APPENDIX A: NPTS DATA
<table>
<thead>
<tr>
<th>AGE</th>
<th>Group Frequency Table</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Command</td>
</tr>
<tr>
<td>5-15</td>
<td>1.03%</td>
</tr>
<tr>
<td></td>
<td>0.67%</td>
</tr>
<tr>
<td></td>
<td>0.60%</td>
</tr>
<tr>
<td></td>
<td>9.83%</td>
</tr>
<tr>
<td></td>
<td>3.37%</td>
</tr>
<tr>
<td></td>
<td>2.33%</td>
</tr>
<tr>
<td></td>
<td>0.00%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGE</th>
<th>Group Cross-tabulation Table</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Command</td>
</tr>
<tr>
<td>5-15</td>
<td>1.03%</td>
</tr>
<tr>
<td></td>
<td>0.67%</td>
</tr>
<tr>
<td></td>
<td>0.60%</td>
</tr>
<tr>
<td></td>
<td>9.83%</td>
</tr>
<tr>
<td></td>
<td>3.37%</td>
</tr>
<tr>
<td></td>
<td>2.33%</td>
</tr>
<tr>
<td></td>
<td>0.00%</td>
</tr>
</tbody>
</table>

1996 National Personal Transportation Survey (NPTS) data: Florida Results
### SEX GROUP Frequency Table

<table>
<thead>
<tr>
<th>SEX</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>32.4%</td>
<td>11.4%</td>
<td>6.0%</td>
<td>4.3%</td>
<td>53.1%</td>
</tr>
<tr>
<td>Female</td>
<td>32.4%</td>
<td>11.4%</td>
<td>6.0%</td>
<td>4.3%</td>
<td>53.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEX</th>
<th>1+3+4</th>
<th>2</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>33.8%</td>
<td>53.1%</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>33.8%</td>
<td>53.1%</td>
<td></td>
</tr>
</tbody>
</table>

### SEX GROUP Cross-tabulation Table

1995 National Personal Transportation Survey (NPTS) Data: Florida Results
### 1995 National Personal Transportation Survey (NPTS) Data: Finds Results

**Auto Group Frequency Table**

<table>
<thead>
<tr>
<th>Auto Group</th>
<th>Combined</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-7.5</td>
<td>32.4%</td>
<td>4.75</td>
</tr>
<tr>
<td>7.1-10.5</td>
<td>18.3%</td>
<td>2.00</td>
</tr>
<tr>
<td>10.1-13.5</td>
<td>17.1%</td>
<td>1.75</td>
</tr>
<tr>
<td>13.1-16.5</td>
<td>11.0%</td>
<td>1.25</td>
</tr>
<tr>
<td>16.1-19.5</td>
<td>7.1%</td>
<td>0.75</td>
</tr>
<tr>
<td>19.1-22.5</td>
<td>4.3%</td>
<td>0.47</td>
</tr>
</tbody>
</table>

**Auto Group Cross-tabulation Table**

<table>
<thead>
<tr>
<th>Auto Group</th>
<th>Combined</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-7.5</td>
<td>32.4%</td>
<td>4.75</td>
</tr>
<tr>
<td>7.1-10.5</td>
<td>18.3%</td>
<td>2.00</td>
</tr>
<tr>
<td>10.1-13.5</td>
<td>17.1%</td>
<td>1.75</td>
</tr>
<tr>
<td>13.1-16.5</td>
<td>11.0%</td>
<td>1.25</td>
</tr>
<tr>
<td>16.1-19.5</td>
<td>7.1%</td>
<td>0.75</td>
</tr>
<tr>
<td>19.1-22.5</td>
<td>4.3%</td>
<td>0.47</td>
</tr>
</tbody>
</table>

**Notes:**
- Combined: The sum of all groups.
- Total: The overall percentage for each category.
<table>
<thead>
<tr>
<th>Income Level</th>
<th>Non-Transportable</th>
<th>3</th>
<th>4</th>
<th>1+3+4</th>
<th>1+2+3+4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $15K</td>
<td>69%</td>
<td>4%</td>
<td>2%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$15K-$30K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$30K-$45K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$45K-$60K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$60K-$75K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$75K-$90K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$90K-$100K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$100K-$150K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$150K-$200K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$200K-$250K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$250K-$300K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$300K-$350K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>$350K-$400K</td>
<td>69%</td>
<td>3%</td>
<td>4%</td>
<td>1%</td>
<td>75%</td>
<td>100%</td>
</tr>
</tbody>
</table>

1995 National Personal Transportation Survey (NPTS) Data: Florida Results
### Race - Group Frequency Table

<table>
<thead>
<tr>
<th>Race</th>
<th>Total</th>
<th>Non-Hispanic</th>
<th>Hispanic</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
</tr>
<tr>
<td>Black</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
</tr>
<tr>
<td>Asian</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
</tr>
<tr>
<td>Native American</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
</tr>
<tr>
<td>Other</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
<td>12345</td>
</tr>
<tr>
<td>Total</td>
<td>56789</td>
<td>56789</td>
<td>56789</td>
<td>56789</td>
</tr>
</tbody>
</table>

### Race - Group Distribution Table

1999 National Personal Transportation Survey (NPTS) Data: Fence Results
APPENDIX B: FLORIDA SURVEYS
Transit surveys are separated from one another by a coversheet, of the following titles:

- Broward County Transit (BCT): Transit Needs Study, phone survey, 1996
- Jacksonville Transportation Authority (JTA): General Public Survey, phone survey, 1999
- Metro Dade County-Metro Dade Transit (MDT): Transportation Tracking Survey, phone survey, 1997
- Palm Beach County (PALM TRAN): General Public Survey, phone survey, 1999
BROWARD COUNTY TRANSIT (BCT): TRANSIT NEEDS STUDY, PHONE SURVEY, 1996
BROWARD COUNTY TRANSIT
COMMUNITY SURVEY

1. What is the purpose of your typical weekday trip?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>448</td>
<td>44.7</td>
</tr>
<tr>
<td>Shopping</td>
<td>437</td>
<td>43.6</td>
</tr>
<tr>
<td>Medical</td>
<td>144</td>
<td>14.4</td>
</tr>
<tr>
<td>School</td>
<td>55</td>
<td>5.5</td>
</tr>
<tr>
<td>Other</td>
<td>45</td>
<td>4.5</td>
</tr>
</tbody>
</table>

Some respondents gave multiple answers to this question, for that reason the total exceeds 100%.

2. What is the CITY where you begin this typical weekday trip?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>District 1</td>
<td>89</td>
<td>8.9</td>
</tr>
<tr>
<td>District 2</td>
<td>156</td>
<td>15.6</td>
</tr>
<tr>
<td>District 3</td>
<td>177</td>
<td>17.6</td>
</tr>
<tr>
<td>District 4</td>
<td>125</td>
<td>12.5</td>
</tr>
<tr>
<td>District 5</td>
<td>91</td>
<td>9.1</td>
</tr>
<tr>
<td>District 6</td>
<td>192</td>
<td>19.1</td>
</tr>
<tr>
<td>District 7</td>
<td>173</td>
<td>17.2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
</tr>
</tbody>
</table>
3. What is the CITY where you will end this trip?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>District 1</td>
<td>74</td>
<td>7.4</td>
</tr>
<tr>
<td>District 2</td>
<td>126</td>
<td>12.6</td>
</tr>
<tr>
<td>District 3</td>
<td>135</td>
<td>13.4</td>
</tr>
<tr>
<td>District 4</td>
<td>117</td>
<td>11.7</td>
</tr>
<tr>
<td>District 5</td>
<td>51</td>
<td>5.1</td>
</tr>
<tr>
<td>District 6</td>
<td>138</td>
<td>13.7</td>
</tr>
<tr>
<td>District 7</td>
<td>179</td>
<td>17.6</td>
</tr>
<tr>
<td>Palm Beach</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>Dade</td>
<td>50</td>
<td>6.0</td>
</tr>
<tr>
<td>All Other</td>
<td>58</td>
<td>5.8</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
</tr>
</tbody>
</table>

4. What form of transportation do you use for your typical weekday trip?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive alone</td>
<td>696</td>
<td>69.4</td>
</tr>
<tr>
<td>Drive/ride with family or friend</td>
<td>238</td>
<td>23.7</td>
</tr>
<tr>
<td>Ride bus</td>
<td>61</td>
<td>6.1</td>
</tr>
<tr>
<td>Walk</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>Ride bike</td>
<td>8</td>
<td>0.8</td>
</tr>
<tr>
<td>Tri-Rail</td>
<td>3</td>
<td>0.3</td>
</tr>
<tr>
<td>Other</td>
<td>28</td>
<td>2.8</td>
</tr>
</tbody>
</table>

Some respondents gave multiple answers to this question, for that reason the total exceeds 100%.
5. How long does it take for you to get to your destination on your typical weekday trip?

<table>
<thead>
<tr>
<th>MINUTES</th>
<th>RESPONSE</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>0.2</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
<td>1.3</td>
</tr>
<tr>
<td>3</td>
<td>14</td>
<td>1.5</td>
</tr>
<tr>
<td>5</td>
<td>125</td>
<td>11.2</td>
</tr>
<tr>
<td>6</td>
<td>2</td>
<td>0.2</td>
</tr>
<tr>
<td>7</td>
<td>17</td>
<td>1.9</td>
</tr>
<tr>
<td>8</td>
<td>10</td>
<td>1.1</td>
</tr>
<tr>
<td>10</td>
<td>147</td>
<td>15.6</td>
</tr>
<tr>
<td>12</td>
<td>7</td>
<td>0.7</td>
</tr>
<tr>
<td>15</td>
<td>191</td>
<td>20.3</td>
</tr>
<tr>
<td>16</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>18</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>20</td>
<td>147</td>
<td>15.6</td>
</tr>
<tr>
<td>22</td>
<td>3</td>
<td>0.3</td>
</tr>
<tr>
<td>25</td>
<td>55</td>
<td>4.4</td>
</tr>
<tr>
<td>28</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>30</td>
<td>77</td>
<td>8.2</td>
</tr>
<tr>
<td>35</td>
<td>7</td>
<td>0.1</td>
</tr>
<tr>
<td>36</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>40</td>
<td>18</td>
<td>1.9</td>
</tr>
<tr>
<td>45</td>
<td>29</td>
<td>2.1</td>
</tr>
<tr>
<td>50</td>
<td>6</td>
<td>0.6</td>
</tr>
<tr>
<td>60</td>
<td>11</td>
<td>1.2</td>
</tr>
<tr>
<td>70</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>75</td>
<td>2</td>
<td>0.2</td>
</tr>
<tr>
<td>90</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>120</td>
<td>2</td>
<td>0.2</td>
</tr>
<tr>
<td>150</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>280</td>
<td>10</td>
<td>1.1</td>
</tr>
</tbody>
</table>

**Average length:** 20.25 minutes  
**Median length:** 15 minutes
6. Have you ever used Broward County Transit buses for your typical weekday trip?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>111</td>
<td>11.8</td>
</tr>
<tr>
<td>No</td>
<td>829</td>
<td>87.9</td>
</tr>
<tr>
<td>No Answer</td>
<td>3</td>
<td>0.3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>943</td>
<td>100.0</td>
</tr>
</tbody>
</table>

7. Have you ever used Broward County Transit buses for any other reason?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>179</td>
<td>19.0</td>
</tr>
<tr>
<td>No</td>
<td>752</td>
<td>79.8</td>
</tr>
<tr>
<td>No Answer</td>
<td>11</td>
<td>1.2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>942</td>
<td>100.0</td>
</tr>
</tbody>
</table>

8. What is the main reason you have not used Broward County buses?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefer driving my car</td>
<td>684</td>
<td>75.5</td>
</tr>
<tr>
<td>Need car during the day for work</td>
<td>70</td>
<td>8.0</td>
</tr>
<tr>
<td>Need car for emergencies</td>
<td>19</td>
<td>2.1</td>
</tr>
<tr>
<td>Don't Know about buses</td>
<td>54</td>
<td>6.0</td>
</tr>
<tr>
<td>Feel bus not secure</td>
<td>14</td>
<td>1.6</td>
</tr>
<tr>
<td>Bus takes too long</td>
<td>59</td>
<td>6.6</td>
</tr>
<tr>
<td>Buses not frequent</td>
<td>63</td>
<td>7.0</td>
</tr>
<tr>
<td>Bus has too many stops</td>
<td>16</td>
<td>1.8</td>
</tr>
<tr>
<td>Cost</td>
<td>5</td>
<td>0.6</td>
</tr>
<tr>
<td>Bus stop inconvenient</td>
<td>86</td>
<td>9.5</td>
</tr>
<tr>
<td>Other</td>
<td>113</td>
<td>12.5</td>
</tr>
<tr>
<td>No Answer</td>
<td>38</td>
<td>4.2</td>
</tr>
</tbody>
</table>

Some respondents gave multiple answers to this question, for that reason the total exceeds 100%.
9. I would like to ask you a series of questions regarding what improvements could be made by Broward county to make using public transit more attractive to you.

More information or advertising of public transit

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>277</td>
<td>27.7</td>
</tr>
<tr>
<td>No</td>
<td>561</td>
<td>56.1</td>
</tr>
<tr>
<td>Maybe</td>
<td>72</td>
<td>7.2</td>
</tr>
<tr>
<td>Don't Know</td>
<td>90</td>
<td>9.0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1000</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

More frequent and convenient buses

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>464</td>
<td>46.4</td>
</tr>
<tr>
<td>No</td>
<td>267</td>
<td>26.7</td>
</tr>
<tr>
<td>Maybe</td>
<td>61</td>
<td>6.1</td>
</tr>
<tr>
<td>Don't Know</td>
<td>66</td>
<td>6.6</td>
</tr>
<tr>
<td>No Answer</td>
<td>2</td>
<td>0.2</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>1000</strong></td>
<td><strong>100.0</strong></td>
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</table>

Less waiting for transfers

<table>
<thead>
<tr>
<th>Answer</th>
<th>Number</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>325</td>
<td>32.5</td>
</tr>
<tr>
<td>No</td>
<td>501</td>
<td>50.2</td>
</tr>
<tr>
<td>Maybe</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>Don't Know</td>
<td>118</td>
<td>11.8</td>
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<tr>
<td>No Answer</td>
<td>10</td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>999</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>
You could be assured of a ride home if you worked later than usual or had an emergency at home while at work.

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>242</td>
<td>24.2</td>
</tr>
<tr>
<td>No</td>
<td>522</td>
<td>52.3</td>
</tr>
<tr>
<td>Maybe</td>
<td>51</td>
<td>5.1</td>
</tr>
<tr>
<td>Don't Know</td>
<td>138</td>
<td>13.8</td>
</tr>
<tr>
<td>No Answer</td>
<td>46</td>
<td>4.6</td>
</tr>
<tr>
<td>TOTAL</td>
<td>999</td>
<td>100.0</td>
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</table>

Direct routes to where I want to go

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>455</td>
<td>45.5</td>
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<tr>
<td>No</td>
<td>436</td>
<td>43.6</td>
</tr>
<tr>
<td>Maybe</td>
<td>43</td>
<td>4.3</td>
</tr>
<tr>
<td>Don't Know</td>
<td>63</td>
<td>6.3</td>
</tr>
<tr>
<td>No Answer</td>
<td>3</td>
<td>0.3</td>
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<tr>
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</table>

Expanded service hours

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>302</td>
<td>30.2</td>
</tr>
<tr>
<td>No</td>
<td>526</td>
<td>52.7</td>
</tr>
<tr>
<td>Maybe</td>
<td>50</td>
<td>5.0</td>
</tr>
<tr>
<td>Don't Know</td>
<td>94</td>
<td>9.4</td>
</tr>
<tr>
<td>No Answer</td>
<td>27</td>
<td>2.7</td>
</tr>
<tr>
<td>TOTAL</td>
<td>999</td>
<td>100.0</td>
</tr>
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</table>
Of those who answered Yes for the question regarding expanded service hours, additional information was obtained regarding the time of day service would be requested. Some of the 302 respondents indicated both AM and PM hours.

<table>
<thead>
<tr>
<th>TIME FRAME</th>
<th>NUMBER</th>
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</thead>
<tbody>
<tr>
<td>General expansion</td>
<td>55</td>
</tr>
<tr>
<td>AM hours</td>
<td>208</td>
</tr>
<tr>
<td>PM Hours</td>
<td>233</td>
</tr>
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</table>

10. Do you pay for parking for your typical workday trip?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>39</td>
<td>3.9</td>
</tr>
<tr>
<td>No</td>
<td>945</td>
<td>94.3</td>
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<tr>
<td>No Answer</td>
<td>18</td>
<td>1.8</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1002</td>
<td>100.0</td>
</tr>
</tbody>
</table>

11. Is your parking convenient for your typical workday trip?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>876</td>
<td>87.3</td>
</tr>
<tr>
<td>No</td>
<td>95</td>
<td>9.5</td>
</tr>
<tr>
<td>No Answer</td>
<td>32</td>
<td>3.2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
</tr>
</tbody>
</table>
12. Would you support additional funding dedicated to public transit?

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>514</td>
<td>51.2</td>
</tr>
<tr>
<td>No</td>
<td>401</td>
<td>40.0</td>
</tr>
<tr>
<td>Maybe</td>
<td>5</td>
<td>0.5</td>
</tr>
<tr>
<td>No Answer</td>
<td>83</td>
<td>8.3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
</tr>
</tbody>
</table>

13. My age is:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 29</td>
<td>86</td>
<td>8.6</td>
</tr>
<tr>
<td>30 - 39</td>
<td>149</td>
<td>14.8</td>
</tr>
<tr>
<td>40 - 64</td>
<td>365</td>
<td>36.4</td>
</tr>
<tr>
<td>65 and over</td>
<td>397</td>
<td>39.6</td>
</tr>
<tr>
<td>No Answer</td>
<td>6</td>
<td>0.6</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
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</tbody>
</table>

14. My household income is:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $20,000</td>
<td>243</td>
<td>24.2</td>
</tr>
<tr>
<td>$20,000 to $40,000</td>
<td>273</td>
<td>27.2</td>
</tr>
<tr>
<td>$40,000 to $60,000</td>
<td>162</td>
<td>18.2</td>
</tr>
<tr>
<td>$60,000 to $80,000</td>
<td>42</td>
<td>4.2</td>
</tr>
<tr>
<td>Over $80,000</td>
<td>63</td>
<td>6.3</td>
</tr>
<tr>
<td>No Answer</td>
<td>200</td>
<td>19.9</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
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</tbody>
</table>
13. Rate the system overall:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>292</td>
<td>9.6</td>
</tr>
<tr>
<td>Good</td>
<td>1262</td>
<td>42.4</td>
</tr>
<tr>
<td>Average</td>
<td>1066</td>
<td>35.8</td>
</tr>
<tr>
<td>Below Average</td>
<td>254</td>
<td>8.6</td>
</tr>
<tr>
<td>Poor</td>
<td>101</td>
<td>3.4</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2975</td>
<td>100.0</td>
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</table>

14. What is your age?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>272</td>
<td>9.1</td>
</tr>
<tr>
<td>18 - 29</td>
<td>1052</td>
<td>35.1</td>
</tr>
<tr>
<td>30 - 64</td>
<td>1363</td>
<td>45.5</td>
</tr>
<tr>
<td>65 and Over</td>
<td>310</td>
<td>10.3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2997</td>
<td>100.0</td>
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</tbody>
</table>

15. What is your sex?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>1723</td>
<td>57.1</td>
</tr>
<tr>
<td>Male</td>
<td>1295</td>
<td>42.9</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3018</td>
<td>100.0</td>
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</table>
15. What is your ethnic origin?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, Non Hispanic</td>
<td>829</td>
<td>82.6</td>
</tr>
<tr>
<td>African - American</td>
<td>88</td>
<td>8.8</td>
</tr>
<tr>
<td>Hispanic</td>
<td>46</td>
<td>4.6</td>
</tr>
<tr>
<td>Asian or Pacific Islander</td>
<td>9</td>
<td>0.9</td>
</tr>
<tr>
<td>American Indian</td>
<td>4</td>
<td>0.4</td>
</tr>
<tr>
<td>Other</td>
<td>15</td>
<td>1.5</td>
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<tr>
<td>No Answer</td>
<td>12</td>
<td>1.2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
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</table>

16. Gender of respondent:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>650</td>
<td>64.8</td>
</tr>
<tr>
<td>Male</td>
<td>353</td>
<td>35.2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1003</td>
<td>100.0</td>
</tr>
</tbody>
</table>
HILLSBOROUGH COUNTY METROPOLITAN PLANNING ORGANIZATION-
HILLSBOROUGH AREA TRANSIT (HART): SURVEY ON LONG RANGE
TRANSPORTATION GOALS, PHONE SURVEY, 2001
SURVEY INSTRUMENT
Survey on Long Range Transportation Goals
Hillsborough County Metropolitan Planning Organization
FOURTH DRAFT – February 6, 2001

Hello, my name is ______ calling from Genesis Marketing Research, a marketing research company. We are doing a survey among residents of Hillsborough County, to help create a long-range plan for making roads and transportation better.

A1. Do you live in Hillsborough County?
   1[ ] Yes
   2[ ] No (Thank and Terminate)

A2. And are you at least eighteen years old?
   1[ ] Yes (GO to Q1)
   2[ ] No (ASK A3)

A3. Is someone over 18 at home right now? May I speak to them?
   1[ ] Yes
   2[ ] No (Thank and Terminate)

Q1. This survey will take about 10 minutes to complete, and your answers will help the local government better understand transportation problems in Hillsborough County. Would you say that, over the past five years or so, traffic conditions in Hillsborough County have Improved, Stayed the Same, or Gotten Worse?
   1[ ] Improved
   2[ ] Stayed the same
   3[ ] Gotten worse

Q2. In the next ten years, do you expect traffic conditions will Improve, Stay the Same or Get Worse?
   1[ ] Improve
   2[ ] Stay the same
   3[ ] Get worse
Q3. Thinking just of the roads and highways in Hillsborough County, how good a job has our community done at providing ways to get around? Would you say it is Excellent, Good, Fair, Poor or Very Poor?

1[ ] Excellent
2[ ] Good
3[ ] Fair
4[ ] Poor
5[ ] Very Poor

Q4. Now, thinking of public transportation in Hillsborough County, how good a job has our community done at providing ways to get around? Would you say it is Excellent, Good, Fair, Poor or Very Poor?

1[ ] Excellent
2[ ] Good
3[ ] Fair
4[ ] Poor
5[ ] Very Poor

Q5. In your opinion, what more should our community do to provide ways to get around in Hillsborough County? [RECORD VERBATIM. PROBE.] Can you tell me more about that?

No suggestions, doing enough already.........................1
Suggestion given ......................................................2 [TYPE IN VERBATIM]
Q6. Do you feel that transportation conditions are the same throughout the county, or do some parts of the county need special attention? [IF YES] Which parts of the county need special attention? [MARK ALL THAT ARE MENTIONED] [PROBE]

1 [ ] Transportation conditions are about the same throughout the county.
2 [ ] Northwest (Keystone, Lake Fern, Citrus Park)
3 [ ] Carrollwood/Northdale
4 [ ] Town & Country
5 [ ] North of Tampa/Lutz
6 [ ] USF area
7 [ ] New Tampa (Tampa Palms, Hunter's Green)
8 [ ] Temple Terrace
9 [ ] Central Tampa
10 [ ] South Tampa/Peninsula
11 [ ] Thonotosassa
12 [ ] Plant City
13 [ ] Brandon area
14 [ ] Riverview/Gibsonton
15 [ ] Apollo Beach, Sun City Center, Ruskin
16 [ ] Southeast (Balm, Picnic, Fort Lonesome)
17 [ ] Other (SPECIFY)

Q7. In general, do you favor or oppose widening congested roads?

1 [ ] Favor
2 [ ] Oppose
3 [ ] Depends on specifics [DO NOT READ]

Q8. Are there any conditions that would make you more likely to oppose widening a specific road? What about [READ LIST] [MARK ALL "YES" RESPONSES]

1 [ ] Unusually large expense to widen the road
2 [ ] Damage to the neighborhood
3 [ ] Damage to environmentally sensitive areas
4 [ ] None of these

Q9. Some people say that more streets in Hillsborough County should be through streets. Would you favor more through streets if they gave you more routes to get to your usual destinations?

1 [ ] Yes
2 [ ] No
3 [ ] Unsure

Long Range Transportation Plan Survey, March 2001
Q10. Would you, personally, be willing to live on a through street, if measures were put in place to prevent speeding, and to keep residents and animals safe?

1[ ] Yes
2[ ] No
3[ ] Unsure

Q11. Now, I'd like you to tell me if any of the following things would make you, yourself, more likely to use the Hillsborough County bus system. First, would [READ LIST] make you more likely to use buses? What about...? [MARK ALL "YES" ITEMS]

1[ ] Dedicated bus lanes
2[ ] Direct route with no transfers
3[ ] Service every 15 minutes at your stop
4[ ] Service that starts earlier in the morning and ends later at night.
5[ ] Connections with local rail stations
6[ ] Parking costs and tolls make driving more expensive.
7[ ] Bus stop is close to you and close to where you want to go.
8[ ] None of these

Q12. Can you suggest anything else that would allow you to increase your own use of buses?

1[ ] No, nothing would make me use the bus
2[ ] No, can't think of anything
3[ ] Yes, [SPECIFY] ____________________________

Q13. Please tell me if any of the following things would make you, yourself, more likely to use bicycles outside your own neighborhood. First, would [READ LIST] make you more likely to use bicycles? What about...? [MARK ALL "YES" ITEMS]

1[ ] Designated bike lanes at the edge of roads
2[ ] Bicycle trails separated from roads
3[ ] More consideration of bicyclists by drivers.
4[ ] Better education of bicyclists on riding safely in traffic.
5[ ] None of these

Q14. Can you suggest anything else that would allow you to increase your own use of bicycles?

1[ ] No, nothing would make me use bicycles
2[ ] No, can't think of anything
3[ ] Yes, [SPECIFY] ____________________________
Q15. Please, tell me if any of the following things would make you, yourself, more likely to walk, especially going outside of your neighborhood. First, would [READ LIST] make you more likely to walk? What about...? [MARK ALL “YES” ITEMS]

1[ ] More or better sidewalks and trails
2[ ] More consideration of walkers by drivers and bicycle riders.
3[ ] Better education of walkers on walking safely with traffic.
4[ ] Better security for walkers, such as lighting or police presence.
5[ ] None of these

Q16. Can you suggest anything else that would allow you to increase your own walking activity?

1[ ] No, nothing would make me walk more
2[ ] No, can’t think of anything
3[ ] Yes, [SPECIFY]

Q17. And please, tell me if any of the following would make you, yourself, more likely to use commuter trains, also called rail service, if it were available. First, would [READ LIST] make you more likely to use rail? What about...? [MARK ALL “YES” ITEMS]

1[ ] Adequate parking at stations
2[ ] Stations within walking distance of your home
3[ ] Stations within bicycling distance of your home
4[ ] Good bus service to train stations
5[ ] Access to USF
6[ ] Access to Tampa International Airport
7[ ] Access to Westshore business district
8[ ] Access to downtown Tampa and Ybor City
9[ ] Service every 15 minutes at your stop
10[ ] Service that begins early in the morning and ends late at night
11[ ] Direct trips with no transfers
12[ ] Reasonable cost to ride it
13[ ] None of these

Q18. Can you suggest anything else that would make you interested in using rail service?

1[ ] No, nothing would make me use rail
2[ ] No, can’t think of anything
3[ ] Yes, [SPECIFY]
On a scale from 1 to 5, where 5 = completely agree and 1 = completely disagree, how strongly do you agree or disagree with each of these statements?

<table>
<thead>
<tr>
<th>Q19</th>
<th>An effective public transportation system is important for the local economy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Completely Disagree</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Q20</td>
<td>Public transportation in Hillsborough County is just for those who cannot afford a car</td>
</tr>
<tr>
<td></td>
<td>Completely Disagree</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

Q21. Have you heard before today that there is a long-range transportation plan for Hillsborough County?

1[ ] Yes
2[ ] No
3[ ] Unsure

The long-range transportation plan for Hillsborough County is going to be updated this year. The plan will include projects to be complete by the year 2025. We would like to know which elements you feel should be emphasized the most in this plan. Please use a scale from 0 to 10 where 10 means the element should have the strongest emphasis in the plan and 0 means it should have no emphasis at all. What about: [READ AND ROTATE].

<table>
<thead>
<tr>
<th>Q22</th>
<th>Local rail system</th>
<th>SCALE FROM 0 TO 10:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q23</td>
<td>Build new highways</td>
<td></td>
</tr>
<tr>
<td>Q24</td>
<td>Expanded bus service</td>
<td></td>
</tr>
<tr>
<td>Q25</td>
<td>Walking paths and sidewalks</td>
<td></td>
</tr>
<tr>
<td>Q26</td>
<td>Bicycle paths</td>
<td></td>
</tr>
<tr>
<td>Q27</td>
<td>Widen existing roads</td>
<td></td>
</tr>
<tr>
<td>Q28</td>
<td>More through streets</td>
<td></td>
</tr>
<tr>
<td>Q29</td>
<td>Ways to warn drivers of problems ahead</td>
<td></td>
</tr>
<tr>
<td>Q30</td>
<td>Better truck routes</td>
<td></td>
</tr>
<tr>
<td>Q31</td>
<td>Ways to improve traffic flow such as passing lanes, traffic signal improvements, or turn lanes</td>
<td></td>
</tr>
<tr>
<td>Q32</td>
<td>Encourage car pooling</td>
<td></td>
</tr>
<tr>
<td>Q33</td>
<td>Ways to slow down cars on neighborhood roads</td>
<td></td>
</tr>
<tr>
<td>Q34</td>
<td>Maintenance of roads, grassy shoulders and bus shelters</td>
<td></td>
</tr>
</tbody>
</table>
Q35. Dedicated lanes for buses and carpools
Q36. Protect residential and environmentally sensitive areas from road noise and pollution
Q37. Encourage telecommuting and flexible work hours
Q38. Access to airports, cruise terminals and the train station

Q39. In general, which of the following four goals is the most important to you personally? Is it: [READ AND ROTATE]

1[ ] Spending as little county tax money on transportation as possible
2[ ] Reducing road noise and pollution as much as possible
3[ ] Improving traffic flow as much as possible
4[ ] Developing viable alternatives to driving

Q40. For Hillsborough County to address your transportation concerns, which of the following options would you prefer?

1[ ] Increase taxes to fund more projects
2[ ] Increase some taxes to fund the highest priority projects
3[ ] Leave taxes at the same levels and accept transportation conditions as they are

Q41. If the choice were up to you, would you prefer that the additional funding needed for fixing our transportation problems come from: [READ LIST]

1[ ] Sales tax increase
2[ ] Increase per gallon gasoline tax
3[ ] Property tax increase
4[ ] Do not raise taxes [DO NOT READ]

These final few questions are strictly for classification purposes.

Q42. How many automobiles are owned by members of your household?

1[ ] None
2[ ] One
3[ ] Two
4[ ] Three
5[ ] Four
6[ ] Five or more
Q43. How many licensed drivers live in your household?

1[ ] None
2[ ] One
3[ ] Two
4[ ] Three
5[ ] Four
6[ ] Five or more

Q44. Are there any children (under the age of 18) currently living in your home?

1[ ] Yes
2[ ] No
3[ ] Refused

Q45. Are you currently:?

1[ ] Employed full-time
2[ ] Employed part-time
3[ ] Unemployed/laid off
4[ ] Student
5[ ] Homemaker
6[ ] Retired
7[ ] Refused

Q46. What is the highest grade of school you completed?

1[ ] Grade school
2[ ] Some high school
3[ ] High school graduate
4[ ] Some college or vocational school
5[ ] College graduate
6[ ] Post graduate
7[ ] Refused
Q47. What is your race or ethnic background?
1[ ] Caucasian/white
2[ ] African American
3[ ] Hispanic
4[ ] Native American
5[ ] Asian or Pacific Islander
6[ ] Other (SPECIFY) ____________
7[ ] Refused

Q48. Are you registered to vote?
1[ ] Yes
2[ ] No [SKIP TO Q. 53]

Q49. Did you vote in the most recent election held, which included President of the U.S.?
1[ ] Yes
2[ ] No
3[ ] Don't know

Q50. What is the zip code where you live?

Q51. Please stop me when I read the category that includes your total household income from all sources. I don't want to know your income, just the category. Is it [READ LIST]

1[ ] Under $10,000
2[ ] $10,000 to $19,999
3[ ] $20,000 to $29,999
4[ ] $30,000 to $39,999
5[ ] $40,000 to $49,999
6[ ] $50,000 to $74,999
7[ ] $75,000 to $99,999
8[ ] Over $100,000
9[ ] [DON'T READ] Refused
Q52. Finally, how well informed do you feel you are about transportation issues in Hillsborough County?

1[ ] Very well informed
2[ ] Somewhat informed
3[ ] Not very well informed
4[ ] Not at all well informed

Q53. Where do you get most of your information about public issues concerning Hillsborough County?

1[ ] Television
2[ ] Newspapers
3[ ] Radio
4[ ] Word of mouth
5[ ] Other (SPECIFY) ______________________

Q54. Would you like to be put on a mailing list to receive information about local transportation issues?  

1[ ] Yes
2[ ] No [SKIP TO Q59]

Q55. Record mailing address: ________________________________

Q56. Record sex.

1[ ] Male
2[ ] Female

Those are all the questions I have. Thank you for your help. May I have your name and telephone number for verification purposes?

Name: ________________________________
Phone: ________________________________

Long Range Transportation Plan Survey, March 2001
JACKSONVILLE TRANSPORTATION AUTHORITY (JTA):
GENERAL PUBLIC SURVEY, PHONE SURVEY, 1999
Final Version

JTA General Public Survey 1999
SL10983

Good evening. My name is ____________ and I am calling on behalf of the center for urban transportation research at the university of south florida. We are conducting a short survey on community issues in the Jacksonville metropolitan area. We are not attempting to sell you anything, we are only interested in your opinions.
(Ask to speak to an adult if respondent is clearly not an adult, and repeat)

I need to speak to the male or female head of the household. Would they be available?

(Repeat intro if necessary)
(QUOTA 50% MALE 50% FEMALE)

1. For how many months of the year do you live in the Jacksonville area?

   10 or more 1
   7-9 2
   4-6 3
   3 or less 4
   Don't live in Jacksonville area 5 (TERMINATE)
   Don't know &
   Refused

2. In what neighborhood or community in Jacksonville do you live?

   ___________________________ (Record exact response)

3. In your opinion, what is the single most important issue currently facing the Jacksonville community? (DO NOT READ RESPONSES) – check first response

   Traffic/transportation/roads 1
   Crime 2
   Education 3
   Dealing with population growth 4
   Tourism 5
   Unemployment 6
   Economic growth/business issues 7
   Other (Specify ______________________) 8
   Don't know &
   Refused 43
4. Are you employed outside the home?  
   (if q1 ne 1 ask, "While you are living in Jacksonville, are you employed outside the home?)

   Yes          1
   No           2 (SKIP TO Q. 13)
   Don't know   & (SKIP to Q. 13)
   Refused      { (SKIP to Q. 13)

5. And are you employed full time, that is 35 or more hours per week, or part time?

   Full time     1
   Part time     2
   Don't know    &
   Refused       

6. Do you currently hold more than one job?

   Yes            1
   No             2

[If Q6=yes, ask Q6A]

6A. Please answer the next few questions in this survey with respect to your primary job.

7. How many days do you usually travel to work in a week?

   ____ days [if 0 skip to Q. 13]

   (ALLOW 1-999)

8. And about how much time does it take you to commute to work?

   ____ minutes  
   Don't know    &
   Refused       

   44
(ALLOW 1-999)

9. And about how many miles is your commute?

_____ miles
Don't know &
Refused {

10A. Please tell me the number of days in a typical week that you Drive alone to get to work?
[If respondent uses more than one means of transportation in a single trip, for example walking or driving to the bus, please only enter the mode used for most of the trip.]

_____ # of days

10B. When you drive to work, do you ever carpool, that is, go to work with someone else in the car?
["carpooling" is driving with someone else to the worksite - taking a child to school does not count as carpooling for this question]

Yes 1 (continue with Q10C)
No 2 (go to 10-E if applicable)

10C. Please tell me the number of days in a typical week that you carpool to get to work?
["carpooling" is driving with someone else to the worksite - taking a child to school does not count as carpooling for this question]

_____ # of days

10D. (If 10(A) and 10(C) are >1, verify. If total of 10(A) and 10(C) are greater than Q7, subtract 10(C) from 10(A) and use this number as the 10(A) response.)
"So you drive to work alone (Q10A response) days per week and carpool (Q10C response) days per week?"

10A. response should be _____ (IF TOTAL = Q7, SKIP TO Q11,
10C. response should be _____ OTHERWISE CONTINUE)
10E. Please tell me the number of days in a typical week that you _________ to get to work? [If respondent uses more than one means of transportation in a single trip, for example walking or driving to the bus, please only enter the mode used for most of the trip.]

1. Vampool, that is, ride to work in a van with 7-14 other people ______
2. Ride the bus or transit to work ______
3. Ride a bicycle ______
4. Walk or jog ______
5. Do something else (Specify __________) ______

[When the days for all modes are added the total should equal the answer in Q.5 and definitely not exceed 7 days. When responses equal the total number of days worked, go on to q. 11]

11. And at what time do you usually leave home to go to work? ___ _ _ am (1) pm (2)
    & Don’t know
    & Refused

12. And at what time do you usually leave work to go home? ___ _ _ am (1) pm (2)
    & Don’t know
    & Refused

13. Have you heard of any organizations that provide bus service or other transportation service in the Jacksonville area, or not?

Yes 1
No 2 (SKIP TO Q.15)
Don’t know & (SKIP TO Q.15)
Refused { (SKIP TO Q.15)

14. Which organizations have you heard of? (All that apply) (DO NOT READ LIST)
Jacksonville Transportation Authority or JTA 1
Skyway 2
Other (Specify ____________________________) 9
Don’t know &
Refused {
15. Have you ever heard of JTA or the Jacksonville Transportation Authority, or not?

Yes 1
No 2 (Skip to q. 18)
Don't know & (Skip to q. 18)
Refused { (Skip to q. 18)

16. What services are you aware of that are provided by JTA? (RECORD ALL MENTIONS)

Local bus service 1
People mover or Skyway 2
Local road construction 3
Jaguar shuttle, stadium shuttle, or Alltell shuttle 4
Other (Specify ___________) 9
Don't know &
Refused {

IF Q16 (1) MENTIONED, SKIP TO AUTHOR NOTE BEFORE Q. 18

17. Are you aware that local public transit service is provided by JTA, or not?

Yes 1
No 2
Don't know &
Refused {

IF Q 10(E2)>0 SKIP TO Q. 23

18. In the past year, have you ridden the bus in the Jacksonville area, or not?

Yes 1
No 2 (SKIP TO Q19)
Don't know & (SKIP TO Q19)
Refused { (SKIP TO Q19)

18a. Do you still ride the bus on a regular basis, or not?

Yes 1
No 2 (SKIP TO INSTRUCTIONS BEFORE Q20)
Don’t Know & (SKIP TO INSTRUCTIONS BEFORE Q23)
Refused { (SKIP TO INSTRUCTIONS BEFORE Q23)
18b. About how often do you ride the bus? Would you say...

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-7 days per week</td>
<td>1 (SKIP TO INSTRUCTIONS BEFORE Q23)</td>
</tr>
<tr>
<td>1-4 days per week</td>
<td>2 (SKIP TO INSTRUCTIONS BEFORE Q23)</td>
</tr>
<tr>
<td>1-3 days per month</td>
<td>3 (SKIP TO INSTRUCTIONS BEFORE Q23)</td>
</tr>
<tr>
<td>once every few months, or</td>
<td>4 (SKIP TO INSTRUCTIONS BEFORE Q23)</td>
</tr>
<tr>
<td>once per year or less</td>
<td>5 (SKIP TO INSTRUCTIONS BEFORE Q23) &amp; (SKIP TO INSTRUCTIONS BEFORE Q23)</td>
</tr>
<tr>
<td>Don't Know</td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td></td>
</tr>
</tbody>
</table>

{ (SKIP TO INSTRUCTIONS BEFORE Q23)

19. Have you ever ridden the bus in the Jacksonville area, or not?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2 (SKIP TO INSTRUCTIONS BEFORE Q23) &amp; (SKIP TO INSTRUCTIONS BEFORE Q23)</td>
</tr>
<tr>
<td>Don't know</td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td></td>
</tr>
</tbody>
</table>

{ (SKIP TO INSTRUCTIONS BEFORE Q23)

IF (Q18a=2 or Q19=1), SKIP TO Q. 23

20. When you were riding the bus, about how often were you riding? Would you say...

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-7 days per week</td>
<td>1</td>
</tr>
<tr>
<td>1-4 days per week</td>
<td>2</td>
</tr>
<tr>
<td>1-3 days per month</td>
<td>3</td>
</tr>
<tr>
<td>once every few months, or</td>
<td>4 (SKIP TO Q. 23)</td>
</tr>
<tr>
<td>once per year or less</td>
<td>5 (SKIP TO Q. 23) &amp; (SKIP TO Q. 23)</td>
</tr>
<tr>
<td>Don't know</td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td></td>
</tr>
</tbody>
</table>

{ (SKIP TO Q. 23)
[Allow only ONE response]

21. What is the main reason you no longer ride the bus? (check ONE answer)
(Do NOT read choices)

   Work hours changed                       01
   Moved and bus no longer available        02
   Moved and bus no longer convenient       03
   Work site changed and bus no longer available 04
   Work site changed and bus no longer convenient 05
   Bought/gained access to a car            06
   Began carpooling                         07
   Bus ran behind schedule                  08
   Bus fares was more than I was willing to pay 09
   I didn’t feel that the bus was safe      10
   Had to start taking kids to school/daycare 11
   Parking became cheaper or free           12
   Bus drivers were not as courteous as I would have liked 13
   Specific bad experience riding bus (specify _____________) 14
   Other, specify _________________________ 91
   None                                      00
   Don’t know                                &
   Refused                                   {

22. For each of the following reasons, please tell me what influence each reason had in your
decision to no longer ride the bus by using a number from 1 to 10, where 1 means the item
had no influence at all and 10 means the item had a very strong influence. You may use any
number from 1 to 10. (Start with item indicated in Q.21, and scatter items from there)

01 = no influence at all
02
03
04
05
06
07
08
09
10 = very strong influence
& = don’t know
{ = refused

A. (Use answer to Q. 21 if not in list)
B. The Bus ran behind schedule --
C. Bus fares was more than I was willing to pay
D. I didn't feel that the bus was safe
E. Bus drivers were not as courteous as I would have liked
F. I wasn't comfortable being around other passengers

(IF Q16-2, SKIP TO Q24)

23. Have you ever heard of the Skyway or downtown people mover, or not?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Don't know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>{</td>
</tr>
</tbody>
</table>

24. In the past year, have you used the Skyway, or not?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Don't know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>{</td>
</tr>
</tbody>
</table>

25. Are you aware of any plans to expand the area that the Skyway serves, or not?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Don't know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>{</td>
</tr>
</tbody>
</table>

[SCRAMBLE ATTRIBUTES. ACCEPT ONLY ONE RESPONSE]

26. I'm going to read 4 statements that could describe your opinion about the Skyway. After I've read the statements, please choose the ONE that best describes your opinion about it.

(READ ALL ATTRIBUTES) Now which of these statements best describes your opinion about the Skyway?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Skyway is a poor investment of taxpayer money</td>
<td>1</td>
</tr>
<tr>
<td>The Skyway is a good investment in the transportation system</td>
<td>2</td>
</tr>
<tr>
<td>The idea of the Skyway is sound but the way it was built is not good for downtown</td>
<td>3</td>
</tr>
<tr>
<td>The Skyway isn't much use now but will be much better when it has been completed</td>
<td>4</td>
</tr>
<tr>
<td>Don't know (DON'T READ)</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused (DON'T READ)</td>
<td>{</td>
</tr>
</tbody>
</table>
(IF Q16=2, SKIP TO AUTHOR NOTE BEFORE Q28)

27. Are you aware that the Skyway is a JTA service, or not?

Yes 1
No  2
Don't know  
Refused  

(IF Q16=4, SKIP TO Q29)

28. Have you ever heard of the Stadium shuttle service, which provides transportation to and from Jaguars' games and other sports events, or not?

(NOTE: If respondent mentions Jaguar shuttle, this counts as a "yes")

Yes 1
No  2 (SKIP TO q.31)
Don't know  & (SKIP TO q.31)
Refused  

29. In the past year, have you used the Stadium shuttle service to go to the stadium, or not?

Yes 1
No  2
Don't know  
Refused  

30. Are you aware that the Stadium shuttle service is a JTA service, or not?

Yes 1
No  2
Don't know  
Refused  

51
31. Overall, how would you rate the public transit system in Jacksonville? Would you say that the system is:

- Very good 5
- Good 4
- Adequate 3
- Poor, or 2
- Very poor 1
- Don't know &
- Refused {

32. And overall, to what extent do you feel the need for public transit service in Jacksonville has changed in the last two years? Do you feel that this need has:

- Increased greatly 5
- Increased slightly 4
- Stayed about the same 3
- Decreased slightly 2
- Decreased greatly 1
- Don't know &
- Refused {

33. Next, I will read a few statements concerning transportation in the Jacksonville area. As I read each one, please indicate the extent to which you agree with each statement. Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree.

The first statement is: (SCRAMBLE STATEMENTS)

A. An effective public transportation system is important for the local economy. Do you (record response)

- Strongly agree 5
- Somewhat agree 4
- Neither agree nor disagree 3
- Somewhat disagree 2
- Strongly disagree 1
- Don't know &
- Refuse {

52
B. Traffic congestion in the Jacksonville area is a major problem for me. Do you:

Strongly agree 5
Somewhat agree 4
Neither agree nor disagree 3
Somewhat disagree 2
Strongly disagree 1
Don’t know &
Refuse {

C. Building and widening roads is the best solution to current traffic congestion. Do you (record response):

Strongly agree 5
Somewhat agree 4
Neither agree nor disagree 3
Somewhat disagree 2
Strongly disagree 1
Don’t know &
Refuse {

D. Public transportation is an important part of solving our local transportation problems. Do you:

Strongly agree 5
Somewhat agree 4
Neither agree nor disagree 3
Somewhat disagree 2
Strongly disagree 1
Don’t know &
Refuse {

E. Until the greater Jacksonville economy improves, I won’t support any new public projects. Do you:

Strongly agree 5
Somewhat agree 4
Neither agree nor disagree 3
Somewhat disagree 2
Strongly disagree 1
Don’t know &
Refuse {

53
F. I will always vote no for anything involving a transit improvement. Do you:

- Strongly agree 5
- Somewhat agree 4
- Neither agree nor disagree 3
- Somewhat disagree 2
- Strongly disagree 1
- Don’t know &
- Refuse 

34. Have you heard, seen or read any advertising or other messages related to bus or other transit service in the Jacksonville area in the past 6 months, or have you not seen any such advertising?

- Yes 1
- No 2 (SKIP TO INSTRUCTIONS BEFORE Q. 37)
- Don’t know & (SKIP TO INSTRUCTIONS BEFORE Q. 37)
- Refused (SKIP TO INSTRUCTIONS BEFORE Q. 37)

35. Where did you see or hear this advertising? [All that apply] (DO NOT READ LIST)

Newspaper 01
Radio 02

Was this radio ad part of a traffic report?

- Yes 1
- No 2
- Don’t know &
- Refused 

Television 03
At work 04
In the mail 05
On billboards 06
On road signs 07
Received a phone call 08
At a bus stop/on a bench 09
On the side of buses/vans 10
Special event/transportation day 11
Other (Specify) 91
Don’t know &
Refused 

54
36. What message do you recall from this advertising? [All that apply]
(Do not read choices)
None 1
Bus service is available 2
Riding the bus saves money 3
Buses can get you where you want to go 4
Skyway service (generic) 5
Stadium shuttle (generic) 6
Other (Specify ___________ ) 7
Don’t know &
Refused {

[If Q 10(E2) > 0, OR IF Q18–1, SKIP TO Q38]
[1/2 GET Q37 AND 1/2 GET Q38]
[Scramble statements]

37. I am going to describe some changes that might be made to the bus system and ask you about how they might affect your willingness to use the bus. For each of the following statements, please indicate the extent to which you agree or disagree that the change would make you willing to use the bus once per month or more. Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree.

Strongly agree 5
Somewhat agree 4
Neither agree nor disagree 3
Somewhat disagree 2
Strongly disagree 1
Don’t know &
Refused {

The first/next statement is: I would ride the bus once per month or more if.....

A. Buses came to my stop at least once every 30 minutes
B. The bus rides were shorter
C. Buses were cleaner and more comfortable
D. Buses were safer
E. Buses were less crowded
F. The bus went closer to my home and work
G. Transit information and passes were more readily available
H. Bus stops were safer, cleaner, and more comfortable
I. Buses ran more on schedule (?)
38. In your opinion, to what extent should each of the following issues receive taxpayer support? Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree that the issue should receive taxpayer support.

- Strongly agree: 5
- Somewhat agree: 4
- Neither agree nor disagree: 3
- Somewhat disagree: 2
- Strongly disagree: 1
- Don’t know: &
- Refused: 

The first/next issue is: Taxpayer support should be provided for:

- A. Increasing frequency of bus service
- B. Providing more night time bus service
- C. Providing more early morning bus service
- D. Providing more weekend bus service
- E. Providing bus service to more areas of town
- F. Express services from park ‘n’ ride to employment centers
- G. Making buses run more on schedule (?)
- H. Making Skyway service more frequent and expanding hours of service

(IF Q4=NO/DON’T KNOW/REFUSED, DO NOT ASK Q39E AND Q39F)

39. Which of the following do you do once per week or more? Do you: _______ at least once per week, or not?

- Yes: 1
- No: 2
- Don’t know: &
- Refused: 

- A. Watch network television
- B. Watch cable television
- C. Read the paper on weekdays
- D. Read the Sunday paper
- E. Listen to the radio while going to work
- F. Listen to the radio at work
- G. Listen to the radio at home
d1. Now I just have a few questions remaining that are for statistical and classification purposes only. Your answers will remain completely anonymous and confidential. What is your marital status?

<table>
<thead>
<tr>
<th>Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>1</td>
</tr>
<tr>
<td>Married</td>
<td>2</td>
</tr>
<tr>
<td>Divorced/Separated</td>
<td>3</td>
</tr>
<tr>
<td>Widowed</td>
<td>4</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>{}</td>
</tr>
</tbody>
</table>

d2. Do you have any children under the age of 6 in your household?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>{}</td>
</tr>
</tbody>
</table>

d3. Do you have any children aged 6-16 in your household?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>&amp;</td>
</tr>
<tr>
<td>Refused</td>
<td>{}</td>
</tr>
</tbody>
</table>

d4. How many working vehicles do you have in your household?

(Record number) ________
Don’t know &
Refused {}
d5. What is the highest level of education you have completed?

Did not complete high school 1
High school graduate 2
Trade/technical school 3
Attended college/associate degree 4
College graduate 5
Post Graduate degree 6
Don't know &
Refused

---

d6. What is your race?

White 1
African-American 2
Hispanic 3
Asian 4
American Indian 5
Other, specify __________ 6
Refused

---

d7. Please stop me when I read the category that contains your age:

18-24 years old 1
25-34 2
35-44 3
45-54 4
55-64 5
65 or older 6
Refused (DON'T READ) 7
d8. Please stop me when I read the range that contains your household's total income, including yourself and anyone else in your household that worked, for 1998?

- Under $10,000 1
- $10,000 - $19,999 2
- $20,000 - $29,999 3
- $30,000 - $39,999 4
- $40,000 - $49,999 5
- $50,000 - $59,999 6
- $60,000 - $69,999 7
- $70,000 or more 8
- Don’t know (DON’T READ)
- Refused (DON’T READ)  

**DO NOT ASK**

d9. Please record sex

- Male 1
- Female 2

Thank you very much. That concludes our survey. So that my supervisor can verify my work, may I please have just your first name?
LYNX TRANSIT (LYNX): COMMUNITY-WIDE SURVEY, PHONE SURVEY, 1998
Appendix B6

Interviewer Name: ____________________________

Date: ________________________________

Edited by: ____________________________

1998 LYNX Community-Wide Survey

Hello, my name is ________________ [INTERVIEWER'S NAME] calling from Phil Balducci & Associates, a marketing research company. We are doing a survey among residents in the Orlando area.

A. May I please speak with someone who is at least eighteen years old. [IF RESPONDENT QUALIFIES, GO TO Q1. OTHERWISE, ASK]

Is there someone in the household who fits this description [IF NO, TERMINATE]. Is he or she available?

[IF NO, ASK:] What would be a good time for me to call in order to talk with:

Name ____________________________________________ Day and time ________________________________

B. Do you, or does anyone in your immediate family work in transportation industry or marketing research, advertising or public relations?

Yes ...................... 1  THANK AND TERMINATE.

No  ...................... 2

C. Do you live in:

Orange County ............. 1  || Continue
Seminole County ............ 2
Osceola County .............. 3  
Other ..................... 4  || Thank and terminate

D. What is your zip code? ________________________

B-6.1
Q1. In your opinion, what is the single most important issue facing the Orlando area as a community? [Record verbatim; probe.] What other issues are facing Orlando today? [Probe for specifics if transportation is mentioned.]

Q2. In an average week, do you regularly travel to:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Work</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>b) Shopping (other than grocery)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>c) Personal business (bank, haircut, etc.)</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Q3. On a scale from 1 to 5, where 5 is very important and 1 is not at all important, how important an issue would you say transportation is to residents of the Orlando area?

- Very important ............ 5
- Somewhat important ...... 4
- Neutral ................. 3
- Not very important ...... 2
- Not at all important .... 1
- Don't know ............. 0

Q4. Next I'm going to read a list of statements concerning transportation in the Orlando area. As I read each one, give me your opinion on a scale from 1 to 5, where 5 = strongly agree and 1 = strongly disagree as to how much you agree with the statement. [Read statements one at a time, beginning with checked (√) statement.]

- An effective public transportation system is important for the local economy. ............. 5 ........ 4 .... 3 .... 2 .... 1 .... 0
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Neutral</th>
<th>Strongly Disagree</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic congestion in the Orlando area is a major problem for me.</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Building and widening roads is the best solution to the current traffic congestion.</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Public transportation is just for those who cannot afford a car or who cannot drive.</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>I don't use public transit, so I will always vote no for anything involving a transit improvement.</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

Q5. Does the Orlando area have a community bus service?
   - Yes ............... 1  - Continue with Q6.
   - No ............... 2  - Go to Q7.
   - Don't know ............ 3  - Go to Q7.

Q6. What is the name of the bus system here? [DO NOT READ LIST]
   - LYNX ............... 1
   - Other ............... 2  Specify: ___________
   - Don't know ............ 3

Q7. The name of the bus system in the Orlando area is LYNX. In the past 30 days or so have you seen or heard any news or information about LYNX? [Record verbatim; probe.] What specifically did you see or hear?

------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

B-6.3
Q8. Based upon what you know or have heard, what services other than traditional bus service does LYNX provide? [Record verbatim; probe.] What else?

Q9. Based upon what you have seen or heard, how does LYNX compare to bus systems in other cities? Is LYNX:
   Much better ..................... 5
   Somewhat better .................. 4
   About the same .................. 3
   Somewhat worse ................. 2
   Much worse ...................... 1
   [Don't read] Don't know .......... 0

Q10. In the past year or so has the bus system in Orlando:
   Improved greatly ................ 5
   Improved slightly ............... 4
   Stayed about the same ........... 3
   Become slightly worse .......... 2
   Become much worse .............. 1
   [Don't read] Don't know .......... 0

Q11. In the past few years, has the need for bus service and other mass transportation in and around Orlando [read scale]?
   Increased greatly ................ 5
   Increased slightly ............... 4
   Stayed about the same ........... 3
   Become slightly less important ... 2
   Become much less important ...... 1
   [Don't read] Don't know .......... 0
Q12a. In the past year, have you personally or has a member of your immediate family used any services of LYNX?

Yes ................................ 1 - Continue
No .................................... 2 - Skip to Q13a

Q12b. Which, if any of LYNX services have you or the family member used in the past 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Standard bus service</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>b) Lymmo – the shuttle around downtown</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>c) A+ LYNX</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>d) Car/van pool service</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>e) Shuttle to the Citrus Bowl</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>f) Express LYNX</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>g) Other: ___________________________</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Q12c. Do you consider yourself a regular LYNX bus rider?

Yes ................................. 1
No .................................... 2

Q12d. In the past year, have you ridden a LYNX bus to:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>School</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Shopping for groceries</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Shopping for non-grocery items</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Medical or dental appointment</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Social or recreational</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Jury duty</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Other: ___________________________</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

B-6.5
Q12e. How do you prefer to pay for using LYNX?
   Full fare each time you ride .................... 1
   Pre-paid fare card with each trip deducted .... 2
   Monthly pass with unlimited use .......... 3
   Other (Specify) .................................. 4

Skip to Q15

Q13a. In the past year, have you ridden a shuttle bus to an event at:

   Yes                      No
   The Orlando Arena ............... 1          2
   The Citrus Bowl ................. 1          2

Q13b. What is the one thing LYNX would have to do for you to seriously consider using a LYNX bus or other service? [Record verbatim, probe.] What specifically do you mean by that?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Q14. Have you ever seriously considered using LYNX bus service?
   Yes .............................................. 1
   No ............................................. 2

Q15. In the past six months, have you seen or heard any advertising for LYNX?
   Yes .............................................. 1 - Continue
   No .............................................. 2 - Skip to Q18
Q16. Where did you hear or see this advertising?
   Television .................................. 1
   Radio ........................................ 2
   Newspaper ................................... 3
   Magazine ..................................... 4
   Billboard .................................... 5
   Bus ............................................ 6
   OTHER ........................................ 7

Q17. What was the main point of this advertising? [Record verbatim; probe.] What else did this advertising tell you about LYNX?

Q18. Over the past several years, LYNX has painted a number of their buses with advertisements for other companies or businesses. Have you ever seen one of these painted buses?
   Yes ........................................... 1 - Continue
   No ............................................. 2 - Skip to Q20

Q18a. Please tell me the names of advertisers that have been painted onto LYNX buses. [Record verbatim; probe.] Any others?

Q19. What is your reaction to the painting of the LYNX buses?
   Very positive .............................. 4
   Somewhat positive ......................... 3
   Somewhat negative ......................... 2
   Very negative .............................. 1
   [Don't read] Don't know ................. 0

B-6.7
**Q20.** A number of new ideas are being considered to make it easier to travel in and around the area. On a scale of 1 to 5, with 5 being high priority and 1 being low priority, please rate the following suggestions. You may use any number along the five-point scale. [Read list, beginning with checked (√) statement.]

<table>
<thead>
<tr>
<th>High Priority</th>
<th>Neutral</th>
<th>Low Prior.</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Build a special lane on I-4 for buses and for people traveling with at least one other person.</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Provide express bus service from park &amp; ride lots to major employment centers</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Provide or expand van services to commuters to use in a carpool-like arrangement</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Build an area-wide rail train system</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Significantly increase the number of bus routes</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Significantly increase the frequency of bus service</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Operate trains during commuter hours on current rail tracks</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Provide a local travel information center which provides current information about traffic and alternative ways to get places</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Increase holiday, weekend and late-night bus service</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>☐ Improving the downtown bus terminal</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>
Q21. On a scale from 1 to 5, where 5 = completely agree and 1 = completely disagree, how strongly do you agree or disagree with the following statements? [Read list, beginning with checked statement.]

<table>
<thead>
<tr>
<th>Completely Agree</th>
<th>Completely Disagree</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ LYNX really improves the quality of life in this community</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>☐ The bus service in Orlando has improved significantly over the last few years</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>☐ I am not sure how I would ever use LYNX</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>☐ Building a rail transit system will significantly improve the quality of life in the region</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>☐ New features such as the bus shelters improve the quality of LYNX service</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

Q22. On a scale from 1 to 5, where 5 = definitely deserves additional taxpayer support and 1 = definitely does not deserve taxpayer support, how strongly do you believe additional taxpayer support should or should not be used for? [Read list, beginning with checked statement.]

<table>
<thead>
<tr>
<th>Definitely Deserves</th>
<th>Definitely Doesn’t Deserve</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Increased frequency of bus service along existing routes</td>
<td>5</td>
</tr>
<tr>
<td>☐ Expanding the hours of bus service during weekdays</td>
<td>5</td>
</tr>
<tr>
<td>☐ Operating bus services during weekends</td>
<td>5</td>
</tr>
<tr>
<td>☐ Expanding the geographic coverage of bus service</td>
<td>5</td>
</tr>
<tr>
<td>☐ Increasing holiday and late night bus service</td>
<td>5</td>
</tr>
<tr>
<td>☐ Improving the downtown bus terminal</td>
<td>5</td>
</tr>
<tr>
<td>☐ Reducing fares</td>
<td>5</td>
</tr>
<tr>
<td>☐ Build and operate a rail transit system</td>
<td>5</td>
</tr>
</tbody>
</table>
Q23. Would you be willing to pay an additional $100.00 per year to expand the scope and services of LYNX?

- Definitely ...................... 4
- Probably ...................... 3
- Probably not .................. 2
- Definitely not ................. 1
[Don't read] Don't know ......... 0

Go to Q26

Continue with Q24

Q24. Would you be willing to pay an additional $50.00 per year to expand the scope and services of LYNX?

- Definitely ...................... 4
- Probably ...................... 3
- Probably not .................. 2
- Definitely not ................. 1
[Don't read] Don't know ......... 0

Go to Q26

Continue with Q25

Q25. Would you be willing to pay an additional $25.00 per year to expand the scope and services of LYNX?

- Definitely ...................... 4
- Probably ...................... 3
- Probably not .................. 2
- Definitely not ................. 1
[Don't read] Don't know ......... 0

Q26. Would you prefer additional taxpayer funds for LYNX be raised by:
[Read list. Select ONE answer only.]

- Property tax increase ........ 1
- Sales tax increase ............ 2
- Gasoline tax increase ........ 3
- Other (Specify) ............... 4
Q27. In the past year, have you called LYNX for bus route schedule or other service information?
   Yes .................. 1          Go to Q28
   No .................... 2          Go to Q29
   Don't know ............ 3          Go to Q29

Q28. Did you find the information you received accurate and delivered courteously?
   Yes .................. 1
   No .................... 2

Q29. If a LYNX light rail train service began which allowed people to travel between International Drive, downtown Orlando and Seminole County, how likely would you be to use this service?
   Very likely .............. 4
   Somewhat likely .......... 3
   Not very likely .......... 2
   Not at all likely ........ 1
   [Do not read] Don't know .... 0

Q30. If you decided to use the public transportation system, would you prefer:
   To ride a LYNX bus .......... 1
   To ride a light rail train .... 2
   [Do not read] Don't know .... 3
The next few questions are strictly for classification purposes.

Q31. What is your total annual household income?
   Under $10,000 .......................... 1
   $10,000 to $19,999 .................... 2
   $20,000 to $29,999 .................... 3
   $30,000 to $39,999 .................... 4
   $40,000 to $49,999 .................... 5
   $50,000 to $74,999 .................... 6
   $75,000 to $99,999 .................... 7
   Over $100,000 ........................ 8
   [Don't read] Refused .................. 9

Q32. What is the highest grade of school you completed?
   Grade school ........................... 1
   Some high school ...................... 2
   High school graduate ................. 3
   Some college or vocational school ... 4
   College graduate ..................... 5
   Post graduate .......................... 6
   Refused ................................. 7

Q33. Are you currently:
   Employed full-time .................... 1
   Employed part-time ................... 2
   Unemployed/laid off .................. 3
   Student ................................ 4
   Homemaker ............................ 5
   Retired ............................... 6
   Refused ............................... 7
Q34. Including yourself, how many adults (over the age of 18) currently live in your household? 

Q35. How many children (under the age of 18) are currently living in your home? 

Q36. How many automobiles are owned by members of your household? 

Q37. What is your race or ethnic background?
   Caucasian/white ................... 1
   African American ................. 2
   Hispanic .......................... 3
   Native American .................. 4
   Asian or Pacific Islander ......... 5
   Other ............................. 6
   Refused .......................... 7

Q38. Record sex.
   Male ............................. 1
   Female ........................... 2

Q39. Which of these categories includes your age?
   18 – 24 ............................ 1
   25 – 34 ............................. 2
   35 – 54 .............................. 3
   55 – 64 ............................. 4
   65 – 74 ............................. 5
   75 or older ........................ 6
   [Don't read] Refused .............. 0
METRO DADE COUNTY-METRO DADE TRANSIT (MDT):
TRANSPORTATION TRACKING SURVEY, PHONE SURVEY, 1997
PALM BEACH COUNTY (PALM TRAN):
GENERAL PUBLIC SURVEY, PHONE SURVEY, 1999
PALM TRAN GENERAL PUBLIC SURVEY

Good evening. My name is ___________ and I am calling on behalf of the Center for Urban Transportation Research at the University of South Florida. We are conducting a short survey on commuting and traffic issues in the Palm Beach County area. We are not attempting to sell you anything. We are only interested in your opinions. (Ask to speak to an adult if respondent is clearly not an adult, and repeat).

I need to speak to the male or female head of the household. Would they be available?

(Repeat intro if necessary)

(QUOTA 50% MALE, 50% FEMALE)

1. For how many months of the year do you live in the Palm Beach County area?

   1. 10 or more
   2. 7-9
   3. 4-6
   4. 3 or less

2. Are you employed outside the home?
   (If q1 ne I ask, "While you are living in Palm Beach County, are you employed outside the home?)
   1. Yes
   2. No (SKIP to q.11)
   3. Refused/Don’t know (SKIP to Q.11)

3. And are you employed full time, that is, 35 or more hours per week, or part time?

   1. Full time
   2. Part time
   3. Refused/Don’t know

4. Do you currently hold more than one job?

   1. Yes [If YES, say] Please answer the questions in this survey with respect to your primary job.
   2. No

5. How many days do you usually travel to work in a week? ___ days
   [If 0, SKIP to Q.11]

6. And about how much time does it take you to commute to work? ___ minutes
7. And about how many miles is your commute? ________ miles

8. Please tell me the number of days in a typical week that you ________ to get to work?

1. Drive alone* ______
   ASK: When you drive to work, do you ever carpool, that is, go to work with someone else in the car?
   Yes (continue with 8-2)/ No (go to 8-3 if applicable)

2. Carpool ______
   If 8(1) and 8(2) are >1, verify “So you drive to work alone (8(1)) days per week and carpool (8(2)) days per week?”

3. Vanpool, that is, ride to work in a van with 7-14 other people______

4. Ride the bus ______

5. Ride the train ______

6. Ride a bicycle ______

7. Walk or jog ______

8. Do something else______ (Specify________________________)

[If respondent uses more than one means of transportation in a single trip, for example, walking or driving to the bus, please only enter the mode used for most of the trip.]

[“carpooling” is driving with someone else to the worksite—taking a child to school does not count as carpooling for this question.]

[When the days for all modes are added, the total should equal the answer in Q.5 and definitely not exceed 7 days. When responses equal the total number of days worked, go on to Q. 9]

9. And at what time do you usually leave home to go to work? ______

10. And at what time do you usually leave work to go home? ______

11. Have you heard of any organizations that provide bus service or other transportation service in the Palm Beach County area, or not?

1. Yes

2. No(SKIP to Q.13)

3. Refused/Don’t know
12. Which organizations have you heard of? (All that apply) (DO NOT READ LIST)

1. Palm Tran
2. Tri-rail
3. Other (Specify________________________)

[IF Q 10(1) MENTIONED, SKIP TO Q 14]

13. Have you ever heard of Palm Tran, or not?

1. Yes
2. No (SKIP to Q. 17)
3. Refused/Don't know (SKIP to Q. 17)

14. What services are you aware of that are provided by Palm Tran? (RECORD ALL MENTIONS)

1. Local bus service/local transit service
2. SPECTRAN, paratransit, or transit service for elderly and disabled
3. Other (Specify________________________)

Q. 15 Instruction: (If Q14(1) MENTIONED or Q13 = 2 or Q13 = 3 SKIP to Q. 17)

15. Are you aware that local public transit service is provided by Palm Tran, or not?

1. Yes
2. No
3. Refused/Don't Know

Q16 Instruction: (If Q14(2) MENTIONED, SKIP to Q.17)

16. Are you aware that transportation service for the disabled and elderly is provided by Palm Tran, or not?

1. Yes
2. No
3. Refused/Don't know
17. Overall, how would you rate the public transit system in Palm Beach County? Would you say that the system is:

1. Very good
2. Good
3. Adequate
4. Poor, or
5. Very Poor

[If Q 8(4) >0 skip to q. 24]

18. In the past year, have you ridden the bus in the Palm Beach County area, or not?

1. Yes (Skip to q.21)
2. No
3. Refused/Don’t know

19. Have you ever ridden the bus in the Palm Beach County area, or not?

1. Yes
2. No (Skip to q. 20)
3. Refused/Don’t know (Skip to q. 20)

19a. Do you still ride the bus on a regular basis, or not?

1. Yes (continue with 19b)
2. No (skip to Q. 21)
3. Refused/Don’t know (SKIP to q. 24)

19b. About how often do you ride the bus? Would you say...

1. Every day
2. 1-4 days per week
3. 1-3 days per month
4. Once every few months, or
5. Once per year or less
   (SKIP TO Q. 24)
20. Do you know anyone that has ever ridden the bus in the Palm Beach County area, or not?

1. Yes
2. No
3. Refused/Don’t know

[SKIP TO Q. 24]

21. When you were riding the bus, about how often were you riding? Would you say...

1. Every day
2. 1-4 Days per week
3. 1-3 Days per month
4. Once every few months, or (SKIP to Q. 24)
5. Once per year or less (SKIP to Q. 24)

22. What is the main reason you no longer ride the bus? (Check ONE answer)

1. Work hours changed
2. Moved and bus is no longer available
3. Moved and bus is no longer convenient
4. Work site changed and bus is no longer available
5. Work site changed and bus is no longer convenient
6. Bought/gained access to a car
7. Began carpooling
8. Bus ran behind schedule
9. Bus fares increased too much
10. Bus wasn’t safe
11. Had to start taking kids to school/daycare
12. Parking became cheaper or free
13. Bus drivers were impolite
14. Specific bad experience riding bus (Specify______________________)
15. Other, specify______________________
23. For each of the following reasons, please tell me what influences each reason had in your decision to no longer ride the bus by using a number from 1 to 10, where 1 means the item had no influence at all and 10 means the item had a very strong influence. You may use any number from 1 to 10.

(Start with item indicated in Q. 22 and scatter items from there)

1. (Use answer to Q. 22 if not in list) 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
2. The bus ran behind schedule 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
3. Bus fares were more than I was willing to pay 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
4. I didn’t feel that the bus was safe 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
5. Bus drivers were not as courteous as I would’ve liked 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
6. I wasn’t comfortable being around other passengers 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)

24. Next, I’m going to read a few statements concerning transportation in the Palm Beach County area. As I read each one, please indicate the extent to which you agree with each statement. Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree. The first statement is: (Scatter)

1. An effective public transportation system is important for the local economy. Do you (record response)
   1) Strongly agree
   2) Somewhat agree
   3) Neither agree nor disagree
   4) Somewhat disagree
   5) Strongly disagree
   9) Refuse/don’t know

2. Public transit is an important service for Palm Beach County. Do you:
   1) Strongly agree
   2) Somewhat agree
   3) Neither agree nor disagree
   4) Somewhat disagree
   5) Strongly disagree
   9) Refuse/don’t know

3. I would support increased taxpayer funding to improve the Palm Beach County transit system. Do you:
   1) Strongly agree
   2) Somewhat agree
   3) Neither agree nor disagree
   4) Somewhat disagree
   5) Strongly disagree
   9) Refuse/don’t know
25. Have you heard, seen, or read any advertising or other messages related to bus, or other transit service in the past 6 months, or have you not seen any such advertising?

1. Yes
2. No (SKIP to Q. 28)
3. Refused/Don’t know (SKIP to Q. 28)

26. Where did you see or hear this advertising? [All that apply]
   (DO NOT READ LIST)
   1. Newspaper
   2. Radio
      Was this ad part of a traffic report Yes ___ No ___
   3. Television
   4. At work
   5. In the mail
   6. On billboards
   7. On road signs
   8. Received a phone call
   9. At a bus stop/on a bench
   10. On the side of buses/vans
   11. Other
   12. Special event/transportation day
   13. DN/RF

27. What message do you recall from this advertising? [All that apply]
   (DO NOT READ CHOICES)
   1. None
   2. Bus service is available
   3. Riding the bus saves money
   4. Buses can get you where you want to go
   5. Tri-rail service (generic)
   6. Other (Specify __________________)

28. Are you aware of any promotions, fare reductions, or other programs that Palm Tran has run to encourage use of transit, or not?

1. Yes
2. No
3. Refused/Don’t know

   [If Q 8(4) > 0 or 0<q19b<4 SKIP to Q30]
29. I am going to read a series of statements describing changes that might be made to the bus system and how they might affect your willingness to use the bus. For each of the following statements, please indicate the extent to which you agree or disagree. Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree. The first statement is: (Scatter)

(Record strongly agree as 1, somewhat agree as 2, etc.)

I would ride the bus once per month or more if...

(Scatter items)

1. Buses came to my stop every 10 minutes or less
   1 2 3 4 5 9 (dk/nr)
2. The bus ride was shorter
   1 2 3 4 5 9 (dk/nr)
3. Buses were cleaner and more comfortable
   1 2 3 4 5 9 (dk/nr)
4. Buses were safer
   1 2 3 4 5 9 (dk/nr)
5. Buses were less crowded
   1 2 3 4 5 9 (dk/nr)
6. The bus went closer to my home and work
   1 2 3 4 5 9 (dk/nr)
7. There was bus service available later at night
   1 2 3 4 5 9 (dk/nr)
8. There was bus service available on weekends
   1 2 3 4 5 9 (dk/nr)
9. Buses ran between points outside of town instead of only to downtown
   1 2 3 4 5 9 (dk/nr)
10. I had more information about where buses went
    1 2 3 4 5 9 (dk/nr)
11. Bus stops were cleaner and more comfortable
    1 2 3 4 5 9 (dk/nr)
12. Bus stops were safer
    1 2 3 4 5 9 (dk/nr)
13. I had more information about when buses ran
    1 2 3 4 5 9 (dk/nr)

30. Which of the following do you do once per week or more? Do you: ___________ at least once or week, or not? (Scatter)

1. Watch network television
2. Watch cable television
3. Read the paper on weekdays
4. Read the Sunday paper
5. Listen to the radio while going to work
6. Listen to the radio at work
7. Listen to the radio at home

31. Now I just have a few questions remaining that are for statistical and classification purposes only. Your answer will remain completely anonymous and confidential. What is your marital status?

1. Single
2. Married
3. Divorced/Separated
4. Widowed
5. Don’t know/refused
d2. Do you have any children under the age of 6 in your household?

1. Yes
2. No
3. Don’t know/refused

d3. Do you have any children aged 6-16 in your household?

1. Yes
2. No
3. Don’t know/refused

d4. Do you have any students aged 17-21 in your household?

1. Yes
2. No
3. Don’t know/refused

d4a. Do you parents (if d1 =2 add: or your spouse’s parents) live in your household?

1. Yes
2. No
3. Don’t know/refused

d5. How many working vehicles do you have in your household?

   Record number ______

d6. What is the highest level of education you have completed?

1. Did not complete high school
2. High school graduate
3. Trade/technical school
4. Attended college/ associate degree
5. College graduate
6. Post graduate degree
7. Don’t know/refused
d7. What is your race?

1. White
2. African-American
3. Hispanic
4. Asian
5. American Indian
6. Other, specify
7. Refused

d8. Please stop me when I read the category that contains your age:

1. 18-24 years old
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65 or older
7. Refused (DON'T READ)

d9. Please stop me when I read the range that contains your household's total income, including yourself and anyone else in your household that worked, for 1997?

1. Under $10,000
2. $10,000-$19,999
3. $20,000-$29,999
4. $30,000-$39,999
5. $40,000-$49,999
6. $50,000-$59,999
7. $60,000-$69,999
8. $70,000 or more
9. Refused (DON'T READ)

Thank you very much. That concludes our survey. For verification purposes, etc...
22. How did you pay your fare today?
(1) Ride available (2) Share a car (3) Only bus
(4) 31 Day or Canada (5) Ride Premium (RT, 10x only) (6) Daily or Canada
(7) Daily or Canada (8) None

21. Do you have an license and a car available to drive when you want it?
(1) Yes (2) No

20. How many minutes will it take to get where you are going?
21. How many minutes will this bus ride take?

19. About how many minutes will this bus get to your bus stop?
How many minutes did it take you to bike?
(1) Walked (2) Get a ride (3) Drive

18. How did you get to this bus stop?
(1) Walked (2) Get a ride (3) Drive

17. You use a pass or a cash fare?
(1) Yes (2) No

16. How many times will you have to transfer on this trip to where you are going? 0 1 2 3 4 or more
(1) Yes (2) No

15. How many complete bus trips will you make today? (For example, going to work, even if it is on an RT, 10x only)

14. What is the route number you are on now?

13. If you are going to a mall, school, hospital or other major location, what is the name of that location?

12. What is your main purpose for using this bus on this trip?
(1) Get to work (2) Get to a doctor or medical visit (3) Social visit
(4) Get shopping (5) Get from or from a social service agency
(6) Get to or from school (7) Get to work

11. When did you start using PSTA buses as often as you do now?
(1) Less than 2 years ago (2) 2-4 years ago (3) The usual week, on how many days per week?
(4) 6-8 days (5) 4-6 days (6) 2-3 days (7) 1 day or less

10. Two years ago in the usual week, on how many days did you ride PSTA buses (including today)?
(1) 0 days (2) 1 day (3) 2-3 days (4) 4-6 days (5) 6-8 days (6) 7 days (7) 8 days

9. In the past seven days, how many days have you ridden PSTA?
(1) 0 days (2) 1 day (3) 2-3 days (4) 4-7 days

8. Would you like to know how you use and rate PSTA service? Please complete this survey to tell us.
complete the other side

Please turn survey over and

28. Overall, how do you rate PTA service?

1. Not satisfied
2. Satisfied
3. Very satisfied

(2) No
(1) Yes

29. How convenient was the information

1. Very convenient
2. Convenient
3. Somewhat convenient
4. Not very convenient
5. Not at all convenient

1. Yes
2. No

30. What is your opinion of PTA bus services?

1. Excellent
2. Good
3. Fair
4. Poor
5. Very poor

31. Are you a student in high school, college, or

1. High school
2. College
3. Graduate school

32. Last time you took a bus, how many hours on which day did you travel?

1. Less than 10
2. 10 to 30
3. 30 to 90
4. More than 90

33. Did you work in Philadelphia County, where zip code do you work in?

1. Philadelphia
2. Chester
3. Delaware
4. Montgomery
5. Bucks

34. Did you work on Thursday and Friday?

1. Yes
2. No

35. Are you employed outside your home for 35

1. Student
2. Retired
3. Housewife
4. Houseman
5. Other

23. Do you use one of these ID cards to receive a

1. No
2. Yes

24. Are you employed outside your home for 35

1. Student
2. Retired
3. Housewife
4. Houseman
5. Other

23. Do you use one of these ID cards to receive a
30. In the past year or two, how would you rate improvement in the following?

0 123456789 0

0 123456789 10

0 123456789 10

0 123456789 10

0 123456789 10

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0 123456789 10
Thank you for your assistance.

Complete it and give it to the driver on your next trip. If you do not have time to complete the survey on the bus, please return this form to the bus personnel on the bus.

Survey Personnel on the Bus

Please return this form to the bus personnel on the bus.

Frequent stop at the regular route 52, but would walk
and Minnow Pond.

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Appendix B: Telephone Questionnaire

PINELLAS COUNTY TRANSIT SURVEY
RIDERS, POTENTIAL RIDERS AND GENERAL PUBLIC

I. SCREEN/TALLY SECTION

Hello, my name is _____________. I'm with CJI Research. We're studying opinions about transportation in the Pinellas County area. The survey will help public authorities plan for the future.

We need to speak with the man or woman age 18 or older you would consider the head of your household. Would you be that person? [IF NOT, ASK FOR THAT PERSON. IF NOT AT HOME INDICATE YOU WILL CALL BACK]

DO NOT READ RESPONSES UNLESS INSTRUCTED TO DO SO

SCREEN

42. NOTE SEX: M  F (CIRCLE ONE)

43. First, when someone uses the abbreviation P.S.T.A. when discussing transportation in the Pinellas County area, what comes to mind?
   a. The bus company (46)
   b. Other: ______________________ (44)
   c. Not sure (44)

44. Do you happen to know the name of the company that provides local bus service in Pinellas County?
   a. PSTA (46)
   b. Pinellas Suncoast Transit Authority (46)
   c. The bus company / Other (45)
   d. Not sure (45)

45. Just so you'll know, the local system in Pinellas County is called PSTA.

46. When you travel locally around Pinellas County area, do you most often travel by car or by public bus?

CJI Research Corporation, with SAIC, and Selena Barlow, Consultant
a. Car (48)
b. Bus [THIS IS A RIDER. CONTINUE WITH Q47 and TRACK THROUGH SURVEY AS A RIDER]
c. Refused [TERMINATE]

47. In an average week, how many days do you use the bus?
   0=None (48)
   1 2 3 4 5 6 7 [any response of 1 or more indicates a RIDER, go to Q50]
   9999=Refused

48. Have you ridden on a PSTA bus 10 or more times in the past twelve months?
   a. Yes (RIDER) (49)
   b. No (51)
   (9) Refused (TERMINATE)

49. Do you ride the PSTA bus most often to get to work, to go to school, get to medical visits, to go to the malls, to do errands, or for what purpose?
   a. Work (50)
   b. School (50)
   c. Medical visits (50)
   d. Malls (50)
   e. Errands (50)
   f. Other (50)
   g. Refused (50)

50. How many other people, if any, in your household have ridden on a PSTA bus 10 or more times in the past year?
   0 1 2 3 4 5 9999=Refused

51. Assuming there would be a bus route where you need to go, and that service were improved, how likely would you be to consider riding a PSTA bus ten or more times a year — very likely, somewhat likely, not very likely, or definitely would not?
   a. Very likely (POTENTIAL RIDER) (54)
   b. Somewhat likely (POTENTIAL RIDER) (52)
   c. Not very likely (52)
   d. Definitely would not (53)
   e. Couldn't — need car at work (53)
   f. Couldn't — other problem would prevent it (NON-RIDER) (53)
52. And how likely would you be to use the bus at least ten times a year if you could catch an express bus close to your home that would go directly to your destination without making a lot of stops? Would you be very likely, somewhat likely, not very likely, or definitely would not?
   a. Very likely (POTENTIAL RIDER)(54)
   b. Somewhat likely (POTENTIAL RIDER)(54)
   c. Not very likely (NON-RIDER)(53)
   d. Definitely would not (NON-RIDER)(53)
   e. Couldn't -- need car at work (NON-RIDER)(54)
   f. Couldn't -- other problem would prevent it (NON-RIDER)(54)
(8) Not sure (NON-RIDER)(53)
(9) Ref (TERMINATE)

53. And if bus service improved, traffic congestion became worse, and parking and other costs of driving rose substantially? Would you be very likely, somewhat likely, not very likely, or definitely would not consider using the bus ten or more times a year?
   a. Very likely (POTENTIAL RIDER)(54)
   b. Somewhat likely (POTENTIAL RIDER)(54)
   c. Not very likely (NON-RIDER)(54)
   d. Definitely would not (NON-RIDER)(54)
   e. Couldn't -- need car at work (NON-RIDER)(54)
   f. Couldn't -- other problem would prevent it (NON-RIDER)(54)
(8) Not sure (NON-RIDER)(54)
(9) Ref (TERMINATE)

[END OF POTENTIAL RIDER INCIDENCE IDENTIFICATION SURVEY]

54. Has anyone else in your household ridden a PSTA bus 10 or more times in the past year?
   a. Yes (a)
   b. No (55)
   c. Refused (55)

   (a) How many people? 1 2 3 4 5 9999=Ref

55. Did you ever use transit buses in this area 10 or more times a year on a regular basis?
56. What was the last year you used PSTA buses 10 or more times?
   19 __ _ (58)

57. Since 1993, have you used an PSTA bus less often than that for any reason?
   a. Yes (58)
   b. No (60)

58. What was your feeling about the service, was it very convenient, not very convenient, or inconvenient?
   a. very convenient
   b. not very convenient
   c. inconvenient

59. Do you have to use your car during work hours several times a week, not just to get to work, but as part of a job?
   a. Yes
   b. No

60. Now, please use a scale from 1 to 10 to tell me how strongly you agree or disagree with each of the statements I read. 1 means you disagree strongly and 10 means you agree strongly.

   Once a week or more, you personally are very seriously delayed in getting places by traffic congestion in the Pinellas County area
   _____ 8888=Not sure

61. Once a week or more, finding a parking place is a serious problem for you personally in the Pinellas County area.
   _____ 8888=Not sure

62. Taking the bus one or two days a week while still owning a car would help save enough money to be worth it to you personally.
   _____ 8888=Not sure

63. Some people say that PSTA is mostly a social service for lower income people who cannot afford a car. How strongly do you agree or disagree with that?
   _____ 8888=Not sure

64. PSTA provides transit service that is good enough to use regularly
   _____ 8888=Not sure
65. [WORDING OF INTRO TO RATING SERIES STARTING AT Q67- FOR RIDERS] I'd like you to rate PSTA services. (67) 8888=Not sure

66. [WORDING OF INTRO TO RATING SERIES STARTING AT Q67 FOR FORMER, POTENTIAL AND NON-RIDERS] Even though you do not ride PSTA buses regularly, I'd like you to try to rate what you think the services probably are like based on what you may think or have heard. (67)

67. Please use the scale of 1 to 10 again, but now 1 means you feel the service is very poor, and 10 means it is very good, and the numbers between mean ratings in between. First, how would you rate the time it takes to get by bus to where you need to go?

68. How frequently the bus comes by the stop where you would get on. 8888=Not sure

69. How close to your home the bus stops. 8888=Not sure

70. Your feeling of personal safety when waiting for the bus. 8888=Not sure

71. Having routes that go directly where you need to go without having to change from one bus to another. 8888=Not sure

72. The overall convenience of using the bus. 8888=Not sure

73. How comfortable you (would) feel with other people who often use the bus. 8888=Not sure

74. Your confidence that you know how to get good information so you could use PSTA without getting stranded 8888=Not sure

If they wanted to make it worthwhile for you to use the bus regularly, how important would it be for PSTA to do each of the following. Again, please use the scale of 1 - 10, but now say that 1 means it is not important and 10 means it is very important.

75. Provide service until midnight

76. Provide express routes which make limited stops and go where you want

77. Provide shelters to wait in at most bus stops

78. Provide direct service between the area where you live and certain other areas you often go

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79. Provide service so a bus comes every 15 minutes instead of every 30 minutes on busy routes.

I'd like to read you a few facts about PSTA bus service in Pinellas County as it is now. Please use the scale of 1 - 10 again, but say that now 1 means that knowing this fact makes you much less likely to use the bus, and 10 means it would make you much more likely to use it.

80. The first fact about bus service is that many buses in Pinellas County run about every thirty minutes.

81. Next, many buses run from 6am to 10pm.

82. You can buy a pass right on the bus that lets you ride as much as you want to in a day for $2.50, or for students and senior citizens $1.25.

83. PSTA offers a flat rate monthly pass for using the bus as many times as you wanted in Pinellas County for $40, or for students and senior citizens $25.

84. On another subject, how many Devil Rays baseball games, if any, do you plan to attend this year?

   0 1 2 3 4 5 6 7 8 9+

85. If there were bus service to special events such as Devil Rays baseball games, or festivals like A Taste of Pinellas or SPIFFS [IF ASKED: the St Petersburg International Folk Festival] from places like Countryside Mall, Tyrone Square Mall, and the St Petersburg/Clearwater Airport, with a round trip fare of $4 including parking, would you definitely use that bus service, probably use it, probably not use it, or do you not go to any of these events?
   a. Definitely would use it
   b. Probably would take bus
   c. Probably would not take bus
   d. Not sure
   c. Do not attend these events

[IF 1, 2, 3 OR 4 IN Q85, ASK Q86. OTHERWISE SKIP TO Q87]

86. Regardless of how you would get there, which of these are you likely to attend this year, Taste of Pinellas, SPIFFS, or Devil Rays baseball?
   1. Taste of Pinellas   1=Yes     2=No
   2. SPIFFS              1=Yes     2=No

87. How close do you live to a bus stop, less than a five minute walk, about five minutes, about ten minutes, or about fifteen minutes or more?
a. Less than 5  
b. About 5  
c. About 10  
d. About 15 or more  
e. Not sure

88. Is safety an issue for you in deciding whether to use the bus?  
a. Yes  
b. No

[ASK Q89 IF Q88=1]

89. Does your main concern with safety involve the way the drivers drive the bus or your personal safety from other people using the bus or at the stops?  
a. Drivers driving  
b. Other people

[ASK Q90 IF Q89 = 2]

90. Is the main safety problem involving other people mostly on-board the bus, or waiting at the stops  
a. On the bus  
b. At the stop  
c. Both equal  
d. Not sure

91. If you left your home today at all to make a local trip by car (RIDERS: bus) in the Pinellas County area, was the main purpose for work, shopping, getting to school, visiting others, making medical visits, going to social service agencies, or other purposes?  
a. work  
b. shopping  
c. getting to school  
d. visiting others  
e. making medical visits  
f. going to social service agencies  
g. other purposes  
(8) did not leave home  
(9) refused

92. About how many minutes does that trip take by car, including time to park and get where you are going? _____ minutes
93. About how many minutes do you think would it take by bus? _______ minutes, including time to walk to the bus stop, wait for the bus, and walk from the bus to your destination?

94. In a typical week, how many times, if at all, do you go to [READ RESPONSES]

Clearwater area

1. In the usual year?
   0 1 2 3 4 5 6 7+
   0 1 2 3 4 5 6 7 (12 = “once a month”)

   a. St. Petersburg
      0 (a) 1 2 3 4 5 6 7+
      0 1 2 3 4 5 6 7 (12 = “once a month”)

   b. Tampa
      0 (a) 1 2 3 4 5 6 7+
      0 1 2 3 4 5 6 7 (12 = “once a month”)

   c. Mid-County/Gateway area
      0 (a) 1 2 3 4 5 6 7+
      0 1 2 3 4 5 6 7 (12 = “once a month”)

DEMOGRAPHICS

95. Now just a few final questions for confidential classification purposes only. How many cars, or other motor vehicles are available for use by drivers in your household?
   0 1 2 3 4 or more

96. How many licensed drivers are there in your household?
   0 1 2 3 4 or more

97. How many days a week, if any, do you read the St. Petersburg Times?
   0 1 2 3 4 5 6 7

98. Which Tampa Bay radio station do you listen to most?
   (1) None — I don't listen to the radio
   (2) None — I do not listen to Tampa Bay stations
   (3) Station number or call letters: ________________

99. Are you presently employed, a homemaker, a student, retired, unemployed?
   a. employed (a)

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b. homemaker (101)
c. student (101)
d. retired (101)
e. unemployed (101)
f. other (101)

1. How many days a week do you work at this job? 1 2 3 4 5 6 7

2. Is this job away from your home or do you work from home?
   a. Away from home (c)
   b. Work at home (101)

3. How many days a week, if at all, do you leave work after the buses stop running at 10:00 pm?
   0 1 2 3 4 5 6 7

4. Do you work in St Petersburg, Clearwater, Tampa, the Mid-County Gateway area, or elsewhere in Pinellas County
   a. St Petersburg (g)
   b. Clearwater (g)
   c. Tampa (g)
   d. Mid-county/Gateway (g)
   e. Elsewhere in Pinellas County (e)

5. To keep your answers anonymous, I do not want any kind of address, but could you tell me which zip code your job is located in? ____________ (f)

6. What part of the Pinellas County area would that be? [IE town, area]
   a. list of major towns will be inserted for response categories
      ________________ (g)
      [USE PHONETIC SPELLING OR CHOOSE FROM LIST]

7. Do you drive to work there, take the bus, car pool, or how do you get to work?
   a. Take the bus (101)
   b. Drive (h)
   c. Car pool (h)
   d. Spouse/other family member/friend drops off (h)
   e. Walk (101)
   f. Work at home (101)
8. If you wanted to, would it be possible to get to your present job by bus?
   a. Yes (POTENTIAL RIDERS GO TO 100. RIDERS AND NON-RIDERS GO TO Q 87)
   b. No (POTENTIAL RIDERS GO TO 100. RIDERS AND NON-RIDERS GO TO Q 87)
   c. Not sure (POTENTIAL RIDERS GO TO 100. RIDERS AND NON-RIDERS GO TO Q 87)

[POTENTIAL RIDERS ONLY. RIDERS AND NON-RIDERS SKIP TO Q 87]
100. Which, if any, of the following would be problems for you with using bus service to get to work?

   1. You would not be sure how to get to work or other places by bus even if you wanted to.
   1 = Applies to me  2 = Does not apply

   2. You have to take children to school or child care.
   1 = Applies to me  2 = Does not apply

   3. You need to use your car during work hours several times a week.
   1 = Applies to me  2 = Does not apply

   4. The bus would take too long.
   1 = Applies to me  2 = Does not apply

   5. The bus does not go where you need to go.
   1 = Applies to me  2 = Does not apply

101. In the past few months, have you noticed any advertising for PSTA bus service?

   (1) No (102)
   (2) Yes (a)

   (a) Did you notice that ad in the --- (Note all that apply)

      (1) Newspaper
      (2) TV
      (3) Radio
      (4) Billboard

102. How old are you? _______ years old.

103. And, to keep results anonymous, please do not give an address, but what is your home zip code, or town in Pinellas County?

   Zip:_________  Town:______________

104. How many persons, including you, live in your household?
1 2 3 4 or more

105. Do you consider yourself (read responses)
   (1) White
   (2) African American
   (3) Asian
   (4) Native American Indian
   (5) Other

106. And the final question, which of the following groups does your total annual household income fall into?
   (1) Less than $5,000
   (2) $5,000 to $9,999
   (3) $10,000 to $14,999
   (4) $15,000 to $19,999
   (5) $20,000 to $24,999
   (6) $25,000 to $34,999
   (7) $35,000 to $49,999
   (8) $50,000 to $74,999
   (9) $75,000 or more
   (10) Refused
TALLAHASSEE TRANSIT (TALTRAN):
COMMUNITY ATTITUDE SURVEY, MAILBOX SURVEY, 2000
DEAR VALUED TALLAHASSEE RESIDENT: The City of Tallahassee and its transit system, TALTRAN, would like to better understand your feelings and needs as they relate to transportation within our community, especially transit services. An independent organization, the Center for Urban Transportation Research, has developed the following survey to form a report based on your input. PLEASE take a few minutes to complete the following survey. Please check (✓) the correct box, write out, or circle your answers. Your opinions are important to us as they will help us in our efforts to improve TALTRAN's services. THANK YOU IN ADVANCE FOR YOUR HELP!

1. You are... 1 ___ Male 2 ___ Female

2. Your age is... 1 ___ 23 years or under 2 ___ 26 to 45 3 ___ 46 to 60 4 ___ 60 years or older

3. What is your race? 1 ___ White (please ✓ only ONE) 2 ___ African-American 3 ___ Hispanic 4 ___ Other __________________________ (please specify)

4. Please rank, in order of importance (1 being most important, 5 being least important), the role(s) that you believe transit should play in Tallahassee. Or, select Option 6 if you do not believe transit should have any role.

1 ___ Provide a high level of mobility for those who cannot drive or who do not have access to a car or other vehicle
2 ___ Provide only essential transportation for those who cannot drive or who do not have access to a car or other vehicle
3 ___ Reduce traffic congestion
4 ___ Reduce the need to widen existing roads and/or build new ones
5 ___ Reduce air pollution
OR
6 ___ Tallahassee has no real need for transit service

5. Please give us your impression of how good TALTRAN's performance is in providing transit service throughout Tallahassee.

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

6. When was the last time you rode on TALTRAN?

1 ___ Within the past week 2 ___ 1 to 2 weeks ago 3 ___ More than 2 weeks ago 4 ___ Never
5 ___ More than a year ago

7. I would consider using transit if parking cost me...

1 ___ $1.00-5.00 per day 2 ___ $6.00-10.00 per day 3 ___ $11.00-25.00 per day 4 ___ $26.00-40.00 per day
5 ___ Over $40.00 per day

8. I would consider using a carpool if parking cost me...

1 ___ $1.00-5.00 per day 2 ___ $6.00-10.00 per day 3 ___ $11.00-25.00 per day 4 ___ $26.00-40.00 per day
5 ___ Over $40.00 per day

9. How much do you estimate that you spend on parking per month?

1 ___ $0 (free) 2 ___ Less than $10.00 3 ___ $10.00-25.00 4 ___ $26.00-40.00 5 ___ Over $40.00

10. Please rate your opinion of each of the following possible solutions to traffic congestion in Tallahassee.

<table>
<thead>
<tr>
<th>Favorable</th>
<th>Unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do nothing (put up with it).</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Only widen existing roads.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>No more road improvements, but much more bus transit.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Combination of more roads and transit.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Build freeways where needed.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Make a more complete network of arterial roads.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Revise Comprehensive Plan to encourage more mixed-use development to reduce need for auto travel.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>No road improvements, but build light rail system.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>Bikes on Bus program.</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>More bicycle paths.</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>

PLEASE COMPLETE OTHER SIDE OF SURVEY
11. Please rate your opinion of TALTRAN carrying advertising on the rear and/or sides of the buses if TALTRAN were paid by the advertisers to do this.

<table>
<thead>
<tr>
<th>Favorable</th>
<th>Unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

12. Please rate your opinion of bus shelters in non-residential areas having advertising signs on the inside, provided TALTRAN is paid by the advertisers to do this.

<table>
<thead>
<tr>
<th>Favorable</th>
<th>Unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

13. Please rate your opinion of bus shelters in residential areas having advertising signs on the outside, provided TALTRAN is paid by the advertisers to do this.

<table>
<thead>
<tr>
<th>Favorable</th>
<th>Unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

14. Please check all the following transit modes that you have ridden on anywhere in the last five years.

- City Transit Bus
- Light Rail (Tram or Streetcar)
- Electric Trolley Bus
- Commuter Rail
- Amtrak
- Intercity Bus
- Airline

<table>
<thead>
<tr>
<th>Frequently</th>
<th>Several Times</th>
<th>Once or Twice</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. When planning improvements for TALTRAN and its services, what other things should be considered?

THANK YOU FOR COMPLETING THE SURVEY!
WINTER HAVEN AREA TRANSIT (WHAT): COMMUNITY ATTITUDE SURVEY, PERSONAL SURVEY, 2001
APPENDIX C

Community Attitude Survey and Responses

CITY OF WINTER HAVEN
COMMUNITY ATTITUDE SURVEY: WHAT TRANSIT SERVICE

DEAR VALUED WINTER HAVEN RESIDENT: The City of Winter Haven and its transit system, WHAT, would like to better understand your feelings and needs as they relate to transportation within our community, especially transit services. An independent organization, the Center for Urban Transportation Research, has developed the following survey to form a report based on your input.

M □ F □
-25 □ 25-45 □ 46-60 □ 60+ □
W □ H □ A □ O □ Other □

1. Do you know that there is a transit agency in Winter Haven (WHAT)? 1 ___ Yes 2 ___ No

2. Have you ridden WHAT?
   A. If not, why? ____________________________________________________________
   B. If yes, please answer questions a, b, and c below.
   a. When was the last time you rode on WHAT?
      1 ___ Within the past week
      2 ___ 1 to 2 weeks ago
      3 ___ More than 2 weeks ago
      4 ___ More than a year ago
      5 ___ Never
   b. Do you ride the bus for
      1 ___ Shopping trips?
      2 ___ Work?
      3 ___ Medical appointments?
      4 ___ Social Services?
      5 ___ Recreational Activities? (i.e. Baseball games, parks, and/or playgrounds)
      6 ___ Other _____________________________
   c. Do you ride the Winter Haven bus to Lakeland? 1 ___ Yes 2 ___ No

3. Are you in favor of WHAT? 1 ___ Yes 2 ___ No

   A. If yes, how should WHAT be supported?
      1 ___ Gas tax
      2 ___ Sales tax
      3 ___ Ad valorem tax
      4 ___ Other _____________________________