

Technical Memorandum:
Portland METRO Survey Results



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PORTLAND METRO PASSENGER SURVEY

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Overview

This Technical Memorandum documents the results of a passenger survey of the Portland METRO ridership performed in early 2011. The survey was a coordinated effort between Portland METRO and the Greater Portland Council of Governments (GPCOG). It was distributed in person to 1,111 riders and filled out while they were on the bus. Since some respondents did not have time to complete the survey before disembarking, or chose to skip a question that did not apply to them, the total number of responses varies somewhat from question to question (shown as the n-value in each graph).

The survey was conducted in conjunction with similar passenger surveys on Casco Bay Lines and South Portland Bus Service. The surveys were developed by GPCOG, with input from Portland METRO and the Regional Transit Operations Working Group (the project and planning implementation team of the PACTS Transit Committee, made up of managers from each of the seven public operators in the region). The results were then entered into Survey Monkey, a computer program used to collect and analyze survey responses. Appendix B is an example of the hard-copy survey instrument that was used.

The survey was intended to elicit information on ridership patterns and demographics, as well as attitudes about the Portland METRO and the Greater Portland Area transit services in general.

Much appreciation is due to the Portland METRO staff for their assistance with the creation of the survey instrument, and the distribution effort. Appreciation is also due to PACTS, the Transit Operations Working Group, and the Federal Transit Administration for their assistance as well.

Key Findings

- Most respondents do not make transfers. If they do transfer, they are more likely to do so from or to another bus, not a different mode of transportation.
- In large part, respondents are frequent commuters. The majority of respondents have over 5 years experience with public transportation and use the bus for multiple trips per week, with the largest number of trips happening mid-week.
- If Portland METRO were not available, most respondents -regardless of age- would either carpool with someone, take a taxi, or walk. Fully one-fifth said they would stay home.
- Respondents deem 'on-time performance' and 'frequency of service' to be the most important aspects of customer service. Concurrently, these categories received the lowest marks when respondents were asked to rate level of service.
- The vast majority of respondents live in households with less than \$30,000 total annual household income, and more than half of respondents do not own or have access to a vehicle.

-Survey Question Data-

Routes Surveyed Compared to Actual Ridership (January–March Average)

Graph 1

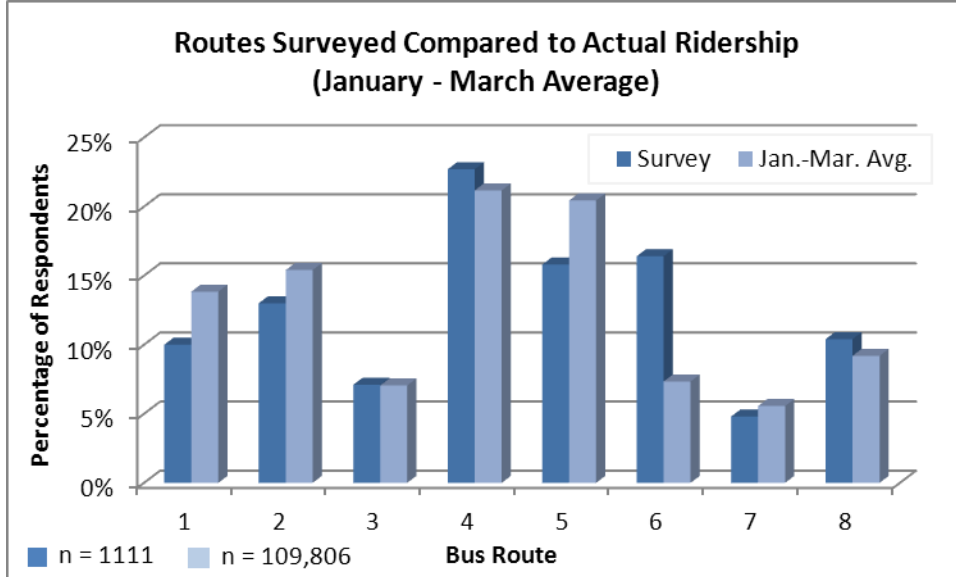


Table 1

Routes Surveyed Compared to Actual Ridership (January - March Average)				
	Survey		Jan.-Mar. Avg.	
	Percent	Count	Percent	Count
1	10.0%	111	13.8%	15,196
2	13.0%	144	15.4%	16,913
3	7.1%	79	7.1%	7743
4	22.7%	252	21.2%	23,244
5	15.8%	175	20.4%	22,450
6	16.4%	182	7.3%	8055
7	4.8%	53	5.6%	6108
8	10.4%	115	9.2%	10,099
Total	100%	1111	100%	109,806

Graph and Table 1 display two distinct data sets. The data on the left (dark blue) shows the level of representation each route received as part of the survey sample. The data on the right (light blue) shows the three-month average of actual ridership from January through March (the period in which the survey was conducted). Despite some minor variations (most pronounced in routes 5 and 6), the results demonstrated by the level of representation achieved by the survey sample closely mirrors that which actually occurred during the period when the survey was conducted.

Transfer From Another Route or Mode

Graph 2

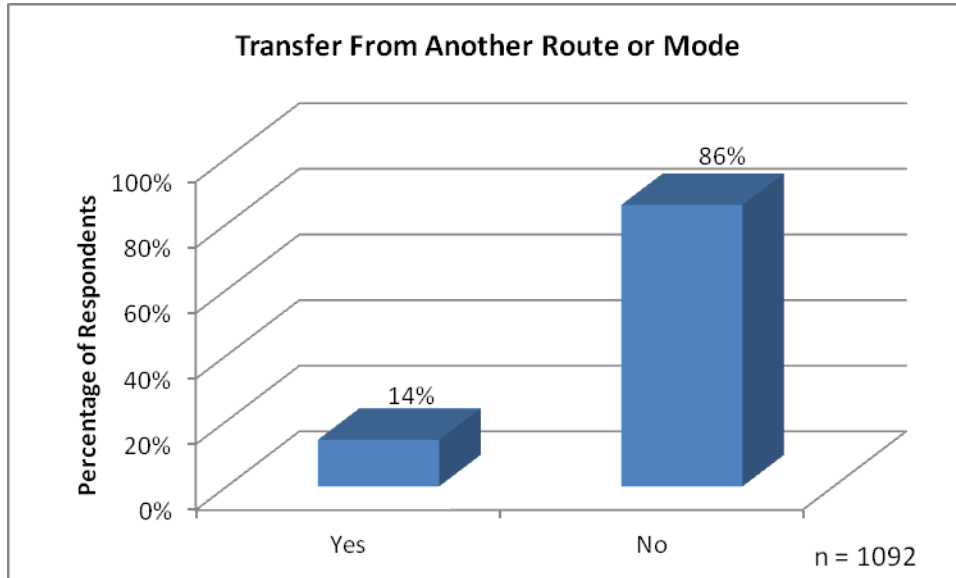


Table 2

Transfer From Another Route or Mode		
	Percent	Count
Yes	14.2%	155
No	85.8%	937
Total	100%	1092

Graphs and Tables 2-5 examine the concept of transit connectivity. Here, respondents were asked to indicate whether they transferred from another bus line or transportation mode to access the bus they were currently on. The results reveal that most riders (85.8%) did not in fact transfer. Of those who did transfer (14.2%), Graph and Table 3 detail which specific mode they transferred from.

(SUBGROUP) Specific Route or Mode Transferred From

Graph 3

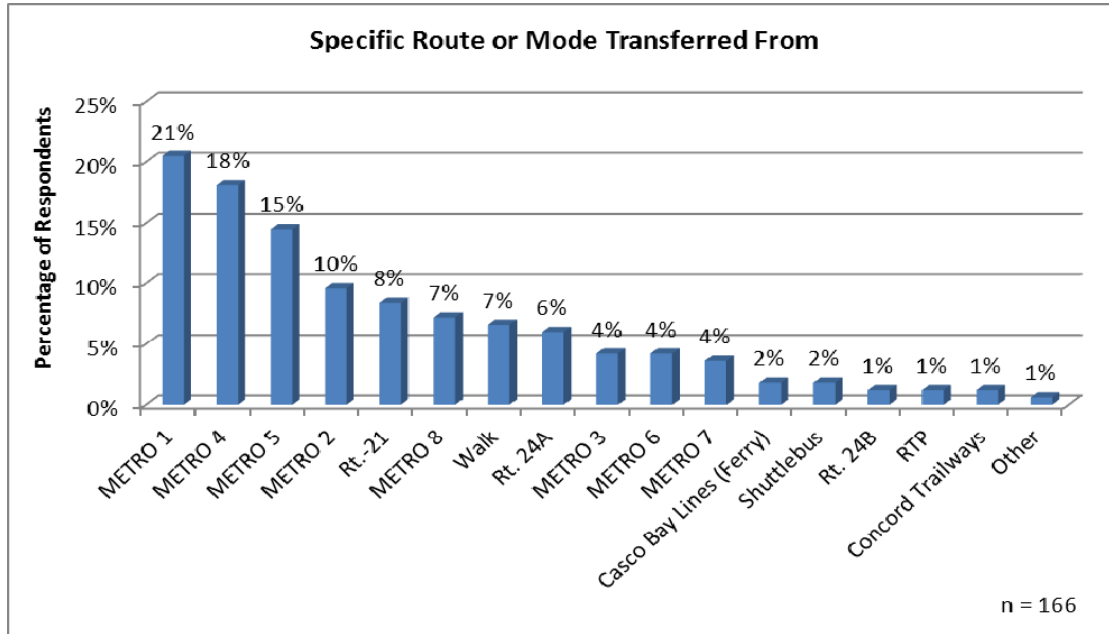


Table 3

Specific Route or Mode Transferred From	Percent	Count
METRO 1	20.5%	34
METRO 4	18.1%	30
METRO 5	14.5%	24
METRO 2	9.6%	16
Rt.-21	8.4%	14
METRO 8	7.2%	12
Walk	6.6%	11
Rt. 24A	6.0%	10
METRO 3	4.2%	7
METRO 6	4.2%	7
METRO 7	3.6%	6
Casco Bay Lines (Ferry)	1.8%	3
ShuttleBus	1.8%	3
Rt. 24B	1.2%	2
RTP	1.2%	2
Concord Trailways	1.2%	2
Other	0.6%	1
Total	NA	184
Answered Question		166

Of the subgroup of respondents who transferred from another mode, Graph and Table 3 show which specific mode they transferred from. As is evident, METRO 1 (20.5%), METRO 4 (18.1%), and METRO 5 (14.5%) received the most responses, with the bulk of respondents transferring from another METRO bus. When taken together, those who transferred from another METRO bus account for 81.9% of subgroup respondents.

This question received a higher count total (184) than those who answered the question (166), indicating that some respondents may have transferred from more than one route or mode. Additionally, a number of answer choices received no responses and were therefore excluded from the analysis. These are: Zoom, the Wave, Vermont/Greyhound, Jetport, and bicycle.

Transfer To Another Route or Mode

Graph 4

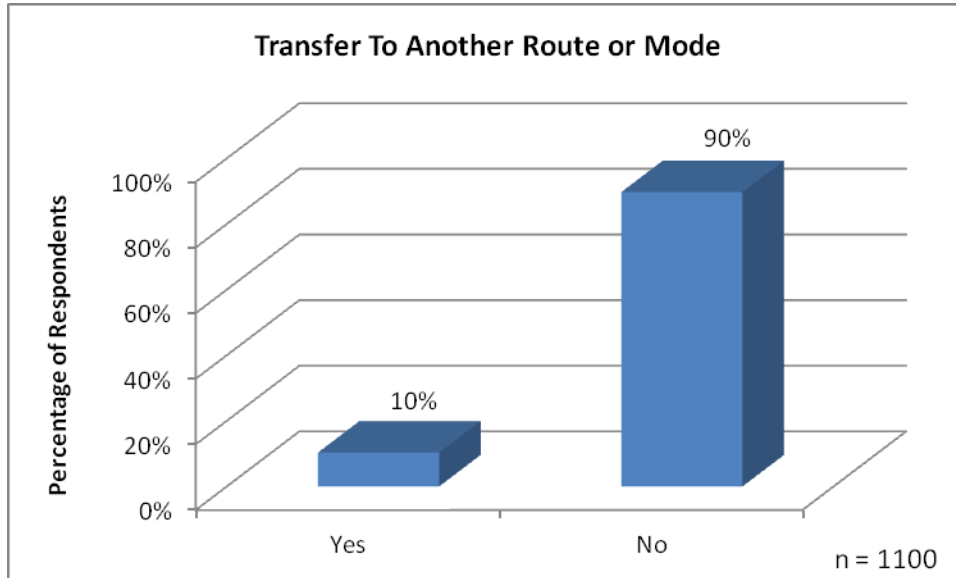


Table 4

Transfer To Another Route or Mode		
	Percent	Count
Yes	10.3%	113
No	89.7%	987
Total	100%	1100

Graph and Table 4 refer to the question which asked respondents to indicate whether they planned to transfer to another transportation mode *after* they got off the bus. The results show that the majority of respondents (89.7%) did not transfer after disembarking. For those who did transfer (10.3%), Graph and Table 5 detail which specific mode they transferred to.

(SUBGROUP) Specific Route or Mode Transferred To

Graph 5

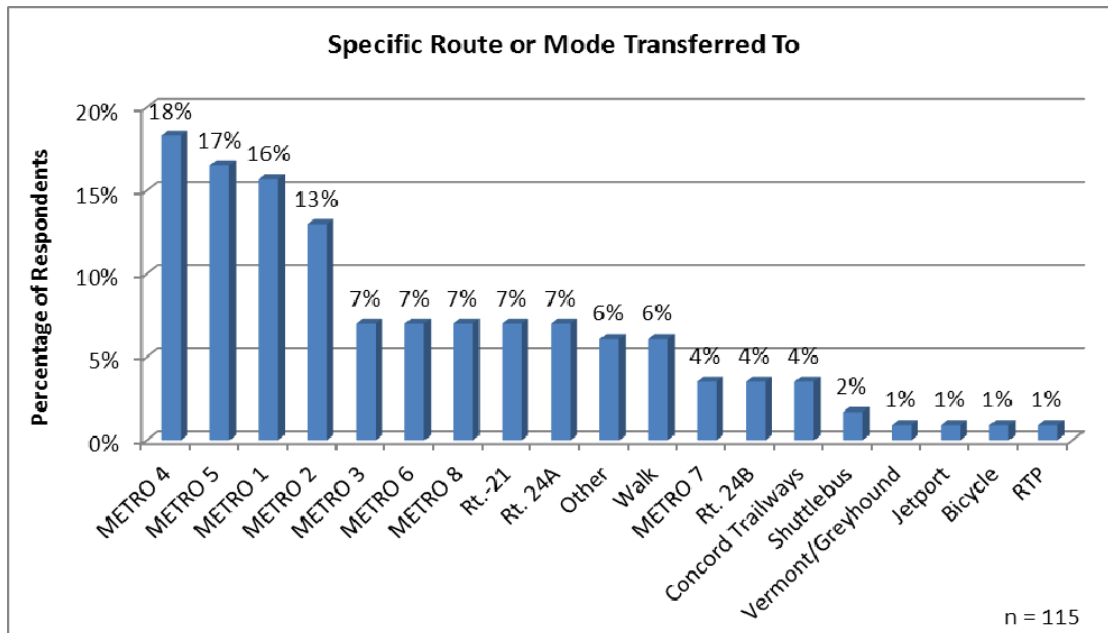


Table 5

Specific Route or Mode Transferred To	Percent	Count
METRO 4	18.3%	21
METRO 5	16.5%	19
METRO 1	15.7%	18
METRO 2	13.0%	15
METRO 3	7.0%	8
METRO 6	7.0%	8
METRO 8	7.0%	8
Rt.-21	7.0%	8
Rt. 24A	7.0%	8
Other	6.1%	7
Walk	6.1%	7
METRO 7	3.5%	4
Rt. 24B	3.5%	4
Concord Trailways	3.5%	4
ShuttleBus	1.7%	2
Vermont/Greyhound	0.9%	1
Jetport	0.9%	1
Bicycle	0.9%	1
RTP	0.9%	1
Total	NA	145
Answered Question		115

Of those who transferred *to* another mode (10.3%, or 115), Graph and Table 5 show which specific route or mode they transferred to. METRO 4 (18.3%), 5 (16.5%) and 1 (15.7%) again received the highest responses, with route 2 (13.0%) not too far behind. When taken together, those who transferred to another METRO bus account for 88.0% of the subgroup.

This question also received a higher count total (145) than those who answered the question (115), indicating that some respondents may have transferred to more than one mode. A number of answer choices received no responses and were therefore excluded from the analysis. These are: the Wave, Zoom, and Casco Bay Lines.

For Graph and Table 3 / Graph and Table 5: Although everyone gets themselves to and from the bus stops by

foot, wheelchair, bike, etc., these modes did not receive many responses. This seems to be a question of perception, as respondents may not think of walking or biking as a ‘transportation mode’, or perhaps they felt the distance they travelled was not long enough to warrant checking the box.

Trip Began

Graph 6

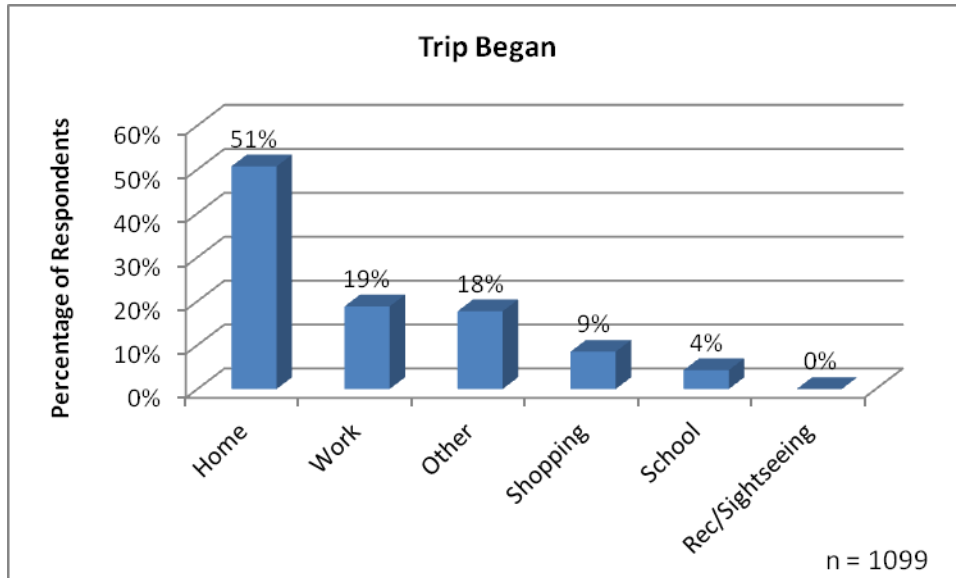


Table 6

Trip Began		
	Percent	Count
Home	50.7%	557
Work	18.8%	207
Other	17.7%	195
Shopping	8.5%	93
School	4.3%	47
Rec/Sightseeing	0.0%	0
Total	100%	1099

Graphs and Tables 6-7 refer to the questions in the survey which asked respondents about the purpose of their travel. More specifically, where they departed from, and where they intended to go. Graph and Table 6 indicate that the greater number of respondents (50.7%) began their trip at home, with work (18.8%) and other (17.7%) a relatively distant second and third. No respondents used the bus for recreation or sightseeing purposes.

Trip End

Graph 7

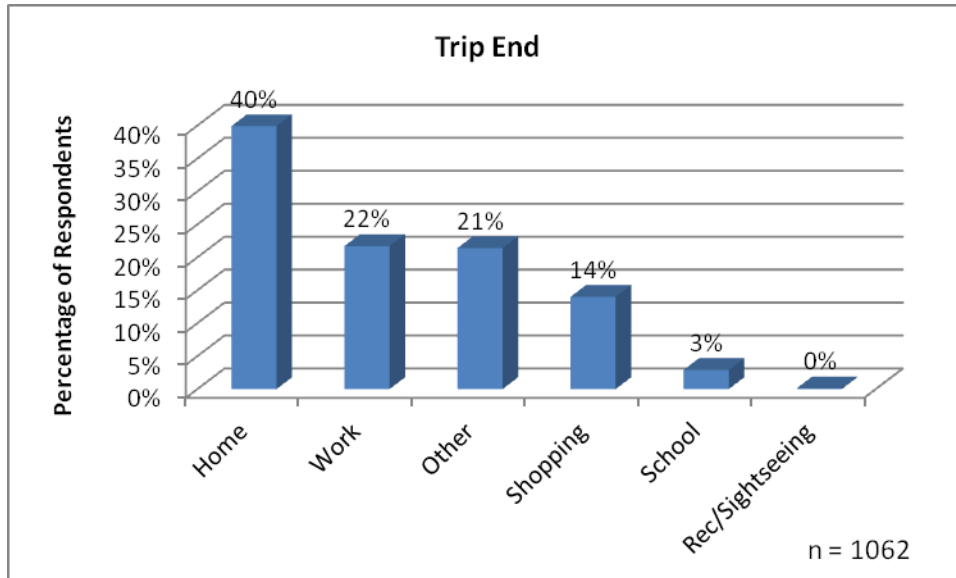


Table 7

Trip End		
	Percent	Count
Home	39.9%	424
Work	21.7%	230
Other	21.4%	227
Shopping	14.0%	149
School	2.9%	31
Rec/Sightseeing	0.1%	1
Total	100%	1062

Graph and Table 7 also show that a good number of respondents will also end their trip at home (39.9%), while work (21.7%), other (21.4%), and shopping (14%) received slightly higher responses than the previous question.

There is a strong possibility that the data displayed in Graphs and Tables 6-7 is distorted somewhat by misinterpretation of the two survey questions by respondents. In several instances, respondents overlooked the 'one way' aspect of the questions, which helps explain why 'home' is the most popular response for both trip beginning and ending. Nevertheless, the data does reveal that 'home' is a major point of origin and destination for respondents.

Round Trips per Week

Graph 8

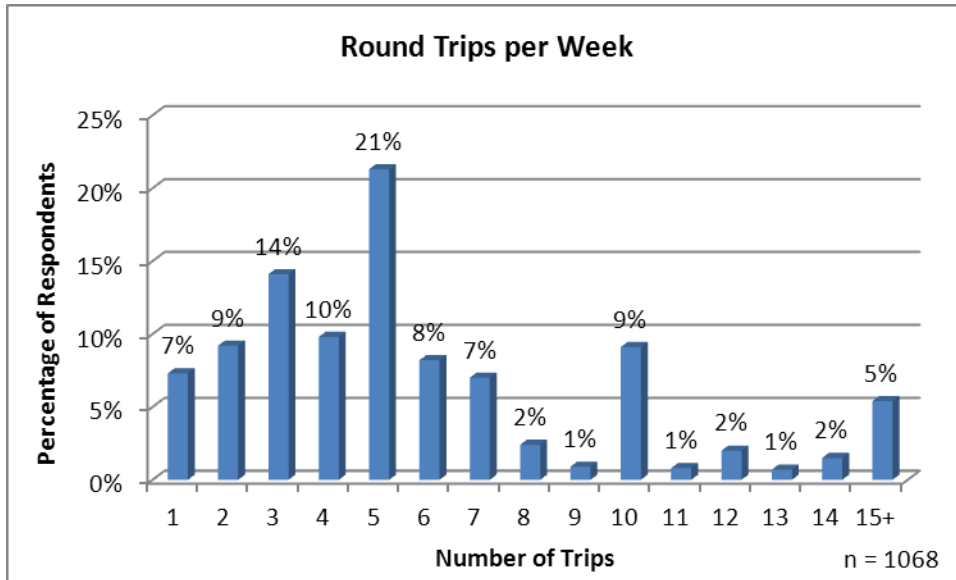


Table 8

Round Trips per Week		
	Percent	Count
1	7.3%	78
2	9.2%	98
3	14.1%	151
4	9.8%	105
5	21.3%	228
6	8.2%	88
7	7.0%	75
8	2.4%	26
9	0.9%	10
10	9.1%	97
11	0.8%	9
12	2.0%	21
13	0.7%	8
14	1.5%	16
15+	5.4%	58
Total	100%	1068

Graph and Table 8 demonstrate that most respondents commute frequently by bus. When taken together, those who reported using the service five or more times a week account for 59.3% of the survey group. The fact that five round trips per week received the most responses (21.3%) seems to suggest that a significant portion of riders commute to work via bus during the workweek only. Additionally, a considerable number of respondents use the bus on a very frequent basis -- 19.5% of respondents take 10 or more trips per week.

Days per Week

Graph 9

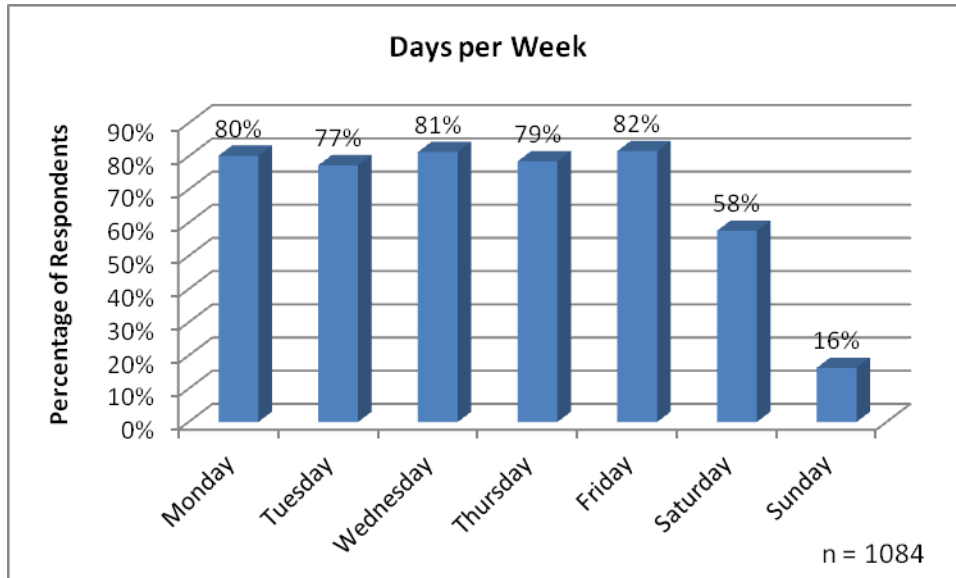


Table 9

Days per Week		
	Percent	Count
Monday	80.2%	869
Tuesday	77.3%	838
Wednesday	81.3%	881
Thursday	78.5%	851
Friday	81.6%	885
Saturday	57.6%	624
Sunday	16.3%	177
Total	NA	5125
Answered Question		1084

Graph and Table 9 refer to the question in the survey which asked respondents what days of the week they normally ride the bus. Clearly, most riders use the bus during the workweek, with Monday (80.2%), Wednesday (81.3%), and Friday (81.6%) being slightly more popular days to use the service. The frequency of ridership drops off on Saturday to 57.6%. The level of Saturday service is approximately the same as weekday. However, there are only two routes operating on Sunday, which accounts greatly for the marked decrease in ridership.

Years Experience With Public Transportation

Graph 10

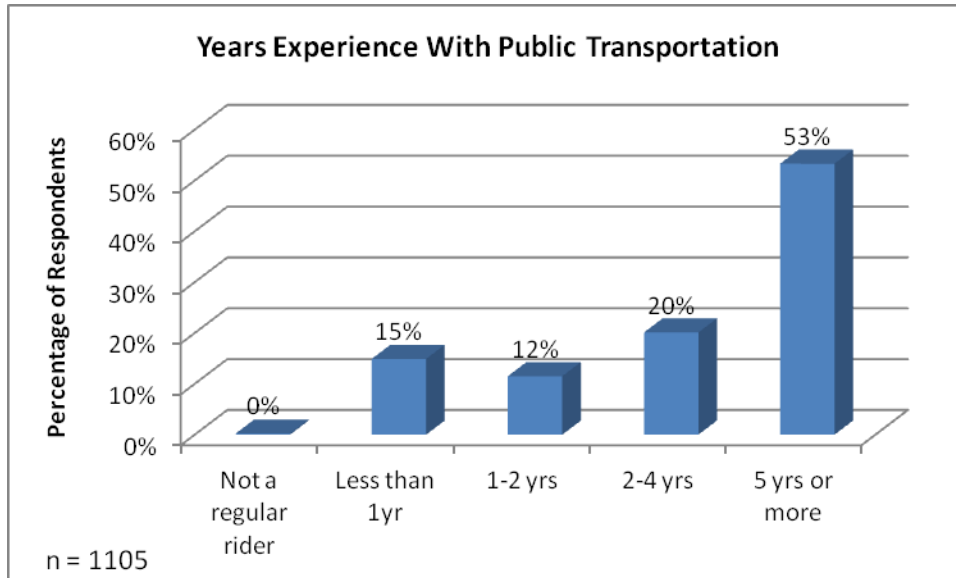


Table 10

	Percent	Count
Not a regular rider	0.2%	2
Less than 1yr	14.9%	165
1-2 yrs	11.5%	127
2-4 yrs	20.1%	222
5 yrs or more	53.3%	589
Total	100%	1105

The results from Graph and Table 10 indicate that most respondents are seasoned public transportation users. The clear majority (53.3%) have been using public transportation for five years or more. Taken together, those who have been using public transportation for over one year and up to five years or more account for 84.9% of respondents.

Options if Bus Were Not Available

Graph 11

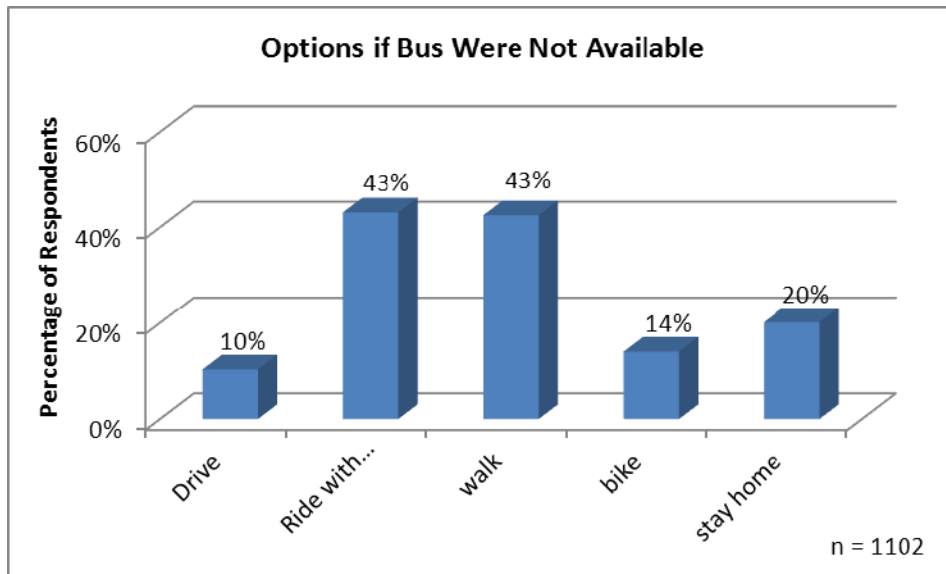


Table 11

Options if Bus Were Not Available		
	Percent	Count
Drive	10.3%	114
Ride with someone/taxi	43.1%	475
Walk	42.5%	468
Bike	14.0%	154
Stay Home	20.1%	222
Total	NA	1433
Answered Question	NA	1102

Graph and Table 11 refer to the question in the survey which asked respondents how they would make their trip if transit service were unavailable. Most respondents reported that if transit service were unavailable, they would either carpool with someone, take a taxi, or walk. Presumably, these results indicate that most respondents do not own or have immediate access to a vehicle. Moreover, the fact that 20.1% selected 'stay home', seems to indicate that a number of respondents are fairly dependent on the bus to get around.

Use of Wheelchair Lift

Graph 12

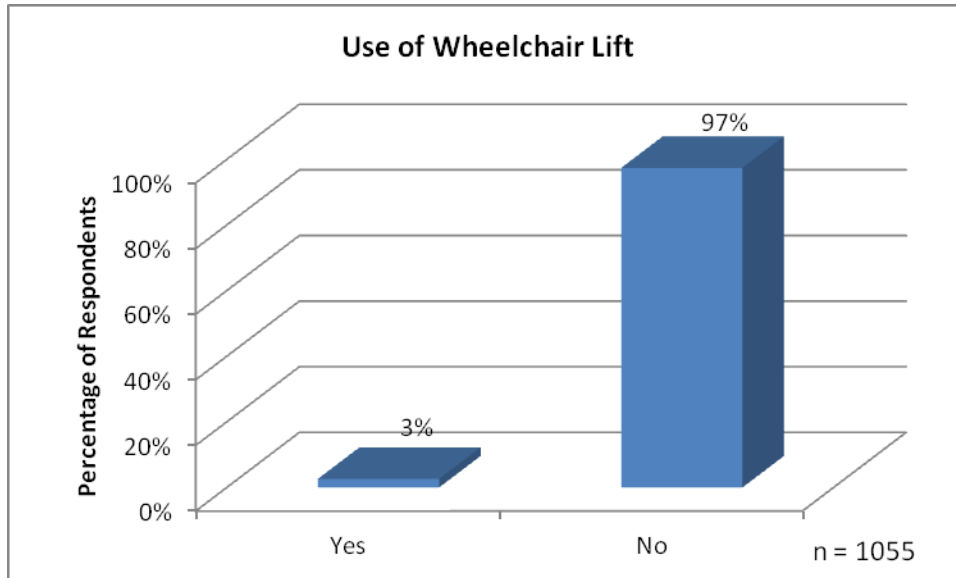


Table 12

Use of Wheelchair Lift		
	Percent	Count
Yes	2.6%	27
No	97.4%	1028
Total	100%	1055

The overwhelming majority of survey respondents did not use the wheelchair lift to board the bus.

Customer Service Ratings

Graphs 13a, 13b and Table 13 display the results from the customer service questions in the survey, which asked respondents to rate 12 aspects of the bus service from 'poor' to 'excellent'. Since some respondents did not select an answer choice for certain aspects, there are slight variations in the n-value (total responses) for each category. However, these differences are so minor (total responses for each category range from 1044-1074), they have little to no impact on the data.

Graph 13a



Graph 13a (above) includes all possible answers to the question (poor, fair, good, excellent), whereas Graph 13b (next page) condenses 'poor' and 'fair' together, as well as 'good' and 'excellent', to get an easier visual depiction of trends.

Graph 13b



Table 13

Customer Service Ratings									
	Poor		Fair		Good		Excellent		Ans. Question
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	
Comfort	2.0%	22	24.6%	264	56.7%	609	16.7%	179	1074
Cost of Fare	5.4%	58	30.3%	325	43.7%	469	20.7%	222	1074
Destinations Served	3.8%	41	18.6%	199	52.1%	559	25.5%	273	1072
Convenience	2.4%	26	18.6%	200	49.3%	529	29.6%	318	1073
Length of Trip	2.1%	23	17.7%	190	58.3%	625	21.8%	234	1072
Security/Safety	1.8%	19	12.9%	138	51.2%	549	34.2%	367	1073
Frequency of Service	5.0%	54	22.6%	242	48.5%	519	23.9%	256	1071
Link to Other Modes	2.7%	28	20.9%	220	54.4%	572	22.1%	232	1052
On-time Performance	7.5%	80	26.4%	282	47.6%	509	18.6%	199	1070
Clarity Map/Schedule	4.2%	45	16.3%	174	48.7%	519	30.8%	328	1066
Friendliness of Staff	2.3%	25	12.2%	131	44.0%	471	41.5%	444	1071
Driver Knowledge	1.0%	10	8.7%	91	48.2%	503	42.1%	440	1044

As is evident in the graphs and table above, respondents rated most aspects of the bus service favorably, with ‘driver knowledge’, ‘friendliness of staff’, and ‘security/safety’ receiving the highest marks. According to survey takers, the bus service could improve ‘cost of fare’, ‘on-time performance’, and ‘frequency of service’.

Most Important Customer Service Category

Graph 14

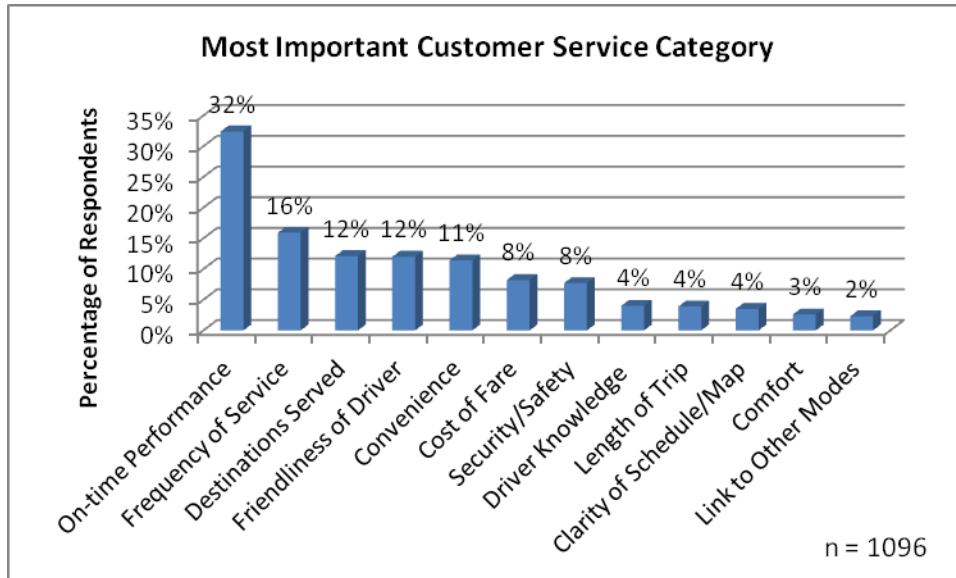


Table 14

Most Important Customer Service Category		
	Percent	Count
On-time Performance	32.4%	306
Frequency of Service	15.9%	150
Destinations Served	12.1%	114
Friendliness of Driver	12.0%	113
Convenience	11.4%	108
Cost of Fare	8.2%	77
Security/Safety	7.7%	73
Driver Knowledge	4.0%	38
Length of Trip	3.9%	37
Clarity of Schedule/Map	3.5%	33
Comfort	2.6%	25
Link to Other Modes	2.3%	22
Total	NA	1096
Answered Question	NA	944

Question 14 in the survey asked respondents which category from the previous question they felt was most important. Although the question asked respondents to select one answer choice, several respondents chose more than one, which makes this question a 'check all that apply'.

As is evident in Graph and Table 14, 'on-time performance', at 32.4%, is the most important aspect of service for most survey takers. 'Frequency of service', and 'destinations served' also rated high at 15.9% and 12.1% respectively. It should be noted that the top three categories chosen by respondents as most important also received some of the lowest ratings in the previous question.

Home Zip Code

Graph 15

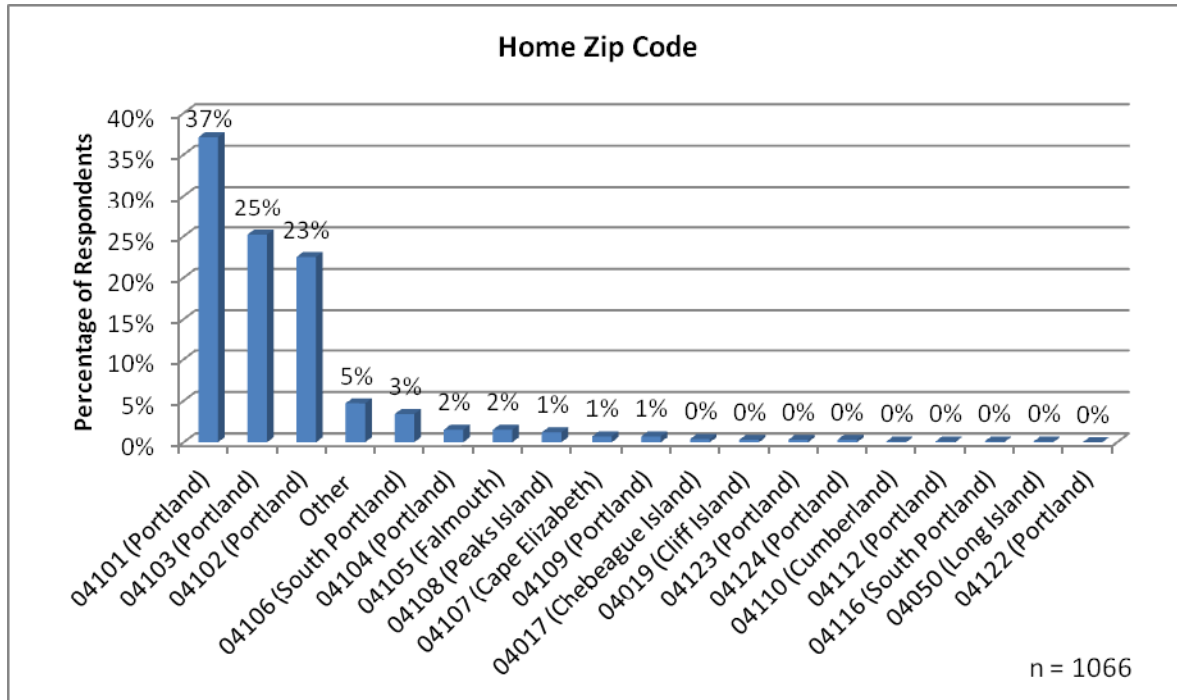


Table 15

Home Zip Code	Percent	Count
04101 (Portland)	37.1%	395
04103 (Portland)	25.2%	269
04102 (Portland)	22.5%	240
Other	4.7%	50
04106 (South Portland)	3.4%	36
04104 (Portland)	1.5%	16
04105 (Falmouth)	1.5%	16
04108 (Peaks Island)	1.2%	13
04107 (Cape Elizabeth)	0.7%	7
04109 (Portland)	0.7%	7
04017 (Chebeague Island)	0.4%	4
04019 (Cliff Island)	0.3%	3
04123 (Portland)	0.3%	3
04124 (Portland)	0.3%	3
04110 (Cumberland Foreside)	0.1%	1
04112 (Portland)	0.1%	1
04116 (South Portland)	0.1%	1
04050 (Long Island)	0.1%	1
04122 (Portland)	0.0%	0
Total	100%	1066

Graph and Table 15 show that the largest portion of survey takers reside in one of three zip codes, 04101 (Portland, 37.1%), 04103 (Portland, 25.2%), and 04102 (Portland, 22.5%).

Those who indicate they live somewhere in Portland make up the majority of riders at 87.7%.

Age

Graph 16

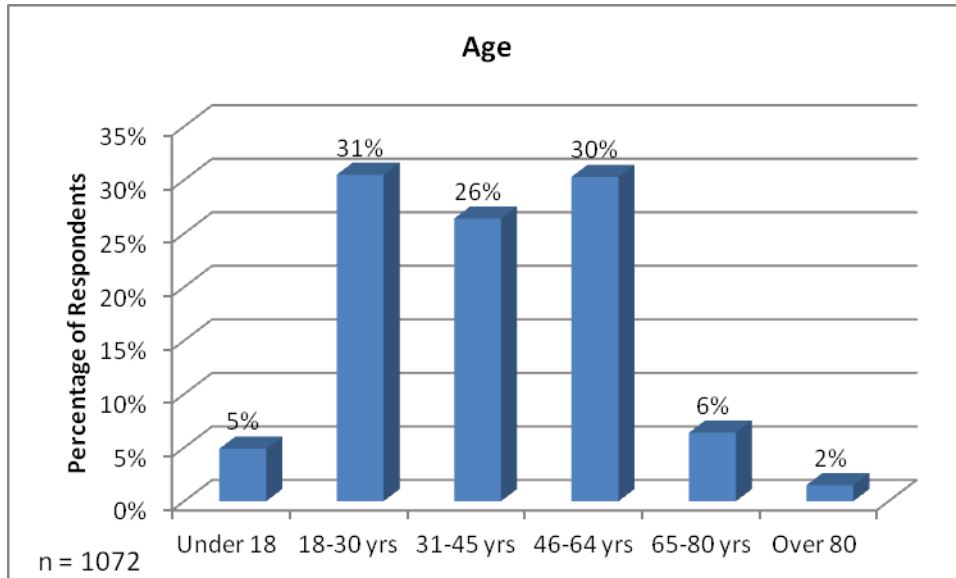


Table 16

Age		
	Percent	Count
Under 18	4.9%	52
18-30 yrs.	30.5%	327
31-45 yrs.	26.4%	283
46-64 yrs.	30.3%	325
65-80 yrs.	6.4%	69
Over 80	1.5%	16
Total	100%	1072

Graph and Table 16 show the larger part of respondents are between 18 and 64 years old (87.2%), with very few respondents reporting to be 18 or under, 65-80 yrs, or over 80 years old. The bulk of respondents are fairly evenly distributed between 18-30 years old (30.5%), 31-45 years old (26.4%), and 46-64 (30.3%).

Gender

Graph 17

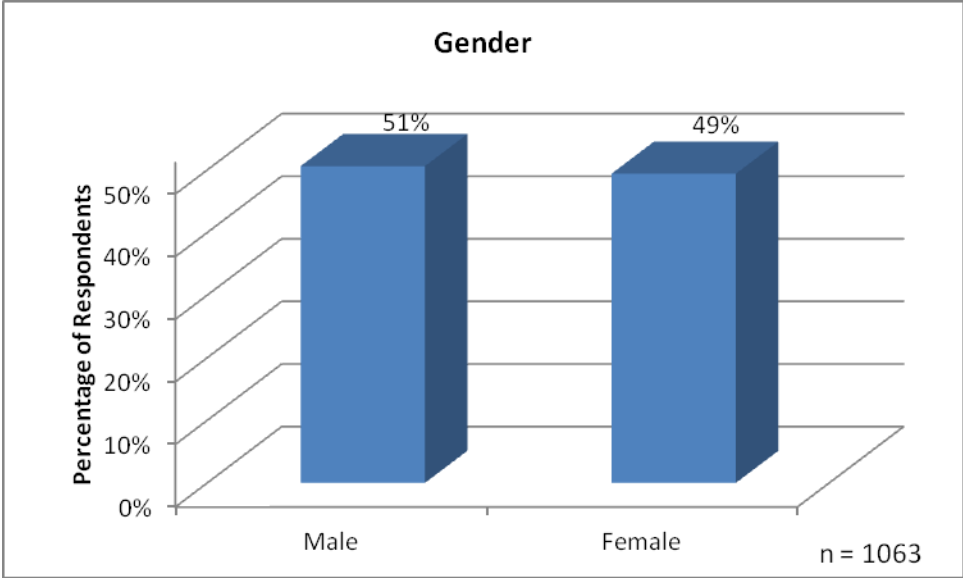


Table 17

Gender		
	Percent	Count
Male	50.6%	538
Female	49.4%	525
Total	100%	1063

Graph and Table 17 show a very even split in representation among men and women survey respondents.

Employment Status

Graph 18

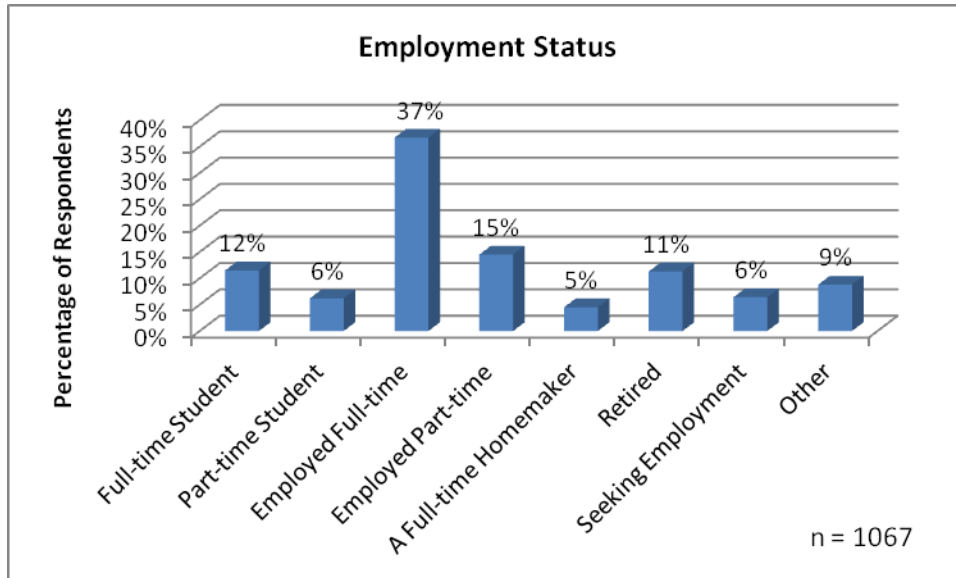


Table 18

Employment Status		
	Percent	Count
Full-time Student	11.5%	123
Part-time Student	6.2%	66
Employed Full-time	36.7%	392
Employed Part-time	14.5%	155
A Full-time Homemaker	4.5%	48
Retired	11.3%	121
Seeking Employment	6.4%	68
Other	8.8%	94
Total	100%	1067

The results of Graph and Table 18 indicate that full-time workers (36.7%) account for the largest portion of survey respondents.

If 'employed full-time' and 'employed part-time' are combined, respondents who are employed in any capacity make up 51.2% of all survey respondents; whereas those who reported either 'full-time student' or 'part-time student' account for 17.7%. Taken together, respondents who are either working or in school -in any capacity- make up 68.9%. It should be noted, however, that there is some overlap with this data (i.e. some part-time students are also employed part-time, etc.).

Total Annual Household Income

Graph 19

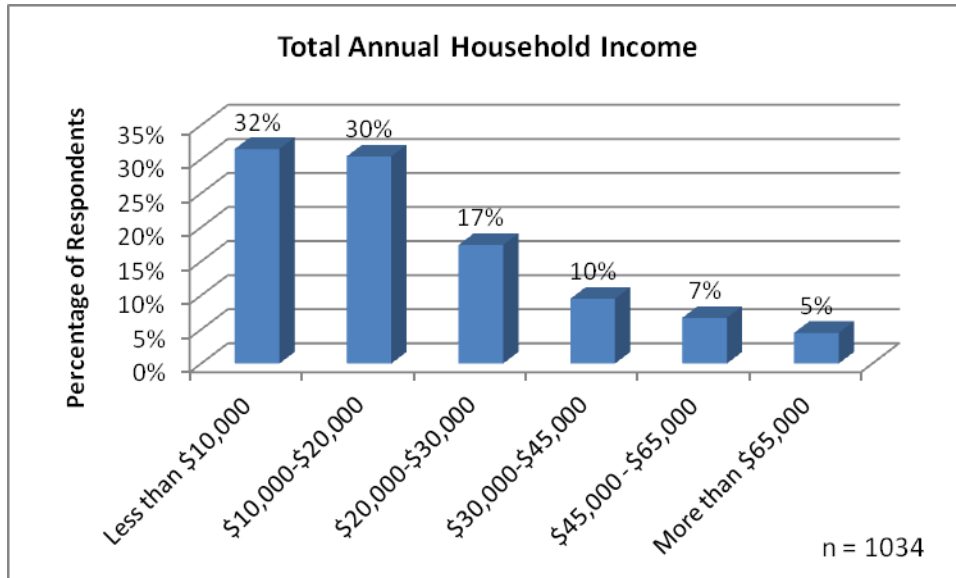


Table 19

Total Annual Household Income		
	Percent	Count
Less than \$10,000	31.5%	326
\$10,000-\$20,000	30.4%	314
\$20,000-\$30,000	17.4%	180
\$30,000-\$45,000	9.5%	98
\$45,000 - \$65,000	6.7%	69
More than \$65,000	4.5%	47
Total	100%	1034

The results of Graph and Table 19 indicate that most riders who were surveyed live in households with less than \$30,000 total annual income (79.3%), with 'Less than \$10,000' receiving the most responses, at 31.5%.

Household Size

Graph 20

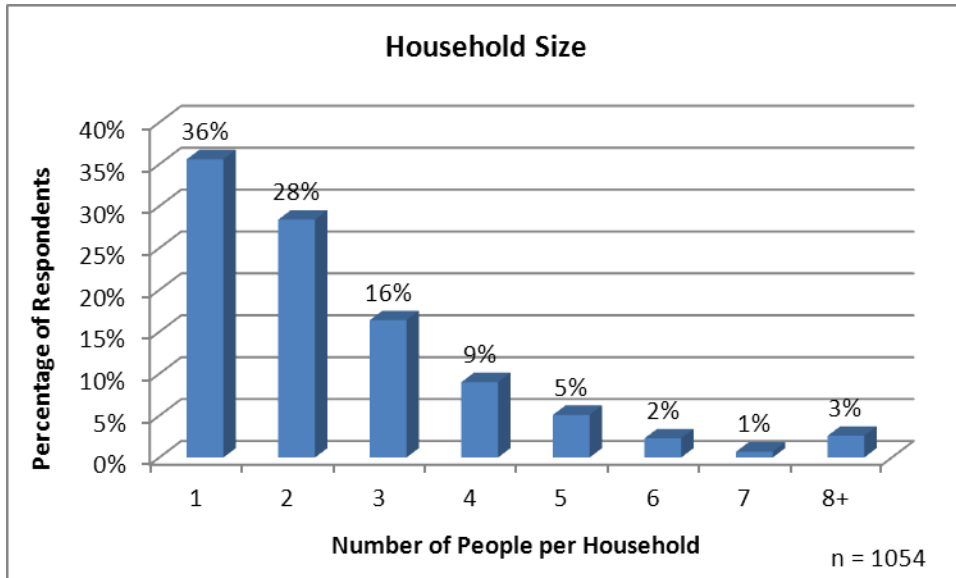


Table 20

Household Size		
	Percent	Count
1	35.6%	375
2	28.4%	299
3	16.4%	173
4	9.0%	95
5	5.1%	54
6	2.3%	24
7	0.7%	7
8+	2.6%	27
Total	100%	1054

The results of Graph and Table 20 indicate that most riders who participated in the survey live in households of three or less (80.4%), with the largest subgroups being those who live by themselves (35.6%), or with one other person (28.4%).

Number of Vehicles per Household

Graph 21

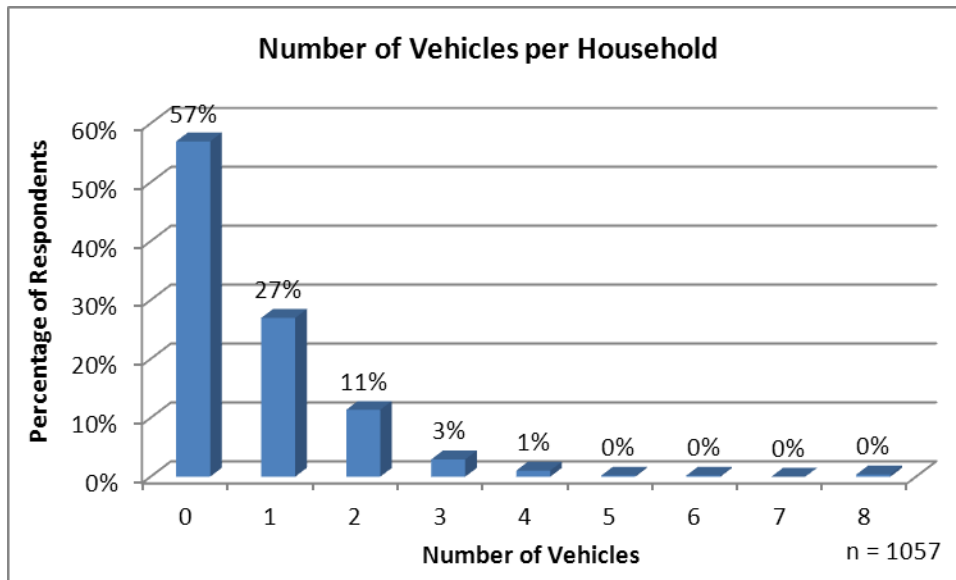


Table 21

Number of Vehicles per Household		
	Percent	Count
0	57.0%	602
1	27.0%	285
2	11.4%	120
3	2.9%	31
4	1.0%	11
5	0.2%	2
6	0.2%	2
7	0.0%	0
8	0.4%	4
Total	100%	1057

Graph and Table 21 show that most respondents do not own or have access to a vehicle (57.0%). Of those who do, most report 1 (27.0%) to 2 (11.4%) vehicles per household.

-Cross Referenced Data-

Routes Surveyed by Transfer From and Transfer To Another Route or Mode

Graph 22

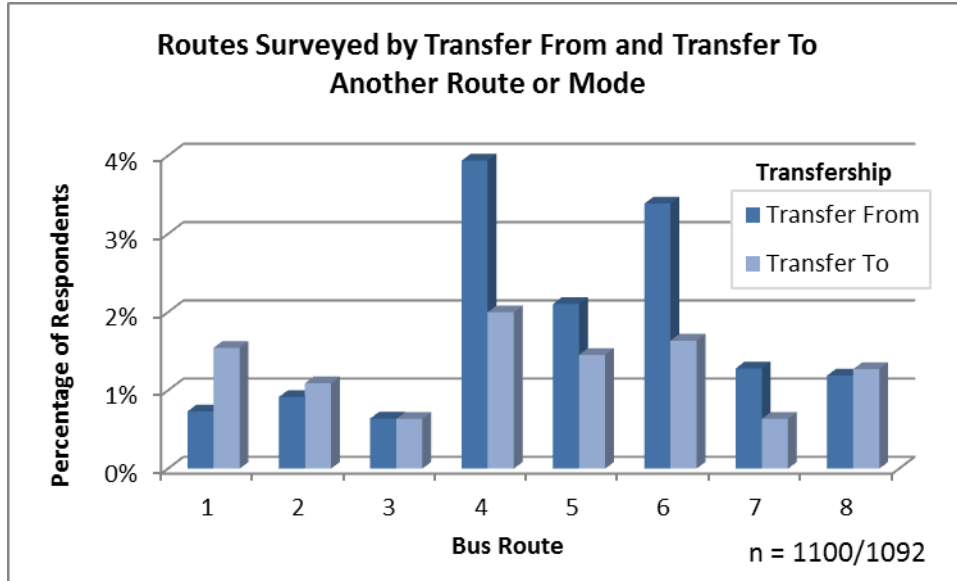


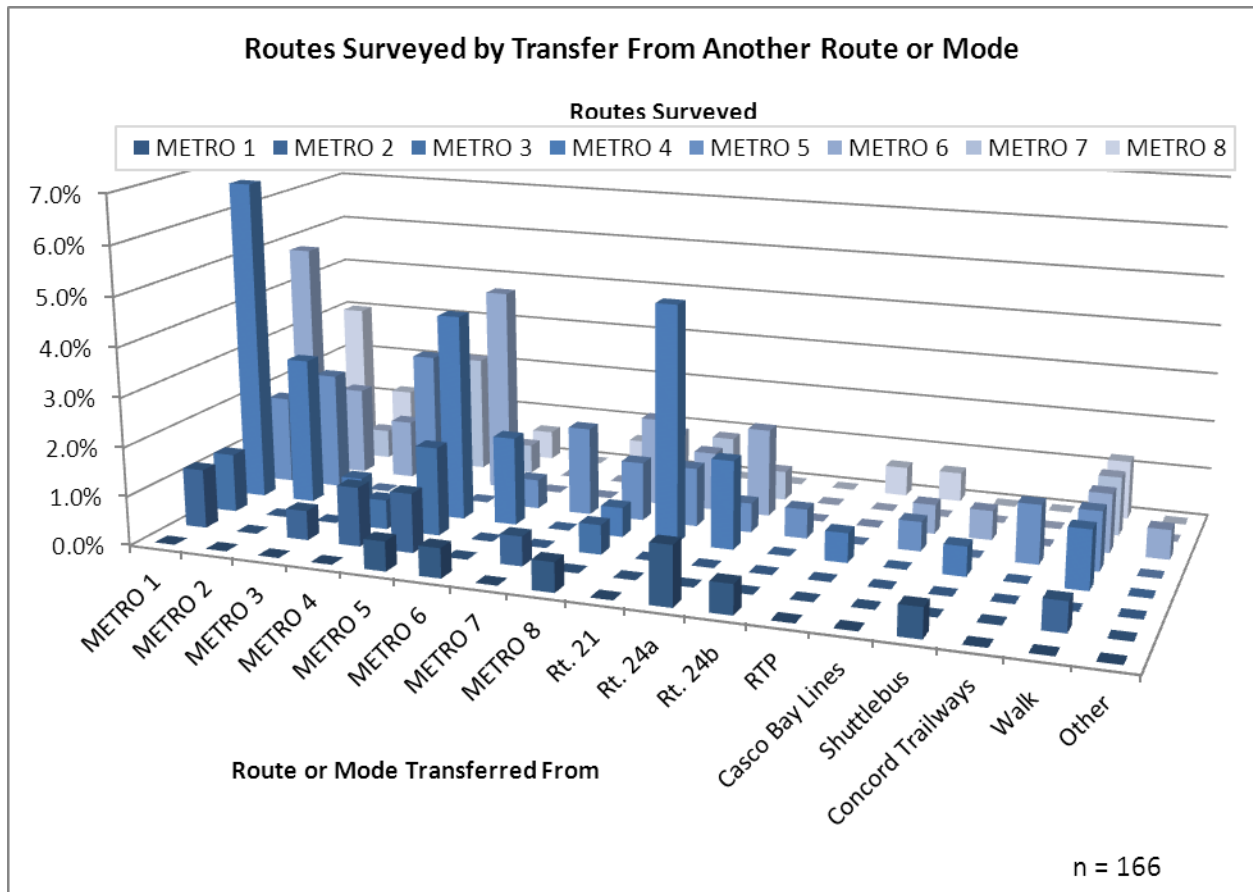
Table 22

Routes Surveyed by Transfer From and Transfer To Another Route or Mode				
	Transfer From		Transfer To	
	Percent	Count	Percent	Count
1	0.7%	8	1.6%	17
2	0.9%	10	1.1%	12
3	0.6%	7	0.6%	7
4	3.9%	43	2.0%	22
5	2.1%	23	1.5%	16
6	3.4%	37	1.6%	18
7	1.3%	14	0.6%	7
8	1.2%	13	1.3%	14
Total	14.1%	155	10.3%	113
Answered Question	NA	1092	NA	1100

Graph and Table 22 combine the data from the two questions in the survey that asked about transfers. The data displayed above shows only the subgroup of respondents who transferred - either *from*, or *to* - another route or mode. In general, more respondents transferred from another route or mode to get to the bus they were currently on – routes 4, 5, 6, and 7. Although some bus routes, such as route 1, experienced the reverse phenomenon.

Routes Surveyed by Transfer From Another Route or Mode

Graph 23



Graph 23 (above) and Table 23 (next page) illustrate transfer patterns by cross referencing the route respondents were on when they took the survey with the route or mode they transferred from (since not all respondents transferred to get to the bus they were on, this analysis represents a subgroup of riders: 166 respondents). To interpret the graph: the tallest column in the graph indicates that 6.6% of the subgroup transferred from METRO 1 to METRO 4. A number of answer choices received no responses and were therefore excluded from the analysis. These are: Zoom, the Wave, Vermont/Greyhound, Jetport, and Bicycle.

Table 23*

Routes Surveyed by Transfer From Another Route or Mode								
Transfer From	Routes Surveyed							
	METRO 1	METRO 2	METRO 3	METRO 4	METRO 5	METRO 6	METRO 7	METRO 8
METRO 1	NA**	1.2%	1.2%	6.6%	1.8%	4.8%	0.6%	3.0%
METRO 2	0.0%	NA	0.0%	3.0%	2.4%	1.8%	0.6%	1.2%
METRO 3	0.0%	0.6%	NA	0.6%	0.0%	1.2%	1.2%	0.0%
METRO 4	0.0%	1.2%	0.6%	NA	3.0%	3.6%	2.4%	1.8%
METRO 5	0.6%	1.2%	1.8%	4.2%	NA	4.2%	0.6%	0.6%
METRO 6	0.6%	0.0%	0.0%	1.8%	0.6%	NA	0.0%	0.0%
METRO 7	0.0%	0.6%	0.0%	0.0%	1.8%	0.0%	NA	0.6%
METRO 8	0.6%	0.0%	0.6%	0.6%	1.2%	1.8%	1.2%	NA
Rt. 21	0.0%	0.0%	0.0%	4.8%	1.2%	1.2%	1.2%	0.0%
Rt. 24a	1.2%	0.0%	0.0%	1.8%	0.6%	1.8%	0.6%	0.0%
Rt. 24b	0.6%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%
RTP	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.6%
Casco Bay Lines	0.0%	0.0%	0.0%	0.0%	0.6%	0.6%	0.0%	0.6%
ShuttleBus	0.6%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%	0.0%
Concord Trailways	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%
Walk	0.0%	0.6%	0.0%	1.2%	1.2%	1.2%	1.2%	1.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%
Total	4.2%	5.4%	4.2%	25.9%	16.3%	23.5%	9.6%	9.6%
Answered question								166

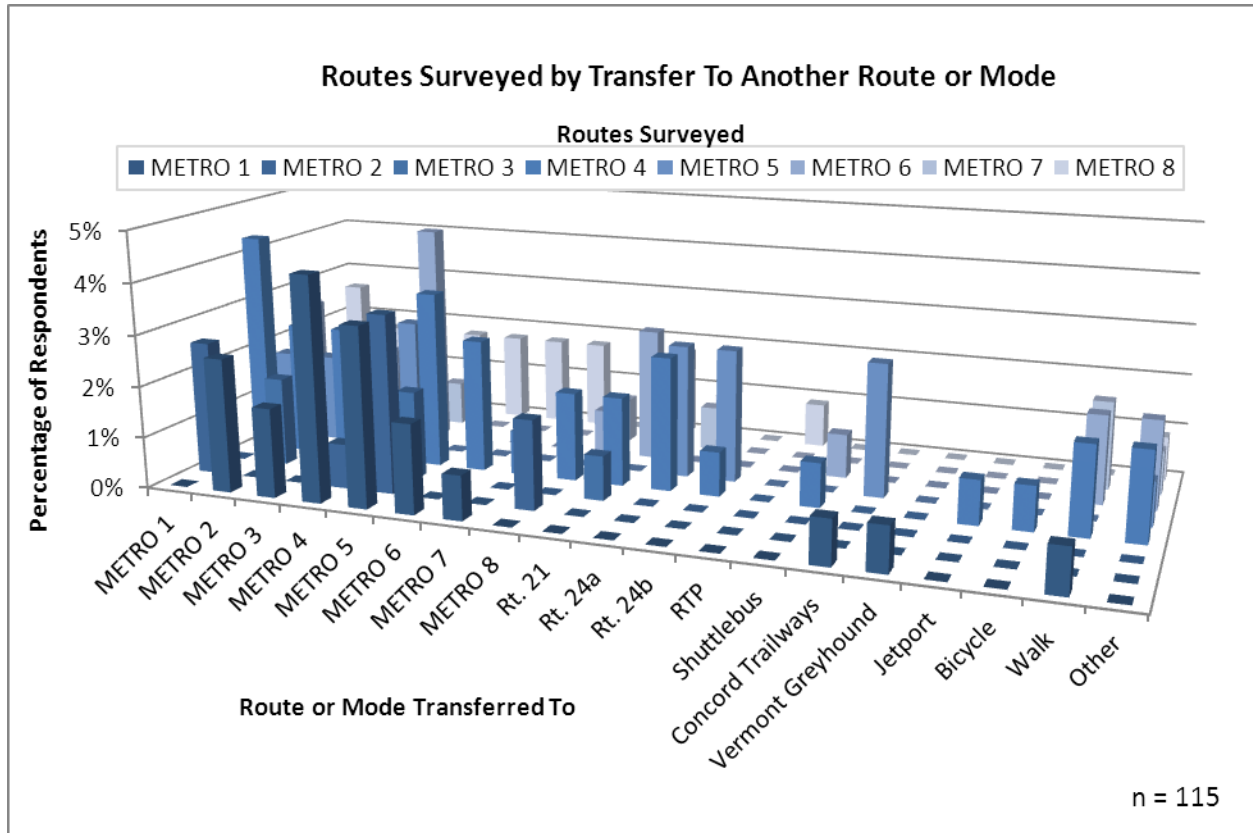
*To preserve space, the “count” columns for Table 23 were not included

**Since it is impossible to transfer from METRO 1 to METRO 1, and so on, instances where this occurs are labeled NA even though some responses were received in error

As mentioned previously, the largest number of transfers occurred from METRO 1 to METRO 4 (6.6%), followed by METRO 1 to METRO 6 (4.8%), and South Portland Route 21 to METRO 4 (4.8%).

Routes Surveyed by Transfer To Another Route or Mode

Graph 24



Similar to the previous analysis, Graph 24 (above) and Table 24 (next page) show transfer patterns by cross referencing the route respondents were on when they took the survey with the route or mode they will transfer *to* after disembarking (since not all respondents transferred after disembarking, this analysis represents a subgroup of riders: 115 respondents). To interpret the graph: the first row at the forefront of Graph 24 (darkest in color) represents the route or mode that respondents who were on METRO 1 intended to transfer to. Several answer choices received no responses and were therefore excluded from the analysis. These are: Casco Bay Lines, Zoom, and the Wave.

Table 24*

Routes Surveyed by Transfer To Another Route or Mode								
Transfer To	Routes Surveyed							
	METRO 1	METRO 2	METRO 3	METRO 4	METRO 5	METRO 6	METRO 7	METRO 8
METRO 1	NA**	2.6%	0.0%	4.3%	1.7%	2.6%	0.9%	2.6%
METRO 2	2.6%	NA	1.7%	2.6%	1.7%	0.0%	1.7%	1.7%
METRO 3	1.7%	0.0%	NA	2.6%	0.0%	1.7%	0.0%	0.0%
METRO 4	4.3%	0.9%	0.0%	NA	2.6%	4.3%	0.9%	1.7%
METRO 5	3.5%	3.5%	1.7%	3.5%	NA	1.7%	0.0%	1.7%
METRO 6	1.7%	0.0%	0.0%	2.6%	0.0%	NA	0.0%	1.7%
METRO 7	0.9%	0.0%	0.0%	0.9%	0.0%	0.0%	NA	1.7%
METRO 8	0.0%	1.7%	0.0%	1.7%	0.0%	0.9%	0.9%	NA
Rt. 21	0.0%	0.0%	0.9%	1.7%	0.0%	2.6%	0.0%	1.7%
Rt. 24a	0.0%	0.0%	0.0%	2.6%	2.6%	0.0%	0.9%	0.9%
Rt. 24b	0.0%	0.0%	0.0%	0.9%	2.6%	0.0%	0.0%	0.0%
RTP	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
ShuttleBus	0.0%	0.0%	0.0%	0.9%	0.0%	0.9%	0.0%	0.0%
Concord Trailways Vermont	0.9%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Greyhound	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Jetport	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%
Bicycle	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%
Walk	0.9%	0.0%	0.0%	1.7%	0.0%	1.7%	1.7%	0.0%
Other	0.0%	0.0%	0.0%	1.7%	0.9%	1.7%	0.9%	0.9%
Total	18.3%	9.6%	5.2%	33.0%	15.7%	19.1%	7.8%	17.4%
Answered question								115

*To preserve space, the “count” columns for Table 24 were not included

**Since it is impossible to transfer to METRO 1 from METRO 1, and so on, instances where this occurs are labeled NA even though some responses were received in error

As evident in Graph and Table 24, the most common transfer patterns were: METRO 4 to METRO 1 (4.3%), METRO 6 to METRO 4 (4.3%), and METRO 1 to METRO 4 (4.3%).

Routes Surveyed by Round Trips per Week

Graph 25

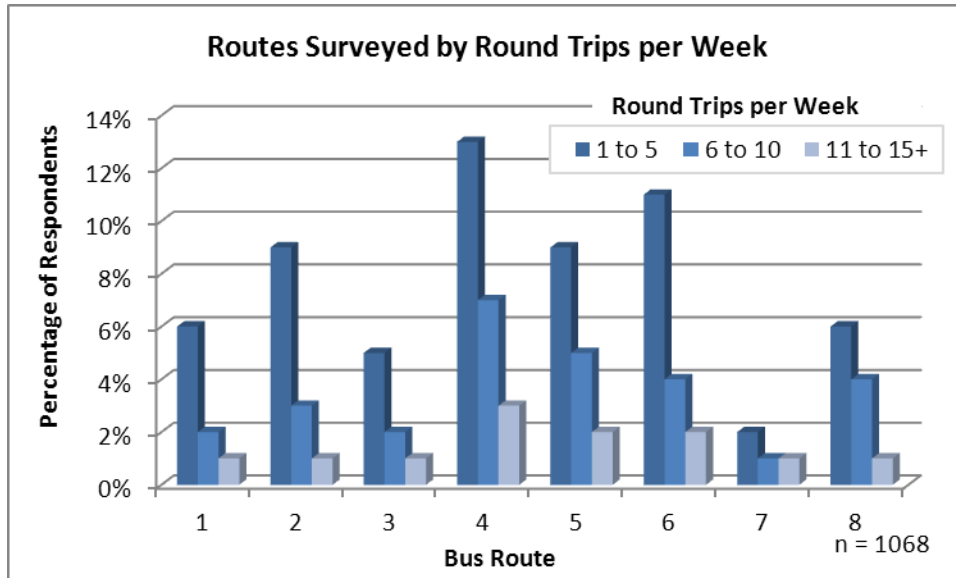


Table 25*

Routes Surveyed by Trips per Week									
	1	2	3	4	5	6	7	8	
1 to 5	6.5%	8.6%	4.9%	12.9%	9.4%	10.8%	2.4%	6.4%	
6 to 10	2.2%	3.5%	1.6%	6.6%	5.1%	3.7%	1.4%	3.6%	
11 to 15+	1.2%	1.0%	0.7%	2.7%	1.6%	1.6%	0.9%	0.7%	
Total	9.9%	13.1%	7.2%	22.3%	16.0%	16.1%	4.8%	10.6%	
Answered Question								1068	

*To preserve space, the "count" columns for Table 25 were not included

For Graph and Table 25, round trips were grouped together (1 to 5, etc.) to better show trends. As is evident, ridership trends are similar across bus routes. For each route, the majority of riders take between 1 to 5 trips per week, followed by 6 to 10 trips per week, with only a small percentage of riders using the service 11 to 15 or more times per week.

Years Experience With Public Transportation by Age

Graph 26

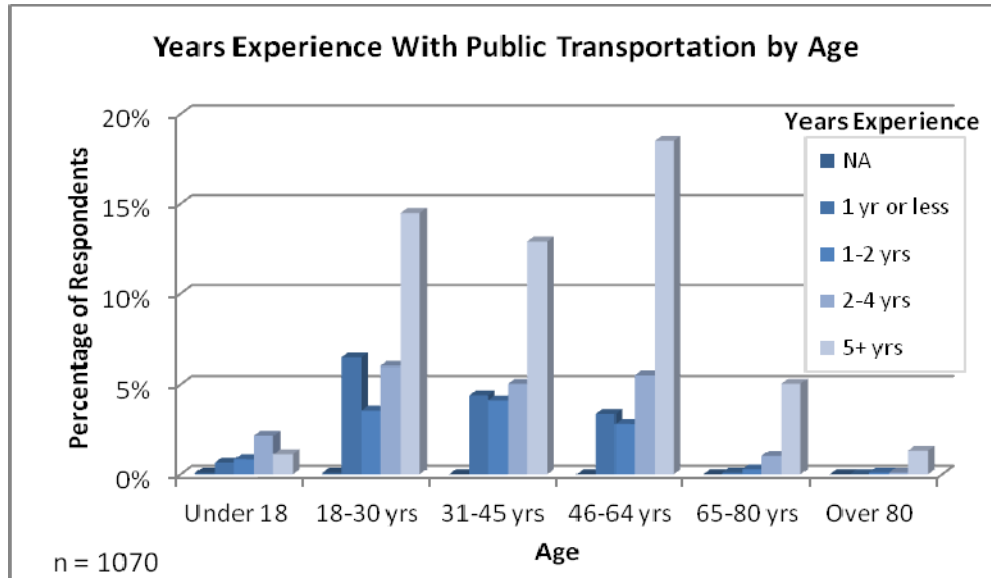


Table 26

Years Experience With Public Transportation by Age										
	NA		1 yr or less		1-2 yrs		2-4 yrs		5+ yrs	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Under 18	0.1%	1	0.7%	7	0.8%	9	2.1%	23	1.1%	12
18-30 yrs	0.1%	1	6.4%	69	3.6%	38	6.0%	64	14.5%	155
31-45 yrs	0.0%	0	4.4%	47	4.1%	44	5.0%	54	12.9%	138
46-64 yrs	0.0%	0	3.4%	36	2.8%	30	5.5%	59	18.5%	198
65-80 yrs	0.0%	0	0.1%	1	0.3%	3	1.0%	11	5.0%	54
Over 80	0.0%	0	0.0%	0	0.1%	1	0.1%	1	1.3%	14
Total	0.2%	2	15.0%	160	11.7%	125	19.8%	212	53.4%	571
Answered Question										1070

Graph and Table 26 cross reference respondents' experience with public transportation by their age. The results demonstrate that most respondents are fairly seasoned public transportation users. For each of the three largest age categories (18-30 yrs, 31-45 yrs, and 46-64 yrs), the majority of respondents report five or more years experience with public transportation.

Options if Bus Were Not Available by Age

Graph 27

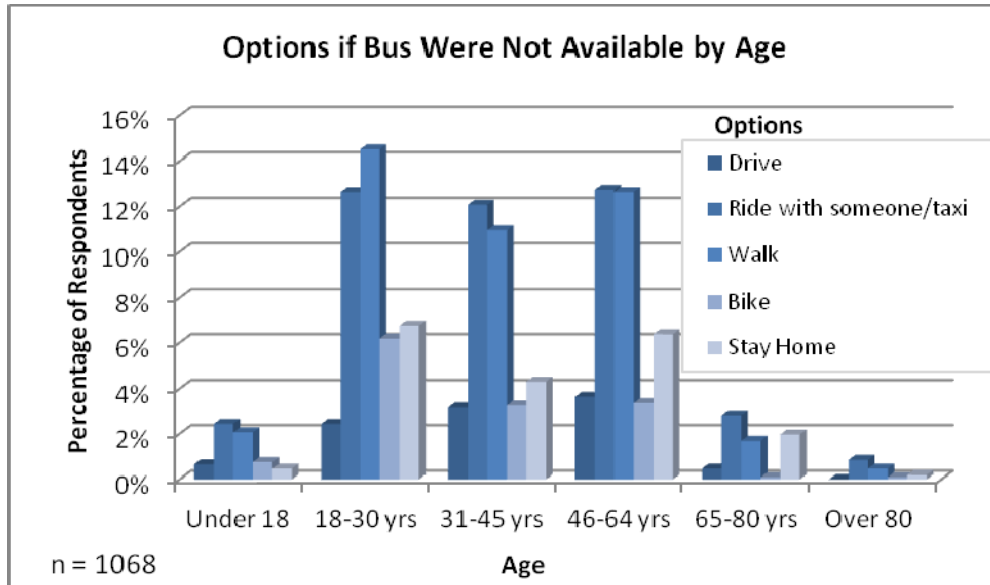


Table 27

Options if Bus Were Not Available by Age										
	Drive		Ride with Someone/Taxi		Walk		Bike		Stay Home	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Under 18	0.7%	7	2.4%	26	2.1%	22	0.7%	8	0.5%	5
18-30 yrs	2.4%	26	12.6%	135	14.5%	155	6.2%	66	6.7%	72
31-45 yrs	3.2%	34	12.1%	129	11.0%	117	3.3%	35	4.3%	46
46-64 yrs	3.7%	39	12.7%	136	12.6%	135	3.4%	36	6.4%	68
65-80 yrs	0.5%	5	2.8%	30	1.7%	18	0.1%	1	2.0%	21
Over 80	0.0%	0	0.8%	9	0.5%	5	0.1%	1	0.2%	2
Total	10.4%	111	43.5%	465	42.3%	452	13.8%	147	20.0%	214
Answered Question										1068

Graph and Table 27 show that if the METRO bus service were not available, most respondents - regardless of age - would either ride with someone/take a taxi, or walk. One-fifth of respondents said they would stay home, indicating their dependence on METRO.

Options if Bus Were Not Available: Subgroup Compared to Total

Graph 28

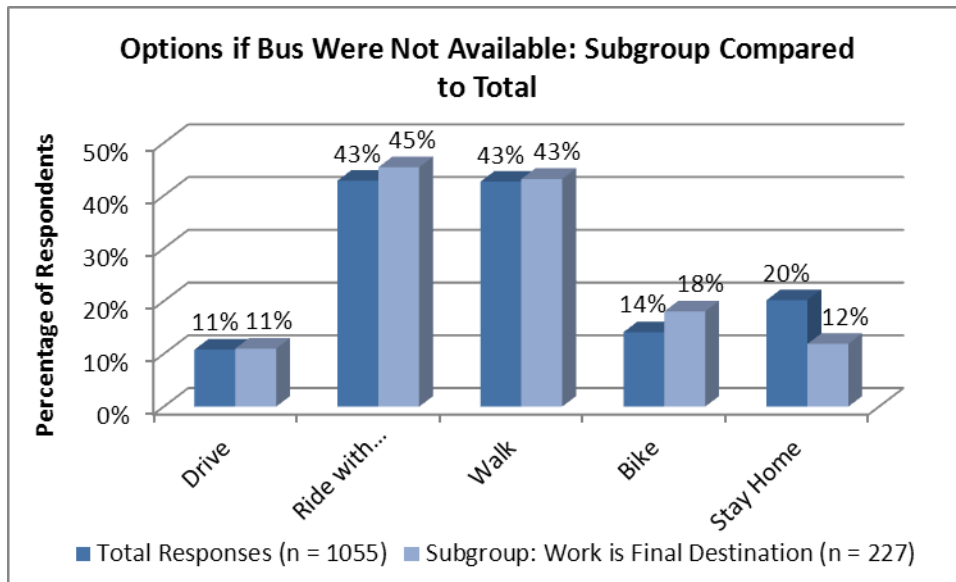


Table 28

	Total Respondents		Subgroup: Work is Final Destination	
	Percent	Count	Percent	Count
Drive	10.8%	114	11.0%	25
Ride with Someone/Taxi	42.8%	452	45.4%	103
Walk	42.7%	450	43.2%	98
Bike	14.1%	149	18.1%	41
Stay Home	20.2%	213	11.9%	27
Total	NA	1378	NA	294
Answered Question	NA	1055	NA	227

Graph and Table 28 isolate a specific subgroup (those who indicated their ‘one-way’ trip would end at work), to get a better idea of how a disruption in bus service would affect their ability to get to work. Compared to all survey respondents, members of the subgroup were less likely to stay home if the bus were not available, and more likely to find an alternative transportation mode, such as ride with someone, take a taxi, or bike.

The ‘Options if Bus Were Not Available’ question asked respondents to ‘check all that apply’, which explains why the count totals in the analysis are larger than the number of respondents who answered the question.

Most Important Customer Service Category by Age

Graph 29

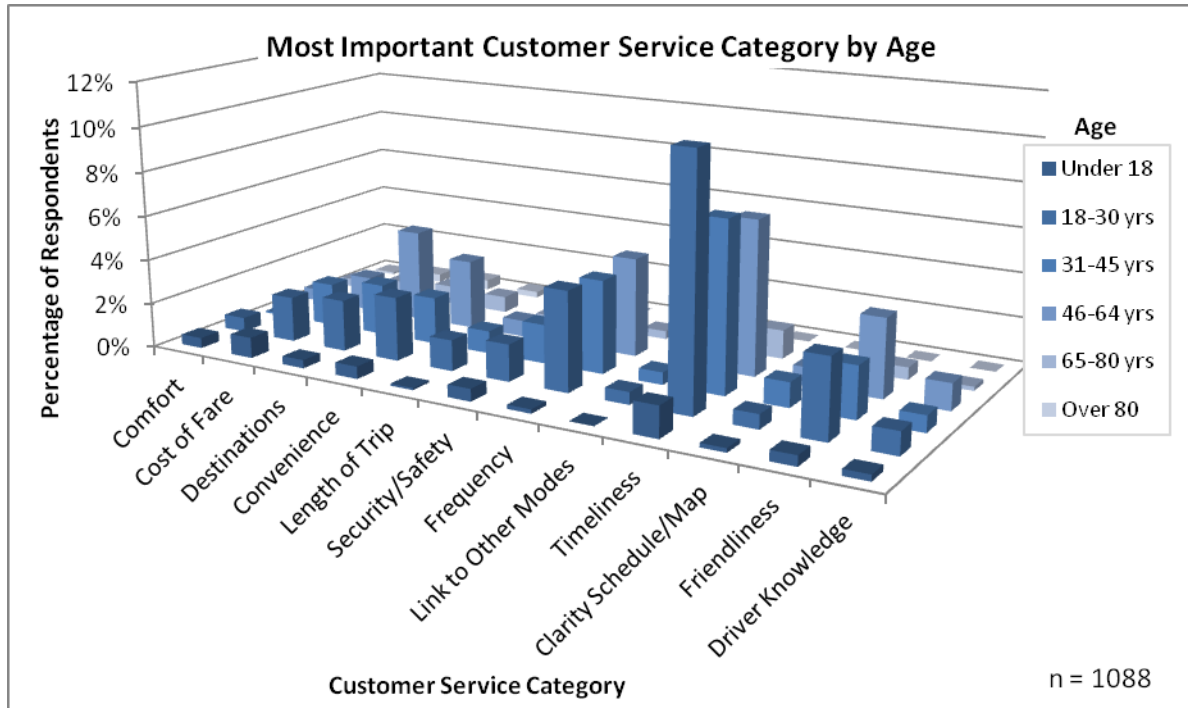


Table 29*

Most Important Customer Service Category by Age								
	Under 18	18-30 yrs	31-45 yrs	46-64 yrs	65-80 yrs	Over 80	Total	
Comfort	0.5%	0.6%	0.1%	0.6%	0.4%	0.1%	2.2%	
Cost of Fare	0.9%	2.0%	1.9%	1.6%	0.6%	0.4%	7.4%	
Destinations	0.4%	2.3%	2.3%	4.1%	0.8%	0.5%	10.4%	
Convenience	0.6%	2.8%	2.1%	3.1%	0.7%	0.3%	9.7%	
Length of Trip	0.1%	1.4%	1.0%	0.7%	0.2%	0.1%	3.5%	
Security/Safety	0.6%	1.7%	1.7%	2.2%	0.5%	0.0%	6.6%	
Frequency	0.2%	4.4%	4.1%	4.4%	0.4%	0.0%	13.5%	
Link to Other Modes	0.0%	0.6%	0.6%	0.7%	0.2%	0.0%	2.0%	
Timeliness	1.4%	10.9%	7.5%	6.9%	1.3%	0.0%	28.0%	
Clarity Schedule/Map	0.2%	0.6%	1.1%	0.8%	0.2%	0.0%	2.9%	
Friendliness	0.5%	3.5%	2.3%	3.5%	0.6%	0.0%	10.3%	
Driver Knowledge	0.3%	1.0%	0.7%	1.2%	0.2%	0.0%	3.4%	
Total	5.4%	31.9%	25.6%	29.9%	6.0%	1.3%	100.0%	
Answered Question							1088	

*To preserve space, count totals were not included in Table 29

Graph and Table 29 show that most respondents, regardless of age group, feel similarly about which customer service categories are most important, mainly timeliness, frequency of buses, destinations served, and friendliness of driver.

On-Time Performance Rating: Subgroup Compared to Total

Graph 30

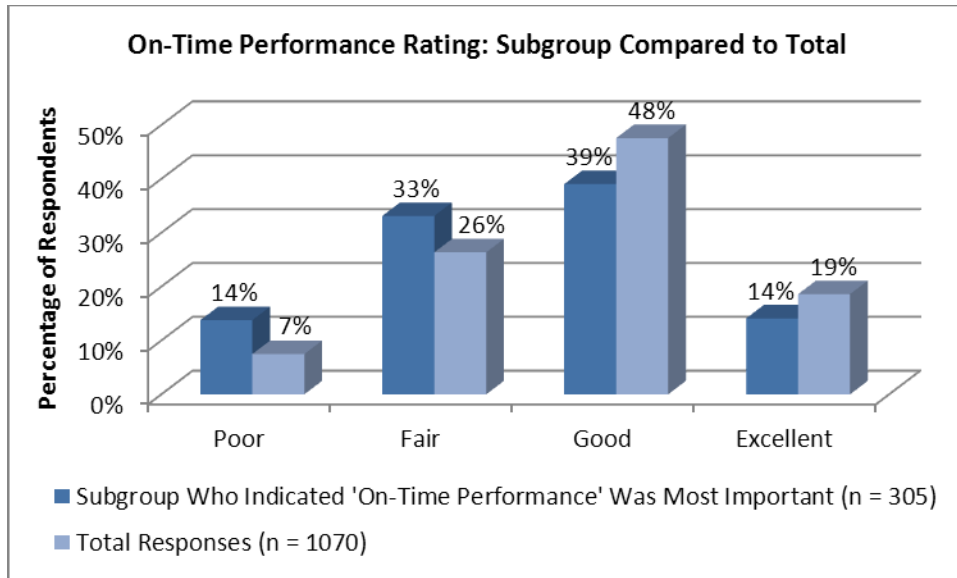


Table 30

On-Time Performance Rating: Subgroup Compared to Total						
	Poor	Fair	Good	Excellent	Total	
Subgroup Who Indicated 'On Time Performance' Was Most Important	13.8%	33.1%	39.0%	14.1%	Count	Percent
					305	100%
Total Responses	7.5%	26.4%	47.6%	18.6%	1070	100%

Graph and Table 30 isolate a specific subgroup (those who indicated ‘On-Time Performance’ was the most important customer service category), to see how they rated ‘timeliness’ in the previous question (poor, fair, good, excellent). Compared to all survey respondents, those who felt ‘On-Time Performance’ was most important were more likely to be less satisfied with this aspect of the service, although the difference is not extreme. This subgroup represents 28% of those surveyed.

Age by Gender

Graph 31

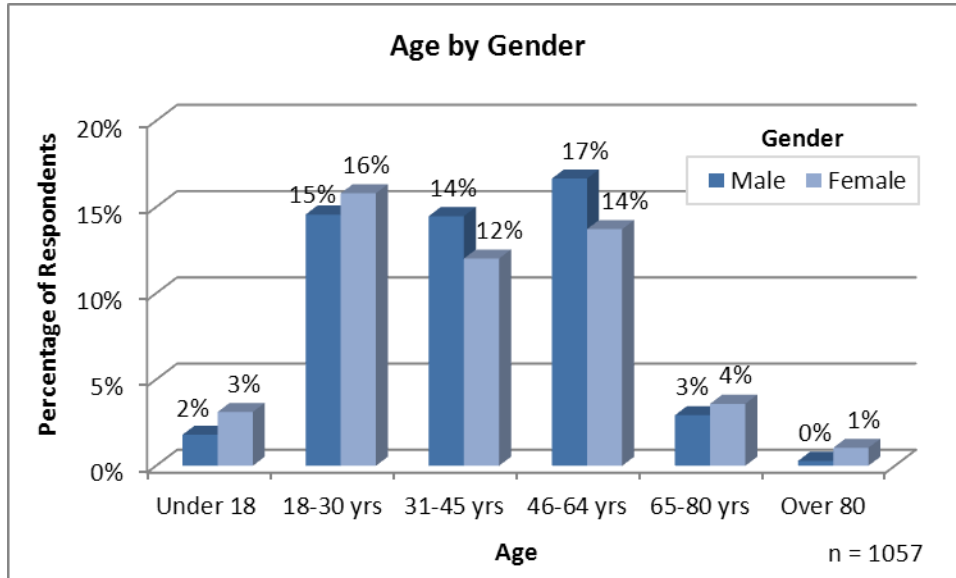


Table 31

Age by Gender				
	Male		Female	
	Percent	Count	Percent	Count
Under 18	1.8%	19	3.1%	33
18-30 yrs	14.6%	154	15.8%	167
31-45 yrs	14.5%	153	12.0%	127
46-64 yrs	16.7%	176	13.7%	145
65-80 yrs	2.9%	31	3.6%	38
Over 80	0.3%	3	1.0%	11
Total	50.7%	536	49.3%	521
Answered Question				1057

Graph and Table 31 show the demographic breakdown among survey respondents by both age and gender. Despite minor fluctuations, gender is more or less evenly distributed across the various age groups.

Household Size by Number of Vehicles per Household

Graph 32

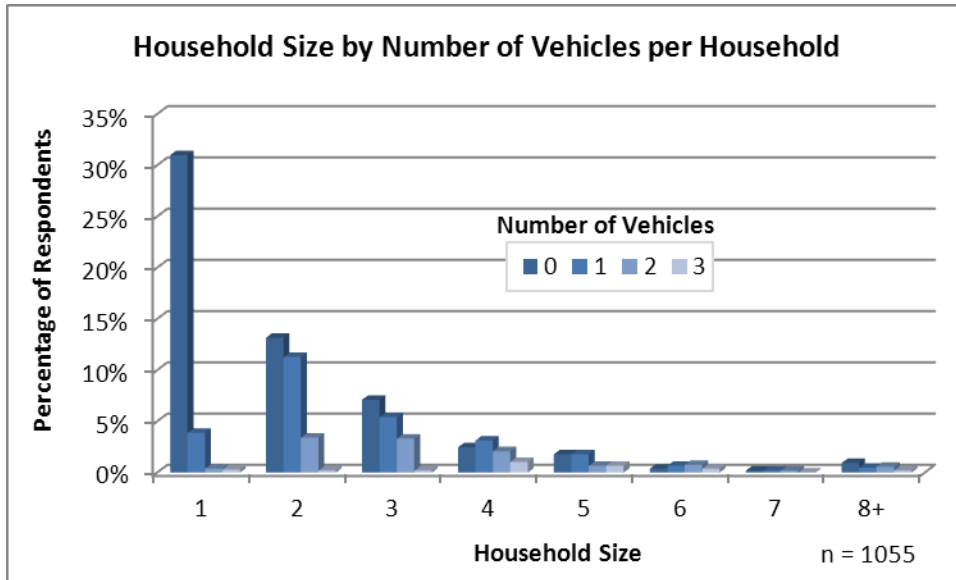


Table 32*

Household Size by Number of Vehicles per Household								
	Household Size							
# Vehicles	1	2	3	4	5	6	7	8+
0	31.0%	13.2%	7.1%	2.5%	1.8%	0.4%	0.2%	0.9%
1	3.9%	11.3%	5.4%	3.1%	1.8%	0.7%	0.2%	0.5%
2	0.4%	3.4%	3.3%	2.1%	0.7%	0.8%	0.2%	0.6%
3	0.3%	0.2%	0.2%	1.0%	0.7%	0.4%	0.0%	0.2%
4	0.1%	0.1%	0.3%	0.2%	0.2%	0.0%	0.1%	0.1%
5	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%
6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
8	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%
Total	35.7%	28.2%	16.4%	9.0%	5.1%	2.3%	0.7%	2.6%
Answered Question	1055							

*To preserve space, the "count" columns were not included in Table 32

The data in Graph and Table 32 cross references household size by number of vehicles per household. Respondents who live by themselves and have no access to a vehicle make up the largest subgroup (31.0%), while those who live with one other person and also have no access to a vehicle account for the second largest subgroup (13.2%). Respondents who live with one other person and report one vehicle per household comprise the third largest subgroup (11.3%).

-Appendix-

A. Please Make Any Additional Comments You May Have About Public Transportation

The survey received 171 additional comments, categorized below:

Praise / Appreciation

- LOVE IT!
- I love the bus.
- I love the Metro; the people/drivers are friendly and nice.
- Love the Metro; have been taking it since I was a baby.
- I love public transportation and would love to see an increase in services.
- I don't know what I would do without Metro!
- Thanks
- Excellent service is a plus; cleanliness of staff is also a plus.
- I like the bus. The price is good it gets me to work!
- Keep it up!
- It has great services.
- Good Day
- Merry Christmas.
- It's just Great
- Great service, warm, friendly, clean & convenient
- It's good.
- All is good
- I like
- So far the Metro has done a great job.
- Don't cancel the bus.
- Moved here from Richmond, Virginia because of the good public transportation here. Lost car about one year ago and public transportation there being very poor - eliminated bus route to my work, so I moved here. Please keep public transportation strong. Thanks!
- I appreciate the transportation everyday. 20 minute rides aren't bad.
- My car is not working, and if I could not use the bus, I would not be able to take classes. Thank you.
- I can't think of anything; I think this route is good already.
- Frequency and punctuality are the most helpful qualities! Thank you!
- Good transportation for my work
- Keep up the good work.
- I like being able to ride without the hassle of driving.
- Service is excellent. I have no complaints. I take the bus almost every day, and it's the most convenient!

Driver Performance / Friendliness

- Some drivers are nice; mostly on Rt.8 they are rude and unhelpful.
- Some drivers on the #5 are extremely rude, except for Steve.
- Driver will pass people at bus stop, be early with people left behind, then sit at transportation center/Concord bus and trains to make time up.

- Better customer service. More empathy on drivers' part!
- About half of your drivers do not excel when it comes to customer service skills. They are MEAN!
- You have some awful drivers and some wonderful ones. Make complaints about driver's easier to make or monitor.
- The friendliness of drivers varies with drivers considerably. John on bus 8 is okay. Bob is excellent. One of the drivers is very uncommunicative.
- This particular driver is great. Certain drivers are very unfriendly
- I've seen some (2) drivers turn away riders, only because the seats were full. This is unacceptable. We rely on buses for everything and need consistency. They can stand; that is what the bars are for.
- My wife is handicapped/disabled and some of the drivers' attitudes towards her and her need for the lift is atrocious. What happened to professionalism, kindness and mercy? You're in Public Service!!!
- The bus driver should ask if you need a transfer, so you don't forget.
- Everything is good but sometimes in the winter, the driver misses me. One day they missed me twice. I was freezing in the snow! Try to be more on time. Thanks.
- Drivers could be more helpful and friendly. Drivers are sometimes outright mouthy.
- Drivers and staff are always very helpful and friendly.
- Bus drivers need to be more customer-oriented, not so rude.
- Brake too hard! Sometimes drivers are rude, and they don't have answers to questions or just don't want to talk.
- Some of the bus drivers have bad attitudes and others are friendly.
- Just watched #8 bus go by on Congress with a rider flagging the driver at the posted sign - why?
- Route 5 bus driver, Steve, is the most polite, courteous and nicest gentleman and bus driver I have ever come across.
- Most drivers are very nice
- Ernie deserves an award!
- All bus drivers are very nice.
- Drivers are great.
- All your drivers are friendly and happy. Thank you. Keep up the good work.
- Friendly driver
- The drivers are very friendly.

Cost of Fare

- Make fare cheaper for disabled/elderly
- No senior's monthly discount? There should be, people pay for 1 seat but occupy 2.
- Lower the price of riding the Metro bus. Maybe you will get more money that way! Thanks! Bye
- Cost perhaps. But I get why they've upped the price.
- Increasing fares cause less people to ride.
- I think the cost of the bus is too expensive.
- Student rate
- People should be able to jump on the bus near the end of in/outbound to go in/outbound without paying double fare.

Timeliness

- Be on time (X7)¹
- Probably the buses coming on time.
- **START BEING ON TIME!**
- Late buses. It shouldn't take 1.5 (on a good day) and up to 2.5 hours to go from Portland to Westbrook.
- Timeliness
- The times listed on official 6 bus schedule are inaccurate, except for departure. 6 almost always arrives at my stop at least 10 minutes later. Times on schedule should be changed to reflect this.
- South Portland bus needs to be on time more often!
- I never know if the bus will be on time and when the bus time says something like 12:30 and 12:35, I know I will only see the 12:50 bus.
- South Portland should have Sunday times.
- The bus was 25 minutes late the other day. Extremely inconvenient and a time waster.
- Just be on time! A little late is okay, but being early??! I've missed my bus about once a week because it was early. Am I supposed to wait at the bus stop 20 minutes before it's supposed to arrive just to be sure??!
- #8 Too long.
- Bus reliability is a major concern. South Portland buses are always very late, making commuting difficult.
- I often find the bus being late. Punctuality can be improved.
- I don't mind if you're five minutes behind. Please just don't be ahead. If it says inbound Wash/Ocean at 5:28 PM, don't go through at 5:25. Overall, you guys are great.
- Bus #4 is often late.
- Good service, but late, and I hate waiting too long at the bus stop
- The #2 or #4 can be 5 minutes late. They will put another bus on the route. The number 6 can be 40 minutes late and we are told it will be along.
- On-time schedule; make a new schedule, so they will be on time.
- Making sure buses are on time, especially in Westbrook.
- Buses are normally on time.

Sunday / Holiday Service

- Sunday service (X9)
- Like to have Sunday service (#6)
- Need Sunday service to church #6
- Would be nice to have #4 earlier on Sunday to go into town and later. The last one leaves at 5.
- More buses on Sunday #4 and work on map
- No less, more on Sunday
- Sunday bus service would be appreciated.
- Provide more buses on Sunday.
- Running more frequently on Sundays in the winter and being on time.

¹ X followed by a number represents the same comment repeated verbatim n amount of times

- They should have Sunday service on Sundays. It's a long walk from 995 Washington Ave and back from in town.
- Expand Sunday service.
- Wish there was more Sunday service
- Sunday morning to Cap (earlier in the morning)
- I can't believe there is no service on Veteran's Day and other holidays.
- More hours on Sundays
- Need more morning buses in Westbrook, Falmouth on Sunday
- No Sunday service means I have to pay cab fares R/T.
- Sunday service is a joke.
- Not much service on Sundays.
- Please increase frequency of buses on weekend.

Later / Earlier Service

- Later service (X8)
- Later bus service! Especially along Congress St - (Bus Rt. #D!)
- Later bus service on the hill.
- EXPANDED HOURS FOR ROUTE 1, LATER SERVICE
- Run the buses a little later.
- Wish the Number 1 bus ran later.
- The route #1 should run later, like 10 PM
- Bus needs to run at night
- More morning and evening trips
- Weekend service
- Have bus services earlier in the morning.

Frequency of Buses / Routing / Scheduling

- More buses (X2)
- Need more routes and more frequent service.
- Need better frequency between buses on routes, smaller buses and more of them
- A ROUTE 5 EXPRESS TO THE MALL
- Westbrook Number 4 needs more frequent service like 15-20 minutes
- Needs to be separate or limited service to PTC & Jetport. I wish that GP METRO Bus went to the South Portland Walmart
- There are a lot of people who ride the 8:15 AM 1-5 departing from Congress and Elm. I think there should be a second bus following the first to accommodate all who ride.
Thank you.
- Need more stop listings of route service.
- Need a bus to Falmouth Walmart, etc.
- Offer more lines of service on #7 and other destinations - #7 bus is critical for my job.
- You should increase the frequency of the Falmouth line. Add bus to Freeport from Pulse on weekends.
- Stagger redundant lines (the 2 & 4 buses should not come one right behind the other...)
- Direct routes from Westbrook to Target, Walmart and mall via Spring Street. Lived there 20 years, not too great a service!!!
- Only thing I would like to see would be a "Shuttle" from Westbrook to Maine Mall.

- There should be a bus from Westbrook to the Mall somehow.
- Wish it went to Walmart, Maine Mall
- Don't eliminate Woodford's stop on #4 route.
- Do Not discontinue the Woodford's #4 bus, as is planned.
- Please do not cut or stop bus 4 services.
- Open a more direct loop to Westbrook from Pride's Corner area. ...right down the road and it takes me 1.5 hours.
- Please keep Route 8 the same - very needed for transportation for work.
- Connect bus 8 to Pulse, maybe?
- It would be convenient to have later buses from MMC to CBF lines for people getting out of the 12 hour shift at 7:30 PM.
- I feel the upcoming changes on 3 routes will be unknown to most riders. You need a big sign.
- I just would like the 6 inbound to run more frequently and past 6:30 PM. Thank you!
- Would like to see the bus that goes to Longfellow in Westbrook go more than just an hour or two. The timing is not good for me.
- Have bus route to Medical facilities - Scarborough & shopping route to Cabella's, restaurants, Christmas Tree Shops - Goodwill -
- Service Unum more, separate bus for airport
- It is inconvenient getting across town. For example, from Washington Ave. to Brighton/Riverside St. it takes hours. There should be a bus that cuts across town, not just inbound/outbound.
- Riverside Street needs a bus route.
- Do not change #2 bus service by removing East Bridge Street stop. Thanks
- Please don't change bus schedule during commuter times AM and PM
- Inconsistent schedules make transferring difficult at times.

Improvements to Bus / Service

- One thing they can do is get some new buses.
- Cleaner window, loud dispatcher.
- Buses need new seats.
- TV would work, be on time.
- Ability to check on location of bus, i.e. is it running late?
- Would be nice to have time on bus stop signs e.g. 5:04, 5:24 No 7 to Falmouth.
- Need more benches and on site schedules.
- A better info on Westbrook bus route!
- Overall I'm happy with the Metro, but it would be good to have at least basic shelters at all stops (or more of them) and a display indicating when the bus will arrive.
- How can you spend money on cameras and not AC?
- More public promotion i.e., ride free Fridays.
- Lobby for more efficient stoplights.
- Telephone on Bus!
- Improve service, increase ridership.
- Portland fixes the roads!
- Consistency of service.
- Would be nice if management / BD would include citizenship in their decisions.

- They need to treat everyone equally.
- Could be trips better. Change for when I don't have right change. Music - sometimes mellow or festive.

Miscellaneous

- Glad for Saturday questions. Good luck
- That the state lost 20 million funding by filing late. I shouldn't have to pay for. They should pay.

B. Survey Instrument

Date/ Time_____ Provider/ Route #_____ IB /OB_____ Surveyor
_____ Driver #_____

On-Board Transit Survey

Please help Greater Portland’s Public Transportation Providers serve you better by completing this survey conducted by the Greater Portland Council of Governments (GPCOG), and returning it to one of the staff surveyors on board. The estimated time to complete this form is less than ten minutes. If you have any questions regarding this survey please call us at 774-9891 or email us (info@gpcog.org).

*******Please feel free to complete the survey later and return it the next time you ride.*******

1. Where did you board for this trip?

(Street/intersection/major landmark)

2. Where will you be ending this trip?

(Street/intersection/major landmark)

3. Did you transfer from another bus line or transportation mode to this bus? (Check one) Yes No

4. If yes, which one? (Check one)

METRO Route: #1 #2 #3 #4 #5 #6 #7 #8

So. Portland Bus Route: Rt.-21 Rt. 24A Rt. 24B

Casco Bay Lines RTP Zoom ShuttleBus The WAVE Concord
Trailways

Vermont/Greyhound Jetport Bicycle Walk Other_____

5. Will you transfer to another bus or transportation mode when you get off?
Yes No

6. If yes, which one? (Check one)

METRO Routes: #1 #2 #3 #4 #5 #6 #7 #8

So. Portland Bus Routes: Rt.-21 Rt. 24A Rt. 24B

Casco Bay Lines RTP Zoom ShuttleBus The WAVE Concord
Trailways

Vermont/Greyhound Jetport Bicycle Walk Other_____

7. This (one way) trip began at:
at:

Home
Work
Shopping
School
Other_____

This (one way) trip will end

Home
Work
Shopping
School
Other_____

8. How many round trips do you take by bus each week? _____

9. Which days of the week do you normally ride the bus? (Check all that apply)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

10. How long have you been using public transportation?

5 years or more 2-4 years 1-2 years Less than 1 year

11. If transit service were not available, how would you make this trip? (Check one)

Drive ride with someone, or taxi walk bike stay home

12. Did you use the wheelchair lift to board the bus (Check one)? Yes No

13. Please rate the follow aspects of this service by checking the appropriate box?

	Poor	Fair	Good	Excellent
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Destinations Served by Bus Routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of Trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security/ Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Link to other modes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-time performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of schedule/map	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of Driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Knowledge of other routes/modes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Please circle the category listed in the question above that you feel is most important.

15. What is your home zip code? _____

16. What is your age? (Check one)

under 18 yrs 18-30 yrs 31-45 yrs 46-64 yrs 65-80 yrs over 80 yrs

17. Are you: Male or Female (Check one)

18. Are you: (Check all that apply)

Full-time Student Part-time student Employed full-time Employed part-time
A full-time homemaker Retired Seeking employment other

19. What is your total annual household income? (Check one)

- Less than \$10,000/yr. \$10,000-\$20,000 \$20,000-\$30,000 \$30,000-\$45,000
 \$45,000 - \$65,000/yr More than \$65,000

20. How many people (including yourself) live in your household? _____

21. How many registered motor vehicles are owned/used by residents of your household? _____

22. Please make any additional comments you may have about public transportation in the space below. (What is the single most important improvement Portland's Regional Public Transit Providers could make?)