

# EMBARK

## On-Board Transit Survey

*...helping organizations make better decisions since 1982*

Findings  
Report

**Submitted to EMBARK:**

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# CHAPTER 1: OVERVIEW

EMBARK initiated this survey during the fall of 2015. The primary objective for conducting the On-Board Transit Survey was to gather accurate travel data from transit riders.

The universe for the survey consisted of fixed routes in the EMBARK system. The contract for the project was to obtain at least 1,000 completed surveys. The actual number of completed surveys was 1,258.

This overview contains a description of the data requirements, sampling methodology including the sampling plan, survey administration/quality control procedures, and data entry/editing procedures. More detailed information is provided in subsequent chapters of this report:

- A detailed description of the administration of the on-board survey is provided in Chapter 2.
- Characteristics of transit riders and select findings are provided in Chapter 3.
- Charts and graphs from the survey in Chapter 4.
- Frequency distribution tables for weekday and Saturday combined survey results are provided in Chapter 5.
- Copies of the survey instrument in both English and Spanish are provided in Chapter 6.

## Data Requirements

ETC Institute worked closely with staff from EMBARK to design the survey instrument. Some of the specific types of information that were gathered on the survey included:

- Purpose of trip
- Frequency of usage
- Payment method
- Transit access mode
- Transfers
- Assessment of transit facilities
- Customer Satisfaction ratings
- Accessing EMBARK information
- Important transit improvements

- Household information (income, vehicles, etc)
- Personal information (gender, employment, etc.)

The survey was printed in both English and Spanish on 8.5x14 inch card stock. While most respondents completed the survey during their trip, riders who did not have time to complete the survey during their trip turned surveys in to customer service staff at the Transit Center. This was done to ensure that short-trips were captured in the survey.

**Initial Test of the Survey Instrument.** ETC Institute conducted a pilot test of the survey to ensure the survey worked properly. The pilot test was conducted with a total of 25 riders on 2 different routes. No problems with the survey instrument or sampling procedures were identified during the pilot test.

## Sampling Methodology

ETC Institute developed a sampling plan to ensure that the overall results of the survey would be statistically valid for the region as a whole.

The sampling plan identified the number of completed surveys that were needed from each route.

The sampling plan was designed to ensure that the overall results of the on-board survey would have a precision of at least +/-2.5% at the 95% level of confidence. Although the scope of work only required the completion of 1,000 surveys, our team agreed to collect more than 1,000 surveys to ensure that results would be statistically representative of the system.

## EMBARK On-Board Survey

### Sampling Plan: Goal vs. Actual Completes

Route Name	Goal	Actual	Difference	Notes
<b>COTPA ROUTES</b>				
002 - COLTRANE	65	75	10	Goal Exceeded
003 - N KELLY	37	48	11	Goal Exceeded
005 - MEMORIAL RD	105	122	17	Goal Exceeded
007 - N MAY	52	66	14	Goal Exceeded
008 - N PENN/NW 63RD	71	68	-3	Lower ridership than projected
009 - W RENO CROSSTOWN	39	69	30	Goal Exceeded
010 - N PORTLAND	38	47	9	Goal Exceeded
011 - 29TH ST CROSSTOWN	52	63	11	Goal Exceeded
012 - S MAY	66	67	1	Goal Exceeded
013 - S WESTERN/I-240 CRSS	51	66	15	Goal Exceeded
014 - SE BRYANT or SUNNYLN	41	64	23	Goal Exceeded
015 - MIDWEST CITY	29	29	0	Goal Met
016 - S PENN	37	56	19	Goal Exceeded
018 - LINCOLN	22	22	0	Goal Met
019 - SPENCER	10	20	10	Goal Exceeded

022 - MARTIN LUTHER KING	40	53	13	Goal Exceeded
023 - 23RD ST CROSSTOWN	89	122	33	Goal Exceeded
024 - NORMAN	2	0	-2	Multiple attempts made – lower ridership
038 - 10TH ST CROSSTOWN	77	111	34	Goal Exceeded
040 - S WALKER	45	57	12	Goal Exceeded
050 - DOWNTOWN DISC	17	27	10	Goal Exceeded
23N - 23 CROSSTOWN NIGHT	16	6	-10	Multiple attempts made

## Survey Administration/Quality Control Procedures

Some of the survey administration and quality control procedures utilized by ETC Institute are listed below.

- Each surveyor was trained to understand the purpose of the survey so they could explain the importance of the survey to riders.
- One surveyor was assigned per bus and at least one bus was selected from each route.
- Surveyors conducted surveys on their assigned bus for the entire day that the route was in operation in accordance with the hours shown in the sampling plan. Short breaks were allowed for surveyors in conjunction with breaks that were taken by the driver.
- The surveyor attempted to ask every rider who boarded the bus to complete a survey.
- The surveyor checked the survey to ensure that the “critical questions” were complete.
- Following the completion of each run along a route, the surveyor would briefly get off the bus and take completed surveys from that route to ETC Institute’s Team Leader. The Team Leader worked at the “center of operations” designated in the sampling plan.
- ETC Institute’s Team Leader and assistant reviewed all the completed surveys that were submitted by surveyors to ensure the usability, accuracy, and completeness of the data collected.
- ETC Institute’s Team Leader ensured that the total number of usable surveys exceeded the sampling goals for each route (with the exception of three routes - 008, 024 and 23N).

## Data Entry and Editing Procedures

Following the administration of the survey, ETC Institute's Team Leader and the interviewing team conducted a secondary review of the completed surveys. Errors that were identified during the secondary review were corrected when possible. When data was missing, incomplete, or illegible, internet research was conducted to retrieve the data. Specific procedures that were followed by ETC Institute are described below:

- ETC Institute personnel conducted a 100% review of all completed surveys.
- ETC Institute personnel conducted dual data entry for 100% of the records. All completed surveys were entered into two independent databases by different people. After data entry was completed for each database, the files were compared and screened for records that did not match. Records that did not match were corrected in each of the databases by different people. The files were then merged again, and records that still did not match were corrected again. This process was repeated until all records in each of the two databases matched.

## CHAPTER 2: ADMINISTRATION OF THE ON-BOARD TRANSIT SURVEY

### Conduct the Pretest

ETC Institute conducted a pre-test with 25 riders on 2 different routes. The pre-test was designed to ensure the survey worked properly and the process covered all aspects of the survey administration procedures including:

- placing surveyors on the transit vehicles at the designated time
- assessing the completeness of surveys by checking the “critical questions” for completeness
- briefly exiting the bus after each route to give completed surveys to ETC Institute’s Team Leader

No problems with the survey instrument were found from the pilot test. Based upon these findings, the survey administration procedures and survey instrument were finalized. Copies of the survey instruments in English and Spanish are provided in chapter 6 of this report.

### Administer the On-Board Passenger Survey

ETC Institute fielded a survey administration team on weekdays between November 16 and November 21, 2015. The surveys were administered in accordance with the procedures that were previously described. A total of 1,258 usable surveys were obtained, which was 258 more than the goal. For the purposes of this report, only the weekday responses were used (1104).

### Alternative Methods of Completing the Survey

Although most surveys were completed by riders during their trip, riders who did not have time to complete a survey were able to turn them in to customer service at the Transit Center.

## CHAPTER 3: CHARACTERISTICS OF TRANSIT RIDERS AND SELECT FINDINGS

### Rider Profile

Various demographic and profile information for respondents is presented in this section. The data is representative of the 1104 respondents who were surveyed during the weekday.

### Vehicles in Household

Seven-in-ten EMBARK users (70%) have no working vehicle in the household, this is a ten percent increase from 60% of respondents having no working vehicles in 2011. Only 19% of respondents have one working vehicle, 26% of respondents in 2011 indicated they had one working vehicle. Thirteen-percent (13%) of respondents have two or more vehicles available to their household.

### Household Size

Over one-third (36%) of respondents indicated they lived in a one person household, 27% indicated they lived in a two person household, 31% indicated their household size is between three and five, while only 7% of respondents indicated they lived in a household with 6 or more people.

### Ethnic Origin

Forty-four percent (44%) of respondents indicated they were Black/African American, while a third (33%) indicated they were White/Caucasian. In 2011 5% of respondents indicated they were of Hispanic origin, while in 2015 8% of respondents identified as Hispanic. Thirteen percent (13%) of respondents indicated they were Native American, this is a five percent increase from 2011. The remaining 2% was divided evenly between Asian and other.

### Employment Status

Half of those surveyed indicated they were either employed full time (30%) or part time (20%). Seventeen percent (17%) indicated they were looking for work, while 9% indicated they were enrolled in some type of school. While 10% are retired, 3% are homemakers and 11% other.

### Household Income

Sixty-three percent (63%) of respondents indicated they had household incomes of less than \$20,000 in 2014, 39% indicated their income was under \$10,000. In 2011, 57% of respondents had incomes under \$20,000 with 38% under \$10,000. Only 2% of respondents indicated their incomes were over \$50,000, and 14% indicated their incomes were between \$20,000 and \$49,999 in 2014.

### Reasons for Using EMBARK

Respondents were asked to select among a list of reasons why they are using EMBARK. Other factors of the respondent's trip included the purpose for their trip, fare type, frequency of use, how long they have been riding EMBARK, and the number of transfers made during their trip. The data is representative of the 1104 respondents who were surveyed during the weekday.



### Primary Reasons Respondent's Use Transit

Nearly two-thirds (61%) of respondents indicated they had no car available which is the reason they were using transit, in 2011 only 42% of respondents selected this choice. Nearly a quarter (23%) of respondents selected they could not drive as the reason for using transit, 3% were avoiding driving or traffic, and 2% indicated they were using EMBARK because it was good for the environment. In 2011, 13% of respondents indicated they wanted to save money for the reason they were using EMBARK, in 2015 that number slightly decreased, and only 10% of respondents selected that response.

### Purpose of Trip

Thirty-nine percent (39%) of respondents indicated the purpose of their trip was for work, in 2011 nearly the same number of respondents (42%) indicated the purpose of their trip was work related. Eighteen percent (18%) of respondents indicated they were riding for shopping/errands, this compares favorably to 5% of riders in 2011. Medical (10%), entertainment/social (6%), social service (4%), School (K-12) (4%), and School (Tech, College, University) (4%) all remained very similar. However, in 2011 the number of riders who indicated School (Tech, College, University) was 10% compared to 2015's 4%.

### Fare Type

Thirty percent (30%) of respondents selected Day Pass as their method for paying their fare, this is a large increase from 15% in 2011. There was a dramatic decrease in 30-Day Pass users in 2015; 41% in 2011 to 25% in 2015. The other three major fare types remained consistent, Cash (25%), 7-Day Pass (12%), and Value Card (2%).

### Frequency of Use

Frequency of use between 2011 and 2015 remained consistent. In 2015 52% of respondents indicated they ride 5+ days per week, in 2011 53% of respondents indicated the same. Nearly a quarter of respondents (22%) indicated they ride 3-4 days per week. There was a steady drop off for 1 or 2 days per week (12%), 1-3 days a month (7%), and less than once a month (6%).

### How Long Respondent has been Riding Transit in OKC Area

Forty-six percent (46%) of respondents indicated they have been riding more than 2 years. Nearly a quarter (23%) indicated they have been riding 6 months or less, and a combined 32% indicated they have been riding 1-2 years (17%), or 6 months to a year (15%). In 2011, over half (52%) of respondents indicated they have been riding for more than 2 years, that makes 2015 numbers a 6% decrease.

### Transfers

The number of transfers respondents made in 2011 and 2015 were markedly similar. In 2011 36% of respondents made no transfers in order to reach their destination, in 2015 there was a slight decrease in that number to 32%. There was only a one percent decrease from 2011 in the number of respondents who made one transfer to reach their destination (23%). There was a slight increase in the number of respondents who made two transfers 31% in 2015, and 26% in 2011. Whereas the data remained the same between 2015 and 2011 for respondents who made three or more transfers (14%).

## Service Ratings

Respondents were asked to provide an overall rating of the services EMBARK provides using a five-point scale from Excellent to Poor. Regarding the overall rating of EMBARK services, 72% of respondents rated the service as Excellent or Good, while only 2% of respondents indicated the service was Poor. In 2011 the Poor rating was 9%, the 2015 results mark a 7% decrease in the number of respondents who rated overall EMBARK service as Poor. The data is representative of the 1104 respondents who were surveyed during the weekday.

The following three aspects of EMBARK Service received the highest positive ratings (Excellent or Good) in 2015 among weekday riders.

- Safe operation of bus
- Ease of paying fare
- Helpfulness of transit center staff

The following three aspects of EMBARK Service received the highest positive ratings (Excellent, Very Good or Good) in 2011 among weekday riders.

- Safe operation of bus
- Ease of getting service information
- Safety at transit center

Among riders who needed no transfers to reach their destination the following three aspects of EMBARK Service received the highest positive ratings (Excellent or Good) in 2015 among weekday riders.

- Ease of paying fare
- Safe operation of bus
- Helpfulness of 235-RIDE Staff

Among riders who needed one transfer to reach their destination the following three aspects of EMBARK Service received the highest positive ratings (Excellent or Good) in 2015 among weekday riders.

- Helpfulness of transit center staff
- Ease of paying fare
- Safe operation of bus

Among riders who needed two transfers to reach their destination the following three aspects of EMBARK Service received the highest positive ratings (Excellent or Good) in 2015 among weekday riders.

- Safe operation of bus
- Ease of paying fare
- Ease of getting service information

Among riders who needed three or more transfers to reach their destination the following three aspects of EMBARK Service received the highest positive ratings (Excellent or Good) in 2015 among weekday riders.

- Safe operation of bus
- Helpfulness of transit center staff
- Ease of getting service information

## RECOMMENDATIONS

ETC Institute analyzed the correlation between the overall rating riders gave for EMBARK and each of the following service attributes that were assessed on the survey.

- ÷ Buses arriving on time
- ÷ Frequency of service
- ÷ Courtesy of drivers
- ÷ Helpfulness of transit center staff
- ÷ Helpfulness of 235-RIDE staff
- ÷ Cleanliness of buses
- ÷ Cleanliness of transit center
- ÷ Ease of getting service information
- ÷ Ease of locating a bus stop
- ÷ Ease of paying for fares
- ÷ Safe operation of bus
- ÷ Safety at transit center
- ÷ Safety while waiting at a bus stop
- ÷ Information at the bus stop

As part of this analysis, ETC Institute used a stepwise regression method to identify the service attributes that were more important in predicting overall satisfaction among riders. This was done by setting the Overall Rating for EMBARK as the dependent variable and various combinations of the 14 service attributes as the independent variables.

The results of the analysis showed that the expectations for “transit-dependent” riders are different from “choice” riders. For the purpose of this analysis, “transit-dependent” riders were identified as those who met the following criteria: (1) did not have a vehicle; (2) did not have driver’s license, and (3) had an annual household income of less than \$20,000 per year. “Choice” riders were identified as those who (1) had at least one vehicle; (2) had a valid driver’s license, and (3) had an annual household income of \$20,000 per year or more.

### Recommendations for Service Improvements Affecting “Choice” Riders

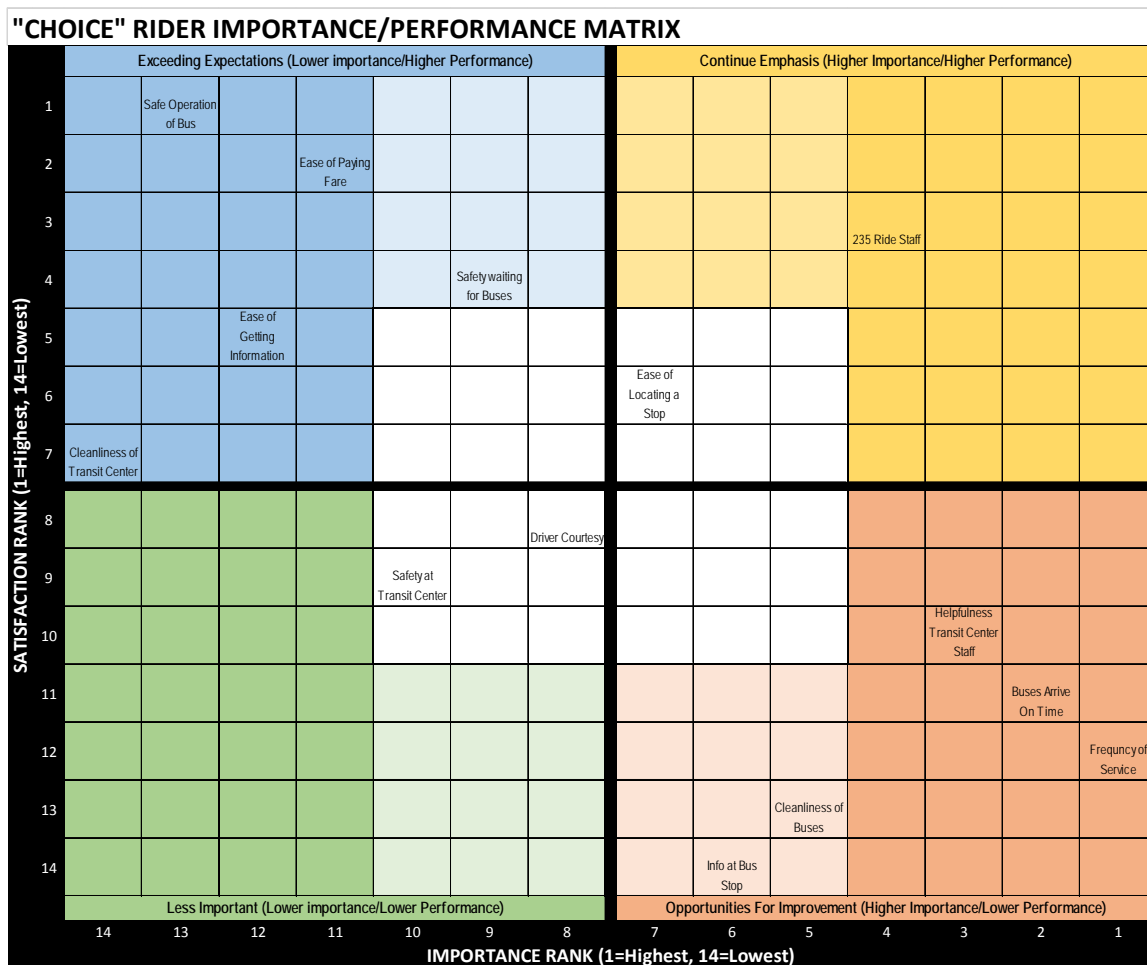
Based on the results of the stepwise regression and correlation analysis, the following areas should be emphasized most over the next 2-3 years if EMBARK wants to increase satisfaction among “choice” riders:

- Increasing the frequency of service
- Ensuring buses are on time

These two service attributes were the most strongly correlated attributes with the overall rating given by “choice” riders. These attributes were also the only

independent variables needed to develop a reliable regression model that could predict overall satisfaction among “choice” riders at least 75% of the time.

ETC Institute also prepared an Importance/Performance Matrix (see below) that shows the relative importance of each service attribute on the horizontal scale and the relative performance of EMBARK in each area on the vertical scale. Items that were most correlated with overall satisfaction were ranked most important. Items that were least correlated with overall satisfaction were ranked least important. Items that received the highest percentage of “Excellent/Good” ratings were ranked as the highest performers. Items that received the lowest percentage of “Excellent/Good” Ratings were ranked as the lowest performers.



The matrix validates the recommendation that Frequency of Service and On-Time Performance are the two areas that EMBARK should emphasize most. The matrix also identifies four secondary issues that should be given consideration as potential areas for improvement because of the high level of importance these issues have on overall satisfaction among “choice” riders:

- ÷ Helpfulness of transit center staff
- ÷ Helpfulness of 235 RIDE staff
- ÷ Cleanliness of buses
- ÷ Information at Bus Stop

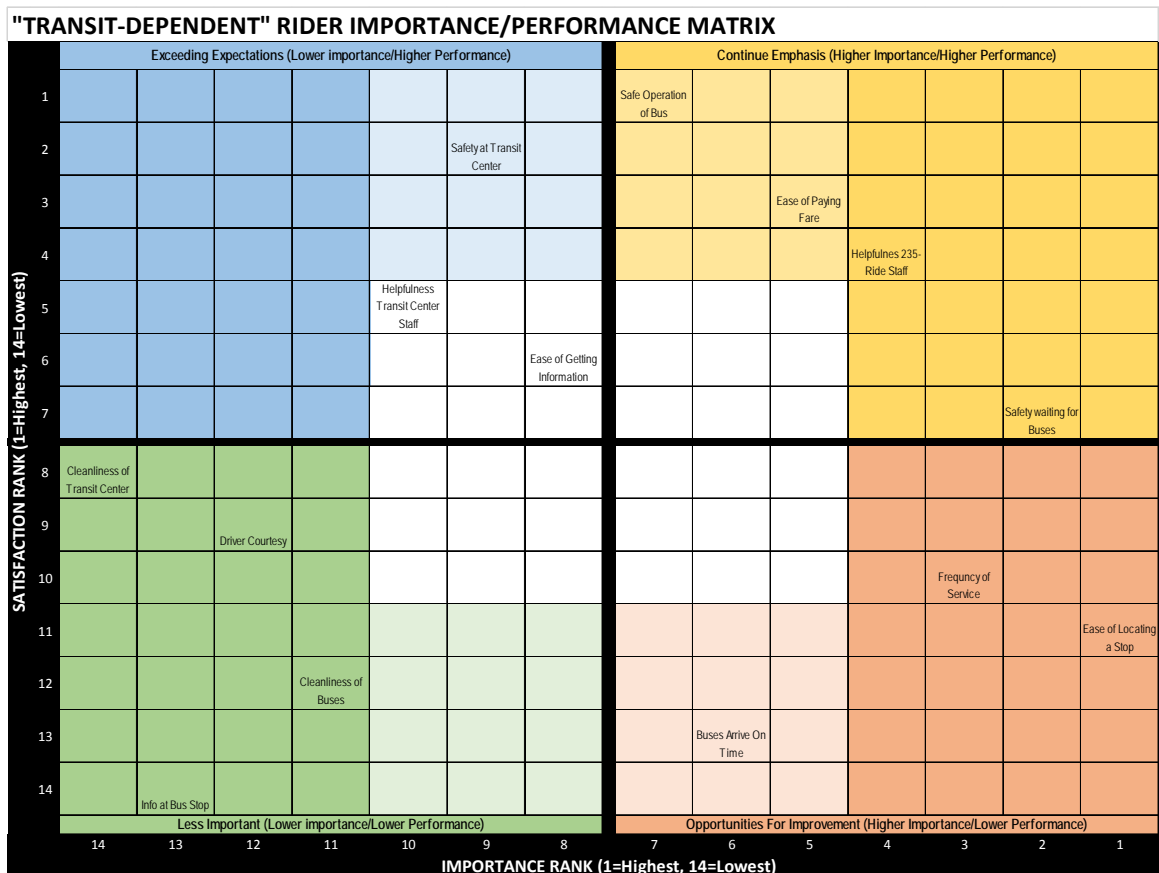
**Recommendations for Service Improvements Affecting “Transit Dependent” Riders**

Based on the results of the stepwise regression and correlation analysis, the following areas should be emphasized most over the next 2-3 years if EMBARK wants to increase satisfaction among “transit-dependent” riders:

- ÷ Making it easy for riders to locate a bus stop
- ÷ Increasing the frequency of service
- ÷ Ensuring riders feel safe while waiting at a bus stop
- ÷ Sustaining the high ratings for helpfulness received by 235-RIDE staff

These four service attributes were the most strongly correlated attributes with the overall rating given by “transit-dependent” riders. These attributes were also the only independent variables needed to develop a reliable regression model that could predict overall satisfaction among “transit-dependent” riders at least 75% of the time.

ETC Institute also prepared an Importance/Performance Matrix (see below) that shows the relative importance of each service attribute on the horizontal scale and the relative performance of EMBARK in each area on the vertical scale.



The matrix validates the recommendation that (1) making it easy for riders to locate a bus stop, (2) increasing the frequency of service, (3) ensuring riders feel safe while waiting at a bus stop, and (4) sustaining the high ratings for helpfulness received by 235-RIDE staff are the four areas that EMBARK should emphasize most. The matrix also

identifies two secondary issues that should be given consideration as potential areas for improvement because of the high level of importance these issues have on overall satisfaction among “transit-dependent” riders:

- ÷ Ensuring buses arrive on time
- ÷ Making it easy for riders to pay fares
- ÷ Ensure the safe operation of buses

<b>Recommendations for Facility Investments</b>
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The results of the survey show that the presence of facilities, such as sidewalks, benches and shelters, did not significantly affect overall satisfaction with EMBARK. Among riders who indicated their primary boarding stop did not have any of these amenities, 71.4% gave EMBARK an overall rating of “Excellent” or “Good”. Among riders who indicated their primary boarding stop had all three amenities, 75.2% gave EMBARK and overall rating of “Excellent” or “Good”, which was just 3.8% higher than those without any amenities.

Although the percentage of “excellent” and “good” ratings was not strongly related to the presence of facilities, the presence of these facilities appears to reduce “dissatisfaction” among riders. The percentage of riders who gave “Below Average” or “Poor” ratings was nearly three times higher among riders who did not have any facilities at their stop (12.2%) compared to riders who reported having all three amenities (4.4%). The significant decrease in the percentage of riders who gave EMBARK an overall rating of “poor” from 2011 to 2015 may be explained by EMBARK’s investments in facilities over the past five years.

Overall Ratings of EMBARK Based the The Types of Facilities That Are Present at the Respondents Primary Boarding Stop							
Rating	Sidewalks Only	Benches Only	Shelter Only	Sidewalks and Benches	Sidewalks and Shelter	All Three	None
% Excellent/Good	63.70%	72.20%	73.70%	72.00%	71.40%	75.20%	71.40%
% Fair	27.40%	23.50%	17.10%	20.60%	14.30%	20.40%	16.30%
% Below Average/Poor	8.90%	4.40%	9.20%	7.40%	14.30%	4.40%	12.20%

The results of the survey also suggest that benches have more impact on overall satisfaction than sidewalks and shelters alone. For example, the percentage of “excellent” or “good” ratings was lowest among respondents who reported they only had sidewalks at their primary boarding location. Dissatisfaction was actually highest among those who had sidewalks and shelters but no benches. Dissatisfaction among respondents who reported that benches were the only facility at their primary boarding location was just as low as respondents who reported having all three facilities at their primary boarding location.

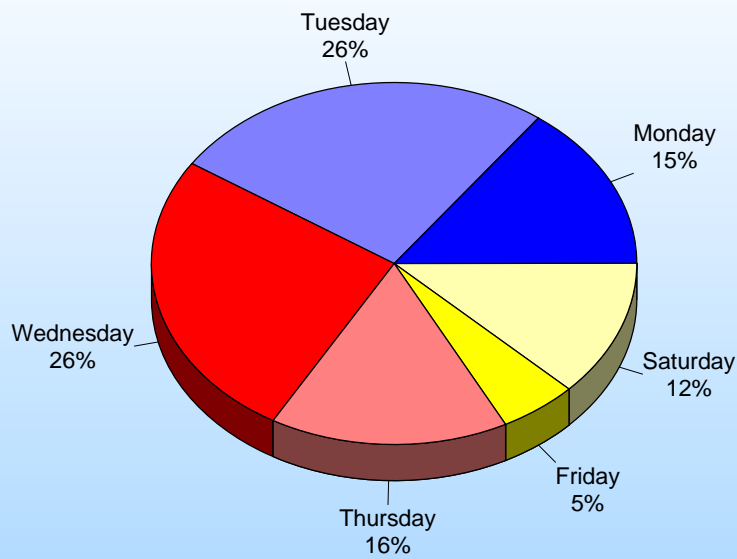
## CHAPTER 4: CHARTS AND GRAPHS

Charts and graphs from the survey are provided on the following pages.

# 2016 EMBARK Transit Rider Survey

## Overall Results

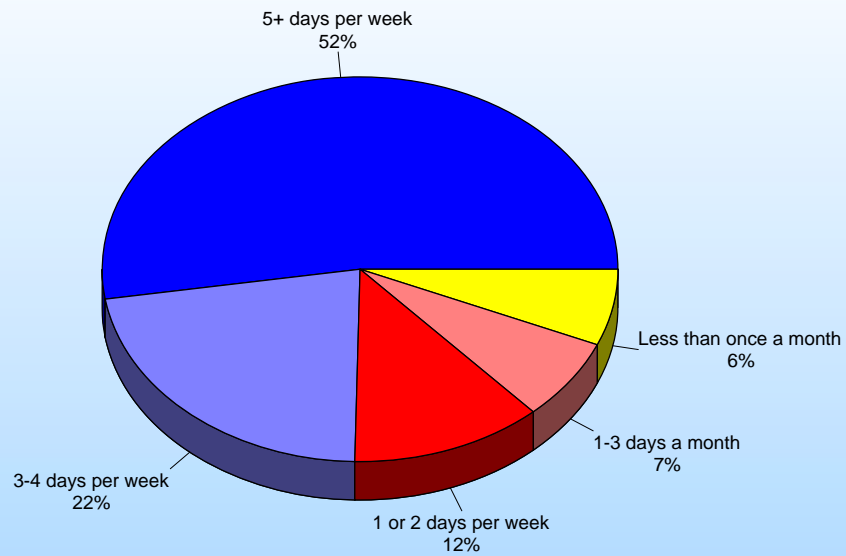
Day of the Week Surveys Collected  
by percentage of respondents



Source: ETC Institute (2016)

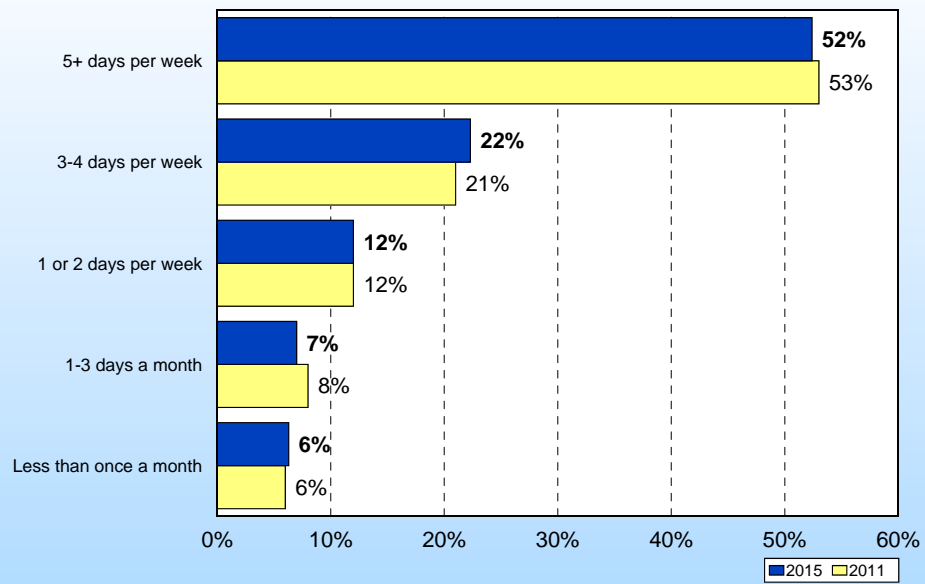


**Q2. How Often Does Respondent Usually Ride Route**  
by percentage of respondents (Weekday Only)



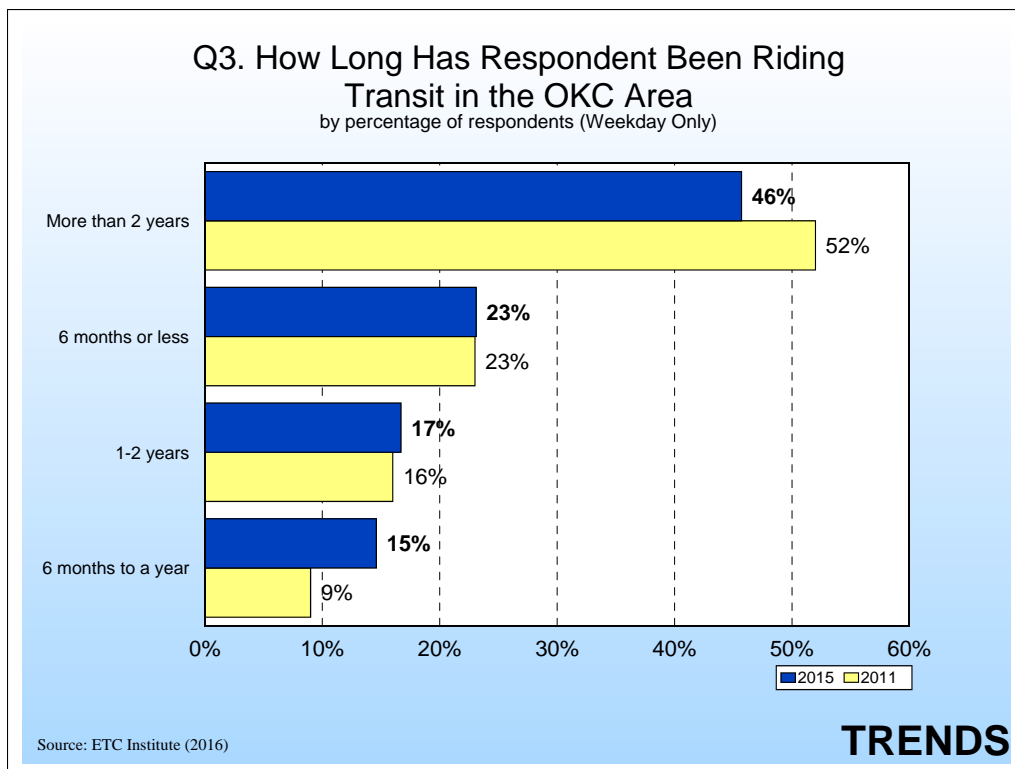
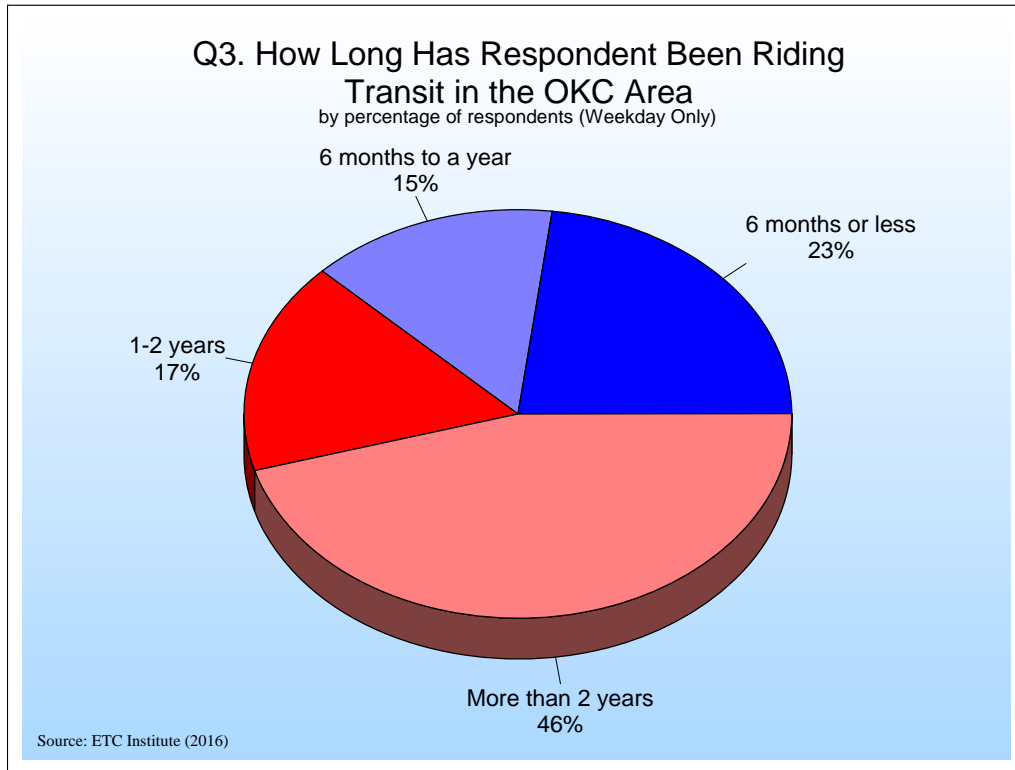
Source: ETC Institute (2016)

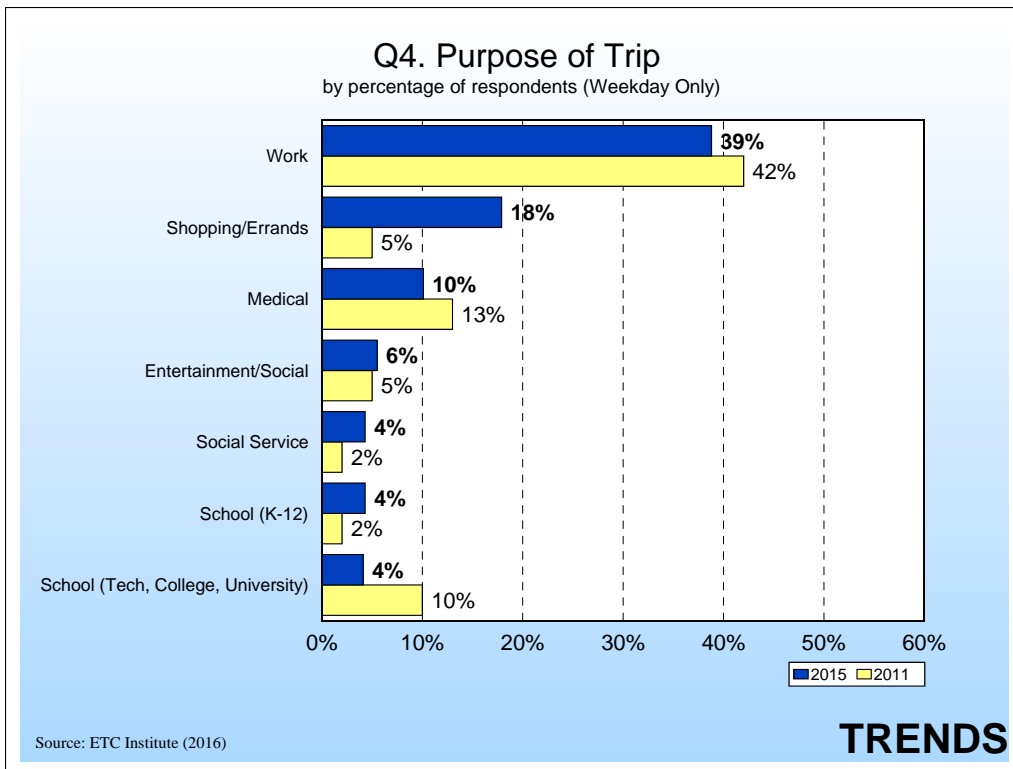
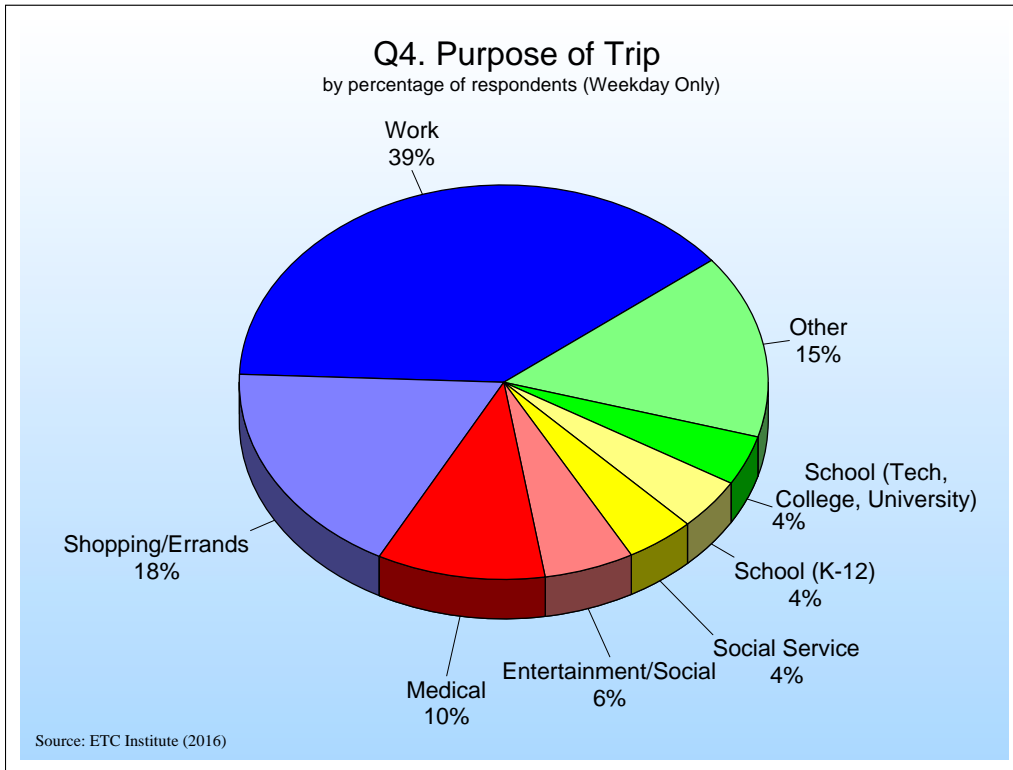
**Q2. How Often Does Respondent Usually Ride Route**  
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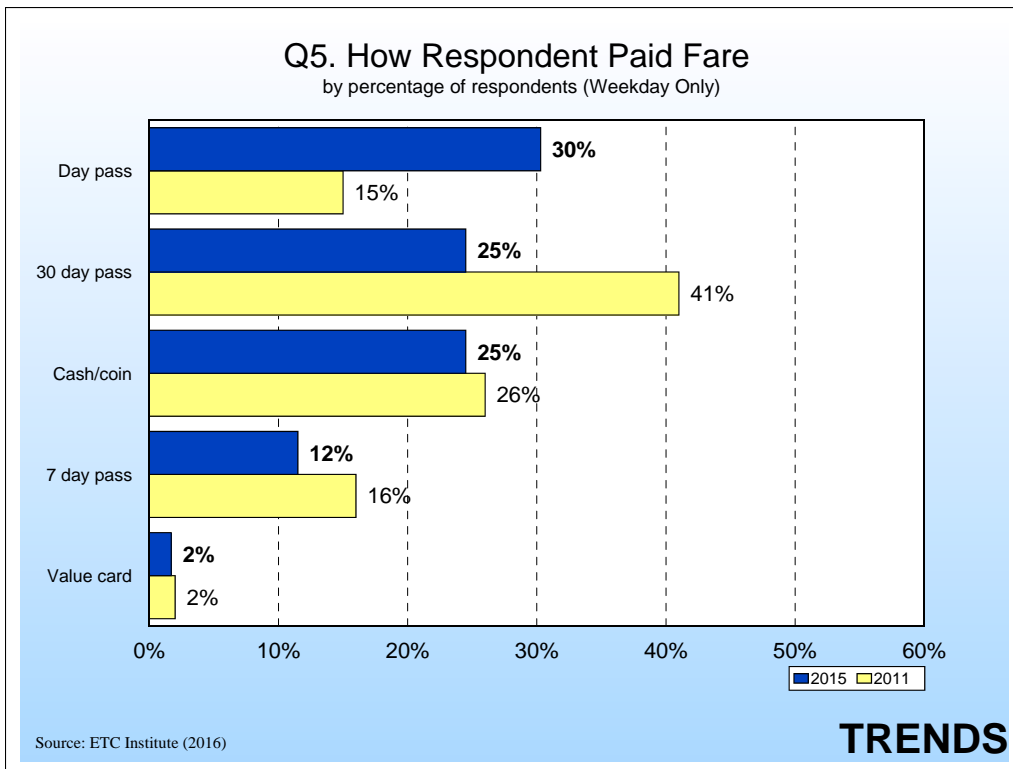
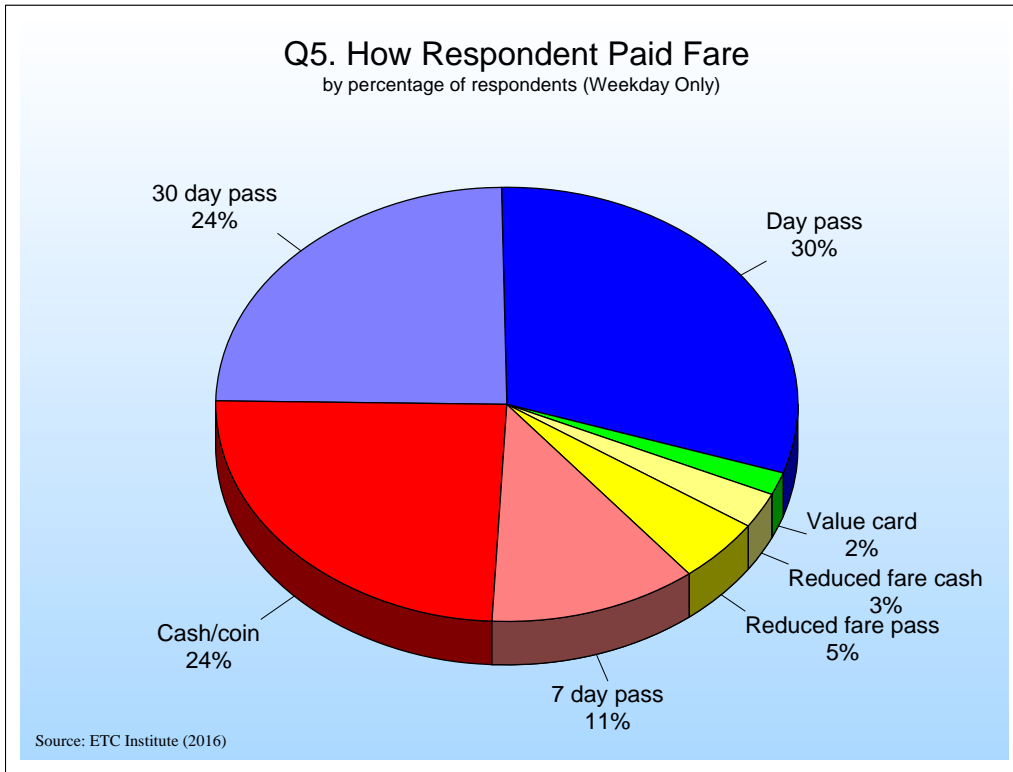


Source: ETC Institute (2016)

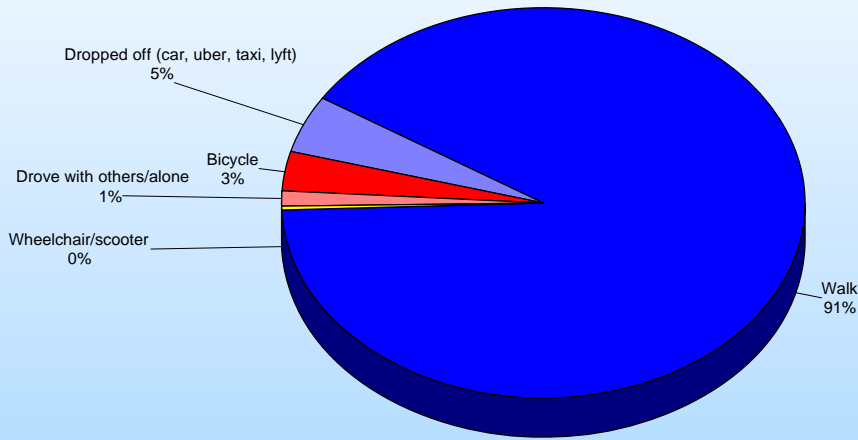
**TRENDS**





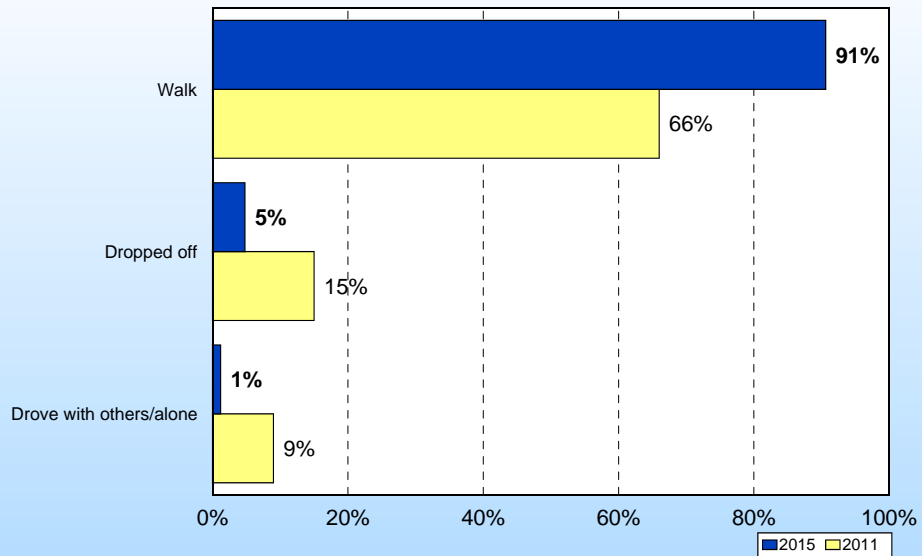


**Q6. How Respondent Got from Home to Nearest Bus Stop**  
by percentage of respondents (Weekday Only)



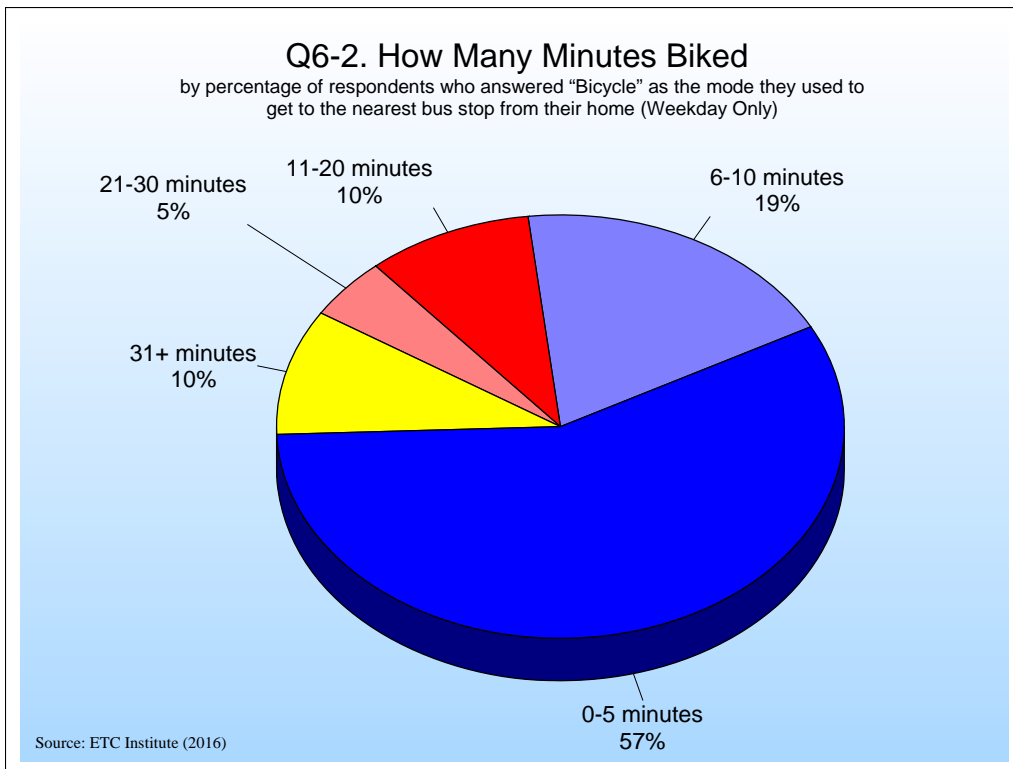
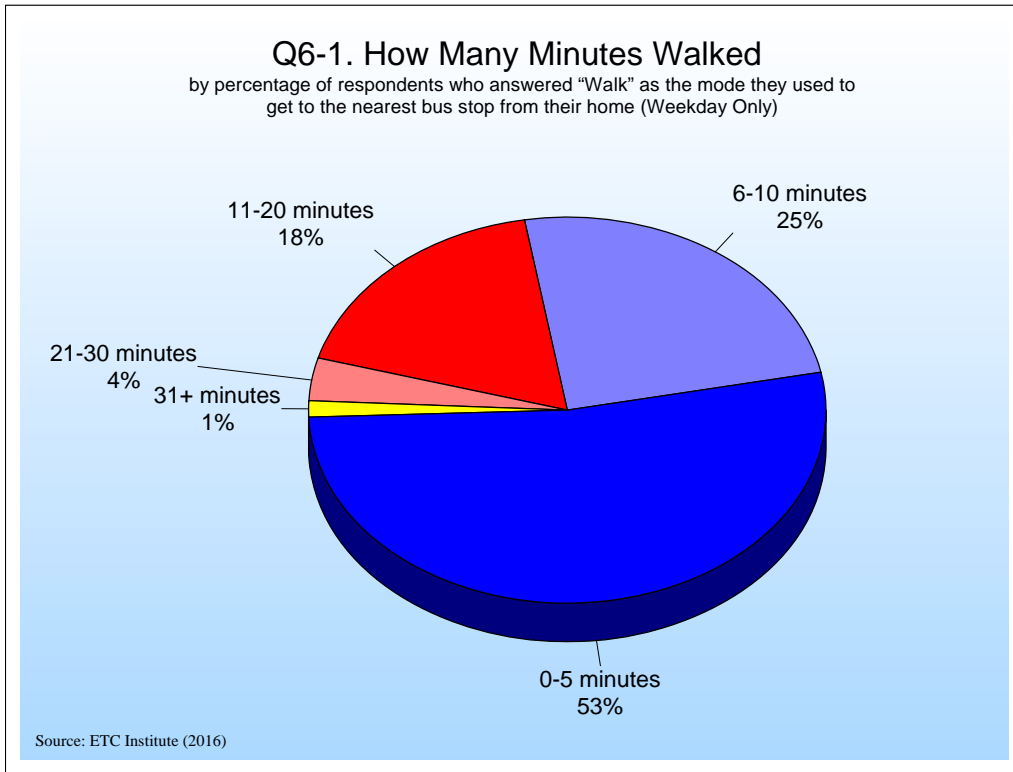
Source: ETC Institute (2016)

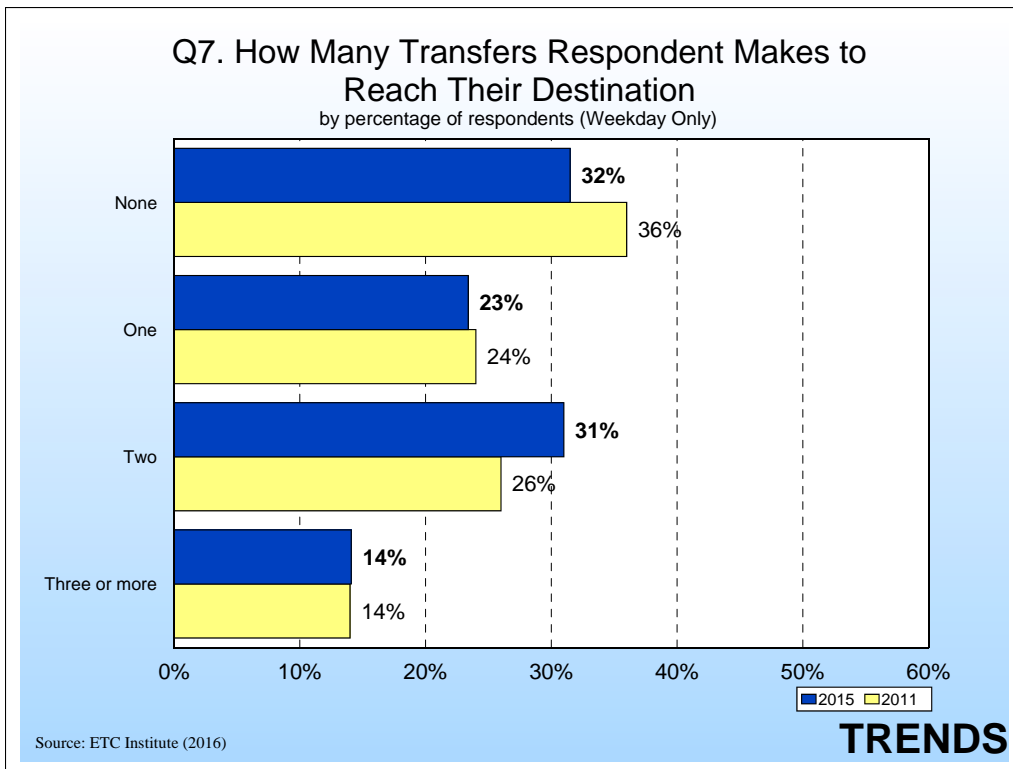
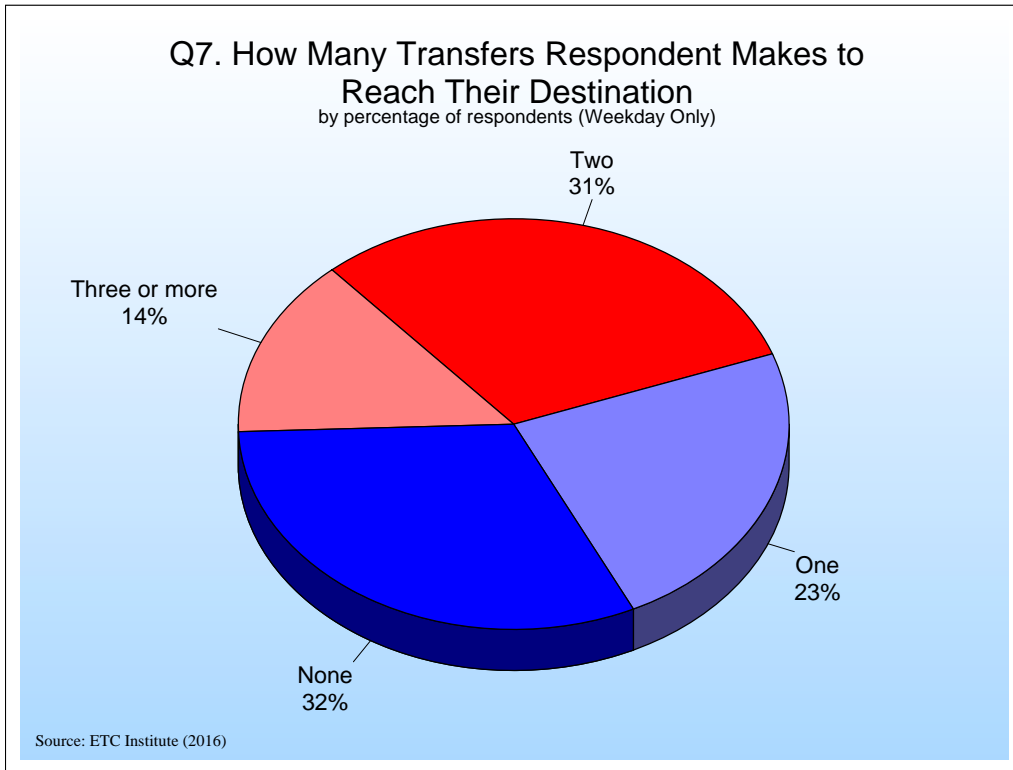
**Q6. How Respondent Got from Home to Nearest Bus Stop**  
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

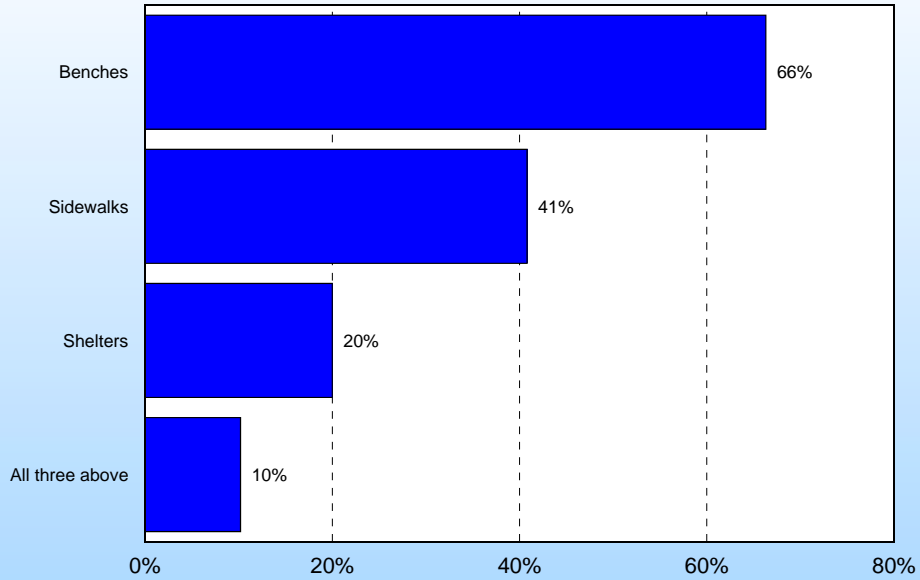
**TRENDS**





### Q8. Does Respondent's Primary Boarding Stop Have Any of the Following Facilities

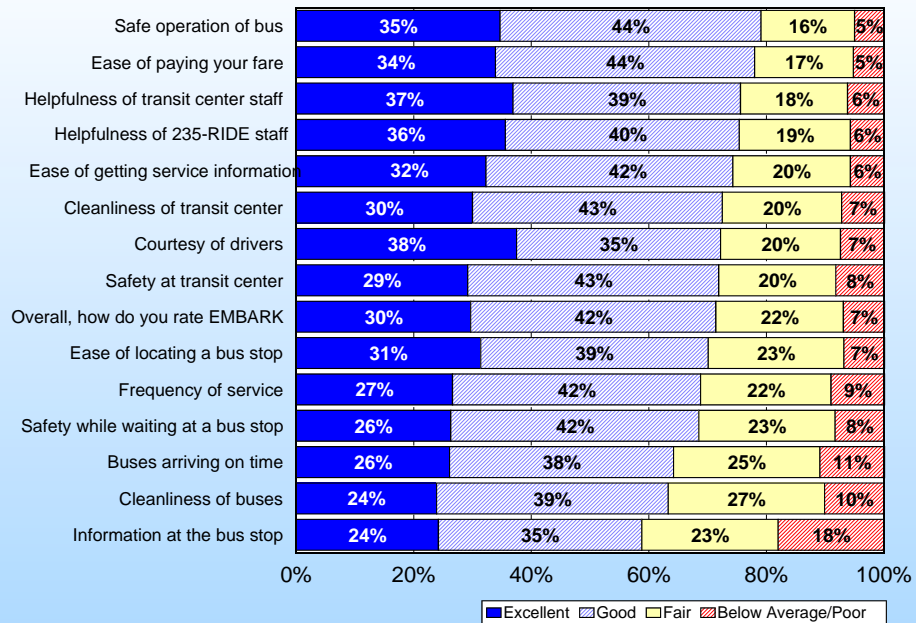
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

### Q9. Service Ratings

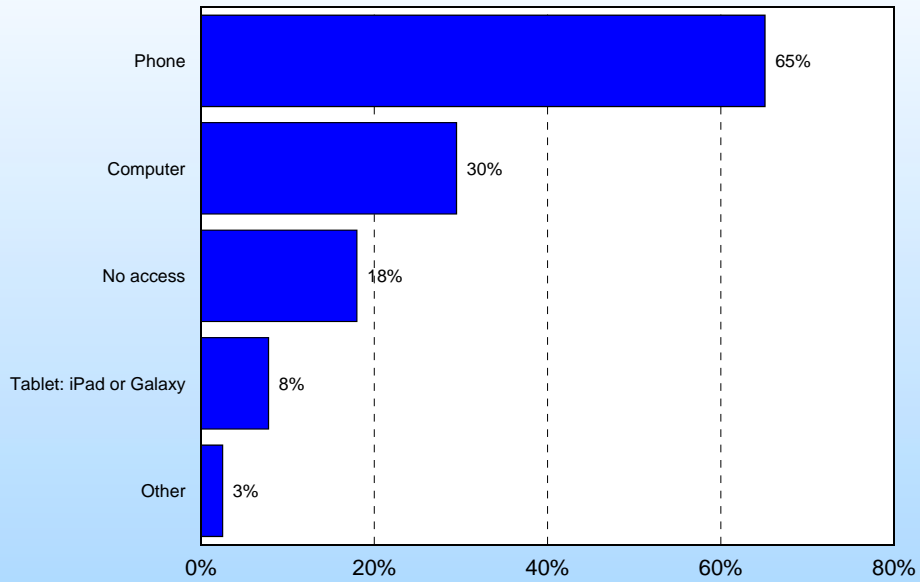
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

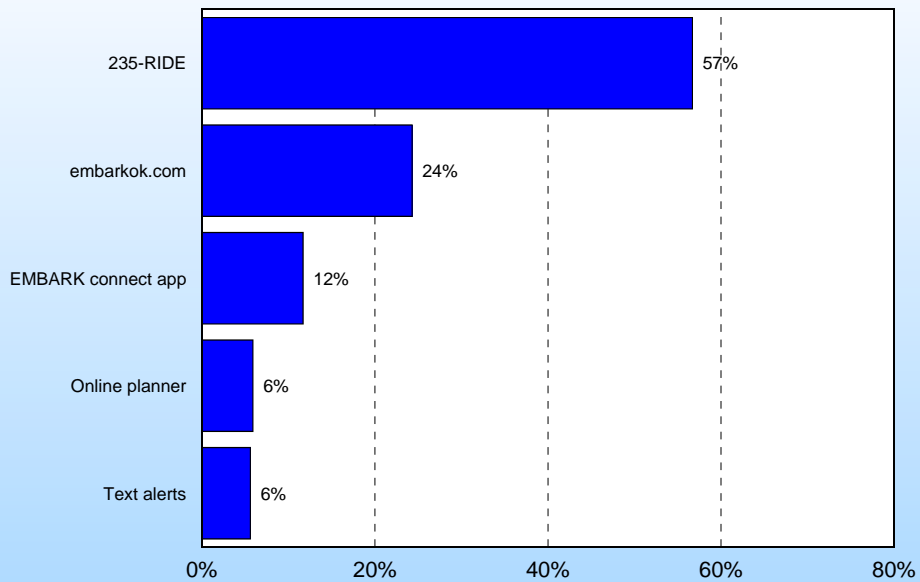


**Q10. How Does Respondent Currently Access the Internet**  
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

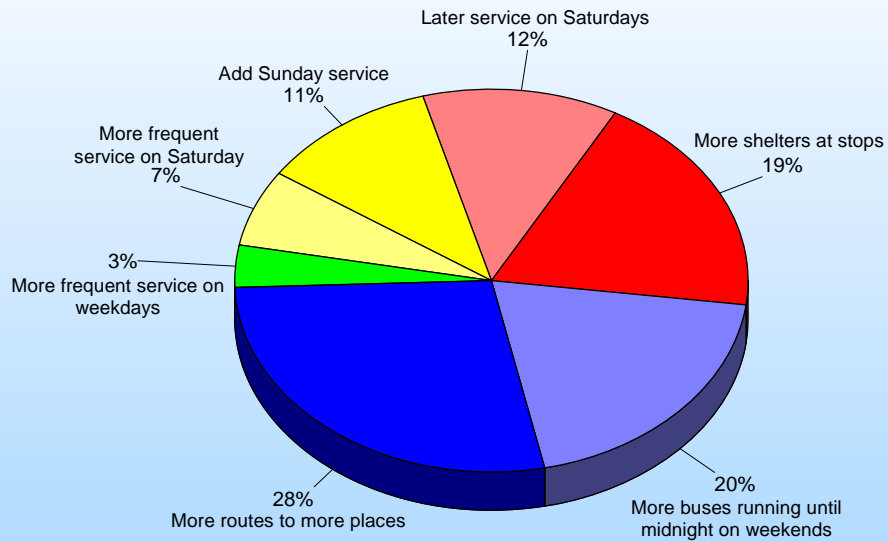
**Q11. Has Respondent Used Any of the Following Trip Planning Tools**  
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

### Q12. One Improvement Respondent Would Like to See in Transit Service in the Area

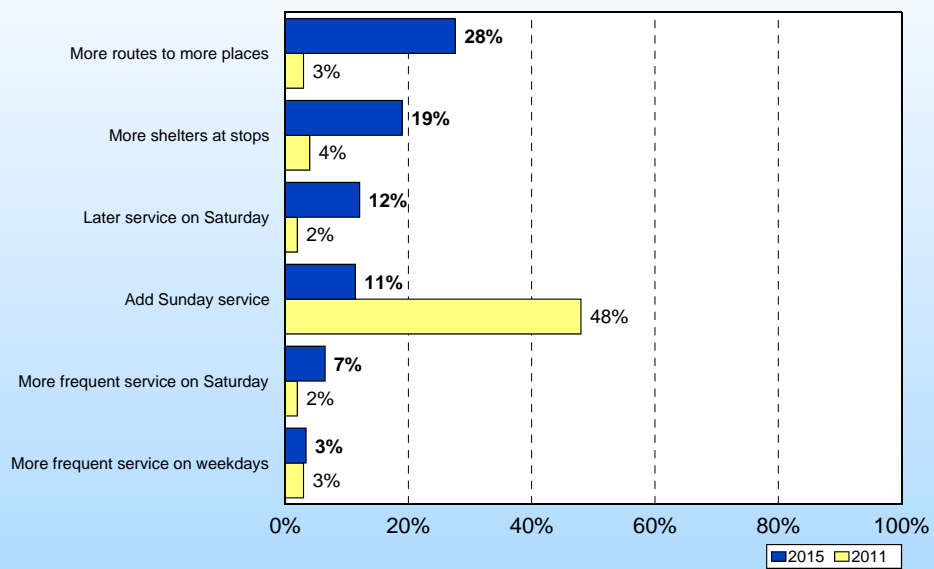
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

### Q12. One Improvement Respondent Would Like to See in Transit Service in the Area

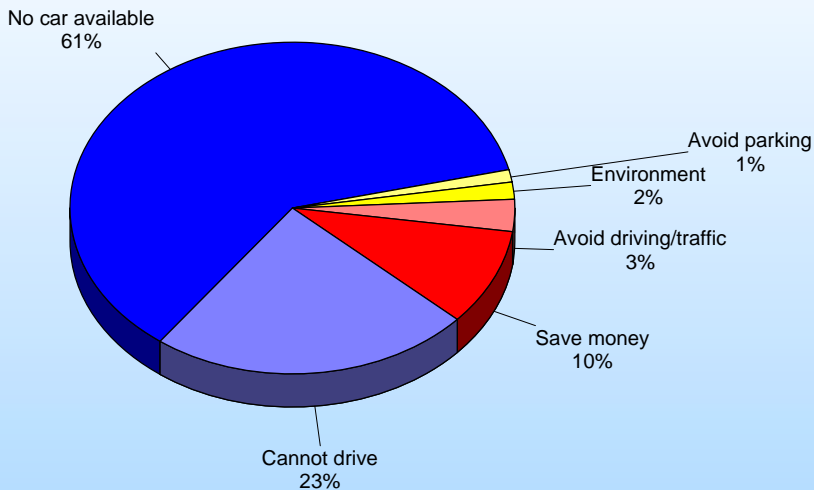
by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

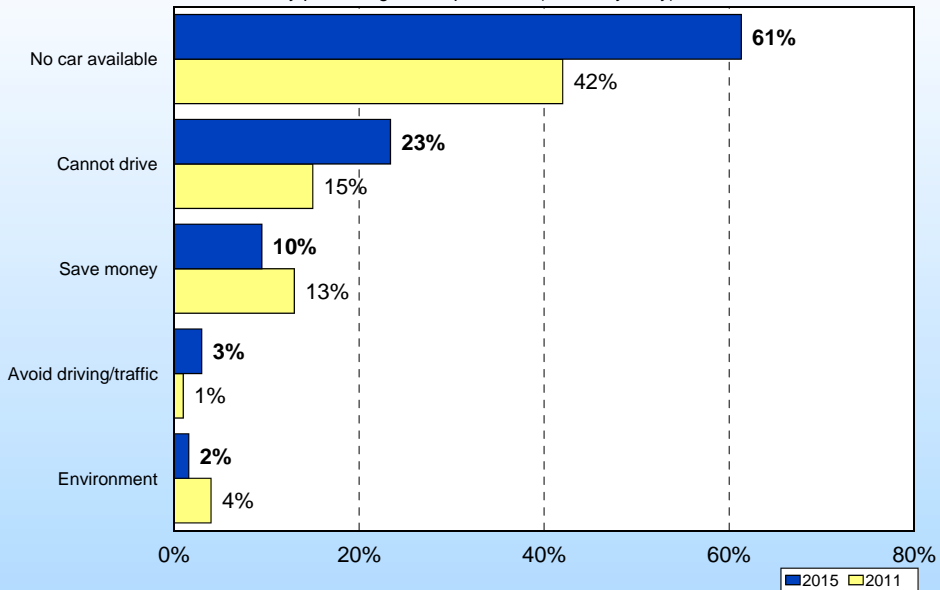
**TRENDS**

### Q13. Primary Reason Respondent Uses Transit by percentage of respondents (Weekday Only)



Source: ETC Institute (2016)

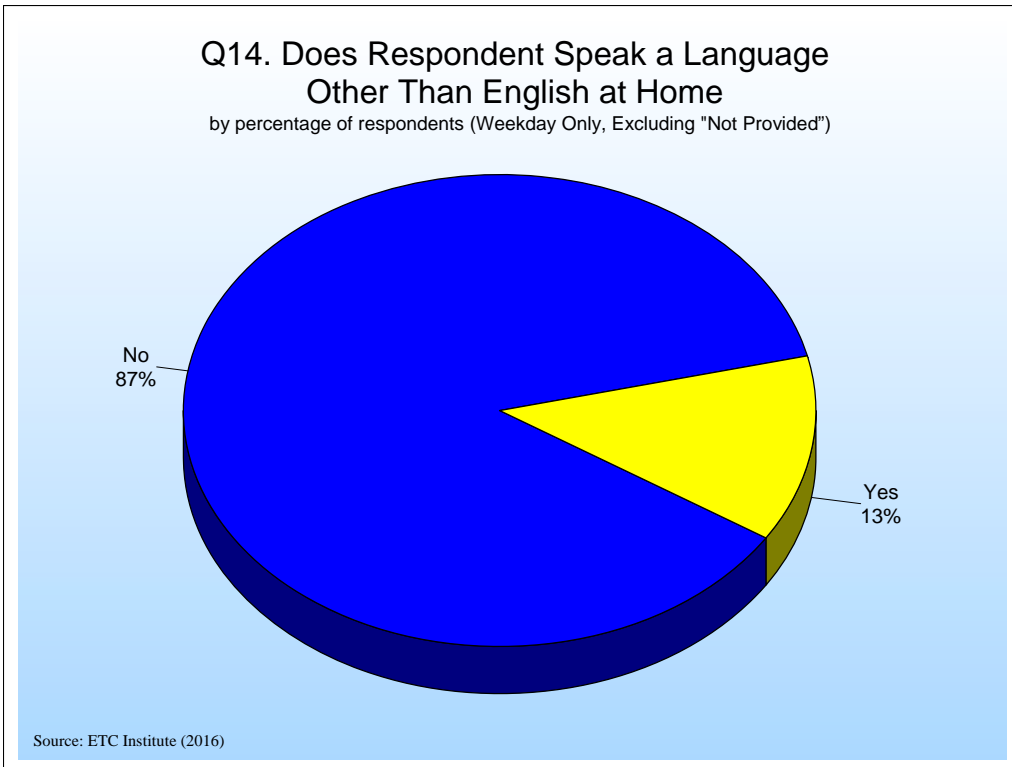
### Q13. Primary Reason Respondent Uses Transit by percentage of respondents (Weekday Only)



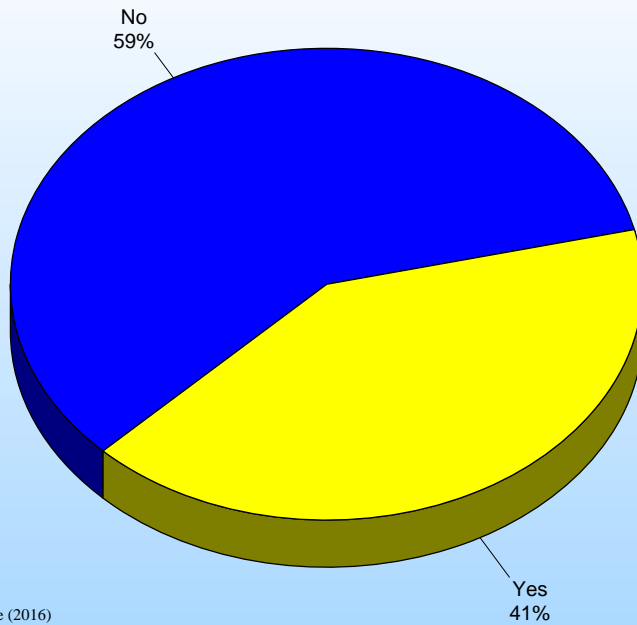
Source: ETC Institute (2016)

**TRENDS**

# Demographics

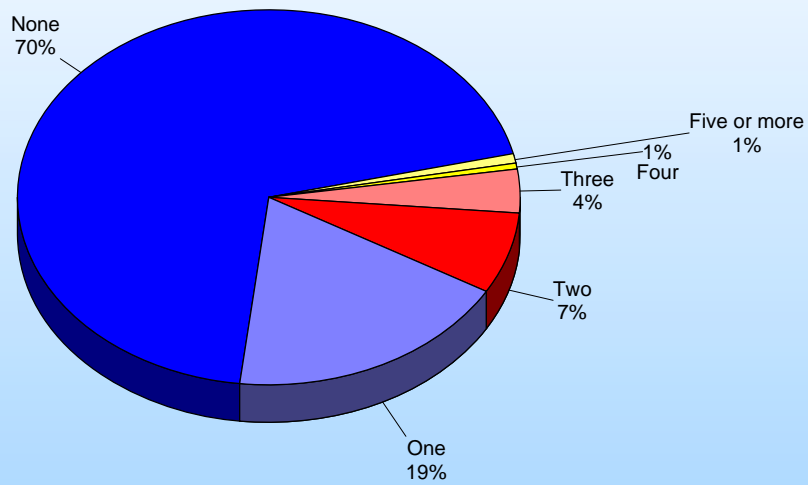


### Q15. Does Respondent Have a Current Driver's License by percentage of respondents (Weekday Only, Excluding "Not Provided")

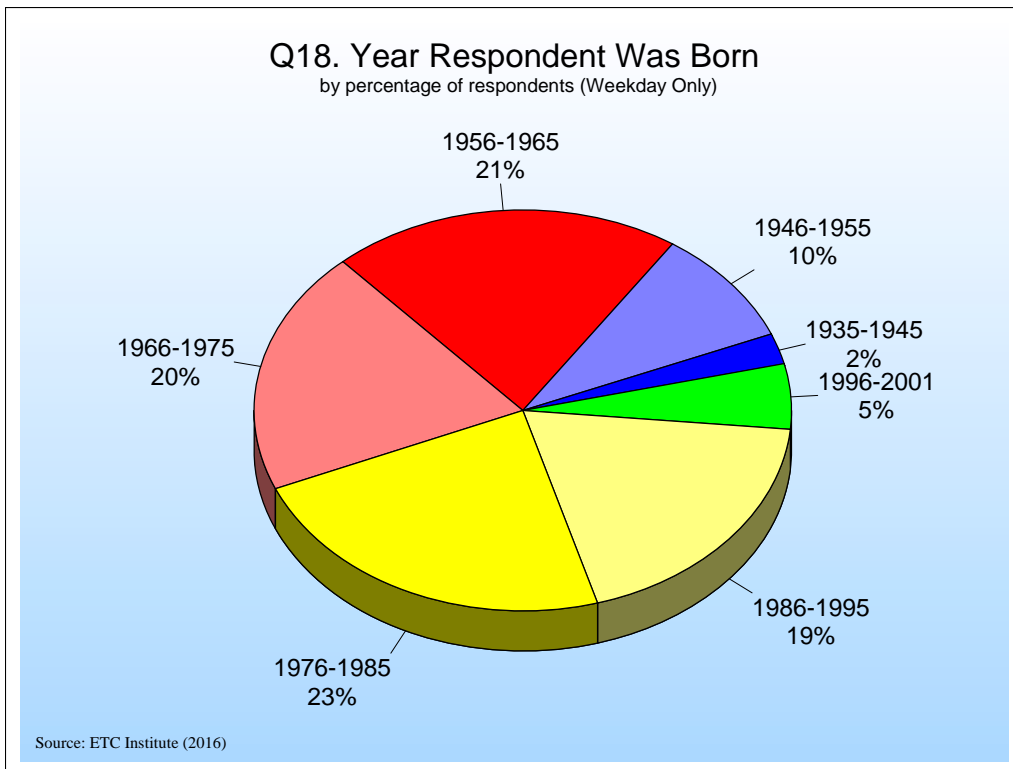
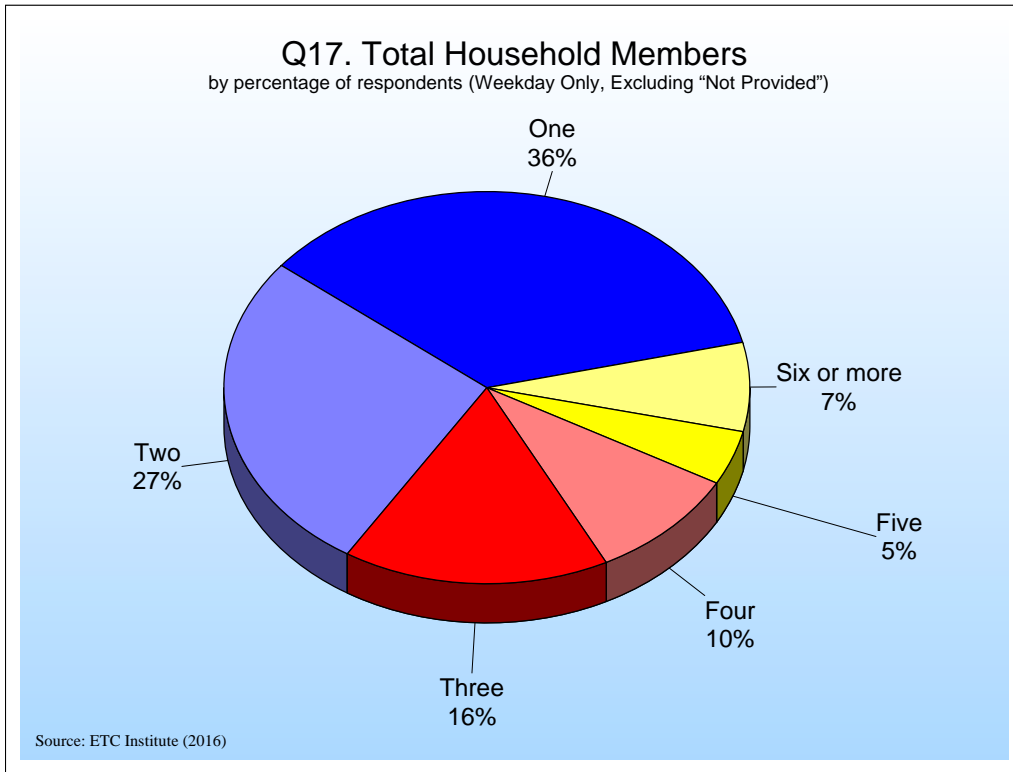


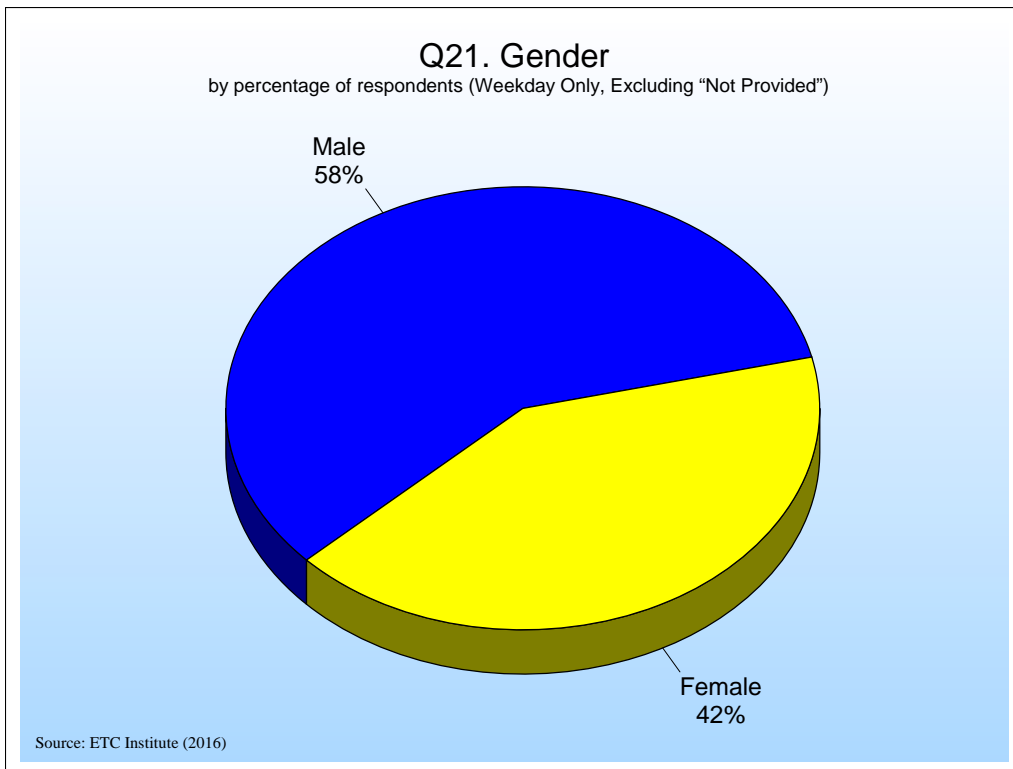
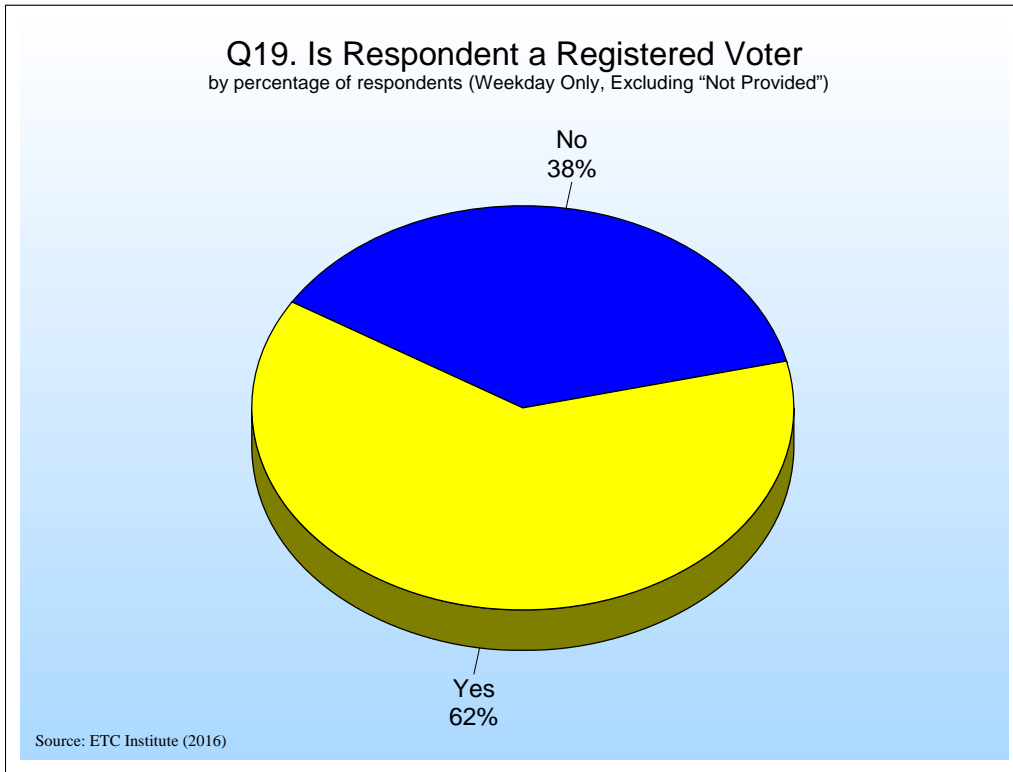
Source: ETC Institute (2016)

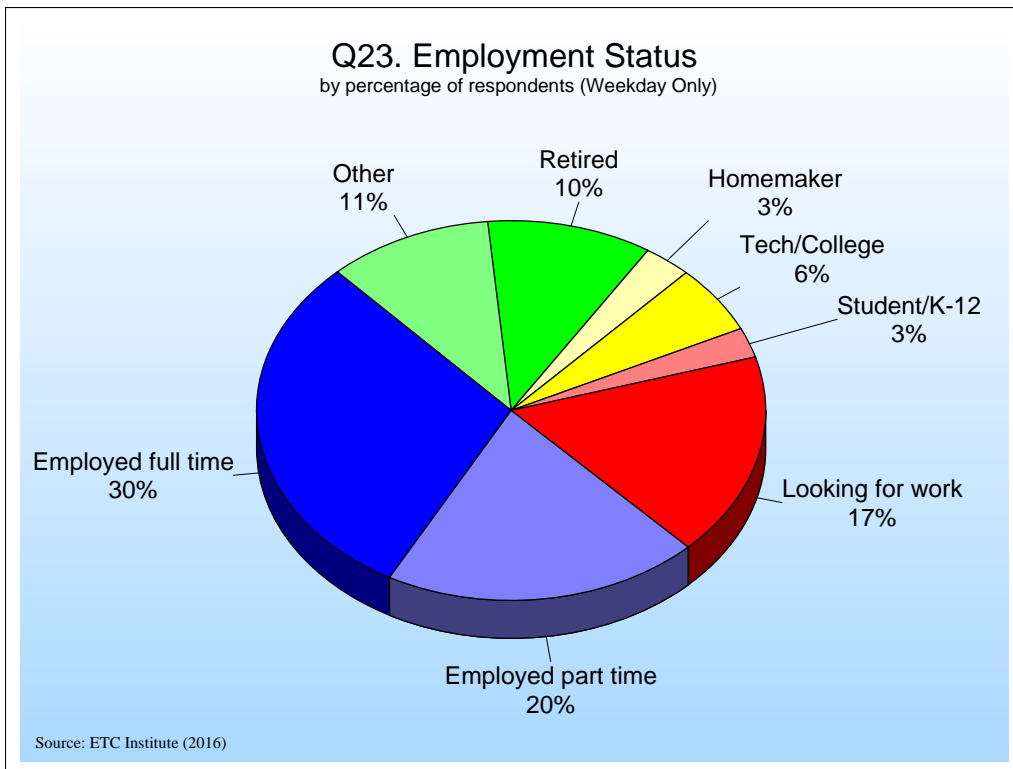
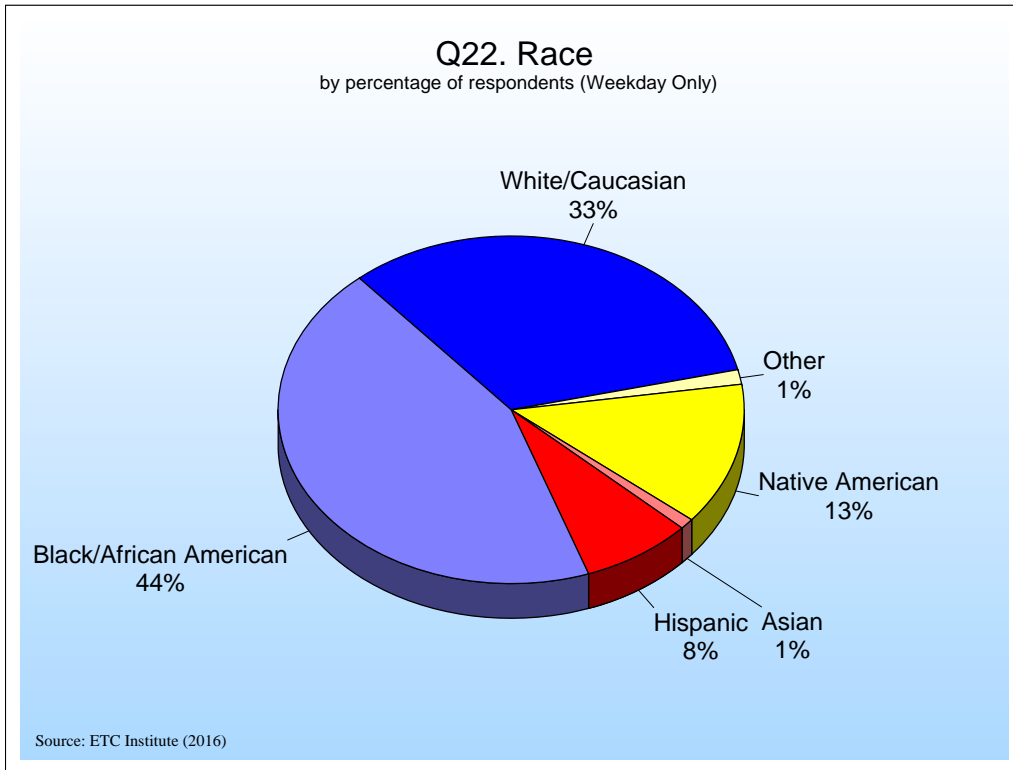
### Q16. How Many Working Vehicles are in the Respondent's Household by percentage of respondents (Weekday Only, Excluding "Not Provided")



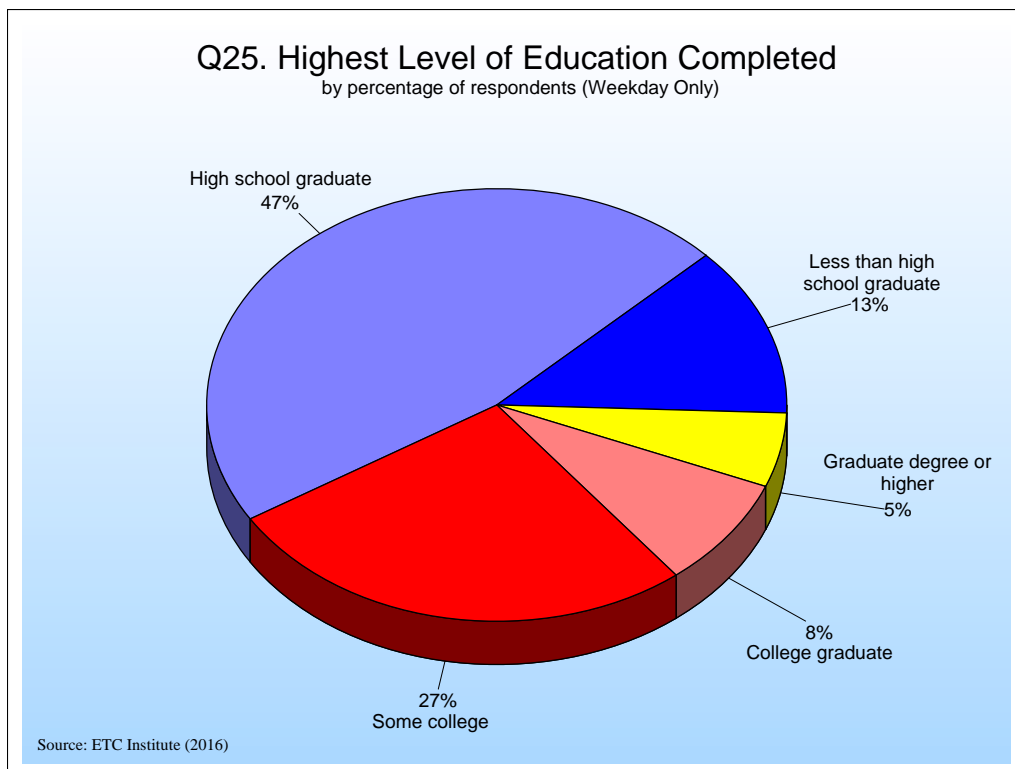
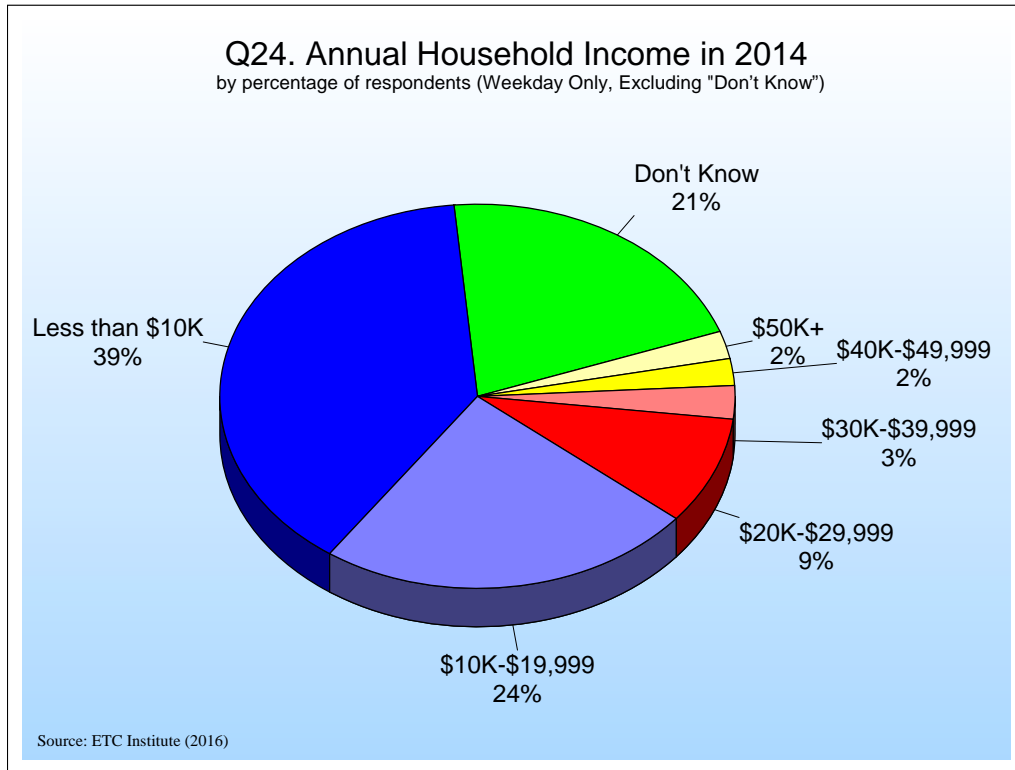
Source: ETC Institute (2016)

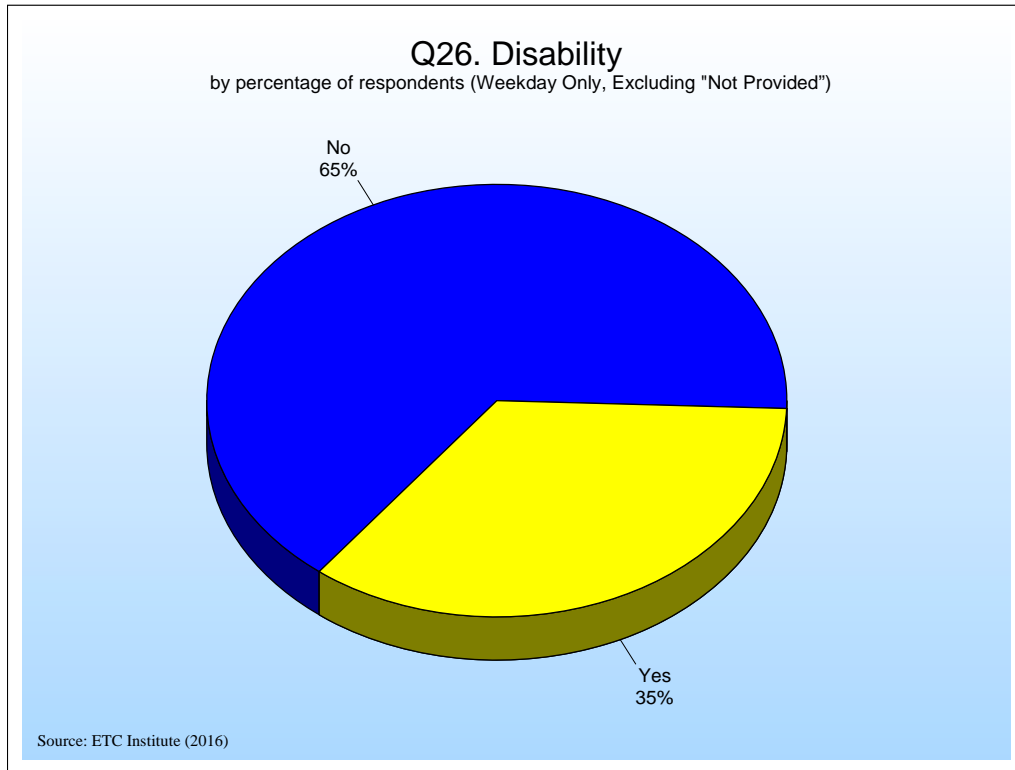




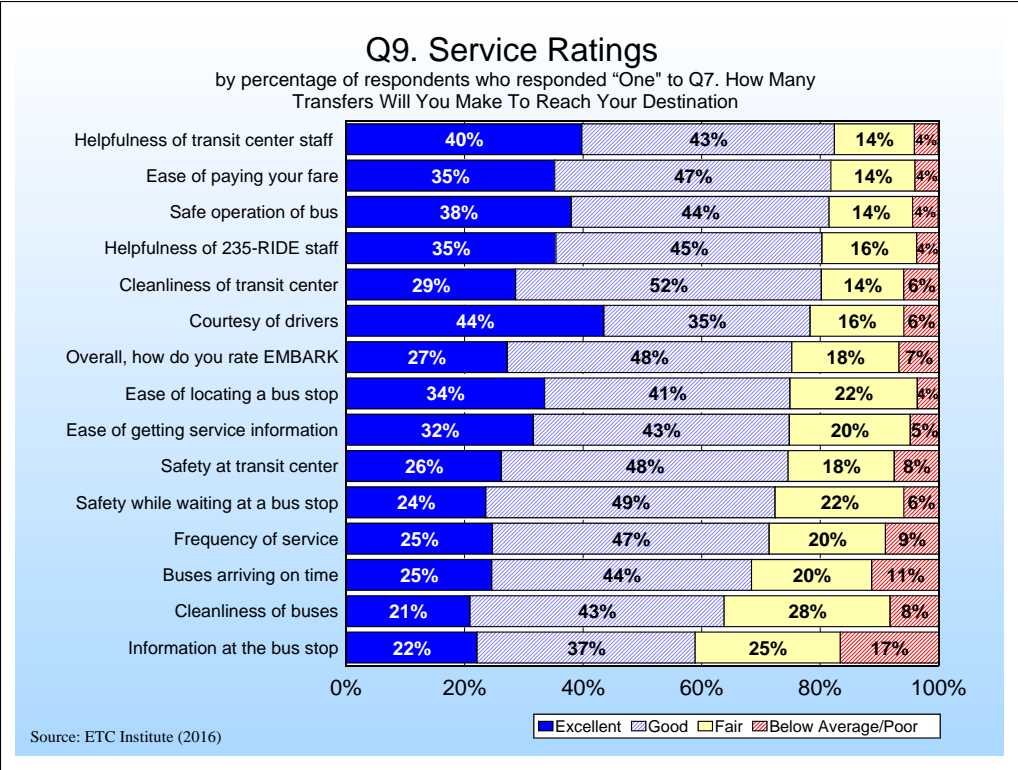
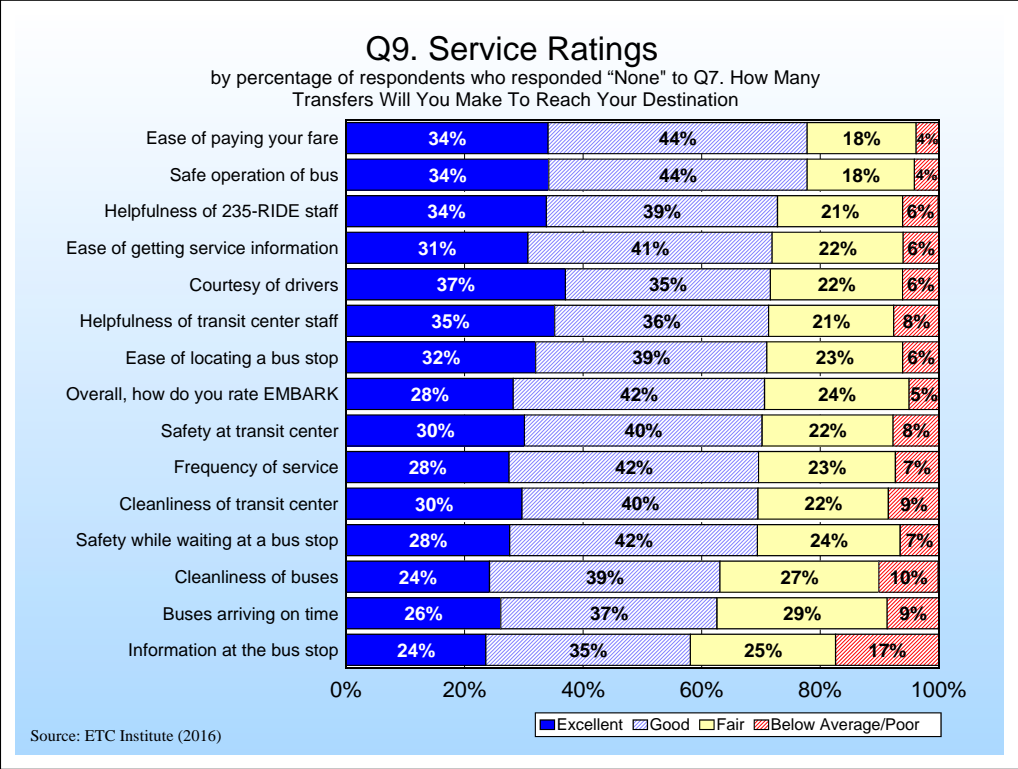


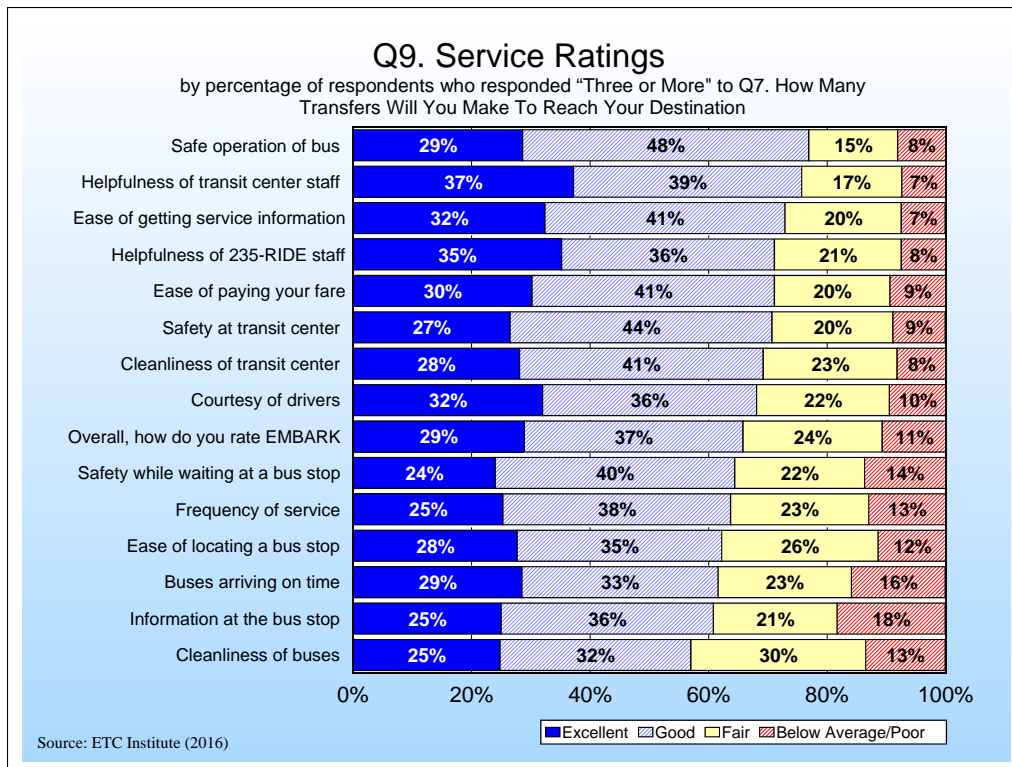
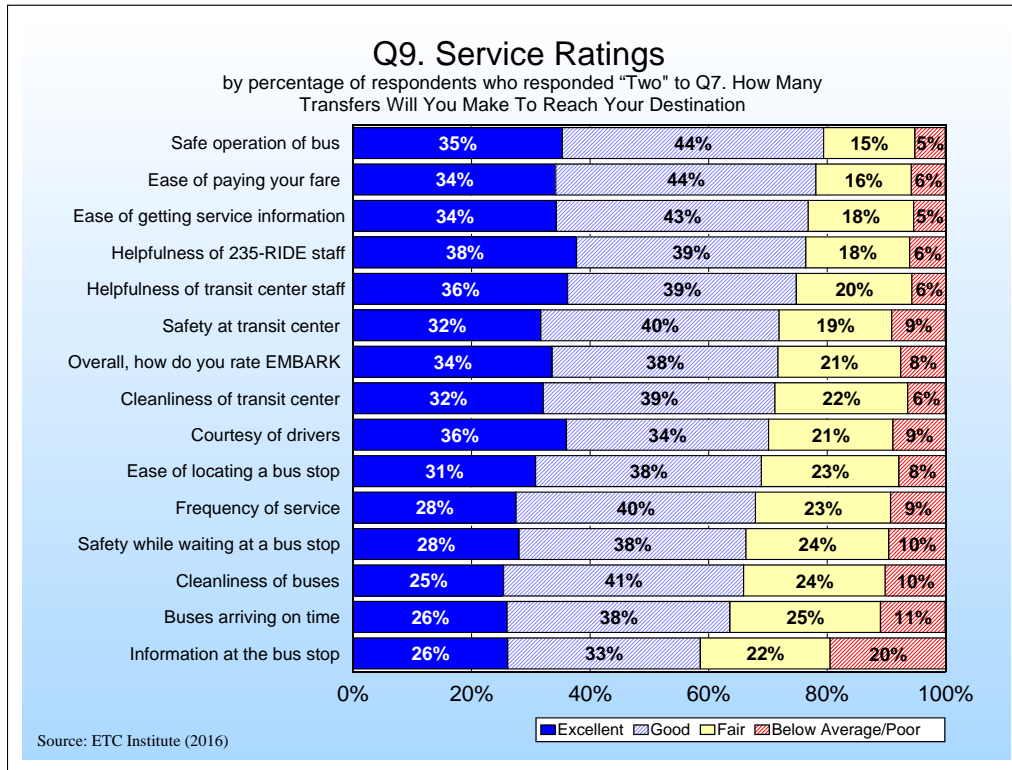






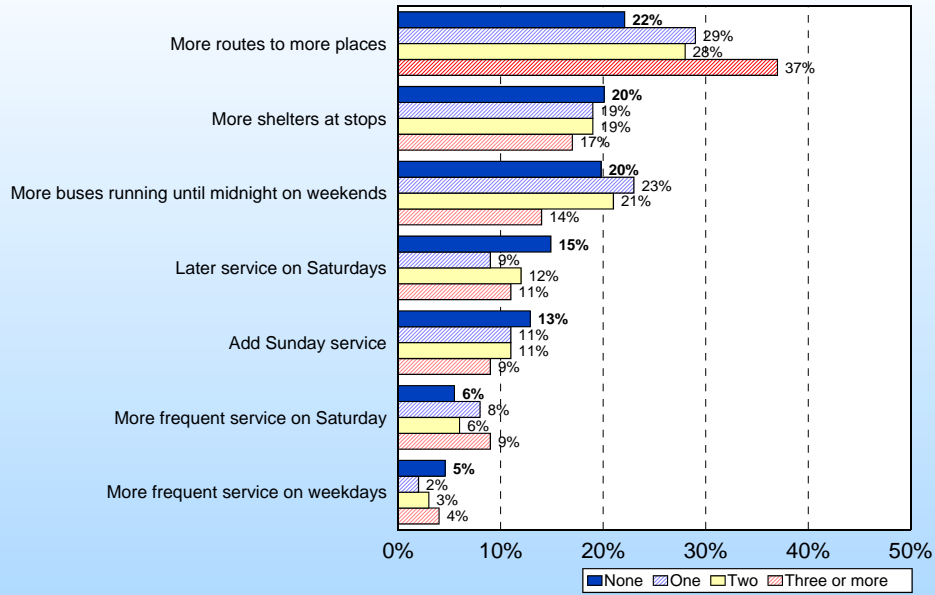
## Service Ratings and Requested Improvements Based on Number of Transfers Made





### Q13. Primary Reason Respondent Uses Transit

by percentage of respondents who responded to Q7. How Many Transfers Will You Make To Reach Your Destination



Source: ETC Institute (2016)

## CHAPTER 5: FREQUENCY DISTRIBUTION TABLES (WEEKDAY)

Frequency distribution tables are provided on the following pages.

**Month**

<u>Month</u>	<u>Number</u>	<u>Percent</u>
11	1104	100.0 %
Total	1104	100.0 %

**Day of week**

<u>Day of Week</u>	<u>Number</u>	<u>Percent</u>
Monday	188	17.0 %
Tuesday	325	29.4 %
Wednesday	327	29.6 %
Thursday	197	17.8 %
Friday	67	6.1 %
Total	1104	100.0 %



**Day of month**

<u>Day of Month</u>	<u>Number</u>	<u>Percent</u>
16	188	17.0 %
17	325	29.4 %
18	327	29.6 %
19	197	17.8 %
20	67	6.1 %
Total	1104	100.0 %

**Route**

<u>Route</u>	<u>Number</u>	<u>Percent</u>
10	40	3.6 %
11	58	5.3 %
12	67	6.1 %
13	59	5.3 %
14	56	5.1 %
15	29	2.6 %
16	50	4.5 %
18	22	2.0 %
19	20	1.8 %
2	65	5.9 %
22	43	3.9 %
23	110	10.0 %
23N	6	0.5 %
3	40	3.6 %
38	86	7.8 %
40	48	4.3 %
5	108	9.8 %
50	21	1.9 %
7	59	5.3 %
8	57	5.2 %
9	60	5.4 %
Total	1104	100.0 %

**Q1. What bus route number are you riding now?**

<u>Q1. What bus route number are you riding now</u>	<u>Number</u>	<u>Percent</u>
10	40	3.6 %
11	58	5.3 %
12	67	6.1 %
13	59	5.3 %
14	56	5.1 %
15	29	2.6 %
16	50	4.5 %
18	22	2.0 %
19	20	1.8 %
2	65	5.9 %
22	43	3.9 %
23	110	10.0 %
23N	6	0.5 %
3	40	3.6 %
38	86	7.8 %
40	48	4.3 %
5	108	9.8 %
50	21	1.9 %
7	59	5.3 %
8	57	5.2 %
9	60	5.4 %
Total	1104	100.0 %

**Q2. How often do you usually ride this route?**

<u>Q2. How often do you usually ride this route</u>	<u>Number</u>	<u>Percent</u>
5+ days per week	578	52.4 %
3-4 days per week	246	22.3 %
1 or 2 days per week	133	12.0 %
1-3 days a month	77	7.0 %
<u>Less than once a month</u>	<u>70</u>	<u>6.3 %</u>
Total	1104	100.0 %

**Q3. How long have you been riding transit in the OKC area?**

Q3. How long have you been riding transit in the OKC area	Number	Percent
6 months or less	255	23.1 %
6 months to a year	161	14.6 %
1-2 years	184	16.7 %
More than 2 years	504	45.7 %
Total	1104	100.0 %

**Q4. What was the main purpose of your trip today?**

<u>Q4. What was the main purpose of your trip today</u>	<u>Number</u>	<u>Percent</u>
Work	428	38.8 %
School (K-12)	48	4.3 %
School (Tech, College, University)	45	4.1 %
Shopping/Errands	198	17.9 %
Entertainment/Social	61	5.5 %
Social Service	48	4.3 %
Medical	112	10.1 %
Other	164	14.9 %
Total	1104	100.0 %

**Q4-1. Zip code of work place:**

<u>Q4-1. Work place zip code</u>	<u>Number</u>	<u>Percent</u>
73008	4	2.3 %
73020	1	0.6 %
73065	1	0.6 %
73070	1	0.6 %
73101	1	0.6 %
73102	3	1.7 %
73103	4	2.3 %
73104	8	4.7 %
73105	6	3.5 %
73106	10	5.8 %
73107	14	8.1 %
73108	11	6.4 %
73109	8	4.7 %
73110	7	4.1 %
73111	9	5.2 %
73112	10	5.8 %
73113	1	0.6 %
73114	7	4.1 %
73115	1	0.6 %
73116	2	1.2 %
73117	2	1.2 %
73118	4	2.3 %
73119	6	3.5 %
73120	4	2.3 %
73122	1	0.6 %
73127	13	7.6 %
73128	2	1.2 %
73129	4	2.3 %
73132	2	1.2 %
73139	2	1.2 %
73143	1	0.6 %
73149	2	1.2 %
73159	9	5.2 %
73160	1	0.6 %
73162	1	0.6 %
73167	1	0.6 %
73170	3	1.7 %
73179	1	0.6 %
73180	1	0.6 %
73505	1	0.6 %
75114	1	0.6 %
75170	1	0.6 %
Total	172	100.0 %

**Q4-1. Name of work place:**

<u>Q4-1. Name of work place</u>	<u>Number</u>	<u>Percent</u>
Other personal business	74	16.9 %
OCCC	26	5.9 %
Job interview	17	3.9 %
DHS	17	3.9 %
Walmart	12	2.7 %
Emerson High School	8	1.8 %
Arby's	7	1.6 %
Appointment	7	1.6 %
McDonald's	6	1.4 %
Court	6	1.4 %
Goodwill	5	1.1 %
Sonic Drive in	5	1.1 %
Apartment search	5	1.1 %
VA Hospital	4	0.9 %
NorthCare	4	0.9 %
Pathways (SFS)	4	0.9 %
Embassy Suites	4	0.9 %
Bank	3	0.7 %
OU Med Center	3	0.7 %
Food bank	3	0.7 %
OSU	3	0.7 %
Rose	3	0.7 %
Hope Center	3	0.7 %
Long John Silvers	2	0.5 %
Chili's	2	0.5 %
On The Border	2	0.5 %
City Care Day Shelter	2	0.5 %
Upward Trust	2	0.5 %
Medical Center	2	0.5 %
CocaCola	2	0.5 %
Zoe's Kitchen	2	0.5 %
Odyssey	2	0.5 %
Capitol	2	0.5 %
Fashion Cleaners	2	0.5 %
Douglass	2	0.5 %
OIC	2	0.5 %
Day center	2	0.5 %
Lowe's	2	0.5 %
Cox	2	0.5 %
Hancock Staffing	2	0.5 %
Odyssey Leadership	2	0.5 %
Santa Fe South	2	0.5 %
Buy for Less	2	0.5 %
Churchs Chicken	1	0.2 %
CNC Marker	1	0.2 %
Belle Isles	1	0.2 %
Upper Transition	1	0.2 %
Party Galaxy	1	0.2 %
Platt	1	0.2 %
Target	1	0.2 %
Construction site	1	0.2 %
faye davis	1	0.2 %



**Q4-1. Name of work place:**

<u>Q4-1. Name of work place</u>	<u>Number</u>	<u>Percent</u>
Schloteskys	1	0.2 %
Taco Bell	1	0.2 %
toys r us	1	0.2 %
Old Navy	1	0.2 %
Metro downtown Library	1	0.2 %
JC Penney	1	0.2 %
T and T Concession	1	0.2 %
Fedex	1	0.2 %
Higher Grounds Bakery	1	0.2 %
Penn Church	1	0.2 %
Starkland & Kids too	1	0.2 %
Billy Sims	1	0.2 %
Oklahoma Health Center	1	0.2 %
Chick-Fil-A	1	0.2 %
Whataburger	1	0.2 %
Bob Mills	1	0.2 %
Taco Bueno	1	0.2 %
Putnam City High	1	0.2 %
Shopping Center	1	0.2 %
PHS office	1	0.2 %
Classen SAS	1	0.2 %
Batliner Recycling	1	0.2 %
Platinum Traders	1	0.2 %
Bravo	1	0.2 %
Metro Tech	1	0.2 %
Job hunting	1	0.2 %
Mommy and I Day Care	1	0.2 %
Aspen Bldg Services	1	0.2 %
5 Guys Burgers	1	0.2 %
Quincy	1	0.2 %
Cowboy Hall of Fame	1	0.2 %
Curbside Chronicle	1	0.2 %
Day Shelter	1	0.2 %
Linwood Early Learning Center	1	0.2 %
Belli vici	1	0.2 %
Baptist Deaconess Hospital	1	0.2 %
Bricktown Ballpark	1	0.2 %
Inked Mom's	1	0.2 %
Saints Pub	1	0.2 %
USA Car Wash	1	0.2 %
IHOP	1	0.2 %
OCHO	1	0.2 %
Flint Restaurant	1	0.2 %
Hideaway	1	0.2 %
Dollar General	1	0.2 %
Christian Service Center	1	0.2 %
Pace staffing	1	0.2 %
self	1	0.2 %
Atlas	1	0.2 %
Home depot	1	0.2 %
northwest classen	1	0.2 %
Red Rock	1	0.2 %

**Q4-1. Name of work place:**

<u>Q4-1. Name of work place</u>	<u>Number</u>	<u>Percent</u>
sparkle car wash	1	0.2 %
Terracom	1	0.2 %
Landmark Tower	1	0.2 %
AARP	1	0.2 %
Southeast	1	0.2 %
Astec	1	0.2 %
TAI CUISINE	1	0.2 %
Big Lots	1	0.2 %
EEI	1	0.2 %
Windsor Hills	1	0.2 %
KFC	1	0.2 %
Wright	1	0.2 %
Normen	1	0.2 %
Temp Service	1	0.2 %
T & W Tire	1	0.2 %
kidzone Childcare	1	0.2 %
SALVATION ARMY	1	0.2 %
Penn & Memorial DQ	1	0.2 %
Clearwater	1	0.2 %
ROBERT T BROWN	1	0.2 %
Ok Agr	1	0.2 %
OKC Zoo	1	0.2 %
Pratt industry	1	0.2 %
Johnnies Charcal	1	0.2 %
RSC	1	0.2 %
Downtown	1	0.2 %
HEART & HAND THRIFT CTR	1	0.2 %
Northwest	1	0.2 %
Mayfield	1	0.2 %
Penn mall	1	0.2 %
Dunkin Donuts	1	0.2 %
Trina's Learning	1	0.2 %
public school	1	0.2 %
WATERFORD HOTEL	1	0.2 %
OHS	1	0.2 %
Church's	1	0.2 %
Subway	1	0.2 %
state capitol	1	0.2 %
Collision Clinic	1	0.2 %
Lubys	1	0.2 %
Connors Bldg	1	0.2 %
Cattlemen's	1	0.2 %
City Rescue	1	0.2 %
OKC Housing	1	0.2 %
Hideaway Pizza	1	0.2 %
Knights Inn	1	0.2 %
Handyman	1	0.2 %
Quail Springs Mall	1	0.2 %
Work or Campus	1	0.2 %
Oak Grove	1	0.2 %
SW Meridan	1	0.2 %
Loveless Orthapedics	1	0.2 %

**Q4-1. Name of work place:**

Q4-1. Name of work place	Number	Percent
Housing Authority	1	0.2 %
Buy For Less	1	0.2 %
Pizza 23	1	0.2 %
Farmer's Insurance	1	0.2 %
PENN	1	0.2 %
heronville elementary	1	0.2 %
OMRF	1	0.2 %
seeworth	1	0.2 %
HERTZ RESERVATION CTR	1	0.2 %
Red Carpet	1	0.2 %
Granger	1	0.2 %
Francis Tuttle	1	0.2 %
Waco rent it	1	0.2 %
looking	1	0.2 %
southwest community hospital	1	0.2 %
Residence Inn	1	0.2 %
Harvard Maintenance	1	0.2 %
SELF-EMPLOYED	1	0.2 %
Atlink	1	0.2 %
St Anthony Hospital	1	0.2 %
MT	1	0.2 %
Residence inn	1	0.2 %
Forest Park	1	0.2 %
Arena	1	0.2 %
HILTON GARDEN	1	0.2 %
COURTYARD HOTEL DOWNTOWN	1	0.2 %
PHONE TRIP	1	0.2 %
grace living ctr	1	0.2 %
CENTRAL LIQUOR	1	0.2 %
golden corral	1	0.2 %
DOLLAR TREE	1	0.2 %
Action Wholesale	1	0.2 %
BWW	1	0.2 %
Home Health	1	0.2 %
Jefferson Middle School	1	0.2 %
St. James	1	0.2 %
GREEN ACRES	1	0.2 %
The Metropolitan	1	0.2 %
Drake	1	0.2 %
Letica	1	0.2 %
OK Humane	1	0.2 %
Boulevard Cafe	1	0.2 %
Eco Tech	1	0.2 %
Irma's & Hideaway	1	0.2 %
Head Start	1	0.2 %
SCHLOTZSKYS	1	0.2 %
BUICK CAR	1	0.2 %
Remington	1	0.2 %
zoo	1	0.2 %
PETRO	1	0.2 %
Dell	1	0.2 %
RONDO VILLAGE	1	0.2 %

**Q4-1. Name of work place:**

<u>Q4-1. Name of work place</u>	<u>Number</u>	<u>Percent</u>
Millwood	1	0.2 %
Courtyard Marriott	1	0.2 %
Nottingham	1	0.2 %
Total	437	100.0 %

**Q5. How did you pay your fare today?**

<u>Q5. How did you pay your fare today</u>	<u>Number</u>	<u>Percent</u>
Day pass	334	30.3 %
Value card	19	1.7 %
7 day pass	127	11.5 %
30 day pass	270	24.5 %
Cash/coin	270	24.5 %
Reduced fare cash	30	2.7 %
Reduced fare pass	54	4.9 %
Total	1104	100.0 %

**Q6. How did you get from your home to the nearest bus stop?**

Q6. How did you get from your home to the nearest bus stop	Number	Percent
Walk	1000	90.6 %
Bicycle	35	3.2 %
Wheelchair/scooter	3	0.3 %
Dropped off (car, uber, taxi, lyft)	53	4.8 %
Drove alone	4	0.4 %
Drove with others	9	0.8 %
Total	1104	100.0 %

**Q6-1. (If Walked) How many minutes did you walk?**

<u>Q6-1. How many minutes did you walk</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	326	52.5 %
6-10 minutes	152	24.5 %
11-20 minutes	113	18.2 %
21-30 minutes	22	3.5 %
31+ minutes	8	1.3 %
Total	621	100.0 %

**Q6-2. (If biked) How many minutes did you bike?**

<u>Q6-2. How many minutes did you bike</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	12	57.1 %
6-10 minutes	4	19.0 %
11-20 minutes	2	9.5 %
21-30 minutes	1	4.8 %
31+ minutes	2	9.5 %
Total	21	100.0 %



**Q7. For your trip you are currently on, how many transfers will you make to reach your destination?**

Q7. How many transfers will you make to reach your destination	Number	Percent
None	348	31.5 %
One	258	23.4 %
Two	342	31.0 %
Three or more	156	14.1 %
Total	1104	100.0 %

**Q8. Does your primary boarding stop have any of the following facilities?**

Q8. Does your primary boarding stop have any of the following facilities	Number	Percent
Shelters	221	20.0 %
Sidewalks	450	40.8 %
Benches	732	66.3 %
All three above	113	10.2 %
Total	1516	

**Q9. Please rate each of the following items:**

(N=1104)

	Excellent	Good	Fair	Below Average	Poor
Q9-1. Buses arriving on time	26.1%	38.1%	24.9%	7.4%	3.6%
Q9-2. Frequency of service	26.6%	42.2%	22.2%	6.3%	2.8%
Q9-3. Courtesy of drivers	37.5%	34.7%	20.4%	4.6%	2.8%
Q9-4. Helpfulness of transit center staff	36.9%	38.7%	18.2%	4.2%	2.0%
Q9-5. Helpfulness of 235-Ride staff	35.6%	39.8%	18.9%	3.9%	1.8%
Q9-6. Cleanliness of buses	23.9%	39.4%	26.6%	6.6%	3.5%
Q9-7. Cleanliness of transit center	30.0%	42.5%	20.3%	5.3%	2.0%
Q9-8. Ease of getting service information	32.3%	42.0%	20.0%	4.2%	1.5%
Q9-9. Ease of locating a bus stop	31.4%	38.7%	23.1%	4.9%	2.0%
Q9-10. Ease of paying your fare	33.9%	44.1%	16.8%	3.6%	1.6%
Q9-11. Safe operation of bus	34.7%	44.4%	15.9%	3.4%	1.6%
Q9-12. Safety at transit center	29.2%	42.7%	19.9%	5.9%	2.3%
Q9-13. Safety while waiting at a bus stop	26.3%	42.2%	23.2%	5.7%	2.6%
Q9-14. Information at the bus stop	24.2%	34.6%	23.2%	10.0%	8.0%
Q9-15. Overall, how do you rate EMBARK	29.7%	41.7%	21.7%	5.3%	1.7%

**Q10. How do you currently access the internet?**

<u>Q10. How do you currently access the internet</u>	<u>Number</u>	<u>Percent</u>
Phone	719	65.1 %
Tablet: iPad or Galaxy	86	7.8 %
Computer	326	29.5 %
No access	199	18.0 %
Other	28	2.5 %
Total	1358	

**Q10. Other**

<u>Q10. Other</u>	<u>Number</u>	<u>Percent</u>
Library	11	52.4 %
XBox	5	23.8 %
Playstation4	2	9.5 %
Call bus station	1	4.8 %
Schuldes	1	4.8 %
people	1	4.8 %
Total	21	100.0 %

**Q11. Have you used any of the trip planning tools below?**

<u>Q11. Have you used any trip planning tools</u>	<u>Number</u>	<u>Percent</u>
Text alerts	62	5.6 %
235-RIDE	626	56.7 %
Online planner	65	5.9 %
EMBARK connect app	129	11.7 %
<u>embarkok.com</u>	<u>268</u>	<u>24.3 %</u>
Total	1150	

**Q12. What one improvement would you like to see in transit service here in the area?**

<u>Q12. One improvement in transit service</u>	<u>Number</u>	<u>Percent</u>
More routes to more places	305	27.6 %
More shelters at stops	210	19.0 %
Later service on Saturdays	134	12.1 %
More buses running until midnight on weekends	219	19.8 %
Add Sunday service	126	11.4 %
More frequent service on Saturday	72	6.5 %
<u>More frequent service on weekdays</u>	<u>38</u>	<u>3.4 %</u>
Total	1104	100.0 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Del City	7	4.5 %
Bethany	5	3.2 %
Moore	5	3.2 %
everywhere	5	3.2 %
NW OKC	5	3.2 %
NW Expressway	4	2.6 %
Midwest City	4	2.6 %
2	4	2.6 %
all over	3	1.9 %
Northeast	3	1.9 %
SOCIAL SECURITY OFFICE	2	1.3 %
Everywhere	2	1.3 %
Northwest	2	1.3 %
west okc	2	1.3 %
Britton and May	2	1.3 %
Hobby Lobby	2	1.3 %
Spencer	2	1.3 %
rt 15 weekends	1	0.6 %
east side	1	0.6 %
Walmart	1	0.6 %
east and west	1	0.6 %
Edmond	1	0.6 %
late night SE 59th	1	0.6 %
24 hour service	1	0.6 %
North	1	0.6 %
Penn/Classen	1	0.6 %
more east	1	0.6 %
14	1	0.6 %
Sunday	1	0.6 %
Closer to St. Ann Retirement (Rockwell/Britton).	1	0.6 %
Britton Rd	1	0.6 %
to village/mall	1	0.6 %
N May and Britton	1	0.6 %
Farther Northwest	1	0.6 %
Past NW 63rd	1	0.6 %
Expressway	1	0.6 %
Millwood School	1	0.6 %
Ware Acres,Bethany	1	0.6 %
Further toward Yukon	1	0.6 %
Hobby Lobby 44th Rockwell	1	0.6 %
Council	1	0.6 %
Home & work & church	1	0.6 %
Coltrane	1	0.6 %
Bench Drive outside Archway inbound.	1	0.6 %
NW and E	1	0.6 %
23rd and Rockwell	1	0.6 %
All routes til midnight.	1	0.6 %
Expand	1	0.6 %
Yukon	1	0.6 %
Tulsa, Shawnee, Guthrie, Mustang	1	0.6 %
Edmond, Midwest City, Bethany, Expressway	1	0.6 %
18 on weekends	1	0.6 %



**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Bethany, NW and 24 hour service	1	0.6 %
122nd and May	1	0.6 %
May	1	0.6 %
All	1	0.6 %
further west	1	0.6 %
SE 33rd and Bryant (Del City)	1	0.6 %
Tulsa	1	0.6 %
Further north	1	0.6 %
Further Council Expressway	1	0.6 %
23rd & rockwell	1	0.6 %
Bratton & mcArthur	1	0.6 %
Council and Nw Ext	1	0.6 %
Rockwell	1	0.6 %
23rd & Council	1	0.6 %
n Council	1	0.6 %
36th	1	0.6 %
ROCKWELL & 122ND	1	0.6 %
Macarthur Apts	1	0.6 %
South side	1	0.6 %
Bethany, Norman	1	0.6 %
route 15	1	0.6 %
MWC	1	0.6 %
Target on Western	1	0.6 %
whole city	1	0.6 %
203	1	0.6 %
Moore, OKC	1	0.6 %
S E 59TH	1	0.6 %
18-10 two way	1	0.6 %
MWC, W OKC	1	0.6 %
Fuller North West	1	0.6 %
Midwest City, Del City	1	0.6 %
Norman	1	0.6 %
OSU	1	0.6 %
Farther north into Edmond, North OKC	1	0.6 %
#15 Have more frequent buses	1	0.6 %
More for North routes	1	0.6 %
Northwest Lbring	1	0.6 %
along S.W. Campus to my house	1	0.6 %
75th W. Memorial Road	1	0.6 %
59TH & 44TH SOUTH CROSSTOWN	1	0.6 %
ballpark	1	0.6 %
Rene, Portland	1	0.6 %
sat.-norman	1	0.6 %
15	1	0.6 %
down 29th	1	0.6 %
along 36th st	1	0.6 %
NW Hwy & Rockwell	1	0.6 %
toward south	1	0.6 %
SE 57TH ST	1	0.6 %
Tulsa, Shawnee	1	0.6 %
SW OKC & MWC	1	0.6 %
43 AND PENN	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
PENN & SW 134	1	0.6 %
NW 122 AND MAY	1	0.6 %
Sunnylane & Sooner	1	0.6 %
Walmart, Belle Isle	1	0.6 %
COUNCIL RD	1	0.6 %
Bricktown	1	0.6 %
OPEN LATER	1	0.6 %
Douglass	1	0.6 %
Northwest library	1	0.6 %
<u>NW EXPRESSWAY &amp; COUNCIL</u>	<u>1</u>	<u>0.6 %</u>
Total	156	100.0 %

**Q13. What is the primary reason you use transit?**

<u>Q13. Primary reason you use transit</u>	<u>Number</u>	<u>Percent</u>
Cannot drive	258	23.4 %
No car available	677	61.3 %
Save money	105	9.5 %
Avoid driving/traffic	33	3.0 %
Avoid parking	13	1.2 %
Environment	18	1.6 %
Total	1104	100.0 %

**Q14. Do you speak a language other than English at home?**

Q14. Do you speak a language other than English at home	Number	Percent
No	937	84.9 %
Yes	135	12.2 %
Not provided	32	2.9 %
Total	1104	100.0 %

**Q14. Do you speak a language other than English at home? (without "not provided")**

Q14. Do you speak a language other than English at home	Number	Percent
No	937	87.4 %
Yes	135	12.6 %
Total	1072	100.0 %

**Q14-2. (If YES) Which language?**

<u>Q14-2. Which language</u>	<u>Number</u>	<u>Percent</u>
Spanish	66	61.7 %
French	6	5.6 %
bilingual	4	3.7 %
Swahili	3	2.8 %
ENGLISH	3	2.8 %
Russian	3	2.8 %
Kiowa	3	2.8 %
German	3	2.8 %
Yoruba	2	1.9 %
Dutch	1	0.9 %
Sign	1	0.9 %
Greek	1	0.9 %
Hispanic	1	0.9 %
Hebrew	1	0.9 %
African	1	0.9 %
Japanese	1	0.9 %
Moscoga	1	0.9 %
Indian	1	0.9 %
Cheyenne & Arapahoe	1	0.9 %
Romanian	1	0.9 %
Muscogee	1	0.9 %
ARABIC SPANISH	1	0.9 %
<u>Native American</u>	<u>1</u>	<u>0.9 %</u>
Total	107	100.0 %

**Q15. Do you have a current driver's license?**

<u>Q15. Do you have a current driver's license</u>	<u>Number</u>	<u>Percent</u>
No	638	57.8 %
Yes	446	40.4 %
Not provided	20	1.8 %
Total	1104	100.0 %

**Q15. Do you have a current driver's license? (without "not provided")**

<u>Q15. Do you have a current driver's license</u>	<u>Number</u>	<u>Percent</u>
No	638	58.9 %
Yes	446	41.1 %
Total	1084	100.0 %



**Q16. How many working vehicles are in your household?**

<u>Q16. How many working vehicles are in your household</u>	<u>Number</u>	<u>Percent</u>
None	758	68.7 %
One	202	18.3 %
Two	76	6.9 %
Three	39	3.5 %
Four	5	0.5 %
Five or more	9	0.8 %
<u>Not provided</u>	<u>15</u>	<u>1.4 %</u>
Total	1104	100.0 %

**Q16. How many working vehicles are in your household? (without "not provided")**

<u>Q16. How many working vehicles are in your household</u>	<u>Number</u>	<u>Percent</u>
None	758	69.6 %
One	202	18.5 %
Two	76	7.0 %
Three	39	3.6 %
Four	5	0.5 %
Five or more	9	0.8 %
Total	1089	100.0 %

**Q17. Including yourself, how many people live in your home?**

<u>Q17. How many people live in your home</u>	<u>Number</u>	<u>Percent</u>
One	385	34.9 %
Two	289	26.2 %
Three	174	15.8 %
Four	103	9.3 %
Five	49	4.4 %
Six or more	77	7.0 %
<u>Not provided</u>	<u>27</u>	<u>2.4 %</u>
Total	1104	100.0 %

**Q17. Including yourself, how many people live in your home? (without "not provided")**

<u>Q17. How many people live in your home</u>	<u>Number</u>	<u>Percent</u>
One	385	35.7 %
Two	289	26.8 %
Three	174	16.2 %
Four	103	9.6 %
Five	49	4.5 %
Six or more	77	7.1 %
Total	1077	100.0 %

**Q18. What year were you born in?**

<u>Q18. What year were you born in</u>	<u>Number</u>	<u>Percent</u>
1980	34	3.2 %
1977	34	3.2 %
1981	29	2.7 %
1985	29	2.7 %
1957	27	2.5 %
1990	26	2.4 %
1984	26	2.4 %
1961	26	2.4 %
1970	25	2.3 %
1992	25	2.3 %
1959	25	2.3 %
1986	25	2.3 %
1967	25	2.3 %
1987	24	2.3 %
1960	24	2.3 %
1989	24	2.3 %
1971	23	2.2 %
1982	23	2.2 %
1962	22	2.1 %
1983	22	2.1 %
1974	22	2.1 %
1964	22	2.1 %
1956	22	2.1 %
1975	21	2.0 %
1991	21	2.0 %
1969	20	1.9 %
1968	20	1.9 %
1965	20	1.9 %
1988	20	1.9 %
1972	19	1.8 %
1955	19	1.8 %
1973	18	1.7 %
1963	18	1.7 %
1958	18	1.7 %
1978	18	1.7 %
1953	17	1.6 %
1976	16	1.5 %
1966	16	1.5 %
1979	16	1.5 %
1954	14	1.3 %
1996	14	1.3 %
1993	14	1.3 %
1995	14	1.3 %
1994	13	1.2 %
1952	12	1.1 %
1997	12	1.1 %
1998	8	0.8 %
1949	8	0.8 %
1947	8	0.8 %
1951	8	0.8 %
1950	7	0.7 %
1999	7	0.7 %

**Q18. What year were you born in?**

<u>Q18. What year were you born in</u>	<u>Number</u>	<u>Percent</u>
2001	7	0.7 %
1942	7	0.7 %
1941	5	0.5 %
2000	5	0.5 %
1946	4	0.4 %
1943	4	0.4 %
1948	3	0.3 %
1944	2	0.2 %
1945	2	0.2 %
1939	2	0.2 %
1935	1	0.1 %
1936	1	0.1 %
1937	1	0.1 %
Total	1064	100.0 %

**Q19. Are you a registered voter?**

<u>Q19. Are you a registered voter</u>	<u>Number</u>	<u>Percent</u>
No	406	36.8 %
Yes	672	60.9 %
Not provided	26	2.4 %
Total	1104	100.0 %

**Q19. Are you a registered voter? (without "not provided")**

<u>Q19. Are you a registered voter</u>	<u>Number</u>	<u>Percent</u>
No	406	37.7 %
Yes	672	62.3 %
Total	1078	100.0 %



**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
73106	117	11.1 %
73111	81	7.7 %
73127	76	7.2 %
73107	63	6.0 %
73108	63	6.0 %
73119	57	5.4 %
73112	56	5.3 %
73109	45	4.3 %
73129	41	3.9 %
73114	37	3.5 %
73159	27	2.6 %
73120	27	2.6 %
73110	26	2.5 %
73135	26	2.5 %
73117	22	2.1 %
73102	20	1.9 %
73105	19	1.8 %
73118	18	1.7 %
73104	17	1.6 %
73103	16	1.5 %
73132	16	1.5 %
73139	16	1.5 %
73084	15	1.4 %
73115	12	1.1 %
73008	12	1.1 %
73141	6	0.6 %
73130	6	0.6 %
73162	5	0.5 %
73160	5	0.5 %
73189	4	0.4 %
73128	4	0.4 %
73122	4	0.4 %
73121	4	0.4 %
73170	4	0.4 %
74801	3	0.3 %
73521	3	0.3 %
73149	3	0.3 %
73101	2	0.2 %
73182	2	0.2 %
74127	2	0.2 %
78558	2	0.2 %
75109	2	0.2 %
73113	2	0.2 %
73116	2	0.2 %
73098	2	0.2 %
76102	2	0.2 %
78553	1	0.1 %
73145	1	0.1 %
78543	1	0.1 %
74023	1	0.1 %
73507	1	0.1 %
73801	1	0.1 %

**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
73505	1	0.1 %
73126	1	0.1 %
79049	1	0.1 %
73772	1	0.1 %
74056	1	0.1 %
74401	1	0.1 %
73018	1	0.1 %
73501	1	0.1 %
73310	1	0.1 %
73136	1	0.1 %
73034	1	0.1 %
73017	1	0.1 %
73511	1	0.1 %
73166	1	0.1 %
76055	1	0.1 %
75217	1	0.1 %
73036	1	0.1 %
73217	1	0.1 %
73071	1	0.1 %
73173	1	0.1 %
73124	1	0.1 %
74884	1	0.1 %
75084	1	0.1 %
32327	1	0.1 %
74058	1	0.1 %
73044	1	0.1 %
73100	1	0.1 %
53208	1	0.1 %
93102	1	0.1 %
73402	1	0.1 %
73153	1	0.1 %
73012	1	0.1 %
73179	1	0.1 %
73199	1	0.1 %
74105	1	0.1 %
73184	1	0.1 %
73701	1	0.1 %
73688	1	0.1 %
73206	1	0.1 %
79003	1	0.1 %
73134	1	0.1 %
74107	1	0.1 %
76106	1	0.1 %
78002	1	0.1 %
73164	1	0.1 %
73041	1	0.1 %
73020	1	0.1 %
73171	1	0.1 %
73049	1	0.1 %
73009	1	0.1 %
Total	1050	100.0 %

**Q21. Your gender:**

<u>Q21. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	644	58.3 %
Female	458	41.5 %
Not provided	2	0.2 %
Total	1104	100.0 %

**Q21. Your gender: (without "not provided")**

<u>Q21. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	644	58.4 %
Female	458	41.6 %
Total	1102	100.0 %

**Q22. Do you consider yourself:**

<u>Q22. Your race</u>	<u>Number</u>	<u>Percent</u>
White/Caucasian	382	34.6 %
Black/African American	514	46.6 %
Hispanic	92	8.3 %
Asian	12	1.1 %
Native American	153	13.9 %
Other	16	1.4 %
Total	1169	

**Q22. Other**

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
Bi-racial	6	66.7 %
American	1	11.1 %
Alaska	1	11.1 %
Human	1	11.1 %
Total	9	100.0 %

**Q23. Are you:**

<u>Q23. Your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	354	32.1 %
Employed part time	235	21.3 %
Looking for work	202	18.3 %
Student/K-12	30	2.7 %
Tech/College	70	6.3 %
Homemaker	36	3.3 %
Retired	121	11.0 %
Other	124	11.2 %
Total	1172	

**Q23. Other**

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
Disabled	61	67.8 %
SSI	8	8.9 %
self-employed	4	4.4 %
Social Security	3	3.3 %
student	1	1.1 %
volunteer	1	1.1 %
seasonal	1	1.1 %
ON CALL WORK	1	1.1 %
SSI IS PENDING	1	1.1 %
school for GED at OIC	1	1.1 %
stay at home mom	1	1.1 %
unemployed	1	1.1 %
d-ssi	1	1.1 %
OWN BUSINESS	1	1.1 %
caregiver	1	1.1 %
Temp	1	1.1 %
CONTRACTOR	1	1.1 %
HOMELESS	1	1.1 %
Total	90	100.0 %



**Q24. What was your annual household income in 2014?**

<u>Q24. Your annual household income in 2015</u>	<u>Number</u>	<u>Percent</u>
Less than \$10K	430	38.9 %
\$10K-\$19,999	262	23.7 %
\$20K-\$29,999	101	9.1 %
\$30K-\$39,999	30	2.7 %
\$40K-\$49,999	24	2.2 %
\$50K+	25	2.3 %
Don't know	232	21.0 %
Total	1104	100.0 %

**Q24. What was your annual household income in 2014? (without "don't know")**

<u>Q24. Your annual household income in 2015</u>	<u>Number</u>	<u>Percent</u>
Less than \$10K	430	49.3 %
\$10K-\$19,999	262	30.0 %
\$20K-\$29,999	101	11.6 %
\$30K-\$39,999	30	3.4 %
\$40K-\$49,999	24	2.8 %
\$50K+	25	2.9 %
Total	872	100.0 %

**Q25. What is the highest level of education that you've completed?**

<u>Q25. Highest level of education completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	143	13.0 %
High school graduate	526	47.6 %
Some college	302	27.4 %
College graduate	95	8.6 %
Graduate degree or higher	62	5.6 %
Total	1128	

**Q26. Are you a person with a disability?**

<u>Q26. Are you with a disability</u>	<u>Number</u>	<u>Percent</u>
No	692	62.7 %
Yes	371	33.6 %
Not provided	41	3.7 %
Total	1104	100.0 %

**Q26. Are you a person with a disability? (without "not provided")**

<u>Q26. Are you with a disability</u>	<u>Number</u>	<u>Percent</u>
No	692	65.1 %
Yes	371	34.9 %
Total	1063	100.0 %

## CHAPTER 6: CROSS-TABULAR DATA (WEEKDAY V. WEEKEND)

Cross-tabular data analyzing weekday versus weekend responses can be found on the following pages.

<u>Day of Week</u>	<u>Number</u>	<u>Percent</u>
Weekday	1104	87.8 %
Weekend	154	12.2 %
Total	1258	100.0 %

**Q2. How often do you usually ride this route?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q2. How often do you usually ride this route**

5+ days per week	52.4%	51.9%	52.3%
3-4 days per week	22.3%	18.2%	21.8%
1 or 2 days per week	12.0%	10.4%	11.8%
1-3 days a month	7.0%	13.0%	7.7%
Less than once a month	6.3%	6.5%	6.4%



**Q3. How long have you been riding transit in the OKC area?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q3. How long have you been riding transit in the OKC area**

6 months or less	23.1%	20.8%	22.8%
6 months to a year	14.6%	12.3%	14.3%
1-2 years	16.7%	15.6%	16.5%
More than 2 years	45.7%	51.3%	46.3%

**Q4. What was the main purpose of your trip today?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q4. What was the main purpose of your trip today**

Work	38.8%	35.1%	38.3%
School (K-12)	4.3%	1.9%	4.1%
School (Tech, College, University)	4.1%	1.9%	3.8%
Shopping/Errands	17.9%	36.4%	20.2%
Entertainment/Social	5.5%	6.5%	5.6%
Social Service	4.3%	3.2%	4.2%
Medical	10.1%	4.5%	9.5%
Other	14.9%	10.4%	14.3%

**Q5. How did you pay your fare today?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q5. How did you pay your fare today**

Day pass	30.3%	34.4%	30.8%
Value card	1.7%	0.6%	1.6%
7 day pass	11.5%	12.3%	11.6%
30 day pass	24.5%	23.4%	24.3%
Cash/coin	24.5%	22.1%	24.2%
Reduced fare cash	2.7%	1.9%	2.6%
Reduced fare pass	4.9%	5.2%	4.9%

**Q6. How did you get from your home to the nearest bus stop?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q6. How did you get from your home to the nearest bus stop**

Walk	90.6%	91.6%	90.7%
Bicycle	3.2%	3.2%	3.2%
Wheelchair/scooter	0.3%	0.6%	0.3%
Dropped off (car, uber, taxi, lyft)	4.8%	2.6%	4.5%
Drove alone	0.4%	0.6%	0.4%
Drove with others	0.8%	1.3%	0.9%

**Q6-1. (If Walked) How many minutes did you walk?**

<u>Q6-1. How many minutes did you walk</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	381	53.0 %
6-10 minutes	167	23.2 %
11-20 minutes	132	18.4 %
21-30 minutes	29	4.0 %
31+ minutes	10	1.4 %
Total	719	100.0 %

**Q6-2. (If biked) How many minutes did you bike?**

<u>Q6-2. How many minutes did you bike</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	13	54.2 %
6-10 minutes	4	16.7 %
11-20 minutes	3	12.5 %
21-30 minutes	1	4.2 %
31+ minutes	3	12.5 %
Total	24	100.0 %

**Q7. For your trip you are currently on, how many transfers will you make to reach your destination?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q7. How many transfers will you make to reach your destination**

None	31.5%	43.5%	33.0%
One	23.4%	20.8%	23.1%
Two	31.0%	25.3%	30.3%
Three or more	14.1%	10.4%	13.7%

**Q8. Does your primary boarding stop have any of the following facilities?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q8. Does your primary boarding stop have any of the following facilities**

Shelters	20.0%	23.4%	20.4%
Sidewalks	40.8%	43.5%	41.1%
Benches	66.3%	64.9%	66.1%
All three above	10.2%	16.2%	11.0%



**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-1. Buses arriving on time</u>			
Excellent	26.1%	23.8%	25.8%
Good	38.1%	42.2%	38.6%
Fair	24.9%	21.8%	24.5%
Below Average	7.4%	7.5%	7.4%
Poor	3.6%	4.8%	3.7%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q9-2. Frequency of service**

Excellent	26.6%	20.7%	25.9%
Good	42.2%	42.1%	42.1%
Fair	22.2%	23.4%	22.3%
Below Average	6.3%	9.0%	6.6%
Poor	2.8%	4.8%	3.0%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-3. Courtesy of drivers</u>			
Excellent	37.5%	35.6%	37.3%
Good	34.7%	30.9%	34.2%
Fair	20.4%	24.2%	20.9%
Below Average	4.6%	8.1%	5.0%
Poor	2.8%	1.3%	2.6%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q9-4. Helpfulness of transit center staff**

Excellent	36.9%	39.9%	37.2%
Good	38.7%	34.5%	38.2%
Fair	18.2%	16.9%	18.1%
Below Average	4.2%	6.1%	4.4%
Poor	2.0%	2.7%	2.1%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q9-5. Helpfulness of 235-Ride staff**

Excellent	35.6%	36.1%	35.7%
Good	39.8%	34.7%	39.2%
Fair	18.9%	20.1%	19.0%
Below Average	3.9%	4.9%	4.0%
Poor	1.8%	4.2%	2.1%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-6. Cleanliness of buses</u>			
Excellent	23.9%	19.5%	23.3%
Good	39.4%	40.3%	39.5%
Fair	26.6%	30.2%	27.0%
Below Average	6.6%	6.0%	6.5%
Poor	3.5%	4.0%	3.6%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-7. Cleanliness of transit center</u>			
Excellent	30.0%	32.2%	30.2%
Good	42.5%	42.3%	42.5%
Fair	20.3%	22.1%	20.5%
Below Average	5.3%	2.0%	4.9%
Poor	2.0%	1.3%	1.9%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-8. Ease of getting service information</u>			
Excellent	32.3%	35.4%	32.7%
Good	42.0%	39.5%	41.7%
Fair	20.0%	17.7%	19.7%
Below Average	4.2%	4.8%	4.3%
Poor	1.5%	2.7%	1.7%



**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<b><u>Q9-9. Ease of locating a bus stop</u></b>			
Excellent	31.4%	27.5%	30.9%
Good	38.7%	45.6%	39.5%
Fair	23.1%	20.8%	22.8%
Below Average	4.9%	4.0%	4.8%
Poor	2.0%	2.0%	2.0%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-10. Ease of paying your fare</u>			
Excellent	33.9%	37.8%	34.3%
Good	44.1%	34.5%	42.9%
Fair	16.8%	21.6%	17.4%
Below Average	3.6%	4.1%	3.7%
Poor	1.6%	2.0%	1.6%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-11. Safe operation of bus</u>			
Excellent	34.7%	32.2%	34.4%
Good	44.4%	38.9%	43.7%
Fair	15.9%	23.5%	16.8%
Below Average	3.4%	4.7%	3.6%
Poor	1.6%	0.7%	1.5%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-12. Safety at transit center</u>			
Excellent	29.2%	31.5%	29.5%
Good	42.7%	34.9%	41.7%
Fair	19.9%	26.8%	20.8%
Below Average	5.9%	4.0%	5.7%
Poor	2.3%	2.7%	2.4%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q9-13. Safety while waiting at a bus stop</u>			
Excellent	26.3%	24.5%	26.1%
Good	42.2%	33.3%	41.1%
Fair	23.2%	31.3%	24.2%
Below Average	5.7%	7.5%	5.9%
Poor	2.6%	3.4%	2.7%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q9-14. Information at the bus stop**

Excellent	24.2%	19.6%	23.7%
Good	34.6%	31.1%	34.2%
Fair	23.2%	28.4%	23.8%
Below Average	10.0%	9.5%	9.9%
Poor	8.0%	11.5%	8.4%

**Q9. Please rate each of the following items:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q9-15. Overall, how do you rate EMBARK**

Excellent	29.7%	26.2%	29.3%
Good	41.7%	44.3%	42.0%
Fair	21.7%	18.8%	21.3%
Below Average	5.3%	7.4%	5.5%
Poor	1.7%	3.4%	1.9%

**Q10. How do you currently access the internet?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q10. How do you currently access the internet**

Phone	65.1%	64.9%	65.1%
Tablet: iPad or Galaxy	7.8%	5.8%	7.6%
Computer	29.5%	30.5%	29.7%
No access	18.0%	15.6%	17.7%
Other	2.5%	0.6%	2.3%



**Q10. Other**

<u>Q10. Other</u>	<u>Number</u>	<u>Percent</u>
Library	12	54.5 %
XBox	5	22.7 %
Playstation4	2	9.1 %
Call bus station	1	4.5 %
Schuldes	1	4.5 %
people	1	4.5 %
Total	22	100.0 %

**Q11. Have you used any of the trip planning tools below?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q11. Have you used any trip planning tools**

Text alerts	5.6%	5.2%	5.6%
235-RIDE	56.7%	56.5%	56.7%
Online planner	5.9%	10.4%	6.4%
EMBARK connect app	11.7%	16.9%	12.3%
embarkok.com	24.3%	27.9%	24.7%

**Q12. What one improvement would you like to see in transit service here in the area?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q12. One improvement in transit service**

More routes to more places	27.6%	26.0%	27.4%
More shelters at stops	19.0%	22.1%	19.4%
Later service on Saturdays	12.1%	16.2%	12.6%
More buses running until midnight on weekends	19.8%	14.9%	19.2%
Add Sunday service	11.4%	13.0%	11.6%
More frequent service on Saturday	6.5%	4.5%	6.3%

**Q12. What one improvement would you like to see in transit service here in the area?**

Day of Week		Total
Weekday	Weekend	

Q12. One improvement in transit service (Cont.)

More frequent service on weekdays	3.4%	3.2%	3.4%
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**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Del City	7	4.0 %
Moore	6	3.4 %
Bethany	5	2.8 %
NW Expressway	5	2.8 %
NW OKC	5	2.8 %
everywhere	5	2.8 %
Midwest City	4	2.3 %
2	4	2.3 %
all over	3	1.7 %
Everywhere	3	1.7 %
Northeast	3	1.7 %
Hobby Lobby	3	1.7 %
Edmond	3	1.7 %
Northwest	2	1.1 %
SOCIAL SECURITY OFFICE	2	1.1 %
Rockwell	2	1.1 %
Spencer	2	1.1 %
Britton and May	2	1.1 %
west okc	2	1.1 %
late night SE 59th	1	0.6 %
Britton Rd	1	0.6 %
whole city	1	0.6 %
Millwood School	1	0.6 %
n Council	1	0.6 %
North	1	0.6 %
24 hour service	1	0.6 %
more east	1	0.6 %
14	1	0.6 %
further west	1	0.6 %
east and west	1	0.6 %
Ware Acres,Bethany	1	0.6 %
Sunday	1	0.6 %
Target on Western	1	0.6 %
Farther Northwest	1	0.6 %
Past NW 63rd	1	0.6 %
Expressway	1	0.6 %
rt 15 weekends	1	0.6 %
23rd & Council	1	0.6 %
Walmart	1	0.6 %
Hobby Lobby 44th Rockwell	1	0.6 %
Council	1	0.6 %
Home & work & church	1	0.6 %
Coltrane	1	0.6 %
Bench Drive outside Archway inbound.	1	0.6 %
Closer to St. Ann Retirement (Rockwell/Britton).	1	0.6 %
23rd and Rockwell	1	0.6 %
All routes til midnight.	1	0.6 %
Expand	1	0.6 %
Yukon	1	0.6 %
Tulsa, Shawnee, Guthrie, Mustang	1	0.6 %
Edmond, Midwest City, Bethany, Expressway	1	0.6 %
18 on weekends	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Bethany, NW and 24 hour service	1	0.6 %
Penn/Classen	1	0.6 %
May	1	0.6 %
All	1	0.6 %
122nd and May	1	0.6 %
SE 33rd and Bryant (Del City)	1	0.6 %
Tulsa	1	0.6 %
Further north	1	0.6 %
Further Council Expressway	1	0.6 %
23rd & rockwell	1	0.6 %
Bratton & mcArthur	1	0.6 %
Council and Nw Ext	1	0.6 %
east side	1	0.6 %
Rene, Portland	1	0.6 %
to village/mall	1	0.6 %
36th	1	0.6 %
ROCKWELL & 122ND	1	0.6 %
Macarthur Apts	1	0.6 %
South side	1	0.6 %
Bethany, Norman	1	0.6 %
route 15	1	0.6 %
MWC	1	0.6 %
N May and Britton	1	0.6 %
Tulsa, Shawnee	1	0.6 %
203	1	0.6 %
Moore, OKC	1	0.6 %
S E 59TH	1	0.6 %
18-10 two way	1	0.6 %
MWC, W OKC	1	0.6 %
Fuller North West	1	0.6 %
Midwest City, Del City	1	0.6 %
Norman	1	0.6 %
OSU	1	0.6 %
Farther north into Edmond, North OKC	1	0.6 %
#15 Have more frequent buses	1	0.6 %
More for North routes	1	0.6 %
Northwest Lbring	1	0.6 %
along S.W. Campus to my house	1	0.6 %
75th W. Memorial Road	1	0.6 %
59TH & 44TH SOUTH CROSSTOWN	1	0.6 %
ballpark	1	0.6 %
NW and E	1	0.6 %
sat.-norman	1	0.6 %
15	1	0.6 %
down 29th	1	0.6 %
along 36th st	1	0.6 %
NW Hwy & Rockwell	1	0.6 %
toward south	1	0.6 %
SE 57TH ST	1	0.6 %
Further toward Yukon	1	0.6 %
SW OKC & MWC	1	0.6 %
43 AND PENN	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
PENN & SW 134	1	0.6 %
NW 122 AND MAY	1	0.6 %
Sunnylane & Sooner	1	0.6 %
Walmart, Belle Isle	1	0.6 %
COUNCIL RD	1	0.6 %
Bricktown	1	0.6 %
OPEN LATER	1	0.6 %
Douglass	1	0.6 %
Northwest library	1	0.6 %
NW EXPRESSWAY & COUNCIL	1	0.6 %
NE 10TH	1	0.6 %
south	1	0.6 %
1030406	1	0.6 %
Moore,Del City	1	0.6 %
MORE LATE BUSES	1	0.6 %
Moore, Yukon	1	0.6 %
CHOCTOW	1	0.6 %
24-7	1	0.6 %
23/5	1	0.6 %
Moore, Yukon, Bethany	1	0.6 %
Wiley Post	1	0.6 %
SOUTH & NORTH SIDE	1	0.6 %
<u>East side</u>	<u>1</u>	<u>0.6 %</u>
Total	176	100.0 %

**Q13. What is the primary reason you use transit?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q13. Primary reason you use transit**

Cannot drive	23.4%	24.0%	23.4%
No car available	61.3%	62.3%	61.4%
Save money	9.5%	9.1%	9.5%
Avoid driving/traffic	3.0%	1.3%	2.8%
Avoid parking	1.2%	0.0%	1.0%
Environment	1.6%	3.2%	1.8%



**Q14. Do you speak a language other than English at home?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q14. Do you speak a language other than English at home**

No	84.9%	82.5%	84.6%
Yes	12.2%	14.9%	12.6%
Not provided	2.9%	2.6%	2.9%

**Q14. Do you speak a language other than English at home? (without "not provided")**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q14. Do you speak a language other than English at home**

No	87.4%	84.7%	87.1%
Yes	12.6%	15.3%	12.9%

**Q14-2. (If YES) Which language?**

<u>Q14-2. Which language</u>	<u>Number</u>	<u>Percent</u>
Spanish	75	60.0 %
French	6	4.8 %
bilingual	6	4.8 %
German	4	3.2 %
Swahili	3	2.4 %
Kiowa	3	2.4 %
ENGLISH	3	2.4 %
Russian	3	2.4 %
Yoruba	2	1.6 %
Chinese	2	1.6 %
Indian	2	1.6 %
Hebrew	1	0.8 %
Muscogee	1	0.8 %
Moscoga	1	0.8 %
Sign	1	0.8 %
Japanese	1	0.8 %
African	1	0.8 %
Dutch	1	0.8 %
Greek	1	0.8 %
Romanian	1	0.8 %
Hispanic	1	0.8 %
ARABIC SPANISH	1	0.8 %
Native American	1	0.8 %
Native	1	0.8 %
Cheyenne & Arapahoe	1	0.8 %
ASL	1	0.8 %
Burmese	1	0.8 %
Total	125	100.0 %

**Q15. Do you have a current driver's license?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q15. Do you have a current driver's license**

No	57.8%	57.8%	57.8%
Yes	40.4%	41.6%	40.5%
Not provided	1.8%	0.6%	1.7%

**Q15. Do you have a current driver's license? (without "not provided")**

<u>Q15. Do you have a current driver's license</u>	<u>Number</u>	<u>Percent</u>
No	727	58.8 %
Yes	510	41.2 %
Total	1237	100.0 %

**Q16. How many working vehicles are in your household?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q16. How many working vehicles are in your household**

None	68.7%	71.4%	69.0%
One	18.3%	18.8%	18.4%
Two	6.9%	3.2%	6.4%
Three	3.5%	3.9%	3.6%
Four	0.5%	0.0%	0.4%
Five or more	0.8%	1.9%	1.0%
Not provided	1.4%	0.6%	1.3%

**Q16. How many working vehicles are in your household? (without "not provided")**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q16. How many working vehicles are in your household**

None	69.6%	71.9%	69.9%
One	18.5%	19.0%	18.6%
Two	7.0%	3.3%	6.5%
Three	3.6%	3.9%	3.6%
Four	0.5%	0.0%	0.4%
Five or more	0.8%	2.0%	1.0%

**Q17. Including yourself, how many people live in your home?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q17. How many people live in your home**

One	34.9%	33.1%	34.7%
Two	26.2%	29.2%	26.6%
Three	15.8%	9.7%	15.0%
Four	9.3%	11.7%	9.6%
Five	4.4%	9.1%	5.0%
Six or more	7.0%	5.2%	6.8%
Not provided	2.4%	1.9%	2.4%



**Q17. Including yourself, how many people live in your home? (without "not provided")**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q17. How many people live in your home**

One	35.7%	33.8%	35.5%
Two	26.8%	29.8%	27.2%
Three	16.2%	9.9%	15.4%
Four	9.6%	11.9%	9.9%
Five	4.5%	9.3%	5.1%
Six or more	7.1%	5.3%	6.9%

**Q18. What year were you born in?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.6%	12.4%	100.0%

**Q19. Are you a registered voter?**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q19. Are you a registered voter**

No	36.8%	39.0%	37.0%
Yes	60.9%	60.4%	60.8%
Not provided	2.4%	0.6%	2.1%

**Q19. Are you a registered voter? (without "not provided")**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q19. Are you a registered voter**

No	37.7%	39.2%	37.9%
Yes	62.3%	60.8%	62.1%

**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
73106	139	11.6 %
73111	100	8.4 %
73127	93	7.8 %
73108	71	5.9 %
73107	70	5.8 %
73112	61	5.1 %
73119	61	5.1 %
73109	52	4.3 %
73129	51	4.3 %
73114	38	3.2 %
73159	31	2.6 %
73120	29	2.4 %
73135	28	2.3 %
73117	27	2.3 %
73110	26	2.2 %
73139	25	2.1 %
73102	24	2.0 %
73105	22	1.8 %
73132	20	1.7 %
73118	19	1.6 %
73104	18	1.5 %
73103	17	1.4 %
73084	16	1.3 %
73115	12	1.0 %
73008	12	1.0 %
73130	7	0.6 %
73141	6	0.5 %
73160	5	0.4 %
73162	5	0.4 %
73128	5	0.4 %
73189	4	0.3 %
73170	4	0.3 %
74801	4	0.3 %
73122	4	0.3 %
73121	4	0.3 %
73113	3	0.3 %
73521	3	0.3 %
73149	3	0.3 %
73182	2	0.2 %
76102	2	0.2 %
75109	2	0.2 %
73098	2	0.2 %
74127	2	0.2 %
73116	2	0.2 %
78558	2	0.2 %
73101	2	0.2 %
73012	2	0.2 %
78553	1	0.1 %
79049	1	0.1 %
73136	1	0.1 %
73124	1	0.1 %
73801	1	0.1 %

**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
73126	1	0.1 %
73017	1	0.1 %
73145	1	0.1 %
73772	1	0.1 %
73036	1	0.1 %
73511	1	0.1 %
73018	1	0.1 %
74401	1	0.1 %
73310	1	0.1 %
78543	1	0.1 %
73034	1	0.1 %
32327	1	0.1 %
73071	1	0.1 %
73166	1	0.1 %
76055	1	0.1 %
75217	1	0.1 %
74107	1	0.1 %
73217	1	0.1 %
73507	1	0.1 %
73173	1	0.1 %
73501	1	0.1 %
74884	1	0.1 %
75084	1	0.1 %
74023	1	0.1 %
74058	1	0.1 %
73044	1	0.1 %
73100	1	0.1 %
53208	1	0.1 %
93102	1	0.1 %
73402	1	0.1 %
73153	1	0.1 %
74056	1	0.1 %
73179	1	0.1 %
73199	1	0.1 %
74105	1	0.1 %
73184	1	0.1 %
73701	1	0.1 %
73688	1	0.1 %
73206	1	0.1 %
79003	1	0.1 %
73134	1	0.1 %
73505	1	0.1 %
76106	1	0.1 %
78002	1	0.1 %
73164	1	0.1 %
73041	1	0.1 %
73020	1	0.1 %
73171	1	0.1 %
73049	1	0.1 %
73009	1	0.1 %
73029	1	0.1 %
73069	1	0.1 %

**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
27139	1	0.1 %
73172	1	0.1 %
73527	1	0.1 %
Total	1197	100.0 %

**Q21. Your gender:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q21. Your gender</u>			
Male	58.3%	59.1%	58.4%
Female	41.5%	40.9%	41.4%
Not provided	0.2%	0.0%	0.2%



**Q21. Your gender: (without "not provided")**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%
<u>Q21. Your gender</u>			
Male	58.4%	59.1%	58.5%
Female	41.6%	40.9%	41.5%

**Q22. Do you consider yourself:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q22. Your race**

White/Caucasian	34.6%	32.5%	34.3%
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**Q22. Do you consider yourself:**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%
<u>Q22. 2nd</u>			
Black/African American	46.6%	42.9%	46.1%
Hispanic	8.3%	7.1%	8.2%
Asian	1.1%	3.2%	1.4%
Native American	13.9%	15.6%	14.1%
Other	1.4%	0.6%	1.4%

**Q22. Other**

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
Bi-racial	6	60.0 %
American	2	20.0 %
Alaska	1	10.0 %
Human	1	10.0 %
Total	10	100.0 %

**Q23. Are you:**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q23. Your employment status**

Employed full time	32.1%	41.6%	33.2%
Employed part time	21.3%	24.0%	21.6%
Looking for work	18.3%	16.2%	18.0%
Student/K-12	2.7%	3.2%	2.8%
Tech/College	6.3%	7.1%	6.4%
Homemaker	3.3%	3.9%	3.3%
Retired	11.0%	10.4%	10.9%
Other	11.2%	3.2%	10.3%

**Q23. Other**

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
Disabled	65	69.1 %
SSI	8	8.5 %
self-employed	4	4.3 %
Social Security	3	3.2 %
student	1	1.1 %
volunteer	1	1.1 %
seasonal	1	1.1 %
ON CALL WORK	1	1.1 %
SSI IS PENDING	1	1.1 %
school for GED at OIC	1	1.1 %
stay at home mom	1	1.1 %
unemployed	1	1.1 %
d-ssi	1	1.1 %
OWN BUSINESS	1	1.1 %
caregiver	1	1.1 %
Temp	1	1.1 %
CONTRACTOR	1	1.1 %
HOMELESS	1	1.1 %
Total	94	100.0 %

**Q24. What was your annual household income in 2014?**

<u>Q24. Your annual household income in 2015</u>	<u>Number</u>	<u>Percent</u>
Less than \$10K	484	38.5 %
\$10K-\$19,999	306	24.3 %
\$20K-\$29,999	115	9.1 %
\$30K-\$39,999	34	2.7 %
\$40K-\$49,999	26	2.1 %
\$50K+	28	2.2 %
Don't know	265	21.1 %
Total	1258	100.0 %

**Q24. What was your annual household income in 2014? (without "don't know")**

	<u>Day of Week</u>		<u>Total</u>
	<u>Weekday</u>	<u>Weekend</u>	
Total	87.8%	12.2%	100.0%

**Q24. Your annual household income in 2015**

Less than \$10K	49.3%	44.6%	48.7%
\$10K-\$19,999	30.0%	36.4%	30.8%
\$20K-\$29,999	11.6%	11.6%	11.6%
\$30K-\$39,999	3.4%	3.3%	3.4%
\$40K-\$49,999	2.8%	1.7%	2.6%
\$50K+	2.9%	2.5%	2.8%



**Q25. What is the highest level of education that you've completed?**

<u>Q25. Highest level of education completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	159	12.6 %
High school graduate	595	47.3 %
Some college	348	27.7 %
College graduate	121	9.6 %
<u>Graduate degree or higher</u>	<u>70</u>	<u>5.6 %</u>
Total	1293	

**Q26. Are you a person with a disability?**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q26. Are you with a disability**

No	62.7%	66.2%	63.1%
Yes	33.6%	27.3%	32.8%
Not provided	3.7%	6.5%	4.1%

**Q26. Are you a person with a disability? (without "not provided")**

	Day of Week		Total
	Weekday	Weekend	
Total	87.8%	12.2%	100.0%

**Q26. Are you with a disability**

No	65.1%	70.8%	65.8%
Yes	34.9%	29.2%	34.2%

## CHAPTER 7: CROSS-TABULAR DATA (TRANSFERS)

Cross-tabular data analyzing respondent's number of transfers can be found on the following pages.

**Q2. How often do you usually ride this route?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q2. How often do you usually ride this route</u>					
5+ days per week	52.9%	52.7%	50.9%	53.8%	52.4%
3-4 days per week	21.8%	20.9%	23.1%	23.7%	22.3%
1 or 2 days per week	11.8%	14.7%	12.3%	7.7%	12.0%
1-3 days a month	8.0%	5.0%	7.0%	7.7%	7.0%
Less than once a month	5.5%	6.6%	6.7%	7.1%	6.3%

**Q3. How long have you been riding transit in the OKC area?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%

**Q3. How long have you been riding transit in the OKC area**

6 months or less	27.0%	22.5%	24.0%	13.5%	23.1%
6 months to a year	13.5%	14.0%	16.1%	14.7%	14.6%
1-2 years	14.7%	20.5%	16.4%	15.4%	16.7%
More than 2 years	44.8%	43.0%	43.6%	56.4%	45.7%

**Q4. What was the main purpose of your trip today?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q4. What was the main purpose of your trip today</u>					
Work	38.5%	44.2%	39.2%	29.5%	38.8%
School (K-12)	4.6%	4.3%	3.8%	5.1%	4.3%
School (Tech, College, University)	3.4%	3.1%	5.8%	3.2%	4.1%
Shopping/Errands	18.1%	17.8%	14.9%	24.4%	17.9%
Entertainment/Social	7.2%	5.0%	4.1%	5.8%	5.5%
Social Service	4.0%	4.7%	4.7%	3.8%	4.3%
Medical	7.5%	9.3%	12.0%	13.5%	10.1%
Other	16.7%	11.6%	15.5%	14.7%	14.9%

**Q5. How did you pay your fare today?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q5. How did you pay your fare today</u>					
Day pass	29.3%	29.5%	32.5%	28.8%	30.3%
Value card	1.7%	1.9%	1.8%	1.3%	1.7%
7 day pass	9.2%	14.3%	12.3%	10.3%	11.5%
30 day pass	25.6%	25.2%	22.2%	25.6%	24.5%
Cash/coin	26.4%	21.3%	23.7%	26.9%	24.5%
Reduced fare cash	2.6%	3.1%	3.5%	0.6%	2.7%
Reduced fare pass	5.2%	4.7%	4.1%	6.4%	4.9%



**Q6. How did you get from your home to the nearest bus stop?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%

**Q6. How did you get from your home to the nearest bus stop**

Walk	89.1%	91.1%	92.1%	89.7%	90.6%
Bicycle	4.3%	3.1%	2.0%	3.2%	3.2%
Wheelchair/scooter	0.6%	0.4%	0.0%	0.0%	0.3%
Dropped off (car, uber, taxi, lyft)	5.2%	3.9%	4.4%	6.4%	4.8%
Drove alone	0.0%	0.4%	0.6%	0.6%	0.4%
Drove with others	0.9%	1.2%	0.9%	0.0%	0.8%

**Q6-1. (If Walked) How many minutes did you walk?**

<u>Q6-1. How many minutes did you walk</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	326	52.5 %
6-10 minutes	152	24.5 %
11-20 minutes	113	18.2 %
21-30 minutes	22	3.5 %
31+ minutes	8	1.3 %
Total	621	100.0 %

**Q6-2. (If biked) How many minutes did you bike?**

<u>Q6-2. How many minutes did you bike</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	12	57.1 %
6-10 minutes	4	19.0 %
11-20 minutes	2	9.5 %
21-30 minutes	1	4.8 %
31+ minutes	2	9.5 %
Total	21	100.0 %

**Q7. For your trip you are currently on, how many transfers will you make to reach your destination?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%

Q7. How many transfers will you make to reach your destination

None	100.0%	0.0%	0.0%	0.0%	31.5%
One	0.0%	100.0%	0.0%	0.0%	23.4%
Two	0.0%	0.0%	100.0%	0.0%	31.0%
Three or more	0.0%	0.0%	0.0%	100.0%	14.1%

**Q8. Does your primary boarding stop have any of the following facilities?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q8. Does your primary boarding stop have any of the following facilities</u>					
Shelters	21.8%	24.4%	15.8%	17.9%	20.0%
Sidewalks	41.4%	39.9%	40.6%	41.0%	40.8%
Benches	66.1%	70.2%	67.5%	57.7%	66.3%
All three above	11.8%	12.8%	7.6%	8.3%	10.2%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-1. Buses arriving on time</u>					
Excellent	26.1%	24.6%	26.0%	28.5%	26.1%
Good	36.5%	43.8%	37.6%	33.1%	38.1%
Fair	28.7%	20.3%	25.4%	22.5%	24.9%
Below Average	6.1%	9.4%	7.1%	7.9%	7.4%
Poor	2.6%	2.0%	3.8%	7.9%	3.6%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-2. Frequency of service</u>					
Excellent	27.5%	24.7%	27.5%	25.3%	26.6%
Good	42.1%	46.7%	40.4%	38.4%	42.2%
Fair	23.1%	19.6%	22.8%	23.3%	22.2%
Below Average	5.3%	6.3%	6.3%	8.9%	6.3%
Poor	2.0%	2.7%	3.0%	4.1%	2.8%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-3. Courtesy of drivers</u>					
Excellent	37.0%	43.5%	36.0%	32.0%	37.5%
Good	34.6%	34.8%	34.1%	36.1%	34.7%
Fair	22.3%	15.8%	21.0%	22.4%	20.4%
Below Average	3.8%	5.1%	5.2%	4.1%	4.6%
Poor	2.3%	0.8%	3.7%	5.4%	2.8%



**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-4. Helpfulness of transit center staff</u>					
Excellent	35.2%	39.8%	36.2%	37.2%	36.9%
Good	36.1%	42.6%	38.6%	38.5%	38.7%
Fair	21.1%	13.5%	19.5%	16.9%	18.2%
Below Average	4.4%	2.8%	4.6%	5.4%	4.2%
Poor	3.2%	1.2%	1.2%	2.0%	2.0%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-5. Helpfulness of 235-Ride staff</u>					
Excellent	33.8%	35.4%	37.7%	35.2%	35.6%
Good	39.0%	44.9%	38.7%	35.9%	39.8%
Fair	21.1%	16.0%	17.5%	21.4%	18.9%
Below Average	4.2%	3.3%	4.3%	3.4%	3.9%
Poor	1.8%	0.4%	1.8%	4.1%	1.8%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-6. Cleanliness of buses</u>					
Excellent	24.2%	20.9%	25.4%	24.8%	23.9%
Good	38.9%	42.9%	40.5%	32.2%	39.4%
Fair	26.8%	28.0%	23.9%	29.5%	26.6%
Below Average	5.9%	7.1%	6.6%	7.4%	6.6%
Poor	4.1%	1.2%	3.6%	6.0%	3.5%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-7. Cleanliness of transit center</u>					
Excellent	29.7%	28.6%	32.1%	28.1%	30.0%
Good	39.8%	51.6%	39.1%	41.1%	42.5%
Fair	22.0%	13.9%	22.4%	22.6%	20.3%
Below Average	6.5%	5.2%	3.9%	5.5%	5.3%
Poor	2.1%	0.8%	2.4%	2.7%	2.0%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-8. Ease of getting service information</u>					
Excellent	30.7%	31.6%	34.3%	32.4%	32.3%
Good	41.2%	43.2%	42.5%	40.5%	42.0%
Fair	22.1%	20.4%	17.8%	19.6%	20.0%
Below Average	5.1%	3.6%	3.3%	5.4%	4.2%
Poor	0.9%	1.2%	2.1%	2.0%	1.5%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-9. Ease of locating a bus stop</u>					
Excellent	32.0%	33.5%	30.8%	27.7%	31.4%
Good	39.0%	41.4%	38.1%	34.5%	38.7%
Fair	22.9%	21.5%	23.2%	26.4%	23.1%
Below Average	4.4%	2.8%	5.8%	7.4%	4.9%
Poor	1.8%	0.8%	2.1%	4.1%	2.0%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-10. Ease of paying your fare</u>					
Excellent	34.1%	35.2%	34.2%	30.2%	33.9%
Good	43.7%	46.6%	43.9%	40.9%	44.1%
Fair	18.4%	14.2%	16.1%	19.5%	16.8%
Below Average	2.9%	3.6%	3.3%	6.0%	3.6%
Poor	0.9%	0.4%	2.4%	3.4%	1.6%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-11. Safe operation of bus</u>					
Excellent	34.2%	38.0%	35.3%	28.6%	34.7%
Good	43.6%	43.5%	44.1%	48.3%	44.4%
Fair	18.1%	14.1%	15.4%	15.0%	15.9%
Below Average	2.9%	3.9%	2.7%	5.4%	3.4%
Poor	1.2%	0.4%	2.4%	2.7%	1.6%



**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-12. Safety at transit center</u>					
Excellent	30.1%	26.2%	31.7%	26.5%	29.2%
Good	40.1%	48.4%	40.2%	44.2%	42.7%
Fair	22.1%	17.9%	19.0%	20.4%	19.9%
Below Average	5.6%	6.0%	6.0%	6.1%	5.9%
Poor	2.1%	1.6%	3.0%	2.7%	2.3%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-13. Safety while waiting at a bus stop</u>					
Excellent	27.6%	23.6%	28.0%	24.0%	26.3%
Good	41.8%	48.8%	38.3%	40.4%	42.2%
Fair	24.1%	21.7%	24.1%	21.9%	23.2%
Below Average	4.4%	5.5%	6.3%	7.5%	5.7%
Poor	2.1%	0.4%	3.3%	6.2%	2.6%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-14. Information at the bus stop</u>					
Excellent	23.6%	22.1%	26.1%	25.0%	24.2%
Good	34.5%	36.8%	32.5%	35.8%	34.6%
Fair	24.5%	24.5%	21.9%	20.9%	23.2%
Below Average	8.0%	10.7%	11.6%	10.1%	10.0%
Poor	9.4%	5.9%	7.9%	8.1%	8.0%

**Q9. Please rate each of the following items:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q9-15. Overall, how do you rate EMBARK</u>					
Excellent	28.2%	27.2%	33.6%	28.9%	29.7%
Good	42.4%	48.0%	38.1%	36.9%	41.7%
Fair	24.4%	18.1%	20.7%	23.5%	21.7%
Below Average	3.8%	5.9%	5.4%	7.4%	5.3%
Poor	1.2%	0.8%	2.1%	3.4%	1.7%

**Q10. How do you currently access the internet?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q10. How do you currently access the internet</u>					
Phone	64.4%	65.9%	67.8%	59.6%	65.1%
Tablet: iPad or Galaxy	6.9%	7.4%	9.9%	5.8%	7.8%
Computer	30.5%	35.7%	26.9%	23.1%	29.5%
No access	18.7%	14.7%	17.5%	23.1%	18.0%
Other	3.2%	1.9%	1.8%	3.8%	2.5%

**Q10. Other**

<u>Q10. Other</u>	<u>Number</u>	<u>Percent</u>
Library	11	52.4 %
XBox	5	23.8 %
Playstation4	2	9.5 %
Call bus station	1	4.8 %
Schuldes	1	4.8 %
people	1	4.8 %
Total	21	100.0 %

**Q11. Have you used any of the trip planning tools below?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q11. Have you used any trip planning tools</u>					
Text alerts	6.6%	4.3%	6.1%	4.5%	5.6%
235-RIDE	49.1%	59.3%	60.2%	61.5%	56.7%
Online planner	4.9%	7.0%	5.6%	7.1%	5.9%
EMBARK connect app	11.5%	15.1%	9.4%	11.5%	11.7%
embarkok.com	22.7%	28.3%	24.6%	20.5%	24.3%

**Q12. What one improvement would you like to see in transit service here in the area?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<b><u>Q12. One improvement in transit service</u></b>					
More routes to more places	22.1%	29.1%	28.1%	36.5%	27.6%
More shelters at stops	20.1%	18.6%	19.0%	17.3%	19.0%
Later service on Saturdays	14.9%	8.9%	12.3%	10.9%	12.1%
More buses running until midnight on weekends	19.8%	22.5%	20.8%	13.5%	19.8%
Add Sunday service	12.9%	11.2%	11.1%	9.0%	11.4%
More frequent service on Saturday	5.5%	7.8%	5.6%	9.0%	6.5%
More frequent service on weekdays	4.6%	1.9%	3.2%	3.8%	3.4%



**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Del City	7	4.5 %
Bethany	5	3.2 %
Moore	5	3.2 %
everywhere	5	3.2 %
NW OKC	5	3.2 %
NW Expressway	4	2.6 %
Midwest City	4	2.6 %
2	4	2.6 %
all over	3	1.9 %
Northeast	3	1.9 %
SOCIAL SECURITY OFFICE	2	1.3 %
Everywhere	2	1.3 %
Northwest	2	1.3 %
west okc	2	1.3 %
Britton and May	2	1.3 %
Hobby Lobby	2	1.3 %
Spencer	2	1.3 %
rt 15 weekends	1	0.6 %
east side	1	0.6 %
Walmart	1	0.6 %
east and west	1	0.6 %
Edmond	1	0.6 %
late night SE 59th	1	0.6 %
24 hour service	1	0.6 %
North	1	0.6 %
Penn/Classen	1	0.6 %
more east	1	0.6 %
14	1	0.6 %
Sunday	1	0.6 %
Closer to St. Ann Retirement (Rockwell/Britton).	1	0.6 %
Britton Rd	1	0.6 %
to village/mall	1	0.6 %
N May and Britton	1	0.6 %
Farther Northwest	1	0.6 %
Past NW 63rd	1	0.6 %
Expressway	1	0.6 %
Millwood School	1	0.6 %
Ware Acres,Bethany	1	0.6 %
Further toward Yukon	1	0.6 %
Hobby Lobby 44th Rockwell	1	0.6 %
Council	1	0.6 %
ETC Institute		

Home & work & church	1	0.6 %
Coltrane	1	0.6 %
Bench Drive outside Archway inbound.	1	0.6 %
NW and E	1	0.6 %
23rd and Rockwell	1	0.6 %
All routes til midnight.	1	0.6 %
Expand	1	0.6 %
Yukon	1	0.6 %
Tulsa, Shawnee, Guthrie, Mustang	1	0.6 %
Edmond, Midwest City, Bethany, Expressway	1	0.6 %
18 on weekends	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Bethany, NW and 24 hour service	1	0.6 %
122nd and May	1	0.6 %
May	1	0.6 %
All	1	0.6 %
further west	1	0.6 %
SE 33rd and Bryant (Del City)	1	0.6 %
Tulsa	1	0.6 %
Further north	1	0.6 %
Further Council Expressway	1	0.6 %
23rd & rockwell	1	0.6 %
Bratton & mcArthur	1	0.6 %
Council and Nw Ext	1	0.6 %
Rockwell	1	0.6 %
23rd & Council	1	0.6 %
n Council	1	0.6 %
36th	1	0.6 %
ROCKWELL & 122ND	1	0.6 %
Macarthur Apts	1	0.6 %
South side	1	0.6 %
Bethany, Norman	1	0.6 %
route 15	1	0.6 %
MWC	1	0.6 %
Target on Western	1	0.6 %
whole city	1	0.6 %
203	1	0.6 %
Moore, OKC	1	0.6 %
S E 59TH	1	0.6 %
18-10 two way	1	0.6 %
MWC, W OKC	1	0.6 %
Fuller North West	1	0.6 %
Midwest City, Del City	1	0.6 %
Norman	1	0.6 %
OSU	1	0.6 %
Farther north into Edmond, North OKC	1	0.6 %
#15 Have more frequent buses	1	0.6 %
More for North routes	1	0.6 %
Northwest Lbring	1	0.6 %
along S.W. Campus to my house	1	0.6 %

75th W. Memorial Road	1	0.6 %
59TH & 44TH SOUTH CROSSTOWN	1	0.6 %
ballpark	1	0.6 %
Rene, Portland	1	0.6 %
sat.-norman	1	0.6 %
15	1	0.6 %
down 29th	1	0.6 %
along 36th st	1	0.6 %
NW Hwy & Rockwell	1	0.6 %
toward south	1	0.6 %
SE 57TH ST	1	0.6 %
Tulsa, Shawnee	1	0.6 %
SW OKC & MWC	1	0.6 %
43 AND PENN	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
PENN & SW 134	1	0.6 %
NW 122 AND MAY	1	0.6 %
Sunnylane & Sooner	1	0.6 %
Walmart, Belle Isle	1	0.6 %
COUNCIL RD	1	0.6 %
Bricktown	1	0.6 %
OPEN LATER	1	0.6 %
Douglass	1	0.6 %
Northwest library	1	0.6 %
<u>NW EXPRESSWAY &amp; COUNCIL</u>	<u>1</u>	<u>0.6 %</u>
Total	156	100.0 %

**Q13. What is the primary reason you use transit?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q13. Primary reason you use transit</u>					
Cannot drive	28.4%	18.2%	20.8%	26.3%	23.4%
No car available	57.2%	69.4%	60.8%	58.3%	61.3%
Save money	10.6%	6.6%	10.8%	9.0%	9.5%
Avoid driving/traffic	1.7%	2.7%	5.0%	1.9%	3.0%
Avoid parking	1.7%	0.8%	0.9%	1.3%	1.2%
Environment	0.3%	2.3%	1.8%	3.2%	1.6%

**Q14. Do you speak a language other than English at home?**

	<u>Q7. How many transfers will you make to reach your destination</u>				<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three or more</u>	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q14. Do you speak a language other than English at home</u>					
No	86.5%	86.8%	83.9%	80.1%	84.9%
Yes	11.2%	10.5%	12.9%	16.0%	12.2%
Not provided	2.3%	2.7%	3.2%	3.8%	2.9%

**Q14. Do you speak a language other than English at home? (without "not provided")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q14. Do you speak a language other than English at home</u>					
No	88.5%	89.2%	86.7%	83.3%	87.4%
Yes	11.5%	10.8%	13.3%	16.7%	12.6%



**Q14-2. (If YES) Which language?**

<u>Q14-2. Which language</u>	<u>Number</u>	<u>Percent</u>
Spanish	66	61.7 %
French	6	5.6 %
bilingual	4	3.7 %
Swahili	3	2.8 %
ENGLISH	3	2.8 %
Russian	3	2.8 %
Kiowa	3	2.8 %
German	3	2.8 %
Yoruba	2	1.9 %
Dutch	1	0.9 %
Sign	1	0.9 %
Greek	1	0.9 %
Hispanic	1	0.9 %
Hebrew	1	0.9 %
African	1	0.9 %
Japanese	1	0.9 %
Moscoga	1	0.9 %
Indian	1	0.9 %
Cheyenne & Arapahoe	1	0.9 %
Romanian	1	0.9 %
Muscogee	1	0.9 %
ARABIC SPANISH	1	0.9 %
<u>Native American</u>	<u>1</u>	<u>0.9 %</u>
Total	107	100.0 %

**Q15. Do you have a current driver's license?**

	<u>Q7. How many transfers will you make to reach your destination</u>				<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three or more</u>	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q15. Do you have a current driver's license</u>					
No	61.8%	54.7%	56.7%	56.4%	57.8%
Yes	37.4%	43.4%	41.5%	39.7%	40.4%
Not provided	0.9%	1.9%	1.8%	3.8%	1.8%

**Q15. Do you have a current driver's license? (without "not provided")**

<u>Q15. Do you have a current driver's license</u>	<u>Number</u>	<u>Percent</u>
No	638	58.9 %
Yes	446	41.1 %
Total	1084	100.0 %

**Q16. How many working vehicles are in your household?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%

**Q16. How many working vehicles are in your household**

None	71.8%	64.7%	66.7%	72.4%	68.7%
One	17.2%	21.7%	17.5%	16.7%	18.3%
Two	4.6%	8.9%	9.1%	3.8%	6.9%
Three	4.3%	3.5%	3.8%	1.3%	3.5%
Four	0.3%	0.8%	0.0%	1.3%	0.5%
Five or more	0.3%	0.4%	0.9%	2.6%	0.8%
Not provided	1.4%	0.0%	2.0%	1.9%	1.4%

**Q16. How many working vehicles are in your household? (without "not provided")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%

**Q16. How many working vehicles are in your household**

None	72.9%	64.7%	68.1%	73.9%	69.6%
One	17.5%	21.7%	17.9%	17.0%	18.5%
Two	4.7%	8.9%	9.3%	3.9%	7.0%
Three	4.4%	3.5%	3.9%	1.3%	3.6%
Four	0.3%	0.8%	0.0%	1.3%	0.5%
Five or more	0.3%	0.4%	0.9%	2.6%	0.8%

**Q17. Including yourself, how many people live in your home?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q17. How many people live in your home</u>					
One	37.4%	36.0%	31.9%	34.0%	34.9%
Two	26.7%	23.6%	28.7%	23.7%	26.2%
Three	14.7%	15.9%	14.9%	19.9%	15.8%
Four	8.6%	9.3%	11.1%	7.1%	9.3%
Five	4.3%	5.4%	4.4%	3.2%	4.4%
Six or more	5.7%	7.0%	7.3%	9.0%	7.0%
Not provided	2.6%	2.7%	1.8%	3.2%	2.4%

**Q17. Including yourself, how many people live in your home? (without "not provided")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q17. How many people live in your home</u>					
One	38.3%	37.1%	32.4%	35.1%	35.7%
Two	27.4%	24.3%	29.2%	24.5%	26.8%
Three	15.0%	16.3%	15.2%	20.5%	16.2%
Four	8.8%	9.6%	11.3%	7.3%	9.6%
Five	4.4%	5.6%	4.5%	3.3%	4.5%
Six or more	5.9%	7.2%	7.4%	9.3%	7.1%

**Q18. What year were you born in?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	32.0%	23.4%	30.6%	13.9%	100.0%



**Q19. Are you a registered voter?**

	<u>Q7. How many transfers will you make to reach your destination</u>				<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three or more</u>	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q19. Are you a registered voter</u>					
No	39.4%	29.8%	38.6%	38.5%	36.8%
Yes	58.3%	67.4%	59.1%	59.6%	60.9%
Not provided	2.3%	2.7%	2.3%	1.9%	2.4%

**Q19. Are you a registered voter? (without "not provided")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q19. Are you a registered voter</u>					
No	40.3%	30.7%	39.5%	39.2%	37.7%
Yes	59.7%	69.3%	60.5%	60.8%	62.3%

**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
73106	117	11.1 %
73111	81	7.7 %
73127	76	7.2 %
73107	63	6.0 %
73108	63	6.0 %
73119	57	5.4 %
73112	56	5.3 %
73109	45	4.3 %
73129	41	3.9 %
73114	37	3.5 %
73159	27	2.6 %
73120	27	2.6 %
73110	26	2.5 %
73135	26	2.5 %
73117	22	2.1 %
73102	20	1.9 %
73105	19	1.8 %
73118	18	1.7 %
73104	17	1.6 %
73103	16	1.5 %
73132	16	1.5 %
73139	16	1.5 %
73084	15	1.4 %
73115	12	1.1 %
73008	12	1.1 %
73141	6	0.6 %
73130	6	0.6 %
73162	5	0.5 %
73160	5	0.5 %
73189	4	0.4 %
73128	4	0.4 %
73122	4	0.4 %
73121	4	0.4 %
73170	4	0.4 %
74801	3	0.3 %
73521	3	0.3 %
73149	3	0.3 %
73101	2	0.2 %

73182	2	0.2 %
74127	2	0.2 %
78558	2	0.2 %
75109	2	0.2 %
73113	2	0.2 %
73116	2	0.2 %
73098	2	0.2 %
76102	2	0.2 %
78553	1	0.1 %
73145	1	0.1 %
78543	1	0.1 %
74023	1	0.1 %
73507	1	0.1 %
73801	1	0.1 %

**Q21. Your gender:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q21. Your gender</u>					
Male	62.4%	57.4%	57.0%	53.8%	58.3%
Female	37.4%	42.6%	43.0%	45.5%	41.5%
Not provided	0.3%	0.0%	0.0%	0.6%	0.2%

**Q21. Your gender: (without "not provided")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q21. Your gender</u>					
Male	62.5%	57.4%	57.0%	54.2%	58.4%
Female	37.5%	42.6%	43.0%	45.8%	41.6%

**Q22. Do you consider yourself:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q22. Your race</u>					
White/Caucasian	37.9%	39.1%	30.7%	28.2%	34.6%

**Q22. Do you consider yourself:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q22. 2nd</u>					
Black/African American	40.8%	43.4%	52.9%	50.6%	46.6%
Hispanic	10.6%	5.0%	9.1%	7.1%	8.3%
Asian	0.9%	0.8%	1.8%	0.6%	1.1%
Native American	13.8%	16.3%	12.6%	12.8%	13.9%
Other	1.4%	1.2%	2.0%	0.6%	1.4%



**Q22. Other**

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
Bi-racial	6	66.7 %
American	1	11.1 %
Alaska	1	11.1 %
Human	1	11.1 %
Total	9	100.0 %

**Q23. Are you:**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q23. Your employment status</u>					
Employed full time	37.1%	32.6%	29.5%	25.6%	32.1%
Employed part time	20.1%	21.7%	22.5%	20.5%	21.3%
Looking for work	16.4%	16.7%	18.1%	25.6%	18.3%
Student/K-12	3.4%	2.3%	2.0%	3.2%	2.7%
Tech/College	6.0%	6.2%	7.0%	5.8%	6.3%
Homemaker	2.9%	2.3%	2.9%	6.4%	3.3%
Retired	11.5%	12.0%	9.4%	11.5%	11.0%
Other	8.9%	11.6%	14.0%	9.6%	11.2%

**Q23. Other**

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
Disabled	61	67.8 %
SSI	8	8.9 %
self-employed	4	4.4 %
Social Security	3	3.3 %
student	1	1.1 %
volunteer	1	1.1 %
seasonal	1	1.1 %
ON CALL WORK	1	1.1 %
SSI IS PENDING	1	1.1 %
school for GED at OIC	1	1.1 %
stay at home mom	1	1.1 %
unemployed	1	1.1 %
d-ssi	1	1.1 %
OWN BUSINESS	1	1.1 %
caregiver	1	1.1 %
Temp	1	1.1 %
CONTRACTOR	1	1.1 %
HOMELESS	1	1.1 %
Total	90	100.0 %

**Q24. What was your annual household income in 2014?**

<u>Q24. Your annual household income in 2015</u>	<u>Number</u>	<u>Percent</u>
Less than \$10K	430	38.9 %
\$10K-\$19,999	262	23.7 %
\$20K-\$29,999	101	9.1 %
\$30K-\$39,999	30	2.7 %
\$40K-\$49,999	24	2.2 %
\$50K+	25	2.3 %
<u>Don't know</u>	<u>232</u>	<u>21.0 %</u>
Total	1104	100.0 %

**Q24. What was your annual household income in 2014? (without "don't know")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%

**Q24. Your annual household income in 2015**

Less than \$10K	50.4%	46.6%	47.3%	56.0%	49.3%
\$10K-\$19,999	31.7%	29.1%	30.0%	28.0%	30.0%
\$20K-\$29,999	10.1%	14.1%	13.6%	6.4%	11.6%
\$30K-\$39,999	3.7%	1.0%	4.0%	5.6%	3.4%
\$40K-\$49,999	1.9%	5.3%	2.2%	1.6%	2.8%
\$50K+	2.2%	3.9%	2.9%	2.4%	2.9%

**Q25. What is the highest level of education that you've completed?**

<u>Q25. Highest level of education completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	143	13.0 %
High school graduate	526	47.6 %
Some college	302	27.4 %
College graduate	95	8.6 %
Graduate degree or higher	62	5.6 %
Total	1128	

**Q26. Are you a person with a disability?**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q26. Are you with a disability</u>					
No	67.0%	66.3%	57.0%	59.6%	62.7%
Yes	29.9%	31.0%	38.3%	35.9%	33.6%
Not provided	3.2%	2.7%	4.7%	4.5%	3.7%

**Q26. Are you a person with a disability? (without "not provided")**

	Q7. How many transfers will you make to reach your destination				Total
	None	One	Two	Three or more	
Total	31.5%	23.4%	31.0%	14.1%	100.0%
<u>Q26. Are you with a disability</u>					
No	69.1%	68.1%	59.8%	62.4%	65.1%
Yes	30.9%	31.9%	40.2%	37.6%	34.9%



## CHAPTER 8: CROSS-TABULAR DATA (INCOME)

Cross-tabular data analyzing respondent's income levels can be found on the following pages.

**Q2. How often do you usually ride this route?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<b><u>Q2. How often do you usually ride this route</u></b>								
5+ days per week	50.7%	55.3%	57.4%	50.0%	37.5%	44.0%	52.6%	52.4%
3-4 days per week	23.5%	19.5%	22.8%	6.7%	33.3%	8.0%	25.4%	22.3%
1 or 2 days per week	12.1%	12.2%	8.9%	23.3%	8.3%	20.0%	11.2%	12.0%
1-3 days a month	8.1%	7.3%	5.9%	13.3%	4.2%	4.0%	4.7%	7.0%
Less than once a month	5.6%	5.7%	5.0%	6.7%	16.7%	24.0%	6.0%	6.3%

**Q3. How long have you been riding transit in the OKC area?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<b><u>Q3. How long have you been riding transit in the OKC area</u></b>								
6 months or less	19.8%	21.4%	24.8%	30.0%	41.7%	36.0%	26.3%	23.1%
6 months to a year	13.0%	16.4%	21.8%	20.0%	29.2%	16.0%	9.9%	14.6%
1-2 years	17.7%	17.2%	11.9%	16.7%	4.2%	16.0%	17.7%	16.7%
More than 2 years	49.5%	45.0%	41.6%	33.3%	25.0%	32.0%	46.1%	45.7%

**Q4. What was the main purpose of your trip today?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q4. What was the main purpose of your trip today</u>								
Work	31.4%	43.9%	57.4%	53.3%	54.2%	60.0%	32.8%	38.8%
School (K-12)	3.5%	1.1%	1.0%	6.7%	12.5%	0.0%	10.3%	4.3%
School (Tech, College, University)	6.5%	1.5%	1.0%	3.3%	8.3%	4.0%	3.4%	4.1%
Shopping/Errands	18.8%	17.9%	9.9%	10.0%	16.7%	12.0%	21.6%	17.9%
Entertainment/Social	4.9%	5.3%	8.9%	6.7%	4.2%	8.0%	5.2%	5.5%
Social Service	6.5%	4.2%	3.0%	0.0%	0.0%	4.0%	2.2%	4.3%
Medical	13.0%	11.5%	6.9%	13.3%	0.0%	0.0%	6.5%	10.1%
Other	15.3%	14.5%	11.9%	6.7%	4.2%	12.0%	18.1%	14.9%

**Q5. How did you pay your fare today?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q5. How did you pay your fare today</u>								
Day pass	34.7%	28.2%	25.7%	23.3%	33.3%	24.0%	27.6%	30.3%
Value card	1.4%	2.3%	2.0%	0.0%	8.3%	4.0%	0.9%	1.7%
7 day pass	8.4%	16.4%	14.9%	20.0%	12.5%	12.0%	9.1%	11.5%
30 day pass	25.1%	22.5%	18.8%	23.3%	33.3%	20.0%	27.6%	24.5%
Cash/coin	22.6%	24.0%	32.7%	26.7%	4.2%	32.0%	25.9%	24.5%
Reduced fare cash	3.0%	2.7%	4.0%	0.0%	0.0%	4.0%	2.2%	2.7%
Reduced fare pass	4.9%	3.8%	2.0%	6.7%	8.3%	4.0%	6.9%	4.9%

**Q6. How did you get from your home to the nearest bus stop?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<b><u>Q6. How did you get from your home to the nearest bus stop</u></b>								
Walk	92.1%	92.4%	92.1%	90.0%	83.3%	72.0%	87.9%	90.6%
Bicycle	2.8%	3.8%	4.0%	0.0%	8.3%	4.0%	2.6%	3.2%
Wheelchair/scooter	0.2%	0.4%	1.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Dropped off (car, uber, taxi, lyft)	3.7%	3.1%	3.0%	6.7%	4.2%	16.0%	8.2%	4.8%
Drove alone	0.5%	0.0%	0.0%	0.0%	0.0%	4.0%	0.4%	0.4%
Drove with others	0.7%	0.4%	0.0%	3.3%	4.2%	4.0%	0.9%	0.8%

**Q6-1. (If Walked) How many minutes did you walk?**

<u>Q6-1. How many minutes did you walk</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	326	52.5 %
6-10 minutes	152	24.5 %
11-20 minutes	113	18.2 %
21-30 minutes	22	3.5 %
31+ minutes	8	1.3 %
Total	621	100.0 %

**Q6-2. (If biked) How many minutes did you bike?**

<u>Q6-2. How many minutes did you bike</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	12	57.1 %
6-10 minutes	4	19.0 %
11-20 minutes	2	9.5 %
21-30 minutes	1	4.8 %
31+ minutes	2	9.5 %
Total	21	100.0 %



**Q7. For your trip you are currently on, how many transfers will you make to reach your destination?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q7. How many transfers will you make to reach your destination</u>								
None	31.4%	32.4%	26.7%	33.3%	20.8%	24.0%	34.5%	31.5%
One	22.3%	22.9%	28.7%	6.7%	45.8%	32.0%	22.4%	23.4%
Two	30.0%	31.3%	36.6%	36.7%	25.0%	32.0%	29.7%	31.0%
Three or more	16.3%	13.4%	7.9%	23.3%	8.3%	12.0%	13.4%	14.1%

**Q8. Does your primary boarding stop have any of the following facilities?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q8. Does your primary boarding stop have any of the following facilities</u>								
Shelters	22.8%	19.5%	15.8%	23.3%	25.0%	16.0%	16.8%	20.0%
Sidewalks	42.1%	41.2%	39.6%	46.7%	45.8%	40.0%	37.1%	40.8%
Benches	66.5%	67.9%	65.3%	66.7%	58.3%	72.0%	64.7%	66.3%
All three above	11.4%	11.8%	6.9%	13.3%	16.7%	16.0%	6.0%	10.2%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-1. Buses arriving on time</u>								
Excellent	28.2%	18.5%	24.8%	30.0%	25.0%	50.0%	28.3%	26.1%
Good	35.5%	45.0%	43.6%	36.7%	45.8%	29.2%	32.7%	38.1%
Fair	24.2%	25.4%	21.8%	30.0%	25.0%	12.5%	27.4%	24.9%
Below Average	8.2%	7.7%	6.9%	3.3%	0.0%	0.0%	8.0%	7.4%
Poor	3.8%	3.5%	3.0%	0.0%	4.2%	8.3%	3.5%	3.6%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-2. Frequency of service</u>								
Excellent	29.5%	17.8%	26.0%	20.0%	13.0%	54.2%	30.8%	26.6%
Good	38.4%	50.6%	41.0%	36.7%	47.8%	37.5%	40.6%	42.2%
Fair	22.5%	20.5%	23.0%	26.7%	34.8%	4.2%	23.2%	22.2%
Below Average	7.4%	6.9%	7.0%	10.0%	4.3%	0.0%	3.6%	6.3%
Poor	2.2%	4.2%	3.0%	6.7%	0.0%	4.2%	1.8%	2.8%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-3. Courtesy of drivers</u>								
Excellent	36.5%	34.2%	43.0%	44.8%	25.0%	62.5%	38.5%	37.5%
Good	33.8%	37.0%	36.0%	27.6%	37.5%	25.0%	34.8%	34.7%
Fair	21.0%	21.8%	15.0%	24.1%	29.2%	0.0%	20.8%	20.4%
Below Average	5.3%	4.3%	4.0%	0.0%	8.3%	8.3%	3.6%	4.6%
Poor	3.4%	2.7%	2.0%	3.4%	0.0%	4.2%	2.3%	2.8%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-4. Helpfulness of transit center staff</u>								
Excellent	41.5%	29.8%	32.7%	36.7%	26.1%	52.2%	37.7%	36.9%
Good	34.5%	42.7%	45.9%	40.0%	47.8%	34.8%	38.1%	38.7%
Fair	18.0%	20.4%	15.3%	16.7%	21.7%	8.7%	18.4%	18.2%
Below Average	5.0%	3.9%	6.1%	3.3%	0.0%	0.0%	3.1%	4.2%
Poor	1.0%	3.1%	0.0%	3.3%	4.3%	4.3%	2.7%	2.0%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-5. Helpfulness of 235-Ride staff</u>								
Excellent	41.4%	25.9%	34.7%	34.5%	17.4%	54.5%	36.3%	35.6%
Good	34.9%	45.4%	40.0%	48.3%	56.5%	36.4%	40.1%	39.8%
Fair	17.4%	22.3%	17.9%	13.8%	26.1%	4.5%	19.3%	18.9%
Below Average	4.6%	4.8%	5.3%	0.0%	0.0%	4.5%	1.9%	3.9%
Poor	1.7%	1.6%	2.1%	3.4%	0.0%	0.0%	2.4%	1.8%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-6. Cleanliness of buses</u>								
Excellent	26.8%	16.4%	24.2%	26.7%	17.4%	43.5%	24.9%	23.9%
Good	38.2%	43.0%	48.5%	36.7%	39.1%	30.4%	34.8%	39.4%
Fair	22.8%	31.6%	15.2%	33.3%	39.1%	17.4%	31.7%	26.6%
Below Average	8.3%	6.6%	8.1%	0.0%	4.3%	4.3%	4.1%	6.6%
Poor	3.8%	2.3%	4.0%	3.3%	0.0%	4.3%	4.5%	3.5%



**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-7. Cleanliness of transit center</u>								
Excellent	36.0%	22.6%	28.9%	26.7%	16.7%	34.8%	28.6%	30.0%
Good	37.0%	48.8%	44.3%	53.3%	50.0%	47.8%	42.3%	42.5%
Fair	19.1%	21.4%	21.6%	16.7%	25.0%	13.0%	21.4%	20.3%
Below Average	6.2%	6.0%	3.1%	3.3%	4.2%	0.0%	4.5%	5.3%
Poor	1.7%	1.2%	2.1%	0.0%	4.2%	4.3%	3.2%	2.0%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-8. Ease of getting service information</u>								
Excellent	37.3%	24.8%	28.6%	26.7%	13.0%	59.1%	33.3%	32.3%
Good	37.3%	47.7%	44.9%	56.7%	60.9%	27.3%	40.2%	42.0%
Fair	18.6%	20.5%	20.4%	13.3%	21.7%	13.6%	23.3%	20.0%
Below Average	5.5%	5.4%	5.1%	3.3%	0.0%	0.0%	0.9%	4.2%
Poor	1.2%	1.6%	1.0%	0.0%	4.3%	0.0%	2.3%	1.5%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-9. Ease of locating a bus stop</u>								
Excellent	34.5%	21.6%	35.0%	30.0%	21.7%	63.6%	33.3%	31.4%
Good	32.5%	44.4%	41.0%	50.0%	52.2%	27.3%	40.6%	38.7%
Fair	26.3%	26.6%	14.0%	6.7%	17.4%	9.1%	21.5%	23.1%
Below Average	5.1%	5.0%	9.0%	10.0%	8.7%	0.0%	1.8%	4.9%
Poor	1.7%	2.3%	1.0%	3.3%	0.0%	0.0%	2.7%	2.0%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-10. Ease of paying your fare</u>								
Excellent	36.0%	28.1%	40.6%	36.7%	25.0%	54.5%	32.0%	33.9%
Good	39.6%	48.5%	44.6%	43.3%	62.5%	45.5%	45.2%	44.1%
Fair	16.5%	18.8%	11.9%	13.3%	12.5%	0.0%	20.1%	16.8%
Below Average	5.5%	3.5%	3.0%	3.3%	0.0%	0.0%	1.4%	3.6%
Poor	2.4%	1.2%	0.0%	3.3%	0.0%	0.0%	1.4%	1.6%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-11. Safe operation of bus</u>								
Excellent	37.6%	27.1%	37.0%	43.3%	25.0%	56.5%	34.5%	34.7%
Good	40.0%	48.8%	45.0%	46.7%	62.5%	34.8%	45.9%	44.4%
Fair	16.0%	18.6%	12.0%	6.7%	8.3%	8.7%	17.3%	15.9%
Below Average	4.8%	3.9%	4.0%	3.3%	4.2%	0.0%	0.5%	3.4%
Poor	1.7%	1.6%	2.0%	0.0%	0.0%	0.0%	1.8%	1.6%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-12. Safety at transit center</u>								
Excellent	34.0%	22.8%	27.6%	26.7%	16.7%	45.5%	28.1%	29.2%
Good	38.1%	44.9%	50.0%	43.3%	62.5%	40.9%	43.4%	42.7%
Fair	18.8%	24.0%	14.3%	16.7%	12.5%	9.1%	22.2%	19.9%
Below Average	6.7%	6.3%	5.1%	10.0%	4.2%	0.0%	4.5%	5.9%
Poor	2.4%	2.0%	3.1%	3.3%	4.2%	4.5%	1.8%	2.3%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-13. Safety while waiting at a bus stop</u>								
Excellent	30.2%	17.9%	26.0%	20.0%	12.5%	52.2%	28.5%	26.3%
Good	37.2%	45.1%	48.0%	53.3%	62.5%	43.5%	41.6%	42.2%
Fair	23.5%	27.2%	18.0%	20.0%	20.8%	4.3%	23.1%	23.2%
Below Average	6.5%	7.8%	6.0%	3.3%	0.0%	0.0%	3.2%	5.7%
Poor	2.6%	1.9%	2.0%	3.3%	4.2%	0.0%	3.6%	2.6%

**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-14. Information at the bus stop</u>								
Excellent	27.3%	16.7%	22.0%	17.2%	16.7%	39.1%	28.3%	24.2%
Good	32.9%	36.2%	36.0%	41.4%	45.8%	21.7%	34.7%	34.6%
Fair	22.1%	25.3%	24.0%	24.1%	16.7%	17.4%	23.7%	23.2%
Below Average	10.6%	12.5%	10.0%	10.3%	4.2%	8.7%	6.8%	10.0%
Poor	7.2%	9.3%	8.0%	6.9%	16.7%	13.0%	6.4%	8.0%



**Q9. Please rate each of the following items:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q9-15. Overall, how do you rate EMBARK</u>								
Excellent	34.0%	20.1%	26.7%	26.7%	16.7%	52.2%	33.8%	29.7%
Good	36.8%	45.6%	46.5%	50.0%	58.3%	30.4%	42.3%	41.7%
Fair	22.1%	26.6%	17.8%	16.7%	20.8%	13.0%	18.5%	21.7%
Below Average	5.5%	5.8%	6.9%	6.7%	4.2%	4.3%	3.6%	5.3%
Poor	1.7%	1.9%	2.0%	0.0%	0.0%	0.0%	1.8%	1.7%

**Q10. How do you currently access the internet?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q10. How do you currently access the internet</u>								
Phone	63.0%	66.0%	75.2%	66.7%	75.0%	72.0%	61.6%	65.1%
Tablet: iPad or Galaxy	4.9%	10.3%	8.9%	20.0%	20.8%	24.0%	5.2%	7.8%
Computer	25.6%	35.5%	35.6%	43.3%	45.8%	44.0%	22.4%	29.5%
No access	20.7%	14.5%	8.9%	16.7%	4.2%	8.0%	23.7%	18.0%
Other	2.8%	3.4%	0.0%	3.3%	0.0%	0.0%	2.6%	2.5%

**Q10. Other**

<u>Q10. Other</u>	<u>Number</u>	<u>Percent</u>
Library	11	52.4 %
XBox	5	23.8 %
Playstation4	2	9.5 %
Call bus station	1	4.8 %
Schuldes	1	4.8 %
people	1	4.8 %
Total	21	100.0 %

**Q11. Have you used any of the trip planning tools below?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q11. Have you used any trip planning tools</u>								
Text alerts	5.3%	6.1%	7.9%	3.3%	4.2%	4.0%	5.2%	5.6%
235-RIDE	60.0%	56.1%	54.5%	43.3%	54.2%	48.0%	55.2%	56.7%
Online planner	4.2%	6.1%	9.9%	10.0%	20.8%	12.0%	4.3%	5.9%
EMBARK connect app	10.0%	15.3%	15.8%	16.7%	12.5%	24.0%	6.9%	11.7%
embarkok.com	23.3%	26.7%	26.7%	40.0%	45.8%	28.0%	17.7%	24.3%

**Q12. What one improvement would you like to see in transit service here in the area?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<b><u>Q12. One improvement in transit service</u></b>								
More routes to more places	30.5%	30.2%	19.8%	30.0%	33.3%	24.0%	22.4%	27.6%
More shelters at stops	19.5%	18.3%	22.8%	10.0%	12.5%	20.0%	19.0%	19.0%
Later service on Saturdays	11.2%	14.5%	9.9%	13.3%	16.7%	8.0%	12.1%	12.1%
More buses running until midnight on weekends	20.2%	18.3%	19.8%	16.7%	12.5%	32.0%	20.7%	19.8%
Add Sunday service	8.8%	8.8%	13.9%	23.3%	16.7%	4.0%	16.8%	11.4%
More frequent service on Saturday	6.0%	6.1%	8.9%	3.3%	4.2%	8.0%	7.3%	6.5%
More frequent service on weekdays	3.7%	3.8%	5.0%	3.3%	4.2%	4.0%	1.7%	3.4%

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Del City	7	4.5 %
Bethany	5	3.2 %
Moore	5	3.2 %
everywhere	5	3.2 %
NW OKC	5	3.2 %
NW Expressway	4	2.6 %
Midwest City	4	2.6 %
2	4	2.6 %
all over	3	1.9 %
Northeast	3	1.9 %
SOCIAL SECURITY OFFICE	2	1.3 %
Everywhere	2	1.3 %
Northwest	2	1.3 %
west okc	2	1.3 %
Britton and May	2	1.3 %
Hobby Lobby	2	1.3 %
Spencer	2	1.3 %
rt 15 weekends	1	0.6 %
east side	1	0.6 %
Walmart	1	0.6 %
east and west	1	0.6 %
Edmond	1	0.6 %
late night SE 59th	1	0.6 %
24 hour service	1	0.6 %
North	1	0.6 %
Penn/Classen	1	0.6 %
more east	1	0.6 %
14	1	0.6 %
Sunday	1	0.6 %
Closer to St. Ann Retirement (Rockwell/Britton).	1	0.6 %
Britton Rd	1	0.6 %
to village/mall	1	0.6 %
N May and Britton	1	0.6 %
Farther Northwest	1	0.6 %
Past NW 63rd	1	0.6 %
Expressway	1	0.6 %
Millwood School	1	0.6 %
Ware Acres,Bethany	1	0.6 %
Further toward Yukon	1	0.6 %
Hobby Lobby 44th Rockwell	1	0.6 %
Council	1	0.6 %
ETC Institute		

Home & work & church	1	0.6 %
Coltrane	1	0.6 %
Bench Drive outside Archway inbound.	1	0.6 %
NW and E	1	0.6 %
23rd and Rockwell	1	0.6 %
All routes til midnight.	1	0.6 %
Expand	1	0.6 %
Yukon	1	0.6 %
Tulsa, Shawnee, Guthrie, Mustang	1	0.6 %
Edmond, Midwest City, Bethany, Expressway	1	0.6 %
18 on weekends	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Bethany, NW and 24 hour service	1	0.6 %
122nd and May	1	0.6 %
May	1	0.6 %
All	1	0.6 %
further west	1	0.6 %
SE 33rd and Bryant (Del City)	1	0.6 %
Tulsa	1	0.6 %
Further north	1	0.6 %
Further Council Expressway	1	0.6 %
23rd & rockwell	1	0.6 %
Bratton & mcArthur	1	0.6 %
Council and Nw Ext	1	0.6 %
Rockwell	1	0.6 %
23rd & Council	1	0.6 %
n Council	1	0.6 %
36th	1	0.6 %
ROCKWELL & 122ND	1	0.6 %
Macarthur Apts	1	0.6 %
South side	1	0.6 %
Bethany, Norman	1	0.6 %
route 15	1	0.6 %
MWC	1	0.6 %
Target on Western	1	0.6 %
whole city	1	0.6 %
203	1	0.6 %
Moore, OKC	1	0.6 %
S E 59TH	1	0.6 %
18-10 two way	1	0.6 %
MWC, W OKC	1	0.6 %
Fuller North West	1	0.6 %
Midwest City, Del City	1	0.6 %
Norman	1	0.6 %
OSU	1	0.6 %
Farther north into Edmond, North OKC	1	0.6 %
#15 Have more frequent buses	1	0.6 %
More for North routes	1	0.6 %
Northwest Lbring	1	0.6 %
along S.W. Campus to my house	1	0.6 %



75th W. Memorial Road	1	0.6 %
59TH & 44TH SOUTH CROSSTOWN	1	0.6 %
ballpark	1	0.6 %
Rene, Portland	1	0.6 %
sat.-norman	1	0.6 %
15	1	0.6 %
down 29th	1	0.6 %
along 36th st	1	0.6 %
NW Hwy & Rockwell	1	0.6 %
toward south	1	0.6 %
SE 57TH ST	1	0.6 %
Tulsa, Shawnee	1	0.6 %
SW OKC & MWC	1	0.6 %
43 AND PENN	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
PENN & SW 134	1	0.6 %
NW 122 AND MAY	1	0.6 %
Sunnylane & Sooner	1	0.6 %
Walmart, Belle Isle	1	0.6 %
COUNCIL RD	1	0.6 %
Bricktown	1	0.6 %
OPEN LATER	1	0.6 %
Douglass	1	0.6 %
Northwest library	1	0.6 %
<u>NW EXPRESSWAY &amp; COUNCIL</u>	<u>1</u>	<u>0.6 %</u>
Total	156	100.0 %

**Q13. What is the primary reason you use transit?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q13. Primary reason you use transit</u>								
Cannot drive	24.4%	24.8%	12.9%	23.3%	12.5%	24.0%	25.4%	23.4%
No car available	63.0%	61.5%	72.3%	50.0%	58.3%	36.0%	57.8%	61.3%
Save money	8.1%	9.5%	12.9%	16.7%	12.5%	28.0%	7.3%	9.5%
Avoid driving/traffic	2.6%	1.9%	0.0%	3.3%	12.5%	4.0%	5.2%	3.0%
Avoid parking	0.7%	1.1%	1.0%	0.0%	4.2%	0.0%	2.2%	1.2%
Environment	1.2%	1.1%	1.0%	6.7%	0.0%	8.0%	2.2%	1.6%

**Q14. Do you speak a language other than English at home?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q14. Do you speak a language other than English at home</u>								
No	86.5%	82.8%	84.2%	86.7%	83.3%	76.0%	85.3%	84.9%
Yes	10.9%	14.9%	14.9%	13.3%	16.7%	20.0%	9.1%	12.2%
Not provided	2.6%	2.3%	1.0%	0.0%	0.0%	4.0%	5.6%	2.9%

**Q14. Do you speak a language other than English at home? (without "not provided")**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q14. Do you speak a language other than English at home</u>								
No	88.8%	84.8%	85.0%	86.7%	83.3%	79.2%	90.4%	87.4%
Yes	11.2%	15.2%	15.0%	13.3%	16.7%	20.8%	9.6%	12.6%

**Q14-2. (If YES) Which language?**

<u>Q14-2. Which language</u>	<u>Number</u>	<u>Percent</u>
Spanish	66	61.7 %
French	6	5.6 %
bilingual	4	3.7 %
Swahili	3	2.8 %
ENGLISH	3	2.8 %
Russian	3	2.8 %
Kiowa	3	2.8 %
German	3	2.8 %
Yoruba	2	1.9 %
Dutch	1	0.9 %
Sign	1	0.9 %
Greek	1	0.9 %
Hispanic	1	0.9 %
Hebrew	1	0.9 %
African	1	0.9 %
Japanese	1	0.9 %
Moscoga	1	0.9 %
Indian	1	0.9 %
Cheyenne & Arapahoe	1	0.9 %
Romanian	1	0.9 %
Muscogee	1	0.9 %
ARABIC SPANISH	1	0.9 %
<u>Native American</u>	<u>1</u>	<u>0.9 %</u>
Total	107	100.0 %

**Q15. Do you have a current driver's license?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q15. Do you have a current driver's license</u>								
No	64.9%	53.8%	45.5%	43.3%	33.3%	20.0%	62.9%	57.8%
Yes	33.0%	45.4%	53.5%	56.7%	58.3%	80.0%	34.5%	40.4%
Not provided	2.1%	0.8%	1.0%	0.0%	8.3%	0.0%	2.6%	1.8%

**Q15. Do you have a current driver's license? (without "not provided")**

<u>Q15. Do you have a current driver's license</u>	<u>Number</u>	<u>Percent</u>
No	638	58.9 %
Yes	446	41.1 %
Total	1084	100.0 %



**Q16. How many working vehicles are in your household?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q16. How many working vehicles are in your household</u>								
None	77.7%	69.1%	58.4%	46.7%	45.8%	28.0%	65.5%	68.7%
One	12.8%	22.1%	28.7%	23.3%	37.5%	16.0%	17.2%	18.3%
Two	4.4%	5.3%	8.9%	13.3%	12.5%	40.0%	7.3%	6.9%
Three	3.0%	1.5%	2.0%	6.7%	4.2%	8.0%	6.5%	3.5%
Four	0.2%	0.4%	0.0%	6.7%	0.0%	0.0%	0.4%	0.5%
Five or more	0.7%	0.0%	1.0%	3.3%	0.0%	8.0%	0.9%	0.8%
Not provided	1.2%	1.5%	1.0%	0.0%	0.0%	0.0%	2.2%	1.4%

**Q16. How many working vehicles are in your household? (without "not provided")**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q16. How many working vehicles are in your household</u>								
None	78.6%	70.2%	59.0%	46.7%	45.8%	28.0%	67.0%	69.6%
One	12.9%	22.5%	29.0%	23.3%	37.5%	16.0%	17.6%	18.5%
Two	4.5%	5.4%	9.0%	13.3%	12.5%	40.0%	7.5%	7.0%
Three	3.1%	1.6%	2.0%	6.7%	4.2%	8.0%	6.6%	3.6%
Four	0.2%	0.4%	0.0%	6.7%	0.0%	0.0%	0.4%	0.5%
Five or more	0.7%	0.0%	1.0%	3.3%	0.0%	8.0%	0.9%	0.8%

**Q17. Including yourself, how many people live in your home?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q17. How many people live in your home</u>								
One	35.8%	39.3%	31.7%	30.0%	33.3%	4.0%	33.6%	34.9%
Two	26.7%	24.8%	32.7%	30.0%	20.8%	28.0%	23.7%	26.2%
Three	15.1%	16.0%	17.8%	6.7%	16.7%	44.0%	13.8%	15.8%
Four	9.5%	9.2%	7.9%	6.7%	12.5%	8.0%	9.9%	9.3%
Five	3.5%	3.1%	5.9%	16.7%	4.2%	8.0%	5.2%	4.4%
Six or more	6.7%	6.5%	3.0%	6.7%	4.2%	8.0%	9.9%	7.0%
Not provided	2.6%	1.1%	1.0%	3.3%	8.3%	0.0%	3.9%	2.4%

**Q17. Including yourself, how many people live in your home? (without "not provided")**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q17. How many people live in your home</u>								
One	36.8%	39.8%	32.0%	31.0%	36.4%	4.0%	35.0%	35.7%
Two	27.4%	25.1%	33.0%	31.0%	22.7%	28.0%	24.7%	26.8%
Three	15.5%	16.2%	18.0%	6.9%	18.2%	44.0%	14.3%	16.2%
Four	9.8%	9.3%	8.0%	6.9%	13.6%	8.0%	10.3%	9.6%
Five	3.6%	3.1%	6.0%	17.2%	4.5%	8.0%	5.4%	4.5%
Six or more	6.9%	6.6%	3.0%	6.9%	4.5%	8.0%	10.3%	7.1%

**Q18. What year were you born in?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	39.0%	23.6%	9.4%	2.7%	2.3%	2.3%	20.8%	100.0%

**Q19. Are you a registered voter?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q19. Are you a registered voter</u>								
No	37.2%	37.0%	32.7%	26.7%	33.3%	28.0%	40.1%	36.8%
Yes	61.2%	59.5%	67.3%	70.0%	66.7%	72.0%	56.0%	60.9%
Not provided	1.6%	3.4%	0.0%	3.3%	0.0%	0.0%	3.9%	2.4%

**Q19. Are you a registered voter? (without "not provided")**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q19. Are you a registered voter</u>								
No	37.8%	38.3%	32.7%	27.6%	33.3%	28.0%	41.7%	37.7%
Yes	62.2%	61.7%	67.3%	72.4%	66.7%	72.0%	58.3%	62.3%

**Q20. What is your home Zip code?**

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
73505	1	0.1 %
73126	1	0.1 %
79049	1	0.1 %
73772	1	0.1 %
74056	1	0.1 %
74401	1	0.1 %
73018	1	0.1 %
73501	1	0.1 %
73310	1	0.1 %
73136	1	0.1 %
73034	1	0.1 %
73017	1	0.1 %
73511	1	0.1 %
73166	1	0.1 %
76055	1	0.1 %
75217	1	0.1 %
73036	1	0.1 %
73217	1	0.1 %
73071	1	0.1 %
73173	1	0.1 %
73124	1	0.1 %
74884	1	0.1 %
75084	1	0.1 %
32327	1	0.1 %
74058	1	0.1 %
73044	1	0.1 %
73100	1	0.1 %
53208	1	0.1 %
93102	1	0.1 %
73402	1	0.1 %
73153	1	0.1 %
73012	1	0.1 %
73179	1	0.1 %
73199	1	0.1 %
74105	1	0.1 %
73184	1	0.1 %
73701	1	0.1 %
73688	1	0.1 %
73206	1	0.1 %
79003	1	0.1 %
73134	1	0.1 %
74107	1	0.1 %



76106	1	0.1 %
78002	1	0.1 %
73164	1	0.1 %
73041	1	0.1 %
73020	1	0.1 %
73171	1	0.1 %
73049	1	0.1 %
73009	1	0.1 %
Total	1050	100.0 %

**Q21. Your gender:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q21. Your gender</u>								
Male	51.6%	59.5%	65.3%	80.0%	66.7%	68.0%	61.6%	58.3%
Female	48.4%	40.1%	34.7%	20.0%	33.3%	32.0%	37.9%	41.5%
Not provided	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%

**Q21. Your gender: (without "not provided")**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q21. Your gender</u>								
Male	51.6%	59.8%	65.3%	80.0%	66.7%	68.0%	61.9%	58.4%
Female	48.4%	40.2%	34.7%	20.0%	33.3%	32.0%	38.1%	41.6%

**Q22. Do you consider yourself:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q22. Your race</u>								
White/Caucasian	34.7%	43.9%	31.7%	33.3%	29.2%	56.0%	23.7%	34.6%

**Q22. Do you consider yourself:**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q22. 2nd</u>								
Black/African American	47.0%	36.3%	51.5%	53.3%	54.2%	44.0%	53.9%	46.6%
Hispanic	8.4%	8.8%	9.9%	6.7%	8.3%	4.0%	7.8%	8.3%
Asian	1.4%	0.0%	2.0%	0.0%	4.2%	0.0%	1.3%	1.1%
Native American	15.8%	10.3%	11.9%	16.7%	8.3%	12.0%	15.5%	13.9%
Other	0.7%	2.7%	0.0%	0.0%	4.2%	0.0%	2.2%	1.4%

**Q22. Other**

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
Bi-racial	6	66.7 %
American	1	11.1 %
Alaska	1	11.1 %
Human	1	11.1 %
Total	9	100.0 %

**Q23. Are you:**

**Q24. Your annual household income in 2015**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<b><u>Q23. Your employment status</u></b>								
Employed full time	20.0%	46.6%	51.5%	56.7%	45.8%	72.0%	20.7%	32.1%
Employed part time	22.1%	23.7%	18.8%	20.0%	16.7%	4.0%	20.7%	21.3%
Looking for work	25.1%	6.9%	12.9%	6.7%	12.5%	8.0%	24.1%	18.3%
Student/K-12	2.6%	0.4%	2.0%	3.3%	4.2%	0.0%	6.0%	2.7%
Tech/College	8.1%	3.8%	4.0%	6.7%	16.7%	4.0%	6.0%	6.3%
Homemaker	5.6%	1.1%	3.0%	0.0%	0.0%	4.0%	2.2%	3.3%
Retired	10.0%	13.4%	5.9%	13.3%	8.3%	8.0%	12.5%	11.0%
Other	14.2%	8.4%	10.9%	10.0%	8.3%	0.0%	10.8%	11.2%

**Q23. Other**

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
Disabled	61	67.8 %
SSI	8	8.9 %
self-employed	4	4.4 %
Social Security	3	3.3 %
student	1	1.1 %
volunteer	1	1.1 %
seasonal	1	1.1 %
ON CALL WORK	1	1.1 %
SSI IS PENDING	1	1.1 %
school for GED at OIC	1	1.1 %
stay at home mom	1	1.1 %
unemployed	1	1.1 %
d-ssi	1	1.1 %
OWN BUSINESS	1	1.1 %
caregiver	1	1.1 %
Temp	1	1.1 %
CONTRACTOR	1	1.1 %
HOMELESS	1	1.1 %
Total	90	100.0 %



**Q24. What was your annual household income in 2014?**

<u>Q24. Your annual household income in 2015</u>	<u>Number</u>	<u>Percent</u>
Less than \$10K	430	38.9 %
\$10K-\$19,999	262	23.7 %
\$20K-\$29,999	101	9.1 %
\$30K-\$39,999	30	2.7 %
\$40K-\$49,999	24	2.2 %
\$50K+	25	2.3 %
<u>Don't know</u>	<u>232</u>	<u>21.0 %</u>
Total	1104	100.0 %

**Q24. What was your annual household income in 2014? (without "don't know")**

	Q24. Your annual household income in 2015						Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	
Total	49.3%	30.0%	11.6%	3.4%	2.8%	2.9%	100.0%

**Q24. Your annual household income in 2015**

Less than \$10K	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	49.3%
\$10K-\$19,999	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	30.0%
\$20K-\$29,999	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	11.6%
\$30K-\$39,999	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	3.4%
\$40K-\$49,999	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	2.8%
\$50K+	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	2.9%

**Q25. What is the highest level of education that you've completed?**

<u>Q25. Highest level of education completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	143	13.0 %
High school graduate	526	47.6 %
Some college	302	27.4 %
College graduate	95	8.6 %
Graduate degree or higher	62	5.6 %
Total	1128	

**Q26. Are you a person with a disability?**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q26. Are you with a disability</u>								
No	58.4%	67.2%	74.3%	73.3%	62.5%	84.0%	56.9%	62.7%
Yes	37.7%	30.2%	24.8%	26.7%	37.5%	16.0%	36.2%	33.6%
Not provided	4.0%	2.7%	1.0%	0.0%	0.0%	0.0%	6.9%	3.7%

**Q26. Are you a person with a disability? (without "not provided")**

	Q24. Your annual household income in 2015							Total
	Less than \$10K	\$10K-\$19,999	\$20K-\$29,999	\$30K-\$39,999	\$40K-\$49,999	\$50K+	Don't know	
Total	38.9%	23.7%	9.1%	2.7%	2.2%	2.3%	21.0%	100.0%
<u>Q26. Are you with a disability</u>								
No	60.8%	69.0%	75.0%	73.3%	62.5%	84.0%	61.1%	65.1%
Yes	39.2%	31.0%	25.0%	26.7%	37.5%	16.0%	38.9%	34.9%

## CHAPTER 9: CROSS-TABULAR DATA (LENGTH OF USE)

Cross-tabular data analyzing respondent's length of use can be found on the following pages.

**Q2. How often do you usually ride this route?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q2. How often do you usually ride this route**

5+ days per week	45.1%	47.8%	57.6%	55.6%	52.4%
3-4 days per week	22.4%	32.3%	18.5%	20.4%	22.3%
1 or 2 days per week	12.9%	7.5%	12.5%	12.9%	12.0%
1-3 days a month	7.8%	5.0%	4.3%	8.1%	7.0%
Less than once a month	11.8%	7.5%	7.1%	3.0%	6.3%

**Q3. How long have you been riding transit in the OKC area?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q3. How long have you been riding transit in the OKC area**

6 months or less	100.0%	0.0%	0.0%	0.0%	23.1%
6 months to a year	0.0%	100.0%	0.0%	0.0%	14.6%
1-2 years	0.0%	0.0%	100.0%	0.0%	16.7%
More than 2 years	0.0%	0.0%	0.0%	100.0%	45.7%



**Q4. What was the main purpose of your trip today?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q4. What was the main purpose of your trip today</u>					
Work	42.4%	44.1%	41.8%	34.1%	38.8%
School (K-12)	8.2%	1.9%	4.3%	3.2%	4.3%
School (Tech, College, University)	3.9%	6.8%	3.8%	3.4%	4.1%
Shopping/Errands	12.9%	15.5%	19.6%	20.6%	17.9%
Entertainment/Social	4.3%	3.1%	6.5%	6.5%	5.5%
Social Service	2.4%	6.2%	3.3%	5.2%	4.3%
Medical	6.7%	13.7%	7.6%	11.7%	10.1%
Other	19.2%	8.7%	13.0%	15.3%	14.9%

**Q5. How did you pay your fare today?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q5. How did you pay your fare today</u>					
Day pass	30.6%	28.0%	33.2%	29.8%	30.3%
Value card	1.2%	4.3%	0.0%	1.8%	1.7%
7 day pass	7.5%	17.4%	13.0%	11.1%	11.5%
30 day pass	32.2%	21.1%	21.7%	22.6%	24.5%
Cash/coin	26.3%	24.8%	23.9%	23.6%	24.5%
Reduced fare cash	0.8%	1.2%	2.7%	4.2%	2.7%
Reduced fare pass	1.6%	3.1%	5.4%	6.9%	4.9%

**Q6. How did you get from your home to the nearest bus stop?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q6. How did you get from your home to the nearest bus stop**

Walk	88.2%	90.1%	92.4%	91.3%	90.6%
Bicycle	3.9%	3.7%	2.7%	2.8%	3.2%
Wheelchair/scooter	0.4%	0.0%	0.5%	0.2%	0.3%
Dropped off (car, uber, taxi, lyft)	5.1%	4.3%	4.3%	5.0%	4.8%
Drove alone	1.2%	0.0%	0.0%	0.2%	0.4%
Drove with others	1.2%	1.9%	0.0%	0.6%	0.8%

**Q6-1. (If Walked) How many minutes did you walk?**

<u>Q6-1. How many minutes did you walk</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	326	52.5 %
6-10 minutes	152	24.5 %
11-20 minutes	113	18.2 %
21-30 minutes	22	3.5 %
31+ minutes	8	1.3 %
Total	621	100.0 %

**Q6-2. (If biked) How many minutes did you bike?**

<u>Q6-2. How many minutes did you bike</u>	<u>Number</u>	<u>Percent</u>
0-5 minutes	12	57.1 %
6-10 minutes	4	19.0 %
11-20 minutes	2	9.5 %
21-30 minutes	1	4.8 %
31+ minutes	2	9.5 %
Total	21	100.0 %

**Q7. For your trip you are currently on, how many transfers will you make to reach your destination?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q7. How many transfers will you make to reach your destination**

None	36.9%	29.2%	27.7%	31.0%	31.5%
One	22.7%	22.4%	28.8%	22.0%	23.4%
Two	32.2%	34.2%	30.4%	29.6%	31.0%
Three or more	8.2%	14.3%	13.0%	17.5%	14.1%

**Q8. Does your primary boarding stop have any of the following facilities?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q8. Does your primary boarding stop have any of the following facilities**

Shelters	25.1%	11.8%	16.3%	21.4%	20.0%
Sidewalks	38.4%	39.1%	43.5%	41.5%	40.8%
Benches	68.2%	64.6%	64.7%	66.5%	66.3%
All three above	11.8%	4.3%	9.8%	11.5%	10.2%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-1. Buses arriving on time</u>					
Excellent	31.7%	19.9%	30.2%	23.6%	26.1%
Good	36.1%	44.7%	39.6%	36.4%	38.1%
Fair	21.0%	27.3%	17.6%	28.7%	24.9%
Below Average	8.3%	6.2%	7.1%	7.5%	7.4%
Poor	2.8%	1.9%	5.5%	3.8%	3.6%



**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-2. Frequency of service</u>					
Excellent	30.2%	20.6%	33.1%	24.2%	26.6%
Good	36.9%	51.3%	43.6%	41.3%	42.2%
Fair	23.8%	22.5%	15.5%	23.8%	22.2%
Below Average	7.5%	2.5%	5.0%	7.4%	6.3%
Poor	1.6%	3.1%	2.8%	3.3%	2.8%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-3. Courtesy of drivers</u>					
Excellent	44.8%	33.1%	39.4%	34.4%	37.5%
Good	30.6%	38.9%	35.6%	35.2%	34.7%
Fair	16.7%	22.9%	20.0%	21.7%	20.4%
Below Average	4.8%	3.8%	3.3%	5.2%	4.6%
Poor	3.2%	1.3%	1.7%	3.5%	2.8%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-4. Helpfulness of transit center staff</u>					
Excellent	40.1%	30.1%	39.7%	36.3%	36.9%
Good	33.3%	48.1%	38.0%	38.8%	38.7%
Fair	20.2%	16.7%	14.5%	19.1%	18.2%
Below Average	4.8%	4.5%	6.1%	3.1%	4.2%
Poor	1.6%	0.6%	1.7%	2.7%	2.0%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-5. Helpfulness of 235-Ride staff</u>					
Excellent	34.6%	29.5%	37.0%	37.5%	35.6%
Good	37.1%	45.6%	43.6%	37.9%	39.8%
Fair	20.8%	19.5%	14.4%	19.4%	18.9%
Below Average	5.4%	4.0%	3.9%	3.2%	3.9%
Poor	2.1%	1.3%	1.1%	2.1%	1.8%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-6. Cleanliness of buses</u>					
Excellent	30.2%	15.6%	24.4%	23.1%	23.9%
Good	37.3%	46.3%	42.8%	37.0%	39.4%
Fair	26.2%	31.3%	23.3%	26.4%	26.6%
Below Average	4.8%	3.8%	7.2%	8.3%	6.6%
Poor	1.6%	3.1%	2.2%	5.2%	3.5%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-7. Cleanliness of transit center</u>					
Excellent	31.9%	21.2%	33.7%	30.4%	30.0%
Good	39.4%	51.3%	38.8%	42.7%	42.5%
Fair	22.3%	21.2%	17.4%	20.0%	20.3%
Below Average	4.4%	4.5%	6.7%	5.4%	5.3%
Poor	2.0%	1.9%	3.4%	1.5%	2.0%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-8. Ease of getting service information</u>					
Excellent	35.5%	26.5%	33.5%	32.1%	32.3%
Good	37.1%	49.7%	46.9%	40.2%	42.0%
Fair	21.8%	16.8%	15.1%	21.9%	20.0%
Below Average	3.6%	5.8%	3.4%	4.3%	4.2%
Poor	2.0%	1.3%	1.1%	1.4%	1.5%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-9. Ease of locating a bus stop</u>					
Excellent	35.3%	25.2%	34.8%	30.1%	31.4%
Good	36.5%	44.7%	43.1%	36.1%	38.7%
Fair	22.1%	22.6%	18.2%	25.7%	23.1%
Below Average	3.6%	7.5%	2.2%	5.6%	4.9%
Poor	2.4%	0.0%	1.7%	2.5%	2.0%



**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-10. Ease of paying your fare</u>					
Excellent	38.0%	31.4%	37.6%	31.1%	33.9%
Good	40.0%	49.1%	46.4%	43.7%	44.1%
Fair	16.8%	17.0%	13.3%	18.1%	16.8%
Below Average	2.8%	2.5%	2.2%	4.9%	3.6%
Poor	2.4%	0.0%	0.6%	2.1%	1.6%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-11. Safe operation of bus</u>					
Excellent	43.0%	30.8%	38.3%	30.3%	34.7%
Good	37.5%	49.7%	44.4%	46.2%	44.4%
Fair	14.3%	17.0%	11.7%	17.9%	15.9%
Below Average	3.2%	1.9%	4.4%	3.7%	3.4%
Poor	2.0%	0.6%	1.1%	1.9%	1.6%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-12. Safety at transit center</u>					
Excellent	34.8%	25.0%	31.5%	26.8%	29.2%
Good	35.2%	47.4%	45.5%	43.9%	42.7%
Fair	21.1%	21.8%	14.6%	20.7%	19.9%
Below Average	6.1%	4.5%	5.6%	6.4%	5.9%
Poor	2.8%	1.3%	2.8%	2.3%	2.3%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-13. Safety while waiting at a bus stop</u>					
Excellent	29.6%	22.5%	28.7%	24.9%	26.3%
Good	38.4%	48.8%	45.9%	40.5%	42.2%
Fair	24.4%	21.9%	19.3%	24.5%	23.2%
Below Average	5.6%	3.1%	4.4%	7.1%	5.7%
Poor	2.0%	3.8%	1.7%	2.9%	2.6%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-14. Information at the bus stop</u>					
Excellent	29.0%	21.5%	25.4%	22.2%	24.2%
Good	28.6%	39.2%	42.0%	33.4%	34.6%
Fair	24.6%	24.7%	18.2%	23.9%	23.2%
Below Average	9.7%	6.3%	8.3%	12.0%	10.0%
Poor	8.1%	8.2%	6.1%	8.5%	8.0%

**Q9. Please rate each of the following items:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q9-15. Overall, how do you rate EMBARK</u>					
Excellent	35.6%	22.5%	31.9%	28.3%	29.7%
Good	37.2%	49.4%	42.9%	41.0%	41.7%
Fair	21.6%	22.5%	18.7%	22.5%	21.7%
Below Average	4.4%	4.4%	4.4%	6.4%	5.3%
Poor	1.2%	1.3%	2.2%	1.8%	1.7%

**Q10. How do you currently access the internet?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q10. How do you currently access the internet**

Phone	71.0%	66.5%	70.1%	59.9%	65.1%
Tablet: iPad or Galaxy	9.8%	9.9%	8.2%	6.0%	7.8%
Computer	34.5%	30.4%	20.7%	30.0%	29.5%
No access	13.7%	19.3%	14.1%	21.2%	18.0%
Other	1.2%	4.3%	3.8%	2.2%	2.5%

**Q10. Other**

<u>Q10. Other</u>	<u>Number</u>	<u>Percent</u>
Library	11	52.4 %
XBox	5	23.8 %
Playstation4	2	9.5 %
Call bus station	1	4.8 %
Schuldes	1	4.8 %
people	1	4.8 %
Total	21	100.0 %



**Q11. Have you used any of the trip planning tools below?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q11. Have you used any trip planning tools</u>					
Text alerts	8.6%	6.8%	3.8%	4.4%	5.6%
235-RIDE	40.8%	45.3%	60.3%	67.1%	56.7%
Online planner	5.9%	10.6%	5.4%	4.6%	5.9%
EMBARK connect app	16.1%	14.9%	12.0%	8.3%	11.7%
embarkok.com	22.0%	31.1%	30.4%	21.0%	24.3%

**Q12. What one improvement would you like to see in transit service here in the area?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<b><u>Q12. One improvement in transit service</u></b>					
More routes to more places	31.4%	22.4%	28.3%	27.2%	27.6%
More shelters at stops	17.6%	22.4%	20.1%	18.3%	19.0%
Later service on Saturdays	10.2%	11.2%	13.0%	13.1%	12.1%
More buses running until midnight on weekends	16.9%	21.1%	18.5%	21.4%	19.8%
Add Sunday service	12.9%	12.4%	12.5%	9.9%	11.4%
More frequent service on Saturday	7.1%	7.5%	6.0%	6.2%	6.5%
More frequent service on weekdays	3.9%	3.1%	1.6%	4.0%	3.4%

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Del City	7	4.5 %
Bethany	5	3.2 %
Moore	5	3.2 %
everywhere	5	3.2 %
NW OKC	5	3.2 %
NW Expressway	4	2.6 %
Midwest City	4	2.6 %
2	4	2.6 %
all over	3	1.9 %
Northeast	3	1.9 %
SOCIAL SECURITY OFFICE	2	1.3 %
Everywhere	2	1.3 %
Northwest	2	1.3 %
west okc	2	1.3 %
Britton and May	2	1.3 %
Hobby Lobby	2	1.3 %
Spencer	2	1.3 %
rt 15 weekends	1	0.6 %
east side	1	0.6 %
Walmart	1	0.6 %
east and west	1	0.6 %
Edmond	1	0.6 %
late night SE 59th	1	0.6 %
24 hour service	1	0.6 %
North	1	0.6 %
Penn/Classen	1	0.6 %
more east	1	0.6 %
14	1	0.6 %
Sunday	1	0.6 %
Closer to St. Ann Retirement (Rockwell/Britton).	1	0.6 %
Britton Rd	1	0.6 %
to village/mall	1	0.6 %
N May and Britton	1	0.6 %
Farther Northwest	1	0.6 %
Past NW 63rd	1	0.6 %
Expressway	1	0.6 %
Millwood School	1	0.6 %
Ware Acres,Bethany	1	0.6 %
Further toward Yukon	1	0.6 %
Hobby Lobby 44th Rockwell	1	0.6 %
Council	1	0.6 %
Home & work & church	1	0.6 %
ETC Institute		

Coltrane	1	0.6 %
Bench Drive outside Archway inbound.	1	0.6 %
NW and E	1	0.6 %
23rd and Rockwell	1	0.6 %
All routes til midnight.	1	0.6 %
Expand	1	0.6 %
Yukon	1	0.6 %
Tulsa, Shawnee, Guthrie, Mustang	1	0.6 %
Edmond, Midwest City, Bethany, Expressway	1	0.6 %
18 on weekends	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
Bethany, NW and 24 hour service	1	0.6 %
122nd and May	1	0.6 %
May	1	0.6 %
All	1	0.6 %
further west	1	0.6 %
SE 33rd and Bryant (Del City)	1	0.6 %
Tulsa	1	0.6 %
Further north	1	0.6 %
Further Council Expressway	1	0.6 %
23rd & rockwell	1	0.6 %
Bratton & mcArthur	1	0.6 %
Council and Nw Ext	1	0.6 %
Rockwell	1	0.6 %
23rd & Council	1	0.6 %
n Council	1	0.6 %
36th	1	0.6 %
ROCKWELL & 122ND	1	0.6 %
Macarthur Apts	1	0.6 %
South side	1	0.6 %
Bethany, Norman	1	0.6 %
route 15	1	0.6 %
MWC	1	0.6 %
Target on Western	1	0.6 %
whole city	1	0.6 %
203	1	0.6 %
Moore, OKC	1	0.6 %
S E 59TH	1	0.6 %
18-10 two way	1	0.6 %
MWC, W OKC	1	0.6 %
Fuller North West	1	0.6 %
Midwest City, Del City	1	0.6 %
Norman	1	0.6 %
OSU	1	0.6 %
Farther north into Edmond, North OKC	1	0.6 %
#15 Have more frequent buses	1	0.6 %
More for North routes	1	0.6 %
Northwest Lbring	1	0.6 %
along S.W. Campus to my house	1	0.6 %

75th W. Memorial Road	1	0.6 %
59TH & 44TH SOUTH CROSSTOWN	1	0.6 %
ballpark	1	0.6 %
Rene, Portland	1	0.6 %
sat.-norman	1	0.6 %
15	1	0.6 %
down 29th	1	0.6 %
along 36th st	1	0.6 %
NW Hwy & Rockwell	1	0.6 %
toward south	1	0.6 %
SE 57TH ST	1	0.6 %
Tulsa, Shawnee	1	0.6 %
SW OKC & MWC	1	0.6 %
43 AND PENN	1	0.6 %

**Q12-1. Where?**

<u>Q12. Where</u>	<u>Number</u>	<u>Percent</u>
PENN & SW 134	1	0.6 %
NW 122 AND MAY	1	0.6 %
Sunnylane & Sooner	1	0.6 %
Walmart, Belle Isle	1	0.6 %
COUNCIL RD	1	0.6 %
Bricktown	1	0.6 %
OPEN LATER	1	0.6 %
Douglass	1	0.6 %
Northwest library	1	0.6 %
<u>NW EXPRESSWAY &amp; COUNCIL</u>	<u>1</u>	<u>0.6 %</u>
Total	156	100.0 %

**Q13. What is the primary reason you use transit?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<b><u>Q13. Primary reason you use transit</u></b>					
Cannot drive	25.9%	15.5%	25.0%	24.0%	23.4%
No car available	57.6%	70.2%	63.0%	59.7%	61.3%
Save money	11.4%	9.3%	7.6%	9.3%	9.5%
Avoid driving/traffic	3.1%	3.7%	1.6%	3.2%	3.0%
Avoid parking	0.4%	0.0%	0.5%	2.2%	1.2%
Environment	1.6%	1.2%	2.2%	1.6%	1.6%



**Q14. Do you speak a language other than English at home?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q14. Do you speak a language other than English at home**

No	85.1%	83.2%	83.7%	85.7%	84.9%
Yes	12.9%	13.0%	12.0%	11.7%	12.2%
Not provided	2.0%	3.7%	4.3%	2.6%	2.9%

**Q14. Do you speak a language other than English at home? (without "not provided")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q14. Do you speak a language other than English at home**

No	86.8%	86.5%	87.5%	88.0%	87.4%
Yes	13.2%	13.5%	12.5%	12.0%	12.6%

**Q14-2. (If YES) Which language?**

<u>Q14-2. Which language</u>	<u>Number</u>	<u>Percent</u>
Spanish	66	61.7 %
French	6	5.6 %
bilingual	4	3.7 %
Swahili	3	2.8 %
ENGLISH	3	2.8 %
Russian	3	2.8 %
Kiowa	3	2.8 %
German	3	2.8 %
Yoruba	2	1.9 %
Dutch	1	0.9 %
Sign	1	0.9 %
Greek	1	0.9 %
Hispanic	1	0.9 %
Hebrew	1	0.9 %
African	1	0.9 %
Japanese	1	0.9 %
Moscoga	1	0.9 %
Indian	1	0.9 %
Cheyenne & Arapahoe	1	0.9 %
Romanian	1	0.9 %
Muscogee	1	0.9 %
ARABIC SPANISH	1	0.9 %
Native American	1	0.9 %
Total	107	100.0 %

**Q15. Do you have a current driver's license?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q15. Do you have a current driver's license</u>					
No	54.1%	48.4%	61.4%	61.3%	57.8%
Yes	43.9%	50.3%	38.6%	36.1%	40.4%
Not provided	2.0%	1.2%	0.0%	2.6%	1.8%

**Q15. Do you have a current driver's license? (without "not provided")**

<u>Q15. Do you have a current driver's license</u>	<u>Number</u>	<u>Percent</u>
No	638	58.9 %
Yes	446	41.1 %
Total	1084	100.0 %

**Q16. How many working vehicles are in your household?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q16. How many working vehicles are in your household**

None	56.5%	67.1%	70.1%	74.8%	68.7%
One	22.0%	24.2%	16.3%	15.3%	18.3%
Two	11.8%	5.6%	6.5%	5.0%	6.9%
Three	5.5%	1.9%	2.2%	3.6%	3.5%
Four	0.4%	0.6%	1.1%	0.2%	0.5%
Five or more	2.4%	0.0%	1.1%	0.2%	0.8%
Not provided	1.6%	0.6%	2.7%	1.0%	1.4%

**Q16. How many working vehicles are in your household? (without "not provided")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q16. How many working vehicles are in your household**

None	57.4%	67.5%	72.1%	75.6%	69.6%
One	22.3%	24.4%	16.8%	15.4%	18.5%
Two	12.0%	5.6%	6.7%	5.0%	7.0%
Three	5.6%	1.9%	2.2%	3.6%	3.6%
Four	0.4%	0.6%	1.1%	0.2%	0.5%
Five or more	2.4%	0.0%	1.1%	0.2%	0.8%

**Q17. Including yourself, how many people live in your home?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q17. How many people live in your home</u>					
One	27.8%	30.4%	37.0%	39.1%	34.9%
Two	20.8%	28.0%	29.3%	27.2%	26.2%
Three	17.3%	19.9%	14.1%	14.3%	15.8%
Four	12.5%	9.3%	8.2%	8.1%	9.3%
Five	6.7%	3.1%	4.3%	3.8%	4.4%
Six or more	13.3%	5.6%	4.3%	5.2%	7.0%
Not provided	1.6%	3.7%	2.7%	2.4%	2.4%



**Q17. Including yourself, how many people live in your home? (without "not provided")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q17. How many people live in your home</u>					
One	28.3%	31.6%	38.0%	40.0%	35.7%
Two	21.1%	29.0%	30.2%	27.8%	26.8%
Three	17.5%	20.6%	14.5%	14.6%	16.2%
Four	12.7%	9.7%	8.4%	8.3%	9.6%
Five	6.8%	3.2%	4.5%	3.9%	4.5%
Six or more	13.5%	5.8%	4.5%	5.3%	7.1%

**Q18. What year were you born in?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.5%	14.5%	16.9%	45.1%	100.0%

**Q19. Are you a registered voter?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q19. Are you a registered voter</u>					
No	48.2%	33.5%	33.7%	33.1%	36.8%
Yes	49.0%	64.0%	65.2%	64.3%	60.9%
Not provided	2.7%	2.5%	1.1%	2.6%	2.4%

**Q19. Are you a registered voter? (without "not provided")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q19. Are you a registered voter</u>					
No	49.6%	34.4%	34.1%	34.0%	37.7%
Yes	50.4%	65.6%	65.9%	66.0%	62.3%

**Q20. What is your home Zip code?**

Q20. Your home zip code	Number	Percent
73106	117	11.1 %
73111	81	7.7 %
73127	76	7.2 %
73107	63	6.0 %
73108	63	6.0 %
73119	57	5.4 %
73112	56	5.3 %
73109	45	4.3 %
73129	41	3.9 %
73114	37	3.5 %
73159	27	2.6 %
73120	27	2.6 %
73110	26	2.5 %
73135	26	2.5 %
73117	22	2.1 %
73102	20	1.9 %
73105	19	1.8 %
73118	18	1.7 %
73104	17	1.6 %
73103	16	1.5 %
73132	16	1.5 %
73139	16	1.5 %
73084	15	1.4 %
73115	12	1.1 %
73008	12	1.1 %
73141	6	0.6 %
73130	6	0.6 %
73162	5	0.5 %
73160	5	0.5 %
73189	4	0.4 %
73128	4	0.4 %
73122	4	0.4 %
73121	4	0.4 %
73170	4	0.4 %
74801	3	0.3 %
73521	3	0.3 %
73149	3	0.3 %
73101	2	0.2 %

73182	2	0.2 %
74127	2	0.2 %
78558	2	0.2 %
75109	2	0.2 %
73113	2	0.2 %
73116	2	0.2 %
73098	2	0.2 %
76102	2	0.2 %
78553	1	0.1 %
73145	1	0.1 %
78543	1	0.1 %
74023	1	0.1 %
73507	1	0.1 %
73801	1	0.1 %

**Q21. Your gender:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	

Total	23.1%	14.6%	16.7%	45.7%	100.0%
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**Q21. Your gender**

Male	63.1%	48.4%	57.6%	59.3%	58.3%
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Female	36.9%	50.9%	42.4%	40.5%	41.5%
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Not provided	0.0%	0.6%	0.0%	0.2%	0.2%
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**Q21. Your gender: (without "not provided")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q21. Your gender</u>					
Male	63.1%	48.8%	57.6%	59.4%	58.4%
Female	36.9%	51.3%	42.4%	40.6%	41.6%



**Q22. Do you consider yourself:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q22. Your race</u>					
White/Caucasian	36.1%	44.1%	42.4%	28.0%	34.6%

**Q22. Do you consider yourself:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q22. 2nd</u>					
Black/African American	44.7%	41.0%	42.4%	50.8%	46.6%
Hispanic	12.2%	9.3%	7.1%	6.5%	8.3%
Asian	0.4%	3.1%	1.1%	0.8%	1.1%
Native American	12.2%	8.7%	15.8%	15.7%	13.9%
Other	1.2%	3.1%	2.2%	0.8%	1.4%

**Q22. Other**

<u>Q22. Other</u>	<u>Number</u>	<u>Percent</u>
Bi-racial	6	66.7 %
American	1	11.1 %
Alaska	1	11.1 %
Human	1	11.1 %
Total	9	100.0 %

**Q23. Are you:**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	

Total	23.1%	14.6%	16.7%	45.7%	100.0%
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**Q23. Your employment status**

Employed full time	34.1%	40.4%	31.0%	28.8%	32.1%
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Employed part time	25.5%	15.5%	23.4%	20.2%	21.3%
--------------------	-------	-------	-------	-------	-------

Looking for work	25.9%	18.6%	17.9%	14.5%	18.3%
------------------	-------	-------	-------	-------	-------

Student/K-12	4.7%	0.0%	3.3%	2.4%	2.7%
--------------	------	------	------	------	------

Tech/College	5.5%	7.5%	6.5%	6.3%	6.3%
--------------	------	------	------	------	------

Homemaker	0.8%	5.6%	2.2%	4.2%	3.3%
-----------	------	------	------	------	------

Retired	3.1%	6.2%	9.8%	16.9%	11.0%
---------	------	------	------	-------	-------

Other	5.5%	10.6%	13.6%	13.5%	11.2%
-------	------	-------	-------	-------	-------

**Q23. Other**

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
Disabled	61	67.8 %
SSI	8	8.9 %
self-employed	4	4.4 %
Social Security	3	3.3 %
student	1	1.1 %
volunteer	1	1.1 %
seasonal	1	1.1 %
ON CALL WORK	1	1.1 %
SSI IS PENDING	1	1.1 %
school for GED at OIC	1	1.1 %
stay at home mom	1	1.1 %
unemployed	1	1.1 %
d-ssi	1	1.1 %
OWN BUSINESS	1	1.1 %
caregiver	1	1.1 %
Temp	1	1.1 %
CONTRACTOR	1	1.1 %
HOMELESS	1	1.1 %
Total	90	100.0 %

**Q24. What was your annual household income in 2014?**

<u>Q24. Your annual household income in 2015</u>	<u>Number</u>	<u>Percent</u>
Less than \$10K	430	38.9 %
\$10K-\$19,999	262	23.7 %
\$20K-\$29,999	101	9.1 %
\$30K-\$39,999	30	2.7 %
\$40K-\$49,999	24	2.2 %
\$50K+	25	2.3 %
<u>Don't know</u>	<u>232</u>	<u>21.0 %</u>
Total	1104	100.0 %

**Q24. What was your annual household income in 2014? (without "don't know")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%

**Q24. Your annual household income in 2015**

Less than \$10K	43.8%	40.6%	53.1%	53.7%	49.3%
\$10K-\$19,999	28.9%	31.2%	31.5%	29.7%	30.0%
\$20K-\$29,999	12.9%	15.9%	8.4%	10.6%	11.6%
\$30K-\$39,999	4.6%	4.3%	3.5%	2.5%	3.4%
\$40K-\$49,999	5.2%	5.1%	0.7%	1.5%	2.8%
\$50K+	4.6%	2.9%	2.8%	2.0%	2.9%

**Q25. What is the highest level of education that you've completed?**

<u>Q25. Highest level of education completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	143	13.0 %
High school graduate	526	47.6 %
Some college	302	27.4 %
College graduate	95	8.6 %
<u>Graduate degree or higher</u>	<u>62</u>	<u>5.6 %</u>
Total	1128	



**Q26. Are you a person with a disability?**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q26. Are you with a disability</u>					
No	77.6%	71.4%	60.3%	53.2%	62.7%
Yes	19.2%	26.1%	35.9%	42.5%	33.6%
Not provided	3.1%	2.5%	3.8%	4.4%	3.7%

**Q26. Are you a person with a disability? (without "not provided")**

	Q3. How long have you been riding transit in the OKC area				Total
	6 months or less	6 months to a year	1-2 years	More than 2 years	
Total	23.1%	14.6%	16.7%	45.7%	100.0%
<u>Q26. Are you with a disability</u>					
No	80.2%	73.2%	62.7%	55.6%	65.1%
Yes	19.8%	26.8%	37.3%	44.4%	34.9%

## CHAPTER 10: SURVEY INSTRUMENT

Both the English and Spanish versions of the survey instrument can be found on the following pages.

# 2015 EMBARK Transit Rider Survey

EMBARC wants your input in order to serve you better.

Please take a few minutes to complete this important transit survey.

Office use only

Interviewer's initials: \_\_\_\_\_

Day of the Week: \_\_\_\_\_

Route number/name: \_\_\_\_\_

Time of Day:  6am – 9am  9am – 3pm  
 3pm – 6pm  After 6pm

## 1. What bus route number are you riding now?

## 2. How often do you usually ride this route?

- 5+ days per week  1-3 days a month  
 3-4 days per week  Less than once a month  
 1 or 2 days per week

## 3. How long have you been riding transit in the OKC area?

- 6 months or less  6 months to a year  1-2 years  
 More than 2 years

## 4. What was the main purpose of your trip today? (Insert name and zip code if applicable.)

- Work → Zip code: \_\_\_\_\_ Place Name: \_\_\_\_\_  
 School (K-12) → School Name: \_\_\_\_\_  
 School (Tech, College, → School Name: \_\_\_\_\_  
University)  
 Shopping/Errands  
 Entertainment/Social  
 Social Service → Place Name: \_\_\_\_\_  
 Medical  
 Other: \_\_\_\_\_

## 5. How did you pay your fare today?

- Day Pass  Cash/Coin  
 Value card  Reduced fare cash  
 7 Day Pass  Reduced fare pass  
 30 Day Pass

## 6. How did you get from your home to the nearest bus stop?

- Walk → How many minutes did you walk? \_\_\_\_\_  
 Bicycle → How many minutes did you bike? \_\_\_\_\_  
 Wheelchair/scooter  
  
 Dropped off (car, uber, taxi, lyft)  
 Drove alone  
 Drove with others

## 7. For your trip you are currently on, how many transfers will you make to reach your destination?

- None  Two  
 One  Three or more

## 8. Does your primary boarding stop have any of the following facilities? (Check all that apply.)

- Shelters  Sidewalks  Benches

## 9. Please rate each of the following items

	Excellent	Good	Fair	Below Average	Poor
Buses arriving on time	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Courtesy of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of transit center staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of 235-RIDE staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of transit center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting service information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of locating a bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of paying your fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe operation of bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety at the transit center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety while waiting at a bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how do you rate EMBARK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 10. How do you currently access the internet? (Check all the apply.)

- Phone  Tablet (i.e. iPad or Galaxy)  
 Computer  No access  
 Other: \_\_\_\_\_

## 11. Have you used any of the below trip planning tools? (Check all the apply.)

- Text alerts  235-RIDE  Online planner  
 EMBARK connect app  embarkok.com

## 12. What one improvement would you like to see in transit service here in the area?

- More routes to more places, WHERE? \_\_\_\_\_  
 More shelters at stops  Later service on Saturdays  
 More buses running until midnight on weekdays  
 Add Sunday service  More frequent service on Saturday  
 More frequent service on weekdays

## 13. What is the primary reason you use transit?

- Cannot drive  No car available  Save money  
 Avoid driving/traffic  Avoid parking  Environment

## 14. Do you speak a language other than English at home?

- No  Yes, Which language? \_\_\_\_\_

## 15. Do you have a current driver's license? No Yes

## 16. How many working vehicles are in your household?

- None  One  Two  Three  Four  Five or more

## 17. Including yourself, how many people live in your home?

- One  Two  Three  Four  Five  Six or more

## 18. What year were you born in?

## 19. Are you a registered voter?

- No  Yes

## 20. What is your home Zip code?

## 21. Are you:

- Male  Female

## 22. Do you consider yourself:

- White/Caucasian  Black/African American  Hispanic  
 Asian  Native American  Other: \_\_\_\_\_

## 23. Are you: (Check all that apply.)

- Employed full time  Employed part time  Looking for work  
 Student (K-12)  Tech/College  Homemaker  Retired  
 Other: \_\_\_\_\_

## 24. What was your annual household income in 2014?

- Less than \$10,000  \$10k-\$19,999  \$20k-\$29,999  \$30k-\$39,999  
 \$40k-\$50,000  \$50,000 or more  Don't know

## 25. What is the highest level of education that you've completed? (Check all that apply.)

- Less than high school grad  High school grad  Some college  
 College graduate  Graduate degree or higher

## 26. Are you a person with a disability?

- No  Yes

WIN A FREE EMBARK PASS! Enter your valid email address and cell phone number to be registered to win a 30-Day Monthly Pass.

Email: \_\_\_\_\_ Cell (include area code): \_\_\_\_\_

# 2015 EMBARK Transit Rider Survey

Office use only

Interviewer's initials: \_\_\_\_\_

Day of the Week: \_\_\_\_\_

Route number/name: \_\_\_\_\_

Time of Day:  6am - 9am  9am - 3pm  
 3pm - 6pm  After 6pm

EMBARC quiere su entrada con el fin de brindarle un mejor servicio.

Por favor tóme unos minutos para completar esta importante encuesta de tránsito.

1. Qué número de ruta de autobús esta utilizando ahorita?

2. Con qué frecuencia utiliza esta ruta?

- 5+ días por semana  1-3 días al mes  
 3-4 días por semana  Menos de una vez al mes  
 1-2 días por semana

3. Cuánto tiempo ha estado utilizando el tránsito en la área de Oklahoma City?

- 6 meses o menos  6 meses a un año  1-2 años  
 Más de 2 años

4.Cuál fue el propósito principal de su viaje hoy? (indicar el nombre y código postal si corresponde)

Trabajo → Código postal: \_\_\_\_\_

Nombre del lugar: \_\_\_\_\_

Escuela (K-12) → Nombre de la Escuela: \_\_\_\_\_

Escuela (Técnica/Universidad) → Nombre de la Escuela: \_\_\_\_\_

De compras

Social/ Recreación

Servicio Social → Nombre del lugar: \_\_\_\_\_

Médico

Otro: \_\_\_\_\_

5. Cómo pago la tarifa de hoy?

- Pase de día  Efectivo  
 Tarjeta de Valor  Efectivo Tarifa Reducida  
 Pase de 7 Días  Pase de Tarifa Reducida  
 Pase de 30 Días

6. Cómo llego desde su casa a la parada de autobús más cercana?

Caminó → Cuántos minutos caminé: \_\_\_\_\_

Bicicleta → Cuántos minutos en bici: \_\_\_\_\_

Silla de Ruedas/scooters

Fue Dejado  
(coche, uber, taxi, lyft)

Condujo solo

Condujo con otros

7. Para el viaje que se encuentra actualmente, cuántas transferencias hará para llegar a su destino?

- Niguna  Dos  
 Una  Tres o más

8. Su parada de embarque primaria tiene alguna de las instalaciones siguientes? (Marque todo lo que aplique)

- Refugios  Banquetas  Bancos

9. Por favor califique cada uno de los siguientes elementos

	Excelente	Bueno	Justo	Debajo del Promedio	Pobre
Los Autobuses llegan a tiempo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cortesía de los conductores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amabilidad del personal del centro de tránsito	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amabilidad del personal 235-RIDE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpieza de los autobuses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpieza del centro de tránsito	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilidad de obtener información de servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilidad de localizar una parada de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilidad de pagar su tarifa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operación segura del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad en el centro de Autobuses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad mientras espera en una parada de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Información en la parada de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
En general, cómo calificaría usted EMBARK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Actualmente como tiene acceso al internet? (Marque todo lo que aplique)

- Teléfono  Tableta (es decir, el iPad o el Galaxy)  
 Computadora  No hay conexión  
 Otro: \_\_\_\_\_

11. Ha utilizado alguna de las herramientas de planificación de viajes de abajo? (Marque todo lo que aplique)

- Alertas de texto  235-RIDE  Planificador en línea  
 EMBARK conecte aplicación  Embarkok.com

12. Qué mejora le gustaría ver en el servicio de tránsito aquí en la área?

- Más rutas a más lugares, DONDE? \_\_\_\_\_  
 Más refugios en las paradas  Servicio más tarde los Sábados  
 Más autobuses que funcionan hasta la medianoche entre semana  
 Añadir servicio de Domingo  Servicio más frecuente el Sábado  
 Servicio más frecuente entre semana

13.Cuál es la razón principal que utiliza el tránsito?

- No puede conducir  No hay coche disponible  Ahorrar dinero  
 Evitar conducir/ tráfico  Evitar estacionar  Medio Ambiente

14. Usted habla un idioma distinto del Inglés en casa?

- No  Sí: Qué idioma: \_\_\_\_\_

15. Tiene licencia de conducir vigente?  No  Sí

16. Cuántos vehículos que trabajan están en su casa?

- Ninguno  Uno  Dos  Tres  Cuatro  Cinco o más

17. Con la inclusión de usted, cuántas personas viven en su casa?

- Una  Dos  Tres  Cuatro  Cinco  Seis o más

18. En qué año nació?

19. Es usted un votante registrado?

- No  Sí

20.Cuál es el código postal de su casa?

21. Usted es:

- Masculino  Femenina

22. Usted se considera:

- Blanco/ Caucásico  Negro/ Afroamericano  Hispano  
 Asiático  Nativo Americano  Otro: \_\_\_\_\_

23. Está usted: (Marque todo lo que aplique)

- Empleado tiempo completo  Empleado tiempo parcial  
 En busca de trabajo  Estudiante  Técnica/Universidad  Retirado  
 Ama de casa  
 Otro: \_\_\_\_\_

24.Cuál fue su ingreso familiar anual en 2014:

- Menos de \$10,000  \$10k-\$19,999  \$20k-\$29,999  \$30k-\$39,999  
 \$40k-\$50,000  \$50,000 o más  No sabe

25.Cuál es el nivel más alto de educación que ha completado? (Marque todo lo que aplique)

- Menos de la preparatoria  Graduado de la preparatoria  
 Un poco de Universidad  Graduado de la Universidad  
 Licenciatura o Superior

26. Es usted una persona con una discapacidad?

GANE UN PASE DE EMBARK GRATIS!!! INGRESE SU CORREO ELECTRÓNICO Y TELÉFONO CELULAR VÁLIDO PARA SER REGISTRADO PARA GANAR UN PASE MENSUAL DE 30 DÍAS.  
CORREO ELECTRÓNICO: \_\_\_\_\_ TELÉFONO CELULAR(INCLUIR CÓDIGO DE ÁREA): \_\_\_\_\_