

**Table 7-37b. Other Languages Spoken at Home (Express Bus) (CONTINUED)**

<b>EXPRESS BUS</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Indonesian	1	1.0%	4	0.7%
Italian	1	1.0%	5	0.8%
Japanese	3	2.9%	14	2.4%
Spanish	76	74.5%	464	79.1%
<b>Grand Total</b>	<b>102</b>	<b>100.0%</b>	<b>586</b>	<b>100.0%</b>

**Table 7-37c. Other Languages Spoken at Home (Light Rail)**

<b>LIGHT RAIL</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Afrikaans	5	0.2%	19	0.1%
Albanian, Tosk	1	0.0%	12	0.1%
Algonquin	1	0.0%	4	0.0%
AMERICAN SIGN LANGUAGE (ASL)	11	0.5%	74	0.5%
Amharic	3	0.1%	14	0.1%
Arabic, Standard	15	0.7%	109	0.8%
Armenian	2	0.1%	5	0.0%
Armenian, Eastern	1	0.0%	5	0.0%
Belize Creole	2	0.1%	10	0.1%
Bemba	2	0.1%	25	0.2%
Bengali	2	0.1%	8	0.1%
Cantonese	6	0.3%	51	0.4%
Chamorro	1	0.0%	15	0.1%
Chinese	29	1.4%	223	1.5%
Chinese, Mandarin	27	1.3%	203	1.4%
Chippewa	1	0.0%	3	0.0%
Croatian	1	0.0%	9	0.1%
Dutch	2	0.1%	23	0.2%
Dutch Creole	1	0.0%	12	0.1%
Farsi, Eastern	3	0.1%	23	0.2%
Filipino	3	0.1%	9	0.1%
French	39	1.9%	262	1.8%
Galindian, Eastern	5	0.2%	63	0.4%
German	12	0.6%	91	0.6%
Haitian Creole French	3	0.1%	26	0.2%
Hawaiian	2	0.1%	21	0.1%
Hebrew	7	0.3%	49	0.3%
Hindi	29	1.4%	237	1.6%
Indonesian	1	0.0%	3	0.0%
Italian	4	0.2%	26	0.2%

**Table 7-37c. Other Languages Spoken at Home (Light Rail) (CONTINUED)**

<b>LIGHT RAIL</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Japanese	25	1.2%	170	1.2%
Judeo-Arabic	1	0.0%	9	0.1%
Judeo-Iranian	1	0.0%	6	0.0%
Judeo-Malayalam	3	0.1%	14	0.1%
Kannada	1	0.0%	8	0.1%
Korean	13	0.6%	105	0.7%
Louisiana Creole French	2	0.1%	25	0.2%
Nahuatl	1	0.0%	4	0.0%
Norwegian	1	0.0%	6	0.0%
Old Persian	1	0.0%	3	0.0%
Old Spanish	4	0.2%	32	0.2%
Pidgin, Nigerian	7	0.3%	24	0.2%
Polish	2	0.1%	26	0.2%
Portuguese	7	0.3%	67	0.5%
Romanian, Istro	1	0.0%	4	0.0%
Russian	6	0.3%	39	0.3%
Spanish	1,627	81.1%	11,778	81.3%
Swahili	19	0.9%	122	0.8%
Swedish	2	0.1%	15	0.1%
TAGALOG	6	0.3%	46	0.3%
Telugu	3	0.1%	27	0.2%
Thai	3	0.1%	14	0.1%
Pidgin, Nigerian	7	0.3%	24	0.2%
Tongan	1	0.0%	3	0.0%
Torres Strait Creole	1	0.0%	4	0.0%
Turkish	1	0.0%	4	0.0%
Urdu	1	0.0%	6	0.0%
Vietnamese	24	1.2%	169	1.2%
Other	4	0.2%	24	0.2%
Not Provided	17	0.8%	101	0.7%
<b>Grand Total</b>	<b>2,006</b>	<b>100.0%</b>	<b>14,489</b>	<b>100.0%</b>

**Table 7-37d. Other Languages Spoken at Home (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>Based on riders that speak another language than English at home</b>				
<b>Other Language Spoken at Home</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Afrikaans	2	0.9%	12	0.7%
Albanian, Tosk	1	0.5%	4	0.2%
AMERICAN SIGN LANGUAGE (ASL)	1	0.5%	4	0.2%
Arabic, Standard	2	0.9%	6	0.3%
Cantonese	1	0.5%	4	0.2%
Chinese	3	1.4%	28	1.7%
Chinese, Mandarin	1	0.5%	4	0.2%
Farsi, Eastern	1	0.5%	3	0.2%
French	4	1.8%	20	1.1%
German	5	2.3%	38	2.2%
Hawaiian	2	0.9%	23	1.3%
Hebrew	1	0.5%	4	0.3%
Hindi	8	3.7%	62	3.6%
Ilocano	1	0.5%	7	0.4%
Japanese	2	0.9%	17	1.0%
Judeo-Malayalam	1	0.5%	3	0.2%
Kenyang	1	0.5%	4	0.3%
Latvian	1	0.5%	9	0.5%
Low German	1	0.5%	8	0.4%
Malagasy	1	0.5%	4	0.2%
Middle High German	1	0.5%	6	0.3%
Old Japanese	1	0.5%	17	1.0%
Polish	1	0.5%	5	0.3%
Portuguese	1	0.5%	7	0.4%
Rabaul Creole German	1	0.5%	4	0.3%
Romanian, Istro	1	0.5%	11	0.6%
Spanish	156	71.2%	1,250	72.9%
Swahili	2	0.9%	17	1.0%
TAGALOG	2	0.9%	13	0.8%
Telugu	2	0.9%	13	0.7%
Thai	2	0.9%	20	1.1%
Ukrainian	1	0.5%	3	0.2%
Urdu	2	0.9%	8	0.5%
Vietnamese	1	0.5%	19	1.1%
Other	4	1.8%	39	2.3%
Not Provided	1	0.5%	19	1.1%
<b>Grand Total</b>	<b>219</b>	<b>100.0%</b>	<b>1,715</b>	<b>100.0%</b>



**Table 7-37e. Other Languages Spoken at Home (Total)**

<b>TOTAL</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Aequian	1	0.0%	2	0.0%
Afrikaans	10	0.2%	72	0.2%
Albanian, Tosk	2	0.0%	16	0.0%
Algonquin	1	0.0%	4	0.0%
AMERICAN SIGN LANGUAGE (ASL)	21	0.4%	139	0.4%
Amharic	9	0.2%	67	0.2%
Arabic, Standard	42	0.9%	276	0.8%
Armenian	2	0.0%	5	0.0%
Armenian, Eastern	1	0.0%	5	0.0%
Belize Creole	4	0.1%	21	0.1%
Bemba	2	0.0%	25	0.1%
Bengali	6	0.1%	31	0.1%
BerbiceCreoleDutch	1	0.0%	8	0.0%
Cantonese	13	0.3%	83	0.2%
Chamorro	1	0.0%	15	0.0%
Chinese	66	1.4%	497	1.4%
Chinese, Mandarin	40	0.8%	275	0.8%
Chippewa	1	0.0%	3	0.0%
Croatian	1	0.0%	9	0.0%
Dutch	5	0.1%	38	0.1%
Dutch Creole	1	0.0%	12	0.0%
Early Contemporary Swedish	1	0.0%	24	0.1%
Farsi, Eastern	6	0.1%	45	0.1%
Filipino	6	0.1%	26	0.1%
French	87	1.8%	606	1.7%
Galindian, Eastern	5	0.1%	63	0.2%
Ganda	1	0.0%	21	0.1%
German	32	0.7%	237	0.7%
Haitian Creole French	4	0.1%	52	0.1%
Hawaiian	5	0.1%	46	0.1%
Hebrew	12	0.2%	81	0.2%
Hindi	77	1.6%	500	1.4%
Hungarian	1	0.0%	5	0.0%
Ilocano	1	0.0%	7	0.0%
Indonesian	4	0.1%	15	0.0%
Indo-Portuguese	1	0.0%	8	0.0%

**Table 7-37e. Other Languages Spoken at Home (Total) (CONTINUED)**

<b>TOTAL</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Italian	12	0.2%	80	0.2%
Jamaican	2	0.0%	22	0.1%
Japanese	51	1.0%	394	1.1%
Jewish Malayalam	1	0.0%	4	0.0%
Judeo-Arabic	1	0.0%	9	0.0%
Judeo-Iranian	1	0.0%	6	0.0%
Judeo-Italian	1	0.0%	15	0.0%
Judeo-Malayalam	4	0.1%	17	0.0%
Judeo-Portuguese	1	0.0%	1	0.0%
Kannada	2	0.0%	14	0.0%
Kenyang	1	0.0%	4	0.0%
Korean	25	0.5%	199	0.6%
Krio	1	0.0%	11	0.0%
Lao	2	0.0%	27	0.1%
Latvian	1	0.0%	9	0.0%
Louisiana Creole French	4	0.1%	59	0.2%
Judeo-Iranian	1	0.0%	6	0.0%
Low German	2	0.0%	8	0.0%
Malagasy	1	0.0%	4	0.0%
Middle High German	2	0.0%	13	0.0%
Nahuatl	1	0.0%	4	0.0%
Norwegian	1	0.0%	6	0.0%
Old Japanese	1	0.0%	17	0.0%
Old Persian	3	0.1%	11	0.0%
Old Spanish	9	0.2%	86	0.2%
Pidgin, Nigerian	7	0.1%	24	0.1%
Polish	3	0.1%	31	0.1%
Portuguese	13	0.3%	101	0.3%
Rabaul Creole German	1	0.0%	4	0.0%
Romanian, Istro	2	0.0%	15	0.0%
Russian	13	0.3%	96	0.3%
Spanish	4,065	83.6%	30,155	84.1%
Swahili	37	0.8%	235	0.7%
Swedish	2	0.0%	15	0.0%
TAGALOG	8	0.2%	59	0.2%
Telugu	6	0.1%	42	0.1%
Thai	8	0.2%	53	0.1%

**Table 7-37e. Other Languages Spoken at Home (Total) (CONTINUED)**

<b>TOTAL</b>				
<b>Based on riders that speak another language than English at home</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Tongan	1	0.0%	3	0.0%
Torres Strait Creole	1	0.0%	4	0.0%
Turkish	1	0.0%	4	0.0%
Twents	1	0.0%	1	0.0%
Ukrainian	1	0.0%	3	0.0%
Urdu	4	0.1%	17	0.0%
Vietnamese	48	1.0%	351	1.0%
Zulu	1	0.0%	1	0.0%
Other	17	0.3%	119	0.3%
Not Provided	21	0.4%	148	0.4%
<b>Grand Total</b>	<b>4,864</b>	<b>100.0%</b>	<b>35,845</b>	<b>100.0%</b>

### 7.4.11 Fluency of Spoken English

As shown in the Table 7-38 Series, of those passengers that indicated they did speak another language other than English at home, 87.9% of local bus passengers, 95.1% of express bus passengers, 91.5% of light rail passengers, and 91.7% of commuter rail passengers indicated that they speak English either “well” or “very well”.

**Table 7-38a. Fluency of Spoken English (Local Bus)**

<b>LOCAL BUS</b>				
<b>By percentage of respondents who speak other language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Not at all	123	4.8%	848	4.4%
Less than well	200	7.9%	1,442	7.6%
Well	794	31.3%	5,952	31.2%
Very well	1,420	56.0%	10,813	56.7%
<b>Grand Total</b>	<b>2,537</b>	<b>100.0%</b>	<b>19,055</b>	<b>100.0%</b>

**Table 7-38b. Fluency of Spoken English (Express Bus)**

<b>EXPRESS BUS</b>				
<b>By percentage of respondents who speak other language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Not at all	1	1.0%	4	0.7%
Less than well	4	3.9%	24	4.2%
Well	23	22.5%	130	22.2%
Very well	74	72.5%	428	72.9%
<b>Grand Total</b>	<b>102</b>	<b>100.0%</b>	<b>586</b>	<b>100.0%</b>

**Table 7-38c. Fluency of Spoken English (Light Rail)**

<b>LIGHT RAIL</b>				
<b>By percentage of respondents who speak other language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Not at all	66	3.3%	471	3.3%
Less than well	112	5.6%	765	5.3%
Well	480	23.9%	3,401	23.5%
Very well	1,347	67.1%	9,846	68.0%
Not Provided	1	0.0%	6	0.0%
<b>Grand Total</b>	<b>2,006</b>	<b>100.0%</b>	<b>14,489</b>	<b>100.0%</b>

**Table 7-38d. Fluency of Spoken English (Commuter Rail)**

<b>COMMUTER RAIL</b>				
<b>By percentage of respondents who speak other language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Not at all	6	2.7%	49	2.9%
Less than well	10	4.6%	93	5.4%
Well	36	16.4%	228	13.3%
Very well	167	76.3%	1,345	78.4%
<b>Grand Total</b>	<b>219</b>	<b>100.0%</b>	<b>1,715</b>	<b>100.0%</b>

**Table 7-38e. Fluency of Spoken English (Total)**

<b>TOTAL</b>				
<b>By percentage of respondents who speak other language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Not at all	196	4.0%	1,372	3.8%
Less than well	326	6.7%	2,324	6.5%
Well	1,333	27.4%	9,711	27.1%
Very well	3,008	61.8%	22,432	62.6%
Not Provided	1	0.0%	6	0.0%
<b>Grand Total</b>	<b>4,864</b>	<b>100.0%</b>	<b>35,845</b>	<b>100.0%</b>

## 7.4.12 Future Participation

The Table 7-39 Series shows interest in future participation in surveys by riders. Roughly around three quarters of local bus passengers (70.7%), express bus passengers (82.2%), light rail passengers (75.5%), and commuter rail passengers (74.3%) indicated an interest in future participation.

**Table 7-39a. Future Participation (Local Bus)**

<b>LOCAL BUS</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	5,838	29.0%	43,661	29.3%
Yes	14,311	71.0%	105,392	70.7%
<b>Grand Total</b>	<b>20,149</b>	<b>100.0%</b>	<b>149,052</b>	<b>100.0%</b>

**Table 7-39b. Future Participation (Express Bus)**

<b>EXPRESS BUS</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	147	16.7%	857	17.8%
Yes	733	83.3%	3,969	82.2%
<b>Grand Total</b>	<b>880</b>	<b>100.0%</b>	<b>4,825</b>	<b>100.0%</b>

**Table 7-39c. Future Participation (Light Rail)**

<b>LIGHT RAIL</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	3,070	23.6%	23,781	24.5%
Yes	9,929	76.4%	73,332	75.5%
<b>Grand Total</b>	<b>12,999</b>	<b>100.0%</b>	<b>97,113</b>	<b>100.0%</b>

**Table 7-39d. Future Participation (Commuter Rail)**

<b>COMMUTER RAIL</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	397	26.4%	2,863	25.7%
Yes	1,106	73.6%	8,293	74.3%
<b>Grand Total</b>	<b>1,503</b>	<b>100.0%</b>	<b>11,155</b>	<b>100.0%</b>

**Table 7-39e. Future Participation (Total)**

<b>TOTAL</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	9,452	26.6%	71,161	27.1%
Yes	26,079	73.4%	190,985	72.9%
<b>Grand Total</b>	<b>35,531</b>	<b>100.0%</b>	<b>262,146</b>	<b>100.0%</b>

## 7.5 Comparison of Bus Riders by Agency

This section includes comparisons of local bus by agency and express bus by agency on weekdays.

### 7.5.1 Total Household Income

The Table 7-40 Series shows the household income by agency service types. Approximately fifty-five percent of The DART- Local Bus Riders' household income is below \$35,000 (55.5%), compared to approximately fifty-seven percent (56.9%) of DCTA- Local Bus Riders, and nearly fifty-six percent (55.9%) of The T- Local Bus Riders as shown in Table 7-40a.

Forty-eight percent of The DART- Express Bus Riders' household income is below \$35,000 (48.3%) compared to approximately thirty-nine percent (38.8%) of The T- Express Bus Riders as shown in Table 7-40b.

**Table 7-40a. Total Household Income (Service Mode-Local Bus)**

<b>Household Income</b>				
Local Bus	DART-LOCAL BUS	DCTA-LOCAL BUS	The T-LOCAL BUS	Grand Total
Less than \$12,000	8.0%	13.7%	9.1%	8.7%
\$12,000-\$19,999	10.0%	18.7%	12.9%	11.4%
\$20,000 - \$23,999	15.7%	15.5%	15.7%	15.6%
\$24,000 - \$34,999	21.8%	9.0%	18.2%	19.9%
\$35,000 - \$49,999	22.0%	8.4%	21.7%	20.5%
\$50,000-\$74,999	11.2%	4.0%	13.2%	10.8%
\$75,000 or more	3.0%	2.0%	2.7%	2.9%
Don't know / Refused	8.5%	28.6%	6.6%	10.2%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 7-40b. Total Household Income (Service Mode-Express Bus)**

<b>Household Income</b>			
Express Bus	DART - EXPRESS BUS	The T- EXPRESS BUS	Grand Total
Less than \$12,000	4.5%	10.1%	5.0%
\$12,000-\$19,999	7.9%	10.1%	8.1%
\$20,000 - \$23,999	17.4%	9.2%	16.6%
\$24,000 - \$34,999	18.5%	9.4%	17.6%
\$35,000 - \$49,999	24.0%	13.3%	22.9%
\$50,000-\$74,999	14.9%	15.6%	14.9%
\$75,000 or more	8.7%	18.1%	9.7%
Don't know / Refused	4.2%	14.3%	5.2%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

## 7.5.2 Age of Transit Rider

The Table 7-41 Series shows the age of transit rider by agency service types. 96% of DCTA- Local Bus Riders' age are between 18 and 34 years of age, compared to 61.6 % of DART- Local Bus Riders and 64.6% of The T- Local Bus Riders as shown in Table 7-41a.

Fifty-seven percent of The DART- Express Bus Riders' household income are between 18 and 34 years of age (57.4%) compared to approximately twenty-eight percent (27.9%) of The T- Express Bus Riders as shown in Table 7-41b.

**Table 7-41a. Age of Transit Rider (Service Mode-Local Bus)**

<b>Age</b>				
<b>Local Bus</b>	<b>DART -LOCAL BUS</b>	<b>DCTA-LOCAL BUS</b>	<b>The T-LOCAL BUS</b>	<b>Grand Total</b>
Under 18	4.1%	0.3%	2.1%	3.4%
18-24	28.0%	74.8%	23.5%	31.9%
25-34	33.6%	21.2%	41.1%	33.7%
35-44	18.5%	2.3%	16.3%	16.5%
45-54	9.0%	0.8%	9.6%	8.3%
55-64	5.3%	0.4%	6.4%	5.0%
65+	1.4%	0.2%	1.1%	1.2%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 7-41b. Age of Transit Rider (Service Mode-Express Bus)**

<b>Age</b>			
<b>Express Bus</b>	<b>DART - EXPRESS BUS</b>	<b>The T- EXPRESS BUS</b>	<b>Grand Total</b>
Under 18	1.8%	1.4%	1.8%
18-24	16.7%	7.8%	15.8%
25-34	40.7%	20.1%	38.6%
35-44	21.6%	17.3%	21.2%
45-54	12.3%	29.3%	14.0%
55-64	5.6%	15.8%	6.7%
65+	1.2%	8.2%	1.9%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

### 7.5.3 Working Vehicles in Household

The Table 7-42 Series shows the number of working vehicles in a household by agency service types. Nearly forty percent of DART- Local Bus Riders' have no working vehicles in the household (39.4%), compared to forty-nine percent (48.6%) of DCTA- Local Bus Riders, and forty-six percent (46%) of The T- Local Bus Riders as shown in Table 7-42a.

Forty-two percent of The DART- Express Bus Riders' have one working vehicle in the household (41.9%) compared to approximately twenty-nine percent (28.9%) of The T- Express Bus Riders as shown in Table 7-42b.

**Table 7-42a. Working Vehicles in Household (Service Mode-Local Bus)**

<b>Working Vehicles in Household</b>				
<b>Local Bus</b>	<b>DART -LOCAL BUS</b>	<b>DCTA-LOCAL BUS</b>	<b>The T-LOCAL BUS</b>	<b>Grand Total</b>
None (0)	39.4%	48.6%	46.0%	41.5%
One (1)	37.3%	29.7%	34.1%	36.0%
Two (2)	19.6%	15.2%	17.7%	18.8%
Three (3)	3.2%	4.8%	1.9%	3.1%
Four or more (4+)	0.5%	1.7%	0.4%	0.6%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 7-42b. Working Vehicles in Household (Service Mode-Express Bus)**

<b>Working Vehicles in Household</b>			
<b>Express Bus</b>	<b>DART - EXPRESS BUS</b>	<b>The T- EXPRESS BUS</b>	<b>Grand Total</b>
None (0)	18.9%	23.3%	19.4%
One (1)	41.9%	28.9%	40.5%
Two (2)	33.1%	34.7%	33.3%
Three (3)	4.9%	8.1%	5.2%
Four or more (4+)	1.2%	5.0%	1.6%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



### 7.5.4 Driver's License

The Table 7-43 Series displays whether riders have a valid driver's license by agency service types. Nearly thirty-seven percent of DART- Local Bus Riders (36.8%) and The T – Local Bus Riders (36.5%) don't have a valid driver's license (36.8%), while only fifteen percent (14.8%) of DCTA- Local Bus Riders don't have a valid driver's license as shown in Table 7-43a.

Eighty-seven percent of The DART- Express Bus Riders' have a valid driver's license (87.3%) compared to approximately seventy-nine percent (78.8%) of The T- Express Bus Riders as shown in Table 7-43b.

**Table 7-43a. Driver's License (Service Mode-Local Bus)**

<b>Driver's License</b>				
Local Bus	DART -LOCAL BUS	DCTA-LOCAL BUS	The T-LOCAL BUS	Grand Total
No	36.8%	14.8%	36.5%	34.6%
Yes	63.2%	85.2%	63.5%	65.4%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 7-43b. Driver's License (Service Mode-Express Bus)**

<b>Driver's License</b>			
Express Bus	DART - EXPRESS BUS	The T- EXPRESS BUS	Grand Total
No	12.7%	21.2%	13.5%
Yes	87.3%	78.8%	86.5%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

### 7.5.5 Employment Status

The Table 7-44 Series shows the employment status of riders by agency service types. Nearly sixty-four percent of DART- Local Bus Riders and sixty-five percent of The T-Local Bus Riders (64.5%) are employed on a full-time basis (63.8%) while only 23.7 % of nine percent DCTA- Local Bus Riders are employed on a full-time basis shown in Table 7-44a. The highest percentage of DCTA's Local Bus Riders (45.1%) are employed on a part-time basis.

The DART- Express Bus Riders and The T- Express Bus Riders are mostly employed on at least a part-time basis at percentages of 94.1% and 96.4% respectively as shown in Table 7-44b.

**Table 7-44a. Employment Status (Service Mode-Local Bus)**

<b>Employment Status</b>				
<b>Local Bus</b>	<b>DART -LOCAL BUS</b>	<b>DCTA-LOCAL BUS</b>	<b>The T-LOCAL BUS</b>	<b>Grand Total</b>
Employed full-time	63.8%	23.7%	64.5%	59.9%
Employed part-time	14.9%	45.1%	13.5%	17.7%
Not currently employed but seeking work	11.6%	17.5%	10.5%	12.0%
Not currently employed and not seeking work	6.2%	13.1%	5.9%	6.8%
Homemaker	0.7%	0.2%	0.5%	0.6%
Retired	2.8%	0.3%	5.0%	2.9%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 7-44b. Employment Status (Service Mode-Express Bus)**

<b>Employment Status</b>			
<b>Express Bus</b>	<b>DART - EXPRESS BUS</b>	<b>The T- EXPRESS BUS</b>	<b>Grand Total</b>
Employed full-time	81.3%	83.8%	81.5%
Employed part-time	12.8%	12.6%	12.8%
Not currently employed but seeking work	3.1%	3.1%	3.1%
Not currently employed and not seeking work	2.6%	0.0%	2.3%
Retired	0.2%	0.5%	0.3%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

### 7.5.6 Student Status

The Table 7-45 Series shows the student status of riders by agency service types. Nearly eighty percent (79.7%) of DCTA- Local Bus Riders are a college student on at least a part-time basis, while only twelve percent of DART- Local Bus Riders' (12.1%) and ten percent (10.2%) of The T- Local Bus Riders are a college student on at least a part-time basis as shown in Table 7-45a.

86.3% of The DART- Express Bus Riders' are not students compared to 92.3% of The T- Express Bus Riders as shown in Table 7-45b.

**Table 7-45a. Student Status (Service Mode-Local Bus)**

<b>Student Status</b>				
<b>Local Bus</b>	<b>DART-LOCAL BUS</b>	<b>DCTA-LOCAL BUS</b>	<b>The T-LOCAL BUS</b>	<b>Grand Total</b>
Yes - Full Time college/university	8.9%	75.6%	7.5%	15.5%
Yes - Part Time college/university	3.2%	4.1%	2.7%	3.2%
Yes - vocational/technical/trade school	0.3%	0.1%	0.2%	0.3%
Yes - K-12th grade	3.8%	0.2%	2.1%	3.1%
Not a student	83.8%	20.0%	87.5%	77.9%
Other	0.0%	0.0%	0.0%	0.0%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 7-45b. Student Status (Service Mode-Express Bus)**

<b>Student Status</b>			
<b>Express Bus</b>	<b>DART - EXPRESS BUS</b>	<b>The T- EXPRESS BUS</b>	<b>Grand Total</b>
Yes - Full Time college/university	8.5%	3.5%	8.0%
Yes - Part Time college/university	3.1%	4.2%	3.2%
Yes - vocational/technical/trade school	0.2%	0.0%	0.1%
Yes - K-12th grade	2.0%	0.0%	1.8%
Not a student	86.3%	92.3%	86.9%
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

### 7.5.7 Trip Purpose

The Table 7-46 Series displays the trip purpose of riders by agency service types. The most popular trip purpose for DART- Local Bus Riders (47.6%) and The T - Local Bus Riders (42.1) are Home-based Work trips. Contrary to this, the most popular trip purpose for DCTA - Local Bus Riders (43.8%) are Home-based Education College trips as shown in Table 7-46a.

Seventy-four percent of The DART- Express Bus Riders' are Home-based Work trips (74.3%) compared to approximately eighty-six percent (86.1%) of The T- Express Bus Riders as shown in Table 7-46b.

**Table 7-46a. Trip Purpose (Service Mode-Local Bus)**

<b>Trip Purpose</b>				
<b>Local Bus</b>	<b>DART-LOCAL BUS</b>	<b>DCTA-LOCAL BUS</b>	<b>THET-LOCAL BUS</b>	<b>Grand Total</b>
Home-Based Accompany	1.50%	0.90%	1.43%	1.43%
Home-Based Airport	0.26%	0.02%	0.10%	0.21%
Home-Based Eating Out	3.53%	2.15%	4.48%	3.56%
Home-Based Education College	8.68%	43.79%	7.39%	12.02%
Home-Based Education K12	3.18%	0.16%	1.54%	2.58%
Home-Based Personal Business	10.30%	4.39%	15.00%	10.54%
Home-Based Shopping	5.77%	2.54%	8.70%	5.97%
Home-Based Social Recreation	11.59%	15.39%	10.32%	11.74%
Home-Based Work	47.59%	15.25%	42.06%	43.31%
Home-Based Other	0.23%	0.00%	0.00%	0.17%
Non-home-Based Other	4.04%	12.85%	5.07%	5.12%
Non-home-Based Work	3.32%	2.56%	3.91%	3.35%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

**Table 7-46b. Trip Purpose (Service Mode-Express Bus)**

<b>Trip Purpose</b>			
<b>Express Bus</b>	<b>DART - EXPRESS BUS</b>	<b>The T- EXPRESS BUS</b>	<b>Grand Total</b>
Home-Based Accompany	0.81%	0.00%	0.73%
Home-Based Airport	0.36%	0.00%	0.33%
Home-Based Eating Out	2.41%	0.71%	2.24%
Home-Based Education College	7.44%	6.72%	7.37%
Home-Based Education K12	1.51%	0.00%	1.36%
Home-Based Personal Business	2.21%	0.50%	2.04%
Home-Based Shopping	0.79%	0.00%	0.71%
Home-Based Social Recreation	6.04%	5.24%	5.96%
Home-Based Work	74.26%	86.12%	75.45%
Home-Based Other	0.47%	0.00%	0.43%
Non-home-Based Other	1.94%	0.00%	1.74%
Non-home-Based Work	1.75%	0.71%	1.64%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

## **7.6 Multiple Agency Riders Findings**

This section contains comparison between riders who only used transit routes from one agency for their one-way trip or who used bus routes/rail lines from multiple agencies. In this section, the following categories are used:

## 7.6.1 Number of Transit Vehicles Used

Table 7-47 shows the number of transit vehicles used by multi-agency riders. Over half (60%) of Single Agency Riders used One Transit Vehicle, compared to 65.3% [DART-TRE] Riders that used Two Transit Vehicles, 42.6% [DCTA-DART] Riders that used Three Transit Vehicles, nearly eighty percent (79.9%) of [The T – TRE] Riders used Two Transit Vehicles, approximately sixty-five percent (65.2%) of [The T – TRE - DART] Riders used Three Transit Vehicles, over eighty percent (82.4%) of [DCTA-DART-TRE] Riders used Four Transit Vehicles, and over sixty percent (62.6%) of [The T – DART – TRE - DCTA] Riders used Four Transit Vehicles for their current one-way trip as shown in Table 7-47.

**Table 7-47. Number of Transit Vehicles (Multi-Agency Riders)**

% Weighted Value							
Number of Routes Used	1	2	3	4	5	6	Grand Total
[Single Agency Rider]	60.0%	25.8%	11.9%	2.2%	0.1%	0.0%	100.0%
[DCTA - DART]	0.0%	35.6%	42.6%	20.4%	1.4%	0.1%	100.0%
[DART - TRE]	0.0%	65.2%	26.2%	7.8%	0.8%	0.0%	100.0%
[The T - DART]	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%
[The T - TRE]	0.0%	79.9%	19.0%	1.1%	0.0%	0.0%	100.0%
[DCTA - DART - TRE]	0.0%	0.0%	7.8%	82.4%	9.8%	0.0%	100.0%
[The T - TRE - DART]	0.0%	0.0%	65.2%	31.4%	3.4%	0.0%	100.0%
[The T - DART - TRE - DCTA]	0.0%	0.0%	0.0%	62.6%	37.4%	0.0%	100.0%
<b>Grand Total</b>	<b>57.2%</b>	<b>27.0%</b>	<b>13.0%</b>	<b>2.8%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>100.0%</b>

## 7.6.2 Household Income

Table 7-48 shows the household income used by multi-agency riders. Over half of Single Agency Riders' household income is below \$35,000 (52.3%), compared to over thirty percent (33.5%) of [DART-TRE] Riders, nearly one-fourth (24.1%) of [DCTA-DART] Riders, over thirty percent (32.5%) of [The T – TRE] Riders, nearly 46% of [The T – TRE - DART] Riders, over one-fourth (27.3%) of [DCTA-DART-TRE] Riders, and over half (58.8%) of [The T – DART – TRE - DCTA] Riders as shown in Table 7-48.

**Table 7-48. Household Income (Multi-Agency Riders)**

% Weighted Value									
Household Income	Less than \$12,000	\$12,000- \$19,999	\$20,000 - \$23,999	\$24,000 - \$34,999	\$35,000 - \$49,999	\$50,000- \$74,999	\$75,000 or more	Don't know / Refused	Grand Total
[Single Agency Rider]	8.5%	9.9%	14.9%	19.0%	20.6%	12.5%	5.2%	9.3%	100.0%
[DCTA - DART]	3.5%	6.8%	5.8%	8.0%	15.6%	16.9%	18.7%	24.7%	100.0%
[DART - TRE]	4.1%	7.9%	7.3%	14.3%	15.3%	22.3%	19.6%	9.3%	100.0%
[The T - DART]	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
[The T - TRE]	4.3%	8.2%	9.5%	10.5%	32.4%	18.4%	8.8%	7.9%	100.0%
[DCTA - DART - TRE]	15.1%	12.2%	0.0%	0.0%	0.0%	7.8%	64.9%	0.0%	100.0%
[The T - TRE - DART]	9.5%	7.3%	8.3%	20.6%	23.3%	16.1%	7.2%	7.7%	100.0%
[The T - DART - TRE - DCTA]	21.4%	37.4%	0.0%	0.0%	21.6%	19.6%	0.0%	0.0%	100.0%
<b>Grand Total</b>	<b>8.3%</b>	<b>9.8%</b>	<b>14.5%</b>	<b>18.7%</b>	<b>20.5%</b>	<b>12.9%</b>	<b>5.8%</b>	<b>9.5%</b>	<b>100.0%</b>

### 7.6.3 Working Vehicles in Household

Table 7-49 shows the number of working vehicles in household by multi-agency riders. Approximately thirty-five percent of Single Agency Riders indicated they don't have a working vehicle in their household (35.1%), compared to nearly nineteen percent (18.6%) of [DART-TRE] Riders, nearly eleven percent (10.8%) of [DCTA-DART] Riders, eighteen percent (18%) of [The T – TRE] Riders, and over one-fourth (26.6%) of [The T – TRE - DART] Riders, approximately twenty percent (19.9%) of [DCTA-DART-TRE] Riders, and over three-fourth (78.6%) of [The T – DART – TRE - DCTA] Riders as shown in Table 7-49.

**Table 7-49. Working Vehicles in Household (Multi-Agency Riders)**

<b>% Weighted Value</b>						
<b>Working Vehicles in Household</b>	<b>None (0)</b>	<b>One (1)</b>	<b>Two (2)</b>	<b>Three (3)</b>	<b>Four or more (4+)</b>	<b>Grand Total</b>
[Single Agency Rider]	35.1%	36.4%	23.3%	4.3%	1.0%	<b>100.0%</b>
[DCTA - DART]	10.8%	29.7%	46.5%	9.8%	3.2%	<b>100.0%</b>
[DART - TRE]	18.7%	34.4%	33.0%	9.7%	4.2%	<b>100.0%</b>
[The T - DART]	100.0%	0.0%	0.0%	0.0%	0.0%	<b>100.0%</b>
[The T - TRE]	18.0%	35.7%	39.1%	5.6%	1.7%	<b>100.0%</b>
[DCTA - DART - TRE]	19.9%	9.8%	70.3%	0.0%	0.0%	<b>100.0%</b>
[The T - TRE - DART]	26.6%	26.8%	36.7%	6.6%	3.4%	<b>100.0%</b>
[The T - DART - TRE - DCTA]	78.6%	21.4%	0.0%	0.0%	0.0%	<b>100.0%</b>
<b>Grand Total</b>	<b>34.3%</b>	<b>36.2%</b>	<b>24.0%</b>	<b>4.5%</b>	<b>1.1%</b>	<b>100.0%</b>

### 7.6.4 Age of Transit Rider

Table 7-50 shows the age of transit rider by multi-agency riders. Over sixty percent of Single Agency Riders' are between 18 and 34 years of age (63.4%), compared to forty-five percent (45%) of [DART-TRE] Riders, over half (67.4%) of [DCTA-DART] Riders, approximately forty-seven percent (47.4%) of [The T – TRE] Riders, nearly half (48.8%) of [The T – TRE - DART] Riders, nearly three-fourth (74.7%) of [DCTA-DART-TRE] Riders, over forty percent (41.2%) of [The T – DART – TRE - DCTA] Riders as shown in Table 7-50.

**Table 7-50. Age of Transit Rider (Multi-Agency Riders)**

<b>% Weighted Value</b>								
<b>Age</b>	<b>Under 18</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>	<b>Grand Total</b>
[Single Agency Rider]	2.8%	29.4%	34.0%	18.1%	9.2%	5.2%	1.3%	<b>100.0%</b>
[DCTA - DART]	0.0%	28.0%	39.4%	13.0%	9.5%	8.3%	1.7%	<b>100.0%</b>
[DART - TRE]	1.9%	19.3%	25.7%	22.5%	18.6%	10.7%	1.3%	<b>100.0%</b>
[The T - DART]	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	<b>100.0%</b>
[The T - TRE]	2.4%	11.2%	26.2%	26.3%	16.9%	14.3%	2.7%	<b>100.0%</b>
[DCTA - DART - TRE]	0.0%	74.7%	0.0%	5.3%	19.9%	0.0%	0.0%	<b>100.0%</b>
[The T - TRE - DART]	0.7%	17.0%	31.8%	18.7%	17.2%	12.2%	2.5%	<b>100.0%</b>
[The T - DART - TRE - DCTA]	0.0%	41.2%	0.0%	0.0%	37.4%	21.4%	0.0%	<b>100.0%</b>
<b>Grand Total</b>	<b>2.8%</b>	<b>29.0%</b>	<b>33.8%</b>	<b>18.2%</b>	<b>9.5%</b>	<b>5.4%</b>	<b>1.3%</b>	<b>100.0%</b>

### 7.6.5 Gender of Transit Rider

Table 7-51 shows the gender of transit rider by multi-agency riders. Over half of Single Agency Riders' are male (52.2%), compared to fifty-seven percent (57%) of [DART-TRE] Riders, approximately half (49.3%) of [DCTA-DART] Riders, approximately forty-six percent (46.2%) of [The T – TRE] Riders, and over half (53.9%) of [The T – TRE – DART], nearly eighteen percent (17.5%) of [DCTA-DART-TRE] Riders, and approximately eighty percent (80.4%) of [The T – DART – TRE - DCTA] Riders as shown in Table 7-51.

**Table 7-51. Gender of Transit Rider (Multi-Agency Riders)**

% Weighted Value			
Gender	Female	Male	Grand Total
[Single Agency Rider]	47.8%	52.2%	100.0%
[DCTA - DART]	50.7%	49.3%	100.0%
[DART - TRE]	43.0%	57.0%	100.0%
[The T - DART]	100.0%	0.0%	100.0%
[The T - TRE]	53.8%	46.2%	100.0%
[DCTA - DART - TRE]	82.5%	17.5%	100.0%
[The T - TRE - DART]	46.1%	53.9%	100.0%
[The T - DART - TRE - DCTA]	19.6%	80.4%	100.0%
<b>Grand Total</b>	<b>47.8%</b>	<b>52.2%</b>	<b>100.0%</b>

### 7.6.6 Race/Ethnicity of Transit Rider

Table 7-52 shows the race/ethnicity of transit rider by multi-agency riders. Over half of Single Agency Riders indicated they are Black/African American (51.7%), compared to approximately forty percent (39.7%) of [DART-TRE] Riders identified as Black/African American, over forty-five percent of [DCTA-DART] Riders identified as White(47.5%), over half of [The T – TRE] identified as White (51.3%), over half (53.3%) of [The T – TRE - DART] identified as Black/African American, over eighty percent of [DCTA-DART-TRE] identified as White (84.87%), and over forty percent of [The T – DART – TRE - DCTA] Riders identified as Hispanic/Latino (41.2%) as shown in Table 7-52.

**Table 7-52. Race/Ethnicity of Transit Rider (Multi-Agency Riders)**

% Weighted Value								
Race/Ethnicity	American Indian / Alaska Native	Asian	Black / African American	Hispanic / Latino	Native Hawaiian / Pacific Islander	White	Other	Grand Total
[Single Agency Rider]	0.6%	2.6%	51.7%	17.8%	0.3%	26.2%	0.7%	100.0%
[DCTA - DART]	0.0%	3.7%	34.0%	13.4%	1.0%	47.5%	0.5%	100.0%
[DART - TRE]	1.0%	5.1%	39.7%	14.5%	0.1%	38.7%	0.9%	100.0%
[The T - DART]	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
[The T - TRE]	1.2%	3.4%	32.5%	11.6%	0.0%	51.3%	0.0%	100.0%
[DCTA - DART - TRE]	0.0%	9.8%	5.3%	0.0%	0.0%	84.9%	0.0%	100.0%
[The T - TRE - DART]	0.0%	2.2%	53.3%	13.3%	0.0%	30.5%	0.6%	100.0%
[The T - DART - TRE - DCTA]	0.0%	0.0%	21.4%	41.2%	0.0%	37.4%	0.0%	100.0%
<b>Grand Total</b>	<b>0.6%</b>	<b>2.7%</b>	<b>51.1%</b>	<b>17.6%</b>	<b>0.3%</b>	<b>26.9%</b>	<b>0.7%</b>	<b>100.0%</b>



This chapter highlights selected demographic and trip-related findings from the survey based on the DART System. Four major categories are presented regarding the survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household demographics, and (4) Rider demographics. The database used for the tables in this chapter and all transit agency chapters was expanded based on weekday unlinked weight factors created during the data expansion process. The database was expanded to the agency's total daily ridership. The contents of each table in this chapter include total survey records, weighted values, and their percentages.

## 8.1 Travel Characteristics

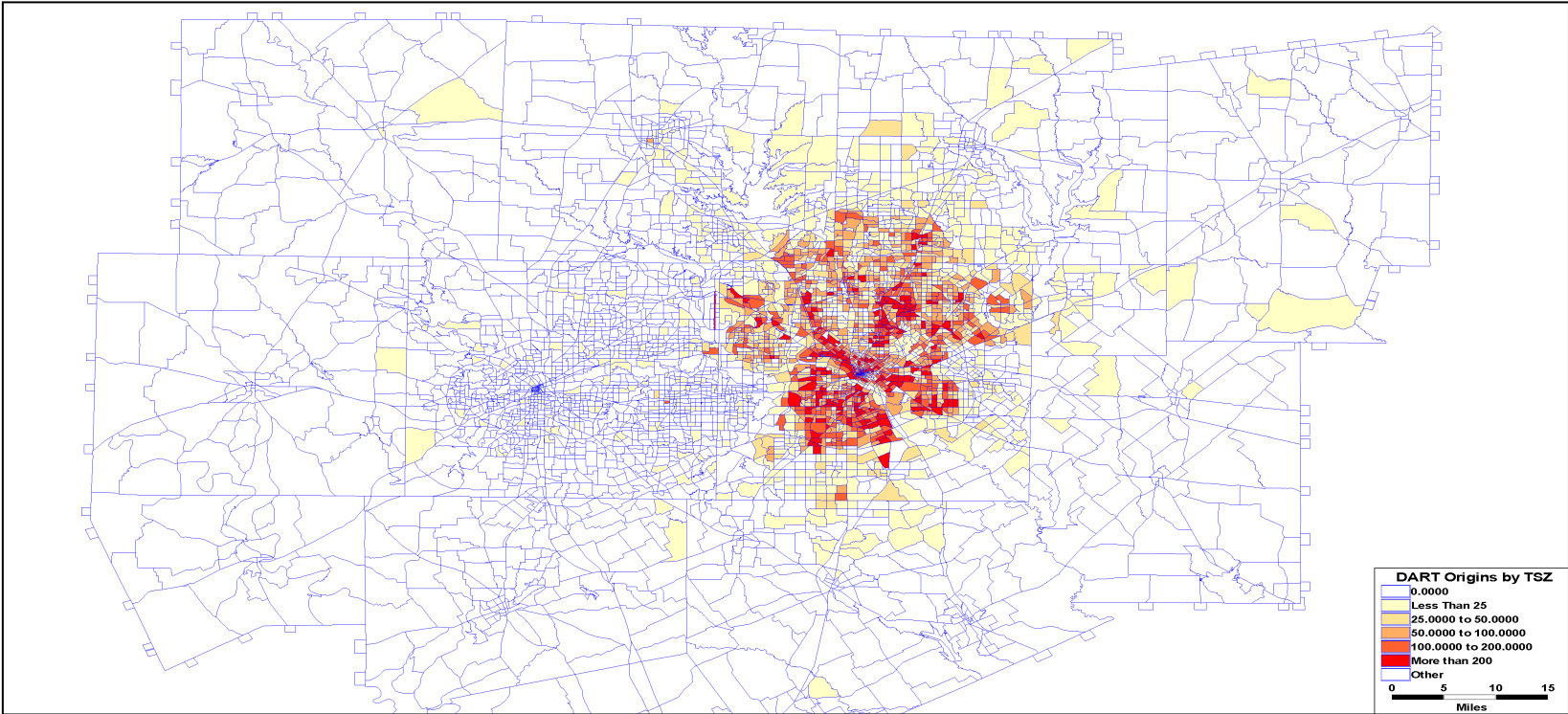
### 8.1.1 Types of Places Riders are COMING FROM

Table 8-1 shows that the types of places DART riders are coming from. Table 8-1 indicates that for DART, approximately 110,000 trips per day originate from the user's home, approximately 48,000 trips originate from their workplace, and approximately 9,700 trips originate from a social visit. Figure 5 shows the distribution of DART riders' origin.

**Table 8-1. Types of Places Riders are Coming From (DART Riders)**

<b>DART</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	76	0.3%	487	0.2%
College/University (student only)	1,350	4.8%	9,171	4.4%
Eating/Dining Out	577	2.1%	4,756	2.3%
Hotel	120	0.4%	982	0.5%
Medical appointment/doctor's visit	551	2.0%	4,273	2.0%
Other work related	358	1.3%	2,478	1.2%
Personal business (bank, post office, etc)	886	3.2%	6,643	3.2%
Pick up/drop off someone (daycare, school, etc)	132	0.5%	1,008	0.5%
Recreation (movies, fishing, etc)	254	0.9%	1,867	0.9%
School (K-12)	334	1.2%	2,543	1.2%
Shopping	603	2.2%	4,502	2.2%
Sightseeing	145	0.5%	1,073	0.5%
Social visits (friends/relatives)	1,312	4.7%	9,705	4.7%
Sporting event	11	0.0%	72	0.0%
Your Home	14,994	53.6%	110,853	53.2%
Your usual WORKPLACE	6,249	22.4%	48,074	23.1%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Figure 5 Geocoded Map of Transit Rider's Origin (DART Riders)**



## 8.1.2 How Passengers Access Public Transit

How passengers first access public transit for their one-way trip by service type is shown in Table 8-2. The vast majority of all transit riders (82.9%) indicated that they accessed public transit by walking, compared to 15.9% of transit riders that reported accessing public transit by first riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking.

**Table 8-2a. Mode to Access Public Transit (DART Riders)**

<b>DART</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	248	0.9%	1,930	0.9%
DART on-call	6	0.0%	14	0.0%
Drove alone and parked	1,292	4.6%	9,424	4.5%
Drove or rode with others and parked	199	0.7%	1,353	0.6%
School bus	1	0.0%	5	0.0%
Shuttle	59	0.2%	421	0.2%
Walked all the way	23,002	82.3%	172,912	82.9%
Walked part of the way (got dropped off and then walked)	393	1.4%	2,819	1.4%
Was dropped off by someone	2,686	9.6%	19,162	9.2%
Wheelchair/scooter	66	0.2%	446	0.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-3b. Walk Distance to Access Public Transit (DART Riders)**

<b>DART</b>				
Walk Distance (Access)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	9,588	41.7%	71,896	41.6%
One (1)	5,661	24.6%	43,349	25.1%
Two (2)	4,122	17.9%	30,860	17.8%
Three (3)	1,960	8.5%	14,770	8.5%
Four (4)	733	3.2%	5,475	3.2%
Five (5)	342	1.5%	2,492	1.4%
Six (6)	219	1.0%	1,426	0.8%
Seven (7)	91	0.4%	712	0.4%
Eight (8)	96	0.4%	651	0.4%
Nine (9)	26	0.1%	183	0.1%
Ten or more (10+)	164	0.7%	1,098	0.6%
<b>Grand Total</b>	<b>23,002</b>	<b>100.0%</b>	<b>172,912</b>	<b>100.0%</b>

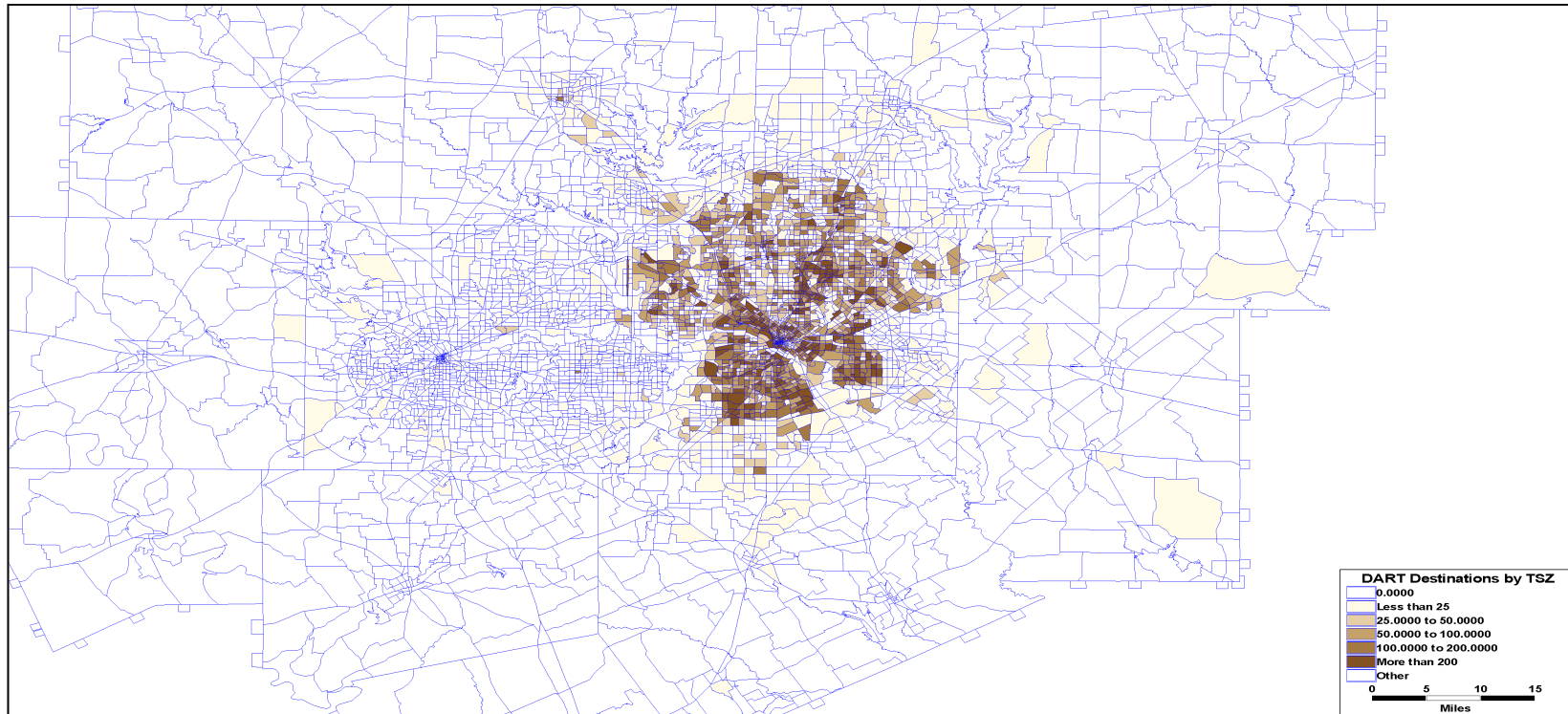
### 8.1.3 Types of Places Riders are GOING TO

The types of places DART riders are going to is presented in Table 8-4. Table 8-4 indicates that for DART, approximately 78,300 trips per day terminate at the user's home, nearly 56,000 trips terminate at their workplace, and just over 16,700 trips terminate at a social visit. Figure 6 shows the distribution of DART riders' destination.

**Table 8-4. Types of Places Riders are Going To (DART Riders)**

<b>DART</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	91	0.3%	497	0.2%
College/University (student only)	1,668	6.0%	11,238	5.4%
Eating/Dining Out	830	3.0%	6,508	3.1%
Hotel	128	0.5%	928	0.4%
Medical appointment/doctor's visit	776	2.8%	5,897	2.8%
Other work related	560	2.0%	4,232	2.0%
Personal business (bank, post office, etc)	1,281	4.6%	9,455	4.5%
Pick up/drop off someone (daycare, school, etc)	245	0.9%	1,923	0.9%
Recreation (movies, fishing, etc)	514	1.8%	3,967	1.9%
School (K-12)	372	1.3%	2,965	1.4%
Shopping	1,017	3.6%	7,600	3.6%
Sightseeing	263	0.9%	1,864	0.9%
Social visits (friends/relatives)	2,336	8.4%	16,761	8.0%
Sporting event	68	0.2%	415	0.2%
Your Home	10,474	37.5%	78,262	37.5%
Your usual WORKPLACE	7,329	26.2%	55,977	26.8%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Figure 6 Geocoded Map of Transit Rider's Destination (DART Riders)**



### 8.1.4 How Passengers Traveled from Transit to Their Final Destination

Table 8-5 shows how passengers traveled from public transit to their final destination. The majority of all transit passengers (85.4%) indicated that they walk to their final destination after using public transit, compared to 13.8% of transit riders that reported reaching their final destination by riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking.

**Table 8-5a. Egress Mode to Destination (DART Riders)**

<b>DART</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	1,903	6.8%	13,674	6.6%
Bike	189	0.7%	1,507	0.7%
Cab	1	0.0%	7	0.0%
DART on-call	3	0.0%	18	0.0%
Get in a parked vehicle & drive alone	1,335	4.8%	10,568	5.1%
Get in a parked vehicle & drive/ride with others	170	0.6%	1,196	0.6%
Shuttle	48	0.2%	372	0.2%
Skateboard	1	0.0%	7	0.0%
Walk all the way	23,885	85.5%	178,056	85.4%
Walk part of the way (will walk then get picked up)	364	1.3%	2,671	1.3%
Wheelchair/scooter	53	0.2%	411	0.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-6b. Egress Walk Distance to Destination (DART Riders)**

<b>DART</b>				
Walk Distance (Egress)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	10,049	42.1%	74,715	42.0%
One (1)	5,746	24.1%	43,030	24.2%
Two (2)	4,178	17.5%	31,735	17.8%
Three (3)	2,238	9.4%	16,849	9.5%
Four (4)	721	3.0%	5,318	3.0%
Five (5)	378	1.6%	2,685	1.5%
Six (6)	203	0.8%	1,486	0.8%
Seven (7)	104	0.4%	647	0.4%
Eight (8)	67	0.3%	369	0.2%
Nine (9)	38	0.2%	246	0.1%
Ten or more (10+)	163	0.7%	975	0.5%
<b>Grand Total</b>	<b>23,885</b>	<b>100.0%</b>	<b>178,056</b>	<b>100.0%</b>

### 8.1.5 Trip Purpose

The Table 8-7 Series show origin type, destination type, and trip purpose. Home-based Work trips accounted for nearly half (48.3%) of all trips completed on public transit. After home-based work, the most popular types of trips were Home-Based social recreation (12.3%) and Home-Based Personal Business (9.6%) as show in Table 8-7c.

**Table 8-7a. Origin Group Type (DART Riders)**

<b>DART</b>				
Origin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	132	0.5%	1,008	0.5%
Airport	76	0.3%	487	0.2%
Eating Out	577	2.1%	4,756	2.3%
Education College	1,350	4.8%	9,171	4.4%
Education K12	334	1.2%	2,543	1.2%
Home	14,994	53.6%	110,853	53.2%
Personal Business	1,437	5.1%	10,916	5.2%
shopping	603	2.2%	4,502	2.2%
Social and Recreational Activities	1,722	6.2%	12,717	6.1%
Work	6,607	23.6%	50,551	24.2%
Other	120	0.4%	982	0.5%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-7b. Destination Group Type (DART Riders)**

<b>DART</b>				
Destin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	245	0.9%	1,923	0.9%
Airport	91	0.3%	497	0.2%
Eating Out	830	3.0%	6,508	3.1%
Education College	1,668	6.0%	11,238	5.4%
Education K12	372	1.3%	2,965	1.4%
Home	10,474	37.5%	78,262	37.5%
Personal Business	2,057	7.4%	15,351	7.4%
shopping	1,017	3.6%	7,600	3.6%
Social and Recreational Activities	3,181	11.4%	23,007	11.0%
Work	7,889	28.2%	60,209	28.9%
Other	128	0.5%	928	0.4%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-7c. Trip Purpose (DART Riders)**

<b>DART</b>				
Trip Purpose	# Records	% Records	Weighted Value	% Weighted Value
Home-Based Accompany	291	1%	2,291	1%
Home-Based Airport	124	0%	724	0%
Home-Based Eating Out	929	3%	7,152	3%
Home-Based Education College	2,687	10%	18,009	9%
Home-Based Education K12	630	2%	4,925	2%
Home-Based Personal Business	2,676	10%	19,917	10%
Home-Based Shopping	1,229	4%	9,054	4%
Home-Based Social Recreation	3,609	13%	25,657	12%
Home-Based Work	13,189	47%	100,602	48%
Home-Based Other	97	0%	739	0%
Non-home-Based Other	1,325	5%	10,297	5%
Non-home-Based Work	1,166	4%	9,119	4%
<b>Grand Total</b>	<b>27,952</b>	<b>100%</b>	<b>208,486</b>	<b>100%</b>

To determine the Top 5 Census Tract Attractions, the Origin and Destinations of the transit survey records were converted to production and attractions:

- If the trip purpose was home-based and the origin was home, the production was the origin, and the attraction was the destination.
- If the trip purpose was home-based and the destination was home, the production was the destination, and the attraction was the origin.
- Otherwise, the production was the origin, and the attraction was the destination.

**DART - Top 5 Census Tract Attractions (See Figure 7 Series)**

- Census Tract 48113003101 is located in the Dallas Central Business District (CBD). Popular attractions within the census tract include El Centro College, Renaissance Tower, West End, and various work locations.
- Census Tract 48113010000 is located in the Medical District. Popular attractions within the census tract include Parkland Hospital, UT Southwestern Medical Center, Children’s Medical Center Dallas, and various work locations.
- Census Tract 48113002100 is located in the Dallas CBD. Popular attractions within the census tract include Bryan Tower, various work locations, various restaurants, sightseeing attractions, and fitness establishments.
- Census Tract 48113020400 is located in the Dallas CBD. Popular attractions within the census tract include the Dallas Convention Center, hotels, and various work locations.
- Census Tract 48113001701 is located in the Dallas CBD. Popular attractions within the census tract include the hotels and various work locations.



Figure 7a Map of Census Tracts producing trips to #1 DART attraction Census Tract

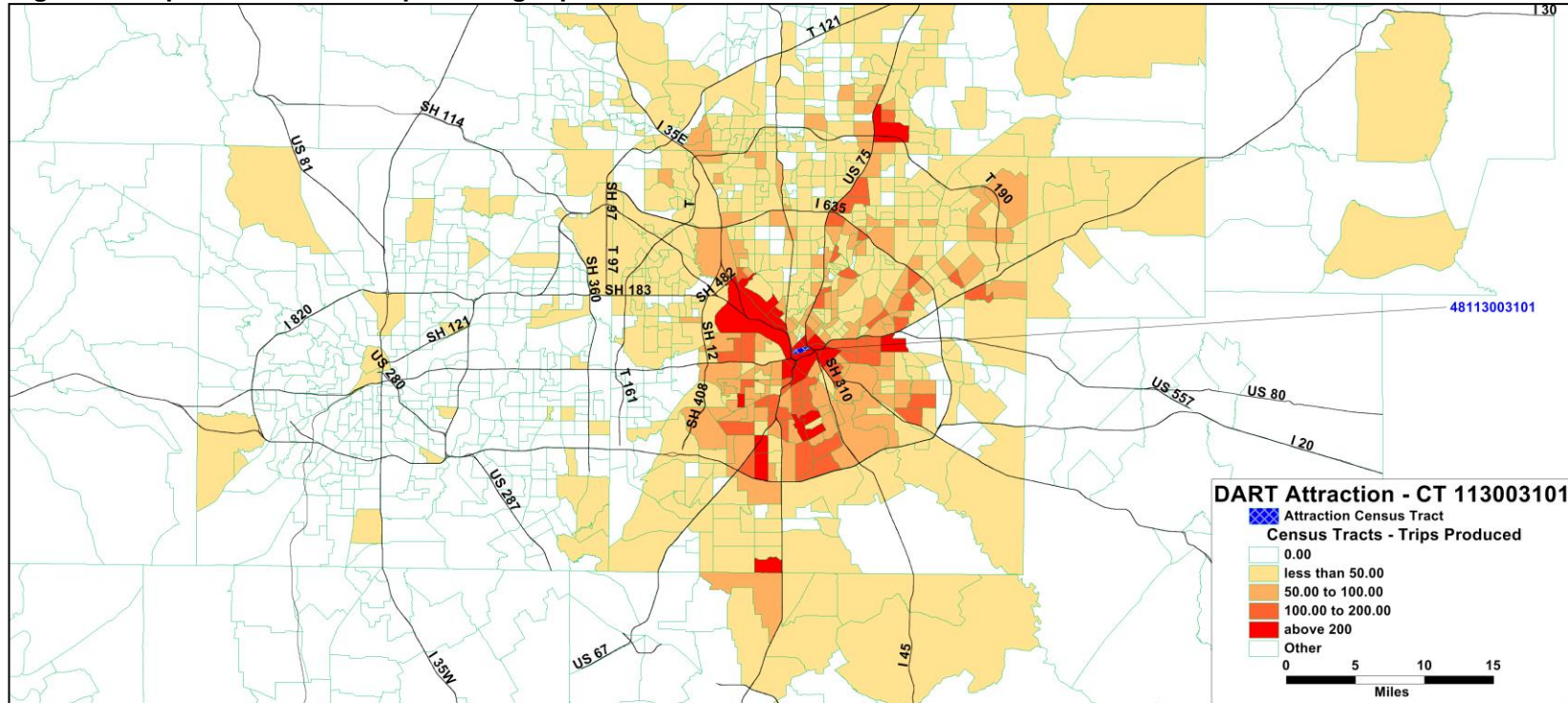


Figure 7b Map of Census Tracts producing trips to #2 DART attraction Census Tracts

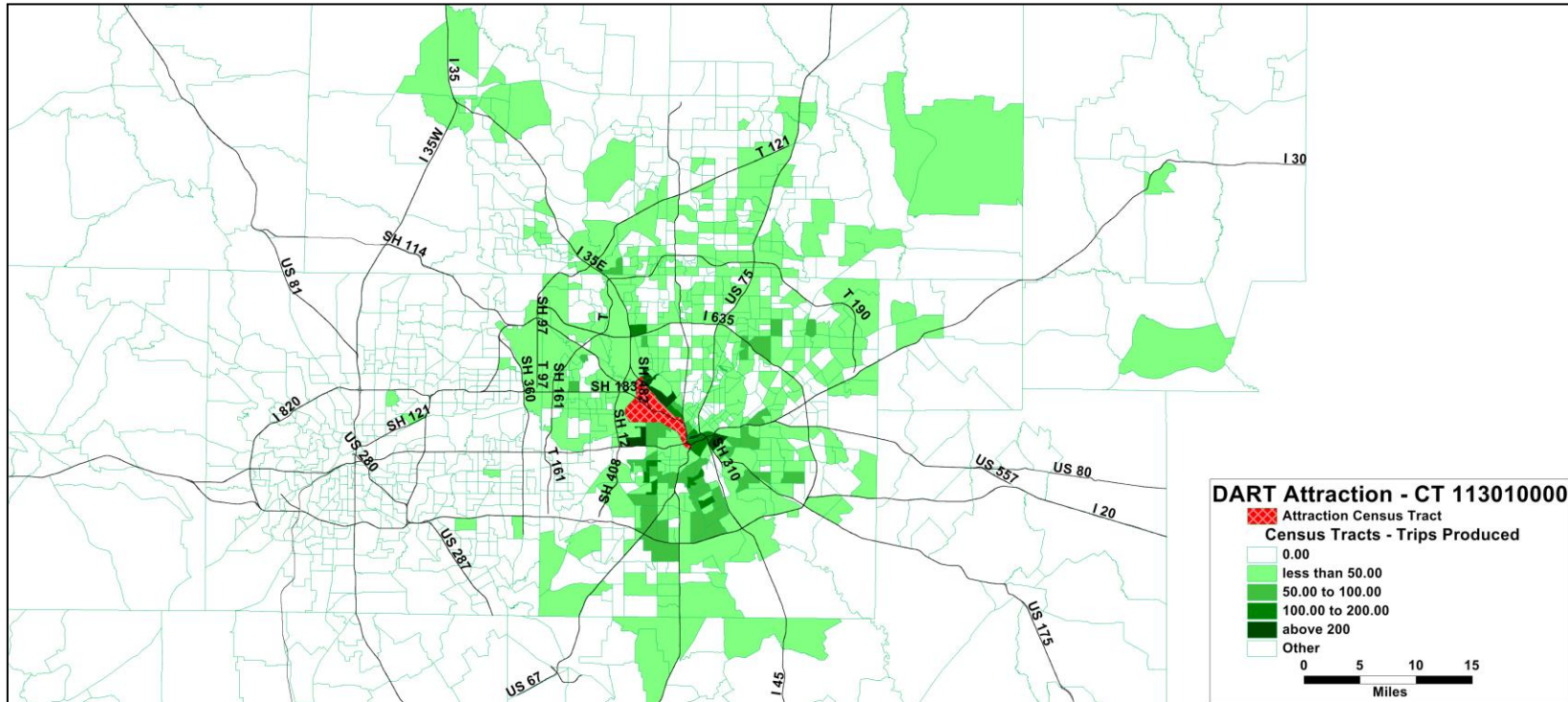


Figure 7c Map of Census Tracts producing trips to #3 DART attraction Census Tract

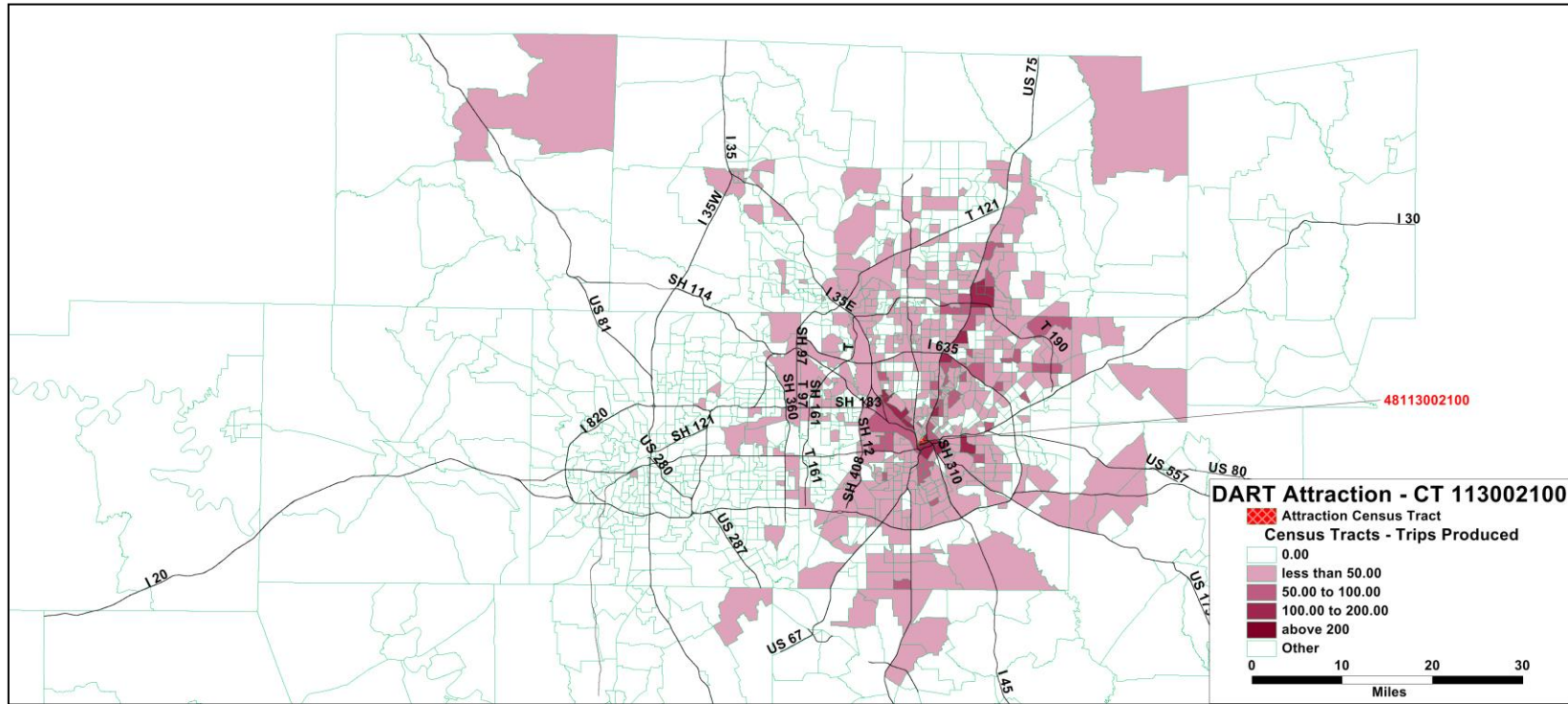




Figure 7d Map of Census Tracts producing trips to #4 DART attraction Census Tract

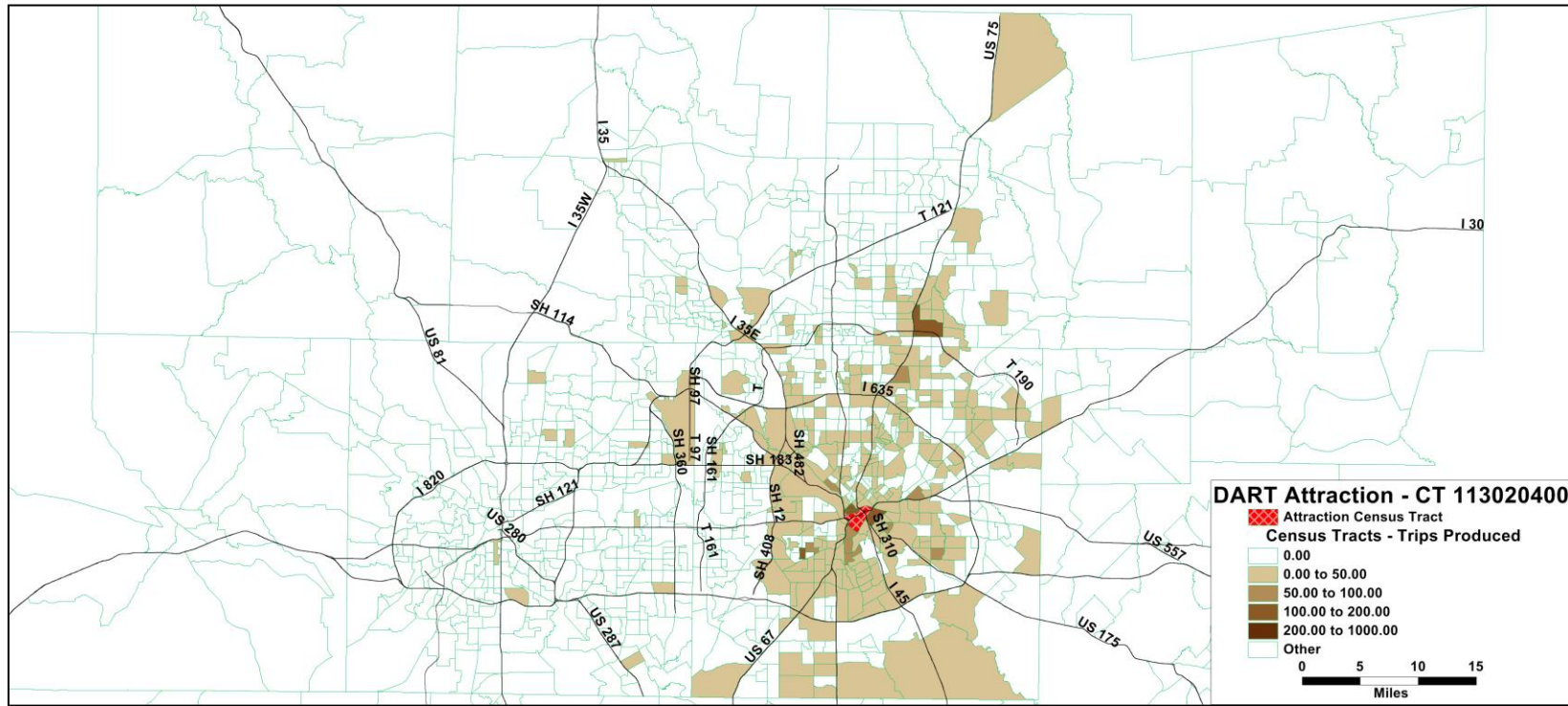
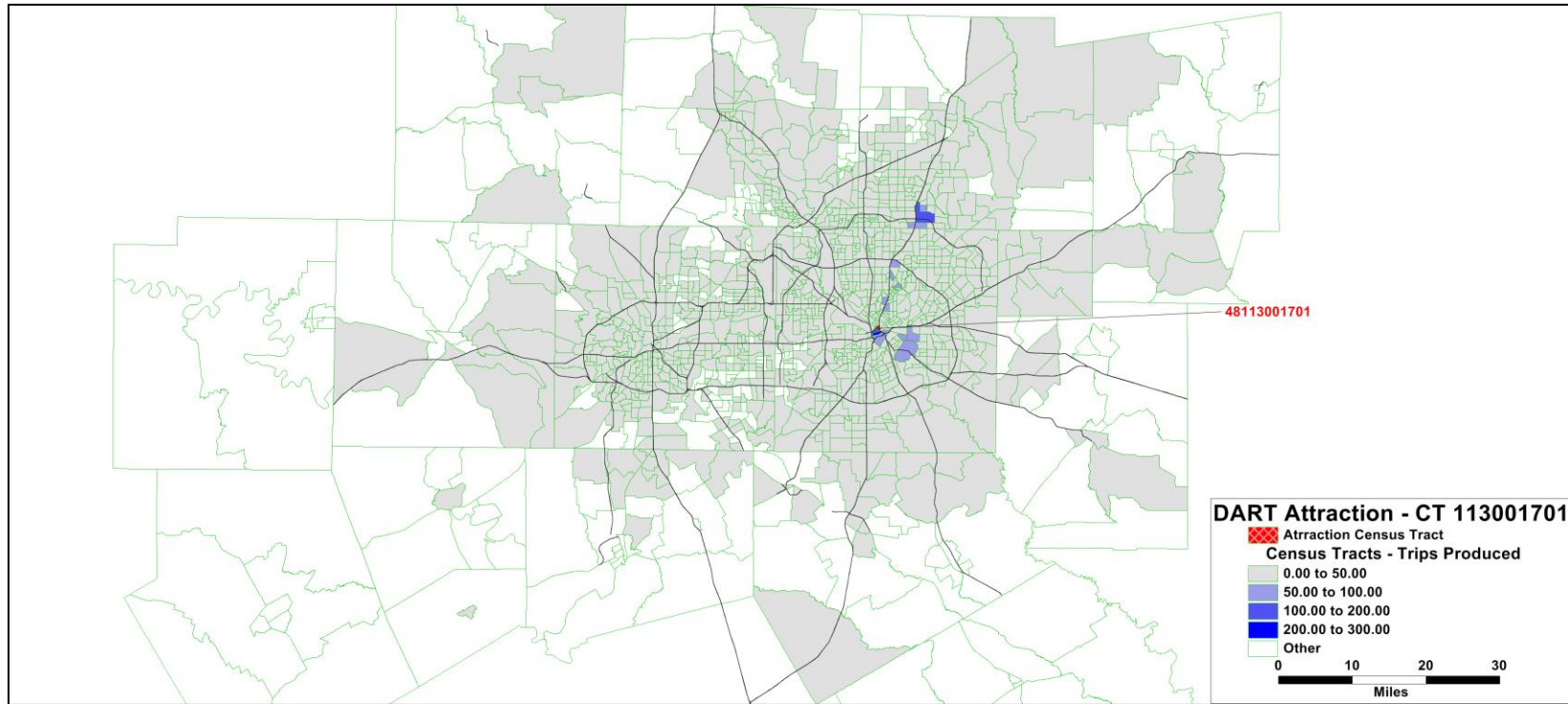


Figure 7e Map of Census Tracts producing trips to #5 DART attraction Census Tract



### 8.1.6 Total Number of Routes Used in the One-Way Trip

Table 8-8 shows the total number of routes used in the one-way trip by DART riders. Most public transit users (54.5%) used only one route. Of all DART transit passengers, 28.4% used two routes during their trip and only 17.1% used three or more. The average number of routes used by DART passengers is 1.7 as shown in Table 8-8.

**Table 8-8. Total Number of Routes Used (DART Riders)**

<b>DART</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	15,038	53.8%	113,722	54.5%
2	8,009	28.7%	59,116	28.4%
3	4,047	14.5%	29,346	14.1%
4	821	2.9%	6,040	2.9%
5	33	0.1%	251	0.1%
6	4	0.0%	11	0.0%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.7</b>			

### 8.1.7 Transit Modes Used

Table 8-9 evaluates trips based on whether the rider used Bus Only, Rail Only, or Bus/Rail (a combination of bus and rail) to complete their one-way trip. Most public transit passengers used Bus Only (38.9%) for their one-way trip. Approximately thirty-two percent (32.2%) of transit passengers used Bus/Rail for their one-way trip as shown in Table 8-9.

**Table 8-9. Transit Modes Used (DART Riders)**

<b>DART</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
BUS ONLY	10,917	39.1%	81,101	38.9%
RAIL ONLY	7,615	27.2%	60,263	28.9%
BUS/RAIL	9,420	33.7%	67,123	32.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.1.8 Transit Wait Time

Transit Wait Time was measured for riders on their surveyed route. The wait time is categorized as Initial Wait Time if the surveyed route is the first route on the one-way trip. The wait time is categorized as Transfer Wait Time if the rider transferred to the surveyed route on the one-way trip. Of transit riders without a prior transfer, 68% indicated their initial wait time was between 0-9 minutes, and 27.9% had an initial wait time of 10-19 minutes. In contrast, transfer wait times were a little longer; only 60.6% of Riders with a prior transfer had a transfer wait time between 0-9 minutes, and 32% had a transfer wait time of 10-19 minutes. Riders had an average transfer wait time of 1 minute 6 seconds longer than average initial wait time as shown in Table 8-10 Series.

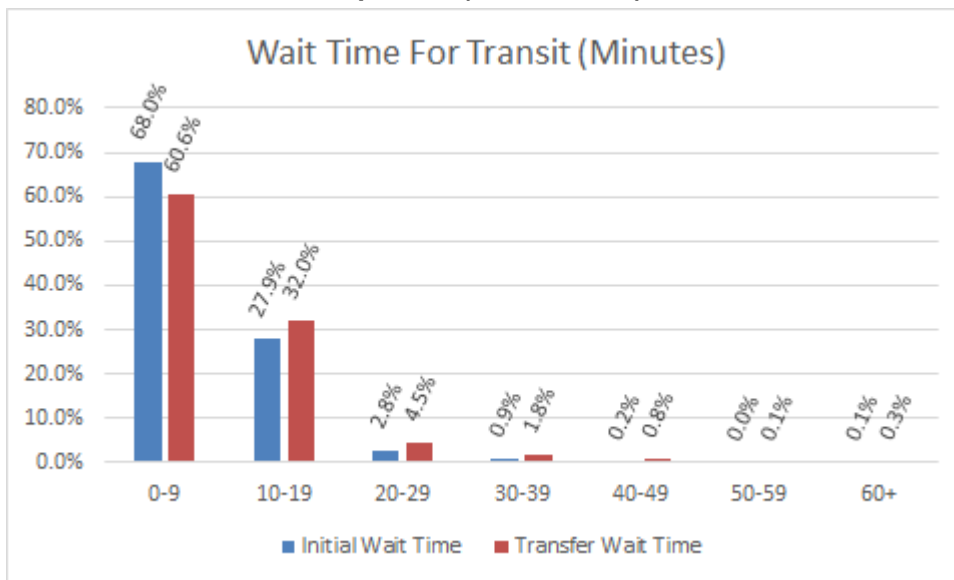
**Table 8-10a. Initial Wait Time (DART Riders)**

<b>DART</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	13,641	67.6%	103,396	68.0%
10-19	5,664	28.1%	42,440	27.9%
20-29	596	3.0%	4,314	2.8%
30-39	198	1.0%	1,417	0.9%
40-49	54	0.3%	364	0.2%
50-59	4	0.0%	53	0.0%
60+	19	0.1%	144	0.1%
<b>Grand Total</b>	<b>20,176</b>	<b>100.0%</b>	<b>152,128</b>	<b>100.0%</b>
<b>Average Initial Wait Time</b>	<b>07:31</b>			

**Table 8-10b. Transfer Wait Time (DART Riders)**

<b>DART</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	4,689	61.3%	33,588	60.6%
10-19	2,379	31.1%	17,722	32.0%
20-29	340	4.4%	2,486	4.5%
30-39	145	1.9%	1,024	1.8%
40-49	62	0.8%	425	0.8%
50-59	7	0.1%	56	0.1%
60+	27	0.4%	151	0.3%
<b>Grand Total</b>	<b>7,649</b>	<b>100.0%</b>	<b>55,451</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>08:37</b>			

**Table 8-10c. Wait Time Comparison (DART Riders)**



### 8.1.9 Distribution of Boarding Time

Table 8-11 shows the distribution of surveys by time period. A total of 7,210 surveys were collected before 9am, 4,286 surveys were collected from 9am to 12pm, 5,072 surveys were collected from 12pm to 3pm, 7,860 surveys were collected between 3pm and 7pm, and 3,524 surveys were collected past 7pm.

**Table 8-11. Time Boarded Surveyed Route (DART Riders)**

<b>DART</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	7,210	25.8%	57,745	27.7%
9am - 12pm	4,286	15.3%	29,450	14.1%
12pm - 3pm	5,072	18.1%	32,023	15.4%
3pm - 7pm	7,860	28.1%	64,974	31.2%
After 7 p.m.	3,524	12.6%	24,295	11.7%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.1.10 Repeated Trips in Opposite Direction

Responses to whether the passengers would make the exact same trip in the opposite direction are seen in Table 8-12 Series. Half of all transit passengers indicated they made or will make the exact same trip in the opposite direction in the same day (50.2%). Of those passengers, 64.2% indicated they will make the exact same trip after 3pm.

**Table 8-12a. Trip in Opposite Direction (DART Riders)**

<b>DART</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	13,921	49.8%	103,888	49.8%
Yes	14,031	50.2%	104,598	50.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-12b. Boarding Time of Trip in Opposite Direction (DART Riders)**

<b>DART</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	2,133	15.2%	16,416	15.7%
9am - 12pm	985	7.0%	7,547	7.2%
12pm - 3pm	1,842	13.1%	13,516	12.9%
3pm - 7pm	6,055	43.2%	45,828	43.8%
After 7 pm	3,016	21.5%	21,292	20.4%
<b>Grand Total</b>	<b>14,031</b>	<b>100.0%</b>	<b>104,598</b>	<b>100.0%</b>



### 8.1.11 Trip Frequency

Table 8-13 shows the frequency that the passenger makes the reported trip. 43.7% of DART passengers reported that they make the same trip 5 days per week. 19.6% of DART passengers reported that they make the same trip 2-4 times per week.

**Table 8-13. Trip Frequency (DART Riders)**

<b>DART</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	1,524	5.5%	11,460	5.5%
5 days / week	12,031	43.0%	91,037	43.7%
Once a week	1,769	6.3%	12,639	6.1%
2-4 times / week	5,557	19.9%	40,836	19.6%
2-3 times / month	2,156	7.7%	16,207	7.8%
Once a month	1,392	5.0%	10,172	4.9%
Less than once a month	3,523	12.6%	26,136	12.5%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.1.12 Trip Planning Tools

Table 8-14 presents the trip planning tools used by DART riders to plan their one-way trip. Forty-six percent (45.6%) of transit riders did not do any sort of trip planning, compared to 15.3% of riders that used paper schedules, and 14.5% of riders who used Google Transit.

**Table 8-14. Trip Planning Tools (DART Riders)**

<b>DART</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	1,517	5.4%	11,078	5.3%
Call Customer Service	2,929	10.5%	20,504	9.8%
Go Pass App	2,509	9.0%	18,742	9.0%
Google Transit	4,068	14.6%	30,221	14.5%
Use paper schedules	4,260	15.2%	31,847	15.3%
Other	126	0.5%	949	0.5%
Did not do any trip planning	12,543	44.9%	95,146	45.6%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

## 8.2 Pass/Payment Characteristics

### 8.2.1 Pass Type

The Pass Type used by DART Riders is shown in Table 8-15. Eighty-five percent (85%) of transit riders used a Local Service Pass, compared to 5.8% of riders that used a Regional Service Pass, and 5.2% of riders who used a Reduced Service Pass.

**Table 8-15. Pass Type (DART Riders)**

<b>DART</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
DART -Free	1,086	3.9%	8,040	3.9%
DART -Local	23,706	84.8%	177,191	85.0%
DART -System	72	0.3%	435	0.2%
Reduced	1,471	5.3%	10,759	5.2%
Regional	1,617	5.8%	12,062	5.8%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

## 8.2.2 Pass Duration

The Pass Duration used by DART Riders is shown in Table 8-16. Sixty-three percent (63.4%) of transit riders used a Single Day Pass. The next most popular pass duration types are a Monthly Pass (13.8%), and a 2-Hour Pass (8.3%).

**Table 8-16. Pass Duration (DART Riders)**

<b>DART</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	2,340	8.4%	17,291	8.3%
DART -Midday pass	629	2.3%	4,533	2.2%
DART -Day pass	17,739	63.5%	132,277	63.4%
7-day pass	1,150	4.1%	8,500	4.1%
DART -Monthly (31 Day pass)	3,863	13.8%	28,836	13.8%
Annual pass	2,231	8.0%	17,050	8.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

## 8.2.3 Pass Duration by Pass Type/Ethnicity

The Table 8-17 Series compares Pass Duration to Pass Type and Race/Ethnicity. Fifty-seven percent (57%) of transit riders used a Local Transit Service Pass for Single Day Service, compared to 10.24% of riders that used a Local Transit Service for a Monthly Service, and 7.7% of riders who used a 2-Hour Pass for Local Service as shown in Table 8-17a.

Thirty-five percent (35%) of transit riders were Black/African American using a Single Day Pass. Approximately fifteen percent (14.60%) of DART transit riders were white using a Single Day Pass as shown in Table 8-17b.

Table 8-17c and Table 8-17d shows further breakdown by race/ethnicity ridership and pass duration ridership.

**Table 8-17a. Pass Type by Pass Duration (DART Riders)**

<b>DART</b>							
Race/Ethnicity by Pass Duration	2-hour pass	DART -Midday pass	DART -Day pass	7-day pass	DART -Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.0%	0.4%	0.0%	0.1%	0.1%	0.6%
Asian	0.2%	0.1%	1.3%	0.1%	0.4%	0.5%	2.5%
Black / African American	4.4%	1.2%	35.0%	2.1%	6.8%	3.2%	52.7%
Hispanic / Latino	1.8%	0.4%	11.6%	0.9%	2.4%	1.4%	18.4%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.3%
White	1.8%	0.5%	14.6%	0.9%	3.9%	2.9%	24.6%
Other	0.1%	0.0%	0.4%	0.0%	0.1%	0.1%	0.8%
<b>Grand Total</b>	<b>8.3%</b>	<b>2.2%</b>	<b>63.4%</b>	<b>4.1%</b>	<b>13.8%</b>	<b>8.2%</b>	<b>100.0%</b>

**Table 8-17b. Race/Ethnicity by Pass Duration (DART Riders)**

<b>DART</b>							
Pass type by Pass Duration	2-hour pass	DART -Midday pass	DART -Day pass	7-day pass	DART -Monthly (31 Day pass)	Annual pass	Grand Total
DART-Free	0.0%	0.0%	0.7%	0.0%	0.7%	2.4%	3.9%
DART-Local	7.7%	1.9%	57.0%	3.8%	10.2%	4.3%	85.0%
DART-System	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.2%
Reduced	0.3%	0.1%	2.3%	0.0%	1.9%	0.5%	5.2%
Regional	0.3%	0.1%	3.4%	0.2%	0.9%	0.9%	5.8%
<b>Grand Total</b>	<b>8.3%</b>	<b>2.2%</b>	<b>63.4%</b>	<b>4.1%</b>	<b>13.8%</b>	<b>8.2%</b>	<b>100.0%</b>

**Table 8-17c. Race/Ethnicity by Pass Duration: Race/Ethnicity Ridership (DART Riders)**

<b>DART</b>							
Race/Ethnicity by Pass Duration	2-hour pass	DART -Midday pass	DART -Day pass	7-day pass	DART -Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	5.2%	1.4%	63.2%	7.1%	14.5%	8.6%	<b>100.0%</b>
Asian	8.0%	2.3%	49.8%	3.7%	17.7%	18.5%	<b>100.0%</b>
Black / African American	8.3%	2.3%	66.4%	3.9%	12.9%	6.2%	<b>100.0%</b>
Hispanic / Latino	9.5%	2.1%	62.9%	4.7%	13.2%	7.6%	<b>100.0%</b>
Native Hawaiian / Pacific Islander	8.3%	1.6%	58.8%	10.6%	8.8%	11.9%	<b>100.0%</b>
White	7.2%	2.0%	59.4%	3.9%	15.9%	11.7%	<b>100.0%</b>
Other	12.9%	3.0%	53.2%	4.0%	15.7%	11.2%	<b>100.0%</b>
<b>Grand Total</b>	<b>8.3%</b>	<b>2.2%</b>	<b>63.4%</b>	<b>4.1%</b>	<b>13.8%</b>	<b>8.2%</b>	<b>100.0%</b>

**Table 8-17d. Race/Ethnicity by Pass Duration: Pass Duration Ridership (DART Riders)**

<b>DART</b>							
Race/Ethnicity by Pass Duration	2-hour pass	DART -Midday pass	DART -Day pass	7-day pass	DART -Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	0.4%	0.4%	0.6%	1.1%	0.7%	0.7%	<b>0.6%</b>
Asian	2.4%	2.7%	2.0%	2.3%	3.2%	5.7%	<b>2.5%</b>
Black / African American	52.9%	55.7%	55.1%	50.6%	49.0%	39.7%	<b>52.7%</b>
Hispanic / Latino	21.2%	17.6%	18.3%	21.1%	17.6%	17.2%	<b>18.4%</b>
Native Hawaiian / Pacific Islander	0.3%	0.2%	0.3%	0.8%	0.2%	0.5%	<b>0.3%</b>
White	21.4%	22.2%	23.0%	23.3%	28.3%	35.2%	<b>24.6%</b>
Other	1.3%	1.1%	0.7%	0.8%	0.9%	1.1%	<b>0.8%</b>
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

## 8.2.4 Pass Payment

Table 8-18 shows the pass payment for DART Riders. Seventy-one percent (70.9%) of transit riders paid Cash to purchase their Transit Pass, compared to 17.5% of riders paid with a Credit/Debit Card to purchase their Transit Pass, and 8.6% of riders received their Transit Pass either as a Gift/Free/No Charge as shown in Table 8-18.

**Table 8-18. Pass Payment (DART Riders)**

<b>DART</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	19,975	71.5%	147,793	70.9%
Credit / Debit card	4,832	17.3%	36,518	17.5%
Gift / Free / No Charge	2,349	8.4%	17,906	8.6%
Payroll deduction	796	2.8%	6,270	3.0%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

## 8.2.5 Employer-Subsidized Pass

Table 8-19 displays the use of employer-subsidized passes by DART riders. Nearly forty-three percent (42.6%) of transit riders with an Annual Pass or Monthly Pass, receive their pass through their employer as shown in Table 8-19a. Over sixty percent (61.1%) of transit riders with an employer-subsidize ticket indicated their employers paid 100 percent of the ticket price as shown in Table 8-19b.

**Table 8-19a. Employer-Subsidized Pass (DART Riders)**

<b>DART</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	3,547	58.2%	26,343	57.4%
Yes	2,546	41.8%	19,539	42.6%
<b>Grand Total</b>	<b>6,093</b>	<b>100.0%</b>	<b>45,882</b>	<b>100.0%</b>

**Table 8-19b. Employer-Subsidized Pass By Percentage (DART Riders)**

<b>DART</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
5	1	0.0%	18	0.1%
10	4	0.2%	39	0.2%
15	10	0.4%	72	0.4%
18	1	0.0%	5	0.0%
20	14	0.5%	151	0.8%
25	16	0.6%	133	0.7%
30	17	0.7%	156	0.8%
33	2	0.1%	11	0.1%
35	3	0.1%	10	0.1%
40	20	0.8%	220	1.1%
45	4	0.2%	52	0.3%
50	281	11.0%	2,348	12.0%
55	4	0.2%	28	0.1%
60	77	3.0%	607	3.1%
65	7	0.3%	72	0.4%
66	1	0.0%	8	0.0%
70	12	0.5%	114	0.6%
75	55	2.2%	379	1.9%
80	47	1.8%	318	1.6%
85	20	0.8%	150	0.8%
90	32	1.3%	256	1.3%
92	1	0.0%	5	0.0%
95	3	0.1%	33	0.2%
98	1	0.0%	2	0.0%
100	1,571	61.7%	11,931	61.1%
% Not Provided	342	13.4%	2,422	12.4%
<b>Grand Total</b>	<b>2,546</b>	<b>100.0%</b>	<b>19,539</b>	<b>100.0%</b>

### **8.2.6 Location of Ticket Purchase**

The location that DART riders purchased their ticket is shown in Table 8-20. Forty-two percent (41.9%) of transit riders paid for their pass on the bus, compared to 30.6% of riders that bought their pass from a ticket machine, and 10% of riders bought their pass through Go Pass/Smart Phone as shown in Table 8-20.

**Table 8-20. Location of Ticket Purchase (DART Riders)**

<b>DART</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	1,136	4.1%	8,847	4.2%
Denton County Transit Center	76	0.3%	668	0.3%
Go Pass/Smart Phone	2,693	9.6%	20,752	10.0%
On the bus	11,859	42.4%	87,284	41.9%
Other	784	2.8%	6,476	3.1%
Public agency (social services)	474	1.7%	3,667	1.8%
Sales outlet (like a grocery store)	483	1.7%	3,672	1.8%
School/university	1,688	6.0%	11,971	5.7%
The T offices	103	0.4%	784	0.4%
Ticket machine	8,563	30.6%	63,736	30.6%
Transit agency website	93	0.3%	629	0.3%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

## 8.3 Household Demographics

### 8.3.1 Vehicle Availability

The Table 8-21 Series show the number of household vehicles and vehicle availability for DART riders. Nearly thirty-seven percent (36.9%) of transit riders indicated their household owns one working vehicle, compared to 32.8% of riders without a working vehicle in their household, and 30.3% of riders with two or more working vehicles in their household as shown in Table 8-21a. Of the riders who indicated they had at least one working vehicle in their household, 55.4% indicated they could not use one of their vehicles for their current trip as shown in Table 8-21b.

**Table 8-21a. Working Vehicles in Household (DART Riders)**

<b>DART</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	9,211	33.0%	68,428	32.8%
One (1)	10,332	37.0%	77,024	36.9%
Two (2)	6,832	24.4%	51,400	24.7%
Three (3)	1,280	4.6%	9,549	4.6%
Four or more (4+)	297	1.1%	2,085	1.0%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-21b. Vehicle Availability (DART Riders that indicated have at least one working vehicle)**

<b>DART</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	10,452	55.8%	77,553	55.4%
Yes	8,289	44.2%	62,505	44.6%
<b>Grand Total</b>	<b>18,741</b>	<b>100.0%</b>	<b>140,059</b>	<b>100.0%</b>



### 8.3.2 Total Number of Household Members

Table 8-22 shows the number of household members. Nearly forty-seven percent (46.8%) of transit riders indicated they live in a household with three to four members, compared to 36.1% of riders living in a household of one to two members, and 17.3% of riders with a household of five or more members as shown in Table 8-22.

**Table 8-22. Total Number of Household Members (DART Riders)**

<b>DART</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	4,087	14.6%	30,978	14.9%
Two (2)	5,867	21.0%	44,149	21.2%
Three (3)	6,646	23.8%	49,563	23.8%
Four (4)	6,458	23.1%	47,965	23.0%
Five (5)	3,030	10.8%	21,999	10.6%
Six (6)	1,272	4.6%	9,495	4.6%
Seven (7)	369	1.3%	2,755	1.3%
Eight (8)	126	0.5%	893	0.4%
Nine (9)	47	0.2%	316	0.2%
Ten or More (10+)	50	0.2%	375	0.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.3.3 Total Number of Employed Household Members

Table 8-23 shows the total number of employed household members. Approximately forty-three percent (43.3%) of transit riders indicated two household members are employed on at least a part-time basis, compared to 28.7% of riders living in a household with one employed household member, and 23.6% of riders with a household of three or more employed members. Less than 5 percent (4.4%) indicated no members of their household are employed on at least a part-time basis as shown in

Table 8-23.

**Table 8-23. Total Number of Employed Household Members (DART Riders)**

<b>DART</b>				
Total Number of Employed Household Members	# Records	% Records	Weighted Value	% Weighted Value
None (0)	1,269	4.5%	9,199	4.4%
One (1)	7,900	28.3%	59,733	28.7%
Two (2)	12,065	43.2%	90,216	43.3%
Three (3)	5,342	19.1%	39,287	18.8%
Four (4)	1,076	3.8%	7,851	3.8%
Five (5)	209	0.7%	1,613	0.8%
Six (6)	58	0.2%	390	0.2%
Seven (7)	13	0.0%	63	0.0%
Eight (8)	4	0.0%	18	0.0%
Nine (9)	3	0.0%	42	0.0%
Ten or More (10+)	13	0.0%	74	0.0%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.3.4 Total Household Income

The total household income of DART riders is displayed in Table 8-24. Fifty-two percent (51.7%) of transit riders indicated their annual household income was below \$35,000, which is the definition of low income at DART.

**Table 8-24. Total Household Income (DART Riders)**

<b>DART</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	2,322	8.3%	16,879	8.1%
\$12,000-\$19,999	2,555	9.1%	18,833	9.0%
\$20,000 - \$23,999	4,171	14.9%	30,434	14.6%
\$24,000 - \$34,999	5,615	20.1%	41,673	20.0%
\$35,000 - \$49,999	6,061	21.7%	44,834	21.5%
\$50,000-\$74,999	3,600	12.9%	27,189	13.0%
\$75,000 or more	1,539	5.5%	11,821	5.7%
Don't know / Refused	2,089	7.5%	16,823	8.1%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>
<b>DART LOW INCOME GROUP</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
<b>Below \$35,000</b>	<b>14,663</b>	<b>52.5%</b>	<b>107,819</b>	<b>51.7%</b>

## 8.4 Personal Demographics

### 8.4.1 Employment Status

Table 8-25 shows the employment status of DART riders. Eighty-one percent (81.1%) of riders reported that they are employed on at least a part-time basis.

**Table 8-25. Employment Status (DART Riders)**

<b>DART</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	18,347	65.6%	138,865	66.6%
Employed part-time	4,192	15.0%	30,206	14.5%
Not currently employed but seeking work	3,032	10.8%	21,663	10.4%
Not currently employed and not seeking work	1,489	5.3%	11,255	5.4%
Homemaker	176	0.6%	1,273	0.6%
Retired	716	2.6%	5,224	2.5%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.2 Student Status

Table 8-26 shows the student status of DART riders. A vast majority, eighty-four percent (83.5%), of riders indicated they are not a student.

**Table 8-26. Student Status (DART Riders)**

<b>DART</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	2,888	10.3%	19,864	9.5%
Yes - Part Time college/university	1,043	3.7%	7,417	3.6%
Yes - vocational/technical/trade school	101	0.4%	694	0.3%
Yes - K-12th grade	837	3.0%	6,365	3.1%
Not a student	23,083	82.6%	174,146	83.5%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.3 Driver's License

Table 8-27 displays whether DART riders have a valid driver's license. Approximately two-thirds (67.5%) of riders indicated they have a valid driver's license.

**Table 8-27. Driver's License (DART Riders)**

<b>DART</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	9,269	33.2%	67,858	32.5%
Yes	18,683	66.8%	140,629	67.5%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.4 Visitor Status

The visitor status of DART riders is shown in Table 8-28. Approximately ninety-seven percent (97.1%) of riders indicated they are a local resident to the NCTCOG region.

**Table 8-28. Visitor Status (DART Riders)**

<b>DART</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	27,126	97.0%	202,438	97.1%
Yes	826	3.0%	6,049	2.9%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.5 Disability Status

The disability status of DART riders is presented in Table 8-29. Approximately ninety-six percent (96.1%) of riders indicated that they did not have a disability.

**Table 8-29. Disability Status (DART Riders)**

<b>DART</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	26,871	96.1%	200,457	96.1%
Yes	859	3.1%	6,337	3.0%
No answer	222	0.8%	1,692	0.8%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.6 Age of Transit Rider

The age ranges of DART riders can be viewed in Table 8-30. Approximately sixty percent (60.7%) of riders were between the ages of 18 and 34, compared to 29.4% of riders between the ages of 35 and 54, and 6.8% of riders were aged 55 and over.

**Table 8-30. Age of Transit Rider (DART Riders)**

<b>DART</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	838	3.0%	6,569	3.2%
18-24	7,687	27.5%	56,173	26.9%
25-34	9,495	34.0%	70,410	33.8%
35-44	5,338	19.1%	40,583	19.5%
45-54	2,744	9.8%	20,571	9.9%
55-64	1,434	5.1%	11,184	5.4%
65+	416	1.5%	2,996	1.4%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.7 Race/Ethnicity

Table 8-31 shows the race/ethnicity of DART riders. Approximately fifty-two percent (52.7%) of all transit riders identified themselves as Black/African American, 24.6% identified themselves as White, and 18.4% identified themselves as Hispanic/Latino as shown in Table 8-29.

**Table 8-31. Race/Ethnicity of DART Rider**

<b>DART</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	178	0.6%	1,349	0.6%
Asian	735	2.6%	5,273	2.5%
Black / African American	14,862	53.2%	109,791	52.7%
Hispanic / Latino	5,133	18.4%	38,440	18.4%
Native Hawaiian / Pacific Islander	87	0.3%	668	0.3%
Other	224	0.8%	1,684	0.8%
White	6,733	24.1%	51,281	24.6%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.8 Gender

The gender of DART riders is presented in Table 8-32. Approximately fifty-two percent (52.8%) of all transit riders were male passengers as shown in Table 8-30.

**Table 8-32. Gender of DART Rider**

<b>DART</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
Female	13,265	47.5%	98,489	47.2%
Male	14,687	52.5%	109,998	52.8%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

### 8.4.9 Transit Riders that Speak another Language besides English at home

The language spoken at the home of DART riders is displayed in Table 8-33 Series. Approximately fourteen percent (14.6%) of riders indicated they spoke a language other than English at home as shown in Table 8-33a.

Of those riders that indicated they spoke another language besides English at home, Spanish (84.75%) is the most popular language spoken at home as shown in Table 8-33b.

Of those riders that indicated they spoke another language besides English at home, 89% indicated they spoke English Well or Very Well as shown in Table 8-33c.

**Table 8-33a. DART Riders that Speak another Language besides English at home (DART Riders)**

<b>DART</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	23,838	85.3%	178,127	85.4%
Yes	4,114	14.7%	30,359	14.6%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>

**Table 8-33b. Other Language Spoken at Home (DART Riders)**

<b>DART</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Aequian	1	0.0%	2	0.0%
Afrikaans	8	0.2%	60	0.2%
Albanian, Tosk	1	0.0%	12	0.0%
Algonquin	1	0.0%	4	0.0%
AMERICAN SIGN LANGUAGE (ASL)	18	0.4%	120	0.4%
Amharic	9	0.2%	67	0.2%
Arabic, Standard	29	0.7%	212	0.7%
Armenian	2	0.0%	5	0.0%
Armenian, Eastern	1	0.0%	5	0.0%
Belize Creole	4	0.1%	21	0.1%
Bemba	2	0.0%	25	0.1%
Bengali	6	0.1%	31	0.1%
BerbiceCreoleDutch	1	0.0%	8	0.0%
Cantonese	11	0.3%	67	0.2%
Chamorro	1	0.0%	15	0.0%
Chinese	56	1.4%	417	1.4%
Chinese, Mandarin	34	0.8%	237	0.8%
Chippewa	1	0.0%	3	0.0%
Croatian	1	0.0%	9	0.0%
Dutch	5	0.1%	38	0.1%
Dutch Creole	1	0.0%	12	0.0%
Early Contemporary Swedish	1	0.0%	24	0.1%
Farsi, Eastern	5	0.1%	42	0.1%
Filipino	6	0.1%	26	0.1%
French	73	1.8%	527	1.7%
Galindian, Eastern	5	0.1%	63	0.2%
Ganda	1	0.0%	21	0.1%
German	24	0.6%	170	0.6%
Haitian Creole French	4	0.1%	52	0.2%
Hawaiian	2	0.0%	21	0.1%

**Table 8-33b. Other Language Spoken at Home (DART Riders) (CONTINUED)**

<b>DART</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Hebrew	11	0.3%	77	0.3%
Hindi	67	1.6%	434	1.4%
Hungarian	1	0.0%	5	0.0%
Indonesian	3	0.1%	11	0.0%
Indo-Portuguese	1	0.0%	8	0.0%
Italian	12	0.3%	80	0.3%
Japanese	40	1.0%	283	0.9%
Jewish Malayalam	1	0.0%	4	0.0%
Judeo-Arabic	1	0.0%	9	0.0%
Judeo-Iranian	1	0.0%	6	0.0%
Judeo-Malayalam	3	0.1%	14	0.0%
Judeo-Portuguese	1	0.0%	1	0.0%
Kannada	2	0.0%	14	0.0%
Korean	17	0.4%	127	0.4%
Krio	1	0.0%	11	0.0%
Lao	2	0.0%	27	0.1%
Louisiana Creole French	4	0.1%	59	0.2%
Low German	1	0.0%	1	0.0%
Middle High German	1	0.0%	8	0.0%
Nahuatl	1	0.0%	4	0.0%
Norwegian	1	0.0%	6	0.0%
Old Persian	3	0.1%	11	0.0%
Old Spanish	9	0.2%	86	0.3%
Pidgin, Nigerian	7	0.2%	24	0.1%
Polish	2	0.0%	26	0.1%
Portuguese	12	0.3%	94	0.3%
Romanian, Istro	1	0.0%	4	0.0%
Russian	12	0.3%	91	0.3%
Spanish	3,457	84.0%	25,718	84.7%
Swahili	32	0.8%	193	0.6%
Swedish	2	0.0%	15	0.0%

**Table 8-33b. Other Language Spoken at Home (DART Riders) (CONTINUED)**

<b>DART</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
TAGALOG	6	0.1%	46	0.2%
Telugu	4	0.1%	29	0.1%
Thai	6	0.1%	33	0.1%
Tongan	1	0.0%	3	0.0%
Torres Strait Creole	1	0.0%	4	0.0%
Turkish	1	0.0%	4	0.0%
Twents	1	0.0%	1	0.0%
Urdu	2	0.0%	9	0.0%
Vietnamese	37	0.9%	263	0.9%
Zulu	1	0.0%	1	0.0%
Other	13	0.3%	80	0.3%
Not Provided	18	0.4%	121	0.4%
<b>Grand Total</b>	<b>4,114</b>	<b>100.0%</b>	<b>30,359</b>	<b>100.0%</b>

**Table 8-33c. Transit Riders: English Ability (DART Riders)**

<b>DART</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Less than well	292	7.1%	2,077	6.8%
Not at all	184	4.5%	1,268	4.2%
Not Provided	1	0.0%	6	0.0%
Very well	2,537	61.7%	19,033	62.7%
Well	1,100	26.7%	7,976	26.3%
<b>Grand Total</b>	<b>4,114</b>	<b>100.0%</b>	<b>30,359</b>	<b>100.0%</b>

### 8.4.10 Future Participation

Table 8-34 shows interest in future participation in surveys by DART riders. Approximately seventy-four percent (74.2%) of all transit riders indicated they were interested in future participation of surveys/focus groups about transit issues as shown in Table 8-34.

**Table 8-34. Future Participation (DART Riders)**

<b>DART</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	7,041	25.2%	53,838	25.8%
Yes	20,911	74.8%	154,649	74.2%
<b>Grand Total</b>	<b>27,952</b>	<b>100.0%</b>	<b>208,486</b>	<b>100.0%</b>



This chapter highlights selected demographic and trip-related findings from the survey based on the DCTA System. Four major categories are presented regarding the survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household demographics, and (4) Rider demographics. The database used for the tables in this chapter and all transit agency chapters was expanded based on weekday unlinked weight factors created during the data expansion process. The database was expanded to the agency's total daily ridership. The contents of each table include total survey records, weighted values, and their percentages.

## 9.1 Travel Characteristics

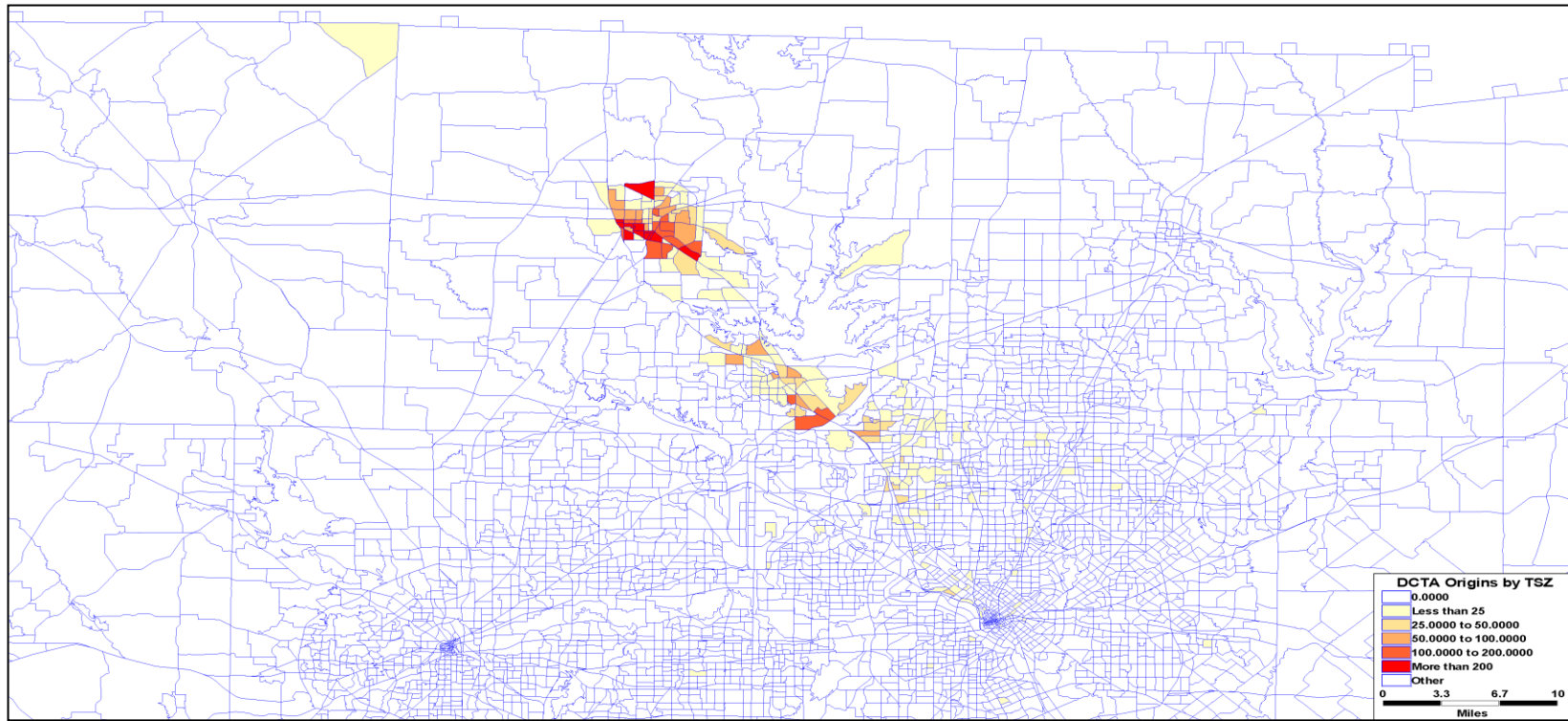
### 9.1.1 Types of Places Riders are COMING FROM

Table 9-1 shows that the types of places DCTA riders are coming from. Table 9-1 indicates that for DCTA, approximately 8,700 trips per day originate from the user's home, approximately 4,100 trips originate from their College/University, and nearly 1,800 trips originate from a social visit. Figure 8 shows the distribution of DCTA riders' origin.

**Table 9-1. Types of Places Riders are Coming From (DCTA Riders)**

<b>DCTA</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	3	0.1%	10	0.1%
College/University (student only)	524	19.9%	4,170	23.6%
Eating/Dining Out	53	2.0%	238	1.3%
Hotel	2	0.1%	13	0.1%
Medical appointment/doctor's visit	8	0.3%	51	0.3%
Other work related	19	0.7%	124	0.7%
Personal business (bank, post office, etc)	74	2.8%	460	2.6%
Pick up/drop off someone (daycare, school, etc)	8	0.3%	89	0.5%
Recreation (movies, fishing, etc)	29	1.1%	229	1.3%
School (K-12)	2	0.1%	6	0.0%
Shopping	62	2.4%	275	1.6%
Sightseeing	2	0.1%	16	0.1%
Social visits (friends/relatives)	244	9.3%	1,792	10.1%
Sporting event	1	0.0%	6	0.0%
Your Home	1,344	51.1%	8,748	49.5%
Your usual WORKPLACE	253	9.6%	1,441	8.2%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Figure 8 Geocoded Map of Transit Rider's Origin (DCTA Riders)**



## 9.1.2 How Passengers Access Public Transit

How passengers first access public transit for their one-way trip by service type is shown in Table 9-2. A large majority of all transit riders (92%) indicated that they accessed public transit by walking, compared to (7%) of transit riders that reported accessing public transit by first riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking as shown in Table 9-2.

**Table 9-2a. Mode to Access Public Transit (DCTA Riders)**

<b>DCTA</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	34	1.3%	177	1.0%
Drove alone and parked	106	4.0%	631	3.6%
Drove or rode with others and parked	17	0.6%	96	0.5%
Shuttle	1	0.0%	1	0.0%
Walked all the way	2,374	90.3%	16,253	92.0%
Walked part of the way (got dropped off and then	4	0.2%	10	0.1%
Was dropped off by someone	91	3.5%	494	2.8%
Wheelchair/scooter	1	0.0%	3	0.0%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-3b. Walk Distance to Access Public Transit (DCTA Riders)**

<b>DCTA</b>				
Walk Distance (Access)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	1,099	46.3%	7,809	48.0%
One (1)	675	28.4%	4,850	29.8%
Two (2)	417	17.6%	2,689	16.5%
Three (3)	135	5.7%	609	3.7%
Four (4)	26	1.1%	167	1.0%
Five (5)	7	0.3%	41	0.3%
Six (6)	4	0.2%	22	0.1%
Seven (7)	2	0.1%	11	0.1%
Eight (8)	1	0.0%	5	0.0%
Nine (9)	1	0.0%	4	0.0%
Ten or more (10+)	7	0.3%	46	0.3%
<b>Grand Total</b>	<b>2,374</b>	<b>100.0%</b>	<b>16,253</b>	<b>100.0%</b>

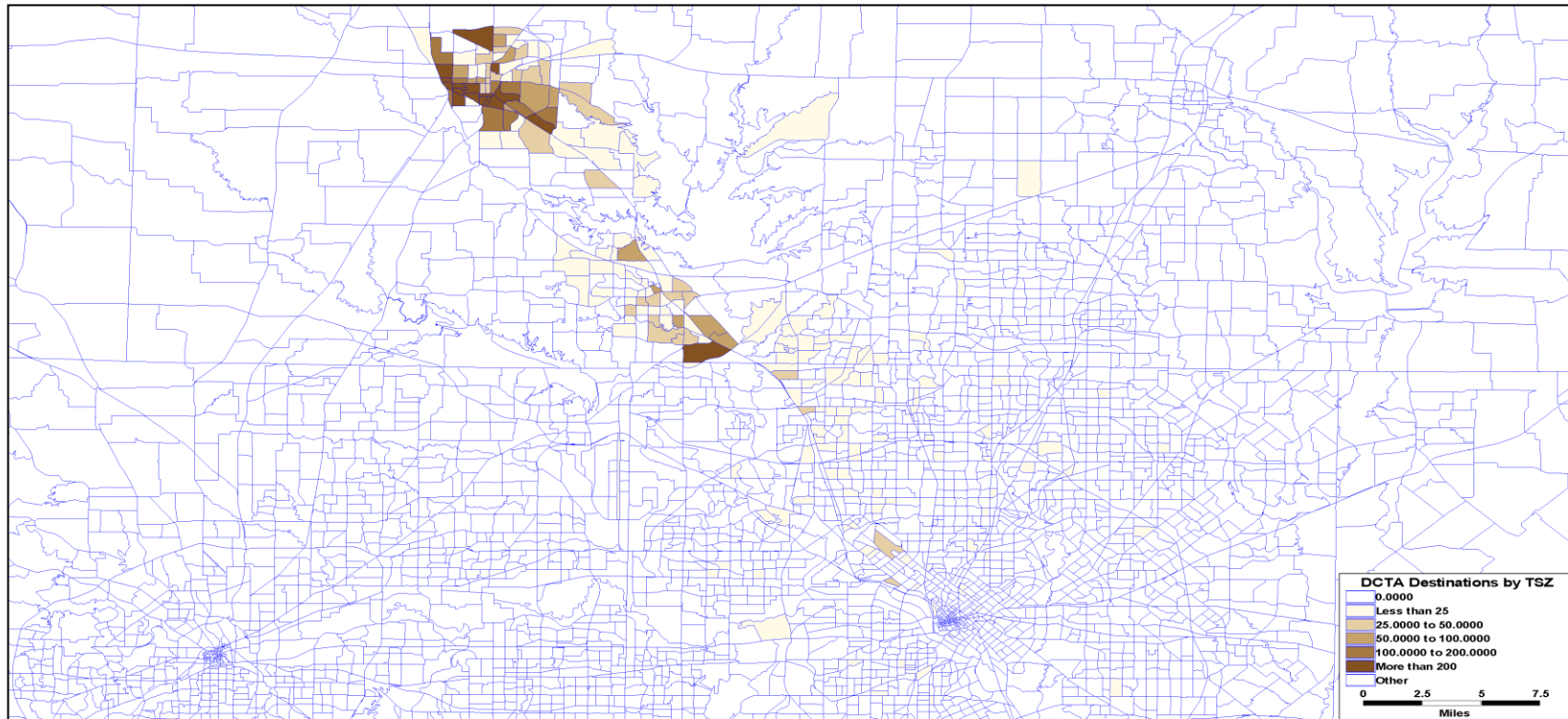
### 9.1.3 Types of Places Riders are GOING TO

The types of places DCTA riders are going to is presented in Table 9-4. Table 9-4 indicates that for DCTA, approximately 6,500 trips per day terminates at the user's home, 4,800 trips terminate at a College/University, and just over 2,400 trips terminate at their workplace. Figure 9 shows the distribution of DCTA riders' destination.

**Table 9-4. Types of Places Riders are Going To (DCTA Riders)**

<b>DCTA</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
College/University (student only)	661	25.2%	4,800	27.2%
Eating/Dining Out	119	4.5%	697	3.9%
Medical appointment/doctor's visit	8	0.3%	55	0.3%
Other work related	17	0.6%	91	0.5%
Personal business (bank, post office, etc)	113	4.3%	660	3.7%
Pick up/drop off someone (daycare, school, etc)	22	0.8%	128	0.7%
Recreation (movies, fishing, etc)	29	1.1%	224	1.3%
School (K-12)	5	0.2%	26	0.1%
Shopping	61	2.3%	294	1.7%
Sightseeing	2	0.1%	13	0.1%
Social visits (friends/relatives)	242	9.2%	1,701	9.6%
Your Home	949	36.1%	6,532	37.0%
Your usual WORKPLACE	400	15.2%	2,444	13.8%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Figure 9 Geocoded Map of Transit Rider's Destination (DCTA Riders)**



### 9.1.4 How Passengers Traveled from Transit to Their Final Destination

Table 9-5 shows how passengers traveled from transit to their final destination. The majority of all transit passengers (93.9%) indicated that they walk to their final destination after using public transit, compared to (5.2%) of transit riders that reported reaching their final destination by riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking.

**Table 9-5a. Egress Mode to Destination (DCTA Riders)**

<b>DCTA</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	55	2.1%	311	1.8%
Bike	32	1.2%	149	0.8%
Get in a parked vehicle & drive alone	99	3.8%	570	3.2%
Get in a parked vehicle & drive/ride with others	13	0.5%	43	0.2%
Walk all the way	2,428	92.4%	16,590	93.9%
Wheelchair/scooter	1	0.0%	3	0.0%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-6b. Egress Walk Distance to Destination (DCTA Riders)**

<b>DCTA</b>				
Walk Distance (Egress)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	1,126	46.4%	7,743	46.7%
One (1)	669	27.6%	4,713	28.4%
Two (2)	432	17.8%	2,988	18.0%
Three (3)	159	6.5%	848	5.1%
Four (4)	20	0.8%	162	1.0%
Five (5)	11	0.5%	76	0.5%
Six (6)	4	0.2%	15	0.1%
Seven (7)	1	0.0%	2	0.0%
Eight (8)	1	0.0%	10	0.1%
Nine (9)	2	0.1%	19	0.1%
Ten or more (10+)	3	0.1%	12	0.1%
<b>Grand Total</b>	<b>2,428</b>	<b>100.0%</b>	<b>16,590</b>	<b>100.0%</b>

### 9.1.5 Trip Purpose

The Table 9-7 Series show origin type, destination type, and trip purpose. Home-based Education College trips accounted for approximately forty-one percent (41.1%) of all trips completed on public transit. Of all trips, 20.9% were home-based workplace and 14.7% were home-based Social Recreation as show in Table 9-5c.

**Table 9-7a. Origin Group Type (DCTA Riders)**

<b>DCTA</b>				
Origin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	8	0.3%	89	0.5%
Airport	3	0.1%	10	0.1%
Eating Out	53	2.0%	238	1.3%
Education College	524	19.9%	4,170	23.6%
Education K12	2	0.1%	6	0.0%
Home	1,344	51.1%	8,748	49.5%
Personal Business	82	3.1%	511	2.9%
shopping	62	2.4%	275	1.6%
Social and Recreational Activities	276	10.5%	2,042	11.6%
Work	272	10.4%	1,566	8.9%
Other	2	0.1%	13	0.1%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-7b. Destination Group Type (DCTA Riders)**

<b>DCTA</b>				
Destin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	22	0.8%	128	0.7%
Eating Out	119	4.5%	697	3.9%
Education College	661	25.2%	4,800	27.2%
Education K12	5	0.2%	26	0.1%
Home	949	36.1%	6,532	37.0%
Personal Business	121	4.6%	715	4.0%
shopping	61	2.3%	294	1.7%
Social and Recreational Activities	273	10.4%	1,938	11.0%
Work	417	15.9%	2,535	14.4%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-7c. Trip Purpose (DCTA Riders)**

<b>DCTA</b>				
<b>Trip Purpose</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Home-Based Accompany	17	0.6%	137	0.8%
Home-Based Airport	3	0.1%	10	0.1%
Home-Based Eating Out	76	2.9%	374	2.1%
Home-Based Education College	1,003	38.2%	7,267	41.1%
Home-Based Education K12	6	0.2%	28	0.2%
Home-Based Personal Business	126	4.8%	778	4.4%
Home-Based Shopping	91	3.5%	405	2.3%
Home-Based Social Recreation	341	13.0%	2,595	14.7%
Home-Based Work	630	24.0%	3,687	20.9%
Non-home-Based Other	278	10.6%	1,984	11.2%
Non-home-Based Work	57	2.2%	401	2.3%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

To determine the Top 5 Census Tract Attractions, the Origin and Destinations of the transit survey records were converted to production and attractions:

- If the trip purpose was home-based and the origin was home, the production was the origin, and the attraction was the destination.
- If the trip purpose was home-based and the destination was home, the production was the destination, and the attraction was the origin.
- Otherwise, the production was the origin, and the attraction was the destination.

**DCTA - Top 5 Census Tract Attractions (See Figure 10 Series)**

1. Census Tract 48121021000 is located in the city of Denton. Popular attractions within the census tract are the University of North Texas Campus.
2. Census Tract 48 121020900 is located in the city of Denton. Popular attractions within the census tract are the University of North Texas Campus and various restaurants.
3. Census Tract 48121020700 is located in the city of Denton. Popular attractions within the census tract include Texas Health Presbyterian Hospital and other hospital locations.
4. Census Tract 48121021201 is the city of Denton. Popular attractions within the census tract include Denton Medical Center and various shopping and eating establishments.
5. Census Tract 48 121021301 is located in the city of Denton. Attractions include student housing, apartments and hotels, restaurants and various work establishments.



Figure 10a Map of Census Tracts producing trips to #1 DCTA attraction Census Tract

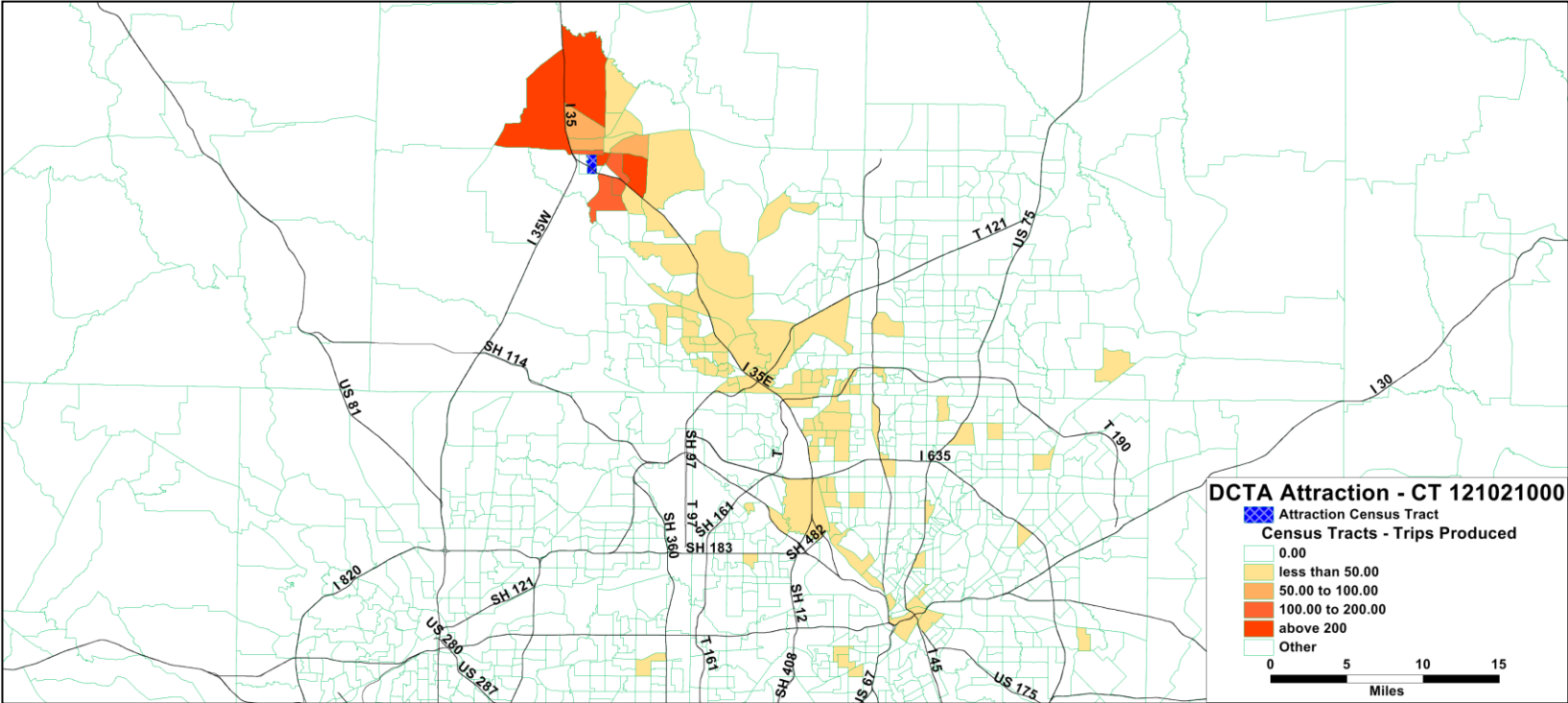


Figure 10b Map of Census Tracts producing trips to #2 DCTA attraction Census Tract

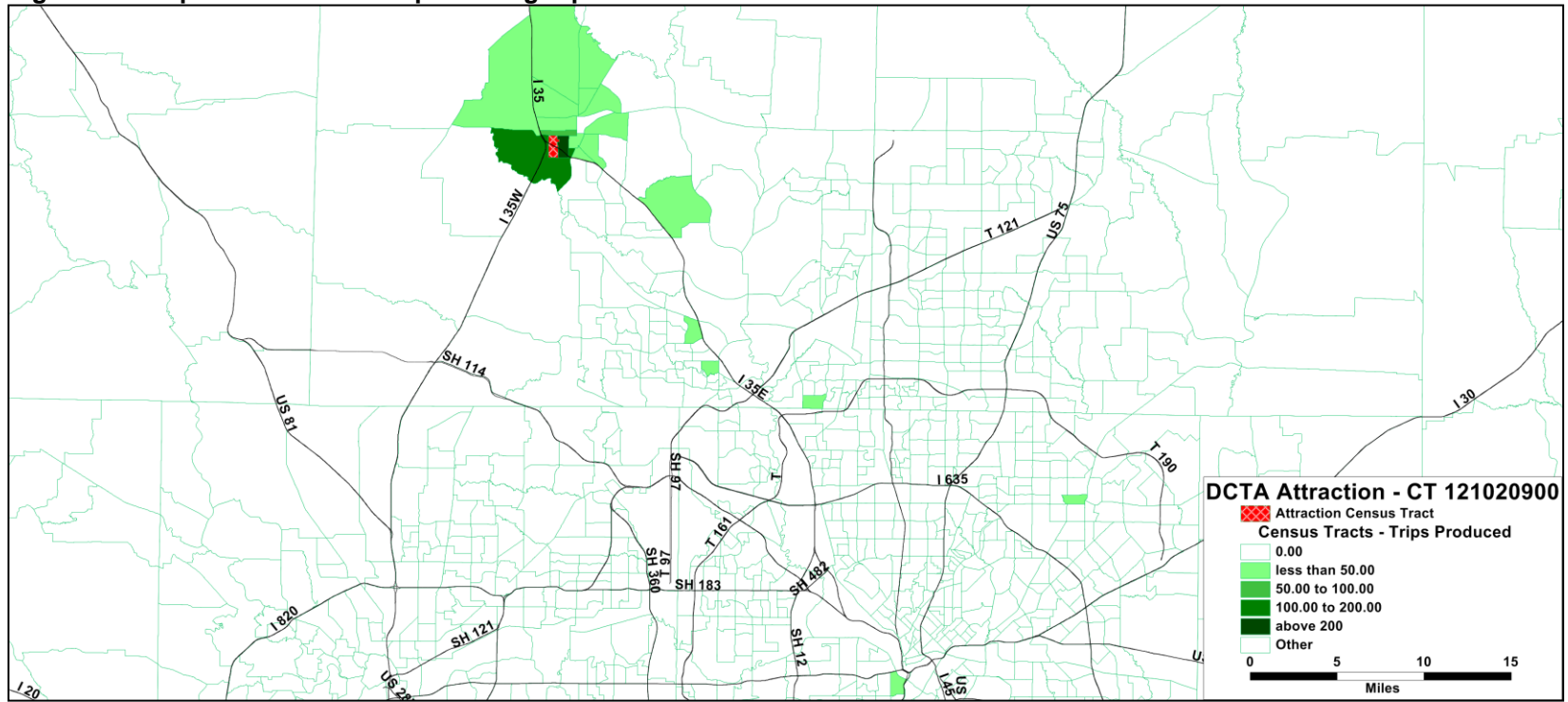
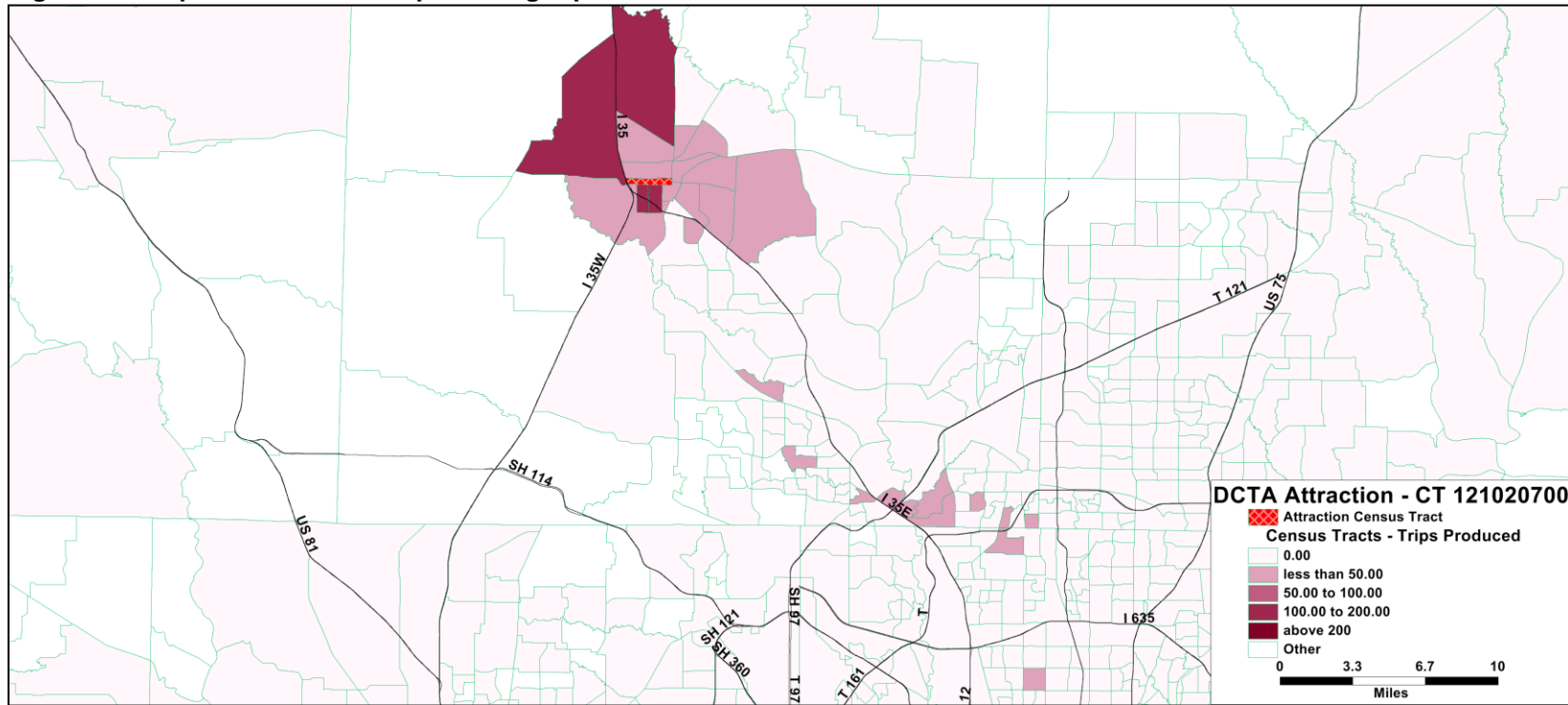


Figure 10c Map of Census Tracts producing trips to #3 DCTA attraction Census Tracts



**Figure 10d Geocoded Map of Census Tracts producing trips to top DCTA attraction Census Tract**

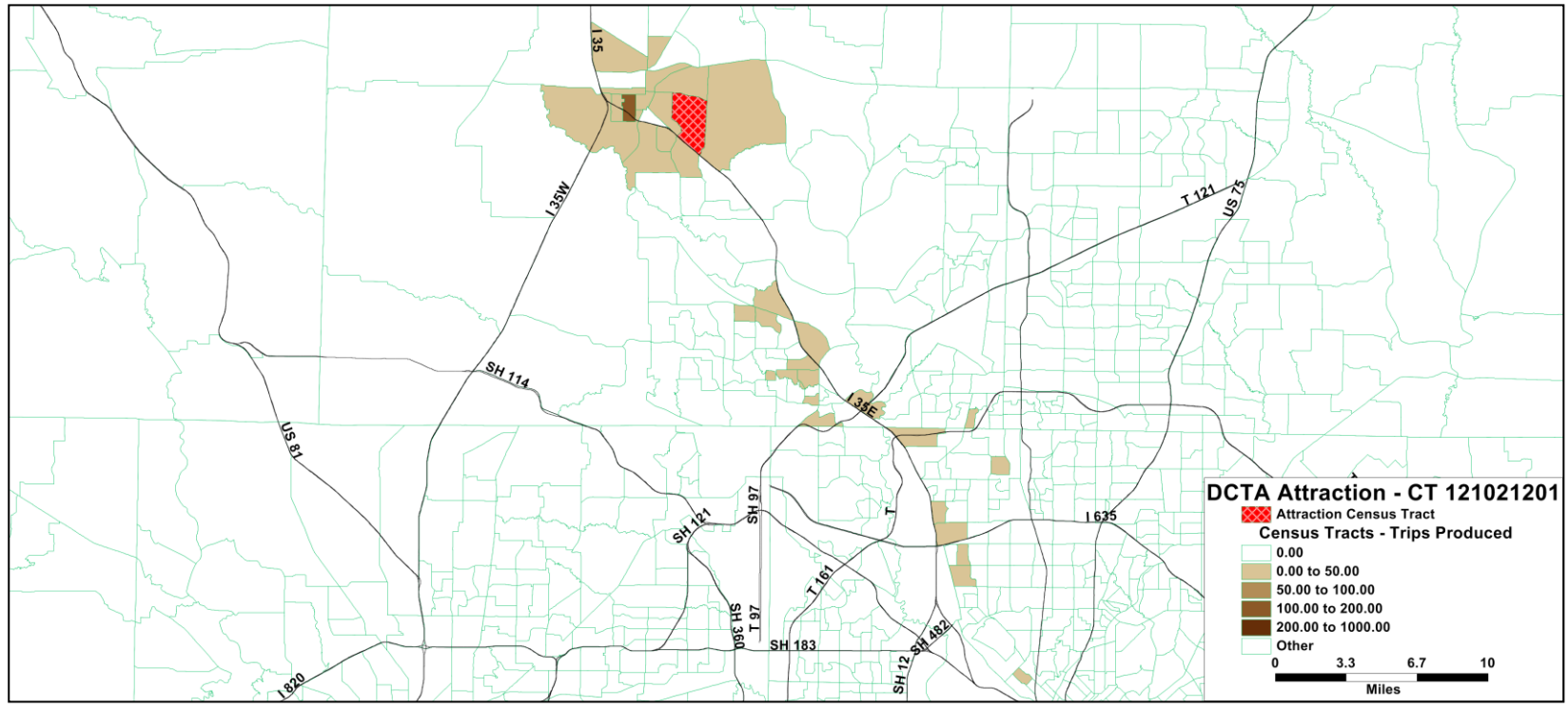
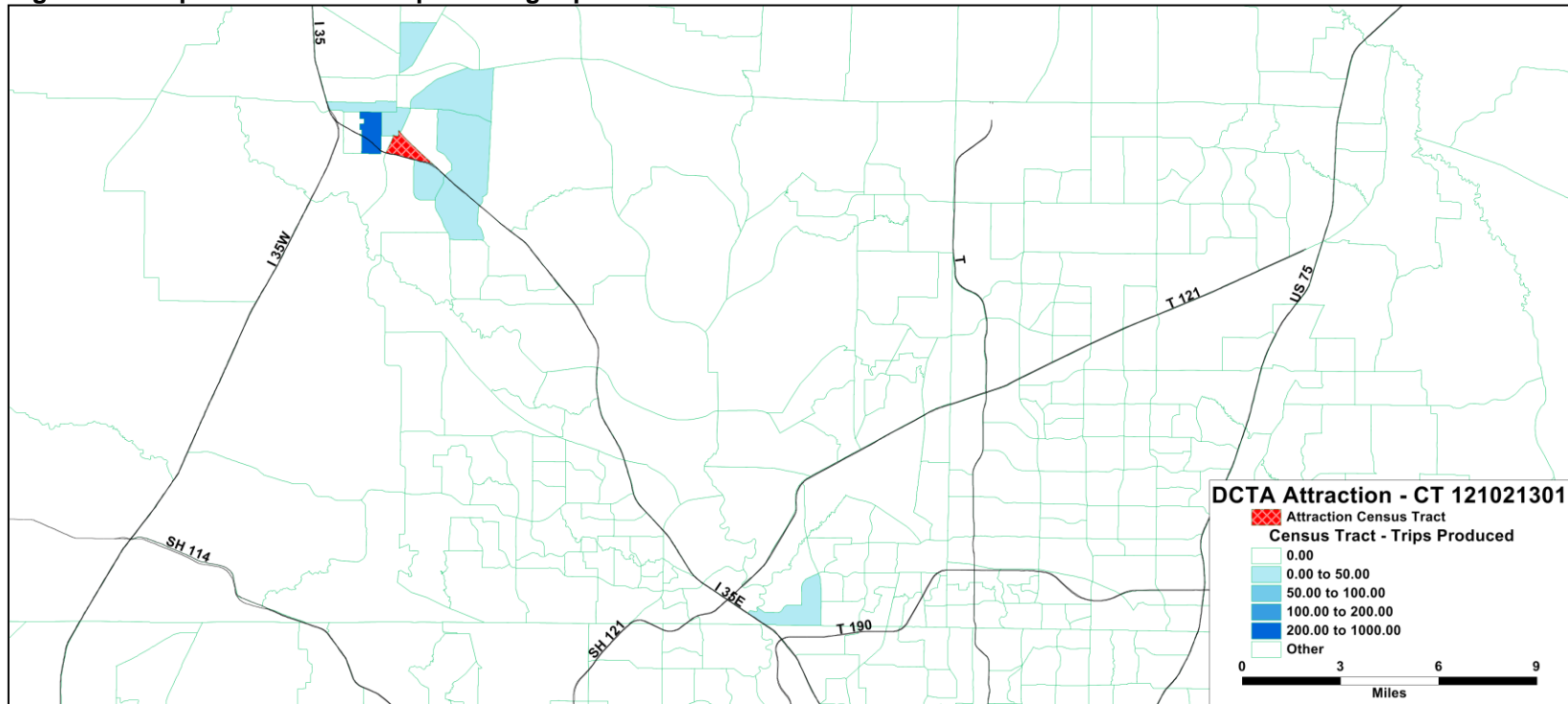


Figure 10e Map of Census Tracts producing trips to #5 DCTA attraction Census Tract



### 9.1.6 Total Number of Routes Used

Table 9-8 shows the total number of routes used in the one-way trip by DCTA riders. Most public transit users (81.2%) only used one route to make their current trip. Of all DCTA transit passengers, 9.6% used two routes during their trip and only 9.1% used three or more routes as shown in Table 9-6a. An average of 1.3 routes was used by DCTA passengers for their one-way trip as shown in Table 9-8.

**Table 9-8. Total Number of Routes Used (DCTA Riders)**

<b>DCTA</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	1,958	74.5%	14,342	81.2%
2	402	15.3%	1,701	9.6%
3	206	7.8%	1,191	6.7%
4	62	2.4%	432	2.4%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.3</b>			

### 9.1.7 Transit Modes Used

Table 9-9 evaluates trips based on whether the rider used Bus only, Rail only, or Bus/Rail (a combination of bus and rail) to complete their one-way trip. Most public transit passengers used Bus Only (82.6%) for their one-way trip. Approximately eleven percent (11.3%) of transit passengers used a combination of bus and rail for their one-way trip as shown in Table 9-9.

**Table 9-9. Transit Modes Used (DCTA Riders)**

<b>DCTA</b>				
Modes Used	# Records	% Records	Weighted Value	% Weighted Value
BUS ONLY	2,057	78.3%	14,598	82.6%
RAIL ONLY	163	6.2%	1,074	6.1%
BUS/RAIL	408	15.5%	1,994	11.3%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.1.8 Distribution of Boarding Time

Table 9-10 shows the distribution of surveys by time period. A total of 551 surveys were collected before 9am, 650 surveys were collected from 9am to 12pm, 597 surveys were collected from 12pm to 3pm, 697 surveys were collected between 3pm and 7pm, and 133 surveys were collected past 7pm.

**Table 9-10. Time Boarded Surveyed Route (DCTA Riders)**

<b>DCTA</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	551	21.0%	3,633	20.6%
9am - 12pm	650	24.7%	4,529	25.6%
12pm - 3pm	597	22.7%	4,268	24.2%
3pm - 7pm	697	26.5%	4,473	25.3%
After 7 p.m.	133	5.1%	763	4.3%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.1.9 Repeated Trips in Opposite Direction

Responses to whether the passengers would make the exact same trip in the opposite direction is seen in Table 9-11 Series. Approximately thirty-eight percent (38.1%) of all transit passengers indicated they made or will make the exact same trip in the opposite direction on the same day. Of those passengers, 52.2% indicated they will make the exact same trip past 3pm as seen in Table 9-11 Series.

**Table 9-11a. Trip in Opposite Direction (DCTA Riders)**

<b>DCTA</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	1,652	62.9%	10,935	61.9%
Yes	976	37.1%	6,731	38.1%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-9b. Boarding Time of Trip in Opposite Direction (DCTA Riders)**

<b>DCTA</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	102	10.5%	552	8.2%
9am - 12pm	93	9.5%	810	12.0%
12pm - 3pm	226	23.2%	1,851	27.5%
3pm - 7pm	429	44.0%	2,937	43.6%
After 7 pm	126	12.9%	580	8.6%
<b>Grand Total</b>	<b>976</b>	<b>100.0%</b>	<b>6,731</b>	<b>100.0%</b>

### 9.1.10 Trip Frequency

Table 9-12 shows the frequency that the passenger makes the reported trip. Approximately fifty-six percent (56.6%) of all transit passengers reported that they use transit 2-4 times per week, compared to 28.3% of transit passengers reported that they use transit 5 days or more per week as shown in Table 9-12.

**Table 9-12. Trip Frequency (DCTA Riders)**

<b>DCTA</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	66	2.5%	413	2.3%
5 days / week	739	28.1%	4,599	26.0%
Once a week	167	6.4%	1,187	6.7%
2-4 times / week	1,335	50.8%	9,990	56.6%
2-3 times / month	130	4.9%	607	3.4%
Once a month	51	1.9%	209	1.2%
Less than once a month	140	5.3%	659	3.7%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.1.11 Trip Planning Tools

Table 9-13 Series presents the trip planning tools used by DCTA riders to plan their one-way trip. Approximately forty-three percent (43.7%) of transit riders did not do any sort of trip planning, compared to 34.5% of riders that used paper schedules, and 9.3% of riders who used the On-Line Agency Trip Planner as shown in Table 9-13a. Half (50%) indicated they chose their transit path because it was the only way they knew and 20.3% indicated they chose their transit path because it was the shortest amount of time as shown in Table 9-13b.

**Table 9-13a. Trip Planning Tools (DCTA Riders)**

<b>DCTA</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	217	8.3%	1,638	9.3%
Call Customer Service	80	3.0%	523	3.0%
Go Pass App	52	2.0%	326	1.8%
Google Transit	240	9.1%	1,227	6.9%
Use paper schedules	869	33.1%	6,103	34.5%
Other	17	0.6%	131	0.7%
Did not do any trip planning	1,153	43.9%	7,717	43.7%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-13b. Reason for Choosing Path (DCTA Riders)**

<b>DCTA</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Easiest transfers	87	3.3%	524	3.0%
Fewest transfers	60	2.3%	376	2.1%
Least crowded	181	6.9%	1,063	6.0%
Only route I can use/get to	191	7.3%	1,393	7.9%
Only way I know	1,262	48.0%	8,841	50.0%
Short amount of time	558	21.2%	3,583	20.3%
Shortest walking distance	289	11.0%	1,884	10.7%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>



## 9.2 Pass/Payment Characteristics

### 9.2.1 Pass Type

The Pass Type used by DCTA Riders is shown in Table 9-14. Approximately sixty percent (60.2%) of transit riders used a UNT Student ID, compared to 16.3% of riders that used a Connect Pass, and 9.8% of riders who used a Local System Pass as shown in Table 9-14.

**Table 9-14. Pass Type (DCTA Riders)**

<b>DCTA</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
DCTA-Connect	551	21.0%	2,886	16.3%
DCTA-Local System	354	13.5%	1,735	9.8%
DCTA-Local System University Pass	133	5.1%	580	3.3%
DCTA-NCTC Student ID	22	0.8%	90	0.5%
DCTA-Regional University Pass	74	2.8%	398	2.3%
DCTA-UNT Student ID	1,313	50.0%	10,640	60.2%
Reduced	31	1.2%	178	1.0%
Regional	150	5.7%	1,158	6.6%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.2.2 Pass Duration

The Pass Duration used by DCTA Riders is shown in Table 9-15. Approximately sixty-four percent (64.5%) of transit riders used a University Full semester/Summer Pass, compared to 23.5% of riders that used a One-Day Pass, and 3.9% of riders who used a Monthly Pass as shown in Table 9-15.

**Table 9-15. Pass Duration (DCTA Riders)**

<b>DCTA</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
DCTA-Single one-way trip	132	5.0%	563	3.2%
2-hour pass	94	3.6%	352	2.0%
DCTA-One-day pass	742	28.2%	4,144	23.5%
7-day pass	36	1.4%	272	1.5%
DCTA-Monthly (31 Day pass)	112	4.3%	686	3.9%
DCTA-University Full semester/summer	1,465	55.7%	11,401	64.5%
Annual pass	47	1.8%	249	1.4%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### ***9.2.3 Pass Duration by Pass Type/Ethnicity***

The Table 9-16 Series compares Pass Duration to Pass Type and Race/Ethnicity. Approximately fifty-eight percent (58.7%) of all riders that used a DCTA-UNT Student ID Pass for The University Full Semester/Summer, compared to 11.9% of riders that used a Connect Pass for a One-Day Pass, and 6.6% of riders that used a DCTA-Local System Pass for a One-Day Pass as shown in Table 9-16a.

Approximately twenty-seven percent (27.6%) of DCTA transit riders were White with a pass duration of University Full Semester/Summer, and Approximately twenty-seven percent (27.2%) of transit rider were Black/African American with a pass duration of University Full Semester/Summer as shown in Table 9-16b.

Table 9-16c and Table 9-16d shows further breakdown by race/ethnicity ridership and pass duration ridership.

**Table 9-16a. Pass Type by Pass Duration (DCTA Riders)**

<b>DCTA</b>								
Pass type by Pass Duration	2-hour pass	DCTA-Single one-way trip	DCTA-One-day pass	7-day pass	DCTA-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
DCTA-Connect	1.3%	2.4%	11.9%	0.2%	0.1%	0.4%	0.0%	16.3%
DCTA-Local System	0.5%	0.4%	6.6%	0.4%	0.9%	0.8%	0.1%	9.8%
DCTA-Local System University Pass	0.0%	0.1%	1.4%	0.0%	0.0%	1.7%	0.0%	3.3%
DCTA-NCTC Student ID	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.1%	0.5%
DCTA-Regional University Pass	0.0%	0.0%	0.1%	0.0%	0.0%	2.0%	0.0%	2.3%
DCTA-UNT Student ID	0.1%	0.0%	0.7%	0.3%	0.2%	58.7%	0.2%	60.2%
Reduced	0.1%	0.1%	0.2%	0.0%	0.1%	0.4%	0.1%	1.0%
Regional	0.0%	0.1%	2.4%	0.6%	2.5%	0.1%	0.7%	6.6%
<b>Grand Total</b>	<b>2.0%</b>	<b>3.2%</b>	<b>23.5%</b>	<b>1.5%</b>	<b>3.9%</b>	<b>64.5%</b>	<b>1.4%</b>	<b>100.0%</b>

**Table 9-16b. Race/Ethnicity by Pass Duration (DCTA Riders)**

<b>DCTA</b>								
Race/Ethnicity by Pass Duration	2-hour pass	DCTA-Single one-way trip	DCTA-One-day pass	7-day pass	DCTA-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.5%
Asian	0.2%	0.1%	1.1%	0.0%	0.1%	2.8%	0.0%	4.3%
Black / African American	0.7%	1.2%	10.9%	0.4%	1.4%	27.2%	0.5%	42.4%
Hispanic / Latino	0.3%	0.8%	3.7%	0.2%	0.2%	6.2%	0.0%	11.4%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%	0.3%
White	0.7%	1.1%	7.5%	0.9%	2.1%	27.6%	0.9%	40.8%
Other	0.0%	0.0%	0.1%	0.0%	0.0%	0.3%	0.0%	0.3%
<b>Grand Total</b>	<b>2.0%</b>	<b>3.2%</b>	<b>23.5%</b>	<b>1.5%</b>	<b>3.9%</b>	<b>64.5%</b>	<b>1.4%</b>	<b>100.0%</b>

**Table 9-16c. Race/Ethnicity by Pass Duration: Race Ethnicity Ridership (DCTA Riders)**

<b>DCTA</b>								
Race/Ethnicity by Pass Duration	2-hour pass	DCTA-Single one-way trip	DCTA-One-day pass	7-day pass	DCTA-Monthly (31 Day pass)	DCTA-University Full	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	12.5%	0.0%	0.0%	0.0%	87.5%	0.0%	<b>100.0%</b>
Asian	0.0%	0.5%	36.2%	4.7%	20.3%	38.3%	0.0%	<b>100.0%</b>
Black / African American	1.3%	3.3%	37.2%	6.0%	19.3%	25.4%	7.4%	<b>100.0%</b>
Hispanic / Latino	5.0%	7.4%	42.1%	9.6%	0.0%	35.8%	0.0%	<b>100.0%</b>
Native Hawaiian / Pacific Islander	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	<b>100.0%</b>
White	3.1%	5.4%	27.1%	7.8%	26.6%	21.9%	8.1%	<b>100.0%</b>
Other	0.0%	0.0%	59.1%	0.0%	40.9%	0.0%	0.0%	<b>100.0%</b>
<b>Grand Total</b>	<b>2.6%</b>	<b>4.8%</b>	<b>33.9%</b>	<b>7.3%</b>	<b>19.3%</b>	<b>25.9%</b>	<b>6.2%</b>	<b>100.0%</b>

**Table 9-16d. Race/Ethnicity by Pass Duration: Pass Duration Ridership (DCTA Riders)**

<b>DCTA</b>								
Race/Ethnicity by Pass Duration	DCTA-Single one-way trip	DCTA-One-day pass	DCTA-Monthly (31 Day pass)	DCTA-University Full	2-hour pass	7-day pass	Annual pass	Grand Total
American Indian / Alaska Native	0.7%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	<b>0.3%</b>
Asian	0.4%	3.7%	3.6%	5.1%	0.0%	2.2%	0.0%	<b>3.4%</b>
Black / African American	23.0%	36.7%	33.4%	32.9%	16.5%	27.6%	40.4%	<b>33.4%</b>
Hispanic / Latino	25.1%	20.3%	0.0%	22.6%	30.9%	21.6%	0.0%	<b>16.3%</b>
Native Hawaiian / Pacific Islander	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	<b>0.9%</b>
White	50.8%	36.4%	62.5%	38.6%	52.6%	48.6%	59.6%	<b>45.4%</b>
Other	0.0%	0.4%	0.5%	0.0%	0.0%	0.0%	0.0%	<b>0.2%</b>
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

## 9.2.4 Pass Payment

Table 9-17 shows the pass payment for DCTA Riders. Approximately sixty-two percent (62.2%) of rider's Transit Pass was either a Gift/Free/No Charge, compared to 29.6% of riders used Cash to purchase their Transit Pass, or 7.7% of riders purchased their Transit Pass with Credit/Debit Card as shown in Table 9-17.

**Table 9-17. Pass Payment (DCTA Riders)**

<b>DCTA</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	997	37.9%	5,234	29.6%
Credit / Debit card	235	8.9%	1,357	7.7%
Gift / Free / No Charge	1,382	52.6%	10,995	62.2%
Payroll deduction	14	0.5%	79	0.4%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

## 9.2.5 Employer-Subsidized Pass

Table 9-18 Series displays the use of employer-subsidized passes by DCTA riders. Nearly eighty-five percent (84.8%) of transit riders with an Annual Pass or Monthly Pass, did not receive their pass through their employer as shown in Table 9-18a. Over one-quarter (26.9%) of transit riders with an employer subsidize ticket, indicated their employers paid 100 percent of the ticket price as shown in Table 9-18b.

**Table 9-18a. Employer-Subsidized Pass (DCTA Riders)**

<b>DCTA</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	133	83.6%	792	84.8%
Yes	26	16.4%	142	15.2%
<b>Grand Total</b>	<b>159</b>	<b>100.0%</b>	<b>934</b>	<b>100.0%</b>

**Table 9-18b. Employer-Subsidized Pass Percentage (DCTA Riders)**

<b>DCTA</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
30	2	7.7%	10	7.1%
40	3	11.5%	19	13.3%
45	1	3.8%	3	2.2%
50	3	11.5%	21	15.1%
55	1	3.8%	1	0.7%
60	1	3.8%	5	3.2%
65	1	3.8%	12	8.8%
75	2	7.7%	21	14.5%
80	3	11.5%	3	1.8%
100	8	30.8%	38	26.9%
% Not Provided	1	3.8%	9	6.4%
<b>Grand Total</b>	<b>26</b>	<b>100%</b>	<b>142</b>	<b>100%</b>

## 9.2.6 Location of Ticket Purchase

The location that DCTA riders purchased their ticket is shown in Table 9-19. Approximately fifty-four percent (54.1%) of transit riders paid for their pass at a School/University compared to 23.3% of riders that bought their pass on the bus as shown in Table 9-19.

**Table 9-19. Location of Ticket Purchase (DCTA Riders)**

<b>DCTA</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	17	0.6%	119	0.7%
Denton County Transit Center	92	3.5%	456	2.6%
Go Pass/Smart Phone	64	2.4%	357	2.0%
On the bus	786	29.9%	4,114	23.3%
Public agency (social services)	16	0.6%	78	0.4%
Sales outlet (like a grocery store)	4	0.2%	28	0.2%
School/university	1,259	47.9%	9,560	54.1%
The T offices	16	0.6%	134	0.8%
Ticket machine	171	6.5%	1,015	5.7%
Transit agency website	7	0.3%	57	0.3%
Other	196	7.5%	1,747	9.9%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

## 9.3 Household Demographics

### 9.3.1 Vehicle Availability

The Table 9-20 Series show the number of household vehicles and vehicle availability for DCTA riders. Approximately forty-three percent (43.1%) of transit riders indicated their household does not own a working vehicle, compared to 30.2% of riders with one working vehicle in their household, and 26.6% of riders with two or more working vehicles in their household as shown in Table 9-20a. Of the riders who indicated they had at least one working vehicle in their household, 54.1% indicated they could use one of their vehicles for their current trip as shown in Table 9-20b.

**Table 9-20a. Working Vehicles in Household (DCTA Riders)**

<b>DCTA</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	1,047	39.8%	7,616	43.1%
One (1)	856	32.6%	5,334	30.2%
Two (2)	565	21.5%	3,466	19.6%
Three (3)	124	4.7%	944	5.3%
Four or more (4+)	36	1.4%	306	1.7%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-20b. Vehicle Availability (DCTA Riders that indicated have at least one working vehicle)**

<b>DCTA</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	766	48.5%	4,616	45.9%
Yes	815	51.5%	5,434	54.1%
<b>Grand Total</b>	<b>1,581</b>	<b>100.0%</b>	<b>10,050</b>	<b>100.0%</b>

### **9.3.2 Total Number of Household Members**

Table 9-21 shows the number of household members. Approximately half (51.1%) of transit riders indicated they live in a household with one to two members, compared to 43.1% of riders living in a household of three to four members, and 5.9% of riders with a household of five or more members as shown in Table 9-21.

**Table 9-21. Total Number of Household Members (DCTA Riders)**

<b>DCTA</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	206	7.8%	1,273	7.2%
Two (2)	1,023	38.9%	7,758	43.9%
Three (3)	758	28.8%	4,852	27.5%
Four (4)	448	17.0%	2,750	15.6%
Five (5)	148	5.6%	850	4.8%
Six (6)	32	1.2%	133	0.8%
Seven (7)	4	0.2%	14	0.1%
Eight (8)	4	0.2%	11	0.1%
Nine (9)	2	0.1%	16	0.1%
Ten or More (10+)	3	0.1%	9	0.0%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### **9.3.3 Total Number of Employed Household Members**

Table 9-22 shows the total number of employed household members. Approximately forty-six percent (46.1%) of transit riders indicated two household members are employed on at least a part-time basis, compared to 20.1% of riders living in a household with one employed household member, and 19.5% of riders with a household of three or more employed members. Approximately fourteen percent (14.3%) indicated no members of their household are employed on at least a part-time basis as shown in Table 9-22.

**Table 9-22. Total Number of Employed Household Members (DCTA Riders)**

<b>DCTA</b>				
Total Number of Employed Household Members	# Records	% Records	Weighted Value	% Weighted Value
None (0)	303	11.5%	2,520	14.3%
One (1)	505	19.2%	3,546	20.1%
Two (2)	1,237	47.1%	8,147	46.1%
Three (3)	472	18.0%	2,737	15.5%
Four (4)	100	3.8%	657	3.7%
Five (5)	7	0.3%	47	0.3%
Six (6)	1	0.0%	3	0.0%
Seven (7)	1	0.0%	3	0.0%
Eight (8)	1	0.0%	3	0.0%
Ten or More (10+)	1	0.0%	3	0.0%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.3.4 Total Household Income

The total household income of DCTA riders is displayed in Table 9-23. Approximately fifty-one percent (51.9%) of transit riders indicated their annual household income was below \$35,000, compared to 8.3% of riders who indicated their annual household income was above \$50,000 as shown in Table 9-23.

**Table 9-23. Total Household Income (DCTA Riders)**

<b>DCTA</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	254	9.7%	2,100	11.9%
\$12,000-\$19,999	387	14.7%	2,999	17.0%
\$20,000 - \$23,999	351	13.4%	2,504	14.2%
\$24,000 - \$34,999	271	10.3%	1,549	8.8%
\$35,000 - \$49,999	279	10.6%	1,552	8.8%
\$50,000-\$74,999	130	4.9%	865	4.9%
\$75,000 or more	75	2.9%	596	3.4%
Don't know / Refused	881	33.5%	5,501	31.1%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>



## 9.4 Personal Demographics

### 9.4.1 Employment Status

Table 9-24 shows the employment status of DCTA riders. Approximately seventy-one percent (71.2%) of riders reported that they are employed on at least a part-time basis as shown in Table 9-24.

**Table 9-24. Employment Status (DCTA Riders)**

<b>DCTA</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	956	36.4%	5,370	30.4%
Employed part-time	1,008	38.4%	7,211	40.8%
Not currently employed but seeking work	370	14.1%	2,844	16.1%
Not currently employed and not seeking work	268	10.2%	2,110	11.9%
Homemaker	7	0.3%	36	0.2%
Retired	19	0.7%	95	0.5%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.2 Student Status

Table 9-25 shows the student status of DCTA riders. Nearly seventy-three percent (72.9%) of riders indicated they are a College/University student on at least a part-time basis as shown in Table 9-25.

**Table 9-25. Student Status (DCTA Riders)**

<b>DCTA</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	1,588	60.4%	12,000	67.9%
Yes - Part Time college/university	164	6.2%	889	5.0%
Yes - vocational/technical/trade school	5	0.2%	62	0.3%
Yes - K-12th grade	8	0.3%	34	0.2%
Not a student	863	32.8%	4,681	26.5%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.3 Driver's License

Table 9-26 displays whether DCTA riders have a valid driver's license. Approximately eighty-three percent (83.3%) of riders indicated they have a valid driver's license shown in Table 9-26.

**Table 9-26. Driver's License (DCTA Riders)**

<b>DCTA</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	532	20.2%	2,945	16.7%
Yes	2,096	79.8%	14,721	83.3%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.4 Visitor Status

The visitor status of DCTA riders is shown in Table 9-27. Approximately ninety-four percent (94.4%) of riders indicated they are a local residence to the NCTCOG region as shown in Table 9-27.

**Table 9-27. Visitor Status (DCTA Riders)**

<b>DCTA</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	2,470	94.0%	16,674	94.4%
Yes	158	6.0%	992	5.6%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.5 Disability Status

The disability status of DCTA riders is presented in Table 9-28. Nearly ninety-eight percent (98.1%) of riders indicated that they did not have a disability as shown in Table 9-28.

**Table 9-28. Disability Status (DCTA Riders)**

<b>DCTA</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	2,574	97.9%	17,338	98.1%
Yes	34	1.3%	221	1.3%
No answer	20	0.8%	107	0.6%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.6 Age of Transit Rider

The age ranges of DCTA riders can be viewed in Table 9-29. Approximately sixty-seven percent (67.6%) of riders were between the ages of 18 and 24, compared to 25.7% of riders between the ages of 25 and 34, and 6.5% of riders aged 35 and over as shown in Table 9-29.

**Table 9-29. Age of Transit Rider (DCTA Riders)**

<b>DCTA</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	12	0.5%	45	0.3%
18-24	1,615	61.5%	11,946	67.6%
25-34	784	29.8%	4,535	25.7%
35-44	137	5.2%	652	3.7%
45-54	44	1.7%	287	1.6%
55-64	26	1.0%	137	0.8%
65+	10	0.4%	64	0.4%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.7 Race/Ethnicity

Table 9-30 shows the race/ethnicity of DCTA riders. Approximately forty-two percent (42.4%) of all transit riders identified themselves as Black/African American, 40.8% identified themselves as White, and 11.4% identified themselves as Hispanic/Latino as shown in Table 9-30.

**Table 9-30. Race/Ethnicity of Transit Rider (DCTA Riders)**

<b>DCTA</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	11	0.4%	80	0.5%
Asian	109	4.1%	762	4.3%
Black / African American	1,070	40.7%	7,482	42.4%
Hispanic / Latino	336	12.8%	2,022	11.4%
Native Hawaiian / Pacific Islander	11	0.4%	60	0.3%
White	1,077	41.0%	7,200	40.8%
Other	14	0.5%	60	0.3%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.8 Gender

The gender of DCTA riders is presented in Table 9-31. Approximately fifty-six percent (56.8%) of all transit riders were female passengers as shown in Table 9-31.

**Table 9-31. Gender of Transit Rider (DCTA Riders)**

<b>DCTA</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
Female	1,501	57.1%	10,029	56.8%
Male	1,127	42.9%	7,637	43.2%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

### 9.4.9 Transit Riders that Speak another Language besides English at home

The language spoken at the home of DCTA riders is displayed in Table 9-32 Series. Approximately eight percent (8.07%) of riders indicated they spoke a language other than English at home as shown in Table 9-32a.

Of those riders that indicated they spoke another language besides English at home, Spanish (70.3%) is the most popular Language spoken at home other than English as shown in Table 9-32b.

Of those riders that indicated they spoke another language besides English at home, 95.3% indicated they spoke English Well or Very Well as shown in Table 9-32c.

**Table 9-32a. Transit Riders that Speak another Language besides English at home (DCTA Riders)**

<b>DCTA</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	2,407	91.6%	16,241	91.9%
Yes	221	8.4%	1,425	8.1%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

**Table 9-32b. Other Languages Spoken at Home (DCTA Riders)**

<b>DCTA</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
AMERICAN SIGN LANGUAGE (ASL)	2	0.9%	15	1.1%
Arabic, Standard	8	3.6%	34	2.4%
Chinese	3	1.4%	27	1.9%
Chinese, Mandarin	4	1.8%	32	2.2%
French	8	3.6%	54	3.8%
German	2	0.9%	13	0.9%
Hawaiian	1	0.5%	3	0.2%
Hindi	1	0.5%	2	0.2%
Jamaican	1	0.5%	17	1.2%
Japanese	7	3.2%	72	5.0%
Korean	6	2.7%	65	4.5%
Old Japanese	1	0.5%	17	1.2%
Russian	1	0.5%	5	0.3%
Spanish	165	74.7%	1,002	70.3%
Telugu	1	0.5%	6	0.4%
Thai	1	0.5%	1	0.1%
Vietnamese	7	3.2%	52	3.7%
Not Provided	2	0.9%	8	0.5%
<b>Grand Total</b>	<b>221</b>	<b>100.0%</b>	<b>1,425</b>	<b>100.0%</b>

**Table 9-32c. Transit Riders: English Ability (DCTA Riders)**

<b>DCTA</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Less than well	13	5.9%	67	4.7%
Very well	115	52.0%	735	51.6%
Well	93	42.1%	623	43.7%
<b>Grand Total</b>	<b>221</b>	<b>100.0%</b>	<b>1,425</b>	<b>100.0%</b>

### 9.4.10 Future Participation

Table 9-33 shows interest in future participation in surveys by DCTA riders. Approximately sixty-nine percent (69.4%) of all transit riders indicated they were interested in future participation of surveys/focus groups about transit issues as shown in Table 9-33.

**Table 9-33. Future Participation (DCTA Riders)**

<b>DCTA</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	854	32.5%	5,401	30.6%
Yes	1,774	67.5%	12,265	69.4%
<b>Grand Total</b>	<b>2,628</b>	<b>100.0%</b>	<b>17,666</b>	<b>100.0%</b>

This chapter highlights selected demographic and trip-related findings from the survey based on the The T System. Four major categories are presented regarding the survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household demographics, and (4) Rider demographics. The database used for the tables in this chapter and all transit agency chapters was expanded based on weekday unlinked weight factors created during the data expansion process. The database was expanded to the agency's total daily ridership. The contents of each table include total survey records, weighted values, and their percentages.

## 10.1 Travel Characteristics

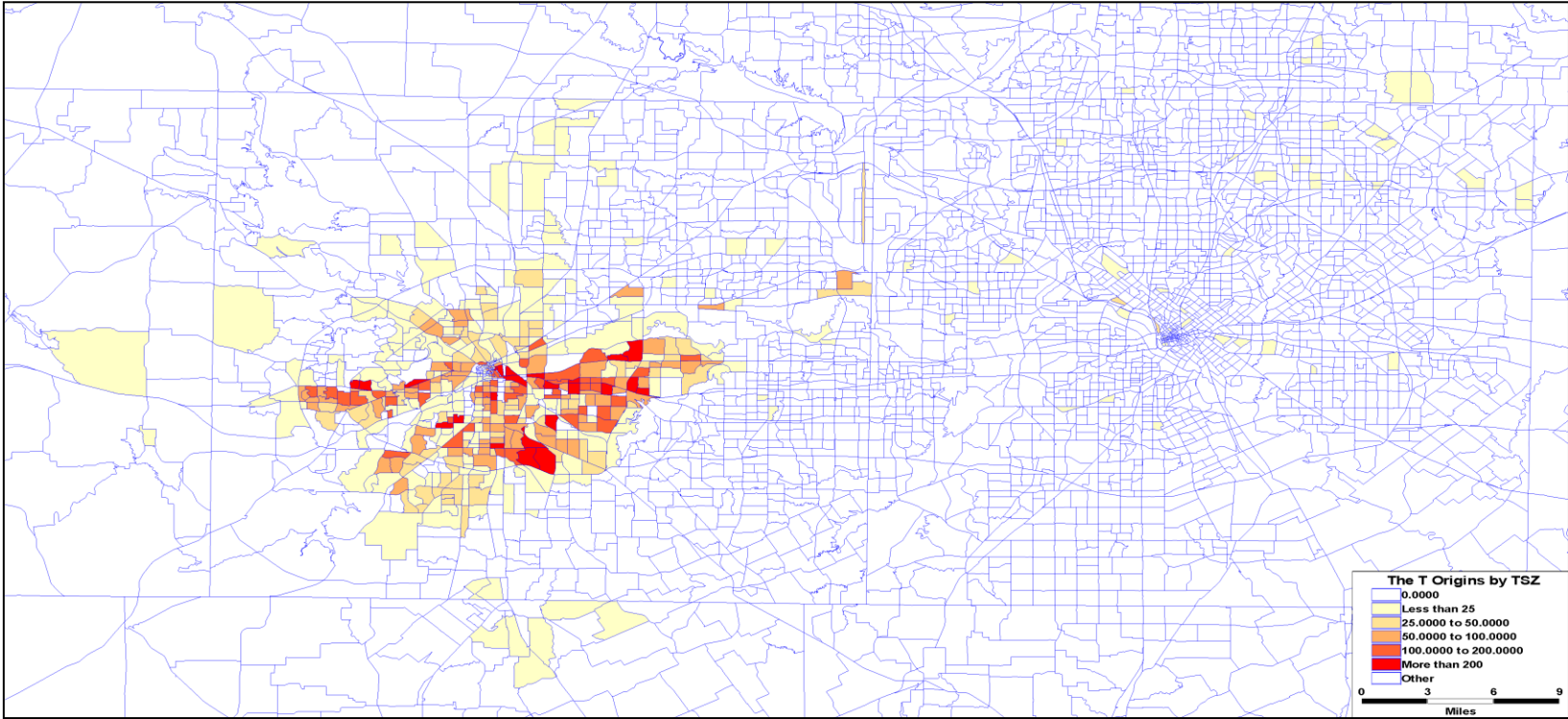
### 10.1.1 Types of Places Riders are COMING FROM

Table 10-1 shows that the types of places from which The T riders are coming. Table 10-1 indicates that for The T, approximately 14,500 trips per day originate from the user's home, approximately 5,400 trips originate from their workplace, and approximately 1,400 trips originate from shopping. Figure 11 shows the distribution of The T riders' origin.

**Table 10-1. Types of Places Riders are Coming From (The T Riders)**

<b>The T</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	4	0.1%	16	0.1%
College/University (student only)	136	3.5%	942	3.4%
Eating/Dining Out	121	3.1%	842	3.1%
Hotel	1	0.0%	9	0.0%
Medical appointment/doctor's visit	63	1.6%	580	2.1%
Other work related	48	1.2%	315	1.2%
Personal business (bank, post office, etc)	180	4.7%	1,241	4.5%
Pick up/drop off someone (daycare, school, etc)	25	0.6%	159	0.6%
Recreation (movies, fishing, etc)	52	1.4%	320	1.2%
School (K-12)	43	1.1%	278	1.0%
Shopping	185	4.8%	1,421	5.2%
Sightseeing	5	0.1%	33	0.1%
Social visits (friends/relatives)	192	5.0%	1,176	4.3%
Your Home	2,033	52.8%	14,559	53.2%
Your usual WORKPLACE	763	19.8%	5,456	19.9%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

Figure 11 Geocoded Map of Transit Rider's Origin (The T Riders)



## 10.1.2 How Passengers Access Public Transit

How passengers first access public transit for their one-way trip by service type is shown in Table 10-2. A large majority of all transit riders (91.6%) indicated that they accessed public transit by walking, compared to (4.2%) of transit riders that reported accessing public transit by first riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking as shown in Table 10-2.

**Table 10-2a. Mode to Access Public Transit (The T Riders)**

<b>The T</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	114	3.0%	900	3.3%
Drove alone and parked	68	1.8%	345	1.3%
Drove or rode with others and parked	5	0.1%	39	0.1%
Shuttle	4	0.1%	46	0.2%
Walked all the way	3,539	91.9%	25,050	91.6%
Walked part of the way (got dropped off and then	16	0.4%	138	0.5%
Was dropped off by someone	70	1.8%	564	2.1%
Wheelchair/scooter	35	0.9%	265	1.0%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-3b. Walk Distance to Access Public Transit (The T Riders)**

<b>The T</b>				
Walk Distance (Access)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	1,398	39.5%	9,760	39.0%
One (1)	782	22.1%	5,199	20.8%
Two (2)	828	23.4%	5,975	23.9%
Three (3)	356	10.1%	2,691	10.7%
Four (4)	77	2.2%	556	2.2%
Five (5)	29	0.8%	247	1.0%
Six (6)	25	0.7%	222	0.9%
Seven (7)	5	0.1%	50	0.2%
Eight (8)	13	0.4%	132	0.5%
Nine (9)	2	0.1%	12	0.0%
Ten or more (10+)	24	0.7%	206	0.8%
<b>Grand Total</b>	<b>3,539</b>	<b>100.0%</b>	<b>25,050</b>	<b>100.0%</b>



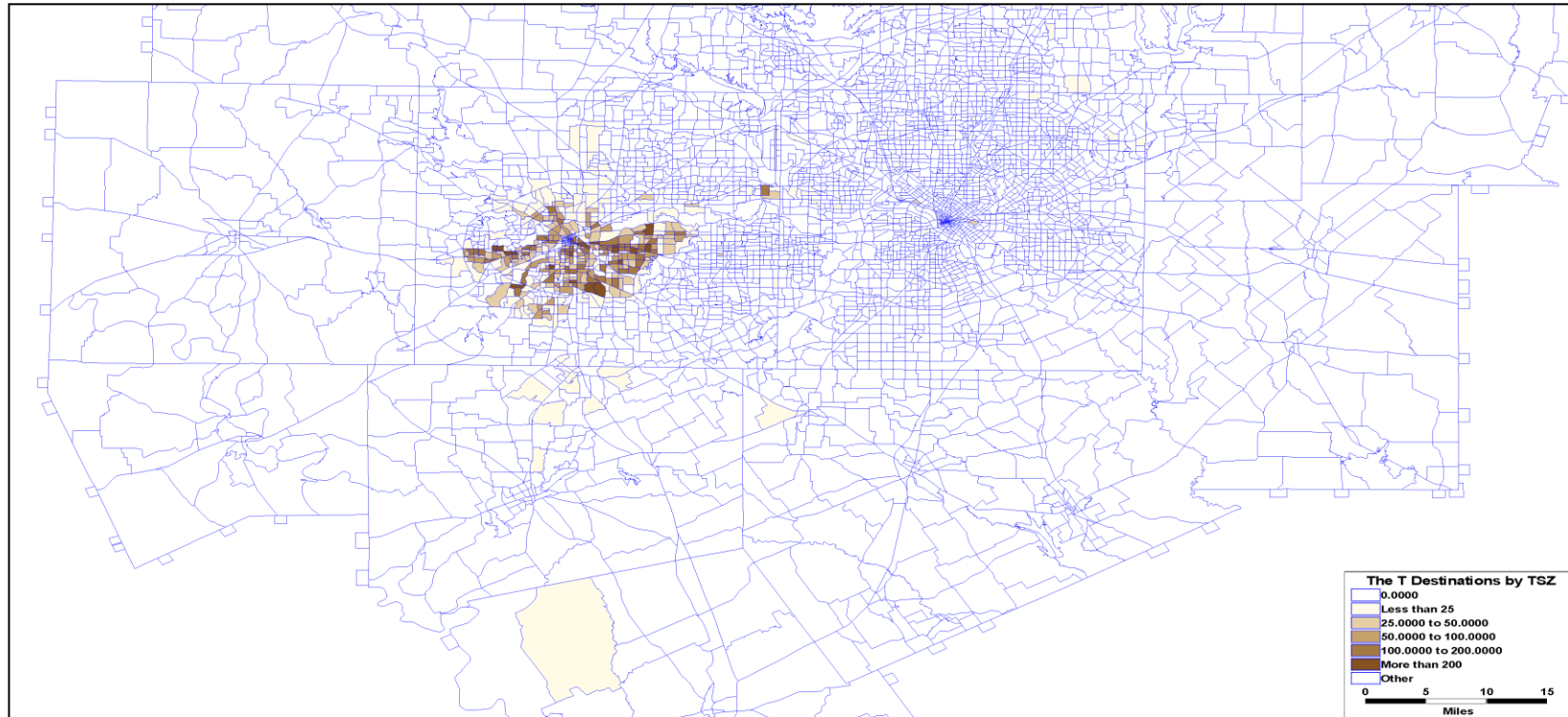
### 10.1.3 Types of Places Riders are COMING FROM

The types of places The T riders are going to is presented in Table 10-4. Table 10-4 indicates that for The T, approximately 10,300 trips per day terminates at the user's home, approximately 6,700 trips terminate at a workplace, and nearly 2,100 trips terminate at a personal business location. Figure 12 shows the distribution of The T riders' destination.

**Table 10-4. Types of Places Riders are Going To (The T Riders)**

<b>The T</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	3	0.1%	21	0.1%
College/University (student only)	218	5.7%	1,315	4.8%
Eating/Dining Out	192	5.0%	1,095	4.0%
Hotel	2	0.1%	9	0.0%
Medical appointment/doctor's visit	111	2.9%	883	3.2%
Other work related	54	1.4%	367	1.3%
Personal business (bank, post office, etc)	279	7.2%	2,094	7.7%
Pick up/drop off someone (daycare, school, etc)	56	1.5%	405	1.5%
Recreation (movies, fishing, etc)	60	1.6%	423	1.5%
School (K-12)	36	0.9%	210	0.8%
Shopping	218	5.7%	1,601	5.9%
Sightseeing	16	0.4%	113	0.4%
Social visits (friends/relatives)	247	6.4%	1,706	6.2%
Sporting event	2	0.1%	23	0.1%
Your Home	1,421	36.9%	10,374	37.9%
Your usual WORKPLACE	936	24.3%	6,710	24.5%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Figure 12 Geocoded Map of Transit Rider's Destination (The T Riders)**



### 10.1.4 How Passengers Traveled from Transit to Their Final Destination

Table 10-5 shows how passengers traveled from transit to their final destination. The majority of all transit passengers (93.8%) indicated that they walk to their final destination after using public transit, compared to (2.3%) of transit riders that reported reaching their final destination by riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking as shown in Table 10-5.

**Table 10-5a. Egress Mode to Destination (The T Riders)**

<b>The T</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	43	1.1%	301	1.1%
Bike	104	2.7%	798	2.9%
Get in a parked vehicle & drive alone	50	1.3%	260	0.9%
Get in a parked vehicle & drive/ride with others	6	0.2%	27	0.1%
Shuttle	1	0.0%	8	0.0%
Walk all the way	3,610	93.7%	25,665	93.8%
Walk part of the way (will walk then get picked up)	3	0.1%	43	0.2%
Wheelchair/scooter	34	0.9%	245	0.9%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-6b. Egress Walk Distance to Destination (The T Riders)**

<b>The T</b>				
Walk Distance (Egress)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	1,388	38.4%	9,699	37.8%
One (1)	843	23.4%	5,571	21.7%
Two (2)	791	21.9%	5,874	22.9%
Three (3)	416	11.5%	3,132	12.2%
Four (4)	92	2.5%	772	3.0%
Five (5)	31	0.9%	210	0.8%
Six (6)	24	0.7%	173	0.7%
Seven (7)	4	0.1%	24	0.1%
Eight (8)	2	0.1%	15	0.1%
Nine (9)	2	0.1%	16	0.1%
Ten or more (10+)	17	0.5%	179	0.7%
<b>Grand Total</b>	<b>3,610</b>	<b>100.0%</b>	<b>25,665</b>	<b>100.0%</b>

### 10.1.5 Trip Purpose

The Table 10-7 Series show origin type, destination type, and trip purpose. Home-based workplace trips accounted for approximately forty-two percent (42.8%) of all trips completed on public transit. Of all trips, 14.7% were home-based Personal Business and 10.2% were home-based social recreation as show in Table 10-7c.

**Table 10-7a. Origin Group Type (The T Riders)**

<b>The T</b>				
Origin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	25	0.6%	159	0.6%
Airport	4	0.1%	16	0.1%
Eating Out	121	3.1%	842	3.1%
Education College	136	3.5%	942	3.4%
Education K12	43	1.1%	278	1.0%
Home	2,033	52.8%	14,559	53.2%
Personal Business	243	6.3%	1,821	6.7%
shopping	185	4.8%	1,421	5.2%
Social and Recreational Activities	249	6.5%	1,529	5.6%
Work	811	21.1%	5,771	21.1%
Other	1	0.0%	9	0.0%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-7b. Destination Group Type (The T Riders)**

<b>The T</b>				
Destin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	56	1.5%	405	1.5%
Airport	3	0.1%	21	0.1%
Eating Out	192	5.0%	1,095	4.0%
Education College	218	5.7%	1,315	4.8%
Education K12	36	0.9%	210	0.8%
Home	1,421	36.9%	10,374	37.9%
Personal Business	390	10.1%	2,977	10.9%
shopping	218	5.7%	1,601	5.9%
Social and Recreational Activities	325	8.4%	2,265	8.3%
Work	990	25.7%	7,077	25.9%
Other	2	0.1%	9	0.0%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-7c. Trip Purpose (The T Riders)**

<b>The T</b>				
<b>Trip Purpose</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
Home-Based Accompany	57	1.5%	384	1.4%
Home-Based Airport	6	0.2%	27	0.1%
Home-Based Eating Out	178	4.6%	1,208	4.4%
Home-Based Education College	319	8.3%	2,018	7.4%
Home-Based Education K12	70	1.8%	415	1.5%
Home-Based Personal Business	522	13.6%	4,030	14.7%
Home-Based Shopping	303	7.9%	2,338	8.5%
Home-Based Social Recreation	378	9.8%	2,797	10.2%
Home-Based Work	1,621	42.1%	11,717	42.8%
Non-home-Based Other	229	5.9%	1,362	5.0%
Non-home-Based Work	168	4.4%	1,053	3.8%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

To determine the Top 5 Census Tract Attractions, the Origin and Destinations of the transit survey records were converted to production and attractions:

- If the trip purpose was home-based and the origin was home, the production was the origin, and the attraction was the destination.
- If the trip purpose was home-based and the destination was home, the production was the destination, and the attraction was the origin.
- Otherwise, the production was the origin, and the attraction was the destination.

#### The T - Top 5 Census Tract Attractions (See Figure 13 Series)

1. Census Tract 48439123300 is in the Fort Worth CBD. Popular attractions within the census tract are the Fort Worth Intermodal Transportation Center, Convention Center, various hotels and various work establishments.
2. Census Tract 48 439101402 is located in in east Fort Worth. Popular attractions include medical offices, restaurants, fitness, and work establishments
3. Census Tract 48 439123000 is located at Ridgmar Mall in Fort Worth, where the attractions include shopping, and eating establishments.
4. Census Tract 48 439104503 is located at La Gran Plaza in Fort Worth, where the attractions include La Gran Plaza, Everest College Fort Worth South, and various businesses for shopping, eating, and healthcare.

Census Tract 48 439105902 is located in Southeast Fort Worth. Attractions include Tarrant County College – South Campus and various government offices.

Figure 13a Map of Census Tracts producing trips to #1 The T attraction Census Tract

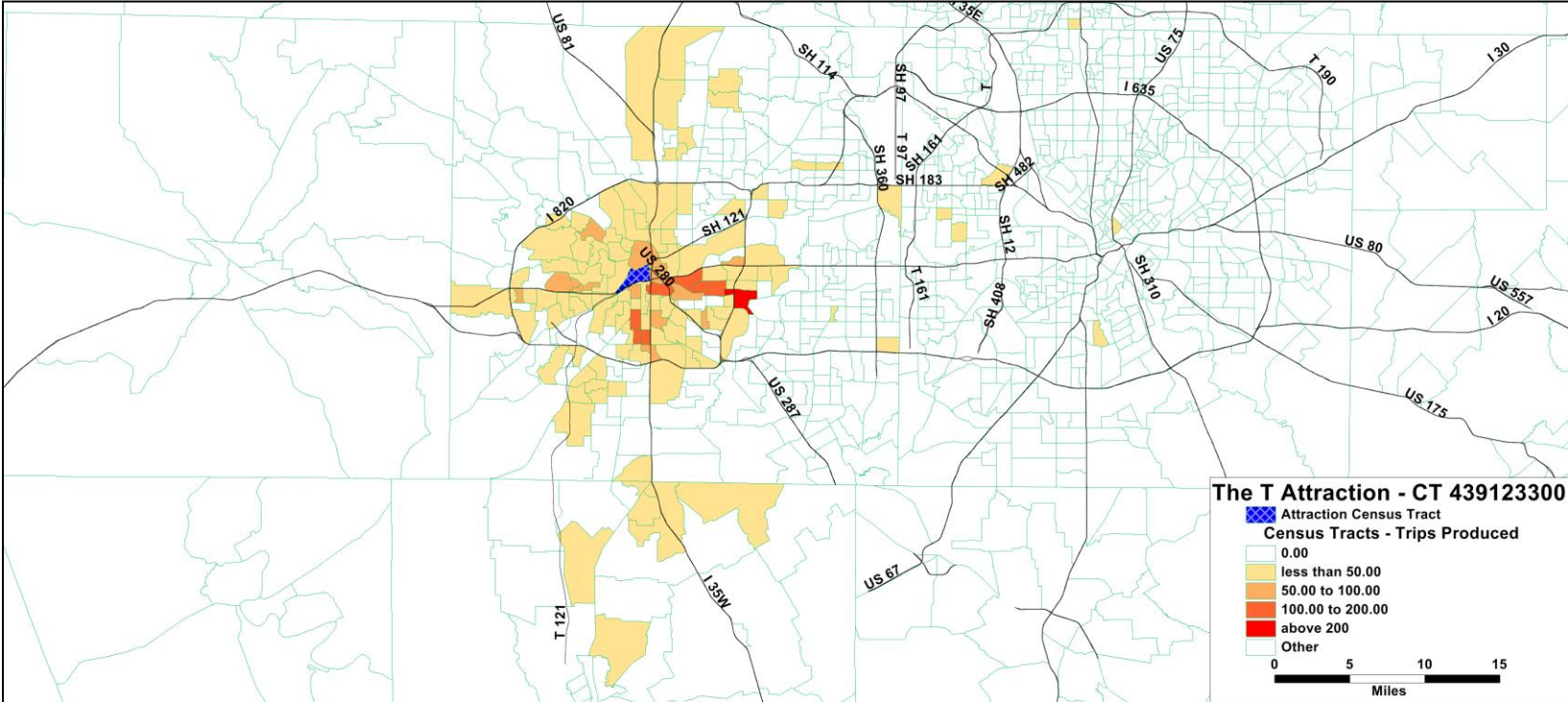


Figure 13b Map of Census Tracts producing trips to #2 The T attraction Census Tract

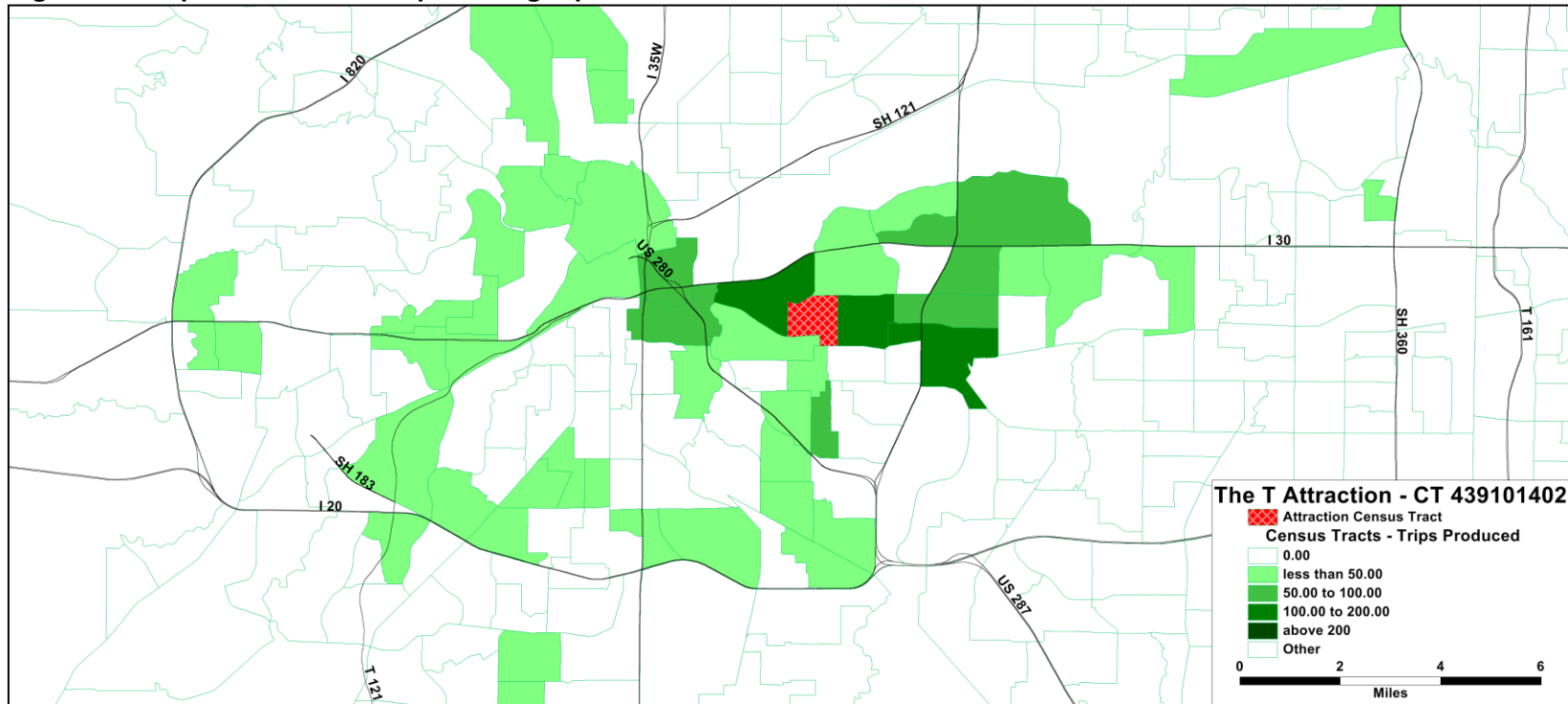
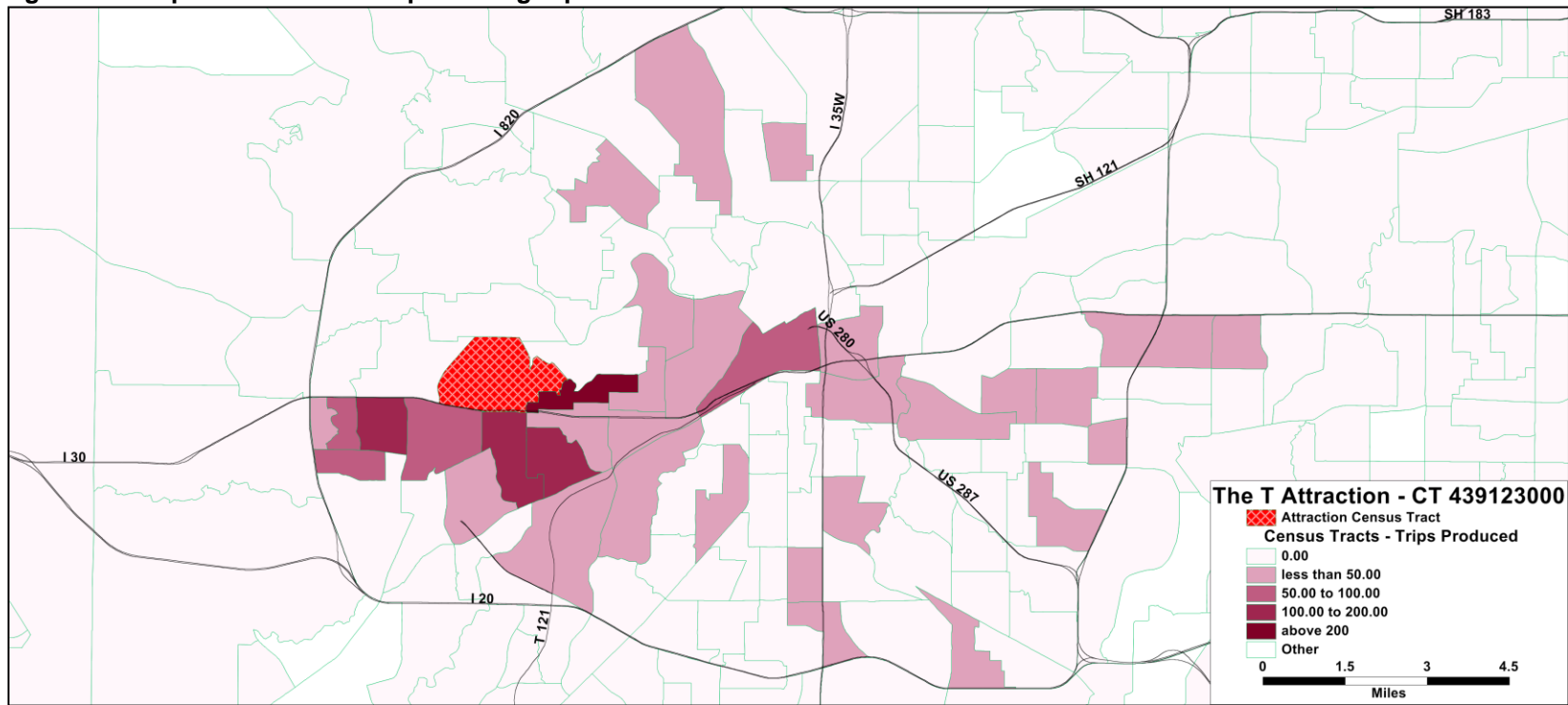
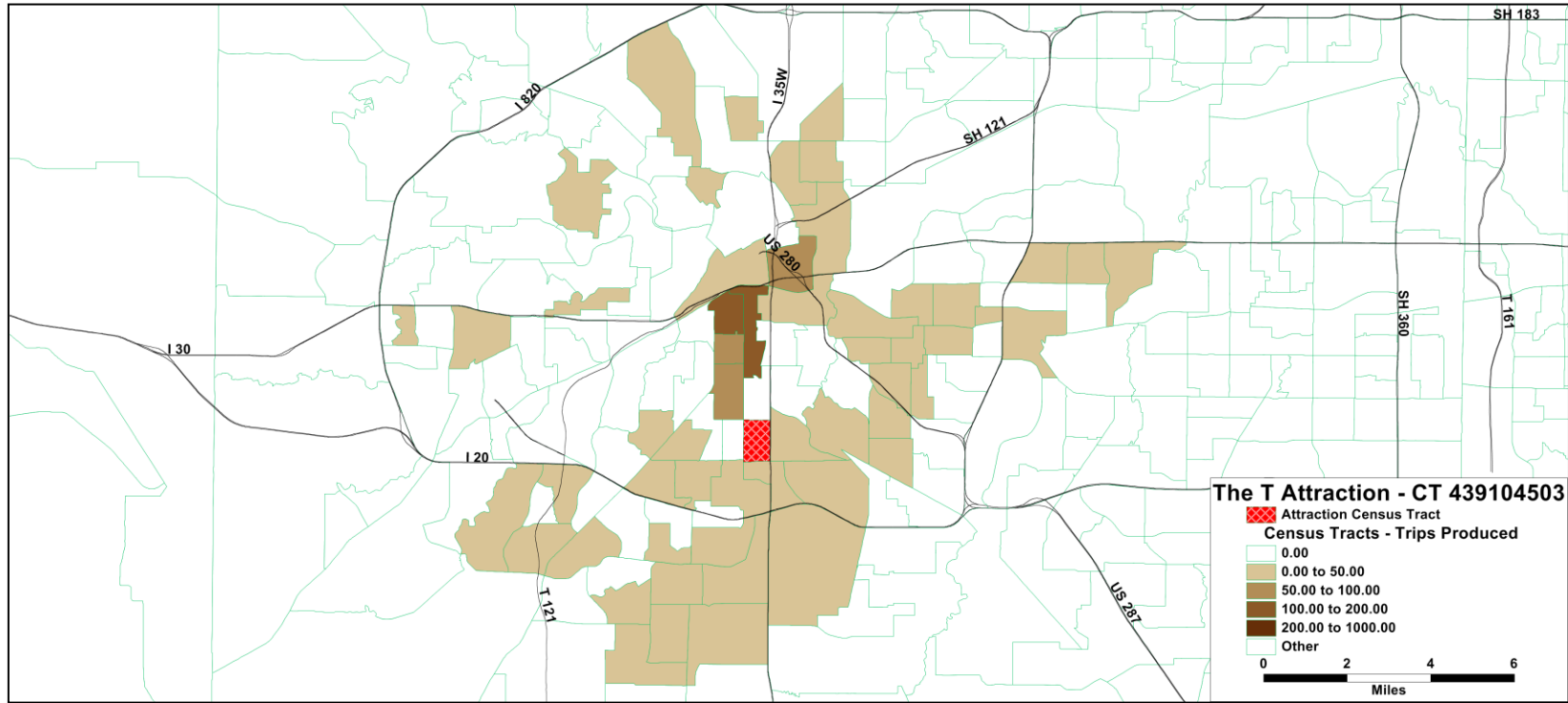


Figure 13c Map of Census Tracts producing trips to #3 The T attraction Census Tract





**Figure 13d Map of Census Tracts producing trips to #4 The T attraction Census Tract**





### 10.1.6 Total Number of Routes Used

Table 10-8 shows the total number of routes used in the one-way trip by The T riders. Most public transit users (65.4%) only used one route for their one-way trip. Of all transit passengers, 24.9% used two routes during their trip and only 9.7% used three or more routes. An average of 1.5 routes was used by The T passengers for their one-way trip as shown in Table 10-8.

**Table 10-8. Total Number of Routes Used (The T Riders)**

<b>The T</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	2,627	68.2%	17,897	65.4%
2	866	22.5%	6,812	24.9%
3	304	7.9%	2,288	8.4%
4	53	1.4%	344	1.3%
5	1	0.0%	7	0.0%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.5</b>			

### 10.1.7 Transit Modes Used

Table 10-9 evaluates trips based on whether the rider used Bus only, Rail only, or Bus/Rail (a combination of bus and Rail) to complete their one-way trip. Most public transit passengers used Bus Only (94.9%) for their one-way trip. Approximately five percent (5.1%) of transit passengers used Bus/Rail for their one-way trip as shown in Table 10-9.

**Table 10-9. Transit Modes Used (The T Riders)**

<b>The T</b>				
Modes Used	# Records	% Records	Weighted Value	% Weighted Value
BUS ONLY	3,636	94.4%	25,960	94.9%
BUS/RAIL	215	5.6%	1,388	5.1%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.1.8 Transit Wait Time

Transit Wait Time was measured for riders on their surveyed route. The wait time is categorized as Initial Wait Time if the surveyed route is the first route on the one-way trip. The wait time is categorized as Transfer Wait Time if the rider transferred to the surveyed route on the one-way trip. Approximately seventy percent (70%) of riders indicated their initial wait time was between 0-9 minutes. The average initial wait time is 6 minutes 31 seconds as seen in Table 10-10a. Seventy percent (70.2%) of Riders with a prior transfer had a transfer wait time between 0-9 minutes. The average transfer wait time is 6 minutes 21 seconds as seen in Table 10-10b.

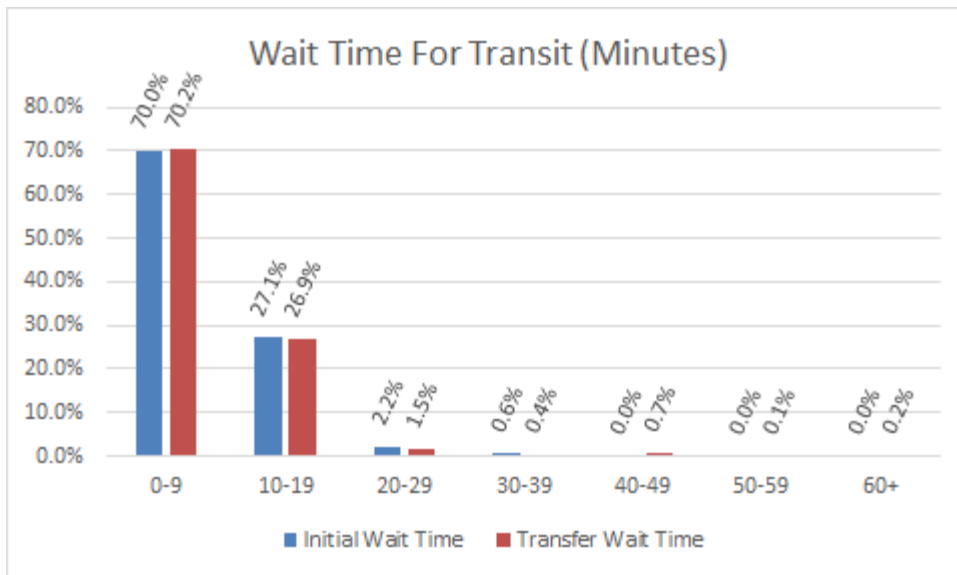
**Table 10-10a. Initial Wait Time (The T Riders)**

<b>The T</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	2,211	68.7%	15,311	70.0%
10-19	917	28.5%	5,926	27.1%
20-29	70	2.2%	482	2.2%
30-39	18	0.6%	126	0.6%
40-49	2	0.1%	4	0.0%
60+	1	0.0%	10	0.0%
<b>Grand Total</b>	<b>3,219</b>	<b>100.0%</b>	<b>21,859</b>	<b>100.0%</b>
<b>Average Initial Wait Time</b>	<b>06:31</b>			

**Table 10-10b. Transfer Wait Time (The T Riders)**

<b>The T</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	413	65.3%	3,856	70.2%
10-19	197	31.2%	1,478	26.9%
20-29	11	1.7%	81	1.5%
30-39	3	0.5%	23	0.4%
40-49	6	0.9%	36	0.7%
50-59	1	0.2%	3	0.1%
60+	1	0.2%	12	0.2%
<b>Grand Total</b>	<b>632</b>	<b>100.0%</b>	<b>5,489</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>06:21</b>			

**Table 10-10c. Wait Time Comparison (The T Riders)**



### 10.1.9 Distribution of Boarding Time

Table 10-11 shows the distribution of surveys by time period. A total of 801 surveys were collected before 9am, 724 surveys were collected from 9am to 12pm, 950 surveys were collected from 12pm to 3pm, 1,068 surveys were collected between 3pm and 7pm, and 308 surveys were collected past 7pm.

**Table 10-11. Time Boarded Surveyed Route (The T Riders)**

<b>The T</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	801	20.8%	5,643	20.6%
9am - 12pm	724	18.8%	5,766	21.1%
12pm - 3pm	950	24.7%	6,111	22.3%
3pm - 7pm	1,068	27.7%	8,032	29.4%
After 7 p.m.	308	8.0%	1,796	6.6%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.1.10 Repeated Trips in Opposite Direction

Responses to whether the passengers would make the exact same trip in the opposite direction is seen in Table 10-12 series. Nearly forty-one percent (40.9%) transit passengers indicated they made or will make the exact same trip in the opposite direction in the same day. Of those passengers, 65.4% indicated they will make the exact same trip past 3pm as seen in Table 10-12 Series.

**Table 10-12a. Trip in Opposite Direction (The T Riders)**

<b>The T</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	2,254	58.5%	16,155	59.1%
Yes	1,597	41.5%	11,192	40.9%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-12b. Boarding Time of Trip in Opposite Direction (The T Riders)**

<b>The T</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	208	13.0%	1,274	11.4%
9am - 12pm	140	8.8%	965	8.6%
12pm - 3pm	228	14.3%	1,635	14.6%
3pm - 7pm	739	46.3%	5,140	45.9%
After 7 pm	282	17.7%	2,179	19.5%
<b>Grand Total</b>	<b>1,597</b>	<b>100.0%</b>	<b>11,192</b>	<b>100.0%</b>

### 10.1.11 Trip Frequency

Table 10-13 shows the frequency that the passenger makes the reported trip. Approximately forty-four percent (44.8%) of all transit passengers reported that they use transit every day or at least 5 days per week. Nearly one-fourth (24.5%) of transit passengers reported that they use transit 2-4 times per week.

**Table 10-13. Trip Frequency (The T Riders)**

<b>The T</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	210	5.5%	1,525	5.6%
5 days / week	1,494	38.8%	10,721	39.2%
Once a week	269	7.0%	1,854	6.8%
2-4 times / week	956	24.8%	6,700	24.5%
2-3 times / month	454	11.8%	3,015	11.0%
Once a month	170	4.4%	1,373	5.0%
Less than once a month	298	7.7%	2,159	7.9%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.1.12 Trip Planning Tools

Table 10-14a presents the trip planning tools used by The T riders to plan their one-way trip. Approximately forty-eight percent (48.1%) of transit riders did not do any sort of trip planning, compared to 28.2% of riders that used paper schedules, and 12.4% of riders who used Google Transit as shown in Table 10-14a. Table 10-14b displays the reason why The T riders chose their path for their one-way trip. Thirty-three percent (33.5%) indicated they chose their transit path because it was the only way they knew and 32.9% indicated they chose their transit path because it was the shortest amount of time as shown in Table 10-14b.

**Table 10-14a. Trip Planning Tools (The T Riders)**

<b>The T</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	77	2.0%	529	1.9%
Call Customer Service	196	5.1%	1,417	5.2%
Go Pass App	151	3.9%	956	3.5%
Google Transit	514	13.3%	3,387	12.4%
Use paper schedules	1,111	28.8%	7,719	28.2%
Other	26	0.7%	173	0.6%
Did not do any trip planning	1,776	46.1%	13,166	48.1%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-14b. Reason for Choosing Path (The T Riders)**

<b>The T</b>				
Reason for Choosing Path	# Records	% Records	Weighted Value	% Weighted Value
Easiest transfers	150	3.9%	1,291	4.7%
Fewest transfers	153	4.0%	1,063	3.9%
Least crowded	224	5.8%	1,451	5.3%
Only route I can use/get to	356	9.2%	2,316	8.5%
Only way I know	1,211	31.4%	9,172	33.5%
Shortest amount of time	1,292	33.5%	8,991	32.9%
Shortest walking distance	465	12.1%	3,063	11.2%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

## 10.2 Pass/Payment Characteristics

### 10.2.1 Pass Type

The Pass Type used by THE T Riders is shown in Table 10-15. Approximately three-quarters (78%) of transit riders used a Local Bus Pass, compared to 12.4% of riders that used a Reduced Local Pass, and 4.2% of riders who used a Regional Pass.

**Table 10-15. Pass Type (The T Riders)**

<b>The T</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
THET-Jury Summons	13	0.3%	72	0.3%
THET-Local Bus	2,999	77.9%	21,318	78.0%
THET-MITS+1	77	2.0%	586	2.1%
THET-Reduced Local Bus	483	12.5%	3,387	12.4%
THET-TRE 1-Zone	70	1.8%	527	1.9%
Reduced	45	1.2%	320	1.2%
Regional	164	4.3%	1,138	4.2%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### **10.2.2 Pass Duration**

The Pass Duration used by The T Riders is shown in Table 10-16. Nearly seventy-three percent (72.8%) of transit riders used a Single Day Pass, compared to 11.7% of riders that used a Monthly Pass, and 7.9% of riders who used a 2-Hour Pass.

**Table 10-16. Pass Duration (The T Riders)**

<b>The T</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	306	7.9%	2,154	7.9%
THET-Day pass	2,789	72.4%	19,919	72.8%
7-day pass	85	2.2%	617	2.3%
THET-Monthly pass	438	11.4%	3,207	11.7%
Annual pass	233	6.1%	1,450	5.3%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### **10.2.3 Pass Duration by Pass Type/Ethnicity**

The Table 10-17 Series compares Pass Duration to Pass Type and Race/Ethnicity. Nearly sixty-five percent (64.9%) of transit riders used a Local Bus Pass for Single Day Service, compared to 5.5% of riders that used a Local Bus Pass for 2-Hour Service, and 4.8% of riders who used a Reduced Local Bus Pass for Single Day Service as shown in Table 10-17a.

Approximately thirty-eight percent (38.7%) of transit riders were Black/African American using a Single Day Pass. Approximately twenty percent (20.7%) of transit rider were White using a Single Day Pass as shown in Table 10-17b.

Table 10-17c and Table 10-17d shows further breakdown by race/ethnicity ridership and pass duration ridership.



**Table 10-17a. Pass Type by Pass Duration (The T Riders)**

<b>The T</b>						
Pass type by Pass Duration	2-hour pass	THET-Day pass	7-day pass	THET-Monthly pass	Annual pass	Grand Total
THET-Jury Summons	0.0%	0.3%	0.0%	0.0%	0.0%	0.3%
THET-Local Bus	5.2%	64.7%	1.7%	5.1%	1.3%	77.9%
THET-MITS+1	0.0%	0.2%	0.0%	0.2%	1.6%	2.0%
THET-Reduced Local Bus	2.3%	4.8%	0.3%	4.2%	1.0%	12.5%
THET-TRE 1-Zone	0.4%	0.6%	0.2%	0.3%	0.4%	1.8%
Reduced	0.0%	0.2%	0.0%	0.6%	0.4%	1.2%
Regional	0.1%	1.7%	0.1%	1.1%	1.3%	4.3%
<b>Grand Total</b>	<b>7.9%</b>	<b>72.4%</b>	<b>2.2%</b>	<b>11.4%</b>	<b>6.1%</b>	<b>100.0%</b>

**Table 10-17b. Race/Ethnicity by Pass Duration (The T Riders)**

<b>The T</b>						
Race/Ethnicity by Pass Duration	2-hour pass	THET-Day pass	7-day pass	THET-Monthly pass	Annual pass	Grand Total
American Indian / Alaska Native	0.1%	0.3%	0.0%	0.0%	0.0%	0.4%
Asian	0.4%	1.2%	0.1%	0.1%	0.3%	2.1%
Black / African American	4.5%	38.7%	1.1%	5.3%	2.0%	51.5%
Hispanic / Latino	1.4%	11.8%	0.5%	2.1%	0.6%	16.4%
Native Hawaiian / Pacific Islander	0.0%	0.1%	0.0%	0.0%	0.0%	0.2%
White	1.5%	20.7%	0.5%	4.1%	2.4%	29.3%
Other	0.0%	0.0%	0.1%	0.1%	0.0%	0.2%
<b>Grand Total</b>	<b>7.9%</b>	<b>72.8%</b>	<b>2.3%</b>	<b>11.7%</b>	<b>5.3%</b>	<b>100.0%</b>

**Table 10-17c. Race/Ethnicity by Pass Duration: Race Ethnicity Ridership (The T Riders)**

<b>The T</b>						
Race/Ethnicity by Pass Duration	2-hour pass	THET-Day pass	7-day pass	THET-Monthly pass	Annual pass	Grand Total
American Indian / Alaska Native	1.6%	0.4%	0.0%	0.2%	0.4%	<b>0.4%</b>
Asian	4.5%	1.7%	3.2%	0.8%	6.2%	<b>2.1%</b>
Black / African American	57.1%	53.1%	46.6%	45.4%	36.9%	<b>51.5%</b>
Hispanic / Latino	17.3%	16.2%	23.4%	18.2%	10.5%	<b>16.4%</b>
Native Hawaiian / Pacific Islander	0.2%	0.2%	0.0%	0.2%	0.0%	<b>0.2%</b>
White	19.2%	28.5%	24.0%	34.7%	45.5%	<b>29.3%</b>
Other	0.1%	0.0%	2.7%	0.6%	0.6%	<b>0.2%</b>
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Table 10-17d. Race/Ethnicity by Pass Duration: Pass Duration Ridership (The T Riders)**

<b>The T</b>						
Race/Ethnicity by Pass Duration	2-hour pass	THET-Day pass	7-day pass	THET-Monthly pass	Annual pass	Grand Total
American Indian / Alaska Native	28.8%	59.7%	0.0%	6.7%	4.8%	<b>100.0%</b>
Asian	17.1%	59.4%	3.5%	4.2%	15.8%	<b>100.0%</b>
Black / African American	8.7%	75.1%	2.0%	10.3%	3.8%	<b>100.0%</b>
Hispanic / Latino	8.3%	72.1%	3.2%	13.0%	3.4%	<b>100.0%</b>
Native Hawaiian / Pacific Islander	10.1%	75.2%	0.0%	14.7%	0.0%	<b>100.0%</b>
White	5.2%	70.9%	1.9%	13.9%	8.2%	<b>100.0%</b>
Other	4.6%	4.3%	34.5%	39.0%	17.7%	<b>100.0%</b>
<b>Grand Total</b>	<b>7.9%</b>	<b>72.8%</b>	<b>2.3%</b>	<b>11.7%</b>	<b>5.3%</b>	<b>100.0%</b>

## 10.2.4 Pass Payment

Table 10-18 shows the pass payment for THE T Riders. Approximately eighty-one percent (81.2%) of transit riders paid with Cash to purchase their Transit Pass, compared to 9.4% of riders that paid with a Credit/Debit Card to purchase their Transit Pass, and 8.6% of riders received their Transit Pass either as a Gift/Free/No Charge as shown in Table 10-18.

**Table 10-18. Pass Payment (The T Riders)**

<b>The T</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	3,059	79.4%	22,198	81.2%
Credit / Debit card	382	9.9%	2,575	9.4%
Gift / Free / No Charge	365	9.5%	2,360	8.6%
Payroll deduction	45	1.2%	215	0.8%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

## 10.2.5 Employer-Subsidized Pass

Table 10-19 Series displays the use of employer-subsidized passes by The T riders. Approximately thirty-five percent (35.3%) of transit riders with an Annual Pass or Monthly Pass, receive their pass through their employer as shown in Table 10-19a. Over sixty percent (61.1%) of transit riders with an employer subsidize ticket, indicated their employers paid 100 percent of the ticket price as shown in Table 10-19b.

**Table 10-19a. Employer-Subsidized Pass (The T Riders)**

<b>The T</b>				
<b>By respondents who indicated pass duration was "Annual Pass" or "Monthly Pass" only</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	420	62.6%	3,013	64.7%
Yes	251	37.4%	1,644	35.3%
<b>Grand Total</b>	<b>671</b>	<b>100.0%</b>	<b>4,657</b>	<b>100.0%</b>

**Table 10-19b. Employer-Subsidized Pass (By Percentage)**

<b>The T</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
15	2	0.8%	13	0.8%
30	3	1.2%	15	0.9%
40	1	0.4%	7	0.4%
49	1	0.4%	4	0.2%
50	26	10.4%	159	9.7%
55	1	0.4%	15	0.9%
60	5	2.0%	39	2.4%
65	1	0.4%	3	0.2%
75	3	1.2%	37	2.2%
80	13	5.2%	54	3.3%
90	9	3.6%	32	2.0%
98	1	0.4%	2	0.1%
100	167	66.5%	1,164	70.8%
% Not Provided	18	7.2%	101	6.1%
<b>Grand Total</b>	<b>251</b>	<b>100%</b>	<b>1644</b>	<b>100%</b>

### 10.2.6 Location of Ticket Purchase

The location that The T riders purchased their ticket is shown in Table 10-20. Approximately seventy-three percent (73.4%) of transit riders paid for their pass on the bus, compared to 8.8% of riders that bought their pass through the Transit Agency office/store/center, and 4.7% of riders bought their pass through the Public Agency (Social Services).

**Table 10-20. Location of Ticket Purchase (The T Riders)**

<b>The T</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	16	0.4%	173	0.6%
Denton County Transit Center	6	0.2%	47	0.2%
Go Pass/Smart Phone	161	4.2%	1,103	4.0%
On the bus	2,827	73.4%	20,076	73.4%
Public agency (social services)	165	4.3%	1,273	4.7%
Sales outlet (like a grocery store)	32	0.8%	241	0.9%
The T offices	331	8.6%	2,415	8.8%
Ticket machine	170	4.4%	1,151	4.2%
Transit agency website	31	0.8%	212	0.8%
Other	112	2.9%	657	2.4%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

## 10.3 Household Demographics

### 10.3.1 Vehicle Availability

The Table 10-21 Series shows the number of household vehicles and vehicle availability for The T riders. Nearly forty-five percent (45.6%) of transit riders indicated their household does not own a working vehicle, compared to 34% of riders that own one working vehicle in their household, and 20.5% of riders with two or more working vehicles in their household as shown in Table 10-21a. Of the riders who indicated they had at least one working vehicle in their household, 70.4% indicated they could not use one of their vehicles for their current trip as shown in Table 10-21b.

**Table 10-21a. Working Vehicles in Household (The T Riders)**

<b>The T</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	1,671	43.4%	12,457	45.6%
One (1)	1,351	35.1%	9,291	34.0%
Two (2)	718	18.6%	4,918	18.0%
Three (3)	89	2.3%	550	2.0%
Four or more (4+)	22	0.6%	132	0.5%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-21b. Vehicle Availability (Riders that indicated have at least one working vehicle) (The T Riders)**

<b>The T</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	1,471	67.5%	10,481	70.4%
Yes	709	32.5%	4,410	29.6%
<b>Grand Total</b>	<b>2,180</b>	<b>100.0%</b>	<b>14,891</b>	<b>100.0%</b>

### 10.3.2 Total Number of Household Members

Table 10-22 shows the number of household members. Approximately forty-seven percent (47.2%) of transit riders indicated they live in a household with three to four members, compared to 37% of riders living in a household of one to two members, and 15.8% of riders with a household of five or more members.

**Table 10-22. Total Number of Household Members (The T Riders)**

<b>The T</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	575	14.9%	4,047	14.8%
Two (2)	862	22.4%	6,077	22.2%
Three (3)	1,036	26.9%	7,301	26.7%
Four (4)	779	20.2%	5,618	20.5%
Five (5)	375	9.7%	2,609	9.5%
Six (6)	152	3.9%	1,109	4.1%
Seven (7)	25	0.6%	155	0.6%
Eight (8)	11	0.3%	77	0.3%
Nine (9)	5	0.1%	52	0.2%
Ten or More (10+)	31	0.8%	303	1.1%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### **10.3.3 Total Number of Employed Household Members**

Table 10-23 shows the total number of employed household members. Approximately twenty-one percent (21.6%) indicated no members of their household are employed on at least a part-time basis. Approximately thirty-five percent (35.5%) of transit riders indicated two household members are employed on at least a part-time basis, compared to 24.7% of riders living in a household with three or more employed household member, and 18.1% of riders with a household of only one employed member as shown in Table 10-23.

**Table 10-23. Total Number of Employed Household Members (The T Riders)**

<b>The T</b>				
Total Number of Employed Household Members	# Records	% Records	Weighted Value	% Weighted Value
None (0)	809	21.0%	5,915	21.6%
One (1)	692	18.0%	4,948	18.1%
Two (2)	1,383	35.9%	9,720	35.5%
Three (3)	804	20.9%	5,656	20.7%
Four (4)	133	3.5%	891	3.3%
Five (5)	17	0.4%	108	0.4%
Six (6)	6	0.2%	41	0.1%
Eight (8)	1	0.0%	11	0.0%
Ten or More (10+)	6	0.2%	58	0.2%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### **10.3.4 Total Household Income**

The total household income of The T riders is displayed in Table 10-24. Approximately fifty-five percent (55.6%) of transit riders indicated their annual household income was below \$35,000, compared to 16.2% of riders who indicated their annual household income was above \$50,000.

**Table 10-24. Total Household Income (The T Riders)**

<b>The T</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	300	7.8%	2,487	9.1%
\$12,000-\$19,999	423	11.0%	3,513	12.8%
\$20,000 - \$23,999	548	14.2%	4,256	15.6%
\$24,000 - \$34,999	764	19.8%	4,946	18.1%
\$35,000 - \$49,999	874	22.7%	5,884	21.5%
\$50,000-\$74,999	521	13.5%	3,626	13.3%
\$75,000 or more	127	3.3%	806	2.9%
Don't know / Refused	294	7.6%	1,829	6.7%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

## 10.4 Personal Demographics

### 10.4.1 Employment Status

Table 10-25 shows the employment status of The T riders. Approximately seventy-eight percent (78.4%) of riders reported that they are employed on at least a part-time basis.

**Table 10-25. Employment Status (The T Riders)**

<b>The T</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	2,506	65.1%	17,746	64.9%
Employed part-time	536	13.9%	3,686	13.5%
Not currently employed but seeking work	367	9.5%	2,837	10.4%
Not currently employed and not seeking work	236	6.1%	1,579	5.8%
Homemaker	18	0.5%	146	0.5%
Retired	188	4.9%	1,353	4.9%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.2 Student Status

Table 10-26 shows the student status of The T riders. Approximately eighty-seven percent (87.6%) of riders indicated they are not a student.

**Table 10-26. Student Status (The T Riders)**

<b>The T</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	338	8.8%	2,026	7.4%
Yes - Part Time college/university	118	3.1%	749	2.7%
Yes - vocational/technical/trade school	4	0.1%	40	0.1%
Yes - K-12th grade	83	2.2%	566	2.1%
Not a student	3,305	85.8%	23,953	87.6%
Other	3	0.1%	13	0.0%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.3 Driver's License

Table 10-27 displays whether The T riders have a valid driver's license. Approximately sixty-three percent (63.7%) of riders indicated they have a valid driver's license.

**Table 10-27. Driver's License (The T Riders)**

<b>The T</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	1,345	34.9%	9,921	36.3%
Yes	2,506	65.1%	17,427	63.7%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.4 Visitor Status

The visitor status of The T riders is shown in Table 10-28. Approximately ninety-seven percent (97.5%) of riders indicated they are a local residence to the NCTCOG region.

**Table 10-28. Visitor Status (The T Riders)**

<b>The T</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	3,747	97.3%	26,663	97.5%
Yes	104	2.7%	685	2.5%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.5 Disability Status

The disability status of The T riders is presented in Table 10-29. Approximately ninety-four percent (94.9%) of riders indicated that they did not have a disability.

**Table 10-29. Disability Status (The T Riders)**

<b>The T</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	3,661	95.1%	25,954	94.9%
Yes	173	4.5%	1,277	4.7%
No answer	17	0.4%	117	0.4%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.6 Age of Transit Rider

The age ranges of The T riders can be viewed in Table 10-30. Sixty-four percent (64%) of riders were between the ages of 18 and 34, compared to 26.2% of riders between the ages of 35 and 54, and 7.7% of riders were aged of 55 or over.



**Table 10-30. Age of The T Rider (The T Riders)**

<b>The T</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	89	2.3%	566	2.1%
18-24	955	24.8%	6,338	23.2%
25-34	1,485	38.6%	11,146	40.8%
35-44	661	17.2%	4,461	16.3%
45-54	362	9.4%	2,709	9.9%
55-64	245	6.4%	1,789	6.5%
65+	54	1.4%	338	1.2%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.7 Race/Ethnicity

Table 10-31 shows the race/ethnicity of The T riders. Fifty-one percent (51.5%) of all transit riders identified themselves as Black/African American and 29.3% identified themselves as White, and 16.4% identified themselves as Hispanic/Latino.

**Table 10-31. Race/Ethnicity of The T Rider (The T Riders)**

<b>The T</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	19	0.5%	117	0.4%
Asian	82	2.1%	566	2.1%
Black / African American	1,940	50.4%	14,080	51.5%
Hispanic / Latino	626	16.3%	4,487	16.4%
Native Hawaiian / Pacific Islander	7	0.2%	42	0.2%
White	1,171	30.4%	8,006	29.3%
Other	6	0.2%	49	0.2%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.8 Gender

The gender of The T riders is presented in Table 10-32. Fifty-three percent (53%) of all transit riders were male passengers.

**Table 10-32. Gender of The T Rider (The T Riders)**

<b>The T</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
Female	1,837	47.7%	12,844	47.0%
Male	2,014	52.3%	14,504	53.0%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

### 10.4.9 Transit Riders that Speak another Language besides English at home

The language spoken at the home of The T riders is displayed in Table 10-33Series. Approximately nine percent (9.3%) of riders indicated they spoke a language other than English at home as shown in Table 10-33a.

Of those riders that indicated they spoke another language besides English at home, Spanish (92.4%) is the most popular language spoken at home other than English as shown in Table 10-33b.

Of those riders that indicated they spoke another language besides English at home, 92.5% indicated they spoke English Well or Very Well as shown in Table 10-33c.

**Table 10-33a. The T Riders that Speak another Language besides English at home (The T Riders)**

<b>The T</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	3,509	91.1%	24,794	90.7%
Yes	342	8.9%	2,554	9.3%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27,348</b>	<b>100.0%</b>

**Table 10-33b. Other Language Spoken at Home (The T Riders)**

<b>The T</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Arabic, Standard	3	0.9%	25	1.0%
Cantonese	1	0.3%	12	0.5%
Chinese	4	1.2%	24	0.9%
Chinese, Mandarin	1	0.3%	3	0.1%
French	3	0.9%	14	0.6%
German	1	0.3%	17	0.7%
Hindi	1	0.3%	2	0.1%
Indonesian	1	0.3%	4	0.2%
Jamaican	1	0.3%	5	0.2%
Japanese	2	0.6%	23	0.9%
Judeo-Italian	1	0.3%	15	0.6%
Korean	2	0.6%	7	0.3%
Spanish	315	92.1%	2,359	92.4%
Swahili	3	0.9%	25	1.0%
Vietnamese	3	0.9%	17	0.7%
<b>Grand Total</b>	<b>342</b>	<b>100.0%</b>	<b>2,554</b>	<b>100.0%</b>

**Table 10-33c. The T Riders: English Ability (The T Riders)**

<b>The T</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Less than well	16	4.7%	136	5.3%
Not at all	6	1.8%	55	2.2%
Very well	203	59.4%	1,417	55.5%
Well	117	34.2%	946	37.0%
<b>Grand Total</b>	<b>342</b>	<b>100.0%</b>	<b>2,554</b>	<b>100.0%</b>

### 10.4.10 Future Participation

Table 10-34 shows interest in future participation in surveys by THE T riders. Approximately sixty-three percent (63.4%) of all transit riders indicated they were interested in future participation of surveys/focus groups about transit issues.

**Table 10-34. Future Participation (The T Riders)**

<b>The T</b>				
Future Participation	# Records	% Records	Weighted Value	% Weighted Value
No	1,325	34.4%	10.011	36.6%
Yes	2,526	65.6%	17.337	63.4%
<b>Grand Total</b>	<b>3,851</b>	<b>100.0%</b>	<b>27.348</b>	<b>100.0%</b>

This chapter highlights selected demographic and trip-related findings from the survey based on the TRE System. Four major categories are presented regarding the survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household demographics, and (4) Rider demographics. The database used for the tables in this chapter and all transit agency chapters was expanded based on weekday unlinked weight factors created during the data expansion process. The database was expanded to the agency's total daily ridership. The contents of each table include total survey records, weighted values, and their percentages.

## 11.1 Travel Characteristics

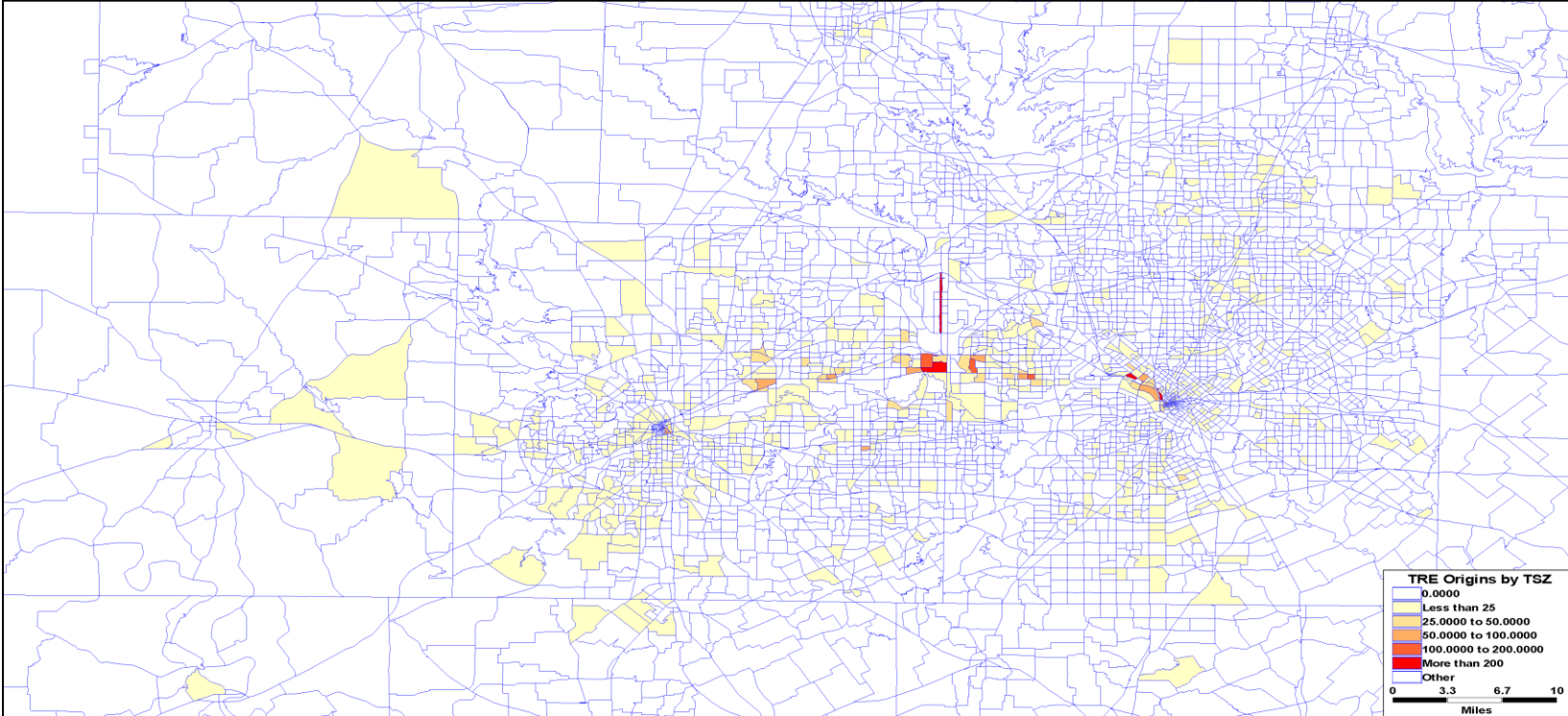
### 11.1.1 Types of Places Riders are COMING FROM

Table 11-1 shows that the types of places TRE riders are coming from. Table 11-1 indicates that for TRE, approximately 4,200 trips per day originate from the user's home, approximately 2,800 trips originate from their workplace, and nearly 450 trips originate from a social visit. Figure 14 shows the distribution of TRE riders' origin.

**Table 11-1. Types of Places Riders are Coming From (TRE Riders)**

<b>TRE</b>				
Origin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	10	0.9%	76	0.9%
College/University (student only)	34	3.1%	230	2.7%
Eating/Dining Out	16	1.5%	116	1.3%
Hotel	6	0.5%	27	0.3%
Medical appointment/doctor's visit	15	1.4%	63	0.7%
Other work related	13	1.2%	115	1.3%
Personal business (bank, post office, etc)	26	2.4%	130	1.5%
Pick up/drop off someone (daycare, school, etc)	4	0.4%	39	0.5%
Recreation (movies, fishing, etc)	9	0.8%	93	1.1%
School (K-12)	3	0.3%	16	0.2%
Shopping	5	0.5%	22	0.3%
Sightseeing	16	1.5%	120	1.4%
Social visits (friends/relatives)	66	6.0%	449	5.2%
Sporting event	4	0.4%	35	0.4%
Your Home	564	51.3%	4,267	49.3%
Your usual WORKPLACE	309	28.1%	2,848	32.9%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

Figure 14 Geocoded Map of Transit Rider's Origin (TRE Riders)



### 11.1.2 How Passengers Access Public Transit

How passengers first access public transit by service type for their one-way trip is shown in Table 11-2. A large majority of all transit riders (54.1%) indicated that they accessed public transit by walking, compared to 43.7% of transit riders that reported accessing public transit by first riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking as shown in Table 11-2.

**Table 11-2a. Mode to Access Public Transit (TRE Riders)**

<b>TRE</b>				
Access Mode	# Records	% Records	Weighted Value	% Weighted Value
Bike	28	2.5%	167	1.9%
Cab	2	0.2%	13	0.2%
Drove alone and parked	210	19.1%	1,858	21.5%
Drove or rode with others and parked	25	2.3%	191	2.2%
Shuttle	4	0.4%	20	0.2%
Walked all the way	596	54.2%	4,679	54.1%
Walked part of the way (got dropped off and then	8	0.7%	71	0.8%
Was dropped off by someone	226	20.5%	1,629	18.8%
Wheelchair/scooter	1	0.1%	16	0.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-3b. Walk Distance to Access Public Transit (TRE Riders)**

<b>TRE</b>				
Walk Distance (Access)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	184	30.9%	1,513	32.3%
One (1)	129	21.6%	1,050	22.4%
Two (2)	91	15.3%	697	14.9%
Three (3)	71	11.9%	543	11.6%
Four (4)	40	6.7%	301	6.4%
Five (5)	16	2.7%	102	2.2%
Six (6)	19	3.2%	123	2.6%
Seven (7)	7	1.2%	101	2.1%
Eight (8)	11	1.8%	71	1.5%
Nine (9)	3	0.5%	19	0.4%
Ten or more (10+)	25	4.2%	160	3.4%
<b>Grand Total</b>	<b>596</b>	<b>100.0%</b>	<b>4,679</b>	<b>100.0%</b>

### 11.1.3 Types of Places Riders are COMING FROM

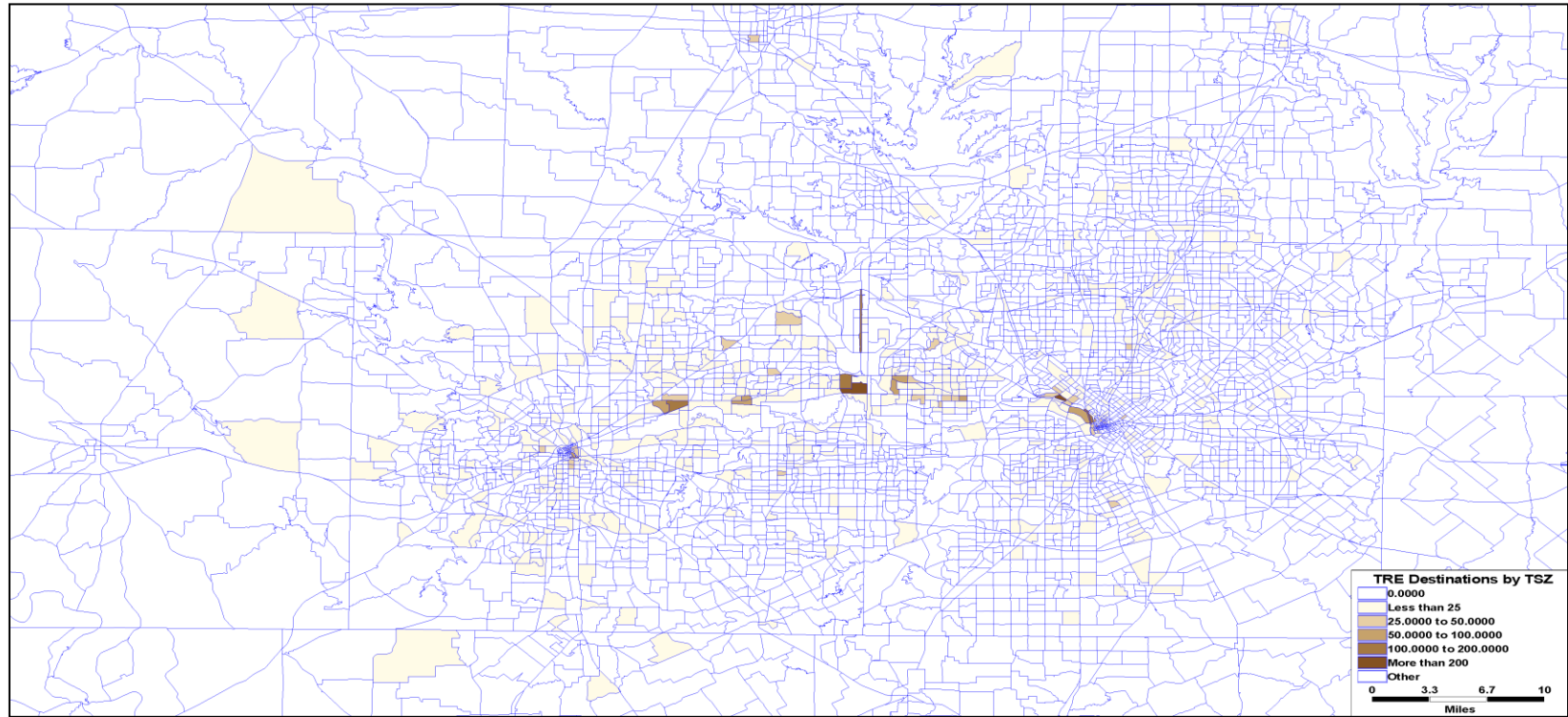
The types of places TRE riders are going to is presented in Table 11-4. Table 11-4 indicates that for TRE, approximately 3,600 trips per day terminates at the user's home, approximately 2,700 trips terminate at a workplace, and approximately 550 trips terminate at a social visit location. Figure 15 Geocoded Map of Transit Rider's Destination (TRE Riders) shows the distribution of TRE riders' destination.

**Table 11-4. Types of Places Riders are Going To (TRE Riders)**

<b>TRE</b>				
Destin Type	# Records	% Records	Weighted Value	% Weighted Value
Airport (as an air passenger)	11	1.0%	53	0.6%
College/University (student only)	41	3.7%	307	3.5%
Eating/Dining Out	13	1.2%	93	1.1%
Hotel	7	0.6%	74	0.9%
Medical appointment/doctor's visit	29	2.6%	208	2.4%
Other work related	27	2.5%	140	1.6%
Personal business (bank, post office, etc)	35	3.2%	249	2.9%
Pick up/drop off someone (daycare, school, etc)	3	0.3%	12	0.1%
Recreation (movies, fishing, etc)	19	1.7%	141	1.6%
School (K-12)	5	0.5%	36	0.4%
Shopping	16	1.5%	118	1.4%
Sightseeing	30	2.7%	145	1.7%
Social visits (friends/relatives)	86	7.8%	561	6.5%
Sporting event	14	1.3%	107	1.2%
Your Home	430	39.1%	3,684	42.6%
Your usual WORKPLACE	334	30.4%	2,720	31.5%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>



**Figure 15 Geocoded Map of Transit Rider's Destination (TRE Riders)**



### 11.1.4 How Passengers Traveled from Transit to Their Final Destination

Table 11-5 shows how passengers traveled from transit to their final destination. The majority of all transit passengers (59.2%) indicated that they walk to their final destination after using public transit, compared to 39% of transit riders that reported reaching their final destination by riding in a vehicle, whether it was driving themselves, being dropped off by someone going someplace else, cab/school bus/shuttle, or riding with others and parking as shown in Table 11-5.

**Table 11-5a. Egress Mode to Destination (TRE Riders)**

<b>TRE</b>				
Egress Mode	# Records	% Records	Weighted Value	% Weighted Value
Be picked up by someone	175	15.9%	1,342	15.5%
Bike	23	2.1%	138	1.6%
Cab	2	0.2%	14	0.2%
Get in a parked vehicle & drive alone	172	15.6%	1,610	18.6%
Get in a parked vehicle & drive/ride with others	19	1.7%	192	2.2%
Shuttle	9	0.8%	66	0.8%
Walk all the way	680	61.8%	5,121	59.2%
Walk part of the way (will walk then get picked up)	19	1.7%	148	1.7%
Wheelchair/scooter	1	0.1%	16	0.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-6b. Egress Walk Distance to Destination (TRE Riders)**

<b>TRE</b>				
Walk Distance (Egress)	# Records	% Records	Weighted Value	% Weighted Value
Less than a block	204	30.0%	1,407	27.5%
One (1)	129	19.0%	1,090	21.3%
Two (2)	118	17.4%	963	18.8%
Three (3)	75	11.0%	564	11.0%
Four (4)	48	7.1%	398	7.8%
Five (5)	31	4.6%	238	4.7%
Six (6)	20	2.9%	124	2.4%
Seven (7)	15	2.2%	78	1.5%
Eight (8)	12	1.8%	94	1.8%
Nine (9)	2	0.3%	13	0.2%
Ten or more (10+)	26	3.8%	151	3.0%
<b>Grand Total</b>	<b>680</b>	<b>100.0%</b>	<b>5,121</b>	<b>100.0%</b>

### 11.1.5 Trip Purpose

The Table 11-7 Series show origin type, destination type, and trip purpose. Home-based workplace trips accounted for sixty-three percent (63%) of all trips completed on public transit. Of all trips, 13.8% were home-based Social Recreation and 5.6% were home-based Education College as show in Table 11-7c.

**Table 11-7a. Origin Group Type (TRE Riders)**

<b>TRE</b>				
Origin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	4	0.4%	39	0.5%
Airport	10	0.9%	76	0.9%
Eating Out	16	1.5%	116	1.3%
Education College	34	3.1%	230	2.7%
Education K12	3	0.3%	16	0.2%
Home	564	51.3%	4,267	49.3%
Personal Business	41	3.7%	193	2.2%
Shopping	5	0.5%	22	0.3%
Social and Recreational Activities	95	8.6%	697	8.1%
Work	322	29.3%	2,962	34.3%
Other	6	0.5%	27	0.3%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-7b. Destination Group Type (TRE Riders)**

<b>TRE</b>				
Destin Group Type	# Records	% Records	Weighted Value	% Weighted Value
Accompanying/helping others and travel-related	3	0.3%	12	0.1%
Airport	11	1.0%	53	0.6%
Eating Out	13	1.2%	93	1.1%
Education College	41	3.7%	307	3.5%
Education K12	5	0.5%	36	0.4%
Home	430	39.1%	3,684	42.6%
Personal Business	64	5.8%	457	5.3%
Shopping	16	1.5%	118	1.4%
Social and Recreational Activities	149	13.5%	954	11.0%
Work	361	32.8%	2,860	33.1%
Other	7	0.6%	74	0.9%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-7c. Trip Purpose (TRE Riders)**

<b>TRE</b>				
Trip Purpose	# Records	% Records	Weighted Value	% Weighted Value
Home-Based Accompany	5	0%	25	0%
Home-Based Airport	11	1%	72	1%
Home-Based Eating Out	21	2%	124	1%
Home-Based Education College	66	6%	481	6%
Home-Based Education K12	5	0%	41	0%
Home-Based Personal Business	74	7%	457	5%
Home-Based Shopping	14	1%	84	1%
Home-Based Social Recreation	173	16%	1,191	14%
Home-Based Work	622	57%	5,450	63%
Home-Based Other	2	0%	21	0%
Non-home-Based Other	54	5%	354	4%
Non-home-Based Work	53	5%	345	4%
<b>Grand Total</b>	<b>1,100</b>	<b>100%</b>	<b>8,646</b>	<b>100%</b>

To determine the Top 5 Census Tract Attractions, the Origin and Destinations of the transit survey records were converted to production and attractions:

- If the trip purpose was home-based and the origin was home, the production was the origin, and the attraction was the destination.
- If the trip purpose was home-based and the destination was home, the production was the destination, and the attraction was the origin.
- Otherwise, the production was the origin, and the attraction was the destination.

**TRE - Top 5 Census Tract Attractions (See Figure 16 Series)**

1. Census Tract 48113010000 is located in the Medical District. Popular attractions within the census tract include Parkland Hospital, UT Southwestern Medical Center, Children’s Medical Center Dallas, and various work locations.
2. Census Tract 48113003101 is located in the Dallas Central Business District (CBD). Popular attractions within the census tract include El Centro College, Renaissance Tower, West End, and various work locations.
3. Census Tract 48439123300 is in the Fort Worth CBD. Popular attractions within the census tract are the Fort Worth Intermodal Transportation Center, Convention Center, various hotels and various work establishments.
4. Census Tract 48113001900 is located in the Dallas CBD. Popular attractions within the census tract include the Dallas Convention Center, hotels, and various work locations.
5. Census Tract 48113002100 is located north of the Dallas CBD, where the most popular attraction was the American Airlines Center.

Figure 16a Map of Census Tracts producing trips to #1 TRE attraction Census Tract

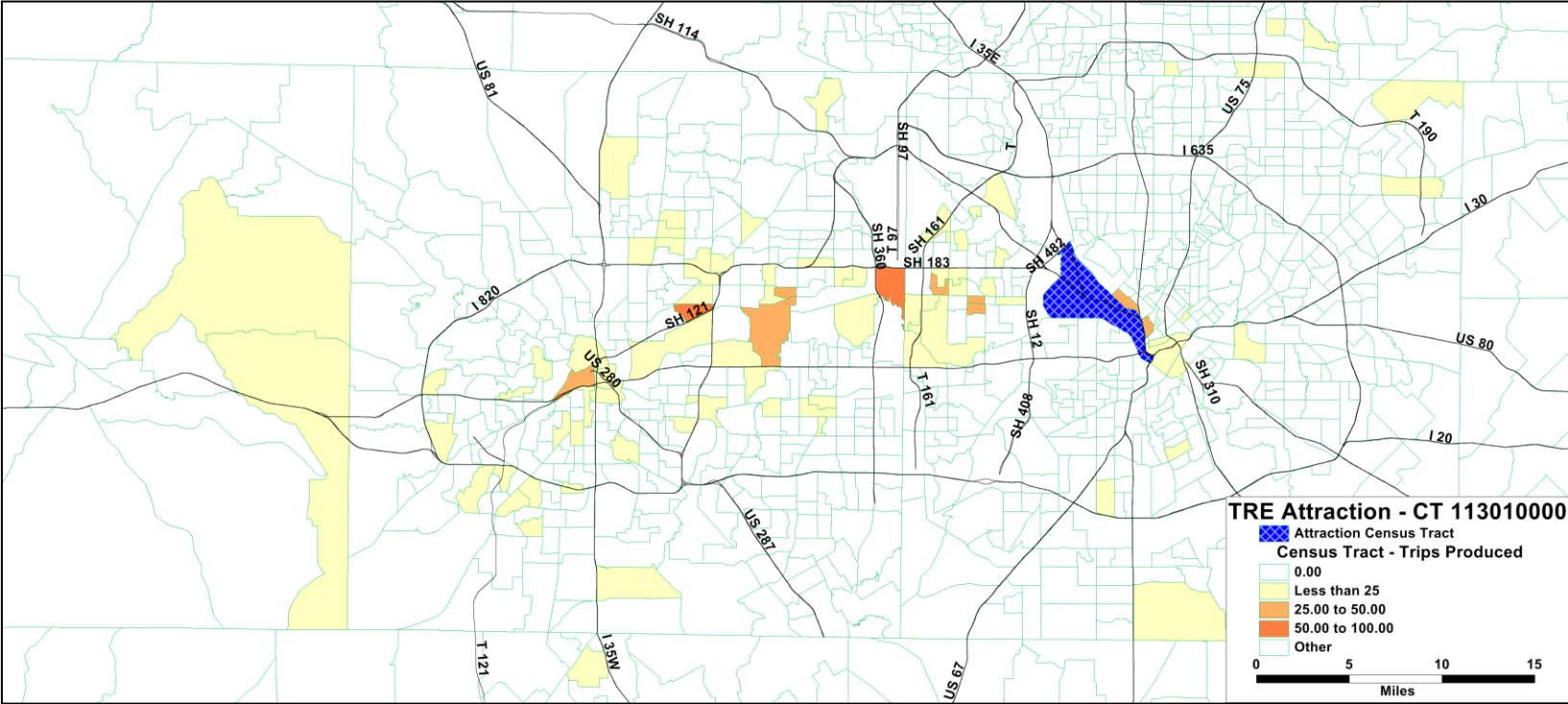


Figure 16b Map of Census Tracts producing trips to #2 TRE attraction Census Tract

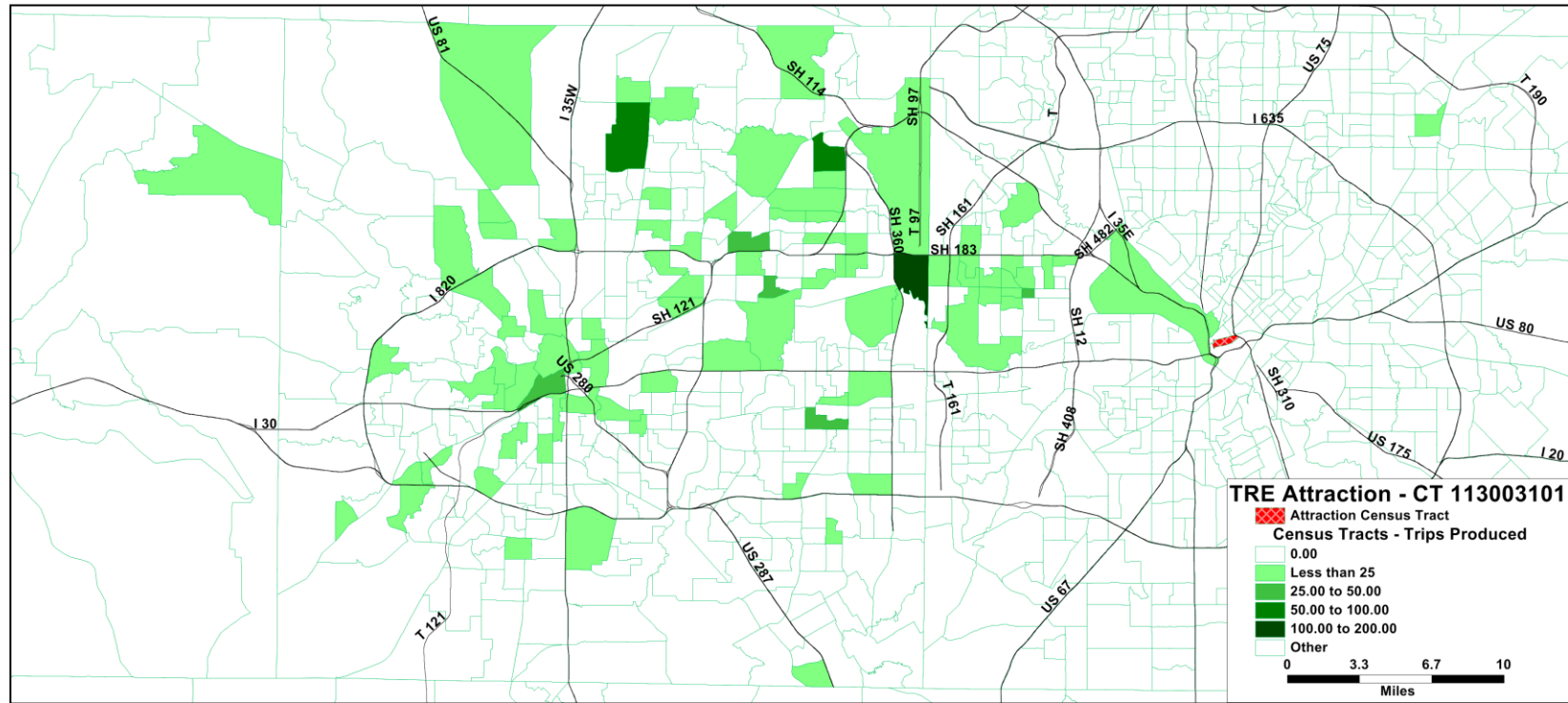
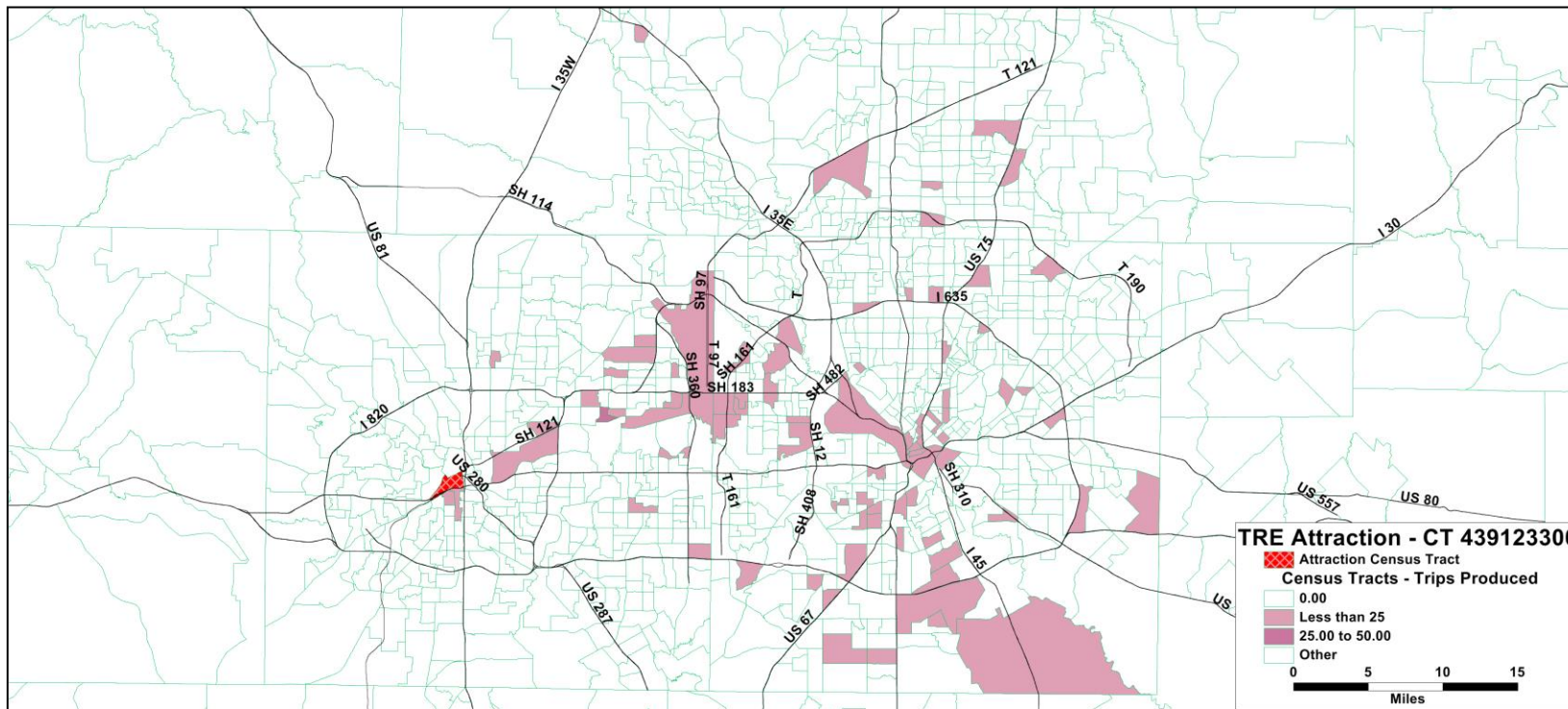




Figure 16c Map of Census Tracts producing trips to #3 TRE attraction Census Tract



**Figure 16d Map of Census Tracts producing trips to #4 TRE attraction Census Tract**

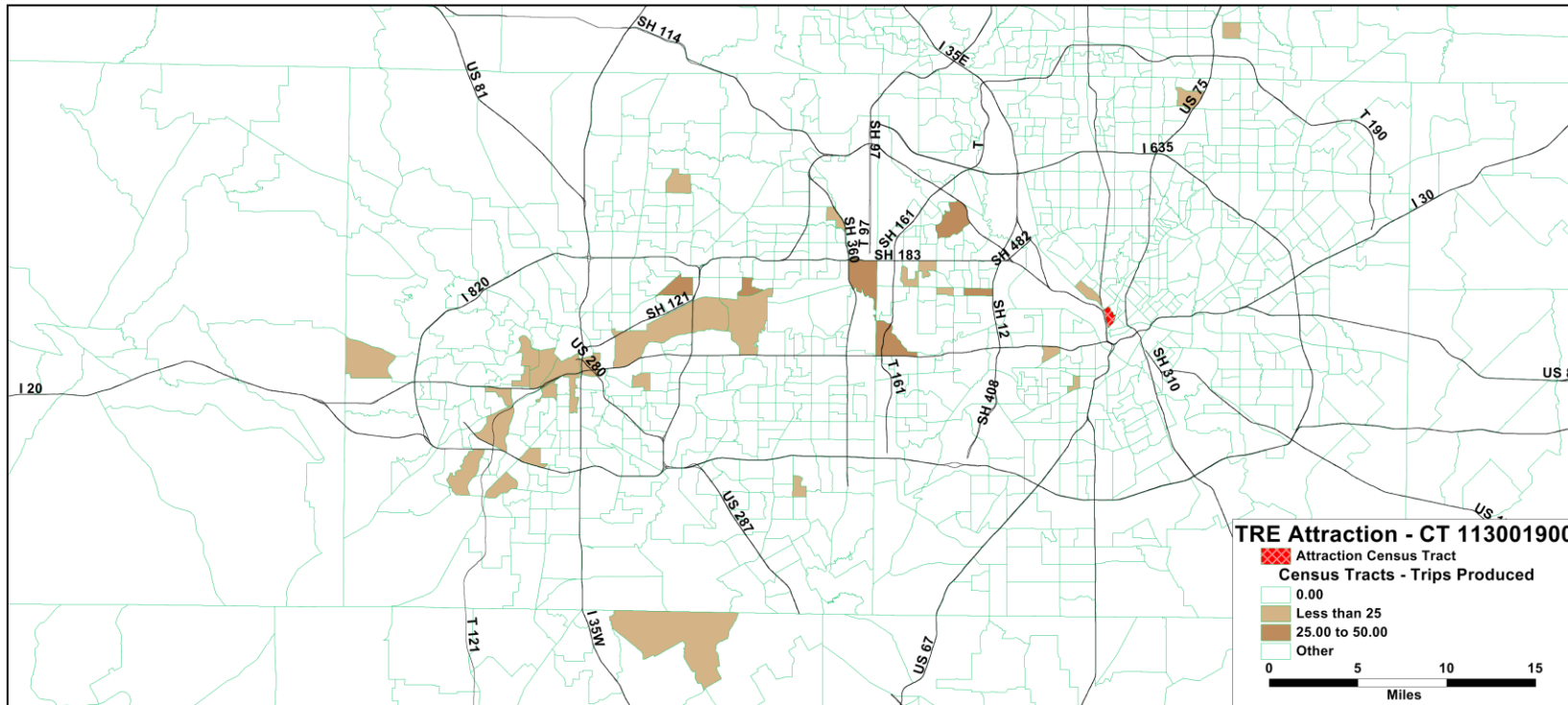




Figure 16e Map of Census Tracts producing trips to #5 TRE attraction Census Tract



### 11.1.6 Total Number of Routes Used

Table 11-8 shows the total number of routes used in the one-way trip by TRE riders. Most public transit users (44.7%) only used one route for their current one-way trip. Of all transit passengers, 35.5% used two routes during their trip and 19.8% used three or more routes. An average of 1.8 routes was used by TRE passengers for their one-way trip as shown in Table 11-8.

**Table 11-8. Total Number of Routes Used (TRE Riders)**

<b>TRE</b>				
Number of Routes Used	# Records	% Records	Weighted Value	% Weighted Value
1	442	40.2%	3,866	44.7%
2	393	35.7%	3,067	35.5%
3	189	17.2%	1,236	14.3%
4	67	6.1%	413	4.8%
5	9	0.8%	64	0.7%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>
<b>Average Number of Routes Used</b>	<b>1.8</b>			

### 11.1.7 Transit Modes Used

Table 11-9 evaluates trips based on whether the rider used Bus only, Rail only, or Bus/Rail (a combination of bus and rail) to complete their one-way trip. Most public transit passengers used Rail Only (68.7%) for their one-way trip, while approximately thirty-one percent (31.3%) of transit passengers used Bus/Rail for their one-way trip as shown in Table 11-9.

**Table 11-9. Transit Modes Used (TRE Riders)**

<b>TRE</b>				
Modes Used	# Records	% Records	Weighted Value	% Weighted Value
RAIL ONLY	714	64.9%	5,942	68.7%
BUS/RAIL	386	35.1%	2,704	31.3%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.1.8 Transit Wait Time

Transit Wait Time was measured for riders on their surveyed route. The wait time is categorized as Initial Wait Time if the surveyed route is the first route on the one-way trip. The wait time is categorized as Transfer Wait Time if the rider transferred to the surveyed route on the one-way trip. Of transit riders without a prior transfer, 57.2% indicated their initial wait time was between 0-9 minutes, and 29.6% had an initial wait time of 10-19 minutes. In contrast, transfer wait times were longer; only 40.7% of Riders with a prior transfer had a transfer wait time between 0-9 minutes, and 33.4% had a transfer wait time of 10-19 minutes. The average transfer wait time was 4 minutes 28 seconds longer than the average initial wait time as shown in Table 11-10 Series.

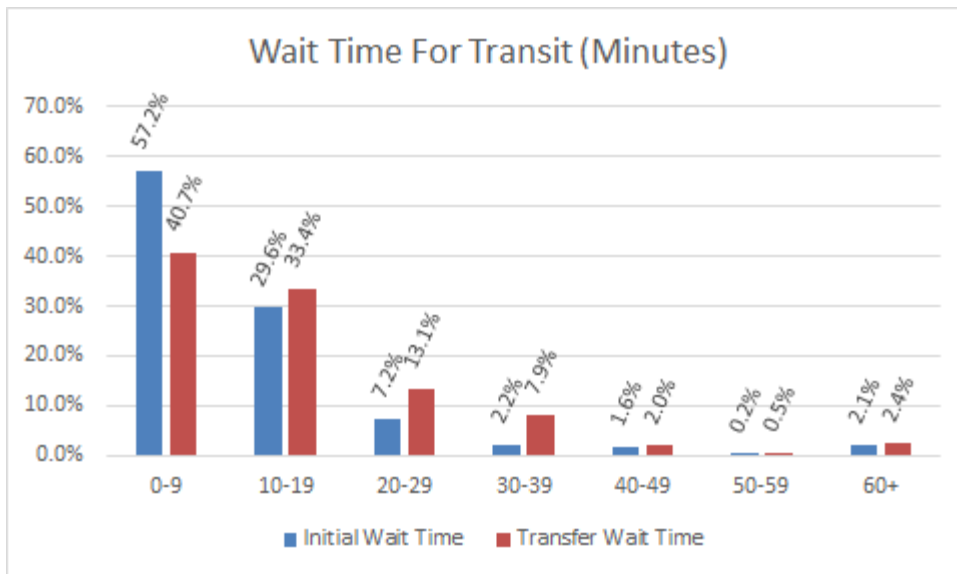
**Table 11-10a. Initial Wait Time (TRE Riders)**

<b>TRE</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	398	56.5%	3,369	57.2%
10-19	198	28.1%	1,744	29.6%
20-29	51	7.2%	422	7.2%
30-39	17	2.4%	129	2.2%
40-49	16	2.3%	93	1.6%
50-59	3	0.4%	14	0.2%
60+	21	3.0%	121	2.1%
<b>Grand Total</b>	<b>704</b>	<b>100.0%</b>	<b>5,893</b>	<b>100.0%</b>
<b>Average Initial Wait Time</b>	<b>10:06</b>			

**Table 11-10b. Transfer Wait Time (TRE Riders)**

<b>TRE</b>				
Wait Time For Transit (Minutes)	# Records	% Records	Weighted Value	% Weighted Value
0-9	160	40.9%	1,106	40.7%
10-19	120	30.7%	907	33.4%
20-29	58	14.8%	357	13.1%
30-39	29	7.4%	215	7.9%
40-49	8	2.0%	53	2.0%
50-59	3	0.8%	13	0.5%
60+	13	3.3%	66	2.4%
<b>Grand Total</b>	<b>391</b>	<b>100.0%</b>	<b>2,718</b>	<b>100.0%</b>
<b>Average Transfer Wait Time</b>	<b>13:20</b>			

**Table 11-10C. Wait Time Comparison (TRE Riders)**



### 11.1.9 Distribution of Boarding Time

Table 11-11 shows the distribution of surveys by time period. A total of 329 surveys were collected before 9am, 147 surveys were collected from 9am to 12pm, 157 surveys were collected from 12pm to 3pm, 332 surveys were collected between 3pm and 7pm, and 135 surveys were collected past 7pm.

**Table 11-11. Time Boarded Surveyed Route (TRE Riders)**

<b>TRE</b>				
Time Boarded Surveyed Route	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	329	29.9%	2,958	34.2%
9am - 12pm	147	13.4%	730	8.4%
12pm - 3pm	157	14.3%	597	6.9%
3pm - 7pm	332	30.2%	3,347	38.7%
After 7 p.m.	135	12.3%	1,014	11.7%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.1.10 Repeated Trips in Opposite Direction

Responses to whether the passengers would make the exact same trip in the opposite direction are seen in Table 11-12 Series. Approximately sixty-four percent (64.2%) transit passengers indicated they made or will make the exact same trip in the opposite direction in the same day. Of those passengers, 58.3% indicated they will make the exact same trip past 3pm as seen in Table 11-12 Series.

**Table 11-12a. Trip in Opposite Direction (TRE Riders)**

<b>TRE</b>				
Trip in Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
No	409	37.2%	3,097	35.8%
Yes	691	62.8%	5,549	64.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-12b. Boarding Time of Trip in Opposite Direction (TRE Riders)**

<b>TRE</b>				
Boarded Opposite Direction	# Records	% Records	Weighted Value	% Weighted Value
Before 9 am	176	25.5%	1,558	28.1%
9am - 12pm	43	6.2%	374	6.7%
12pm - 3pm	53	7.7%	381	6.9%
3pm - 7pm	291	42.1%	2,298	41.4%
After 7 pm	128	18.5%	938	16.9%
<b>Grand Total</b>	<b>691</b>	<b>100.0%</b>	<b>5,549</b>	<b>100.0%</b>

### 11.1.11 Trip Frequency

Table 11-13 shows the frequency that the passenger makes the reported trip. Approximately fifty percent (50.6%) of all transit passengers reported that they use transit every day or at least 5 days per week. Approximately twenty-two (22.5%) of transit passengers reported that they use transit 2-4 times per week as shown in Table 11-13.

**Table 11-13. Trip Frequency (TRE Riders)**

<b>TRE</b>				
Trip Frequency	# Records	% Records	Weighted Value	% Weighted Value
Every day	41	3.7%	310	3.6%
5 days / week	454	41.3%	4,063	47.0%
Once a week	53	4.8%	366	4.2%
2-4 times / week	254	23.1%	1,949	22.5%
2-3 times / month	55	5.0%	357	4.1%
Once a month	63	5.7%	393	4.5%
Less than once a month	180	16.4%	1,208	14.0%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.1.12 Trip Planning Tools

Table 11-14 presents the trip planning tools used by TRE riders to plan their one-way trip. Approximately thirty-one percent (31.4%) of transit riders did not do any sort of trip planning compared to 15.9% of riders that used paper schedules.

**Table 11-14. Trip Planning Tools (TRE Riders)**

<b>TRE</b>				
Trip Planning Tool	# Records	% Records	Weighted Value	% Weighted Value
Agency On-line Trip Planner	143	13.0%	1,156	13.4%
Call Customer Service	102	9.3%	919	10.6%
Go Pass App	165	15.0%	1,196	13.8%
Google Transit	160	14.5%	1,196	13.8%
Use paper schedules	188	17.1%	1,375	15.9%
Other	16	1.5%	87	1.0%
Did not do any trip planning	326	29.6%	2,718	31.4%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

## 11.2 Pass/Payment Characteristics

### 11.2.1 Pass Type

The Pass Type used by TRE Riders is shown in Table 11-15. Approximately fifty-nine percent (59.2%) of transit riders used a Regional Service Pass, compared to 32.6% of riders that used a Local Pass, and 4.9% of riders who used a Reduced Service Pass.

**Table 11-15. Pass Type (TRE Riders)**

<b>TRE</b>				
Pass Type	# Records	% Records	Weighted Value	% Weighted Value
TRE-Free	40	3.6%	245	2.8%
TRE-Local	351	31.9%	2,818	32.6%
TRE-System	4	0.4%	40	0.5%
Reduced	71	6.5%	425	4.9%
Regional	634	57.6%	5,117	59.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.2.2 Pass Duration**

The Pass Duration used by TRE Riders is shown in Table 11-16. Forty-six percent (46.1%) of transit riders used a TRE-Day Pass, compared to 26% of riders that used an Annual Pass, and 18.4% of riders who used a Monthly Pass as shown in Table 11-16 .

**Table 11-16. Pass Duration (TRE Riders)**

<b>TRE</b>				
Pass Duration	# Records	% Records	Weighted Value	% Weighted Value
2-hour pass	74	6.7%	474	5.5%
TRE-Midday pass	14	1.3%	75	0.9%
TRE-Day pass	521	47.4%	3,986	46.1%
7-day pass	43	3.9%	273	3.2%
TRE-Monthly (31 Day pass)	192	17.5%	1,589	18.4%
Annual pass	256	23.3%	2,249	26.0%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.2.3 Pass Duration by Pass Type/Ethnicity**

The Table 11-17 Series compares Pass Duration to Pass Type and Race/Ethnicity. Nearly twenty-five percent (24.9%) of transit riders used a Regional Transit Pass for Single Day Service, compared to 18.4% of riders that used a Local Bus Pass for Single Day Service, and 18.3% of riders who used a Regional Pass for Annual Service as shown in Table 11-17a.

Approximately eighteen percent (18.3%) of transit riders identified as Black/African American using a Single Day Pass. Nearly eighteen percent (17.9%) of transit rider identified as white using a Single Day Pass as shown in Table 11-17b.

Table 11-17c and Table 11-17d shows further breakdown by race/ethnicity ridership and pass duration ridership.

**Table 11-17a. Pass Type by Pass Duration (TRE Riders)**

<b>TRE</b>							
Pass type by Pass Duration	2-hour pass	TRE-Midday pass	TRE-Day pass	7-day pass	TRE-Monthly (31 Day pass)	Annual pass	Grand Total
TRE-Free	0.0%	0.0%	0.9%	0.0%	0.6%	1.4%	2.8%
TRE-Local	2.5%	0.6%	18.4%	1.1%	5.4%	4.8%	32.6%
TRE-System	0.0%	0.0%	0.0%	0.0%	0.1%	0.4%	0.5%
Reduced	0.5%	0.1%	1.9%	0.1%	1.3%	1.2%	4.9%
Regional	2.6%	0.3%	24.9%	2.0%	11.1%	18.3%	59.2%
<b>Grand Total</b>	<b>5.5%</b>	<b>0.9%</b>	<b>46.1%</b>	<b>3.2%</b>	<b>18.4%</b>	<b>26.0%</b>	<b>100.0%</b>

**Table 11-17b. Race/Ethnicity by Pass Duration (TRE Riders)**

<b>TRE</b>							
Race/Ethnicity by Pass Duration	2-hour pass	TRE-Midday pass	TRE-Day pass	7-day pass	TRE-Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	0.1%	1.1%	0.0%	0.0%	0.0%	1.2%
Asian	0.2%	0.1%	1.5%	0.2%	0.9%	1.8%	4.6%
Black / African American	1.3%	0.4%	18.3%	1.0%	5.0%	5.0%	31.0%
Hispanic / Latino	0.9%	0.1%	6.7%	1.1%	2.1%	4.3%	15.2%
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.3%
White	3.1%	0.2%	17.9%	0.8%	10.4%	14.8%	47.1%
Other	0.0%	0.0%	0.3%	0.1%	0.1%	0.1%	0.5%
<b>Grand Total</b>	<b>5.5%</b>	<b>0.9%</b>	<b>46.1%</b>	<b>3.2%</b>	<b>18.4%</b>	<b>26.0%</b>	<b>100.0%</b>

**Table 11-17c. Race/Ethnicity by Pass Duration: Race Ethnicity Ridership (TRE Riders)**

<b>TRE</b>							
Race/Ethnicity by Pass Duration	2-hour pass	TRE-Midday pass	TRE-Day pass	7-day pass	TRE-Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	8.8%	91.2%	0.0%	0.0%	0.0%	<b>100.0%</b>
Asian	4.5%	1.1%	32.7%	4.8%	18.5%	38.4%	<b>100.0%</b>
Black / African American	4.2%	1.4%	58.9%	3.2%	16.1%	16.3%	<b>100.0%</b>
Hispanic / Latino	6.0%	0.7%	44.4%	7.0%	13.7%	28.2%	<b>100.0%</b>
Native Hawaiian / Pacific Islander	0.0%	0.0%	85.2%	14.8%	0.0%	0.0%	<b>100.0%</b>
White	6.5%	0.4%	38.0%	1.6%	22.0%	31.4%	<b>100.0%</b>
Other	0.0%	0.0%	58.7%	10.8%	10.8%	19.7%	<b>100.0%</b>
<b>Grand Total</b>	<b>5.5%</b>	<b>0.9%</b>	<b>46.1%</b>	<b>3.2%</b>	<b>18.4%</b>	<b>26.0%</b>	<b>100.0%</b>

**Table 11-17d. Race/Ethnicity by Pass Duration: Pass Duration Ridership (TRE Riders)**

<b>TRE</b>							
Race/Ethnicity by Pass Duration	2-hour pass	TRE-Midday pass	TRE-Day pass	7-day pass	TRE-Monthly (31 Day pass)	Annual pass	Grand Total
American Indian / Alaska Native	0.0%	12.3%	2.4%	0.0%	0.0%	0.0%	<b>1.2%</b>
Asian	3.8%	6.0%	3.3%	7.1%	4.7%	6.8%	<b>4.6%</b>
Black / African American	23.8%	48.9%	39.6%	31.7%	27.2%	19.4%	<b>31.0%</b>
Hispanic / Latino	16.7%	12.4%	14.6%	33.9%	11.3%	16.5%	<b>15.2%</b>
Native Hawaiian / Pacific Islander	0.0%	0.0%	0.5%	1.2%	0.0%	0.0%	<b>0.3%</b>
White	55.8%	20.4%	38.9%	24.4%	56.6%	56.9%	<b>47.1%</b>
Other	0.0%	0.0%	0.7%	1.8%	0.3%	0.4%	<b>0.5%</b>
<b>Grand Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>



### 11.2.4 Pass Payment

Table 11-18 shows the pass payment for TRE Riders. Approximately forty-four percent (44.7%) of transit riders paid Cash to purchase their Transit Pass and 29.4% of riders that paid with a Credit/Debit Card to purchase their Transit Pass.

**Table 11-18. Pass Payment (TRE Riders)**

<b>TRE</b>				
Pass Payment	# Records	% Records	Weighted Value	% Weighted Value
Cash	499	45.4%	3,865	44.7%
Credit / Debit card	341	31.0%	2,540	29.4%
Gift / Free / No Charge	126	11.5%	941	10.9%
Payroll deduction	134	12.2%	1,301	15.0%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.2.5 Employer-Subsidized Pass

Table 11-19 Series displays the use of employer-subsidized passes by TRE riders. Approximately fifty-nine percent (59.5%) of transit riders with an Annual Pass or Monthly Pass, receive their pass through their employer as shown in Table 11-19a. Nearly thirty-six percent (35.7%) of transit riders with an employer subsidize ticket, indicated their employers paid 100 percent of the ticket price as shown in Table 11-19b.

**Table 11-19a. Employer-Subsidized Pass (TRE Riders)**

<b>TRE</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
No	188	42.0%	1,555	40.5%
Yes	260	58.0%	2,283	59.5%
<b>Grand Total</b>	<b>448</b>	<b>100.0%</b>	<b>3,838</b>	<b>100.0%</b>

**Table 11-19b. Employer-Subsidized Pass Percentage (TRE Riders)**

<b>TRE</b>				
Employer Subsidize Pass	# Records	% Records	Weighted Value	% Weighted Value
10	1	0.4%	5	0.2%
20	1	0.4%	4	0.2%
25	3	1.2%	39	1.7%
30	3	1.2%	25	1.1%
35	1	0.4%	4	0.2%
38	2	0.8%	7	0.3%
45	1	0.4%	6	0.3%
50	38	14.6%	432	18.9%
60	21	8.1%	262	11.5%
66	2	0.8%	20	0.9%
70	3	1.2%	27	1.2%
75	10	3.8%	106	4.7%
80	3	1.2%	16	0.7%
85	1	0.4%	4	0.2%
90	5	1.9%	25	1.1%
95	3	1.2%	14	0.6%
100	102	39.2%	814	35.7%
% Not Provided	60	23.1%	473	20.7%
<b>Grand Total</b>	<b>260</b>	<b>100.0%</b>	<b>2,283</b>	<b>100.0%</b>

### 11.2.6 Location of Ticket Purchase

The location that TRE riders purchased their ticket is shown in Table 11-20. Forty-five percent (45%) of transit riders paid for their pass from a ticket machine, compared to 12.5% of riders that bought their pass Go Pass/Smart Phone, and 11.2% of riders bought their pass through another option than those listed in Table 11-20.

**Table 11-20. Location of Ticket Purchase (TRE Riders)**

<b>TRE</b>				
Bought Pass	# Records	% Records	Weighted Value	% Weighted Value
DART Store	52	4.7%	459	5.3%
Denton County Transit Center	14	1.3%	122	1.4%
Go Pass/Smart Phone	142	12.9%	1,080	12.5%
On the bus	91	8.3%	615	7.1%
Public agency (social services)	39	3.5%	358	4.1%
Sales outlet (like a grocery store)	26	2.4%	214	2.5%
School/university	59	5.4%	470	5.4%
The T offices	40	3.6%	291	3.4%
Ticket machine	500	45.5%	3,895	45.0%
Transit agency website	24	2.2%	172	2.0%
Other	113	10.3%	969	11.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

## 11.3 Household Demographics

### 11.3.1 Vehicle Availability

The Table 11-21 Series show the number of household vehicles and vehicle availability for TRE riders. Nearly thirty-seven percent (36.8%) of transit riders indicated their household owns one working vehicle, compared to 35.6% of riders that own two working vehicle in their household, and 15.2% of riders with zero working vehicles in their household as shown in Table 11-21a. Of the riders who indicated they had at least one working vehicle in their household, 74.8% indicated they could use one of their vehicles for their current trip as shown in Table 11-21b.

**Table 11-21a. Working Vehicles in Household (TRE Riders)**

<b>TRE</b>				
Working Vehicles in Household	# Records	% Records	Weighted Value	% Weighted Value
None (0)	196	17.8%	1,317	15.2%
One (1)	391	35.5%	3,186	36.8%
Two (2)	378	34.4%	3,076	35.6%
Three (3)	96	8.7%	759	8.8%
Four or more (4+)	39	3.5%	308	3.6%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-21b. Vehicle Availability (Riders that indicated have at least one working vehicle) (TRE Riders)**

<b>TRE</b>				
Could Use Vehicle for Trip	# Records	% Records	Weighted Value	% Weighted Value
No	247	27.3%	1,846	25.2%
Yes	657	72.7%	5,483	74.8%
<b>Grand Total</b>	<b>904</b>	<b>100.0%</b>	<b>7,329</b>	<b>100.0%</b>

### 11.3.2 Total Number of Household Members

Table 11-22 shows the number of household members. Approximately forty-five percent (45.6%) of transit riders indicated they live in a household with one to two members, compared to 40.1% of riders living in a household of three to four members, and 14.3% of riders with a household of five or more members as shown in Table 11-22.

**Table 11-22. Total Number of Household Members (TRE Riders)**

<b>TRE</b>				
Total Number of Household Members	# Records	% Records	Weighted Value	% Weighted Value
One (1)	227	20.6%	1,625	18.8%
Two (2)	296	26.9%	2,314	26.8%
Three (3)	245	22.3%	2,037	23.6%
Four (4)	184	16.7%	1,423	16.5%
Five (5)	91	8.3%	747	8.6%
Six (6)	35	3.2%	384	4.4%
Seven (7)	11	1.0%	73	0.8%
Eight (8)	5	0.5%	18	0.2%
Nine (9)	2	0.2%	7	0.1%
Ten or More (10+)	4	0.4%	19	0.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.3.1 Total Number of Employed Household Members**

Table 11-23 shows the total number of employed household members. Approximately forty-one percent (41.5%) indicated two members of their household are employed on at least a part-time basis, compared to thirty-five percent (35.2%) of transit riders indicated only one household member is employed on at least a part-time basis, and 19.4% of riders living in a household with three or more employed household member as shown in Table 11-23.

**Table 11-23. Total Number of Employed Household Members (TRE Riders)**

<b>TRE</b>				
Total Number of Employed Household Members	# Records	% Records	Weighted Value	% Weighted Value
None (0)	64	5.8%	351	4.1%
One (1)	414	37.6%	3,046	35.2%
Two (2)	434	39.5%	3,585	41.5%
Three (3)	138	12.5%	1,251	14.5%
Four (4)	37	3.4%	308	3.6%
Five (5)	8	0.7%	76	0.9%
Six (6)	1	0.1%	7	0.1%
Seven (7)	2	0.2%	15	0.2%
Nine (9)	1	0.1%	4	0.1%
Ten or More (10+)	1	0.1%	4	0.0%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.3.2 Total Household Income**

The total household income of TRE riders is displayed in Table 11-24. Nearly thirty percent (29.9%) of transit riders indicated their annual household income was below \$35,000, compared to 45.6% of riders who indicated their annual household income was above \$50,000.

**Table 11-24. Total Household Income (TRE Riders)**

<b>TRE</b>				
Household Income	# Records	% Records	Weighted Value	% Weighted Value
Less than \$12,000	65	5.9%	353	4.1%
\$12,000-\$19,999	62	5.6%	397	4.6%
\$20,000 - \$23,999	113	10.3%	862	10.0%
\$24,000 - \$34,999	133	12.1%	971	11.2%
\$35,000 - \$49,999	195	17.7%	1,476	17.1%
\$50,000-\$74,999	235	21.4%	2,012	23.3%
\$75,000 or more	229	20.8%	1,930	22.3%
Don't know / Refused	68	6.2%	646	7.5%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

## 11.4 Personal Demographics

### 11.4.1 Employment Status

Table 11-25 shows the employment status of TRE riders. Approximately eighty-nine percent (89.2%) of riders reported that they are employed on at least a part-time basis as shown in Table 11-25.

**Table 11-25. Employment Status (TRE Riders)**

<b>TRE</b>				
Employment Status	# Records	% Records	Weighted Value	% Weighted Value
Employed full-time	810	73.6%	6,782	78.4%
Employed part-time	133	12.1%	934	10.8%
Not currently employed but seeking work	71	6.5%	407	4.7%
Not currently employed and not seeking work	51	4.6%	339	3.9%
Homemaker	4	0.4%	15	0.2%
Retired	31	2.8%	169	2.0%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.4.2 Student Status

Table 11-26 shows the student status of TRE riders. Approximately eighty-eight percent (88.5%) of riders indicated they are not a student.

**Table 11-26. Student Status (TRE Riders)**

<b>TRE</b>				
Student Status	# Records	% Records	Weighted Value	% Weighted Value
Yes - Full Time college/university	93	8.5%	639	7.4%
Yes - Part Time college/university	36	3.3%	255	2.9%
Yes - vocational/technical/trade school	4	0.4%	27	0.3%
Yes - K-12th grade	9	0.8%	71	0.8%
Not a student	958	87.1%	7,654	88.5%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.4.3 Driver's License

Table 11-27 displays whether TRE riders have a valid driver's license. Approximately eighty percent (80.8%) of riders indicated they have a valid driver's license.

**Table 11-27. Driver's License (TRE Riders)**

<b>TRE</b>				
Driver's License	# Records	% Records	Weighted Value	% Weighted Value
No	235	21.4%	1,662	19.2%
Yes	865	78.6%	6,984	80.8%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.4.4 Visitor Status

The visitor status of TRE riders is shown in Table 11-28. Approximately ninety-four percent (94.78%) of riders indicated they are a local residence to the NCTCOG region as shown in Table 11-28.

**Table 11-28. Visitor Status (TRE Riders)**

<b>TRE</b>				
Visitor Status	# Records	% Records	Weighted Value	% Weighted Value
No	1,034	94.0%	8,194	94.8%
Yes	66	6.0%	452	5.2%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.4.5 Disability Status

The disability status of TRE riders is presented in Table 11-29. Approximately ninety-four percent (94%) of riders indicated that they did not have a disability.

**Table 11-29. Disability Status (TRE Riders)**

<b>TRE</b>				
Disability Status	# Records	% Records	Weighted Value	% Weighted Value
No	1,029	93.5%	8,129	94.0%
Yes	67	6.1%	478	5.5%
No answer	4	0.4%	39	0.5%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### 11.4.6 Age of Transit Rider

The age ranges of TRE riders can be viewed in Table 11-30. A majority of the riders (51.1%) were between the ages of 25 and 44.14.5% of riders were aged 55 and older.

**Table 11-30. Age of TRE Rider**

<b>TRE</b>				
Age	# Records	% Records	Weighted Value	% Weighted Value
Under 18	9	0.8%	77	0.9%
18-24	191	17.4%	1,456	16.8%
25-34	308	28.0%	2,495	28.9%
35-44	242	22.0%	1,918	22.2%
45-54	193	17.5%	1,446	16.7%
55-64	135	12.3%	1,117	12.9%
65+	22	2.0%	137	1.6%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.4.7 Race/Ethnicity**

Table 11-31 shows the race/ethnicity of TRE riders. Approximately forty-seven percent (47.1%) of all transit riders identified themselves as White, 31% identified themselves as Black/African American, and 15.2% identified themselves as Hispanic/Latino.

**Table 11-31. Race/Ethnicity of TRE Rider**

<b>TRE</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
American Indian / Alaska Native	9	0.8%	105	1.2%
Asian	54	4.9%	401	4.6%
Black / African American	386	35.1%	2,683	31.0%
Hispanic / Latino	164	14.9%	1,314	15.2%
Native Hawaiian / Pacific Islander	2	0.2%	23	0.3%
White	477	43.4%	4,075	47.1%
Other	8	0.7%	46	0.5%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.4.8 Gender**

The gender of TRE riders is presented in Table 11-32. Approximately fifty-five percent (55.9%) of transit riders were male passengers.

**Table 11-32. Gender of TRE Rider**

<b>TRE</b>				
Race/Ethnicity	# Records	% Records	Weighted Value	% Weighted Value
Female	471	42.8%	3,814	44.1%
Male	629	57.2%	4,832	55.9%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

### **11.4.9 Transit Riders that Speak another Language besides English at home**

The language spoken at the home of TRE riders is displayed in Table 11-33 Series. Seventeen percent (17.4%) of riders indicated they spoke a language other than English at home as shown in Table 11-33a.

Spanish (71.4%) is the most popular language spoken at home other than English as shown in Table 11-33b.

Of those riders that indicated they spoke another language besides English at home, 93.8% indicated they spoke English Well or Very Well as shown in Table 11-33c.

**Table 11-33a. Transit Riders that Speak another Language besides English at home (TRE Riders)**

<b>TRE</b>				
Speak Other Language at Home	# Records	% Records	Weighted Value	% Weighted Value
No	913	83.0%	7,139	82.6%
Yes	187	17.0%	1,507	17.4%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**Table 11-33b. Other Language Spoken at Home (TRE Riders)**

<b>TRE</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Afrikaans	2	1.1%	12	0.8%
Albanian, Tosk	1	0.5%	4	0.3%
AMERICAN SIGN LANGUAGE (ASL)	1	0.5%	4	0.3%
Arabic, Standard	2	1.1%	6	0.4%
Cantonese	1	0.5%	4	0.3%
Chinese	3	1.6%	28	1.9%
Chinese, Mandarin	1	0.5%	4	0.2%
Farsi, Eastern	1	0.5%	3	0.2%
French	3	1.6%	11	0.8%
German	5	2.7%	38	2.5%
Hawaiian	2	1.1%	23	1.5%
Hebrew	1	0.5%	4	0.3%



**Table 11-33b. Other Language Spoken at Home (TRE Riders) (CONTINUED)**

<b>TRE</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
Other Language Spoken at Home	# Records	% Records	Weighted Value	% Weighted Value
Japanese	2	1.1%	17	1.1%
Judeo-Malayalam	1	0.5%	3	0.2%
Kenyang	1	0.5%	4	0.3%
Latvian	1	0.5%	9	0.6%
Low German	1	0.5%	8	0.5%
Malagasy	1	0.5%	4	0.3%
Middle High German	1	0.5%	6	0.4%
Polish	1	0.5%	5	0.3%
Portuguese	1	0.5%	7	0.4%
Rabaul Creole German	1	0.5%	4	0.3%
Romanian, Istro	1	0.5%	11	0.7%
Spanish	128	68.4%	1,076	71.4%
Swahili	2	1.1%	17	1.1%
TAGALOG	2	1.1%	13	0.9%
Telugu	1	0.5%	7	0.4%
Thai	1	0.5%	18	1.2%
Ukrainian	1	0.5%	3	0.2%
Urdu	2	1.1%	8	0.5%
Vietnamese	1	0.5%	19	1.3%
Other	4	2.1%	39	2.6%
Not Provided	1	0.5%	19	1.3%
<b>Grand Total</b>	<b>187</b>	<b>100.0%</b>	<b>1,507</b>	<b>100.0%</b>

**Table 11-33c. Transit Riders: English Ability (TRE Riders)**

<b>TRE</b>				
<b>By percentage of respondents who speak another language at home other than English</b>				
How well do you speak English?	# Records	% Records	Weighted Value	% Weighted Value
Not at all	6	3.2%	49	3.3%
Less than well	5	2.7%	44	2.9%
Well	23	12.3%	166	11.0%
Very well	153	81.8%	1,247	82.8%
<b>Grand Total</b>	<b>187</b>	<b>100.0%</b>	<b>1,507</b>	<b>100.0%</b>

### **11.4.10 Future Participation**

Table 11-34 shows interest in future participation in surveys by TRE riders. Approximately seventy-eight (77.9%) of all transit riders indicated they were interested in future participation of surveys/focus groups about transit issues.

**Table 11-34. Future Participation (TRE Riders)**

<b>TRE</b>				
<b>Future Participation</b>	<b># Records</b>	<b>% Records</b>	<b>Weighted Value</b>	<b>% Weighted Value</b>
No	232	21.1%	1,912	22.1%
Yes	868	78.9%	6,734	77.9%
<b>Grand Total</b>	<b>1,100</b>	<b>100.0%</b>	<b>8,646</b>	<b>100.0%</b>

**North Central Texas  
On-Board Transit Survey  
(Paper Version)**



# NCTCOG 2014 On-Board Transit Survey

(for office use only) Route Code:  Time:  am / pm Interviewer:  Serial #:

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and **WILL NOT** be shared or sold.

What is your **HOME ADDRESS**: (please be specific, ex: 123 W. Main St):  
(If you are visiting the Dallas / Fort Worth area, please list the address where you are staying)

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## COMING FROM?

1. What type of place are you

### COMING FROM NOW?

(the starting place for your one-way trip)

- Your usual WORKPLACE
- Other work related
- College / University (students only)
- Airport (as an air passenger)
- Recreation (movies, fishing, etc.)
- Medical appointment/doctor's visit
- Social visits (friends/relatives)
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your HOME → Go to Question #4
- Other: \_\_\_\_\_
- Shopping
- Eating/Dining Out
- School (K-12)
- Hotel
- Sporting event
- Sightseeing

2. What is the **NAME** of the place you are coming from now?

\_\_\_\_\_

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

4. How did you **GET FROM** the place in Question #1 TO THE VERY **FIRST** bus or train you used for this one-way trip?

- Walked all the way: how far did you walk? \_\_\_\_\_ blocks
- Walked part of the way (got dropped off and then walked)
- Bike
- Wheelchair / Scooter
- Was dropped off by someone (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)

4a. Where did you board the first bus or train you used for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

5. Where did you get ON this bus/train?

Please provide the nearest intersection / station name / park-and-ride lot:

\_\_\_\_\_

## GOING TO?

6. What type of place are you

### GOING TO NOW?

(the ending place for your one-way trip)

- Your usual WORKPLACE
- Other work related
- College / University (students only)
- Airport (as an air passenger)
- Recreation (movies, fishing, etc.)
- Medical appointment/doctor's visit
- Social visits (friends/relatives)
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your HOME → Go to Question #9
- Other: \_\_\_\_\_
- Shopping
- Eating/Dining Out
- School (K-12)
- Hotel
- Sporting event
- Sightseeing

7. What is the **NAME** of the place you are going to now?

\_\_\_\_\_

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST** bus or train you will use for this one-way trip?

- Walk all the way: how far will you walk? \_\_\_\_\_ blocks
- Walk part of the way (will walk then get picked up)
- Bike
- Wheelchair / Scooter
- Be picked up by someone (answer 9a)
- Get in a parked vehicle & drive alone (answer 9a)
- Get in a parked vehicle & drive/ride w/others (answer 9a)

9a. Where will you get off the last bus or train you are using for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

10. Where will you get OFF this bus/train?

Please provide the nearest intersection / station name / park-and-ride lot:

\_\_\_\_\_

11. **INCLUDING THIS BUS/TRAIN**, how many **TOTAL BUSES/TRAINS** will you use to make **THIS ONE-WAY TRIP**?

- One, only this bus/train    Two    Three    Four or more

11a. Please list the **ROUTES** and/or **RAIL Lines** in the exact order you use them for this one-way trip.

**START** →  →  →  →  → **END**

1st Route # / RAIL Line   2nd Route/RAIL Line   3rd Route/RAIL Line   4th Route/RAIL Line

## OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus/train? \_\_\_\_\_ : \_\_\_\_\_ am / pm (circle one)
13. How long (in minutes) were you waiting at the bus stop for this bus to arrive? [ ] minutes
14. Will you (or did you) make this same trip on exactly the same routes in the opposite direction today?  
 No  Yes - At what time did/will you leave for this trip in the opposite direction? \_\_\_\_\_ am/pm (circle one)
15. How often do you make this specific trip?  
 every day  5 days/week  2-4 times/week  once/week  
 2-3 times/month  once/month  less than once/month
16. What did you use to plan this trip?  
 Use paper schedules  Call Customer Service  Go Pass App  Google Transit  
 Agency On-line Trip Planner  Other: \_\_\_\_\_  Did not do any trip planning

## PAYMENT

17. What kind of pass did you use for this trip?  
 Local  Regional  Reduced  System  Free
18. How long is your pass good for?  
 2-hour pass  Day pass  Midday pass  7-day pass  Monthly (31 Day pass)  Annual pass
19. How did you pay for your pass?  
 Cash  Credit/Debit card  Payroll deduction  Gift/Free/No Charge
20. If you used a monthly or annual pass to pay for this trip: Did your employer or another organization pay all or a portion of the fare for your trip today?  Yes  No
- 20a. IF YES to #20: Approximately what amount or percentage of the fare did your employer or another organization pay?  
 Amount: \$ \_\_\_\_\_ or Percentage \_\_\_\_\_%  Don't know
21. Where did you buy your pass for this trip?  
 On the bus  Ticket machine  Denton County Transit Center  
 The T offices  DART Store  Public agency (social services)  
 Go Pass/Smart Phone  Transit agency website  Sales outlet (like a grocery store)  
 Other: \_\_\_\_\_  School/university

## ABOUT YOU AND YOUR HOUSEHOLD

22. How many vehicles (cars, trucks, or motorcycles) are available to your household? \_\_\_\_\_ vehicles
- 22a. [If #22 is more than NONE] Could you have used one of these vehicles for this trip?  Yes  No
23. Including YOU, how many people live in your household? \_\_\_\_\_ people
24. Including YOU, how many people (over age 15) in your household are employed full/part-time? \_\_\_\_\_ people
25. Are you: (check the one response that BEST describes you)  
 Employed full-time  Employed part-time  
 Not currently employed but seeking work  Not currently employed and not seeking work  
 Retired  Homemaker
26. Are you a student? (check the one response that BEST describes you)  
 Not a student  Yes - Full Time college/university  Yes - K - 12<sup>th</sup> grade  
 Yes - Part Time college/university  Yes - vocational/technical/trade school  Yes - other
- 26a. [If #26 is Yes] Please specify your college/university/school name: \_\_\_\_\_
27. Do you have a valid driver's license?  Yes  No
28. Are you a visitor to the Dallas-Fort Worth area?  Yes  No
29. Do you have a disability that limits your mobility?  Yes  No
30. What is your AGE?  Under 18  18-24  25-34  35-44  45-54  55-64  65+
31. Are you? (check all that apply)  
 American Indian / Alaska Native  Asian  Black/African American  Hispanic/Latino  
 Native Hawaiian / Pacific Islander  White  Other: \_\_\_\_\_
32. What is your gender?  Male  Female
33. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2013 before taxes?  
 Less than \$12,000  \$12,000-\$19,999  \$20,000 - \$23,999  \$24,000 - \$34,999  
 \$35,000 - \$49,999  \$50,000-\$74,999  \$75,000 or more
34. Do you speak a language other than English at home?  No  Yes - Which language? \_\_\_\_\_  
 IF YES: How well do you speak English?  Very Well  Well  Less than well  Not at all
35. Would you be willing to participate in future surveys or focus groups about transit issues?  Yes  No

E-mail address: \_\_\_\_\_

### REGISTER TO WIN \$100

People who submit an accurately completed survey will be entered in a random drawing for one of **TWENTY** \$100 cash prizes. You must provide your home address at the beginning of the survey to be eligible.

Your Name: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

### ***Thank you for your help!***

If you completed this survey before getting off the bus, please return this survey to the survey staff.  
 If you did not have time to complete the survey during your trip, please return it within 24 hours using the postage-paid envelope that was provided.



# NCTCOG 2014 On-Board Transit Survey

(for office use only) Route Code:  Time:  am / pm Interviewer:  Serial #:

Please take a few moments to help plan for your transit needs by filling out this survey.

**All personal information will be kept strictly confidential and WILL NOT be shared or sold.**

What is your **HOME ADDRESS**: (please be specific, ex: 123 W. Main St):  
(If you are visiting the Dallas / Fort Worth area, please list the address where you are staying)

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## COMING FROM?

1. What type of place are you **COMING FROM NOW?**  
(the starting place for your one-way trip)
- Your usual WORKPLACE
  - Other business related
  - College / University (students only)
  - Airport (as an air passenger)
  - Recreation / sightseeing
  - Medical appointment / doctor's visit
  - Social visits (friends/relatives)
  - Personal business (bank, post office)
  - Pick up/drop off someone (daycare, school)
  - Your **HOME** → Go to Question #4
  - Other: \_\_\_\_\_
  - Shopping
  - Eating/Dining Out
  - School (K-12)
  - Hotel
  - Sporting event

2. What is the **NAME** of the place you are coming from now?

\_\_\_\_\_

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

4. How did you **GET FROM** the place in Question #1 **TO THE VERY FIRST** bus or train you used for this one-way trip?

- Walk – how long did you walk? \_\_\_\_\_minutes
- Bike
- Wheelchair / Scooter
- Was dropped off by someone (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)

4a. Where did you board the first bus or train you used for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

5. Where did you **get ON** this bus/train?  
Please provide the nearest intersection / station name / park-and-ride lot:

11. **INCLUDING THIS BUS/TRAIN**, how many **TOTAL BUSES/TRAINS** will you use to make **THIS ONE-WAY TRIP?**  One, only this bus/train  Two  Three  Four or more

11a. Please list the **ROUTES** and/or **RAIL Lines** in the exact order you use them for this one-way trip.

**START** →  →  →  →  → **END**

1st Route # / RAIL Line    2nd Route/RAIL Line    3rd Route/RAIL Line    4th Route/RAIL Line

11b. Please provide how long you waited, in minutes, for each bus/train listed above.

Continue



## OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus/train? \_\_\_\_\_ : \_\_\_\_\_ am / pm (circle one)
13. Will you (or did you) make this same trip in exactly the opposite direction today?  
 No  Yes - At what time did/will you leave for this trip in the opposite direction? \_\_\_\_\_ : \_\_\_\_\_ am/pm (circle one)
14. How often do you make this specific trip?  
 every day  5 days/week  2-4 times/week  once/week  
 2-3 times/month  once/month  less than once/month
15. What did you use to plan this trip?  
 Use paper schedules  Call Customer Service  Go Pass App  Google Transit  
 Agency On-line Trip Planner  Other: \_\_\_\_\_  Did not do any trip planning
16. What is the main reason you are completing this trip in the order you described on the previous page?  
 Shortest amount of time  Shortest walking distance  Least crowded  Fewest transfers  
 Easiest transfers  Only way I know  Only route I can use/get to

## PAYMENT

17. What kind of pass did you use for this trip?  
 Connect  Local System University Pass  Local System  Regional University Pass  
 Regional  NCTC Student ID  Reduced
18. How long is your pass good for?  
 2-hour pass  Single one-way trip  One-day pass  7-day pass  
 Monthly (31 Day pass)  Annual pass  University Full semester/summer
19. How did you pay for your pass?  
 Cash  Credit/Debit card  Payroll deduction  Gift/Free/No Charge
20. If you used a monthly or annual pass to pay for this trip: Did your employer or another organization pay all or a portion of the fare for your trip today?  Yes  No  
 20a. IF YES to #20: Approximately what amount or percentage of the fare did your employer or another organization pay?  
 Amount: \$ \_\_\_\_\_ or Percentage \_\_\_\_\_ %
21. Where did you buy your pass for this trip?  
 On the bus  Ticket machine  Denton County Transit Center  
 The T offices  DART Store  Public agency (social services)  
 Go Pass/Smart Phone  Transit agency website  Sales outlet (like a grocery store)  
 Other: \_\_\_\_\_

## ABOUT YOU AND YOUR HOUSEHOLD

22. How many vehicles (cars, trucks, or motorcycles) are available to your household? \_\_\_\_\_ vehicles  
 22a. [If #22 is more than NONE] Could you have used one of these vehicles for this trip?  Yes  No
23. Including YOU, how many people live in your household? \_\_\_\_\_ people
24. Including YOU, how many people (over age 15) in your household are employed full/part-time? \_\_\_\_\_ people
25. Are you: (check the one response that BEST describes you)  
 Employed full-time  Employed part-time  
 Not currently employed but seeking work  Not currently employed and not seeking work  
 Retired  Homemaker
26. Are you a student? (check the one response that BEST describes you)  
 Not a student  Yes - Full Time college/university  Yes - K - 12<sup>th</sup> grade  
 Yes - Part Time college/university  Yes - vocational/technical/trade school  Yes - other
- 26a. [If #26 is Yes] Please specify your college/university/school name: \_\_\_\_\_
27. Do you have a valid driver's license?  Yes  No
28. Are you a visitor to the Dallas-Fort Worth area?  Yes  No
29. Do you have a disability that limits your mobility?  Yes  No
30. What is your AGE?  Under 18  18-24  25-34  35-44  45-54  55-64  65+
31. Are you? (check all that apply)  
 American Indian / Alaska Native  Asian  Black/African American  Hispanic/Latino  
 Native Hawaiian / Pacific Islander  White  Other: \_\_\_\_\_
32. What is your gender?  Male  Female
33. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2013 before taxes?  
 Less than \$12,000  \$12,000-\$19,999  \$20,000 - \$23,999  \$24,000 - \$34,999  
 \$35,000 - \$49,999  \$50,000-\$74,999  \$75,000 or more
34. Do you speak a language other than English at home?  No  Yes - Which language? \_\_\_\_\_  
 IF YES: How well do you speak English?  Very Well  Well  Less than well  Not at all
35. Would you be willing to participate in future surveys or focus groups about transit issues?  Yes  No

### REGISTER TO WIN \$100

People who submit an accurately completed survey will be entered in a random drawing for one of TWENTY \$100 cash prizes. You must provide your home address at the beginning of the survey to be eligible.

Your Name: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

E-mail address: \_\_\_\_\_

### ***Thank you for your help!***

If you completed this survey before getting off the bus, please return this survey to the survey staff.  
 If you did not have time to complete the survey during your trip, please return it within 24 hours using the postage-paid envelope that was provided.



# NCTCOG 2014 On-Board Transit Survey

(for office use only) Route Code:  Time:  am / pm Interviewer:  Serial #:

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and **WILL NOT** be shared or sold.

What is your **HOME ADDRESS**: (please be specific, ex: 123 W. Main St):  
(If you are visiting the Dallas / Fort Worth area, please list the address where you are staying)

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## COMING FROM?

1. What type of place are you **COMING FROM NOW?**  
(the starting place for your one-way trip)

- Your usual WORKPLACE
- Other business related
- College / University (students only)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visits (friends/relatives)
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your **HOME** → Go to Question #4
- Other: \_\_\_\_\_
- Shopping
- Eating/Dining Out
- School (K-12)
- Hotel
- Sporting event

2. What is the **NAME** of the place you are coming from now?

\_\_\_\_\_

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

4. How did you **GET FROM** the place in Question #1 TO THE VERY **FIRST** bus or train you used for this one-way trip?

- Walk – how long did you walk? \_\_\_\_\_minutes
- Bike
- Wheelchair / Scooter
- Was dropped off by someone (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)

4a. Where did you board the first bus or train you used for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

\_\_\_\_\_

5. Where did you **get ON** this bus/train?  
Please provide the nearest intersection / station name / park-and-ride lot:

\_\_\_\_\_

## GOING TO?

6. What type of place are you **GOING TO NOW?**  
(the ending place for your one-way trip)

- Your usual WORKPLACE
- Other business related
- College / University (students only)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visits (friends/relatives)
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your **HOME** → Go to Question #9
- Other: \_\_\_\_\_
- Shopping
- Eating/Dining Out
- School (K-12)
- Hotel
- Sporting event

7. What is the **NAME** of the place you are going to now?

\_\_\_\_\_

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST** bus or train you will use for this one-way trip?

- Walk – how long did you walk? \_\_\_\_\_minutes
- Bike
- Wheelchair / Scooter
- Be picked up by someone (answer 9a)
- Get in a parked vehicle & drive alone (answer 9a)
- Get in a parked vehicle & drive/ride w/others (answer 9a)

9a. Where will you get off the last bus or train you are using for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

\_\_\_\_\_

10. Where will you **get OFF** this bus/train?  
Please provide the nearest intersection / station name / park-and-ride lot:

\_\_\_\_\_

11. **INCLUDING THIS BUS/TRAIN**, how many **TOTAL BUSES/TRAINS** will you use to make **THIS ONE-WAY TRIP?**  One, only this bus/train  Two  Three  Four or more

11a. Please list the **ROUTES** and/or **RAIL Lines** in the exact order you use them for this one-way trip.

**START** →  →  →  →  → **END**

1st Route # / RAIL Line    2nd Route/RAIL Line    3rd Route/RAIL Line    4th Route/RAIL Line

11b. Please provide how long you waited, in minutes, for each bus/train listed above.

Continue



## OTHER INFORMATION ABOUT THIS TRIP

12. What time did you **BOARD** this bus/train? \_\_\_\_\_ : \_\_\_\_\_ am / pm (circle one)
13. Will you (or did you) make this same trip in exactly the opposite direction today?  
 No  Yes - At what time did/will you leave for this trip in the opposite direction? \_\_\_\_\_ am/pm (circle one)
14. How often do you make this specific trip?  
 every day  5 days/week  2-4 times/week  once/week  
 2-3 times/month  once/month  less than once/month
15. What did you use to plan this trip?  
 Use paper schedules  Call Customer Service  Go Pass App  Google Transit  
 Agency On-line Trip Planner  Other: \_\_\_\_\_  Did not do any trip planning
16. What is the main reason you are completing this trip in the order you described on the previous page?  
 Shortest amount of time  Shortest walking distance  Least crowded  Fewest transfers  
 Easiest transfers  Only way I know  Only route I can use/get to

## PAYMENT

17. What kind of pass did you use for this trip?  
 Reduced Local Bus  Local Bus  TRE 1-Zone  Reduced Regional  Regional  MITS+1  Jury Summons
18. How long is your pass good for?  
 2-hour pass  Day pass  7-Day pass  Monthly pass  Annual pass
19. How did you pay for your pass?  
 Cash  Credit/Debit card  Payroll deduction  Gift/Free/No Charge
20. If you used a monthly or annual pass to pay for this trip: Did your employer or another organization pay all or a portion of the fare for your trip today?  Yes  No
- 20a. IF YES to #20: Approximately what amount or percentage of the fare did your employer or another organization pay?  
 Amount: \$ \_\_\_\_\_ or Percentage \_\_\_\_\_ %
21. Where did you buy your pass for this trip?  
 On the bus  Ticket machine  Denton County Transit Center  
 The T offices  DART Store  Public agency (social services)  
 Go Pass/Smart Phone  Transit agency website  Sales outlet (like a grocery store)  
 Other: \_\_\_\_\_

## ABOUT YOU AND YOUR HOUSEHOLD

22. How many vehicles (cars, trucks, or motorcycles) are available to your household? \_\_\_\_\_ vehicles
- 22a. [If #22 is more than NONE] Could you have used one of these vehicles for this trip?  Yes  No
23. Including YOU, how many people **live** in your household? \_\_\_\_\_ people
24. Including YOU, how many people (over age 15) in your household are employed full/part-time? \_\_\_\_\_ people
25. Are you? (check the one response that BEST describes you)  
 Employed full-time  Employed part-time  
 Not currently employed but **seeking** work  Not currently employed and **not seeking** work  
 Retired  Homemaker
26. Are you a student? (check the one response that BEST describes you)  
 Not a student  Yes - Full Time college/university  Yes - K - 12<sup>th</sup> grade  
 Yes - Part Time college/university  Yes - vocational/technical/trade school  Yes - other
- 26a. [If #26 is Yes] Please specify your college/university/school name: \_\_\_\_\_
27. Do you have a valid driver's license?  Yes  No
28. Are you a visitor to the Dallas-Fort Worth area?  Yes  No
29. Do you have a disability that limits your mobility?  Yes  No
30. What is your AGE?  Under 18  18-24  25-34  35-44  45-54  55-64  65+
31. Are you? (check all that apply)  
 American Indian / Alaska Native  Asian  Black/African American  Hispanic/Latino  
 Native Hawaiian / Pacific Islander  White  Other: \_\_\_\_\_
32. What is your gender?  Male  Female
33. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2013 before taxes?  
 Less than \$12,000  \$12,000-\$19,999  \$20,000 - \$23,999  \$24,000 - \$34,999  
 \$35,000 - \$49,999  \$50,000-\$74,999  \$75,000 or more
34. Do you speak a language other than English at home?  No  Yes - Which language? \_\_\_\_\_  
 IF YES: How well do you speak English?  Very Well  Well  Less than well  Not at all
35. Would you be willing to participate in future surveys or focus groups about transit issues?  Yes  No

### REGISTER TO WIN \$100

People who submit an accurately completed survey will be entered in a random drawing for one of **TWENTY** \$100 cash prizes. You must provide your home address at the beginning of the survey to be eligible.

Your Name: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

E-mail address: \_\_\_\_\_

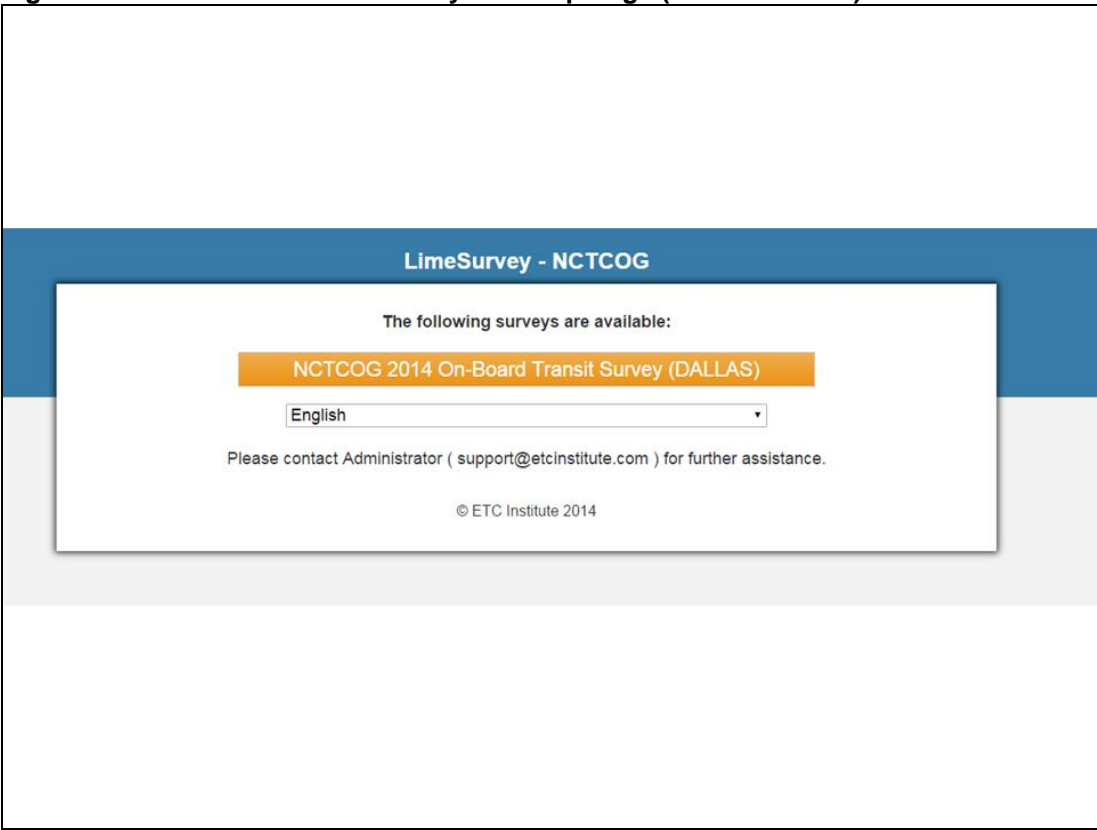
### ***Thank you for your help!***

If you completed this survey before getting off the bus, please return this survey to the survey staff.

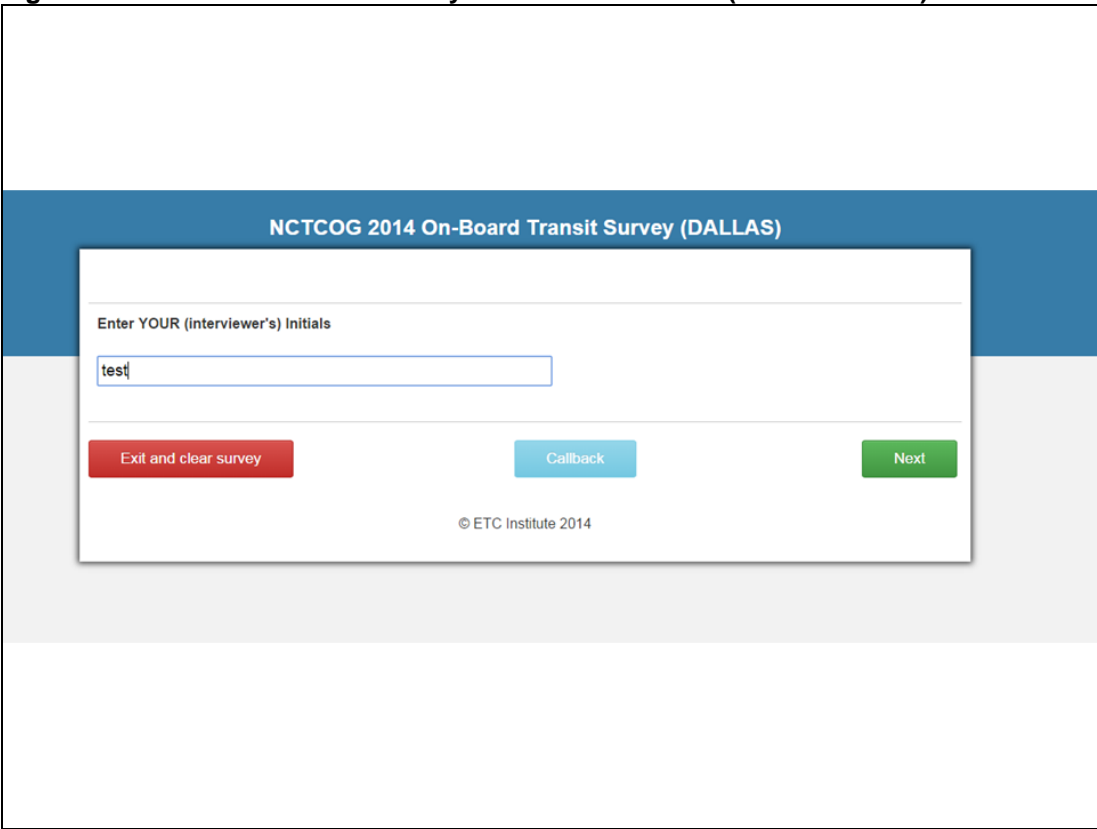
If you did not have time to complete the survey during your trip, please return it within 24 hours using the postage-paid envelope that was provided.

**North Central Texas  
On-Board Transit Survey  
(Tablet Version)**

**Figure B-1. On-Board Transit Survey: Start-up Page (Tablet Version)**



**Figure B-2. On-Board Transit Survey: Interviewer's Initial (Tablet Version)**



**Figure B-3. On-Board Transit Survey: Select a Route (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

Select the [ROUTE] you are working:  
Choose one of the following answers

<input type="radio"/> DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Mockingbird -> Bristol Saner]	<input type="radio"/> DART - 547 - WESTMORELAND STA REDBIRD LANE [Red bird & Westmoreland -> Westmoreland Station]
<input type="radio"/> DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Bristol Saner -> Mockingbird]	<input type="radio"/> DART - 547 - WESTMORELAND STA REDBIRD LANE [Westmoreland Station -> Red bird & Westmoreland]
<input type="radio"/> DART - 002 - HATCHER [Downtown Dallas -> Culver]	<input type="radio"/> DART - 549 - DOWNTOW IRVING STA WESTMORELAND STA [Westmoreland Station -> Downtown Irving/Heritage Crossing Station]
<input type="radio"/> DART - 002 - HATCHER [Culver -> Downtown Dallas]	<input type="radio"/> DART - 549 - DOWNTOW IRVING STA WESTMORELAND STA [Downtown Irving/Heritage Crossing Station -> Westmoreland Station]
<input type="radio"/> DART - 011 - JEFFERSON BEXAR STREET [Crockrell Hill -> Bexar Street]	<input type="radio"/> DART - 551 - ARAPAHO STA LBJ SKILLMAN STA [LBJ/Skillman Station -> Arapaho Center]
<input type="radio"/> DART - 011 - JEFFERSON BEXAR STREET [Bexar Street -> Crockrell Hill]	<input type="radio"/> DART - 551 - ARAPAHO STA LBJ SKILLMAN STA [Arapaho Center -> LBJ/Skillman Station]
<input type="radio"/> DART - 012 - WESTMOUNT HATCHER [Westmoreland Station -> Hatcher Station]	<input type="radio"/> DART - 553 - LEDETTTER STA-CEDAR VALLEY COLLEGE [Cedar Valley College -> Ledbetter Station]
<input type="radio"/> DART - 012 - WESTMOUNT HATCHER [Hatcher Station -> Westmoreland Station]	<input type="radio"/> DART - 553 - LEDETTTER STA-CEDAR VALLEY COLLEGE [Ledbetter Station -> Cedar Valley College]
<input type="radio"/> DART - 019 - ANN ARBOR LAKEWOOD [Brierfield/Partridge -> Paulus/Gaston]	<input type="radio"/> DART - 554 - LEDBETTER BONNIE VIEW PAUL QUINN [Ledbetter Station -> Bonnie View & Tioga]
<input type="radio"/> DART - 019 - ANN ARBOR LAKEWOOD [Paulus/Gaston -> Brierfield/Partridge]	

**Figure B-4. On-Board Transit Survey: Random Surveyor Selection (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

Please choose a number between 1 and 4:

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**Figure B-5. On-Board Transit Survey: Survey Opening Page (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Hi. My name is test

We are doing a short survey to improve public transportation services in the Dallas/Fort Worth area.

Would you be willing to answer a few questions?

The survey takes about 4-5 minutes.

Choose one of the following answers

Yes (have 5 min +)

Yes (no time for full survey)

No

Do not speak the interviewer's language

Exit and clear survey

Previous

Callback

Next

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**Figure B-6. On-Board Transit Survey: Home Address (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

What is your HOME address? If you are visiting the Dallas/Forth Worth area, please list the address where you are staying (ex: 123 W. Main St):

Place Name (optional)

City

Zip Code

Longitude

Street Address

State

Latitude

Enter a location here

Address
  Place

Exit and clear survey

Previous

Callback

Next

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Figure B-7. On-Board Transit Survey: Origin Type (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**What type of place are you COMING FROM NOW (the starting place for your one-way trip)?**  
*Choose one of the following answers*

<input type="radio"/> Your Home	<input type="radio"/> Personal business (bank, post office, etc)
<input type="radio"/> Your usual WORKPLACE	<input type="radio"/> Pick up/drop off someone (daycare, school, etc)
<input type="radio"/> Other work related	<input type="radio"/> Shopping
<input type="radio"/> College/University (student only)	<input type="radio"/> Eating/Dining Out
<input type="radio"/> School (K-12)	<input type="radio"/> Hotel
<input type="radio"/> Airport (as an air passenger)	<input type="radio"/> Sporting event
<input type="radio"/> Recreation (movies, fishing, etc)	<input type="radio"/> Sightseeing
<input type="radio"/> Medical appointment/doctor's visit	<input type="radio"/> Other: <input type="text"/>
<input type="radio"/> Social visits (friends/relatives)	

---

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Figure B-8. On-Board Transit Survey: Access Mode (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**How did you GET FROM the Your Home TO THE VERY FIRST bus or train you used for this one-way trip?**  
**Place name:**  
*Choose one of the following answers*

<input type="radio"/> Walked <u>all the way</u>	<input checked="" type="radio"/> Was dropped off by someone
<input type="radio"/> Walked <u>part of the way</u> (got dropped off and then walked)	<input type="radio"/> Drove alone and parked
<input type="radio"/> Bike	<input type="radio"/> Drove or rode with others and parked
<input type="radio"/> Wheelchair/scooter	<input type="radio"/> Other: <input type="text"/>

---

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Figure B-9. On-Board Transit Survey: Vehicle Location (Park-n-ride) (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

Did you park your vehicle (or was dropped off) at a park-n-ride location?  
*Choose one of the following answers*

Yes

No

---

[Exit and clear survey](#)      [Previous](#)      [Callback](#)      [Next](#)

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Figure B-10. On-Board Transit Survey: Vehicle Location (Tablet Version)

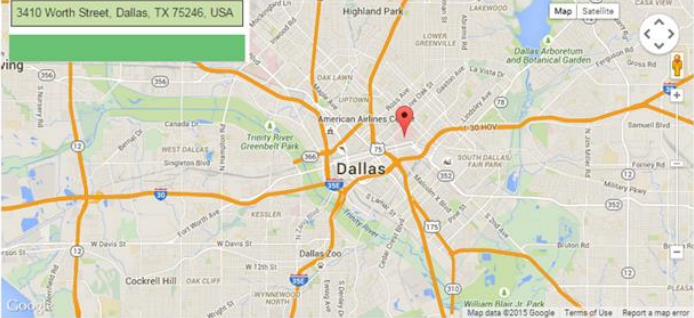
**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

Where were you dropped off / where did you park your car to board your FIRST bus or train for this one-way trip (nearest intersection / rail station)?

<b>Street Address</b> 3410 Worth Street	<b>Zip Code</b> 75246
<b>City</b> Dallas	<b>Latitude</b> 32.78779357321096
<b>State</b> Texas	<b>Longitude</b> -96.77848408447267

Enter a location here        Address     Place    [Clear](#)    [Me](#)



[Exit and clear survey](#)      [Previous](#)      [Callback](#)      [Next](#)

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Figure B-11. On-Board Transit Survey: Boarding Location (Tablet Version)



**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

Where did you **GET ON** this bus or train (DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Mockingbird -> Bristol Saner]) for the current one-way trip?

*This question is mandatory. Please complete all parts.*

Street Address  Stop ID   User Stop

Latitude  Longitude

Address  Place

Current trip from Your Home (origin) to your Destination.

**Figure B-12. On-Board Transit Survey: Destination Type (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

What type of place are you **GOING TO NOW** (the ending place for your one-way trip)?

*Choose one of the following answers*

<input type="radio"/> Your Home	<input type="radio"/> Personal business (bank, post office, etc)
<input type="radio"/> Your usual WORKPLACE	<input type="radio"/> Pick up/drop off someone (daycare, school, etc)
<input type="radio"/> Other work related	<input type="radio"/> Shopping
<input type="radio"/> College/University (student only)	<input type="radio"/> Eating/Dining Out
<input type="radio"/> School (K-12)	<input type="radio"/> Hotel
<input type="radio"/> Airport (as an air passenger)	<input type="radio"/> Sporting event
<input type="radio"/> Recreation (movies, fishing, etc)	<input type="radio"/> Sightseeing
<input type="radio"/> Medical appointment/doctor's visit	<input type="radio"/> Other: <input type="text"/>
<input type="radio"/> Social visits (friends/relatives)	

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Figure B-13. On-Board Transit Survey: Destination Name (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

What is the NAME of the place you are going to now?

Exit and clear survey Previous Callback Next

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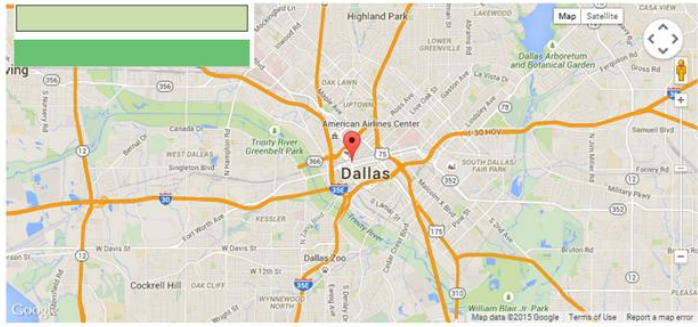
Figure B-14. On-Board Transit Survey: Destination Location (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

What is the EXACT STREET ADDRESS of this place?

Hotel or Place Name	Zip Code
<input type="text"/>	<input type="text"/>
Street Address	Latitude
<input type="text"/>	<input type="text"/>
City	Longitude
<input type="text"/>	<input type="text"/>
State	
<input type="text"/>	

Enter a location here Address Place Clear Me



Exit and clear survey Previous Callback Next

Figure B-15. On-Board Transit Survey: Egress Location (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**How will you GET TO your destination (Shopping) after you get off the LAST bus or train you will use for this one-way trip?**  
Place name: test-

*Choose one of the following answers*

<input checked="" type="radio"/> Walk <b>all the way</b>	<input type="radio"/> Be picked up by someone
<input type="radio"/> Walk <b>part of the way</b> (will walk then get picked up)	<input type="radio"/> Get in a parked vehicle & drive alone
<input type="radio"/> Bike	<input type="radio"/> Get in a parked vehicle & drive/ride with others
<input type="radio"/> Wheelchair/scooter	<input type="radio"/> Other: <input type="text"/>

---

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Figure B-16. On-Board Transit Survey: Blocks Walked (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**How many blocks will you walk?**

*Choose one of the following answers*

<input type="radio"/> Less than a block	<input type="radio"/> Four (4)	<input type="radio"/> Eight (8)
<input type="radio"/> One (1)	<input type="radio"/> Five (5)	<input type="radio"/> Nine (9)
<input type="radio"/> Two (2)	<input type="radio"/> Six (6)	<input type="radio"/> Ten or more (10+)
<input type="radio"/> Three (3)	<input type="radio"/> Seven (7)	

---

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Figure B-17. On-Board Transit Survey: Alighting Location (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

Where will you **GET OFF** this bus or train (DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Mockingbird -> Bristol Saner]) for the current one-way trip?

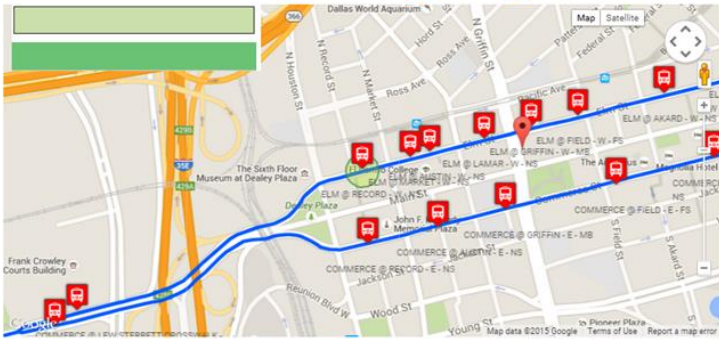
Street Address:

Latitude:

Stop ID:   User Stop

Longitude:

Address  Place



Current trip from Your Home (origin) to Shopping (destination)

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Figure B-18. On-Board Transit Survey: Transfer Before (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

How many bus/rail transfers did you make **BEFORE** you boarded this bus/train since leaving the place you are **COMING FROM (Your Home )**?

Choose one of the following answers

(0) None

(1) One

(2) Two

(3+) Three or more

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**Figure B-19. On-Board Transit Survey: Transfer Options (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

Which route or rail line did you board **FIRST** on this one-way trip?  
 Choose one of the following answers

<input type="radio"/> DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Mockingbird <-> Bristol Saner]	<input type="radio"/> DART - 549 - DOWNTOW IRVING STA WESTMORELAND STA [Westmoreland Station <-> Downtown Irving/Heritage Crossing Station]
<input type="radio"/> DART - 002 - HATCHER [Downtown Dallas <-> Culver]	<input type="radio"/> DART - 551 - ARAPAHO STA LBJ SKILLMAN STA [LBJ/Skillman Station <-> Arapaho Center]
<input type="radio"/> DART - 011 - JEFFERSON BEXAR STREET [Crockrell Hill <-> Bexar Street]	<input type="radio"/> DART - 553 - LEDETTTER STA-CEDAR VALLEY COLLEGE [Cedar Valley College <-> Ledbetter Station]
<input type="radio"/> DART - 012 - WESTMOUNT HATCHER [Hatcher Station <-> Westmoreland Station]	<input type="radio"/> DART - 554 - LEDBETTER BONNIE VIEW PAUL QUINN [Ledbetter Station <-> Bonnie View & Tioga]
<input type="radio"/> DART - 019 - ANN ARBOR LAKEWOOD [Brierfield/Partridge <-> Paulus/Gaston]	<input type="radio"/> DART - 560 - LBJ SKILLMAN SOUTH GARLAND STA [LBJ/Skillman Station <-> South Garland Transit Center]
<input type="radio"/> DART - 021 - RED BIRD TRANSIT CENTER [Red Bird Transit Center <-> Downtown Dallas]	<input type="radio"/> DART - 566 - DOWNTOWN GARLAND NAAMAN FOREST HS [Downtown Garland Station <-> Elliott & Naaman Forest]
<input type="radio"/> DART - 024 - MOCK STA CAPITOL-McMILLAN [Mockingbird Station <-> Downtown Dallas]	<input type="radio"/> DART - 568 - BAHAMA-KEENELAND [Keeneland <-> Bahama]
<input type="radio"/> DART - 026 - FRAZIER COURTS [Frazier Courts <-> Downtown Dallas]	<input type="radio"/> DART - 571 - SPRING VALLEY DTN GARLAND STA [Spring Valley Station <-> Downtown Garland Station]
<input type="radio"/> DART - 027 - HINES PARKLAND RAIL STATION [West Transfer Center <-> Southwestern Medical District]	<input type="radio"/> DART - 574 - WOODS SUGARBERRY WESTMORELAND STA [Woods Sugarberry <-> Westmoreland Station]

**Figure B-20. On-Board Transit Survey: Transfers After (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

How many bus or rail transfers will you make **AFTER** you get off this bus/train on your way to the place you are GOING TO (Shopping)?  
 Choose one of the following answers

(0) None  
 (1) One  
 (2) Two  
 (3+) Three or more

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**Figure B-21. On-Board Transit Survey: Summary Screen (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

You LIVE OR are currently staying at: **605 Corinth Street , Dallas , Texas**  
 You began this trip at [ **Your Home** ] called [ ], located at: [ . ]  
 You Was dropped off by someone from there to **THE VERY FIRST** bus or train YOU USED FOR **THIS ONE-WAY TRIP**

Before getting ON **THIS** bus/TRAIN, you used these routes/rail lines:  
 [ **DART - 012 - WESTMOUNT HATCHER [Hatcher Station <-> Westmoreland Station]** ]  
 and then  
 [ ]  
 and then  
 [ ]

You boarded this bus/train WHICH IS THE [ **DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Mockingbird -> Bristol Saner]** ]  
 at [ **COMMERCE @ RECORD - E - NS** ] and will get off at [ **ELM @ RECORD - W - NS** ]

After **THIS** bus/train **DART - 001 - WYNNEWOOD MOCKINGBIRD STATION [Mockingbird -> Bristol Saner]** you will transfer to  
 [ ]  
 and then to  
 [ ]  
 and then to  
 [ ]

After that, you will [ **Walk all the way** ] from THE VERY LAST bus/train YOUR ARE USING FOR THIS TRIP to get to your destination which is [ **Shopping** ] called [ **test** ], located at: [ **- . Pacific Avenue West End , Texas** ]

Exit and clear survey
Previous
Callback
Next

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**Figure B-22. On-Board Transit Survey: Boarding Time (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

**What time did you BOARD this bus or train?**  
 Choose one of the following answers

<input type="radio"/> Before 6:30 a.m.	<input type="radio"/> 9 - 10 a.m.	<input type="radio"/> 1 - 2 p.m.	<input type="radio"/> 5 - 6 p.m.
<input type="radio"/> 6:30 - 7:30 a.m.	<input type="radio"/> 10 - 11 a.m.	<input type="radio"/> 2 - 3 p.m.	<input type="radio"/> 6 - 7 p.m.
<input type="radio"/> 7:30 - 8:30 a.m.	<input type="radio"/> 11 a.m. - 12 p.m.	<input type="radio"/> 3 - 4 p.m.	<input type="radio"/> After 7 p.m.
<input type="radio"/> 8:30 - 9 a.m.	<input type="radio"/> 12 - 1 p.m.	<input type="radio"/> 4 - 5 p.m.	

Current trip from **Your Home** (origin) to **Shopping** (destination)

Exit and clear survey
Previous
Callback
Next

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**Figure B-23. On-Board Transit Survey: Wait Time (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

How long (in minutes) were you waiting at the stop for this bus to arrive?

minutes

*Only numbers may be entered in this field.*

Exit and clear survey Previous Callback Next

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**Figure B-24. On-Board Transit Survey: Trip in Opposite Direction (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Will you (or did you) make this same trip on exactly the same routes in the opposite direction today?

*Choose one of the following answers*

Yes

No

*Current trip from Your Home (origin) to Shopping (destination)*

Exit and clear survey Previous Callback Next

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**Figure B-25. On-Board Transit Survey: Time of Opposite Direction Trip (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**At what time did/will you leave for this trip in the opposite direction?**  
*Choose one of the following answers*

<input type="radio"/> Before 6:30 a.m.	<input type="radio"/> 9 - 10 a.m.	<input type="radio"/> 1 - 2 p.m.	<input type="radio"/> 5 - 6 p.m.
<input type="radio"/> 6:30 - 7:30 a.m.	<input type="radio"/> 10 - 11 a.m.	<input type="radio"/> 2 - 3 p.m.	<input type="radio"/> 6 - 7 p.m.
<input type="radio"/> 7:30 - 8:30 a.m.	<input type="radio"/> 11 a.m. - 12 p.m.	<input type="radio"/> 3 - 4 p.m.	<input type="radio"/> After 7 p.m.
<input type="radio"/> 8:30 - 9 a.m.	<input type="radio"/> 12 - 1 p.m.	<input type="radio"/> 4 - 5 p.m.	

*Current trip from Your Home (origin) to Shopping (destination)*

---

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**Figure B-26. On-Board Transit Survey: Trip Frequency (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**How often do you make this specific trip?**  
*Choose one of the following answers*

<input type="radio"/> Every day	<input type="radio"/> 2-3 times / month
<input type="radio"/> 5 days / week	<input type="radio"/> Once a month
<input type="radio"/> 2-4 times / week	<input type="radio"/> Less than once a month
<input type="radio"/> Once a week	

---

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**Figure B-27. On-Board Transit Survey: Trip Planning Tools (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**What did you use to plan this trip?**  
*Choose one of the following answers*

- Use paper schedules
- Call Customer Service
- Go Pass App
- Google Transit
- Agency On-line Trip Planner
- Did not do any trip planning
- Other:

---

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**Figure B-28. On-Board Transit Survey: Pass Type (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**What kind of pass did you use for this trip?**  
*Choose one of the following answers*

- Local
- Regional
- Reduced
- System
- Free

---

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**Figure B-29. On-Board Transit Survey: Pass Duration (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

How long is your pass good for?  
Choose one of the following answers

- 2-hour pass
- Day pass
- Midday pass
- 7-day pass
- Monthly (31 Day pass)
- Annual pass

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**Figure B-30. On-Board Transit Survey: Pass Payment (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

How did you pay for your pass?  
Choose one of the following answers

- Cash
- Credit / Debit card
- Payroll deduction
- Gift / Free / No Charge

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**Figure B-31. On-Board Transit Survey: Pass Bought Location (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

**Where did you buy your pass for this trip ?**  
*Choose one of the following answers*

<input type="radio"/> On the bus	<input type="radio"/> Go Pass/Smart Phone
<input type="radio"/> Ticket machine	<input type="radio"/> Transit agency website
<input type="radio"/> Denton County Transit Center	<input type="radio"/> Sales outlet (like a grocery store)
<input type="radio"/> The T offices	<input type="radio"/> School/university
<input type="radio"/> DART Store	<input type="radio"/> Other: <input type="text"/>
<input type="radio"/> Public agency (social services)	

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**Figure B-32. On-Board Transit Survey: Working Vehicle in Household (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

**How many WORKING vehicles (cars, trucks, or motorcycles) are available to your household?**  
*Choose one of the following answers*

<input type="radio"/> None (0)
<input type="radio"/> One (1)
<input type="radio"/> Two (2)
<input type="radio"/> Three (3)
<input type="radio"/> Four or more (4+)

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Figure B-33. On-Board Transit Survey: Number of People in Household (Tablet Version)

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Including YOU, how many people live in your household?  
*Choose one of the following answers*

One (1)       Five (5)       Nine (9)  
 Two (2)       Six (6)       Ten or More (10+)  
 Three (3)       Seven (7)  
 Four (4)       Eight (8)

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Figure B-34. On-Board Transit Survey: How many people employed in Household (Tablet Version)

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Including YOU, how many people (over age 15) in your household are employed full/part-time?  
*Choose one of the following answers*

None (0)       Four (4)       Eight (8)  
 One (1)       Five (5)       Nine (9)  
 Two (2)       Six (6)       Ten or More (10+)  
 Three (3)       Seven (7)

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**Figure B-35. On-Board Transit Survey: Employment Status (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**Are you ?**  
*Choose one of the following answers*

<input type="radio"/> Employed full-time	<input type="radio"/> Not currently employed and <u>not seeking</u> work
<input type="radio"/> Employed part-time	<input type="radio"/> Retired
<input type="radio"/> Not currently employed but <u>seeking</u> work	<input type="radio"/> Homemaker

*(select the one response that BEST describes you)*

---

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**Figure B-36. On-Board Transit Survey: Student Status (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

**Are you a student?**  
*Choose one of the following answers*

<input type="radio"/> Not a student	<input checked="" type="radio"/> Yes – Part Time college/university
<input type="radio"/> Yes – Full Time college/university	<input type="radio"/> Yes – vocational/technical/trade school
<input type="radio"/> Yes – K-12th grade	<input type="radio"/> Yes <input type="text"/>

*(Check the one response that BEST describes you)*

---

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Figure B-37. On-Board Transit Survey: School/University Drop-down List (Tablet Version)

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Please specify your college/university/school name.  
*Choose one of the following answers*

**This question is mandatory.**  
**If you choose 'Other:' please also specify your choice in the accompanying text field.**

Other Recorded Value:

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Figure B-38. On-Board Transit Survey: Driver's License (Tablet Version)

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Do you have a valid driver's license?  
*Choose one of the following answers*

Yes  
 No

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**Figure B-39. On-Board Transit Survey: Visitor Status (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Are you a visitor to the Dallas-Fort Worth area?

Yes

No

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**Figure B-40. On-Board Transit Survey: Disability Status (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Do you have a disability that that limits your mobility?

Choose one of the following answers

YES

NO

No answer

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**Figure B-41. On-Board Transit Survey: Age of Rider (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

**What is your AGE?**  
*Choose one of the following answers*

Under 18       35-44       65+

18-24       45-54

25-34       55-64

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**Figure B-42. On-Board Transit Survey: Ethnic Background of Rider (Tablet Version)**

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

**Are you?**  
*Choose one of the following answers*

American Indian / Alaska Native       Native Hawaiian / Pacific Islander

Asian       White

Black / African American       Other:

Hispanic / Latino

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Figure B-43. On-Board Transit Survey: Household Income (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

Which of the following categories BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2013 before taxes?  
*Choose one of the following answers*

<input type="radio"/> Less than \$12,000	<input type="radio"/> \$24,000 - \$34,999	<input type="radio"/> \$75,000 or more
<input type="radio"/> \$12,000-\$19,999	<input type="radio"/> \$35,000 - \$49,999	<input type="radio"/> Don't know / Refused
<input type="radio"/> \$20,000 - \$23,999	<input type="radio"/> \$50,000-\$74,999	

---

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Figure B-44. On-Board Transit Survey: Language other than English (Tablet Version)

**NCTCOG 2014 On-Board Transit Survey (DALLAS)**

---

Do you speak a language other than English at home?  
*Choose one of the following answers*

Yes

No

---

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**Figure B-45. On-Board Transit Survey: Language Drop-down List (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

**What language?**  
*Choose one of the following answers*

**Other Recorded Value:**  
AMERICAN SIGN LANGUAGE (ASL)

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**Figure B-46. On-Board Transit Survey: English Ability (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

**How well do you speak English?**  
*Choose one of the following answers*

Very well  
 Well  
 Less than well  
 Not at all

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**Figure B-47. On-Board Transit Survey: Future Participation (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Would you be willing to participate in future surveys or focus groups about transit issues?

Yes

No

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**Figure B-48. On-Board Transit Survey: Incentive Question (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Would you like me to enter you into a drawing for one of twenty \$100 cash prizes?

*Choose one of the following answers*

Yes

No

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**Figure B-49. On-Board Transit Survey: Participation Info (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Please provide the following information:

Your Name

Phone Number

Email

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**Figure B-50. On-Board Transit Survey: Gender of Rider (Tablet Version)**

NCTCOG 2014 On-Board Transit Survey (DALLAS)

Gender of the respondent  
*Choose one of the following answers*

Male

Female

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**Figure B-51. On-Board Transit Survey: Interviewer Initials (Tablet Version)**

The screenshot displays a tablet interface for the "NCTCOG 2014 On-Board Transit Survey (DALLAS)". At the top, a blue header bar contains the survey title. Below this, a white form area prompts the user to "Enter finishing interviewer's Initials". A text input field contains the word "test". Below the input field, there are four buttons: "Exit and clear survey" (red), "Previous" (orange), "Callback" (blue), and "Submit" (grey). At the bottom of the form area, the copyright notice "© ETC Institute 2014" is visible.

**North Central Texas  
On-Board Transit Survey  
(Pilot Test Paper Version)**

# NCTCOG 2014 On-Board Transit Survey

BUS VERSION (for office use only) Route Code:  Time:  am / pm Interviewer:  Serial #:

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and **WILL NOT** be shared or sold.

What is your **HOME ADDRESS**: (please be specific, ex: 123 W. Main St):  
 (If you are visiting the Dallas / Fort Worth area, please list the address where you are staying)

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## COMING FROM?

1. What type of place are you **COMING FROM NOW?**  
 (the starting place for your one-way trip)

- Your usual WORKPLACE
- Other business related
- College / University (students only)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visits (friends/relatives)
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your HOME → Go to Question #4
- Other: \_\_\_\_\_
- Shopping
- Eating/Dining Out
- School (K-12)
- Hotel
- Sporting event

2. What is the **NAME** of the place you are coming from now?

\_\_\_\_\_

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

4. How did you **GET FROM** the place in Question #1 TO THE VERY FIRST bus or train you used for this one-way trip?

- Walk – how long did you walk? \_\_\_\_\_minutes
- Bike
- Wheelchair / Scooter
- Was dropped off by someone (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)

4a. Where did you board the first bus or train you used for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

\_\_\_\_\_

5. Where did you **get ON** this bus/train?  
 Please provide the nearest intersection / station name / park-and-ride lot:

\_\_\_\_\_

## GOING TO?

6. What type of place are you **GOING TO NOW?**  
 (the ending place for your one-way trip)

- Your usual WORKPLACE
- Other business related
- College / University (students only)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visits (friends/relatives)
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your HOME → Go to Question #9
- Other: \_\_\_\_\_
- Shopping
- Eating/Dining Out
- School (K-12)
- Hotel
- Sporting event

7. What is the **NAME** of the place you are going to now?

\_\_\_\_\_

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address: )

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST** bus or train you will use for this one-way trip?

- Walk – how long did you walk? \_\_\_\_\_minutes
- Bike
- Wheelchair / Scooter
- Be picked up by someone (answer 9a)
- Get in a parked vehicle & drive alone (answer 9a)
- Get in a parked vehicle & drive/ride w/others (answer 9a)

9a. Where will you get off the last bus or train you are using for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

\_\_\_\_\_

10. Where will you **get OFF** this bus/train?  
 Please provide the nearest intersection / station name / park-and-ride lot:

\_\_\_\_\_

11. **INCLUDING THIS BUS/TRAIN**, how many **TOTAL BUSES/TRAINS** will you use to make **THIS ONE-WAY TRIP?**  One, only this bus/train  Two  Three  Four or more

11a. Please list the **ROUTES** and/or **RAIL Lines** in the exact order you use them for this one-way trip. In addition, please provide how long your waited, in minutes, for each bus/train used for your one-way trip.

**START** →  →  →  →  →  → **END**

1st Route # / Rail Line    2nd Route/Rail Line    3rd Route/Rail Line    4th Route #/Station

11b. Wait time (min)

**OTHER INFORMATION ABOUT THIS TRIP**

Continue

12. What time did you BOARD this bus/train? \_\_\_\_\_ : \_\_\_\_\_ am / pm (circle one)  
 12a. How many minutes did you wait at the bus/rail stop before boarding this bus? \_\_\_\_\_ minutes

13. Will you (or did you) make this same trip in exactly the opposite direction today?  
 No  Yes - At what time did/will you leave for this trip in the opposite direction? \_\_\_\_\_ am/pm (circle one)

14. How often do you make this specific trip?  
 every day  5 days/week  2-4 times/week  once/week  
 2-3 times/month  once/month  less than once/month

15. What did you use to plan this trip?  
 Use paper schedules  Call Customer Service  Go Pass App  Google Transit  
 Agency On-line Trip Planner  Other: \_\_\_\_\_  Did not do any trip planning

16. What is the main reason you are completing this trip in the order you described on the previous page?  
 Shortest amount of time  Shortest walking distance  Least crowded  Fewest transfers  
 Easiest transfers  Only way I know  Only route I can use/get to

### PAYMENT

17. What kind of pass did you use for this trip?  
 Local  Regional  Reduced  System  Free

18. How long is your pass good for?  
 2-hour pass  Day pass  Midday pass  7-day pass  Monthly (31 Day pass)  Annual pass

19. How did you pay for your pass?  
 Cash  Credit/Debit card  Payroll deduction  Gift/Free/No Charge

20. If you used a monthly or annual pass to pay for this trip: Did your employer or another organization pay all or a portion of the fare for your trip today?  Yes  No  
 20a. IF YES to #20: Approximately what amount or percentage of the fare did your employer or another organization pay?  
 Amount: \$ \_\_\_\_\_ or Percentage \_\_\_\_\_ %

21. Where did you buy your pass for this trip?  
 On the bus  Ticket machine  Denton County Transit Center  
 The T offices  DART Store  Public agency (social services)  
 Go Pass/Smart Phone  Transit agency website  Sales outlet (like a grocery store)  
 Other: \_\_\_\_\_

### ABOUT YOU AND YOUR HOUSEHOLD

22. How many vehicles (cars, trucks, or motorcycles) are available to your household? \_\_\_\_\_ vehicles  
 22a. [If #22 is more than NONE] Could you have used one of these vehicles for this trip?  Yes  No

23. Including YOU, how many people live in your household? \_\_\_\_\_ people

24. Including YOU, how many people (over age 15) in your household are employed full/part-time? \_\_\_\_\_ people

25. Are you: (check the one response that BEST describes you)  
 Employed full-time  Employed part-time  
 Not currently employed but seeking work  Not currently employed and not seeking work  
 Retired  Homemaker

26. Are you a student? (check the one response that BEST describes you)  
 Not a student  Yes - Full Time college/university  Yes - K - 12<sup>th</sup> grade  
 Yes - Part Time college/university  Yes - vocational/technical/trade school  Yes - other

26a. [If #26 is Yes] Please specify your college/university/school name: \_\_\_\_\_

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

28. Are you a visitor to the Dallas-Fort Worth area?  Yes  No

29. Do you have a disability that limits your mobility?  Yes  No

30. What is your AGE?  Under 18  18-24  25-34  35-44  45-54  55-64  65+

31. Are you? (check all that apply)  
 American Indian / Alaska Native  Asian  Black/African American  Hispanic/Latino  
 Native Hawaiian / Pacific Islander  White  Other: \_\_\_\_\_

32. What is your gender?  Male  Female

33. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2012 before taxes?  
 Less than \$12,000  \$12,000-\$19,999  \$20,000 - \$23,999  \$24,000 - \$34,999  
 \$35,000 - \$49,999  \$50,000-\$74,999  \$75,000 or more

34. Do you speak a language other than English at home?  No  Yes - Which language? \_\_\_\_\_  
 IF YES: How well do you speak English?  Very Well  Well  Less than well  Not at all

35. Would you be willing to participate in future surveys or focus groups about transit issues?  Yes  No

#### REGISTER TO WIN \$100

People who submit an accurately completed survey will be entered in a random drawing for one of **TWENTY** \$100 cash prizes. You must provide your home address at the beginning of the survey to be eligible.

Your Name: \_\_\_\_\_  
 Phone Number: (\_\_\_\_) \_\_\_\_\_  
 E-mail address: \_\_\_\_\_

#### ***Thank you for your help!***

If you completed this survey before getting off the bus, please return this survey to the survey staff.  
 If you did not have time to complete the survey during your trip, please return it within 24 hours using the postage-paid envelope that was provided.

**Sample Plan for Light Rail and TRE:  
Boarding and Alighting Station Groups  
for each Time of Day and Direction**



# Blue Line (DART)

**Figure D-1. Average Weekday Ridership:Boarding/Alighting Groups (Blue Line Northbound)**

Station Abbrev.	Station Name	Direction	Before 6:30		6:30 - 8:59		9:00 - 11:59		12:00 - 2:59		3:00 - 6:59		After 7:00		Total Average of ON	Total Average of OFF
			Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF		
LERS	LEDBETTER STATION	North	269	0	557	0	390	0	336	0	444	4	225	7	2,221	11
VARS	VA MEDICAL CENTER STATION	North	22	6	63	34	115	21	159	17	294	19	42	9	695	106
KIRS	KIEST STATION	North	62	6	116	83	140	75	140	59	208	87	71	27	737	337
ILRS	ILLINOIS TC/STATION	North	111	8	175	36	118	57	111	60	137	93	55	41	707	295
MORS	MORRELL STATION	North	22	1	28	32	27	20	29	26	83	42	32	21	221	142
CORS	CORINTH RAIL STATION	North	23	23	45	39	28	56	29	58	84	103	21	39	230	318
CERS	CEDARS STATION	North	18	15	14	19	24	31	23	34	70	45	22	12	171	156
COCE	CONVENTION CENTER STATION	North	14	9	13	13	16	21	20	17	61	31	11	8	135	99
UNIO	UNION STATION	North	15	18	31	50	30	50	36	43	158	119	45	29	315	309
WEND	WEST END STATION	North	69	229	120	388	209	398	226	299	602	581	199	184	1,425	2,079
AKRD	AKARD STATION	North	23	27	39	81	37	45	88	56	466	64	88	15	741	288
STPL	ST PAUL STATION	North	19	11	30	54	30	37	59	45	413	56	70	17	621	220
PERL	PEARL/ARTS DISTRICT STATION	North	54	8	66	39	54	36	80	35	288	58	109	21	651	197
CIPL	CITYPLACE/UPTOWN STATION	North	23	43	51	74	37	42	56	53	170	101	80	45	417	358
MBRB	MOCKINGBIRD STATION	North	20	21	72	63	65	70	120	61	292	182	153	52	722	449
WHRK	WHITE ROCK STATION	North	9	7	14	42	13	56	18	70	59	275	17	71	130	521
LKHI	LAKE HIGHLANDS STATION	North	7	8	15	42	12	24	16	51	32	195	15	92	97	412
LBSK	LBI / SKILLMAN STATION	North	18	57	39	148	35	109	43	207	81	452	44	302	260	1,275
FOJU	FOREST / JUPITER STATION	North	9	49	20	84	19	75	15	94	41	267	16	133	120	702
DTGA	DOWNTOWN GARLAND STATION	North	6	48	14	127	8	137	11	176	25	713	11	253	75	1,454
DTRO	DOWNTOWN ROWLETT STATION	North	0	30	0	68	0	75	0	104	0	549	0	133	0	959
Total	Line Total Directional	North	813	624	1,522	1,516	1,407	1,435	1,615	1,565	4,008	4,036	1,326	1,511	10,691	10,687

**Figure D-2. Average Weekday Ridership:Boarding/Alighting Groups (Blue Line Southbound)**

Station Abbrev.	Station Name	Direction	Before 6:30		6:30 - 8:59		9:00 - 11:59		12:00 - 2:59		3:00 - 6:59		After 7:00		Total Average of ON	Total Average of OFF
			Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF		
DTRO	DOWNTOWN ROWLETT STATION	South	167	0	478	0	102	0	75	0	130	0	50	2	1,002	2
DTGA	DOWNTOWN GARLAND STATION	South	228	8	492	14	173	8	152	10	274	24	121	11	1,440	75
FOJU	FOREST / JUPITER STATION	South	85	6	216	23	98	20	103	20	166	44	67	19	735	132
LBSK	LBI / SKILLMAN STATION	South	129	11	339	39	232	33	221	35	271	80	153	44	1,345	242
LKHI	LAKE HIGHLANDS STATION	South	50	6	148	22	71	19	56	19	75	36	32	19	432	121
WHRK	WHITE ROCK STATION	South	44	7	207	28	67	23	63	18	76	32	35	16	492	124
MBRB	MOCKINGBIRD STATION	South	9	33	124	191	62	133	73	118	122	170	66	69	456	714
CIPL	CITYPLACE/UPTOWN STATION	South	16	16	73	123	46	60	50	47	101	76	55	52	341	374
PERL	PEARL/ARTS DISTRICT STATION	South	10	84	48	287	34	110	52	94	87	175	37	84	268	834
STPL	ST PAUL STATION	South	15	90	57	411	45	103	54	47	115	58	37	26	323	735
AKRD	AKARD STATION	South	12	79	68	374	51	99	72	80	173	70	36	33	412	735
WEND	WEST END STATION	South	43	62	305	401	256	255	362	222	679	286	346	150	1,991	1,376
UNIO	UNION STATION	South	6	37	83	121	55	52	43	53	71	185	31	47	289	495
COCE	CONVENTION CENTER STATION	South	3	6	12	43	13	23	14	15	33	28	20	18	95	133
CERS	CEDARS STATION	South	3	6	16	44	25	31	22	15	32	28	34	35	132	159
CORS	CORINTH RAIL STATION	South	19	4	50	55	67	23	112	47	168	105	95	49	511	283
MORS	MORRELL STATION	South	2	3	19	37	24	22	18	30	46	74	25	51	134	217
ILRS	ILLINOIS TC/STATION	South	11	11	35	50	44	84	51	142	80	274	30	152	251	713
KIRS	KIEST STATION	South	11	7	22	79	62	130	81	144	140	250	40	101	356	711
VARS	VA MEDICAL CENTER STATION	South	5	25	11	297	23	136	26	105	32	79	8	43	105	685
LERS	LEDBETTER STATION	South	0	66	0	236	0	285	0	404	2	832	0	430	2	2,253
Total	Line Total Directional	South	868	567	2,803	2,875	1,550	1,649	1,700	1,665	2,873	2,906	1,318	1,451	11,112	11,113

**Figure D-3. Average Weekday Ridership:Boarding/Alighting Groups (Red Line Northbound)**

Station Abbrev.	Station Name	Direction	Before 6:30	Before 6:30	6:30 - 8:59	6:30 - 8:59	9:00 - 11:59	9:00 - 11:59	12:00 - 2:59	12:00 - 2:59	3:00 - 6:59	3:00 - 6:59	After 7:00	After 7:00	Total Average of ON	Total Average of OFF
			Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF		
WERS	WESTMORELAND STATION	North	310	0	668	0	349	0	350	1	515	0	227	5	2,419	6
HARS	HAMPTON STATION	North	113	7	284	20	153	20	104	40	123	40	54	16	831	123
TVRS	TYLER VERNON STATION	North	28	3	88	19	37	14	34	17	65	34	13	11	265	98
ZORS	ZOO STATION	North	49	4	98	42	65	24	69	28	131	61	26	26	438	185
CORS	CORINTH RAIL STATION	North	56	11	124	52	84	48	78	64	115	111	46	51	503	337
JUCT	SANTA FE JUNCTION	North	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CERS	CEDARS STATION	North	9	13	35	32	50	29	47	28	69	33	33	15	243	150
COCE	CONVENTION CENTER STATION	North	10	7	25	27	42	20	49	16	84	20	20	10	230	100
UNIO	UNION STATION	North	11	25	117	67	85	38	84	39	189	58	73	18	559	245
WEND	WEST END STATION	North	35	123	164	425	272	365	327	298	592	353	234	159	1,624	1,723
AKRD	AKARD STATION	North	10	21	82	175	96	76	144	65	658	58	115	21	1,105	416
STPL	ST PAUL STATION	North	10	13	55	117	60	54	102	53	537	53	85	17	849	307
PERL	PEARL/ARTS DISTRICT STATION	North	44	11	227	79	176	44	183	50	498	64	186	25	1,314	273
C IPL	CITYPLACE/UPTOWN STATION	North	13	17	71	97	76	80	83	95	206	156	82	86	531	511
MBR5	MOCKINGBIRD STATION	North	19	17	92	113	137	123	144	104	281	260	115	100	788	717
LORS	LOVERS LANE STATION	North	9	6	36	71	41	81	47	90	100	209	41	92	274	549
PLRS	PARK LANE STATION	North	24	16	61	147	71	205	72	234	131	421	78	187	437	1,210
WAHI	WALNUT HILL STATION	North	10	13	36	122	36	79	40	77	93	157	26	70	241	518
FOLN	FOREST LN STATION	North	9	28	39	178	51	148	47	150	78	322	33	143	257	969
LBCE	LBJ / CENTRAL STATION	North	4	17	35	65	75	34	104	38	99	152	84	78	401	384
SPVA	SPRING VALLEY STATION	North	6	19	45	92	41	129	46	157	47	303	24	150	209	850
ARCE	ARAPAHO CENTER STATION	North	2	31	14	120	18	111	17	99	35	271	16	108	102	740
GALP	GALATYN PARK STATION	North	0	11	3	101	4	42	8	24	18	42	6	21	39	241
GBTR	BUSH TURNPIKE STATION WEST	North	0	32	4	83	8	85	12	100	22	496	10	119	56	915
DTPL	DOWNTOWN PLANO STATION	North	1	7	3	40	16	51	18	66	21	139	13	67	72	370
PRKR	PARKER ROAD STATION	North	0	51	0	143	0	193	0	269	1	913	0	273	1	1,842
Total	Line Total Directional	North	782	503	2,406	2,427	2,043	2,093	2,209	2,182	4,708	4,726	1,640	1,868	13,788	13,799

**Figure D-4. Average Weekday Ridership:Boarding/Alighting Groups (Red Line Southbound)**

Station Abbrev.	Station Name	Direction	Before 6:30	Before 6:30	6:30 - 8:59	6:30 - 8:59	9:00 - 11:59	9:00 - 11:59	12:00 - 2:59	12:00 - 2:59	3:00 - 6:59	3:00 - 6:59	After 7:00	After 7:00	Total Average of ON	Total Average of OFF
			Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF	Average of ON	Average of OFF		
PRKR	PARKER ROAD STATION	South	188	0	701	0	297	2	224	2	352	7	226	7	1,988	18
DTPL	DOWNTOWN PLANO STATION	South	34	4	78	8	56	17	59	15	92	18	48	14	367	76
GBTR	BUSH TURNPIKE STATION WEST	South	174	4	380	10	98	10	78	10	162	18	61	8	953	60
GALP	GALATYN PARK STATION	South	8	1	25	10	20	8	25	5	182	8	38	4	298	36
ARCE	ARAPAHO CENTER STATION	South	60	3	199	17	94	15	116	17	211	36	84	11	764	99
SPVA	SPRING VALLEY STATION	South	67	3	161	25	155	33	187	50	225	86	96	42	891	239
LBCE	LBJ / CENTRAL STATION	South	44	12	87	44	66	46	58	29	101	42	35	21	391	194
FOLN	FOREST LN STATION	South	92	12	149	41	142	39	157	71	338	110	126	48	1,004	321
WAHI	WALNUT HILL STATION	South	59	14	101	64	86	36	96	39	199	82	62	31	603	268
PLRS	PARK LANE STATION	South	110	15	163	56	121	31	150	106	333	190	181	84	1,058	542
LORS	LOVERS LANE STATION	South	60	7	86	49	73	48	75	65	159	104	59	47	512	320
MBR5	MOCKINGBIRD STATION	South	19	39	111	113	83	102	104	113	183	268	82	115	582	750
C IPL	CITYPLACE/UPTOWN STATION	South	22	33	47	123	61	94	86	77	197	146	77	88	490	561
PERL	PEARL/ARTS DISTRICT STATION	South	13	93	33	302	37	165	64	138	170	351	38	159	355	1,208
STPL	ST PAUL STATION	South	15	143	42	443	40	191	61	80	281	128	47	52	486	1,037
AKRD	AKARD STATION	South	10	97	35	426	49	180	73	112	388	150	51	63	606	1,028
WEND	WEST END STATION	South	65	114	140	305	255	275	370	303	719	480	300	235	1,849	1,712
UNIO	UNION STATION	South	5	55	25	113	29	102	40	116	122	547	36	86	257	1,019
COCE	CONVENTION CENTER STATION	South	3	16	8	33	12	37	21	42	42	49	16	26	102	203
CERS	CEDARS STATION	South	6	6	16	30	24	38	25	38	46	66	39	35	156	213
JUCT	SANTA FE JUNCTION	South	0	0	0	0	0	0	3	2	0	0	0	0	3	2
CORS	CORINTH RAIL STATION	South	21	11	47	38	45	63	58	127	116	276	35	108	322	623
ZORS	ZOO STATION	South	17	6	29	44	20	52	26	74	59	169	20	74	171	419
TVRS	TYLER VERNON STATION	South	11	5	21	28	15	21	21	30	34	104	9	40	111	228
HARS	HAMPTON STATION	South	21	9	21	66	18	82	18	132	30	396	16	172	124	857
WERS	WESTMORELAND STATION	South	0	121	2	294	0	267	3	345	4	955	0	426	9	2,408
Total	Line Total Directional	South	1,124	823	2,707	2,682	1,896	2,016	2,198	2,138	4,745	4,786	1,782	1,996	14,452	14,441

# Green Line (DART)

Figure D-5. Average Weekday Ridership:Boarding/Alighting Groups (Green Line Northbound)

Station Abbrev.	Station Name	Direction	Before 6:30 Average of ON	Before 6:30 Average of OFF	6:30 - 8:59 Average of ON	6:30 - 8:59 Average of OFF	9:00 - 11:59 Average of ON	9:00 - 11:59 Average of OFF	12:00 - 2:59 Average of ON	12:00 - 2:59 Average of OFF	3:00 - 6:59 Average of ON	3:00 - 6:59 Average of OFF	After 7:00 Average of ON	After 7:00 Average of OFF	Total Average of ON	Total Average of OFF
BUCK	BUCKNER STATION	North	178	0	457	2	249	0	190	2	254	1	134	0	1,462	4
LAIU	LAKE JUNE STATION	North	120	3	282	20	112	20	124	11	114	23	48	19	800	96
LAWN	LAWNVIEW STATION	North	152	0	336	18	146	10	112	9	112	16	51	14	909	67
HATC	HATCHER STATION	North	39	5	83	31	62	23	54	37	71	41	29	350	176	
MLKX	MLK STATION	North	51	10	91	68	105	64	97	57	149	70	75	35	568	304
FAPK	FAIR PARK STATION	North	28	3	48	18	35	20	37	26	37	46	11	264	115	
BAYL	BAYLOR STATION	North	46	12	86	52	71	39	103	34	217	44	69	22	592	203
DEEP	DEEP ELLUM STATION	North	9	3	42	7	22	9	26	7	58	12	36	9	193	47
PERL	PEARL/ARTS DISTRICT STATION	North	57	113	74	324	36	169	58	160	189	290	46	144	460	1,200
STPL	ST PAUL STATION	North	70	35	79	93	43	46	54	37	258	61	37	28	541	300
AKRD	AKARD STATION	North	65	30	128	165	53	54	65	61	382	61	48	26	741	397
WEND	WEST END STATION	North	307	106	435	325	231	265	252	235	426	244	173	132	1,824	1,307
VICT	VICTORY STATION	North	19	20	50	60	24	30	18	35	78	175	109	60	298	380
MKCE	MARKET CENTER STATION	North	6	6	17	41	10	25	17	21	27	35	5	24	82	152
PKLD	SOUTHWEST MEDICAL DISTRICT/PARKLAND	North	32	124	60	238	41	154	53	119	167	111	53	65	406	811
INWD	INWOOD/LOVE FIELD STATION	North	13	106	32	175	21	76	25	61	82	82	17	44	190	544
BURB	BURBANK STATION	North	3	29	14	62	15	24	14	9	103	21	11	7	160	152
BACH	BACHMAN STATION	North	41	162	70	126	59	66	66	61	127	102	50	67	413	584
UNDA	UNIVERSITY OF DALLAS STATION	North	1	7	0	0	0	0	0	0	0	0	0	0	1	7
LCUC	LAS COLINAS URBAN CENTER STATION	North	0	5	0	0	0	0	0	0	0	0	0	0	0	5
IRCO	IRVING CONVENTION CENTER STATION	North	2	18	0	0	0	0	0	0	0	0	0	0	2	18
NOCO	NORTHLAKE COLLEGE STATION	North	0	0	3	11	0	0	0	0	0	0	0	0	3	11
BELT	BELT LINE STATION	North	0	0	0	45	0	0	0	0	0	0	0	0	0	45
WADE	WALNUT HILL/DENTON STATION	North	10	18	18	37	13	37	17	37	33	63	15	35	106	227
ROYL	ROYAL LANE STATION	North	5	19	32	101	16	87	20	79	36	125	10	51	119	462
FRMB	FARMERS BRANCH STATION	North	2	59	14	166	9	83	20	67	44	162	11	59	100	596
CARR	DOWNTOWN CARROLLTON STATION	North	7	38	12	77	6	51	15	59	28	204	11	98	79	527
TRIN	TRINITY MILLS RAIL STATION	North	9	42	6	156	4	74	5	123	8	744	6	169	38	1,308
FRAN	NORTH CARROLLTON/FRANKFORD STATION	North	0	18	0	66	0	57	0	71	0	300	0	144	0	656
Total	Line Total Directional	North	1,272	991	2,469	2,483	1,383	1,483	1,442	1,418	3,033	3,034	1,102	1,292	10,701	10,701

Figure D-6. Average Weekday Ridership:Boarding/Alighting Groups (Green Line Southbound)

Station Abbrev.	Station Name	Direction	Before 6:30 Average of ON	Before 6:30 Average of OFF	6:30 - 8:59 Average of ON	6:30 - 8:59 Average of OFF	9:00 - 11:59 Average of ON	9:00 - 11:59 Average of OFF	12:00 - 2:59 Average of ON	12:00 - 2:59 Average of OFF	3:00 - 6:59 Average of ON	3:00 - 6:59 Average of OFF	After 7:00 Average of ON	After 7:00 Average of OFF	Total Average of ON	Total Average of OFF
FRAN	NORTH CARROLLTON/FRANKFORD STATION	South	119	0	248	0	81	0	64	0	137	1	80	2	729	3
TRIN	TRINITY MILLS RAIL STATION	South	284	1	567	6	141	8	106	6	222	6	74	10	1,394	37
CARR	DOWNTOWN CARROLLTON STATION	South	61	5	160	16	57	16	73	8	157	15	60	8	568	68
FRMB	FARMERS BRANCH STATION	South	40	6	120	40	59	13	94	17	231	18	63	12	607	106
ROYL	ROYAL LANE STATION	South	30	6	72	21	59	19	97	18	165	38	66	15	489	117
WADE	WALNUT HILL/DENTON STATION	South	7	9	30	20	41	20	45	12	97	26	65	23	285	110
BELT	BELT LINE STATION	South	0	0	0	45	0	0	0	0	0	0	0	0	0	45
NOCO	NORTHLAKE COLLEGE STATION	South	0	0	3	11	0	0	0	0	0	0	0	0	3	11
IRCO	IRVING CONVENTION CENTER STATION	South	2	18	0	0	0	0	0	0	0	0	0	0	2	18
LCUC	LAS COLINAS URBAN CENTER STATION	South	0	5	0	0	0	0	0	0	0	0	0	0	0	5
UNDA	UNIVERSITY OF DALLAS STATION	South	1	7	0	0	0	0	0	0	0	0	0	0	1	7
BACH	BACHMAN STATION	South	39	29	105	74	54	47	40	58	151	113	77	47	466	368
BURB	BURBANK STATION	South	2	15	21	103	7	20	12	15	51	27	13	4	106	184
INWD	INWOOD/LOVE FIELD STATION	South	22	15	76	60	36	23	64	20	196	47	73	21	467	195
PKLD	SOUTHWEST MEDICAL DISTRICT/PARKLAND	South	40	67	115	126	79	54	97	51	228	80	101	57	660	435
MKCE	MARKET CENTER STATION	South	5	4	33	19	10	11	12	13	38	19	29	9	127	75
VICT	VICTORY STATION	South	19	10	415	80	31	27	40	18	79	107	123	96	707	338
WEND	WEST END STATION	South	41	77	130	543	185	216	325	246	522	607	209	333	1,412	2,022
AKRD	AKARD STATION	South	8	53	44	478	48	84	74	57	222	89	60	47	456	808
STPL	ST PAUL STATION	South	9	21	36	266	37	61	63	58	146	65	45	40	336	511
PERL	PEARL/ARTS DISTRICT STATION	South	47	18	158	155	144	59	202	50	483	70	209	60	1,243	412
DEEP	DEEP ELLUM STATION	South	0	5	4	24	6	25	14	31	22	68	10	40	56	193
BAYL	BAYLOR STATION	South	4	18	22	196	35	100	46	82	76	146	42	58	225	600
FAPK	FAIR PARK STATION	South	4	3	16	42	18	34	25	78	66	151	37	58	166	366
MLKX	MLK STATION	South	17	7	23	61	40	96	63	129	125	203	53	96	321	592
HATC	HATCHER STATION	South	6	4	29	25	26	37	27	72	63	153	34	74	185	365
LAWN	LAWNVIEW STATION	South	5	18	9	54	8	73	11	147	29	510	8	205	70	1,007
LAIU	LAKE JUNE STATION	South	4	12	8	61	18	103	14	149	39	417	17	157	100	899
BUCK	BUCKNER STATION	South	0	32	0	118	0	151	0	212	0	551	0	296	0	1,360
Total	Line Total Directional	South	816	465	2,444	2,653	1,220	1,297	1,608	1,547	3,545	3,527	1,548	1,768	11,175	11,171

# Orange Line (DART)

Figure D-7. Average Weekday Ridership:Boarding/Alighting Groups (Orange Line Eastbound)

Station Abbrev.	Station Name	Direction	Before 6:30 Average of ON	Before 6:30 Average of OFF	6:30 - 8:59 Average of ON	6:30 - 8:59 Average of OFF	9:00 - 11:59 Average of ON	9:00 - 11:59 Average of OFF	12:00 - 2:59 Average of ON	12:00 - 2:59 Average of OFF	3:00 - 6:59 Average of ON	3:00 - 6:59 Average of OFF	After 7:00 Average of ON	After 7:00 Average of OFF	Total Average of ON	Total Average of OFF
BELT	BELT LINE STATION	East	47	0	75	0	88	0	79	0	386	3	168	12	843	15
NOCO	NORTHLAKE COLLEGE STATION	East	57	1	163	8	102	4	80	8	146	58	64	18	612	97
IRCO	IRVING CONVENTION CENTER STATION	East	11	7	40	10	19	11	24	4	105	11	28	8	227	51
LCUC	LAS COLINAS URBAN CENTER STATION	East	14	0	34	5	17	3	19	3	92	7	18	6	194	24
UNDA	UNIVERSITY OF DALLAS STATION	East	14	0	29	4	21	6	21	3	59	13	24	7	168	33
BACH	BACHMAN STATION	East	42	8	81	50	96	40	105	43	189	164	78	108	591	413
BURB	BURBANK STATION	East	1	3	15	14	20	21	27	10	117	12	11	2	191	62
INWD	INWOOD/LOVE FIELD STATION	East	25	7	49	13	76	18	99	17	257	42	48	14	554	111
PKLD	SOUTHWEST MEDICAL DISTRICT/PARKLAND	East	25	9	65	33	162	36	190	41	412	61	85	30	939	210
MKCE	MARKET CENTER STATION	East	1	1	21	3	24	12	32	9	80	23	21	8	179	56
VICT	VICTORY STATION	East	69	4	191	12	108	20	41	20	178	105	87	45	674	206
WEND	WEST END STATION	East	87	61	180	170	127	303	179	298	396	746	88	255	1,057	1,833
AKRD	AKARD STATION	East	53	26	87	114	48	103	77	59	479	115	37	38	781	455
STPL	ST PAUL STATION	East	21	20	52	72	33	53	46	45	419	71	29	23	600	284
PERL	PEARL/ARTS DISTRICT STATION	East	52	12	92	60	32	48	49	39	292	79	45	34	562	272
DEEP	DEEP ELLUM STATION	East	0	0	0	3	0	0	0	0	0	2	0	1	0	6
BAYL	BAYLOR STATION	East	0	0	0	5	0	0	0	0	0	1	0	1	0	7
FAPK	FAIR PARK STATION	East	0	0	0	6	0	0	0	0	0	10	0	4	0	20
CIPL	CITYPLACE/UPTOWN STATION	East	33	18	74	82	35	42	42	55	160	120	33	46	377	363
MBRS	MOCKINGBIRD STATION	East	31	15	127	75	49	43	65	56	142	217	48	52	462	458
LORS	LOVERS LANE STATION	East	16	14	37	64	17	36	27	67	72	142	16	53	185	376
PLRS	PARK LANE STATION	East	29	20	65	104	32	105	49	142	101	261	32	89	308	721
WAHI	WALNUT HILL STATION	East	12	11	44	92	22	50	19	52	69	109	13	50	179	364
FOLN	FOREST LN STATION	East	10	46	58	154	16	97	16	121	58	240	14	103	172	761
LBCE	LBJ / CENTRAL STATION	East	5	14	27	50	0	104	0	140	47	122	0	110	79	540
SPVA	SPRING VALLEY STATION	East	20	14	55	82	0	0	0	0	46	203	0	6	121	305
ARCE	ARAPAHO CENTER STATION	East	8	40	21	114	0	0	0	0	23	190	0	6	52	350
GALP	GALATYN PARK STATION	East	1	8	2	107	0	0	0	0	13	26	0	1	16	142
GBTR	BUSH TURNPIKE STATION WEST	East	2	15	3	83	0	0	0	0	15	381	0	20	20	499
DTPL	DOWNTOWN PLANO STATION	East	4	8	6	39	0	0	0	0	14	104	1	9	25	160
PRKR	PARKER ROAD STATION	East	0	56	0	196	0	0	0	0	0	683	0	39	0	974
Total	Line Total Directional	East	690	438	1,693	1,824	1,144	1,155	1,286	1,232	4,367	4,321	988	1,198	10,168	10,168

**Figure D-8. Average Weekday Ridership:Boarding/Alighting Groups (Orange Line Westbound)**

Station Abbrev.	Station Name	Direction	Before 6:30 Average of ON	Before 6:30 Average of OFF	6:30 - 8:59 Average of ON	6:30 - 8:59 Average of OFF	9:00 - 11:59 Average of ON	9:00 - 11:59 Average of OFF	12:00 - 2:59 Average of ON	12:00 - 2:59 Average of OFF	3:00 - 6:59 Average of ON	3:00 - 6:59 Average of OFF	After 7:00 Average of ON	After 7:00 Average of OFF	Total Average of ON	Total Average of OFF
PRRR	PARKER ROAD STATION	West	106	0	779	0	0	0	0	0	227	1	10	0	1,122	1
DTPL	DOWNTOWN PLANO STATION	West	17	3	87	7	0	0	0	0	43	7	7	1	154	22
GBTR	BUSH TURNPIKE STATION WEST	West	57	0	384	14	0	0	0	0	107	12	8	1	556	27
GALP	GALATYN PARK STATION	West	3	0	24	15	0	0	0	0	58	3	3	0	88	18
ARCE	ARAPAHO CENTER STATION	West	28	4	183	23	0	0	0	0	119	16	11	1	341	44
SPVA	SPRING VALLEY STATION	West	39	2	177	23	0	0	0	0	79	48	10	4	305	77
LBCE	LBJ / CENTRAL STATION	West	9	1	104	46	58	9	75	13	54	19	46	9	346	97
FOLN	FOREST LN STATION	West	14	6	176	47	111	6	128	6	176	51	86	7	691	123
WAHI	WALNUT HILL STATION	West	9	4	86	77	59	10	81	18	98	40	32	10	365	159
PLRS	PARK LANE STATION	West	12	4	142	51	109	43	157	36	211	94	137	33	768	261
LORS	LOVERS LANE STATION	West	11	1	94	47	52	28	57	29	92	51	52	25	358	181
MBRS	MOCKINGBIRD STATION	West	7	4	146	112	47	51	62	54	98	129	59	67	419	417
CIPL	CITYPLACE/UPTOWN STATION	West	0	0	74	154	43	37	40	45	84	88	45	44	286	368
FAPK	FAIR PARK STATION	West	7	0	0	0	0	0	0	0	1	0	0	0	8	0
BAYL	BAYLOR STATION	West	19	0	0	0	0	0	0	0	6	0	0	0	25	0
DEEP	DEEP ELLUM STATION	West	3	0	0	0	0	0	0	0	4	1	0	0	7	1
PERL	PEARL/ARTS DISTRICT STATION	West	26	6	44	348	43	69	55	81	91	175	31	67	290	746
STPL	ST PAUL STATION	West	18	2	62	494	49	64	64	32	146	63	38	23	377	678
AKRD	AKARD STATION	West	14	3	70	429	65	79	91	59	232	81	58	33	530	684
WEND	WEST END STATION	West	48	7	198	278	266	171	335	168	409	275	223	140	1,479	1,039
VICT	VICTORY STATION	West	6	3	37	85	25	36	16	53	55	297	70	160	209	634
MKCE	MARKET CENTER STATION	West	2	2	9	32	10	28	11	31	24	55	12	35	68	183
PKLD	SOUTHWEST MEDICAL DISTRICT/PARKLAND	West	2	3	28	185	40	158	52	175	60	157	31	96	213	774
INWD	INWOOD/LOVE FIELD STATION	West	1	2	18	119	19	89	27	106	40	148	15	68	120	532
BURB	BURBANK STATION	West	0	2	8	68	4	29	10	26	31	29	8	13	61	167
BACH	BACHMAN STATION	West	84	2	77	49	42	78	52	123	81	214	36	95	372	561
UNDA	UNIVERSITY OF DALLAS STATION	West	18	8	14	30	5	22	4	30	8	59	3	29	52	178
LCUC	LAS COLINAS URBAN CENTER STATION	West	0	2	4	76	4	20	3	14	10	59	1	29	22	200
IRCO	IRVING CONVENTION CENTER STATION	West	2	14	13	59	12	28	8	31	17	62	7	24	59	218
NOCO	NORTHLAKE COLLEGE STATION	West	19	9	37	102	14	70	11	74	7	251	3	99	91	605
BELT	BELT LINE STATION	West	0	76	0	236	0	120	0	118	0	167	0	101	0	818
Total	Line Total Directional	West	581	170	3,075	3,206	1,077	1,245	1,339	1,322	2,668	2,656	1,042	1,214	9,782	9,813

**Figure D-9. Average Weekday Ridership:Boarding/Alighting Groups (TRE Line Eastbound)**

Station Name	Direction	Before	6:30 -	9:00 -	12:00 -	3:00 -	After	Before	6:30 -	9:00 -	12:00 -	3:00 -	After	Total Average of ON	Total Average of OFF
		6:30 Average of ON	8:59 Average of ON	11:59 Average of ON	2:59 Average of ON	6:59 Average of ON	7:00 Average of ON	6:30 Average of OFF	8:59 Average of OFF	11:59 Average of OFF	2:59 Average of OFF	6:59 Average of OFF	7:00 Average of OFF		
T & P Station	East	195	169	58	44	153	21	0	0	0	0	0	0	639	0
Ft. Worth ITC	East	68	130	61	75	364	48	1	1	2	2	2	1	746	7
Richland Hills	East	173	240	21	14	115	8	3	10	7	10	40	8	571	77
Bell	East	127	203	15	9	84	4	8	16	3	8	48	6	443	88
Centreport/ DFW	East	112	377	58	56	270	24	27	123	21	27	110	16	896	323
West Irving	East	27	128	32	11	42	3	1	8	6	5	38	5	242	62
Downtown Irving / Heritage Crossing	East	53	162	50	28	97	16	17	38	25	15	62	11	407	167
Medical Market Center	East	4	9	5	10	113	6	116	356	65	18	58	8	145	620
Victory	East	0	6	10	9	6	6	82	719	157	67	445	171	37	1,641
Dallas Union	East	0	0	0	0	0	0	33	502	149	104	272	80	0	1,138
<b>Total</b>	<b>East</b>	<b>758</b>	<b>1,424</b>	<b>310</b>	<b>254</b>	<b>1,242</b>	<b>136</b>	<b>287</b>	<b>1,772</b>	<b>433</b>	<b>254</b>	<b>1,074</b>	<b>304</b>	<b>4,123</b>	<b>4,123</b>

**Figure D-10. Average Weekday Ridership:Boarding/Alighting Groups (TRE Line Westbound)**

Station Name	Direction	Before	6:30 -	9:00 -	12:00 -	3:00 -	After	Before	6:30 -	9:00 -	12:00 -	3:00 -	After	Total Average of ON	Total Average of OFF
		6:30 Average of ON	8:59 Average of ON	11:59 Average of ON	2:59 Average of ON	6:59 Average of ON	7:00 Average of ON	6:30 Average of OFF	8:59 Average of OFF	11:59 Average of OFF	2:59 Average of OFF	6:59 Average of OFF	7:00 Average of OFF		
Dallas Union	West	137	207	120	161	990	183	0	0	0	0	0	0	1,797	0
Victory	West	22	103	42	51	493	66	5	2	0	2	10	3	1,215	21
Medical Market Center	West	6	39	19	31	495	41	21	95	16	6	15	6	632	159
Downtown Irving / Heritage Crossing	West	6	34	14	21	68	19	9	46	35	42	247	90	161	468
West Irving	West	7	24	2	6	15	4	3	9	8	13	164	40	57	237
Centreport/ DFW	West	21	85	14	24	170	32	17	130	43	51	483	197	345	920
Bell	West	11	46	4	5	33	5	5	21	9	18	282	82	103	416
Richland Hills	West	6	31	8	7	23	4	0	29	19	29	382	161	78	619
Ft. Worth ITC	West	1	7	21	8	2	6	15	269	115	111	237	121	44	868
T & P Station	West	0	0	0	0	0	0	4	65	47	41	390	177	0	724
<b>Total</b>	<b>West</b>	<b>216</b>	<b>575</b>	<b>244</b>	<b>312</b>	<b>2,288</b>	<b>358</b>	<b>79</b>	<b>664</b>	<b>291</b>	<b>312</b>	<b>2,209</b>	<b>877</b>	<b>4,431</b>	<b>4,431</b>

## **Ridership Used for Data Expansion**

**Figure E-1. Weekday Ridership of Bus Route and Rail Lines**

<b>Agency</b>	<b>Route Number</b>	<b>Weekday Ridership</b>
DART	1	1,936
DART	2	1,115
DART	11	4,268
DART	12	1,226
DART	19	2,248
DART	21	482
DART	24	1,557
DART	26	1,211
DART	27	145
DART	29	949
DART	31	1,250
DART	35	827
DART	36	1,315
DART	39	757
DART	42	595
DART	49	429
DART	52	953
DART	59	647
DART	60	979
DART	63	942
DART	76	959
DART	110	1,537
DART	111	792
DART	155	113
DART	161	1,858
DART	164	2,948
DART	183	956
DART	205	779
DART	206	882
DART	208	603
DART	210	263
DART	221	279
DART	234	43
DART	278	461
DART	282	112
DART	283	916
DART	333	277
DART	346	28
DART	347	600
DART	348	94
DART	350	821
DART	360	1,098



<b>Agency</b>	<b>Route Number</b>	<b>Weekday Ridership</b>
DART	361	480
DART	362	971
DART	372	636
DART	374	776
DART	376	193
DART	377	336
DART	378	1,462
DART	380	373
DART	385	169
DART	400	2,067
DART	401	994
DART	404	2,614
DART	405	1,531
DART	408	1,522
DART	409	2,016
DART	410	1,064
DART	415	977
DART	428	2,067
DART	444	812
DART	445	776
DART	451	1,067
DART	452	839
DART	453	2,306
DART	463	1,396
DART	466	2,472
DART	467	2,673
DART	475	1,168
DART	486	2,743
DART	488	1,996
DART	500	458
DART	501	1,204
DART	502	1,000
DART	503	67
DART	504	365
DART	505	332
DART	506	1,542
DART	507	243
DART	508	218
DART	509	491
DART	510	225
DART	513	274
DART	514	439

<b>Agency</b>	<b>Route Number</b>	<b>Weekday Ridership</b>
DART	515	619
DART	521	330
DART	522	651
DART	524	351
DART	525	214
DART	526	433
DART	527	865
DART	528	343
DART	529	348
DART	531	725
DART	532	256
DART	533	126
DART	534	1,202
DART	535	1,148
DART	536	235
DART	538	684
DART	541	652
DART	542	377
DART	544	932
DART	547	478
DART	549	885
DART	551	430
DART	553	523
DART	554	1,168
DART	560	341
DART	566	265
DART	568	769
DART	571	515
DART	574	413
DART	582	688
DART	583	2,385
DART	591	287
DART	592	1,296
DART	593	1,007
DART	594	409
DART	595	475
DART	597	1,080
DART	840	135
DART	841	128
DART	842	117
DART	843	84
DART	870	278
DART	887	77

<b>Agency</b>	<b>Route Number</b>	<b>Weekday Ridership</b>
DART	BLUE	23,088
DART	GREEN	24,069
DART	ORANGE	20,639
DART	RED	29,317
<b>DART</b>	<b>Total</b>	<b>207,441</b>
TRE	TRE	8,647
<b>TRE</b>	<b>Total</b>	<b>8,647</b>
The T	1	3,503
The T	2	3,062
The T	3	1,168
The T	4	1,214
The T	5A	661
The T	5B	581
The T	6	1,523
The T	7	260
The T	9	404
The T	10	222
The T	11	356
The T	12	66
The T	14	663
The T	17	132
The T	20	516
The T	21	1,013
The T	22	772
The T	24	621
The T	25	2,310
The T	26	873
The T	27	212
The T	29	493
The T	30	262
The T	32	269
The T	41	151
The T	46	608
The T	57	97
The T	60	60
The T	61	152
The T	62	23
The T	63	49
The T	65	115
The T	66	52
The T	72	264
The T	110	38
The T	111	65

<b>Agency</b>	<b>Route Number</b>	<b>Weekday Ridership</b>
The T	19/Molly	192
The T	89/SPUR	4,325
<b>The T</b>	<b>TOTAL</b>	<b>27,348</b>
DCTA	A-Train	2,509
DCTA	1	117
DCTA	2	179
DCTA	3	221
DCTA	4	221
DCTA	5	239
DCTA	6	213
DCTA	7	356
DCTA	8	303
DCTA	9	204
DCTA	21	176
DCTA	22	153
DCTA	23	203
DCTA	UNT Mean Green	1,383
DCTA	UNT North Texan	1,734
DCTA	UNT Eagle Point	1,193
DCTA	UNT Discovery Park	1,509
DCTA	UNT Centre Place West	2,109
DCTA	UNT Centre Place East	606
DCTA	UNT Bernard Street	2,032
DCTA	UNT Colorado Express	873
DCTA	UNT Sam Bass	712
DCTA	UNT Campus Cruiser	421
<b>DCTA</b>	<b>TOTAL</b>	<b>17,666</b>

**Figure E-2. Weekday Ridership of Bus Routes by Direction and Time of Day**

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	1	NORTHBOUND	66	152	170	157	227	78	850
DART	1	SOUTHBOUND	72	203	185	205	303	118	1,086
DART	2	OUTBOUND	42	127	98	123	239	112	742
DART	2	INBOUND	55	70	54	62	96	35	373
DART	11	EASTBOUND	153	338	413	484	545	206	2,139
DART	11	WESTBOUND	171	343	455	446	554	161	2,129
DART	12	EASTBOUND	36	62	66	83	146	43	437
DART	12	WESTBOUND	65	141	166	120	227	71	790
DART	19	SOUTHBOUND	132	193	188	185	338	117	1,152
DART	19	NORTHBOUND	161	212	137	196	262	128	1,096
DART	21	NORTHBOUND	58	75	43	33	51	16	278
DART	21	SOUTHBOUND	27	27	22	15	91	22	204
DART	24	INBOUND	73	166	182	152	257	69	898
DART	24	OUTBOUND	23	136	112	132	233	22	659
DART	26	SOUTHBOUND	35	79	132	184	239	158	826
DART	26	NORTHBOUND	30	65	90	87	80	33	385
DART	27	NORTHBOUND	7	20	15	14	8	0	63
DART	27	SOUTHBOUND	1	13	19	21	27	0	82
DART	29	SOUTHBOUND	60	124	95	126	225	70	700
DART	29	NORTHBOUND	20	72	30	33	78	15	249
DART	31	NORTHBOUND	27	118	88	91	190	74	588
DART	31	SOUTHBOUND	73	118	117	135	158	61	662
DART	35	WESTBOUND	75	113	72	72	77	29	437
DART	35	EASTBOUND	28	74	56	72	139	22	390
DART	36	OUTBOUND	32	170	117	114	146	57	636
DART	36	INBOUND	38	114	97	140	220	71	679
DART	39	NORTHBOUND	19	71	59	52	106	48	356
DART	39	SOUTHBOUND	14	81	73	61	127	44	401

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	42	WESTBOUND	9	59	44	51	81	29	274
DART	42	EASTBOUND	30	66	68	66	65	27	322
DART	49	OUTBOUND	31	46	14	9	39	9	149
DART	49	INBOUND	26	52	36	48	98	19	280
DART	52	WESTBOUND	47	111	93	75	137	76	539
DART	52	EASTBOUND	58	58	78	74	117	30	414
DART	59	WESTBOUND	33	47	28	57	79	6	250
DART	59	EASTBOUND	46	91	48	49	137	27	397
DART	60	INBOUND	76	145	75	74	123	55	548
DART	60	OUTBOUND	25	73	45	59	200	29	431
DART	63	INBOUND	25	83	59	71	149	11	397
DART	63	OUTBOUND	109	174	68	73	115	5	544
DART	76	EASTBOUND	15	67	71	65	158	68	445
DART	76	WESTBOUND	49	86	86	91	128	73	514
DART	110	EASTBOUND	9	105	126	139	260	121	761
DART	110	WESTBOUND	77	167	174	167	145	46	776
DART	111	EASTBOUND	43	81	49	66	128	55	422
DART	111	WESTBOUND	65	68	35	65	103	34	371
DART	155	INBOUND	29	35	0	0	4	0	68
DART	155	OUTBOUND	7	4	0	0	34	0	45
DART	161	NORTHBOUND	104	176	133	104	139	53	709
DART	161	SOUTHBOUND	58	188	148	163	379	213	1,149
DART	164	INBOUND	242	373	304	308	482	213	1,922
DART	164	OUTBOUND	37	111	121	191	422	144	1,026
DART	183	INBOUND	8	52	53	74	215	67	469
DART	183	OUTBOUND	53	190	57	47	95	44	486
DART	205	INBOUND	123	317	4	0	0	0	444
DART	205	OUTBOUND	0	0	0	1	329	6	336
DART	206	INBOUND	142	279	0	21	38	0	479
DART	206	OUTBOUND	13	31	0	9	348	0	402

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	208	SOUTHBOUND	62	150	15	0	84	2	314
DART	208	NORTHBOUND	24	48	0	0	213	5	289
DART	210	INBOUND	52	70	0	0	38	0	160
DART	210	OUTBOUND	15	6	0	0	82	0	103
DART	221	SOUTHBOUND	2	24	31	21	50	24	152
DART	221	NORTHBOUND	10	34	10	18	42	12	126
DART	234	WESTBOUND	27	5	0	0	0	0	32
DART	234	EASTBOUND	0	0	0	0	11	0	11
DART	278	INBOUND	60	160	0	0	29	0	249
DART	278	OUTBOUND	5	22	0	0	175	10	212
DART	282	WESTBOUND	20	24	0	0	13	0	57
DART	282	EASTBOUND	6	7	0	0	42	0	55
DART	283	INBOUND	83	293	35	19	41	7	478
DART	283	OUTBOUND	6	45	11	30	324	22	438
DART	333	EASTBOUND	7	40	32	7	28	0	114
DART	333	WESTBOUND	19	29	39	26	50	0	163
DART	346	NORTHBOUND	0	12	8	3	1	0	23
DART	346	SOUTHBOUND	0	1	0	0	4	0	4
DART	347	NORTHBOUND	26	76	37	51	81	34	305
DART	347	SOUTHBOUND	31	63	29	37	97	38	295
DART	348	NORTHBOUND	0	31	7	2	17	0	57
DART	348	SOUTHBOUND	7	15	2	2	12	0	37
DART	350	NORTHBOUND	33	68	45	89	146	53	434
DART	350	SOUTHBOUND	40	101	52	47	126	20	386
DART	360	NORTHBOUND	58	191	77	111	203	81	720
DART	360	SOUTHBOUND	34	74	37	42	168	22	378
DART	361	EASTBOUND	15	44	28	35	81	32	235
DART	361	WESTBOUND	16	52	32	33	82	30	245
DART	362	EASTBOUND	35	116	62	59	166	58	495
DART	362	WESTBOUND	22	130	57	55	142	69	475

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	372	EASTBOUND	15	66	43	63	108	42	337
DART	372	WESTBOUND	17	78	49	40	82	33	299
DART	374	EASTBOUND	12	65	54	82	153	24	389
DART	374	WESTBOUND	21	96	54	65	112	38	387
DART	376	WESTBOUND	8	9	11	23	40	19	109
DART	376	EASTBOUND	11	25	16	9	17	7	85
DART	377	NORTHBOUND	9	39	25	29	65	13	180
DART	377	SOUTHBOUND	5	23	25	27	59	17	157
DART	378	NORTHBOUND	97	120	83	159	228	78	765
DART	378	SOUTHBOUND	65	97	77	101	258	100	698
DART	380	NORTHBOUND	23	39	36	33	58	19	208
DART	380	SOUTHBOUND	8	26	25	36	59	11	165
DART	385	EASTBOUND	19	31	9	13	30	14	116
DART	385	WESTBOUND	15	10	7	2	13	6	54
DART	400	EASTBOUND	98	178	131	193	320	107	1,028
DART	400	WESTBOUND	170	153	140	150	337	89	1,039
DART	401	NORTHBOUND	48	124	106	75	191	64	608
DART	401	SOUTHBOUND	39	78	64	47	130	28	386
DART	404	NORTHBOUND	217	191	238	221	246	121	1,233
DART	404	SOUTHBOUND	96	223	243	253	401	165	1,381
DART	405	SOUTHBOUND	89	110	113	141	205	87	747
DART	405	NORTHBOUND	53	152	127	151	210	91	784
DART	408	WESTBOUND	96	100	135	136	189	97	753
DART	408	EASTBOUND	110	94	103	166	215	81	769
DART	409	NORTHBOUND	120	242	187	214	331	103	1,197
DART	409	SOUTHBOUND	45	103	172	167	246	86	818
DART	410	NORTHBOUND	60	114	73	87	149	39	522
DART	410	SOUTHBOUND	68	76	67	114	156	60	542
DART	415	WESTBOUND	48	124	54	78	164	17	485
DART	415	EASTBOUND	18	88	54	93	193	46	493



Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	428	EASTBOUND	49	111	98	148	286	81	773
DART	428	WESTBOUND	121	279	205	210	332	147	1,294
DART	444	EASTBOUND	24	71	40	74	125	37	370
DART	444	WESTBOUND	37	98	83	62	125	37	442
DART	445	EASTBOUND	9	25	58	81	136	34	343
DART	445	WESTBOUND	36	88	77	76	105	51	433
DART	451	NORTHBOUND	49	101	87	98	141	78	552
DART	451	SOUTHBOUND	29	85	65	79	188	69	515
DART	452	EASTBOUND	35	73	40	50	148	36	381
DART	452	WESTBOUND	41	101	66	50	137	64	458
DART	453	NORTHBOUND	192	208	184	167	230	70	1,052
DART	453	SOUTHBOUND	62	198	155	257	439	144	1,255
DART	463	EASTBOUND	38	137	90	104	232	76	678
DART	463	WESTBOUND	82	126	99	147	198	66	718
DART	466	EASTBOUND	102	188	229	187	368	175	1,250
DART	466	WESTBOUND	74	244	189	166	368	181	1,222
DART	467	NORTHBOUND	84	234	189	182	419	131	1,239
DART	467	SOUTHBOUND	121	209	222	284	424	175	1,434
DART	475	SOUTHBOUND	41	110	84	99	183	85	603
DART	475	NORTHBOUND	43	97	87	114	157	66	565
DART	486	EASTBOUND	104	141	295	395	323	163	1,420
DART	486	WESTBOUND	109	234	329	299	236	116	1,323
DART	488	EASTBOUND	88	148	125	193	307	162	1,022
DART	488	WESTBOUND	99	210	150	138	277	101	974
DART	500	WESTBOUND	19	56	35	17	11	7	146
DART	500	EASTBOUND	21	117	111	47	12	4	312
DART	501	SOUTHBOUND	30	103	67	85	241	87	612
DART	501	NORTHBOUND	53	130	82	98	182	47	592
DART	502	SOUTHBOUND	37	71	32	72	94	44	350
DART	502	NORTHBOUND	54	103	116	122	181	75	650

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	503	SOUTHBOUND	0	5	1	0	0	0	6
DART	503	NORTHBOUND	1	49	10	1	0	0	61
DART	504	NORTHBOUND	18	45	30	44	43	11	190
DART	504	SOUTHBOUND	15	35	33	36	47	9	174
DART	505	WESTBOUND	19	34	29	25	42	19	169
DART	505	EASTBOUND	9	37	31	33	45	8	163
DART	506	NORTHBOUND	36	116	90	135	316	168	862
DART	506	SOUTHBOUND	100	152	105	101	156	66	681
DART	507	NORTHBOUND	8	45	20	16	37	9	137
DART	507	SOUTHBOUND	4	24	13	12	39	14	106
DART	508	NORTHBOUND	11	22	14	18	46	5	116
DART	508	SOUTHBOUND	6	38	14	13	23	9	102
DART	509	NORTHBOUND	68	107	22	22	36	11	266
DART	509	SOUTHBOUND	11	10	5	26	150	22	224
DART	510	EASTBOUND	13	25	11	19	41	0	110
DART	510	WESTBOUND	6	58	20	14	17	0	115
DART	513	NORTHBOUND	4	38	33	31	62	25	194
DART	513	SOUTHBOUND	6	17	10	15	26	4	80
DART	514	EASTBOUND	27	62	55	53	58	19	273
DART	514	WESTBOUND	41	50	34	18	24	0	166
DART	515	SOUTHBOUND	17	42	46	50	154	56	365
DART	515	NORTHBOUND	45	57	39	26	64	23	254
DART	521	NORTHBOUND	26	71	8	23	48	13	189
DART	521	SOUTHBOUND	10	49	11	22	45	4	141
DART	522	SOUTHBOUND	9	31	42	40	105	30	257
DART	522	NORTHBOUND	19	116	82	60	117	0	394
DART	524	NORTHBOUND	28	45	35	44	29	20	203
DART	524	SOUTHBOUND	9	14	19	26	41	38	148
DART	525	NORTHBOUND	4	23	22	21	22	3	95
DART	525	SOUTHBOUND	9	20	24	26	39	1	119

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	526	INBOUND	19	28	33	43	72	9	204
DART	526	OUTBOUND	17	58	32	29	66	26	229
DART	527	INBOUND	36	51	14	41	140	14	296
DART	527	OUTBOUND	75	212	35	58	155	33	569
DART	528	EASTBOUND	9	30	27	23	44	20	152
DART	528	WESTBOUND	25	42	32	19	46	27	191
DART	529	NORTHBOUND	11	30	26	26	54	27	174
DART	529	SOUTHBOUND	17	28	18	36	56	20	174
DART	531	NORTHBOUND	16	111	88	67	131	43	455
DART	531	SOUTHBOUND	26	54	28	56	91	16	269
DART	532	EASTBOUND	14	39	21	14	32	6	126
DART	532	WESTBOUND	21	23	13	16	50	7	130
DART	533	WESTBOUND	2	8	1	0	1	0	12
DART	533	EASTBOUND	25	81	4	0	4	0	114
DART	534	EASTBOUND	104	93	89	85	189	94	655
DART	534	WESTBOUND	61	104	57	61	171	94	548
DART	535	NORTHBOUND	36	95	72	98	199	91	591
DART	535	SOUTHBOUND	119	85	86	79	135	54	557
DART	536	EASTBOUND	7	78	6	1	3	0	95
DART	536	WESTBOUND	16	102	18	0	3	1	139
DART	538	OUTBOUND	36	55	50	63	161	84	449
DART	538	INBOUND	36	61	38	30	47	23	235
DART	541	SOUTHBOUND	16	80	73	86	125	47	426
DART	541	NORTHBOUND	24	54	46	32	54	17	226
DART	542	WESTBOUND	16	36	41	33	71	19	216
DART	542	EASTBOUND	10	39	26	33	39	15	161
DART	544	NORTHBOUND	65	129	89	73	134	47	536
DART	544	SOUTHBOUND	51	68	38	71	131	37	396
DART	547	SOUTHBOUND	42	54	48	35	95	21	296
DART	547	NORTHBOUND	26	29	28	15	68	17	182

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	549	NORTHBOUND	26	73	73	69	145	43	430
DART	549	SOUTHBOUND	24	72	59	75	149	77	455
DART	551	SOUTHBOUND	7	50	29	30	90	19	224
DART	551	NORTHBOUND	16	62	33	28	54	14	206
DART	553	NORTHBOUND	28	50	47	56	53	20	255
DART	553	SOUTHBOUND	7	50	40	42	105	24	268
DART	554	NORTHBOUND	61	106	92	92	87	64	503
DART	554	SOUTHBOUND	35	67	80	72	262	149	665
DART	560	EASTBOUND	21	73	41	7	35	0	177
DART	560	WESTBOUND	15	36	28	25	60	0	164
DART	566	NORTHBOUND	8	40	25	18	38	19	147
DART	566	SOUTHBOUND	21	22	14	16	42	3	118
DART	568	SOUTHBOUND	47	62	66	76	71	20	342
DART	568	NORTHBOUND	43	101	64	47	158	14	428
DART	571	EASTBOUND	31	46	35	50	110	33	304
DART	571	WESTBOUND	12	47	40	36	57	18	211
DART	574	SOUTHBOUND	34	28	0	21	113	25	221
DART	574	NORTHBOUND	38	72	14	12	46	9	192
DART	582	SOUTHBOUND	33	81	35	67	139	0	355
DART	582	NORTHBOUND	36	89	29	66	115	0	334
DART	583	SOUTHBOUND	151	164	200	215	276	89	1,095
DART	583	NORTHBOUND	82	199	182	237	381	210	1,290
DART	591	EASTBOUND	19	44	16	22	40	6	147
DART	591	WESTBOUND	13	28	32	5	51	12	140
DART	592	EASTBOUND	48	116	138	142	304	105	853
DART	592	WESTBOUND	53	80	85	76	114	35	444
DART	593	EASTBOUND	57	82	87	95	219	100	640
DART	593	WESTBOUND	25	78	51	66	102	45	367
DART	594	WESTBOUND	18	47	16	21	23	10	135
DART	594	EASTBOUND	25	54	35	54	71	34	274

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DART	595	EASTBOUND	22	37	21	32	89	43	244
DART	595	WESTBOUND	42	53	28	36	57	16	231
DART	597	EASTBOUND	37	90	56	61	213	71	529
DART	597	WESTBOUND	105	103	66	67	155	56	551
DART	840	CIRCULAR	10	40	16	17	46	6	135
DART	841	EASTBOUND	10	29	0	0	26	1	65
DART	841	WESTBOUND	9	28	0	0	25	1	63
DART	842	EASTBOUND	12	23	0	0	25	0	61
DART	842	WESTBOUND	11	21	0	0	23	0	56
DART	843	EASTBOUND	6	18	0	0	19	1	44
DART	843	WESTBOUND	6	17	0	0	17	1	40
DART	870	CIRCULAR	10	37	49	64	96	22	278
DART	887	WESTBOUND	4	8	6	7	14	1	40
DART	887	EASTBOUND	4	7	5	7	13	1	37
<b>DART</b>	<b>TOTAL</b>								<b>110,328</b>
THET	1	Northbound	64	254	460	364	509	107	1,758
THET	1	Southbound	34	491	336	357	422	105	1,745
THET	2	Eastbound	49	221	382	344	386	109	1,491
THET	2	Westbound	36	243	362	362	461	107	1,571
THET	3	Northbound	22	105	111	141	137	30	545
THET	3	Southbound	17	93	117	154	187	55	623
THET	4	Westbound	49	94	141	116	111	41	552
THET	4	Eastbound	17	79	138	163	204	61	662
THET	5A	Northbound	0	50	76	91	71	6	295
THET	5A	Southbound	11	44	99	110	83	18	366
THET	5B	Northbound	15	39	50	78	64	48	295
THET	5B	Southbound	0	46	49	39	122	29	286
THET	6	Northbound	62	113	118	131	160	25	610
THET	6	Southbound	16	151	218	203	259	66	914
THET	7	Eastbound	1	22	12	16	45	0	96

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
THET	7	Westbound	7	42	30	28	54	4	164
THET	9	Westbound	6	34	45	40	45	0	170
THET	9	Eastbound	0	36	44	64	78	12	234
THET	10	Eastbound	7	12	15	37	47	3	122
THET	10	Westbound	3	14	31	27	25	0	101
THET	11	Northbound	8	32	45	31	69	6	192
THET	11	Southbound	10	27	31	44	53	0	164
THET	12	Northbound	5	18	0	0	27	0	50
THET	12	Southbound	0	5	0	0	12	0	17
THET	14	Southbound	4	46	66	92	115	25	348
THET	14	Northbound	4	44	87	65	86	29	315
THET	17	Southbound	4	19	9	15	15	0	63
THET	17	Northbound	3	10	15	15	23	3	69
THET	20	Northbound	0	12	33	53	66	32	197
THET	20	Southbound	22	77	52	63	70	36	320
THET	21	Westbound	39	99	121	86	108	54	508
THET	21	Eastbound	10	60	94	114	173	55	506
THET	22	Westbound	25	127	58	55	107	8	381
THET	22	Eastbound	13	51	49	83	174	22	391
THET	24	Eastbound	0	52	93	78	108	16	348
THET	24	Westbound	0	61	81	52	73	5	273
THET	25	Eastbound	22	140	207	284	310	96	1,059
THET	25	Westbound	34	188	247	307	379	96	1,251
THET	26	Counterclk	13	42	87	113	115	21	392
THET	26	Clockwise	0	87	131	101	160	1	481
THET	27	Circulator	2	39	49	47	46	29	212
THET	29	Circulator	0	91	193	145	64	0	493
THET	30	Circulator	12	139	0	0	112	0	262
THET	32	Northbound	1	21	18	34	45	12	131
THET	32	Southbound	0	15	23	32	63	5	138

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total	
THET	41	Eastbound	0	34	13	20	40	0	108	
THET	41	Westbound	12	4	4	7	16	0	43	
THET	46	Southbound	0	47	44	51	77	5	223	
THET	46	Northbound	0	92	93	94	103	3	385	
THET	57	Eastbound	0	12	1	4	40	4	61	
THET	57	Westbound	6	5	0	8	17	1	36	
THET	60	Eastbound	0	0	0	0	0	0	0	
THET	60	Westbound	0	60	0	0	0	0	60	
THET	61	Eastbound	38	48	0	0	0	0	86	
THET	61	Westbound	0	0	0	0	66	0	66	
THET	62	Southbound	0	10	0	0	0	0	10	
THET	62	Northbound	0	0	0	0	12	0	12	
THET	63	Northbound/Southbound	49							49
THET	65	Northbound	26	29	0	0	0	0	55	
THET	65	Southbound	0	0	0	0	60	0	60	
THET	66	Northbound	10	14	0	0	0	0	25	
THET	66	Southbound	0	0	0	0	28	0	28	
THET	72	Southbound	0	20	27	34	45	15	141	
THET	72	Northbound	0	24	40	27	27	6	124	
THET	110	Eastbound	20	0	0	0	0	0	20	
THET	110	Westbound	0	0	0	0	18	0	18	
THET	111	Eastbound/Westbound	65							65
THET	19/Molly	Circulator	0	0	20	60	51	62	192	
THET	89/SPUR	Eastbound	40	245	406	506	676	200	2,073	
THET	89/SPUR	Westbound	106	347	493	516	667	124	2,253	
<b>THE T</b>	<b>Total</b>									<b>27,348</b>
DCTA	1	Inbound/Outbound	117							117
DCTA	2	Inbound/Outbound	179							179
DCTA	3	Inbound/Outbound	221							221
DCTA	4	Inbound/Outbound	221							221

Agency	Route Number	Direction Name	Before 6:30 A.M.	6:30 A.M. - 8:59 A.M.	9:00 A.M. - 11:59 A.M.	12:00 P.M. - 2:59 P.M.	3:00 P.M. - 6:59 P.M.	After 7 P.M.	Total
DCTA	5	Inbound/Outbound							239
DCTA	6	Inbound/Outbound							213
DCTA	7	Inbound/Outbound							356
DCTA	8	Inbound/Outbound							303
DCTA	9	Inbound/Outbound							204
DCTA	21	Northbound/Southbound							176
DCTA	22	Northbound/Southbound							153
DCTA	23	Northbound/Southbound							203
DCTA	UNT Mean Green	Circulator		222	456	464	241		1,383
DCTA	UNT North Texan	Circulator		297	605	497	336		1,734
DCTA	UNT Eagle Point	Circulator		231	404	354	205		1,193
DCTA	UNT Discovery Park	Circulator		208	458	518	325		1,509
DCTA	UNT Centre Place West	Circulator		301	543	668	472	126	2,109
DCTA	UNT Centre Place East	Circulator		107	224	185	90		606
DCTA	UNT Bernard Street	Circulator		344	638	492	460	99	2,032
DCTA	UNT Colorado Express	Circulator		195	217	208	177	77	873
DCTA	UNT Sam Bass	Circulator		110	227	165	174	37	712
DCTA	UNT Campus Cruiser	Circulator					259	162	421
<b>DCTA</b>	<b>Total</b>								<b>15,156</b>



**Figure E-3. Weekend Ridership of Surveyed T and DCTA Routes**

Agency	Route	Saturday	Sunday	Weekend Total
The T	1	1,969	1,055	3,024
The T	2	1,863	935	2,799
The T	3	397	0	397
The T	4	489	270	759
The T	5a	321		321
The T	5b	422		422
The T	6	759	547	1,305
The T	7	188	133	320
The T	8	0	262	262
The T	9	254	0	254
The T	10	165	103	267
The T	14	712	341	1,053
The T	15	237	0	237
The T	20	367	144	510
The T	21	686	331	1,017
The T	22	414	269	683
The T	24	352	177	529
The T	25	1,421	868	2,289
The T	26	644	0	644
The T	27	141	89	230
The T	32	215	4	219
The T	41	53	0	53
The T	46	324	0	324
The T	72	230	0	230
The T	19/Molly	359	187	546
The T	89/Spur	2,707	1,142	3,849
<b>THE T</b>	<b>TOTAL</b>	<b>15,685</b>	<b>6,856</b>	<b>22,541</b>
DCTA	A-Train			469
DCTA	1			49
DCTA	2			99
DCTA	3			49
DCTA	4			49
DCTA	5			49
DCTA	6			71
DCTA	7			73
DCTA	8			51
DCTA	9			0
DCTA	21			44
DCTA	22			83
DCTA	23			80
<b>DCTA</b>	<b>TOTAL</b>			<b>1,163</b>