

2012

Omaha Metro On-Board Survey

Executive Summary March 2013



metro 2012 Rider Survey

Thank you for taking the time to complete this survey. Your input is important to us and will help us improve our service. This survey is confidential and your responses will be kept private.

1. How do you travel to work/school?

Drive Metro Walk Bike Other

2. How often do you use Metro?

Daily Weekly Monthly Occasionally Never

3. How do you feel about Metro's service?

Excellent Good Fair Poor Very Poor

4. How do you feel about Metro's staff?

Excellent Good Fair Poor Very Poor

5. How do you feel about Metro's facilities?

Excellent Good Fair Poor Very Poor

6. How do you feel about Metro's safety?

Excellent Good Fair Poor Very Poor

7. How do you feel about Metro's accessibility?

Excellent Good Fair Poor Very Poor

8. How do you feel about Metro's reliability?

Excellent Good Fair Poor Very Poor

9. How do you feel about Metro's value for money?

Excellent Good Fair Poor Very Poor

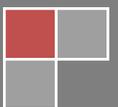
10. How do you feel about Metro's overall service?

Excellent Good Fair Poor Very Poor



**Texas A&M
Transportation
Institute**

in partnership with
HDR Engineering, Inc.



[Page intentionally left blank.]

This executive summary documents planning activities sponsored by Transit Authority of the City of Omaha (Metro), Metropolitan Area Planning Agency (MAPA), and the Federal Transit Administration (FTA). The contents reflect the views of the authors, who are responsible for the facts and the accuracy of the information presented herein. The contents do not necessarily reflect the official views or policies of Metro, MAPA, or FTA.

Overview of Survey Process

Metro conducted an on-board transit passenger survey on seven Monday-Thursday weekdays from Monday, October 1 to Wednesday October 10, 2012. The survey gathered information about bus passengers and their one-way transit trips across the entire Metro network of local and express bus routes. Metro will use the information gathered in service planning and market analysis; as well as for regional visioning and outreach efforts.

Description of Responsibilities

Metro sponsored the on-board survey, and HDR, Inc. (HDR) was the lead consultant, responsible for overall project management. HDR contracted with Texas A&M Transportation Institute (TTI) to provide technical assistance to complete the on-board survey. MAPA geocoded and mapped all addresses returned by survey respondents.

Survey Instrument

The survey consisted of 21 questions designed to gather enough information to follow a person's trip origin to destination. In addition, the survey gathered several types of demographic information useful for transportation planning and travel demand-modeling efforts, such as household size, household income, age, gender, and race/ethnicity. A serial number marked each survey; so TTI staff could identify the survey's bus route, direction, day and time (amongst other related information). The survey instrument was English on one side of the form and translated in Spanish on the opposite side of the form.

Summary of Survey Participation

The survey resulted in a successful response rate from participating Metro transit riders. Surveyors completed 102 assignments on 33 bus routes resulting in an overall system sample of 600 bus trips. Metro's October average weekday ridership in 2012 was 16,191. Surveyors counted 8,474 total passenger boardings during assignments and collected 4,415 surveys—meaning that 52 percent of all passengers who offered a survey accepted and returned the survey. In addition, more than 3,000 respondents included origin and destination addresses in their response—36 percent of average weekday ridership. The average number of returned surveys per on-vehicle surveyor hour was about 9.7 surveys (double the expected rate); and about 90% of all returned surveys contained responses to most questions.

The target final survey sample size was 1,449 survey responses with origin and destination location information. The total number of surveys in the final "All Responses Database" is 4,391 – 303 percent of the target. The number of surveys in the "OD Responses Database" is 2,328 – 161 percent of the target. The high response rate is indicative of both surveyor effort and the interest of Metro riders in providing information in hopes of protecting service levels and improving service.

Data Processing

Data processing refers to the process by which transportation planners prepare data for analysis. Metro riders provided 4,415 raw survey responses. TTI used a five-step process to prepare the responses for use by Metro and other stakeholders in the Omaha, NE region:

1. Data entry
2. Geocode addresses

3. Create databases
4. Clean survey responses
5. Create unlinked and linked trip factors

TTI created two final databases using the cleaned and factored survey responses: “All Responses Database” includes 4,391 responses with and without geocoded locations and “OD Responses Database” contains 2,328 survey responses with both origin and destination geocoded as well as responses to questions one through seven (critical trip information). TTI created unlinked and linked trip factors for each database. The factors in each database are based on October average weekday ridership of 16,191. Analysis of transfers by riders resulted in the “All Responses Database” representing 16,191 unlinked trips and 11,978 linked trips average each weekday. The “OD Responses Database” factors result in 16,191 unlinked trips and 11,777 linked trips average each weekday.

Summary of Survey Results

The result values described in this section are based on analysis of survey responses in the “All Responses Database”.

Statistical Confidence and Accuracy

The survey response is valid within a margin-of-error plus or minus 1.32 percent for local routes, 3.95 percent for express routes, and 1.26 percent system-wide based on a 95 percent statistical confidence level. The margin-of-error of individual routes varies from zero percent (meaning sample exceeded average ridership) on the low end to 22.51 percent on the high end. Margins-of-error for routes with lower average ridership are higher due to the smaller population—regardless of whether or not the sample is a large compared to ridership.

Language of Survey Responses

The total number of surveys returned by respondents using the Spanish side of the instrument was 72 (1.6 percent) representing 230 unlinked trips (1.4 percent). One of the Spanish survey responses was riding an express route; the other 71 were from riders utilizing local routes. Five local bus routes received more than 3 percent of responses in Spanish: Route 32 (8 percent), Route 7 (8 percent), Route 34 (6 percent), Route 11 (5 percent), and Route 9 (4 percent).

Trip Purpose

Work was the purpose for 42 percent of all non-home trips. The other 58 percent of unlinked trips were almost evenly split between the other answer choices: college/university (13 percent), personal/social/recreational (12 percent), other (9 percent), shopping (8 percent), medical/hospital/doctor (8 percent), and school (8 percent).

Home Location

Survey respondents voluntarily provided two locations—trip origin and destination. TTI analyzed responses to identify all locations described as “home”. Figure 1 depicts with black dots the relative home location in the survey response. The blue color variant underneath indicates the relative concentration of home sites based on the response factor for unlinked trips.

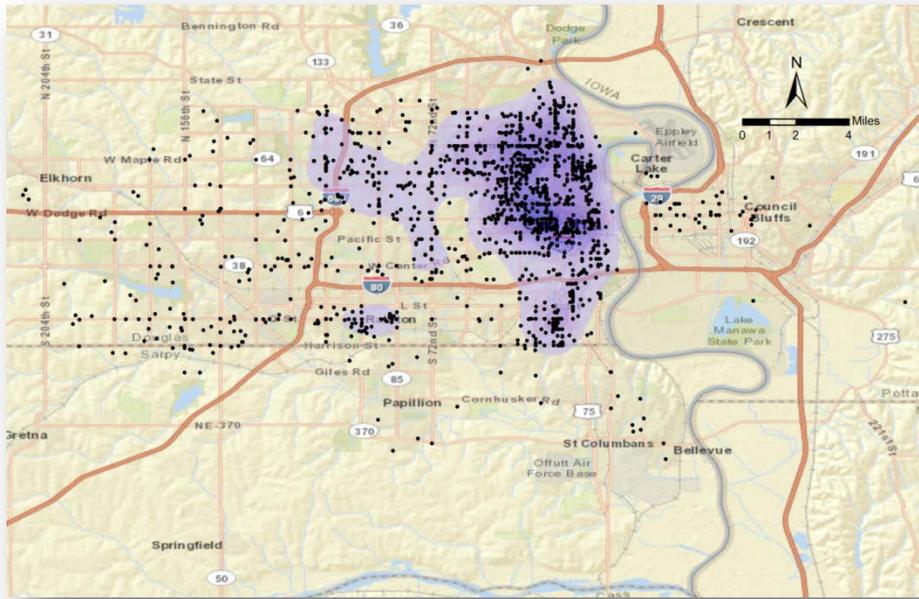


Figure 1. Map of Relative Home Locations

Non-home Locations

Figure 2 depicts all locations not listed as home by respondents. In other words, the black dots indicate locations where Metro riders are traveling to from their home. Again, the blue variant underneath indicates non-home destinations are more concentrated than home locations (depicted in map above).

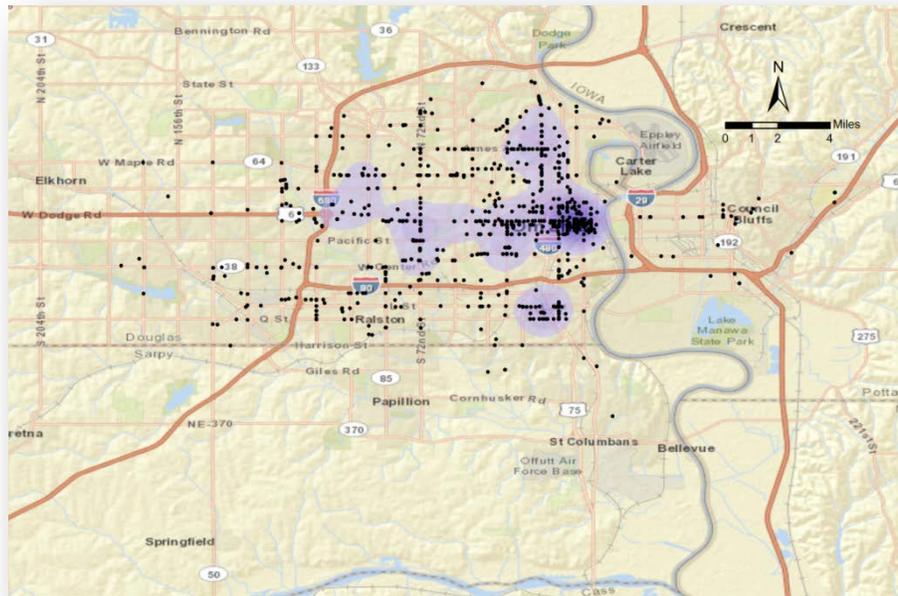


Figure 2. Map of Non-Home Destinations

Travel Mode, Transfers, and Distance

The most common travel mode before and after a trip was walking—over 87 percent and 91 percent respectively. About half of riders used only one route to complete their one-way trip (48 percent). Another 45 percent of riders made one transfer to another bus route. Seven percent of riders made two transfers. Walkers traveled an average 3.1 blocks to use Metro – or about 0.26 miles. Bicyclists rode an average 10.8 blocks to use Metro – or about 0.9 miles. Metro riders driving or riding with someone else traveled about 6 miles to access Metro services at either their origin or destination.

Vehicle Availability

A majority, 58 percent, of riders lived in households with zero vehicles. Approximately 21 percent of riders chose to ride Metro even when a household vehicle was available to use for the same trip. The three most common travel alternatives for respondents to use if Metro service was not available were “I would not make this trip” (27 percent), “Ride with someone else” (25 percent), and “walking” (22 percent).

Metro Rider Demographics

Overall, the age of Metro riders is split relatively smoothly between age cohorts; with 89 percent of riders between 18 and 64 years of age. Gender responses indicate equal ridership by men and women (taking into account the margin-of-error of +/- 1.26 percent). The race / ethnicity of Metro riders varies, but is primarily “Black / African American” (47 percent) and “White / Non-Hispanic” (39 percent). A majority of Metro riders live in households on their own or with one other person (51 percent): the other 49 percent live in a variety of household sizes. Most Metro riders live in households with incomes of \$29,999 or less per year (57 percent). Please note that the on-board survey sampled only fixed route transit services provided by Metro (local and express routes). Metro provides complimentary paratransit for qualifying residents. This report only documents the characteristics of fixed-route riders in Omaha.

Rider Experience with Metro

More than 40 percent of riders have used Metro for more than 5 years; the other 60 percent of riders are split between the remaining categories (18 percent are recent adopters of Metro service). About 70 percent of riders use Metro 5 to 7 days each week. Half of riders pay their fare with cash, another 25 percent pay with a 10 Ride Card, 13 percent use a 30 Day Pass, 8 percent use University Passes, and about 4 percent use a transfer card.

Customer Satisfaction

Figure 3 documents Metro riders preferred system improvements. The standout response was “more service on weekends”, marked by 33 percent of riders. About 29 percent marked a response related to improving service on weekdays via ending service later (16 percent) or offering more frequent service on existing routes during the weekday (14 percent).

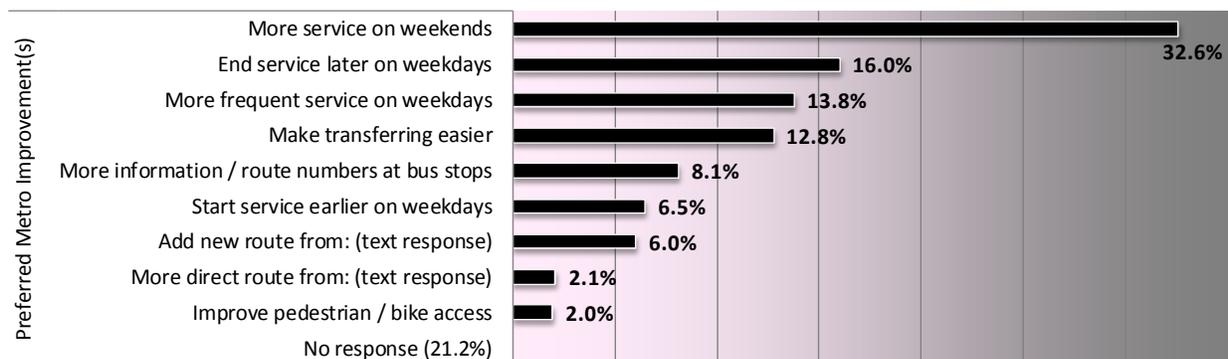


Figure 3. Preferred Metro Improvements

Riders were asked to rate how much they agreed with each of six statements. A majority of riders either strongly agreed or agreed with each of the six statements. Nearly 90 percent of riders agree that Metro takes them where they need to go. Safety, schedule information, and bus cleanliness also received highly positive marks – more than 70 percent of riders agreed or strongly agreed. A majority of riders agreed that drivers are helpful and friendly, but less so in comparison with the previous four aspects of customer satisfaction. The least favorably rated category was on-time performance; where 25 percent of riders indicated they disagree or strongly disagree and 15 percent had no opinion.

Although scores for these types of questions are typically high, understanding customer satisfaction levels assists Metro prioritizing service improvements that best meet the needs of its customers.

Written Comments

More than 1,800 riders provided comments in response to question 21 “How can Metro make transit service better for you?” – 43 percent of respondents representing nearly 7,000 of the 16,191 average weekday unlinked trips. The bulleted list below lists five common themes mentioned by responding Metro passengers:

- Gratitude for Metro service
- Request for more evening service
- Request for more weekend service
- Comment regarding customer service quality (mix of positive and negative comments)
- Request to improve on-time performance and transfers between routes

2012

Omaha Metro On-Board Survey

Final Report March 2013



metro 2012 Rider Survey

Thank you for taking the time to complete this survey. Your input is important to us. Please print and fill out this survey. For the survey to be processed, please print and return this survey to the address below. This is a confidential survey. If you wish to be the survey, please return all questions and answers to the survey. If you wish to be the survey, please return all questions and answers to the survey. If you wish to be the survey, please return all questions and answers to the survey. Thank you for your help!

1. How do you travel to work?

Metro Car Bike Walk Other

2. How do you travel to school?

Metro Car Bike Walk Other

3. How do you travel to the grocery store?

Metro Car Bike Walk Other

4. How do you travel to the doctor's office?

Metro Car Bike Walk Other

5. How do you travel to the bank?

Metro Car Bike Walk Other

6. How do you travel to the post office?

Metro Car Bike Walk Other

7. How do you travel to the library?

Metro Car Bike Walk Other

8. How do you travel to the community center?

Metro Car Bike Walk Other

9. How do you travel to the senior center?

Metro Car Bike Walk Other

10. How do you travel to the YM/YWCA?

Metro Car Bike Walk Other

11. How do you travel to the city hall?

Metro Car Bike Walk Other

12. How do you travel to the city park?

Metro Car Bike Walk Other

13. How do you travel to the city library?

Metro Car Bike Walk Other

14. How do you travel to the city center?

Metro Car Bike Walk Other

15. How do you travel to the city square?

Metro Car Bike Walk Other

16. How do you travel to the city plaza?

Metro Car Bike Walk Other

17. How do you travel to the city parkway?

Metro Car Bike Walk Other

18. How do you travel to the city boulevard?

Metro Car Bike Walk Other

19. How do you travel to the city street?

Metro Car Bike Walk Other

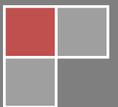
20. How do you travel to the city alley?

Metro Car Bike Walk Other



**Texas A&M
Transportation
Institute**

in partnership with
HDR Engineering, Inc.



[Page intentionally left blank.]

Disclaimer

This report documents planning activities sponsored by Transit Authority of the City of Omaha (Metro), Metropolitan Area Planning Agency (MAPA), and the Federal Transit Administration (FTA). The contents of this report reflect the views of the authors, who are responsible for the facts and the accuracy of the information presented herein. The contents do not necessarily reflect the official views or policies of Metro, MAPA, or FTA.

[Page intentionally left blank.]

Table of Contents

List of Figures	vi
List of Tables	vi
Section 1. Introduction	1
Description of Responsibilities	1
Survey Instrument.....	1
Section 2. Sample Plan and Administration	4
Surveyors and Materials.....	5
Field Administration	7
Section 3. Summary of Survey Participation	8
Surveyor Hours.....	8
Sample of Routes and Trips.....	8
Raw Survey Response by Day.....	8
Refined Survey Response by Route.....	9
Section 4. Data Processing	10
Step 1. Data Entry.....	10
Step 2. Geocode Addresses.....	11
Step 3. Create Databases	12
Step 4. Clean Survey Responses.....	12
Step 5. Create Unlinked and Linked Trip Factors	14
Section 5. Summary of Survey Results	17
Introductory Results.....	17
Statistical Confidence and Accuracy	21
Summary Results by Subject	22
Section 6. Database Variable Dictionary	33
Pattern of Data Dictionary Entries	33
List of Variables	33
Appendix A. Detailed Results by Question	
Appendix B. Transfer Matrices	

List of Figures

Figure 1. Summary of Trip Purpose	23
Figure 2. Map of Relative Home Locations	24
Figure 3. Map of Non-Home Destinations	25
Figure 4. Summary of Travel Mode and Transfers.....	26
Figure 5. Summary of Vehicle Availability.....	27
Figure 6. Summary of Metro Rider Demographics	28
Figure 7. Summary of Experience Riding Metro	29
Figure 8. Preferred Metro Improvements	30
Figure 9. Do you agree or disagree with the following statements?.....	31

List of Tables

Table 1. Local Routes Survey Sample Goal	4
Table 2. Summary of Survey Response by Day	8
Table 3. Refined Survey Response by Route.....	9
Table 4. Survey Response by Time-period	17
Table 5. Survey Response by Route	18
Table 6. Response Rate by Question	19
Table 7. English / Spanish Response by Route.....	20
Table 8. Statistical Confidence by Category, Route, and System Total	21
Table 9. How can Metro make transit service better for you?.....	32

Section 1. Introduction

Metro conducted an on-board transit passenger survey in October 2012. The survey gathered information about bus passengers and their transit trips. Transit agencies use this type of passenger survey (often called an origin/destination survey) to gather information about transit passengers, trip characteristics, and travel patterns.

The survey fieldwork began on Monday, October 1 and concluded on Wednesday, October 10, 2012. Metro will use the information gathered in service planning and market analysis; as well as for regional visioning and outreach efforts.

Description of Responsibilities

Metro sponsored the on-board survey, and HDR, Inc. (HDR) was the lead consultant, responsible for overall project management. HDR contracted with Texas A&M Transportation Institute (TTI) to provide technical assistance to complete the on-board survey. TTI recommended a methodology for selecting a survey sample, trained the surveyors, administered the two-week survey effort according to established procedures, data-entered all survey responses, post-processed the survey data, and created this report documentation. MAPA geocoded and mapped all addresses returned by survey respondents. HDR contracted with Associated Staffing Inc. to recruit a team of temporary workers as surveyors; many of whom excelled at generating high-quality survey responses.

Survey Instrument

Metro and TTI staff reviewed several example survey instruments from other transit agencies. The goal was to select a limited number of key questions that could capture the most critical information in a brief survey. TTI worked with Metro to identify any additional questions necessary to meet all essential information needs. The survey instrument was designed in English on one side of the form, and translated in Spanish on the opposite side of the form.

A sample of the survey instrument is on the next page:

metro 2012 Rider Survey

How are we doing? We hope you will tell us what you think about the transit services you use. Your opinion is important to us! Metro will use the information from this survey to improve transit services and to plan new transit projects in the future.

This is a voluntary survey. If you agree to take the survey, please answer all questions and return the form to the surveyor today or to your bus driver on your next Metro ride! **Thanks for your help!**



1. What type of place are you COMING FROM now? Mark one box.

<input type="checkbox"/> Medical / hospital visit / doctor	<input type="checkbox"/> Work
<input type="checkbox"/> College / university	<input type="checkbox"/> School (K-12)
<input type="checkbox"/> Home	<input type="checkbox"/> Shopping
<input type="checkbox"/> Personal / social / recreational	<input type="checkbox"/> Other: _____

2. What is the LOCATION of the PLACE you are COMING FROM now?

If you are under age 18 and the place is your home, please enter only the nearest intersection and city.

Address: Street # _____ Direction (N,S,E,W) _____ Street Name _____
 Or Nearest Intersection: Street 1 _____ & Street 2 _____
 In the City of: _____ Zip Code, if known: _____

What is the name of the place or building? *Example: "Westroads Mall"* _____

3. How did you GET FROM that place to the FIRST BUS you rode on this ONE-WAY trip?

<input type="checkbox"/> Walked / wheelchair / other device _____ blocks
<input type="checkbox"/> Bicycled _____ blocks
<input type="checkbox"/> Drove _____ miles
<input type="checkbox"/> Rode _____ miles with someone else who parked
<input type="checkbox"/> Dropped off or taxi

4. Will you transfer FROM or TO another bus route as a part of this ONE-WAY trip?

No

Yes, list in exact order each bus route you will use to make this trip:

Route # of 1st bus → Route # of 2nd bus → Route # of 3rd bus

5. What type of place are you GOING TO now? Mark one box.

<input type="checkbox"/> Medical / hospital visit / doctor	<input type="checkbox"/> Work
<input type="checkbox"/> College / university	<input type="checkbox"/> School (K-12)
<input type="checkbox"/> Home	<input type="checkbox"/> Shopping
<input type="checkbox"/> Personal / social / recreational	<input type="checkbox"/> Other: _____

6. What is the LOCATION of the PLACE you are GOING TO now?

If you are under age 18 and the place is your home, please enter only the nearest intersection and city.

Address: Street # _____ Direction (N,S,E,W) _____ Street Name _____
 Or Nearest Intersection: Street 1 _____ & Street 2 _____
 In the City of: _____ Zip Code, if known: _____

What is the name of the place or building? *Example: "Westroads Mall"* _____

7. How will you GET FROM the LAST BUS you will ride to the place you are GOING TO now?

<input type="checkbox"/> Walk / wheelchair / other device _____ blocks
<input type="checkbox"/> Bicycle _____ blocks
<input type="checkbox"/> Drive _____ miles
<input type="checkbox"/> Ride _____ miles with someone else who parked
<input type="checkbox"/> Will be picked up or take a taxi

8. How many working vehicles (cars, trucks, and motorcycles) are available in your household?

0 1 2 3 or more

9. Could you have used one of these vehicles to make THIS TRIP today, instead of riding the bus?

No Yes

10. If bus service was NOT AVAILABLE, how would you make THIS TRIP?

<input type="checkbox"/> Drive	<input type="checkbox"/> Walk / wheelchair / other device
<input type="checkbox"/> Bicycle	<input type="checkbox"/> Ride with someone else
<input type="checkbox"/> Taxi	<input type="checkbox"/> I would not make this trip

11. Including YOURSELF, how many people live in your household?

1 2 3 4 5 or more

12. What is the combined annual income for your household?

<input type="checkbox"/> Less than \$10,000	<input type="checkbox"/> \$70,000 to \$99,999
<input type="checkbox"/> \$10,000 to \$29,999	<input type="checkbox"/> \$100,000 or more
<input type="checkbox"/> \$30,000 to \$49,999	<input type="checkbox"/> Do not know / prefer not to answer
<input type="checkbox"/> \$50,000 to \$69,999	

13. What is your age?

<input type="checkbox"/> 17 or under	<input type="checkbox"/> 25 to 34	<input type="checkbox"/> 55 to 64
<input type="checkbox"/> 18 to 24	<input type="checkbox"/> 35 to 54	<input type="checkbox"/> 65 or over

14. Are you?

Male Female

15. Are you? Mark all that apply.

<input type="checkbox"/> Black / African American	<input type="checkbox"/> Asian
<input type="checkbox"/> White / Non-Hispanic	<input type="checkbox"/> American Indian
<input type="checkbox"/> Hispanic / Latino(a)	<input type="checkbox"/> Other: _____

16. How long have you been riding Metro in the Omaha area? Mark one box.

<input type="checkbox"/> Less than 6 months	<input type="checkbox"/> 3 to 5 years
<input type="checkbox"/> 6 to 12 months	<input type="checkbox"/> More than 5 years
<input type="checkbox"/> 1 to 2 years	

17. How often do you ride Metro in the Omaha area? Mark one box.

<input type="checkbox"/> 6 or 7 days per week	<input type="checkbox"/> 1 or 2 days per month
<input type="checkbox"/> 5 days per week	<input type="checkbox"/> Less than once per month
<input type="checkbox"/> 3 or 4 days per week	<input type="checkbox"/> This is my first time
<input type="checkbox"/> 1 or 2 days per week	

18. How do you usually pay your fare? Mark one box.

Cash Fare	10 Ride Card	30 Day Pass	University Pass
<input type="checkbox"/> Adult	<input type="checkbox"/> Adult	<input type="checkbox"/> Regular	<input type="checkbox"/> MCC Pass-to-Class
<input type="checkbox"/> Student	<input type="checkbox"/> Student	<input type="checkbox"/> Half-fare	<input type="checkbox"/> UNO MavRide
<input type="checkbox"/> Child	<input type="checkbox"/> Child		<input type="checkbox"/> Clarkson College
<input type="checkbox"/> Senior/Disability	<input type="checkbox"/> Senior/Disability		
<input type="checkbox"/> One Ride Card with Transfer			

19. Which ONE of the following do you think is the most important to improve Metro's service? Mark one box.

<input type="checkbox"/> Make transferring easier	<input type="checkbox"/> Improve pedestrian / bike access
<input type="checkbox"/> Start service earlier on weekdays	<input type="checkbox"/> More service on weekends
<input type="checkbox"/> End service later on weekdays	<input type="checkbox"/> More information/route numbers at bus stops
<input type="checkbox"/> More frequent service on weekdays	
<input type="checkbox"/> Add new route from: _____ to _____	
<input type="checkbox"/> More direct route from: _____ to _____	

20. Do you agree or disagree with the following statements?

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Metro takes me where I need to go.	<input type="checkbox"/>				
Schedule information is easy to use.	<input type="checkbox"/>				
I feel safe riding the bus.	<input type="checkbox"/>				
Buses are clean.	<input type="checkbox"/>				
Drivers are helpful and friendly.	<input type="checkbox"/>				
Buses are on time.	<input type="checkbox"/>				

21. How can Metro make transit service better for you?

The survey consisted of 21 questions designed to gather enough information to follow a person's trip origin to destination. In addition, the survey gathered several types of demographic information useful for transportation planning and travel demand modeling efforts, such as household size, household income, age, gender, and race/ethnicity.

The survey print order included 9,300 color surveys in bundles of 50 with rubber bands and shrink-wrap (for protection from inclement weather). The white card stock used was heavy enough for passenger to print answers directly on the survey while riding the bus. A serial number marked each survey; so TTI staff could identify the survey's bus route, direction, day and time (amongst other related information).

Section 2. Sample Plan and Administration

The size of the survey sample was determined based on about 700 total surveyor hours allocated for the passenger survey and the desired sample size based on statistical representation of each route's average daily ridership. The survey was conducted on weekdays between Monday and Thursday only to optimize the most productive times for data collection.

The approximately 700 surveyor hours included time for training, reporting to gather materials, travel to/from the actual survey assignments, time to return materials, and about 455 productive surveyor hours on the transit vehicle actually conducting the survey.



TTI estimated on average 5 completed surveys per productive on-board transit surveyor hour, or about 2,275 completed surveys. The number of available surveyor hours (and therefore the goal for number of surveys) was allocated to each route roughly in proportion to ridership. The goal for the final origin-destination database was about 1,404 survey records.

The survey goals were set based on ridership by bus route based on data for April 2012. The results tabulated later in this report include ridership numbers from October 2012 to match the survey administration period. Average weekday ridership in April 2012 was 13,982 whereas in October 2012 ridership was 16,191—a 16 percent increase.

The survey target for the highest-ridership routes was to receive at least 150 quality survey records. The table below contains information about the survey goals for routes by ridership category (excluding express routes); notice that the goal for each route is roughly proportional to ridership.

Table 1. Local Routes Survey Sample Goal

Local Routes, Ridership Category	Number of Routes	Weekday Passengers	Target Surveys per Route	Total Survey Sample Goal
Routes >1,500	2	3,018	150	300
Routes >750 <1,500	3	2,774	75	225
Routes >500 <750	8	4,939	60	480
Routes >250 <500	5	1,814	25	125
Routes >100 <250	6	846	15	90
Routes <100	2	45	5	10
Totals	26	13,436		1,230

Note: only applied to local bus routes, express targets were half of all express riders.

The table above documents the survey sample for local (non-express) bus routes in Omaha. The survey sample for Metro's seven express routes was offering a survey to each A.M. express rider and obtaining surveys from half of average daily ridership. Metro operates seven express routes from suburban areas of Omaha into downtown Monday to Friday with each route having several stops and one or two trips in the morning and again in the afternoon. The total average daily ridership on the express buses in April 2012 was 546; the target sample for returned, high-fidelity surveys was 219.

The target for high-fidelity surveys from both general public and express bus routes was 1,449. TTI used the sample goal for each local and express route to identify the approximate number of surveyor hours necessary.

The formula to estimate requisite surveyor hours by route:

$$H_R = S_R / (P_R / RH_R)$$

Where:

H_R = Estimate surveyors hours to meet sample goal

S_R = Sample goal

P_R = Average daily passengers

RH_R = Average daily revenue hours

Next, TTI and Metro pulled a recommended sample of bus trips based on the estimated surveyor hours by route. TTI compiled the sample bus trips into surveyor assignments. Surveyor assignments sampled ridership throughout the day from early morning to early evening; the largest share of bus trips surveyed began at the A.M. bus pullout around 4:00 A.M. Passenger surveys are generally more productive in the morning when passengers are making their first transit trip of the day.

The April 2012 average weekday ridership of 13,982 was the basis of the survey sample, hours, and assignments. Actual average weekday ridership during the survey effort in early October was 16,191 passengers. Later sections of this report summarize survey results using the more current ridership number.

Surveyors and Materials

Surveyors



Metro hosted training for potential surveyors at their offices on September 28 and 29, 2012. A Metro staff member kicked off each training session by describing the purpose and importance of the survey effort. TTI then led the remainder of the surveyor-training course and administration of the final exam.

TTI reviewed the exams and identified the surveyors with acceptable level of understanding and capacity. Then TTI confirmed assignments for the following Monday, the first day of the survey administration period. About 35 surveyors attended training, 32 actively

participated in the administration of the survey, and 20 surveyors completed survey assignments on the last day of the survey period (note: including boarding and alighting or passenger survey assignments).

Surveyor Quick Reference Guide

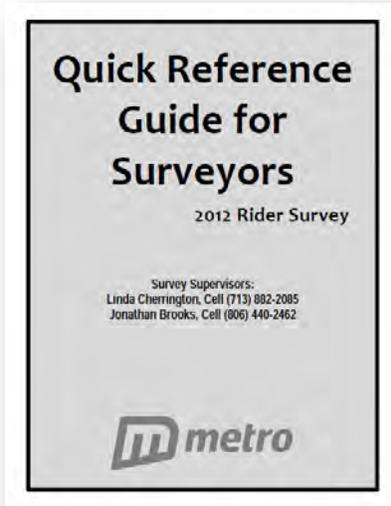
As part of the training, surveyors received a quick reference guide tailored to the Metro 2012 On-Board Survey. The intent of the guide was to acquaint surveyors with essential knowledge and background to aid them in their understanding, motivation, and professionalism. Surveyors are the



single-most critical element for quality survey results.

The surveyor's quick reference guide included the following information:

- General Information
- Terminology/Glossary
- Surveyor Candidate Responsibilities and Qualifications
 - Surveyor Responsibilities
 - Surveyor Performance
- Survey Procedures
 - Survey Assignment Bags
 - Getting To and From Your Survey Assignment
 - Relief
- Data Collection Procedures
 - Beginning of Assignment
 - Beginning of Trip
 - End of Trip
 - Beginning of Next Trip
 - Interlined Routes
- Goals for Passenger Response
- Tips on Getting People to Fill out the Survey Form
- Frequently Asked Questions
- Surveyors Must be Prompt Reliable and Professional
- Hard to Survey Passengers
 - Language and Cultural Barriers
 - Age Bias
 - Literacy and Disability Barriers
 - Adults Traveling with Children and Packages



Assignment Materials

Two TTI staff members administered the fieldwork. They created surveyor assignments, organized materials, and managed survey logistics. The first surveyor typically reported between 4:00 and 4:30 A.M. and the last surveyor returned between 7:30 and 9:00 P.M. Each surveyor received an assignment most of the seven days the survey effort. The assignment was comprised of an Assignment Sheet and a Trip Log.

Assignment Sheet

The assignment sheet contained the information the surveyor needed to find the correct bus and when to start and stop handing out surveys. The assignment sheet (example at left) contained the following information:

- Surveyor name;
- Assignment number;
- Assignment date;
- Route number and name;
- Block number;
- Number of trips (the total number of trips in the assignment sheet);

- Starting survey serial number (the beginning serial number for each deck of surveys provided for the assignment);
- Report time and location;
- Instructions to transfer from Metro offices to the survey bus (if required);
- Board survey bus time and location;
- Start work instructions;
- Exit survey bus time and location;
- Instructions to transfer from the survey bus to Metro office (if required);
- Check out time and location; and
- End work instructions

Trip Log

Surveyors used the trip log to record the time and the serial numbers of the surveys distributed on each bus trip of their assignment. TTI recorded trip log information in a trip log database and used the information to tie each returned survey to the appropriate bus trip. Each trip log contains space to record information for three trips. Surveyors assigned to distribute surveys on more than three bus routes received as many trip log sheets as necessary. The surveyor filled out the serial number by trip and recorded actual trip times on the trip logs during the assignment. The image at right depicts the general layout of a trip log sheet.

Field Administration

Surveyors encouraged Metro riders to voluntarily complete the survey and return the form either to them or in one of the boxes near the bus doors. The survey fieldwork spanned seven weekdays:

- Monday, October 1, 2012
- Tuesday, October 2, 2012
- Wednesday, October 3, 2012
- Thursday, October 4, 2012
- Monday, October 8, 2012
- Tuesday, October 9, 2012
- Wednesday, October 10, 2012



Section 3. Summary of Survey Participation

The survey resulted in a successful response rate from participating Metro transit riders with over 4,400 returned surveys. The average number of returned surveys per on-vehicle surveyor hour was about 9.7 surveys; and about 90% of all returned surveys contained responses to most questions.

Surveyor Hours

The total number of surveyor hours over the term of the survey was:

- Hours for training 84
- Hours for assignments 539
- Hours for field edits 40
- Total hours paid time 663

Of the 539 surveyor hours on assignments:

- Approximately 20 percent of time spent on reporting before and after assignments
- Approximately 80 percent of time spent on-board surveying

Sample of Routes and Trips

Surveyors completed 102 assignments, an average of 15 per day, on 33 bus routes resulting in an overall system sample of 600 bus trips.

Raw Survey Response by Day

The October average weekday ridership in 2012 was 16,191. There were 8,474 total passenger boardings counted by surveyors during assignments. Just over half of Metro riders experienced a surveyor's effort to distribute and collect a survey. The total number of returned surveys was 4,415—meaning that 52 percent of all passengers who were offered a survey accepted and returned the survey. In addition, more than 3,000 respondents included origin and destination addresses in their response—36 percent of average weekday ridership. Table 1 summarizes the survey response by day.

Table 2. Summary of Survey Response by Day

	Riders Offered Survey	Total Surveys Returned	Percent of Riders	Surveys Returned with OD Addresses	Percent of Riders
Monday, 10/1	570	400	70%	264	46%
Tuesday, 10/2	1,676	840	50%	515	31%
Wednesday, 10/3	1,478	795	54%	518	35%
Thursday, 10/4	1,073	603	56%	454	42%
Monday, 10/8	1,109	568	51%	405	37%
Tuesday, 10/9	1,408	633	45%	469	33%
Wednesday, 10/10	1,160	477	41%	338	29%
Loose Returns		99		74	
Total	8,474	4,415	52%	3,037	36%
October 2012 Avg Weekday Riders:	16,191				
Percent of Avg Weekday Riders:	52%	27%		19%	

Refined Survey Response by Route

Later sections of this report document the detailed data processing steps used by TTI, with help from MAPA, to create two final databases—one for all responses and another for only survey records with origin and destination addresses. The target sample size was 1,449. The total number of surveys in the final All Responses Database is 4,391 – 303 percent of the target. The number of surveys in the OD Responses database is 2,328 – 161 percent of the target. The high response rate is indicative of both surveyor effort and the interest of Metro riders in providing information in hopes of protecting service levels and improving service. Table 2 summarizes the survey responses in the final two databases as compared to the survey sample goals.

Table 3. Refined Survey Response by Route

Category / Route Number	Survey Sample Goal	Surveys in All Responses Database		Surveys in OD Responses Database	
		Number	% of Goal	Number	% of Goal
LOCAL ROUTES					
2	150	392	261%	230	153%
3	60	168	280%	89	148%
4	60	219	365%	115	192%
5	60	203	338%	113	188%
7	75	317	423%	145	193%
8	25	64	256%	31	124%
9	15	170	1133%	99	660%
11	25	136	544%	55	220%
13	75	264	352%	126	168%
14	60	178	297%	79	132%
15	60	244	407%	136	227%
16	15	46	307%	20	133%
18	150	481	321%	234	156%
(200) Green	15	98	653%	56	373%
22	15	41	273%	23	153%
24	60	109	182%	66	110%
25	15	40	267%	18	120%
26	15	84	560%	36	240%
30	75	201	268%	98	131%
32	25	62	248%	34	136%
34	5	16	320%	3	60%
35	60	127	212%	69	115%
(41) Blue	25	100	400%	47	188%
(43) Yellow	25	86	344%	32	128%
48	5	27	540%	13	260%
55	60	221	368%	137	228%
EXPRESS ROUTES					
92	75	95	127%	63	84%
93	12	12	100%	7	58%
94	18	32	178%	29	161%
95	20	21	105%	13	65%
96	17	33	194%	27	159%
97	59	71	120%	61	103%
98	18	33	183%	24	133%
Total	1,449	4,391	303%	2,328	161%

Section 4. Data Processing

Data processing refers to the process by which transportation planners prepare data for analysis. Metro riders provided 4,415 raw survey responses. TTI used a five-step process to prepare the responses for use by Metro and other stakeholders in the Omaha, NE region:

1. Data entry
2. Geocode addresses
3. Create databases
4. Clean survey responses
5. Create unlinked and linked trip factors

Each of the five sections of this chapter documents one of the five steps.

Step 1. Data Entry

The first step in preparing the physical survey forms for use by Metro was to create electronic versions of the data in a usable format. The basic components of this first step included digitally recording each survey response, documenting surveyor assignments, and merging the two types of data.

Data Entry

Data entry involved systematically entering each survey response verbatim into SurveyMonkey. Every survey was marked with a serial number between 10,000 and 19,300. The serial number allowed TTI to link each survey response to additional information recorded by surveyors on assignment sheets and trip logs. The result was two interim datasets: one for assignment information and another for electronic survey data.

Assignment Database is the master record for assignment sheets and trip logs, including the range of serial numbers distributed on each bus trip. The survey supervisors created the assignment record database during the fieldwork in Omaha in October 2012.

Survey Record Database is the record of survey responses for each completed survey.

Merging of Assignment and Survey Records

TTI merged the assignment and survey record databases in order to have both the survey respondent's answers and assignment records in the same database. Individual survey serial numbers matched a survey to the appropriate assignment record.

The process of merging was not successful for all surveys. Some survey serial numbers did not match any particular survey assignment. Surveys whose serial number did not match a range of values in the assignment database are not in the final survey databases. The number of surveys successfully merged was 4,391; the number not successfully merged was 24, or about 0.005%. In other words, TTI made great effort to preserve every survey response possible.

Step 2. Geocode Addresses

The second step in data processing was to attempt to geocode each address provided by a respondent. Geocoding is the process of taking raw address information and identifying the location of each—in this case by latitude/longitude and then Census Traffic Analysis Zone (TAZ).

Purpose of Geocoding

A common key aspect to on-board transit surveys is to provide representative travel behavior information for calibrating a regional travel demand model. To support that objective, there are four location questions typically asked on OBAD surveys:

- Origin
- Boarding location
- Alighting location
- Destination

Calibrating the travel demand model of MAPA was a secondary objective of the Metro survey effort. As a result, the project team decided to direct the limited resources of the survey to more customer satisfaction questions and fewer location questions. The two location questions included in the survey were:

- Origin
- Destination

Respondents had the opportunity to indicate one or more different pieces of information, such as place name, address, and/or nearest intersection, which identified their trip origin or destination.

Geocoding Process

MAPA geocoded the address responses using an iterative process in order to georeference as many locations as possible. Some addresses inevitably cannot be successfully geocoded due to geographic data limitations or most often because the response information is incomplete. The following is a brief outline describing MAPA's geocode process and the steps taken to increase the rate of address matches:

Each origin and destination was initially geocoded following a similar method for both origin and destination:

- a. Both Origins and Destinations had 3 spatial address fields (Address, nearest intersection, and place or building name)
- b. First geocoded the full address field.
- c. All unmatched results sent through geocoding using the intersection field.
- d. Addresses still not matched were geocoded using the place or building name.

At the conclusion of the initial geocoding phase, the origin and destination fields had approximately 2,600 matches total—or approximately 2,100 survey records with both origin and destination georeferenced.

To increase the match rate for surveys with one or both addresses not geocoded, MAPA identified surveys missing address geocodes and manually reviewed survey records to apply their staff's expert knowledge of Omaha. The additional effort yielded 200 more surveys with both origin and destination located.

Geocoding Results

MAPA successfully geocoded both origin and destination for 2,328 survey records – a 77 percent success rate (3,073 surveys provided address information). MAPA recorded the latitude and the longitude for each

address. MAPA next paired the geocoded addresses with TAZ geographies using Geographic Information Systems software. MAPA's final step was to process the data into a single database file to return to TTI alongside spatial shapefiles created at the end of the geocoding process.

Step 3. Create Databases

Step 1 saw surveys converted into electronic form. Step 2 identified the origin and destination locations of respondents' trips. Step 3 describes why TTI created two databases for Metro instead of one.

The final products of the survey effort are two databases. The larger of the two databases, called the "All Responses Database", contains 4,391 survey records. The smaller database, called the "OD Responses Database", contains only the most complete and geographically useful 2,328 surveys.

Description of Two Databases

If all surveys contained geocodable addresses then there would be only one database. However, geocoding cannot match all addresses and many survey respondents did not provide addresses to begin with. Therefore, in order to make the most survey data possible available to Metro for future analysis, two separate databases were created before the final two steps of data processing.

All Responses Database

- Database containing all survey responses successfully merged in step 1
- 4,391 surveys

OD Responses Database

- Database containing surveys for which MAPA geocoded both origin and destination and that contained responses to key trip questions (questions 1-7)
- 2,328 surveys

Purpose of Two Databases

TTI created the two different databases because:

- Each database is suited to different types of analysis
- Maximize the utility of survey respondents' willing participation

The All Responses Database contains more survey responses and therefore allows for more statistically confident analysis of trip characteristics and passenger demographics. On the other hand, the OD Responses Database contains uniform, complete responses with addresses and is therefore suited to analysis of trip patterns, transfers, or any other analysis with a geographic component premise.

Each of the two databases underwent two final stages of processing prior to being ready for distribution and analysis: the first stage was cleaning and the second was weighting and factoring.

Step 4. Clean Survey Responses

Transportation planners cleaned raw survey responses to ensure that anomalies and inconsistencies do not adversely affect analysis using the data. A self-administered survey has a risk of responses to questions that do not necessarily seem logical. Errors in response can be due to (1) passenger misunderstanding of the question or choice of response, (2) inadvertent error by the passenger, and/or (3) intentional answering questions incorrectly.

TTI wrote the specifications described in this section to ensure data cleaning was systematic and uniform. The specifications resulted in clean databases suitable for the types of analysis for which the data are likely to be used for by Metro and stakeholders in the Omaha, NE region.

General Processing for All records

The data deliverable for the project was three databases; a database of raw survey records, a cleaned and factored database with all survey records, and a database of cleaned and factored OD valid records. The first database is a raw database and was provided to Metro for their own records. The two databases provided for use in transportation planning were processed according to the documentation as described in this report. TTI conducted some general cleaning on all survey records before creating the two processed databases as provided to Metro. The following steps document the process that TTI used to prepare survey responses for detailed cleaning and splitting into two databases prior to data weighting and expansion:

1. All questions, replaced text string answers with “1” placeholders
2. All questions, added a “Q?_NoResponse” column for each question and then marked each record with no response to the respective question with a “1”
3. Questions 3 and 7, cleaned text and miscellaneous values out of distance (miles/blocks) answers in survey responses; used an “x” as placeholder if there is a value that is not a number
4. Questions 3 and 7, converted all walking and biking distance values listed as miles into blocks—assumed 12 blocks per mile
5. Question 4, added an additional column “Q4_NumberofTransfers”, populated the column with a number representing the number of unique bus routes listed as used for transferring on the trip, if Q4 response is ‘yes’ but no routes are listed then assume “2” routes (i.e. one for the current bus route and one for a transfer bus route).

Records with Multiple Responses to Questions

Some survey respondents provided multiple responses to questions specifically asking for one answer. Leaving records with multiple responses skews analysis results due to the miss-application of survey weights and factors. For example, if a customer satisfaction question asks for one response and one person provides one response (value of 1) but another provides two (a value of 1+1=2) then later analysis does not accurately represent the first respondents opinion. Multiple responses could not be allowed to weight one respondent’s opinion above another’s. Therefore, it was necessary for TTI to employ the following cleaning process to refine survey records prior to producing weights and factors:

1. Questions 1-10:
 - a. Processed records with multiple responses based on answer priority as listed below (if multiple responses were present the answer with highest priority was preserved):
 - i. Origin/Destination Purpose (Q1 and Q5)
Work, Medical, School, College/University, Recreation, Shopping/Errands, Other, Home
 - ii. Access/Egress Mode and Distance (Q3 and Q7)
Bicycle, Walk, Dropped off or taxi, Rode with someone else who parked, Drove personal car
 - iii. Access/Egress Transfers (Q4)
Yes, No
 - iv. Working Vehicles in Household (Q8)
3 or more, 2, 1, 0
 - v. Could Use Vehicle to Make Trip (Q9)
No, Yes
 - vi. No Bus Service, Available Options (Q10)
I would not make this trip, Bike, Taxi, Walk, Ride with someone else, Drive
2. Questions 11-14, 16-17:
 - a. Processed records with multiple responses using one of three methods:

- i. If two responses marked, use an alternating pattern of selecting a higher value and then a lower value for records with two answers present for each question
 - ii. If three responses marked, select the middle response based on the order of possible responses to the question
 - iii. If four or more answers or all answer choices are marked then clear all responses and mark the record as ‘no response’
3. Questions 15, 18-20
 - a. Replaced “1” placeholders with portions of one per each of multiple responses
 - b. For example, if two answers given then number changed from “1” in each column to “0.5” in each of the two columns
4. All questions
 - a. For each survey record affected by steps 1, 2 or 3 place a ‘1’ marker in the “Altered_by_GeneralCleaning” column; as record of the change

Additional Data Cleaning for OD Responses Database

The OD Responses Database contains only survey records with two geocoded location responses *AND* responses to questions 1-7 of the survey. TTI researchers refined the survey records in the OD database to remove potential round-trip records; records that indicated the same ‘trip purpose’ or location in origin and destination . For example, both origin and destination are shown as either ‘home’ or ‘work’. A person typically has only one home but may have multiple work locations. The following summarizes the cleaning steps as applied to the OD database by TTI:

1. If the geographic location of the origin and destination are the same, removed record from database entirely
2. If purpose at origin and destination were both ‘work’ but origin and destination locations were different, assume the trip purpose information is correct—not a round trip
3. If purpose at origin and destination were both ‘home’ but origin and destination locations were different, apply the two rules below except in such cases where either the origin or the destination is obviously an educational institution (e.g. UNO, MCC, Westside High School, etc); in which case the origin and destination purpose is marked as either ‘ College/University’ or ‘School (K-12)’:
 - a. If no business landmark is given as a location and the trip originates in the morning, the origin trip purpose remained ‘home’ but the destination trip purpose changed to ‘work’
 - b. If no business landmark is given as a location and if the trip originates in the afternoon/evening, the origin trip purpose changed to ‘work’ but the destination trip purpose remained as ‘home’
4. Identified each survey record affected by step 3 by placing a ‘1’ marker in the “Altered_by_ODCleaning” column; as record of the change

Step 5. Create Unlinked and Linked Trip Factors

To ensure that data were representative of Metro average weekday ridership, the survey records in each of the two resulting databases were factored based on unlinked and linked trip volumes. To conduct appropriate data weighting and expansion via factors, Metro provided TTI with average weekday ridership totals by route and time period for the month of October 2012. Factoring each survey response in both databases balances any over- or under-representation in the data by any one route or time-of-day.

Strata for Factors

Metro documents average weekday ridership by route and time period. Therefore, the strata for factoring of survey responses were route and time period. Time-period was a stratum only for routes with more

than 500 average daily riders and more than 100 survey responses in the database. The time-periods Metro uses in record keeping are:

- **Early AM** Before 6:00 AM
- **AM Peak** 6:00 AM to 8:29 AM
- **Mid Day** 8:30 AM to 3:29 PM
- **PM Peak** 3:30 PM to 6:29 PM
- **Evening** After 6:30 PM

Only surveys from a few, high-ridership routes were factored based on route ridership by time-period. To aggregate strata that are most similar to each other in terms of ridership and demographics, the following rules of aggregation for strata with no observations (either no trips sampled or no valid surveys returned) are:

- **Early AM** time strata aggregated with midday trips
- **AM Peak** time strata aggregated with PM peak trips (in opposite direction when data available)
- **Mid Day** time strata aggregated with Evening trips
- **PM Peak** time strata aggregated with AM peak trips (in opposite direction when data available)
- **Evening** time strata aggregated with midday trips

Calculation of Expansion Factors

Response Rate Factor for Unlinked Trips

The response rate factor for unlinked trips accounts for the fact that this was a sample survey and fewer than 100% of the offered surveys in the trips sampled for each stratum are accepted and returned completed. The formula for calculating the response rate factor is:

$$RF_A = \frac{P_A}{CS_A}$$

Where:

- RF_H** = Response Rate Factor for Unlinked Trips for stratum A
P_H = Passengers for stratum A
CS_H = Completed surveys in stratum A

In words, the response rate factor for unlinked trips is the inverse of the response rate. For example, if the number of passengers boarding Route A inbound in the AM peak on a weekday is 360 and the number of valid returned surveys is 180 then the response rate is 50% and the response rate factor is 2. In other words, the weight of each survey in the final database for Route A inbound AM Peak is 2.

Analysis totals based on the response rate factor for unlinked trips will total the number of unlinked trips in the Metro system on the average October 2012 weekday – 16,191 unlinked trips.

Linked Trip Factor

The linked trip factor accounts for the fact that a person who transfers from one route to another route has multiple chances of being intercepted by a surveyor.

The formula for the linked trip factor is:

$$LF_{12345} = \frac{1}{NB_{12345}}$$

Where:

LF₁₂₃₄₅ = Linked Trip Factor for survey 12345

NB₁₂₃₄₅ = Number of routes used by survey 12345 during one-way trip

Question four of the survey asked, “Will you transfer from or to another bus route as a part of this one-way trip?”. The answer choices were:

- No
- Yes, list in exact order each bus route you will use to make this trip
 - Route # of 1st bus
 - Route # of 2nd bus
 - Route # of 3rd bus

TTI used the response to question four to determine for each survey the number of bus routes used during the one-way trip. Possible values were 1 (no transfer), 2, and 3 or more. If no transfer was made the linked trip factor is 1. If two routes were used the linked trip factor is 0.50. If a respondent indicated three routes then the linked trip factor is 0.33. Trips that required more than three buses carry the maximum linked trip factor of 0.33. Each survey response has a unique linked trip factor.

Total Factor for Linked Trips

The response factor and the linked trip factor are multiplied together to create the total factor for linked trips. Every survey has a unique total factor for linked trips. The formula for Total Factor for Linked Trips is:

$$TFLT_{12345} = RFA \times LF_{12345}$$

Where:

TFLT₁₂₃₄₅ = Total Factor for Linked Trip for survey 12345

RF_A = Response Rate Factor for Unlinked Trips for stratum A that applies to survey 12345

LF₁₂₃₄₅ = Linked Trip Factor for survey 12345

After the total factor for linked trips is applied, the number of responses in the database equals the number of linked trips in the system based on survey data.

Section 5. Summary of Survey Results

This chapter summarizes the results of survey based on the survey records in the All Responses Database. The sections of this chapter are:

- Introductory results
- Statistical confidence and accuracy
- Summary results by subject

Introductory Results

Tables 4-7 summarize the overall survey response based on time-period, route, question, and language.

Table 4. Survey Response by Time-period

Time-period	Survey Responses		Unlinked Trips	
	Number	Percent	Number	Percent
Early AM (before 6:00 am)	271	6%	584	4%
AM Peak (6:00 - 8:29 am)	1,429	33%	4,206	26%
Mid Day (8:30 am - 3:39 pm)	2,002	46%	8,134	50%
PM Peak (3:30 - 6:29 pm)	658	15%	2,993	18%
Evening (after 6:30 pm)	31	1%	274	2%
Total	4,391	100%	16,191	100%

Table 5. Survey Response by Route

CATEGORY / Route	Survey Responses	Average Response Rate Factor	Unlinked Trips
LOCAL ROUTES			
2	392	4.46	1,749
3	168	4.64	780
4	219	3.78	827
5	203	3.20	650
7	317	2.72	863
8	64	6.95	445
9	170	0.89	152
11	136	3.97	540
13	264	4.05	1,069
14	178	4.53	807
15	244	3.05	743
16	46	3.33	153
18	481	3.62	1,740
200 (Green)	98	1.99	195
22	41	3.54	145
24	109	5.03	548
25	40	3.48	139
26	84	3.13	263
30	201	6.08	1,223
32	62	6.34	393
34	16	2.06	33
35	127	4.49	570
41 (Blue)	100	4.13	413
43 (Yellow)	86	3.98	342
48	27	1.78	48
55	221	3.57	788
EXPRESS ROUTES			
92	95	1.77	168
93	12	2.58	31
94	32	1.78	57
95	21	2.38	50
96	33	1.85	61
97	71	2.23	158
98	33	1.45	48
Total	4,391	3.69	16,191

Table 6. Response Rate by Question

Question Number	Valid Responses	Survey Responses	Response Rate
Q1	4,265	4,391	97%
Q2	2,520	4,391	57%
Q3a	4,242	4,391	97%
Q3b	2,166	4,391	49%
Q4a	4,244	4,391	97%
Q4b	1,727	4,391	39%
Q5	4,305	4,391	98%
Q6	2,520	4,391	57%
Q7a	3,902	4,391	89%
Q7b	1,768	4,391	40%
Q8	4,135	4,391	94%
Q9	3,966	4,391	90%
Q10	4,116	4,391	94%
Q11	3,963	4,391	90%
Q12	3,766	4,391	86%
Q13	3,902	4,391	89%
A14	3,877	4,391	88%
Q15	3,873	4,391	88%
Q16	3,842	4,391	87%
Q17	3,810	4,391	87%
Q18	3,790	4,391	86%
Q19	3,472	4,391	79%
Q20a	3,653	4,391	83%
Q20b	3,513	4,391	80%
Q20c	3,555	4,391	81%
Q20d	3,518	4,391	80%
Q20e	3,540	4,391	81%
Q20f	3,533	4,391	80%
Q21	1,867	4,391	43%

Table 7. English / Spanish Response by Route

CATEGORY / Route	Survey Responses				Unlinked Trips			
	Number		Percent		Number		Percent	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish
LOCAL ROUTES								
2	389	3	99.2%	0.8%	1,738	11	99.3%	0.7%
3	167	1	99.4%	0.6%	775	5	99.4%	0.6%
4	219		100%		827		100%	
5	202	1	99.5%	0.5%	648	2	99.7%	0.3%
7	292	25	92.1%	7.9%	794	69	92.0%	8.0%
8	64		100%		445		100%	
9	164	6	96.5%	3.5%	147	5	96.5%	3.5%
11	129	7	94.9%	5.1%	513	27	95.1%	4.9%
13	259	5	98.1%	1.9%	1,051	18	98.3%	1.7%
14	176	2	98.9%	1.1%	797	10	98.8%	1.2%
15	239	5	98.0%	2.0%	730	13	98.2%	1.8%
16	45	1	97.8%	2.2%	150	3	97.8%	2.2%
18	478	3	99.4%	0.6%	1,729	11	99.3%	0.7%
200 (Green)	98		100%		195		100%	
22	40	1	97.6%	2.4%	141	4	97.6%	2.4%
24	108	1	99.1%	0.9%	545	3	99.5%	0.5%
25	40		100%		139		100%	
26	84		100%		263		100%	
30	201		100%		1,223		100%	
32	57	5	91.9%	8.1%	361	32	91.9%	8.1%
34	15	1	93.8%	6.3%	31	2	93.8%	6.3%
35	126	1	99.2%	0.8%	568	2	99.6%	0.4%
41 (Blue)	98	2	98.0%	2.0%	405	8	98.0%	2.0%
43 (Yellow)	86		100%		342		100%	
48	27		100%		48		100%	
55	220	1	99.5%	0.5%	785	3	99.6%	0.4%
EXPRESS ROUTES								
92	94	1	98.9%	1.1%	166	2	98.9%	1.1%
93	12		100%		31		100%	
94	32		100%		57		100%	
95	21		100%		50		100%	
96	33		100%		61		100%	
97	71		100%		158		100%	
98	33		100%		48		100%	
Total	4,319	72	98.4%	1.6%	15,961	230	98.6%	1.4%

Statistical Confidence and Accuracy

Table 8 contains the statistical validity of the survey response by route based on a 95 percent confidence level. The survey response is valid within a margin-of-error plus or minus 1.32 percent for local routes, 3.95 percent for express routes, and 1.26 percent system-wide. The validity of individual routes varies from zero percent (meaning sample exceeded average ridership) on the low end to 22.51 percent on the high end. Margins-of-error for routes with lower average ridership are higher due to the smaller population—regardless of whether or not the sample is large compared to ridership.

Table 8. Statistical Confidence by Category, Route, and System Total

CATEGORY / Route	Survey Responses	Unlinked Trips	Confidence Level	Confidence Interval (margin of error +/-)
LOCAL ROUTES	4,094	15,618	95%	1.32%
2	392	1,749	95%	4.36%
3	168	780	95%	6.70%
4	219	827	95%	6.62%
5	203	650	95%	5.71%
7	317	863	95%	4.38%
8	64	445	95%	11.35%
9	170	152	95%	0%
11	136	540	95%	7.28%
13	264	1,069	95%	5.24%
14	178	807	95%	6.49%
15	244	743	95%	5.14%
16	46	153	95%	12.12%
18	481	1,740	95%	3.80%
200 (Green)	98	195	95%	7.00%
22	41	145	95%	13.01%
24	109	548	95%	8.41%
25	40	139	95%	13.12%
26	84	263	95%	8.84%
30	201	1,223	95%	6.32%
32	62	393	95%	11.44%
34	16	33	95%	17.86%
35	127	570	95%	7.67%
41 (Blue)	100	413	95%	8.54%
43 (Yellow)	86	342	95%	9.16%
48	27	48	95%	12.61%
55	221	788	95%	5.60%
EXPRESS ROUTES	297	573	95%	3.95%
92	95	168	95%	6.65%
93	12	31	95%	22.51%
94	32	57	95%	11.58%
95	21	50	95%	16.45%
96	33	61	95%	11.65%
97	71	158	95%	8.66%
98	33	48	95%	9.64%
Total	4,391	16,191	95%	1.26%

Summary Results by Subject

This section contains narrative, figures and tables to summarize the overall results of the survey. Summaries of results continue as follows:

- Trip purpose
- Trip location
- Travel mode and transfers
- Vehicle availability
- Metro rider demographics
- Experience riding Metro
- Customer satisfaction
- Written comments

Appendix A provides a series of tables with detailed results by question; including the open-ended comments provided to the final survey question, “How can Metro make transit service better for you?”.

Note: all percentages displayed in figures in this section represent unlinked trips—meaning each percent value is weighted based on the number of surveys received compared to average daily ridership in October 2012.

Summary of Trip Purpose

Figure 1 documents purpose at origin, purpose at destination, and the overall trip purposes of Metro users (excluding “home”). Work was the purpose for 42 percent of all non-home trips; purposes are fairly evenly split between the other possible answer choices.

Metro passengers may take trips for other trip purposes that do not fall in the provided trip categories; for trips with these purposes the most probable answer marked by respondents was “other”.

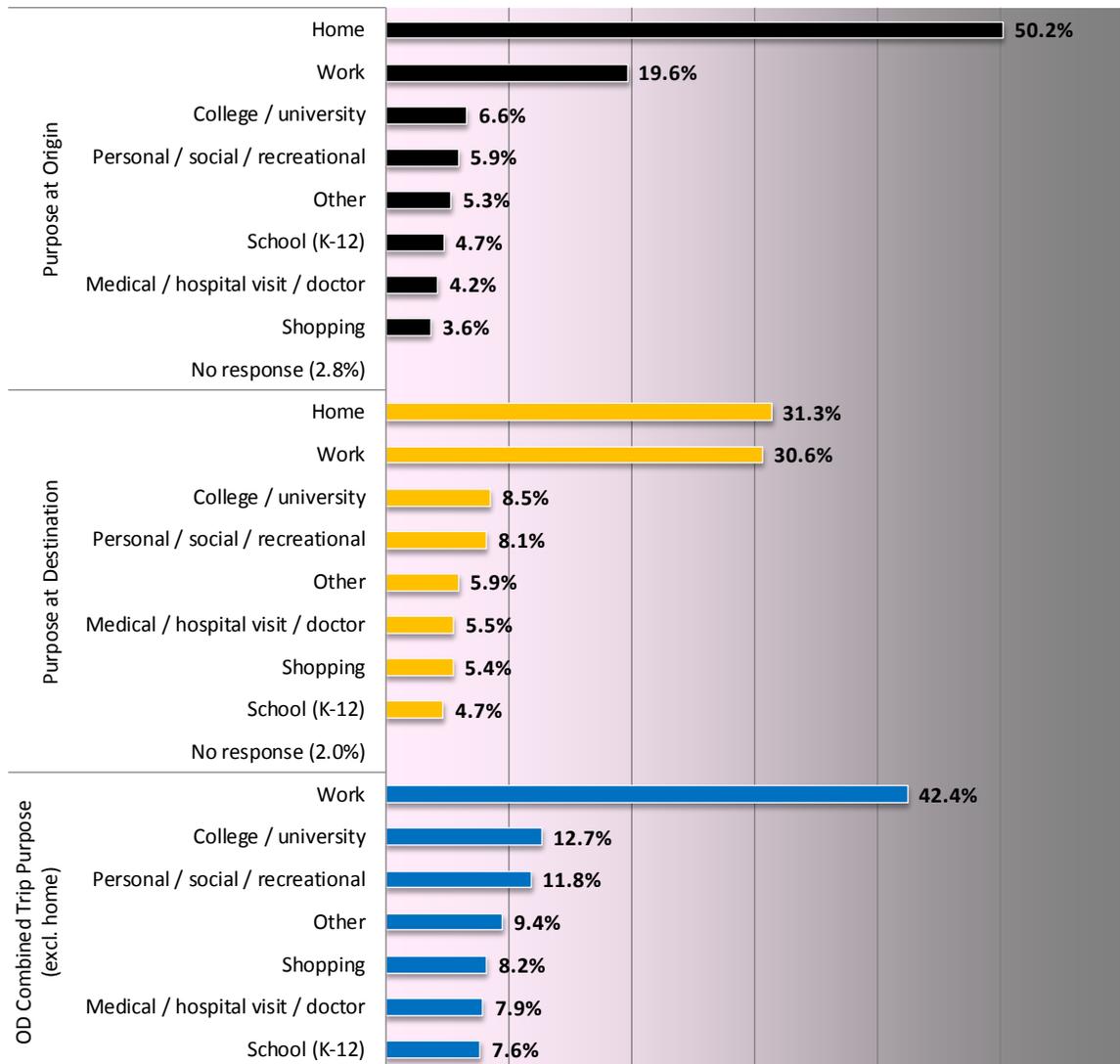


Figure 1. Summary of Trip Purpose

Summary of Trip Location

Home Location

Survey respondents voluntarily provide two locations—trip origin and destination. TTI analyzed responses to identify all locations described as “home”. Figure 2 depicts with black dots the relative home location in the survey response. The blue color variant underneath indicates the relative concentration of home sites based on the response factor for unlinked trips.

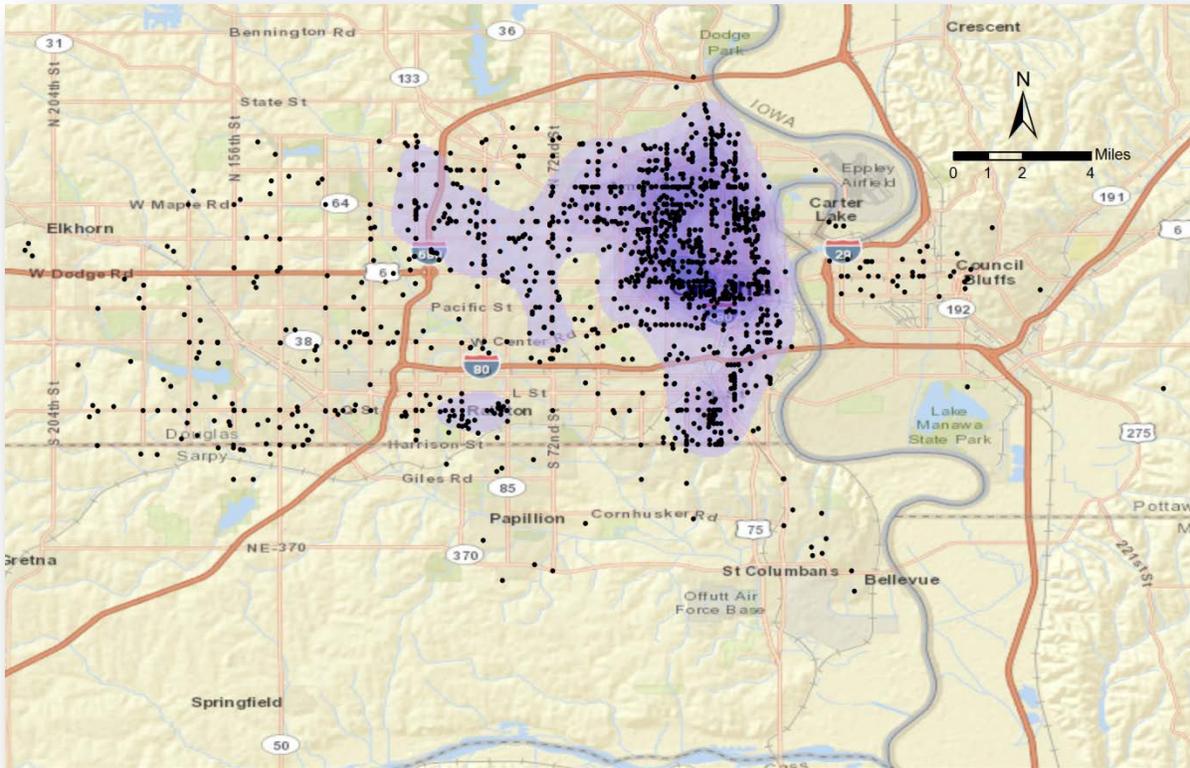


Figure 2. Map of Relative Home Locations

Non-home Locations

Figure 3 depicts all locations not listed as home by respondents. In other words, the black dots indicate locations where Metro riders are traveling to from their home. Again, the blue variant underneath indicates non-home destinations are more concentrated than home locations (depicted in map above).

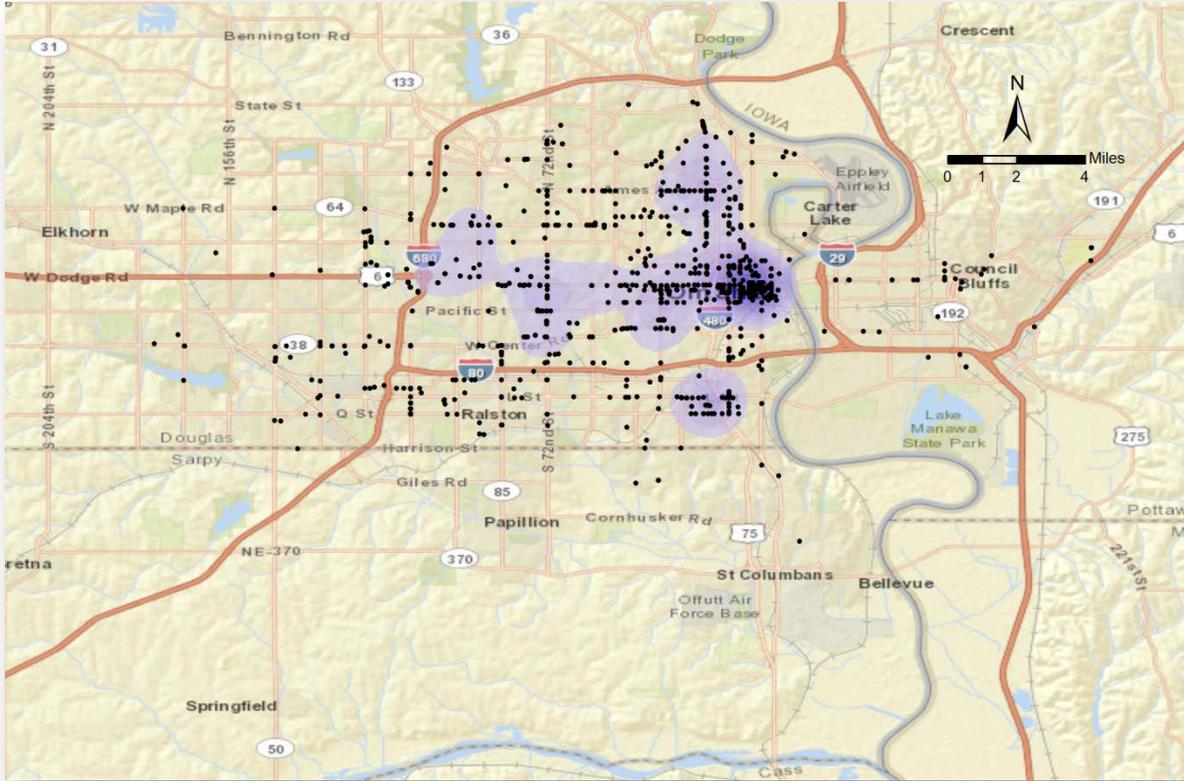


Figure 3. Map of Non-Home Destinations

Summary of Travel Mode and Transfers

Figure 4 documents Metro riders’ travel mode before boarding their first bus, number of transfers during the one-way trip, and travel mode after alighting the final bus of the trip. The most common travel mode before and after a trip was walking—over 87 percent and 91 percent respectively. Most riders used one or two bus routes to complete their one-way trip. Riders walking to their first bus stop walked an average 3.1 blocks – or about 0.26 miles. Bicyclists were riding an average 10.8 blocks to where they met the bus – or about 0.9 miles. Metro riders driving or riding with someone else traveled about 6 miles to the location where they met their first bus route.

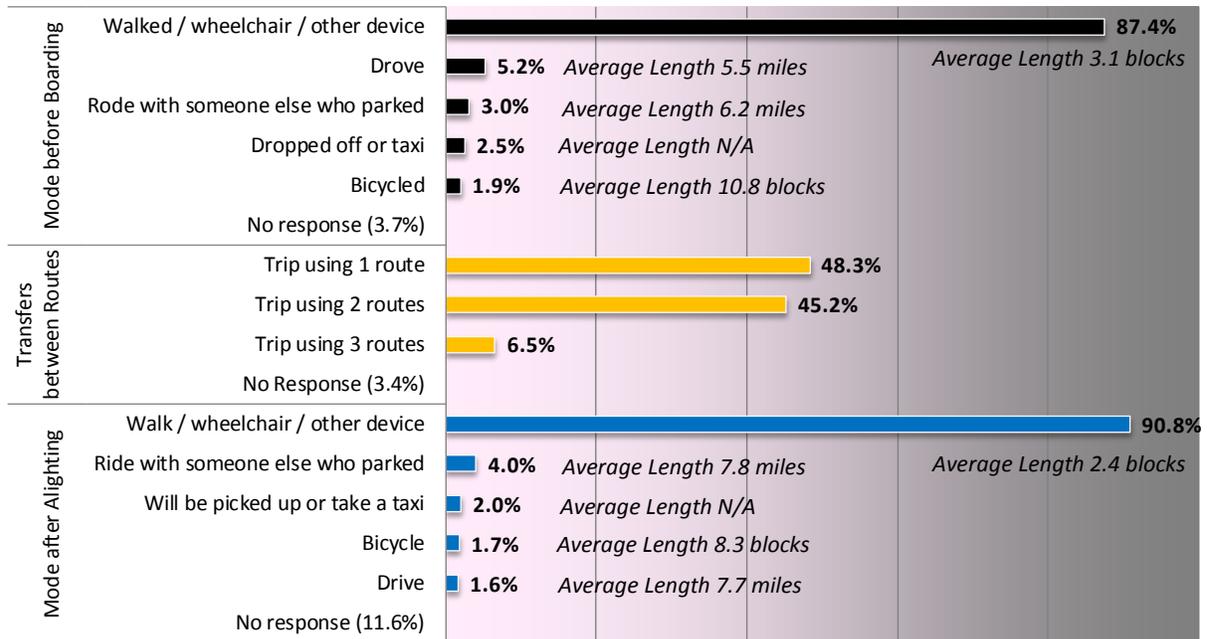


Figure 4. Summary of Travel Mode and Transfers

Summary of Vehicle Availability

Figure 5 documents the number of household vehicles available, vehicle availability for making a trip instead of using Metro and each rider’s alternatives for making the trip in the case that Metro service was not available. A majority, 58 percent, of riders lived in households with zero vehicles. Approximately 21 percent of riders chose to ride Metro when a household vehicle was available. The three most common travel alternatives for respondents were “I would not make this trip” (27 percent), “Ride with someone else” (25 percent), and walking (22 percent).

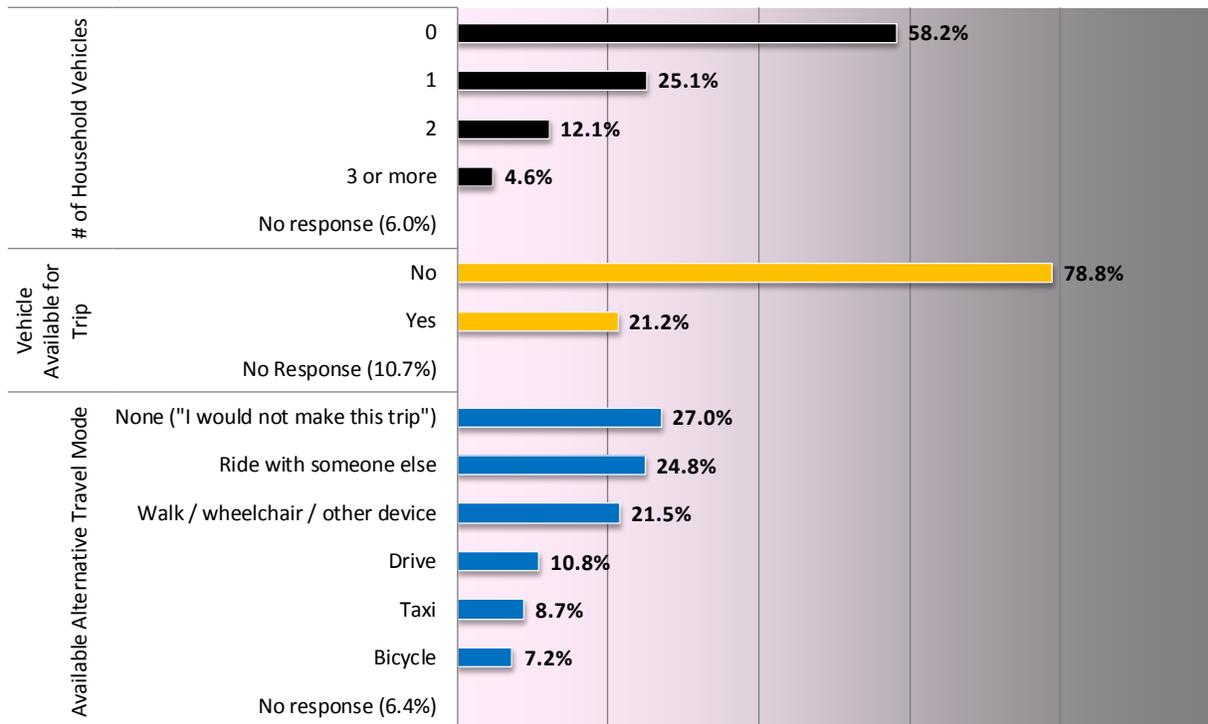


Figure 5. Summary of Vehicle Availability

Summary of Metro Rider Demographics

Figure 6 documents demographic characteristics of Metro riders, including age, gender, race or ethnicity, household size and annual income. Overall, the age of Metro riders is split smoothly between age cohorts. Gender responses indicate equal ridership by men and women (taking into account the margin-of-error of +/- 1.26 percent). The race / ethnicity of Metro riders varies, but is primarily “Black / African American” (47 percent) and “White / Non-Hispanic” (39 percent). A majority of Metro riders live in households on their own or with one other person – 51 percent. Most, 57 percent, Metro riders live in households with incomes of \$29,999 or less per year.

Note: the on-board survey included only fixed route transit services provided by Metro (local and express routes). Metro provides complimentary paratransit for qualifying residents. Figure 6 only documents the characteristics of fixed-route riders in Omaha.

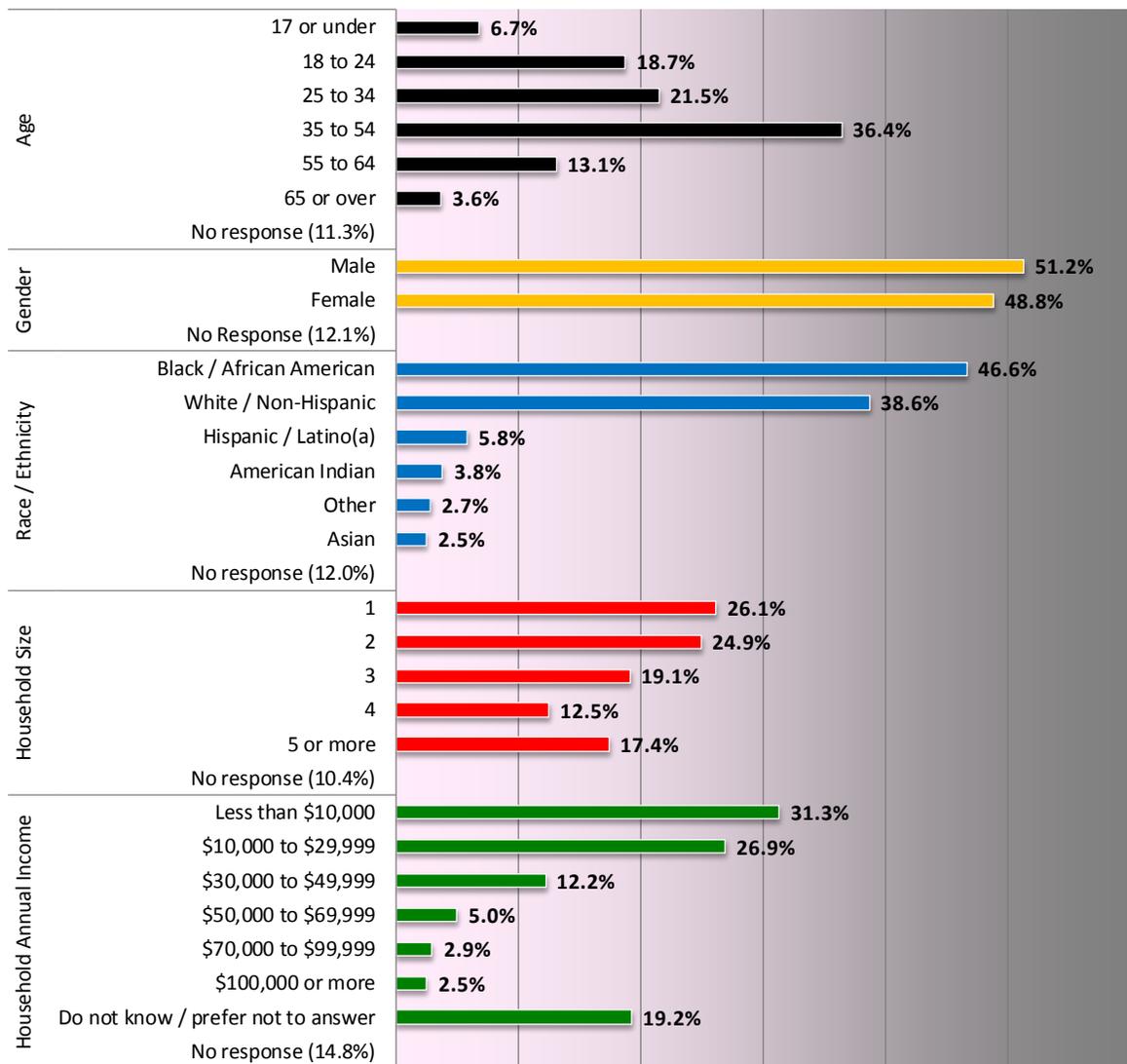


Figure 6. Summary of Metro Rider Demographics

Summary of Experience Riding Metro

Figure 7 documents riders' experience using Metro in the Omaha area, frequency of use, and typical fare medium. More than 40 percent of riders have used Metro for more than 5 years; the other 60 percent of riders are split between the remaining categories (18 percent are recent adopters of Metro service). About 70 percent of riders use Metro 5 to 7 days each week. Half of riders pay their fare with cash, another 25 percent pay with a 10 Ride Card, 13 percent use a 30 Day Pass, 8 percent use University Passes, and about 4 percent use a transfer card.

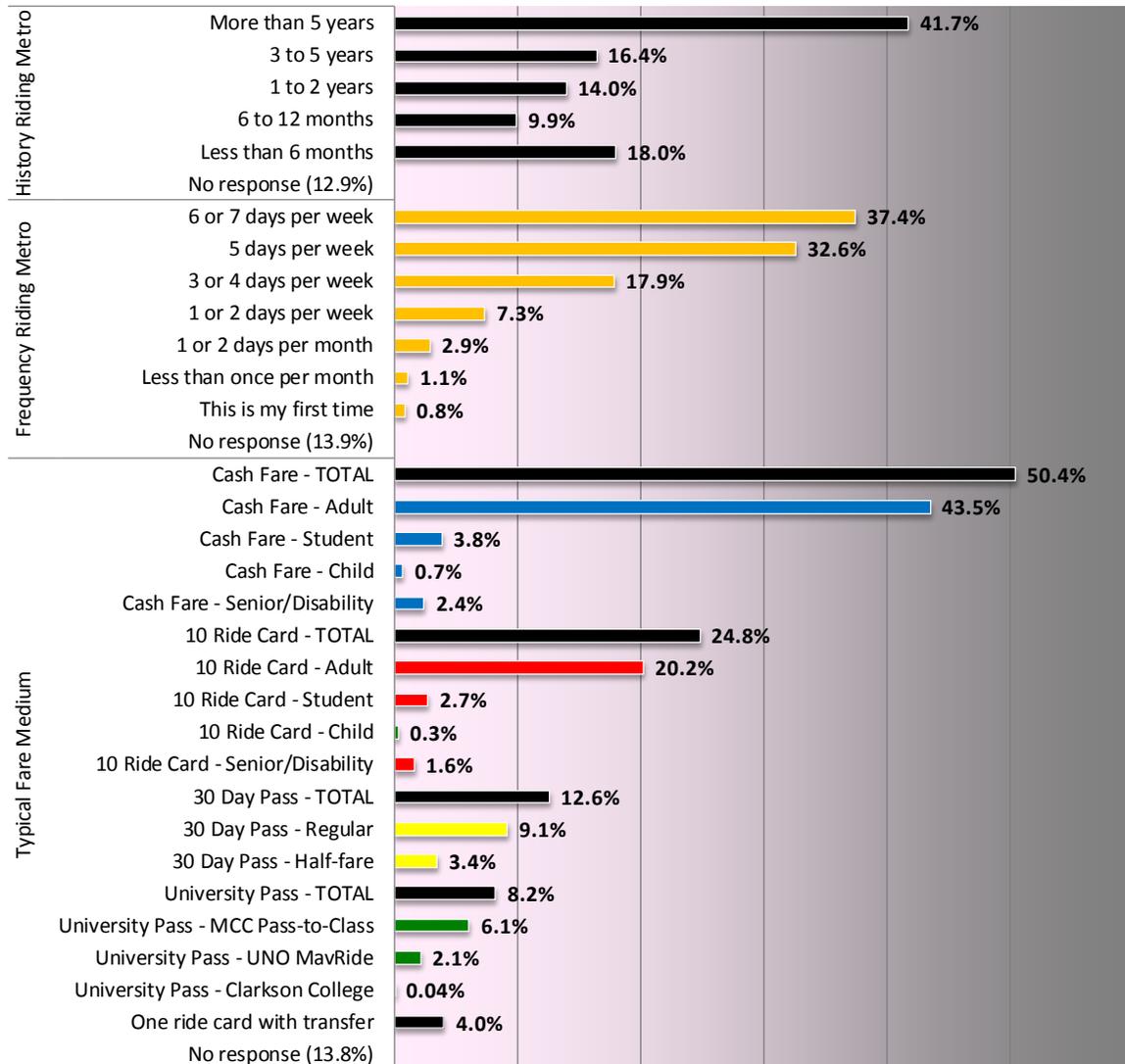


Figure 7. Summary of Experience Riding Metro

Summary of Customer Satisfaction

Figure 8 documents Metro riders preferred system improvements. The standout response was “more service on weekends”, marked by 33 percent of riders. About 29 percent marked a response related to improving service on weekdays via ending service later (16 percent) or offering more frequent service on existing routes during the weekday (14 percent).

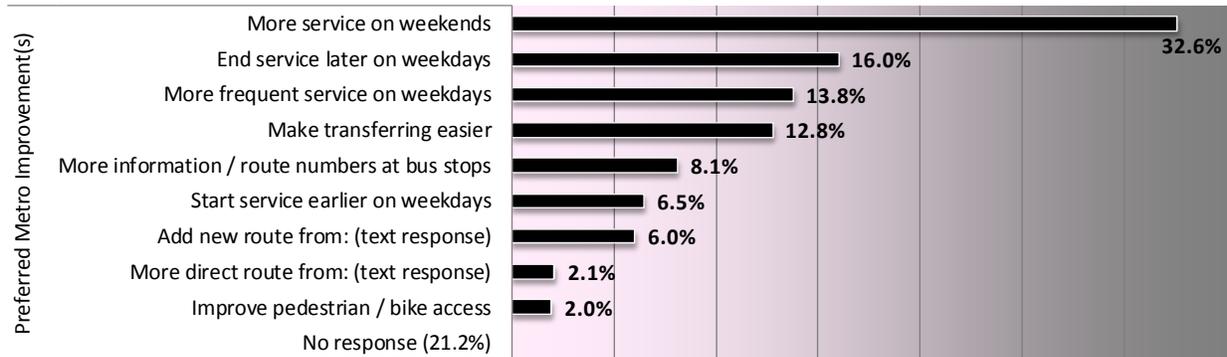


Figure 8. Preferred Metro Improvements

Figure 9 documents riders’ agreement or disagreement with six statements describing aspects of Metro’s service (figure is on next page). Nearly 90 percent of riders agree that Metro takes them where they need to go. Safety, schedule information, and bus cleanliness also receive positive marks – more than 70 percent of riders agree. Riders agree drivers are helpful and friendly, but less so than with the previous four aspects of customer satisfaction. The least favorably rated category is on-time performance; where 25 percent of riders indicated they disagree or strongly disagree with the statement.

Although scores for these types of questions are typically high, understanding customer satisfaction levels assists Metro prioritizing service improvements that best meet the needs of its customers.

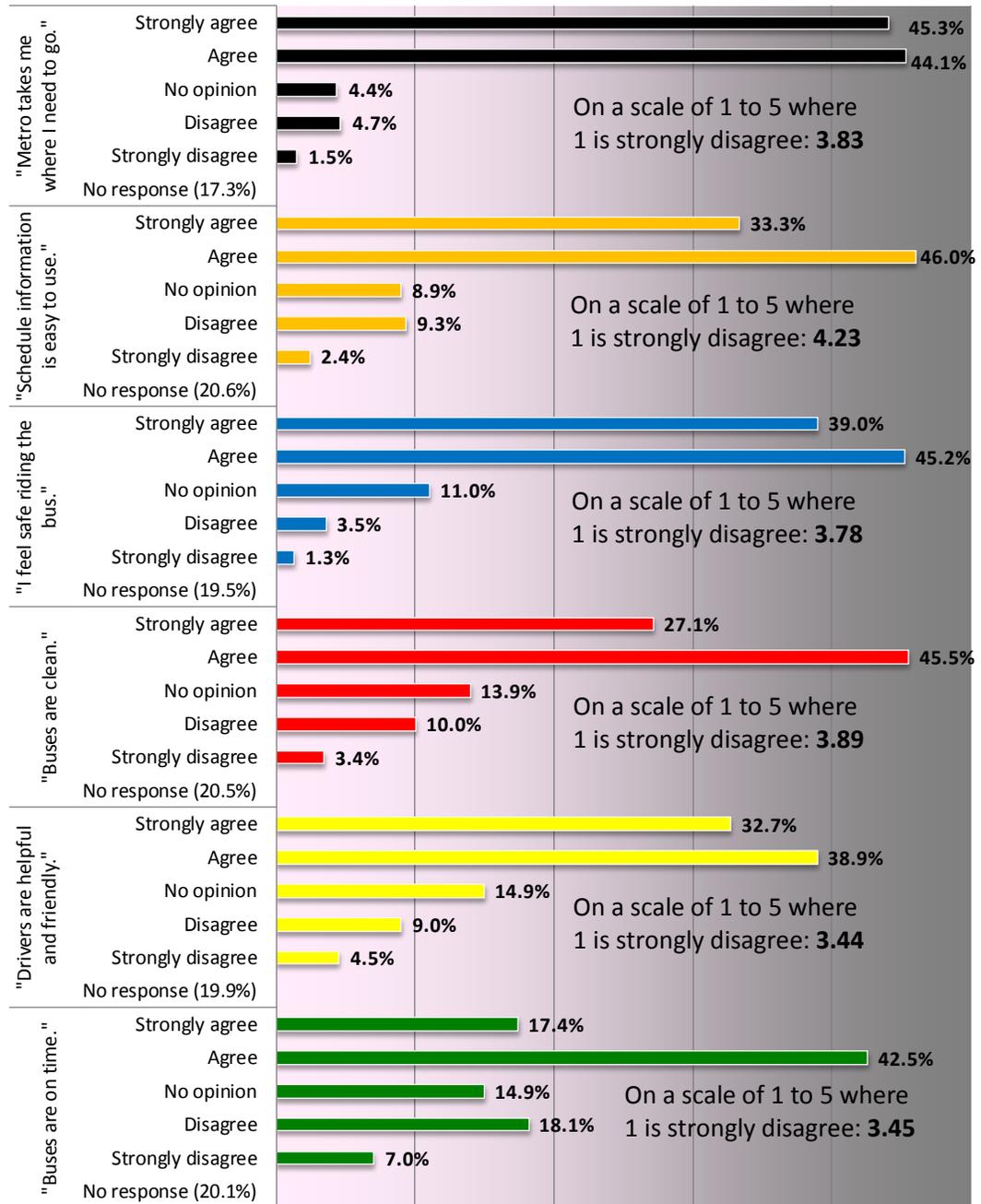


Figure 9. Do you agree or disagree with the following statements?

Summary of Written Comments

Table 9 documents that 1,867 riders provided comments about how Metro can improve transit service – or about 43 percent of respondents representing a total of nearly 7,000 unlinked trips on average each day.

Table 9. How can Metro make transit service better for you?

Open-ended comment box	Survey Responses	Percent	Unlinked Trips	Percent
Comment (text response)	1,867	42.5%	6,986	43.1%
<i>No response</i>	2,524	57.5%	9,205	56.9%
Total	4,391	100%	16,191	100%

The bulleted list below lists five common themes mentioned by responding Metro passengers:

- Gratitude for Metro service
- Request for more evening service
- Request for more weekend service
- Comment regarding customer service quality (mix of positive and negative comments)
- Request to improve on-time performance and transfers between routes

The most effective way to evaluate open-ended responses is to refer to Appendix A. Appendix A includes the verbatim comments of survey respondents, listed by route for additional context.

Section 6. Database Variable Dictionary

Each of the two final databases contains a different number of surveys, but both databases contain 205 identical column variables. This section provides a database dictionary that defines each variable in the databases. Variables are in the exact order as in the databases; categories are included to clarify the meaning of groups of variables.

Pattern of Data Dictionary Entries

Name of Group of Columns: Wording of Question 1

Column_Name – definition and/or description (description of value in cell)

Column_Name – definition and/or description (description of value in cell)

List of Variables

Survey Identification Variables

SurveyID – PS*****, where ***** is the survey serial number (survey identifier)

SerialNumber – *****, where ***** is the survey serial number (serial number)

DataEntryTime – duration of time used to data-enter survey response (time duration)

Spanish – record of whether or not survey respondent used English or Spanish side (Y=Yes or N=No)

Survey Assignment Variables

TripID – assignment ID with “-.” appended, where * indicates the bus trip during the assignment (text)

Date – date of survey distribution (text)

DayofWeek – day of the week, Monday thru Thursday (text)

Assignment – surveyor assignment ID (text)

Block – Trapeze block paddle number of bus trip, surveyor assignment (number)

Assign_Period – either AM or PM, indicates general time period of surveyor assignment (text)

Vehicle – number of Metro vehicle, four digits (number)

Total_Trips – number of bus trips in survey assignment (number)

Trip_Number – trip in assignment when survey was handed out (number)

Route_Number – number of bus route (number)

Trip_Start_Period – time period of bus trip when survey was handed out, 1-5, 5 being “evening” (text)

Sched_Start_Time – time bus trip scheduled to start (time)

Start_Location – location bus trip started (text)

Route_Direction – direction of bus trip, terminology varies by route (text)

Actual_Start_Time – time bus trip actually started as recorded by surveyor (time or blank)

Actual_End_Time – time bus trip actually ended as recorded by surveyor (time or blank)

Survey Weight and Factor Variables

Response_Rate_Factor_for_Unlinked_Trips – represents number of unlinked passenger trips the survey is weighted to represent (number)

Linked_Trip_Factor – indicates a factor of 1, 0.5, or 0.33 based on if the respondent marked 1, 2, or 3 bus routes used during the surveyed one-way trip (number)

Total_Factor_for_Linked_Trips – represents the number of linked passenger trips the survey is weighted to represent (number)

Survey Origin and Destination Geocode Variables

Geocode – indicates if a survey record includes geocode information for both origin and destination address information (Y=Yes or N=No)

OTAZ – identification number for origin Traffic Analysis Zone (ID number or blank)

DTAZ – identification number for destination Traffic Analysis Zone (ID number or blank)

Record of Surveys Affected by Data Cleaning

Altered_by_GeneralCleaning – indicates with a 1 all survey records affected by one or more steps of data processing (1 or blank)

Altered_by_ODCleaning – indicates with a 1 all survey records affected by one or more steps of further data processing (1 or blank)

Question 1: What type of place are you COMING FROM now? Mark one box

Q1_From_Work – work (1 or blank)

Q1_From_Medical – medical / hospital visit / doctor (1 or blank)

Q1_From_School – school (K-12) (1 or blank)

Q1_From_College – college / university (1 or blank)

Q1_From_Personal – personal / social / recreational (1 or blank)

Q1_From_Shopping – shopping (1 or blank)

Q1_From_Other – other: (1 or blank)

Q1_From_Home – home (1 or blank)

Q1_From_Other_Text – text responses in “Other:” response box (text response or blank)

Q1_NoResponse – marks survey records with no response (1 or blank)

Question 3: How did you GET FROM that place to the FIRST BUS you rode on this ONE-WAY trip?

Q3a_Origin_Bike – bicycled (1 or blank)

Q3a_Origin_Walk – walked / wheelchair / other device (1 or blank)

Q3a_Origin_DropOff_Taxi – dropped off or taxi (1 or blank)

Q3a_Origin_RideSomeoneParked – rode with someone else who parked (1 or blank)

Q3a_Origin_Drive – drove (1 or blank)

Q3a_NoResponse – marks survey records with no response (1 or blank)

Q3b_WalkDistance – number of blocks walked (distance in blocks or blank)

Q3b_BikeDistance – number of blocks bicycled (distance in blocks or blank)

Q3b_DriveDistance – number of miles driven (distance in miles or blank)

Q3b_RideDistance – number of miles riding with someone else (distance in miles or blank)

Q3b_NoResponse – marks survey records with no response (1 or blank)

Question 4: Will you transfer FROM or TO another bus route as a part of this ONE-WAY trip?

Q4a_YesTransfer – yes (1 or blank)

Q4a_NoTransfer – no (1 or blank)

Q4a_NoResponse – marks survey records with no response (1 or blank)

Q4b_1stRoute – number of first bus route used on this trip (number or blank)

Q4b_2ndRoute – number of second bus route used on this trip (number or blank)

Q4b_3rdRoute – number of third bus route used on this trip (number or blank)

Q4b_NoResponse – marks survey records with no response (1 or blank)

Number_BusRoutes_Used_ieTransfers – number of bus routes used on trip (number or blank)

Question 5: What type of place are you GOING TO now? Mark one box

- Q5_To_Work** – work (1 or blank)
- Q5_To_Medical** – medical / hospital visit / doctor (1 or blank)
- Q5_To_School** – school (K-12) (1 or blank)
- Q5_To_College** – college / university (1 or blank)
- Q5_To_Personal** – personal / social / recreational (1 or blank)
- Q5_To_Shopping** – shopping (1 or blank)
- Q5_To_Other** – other: (1 or blank)
- Q5_To_Home** – home (1 or blank)
- Q5_To_OtherText** – text responses in “Other:” response box (text response or blank)
- Q5_NoResponse** – marks survey records with no response (1 or blank)

Question 7: How will you GET FROM the LAST BUS you will ride to the place you are GOING TO now?

- Q7a_Dest_Bike** – bicycled (1 or blank)
- Q7a_Dest_Walk** – walk / wheelchair / other device (1 or blank)
- Q7a_Dest_DropOfforTaxi** – will be picked up or take a taxi (1 or blank)
- Q7a_Dest_RideSomeoneParked** – ride with someone else who parked (1 or blank)
- Q7a_Dest_Drive** – drive (1 or blank)
- Q7a_NoResponse** – marks survey records with no response (1 or blank)
- Q7b_Dest_WalkDistance** – number of blocks will walk (distance in blocks or blank)
- Q7b_Dest_BikeDistance** – number of blocks will bike (distance in blocks or blank)
- Q7b_Dest_DriveDistance** – number of miles will drive (distance in miles or blank)
- Q7b_Dest_RideDistance** – number of miles will drive (distance in miles or blank)
- Q7b_NoResponse** – marks survey records with no response (1 or blank)

Question 8: How many working vehicles (cars, trucks, and motorcycles) are available in your household?

- Q8_Vehicles_3more** – 3 or more (1 or blank)
- Q8_Vehicles_2** – 2 (1 or blank)
- Q8_Vehicles_1** – 1 (1 or blank)
- Q8_Vehicles_0** – 0 (1 or blank)
- Q8_NoResponse** – marks survey records with no response (1 or blank)

Question 9: Could you have used one of these vehicles to make THIS TRIP today, instead of riding the bus?

- Q9_UseVehicle_No** – no (1 or blank)
- Q9_UseVehicle_Yes** – yes (1 or blank)
- Q9_NoResponse** – marks survey records with no response (1 or blank)

Question 10: If bus service was NOT AVAILABLE, how would you make THIS TRIP?

- Q10_IfNoBus_NoTrip** – I would not make this trip (1 or blank)
- Q10_IfNoBus_Bike** – bicycle (1 or blank)
- Q10_IfNoBus_Taxi** – taxi (1 or blank)
- Q10_IfNoBus_Walk** – walk / wheelchair / other device (1 or blank)
- Q10_IfNoBus_Ride** – ride with someone else (1 or blank)
- Q10_IfNoBus_Drive** – drive (1 or blank)
- Q10_NoResponse** – marks survey records with no response (1 or blank)

Question 11: Including YOURSELF, how many people live in your household?

- Q11_HH_1 – 1 (1 or blank)
- Q11_HH_2 – 2 (1 or blank)
- Q11_HH_3 – 3 (1 or blank)
- Q11_HH_4 – 4 (1 or blank)
- Q11_HH_5more – 5 or more (1 or blank)
- Q11_NoResponse – marks survey records with no response (1 or blank)

Question 12: What is the combined annual income for your household?

- Q12_Income_Less10k – less than \$10,000 (1 or blank)
- Q12_Income_10k30k – \$10,000 to \$29,999 (1 or blank)
- Q12_Income_30k50k – \$30,000 to \$49,999 (1 or blank)
- Q12_Income_50k70k – \$50,000 to \$69,999 (1 or blank)
- Q12_Income_70k100k – \$70,000 to \$99,999 (1 or blank)
- Q12_Income_100kmore – \$100,000 or more (1 or blank)
- Q12_Income_PreferNoAnswer – do not know / prefer not to answer (1 or blank)
- Q12_NoResponse – marks survey records with no response (1 or blank)

Question 13: What is your age?

- Q13_Age_under17 – 17 or under (1 or blank)
- Q13_Age_18to24 – 18 to 24 (1 or blank)
- Q13_Age_25to34 – 15 to 34 (1 or blank)
- Q13_Age_35to54 – 35 to 54 (1 or blank)
- Q13_Age_55to64 – 55 to 64 (1 or blank)
- Q13_Age_65over – 65 or over (1 or blank)
- Q13_NoResponse – marks survey records with no response (1 or blank)

Question 14: Are you?

- Q14_Male – male (1 or blank)
- Q14_Female – female (1 or blank)
- Q14_NoResponse – marks survey records with no response (1 or blank)

Question 15: Are you? Mark all that apply

- Q15_Black – Black / African American (1 or blank)
- Q15_White – White / Non-Hispanic (1 or blank)
- Q15_Hispanic – Hispanic / Latino(a) (1 or blank)
- Q15_Asian – Asian (1 or blank)
- Q15_AmerIndian – American Indian (1 or blank)
- Q15_Other – Other: (1 or blank)
- Q15_OtherText – text responses to “Other:” (text response or blank)
- Q15_NoResponse – marks survey records with no response (1 or blank)

Question 16: How long have you been riding Metro in the Omaha area? Mark one box

- Q16_Riding_Less6months – less than 6 months (1 or blank)
- Q16_Riding_6to12 – 6 to 12 months (1 or blank)
- Q16_Riding_1to2years – 1 to 2 years (1 or blank)
- Q16_Riding_3to5years – 3 to 5 years (1 or blank)
- Q16_Riding_5yearsoremore – more than 5 years (1 or blank)

Q16_NoResponse – marks survey records with no response (1 or blank)

Question 17: How often do you ride Metro in the Omaha Area? Mark one box

Q17_Often_6to7days – 6 or 7 days per week (1 or blank)

Q17_Often_5days – 5 days per week (1 or blank)

Q17_Often_3to4days – 3 or 4 days per week (1 or blank)

Q17_Often_1to2days – 1 or 2 days per week (1 or blank)

Q17_Often_1to2daysmonth – 1 or 2 days per month (1 or blank)

Q17_Often_LessOnceMonth – less than once per month (1 or blank)

Q17_Often_FirstTime – this is my first time (1 or blank)

Q17_NoResponse – marks survey records with no response (1 or blank)

Question 18: How do you usually pay your fare? Mark one box

Q18_CashFare_Adult – adult cash fare (1 or blank)

Q18_CashFare_Student – student cash fare (1 or blank)

Q18_CashFare_Child – child cash fare (1 or blank)

Q18_CashFare_Senior – senior/disability cash fare (1 or blank)

Q18_10Ride_Adult – adult 10 ride card (1 or blank)

Q18_10Ride_Student – student 10 ride card (1 or blank)

Q18_10Ride_Child – child 10 ride card (1 or blank)

Q18_10Ride_Senior – senior/disability 10 ride card (1 or blank)

Q18_30day_Regular – regular 30 day pass (1 or blank)

Q18_30day_Half – half-fare 30 day pass (1 or blank)

Q18_MCC – MCC pass-to-class (1 or blank)

Q18_UNO – UNO MavRide (1 or blank)

Q18_Clarkson – Clarkson College (1 or blank)

Q18_TransferCard – one ride card with transfer (1 or blank)

Q18_NoResponse – marks survey records with no response (1 or blank)

Question 19: Which ONE of the following do you think is the most important to improve Metro's service? Mark one box

Q19_Improve_TransferEasier – make transferring easier (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_StartEarlier – start service earlier on weekdays (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_EndLater – end service later on weekdays (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_MoreFrequent – more frequent service on weekdays (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_BikePed – improve pedestrian / bike access (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_WkndService – more service on weekends (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_InformationStops – more information / route numbers at bus stops (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_NewRouteCheckBox – add new route from: ___ to: ___ (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_NewRouteText – text responses to new route from: to: (text response or blank)

Q19_Improve_DirectRouteCheckBox – more direct route from: ___ to: ___ (1, portion of 1 if multiple answers present, or blank)

Q19_Improve_DirectRouteText – text responses to more direct route from: to: (text response or blank)

Q19_NoResponse – marks survey records with no response (1 or blank)

Question 20: Do you agree or disagree with the following statements?

“Metro takes me where I need to go.”

Q20a_MetroTakesMeWhereINeedToGo_StronglyAgree – strongly agree (1 or blank)

Q20a_MetroTakesMeWhereINeedToGo_Agree – agree (1 or blank)

Q20a_MetroTakesMeWhereINeedToGo_NoOpinion – no opinion (1 or blank)

Q20a_MetroTakesMeWhereINeedToGo_Disagree – disagree (1 or blank)

Q20a_MetroTakesMeWhereINeedToGo_StronglyDisagree – strongly disagree (1 or blank)

Q20a_NoResponse – marks survey records with no response (1 or blank)

Question 20: Do you agree or disagree with the following statements?

“Schedule information is easy to use.”

Q20b_ScheduleInformationIsEasyToUse_StronglyAgree – strongly agree (1 or blank)

Q20b_ScheduleInformationIsEasyToUse_Agree – agree (1 or blank)

Q20b_ScheduleInformationIsEasyToUse_NoOpinion – no opinion (1 or blank)

Q20b_ScheduleInformationIsEasyToUse_Disagree – disagree (1 or blank)

Q20b_ScheduleInformationIsEasyToUse_StronglyDisagree – strongly disagree (1 or blank)

Q20b_NoResponse – marks survey records with no response (1 or blank)

Question 20: Do you agree or disagree with the following statements?

“I feel safe riding the bus.”

Q20c_IFeelSafeRidingTheBus_StronglyAgree – strongly agree (1 or blank)

Q20c_IFeelSafeRidingTheBus_Agree – agree (1 or blank)

Q20c_IFeelSafeRidingTheBus_NoOpinion – no opinion (1 or blank)

Q20c_IFeelSafeRidingTheBus_Disagree – disagree (1 or blank)

Q20c_IFeelSafeRidingTheBus_StronglyDisagree – strongly disagree (1 or blank)

Q20c_NoResponse – marks survey records with no response (1 or blank)

Question 20: Do you agree or disagree with the following statements?

“Buses are clean.”

Q20d_BusesAreClean_StronglyAgree – strongly agree (1 or blank)

Q20d_BusesAreClean_Agree – agree (1 or blank)

Q20d_BusesAreClean_NoOpinion – no opinion (1 or blank)

Q20d_BusesAreClean_Disagree – disagree (1 or blank)

Q20d_BusesAreClean_StronglyDisagree – strongly disagree (1 or blank)

Q20d_NoResponse – marks survey records with no response (1 or blank)

Question 20: Do you agree or disagree with the following statements?

“Drivers are helpful and friendly.”

Q20e_DriversAreHelpfulAndFriendly_StronglyAgree – strongly agree (1 or blank)

Q20e_DriversAreHelpfulAndFriendly_Agree – agree (1 or blank)

Q20e_DriversAreHelpfulAndFriendly_NoOpinion – no opinion (1 or blank)

Q20e_DriversAreHelpfulAndFriendly_Disagree – disagree (1 or blank)

Q20e_DriversAreHelpfulAndFriendly_StronglyDisagree – strongly disagree (1 or blank)

Q20e_NoResponse – marks survey records with no response (1 or blank)

Question 20: Do you agree or disagree with the following statements?

“Buses are on time.”

Q20f_BusesAreOnTime_StronglyAgree – strongly agree (1 or blank)

Q20f_BusesAreOnTime_Agree – agree (1 or blank)

Q20f_BusesAreOnTime_NoOpinion – no opinion (1 or blank)

Q20f_BusesAreOnTime_Disagree – disagree (1 or blank)

Q20f_BusesAreOnTime_StronglyDisagree – strongly disagree (1 or blank)

Q20f_NoResponse – marks survey records with no response (1 or blank)

Question 21: How can Metro make transit service better for you?

Q21_Improve – indicator if comment provided by respondent (1 or blank)

Q21_Improve_TextResponse – verbatim comment, minus expletives (text response or blank)

Q21_NoResponse – marks survey records with no response (1 or blank)

Appendix A. Detailed Results by Question

This appendix contains tables with detailed results by survey question. The survey contained 21 questions; some with multiple parts. Results in this section are from the All Responses Database.

Q1 What type of place are you COMING FROM now? Mark one box

Purpose at Origin	Unlinked Trips	Percent
Home	7,895	48.8%
Work	3,085	19.1%
College / university	1,035	6.4%
Personal / social / recreational	921	5.7%
Other	833	5.1%
School (K-12)	737	4.6%
Medical / hospital visit / doctor	660	4.1%
Shopping	571	3.5%
No response	454	2.8%
Total	16,191	100%

Q3 How did you GET FROM that place to the FIRST BUS you rode on this ONE-WAY trip?

Travel Mode before Boarding	Unlinked Trips	Percent	Average Length
Walked / wheelchair / other device	13,633	84.2%	3.1 blocks
Drove	805	5.0%	5.5 miles
Rode with someone else who parked	476	2.9%	6.2 miles
Dropped off or taxi	383	2.4%	
Bicycled	295	1.8%	10.8 blocks
No response	598	3.7%	
Total	16,191	100%	

Q4 Will you transfer FROM or TO another bus route as a part of this ONE-WAY trip?

Transfers between Routes	Unlinked Trips	Percent
No	7,554	46.7%
Yes (see detail below)	8,086	49.9%
No Response	551	3.4%
Total	16,191	100%
<i>Trip using 2 routes</i>	<i>7,069</i>	<i>43.7%</i>
<i>Trip using 3 routes</i>	<i>1,018</i>	<i>6.3%</i>

Q5 What type of place are you GOING TO now? Mark one box

Purpose at Destination	Unlinked Trips	Percent
Home	4,971	30.7%
Work	4,859	30.0%
College / university	1,343	8.3%
Personal / social / recreational	1,293	8.0%
Other	931	5.8%
Medical / hospital visit / doctor	873	5.4%
Shopping	860	5.3%
School (K-12)	740	4.6%
No response	321	2.0%
Total	16,191	100%

Non-Home Trip Purpose Detail (includes origin and destination)

O/D Combined Trip Purpose (excluding "home")	Percent
Work	42.4%
College / university	12.7%
Personal / social / recreational	11.8%
Other	9.4%
Shopping	8.2%
Medical / hospital visit / doctor	7.9%
School (K-12)	7.6%
Total	100%

Q7 How will you GET FROM the LAST BUS you will ride to the place you are GOING TO now?

Travel Mode after Alighting	Unlinked Trips	Percent	Average Length
Walk / wheelchair / other device	12,996	80.3%	2.4 blocks
Ride with someone else who parked	569	3.5%	7.8 miles
Will be picked up or take a taxi	280	1.7%	
Bicycle	247	1.5%	8.3 blocks
Drive	225	1.4%	7.7 miles
No response	1,874	11.6%	
Total	16,191	100%	

Q8 How many working vehicles (cars, trucks, and motorcycles) are available in your household?

Number of Household Vehicles	Unlinked Trips	Percent
0	8,853	54.7%
1	3,817	23.6%
2	1,840	11.4%
3 or more	703	4.3%
No response	979	6.0%
Total	16,191	100%

Q9 Could you have used one of these vehicles to make THIS TRIP today, instead of riding the bus?

Vehicle Available for Trip	Unlinked Trips	Percent
No	11,389	70.3%
Yes	3,068	18.9%
No response	1,733	10.7%
Total	16,191	100%

Q10 If bus service was NOT AVAILABLE, how would you make THIS TRIP?

Available Alternative Travel Mode	Unlinked Trips	Percent
None ("I would not make this trip")	4,087	25.2%
Ride with someone else	3,762	23.2%
Walk / wheelchair / other device	3,261	20.1%
Drive	1,635	10.1%
Taxi	1,314	8.1%
Bicycle	1,094	6.8%
No response	1,039	6.4%
Total	16,191	100%

Q11 Including YOURSELF, how many people live in your household?

Household Size	Unlinked Trips	Percent
1	3,792	23.4%
2	3,613	22.3%
3	2,771	17.1%
4	1,813	11.2%
5 or more	2,525	15.6%
No response	1,676	10.4%
Total	16,191	100%

Q12 What is the combined annual income for your household?

Household Annual Income	Unlinked Trips	Percent
Less than \$10,000	4,316	26.7%
\$10,000 to \$29,999	3,708	22.9%
\$30,000 to \$49,999	1,682	10.4%
\$50,000 to \$69,999	683	4.2%
\$70,000 to \$99,999	405	2.5%
\$100,000 or more	345	2.1%
Do not know / prefer not to answer	2,652	16.4%
No response	2,400	14.8%
Total	16,191	100%

Q13 What is your age?

Age Cohort	Unlinked	
	Trips	Percent
17 or under	967	6.0%
18 to 24	2,690	16.6%
25 to 34	3,082	19.0%
35 to 54	5,222	32.3%
55 to 64	1,878	11.6%
65 or over	520	3.2%
No response	1,833	11.3%
Total	16,191	100%

Q14 Are you?

Gender	Unlinked	
	Trips	Percent
Male	7,295	45.1%
Female	6,945	42.9%
No Response	1,952	12.1%
Total	16,191	100%

Q15 Are you? Mark all that apply

Race / Ethnicity (multiple answers allowed)	Unlinked	
	Trips	Percent
Black / African American	6,636	41.0%
White / Non-Hispanic	5,502	34.0%
Hispanic / Latino(a)	821	5.1%
American Indian	539	3.3%
Other	392	2.4%
Asian	352	2.2%
No response	1,950	12.0%
Total	16,191	100%

Q16 How long have you been riding Metro in the Omaha area? Mark one box

History Riding Metro	Unlinked	
	Trips	Percent
Less than 6 months	2,535	15.7%
6 to 12 months	1,394	8.6%
1 to 2 years	1,972	12.2%
3 to 5 years	2,318	14.3%
More than 5 years	5,889	36.4%
No response	2,083	12.9%
Total	16,191	100%

Q17 How often do you ride Metro in the Omaha area? Mark one box

Frequency Riding Metro	Unlinked	
	Trips	Percent
6 or 7 days per week	5,218	32.2%
5 days per week	4,545	28.1%
3 or 4 days per week	2,493	15.4%
1 or 2 days per week	1,022	6.3%
1 or 2 days per month	401	2.5%
Less than once per month	153	0.9%
This is my first time	113	0.7%
No response	2,246	13.9%
Total	16,191	100%

Q18 How do you usually pay your fare? Mark one box

Typical Fare	Unlinked	
	Trips	Percent
Cash Fare - Adult	6,071	37.5%
Cash Fare - Student	532	3.3%
Cash Fare - Child	94	0.6%
Cash Fare - Senior/Disability	336	2.1%
10 Ride Card - Adult	2,826	17.5%
10 Ride Card - Student	379	2.3%
10 Ride Card - Child	40	0.2%
10 Ride Card - Senior/Disability	219	1.4%
30 Day Pass - Regular	1,277	7.9%
30 Day Pass - Half-fare	480	3.0%
University Pass - MCC Pass-to-Class	846	5.2%
University Pass - UNO MavRide	293	1.8%
University Pass - Clarkson College	5	0.0%
One ride card with transfer	561	3.5%
No response	2,231	13.8%
Total	16,191	100%

Q19 Which ONE of the following do you think is the most important to improve Metro's Service?

Preferred Metro Improvement(s)	Unlinked	
	Trips	Percent
More service on weekends	4,162	25.7%
End service later on weekdays	2,046	12.6%
More frequent service on weekdays	1,762	10.9%
Make transferring easier	1,634	10.1%
More information / route numbers at bus stops	1,035	6.4%
Start service earlier on weekdays	826	5.1%
Add new route from: (text response)	769	4.8%
More direct route from: (text response)	269	1.7%
Improve pedestrian / bike access	250	1.5%
No response	3,437	21.2%
Total	16,191	100%

Q20 Do you agree or disagree with the following statements?

Q20a "Metro takes me where I need to go."

"Metro takes me where I need to go."	Unlinked Trips	Percent
Strongly agree	5,908	36.5%
Agree	6,066	37.5%
No opinion	586	3.6%
Disagree	623	3.8%
Strongly disagree	199	1.2%
<i>No response</i>	<i>2,808</i>	<i>17.3%</i>
Total	16,191	100%

Q20b "Schedule information is easy to use."

"Schedule information is easy to use."	Unlinked Trips	Percent
Strongly agree	4,286	26.5%
Agree	5,917	36.5%
No opinion	1,149	7.1%
Disagree	1,195	7.4%
Strongly disagree	308	1.9%
<i>No response</i>	<i>3,335</i>	<i>20.6%</i>
Total	16,191	100%

Q20c "I feel safe riding the bus."

"I feel safe riding the bus."	Unlinked Trips	Percent
Strongly agree	5,074	31.3%
Agree	5,889	36.4%
No opinion	1,438	8.9%
Disagree	461	2.8%
Strongly disagree	165	1.0%
<i>No response</i>	<i>3,164</i>	<i>19.5%</i>
Total	16,191	100%

Q20d "Buses are clean."

"Buses are clean."	Unlinked Trips	Percent
Strongly agree	3,491	21.6%
Agree	5,858	36.2%
No opinion	1,796	11.1%
Disagree	1,291	8.0%
Strongly disagree	439	2.7%
<i>No response</i>	<i>3,316</i>	<i>20.5%</i>
Total	16,191	100%

Q20e "Drivers are helpful and friendly."

"Drivers are helpful and friendly."	Unlinked Trips	Percent
Strongly agree	4,239	26.2%
Agree	5,045	31.2%
No opinion	1,938	12.0%
Disagree	1,161	7.2%
Strongly disagree	582	3.6%
No response	3,226	19.9%
Total	16,191	100%

Q20f "Buses are on time."

"Buses are on time."	Unlinked Trips	Percent
Strongly agree	2,247	13.9%
Agree	5,500	34.0%
No opinion	1,933	11.9%
Disagree	2,346	14.5%
Strongly disagree	905	5.6%
No response	3,260	20.1%
Total	16,191	100%

Q21 How can Metro make transit service better for you?

Route	Verbatim Comment (not edited for grammar)
2	ON TIME! ON TIME! ON TIME!
2	I'd like to see better care of the 76th & Cass St. stop -improve the covers to stand under- make larger & cleaner. Lots of people park & ride from this stop. Security on parking lot.
2	Have some bus drivers be more respectful. Showing up on time that they suppose to come. That's all that will be better for me.
2	Timing for transfers
2	Better day&weekend service on Route #16
2	Fire Curt Simon your customer service manager. The Drivers are rude. Customer service people are even ruder and will hang up on you after waiting 10-15 min to talk to them, and your complaints will not be addressed.
2	Have public 800# to report drivers misconduct and/or Texting etc. Posted at every stop/Free from pay phone.
2	Post Route #s on metal(street) bus signs w/ times. 3 spots on front of bus for bikes or option to hang/lock bike inside bus.
2	FYI
2	GREAT JOB!
2	need late bus schedule. Specially between 108 and 114 bus stop @ 600 and people ride the bus who get off later.
2	The route #55 stops at 5:45pm. I wish this route can longer because I don't get off work until 7 pm. Extend #55.
2	Wabbake Northside of Saddle Creek and com... Thank you for ? for feasibility study
2	I really love the service It is just that it takes down the time as there is no direct bus from my home. Lot of my friends prefer to come my home if there is a direct bus details are of ?. At least if you make pilot for this route 2-3 months. That's great.
2	Mobile App for Routes would be awesome. Kiosks for bus passes at transit Centers. I have to go out of my way to buy passes.
2	#14 could go by 108th and Maple more and on weekends.
2	For the past 2 wks, the #2 bus has been 15-20 min. late picking us up from downtown. This makes me late for my evening job. Otherwise I love riding the bus. Thank you.
2	Some times the buses arrive ahead of the scheduled time. They leave without stopping till the scheduled time.
2	Adding bus route closer to my home.

Route	Verbatim Comment <i>(not edited for grammar)</i>
2	Some drivers need [an] attitude adjustment. They are rude, discourteous, and can't find a 10 ft. by 10 ft. cement slab.
2	Need to go father out Maple to 156th St.
2	More routes, longer hours.
2	I'm trying to get a bus closer to home, instead of having to walk to 38th in Dodge every morning and afternoon.
2	Drivers seem not to like to help new passengers. Schedules are "thought balloons"!
2	Improve customer service (less rudeness), especially with the bus drivers, as well as some CSR phone people. Increase frequency on some routes, i.e. #16, as well as on weekends and add some routes, elkhorn?
2	By closing late on weekdays and by providing more service on weekends.
2	Fix bus shelters before winter.
2	The #2 is rarely on time. I rely on it to get me to and from school but it is often very late.
2	I have ridden the #2 hundreds of times. It is usually 5-10 minutes late or 5 minute early. This lack of reliability makes using the bus a major stressor and I wish it was worth the bus drivers turn to make it on time.
2	Patient bus drivers that don't leave or pass you
2	Some bus drivers are not nice to passengers. They should always help passengers.
2	Make the #4 every 30 minutes. Also add more seats on the bus stop so people won't have to sit on the dirty ground.
2	The #4 needs to run every 30 minutes and not every hour and add some seats on bus stop people are handicapped.
2	Don't change schedules so often.
2	Clean up the buses
2	Some 24 have services like other seates would be better. For those who will pass the bus scheduled times.
2	As far as big cities I have visited, Omaha has the worst weekend bus times. Metro should offer (at least a few) buses for when the bars close, at least from downtown and Bensen. I am certain tons of people would use it so they have a "D".
2	Morning muffins or something, haha.
2	Create a better route for weekend services.
2	Free
2	Buses can be severely late at times. What is going on with your drivers? They are mean, rude, attitudish etc... They never used to be as bad as they are now. They have a "Public service" job! If they cannot be professional and courteous to the people who are paying their salaries, then they should find other jobs!
2	often timer the bus is early and I am early/on time but still miss it. I don't think that's fair - bus drivers should pay attention to the time more.
2	drivers attitude. Later 95 route to Bellevue and sometimes #2 is late.
2	lubricate the bike racks to make sure they work smoothly.
2	Once in a while a driver comes 2+ minutes too early, can not they do their waiting as some do at a previous point.
2	By closing late on weekdays and weekends. Most times my classes run till 7:00pm.
2	Everyone seems to handle all situations. Pretty good.
2	Need service on weekends evening after 6. If I get off at 6pm on Sunday I have to pay 15 to get home. If I get off @ 9pm on Sat, \$15 to get home.
2	Please rebuild bus shelters.
2	Better maintenance.
2	More bike racks-I know that's hard! more shelter from weather-also hard due to vandalism.
2	Direct bus from 114th Blondo to downtown.
2	Be on time and have ranger #14 services. Mostly be on time because when one bus is late, I tend to miss my other bus and have to call in to say I'm going to be late.
2	We need 14 to run on weekends.
2	More buses on weekends on 108th & Fort.
2	Make bus service appealing to those who have transit options to improve service to those who do not. Increase service to events at Orpheum, CenturyLink, TD Ameritrade so folks learn how to ride. Allow and market pre-tax payroll deduction that automatically renews 30 day pass. I'd keep one all the time if I didn't have to fuss with going to buy one.
2	More promptness

Route	Verbatim Comment <i>(not edited for grammar)</i>
2	More frequent buses. All in all, you do a good job. Thanks!
2	By creating many other transit points.
2	Run bus on weekend later and more
2	I lived in Paris and San Francisco, cities with GREAT public transit. I think that so many people ride in these places due to EASY ACCESS for pedestrians. and more room on the BIKE RACKS.
2	Bus service East & West on Harrison St. between 60th & 84th St.
2	Run longer on the Weekends (Sun. & Sat.)
2	Buses should only be as early as 2 min. Shelters need fixing.
2	Being on time!!! Or if I could somehow know ahead of time if my bus is going to be out of service.
2	More service on weekends (till late).
2	Adding more buses to and from Bellevue.
2	Improve transferring
2	Better communication between drivers to make connections.
2	Need drivers with smiles & you can feel will give info without making a passenger guilty. Need a route going up and down 60th St.
2	Android app.
2	Weekends - not so long of a wait.
2	1) Text alerts for weather changes and if the bus is going to be late! 2) Clean the buses and train drivers to know connecting routes. 3) Put benches in bus shelters (back)
2	Bus service for Elcorn
2	Service farther out in Omaha
2	please add more protected stops for winter and rainy season.
2	More frequent and later service on North 98th. I get off work at 7 and can't get home until 8:30 and have to walk more than 1/2 mile.
2	Discipline bus drivers on attitudes/how to respect people's feelings. Be on time and sympathetic when not.
2	Coming on time and closer to where I go and more frequent buses.
2	Be on time so I make my connections.
2	Improve shelter and longer hours.
2	Run the 10th St route throughout the day.
2	Ometro.com Bus schedules and routs are always wrong times.
2	The real problem with the Metro's IMAGE. Close down for 9 month, paint the busses, launch an ad campaign, and make riding the bus more cool & viewed as less dangerous.
2	Have frequent transit on weekend.
2	More routes
2	Omaha bus service is lousy. Buses don't connect. Weekend service is terrible. And the drivers are very rude to people. Some don't need to be working with the public. Metro transit is awful.
2	By providing more weekend buses that travels out west.
2	More weekend ride options
2	Run longer on Sunday & Saturday #14 needs to go west everyday. People need Walmart on weekends
2	*As above, later service on Friday and Saturday nights. Like in bigger cities till 2:30 am. For folks that have been drinking to avoid DUI's and accident. *I would like the #22 to run a bit later. *on slower routes + non peak hours, would you save fuel, if you used smaller buses or vans to supplement the bigger ones?
2	A bus out to 132nd, 144th, 156th and Maple (NOT an express bus, but a regular bus). Also a regular circulator out to PayPal, Village Pointe, and other shopping and culture hubs in the expanded city.
2	Bus #1 no longer runs so I need to walk to 60th and Dodge to get downtown- going west is very limited.
2	The number 2 is always late or early on weekday mornings by about 10 mins. The #2 needs more buses in the mornings. I have waited outside in snow/cold for over 45 mins for the 2 before.
2	Buses on time, and friendly drivers, cleaner bus, easy reading schedules, fix broken windows on bus stops if possible.
2	Fine as it as, possibly add more routes for better coverage.

Route	Verbatim Comment (not edited for grammar)
2	Weekends. Nicer drivers. More helpful. Give Harold a rise.
2	Make more routes available on Sat.
2	Add 24 buses.
2	More frequent service. On time buses. Friendlier bus drivers. Cleaner buses.
2	All buses should connect at transfer center and be easy to get from one to the other.
2	Keep the service all the same way through the weekend.
2	The time schedules are not right. In the mid afternoon like around 5 pm always waiting about 0.5 hr, cause it didn't come.
2	Continue what you are doing!
2	1) Get a GPS service to know exactly when the bus will arrive. 2) Digital signs at major stops telling riders how soon the bus will arrive. 3) More affordable monthly/annual passes.
2	End service later on weekdays.
2	Make better connections with other buses.
2	many drivers are very rude, mean, and disrespectful. They seem annoyed at a request for help. Many black drivers are mean to white passengers.
2	i prefer to have a direct route from 1525 N 113th Ct to downtown. Lot of people are driving due to lack of direct route from this Apt coupled(Builtmore Apartments).
2	Make routes farther out west and make routes more frequent via in other cities.
2	Missing transfers points because buses are late or early.
2	More frequent and later service to UNO.
2	Need make bus ride from 16th & Lake. Have to walk to far; leg not [too] good.
2	There are not enough buses on the streets. It takes at least an hour to get anywhere. It takes me 2 hours and you still have to walk & transfer.
2	More convenient bus times.
2	Metro could possibly have a deal with Creighton like the deal with MCC, though I don't know how many students could/would use it.
2	I got passed by 2 downtown on Regency Pkwy. & Regency onramp. Driver looked right at me as he passed. Please reprimand drivers like this.
2	If bus breaks down send replacement.
2	Hire more bus drivers like Joe. He is a great driver, courteous, polite, considerate, professional, and safe. (#2 12:30 PM 10/10/12)
2	Some locations where the bus does not go. It would [be] nice to have service in that area.
2	It is fine.
2	You guys are fine with what you['re] doing already
2	More buses and faster
2	Buy me a car so I'm not dependent on riding a bus HEHE (smiley face)
2	Benches at bus stops
2	Saddle Creek route
2	We need longer bus service on weekends and holidays, on weekends, the buses can stop on or at 10:00 pm. On Sundays, we need longer hours. I work on weekends and cannot get home or get off of work early.
2	Have the buses go towards Sorenson Parkway
2	All day pass \$3.00. Transfer points are dumb. Change Cards.
2	Make
2	No discount for bus pass; have windows that open & open easily; have all bus drivers call out street names; have better shocks for passengers; reprimand bus drivers who are consistently later financially or change schedules to reflect correct times;
2	Further routes or more hours on Sundays - know it's hard when there isn't much ridership some places
2	Some [drivers] hate their lives & it is evident
2	Run the #2 later during Saturday & Sunday nights!!!
2	Customer Service Center tells the wrong times.

Route	Verbatim Comment <i>(not edited for grammar)</i>
2	1) Extend #22 later into evening 2) Service West Omaha, all the way out Dodge St. to Elkhorn.
2	Maintenance needs a maintenance (corrective)
2	The 22 not being late every day
2	You all need to extend bus hours for Route 55. Bus needs to run until 8 pm.
2	Fix bus stop shelters
2	A lot of buses out of service and no backup buses
2	Have more time on weekends Stick to the schedule Longer time for transfers
2	By listening to customer questions on your website
2	Sunday Council Bluffs. Another Yellow at night. Abbot Dr. to Airport all day. #22 is confusing. More info at stops.
2	Sometimes bus drivers are helpful, some are rude when you ask a question. #24 takes forever to come and all the #24 drivers are rude. #2 is on point.
2	More sundays More schedules
2	Online bus tracking
2	Transportation when we need
2	Buses occasionally show up more than five minutes early, making them hard to catch. Bus stops should say which routes come by, and shelter need a lot of fixing, specifically downtown.
2	- Add bus routing #s on bus stop - Add more buses
2	More service on weekends More friendly drivers
2	It is excellent!
2	Respect their schedule and wait for others bus for transfer
2	Come on time.
2	Faster on Saturdays Longer on weekdays Every 15 minutes all buses
2	Stop being terrible!
2	Be on time
2	Seats for tall people like higher than 6'
2	More locations to purchase passes from. Bus service is good downtown, but not purchase stations.
2	Start earlier on weekdays, even if only by 15 minutes.
2	See question 19, otherwise the only other thing is please decommission the 93-9400 series buses.
2	1. Additional routes 2. Sunday, broader availability to go to Church 3. Later end times, particularly #5
2	Buses are on time if running mechanically
2	Coming on time
2	Have a better transfer on Saturday mornings between the #2, #4, and #5
2	N/A
2	Run later on weekends
2	1. Do the buses actually have suspension systems? All the older buses rattle all your body parts and hurt your teeth 2. Do any new buses travel in the South area, we never see anything over 1998 series.
2	Starting earlier on the weekend like Sunday.
2	More bike racks.
2	Bus drivers need to be more friendly, some are very rude very rude to customers, and more helpful
2	Later week and weekend service on main lines i.e. #2
2	Run early on sunday; later on weekends
2	More frequent services
2	A better system map to help plan my route more efficiently. PUBLIC RESTROOMS!
2	Bus drivers are rude & insulting to passengers. Bus did not show up & I got a schedule deviation at work. Bus drive goes past stop.

Route	Verbatim Comment <i>(not edited for grammar)</i>
2	More late night service. I live around 144th St. and commute daily to work. However, if I work any later than I already do (to 4:30) I cannot access a #92 bus to access home and have to walk 7 miles. Also, service to West Omaha on weekends.
2	- Drivers are not always nice - Later route for #8 - Buses not running late
3	Benches rusted at bus stop 42nd St. and Dewey.
3	More Buses.
3	Schedules of bus leaving downtown before arrival of bus. Needs to help people getting to south Omaha better.
3	Most drivers are friendly.
3	Put a bus stop by my house.
3	Have more buses on weekend.
3	2-3 minutes makes a difference miss the next bus, wait 1/2 hour.
3	Raise the bus fare to more buses on the road everyday.
3	Later Time
3	Have buses go out further places like 129th street.
3	2 Should go out further than westroads on Dodge. Transfer to 22 is a pain or add new route.
3	Enforce rules on the bus.
3	Extend service going west. Bus stop removed across the street where I reside. Have to walk 2 blocks to catch a bus. Not Happy!
3	Longer Operation Hours and Weekends
3	Have buses not leave transit center until next bus arrives at main transfer point. Have express that use interstate.
3	The filthy mouthed people on the buses need to be policed. Please hire monitors who do not use foul language. And post rules on all buses.
3	Yes I got to school until 8 pm when I get off the #30 I have to wait an hour and a half to get #3. If we can get one in between then I would appreciate it.
3	Making drivers more educated about all bus routes other than theirs.
3	Happy with current service.
3	Put a bus stop on Franklin and Military Ave..
3	Start running routes like they use to do every 30 minutes intervals.
3	Changing routes due to winter time.
3	Come on time, friendly, cleaning the bus.
3	Come on time, and friendly, clean the bus, put more heat on in the winter, reduce the payment.
3	n/a
3	More weekend service plus later hours through the week.
3	Happening more often and accurate, thanks.
3	Increase Sunday service.
3	More & later service on weekends & more frequent service from N.& S. side to & from west Omaha.
3	The weekend.
3	More frequent service, more routes on weekends and later hours would all be a benefit.
3	Longer Hours, further, distance that you go, heated and cooled bus stops shelters cheaper fare, nicer drivers, closer bus stop sign on the street punctual drivers, more bus benches, etc.
3	Stop doing confusing stuff on the weekends (buses not same) have to catch the 5 to work. Make Benson or North Ames Transit insulated cause winters are cold.
3	More weekend rides.
3	Get more buses running more than 1 hour. It sucks.
3	Cleaner
3	More frequent service on weekdays and weekends mornings!
3	(wrote "West to East" next to "End service later on weekdays" on Question #19)
3	More frequent buses on weekends

Route	Verbatim Comment <i>(not edited for grammar)</i>
3	Better drivers
3	More service and later service on weekends also.
3	Improve on the things they are doing now, be available more often
3	More weekend service
3	Yes because it is easy for to go wherever I want
3	Going good! Wish other driver were as cool and down to earth as them (Bernard-Johnson-Worton-Nate-Reeseey), from BR, Billy-WM Kirtley Jr. Oct. 2012
3	Thank you
3	More frequent buses from Village Point with more stops. I feel the same way about the #98 Northpark.
3	I have had helpful drivers who make riding easy. Some however are rude and act like I'm doing them a favor riding the bus. Weed them out.
3	Having driver with a better attitude bus 26 have ignorant black drivers. We should pay for a all day pass like in Florida. I am always late, bus never on time but the 18.
3	Not be so mean - answer questions with thank attitudes. Call when they are running late so the other buses will know.
3	The buses do not have enough routes, poo customer service, and they do not properly accommodate small babies in car seats!.
3	Being on time and maybe drop off closer to work and pick up closer to my apartment. #3 bus.
3	Have a shuttle from fort Omaha campus to NOTC every 10-15 mins to allow students to arrive on time for transfer.
3	?
3	be more friendly and know the routes if lost.
3	By running later on week ends and coming quickly.
3	Let them do at first point and last point.
3	Keep running.
3	I need a farther route to 136th street from maple 109th which is route 4/14. This would offer less stress on me. Thank you!
3	More routes in the western part of city.
3	Continue to have buses meet up at transit stations.
3	Longer weekend hours.
4	#4 to #22 on Sunday from 5 am to 5 pm
4	Make route run more often.
4	on-time each way
4	Drivers should be trained on friendliness and braking.
4	everything is fine for me, they just don't run as late as some other cities
4	I fine with the way it is. Thanks :)
4	Need bus to go close to Halfway House in Council Bluffs
4	Better sevice in west area of Omaha. Especially north & south direction in west Omaha. More routes with later service weekdays and weekends. (Like in Denver with RTD)
4	it continue
4	Drivers can be more knowledgeable about other routes.
4	later service on weekdays and weekends
4	I work some days til 2 am and have to take a taxi home, paying \$20 per 1-way trip.
4	Number 2 going West is the only bus that is consistently late.
4	routes later at night, make 2 bus go further up dodge
4	\$1.00 for all rides
4	It would be nice if they operated longer. More service & longer service on Sundays. I've had to pass up good jobs because NO SUNDAY SERVICE. Omaha is the most unfriendly city I have ever lived in!!!!
4	Fix up shelters -- add glass back in. Part can be wood. Put route #5 on blue signs. Have transfers available at all blue signs. Have operator answer phone by 3rd ring. 15/55 needs to be divided. Takes too long.

Route	Verbatim Comment <i>(not edited for grammar)</i>
4	Some of your drivers are rude but not this route.
4	Be on time. Meet up with the transfer buses
4	Study what routes are actually used. Twitter bus status or updates.
4	To add all around buses so I don't have to take two.
4	Better on Sunday
4	Schedule AM tie bus comes always different.
4	Increased maintenance on buses; they rattle & clank so loudly.
4	Get me all around Omaha not just Eastern
4	More frequent bus pick ups like in other cities
4	Routes need to reach farther west, within 1 year. I shan't be able to get to synagogue. Many drivers need annual booster courses in/on customer service & common civility.
4	run later on sat/sun, post times at bus stops
4	Saturday service from Benson Transit Center to Benson
4	Bus need to run more. Cold winter is come.
4	more buses more times
4	The 14 route needs to run to midnight so that we can go to the Quest Center. The 14 route needs to run on the weekends so that we can go to the Doctor's Office.
4	Not respect for handcuff
4	Make buses 24 hrs, or at least 12 hours cause I have a way to work using the bus, but no way home cause its late at night--that's a problem
4	Make bike riders pay cash. I'm a bike rider.
4	Add a bus on Hamilton Street, Park n Ride with security
4	Maybe you could stop pretending that Omaha doesn't exist beyond 114th Street and get some buses going out west to the other half of the city
4	Need the #16 to run on weekends & all day during the week.
4	At certain sports a bus should wait just a little longer like near fast food places for people getting off
4	lower prices
4	Keep the #22 bus running as long as the #4 is. Even on weekends.
4	Run every 10 minutes
4	More frequent buses and later services on weekends.
4	More buses scheduled instead of every hour. Maybe by the half hour.
4	More buses
4	More service on weekends
4	Keep on running
4	Doin' just fine!
4	Offer more services on weekends, & more services further out past 130th St. Great job opportunities but some of us can't get there.
4	Put the numbers back on the signs. Back in the Days. Thank you.
4	Don't change your attitude they are friendly and nice. Thank you
4	More ride hours to Bellevue Route.
4	Later bus routes from 70-90 Blocks North to Q St. (above 30th St.) on weekends. Only choices are cabs, bicycles, or walking. Difficult at best in the winter.
4	By providing serving on Saturdays, and Sundays longer.
4	More service on weekends.
4	The bus company needs to make connectivity better.
4	Later service on weekdays, and more routes; like 2 per hour.

Route	Verbatim Comment <i>(not edited for grammar)</i>
4	Making easy access at stop lights going on/off.
4	Get more buses out and about to cut travel time in half. Have #14th bus operating on the weekends. Also when we use transfers let it allow us to get back on the same route going opposite ways or the same way.
4	It's perfect
4	Ooh it apply just on time
4	Sending a text to your phone to let people know the bus is running late
4	We need more buses for each route may be asking too much but will help
4	Scheduling more time between buses that meet up at transit centers. I either have to wait 20 mins for the connecting bus or cut it close by a matter of a minute. Also later run time for the 22.
4	More direct routes
4	Run later on weekends
4	OVERHAUL! BUSES NEED TO MEET UP. Several routes miss by only minutes. Sunday services needed.
4	More and earlier service on weekends more frequent routes - make connections better returning on 4 & 30 - 14 should run weekends - people need to go to grocery store on weekends
4	Being exactly on time, not to[o] early.
4	To have a[n] express bus to West Corp in morning Having [a] bus closer to my house on Pratt St.
4	Start earlier service on weekdays for work and more service on weekends to go to class and my 2nd job.
4	For bus drivers to know info about other buses when there are no schedules.
4	no comment
4	Be able to use your transfer on any bus after pay should have daily passes.
4	I've not had an issue for years. When I did it was appropriately addressed promptly.
4	Provide schedules for other routes on all buses. More weekend service.
4	Buses need to run more on weekends.
4	More benches and bus shelters with benches; more stops, instead of 4-6 blocks. I am handicap.
4	Start running earlier from 91st & F St. area
4	Well if the buses run more on the weekend and if there was a[n] express bus to Iowa Western and if there was more buses that ran during the week would be better.
4	Make sure bus are not to early and wait if early.
4	Give out the right information when you call metro.
4	Make bus schedules into one book.
4	Extend bus #8 route until 10:00pm.
4	Sometime smell like wine.
4	Buses should run until 12 midnight on time and follow schedule and expand service to Omaha past 102nd street.
4	long hour for the that one that end at 6:00 or 5:00 clock.
4	More routes going out west. More routes, better customer service, standard policies for everyone.
4	N/A
5	More covered bus stops.
5	The city of Lincoln has a system online to where you can track your bus and see if it is on time or behind schedule. It would be nice to see a system like the implemented.
5	More north-south routes on Saturdays. More direct routes from Mall to Mall. Have the #5 run N-S during the middle of the day.
5	Most drivers are friendly and helpful! Some seem to rude. having to peace the public.
5	More frequent services are needed up to 10am on weekdays and also please start more services on weekends.
5	Overall, pretty good.
5	Route 14 on Saturdays.
5	Extended hours on the weekend because some people work at night (for example) 11:00 PM to 7:30 AM
5	More buses out west on the weekends.

Route	Verbatim Comment <i>(not edited for grammar)</i>
5	Have buses meet at the NOTC nearer the same time; especially at night and on weekends. 24 Night drivers is very rude.
5	#5 to go up 60 to Gerid
5	Be on time and run more frequently. Especially the numbers 5 and 32 numbers like that.
5	The 16th doesn't run during the day and weekend very in convinient.
5	Better drivers, be on time.
5	Drivers are rude mostly, the caucasian(white people).
5	I can't think of anything that needs improvement. Maybe some bus bench on location for older people can set.
5	More routes closer to home. More benches for older people and disabled. Shorter waits for buses.
5	It would be nice to see the buses run on the weekends like they do on the weekdays. I do not ride on Sundays because buses start too late. and end too early . And I work split shifts 3 days/wk and also work late weekdays. bus schedule is perfect no complaints. P.S. Air conditioners on a few of the buses need a little work.
5	Run later I'm from St. Curtis and are buses run all night.
5	The bus stops to early in the evening, making a 2 hour trip home at night instead of 45 minutes.
5	Route 5 to go to 99th Harrison all day.
5	Well it's going well keep up the goodwork.
5	Buses should come every 15 mins every day.
5	It is fine the way. It is now.
5	By adding more times on the weekend and servicing later times during the week and weekend, especially when going out west.
5	Transfer buses connect.
5	More weekends earlier + later + more frequent. Bus service on holidays.
5	The drivers need to take customs service classes. Have the buses wait for all the buses at the transit center. Because, they are arriving and the bus you need to transfer takes off and the driver gets mad or says the radio doesn't work so he/she can't have the driver wait. Run on/ to longs.
5	24 hours of service
5	Add bus for 16th St. where if you work on down by Eppley Airfield need to run- least every hour.
5	Drivers need to communicate with other drivers when running late especially.
5	Better transit centers for the winter time.
5	I don't think now the Metro can address the issue. I have with other patrons, some are obnoxious and rude with their conversations.
5	More service on the weekends and try timing the buses better so you don't have to wait so long.
5	More service, more frequently.
5	One day pass.
5	Cheaper bus
5	#5 it would be great to have on Sundays.
5	Improve customer service skills with drivers. Be more helpful with passengers.
5	It is good how it is. I don't need any changes. Staff comment on Q2 and Q6: round trip.
5	They should put trash cans on the bus stop corners, so people stop littering while waiting on benches.
5	The drivers are very very rude all the time on all the buses everyday all day. Better drivers, better attitude.
5	Less passengers.
5	Have the 5 and 14 run longer.
5	Get like a light rail train that be convenient.
5	I think if 14 run on Saturday and Sunday, you will more services, for the people who lived in the community.
5	Make service connections more easier to meet at transit centers. Make bus schedules more easier to read.
5	En 2 Anus q' tengo Bizjando, me toco, Un chofer muy Grosero c/ toda la gente y Una chofe en stado de Ebriedad mucho Despues q/me Subi la mike y yo tenizo miedo.
5	Make route that go further and the ones that already go far make them run later for people who work later.

Route	Verbatim Comment <i>(not edited for grammar)</i>
5	Extending service at night & supplying more services on the weekends
5	I don't know. Keep the #5 running on Sunday
5	Extend services on route 5 More service on weekends
5	Easier schedules and transfers. Transfers based on time not trips.
5	I appreciate the job that drivers do, but nine times out of ten, the driver is far from friendly. The ones that have been kind I've called Metro to praise, since it's such a rarity. A friendly driver makes all the difference.
5	More seating
5	Keep doing what they doing
5	It's okay
5	Improve Routes and times running Routes
5	They should run longer on weekend b/c I feel that's when more people would ride the bus. Should get all day passes!! Shouldn't have to spend 1.25 or 1.50 every time you get on the bus.
5	24 hour buses
5	if they would pick me up at 8502 Mormon Bridge Rd. instead of walking to 5b and 5oo dence
5	Keep doing what they are doing
5	More time, buses need to run always it safe, it will help the State with paying 60.00 hours tor taxes, stress will be most more easy to know the bus is coming on time and friendly
5	More buses, more later hours
5	More bus [on] weekend[s]
5	To make schedule more readable to the citizens of Omaha
5	More frequent on weekends. Phone outlets. Night/later buses.
5	24/7 I get off at 10 pm out on 108th and Q no bus available.
5	Route run later
5	Need buses to come more
5	So far, so good! Keep up the good work! (smiley face)
5	I wish there was a bus that runs up F St. all day so people like me can make it to work especially in the winter time it would make it easier.
5	Friendlier and more informed drivers on the different routes and times.
5	The #5 schould run to 94th & F in the morning. Cost me \$50/week to get ride to work. This would save me about \$45/week.
5	Have nothing. The driver are very friendly. Service is great.
5	I'm content (smiley face)
5	When I lived in Lincoln and rode the bus, they had a system on their website to where you could track your bus. This way you could see where your bus was. I would love to see Metro do this. I recommend someone looking at their website.
5	Later buses in W. Omaha Later bus everywhere
5	More consistent and later buses on weekends
5	More routes out west further and more buses on Sat. and Sun. Longer times on Sunday
5	Later nights coming from closer bus stops
5	Make schedules larger Buses late in the winter
5	More service on the weekends & better connections on the weekends.
5	Bus lines should stay open later.
5	There needs to be more bus times at night because I go to Westside High School. When I participate a plays, I don't have a ride home because the later number 5 towards N. 90th is 6:00. We need more # 5 bus every hour after 3pm. Also, more morning #5.
5	Fine Curt Simon customer service is extremely poor. You will be hang up on if you have a zompoint, they will be rude to you.
5	Sometime not friendly.
5	Some of these drivers need to be more polite, you have got some awesome drivers like the one today. And have more buses running on the weekend. Otherwise, it is all good.
5	Later times for workers working late.

Route	Verbatim Comment <i>(not edited for grammar)</i>
5	All 14 buses should meet with all the other buses at Benson Transit Center.
5	Make more service available BNWR ends.
5	More transit information
5	Be on time and not take the long ways
5	It's not very convenient...you should run on a grid. Run 1 bus all major streets (#2) bus - Dodge (#4) Maple Street (#5) - 72nd Street (#3) - 13th Street etc. etc. or at least have them connect. For example, 15 bus going east gets to Beesen Mercy after every bus has just left.
5	A lot of the drivers are rude & insulting especially if you ask questions about a route. One bus driver continuously goes past my stop, even though I ring the bell on time.
5	Have an enclosed area at the Westroads. Lot of transfers and waiting and weather can make it dangerous.
5	Please provide more service on weekends.
5	Bring back Legacy bus schedule system to website
5	Make transfer meet up at the right times, some people have to wait 25 minutes because the [bus] leaves 5 minutes earlier. More buses more often.
5	More buses should come so people don't have to wait an hour for another at transit center
5	Safer transit centers. I also wish the transit centers were cleaned more often. Also some more routes out to Papillion & Ralston would be wonderful.
5	It would be helpful to have numbers on the bus stop so you can see what buses stop there.
7	Some drivers need more training they are rude to the passengers. At Metro Tech Transit buses do not meet each other, metro need room for improvement.
7	More trips to 25th Chaupler.
7	Cheaper fares.
7	more frequent weeknight service.
7	#2 route @ Westroads needs to be more punctual. The bus is late on too many occasions.
7	The driver of some buses are really nice, however, over my 15+ years of bus service, I feel like drivers treat us like ****. Taking Money.
7	N/A.
7	Add more bus from downtown to 144 west center Rd.
7	Drop the bus fee down some
7	no commit
7	Better service on the weekend.
7	More frequent time on certain buses that run every hour. Could run every half hour.
7	I have not riding bus, long enough to answer
7	Since the surveys have started, I have noticed that those with negative customer sec skills have kept their negative disrespectful comments to themselves.
7	more service on weekends and more routes in west omaha
7	Later routes, more routes farther out west.
7	Need the 7 and 13.
7	need bus service 90th St. & L St.
7	Get me through College.
7	Arrive on time. Better customer service on the bus.
7	I think it is fine as it is.
7	No comment LoL.
7	Buses need to be available till 11pm for people that work, buses need to not be 10 minutes late because transfers expire.
7	It would be very helpful if bus services ended later on the weekdays because the economy is tough so we have to schedule overtime to work more to make ends meet it would be helpful if we had guaranteed rides home.
7	Nothing right now but if any time came to me I call you guys the office.
7	Stop the attitudes, be more friendly. Wait on people.

Route	Verbatim Comment <i>(not edited for grammar)</i>
7	Have bus run more often. When I get off work I get downtown at 6pm and have to stand for an hour and 15 min that not right for trying to get home.
7	Weekends, I take the #32 and it runs every 2 hours. That sucks plus it shuts down before 6:00 pm Saturday and Sunday. I would like to see you bring back the #40.
7	Buses should be on time.
7	The wait is too long, waiting for the next bus when you have missed it, I think the time frame between buses should be 15 to 20 mins apart.
7	Well I wish the number 55 run later than 7:00 cause I get off late some times.
7	More frequent service.
7	Later buses everyday.
7	Some of the new bus drivers are not nice when you ask them something.
7	Prompt & frequent service. Thank you
7	Quel el servicio del 13 el Domingo tambien llegue al moll de 72 Donge
7	Make more buses run frequently and more access to buses more route to be made
7	Have bus drivers be nice. Take a bike instead of riding buses because buses are mean.
7	More direct routes out west. Punish the drivers that swear when customers are watching giving it to other drivers on the route. This is definitely road rage. Award drivers that are courteous.
7	1) Run service later on weekdays 2) Discipline drivers who have nasty attitude when passengers request info from them. 3) Put schedules at stops
7	Make transferring last longer for certain trips
7	Being more sanitary and punctual
7	Make more bus routes further west
7	More frequent service, more bike racks (several times have been late to work because 2 bikes were already on bike rack). More routes out west. Been riding bus over 10 years, awesome we have bike racks at all now!
7	Good for me.
7	Better customer service.
7	That the bus service should go longer on the weekends than they do.
7	Make sure drivers understand basic social skills - respect, courtesy.
7	Better runs on weekends, easier access to certain buses.
7	Bus driver need to respect people in stead of being mean.
7	Helpful and respect.
7	Buses need to be on time children should ride for free with parent.
7	Make #11 stop at Midtown crossroad.
7	Have more buses that go to Millard.
7	No comment.
7	to have service on holidays (people do still have to work)
7	Provide more buses out west for better job opportunities.
7	Bus run every 15 mins instead of 30 mins.
7	Have more buses on weekends, and bus drivers should little more friendly, Dan who rides #18 during the week is great, so is Charles & another short black, can't remember his name, he rides #18 too.
7	Have food.
7	Bus come every 20 minutes
7	to add 24 hours buses
7	May God Bless Metro
7	Bus driver shouldn't drive off when a parent is holding their child and walking to their seat; could fall.
7	?
7	Transit service is fine from my home to where I need to go.

Route	Verbatim Comment <i>(not edited for grammar)</i>
7	Later hours on the weekends / more frequent buses on the weekends
7	I don't have a PC or cell phone. It is hard to find schedule and most buses don't have schedule. Most bus drivers are friendly; there [are] some who are rude and unhelpful. Thank you for this Survey.
7	If the bus ran later on weekends.
7	When bus breaks down make sure another bus comes right away to replace it.
7	Lower fares for low income. Its \$8.00 for 3 day pass in Lincoln. Bus service in Council Bluff on Sunday. Discipline the bad drives, those are all of them.
7	Get routes into Bellevue.
7	easier to read the schedules
7	Fine.
7	Customer service lady was rude and sometimes unhelpful. Bus shelters in South Omaha.
7	I like it just the way it is.
7	I am an LA native, their system make major improvement.
7	with friendly drivers.
7	pretty good bus route.
7	more covered shelter all over
7	Make drivers be professional!!!
7	More seatbelts for children, earlier bus routes (#7). Last but not least, frequent bus instead of every 30 min., every 15 mins.
7	ya'll [good] fo[r] me
7	be on time more and more route information
7	N/A
7	Later transfer buses. The 5 end earlier than when I get done with work at The Omaha Country Club. Later buses on weekday & weekends.
7	Nice bus drivers, trash cans, more space
7	Have more out in Millard past 144th
7	Lower prices on bus passes
7	A.M. Drivers should be more prompt.
7	Buses need to start early on weekends like they do during the week. Add more routes - 16th & Maple
7	It's good now!
7	It's good to me.
7	It's good.
7	We need to be able to get out were the Jobs are out past 180th more than 2 times a day.
7	Run on night.
7	More services on weekend and Labor's day.
7	If instead of passing every 30 minutes pass every 15 meters would be great.
7	Make a book with all the Buses route on it.
7	Add another 9 so that they come every 30 minutes, instead of one an hour. Also, why the huge gap between 7:00-8:45 on #7 in south O?
7	Transit into south Omaha. I have to walk over a mile to catch any bus.
7	Be on time all the time
7	Be on time
7	Be available longer on sundays
7	When a bus breaks down they should have another bus ready. People shouldn't have to wait or be late for work or school because of a bus breaking down.
7	Make buses more compatible to transfer from one to another. If one bus asks another to wait at least have the other bus give a response.

Route	Verbatim Comment <i>(not edited for grammar)</i>
7	More service on weekends
7	Y'all can get new bus drivers that are on time and nicer.
7	Cleaner bus stops
7	Driver can be more curious to people riding or getting on; a pleasant "Hello" doesn't hurt anyone
7	Run all 24/7 for everyone Stop letting drunks ride!
7	Buses are way to[o] slow
7	waiting
7	All the drivers need to be polite to everyone. Be willing to help people.
7	On the weekends/weekdays I think the bus company should be 24 hrs for people who work late shifts til 2 AM.
7	#7 Northbound route to Downtown needs to start (by 24th & M St.) earlier than 7 AM.
7	Earlier AM routes before the 55 that I use. I need to be there at 6:00 AM some mornings.
8	I think that the customer service could be a little better in telling the times of the buses.
8	Start service for certain routes earlier on Saturdays(i.e. #13, and make this route especially more frequent), add more non-express routes that go out west(ex. another more frequent route that goes to village Pointe, as I've never been there, and would like it someday).
8	Take out area were you transfer place.
8	Better service on weekends & earlier service on weekends.
8	More routes on weekends.
8	They need to get staff together at N.T.C.
8	Make transfer easier
8	Have buses come every 15 instead of 30 minutes and lower bus fare
8	It would be nice if they would run 24-7 days a week.
8	People skills, on-time. Don't pass or make the elderly and make people run to the bus stop just to keep going before they get there.
8	PEOPLE SKILLS.
8	An express bus to either west roads or walmart on 99th street on weekend.
8	More buses. Less complicated schedule. Bus benches.24 hour service.
8	Run more in Bellevue.
8	More service on weekends and more often and later.
8	The drivers are not costumer friendly most of them are rude and nasty. They are suppose to be at least nice.
8	By being on time and running later.
8	Go to places out most for jobs day and night.
8	Some bus drivers are nice. Then you have others that are not. Just today bus #22 at 4:10 was late leaving westroads (just reading) made me late to transfer to the normal 8 I would connect with at 5:06. Thank you!
8	Run later on weekends. Offer bus services that travel out further north/northwest.
8	By running later on weekends, and more and more routes during days, weekends.
8	Bigger bus
8	Be on time
9	Cannot work 3-11pm because I cant get home. I had to change to the midnight shift to get a bus both ways.
9	More nice bus drivers, Larry on 18 is so rude.
9	You cant make it better for me you already did.
9	1021 needs a attitude improvement.
9	Being able to use a transfer ANYTIME!!! Not too many rules, not being able to use the same transfer on the same bus twice. Crazy!
9	On times and more hours on weekdays and weekend too except Holiday.
9	Drivers with better attitudes
9	I have them start 5am on weekends other 2 people work on weekends also.

Route	Verbatim Comment <i>(not edited for grammar)</i>
9	By making transferring, connection much easier.
9	Weekly passes.
9	Better customer service and be on time.
9	By the bus running mechanic updates.
9	Increase bus time in evening. I have a child at day care.
9	The buses need to run more frequently every hour is a headache when you trying to get somewhere that's so wrong.
9	In afternoons, buses sometimes don't show up. This happens once a week. This is troublesome when you can only take one bus.
9	on time, more transfer stops, identify route numbers at each stop, 15/55 is too long, more express times, transfer ticket can be used multiple times, faster response from customer service help line (10-20 min wait time).
9	Longer evening service.
9	Make sure the buses are prepared for the weather conditions (warmed up inside in winter). More bus stop shelters and seats.
9	Add more services on Sundays.
9	The transferring and bus scheduling in the evening after 6 is terrible. I get off work at 8:30 and have to wait until 9:40 for the next bus. If the 4 is late, I will miss the last transferring 30.
9	No coffee, more service.
9	Have buses come on time.
9	Buses on time.
9	More than one on bus 9 every 1/2 hour.
9	Drivers friendly.
9	Include seat belts for children.
9	High Steps.
9	Comment on "drivers are helpful and friendly", most are buses at west. Friendly. Not the driver on this bus.
9	Having a place to seat. Just because people are sleeping on, they got bench.
9	Long wait time! 1/2 hour. (15 min is too long) No bench for handicap.
9	I work until 8:30 pm, I have no way of getting home, I have to pay some co-worker \$5 to take me home in the evening.
9	In Las Vegas, they have a book they sell that shows all routes. I would gladly pay for a book like that.
9	Wish 98 had one more later time on weekdays going downtown.
9	Need to run buses later, especially #22, also need to extend service west from 108th & Maple out to 144th & maple (eagle run) and west on Dodge to 155th St.
9	Make transfers available, any bus top I can make better routes than provided.
9	Improve customer service, stop for people at every bus stop. Maintain standards of safety.
9	Later service weekdays & weekends and a few more bus routes.
9	Thank you! Hoop it up!
9	I think it is good the way it is.
9	Have the 14 run longer at night. I have to walk to 72nd St. & Maple St. to catch the 4 or transfer from the 18.
9	More weekend service, more buses to industrial areas in Town.
9	Needs west Omaha routes.
9	More service later on weekdays/more often more on weekends!
9	Later service on all days. Information on next bus at bus stops more frequent buses on all day.
9	Extend bus hours(all)
9	Bus need to meet at Transit at same time.
9	Fare for little kids should be cheaper. Babies are safer in their chairs.
9	They need to extend route farther out.
9	better service on weekends
9	Make it to where we can gen an All Day Unlimited pass for like 5 or so Dollars from fare box like Metro in Nashville, TN.

Route	Verbatim Comment (not edited for grammar)
9	Better service on weekends More stops/boarding places for #26 Less waiting time during the week
9	Previous route taken away(40 route)
9	More frequent route 9 trips every 30 mins not hour.
9	Wait longer at transfer points.
9	Tell drivers if they can't be nice then they shouldn't drive the bus.
9	Have service on Blue and Yellow Lines 7 days/ week, plus add service as described in answer to Question 19.
9	Bus be on time, schedule says a change may out schedules. Bus shelters, no standing in rain.
9	More bus every 15 to 30 minutes. Long wait.
9	Have more info. on route changes and delays at bus stops.
9	I live on 24th Evans, the bus stop is a ill with whole drugs, and the people can don't let you use the bus stop for waiting for the bus.
9	They need seat belts.
9	More seat for safety of children under 3; Allow stroller in wheelchair seat.
9	Weekends and holidays service.
9	Faster service, don't go running off leaving old people.
9	40 bus route cancelled have to walk 8 to 10 blocks. Update ticket sell location for elderly.
9	Transfer services.
9	ROUTE 10 CAUSE PROBLEM BEING TAKEN AWAY. 13 & WILLIAMS BENCH REMOVED NOT REPLACED PEOPLE WITH DISABILITIES.
9	FRIENDLIER DRIVERS AND MORE SHELTERS AT STOPS.
9	IT'S PRETTY FINE AS IT IS.
11	N/A Happy
11	Maske the schedules better, It seems like the times are set up to miss connections.
11	Good as it gets. Where's that E-W to N-S electric bus system once talked about?
11	It's great already.
11	More buses in certain route and more frequent services.
11	The bus #2 is usually late to be connected with other bus. I used to take 2 and 7, but 3 mostly missed up the #7 on downtown. Wanna bus drivers to avoid going to stop to buy something during the trip.
11	Let bus #32 pass 50th & Grover.
11	Open up Bellevue service
11	Run later weekdays, more on weekends
11	Weekends, more buses!
11	Have more stops
11	Bus is necessary
11	More frequent on nights and weekends
11	More service along Center Street, 15 only comes on the hour, very inconvenient
11	light rail, trolley system
11	more service on weekend
11	Install shelters with seating.
11	I have found majority of the bus drivers to be very helpful but this is my only means of transportation but the bus driver on Bus 3 South @ 4:41 pm is rude for no reason
11	North Omaha Stacion very dirty and much smoke
11	The number 9 bus to run more, every 30 minutes from 16th & Farnam
11	Route 11 doesn't provide service back home (76th & Pacific) after 6 pm weekdays. I arrive late from UNMC & walk all way from Walmart to home
11	Driver attitudes suck

Route	Verbatim Comment <i>(not edited for grammar)</i>
11	1. Drivers are often late or early, rude, and unhelpful 2. Even for the cost of one single booklet let with all schedules 3. Mark stops with bus route (11, 2, etc)
11	Get to go far out and have all buses 24 hour
11	Need a 24 hour bus to have option for jobs
11	longer weekend service and nicer drivers
11	CLEAN up bus
11	More service on weekends and later in the evening
11	Open on holidays
11	Better communication between buses and phone people. Where buses die or running late, we only get wrong messages from them when we call in
11	Courteous drivers aim for customer satisfaction, not their own satisfaction
11	by putting more buses in Bellevue
11	drivers won't pickup if not precisely on corner
11	More buses on weekends
11	Make building in warming stations for the winter and more cooling in the summer.
11	Be on time and more friendlier drivers
11	Being more helpful
11	1. Almost answered "later service on weekdays" (on question 19). Both need to be addressed. 2. Too early is as bad as too late. Slow down the speed demons!! Speed up slugs. - Love the newer buses. More please! * Biggest need! 1/2 the city has no bus service. More routes!
11	St. Joe Villa Bus 10th & Martha
11	Also make new routes west on Maple 132-156 Streets
11	Some drivers are great, but some have an attitude, like I am a burden.
13	VERY FEW OF YOUR BUSES LINK UP AT TRANSFER POINTS... OMAHA IS BUILT ON A GRID, MAYBE YOUR BUSES SHOULD RUN ON A GRID... IT SEEMS AS THOUGH YOUR RIDERS ARE OF A LOWER SOCIO-ECONOMIC RUNS SO YOUR SERVICE IS NOT CONVIENT AT ALL, BUT NECESSARY.
13	Have Sunday service on holidays.
13	More efficient routes on the weekends.
13	John is an Excellent driver 13-18.
13	PART TIME NIGHT WORK. LATER RUNS WOULD KEEP ME FROM SPENDING MONEY ON TAXI.
13	ON TIME- I'VE MISSED BUS B/C IT WAS EARLY!! LATER WEEKEND SERVICE.
13	MORE DIRECT ROUTES OR EXPRESS ROUTES.
13	I felt like bus service in Omaha are really bad, because they aren't here early enough and bus service should run late.
13	Make sure oldest buses' route indicators are readable
13	Buses to La Vista/Paillion
13	No way they can the service is w/ me right now.
13	When checking schedules and times online make it clear AM or PM times
13	More buses around
13	Their doing fine some male drivers need to be a little more nicer and friendly.
13	Just keep doing it.
13	I don't know.
13	Get to the bus stop on time.
13	Some drivers are kinder than others.
13	Need to restore service to Council Bluffs on Sundays.
13	Wifi on buses.
13	Wish there were more buses go to Bellevue. Been applying for jobs in Bellevue but no transportation.

Route	Verbatim Comment <i>(not edited for grammar)</i>
13	Ride more on weekend.
13	Increase bus frequency please increase bus frequency on weekends.
13	1) Make ALL buses connect at transit centers. 2) Buses that park at the ends of transit centers allow passengers to get off at the opposite end of transit center & also at their parking space. I've missed connection because I tried to catch bus on opposite end to my drop off spot. (from question 4) I caught a #13 to Bergen Mercy. Since there's no #1 bus, I caught a #13 back to Dodge. Caught #2 on Dodge to get to 49th St. Then walked to Underwood. (from question 19) More information on side of buses.
13	More routes in west Omaha, i.e. Davenport St 114th, inter Village Point Route
13	24 hour service in all areas.
13	be on-time, drivers should be friendlier, buses should run longer on Sundays
13	Have bus run early on Saturday/Sunday
13	SHOW LOCATIONS OF BUS STOPS ON YOUR MAPS.
13	You can't
13	Have longer services on weekends
13	Be on time.
13	Make the #55 run every 1/2 hour
13	I have no complaints
13	Bus drivers attitude are very rude
13	More service on weekends for work
13	Improve attitude of some drivers.
13	I have to ride to work early on weekends before the buses are running. No.2 is usually late or early makes it hard to get to school.
13	I think you guys do a good job. thanks :-)
13	More on time. 75% of drivers need to be more polite.
13	Buses need to arrive and depart at schedule time at all stops. They always arrive early and we seem to miss it a lot.
13	Earlier, later and more frequent. Bus services on the weekends.
13	I really like the bus drivers. I get hope to get more like them.
13	Be on time.
13	Not make bus time and transit center so close, miss buses if one is running a little late.
13	More buses on weekends.
13	N/A
13	Buses running on weekends later and on holidays. I work on holidays and have to pay for rides. Buses need run longer not just till 6 pm or 7 pm.
13	Stop charging RCFEs. (Residential Care Facilities for the Elderly)
13	Put more seat at the bus stop.
13	We need a 24hr service . It can run at least every 2 hr but it is needed.
13	More direct service and faster service.
13	I use bus 55. By the time I get downtown and wait for 14 my transfer expire[s], causing me to pay addition[al] \$1.25. That's not fair.
13	BETTER WEEKEND SERVICES.
13	Thanks
13	More routes out West
13	Buses going to Elkhorn and Council Bluffs
13	Respect the time, waiting time is very long, above all the transfers.
13	Buses should come on time to avoid people wait. Metro must have multiple transit service.
13	Follow all your ideas and build off from them.
13	They [need] more buses and also weekdays more hours
13	Run #13 bus service on Sunday from 72nd & Cass to 16th & Douglas

Route	Verbatim Comment <i>(not edited for grammar)</i>
13	Sometimes drivers have attitude problems and then they can care less if you make your other bus or not.
13	Extending into areas further West. And longer hours on Sun. 1/2 hours service on Sat. Once an hour on major routes very very IN CONVENIENT.
13	Don't come too early before catching bus
13	Correct transfer stopovers #1, we need our transfer time
13	Enforce the rules for the bus.
13	More bus stops in La Vista and Ralston.
13	Run bus more on Sundays. Run bus to 144 West Center Rd. Run bus from downtown to 144 West Center Rd.
13	Bus drivers need to practice patience and to be more helpful and friendly. Some seem to be hateful.
13	Just keep doing what they are doing. There are no wrong doing, just their jobs. And want to say thank you.
13	If they gave out metro IDs.
13	On weekends #5 go in to Immanuel in the morning time, goin back and forth to work.
13	It would be better for me if the bus did not come 20 mins earlier than the scheduled time or arrive 30 mins late. And it would help if they were not rude and talk to you any kind of way. Bus driver 13 crossroads was very rude to my party and snatched a transfer from my boyfriend.
13	Every bus needs to come by every 15 min.
13	To go to Bellevue more by downtown Bellevue.
13	Well it would be nice for buses to be available on weekends and later at night for those who have to work.
13	They could have day passes for traveling all day and need to transfer. Also explain that people need to have a transfer when buses switch to another # but may require new fare.
13	Run on the weekends like they do during the week.
13	More bus coverage in west Omaha, more coverage at later hours.
13	better fare.
13	Schedule bus route 14 longer for the people that work late and get Friendly bus Drivers.
13	I stay in Bellevue. I wish there was a bus that comes out there so I don't have to walk to school and back home at night.
13	Make buses go out west to Elkhorn.
13	Friendly bus drivers.
13	The number 14 route need[s] to run later. Run more on weekends.
13	Start and service more frequently.
13	Que los Domingo el bus base por la 72 y Grover. Por que tengo que pagar taxi para llegar a mi trabajo entro a las 8:00 deta usa ana.
13	Start the #98 downtown so I only have to ride a bus to get downtown or make the time leaving a little later to coincide with the first #13 bus going to Crossroads.
13	More weekend service
13	Cleaner bus stops
13	Run on some holidays, to a certain time
13	More stop on 108th & Emmet one block north. Sliding fee passes based on income
13	We need a bus going to 120th & Pacific. Very much needed!
13	More buses on weekend and longer on Sundays
14	For me they do a good job I probably had a problem with one or two drivers other than that I have had a great time with METRO.
14	Longer bus services, shorter wait time for transfers, have sanitation wipe[s] available.
14	More route from school . Mark route with number so I know where to wait.
14	Allowing people to use transfer's other than at the transfer point's. Sometimes people can't walk or more fast enough to get the next bus.
14	More buses on the routes that are only seeing buses every hour.
14	Have time later than 8:00 leaving to downtown for 93 amd 14.
14	Buses shall come on time and they should run on weekends a lot more

Route	Verbatim Comment <i>(not edited for grammar)</i>
14	Some of driver[s] are friend[er] then other[s] and helpful
14	Post route maps & schedule information in public places.
14	Add a stop at 51st & Lake near the barber shop.
14	- Destination service on Weekends (i.e. Benson to Midtown Crossing) on weekends with later service. - Wifi: digital displays for next service - On street transit maps (at stops)
14	More bus routes to West Omaha & Elkhorn
14	Bus that goes to Kaplan on Saturday
14	Later service weekends, routes sunday.
14	When drivers see another bus coming they should see if someone wants to transfer or they know u catch the bus but u were 3 seconds from your stop and they keep going.
14	Doing a fine job - no major complaints. Maybe some signage to deter solicitors at bus stops/ transfer stations.
14	Extend time being handicapped. I usually just miss the connecting bus.
14	The price need to go down anyway for me is good I like taking the bus. It's safe.
14	It's ok now
14	More weekend service
14	By having more services on the weekend for those who work.
14	Just keep running
14	I frequently wait for buses late at light that don't come as frequently as the bus schedule says they should.
14	Coordinate better time schedule between the 3 bus and 4, 14 bus. There is always a long wait one way or the other.
14	Communication.
14	More on the weekends.
14	Basically alright the way it is.
14	Extends service longer hours.
14	Put bus # of all route signs so that passengers know which bus goes what directions.
14	More availability on weekend. 15min wait per drop off for next bus.
14	Run the #14 later at night.
14	As a growing Metropolitan area, the bus system and schedules should expand to meet the city's growing population and area, if the staff is willing and able.
14	Need Sat. service bus #14.
14	Later end time during the week.
14	Have more availability on weekends.
14	The same service areas on weekdays should be covered on weekends.
14	I would say Metro Rocks or is the way to go. And Metro has my support.
14	They need to start 5 AM weekend bus and we have to be at work 6 AM.
14	By helping people get where they are going.
14	By helping people get where going.
14	By helping people get where they going.
14	It is already better service.
14	You can make transit service better for me, have buses run longer out west, and have the bus run on the weekend out west too.
14	Extend service on weekdays, and more importantly, SUNDAYS. Add all day service to central Dundee (50th + Underwood). Paying with cash is easy, please extend service instead of updating fare machines. Service all day to one Pacific Place, Village Pointe, 114th + Dodge Business District, Airport!
14	All of 19, have buses been more frequently. have the buses get to the transfer points 15 min or less before the next bus coming, have direct service to doors of hospitals, give drivers X so they don't have to stop on my way home. Instead of having 2 buses the same general direction 5 min apart(30 + 35) and then Having to wait 30 min or more for the late ones, have each bus 15 min apart. In winter drivers have no coats out heat turned way up on short trips and don't have enough time to take every thing off and put it back on before I have to get out in the cold and walk again.

Route	Verbatim Comment <i>(not edited for grammar)</i>
14	You guys are doing great. I wouldn't mind a fare reduction, ahaha.
14	Free rides here and there
14	#14 need to run later and on Sunday
14	Have bus run more often on weekends.
14	You need to stop changing routes - and let the drivers [know] [they're] not police
14	Closer drop off.
14	End service later on weekdays in Northwest to West Omaha.
14	I get out of class at 10 pm, and the farthest I can go on the bus is 44th & Dodge St., even though I live near 108th St. & Maple St. If the #2 bus ran just once more time, I'd be able to go all the way home.
14	Just stay on schedule.
14	refer to #19.
14	Better bus fares.
14	Be on time.
14	The #11 is vital for my trips to 78th and Pacific and midtown; could this route be expanded to include them. P.S. Also UNMC.
14	For drivers to want to do their job. Not all are unfriendly. They are great at their jobs.
14	Make it a viable alternative for getting to work by 06:15 on weekends
14	Some routes only run once an hour. (#15 & #13 are limited to Center & L St.) Connection times are far apart Some 20-30 min.
14	Take one bus to work when it is really cold out.
14	Make cheaper.
14	Extend bus hours and more service on weekends!
14	Everything is fine with me, just make sure the buses are on time.
14	I think that Metro should service longer on weekdays and weekends. I know folks like me need reliable transportation 24 Hrs!
14	By being on time and getting us where we are going faster.
14	Run later.
14	Lower bus pass prices
14	More bus times to Belleville than normal
14	On time service and run routes later and on weekends.
14	Come our west on the weekends more and later nigh on the weekdays.
14	I have been treated good other than 2 times. Bus driver was having a rough day. Being a bus driver is not an easy thing to do. I give them lots of credit for what they do and put up with.
14	18 bus later in evening from downtown.
14	1. Get better and longer services for the northend to get to the area that has the jobs. 2. Buses that run later to get to the jobs that has different shifts.
14	Never leave transit center before all buses have arrived.
14	Stay incorporated.
14	Extended weekend/evening service to downtown nodes (i.e. Midtown) -GPS data on map - ticket + kiosks for multiride persons
14	(1) Metro can start earlier, (2) have more frequent buses, (3) be on time.
14	Be on time.
14	To be on time.
14	At 52nd & Radial Hwy, westroad #4/14 buses sometimes stop one stop after they should in order to get through the intersection. Please use the stop at the northeast corner when properly signaled/ requested by passengers.
15	Covered bus stops on 42nd Street at UNMC.
15	Drivers that are not so angry/mad. Customer friendly drivers.
15	In the past I have stopped riding because of missed buses. I have to get to work, I can be late.
15	It's OK know problems.

Route	Verbatim Comment <i>(not edited for grammar)</i>
15	Making bus times longer on Sundays. Many people work Sundays and make the bus and it makes it difficult to get to work.
15	By going from once an hour to perhaps every half hour. Especially after 6 pm, Mon-Fri and on the weekends (Instead of 1 1/2 hours).
15	If they ran both earlier and later.
15	More time during weekday
15	I also work at Westroads Mall. There are times where I have to take a bus that gets me there 1/2 hour to 45 min. earlier than I need to be because the bus runs anywhere between 5-15 min. late. More accountability for the drivers to stay on time would be very helpful.
15	I have only been riding a short time, but a good experience thus far! (wrote VA Bus Pass for question #18)
15	Put a map at the main bus stops with all routes.
15	Run the #34 to Industrial Park more than twice a day
15	More times on weekends
15	More services on weekends.
15	See boxes above as a waitress. I like my needs met, or will try to act as I try to meet others needs related to work.
15	By coming on time in the winter with heat and serving longer on weekend, call centers in to be opened later as well.
15	More frequent schedules and later schedule to way west.
15	Bring back late. 144 and Center South either on 132 or 144th to Q street and east on Q, the old 55 route.
15	1 - I frequently miss buses that running about 10 min early - that really shouldn't be. 2 - There are things I don't do because the bus doesn't go there. 3 - The buses run too infrequently. 4 - Some bus drivers are very helpful and friendly. Some are rude, careless and stupid.
15	I'd like an express bus option after 8 on weekdays. Plenty of parents could take advantage of this after dropping kids at school. The 96 runs just 20min apart(2 runs) now which doesn't make sense to me.
15	Better schedules Easy schedules
15	Better weekend service
15	I need a 30 day unlimited to be cheaper. I am a single man limited income and at a shelter \$55 is tough to come by other towns have them a lot cheaper. The 16 doesn't run enough for me to work and get back to my kids.
15	Few of the bus drivers are friendly most rude. They pass you by weekend buses are often 10 minutes early so you miss the bus.10/7 bus #1006 drive so fast slamming breaks-miss my stop. Fke is a friendly bus driver.
15	Later times on weekends
15	Better organized websight on bus routes
15	Run 13 on the weekend Past 72Q Street and longer during the week
15	Talk to businesses along the route to allow people to park in their parking lots. To add express bus service that goes to Mutual of Omaha.
15	Add a route on 120th from Q to Dodge where I can transfer to any bus on the intersecting streets.
15	Driver Quality varies widely - most are very good. A few are rude. And a few do not keep the schedule - are ahead of schedule and drive too fast. Generally, I have had a very positive experience riding the Metro.
15	Controlling heat when needed and air when needed.
15	Not sure. They are already doing a great job. (The new buses are clean)
15	Put on Sunday service on the 5, 55, [and] 14 lines.
15	It works for me at this time with no problems.
15	Get at Runsi Center for Downtown
15	It's hard to ride on weekends. Sundays are almost impossible.
15	More routes out west from Dodge to Center St. from 60th to 178th.
15	Better attitude for drivers
15	#30 be on time Southbound at transfer center on 30th & Ames to connect with other buses
15	Make routes run every 12 blocks North to South (as far as it currently does) & East to West (same) instead of running most to downtown & out to destination. I would like to be more involved in improving Metro - Jeremy (402) 517-0002
15	Be on specific times I know the bus will arrive.
15	Less trip time/ people have places to be

Route	Verbatim Comment <i>(not edited for grammar)</i>
15	Make it to where Wright Career College gets like what MCC has. More buses to Oakview.
15	Start the Blue & Yellow routes on Sundays and instead of 1 1/2 hours make it 1 hour after 6 PM and on Saturday.
15	Metro needs to indicate buses' numbers on Metro stop boards
15	Keep up the good work
15	Make longer times
15	More frequency of the routes farther out west / southwest.
15	Sunday service for #55 and also later service for #55 weekdays & weekends. Also more direct routes instead of having to transfer or not being able to get there at all [because] there's no service to the location I want to go to.
15	Mat work for the people of the Metro areas so there for the bus drivers should not be rude. Bus shouldn't pulled off there's [an assigned] time. I met different people over the years and [they] said Omaha has the worst bus system for it to cost some I pay \$3.00
15	Later buses on weekend
15	It's fine
15	N/A
15	Later hours. Long weekend hours.
15	Make web site better show transfers
15	Met two drivers who are friendly What is a red card?
15	Need bus to stop at every intersection Need more and longer service on weekends
15	Have more buses on weekends & for them to end later on weekends.
15	Que no sean racistas Los conductores y muchos de ellos en su compania
15	Friendlier
15	Back to 5 cents
15	Adding frequent service on weekdays
15	More frequent service for #15 route on weekdays.
15	Most of the time buses are on time.
15	Metro needs to have buses operate till 1 in the morning. 1 AM last bus is 15 one weekends. They need to have more buses run 1/2 now
15	When one driver call another driver that needs to wait. Where I come from all buses met at the same time. Omaha Metro buses are not very consider[ate] of people['s] schedules.
15	Get all drivers on the same page.
15	I would like to use MOBY when my ride to the bus stop is out of town. This is backwards -- should be home to work and back.
15	Keep up the surveys, offer an online survey with the http address on the passes/transfers themselves
15	More routes run later.
15	More buses for college students too. Crowded in the morning.
15	There should be a little box bellow the bus cabin where pet owner can put their pet e.g. cat or dog. The bus drivers are very unfriendly and mean sometimes also if accident happen on a particular routine instead of the bus drivers to look for shortest possible distance like a detour they usually take a long route. This waste time most time.
15	15 minute apart clean up the bus. Bus driver be nice.
15	More seats. Closer bus stops with shelter transits.
15	The buses need to run later in the days and all of them should end at the same time.
15	Driver needs to have breakfast for me at 5.:15 in the morning.
15	I've have had a driver flip me of while at work, a driver says can't call ahead to hold bus made me late.
15	Late buses.
15	No complaints.
15	Mat should enforce the rules more. The bus drivers need to enforce the no profanity rules. People get on the bus and use foul language and they are not supposed to. It's very disrespectful to the other passengers.
15	Some buses run every hour I think they should run every 30 minutes so people can get places faster.

Route	Verbatim Comment <i>(not edited for grammar)</i>
15	I feel that on weekends buses should run earlier I also feel that every bus should be 30 min apart and also that buses should run on holidays.
15	Run the 5 later. More buses on weekends.
15	Westroads to Oak View bus. All day card for five dollars a day.
15	Run later and more frequent on Sat & Sun the #5.
15	By giving more time to get there.
15	Buses have broke down and made me late to work.
15	Better more accurate times between phone, schedule and internet, because all three read different times.
15	Better connection from RT#4 downtown to #15.
15	Make wait/transfer on the weekend more manageable. So you don't have to wait too long before or after.
15	Later night service to West Omaha. I have to leave downtown by 5:45 to get home at 7. I would like later routes for working late.
15	Go to more stops or speed up
15	Later service weekdays. More service weekends.
15	I believe that Metro area transit & its riders would benefit from more frequent bus on most busy routes EACH DAY OF THE WEEK. Buses should run at least until 1 AM-2 AM, especially in MAJOR business areas where working people are. (It would boost the economy in Nebraska).
15	I am satisfied with the current service
15	More routes on Sunday.
15	There is way 2 much vulgar language. Driver needs to say something. I was 5 min early to take the 9:11 am bus on center and 63rd. Bus was early or never showed. Lost my job!
15	Have more buses going Omaha to Bellevue.
15	Some buses are 5 minutes fast. Today I was picked up 8 minutes late. These are not weather related.
15	Be on time.
15	Allow more time to transfer between the 15 and 55 at 84th & Center. Usually it's OK, but yesterday evening the 15 was late and I missed the last 55 of the day(6:05) and had to walk two miles home.
15	Longer services on weekdays and weekends. Should be a 24 hour service.
15	Have more buses in west Omaha around 125th ave and center have buses more often.
15	Drivers should not arrive earlier than scheduled.
15	Honestly I think the Metro transit service is safe and clean to me. I find no problems while I ride the bus home.
15	More buses More bike racks
15	Greater coverage of Metro Area e.g. Millard, Ralston, Papillion, Bellevue
15	Provide more transportation to outer parts of Omaha: Bellevue, Papillion, Millard (West & East), Ralston
16	The last driver of the 16 route was never on time.
16	A all in one route book. charge a \$1 for the pocket size book list. Bus # on the bus stop sign it's impossible for new people to know where or what bus comes to what stop.
16	On extremely hot days(like K.C) bus fare should be free.
16	Run 16 on weekends.
16	Having service on Sat. and Sun. for route 16.
16	i feel that the #16 bus for Carter Lake area should run all day like most of the other bus routes.
16	#16 that runs between 1pm and 4pm.
16	The #2 should go all the way out to 114th street and it shouldn't waste time looping around hospitals. Connecting from the 2 to the 22 is way too difficult
16	Put wind blocks at the bus stops.
16	I think it's just fine the way it is.
16	Cut the prices a little.
16	Have a 16 schedule for weekend more frequent schedules. Buses stop running to early. Add a trolley system.
16	I think they are doing a fine job.

Route	Verbatim Comment <i>(not edited for grammar)</i>
16	More buses, 16 area and in general.
16	I have no complaints.
16	I live by lycia House (for now). We need a bus #16 to run all day. I am set to town in the morning & am set back til 4:00. And please put bus numbers on all signs. I'm from out of state I have to call & ask.
16	Need 16th to run more often.
16	I think that it should be more routes to 144 and some going out to at least 172nd street. Have more on the weekends is undro? at best
16	For buses to go farther west so i can get a job. Bus stop on 49th Ave Fort St. make the #16 run all day and at least on weekends.
16	Have some of the drivers be more friendly and helpful.
16	30 min route for 16.
16	Run more on weekends.
16	I take the #16 and I can't work weekends because it don't run, I would like it to run on weekends.
16	Want #14 to run on weekends, not just through the week we have job.
16	I'd like to see a modified grid system with 10-15 min, frequency, safer transit stations that include coffee shops or other services, and people to answer the phone so we don't have to wait on hold too long.
16	More C.B. routes. No layover (6:00-7:30), one day pass (all day).
16	Pay 1 time for all day pass service for my area on weekends. No lay-overs.
16	Have more routes go further west.
18	More buses.
18	Buses that I ride are great the way they are 5-18.
18	Have a route to pay pal on 123rd East Plaxa Rd.
18	Some of the bus drivers could be more nice. There is a bus driver named Dan who drivers #18/#13 in the evening and he is a great bus driver.
18	Having a screen letting people know when a bus has broke down or running late.
18	Earlier Service.
18	Clean the buses more.
18	Earlier #14 (1/2 hour earlier than current)
18	#24 showtime after #18 leaves N.T.C.
18	No fights on the bus.
18	Get a bus from Cunningham lake area.
18	Better weekend.
18	Change everything.
18	Buses could run later. Buses could also go further west. metro could a better effort to let people know when service is cancelled due to weather.
18	When buses come in to transfer center, they don't leave at the same time.
18	Routes on weekends need to run better people still work on weekends.
18	longer service on the weekends especially sundays.
18	The time when we transfer are off, needs to be more accurate when buses meet up at the transfer stations. Many times they pull off when we are coming
18	I like the way services are now, thank you.
18	Some drivers are rude and yell and always have attitudes. Bus to 108 Maple area needed(?)
18	better customer service
18	THE BUS DRIVERS SHOULD WAIT UNTIL PEOPLE ARE PROPERLY SEATED AND THEN DRIVE OFF NOT DRIVE OFF WHEN PEOPLE ARE STILL TRYING TO FIND A SEAT.
18	Route 2 should extend there sunday route to south old mill and north old mill, when the bus 22 is not running.
18	WORK ON THE DRIVERS CUSTOMER SERVICE SKILLS.

Route	Verbatim Comment <i>(not edited for grammar)</i>
18	One direction lay over 'transfers'. work toward no-charge transfers. more convenient 30-Day purchase locations. Runs up & down Saddle Creek.
18	lower cost
18	I think the buses should run every 10-15 minutes on weekdays, the reason is have to get to work on-time.
18	run 24 hrs a day, 7 days a week
18	Continue service
18	Have weekend service the same as weekday. My work schedule doesn't change for weekends but Metro's schedule is way off.
18	Some drivers not particularly friendly, but all seem to be helpful. I know the 22 bus comes to 117th & Blondo but my trip downtown would be almost hour and half long
18	Add GPS location for bus to use with smartphone
18	More service during work week and later service on weekends
18	More schedules at local businesses
18	We need more friendly bus drivers on the #14 route and service on Sundays.
18	Start come time on weekend, as week days. Last longer from Crossroads to Bergan Mercy till 11:00 pm.
18	Later on weekends. The buses should run.
18	Have buses run later on weekends in west omaha, the 4, 14, 5, 8. Expand time.
18	Afternoon #30 is always late (the 9:30 PM & 5 PM bus) if missed, wait [is] 2 hours
18	More service on weekday & weekend from Open Door Mission, on route 16.
18	For Route 18 at 4:26 PM, the driver was rude, very rude at 16th & Farnam. Would like for drivers to at least greet me.
18	To make transfer much easier and to have the transit center [be] clean
18	More service on weekend and holidays
18	Need a stop at 20th & Binney and at 30th & Crown Point
18	The drivers are rude and unwilling to communicate to make sure passengers connect. The drivers should be replaces with happy robots (only in NE).
18	Adding new route from Military Rd. after 108th going to Cherry Ridge houses. Not everybody has a car and it's hard to walk from houses to 108th and Military.
18	Buses be on time
18	Make buses go out west more
18	Drivers arrive and leave too early or have poor attitudes toward questions on service or route information, (not all drivers).
18	Nothing bus drivers do an awesome job!! (smiley face)
18	Please reinstate #1. I have to walk at least 1 mile-1.5 miles to catch the bus - Route 8 or 14.
18	Buses run later on weekends.
18	Nice to be able to change \$5.00 or \$10.00, make change.
18	Stop rising transfers and don't let creeps on the buses.
18	I work on 16th & Locust (Chubbo) we need bus service on 16th St 6AM - 3 PM
18	More bus to west Omaha.
18	Be on time don't come flying by with out slowing down. That happened three times to me. End service south bound buses going down town on weekends.
18	Have led sign's go if bus has left terminal passengers will know wait time, cut down on paper, only at terminals.
18	Get buses out west more. 144 Oakview, 168 Village Pointe. Improve buses out at 144, 168 Village Point, have the 14 bus out west run later like the 2 bus at 11:30, get more buses out west.
18	Bus drivers are rude.
18	Some of your drivers need sensitivity training.
18	They need to have sat belts for everyone and not make single parents have to let their strollers down all the time.
18	Use bio diesel. Keep tighter schedule, the 30 hardly ever gets to the NOTC on time; especially from 8:30 am on.
18	run better on weekends. transfers last longer.

Route	Verbatim Comment <i>(not edited for grammar)</i>
18	Android app
18	Use bio diesel.
18	By keeping up the good work.
18	Bus drivers need better attitude
18	Bus routes should go all over Omaha, not just in certain areas, and run every 15 minutes every day all day. need seat belts to feel safe
18	Let us know about detours.
18	have the drivers be on-time and stop chit chatting when changing drivers. I miss my connecting bus. Drivers be more courteous, most are unfriendly!
18	MORE ROUTES.
18	CONNECTIONS.
18	MAKE SURE WE DON'T MISS OUR CONNECTION BUSES.
18	If the riders have to be 5 minutes early at the stops, buses should b there on time.
18	Be on time. Be on time. Be on time.
18	I've missed a couple buses because either they are too slow or early!!
18	More buses and better bus drivers that know other routes.
18	Cost [too] much Clean it!
18	Driver friendlier drive safe
18	You can make transit better by lowering the price on the bus ... (smiley face)
18	Make more routes and more frequent times.
18	N/A
18	Get Wi-Fi.
18	Have bus service to Council Bluffs on Sundays.
18	Run later on weekends
18	If they ran all day. On routine schedule
18	Add 24 hour buses
18	Have a bus route at 40th & Paxton Blvd.
18	You need to have the bus's meet up at transfer points but they need to run every fifteen minute.
18	We more later buses after 2 AM
18	A whole day pass, make all buses stat at the transit center until ALL buses arrive
18	Add service from anywhere in Omaha to MCC Elkhorn campus at 204th St. & Dodge Rd.
18	Make bus route maps & schedules easier and more simpler to use/ understand, and transfer routes also.
18	By making the stop on time.
18	Bus fare can be cheaper.
18	If they are on time, and if they focus on the road.
18	closer bus stop.
18	Almost free.
18	Depends on drivers.
18	More and Better times. Going into Bellevue area and Back. Being on time because we have to.
18	I think that their should be some kind of discount/ bus riding services for no income and low income families.
18	Fix the streets and we will have good.
18	It can't. It has been the same for years.
18	Talk to most of your drivers; have nasty attitudes.
18	Run every half hour on weekends

Route	Verbatim Comment <i>(not edited for grammar)</i>
18	I have to go to 156th & Maple every 90 days and there is no bus so I have to walk from 108th & Maple to 156th & Maple. Can't you get a bus to go that route - that's 50 blocks there, 50 blocks back.
18	Can to many jobs because a lot of buses don't go there. It's too far, the bus stops too early, the hour wait time sucks badly.
18	Trabajo hacia el west donde espero el Bus no hay us stop tengo problemas con algun chofer mi bus es el bus es 92 nesecito un stop despues dela ultima
18	longer end service later or make it 24 hours
18	Need drivers at transit area to hold if bus is 1 or 2 minutes late coming in when called
18	More routes, go late in the day. Also better service on weekends. Routes 13 & 32 out to run out west. Holiday service.
18	The fare should be cheaper or just free. The transfer should be longer.
18	Late on weekends
18	They good
18	No opinion
18	Bon thinks Tacy's a great bus driver. Buys bus tickets all the time.
18	An Android app
18	I like all the drivers
18	Wouldn't change a thing
18	If there was buses go to the Bellevue area.
18	Be on time and run later on weekends.
18	Just fine.
18	I don't know.
18	More Service on weekends, more information.
18	Later service on weekends.
18	Start earlier and run later.
18	Better direct routes.
18	have to take a single bus for my work.
18	I think you have to do more direct route for Village Pointe. That is a important point to anybody. Please we need you work the weekend there.
18	Run later on weekdays.
18	1. Bus route to where the jobs are. 2. Later buses for job areas 3. More places for elderly to sit in N. Omaha. 4. More shelter bus stop for elderly in N. Omaha(winters are cold).
18	Be on time.
18	Make it 5 [cents] again hehe
18	Run later for people who work and have no transportation after 9-10pm.
18	Have a bus on Sunday that would go North of 30 Ames after 6:00 pm. I end walking a mile to get home.
18	More.later buses on weekends.
18	Just make bus route information better.
18	Just get me to work on time and on Sat Sun. Can barely stop that any hour mess.
18	Better connection time[s]
18	Have service on holidays.
18	More buses early in morning weekday & weekend.
18	Holidays
18	Bring back radio connections. Some/most drivers are assholes about doing that.
18	Blue/yellow on Sundays
18	Put the #'s back on the bus sign
18	There are some unreasonable distance between bus stops. IE there should be a stop AT the over Salvation Army on Dodge St. (26th).

Route	Verbatim Comment <i>(not edited for grammar)</i>
18	All buses should meet at Transit Center and wait.
18	Drivers should be willing to answer questions. Make shelters.
18	Metro should do more to alert the public when service is disrupted due to weather, construction, or downtown activities (Corporate Cup Run, Art Fairs, etc.).
18	- More service on weekends (AM) - More frequent after 8 PM from Crossroads to BPTC/NOTC
18	Being on time, more polite, that's all.
18	Thanks!
18	You all good.
18	Make bus come down 16st Lake walk to for.
18	My area home to take me places, from home, work & shopping for daytime only 7 days a week
18	Later routes
18	The drivers are very helpful & I appreciate that. (wrote down "Kaplan" for #18)
18	Don't pass me up when I'm running/waving your ass down while I'm trying to get to the bus stop.
18	Clean them better
18	Have buses at [their] stop on time and if early wait till time to leave and have driver be more friendly.
18	Service end later
18	If the routes never changed on Sat. and Sun.
18	If the routes never changed on Sat. and Sun. (smiley face)
18	They should be of better assist to contact other bus drivers to wait if the're late if on their connection.
18	Buses need to be or run later on weekdays to weekends through out the Omaha city westside to and mainly Sorensen Parkway from 30th to 90th Maple St.
18	The map & schedule is confusing. If the route map were a little more detailed it would help me plan my trips more efficiently.
18	For people that get on the bus drunk should not be allowed on the bus. And if someone needs a bus they should have the bus hold for you.
18	N/A
18	For the most part drivers are friendly. Sometimes some drivers not happy seem annoyed have to help with my daughter's wheelchair.
18	More weekend service and new routes to west Omaha and Papillion.
18	More buses.
18	Nicer drivers, run more on weekends, and long time on weekends.
18	Most time the buses leaves before you get to the transfer point
18	Timing better
18	Later on weekdays!! More often on weekends!!
18	Weekends southwest where jobs are
18	Bus stops in "winter" need to be clear, where you don't have to stand in road and be able to get off at it. (99th & Fort). I have a child with me. (This might be a city issue).
18	need buses that go to Elkhorn later times for buses to run.
200 (Green)	Have the bus drivers slow down when approaching a stop. Watch or look to see if some one is coming across the lot. Wait till one sit down before starting off.
200 (Green)	Need to be one bus that goes all over 72 from Irvington to Hwy 370.
200 (Green)	Buses will sit off to the side, while they smoke break. Takes up to 10-15 min. Bus will drive by even if they see you walking by. Need a bus waiting booth like other parking lots. Had one bus driver ID me - was being a total ass about it.
200 (Green)	Use FNBO bus pass.
200 (Green)	Tell drovers not to start moving the bus until everyone is seated.
200 (Green)	Answer to Q18 is "FNBO Pass"
200	Answer to Q18 is "FNBO pass".

Route	Verbatim Comment (not edited for grammar)
(Green)	
200	
(Green)	Bus arrives "break" too much on green route.
200	
(Green)	Answer to Q18: Free FNBO pass.
200	
(Green)	Consistency between drivers.
200	I ONLY USE THE BUS FOR THE SHUTTLE TO FNBO. THE BUS IS FINE. SOME BUS DRIVERS WILL STOP AT CASS AND NOT PICK ANYONE UP AND DRIVE OFF. THEY ARE SUPPOSE TO SHUTTLE US WHY DO THEY DRIVE OFF.
(Green)	
200	BE CONSISTENT FOR NOW. OFTEN BACK AT PARKING LOT/1ST NATIONAL BANK AND HOW LONG TO WAIT FOR ADDITIONAL PEOPLE TO GET ON.
(Green)	
200	HAVE BUS BE ON TIME.
200	
(Green)	EXPAND ROUTES TO THE WEST OF OMAHA AND FREQUENCY.
200	
(Green)	BUS DRIVER CAN BE MORE COURTEOUS, WAIT MORE THAN 15 SECONDS.
200	SOMETIMES 2-3 PER WEEK WAIT 15 MORE MINUTES FOR BUS AT 15TH & CASS LOT. BUSES NOT SPACED FOR EVEN PICK UP/DROP OFF.
(Green)	
200	
(Green)	LATER EXPRESS ROUTES.
22	less noise and quality in the windows
22	Running earlier & later all days.
22	More consistent
22	Give bus drivers a raise & give them shirts with a [name]
22	Fine as is now
22	The driver be friendlier. Indicate stops. Be aware of the bell. Have to be more vigilant at stops
22	Make information on detours and service information more easily available.
22	Metro takes me where I work because I only apply for jobs I can get on bus. Need some buses to run later (ex. #22) and bus to go out west more.
22	Better customer service
22	I am fine with the bus transit
22	Bus 14 Saturday route from downtown to westroads morning 9:00 am to about 4 or 5 pm
22	I only ride when car is broken down
22	have the bus run later on weekdays, also run every 2 hrs on holidays
22	More frequent - consistent Route #22 - Route #22 run late in the evening weekdays
22	By adding a later route to North Park, call centers close at 10 pm, last bus runs from North Park at 6 pm.
22	Be on time.
22	Elkhorn is part of city now. City says they can handle having Elkhorn as part of the city. Where is there service.
22	Elkhorn is part of Omaha city says the can handle having Elkhorn part of Omaha. Why no bus service
22	Alternate routes regular service on weekend.
24	Making transferring easier.
24	more frequent service on week nights.
24	Request a midday Bellevue express (Route 95) 7 days/ week
24	I have no problem with mat services.
24	Better service on the weekend. Thank you all at metro, special thanks, good job.
24	Nothing so far
24	Arrive at stops on time.
24	During winter weather, keep on time. Bus shelter for all stops.
24	More trips on weekends.

Route	Verbatim Comment <i>(not edited for grammar)</i>
24	More routes and more frequent.
24	They removed the stop at 24th St & Pinkey St., and don't know why.
24	It would be nice if the bus stop signage would return to the intersection at 24th and Burt. As I recall Creighton and OPPD redid the sidewalks on both sides of 24th Street in 2005, and they took down the bus stop signs. The signs have never returned.
24	A place to sit down on bus stops. Shelters to bad weather - sun or cold or rain. Cleaner bus shelters. Bus stop rusty. Thank you for the bus.
24	To have more close bus stops when it gets cold.
24	More weekend service.
24	Some drivers are hateful.
24	Less passengers on the 55 bus morning route.
24	Earlier transfer too More information Don't be driving so slow when we can catch Bus on time.
24	Get to the destination on time.
24	Some drivers aren't very helpful. Need to be more compassionate.
24	Poniendo mas rufas. en auto pista o freeway
24	Prepare for better connections and communication in the winter. Bus drivers could put they self in the riders shoes and care to pick up the phone to call the other driver to "try" to make sure the customer connect[s].
24	No comments.
24	More service on weekends.
24	Earlier times on weekdays.
24	Make more bus trips to Council Bluffs. Bus drivers not so rude.
24	Later hours, earlier hours, more routes out west. i.e. (harrison past 144th & Q St..)
24	I came across a few Metro drivers that are very helpful and friendly, but there are a handful that are rude and very discourteous. Its probably the reason the event on time. Will you add heating areas at transit center? ;-)
24	Go back to Bellevue.
24	Be on time.
24	Bus should ride 24-7
24	(wrote down #9 next to "More frequent service on weekdays" on Question 19)
24	Transfer last longer more weekend hours
24	Be on time, most of the time - especially when it's cold. More help with directions.
24	No smart ass bus driver. If we are expected to make it to the next bus we should be able to.
24	Better timing!
24	More help about buses I guess.
24	Run buses until 3 am.
24	More routes to North Omaha MCC-FOC. Drivers: Smile!
24	Run bus til at least 2 am Sunday through Saturday same schedules every day and a Metro train would be nice. I'm originally from Dallas, TX.
24	Should run longer.
24	Better service on info phone line
24	Need more time in evening hrs. Need more service on weekend downtown.
24	none
24	No transfer from other bus to 13 on Saturday, 13 is gone by 5 mins or so.
25	The #3 should make more ride like 1/2 a hour at time. I hope you keep the #25.
25	24 hour pass. Maps in booklet form which makes planning trips & transfers easier. Please call me about these suggestions: they work. Jo Perry 402-507-6028
25	N/A
25	Arrival & Departure times accurate & punctual. Seat belts for buses

Route	Verbatim Comment <i>(not edited for grammar)</i>
25	With friendly drivers some are helpful & some do not need to be working with the public. Add more routes past 120th & Maple.
25	More time within that area, & more routes to school and work.
25	Have a route that goes past lakeside
25	End services later, the bus #3 needs more times. Weekend needs better times.
25	Some routes could use more service, i.e. #3
25	No comment
25	Wintertime tell people how early the buss will be
25	Be on time.
25	Good service (smiley face)
25	Make buses to connect
25	longer service hours
25	24 hour service. Longer time on weekends. Improve schedules.
25	By driving at a later time on the weekdays and weekend. More routes
25	Have a drinking fountain
26	More weekend rides
26	My driver for 5:20am is awesome . Bus 26 my driver for 4:18pm is awesome bus 22. I work S. M and there no bus service on Sunday to my work place.
26	More stops on 26 route. Better weekend service on route 26.
26	Run on the weekend shorten the time. and turn down miKinnle Drive.
26	Provide service down to airport business or run the 16 more and less 18.
26	5 on Sun at 5:00 going north. 5 Sat at 5:00 going north.
26	Nicer drivers.
26	Be on time.
26	NEED TO BE SURE BUS'S RUN ON TIME WHEN THE WEATHER GETS BAD, AND CONNECTIONS ARE ON TIME.
26	BUS NO 2 IN THE MORNING ALWAYS RUN BEFORE THE SCHEDULED TIME. I ALWAYS SEE PEOPLE MISSING THE BUS ON WEEKDAYS.
26	Buses that go way out to 156 + Maple and any other places.
26	More service.
26	There are some drivers that make you feel like you are a bother when we ask questions or even just speak, very rude.
26	More weekend services to the places you even go on weekdays. A bus might go in the vacinity.
26	When we call the customer service, the people working are really rude and they don't fully give you the information you need. In all, more information and be more friendly.
26	Have a bus that goes to 108th and Fort on Sundays.
26	More people friendly drivers.
26	I think its fine how it is now.
26	By making free rides for students but only going to and from school.
26	I have no problem with bus driver.
26	By not having crappy drivers, have more on the west ride, be less expensive used to be for trans move its 25 cents.
26	Sometimes early not good #18.
26	It's fine.
26	Aside from starting service earlier on weekdays. Start earlier on weekends and encourage city roads apartment to fix streets curbside. so they don't cause the buses to rattle as much damaging the buses.
26	More stops sometimes no stops on long blocks. Have to walk to where a stop could be.
26	If we put doors on the transit centers so people will be warmer in the winter and cooler in the summer. You will get more people to ride the bus too.
26	Change less.

Route	Verbatim Comment <i>(not edited for grammar)</i>
26	Don't matter.
26	More 16 during lunch hours or earlier hours.
26	Make it convenient.
26	Let the #6 run up F St. Monday - Fridays.
26	There are a lot of jobs that start at 6am , but buses don't make on time, you all need to run 24 hours or earlier.
26	Have change machine.
26	Be on time, more nicer bus drivers.
30	Use common sense for bus stops (24 hour service)
30	More frequent service on weeknights
30	Drivers need to be on time always.
30	More bus - and later buses.
30	More training before going out on new routes. New drivers don't always know routes.
30	With a person get off at 6pm on Sunday there is no way home. add service longer on Sat.
30	Kids should ride free (elementary) w/ parent.
30	Some of the bus drivers need to have a friendly attitude at times.
30	N/A
30	Build better transit stations that has heat for the winter
30	They can stop leaving me all the time, they all.
30	By being on time.
30	Kinder drivers on some routes. When older ones on bus please lower lift.
30	Be on time as schedule.
30	Have the buses come on time and connect with my buses.
30	Be on time.
30	Make it smell better.
30	Make sure the first bus is on time. The #30 bus is always late in the evening.
30	End later on weekends.
30	No problem.
30	I have to walk 6 blocks at 7am. To cold for 2 kids. There should be a bus stop to go to 30th street. Bus stop should be out by Florence Elementary.
30	More child friendly on time more often make the #5 go more often.
30	Overlapping buses are a problem. Sometimes my 2nd bus arrives before or at the same time as my first making the transfer difficult.
30	Clean up and be respectful.
30	Bus drivers have attitudes. some are sweet hearts, some see and need the lift down and you have to ask. I have a cane.
30	It would be nice to have bus/metro shelters with benches in north Omaha!! I see nice shelters in other parts of town. North Omaha needs these too!!
30	This bus driver is very rude towards me.
30	Romney
30	Later service
30	Consistency! Especially to transfer. One bus may make the transfer and the next time not. I understand frequent stops - then lengthen the times so ALL buses make connections & transfers.
30	Bus drivers are rude and they should know the bus routes
30	N/A
30	More service! I will not be able to live in Omaha long-term because I can't get around. More on both weekdays & weekends!
30	More buses, better timing and routes. Later buses running consistently thank you

Route	Verbatim Comment <i>(not edited for grammar)</i>
30	More areas to sit something with air & heat
30	Stop at every corner
30	Buses run more often, especially on weekends; have transfer times work; often discounts on ride tickets; fix shelters and put up more shelters and benches; have bus routes go everywhere; have drivers let people get off where they want instead of where the next sign is.
30	cheaper
30	we need to let the Buses on the weekend run longer on Sunday. I get off work at 5:00pm and there are no buses to get home on. I ride the 15 and 30
30	Make it to where you can still ride the same transfer for the same bus.
30	That service should go longer on the weekends like Sunday too.
30	The service is necessary thank you.
30	Where I live makes m days go good where I need to go daily from home to work and shopping.
30	Today the #30 smelled bad like a toilet.
30	The smell.
30	More buses on holidays that are not so important.
30	Later service on weekends better transfers.
30	Later on Sundays. Not so long of a wait on weekend, and at night CB bus on Sundays.
30	The 30 northbound at 8:25AM M-F Driver is excellent and always in a good mood.
30	Make sure all drivers are on the same page.
30	Being on time at each stops would help.
30	Some place to sit Place to catch bus when sidewalks are 4 or 5 feet high with snow after shoveling
30	Make drivers be professional at all times while driving the bus, that mean[s] stop at every stop, on the route. Driver[s] need to be respectful at all times no matter what!!!
30	Every thing just fine
30	If buses ran later on weekends. Some bus drivers are nice and some are just mean.
30	Make Council Bluffs service available on Sun.
30	Better weekend service
30	longer hours
30	Allow transfers at more stops.
30	Polite bus drivers.
30	Need bus by Sorensen Parkway throw 90.
30	Have a #8 on Sundays.
30	Run a little frequently on Sunday.
30	Being able to transfer on more than bus
30	Keep schedule more accurately
30	Make the bus schedules more available on the bus routes as well as at Transit centers. Not all buses/drivers carry the schedules that the passengers need at all times. Improve your customer service phone services also!
30	Have more service on weekends for people that work and later times. I can't work Sundays because buses don't run to my job.
30	They need seatbelts.
30	I would like Omaha Public Transportation to be very fue and work from 4 AM to 2 AM. Would be every 5 minutes.
30	Just add a new route that goes from my house to North Omaha Transit
30	Buses need to run every 15 minutes
30	Number make it helpful on the bus stop. Not everyone has computers to figure the route
30	Buses should run every 15 mins. all day. Should be more neighborhood buses to get home easy.
30	Lower the bus for short people.
30	Please make bus service available 7 days/nights a week to Elkhorn and to Werner Park (baseball stadium) in Papillion. Thanks

Route	Verbatim Comment <i>(not edited for grammar)</i>
30	If you could get the buses just in case a person had a job really far I think people should be able to get there.
30	Put more buses to the North MCC it makes it hard to get somewhere on time with 1 an hour there.
30	Improve the shelters and the weekend service. New buses wouldn't hurt.
30	Make information easier to read
30	Buses were on time every day
30	If buses were to arrive on time, they're very unpredictable.
30	?
30	Rebuild Metro 30th & Ames for weather time Thank you
30	Ask drivers to be more watchful, cheerful, and courteous. LOWER BUS FOR EASIER ACCESS!
30	Friendlier bus drivers. Needs to be more on time; buses are frequently late.
32	Have more kinder bus drivers without having bad attitudes when you step on the bus. Adding more service on weekends and the hours to improve that the ran every 20 to 30 minutes not every hour
32	Be on time.
32	Allow people with Idns on routes please.
32	Like the go far long on weekend
32	I think for other bus riders and myself in the future you could except credit card transactions to make lines move faster/ not many carry cash.
32	Have better people service.
32	Drivers do not connect with connecting buses. Sometimes we have to pay another fare for other bus if the bus we ride is late.
32	Have #32 last later than 6:00pm and need buses on weekend on 68th spring which would be #32 have to walk too far for a bus so if that is possible that be great other than that my bus ride is fine.
32	Not all downtown to transfer come from midtown have to go downtown to go west.
32	See #19.
32	Seatbelts
32	Extend hours on weekdays for people who work late, like college students. Extend/Add weekend service. Make routes run more frequent.
32	More service in/ between times on weekends.
32	They do a good job.
32	More frequent service weekdays and weekends.
32	More frequent routes, later routes.
32	Tell people what main stops are coming up. Ask riders where they are getting off at.
32	Be on time. Be friendly.
32	Put a stop after bridge before or just after turning to transit center at Metro Com. College - South Campus. [I] am handicapped & long walk to Hope/Stephens Center without this.
32	If the buses would run 24 hours a day!
32	Walking isn't bad now but when winter comes, walking a mile to work is going to be bad.
32	Bus service form Iowa on Sunday.
32	Train a bunch of your new drivers in being polite and not making us feel as though we are making his/hers day miserable. Treat others as you shall want to be treated.
34	Make more routes.
34	A number 34 bus that runs more frequently from 110th I. Right now there is 1 every hour and a half.
34	In addition to expanding the #2 and #4 as noted above, there should be more bus shelters with seats!
34	Drop the price.
34	Monitoring routes everyday. Discipline hours for drivers (more strict)
34	Better time schedules, transfer buses run to close.
35	Cust SVC give a lot of wrong info a lot it's disappointing. Clean it that up [because] they gave me wrong bus [number]. I was angry.

Route	Verbatim Comment <i>(not edited for grammar)</i>
35	Easier connections at T.C.s. More frequent at night.
35	Bus need to be clean on the inside more. Bus need to be on time and not early.
35	Be more courteous. All buses meet up covered shelter and seats.
35	Stop having rude drivers, and have the buses run later on weekends.
35	Better availability of bus passes. There have been times in the past when I've tried buying a pass at the store and they didn't have any available.
35	Cleaner, nicer and better smelling. And clean the seats. Bus driver 35 in the morning does not like me. Truth.
35	Change the route and move the signs somewhere else in less grassy area.
35	Start coming more later during after school. Because sometimes Metro comes 1 minute after school.
35	Just have nice & helpful drivers.
35	No opinion Could be better
35	More route on North side
35	Longer on weekday
35	Some need to be on time
35	Pick up at the time they say
35	pick up on time
35	pick up on time
35	IDK
35	Tell me where to get off.
35	Hire better bus drivers
35	Metro can get more buses go out west, example Elkhorn, NE, Bellevue NE, Papallion NE! Metro make more service frequently on new buses route weekdays.
35	By being cheaper.
35	Seat belts.
35	Go to and from MCC later at night for night school.
35	Better bus drivers. They do too much talking making the bus late or too early. Whats the point of a bus schedule. It the driver don't go by it.
35	Run later on weekends, have route times posted in an easy access location.
35	Take the transfer back to five cents. LOL
35	Put bus sighs up on every, bus destination for the disabled.
35	Keep coming.
35	Metro service is great. Thank you for your service.
35	More weekend hours.
35	Driver's some are very dishelpful. To a person trying to connect with the next bus. Want wait, not even a second, especially when it's hot or cold outside. Please do something to improve.
35	Be on time.
35	Go more west why go to Pappillion not bus got to Council Bluffs
35	24 hour service, more benches to sit down on, later connection on the bus line, more for the weekends connections. Bus stops for LEAD, thank you!
35	Bus need to run longer on Sat. & Sunday. If I get off at 6 pm on Sunday no way to get home. If I get off at 9 pm on Saturday no way. Bus stop[s] at 8:30 on Sat.
35	If you are 50 years old do you get a discount.
35	Low[er] the price
35	Make bus stop more available to riders.
35	Later routes on weekends and weekdays also more routes on weekends
35	More frequent service on weekends.

Route	Verbatim Comment <i>(not edited for grammar)</i>
35	Long day / more time the bus come.
35	Stop making single parents take down their strollers everytime we get on a bus.
35	None.
35	More weekend hours.
35	Shorten transfer time to 1hr 40min. Transfer to any route.
35	By being cheaper.
35	None.
35	More buses that head west/ southwest.
35	We should be able to use ace Transit for hours.
35	Run more often on weekends. Cleaner rates. Refreshments.
35	Food.
35	Keep coming!
35	If they would stop North Omaha Transit Center.
35	Transfer coincide seats at midtown.
41 (Blue)	They can add just a little more information to the bus schedule.
41 (Blue)	More early morning IWCC trips.
41 (Blue)	I would like to see the routes match up so I don't wait an hour for transfer bus.
41 (Blue)	I am grateful the bus goes to IWCC
41 (Blue)	Come on time. Have bus on weekends.
41 (Blue)	Keep doing what you are doing.
41 (Blue)	Why when I order bus pass online \$1 charge per card instead of \$1 per order. I usually want 20 cards per time.
41 (Blue)	All bus should meet up at SAME time. And don't pull off. Transfer should last too
41 (Blue)	Go to Kaplan on Sat.
41 (Blue)	Take bank cards as payment
41 (Blue)	Make more route availability(times) for the number 16 and make it available on the weekends.
41 (Blue)	Later buses for workers.
41 (Blue)	Later buses so workers have ride homes.
41 (Blue)	They don't need to everything is fine.
41 (Blue)	Make more routes in early morning.
41 (Blue)	They can have better routing on one bus. They can provide yearly passes.
41 (Blue)	Later on weekdays.
41 (Blue)	Have a shelter at stops located on corners and busy streets. Have drivers be more helpful when you are a single mom with 3 kids too in stroller shouldn't have to get out.
41 (Blue)	Friendlier bus drivers.
41 (Blue)	Put schedules back on all stops. And Keep daily routes to IOWA even Sunday.
41 (Blue)	Bus need go in both direct not to ride clear around town when you only need to go on one side town
41 (Blue)	I wish the blue route had more bus stops in Downtown Omaha, maybe a couple more bus benches here and there, other than that it's good. P.S. please fix the bus stop in 24th St by Wells Fargo
41 (Blue)	Need to get all day unlimited passes and Security to patrol major transfer points. Call me at 615-569-2672 and will explain more.
41 (Blue)	22 Route can run longer, cause I coach Burke football team and have to leave early cause Last bus leave at 6:00 pm by 114 and Douglas and ends about 7:30pm.
41 (Blue)	You can make your bus schedules more according to passes and add route to ?
41 (Blue)	Service to E Broadway in Council Bluffs on weekends.
41 (Blue)	Weekend traveling?
41 (Blue)	Keep providing transportation.

Route	Verbatim Comment <i>(not edited for grammar)</i>
41 (Blue)	Yellow/Blue on Sundays.
41 (Blue)	Buses to Council Bluffs IA on Sundays.
41 (Blue)	It'd be cool if they ran both the yellow and blue route on the weekends and made the yellow route have a more direct route to the local movie theatre(AMC theatres)
41 (Blue)	Add more routes in Council Bluffs.
41 (Blue)	I'm just glad I can still get to work. I have to walk to the "Y" but that is a lot better than the other proposed route. I'm glad they tweaked it as several other people use it. We catch it 6:30 AM.
41 (Blue)	placing or starting the shuttle earlier the day Saturday.
41 (Blue)	More buses in Council Bluffs to mall of the Bluffs area. A trip that took 20 mins now takes 40-45 mins.
41 (Blue)	Have the same route on weekends as weekdays. Get a bus to IWCC on weekends as weekdays.get a bus to IWCC on weekends that follows the weekday blue route.
41 (Blue)	Add weekends to blue route.
41 (Blue)	Make buses cleaner.
41 (Blue)	More into an bus schedule.
41 (Blue)	Better and friendlier bus drivers, buses on time.
41 (Blue)	More frequent bus routes on Saturday and Sunday.
41 (Blue)	Make transfer time longer and make more services on weekends.
41 (Blue)	Make bus run later because I coach and I want a bus to run pass 7:30pm on 114th & Dodge St, can get back home and keep Coach Burke,...
41 (Blue)	Later times weekdays and weekends. (I work AFT and usually have to make long ride/walk from 15th to 40th Centers.
41 (Blue)	Have buses that go further out like 12 Giles Rd to Oriental trading. They have plenty of unprofessional drivers.
41 (Blue)	Hire friendly drivers. Drivers are rude, abusive and disorderly and crazy.
41 (Blue)	Repair bus shelters.
43 (Yellow)	Way more buses going west. I lost a good job because 55 stops going west very early. Would help with job growth. Not happy with West Omaha transportation .120th Center.
43 (Yellow)	Stripper and Snacks
43 (Yellow)	Stop listening to those fools in other cities, concentrate on this city, go back to bus service 15 minutes apart, make transfer easier
43 (Yellow)	More frequent service in winter season.
43 (Yellow)	By coming on time.
43 (Yellow)	Service more frequent on weekends.
43 (Yellow)	One more run added to Saturday night on Council Bluffs route. 9 PM last bus going to Council Bluffs.
43 (Yellow)	Bus service on Sunday in C.B. lower fares for low income.
43 (Yellow)	Drivers be more pleasant.
43 (Yellow)	Be on time and just [be]cause a person late to the transit center and you see that person flag them down to stop he looks at the man and keep going that's not [right].
43 (Yellow)	Run all day on Sundays.
43 (Yellow)	Service to my job on weekends 108th & Maple it turns on Fort.
43 (Yellow)	Transfer to the same bus as long as the time don't expire
43 (Yellow)	Drivers need to be more helpful. Harord is your best driver give him a raise.
43 (Yellow)	Employment opportunities.
43 (Yellow)	Be there on time and fire bus driver for bus 5 99th Harrison. He is rude all the time.

Route	Verbatim Comment <i>(not edited for grammar)</i>
43 (Yellow)	Making more buses available in west Omaha northwest.
43 (Yellow)	More seating.
43 (Yellow)	Some bus drivers are very rude.
43 (Yellow)	Transport to Lincoln NB and Plattesmoth. Buses should run till 3am to keep the drunks of the road.
43 (Yellow)	Any weekend service to east side of Council Bluffs, please.
43 (Yellow)	Run on Sundays.
43 (Yellow)	Bun 24/7 for everyone who don't drive.
43 (Yellow)	have bus service to the new Wal-Mart
43 (Yellow)	I go to school at night and I missed the bus because it never came. One time only though but I am always worried it will happen again.
43 (Yellow)	Weekend Blue route service.
43 (Yellow)	Run on Sundays.
43 (Yellow)	Add Sunday hours.
43 (Yellow)	More bus service to Horseshoe on Sundays.
43 (Yellow)	Yellow/Blue on Sundays.
43 (Yellow)	A bus service to Council Bluffs from Omaha on Sundays. More covered bus stops.
43 (Yellow)	More service on weekends and to the mall Bluffs area more service late out on the yellow line by Sam's Walmart. Places to stand when cold out and when rains and snows.
43 (Yellow)	Make bus passes cheaper for low income people or homeless people.
43 (Yellow)	More on time, more service in Council Bluffs.
43 (Yellow)	More bus times through Council Bluffs and more bus routes.
43 (Yellow)	More routes and longer time frames on Sundays, and more routes going past westroads mall. Maybe fix the suspension that way you don't get scribbly surveys back.
43 (Yellow)	Later bus on weekends.
43 (Yellow)	Later weekend and days.
43 (Yellow)	I live near mall of Bluffs. no service on weekends and doesn't start early enough wkdays, so have to take taxi to get to bus to get to work on time. Used to be much better but City Council screwed it up. Other riders still say they wish it never changed. Tried metro ride share, never got a response, useless city Council, mayor, MAT etc. Should be to ride bus for a month or so to understand how difficult the shelters aren't kept up. East src never there when needed.
43 (Yellow)	Make the express run later.
43 (Yellow)	Better connection time.
43 (Yellow)	Stay in business.
43 (Yellow)	Find drivers that like to drive.
43 (Yellow)	Have a set stop at Veterens Memorial highway and Pinte or south express way.
48	There is nothing really.
48	on schedule
48	I think they should make exact routes for students. Especially coming from school.

Route	Verbatim Comment <i>(not edited for grammar)</i>
48	Come on time and make transfers easier.
48	Make it less money to pay.
48	be on time. not so much charge for students.
48	Being on time.
55	My bus trips are generally pretty good. Sometimes get a rude or crabby bus driver but other than that, no complaints.
55	So far it's okay with me. (Jamaican)
55	Have the 34 going East on Weekdays start its route about 5 minutes earlier
55	Better service on weekends. Earlier starts less wait time between buses (not every hour).
55	You do a great job for a very fair price. Great staff. Friendly & helpful.
55	Be on time!!!
55	Keep a 24 hour call center, and all day bus passes.
55	Later Service (especially on weekends)
55	Earlier start on weekends.
55	Have a bus go to Paypal in La Vista early mornings
55	Buses should run early than 5:25am because I am always late for work.
55	Make schedule information and system maps available (multiple route information).
55	More Routes! Make the bus go throughout the city! Have you seen gas prices?
55	Need more routes to go out West. Need trolley system like San Diego, CA.
55	I have been on three buses that have broken down.
55	The bus drivers need to be more friendly. I say good morning and 75% [they] say nothing back.
55	Have more buses running on routes.
55	I was on the around 7:00 55 midtown Station bus when the 55 sped up and shot around [the] corner. I said I could not chase after buses due to C.H.F. The driver smiled disbelievingly at me and was rude. He drives very recklessly.
55	Have a 55 westbound come at 7:00-7:15 @ 48th & Center. I have to go to school super early because the 7:30 bus will get me late to school. School starts @ 8.
55	More frequent buses
55	- Have a 55 millard come to Bergan Mercy Hospital after 7:30 am the way they would the one after 6:30 am. - And a later bus going 55 downtown after 7:30 pm (work schedule)
55	The 55 stops too early on Saturdays & doesn't run on Sundays. So I end up catching taxis a lot on weekends, or I stay home.
55	Sunday routes for #55.
55	Let the 55 run like the 15
55	Need to expand #5 more in the afternoon, run the #55 later/longer. MORE North to South buses out West!
55	Meh...
55	Make getting from Millard Omaha to East Omaha easier and more convenient. Run West/Millard routes as frequent as other routes. Run West/Millard bus routes till later. 1-800# not so busy all the time.
55	Sunday service on 5 to 55 & 14
55	Routes online are note easy to understand
55	each 5 minutes, bus on time
55	End services later on weekdays.
55	- Some buses are old/noisy - No weekend service for 55 - Need more services on weekdays (earlier in morning, later in evening)
55	More routes such as on Pacific St. West!
55	Have more frequent service in the evenings. If I don't get off walk early I have to wait close to a hour for a bus.
55	The 55 ends too early, I can't even go to the store.
55	More stop along F St. from 40th to 42nd during normal business hours.
55	More frequent service and extended hours.

Route	Verbatim Comment <i>(not edited for grammar)</i>
55	Be friendlier and try to make angry riders calmer so that it is safer.
55	Buses can be ready to stop but cannot be CATE. A better contingency plan for ? Bus needed to constructed. Seats in shelters.
55	Run buses on routes that are grid based, too many routes overlap, could cover more of the city if routes didn't overlay so much.
55	More friendly helpful service, more information about the city's roads landmarks transit centers.
55	Customer service sometimes gives wrong info.
55	Be on time not 10-12 min early.
55	By going past lakeside hospital.
55	Do not increase the bus fare for the next 5 to 10 years
55	Stock up on bus route pamphlets on bus
55	N/A
55	Quit making me walk a mile to catch a bus - need better service in Millard.
55	More frequent service to Millard and Bellevue
55	Keep the #55 route from Millard to Downtown running until 9 PM
55	Have buses wait longer at transfer stations
55	Make further routes to southwest Omaha
55	Indoor / semi-indoor bus stops
55	Metro need[s] to focus on whom works late & whom goes to work at night in far places. The #14, 55, & 13 need to run on Saturday & Sunday at full advantage for the people, and be more active with the school systems. Also run a Sunday Schedule on holidays.
55	#55 used to go down Q from 84th Still needs to!
55	Not so expensive 90 back to \$1.30
55	Routes on Pacific Routes to Airport on Weekends Routes on holidays More routes on weekends More routes later during week
55	Better shelters at stops. Better snow/ice clearing at stops.
55	Consistent bus times during weather issue better prepared when it comes to getting work in morning. Inform of bus changes on news in mornings. Better weekend schedules.
55	I'm ok with what I pay thank you
55	I enjoy my time on the bus they are friendly. Thank you.
55	Putting signs up and putting numbers on the signs. Like you used too a long time ago.
55	Every option in question 19
55	Later buses. More transfer
55	I would like the 55 and other buses to go later in the day than 5:30pm. All buses should run a full day schedule. 7am-10pm. It is hard to get around city past 6pm.
55	Council Bluffs bus on Sundays to Omaha downtown to go to church.
55	They need to make the 16 ride all day. and make the 55 ride later hours and on the weekends.
55	Should given out different areas free ride 3 times a year! 2012-2013 up coming.
55	If the drivers are more friendly and act like they love their jobs. Less talk about violence on the buses.
55	Longer service on weekends sometimes if a bus breaks down or is late. They should offer free passes.
55	24/7 service just like New York; Chicago
55	I think metro does a pretty good job already.
55	Bring back bus stop at 38th & Farnam. It still is a popular stop & easy to transfer to #2 bus on Dodge for 15/8 route on Farnam. More Sunday service #55 route.
55	More cross Iowa routes.
55	#19 we also need more services on weekends. If the riders could depend on the buses, you would have more riders.
55	Longer service and more routes. Jobs are far and need to get there.
55	Have a bus route that goes every where, and have it show up more than once every 3 years.
55	Don't be early!!

Route	Verbatim Comment <i>(not edited for grammar)</i>
55	Better service south of Q St in west Omaha.
55	Travel L street farther west.
55	Look out for people running to the bus.
55	Better access to UNO from Ralston.
55	More stops and going farther out west and more service on the weekends.
55	More routes past the west roads and maybe run the #13 on 72nd till 8:30 P.M.. Also a new route on Saddle creek to at least center St south.
55	Have buses run straight north to south every 10 blocks and same east to west and vice/versa instead of all downtown and out.
55	More buses on the weekends. Thank you.
55	Have the 55 run on Sundays
55	Better educate the customer service dept. They have misinformed me more than once.
55	Come on time.
55	More routes
55	Improve the website - make more clear. You have very rude employees answering the phones.
55	Have more enclosed benches
55	Stop leaving early from stops
55	Fix bus terminal the one's that are cracked, and busted out.
55	It is difficult to get out west (168th or further) onto Center, Pacific, Dodge, or Maple from 84th & Q.
55	Have 55 run later PLEASE!
55	More "shelter coverage" at bus stops
55	If the all buses can go to the all route so it will be better for me to get there.
55	13 & 17 need to run full routes on weekends & run more & later than 5 PM.
55	Be on time
55	NA
55	There a great service I have no problem
55	More services for the 55 bus during the week and on weekends and the #5 to Q.
55	Better maintenance on buses.
55	Expand phone service hours. If I ever have a route question, it is usually on a night/ weekend when office is closed.
55	Later on weekends and weekdays.
55	If the 55 midddown isn't out time first bus. I am 10 min late for work. Also 3 at 5:06 am.
55	Some bus routes should run later on weekdays, and weekends. All if not most buses should run on Sundays, and Holidays.
55	In Sept. I was late 2 because the 55 bus never showed up. (leaving Bergan Mercy at 6 am). There are also many times I am late home because bus breakdowns. Better maintenance to insure buses are able to run on time, evertytime, 55 needs to run on Sundays.
55	Buses should not leave stops early and should start from 4:30am-12pm. Drivers who do not know route should not guess. If you see someone running stop. The next bus could be an hour away.
55	Better route on L St. Make 55 go longer into the night 10pm would be great. Have the Grover route run longer. I would be transfer then.
55	A more frequent service on route 55.
55	I think it's pretty decent the way the transit service operates.
55	later tours. Transfers more frequent.
55	I would like a bus to go 90th & Pacific on at least the weekends from Dodge or midtown transit center.
92	By having high school unlimited bus passes too
92	Being on time for evening run.
92	On express routes should have the newest and biggest buses. I don't think the new buses should be on the Green, Yellow, Red Routes. Why do drivers rotate shifts so often.

Route	Verbatim Comment <i>(not edited for grammar)</i>
92	I think it's great! Been riding to work for long time. The drivers are great!
92	More routes run later at night
92	More routes. Easier transfers. Automated call stops. Longer service.
92	Make a bus that goes to 168th and Maple to Walmart and thing out that way.
92	Add an app so you can tell where any bus is at any time.
92	On the #92 West in the afternoon get rid of the 5:45 PM and move it to 3:45 PM
92	Would like to see some newer buses on this route
92	Need earlier PM route to Village Pointe. Bus at 4:20 always crowded & you have to stand. Not good safety with 10 people standing
92	More routes out west. Better customer service (more info). Make tickets easier to get. Get routes on Twitter.
92	Evening #92 bus, have an earlier bus for example from FNB Tower at 3:45 and get rid of the 5:45 bus.
92	I think there should be another express route along Maple from NW Omaha. Also good would be a Bike Rack at 144th & Dodge park and ride. Keep up the good work!
92	1) Earlier return service on weekdays on #92 Express by 3:45 PM. 2) Make drivers not leave Park & ride stops before the schedule time, if they arrive early.
92	When the buses are consistently full, ensure that a larger bus is dispatched to handle the number of riders.
92	By running
92	#92 all the way to Elkhorn
92	Advertise the HELL out of "google NOW" and the bus system. One driver that usually does #92 West PM is power hungry. Others are great.
92	Because of the limited service of the #92/Village Pointe Express Line, I have to catch the bus 3-4 hours before I start work, & some nights must walk the 8-plus miles home. If morning or evening service were extended, I would be able to actually get sleep regularly & accomplish more around home.
92	Seniors above 75 years age should ride totally free. In Houston, I have this facility from last 10 years.
92	Buses in afternoon rarely on time. A bus stop in Elkhorn near the Community College would be very helpful.
92	I ride the #92 and love the new times with 4 buses in the morning and 4 in the afternoon!
92	More 92 routes
92	Drivers should quit hitting the brakes too often too hard.
92	Have the #92 express bus stop at 19th & Dodge (westbound)
92	Extend the Lakeside route to 180th & Center - express and through the day. Thanks for the extra Village Point buses.
92	Make an earlier express route [at] 3:00 or 3:30
92	Stick to schedules
92	- Newer buses - On time return from downtown
92	Go to 16th & Harney from 16th & Douglas & the return as well
92	The evening bus picks up late.
92	#92 5:12 PM bus is always late #92 5:46 PM bus is always late
92	Long layover for me. Google doesn't work well at finding stops near me.
92	Make the #92 an option for mid-day travel to Village Pt.
92	Less breakdowns Bus on time
92	Add more buses in the morning with .30 hr frequency
92	- Be on time - Go easier on brakes
92	I am only able to ride due to later service westbound on #92. Before that, I rode occasionally
92	Make sure buses run on time & according to schedule
92	Make more frequent service on weekdays
92	Be on time
92	Buses in the evening 4:15, 4:45 are late a lot of times. Newer more modern buses better air conditioning.
92	N/A

Route	Verbatim Comment <i>(not edited for grammar)</i>
92	They just added buses to my route so if they could assure we have big buses at 4:15 - that would do it.
92	Consistent arrival time. Better maintained buses, although we have been fortunate on the #92. When breakdowns occur, more accurate & current info on the situation. If the situation is unknown, more empathy. Poor phone service.
92	More prompt on evening schedule
92	Metro is doing a good job overall. If the seat layout was more consistent it would help. Sometimes the Express bus gets a "Short Design" bus & people have to stand.
92	- Evening buses have trouble making their stops on schedule. - Stop giving us ****ty buses when it is hot out.
92	Morning bus on time, after work bus not so much, small & old buses make for a hard ride. Standing a lot at night.
92	Early morning riding - need lights that work inside bus. Bus is cold in winter & too hot in summer. About driver friendliness - we run about 50/50. Some are very nice & friendly, others won't even say hello.
92	Maybe add pu 156th & Dodge to #92 Express
92	Wish there was a way to see actual stops on website. Need bus # at stops/signs.
93	Provide more service in the morning at 7:30 AM & 8 AM
93	Add one more to the Express route in the morning rush hour and 1 more to rush hour in the evening.
93	Make the service routes more accessible.
93	Also add a bus to shadow lake via 72nd.
93	When in 40th & Farnam after work the bus is going to fast and usually passes me by the #55 at 5:00.
93	Driver block 9301 is a great driver. Eliminate the stupid loops in La Vista, need to streamline 84th street. Get rid of 9400 series buses. Reply back on comment nine.
93	94 series buses are very loud.
93	They are just fine.
94	More buses in Bellevue on weekends.
94	I would like the 94 to leave at 7:30 am from Lakeside and at 5:30 pm from 16th & Dodge.
94	Clean Buses before they go out. Maintain buses better so less break downs.
94	Coffee service. Cup holders. Newer buses(Anything) Our Bus Driver is awesome 900 get rid of.
94	All the drivers have been friendly and courteous. I will continue writing.
94	Drive by mutual of Omaha on the Express am and pm like it used to.
94	More buses. better customer service at top.
94	Sometimes there are 4 people who sit in front of bus, they are very very very loud. Could bus driver ask them to keep it down for others on the bus who like to read or sleep, listen to music, etc.
94	Metro can purchase buses which are less drafty and are larger(move seating).
94	Better quality buses on express. A few drivers need driving skills review.
94	The buses are in poor mechanical condition and are very noisy. Some are not safe on the highway and often the air conditioner does not work (and you can't open the windows).
94	Later services in ease you need to work late.
94	Bus maintenance ... too many warm weather breakdowns.
94	By replacing the glass at the bus shelter at 139th & Center.
94	Have the buses in better working condition . A few times a year especially in the summer, we are way laid by or stranded in a broken down bus. This has made me late to my after-work medical appointments. The bus broke down 3-4 times in a week in a half this year and Unreliable and very hot in the summer to be stuck in one!
94	A metro application for my smart phone so I can see where my bus is.
94	Current service works for my needs.
95	More available buses and times for Bellevue, Papillion, Ralston, etc. Have those express buses run on the weekend to accommodate people who work on weekends.
95	Bellevue Express needs to skip the Boulevard Route. These people can go to No Frills like everyone else.
95	More service on weekdays and weekends.
95	If, they went into Bellevue more.
95	I would like more options of times on the 95 bus especially early morning and a 3:30 afternoon route.

Route	Verbatim Comment <i>(not edited for grammar)</i>
95	Get a bus line on John Galt Blvd. I work at PRC, 400 employees, you've got Omaha Steaks, etc, no bus line, a lot people ride.
95	Make more trains to Bellevue instead of only 2 in the morning.
95	More Service to Bellevue. Also, bring back the 17 route.
95	More frequent service
95	make west Omaha easier to get to, more often, or make a move direct route from Bellevue to south Omaha (i.e., 24th st/ use s. Omaha transit center), maybe even add more extensive/ frequent busing to Bellevue.
95	stay available
95	The buses are fine. It's the streets that need work. With every big bump the bus hits on the road, I have an anxiety or panic attack.
95	Change 95 Express Route - morning (2nd bus) to stop at 17th/capitol-, we have several who need a ride to this location.
95	Have the last 95 leave downtown at 5pm instead of 5:20pm. And the 420 leave Downtown at 4:40pm. They are OK in the AM.
95	More Routes to Bellevue and Papillion.
96	Needs to run later on 55 and run on Sundays!
96	Certain or if not all bus routes should run later during weekdays and weekends. All bus routes should run on weekends and holidays.
96	Making sure bus always comes if regular driver is sick takes too long to get another driver and may be hour late on express - some drivers are not nice or helpful.
96	Install more sheltered waiting spots where there are large numbers of people who regularly get on and off.
96	Another 96 Q Express later in the PM, about 5:30-5:40 pm.
96	I have to walk 6 blocks daily to catch a bus. it would be of great help if bus stop is near my apartments. It would also help to have a covered bus stop in winters.
96	Frequent service, one more at least service made at 6:57(108th & Q).
96	There are no buses to return home at 108 & Q from downtown after 5:30 pm. Need return route to Millard.
96	More convenient service around SW Omaha. For example, if you need to go anywhere after evening commuting hours, no service is available.
96	Delay route 96 by 10min in morning. Customer should be informed well if the bus is late especially when riders call.
96	As my schedule varies sometimes, it would be nice if the bus came out to my area more than twice in a day.(96 Express)
96	More express routes please.
96	Better park and ride locations on route 96. Want to sit in car until bus arrives.
96	Adding more direct buses from Q St to Downtown in the morning(Express).
96	Can you *run late on weekday mornings. Buses are not clean. 4:38 bus arrives at 4:45 to 4:50. Be ?.
96	if we can have one extra bus from CITADEL at 7:30 to downtown. It would be nice.
96	if possible, please arrange : 1. More express routes after 8 AM; 2. 96th Q Express, at 7:10AM & 4:40 PM should have more capacity.
96	More information about the bus routes in the bus stops. Bus should be on time. Bus passes not available in most of the places.
96	We are almost 12 to 18 people ride from same place. If we have some minibus then it is good also it will solve some traffic problem with other riders from different places. Thanks.
96	Show up on time in the evenings.
96	I have noticed traffic on the interstate is getting heavier both morning & evening. Particularly evening - it is backed up where we get on the interstate or shortly thereafter. It might help if the 1st #96 left downtown 10-15 mins earlier than it does now.
96	Change 96 Express route to pick up 1/2 hour earlier to arrive downtown in the morning
96	run the express buses earlier in the day from the downtown area
96	More service morning & evening
96	Earlier Express Route (93) from La Vista. 6:10 or 6:15 AM
96	An earlier 96 route in the evening would be great. Leave downtown at 16th St. & Dodge St. about 4:00-4:15pm would avoid a lot of high traffic.
97	Buses need to be reliable. Such as work, have A/C in summer
97	Make Express route only available from Park & Ride Locations
97	Seats dirty, always old buses on this route (#97) never good air conditioning in summer. Buses not always reliable.

Route	Verbatim Comment <i>(not edited for grammar)</i>
97	More reliable buses. #97 is always late in the afternoon (1st bus)
97	Express route closer to Creighton's campus
97	Focus on maintaining the mechanical condition of the buses. This has improved dramatically over the last 2 years, so please keep up the good work.
97	Make sure drivers don't skip stops and don't leave ahead of schedule
97	I ride the #97 and would like to see an earlier bus in the afternoon.
97	Better buses
97	Track bus (GPS) knowing if I miss bus or not - extra board driver tend to run early
97	use better buses on interstate routes
97	Be on time, be in working order (no breakdowns on consecutive days). Service father West on Q St. Have some method of complaint (nothing gets done by calling customer service).
97	Express buses do not show up on time & break down frequently!
97	I really appreciate this service. Keep up the great work!
97	1. Use newer buses for Express Routes 2. Add more times 8:30 AM & 5:30 PM
97	Use the new buses on the express routes instead of the old ones that break down.
97	1) Fix & clean them 2) STOP the 'Milk Run/Local' stops on 97X - FASTER downtown make it a TURE XPRES!!! (waaaay too many stops) 3) Set the Clocks right vs. late 4) More Eastbound #97, 20, 71 5) Start running like a business, not a government entity 6) TEACH drivers geography & how to read a map!! New drivers are lost and late!!
97	Keep your buses maintained too many breakdowns
97	I feel you are doing a fine job. Please keep us informed if the routes change. Thank you!
97	Improve the reliability of the buses, and/or shorten the wait time when a bus does break down.
97	I have lived way out west. It is hard enough to get around now. Would like to see a route that would go from South to North out here.
97	Add service to #94 route, and run it on time. I drive to 97 because that route is reliable.
97	Weekdays bus at 8:30am. Weekdays last bus at 6 pm from downtown.
97	Never, never, never run buses ahead of schedule. Have drivers announce major streets. More convenient locations for bus stops. For example, stops on Millard Ave. between P&Q are worthless. Don't steel \$50 from customer because of your printing error.
97	Limiting the # of extra stops on Q St. on the 97 Express. Picking up or dropping off along Q slows the express bus down.
97	Providing bike racks at bus stops or Park& Rides
97	The late bus stops are in the evening.
97	My only wish would be to have the pm service start earlier. Then I could take earlier buses in the morning and finish my work day earlier. (We have fix time.)
97	More and more people are using the 97 express by adding one more route at 7:20 or 7:300 will be helpful.
97	It would be nice to have more buses in the west part of town i.e. from western points to western points, rather than having to transfer.
97	Route 97 add loop down Harrison to 180th, over to Q St, then Q back to 156th, carry on.
97	Extend service to 180th + Harrison
97	Not unusual to have a breakdown on the interstate, at least weekday fleet needs more upgrade, glad to have some new buses, need more, where's the light rail service?
97	I much preferred getting on and off at 156th & Q by the apartments which was part of the Stoney Brook route that was dropped. Many people were impacted.
97	Working A/C on buses, retire buses can't keep up with the speed of traffic on interstate.
97	The first #97 bus from downtown to Millard is late every day. Morning service good, but for an express there are too many stops, both ways.
97	Many of the buses are quite old. There were many break-downs recently and there were also many where the A/C wasn't working - the older buses are also noisy and the windows rattle loudly.
97	Have 97 express go down 24th St. after it drop everyone off downtown.
97	The ability to take buses via smartphone or at least know if a bus has made a stop or is running early/ late.
97	Keep improving the Express service.

Route	Verbatim Comment <i>(not edited for grammar)</i>
97	The newer buses have made dependable service improvements. No one likes a stalled bus.
97	Very satisfied, no changes.
97	Not consistent on following route changes, connect 97 to 11 better. I would transfer.
98	It's ok the way it is. Just wish bus schedules were at each bus stop.
98	Have a more direct route to 117th St. & Blondo St. without having to transfer 3 times if I use the #98.
98	I agree this all. For me no change needed.
98	Some time bus doesn't come on time. We need fix time table.
98	Five the way it is.
98	We need a 18 bus on Sundays last to go to the Hotels like 72 Grover than back to crossroads first. Morning bus and the lat to evening bus.
98	Make route going down Sorenson Pkwy to the transit center.
98	Some bus drivers can be a little more nice, they need to come at designated time not earlier or later.
98	Weekend service.
98	Have more route #98 run between 4:15 pm and 5:10 pm.
98	Operate some routes at late times, so people can go to the movies, dancing and whatnot, and be able to take the bus to and from -- like I can do in Chicago.
98	The bus routes needs to run more frequent. Start earlier and end at a later time. People get off work late and can't get home or can't accept a job due to transportation.
98	Move the bus stop from 94th St. & Maplewood Blvd. to 92nd St. & Maplewood Blvd, there are several of us that this would benefit.
98	Keep #98 buses running -- there are 4 a day! When bus doesn't come, I would appreciate an honest and correct answer as to if and when it should arrive.
98	I look forward to the day more people take the bus. Omaha has 24/7 service like other cities.
98	Make sure the #98 stays on schedule even when the regular drivers are not working. Thank you.
98	Be on time -- not late for sure.
98	Bus reliability has improved with newer buses, however some of the older ones need to be replaced. If a bus is broken, a new one should be taken off the Green or Blue Route downtown.

Appendix B. Transfer Matrices

This appendix contains two transfer matrices based on the All Responses Database.

About 50 percent of Metro riders made one or two transfers between bus routes (7,554 unlinked trips); 44 percent made one transfer (7,069 unlinked trips) and 6 percent made two transfers (1,018 unlinked trips).

Table 1 documents the number of unlinked passenger trips for the first transfer by route. The route number at left is the first bus used on the one-way trip. The route number at top is the second bus route used during the one-way trip. The numbers in Table 1 are unlinked trips between the first and second bus routes – the first transfer, if any.

Table 2 documents the number of unlinked passenger trips for the second transfer by route. The route number at left is the second bus used on the one-way trip. The route number at top is the third and final bus route used during the one-way trip. The numbers in Table 2 are unlinked trips between the second and third bus route used to complete the one-way trip – the second transfer, if any.

Please note that although 8,086 unlinked trips reported making a transfer, only survey responses representing 6,427 unlinked trips provided specific route numbers to describe transfers – a 79 percent response rate. In addition, Table 1 and Table 2 might document transfers that are not feasible given Metro's routes and transfer points; rather, the tables reflect answers as provided by the passenger in the survey.

Table 1. Transfer One: Number of Unlinked Trips by From/To Bus Route

First Bus Route of Trip	Second Bus Route of Trip																								Total									
	2	3	4	5	7	8	9	11	13	14	15	16	200	18	22	24	25	26	30	32	34	35	41	43		48	55	92	93	95	97	98		
2	36	33	20	12	27	2	10	70	37	23	3	3	71	55	11	3	37	4	15	12						19						504		
3	46	8	22	13	1	1	15	15	24	4	4	28	28	82	5	59									30						337			
4	21	22	10	16	1	6	17	8	5	3	3	31	23											7	11	3					229			
5	70	6	11			30	2	22	13				58	12	24	8	28	6	13	4					3						309			
7	14	27	22				6	12	25	7	30	3	20	20	26	26	17	10	2	9	4			2	8	2					248			
8	25	18		13	2			16	7				44	44	13	5	38	2													183			
9	6		3	7	7		6	2	3				7	7	7	7	7	7	2	4	1				2						57			
11			21		3	7		10	8	10			11	11	10										6						140			
13	45	14	5	22	13		42	10	34	3	3	35	35	96											45						476			
14	75	16	3	97	8		1	10	3	24			33	18											11	2					316			
15	11	23	10	13			8	5	11	8	9	9	29	1	3										17						211			
16	15						3	3	3	9			3	3											15						71			
18	66	16	17	52	35	19	12	9	72	43	9	5			29	15	27	175	6	26	4			9	14	7					664			
22	28		7	1	6																				4							46		
24	12	15	7	3	8	9	21	7	15	12	17	1	31	31		8	15	45	9	3	4	11	15		11	3	2	1			286			
25		7		7									3	3	6	3	14															43		
26		22		8								6	40	40	9																	103		
30	30	12	24	16	36	19	1	17	19	5	12		88	88	11	14	3									56						403		
32	6		3	9			1	25	13	6	10	2	13	13	9										8							130		
35	29	2	10	32			3	17	21	11			29	29	2	8	8	24	7					4	3							234		
41	30		10		7		2	4	4	6			8	8												3						117		
43	9		13		11								18	18											4							80		
48															2																		2	
55	7	8	6	14	9		3	3	42	2	18	2	3	3	9																	196		
92									6					2																			8	
93																																	3	
95	9						2	2							2											2							23	
97	2													3																			7	
98																																		1
Total	557	243	213	311	205	139	60	138	378	199	242	62	2	604	113	349	55	72	616	123	18	174	133	107	2	273	9	9	9	4	7	5,426		

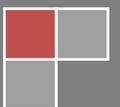
2012

Omaha Metro On-Board Survey

Appendix C: Cross-Tabulations June 2013

A screenshot of the Omaha Metro 2012 Rider Survey form. The form is divided into several sections with various questions and checkboxes. The questions cover topics such as rider demographics, trip frequency, and satisfaction with service. The form is presented in a grid-like layout with blue and green headers for each section.

in partnership with
HDR Engineering, Inc.



[Page intentionally left blank.]

Table of Contents

Summary of Tabulations	C1
Cross Tabulation #1 Availability of a Vehicle for This Trip	C6
Cross Tabulation #2 Frequency of Riding Metro	C20
Cross Tabulation #3 Method of Fare Payment	C32
Cross Tabulation #4 AA Corridor Trips and Non-AA Corridor Trips	C44

Summary of Cross Tabulations

This appendix contains an analysis of the Omaha Metro On-Board Survey 2012 based on four different cross tabulations (cross tabs) of the data. The cross tabs compare rider responses to survey questions based on like responses to a particular question or if the rider used a specific set of routes for the trip:

- Cross Tab #1: Availability of a Vehicle for This Trip
- Cross Tab #2: Frequency of Riding Metro
- Cross Tab #3: Method of Fare Payment
- Cross Tab #4: Alternatives Analysis (AA) Corridor Routes compared to Non-AA Corridor Routes

The sections of the appendix that follow this summary describe the methodology for each cross tab and provide a data table for each survey question.

Cross Tab #1: Availability of a Vehicle for This Trip

The first cross tab compares riders based on the question “Could you have used [a vehicle from the household] to make this trip today, instead of riding a bus?” The purpose of this cross tab is to compare the responses of riders who were dependent on Metro’s service for the trip surveyed with the responses of riders who could have used a household vehicle for the trip instead of riding the bus. Seventy percent of all riders who responded to the survey, representing 11,389 unlinked trips, said they did not have access to a vehicle to make the trip. Nineteen percent of all riders, representing 3,068 unlinked trips, could have used a vehicle in the household for the same trip. Eleven percent of all respondents to the survey did not respond to this question.

In response to the question, “If bus service was not available, how would you make this trip”, 4 percent of riders without a vehicle available for this trip would drive, 24 percent would walk, and 32 percent would not make the trip at all. This compares to riders who did have a vehicle for this trip, 44 percent would drive, 12 percent would walk, and 8 percent would not make the trip at all. Figure 1 (local routes) and Figure 2 (express routes) depict the differences between the two groups of riders in response to the question, “If bus service was not available, how would you make this trip?”

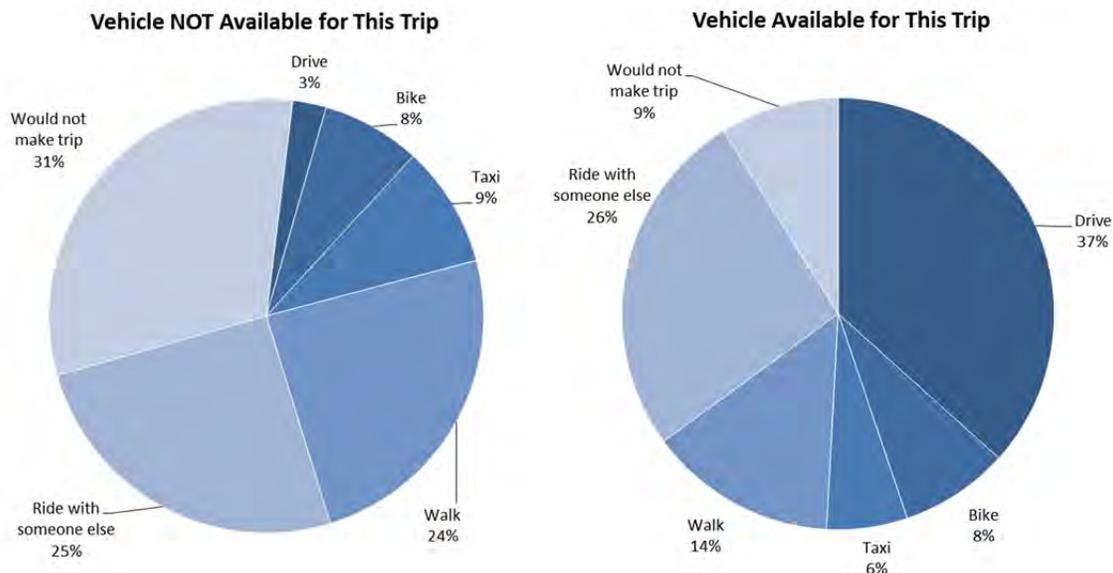


Figure 1. LOCAL Routes: “If bus service was NOT AVAILABLE, how would you make THIS TRIP?”

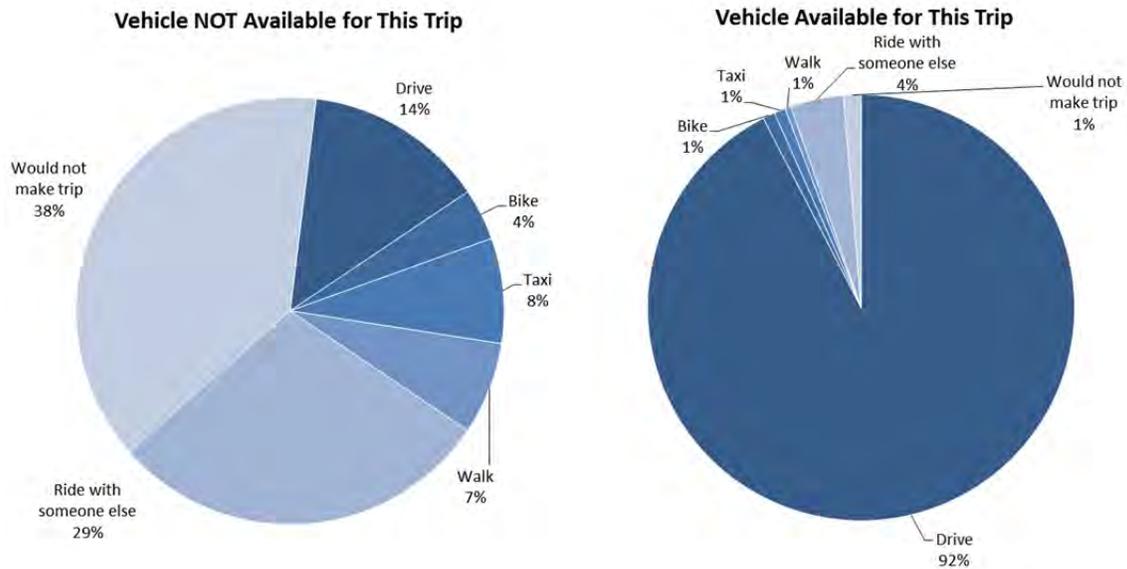


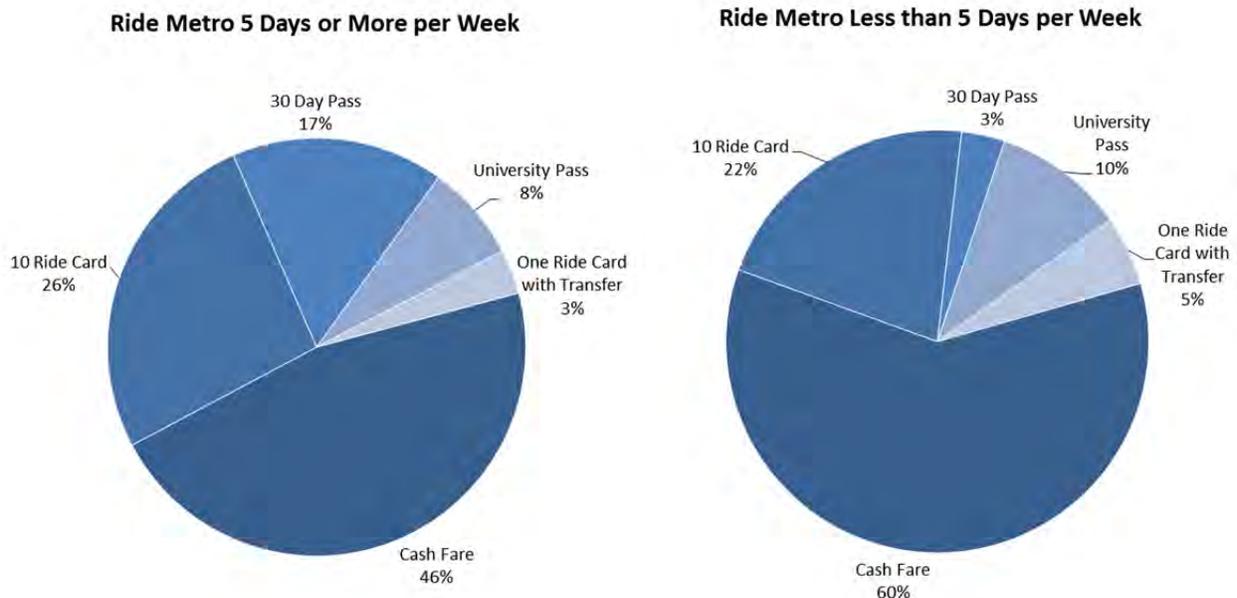
Figure 2. EXPRESS Routes: “If bus service was NOT AVAILABLE, how would you make THIS TRIP?”

Almost 75 percent of riders who could have used a vehicle for the trip surveyed reported walking to the bus stop, while almost 91 percent of riders without a vehicle walked to the bus stop. Sixty-six percent of riders without a vehicle for the trip surveyed reported living in a household with no working vehicles. Of the survey respondents who said a vehicle was available for the trip surveyed, 19 percent also stated there were no working vehicles in the household, suggesting the rider could have had access to a vehicle through some other means. Looking at household income, 34 percent of riders who did not have a vehicle for this trip reported living in a household with less than \$10,000 annual income, and 6 percent reported living in a household with \$50,000 or more annual income. Of the riders that did have access to a vehicle, almost 18 percent reported living in a household with less than \$10,000 annual income, and 29 percent reported living in a household with \$50,000 or more annual income. Riders without a vehicle for this trip are more likely to have used Metro services longer and ride more frequently than riders who did have a vehicle available as an alternative.

Cross Tab #2: Frequency of Riding Metro

The second cross tab compares respondents based on the question “How often do you ride Metro in the Omaha area?” The purpose of this cross tab is to compare riders who use Metro service 5 or more days per week and those who use Metro less than 5 days a week. Sixty percent of riders that responded to the survey, representing 9,763 unlinked trips, reported using Metro service 5 or more days per week, and 26 percent of riders, representing 4,183 unlinked trips, reported using Metro less than 5 days a week. Fourteen percent of all respondents to the survey did not respond to this question. Riders that use Metro service 5 or more days per week are more likely to have no working vehicles in the household (61 percent) and not have a vehicle available to use for the trip surveyed (80 percent). Riders that use transit less than 5 days per week are less likely to have no working vehicles in the household (50 percent) and 74 percent did not have a vehicle available to use for the trip surveyed. Sixteen percent of riders who use transit 5 days or more per week have been riding Metro less than six months, as compared to 22 percent of riders who use transit less than 5 days per week. Figure 3 shows the method

of fare payment by each of the two categories for frequency riding Metro. Riders that use Metro service 5 days or more per week are more likely to use a 10 Ride Card (26 percent) or 30 Day Pass (17 percent). Riders that use Metro less than 5 days per week are more likely to use Cash Fare (60 percent).



*14% No Response

Figure 3. “How do you usually pay your fare?”

Cross Tab #3: Method of Fare Payment

The third cross tab compares survey responses based on the question “How do you usually pay your fare?” The purpose of this cross tab is to compare riders based on the fare medium used. Of the 16,191 total unlinked trips represented by the survey respondents, 43 percent (6,071 unlinked trips) paid by Cash, 21 percent (3,464 unlinked trips) by 10 Ride Card, 11 percent (1,714 unlinked trips) by 30 Day Pass, 7 percent (1,131 unlinked trips) by University Pass, and 3 percent (557 unlinked trips) by One Ride Card with Transfer. About 14 percent of the riders (2,231 unlinked trips) did not to respond to this question.

Respondents who paid the fare using a University Pass reflect a higher percent of trips going to college (52 percent). Riders that used a One Ride Card with Transfer had a higher percent of trips with a transfer (62 percent) as compared to the 50 percent average of all respondents. In response to the question, “If bus service was not available, how would you make this trip?” the 10 Ride Card group had the highest percent of riders who said the alternate mode would be to drive (about 20 percent). Fifty percent of riders purchasing 10 Ride Cards lived in households with annual incomes below \$30,000. Sixty one percent of riders purchasing a 30 day pass lived in households with annual incomes below \$30,000. Respondents who paid with either a 30-Day Pass or a One Ride Card with Transfer had a higher percent of single-person households (38 and 37 percent, respectively) than the 23 percent average of all respondents.

While the largest percentage of survey respondents in every fare category said the household income was less than \$10,000, riders using the University Pass reported the highest percent with a household income less than \$10,000 (40 percent). Riders using the University Pass also had the highest percent in the age bracket 18 to 24-years old (50 percent). Figure 4 depicts a comparison of how long riders have

used Metro based on fare paid with a University Pass. Riders using the University Pass reported a lower percent (27 percent) using Metro for more than 5 years and a higher percent of riders using Metro less than 6 months (29 percent).

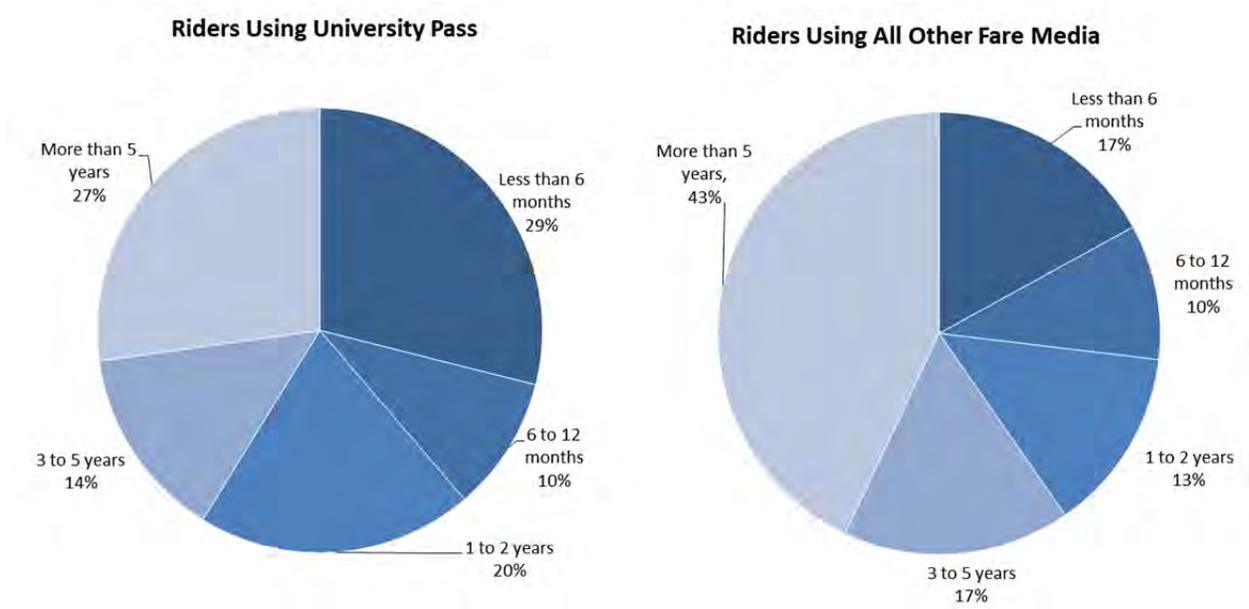


Figure 4. “How long have you been riding Metro in the Omaha area?”

Cross Tab #4: AA Corridor Trips versus Non-AA Corridor Trips

The fourth cross tab compares respondents based on unlinked trips in the Alternatives Analysis Corridor and unlinked trips not in the corridor. The Metro bus routes operating along the AA Corridor are Routes 2, 15, 55, and Express Routes 92 and 98. The data tables provide a cross tab for each route (Express Routes 92 and 98 combined) and a total cross tab for all AA Corridor routes. Responses within the AA Corridor represent 18 percent (2,892) of all unlinked trips, with 11 percent (1,749 unlinked trips) on Route 2; 3 percent (462 unlinked trips) on Route 15; 3 percent (465 unlinked trips) on Route 55; and 1 percent on Express Routes 92/98 (216 trips). The Non-AA Corridor trips represent 82 percent of all survey responses, representing 13,299 unlinked trips. Some trips on Routes 15 and 55 were on portions of the routes entirely outside the AA corridor and are therefore included in the Non-AA corridor total.

Eighty-four percent of riders on the Express Routes 92/98 were going to work, as compared to an average 43 percent for other routes in the AA Corridor and an average 51 percent for Non-AA Corridor trips. Fifty three percent of riders on Express Routes 92/98 accessed the Metro bus stop by driving, as compared to 5 percent for other routes in the AA Corridor and Non-AA Corridor routes.

Riders on Express Routes 92/98 had fewer transfers on the one-way trip surveyed (13 percent) as compared to 54 percent transfers on other AA Corridor routes and 58 percent transfers on Non-AA Corridor routes. Seventeen percent of Express Routes 92/98 respondents reported no vehicles available in the household as compared to 58 percent for other AA Corridor routes and 59 percent for Non-AA Corridor routes. Seventy-two percent of riders on the Express Routes 92/98 had a vehicle available for the trip instead of taking the bus, and 67 percent would have driven to the destination if no Metro service were available. Twenty-two percent of riders on other AA Corridor routes (20 percent on Non-AA

Corridor routes) had a vehicle available for the trip instead of taking the bus, and 11 percent would have driven to the destination if no Metro service were available (10 percent on Non-AA Corridor routes).

On Express Routes 92/98, 23 percent of riders have been using Metro for more than 5 years as compared to 36 percent for other AA Corridor routes and 43 percent for Non-AA Corridor routes. Sixty-six percent of riders on Express Routes 92/98 use Metro service 5 days a week and 9 percent use Metro 6 or 7 days a week. These data compare to 29 percent of riders on other AA Corridor routes use Metro service 5 days a week and 59 percent use Metro 6 or 7 days per week. While 50 percent of riders on other AA Corridor routes paid Cash, 55 percent of riders on Express Routes 92/98 paid using a 10 Ride Card and 26 percent paid a Cash Fare.

Figure 5 depicts the reported household income for riders on Express Routes 92/98 and riders on other AA Corridor routes. Fifty-three percent of riders on Express Routes 92/98 reported annual household income \$50,000 or more as compared to 15 percent of riders on other routes in the AA Corridor.

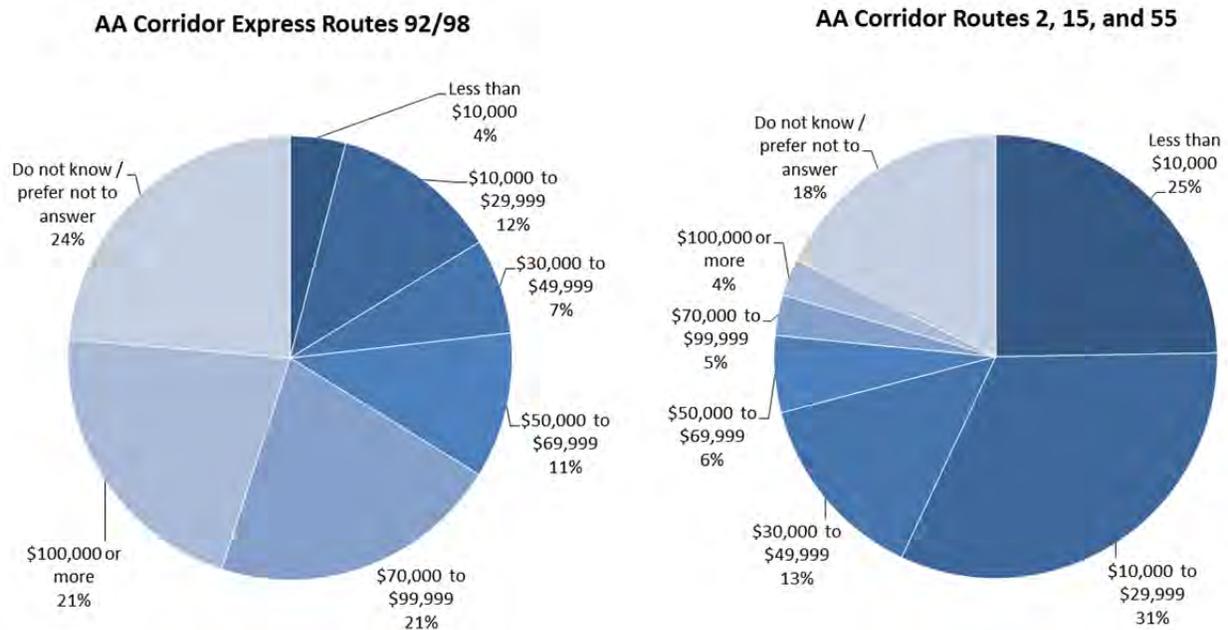


Figure 5. "What is the combined annual income for your household?"

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Methodology for Cross-Tabulation

The first cross tabulation is a comparison of choice riders vs. dependent riders, based on the availability of a car to the respondent for the trip. To determine these two classes, the data from question 9 of the survey is used, which asks “Could you have used one of these vehicles to make THIS TRIP today, instead of riding a bus?” The vehicles referred to come from the previous question, which asks how many vehicles the household possesses. The only two responses for the survey data are “No” and “Yes”, which along with “No Response” make up the three attributes in this cross tabulation. For all “No Response” answers to question 9, researchers referred back to question 8 about household vehicle availability and applied one of the following assumptions:

- If “No Response” to question 9 and “0” marked in question 8, then assumed “No Vehicle Available” is response in question 9.
- If “No Response” to question 9 and “1”, “2”, “3 or more” marked in question 8, then assumed “Yes Vehicle Available” is response in question 9.
- If “No Response” to question 9 and “No Response” to question 8, then survey remained in “No Response” in cross-tabulation analysis.

Results of Cross-Tabulation

Question 1: What type of place are you coming from now?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Medical	483	4.3%	4.2%	96	3.2%	3.1%	81	4.7%	660	4.1%
College	760	6.8%	6.7%	166	5.6%	5.4%	108	6.2%	1,035	6.4%
Home	5,551	49.9%	48.7%	1,623	54.2%	52.9%	721	41.6%	7,895	48.8%
Personal	694	6.2%	6.1%	132	4.4%	4.3%	95	5.5%	921	5.7%
Work	2,097	18.9%	18.4%	650	21.7%	21.2%	338	19.5%	3,085	19.1%
School	492	4.4%	4.3%	151	5.0%	4.9%	95	5.5%	737	4.6%
Shopping	433	3.9%	3.8%	92	3.1%	3.0%	46	2.7%	571	3.5%
Other	611	5.5%	5.4%	85	2.8%	2.8%	137	7.9%	833	5.1%
Total w/ Response	11,120	100.0%		2,995	100.0%					
<i>No Response</i>	269		2.4%	74		2.4%	111	6.4%	454	2.8%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	79%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 3: How did you get from that place to the first bus you rode on this one-way trip?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Walked	10,083	90.9%	88.5%	2,227	74.5%	72.6%	1,323	76.3%	13,633	84.2%
Bicycled	193	1.7%	1.7%	73	2.4%	2.4%	30	1.7%	295	1.8%
Drove	278	2.5%	2.4%	483	16.2%	15.8%	44	2.5%	805	5.0%
Rode	318	2.9%	2.8%	92	3.1%	3.0%	65	3.8%	476	2.9%
Taxi	220	2.0%	1.9%	115	3.8%	3.7%	49	2.8%	383	2.4%
Total w/ Response	11,092	100.0%		2,990	100.0%					
<i>No Response</i>	297		2.6%	78		2.5%	223	12.9%	598	3.7%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Question 4: Will you transfer from or to another bus route as part of this one-way trip?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
No	5,144	46.0%	45.2%	1,742	58.4%	56.8%	668	38.5%	7,554	46.7%
Yes	6,046	54.0%	53.1%	1,242	41.6%	40.5%	798	46.0%	8,086	49.9%
Total w/ Response	11,190	100.0%		2,984	100.0%					
<i>No Response</i>	200		1.8%	84		2.7%	267	15.4%	551	3.4%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 5: What type of place are you going to now?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Medical	616	5.4%	5.4%	143	4.7%	4.6%	114	6.6%	873	5.4%
College	998	8.8%	8.8%	224	7.4%	7.3%	121	7.0%	1,343	8.3%
Home	3,599	31.8%	31.6%	852	28.1%	27.8%	520	30.0%	4,971	30.7%
Personal	968	8.6%	8.5%	208	6.9%	6.8%	117	6.8%	1,293	8.0%
Work	3,250	28.7%	28.5%	1,236	40.8%	40.3%	373	21.5%	4,859	30.0%
School	505	4.5%	4.4%	162	5.4%	5.3%	73	4.2%	740	4.6%
Shopping	623	5.5%	5.5%	101	3.3%	3.3%	137	7.9%	860	5.3%
Other	761	6.7%	6.7%	103	3.4%	3.4%	68	3.9%	931	5.8%
Total w/ Response	11,319	100.0%		3,029	100.0%					
<i>No Response</i>	70		0.6%	39		1.3%	211	12.2%	321	2.0%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 7: How will you get from the last bus you will ride to the place you are going to now?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Walk	9,785	92.3%	85.9%	2,446	86.0%	79.7%	764	44.1%	12,996	80.3%
Bicycle	162	1.5%	1.4%	72	2.5%	2.3%	14	0.8%	247	1.5%
Drive	112	1.1%	1.0%	98	3.4%	3.2%	15	0.9%	225	1.4%
Ride	352	3.3%	3.1%	159	5.6%	5.2%	58	3.4%	569	3.5%
Taxi	194	1.8%	1.7%	70	2.4%	2.3%	16	0.9%	280	1.7%
Total w/ Response	10,605	100.0%		2,844	100.0%					
<i>No Response</i>	784		6.9%	224		7.3%	866	49.9%	1,874	11.6%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Question 8: How many working vehicles (cars, trucks, and motorcycles) are available in your household?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
0	7,505	66.3%	65.9%	575	19.1%	18.7%	772	45%	8,853	54.7%
1	2,571	22.7%	22.6%	1,193	39.6%	38.9%	52	3%	3,817	23.6%
2	888	7.9%	7.8%	904	30.0%	29.5%	47	3%	1,840	11.4%
3 or more	350	3.1%	3.1%	341	11.3%	11.1%	11	1%	703	4.3%
Total w/ Response	11,315	100.0%		3,014	100.0%					
<i>No Response</i>	74		0.7%	54		1.8%	851	49%	979	6.0%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 10: If bus service was not available, how would you make this trip?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Drive	301	2.7%	2.6%	1,319	43.8%	43.0%	14	0.8%	1,635	10.1%
Bicycle	824	7.3%	7.2%	218	7.2%	7.1%	52	3.0%	1,094	6.8%
Taxi	1,016	9.0%	8.9%	162	5.4%	5.3%	136	7.9%	1,314	8.1%
Walk	2,709	24.1%	23.8%	371	12.3%	12.1%	181	10.4%	3,261	20.1%
Ride	2,857	25.4%	25.1%	701	23.3%	22.8%	204	11.8%	3,762	23.2%
No Trip	3,537	31.5%	31.1%	239	7.9%	7.8%	310	17.9%	4,087	25.2%
Total w/ Response	11,243	100.0%		3,010	100.0%					
<i>No Response</i>	146		1.3%	58		1.9%	835	48.2%	1,039	6.4%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Question 11: Including yourself, how many people live in your household?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
1	3,091	28.6%	27.1%	443	15.5%	14.4%	259	14.9%	3,792	23.4%
2	2,561	23.7%	22.5%	856	29.9%	27.9%	197	11.3%	3,613	22.3%
3	1,962	18.1%	17.2%	673	23.5%	21.9%	136	7.9%	2,771	17.1%
4	1,330	12.3%	11.7%	414	14.5%	13.5%	69	4.0%	1,813	11.2%
5 or more	1,880	17.4%	16.5%	479	16.7%	15.6%	167	9.6%	2,525	15.6%
Total w/ Response	10,823	100.0%		2,865	100.0%					
<i>No Response</i>	566		5.0%	203		6.6%	906	52.3%	1,676	10.4%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 12: What is the combined annual income for your household?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Less than \$10,000	3,497	34.4%	30.7%	482	17.6%	15.7%	337	19.4%	4,316	26.7%
\$10,000 to \$29,999	2,816	27.7%	24.7%	608	22.2%	19.8%	284	16.4%	3,708	22.9%
\$30,000 to \$49,999	1,258	12.4%	11.0%	343	12.5%	11.2%	81	4.7%	1,682	10.4%
\$50,000 to \$69,999	360	3.5%	3.2%	298	10.9%	9.7%	25	1.5%	683	4.2%
\$70,000 to \$99,999	136	1.3%	1.2%	251	9.2%	8.2%	18	1.0%	405	2.5%
\$100,000 or more	105	1.0%	0.9%	232	8.5%	7.6%	8	0.5%	345	2.1%
No Answer	2,001	19.7%	17.6%	524	19.1%	17.1%	127	7.3%	2,652	16.4%
Total w/ Response	10,172	100.0%		2,738	100.0%					
<i>No Response</i>	<i>1,217</i>		<i>10.7%</i>	<i>330</i>		<i>10.8%</i>	<i>853</i>	<i>49.2%</i>	<i>2,400</i>	<i>14.8%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 13: What is your age?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
17 or under	697	6.6%	6.1%	248	8.1%	8.1%	22	1.3%	967	6.0%
18 to 24	2,185	20.7%	19.2%	417	13.6%	13.6%	88	5.1%	2,690	16.6%
25 to 34	2,272	21.6%	20.0%	543	17.7%	17.7%	266	15.3%	3,082	19.0%
35 to 54	3,673	34.9%	32.2%	1,154	37.6%	37.6%	396	22.8%	5,222	32.3%
55 to 64	1,353	12.8%	11.9%	417	13.6%	13.6%	108	6.2%	1,878	11.6%
65 or over	359	3.4%	3.1%	95	3.1%	3.1%	66	3.8%	520	3.2%
Total w/ Response	10,538	100.0%		2,875	93.7%					
<i>No Response</i>	852		7.5%	193		6.3%	788	45.5%	1,833	11.3%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Question 14: Are you?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Male	5,215	49.9%	45.8%	1,728	60.7%	56.3%	352	20.3%	7,295	45.1%
Female	5,239	50.1%	46.0%	1,118	39.3%	36.4%	588	33.9%	6,945	42.9%
Total w/ Response	10,454	100.0%		2,846	100.0%					
<i>No Response</i>	936		8.2%	222		7.2%	793	45.8%	1,952	12.1%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 15: Are you?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Black	4,856	46.6%	42.6%	1,315	46.0%	42.9%	464	26.8%	6,636	41.0%
White	4,080	39.1%	35.8%	1,111	38.8%	36.2%	311	18.0%	5,502	34.0%
Hispanic	594	5.7%	5.2%	156	5.4%	5.1%	71	4.1%	821	5.1%
Asian	230	2.2%	2.0%	108	3.8%	3.5%	14	0.8%	352	2.2%
American Indian	397	3.8%	3.5%	109	3.8%	3.5%	33	1.9%	539	3.3%
Other	275	2.6%	2.4%	62	2.2%	2.0%	55	3.2%	392	2.4%
Total w/ Response	10,432	100.0%		2,860	100.0%					
<i>No Response</i>	957		8.4%	208		6.8%	784	45.2%	1,950	12.0%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Question 16: How long have you been riding Metro in the Omaha area?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Less than 6 months	1,781	17.3%	15.6%	618	21.8%	20.1%	136	7.9%	2,535	15.7%
6 to 12 months	1,008	9.8%	8.8%	269	9.5%	8.8%	118	6.8%	1,394	8.6%
1 to 2 years	1,375	13.4%	12.1%	492	17.4%	16.0%	106	6.1%	1,972	12.2%
3 to 5 years	1,676	16.3%	14.7%	501	17.7%	16.3%	141	8.1%	2,318	14.3%
More than 5 years	4,452	43.3%	39.1%	951	33.6%	31.0%	485	28.0%	5,889	36.4%
Total w/ Response	10,291	100.0%		2,832	100.0%					
<i>No Response</i>	1,099		9.6%	237		7.7%	744	42.9%	2,080	12.8%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 17: How often do you ride Metro in the Omaha area?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
6 or 7 days per week	4,113	40.5%	36.1%	666	23.6%	21.7%	439	25.3%	5,218	32.2%
5 days per week	3,147	31.0%	27.6%	1,130	40.0%	36.8%	268	15.5%	4,545	28.1%
3 or 4 days per week	1,732	17.0%	15.2%	631	22.3%	20.6%	131	7.5%	2,493	15.4%
1 or 2 days per week	706	6.9%	6.2%	231	8.2%	7.5%	86	4.9%	1,022	6.3%
1 or 2 days per month	287	2.8%	2.5%	90	3.2%	2.9%	24	1.4%	401	2.5%
Less than once per month	100	1.0%	0.9%	47	1.6%	1.5%	7	0.4%	153	0.9%
First time	80	0.8%	0.7%	33	1.2%	1.1%		0.0%	113	0.7%
Total w/ Response	10,164	100.0%		2,828	100.0%					
<i>No Response</i>	<i>1,225</i>		<i>10.8%</i>	<i>240</i>		<i>7.8%</i>	<i>780</i>	<i>45.0%</i>	<i>2,246</i>	<i>13.9%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 18: How do you usually pay your fare?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Cash Fare - Adult	4,488	44.1%	39.4%	1,133	40.5%	36.9%	450	25.9%	6,071	37.5%
Cash Fare - Student	345	3.4%	3.0%	135	4.8%	4.4%	52	3.0%	532	3.3%
Cash Fare - Child	70	0.7%	0.6%	19	0.7%	0.6%	6	0.3%	94	0.6%
Cash Fare - Senior	256	2.5%	2.2%	61	2.2%	2.0%	19	1.1%	336	2.1%
10 Ride Card - Adult	1,887	18.5%	16.6%	769	27.5%	25.1%	171	9.9%	2,826	17.5%
10 Ride Card - Student	273	2.7%	2.4%	79	2.8%	2.6%	27	1.6%	379	2.3%
10 Ride Card - Child	27	0.3%	0.2%	13	0.5%	0.4%	-	0.0%	40	0.2%
10 Ride Card - Senior	177	1.7%	1.6%	28	1.0%	0.9%	14	0.8%	219	1.4%
30 Day Pass - Regular	958	9.4%	8.4%	219	7.8%	7.1%	99	5.7%	1,277	7.9%
30 Day Pass - Half-fare	376	3.7%	3.3%	62	2.2%	2.0%	43	2.5%	480	3.0%
University Pass - MCC	643	6.3%	5.6%	147	5.3%	4.8%	56	3.3%	846	5.2%
University Pass - UNO	225	2.2%	2.0%	45	1.6%	1.5%	24	1.4%	293	1.8%
University Pass - Clarkson	5	0.1%	0.0%	-	0.0%	0.0%	-	0.0%	5	0.0%
One Ride Card with Transfer	457	4.5%	4.0%	85	3.0%	2.8%	20	1.1%	561	3.5%
Total w/ Response	10,186	100.0%		2,794	100.0%					
<i>No Response</i>	<i>1,204</i>		<i>10.6%</i>	<i>274</i>		<i>8.9%</i>	<i>753</i>	<i>43.4%</i>	<i>2,231</i>	<i>13.8%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 19: Which one of the following do you think is the most important to improve Metro's service?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Transfer Easier	1,162	12.3%	10.2%	368	14.9%	12.0%	104	6.0%	1,634	10.1%
Start Earlier	589	6.2%	5.2%	187	7.6%	6.1%	50	2.9%	826	5.1%
End Later	1,572	16.7%	13.8%	373	15.1%	12.1%	101	5.8%	2,046	12.6%
More Frequent	1,261	13.4%	11.1%	399	16.2%	13.0%	103	5.9%	1,762	10.9%
Ped/Bike Access	184	2.0%	1.6%	55	2.2%	1.8%	10	0.6%	250	1.5%
More Weekends	3,200	33.9%	28.1%	622	25.2%	20.3%	340	19.6%	4,162	25.7%
Information	750	7.9%	6.6%	219	8.9%	7.2%	66	3.8%	1,035	6.4%
New Route	524	5.5%	4.6%	180	7.3%	5.9%	52	3.0%	756	4.7%
Direct Route	193	2.0%	1.7%	64	2.6%	2.1%	12	0.7%	269	1.7%
Total w/ Response	9,436	100.0%		2,468	100.0%					
<i>No Response</i>	1,953		17.2%	600		19.6%	897	51.8%	3,451	21.3%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 20a: Do you agree or disagree with the following statement: "Metro takes me where I need to go"?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	4,220	43.1%	37.0%	1,315	48.9%	42.9%	373	21.5%	5,908	36.5%
Agree	4,566	46.6%	40.1%	1,101	40.9%	35.9%	399	23.0%	6,066	37.5%
No Opinion	434	4.4%	3.8%	108	4.0%	3.5%	45	2.6%	586	3.6%
Disagree	441	4.5%	3.9%	111	4.1%	3.6%	71	4.1%	623	3.8%
Strongly Disagree	131	1.3%	1.1%	57	2.1%	1.8%	12	0.7%	199	1.2%
Total w/ Response	9,791	100.0%		2,691	100.0%					
<i>No Response</i>	<i>1,598</i>		<i>14.0%</i>	<i>377</i>		<i>12.3%</i>	<i>833</i>	<i>48.0%</i>	<i>2,808</i>	<i>17.3%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Question 20b: Do you agree or disagree with the following statement: "Schedule information is easy to use"?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	3,087	32.8%	27.1%	855	33.0%	27.9%	344	19.9%	4,286	26.5%
Agree	4,352	46.2%	38.2%	1,244	48.0%	40.5%	321	18.5%	5,917	36.5%
No Opinion	835	8.9%	7.3%	251	9.7%	8.2%	64	3.7%	1,149	7.1%
Disagree	912	9.7%	8.0%	185	7.2%	6.0%	98	5.6%	1,195	7.4%
Strongly Disagree	226	2.4%	2.0%	56	2.1%	1.8%	26	1.5%	308	1.9%
Total w/ Response	9,412	100.0%		2,591	100.0%					
<i>No Response</i>	<i>1,977</i>		<i>17.4%</i>	<i>478</i>		<i>15.6%</i>	<i>880</i>	<i>50.8%</i>	<i>3,335</i>	<i>20.6%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 20c: Do you agree or disagree with the following statement: "I feel safe riding the bus"?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	3,635	38.1%	31.9%	1,026	39.1%	33.4%	413	24%	5,074	31.3%
Agree	4,293	45.0%	37.7%	1,257	47.9%	41.0%	339	20%	5,889	36.4%
No Opinion	1,125	11.8%	9.9%	253	9.6%	8.2%	60	3%	1,438	8.9%
Disagree	369	3.9%	3.2%	62	2.4%	2.0%	30	2%	461	2.8%
Strongly Disagree	114	1.2%	1.0%	28	1.1%	0.9%	22	1%	165	1.0%
Total w/ Response	9,537	100.0%		2,626	100.0%					
<i>No Response</i>	1,853		16.3%	443		14.4%	869	50%	3,164	19.5%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Question 20d: Do you agree or disagree with the following statement: "Buses are clean"?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	2,468	26.2%	21.7%	726	28.0%	23.7%	297	17.1%	3,491	21.6%
Agree	4,343	46.0%	38.1%	1,191	45.9%	38.8%	324	18.7%	5,858	36.2%
No Opinion	1,370	14.5%	12.0%	333	12.9%	10.9%	92	5.3%	1,796	11.1%
Disagree	923	9.8%	8.1%	272	10.5%	8.9%	96	5.5%	1,291	8.0%
Strongly Disagree	329	3.5%	2.9%	70	2.7%	2.3%	40	2.3%	439	2.7%
Total w/ Response	9,433	100.0%		2,592	100.0%					
<i>No Response</i>	1,956		17.2%	476		15.5%	884	51.0%	3,316	20.5%
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	70.3%			18.9%			10.7%		100.0%	
<i>Percent w/ Response</i>	78.8%			21.2%					100.0%	

Cross Tabulation #1: Choice Riders vs. Dependent Riders

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

No, Yes, No response

Question 20e: Do you agree or disagree with the following statement: "Drivers are helpful and friendly"?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	3,027	31.9%	26.6%	897	34.2%	29.2%	316	18.2%	4,239	26.2%
Agree	3,619	38.2%	31.8%	1,072	40.9%	34.9%	354	20.4%	5,045	31.2%
No Opinion	1,473	15.5%	12.9%	377	14.4%	12.3%	87	5.0%	1,938	12.0%
Disagree	931	9.8%	8.2%	180	6.9%	5.9%	50	2.9%	1,161	7.2%
Strongly Disagree	429	4.5%	3.8%	95	3.6%	3.1%	58	3.4%	582	3.6%
Total w/ Response	9,479	100.0%		2,622	100.0%					
<i>No Response</i>	<i>1,911</i>		<i>16.8%</i>	<i>447</i>		<i>14.6%</i>	<i>868</i>	<i>50.1%</i>	<i>3,226</i>	<i>19.9%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Question 20f: Do you agree or disagree with the following statement: "Buses are on time"?										
	No			Yes			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	1,605	16.9%	14.1%	497	19.1%	16.2%	145	8.4%	2,247	13.9%
Agree	4,004	42.2%	35.2%	1,118	43.0%	36.4%	379	21.8%	5,500	34.0%
No Opinion	1,418	14.9%	12.4%	374	14.4%	12.2%	141	8.1%	1,933	11.9%
Disagree	1,719	18.1%	15.1%	494	19.0%	16.1%	133	7.6%	2,346	14.5%
Strongly Disagree	739	7.8%	6.5%	117	4.5%	3.8%	48	2.8%	905	5.6%
Total w/ Response	9,485	100.0%		2,600	100.0%					
<i>No Response</i>	<i>1,904</i>		<i>16.7%</i>	<i>468</i>		<i>15.2%</i>	<i>888</i>	<i>51.2%</i>	<i>3,260</i>	<i>20.1%</i>
TOTAL	11,389		100.0%	3,068		100.0%	1,733	100.0%	16,191	100.0%
<i>Percent Total</i>	<i>70.3%</i>			<i>18.9%</i>			<i>10.7%</i>		<i>100.0%</i>	
<i>Percent w/ Response</i>	<i>78.8%</i>			<i>21.2%</i>					<i>100.0%</i>	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Methodology for Cross-Tabulation

The second cross tabulation measures frequency of use between respondents of the survey. Question 17 asked, “How often do you ride Metro in the Omaha area?”. The options for response were “6 or 7 days per week”, “5 days per week”, “3 or 4 days per week”, “1 or 2 days per week”, “1 or 2 days per month”, “Less than once per month”, and “This is my first time”. The cross-tabulation categorizes survey responses into two types; “less than 5 days” and “5 days or more” frequency-of-use groups of Metro riders.

Results of Cross-Tabulation

Question 1: What type of place are you coming from now?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Medical	329	3.5%	3.4%	198	4.8%	4.7%	132	5.9%	660	4.1%
College	640	6.7%	6.6%	277	6.7%	6.6%	118	5.2%	1,035	6.4%
Home	4,820	50.7%	49.4%	2,118	51.5%	50.6%	957	42.6%	7,895	48.8%
Personal	450	4.7%	4.6%	320	7.8%	7.7%	150	6.7%	921	5.7%
Work	2,178	22.9%	22.3%	500	12.2%	11.9%	407	18.1%	3,085	19.1%
School	418	4.4%	4.3%	166	4.0%	4.0%	153	6.8%	737	4.6%
Shopping	255	2.7%	2.6%	208	5.1%	5.0%	108	4.8%	571	3.5%
Other	416	4.4%	4.3%	323	7.9%	7.7%	94	4.2%	833	5.1%
Total w/ Response	9,507	100.0%		4,111	100.0%					
<i>No Response</i>	256		2.6%	72		1.7%	126	5.6%	454	2.8%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 3: How did you get from that place to the first bus you rode on this one-way trip?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Walked</i>	8,388	88.3%	85.9%	3,522	86.6%	84.2%	1,724	77%	13,633	84.2%
<i>Bicycled</i>	162	1.7%	1.7%	68	1.7%	1.6%	65	3%	295	1.8%
<i>Drove</i>	505	5.3%	5.2%	232	5.7%	5.5%	69	3%	805	5.0%
<i>Rode</i>	275	2.9%	2.8%	103	2.5%	2.5%	97	4%	476	2.9%
<i>Taxi</i>	167	1.8%	1.7%	140	3.4%	3.3%	76	3%	383	2.4%
Total w/ Response	9,497	100.0%		4,065	100.0%					
<i>No Response</i>	266		2.7%	117		2.8%	215	10%	598	3.7%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 4: Will you transfer from or to another bus route as part of this one-way trip?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>No</i>	4,344	45.5%	44.5%	2,222	54.6%	53.1%	988	44.0%	7,554	46.7%
<i>Yes</i>	5,203	54.5%	53.3%	1,847	45.4%	44.2%	1,037	46.2%	8,086	49.9%
Total w/ Response	9,547	100.0%		4,069	100.0%					
<i>No Response</i>	216		2.2%	114		2.7%	221	9.8%	551	3.4%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 5: What type of place are you going to now?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Medical</i>	430	4.4%	4.4%	312	7.5%	7.4%	131	5.8%	873	5.4%
<i>College</i>	755	7.8%	7.7%	433	10.4%	10.3%	156	6.9%	1,343	8.3%
<i>Home</i>	2,930	30.3%	30.0%	1,318	31.8%	31.5%	723	32.2%	4,971	30.7%
<i>Personal</i>	589	6.1%	6.0%	492	11.9%	11.8%	212	9.4%	1,293	8.0%
<i>Work</i>	3,574	36.9%	36.6%	838	20.2%	20.0%	447	19.9%	4,859	30.0%
<i>School</i>	492	5.1%	5.0%	99	2.4%	2.4%	148	6.6%	740	4.6%
<i>Shopping</i>	391	4.0%	4.0%	338	8.1%	8.1%	131	5.8%	860	5.3%
<i>Other</i>	517	5.3%	5.3%	313	7.6%	7.5%	100	4.5%	931	5.8%
Total w/ Response	9,678	100.0%		4,144	100.0%					
<i>No Response</i>	84		0.9%	39		0.9%	198	8.8%	321	2.0%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 7: How will you get from the last bus you will ride to the place you are going to now?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Walk</i>	8,259	91.8%	84.6%	3,466	89.3%	82.9%	1,271	56.6%	12,996	80.3%
<i>Bicycle</i>	137	1.5%	1.4%	79	2.0%	1.9%	32	1.4%	247	1.5%
<i>Drive</i>	122	1.4%	1.2%	80	2.1%	1.9%	23	1.0%	225	1.4%
<i>Ride</i>	314	3.5%	3.2%	175	4.5%	4.2%	79	3.5%	569	3.5%
<i>Taxi</i>	169	1.9%	1.7%	81	2.1%	1.9%	31	1.4%	280	1.7%
Total w/ Response	9,001	100.0%		3,880	100.0%					
<i>No Response</i>	762		7.8%	303		7.2%	810	36.1%	1,874	11.6%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 8: How many working vehicles (cars, trucks, and motorcycles) are available in your household?

	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
0	5,884	61.5%	60.3%	2,060	50.2%	49.2%	909	40.5%	8,853	54.7%
1	2,169	22.7%	22.2%	1,212	29.6%	29.0%	435	19.4%	3,817	23.6%
2	1,074	11.2%	11.0%	616	15.0%	14.7%	149	6.6%	1,840	11.4%
3 or more	436	4.6%	4.5%	213	5.2%	5.1%	54	2.4%	703	4.3%
Total w/ Response	9,563	100.0%	98.0%	4,101	100.0%					
No Response	199		2.0%	82		2.0%	698	31.1%	979	6.0%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
Percent Total	60.3%			25.8%			13.9%		100.0%	
Percent w/ Response	70.0%			30.0%					100.0%	

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?

	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
No	7,260	80.2%	74.4%	2,904	73.8%	69.4%	1,225	54.6%	11,389	70.3%
Yes	1,796	19.8%	18.4%	1,032	26.2%	24.7%	240	10.7%	3,068	18.9%
Total w/ Response	9,056	100.0%		3,936	100.0%					
No Response	706		7.2%	247		5.9%	780	34.7%	1,733	10.7%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
Percent Total	60.3%			25.8%			13.9%		100.0%	
Percent w/ Response	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 10: If bus service was not available, how would you make this trip?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Drive</i>	972	10.2%	10.0%	572	14.0%	13.7%	90	4.0%	1,635	10.1%
<i>Bicycle</i>	690	7.2%	7.1%	261	6.4%	6.2%	142	6.3%	1,094	6.8%
<i>Taxi</i>	874	9.1%	9.0%	312	7.6%	7.5%	128	5.7%	1,314	8.1%
<i>Walk</i>	2,092	21.9%	21.4%	859	21.0%	20.5%	309	13.8%	3,261	20.1%
<i>Ride</i>	2,174	22.8%	22.3%	1,061	25.9%	25.4%	527	23.5%	3,762	23.2%
<i>No Trip</i>	2,753	28.8%	28.2%	1,028	25.1%	24.6%	305	13.6%	4,087	25.2%
Total w/ Response	9,557	100.0%		4,093	100.0%					
<i>No Response</i>	206		2.1%	89		2.1%	744	33.1%	1,039	6.4%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 11: Including yourself, how many people live in your household?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>1</i>	2,543	27.7%	26.0%	895	23.0%	21.4%	355	15.8%	3,792	23.4%
<i>2</i>	2,182	23.8%	22.4%	1,022	26.3%	24.4%	409	18.2%	3,613	22.3%
<i>3</i>	1,714	18.7%	17.6%	772	19.9%	18.4%	286	12.7%	2,771	17.1%
<i>4</i>	1,065	11.6%	10.9%	583	15.0%	13.9%	166	7.4%	1,813	11.2%
<i>5 or more</i>	1,680	18.3%	17.2%	615	15.8%	14.7%	229	10.2%	2,525	15.6%
Total w/ Response	9,184	100.0%		3,886	100.0%					
<i>No Response</i>	578		5.9%	296		7.1%	801	35.7%	1,676	10.4%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 12: What is the combined annual income for your household?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Less than \$10,000</i>	2,862	30.9%	29.3%	1,269	32.3%	30.3%	185	8.3%	4,316	26.7%
<i>\$10,000 to \$29,999</i>	2,568	27.7%	26.3%	1,040	26.5%	24.9%	100	4.4%	3,708	22.9%
<i>\$30,000 to \$49,999</i>	1,208	13.0%	12.4%	404	10.3%	9.7%	70	3.1%	1,682	10.4%
<i>\$50,000 to \$69,999</i>	418	4.5%	4.3%	240	6.1%	5.7%	25	1.1%	683	4.2%
<i>\$70,000 to \$99,999</i>	249	2.7%	2.6%	150	3.8%	3.6%	6	0.3%	405	2.5%
<i>\$100,000 or more</i>	217	2.3%	2.2%	113	2.9%	2.7%	15	0.7%	345	2.1%
<i>No Answer</i>	1,737	18.8%	17.8%	713	18.2%	17.1%	202	9.0%	2,652	16.4%
Total w/ Response	9,259	100.0%		3,929	100.0%					
<i>No Response</i>	504		5.2%	254		6.1%	1,642	73.1%	2,400	14.8%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 13: What is your age?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>17 or under</i>	671	7.0%	6.9%	211	5.1%	5.0%	85	3.8%	967	6.0%
<i>18 to 24</i>	1,626	17.0%	16.7%	950	23.1%	22.7%	114	5.1%	2,690	16.6%
<i>25 to 34</i>	2,068	21.6%	21.2%	833	20.3%	19.9%	181	8.0%	3,082	19.0%
<i>35 to 54</i>	3,603	37.6%	36.9%	1,419	34.6%	33.9%	200	8.9%	5,222	32.3%
<i>55 to 64</i>	1,317	13.7%	13.5%	496	12.1%	11.9%	65	2.9%	1,878	11.6%
<i>65 or over</i>	298	3.1%	3.1%	195	4.8%	4.7%	26	1.2%	520	3.2%
Total w/ Response	9,584	100.0%		4,104	100.0%					
<i>No Response</i>	179		1.8%	79		1.9%	1,575	70.2%	1,833	11.3%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 14: Are you?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Male</i>	4,868	51.3%	49.9%	2,116	51.8%	50.6%	312	13.9%	7,295	45.1%
<i>Female</i>	4,627	48.7%	47.4%	1,970	48.2%	47.1%	347	15.5%	6,945	42.9%
Total w/ Response	9,495	100.0%		4,086	100.0%					
<i>No Response</i>	268		2.7%	97		2.3%	1,587	70.7%	1,952	12.1%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 15: Are you?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Black</i>	4,465	46.8%	45.7%	1,801	44.2%	43.1%	371	16.5%	6,636	41.0%
<i>White</i>	3,657	38.4%	37.5%	1,695	41.6%	40.5%	149	6.6%	5,502	34.0%
<i>Hispanic</i>	574	6.0%	5.9%	208	5.1%	5.0%	39	1.7%	821	5.1%
<i>Asian</i>	226	2.4%	2.3%	110	2.7%	2.6%	15	0.7%	352	2.2%
<i>American Indian</i>	360	3.8%	3.7%	137	3.4%	3.3%	42	1.8%	539	3.3%
<i>Other</i>	252	2.6%	2.6%	119	2.9%	2.8%	21	0.9%	392	2.4%
Total w/ Response	9,535	100.0%		4,070	100.0%					
<i>No Response</i>	228		2.3%	113		2.7%	1,609	71.7%	1,950	12.0%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 16: How long have you been riding Metro in the Omaha area?

	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Less than 6 months</i>	1,592	16.4%	16.3%	901	21.6%	21.5%	42	1.9%	2,535	15.7%
<i>6 to 12 months</i>	995	10.3%	10.2%	385	9.2%	9.2%	14	0.6%	1,394	8.6%
<i>1 to 2 years</i>	1,323	13.6%	13.5%	609	14.6%	14.6%	41	1.8%	1,972	12.2%
<i>3 to 5 years</i>	1,651	17.0%	16.9%	628	15.1%	15.0%	38	1.7%	2,318	14.3%
<i>More than 5 years</i>	4,144	42.7%	42.5%	1,640	39.4%	39.2%	104	4.6%	5,889	36.4%
Total w/ Response	9,706	100.0%		4,163	100.0%					
<i>No Response</i>	56		0.6%	20		0.5%	2,003	89.2%	2,080	12.8%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 18: How do you usually pay your fare?

	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Cash Fare - Adult</i>	3,831	40.0%	39.2%	2,133	52.1%	51.0%	107	4.8%	6,071	37.5%
<i>Cash Fare - Student</i>	349	3.6%	3.6%	161	3.9%	3.9%	22	1.0%	532	3.3%
<i>Cash Fare - Child</i>	66	0.7%	0.7%	28	0.7%	0.7%	1	0.0%	94	0.6%
<i>Cash Fare - Senior</i>	195	2.0%	2.0%	132	3.2%	3.2%	9	0.4%	336	2.1%
<i>10 Ride Card - Adult</i>	2,095	21.8%	21.5%	673	16.4%	16.1%	59	2.6%	2,826	17.5%
<i>10 Ride Card - Student</i>	290	3.0%	3.0%	88	2.1%	2.1%	1	0.0%	379	2.3%
<i>10 Ride Card - Child</i>	30	0.3%	0.3%	4	0.1%	0.1%	5	0.2%	40	0.2%
<i>10 Ride Card - Senior</i>	105	1.1%	1.1%	113	2.7%	2.7%	2	0.1%	219	1.4%
<i>30 Day Pass - Regular</i>	1,148	12.0%	11.8%	107	2.6%	2.5%	22	1.0%	1,277	7.9%
<i>30 Day Pass - Half-fare</i>	434	4.5%	4.4%	27	0.7%	0.6%	20	0.9%	480	3.0%
<i>University Pass - MCC</i>	529	5.5%	5.4%	313	7.6%	7.5%	5	0.2%	846	5.2%
<i>University Pass - UNO</i>	189	2.0%	1.9%	102	2.5%	2.4%	2	0.1%	293	1.8%
<i>University Pass - Clarkson</i>	5	0.1%	0.1%	-	0.0%	0.0%	-	0.0%	5	0.0%
<i>One Ride Card with Transfer</i>	323	3.4%	3.3%	217	5.3%	5.2%	21	1.0%	561	3.5%
Total w/ Response	9,588	100.0%		4,098	100.0%	98.0%				
<i>No Response</i>	175		1.8%	85		2.0%	1,971	87.8%	2,231	13.8%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 19: Which one of the following do you think is the most important to improve Metro's service?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Transfer Easier</i>	1,139	12.9%	11.7%	484	13.1%	11.6%	11	0.5%	1,634	10.1%
<i>Start Earlier</i>	609	6.9%	6.2%	198	5.3%	4.7%	19	0.9%	826	5.1%
<i>End Later</i>	1,510	17.1%	15.5%	495	13.4%	11.8%	41	1.8%	2,046	12.6%
<i>More Frequent</i>	1,194	13.5%	12.2%	551	14.9%	13.2%	17	0.8%	1,762	10.9%
<i>Ped/Bike Access</i>	141	1.6%	1.4%	103	2.8%	2.5%	5	0.2%	250	1.5%
<i>More Weekends</i>	2,899	32.8%	29.7%	1,212	32.7%	29.0%	51	2.3%	4,162	25.7%
<i>Information</i>	622	7.0%	6.4%	385	10.4%	9.2%	28	1.3%	1,035	6.4%
<i>New Route</i>	538	6.1%	5.5%	213	5.7%	5.1%	5	0.2%	756	4.7%
<i>Direct Route</i>	197	2.2%	2.0%	64	1.7%	1.5%	8	0.4%	269	1.7%
Total w/ Response	8,849	100.0%		3,704	100.0%					
<i>No Response</i>	913		9.4%	479		11.5%	2,059	91.7%	3,451	21.3%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 20a: Do you agree or disagree with the following statement: "Metro takes me where I need to go"?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	3,960	43.0%	40.6%	1,833	46.1%	43.8%	116	5.1%	5,908	36.5%
<i>Agree</i>	4,326	46.9%	44.3%	1,694	42.6%	40.5%	46	2.1%	6,066	37.5%
<i>No Opinion</i>	352	3.8%	3.6%	211	5.3%	5.1%	23	1.0%	586	3.6%
<i>Disagree</i>	413	4.5%	4.2%	203	5.1%	4.9%	7	0.3%	623	3.8%
<i>Strongly Disagree</i>	168	1.8%	1.7%	31	0.8%	0.7%		0.0%	199	1.2%
Total w/ Response	9,219	100.0%		3,972	100.0%	95.0%				
<i>No Response</i>	543		5.6%	211		5.0%	2,054	91.5%	2,808	17.3%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 20b: Do you agree or disagree with the following statement: "Schedule information is easy to use"?

	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	2,828	32.0%	29.0%	1,379	35.9%	33.0%	79	3.5%	4,286	26.5%
<i>Agree</i>	4,199	47.5%	43.0%	1,657	43.1%	39.6%	62	2.8%	5,917	36.5%
<i>No Opinion</i>	739	8.4%	7.6%	388	10.1%	9.3%	22	1.0%	1,149	7.1%
<i>Disagree</i>	848	9.6%	8.7%	345	9.0%	8.2%	2	0.1%	1,195	7.4%
<i>Strongly Disagree</i>	233	2.6%	2.4%	75	2.0%	1.8%		0.0%	308	1.9%
Total w/ Response	8,847	100.0%		3,844	100.0%					
<i>No Response</i>	916		9.4%	339		8.1%	2,080	92.6%	3,335	20.6%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 20c: Do you agree or disagree with the following statement: "I feel safe riding the bus"?

	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	3,407	38.0%	34.9%	1,572	40.5%	37.6%	95	4.2%	5,074	31.3%
<i>Agree</i>	4,117	45.9%	42.2%	1,698	43.8%	40.6%	74	3.3%	5,889	36.4%
<i>No Opinion</i>	997	11.1%	10.2%	437	11.3%	10.5%	4	0.2%	1,438	8.9%
<i>Disagree</i>	341	3.8%	3.5%	120	3.1%	2.9%		0.0%	461	2.8%
<i>Strongly Disagree</i>	113	1.3%	1.2%	52	1.3%	1.2%		0.0%	165	1.0%
Total w/ Response	8,975	100.0%		3,879	100.0%					
<i>No Response</i>	787		8.1%	304		7.3%	2,073	92.3%	3,164	19.5%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 20d: Do you agree or disagree with the following statement: "Buses are clean"?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	2,384	26.9%	24.4%	1,040	27.1%	24.9%	67	3.0%	3,491	21.6%
<i>Agree</i>	3,884	43.8%	39.8%	1,935	50.5%	46.3%	39	1.7%	5,858	36.2%
<i>No Opinion</i>	1,248	14.1%	12.8%	517	13.5%	12.3%	31	1.4%	1,796	11.1%
<i>Disagree</i>	1,026	11.6%	10.5%	241	6.3%	5.8%	23	1.0%	1,291	8.0%
<i>Strongly Disagree</i>	334	3.8%	3.4%	100	2.6%	2.4%	5	0.2%	439	2.7%
Total w/ Response	8,876	100.0%		3,833	100.0%					
<i>No Response</i>	886		9.1%	350		8.4%	2,080	92.6%	3,316	20.5%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Question 20e: Do you agree or disagree with the following statement: "Drivers are helpful and friendly"?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	2,927	32.7%	30.0%	1,234	32.2%	29.5%	78	3.5%	4,239	26.2%
<i>Agree</i>	3,321	37.1%	34.0%	1,667	43.5%	39.8%	58	2.6%	5,045	31.2%
<i>No Opinion</i>	1,378	15.4%	14.1%	546	14.2%	13.1%	14	0.6%	1,938	12.0%
<i>Disagree</i>	845	9.4%	8.7%	293	7.6%	7.0%	23	1.0%	1,161	7.2%
<i>Strongly Disagree</i>	485	5.4%	5.0%	95	2.5%	2.3%	3	0.1%	582	3.6%
Total w/ Response	8,956	100.0%		3,835	100.0%					
<i>No Response</i>	807		8.3%	348		8.3%	2,071	92.2%	3,226	19.9%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #2: Frequency of Use

Question 17: Often do you ride Metro in the Omaha area?

5 Plus Days, Less than 5 days, No response

Question 20f: Do you agree or disagree with the following statement: "Buses are on time"?										
	5 Plus			Less than 5			No Response		TOTAL	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	1,466	16.4%	15.0%	726	18.9%	17.4%	55	2.4%	2,247	13.9%
<i>Agree</i>	3,617	40.6%	37.1%	1,813	47.2%	43.3%	70	3.1%	5,500	34.0%
<i>No Opinion</i>	1,385	15.5%	14.2%	520	13.5%	12.4%	28	1.2%	1,933	11.9%
<i>Disagree</i>	1,703	19.1%	17.4%	630	16.4%	15.1%	13	0.6%	2,346	14.5%
<i>Strongly Disagree</i>	745	8.4%	7.6%	151	3.9%	3.6%	9	0.4%	905	5.6%
Total w/ Response	8,917	100.0%		3,840	100.0%					
<i>No Response</i>	846		8.7%	343		8.2%	2,071	92.2%	3,260	20.1%
TOTAL	9,763		100.0%	4,183		100.0%	2,246	100.0%	16,191	100.0%
<i>Percent Total</i>	60.3%			25.8%			13.9%		100.0%	
<i>Percent w/ Response</i>	70.0%			30.0%					100.0%	

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Methodology for Cross-Tabulation

The third cross tabulation compared survey responses based on fare payment medium. Question 18 of the survey asked “How do you usually pay your fare?”: respondents marked their most common fare medium in one of several categories; “Cash Fare”, “10 Ride Card”, “30 Day Pass”, “University Pass”, and “One Ride Card with Transfer”. This cross-tabulation of survey results investigates the relationship between the five types of Metro fare (including the specific types of cash fare).

Results of Cross-Tabulation

Question 1: What type of place are you coming from now?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Medical	259	7	5	39	4.5%	4.4%	125	3.7%	3.6%	64	3.7%	3.7%	5	0.5%	0.5%	38	6.8%	6.8%	117	5.2%	660	4.1%
College	148	46	3	1	2.9%	2.8%	150	4.4%	4.3%	87	5.1%	4.9%	447	39.5%	39.0%	30	5.3%	5.3%	124	5.6%	1,035	6.4%
Home	3,081	235	57	124	51.2%	49.7%	1,875	55.1%	54.1%	834	48.6%	47.5%	542	47.9%	47.3%	207	37.2%	36.9%	941	42.2%	7,895	48.8%
Personal	424	8	3	27	6.8%	6.6%	126	3.7%	3.6%	134	7.8%	7.6%	23	2.0%	2.0%	58	10.4%	10.3%	119	5.3%	921	5.7%
Work	1,386	14	5	20	20.9%	20.3%	658	19.3%	19.0%	361	21.1%	20.6%	67	5.9%	5.8%	118	21.3%	21.1%	455	20.4%	3,085	19.1%
School	113	179	11	-	4.4%	4.3%	240	7.1%	6.9%	13	0.8%	0.8%	15	1.3%	1.3%	25	4.5%	4.5%	141	6.3%	737	4.6%
Shopping	203	2	3	20	3.3%	3.2%	108	3.2%	3.1%	86	5.0%	4.9%	30	2.7%	2.6%	23	4.1%	4.1%	95	4.3%	571	3.5%
Other	304	29	5	73	6.0%	5.8%	121	3.6%	3.5%	136	7.9%	7.7%	3	0.3%	0.3%	58	10.3%	10.2%	104	4.7%	833	5.1%
Total w/ Response	5,918	520	93	306	100.0%		3,403	100.0%		1,714	100.0%		1,131	100.0%		557	100.0%					
No Response	153	12	1	31		2.8%	62		1.8%	42		2.4%	13		1.2%	4		0.8%	135	6.1%	454	2.8%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 3: How did you get from that place to the first bus you rode on this one-way trip?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Walked</i>	5,283	477	91	295	89.7%	87.4%	2,817	83.3%	81.3%	1,448	86.3%	82.4%	1,031	92.1%	90.0%	501	90.2%	89.3%	1,691	75.8%	13,633	84.2%
<i>Bicycled</i>	136	3	-	2	2.1%	2.0%	54	1.6%	1.6%	33	2.0%	1.9%	4	0.3%	0.3%	8	1.5%	1.5%	55	2.5%	295	1.8%
<i>Drove</i>	181	21	1	14	3.2%	3.1%	321	9.5%	9.3%	114	6.8%	6.5%	36	3.2%	3.1%	15	2.7%	2.7%	103	4.6%	805	5.0%
<i>Rode</i>	170	15	-	8	2.8%	2.7%	101	3.0%	2.9%	53	3.2%	3.0%	26	2.3%	2.2%	17	3.1%	3.0%	86	3.8%	476	2.9%
<i>Taxi</i>	141	6	2	9	2.3%	2.2%	90	2.6%	2.6%	29	1.8%	1.7%	24	2.1%	2.1%	14	2.5%	2.5%	69	3.1%	383	2.4%
Total w/ Response	5,910	523	94	327	100.0%		3,383	100.0%		1,677	100.0%		1,119	100.0%		556	100.0%					
<i>No Response</i>	161	9	-	9		2.6%	81		2.3%	80		4.5%	26		2.2%	5		0.9%	227	10.2%	598	3.7%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Question 4: Will you transfer from or to another bus route as part of this one-way trip?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>No</i>	2,898	258	41	121	48.8%	47.2%	1,752	51.5%	50.6%	761	44.3%	43.3%	488	43.2%	42.6%	208	37.2%	37.1%	1,026	46.0%	7,554	46.7%
<i>Yes</i>	2,984	243	48	204	51.2%	49.5%	1,653	48.5%	47.7%	957	55.7%	54.5%	642	56.8%	56.1%	352	62.8%	62.7%	1,004	45.0%	8,086	49.9%
Total w/ Response	5,882	501	89	325	100.0%		3,406	100.0%		1,718	100.0%		1,130	100.0%		560	100.0%					
<i>No Response</i>	189	31	5	12		3.4%	58		1.7%	39		2.2%	15		1.3%	1		0.3%	200	9.0%	551	3.4%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 5: What type of place are you going to now?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Medical	322	13	6	48	5.6%	5.5%	226	6.6%	6.5%	84	4.8%	4.8%	14	1.2%	1.2%	39	7.0%	7.0%	121	5.4%	873	5.4%
College	236	75	0	8	4.6%	4.5%	128	3.7%	3.7%	105	6.0%	6.0%	596	52.2%	52.0%	32	5.8%	5.8%	162	7.3%	1,343	8.3%
Home	1,889	206	22	62	31.3%	31.0%	1,033	30.1%	29.8%	492	28.2%	28.0%	345	30.2%	30.1%	204	36.5%	36.4%	718	32.2%	4,971	30.7%
Personal	604	3	16	54	9.7%	9.6%	206	6.0%	6.0%	141	8.1%	8.0%	26	2.3%	2.2%	59	10.5%	10.4%	184	8.3%	1,293	8.0%
Work	2,110	51	13	31	31.7%	31.4%	1,333	38.8%	38.5%	642	36.8%	36.5%	90	7.9%	7.8%	119	21.3%	21.2%	471	21.1%	4,859	30.0%
School	126	162	22	8	4.6%	4.5%	229	6.7%	6.6%	21	1.2%	1.2%	10	0.9%	0.9%	24	4.3%	4.3%	137	6.2%	740	4.6%
Shopping	363	3	9	30	5.8%	5.8%	160	4.7%	4.6%	133	7.6%	7.5%	21	1.9%	1.8%	23	4.2%	4.2%	117	5.3%	860	5.3%
Other	359	13	5	86	6.7%	6.6%	121	3.5%	3.5%	128	7.3%	7.3%	39	3.5%	3.4%	59	10.5%	10.4%	121	5.4%	931	5.7%
Total w/ Response	6,008	525	94	329	100.0%		3,436	100.0%		1,744	100.0%		1,140	100.0%		560	100.0%					
No Response	62	7	-	7		1.1%	28		0.8%	13		0.7%	5		0.4%	1		0.2%	198	8.9%	321	2.0%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,196	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 7: How will you get from the last bus you will ride to the place you are going to now?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Walk	5,073	452	86	233	90.8%	83.1%	2,912	90.7%	84.0%	1,514	93.8%	86.2%	925	88.3%	80.8%	481	91.3%	85.7%	1,319	59.1%	12,996	80.3%
Bicycle	115	3	-	2	1.9%	1.7%	61	1.9%	1.8%	20	1.2%	1.1%	13	1.3%	1.1%	8	1.6%	1.5%	26	1.1%	247	1.5%
Drive	62	5	-	7	1.1%	1.0%	61	1.9%	1.8%	25	1.5%	1.4%	14	1.3%	1.2%	7	1.4%	1.3%	44	2.0%	225	1.4%
Ride	244	16	1	20	4.4%	4.0%	95	3.0%	2.7%	32	2.0%	1.8%	76	7.3%	6.6%	17	3.2%	3.0%	68	3.0%	569	3.5%
Taxi	105	5	-	7	1.8%	1.7%	81	2.5%	2.3%	24	1.5%	1.4%	19	1.8%	1.7%	14	2.6%	2.4%	25	1.1%	280	1.7%
Total w/ Response	5,599	481	87	268	100.0%		3,210	100.0%		1,615	100.0%		1,048	100.0%		527	100.0%					
No Response	472	51	7	68		8.5%	254		7.3%	142		8.1%	97		8.5%	34		6.1%	749	33.6%	1,874	11.6%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 8: How many working vehicles (cars, trucks, and motorcycles) are available in your household?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
0	3,707	148	67	221	60.3%	58.9%	1,725	50.9%	49.8%	1,221	70.9%	69.5%	573	51.3%	50.1%	328	58.5%	58.4%	863	38.7%	8,853	54.7%
1	1,554	144	10	68	25.8%	25.2%	905	26.7%	26.1%	257	14.9%	14.6%	320	28.6%	27.9%	123	21.9%	21.9%	437	19.6%	3,817	23.6%
2	501	143	12	22	9.9%	9.6%	568	16.8%	16.4%	182	10.6%	10.4%	146	13.1%	12.8%	81	14.5%	14.4%	184	8.2%	1,840	11.4%
3 or more	176	82	5	17	4.1%	4.0%	189	5.6%	5.5%	62	3.6%	3.5%	78	7.0%	6.8%	29	5.1%	5.1%	65	2.9%	703	4.3%
Total w/ Response	5,938	517	94	327	100.0%		3,388	100.0%		1,722	100.0%		1,118	100.0%		560	100.0%					
No Response	133	15	-	9		2.2%	77		2.2%	35		2.0%	27		2.4%	1		0.2%	683	30.6%	979	6.0%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
No	4,488	345	70	256	79.3%	73.3%	2,363	72.7%	68.2%	1,334	82.6%	75.9%	873	82.0%	76.3%	457	84.4%	81.5%	1,204	54.0%	11,389	70.3%
Yes	1,133	135	19	61	20.7%	19.2%	889	27.3%	25.7%	281	17.4%	16.0%	192	18.0%	16.7%	85	15.6%	15.1%	274	12.3%	3,068	18.9%
Total w/ Response	5,621	480	88	317	100.0%		3,252	100.0%		1,615	100.0%		1,065	100.0%		542	100.0%					
No Response	450	52	6	19		7.5%	212		6.1%	142		8.1%	80		7.0%	20		3.5%	753	33.7%	1,733	10.7%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 10: If bus service was not available, how would you make this trip?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Drive	432	87	14	19	8.1%	7.9%	672	19.8%	19.4%	140	8.2%	8.0%	123	11.1%	10.8%	37	6.6%	6.6%	110	5.0%	1,635	10.1%
Bicycle	484	25	10	4	7.6%	7.4%	189	5.6%	5.5%	99	5.8%	5.6%	87	7.8%	7.6%	47	8.5%	8.4%	148	6.6%	1,094	6.8%
Taxi	637	24	6	29	10.2%	9.9%	307	9.1%	8.9%	139	8.1%	7.9%	34	3.1%	3.0%	29	5.2%	5.2%	109	4.9%	1,314	8.1%
Walk	1,526	116	15	65	25.2%	24.5%	477	14.0%	13.8%	388	22.6%	22.1%	193	17.3%	16.8%	115	20.7%	20.5%	366	16.4%	3,261	20.1%
Ride	1,381	157	18	59	23.6%	23.0%	862	25.4%	24.9%	366	21.3%	20.8%	280	25.2%	24.5%	157	28.2%	28.0%	482	21.6%	3,762	23.2%
No Trip	1,454	110	31	141	25.4%	24.7%	890	26.2%	25.7%	583	34.0%	33.2%	396	35.5%	34.6%	171	30.8%	30.5%	311	13.9%	4,087	25.2%
Total w/ Response	5,913	520	94	317	100.0%		3,397	100.0%		1,714	100.0%		1,114	100.0%		557	100.0%					
No Response	157	12	-	19		2.7%	67		1.9%	43		2.5%	31		2.7%	5		0.8%	704	31.5%	1,039	6.4%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 11: Including yourself, how many people live in your household?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
1	1,456	20	3	205	25.7%	23.9%	690	21.0%	19.9%	626	38.4%	35.6%	257	23.6%	22.5%	195	37.0%	34.7%	341	15.3%	3,792	23.4%
2	1,398	93	12	73	24.0%	22.4%	873	26.6%	25.2%	365	22.3%	20.8%	304	27.9%	26.6%	85	16.1%	15.1%	411	18.4%	3,613	22.3%
3	1,139	122	23	20	19.9%	18.5%	637	19.4%	18.4%	232	14.2%	13.2%	204	18.7%	17.8%	93	17.6%	16.5%	301	13.5%	2,771	17.1%
4	726	92	7	9	12.7%	11.9%	447	13.6%	12.9%	185	11.4%	10.6%	131	12.0%	11.4%	49	9.3%	8.7%	167	7.5%	1,813	11.2%
5 or more	948	155	41	17	17.7%	16.5%	633	19.3%	18.3%	223	13.7%	12.7%	195	17.9%	17.0%	105	20.0%	18.7%	208	9.3%	2,525	15.6%
Total w/ Response	5,667	482	85	324	100.0%		3,280	100.0%		1,632	100.0%		1,090	100.0%		526	100.0%					
No Response	404	50	9	12		6.7%	184		5.3%	125		7.1%	55		4.8%	35		6.2%	802	36.0%	1,676	10.4%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 12: What is the combined annual income for your household?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Less than \$10,000	1,754	111	33	151	31.0%	29.1%	904	27.9%	26.1%	499	30.5%	28.4%	459	41.3%	40.1%	214	39.0%	38.2%	191	8.6%	4,316	26.7%
\$10,000 to \$29,999	1,847	92	21	87	31.0%	29.1%	706	21.8%	20.4%	490	30.0%	27.9%	248	22.3%	21.7%	114	20.7%	20.2%	102	4.6%	3,708	22.9%
\$30,000 to \$49,999	802	39	9	24	13.2%	12.4%	361	11.2%	10.4%	222	13.6%	12.7%	84	7.6%	7.4%	65	11.9%	11.6%	75	3.3%	1,682	10.4%
\$50,000 to \$69,999	297	13	-	3	4.7%	4.5%	185	5.7%	5.3%	76	4.7%	4.4%	47	4.3%	4.1%	18	3.2%	3.2%	43	1.9%	683	4.2%
\$70,000 to \$99,999	97	5	-	12	1.7%	1.6%	162	5.0%	4.7%	76	4.7%	4.4%	13	1.2%	1.1%	5	0.9%	0.9%	35	1.6%	405	2.5%
\$100,000 or more	84	26	1	-	1.7%	1.6%	165	5.1%	4.8%	36	2.2%	2.1%	12	1.1%	1.1%	5	0.9%	0.9%	16	0.7%	345	2.1%
No Answer	874	164	26	35	16.6%	15.6%	755	23.3%	21.8%	236	14.4%	13.4%	249	22.3%	21.7%	128	23.3%	22.8%	186	8.3%	2,652	16.4%
Total w/ Response	5,756	450	90	311	100.0%		3,238	100.0%		1,636	100.0%		1,113	100.0%		549	100.0%				13,143	
No Response	315	82	4	25		6.1%	226		6.5%	121		6.9%	32		2.8%	12		2.2%	1,583	71.0%	2,400	14.8%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 13: What is your age?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
17 or under	150	279	30	-	6.7%	6.5%	370	10.9%	10.7%	18	1.1%	1.0%	26	2.3%	2.3%	29	5.2%	5.2%	65	2.9%	967	6.0%
18 to 24	981	139	3	15	16.5%	16.2%	583	17.2%	16.8%	211	12.3%	12.0%	570	50.1%	49.8%	93	16.6%	16.6%	95	4.2%	2,690	16.6%
25 to 34	1,539	53	49	13	24.0%	23.5%	552	16.3%	15.9%	317	18.4%	18.0%	253	22.2%	22.1%	115	20.4%	20.4%	192	8.6%	3,081	19.0%
35 to 54	2,432	28	13	74	37.0%	36.2%	1,276	37.7%	36.8%	677	39.4%	38.5%	231	20.4%	20.2%	248	44.1%	44.1%	244	10.9%	5,222	32.3%
55 to 64	745	5	-	83	12.1%	11.9%	473	14.0%	13.6%	398	23.2%	22.7%	44	3.8%	3.8%	72	12.8%	12.8%	57	2.6%	1,878	11.6%
65 or over	108	-	-	146	3.7%	3.6%	130	3.8%	3.7%	96	5.6%	5.5%	13	1.1%	1.1%	5	0.9%	0.9%	23	1.0%	520	3.2%
Total w/ Response	5,956	503	94	332	100.0%		3,382	100.0%		1,717	100.0%		1,137	100.0%		561	100.0%					
No Response	115	29	-	4		2.1%	82		2.4%	40		2.3%	8		0.7%	-		0.0%	1,556	69.7%	1,833	11.3%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 14: Are you?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Male	3,320	240	10	203	55.2%	53.7%	1,626	48.2%	46.9%	862	50.9%	49.0%	509	46.1%	44.5%	242	43.3%	43.1%	283	12.7%	7,295	45.1%
Female	2,593	263	84	123	44.8%	43.6%	1,745	51.8%	50.4%	830	49.1%	47.2%	596	53.9%	52.1%	317	56.7%	56.5%	394	17.7%	6,945	42.9%
Total w/ Response	5,913	503	94	326	100.0%		3,371	100.0%		1,691	100.0%		1,106	100.0%		559	100.0%					
No Response	157	29	-	10		2.8%	93		2.7%	66		3.7%	39		3.4%	3		0.5%	1,554	69.7%	1,952	12.1%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Question 15: Are you?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Black	2,754	334	67	143	48.2%	46.9%	1,462	43.2%	42.2%	656	38.7%	37.4%	494	43.4%	43.1%	280	50.0%	50.0%	354	15.9%	6,544	40.4%
White	2,251	70	8	141	36.1%	35.1%	1,356	40.1%	39.1%	797	47.1%	45.4%	416	36.5%	36.3%	168	30.0%	30.0%	187	8.4%	5,394	33.3%
Hispanic	411	44	2	9	6.8%	6.6%	144	4.3%	4.2%	78	4.6%	4.5%	104	9.1%	9.1%	43	7.6%	7.6%	46	2.1%	881	5.4%
Asian	74	15	-	6	1.4%	1.4%	145	4.3%	4.2%	50	3.0%	2.9%	47	4.2%	4.1%	5	0.8%	0.8%	20	0.9%	363	2.2%
American Indian	278	27	3	14	4.7%	4.6%	183	5.4%	5.3%	62	3.7%	3.5%	36	3.1%	3.1%	41	7.3%	7.3%	37	1.7%	681	4.2%
Other	146	14	14	12	2.7%	2.7%	92	2.7%	2.7%	50	3.0%	2.9%	41	3.6%	3.6%	24	4.3%	4.3%	24	1.1%	418	2.6%
Total w/ Response	5,914	504	94	325	100.0%		3,382	100.0%		1,694	100.0%		1,138	100.0%		561	100.0%					
No Response	157	28	-	11		2.8%	82		2.4%	62		3.6%	7		0.6%	-		0.0%	1,563	70.1%	1,910	11.8%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%		100.0%	
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%					100.0%	

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 16: How long have you been riding Metro in the Omaha area?

	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
Less than 6 months	1,033	185	32	13	18.2%	18.0%	607	17.8%	17.5%	195	11.2%	11.1%	330	28.9%	28.8%	92	16.8%	16.4%	49	2.2%	2,535	15.7%
6 to 12 months	629	64	5	13	10.3%	10.1%	330	9.7%	9.5%	180	10.4%	10.3%	112	9.8%	9.8%	30	5.5%	5.3%	31	1.4%	1,394	8.6%
1 to 2 years	822	89	11	19	13.6%	13.4%	480	14.0%	13.9%	188	10.8%	10.7%	229	20.1%	20.0%	69	12.7%	12.4%	65	2.9%	1,972	12.2%
3 to 5 years	988	101	13	46	16.6%	16.3%	567	16.6%	16.4%	293	16.8%	16.7%	160	14.0%	13.9%	80	14.6%	14.2%	71	3.2%	2,318	14.3%
More than 5 years	2,511	70	33	241	41.3%	40.6%	1,435	42.0%	41.4%	885	50.8%	50.4%	310	27.2%	27.1%	275	50.4%	49.1%	127	5.7%	5,889	36.4%
Total w/ Response	5,984	509	94	332	100.0%		3,419	100.0%		1,742	100.0%		1,140	100.0%		546	100.0%					
No Response	87	22	-	3		1.6%	44		1.3%	14		0.8%	5		0.5%	15		2.6%	1,889	84.7%	2,080	12.8%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 17: How often do you ride Metro in the Omaha area?

	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
6 or 7 days per week	2,063	167	56	145	35.2%	34.6%	1,052	31.0%	30.4%	1,104	64.3%	62.8%	386	33.9%	33.7%	166	30.8%	29.6%	79	3.6%	5,218	32.2%
5 days per week	1,768	182	9	50	29.1%	28.6%	1,468	43.2%	42.4%	478	27.9%	27.2%	337	29.6%	29.5%	157	29.0%	27.9%	95	4.3%	4,545	28.1%
3 or 4 days per week	1,124	102	5	62	18.8%	18.4%	584	17.2%	16.9%	92	5.4%	5.3%	329	28.9%	28.7%	129	23.9%	23.0%	66	2.9%	2,493	15.4%
1 or 2 days per week	582	20	7	58	9.7%	9.5%	193	5.7%	5.6%	25	1.4%	1.4%	82	7.2%	7.2%	46	8.5%	8.2%	10	0.4%	1,022	6.3%
1 or 2 days per month	280	20	10	5	4.6%	4.5%	57	1.7%	1.6%	6	0.3%	0.3%	-	0.0%	0.0%	19	3.6%	3.5%	4	0.2%	401	2.5%
Less than once per month	101	10	1	8	1.7%	1.7%	18	0.5%	0.5%	4	0.3%	0.3%	-	0.0%	0.0%	10	1.9%	1.8%	-	0.0%	153	0.9%
First time	46	9	4	-	0.9%	0.8%	26	0.8%	0.7%	6	0.4%	0.3%	4	0.4%	0.4%	12	2.3%	2.2%	6	0.2%	113	0.7%
Total w/ Response	5,964	510	93	327	100.0%		3,398	100.0%		1,715	100.0%		1,138	100.0%		540	100.0%					
No Response	107	22	1	9		2.0%	66		1.9%	42		2.4%	7		0.6%	21		3.8%	1,971	88.3%	2,246	13.9%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
Percent Total	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
Percent w/ Response	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 19: Which one of the following do you think is the most important to improve Metro's service?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Transfer Easier</i>	708	80	17	51	13.0%	12.2%	373	11.6%	10.8%	183	10.9%	10.4%	105	9.7%	9.1%	66	12.6%	11.7%	27	1.2%	1,609	9.9%
<i>Start Earlier</i>	489	40	11	45	8.9%	8.3%	244	7.6%	7.0%	108	6.4%	6.1%	81	7.5%	7.1%	49	9.5%	8.8%	20	0.9%	1,087	6.7%
<i>End Later</i>	957	68	12	71	16.8%	15.8%	514	16.0%	14.8%	316	18.7%	18.0%	182	16.9%	15.9%	80	15.3%	14.2%	47	2.1%	2,246	13.9%
<i>More Frequent</i>	771	56	13	32	13.2%	12.4%	485	15.1%	14.0%	210	12.5%	12.0%	173	16.1%	15.1%	72	13.7%	12.7%	33	1.5%	1,845	11.4%
<i>Ped/Bike Access</i>	136	9	3	1	2.3%	2.1%	87	2.7%	2.5%	34	2.0%	1.9%	36	3.3%	3.1%	6	1.1%	1.0%	-	0.0%	311	1.9%
<i>More Weekends</i>	1,626	120	22	69	27.9%	26.1%	878	27.3%	25.3%	527	31.3%	30.0%	283	26.2%	24.7%	179	34.4%	32.0%	57	2.5%	3,760	23.2%
<i>Information</i>	490	58	8	15	8.7%	8.1%	335	10.4%	9.7%	140	8.3%	7.9%	98	9.1%	8.5%	38	7.3%	6.8%	28	1.2%	1,209	7.5%
<i>New Route</i>	361	27	4	22	6.3%	5.9%	218	6.8%	6.3%	119	7.1%	6.8%	91	8.5%	8.0%	18	3.5%	3.2%	10	0.5%	870	5.4%
<i>Direct Route</i>	182	8	3	7	3.0%	2.9%	86	2.7%	2.5%	50	3.0%	2.8%	29	2.7%	2.6%	13	2.5%	2.3%	6	0.3%	385	2.4%
Total w/ Response	5,721	467	91	313	100.0%		3,220	100.0%		1,686	100.0%		1,077	100.0%		520	100.0%					
<i>No Response</i>	350	65	3	23		6.3%	245		7.1%	71		4.0%	68		5.9%	41		7.3%	2,004	89.9%	2,869	17.7%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 20a: Do you agree or disagree with the following statement: "Metro takes me where I need to go"?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	2,441	256	47	165	44.2%	41.4%	1,484	45.1%	42.8%	674	41.0%	38.4%	507	45.7%	44.3%	232	42.7%	41.3%	102	4.6%	5,908	36.5%
<i>Agree</i>	2,609	173	35	99	44.3%	41.5%	1,511	45.9%	43.6%	792	48.2%	45.1%	516	46.6%	45.1%	256	47.1%	45.5%	75	3.3%	6,066	37.5%
<i>No Opinion</i>	256	28	6	32	4.9%	4.6%	114	3.5%	3.3%	76	4.6%	4.3%	41	3.7%	3.6%	19	3.6%	3.4%	14	0.6%	586	3.6%
<i>Disagree</i>	304	1	-	17	4.9%	4.6%	151	4.6%	4.4%	80	4.9%	4.6%	28	2.5%	2.5%	25	4.7%	4.5%	15	0.7%	623	3.8%
<i>Strongly Disagree</i>	101	8	1	4	1.7%	1.6%	34	1.0%	1.0%	22	1.3%	1.3%	17	1.5%	1.5%	11	1.9%	1.9%	2	0.1%	199	1.2%
Total w/ Response	5,712	466	89	317	100.0%		3,295	100.0%		1,645	100.0%		1,109	100.0%		543	100.0%					
<i>No Response</i>	359	66	5	19		6.4%	169		4.9%	112		6.4%	36		3.1%	19		3.3%	2,023	90.7%	2,808	17.3%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 20b: Do you agree or disagree with the following statement: "Schedule information is easy to use"?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	1,896	137	24	86	34.4%	30.5%	1,023	32.1%	29.5%	501	30.9%	28.5%	334	30.0%	29.2%	211	40.1%	37.7%	76	3.4%	4,286	26.5%
<i>Agree</i>	2,415	169	43	177	45.1%	39.9%	1,502	47.1%	43.4%	828	51.1%	47.1%	506	45.5%	44.2%	215	40.7%	38.3%	64	2.9%	5,917	36.5%
<i>No Opinion</i>	435	54	8	31	8.5%	7.5%	299	9.4%	8.6%	96	5.9%	5.5%	146	13.1%	12.8%	38	7.2%	6.8%	42	1.9%	1,149	7.1%
<i>Disagree</i>	506	76	5	12	9.7%	8.5%	302	9.5%	8.7%	147	9.1%	8.4%	103	9.2%	9.0%	42	8.0%	7.5%	2	0.1%	1,195	7.4%
<i>Strongly Disagree</i>	124	12	3	7	2.3%	2.1%	62	2.0%	1.8%	48	3.0%	2.7%	23	2.1%	2.0%	21	4.0%	3.8%	8	0.4%	308	1.9%
Total w/ Response	5,375	447	82	312	100.0%		3,188	100.0%		1,619	100.0%		1,112	100.0%		527	100.0%					
<i>No Response</i>	696	85	12	24		11.6%	276		8.0%	138		7.8%	33		2.9%	34		6.0%	2,039	91.4%	3,335	20.6%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 20c: Do you agree or disagree with the following statement: "I feel safe riding the bus"?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	2,271	145	29	87	39.8%	36.0%	1,252	39.0%	36.1%	636	39.0%	36.2%	377	33.9%	32.9%	195	37.6%	34.7%	83	3.7%	5,074	31.3%
<i>Agree</i>	2,462	140	37	191	44.5%	40.2%	1,424	44.3%	41.1%	784	48.0%	44.6%	524	47.1%	45.7%	243	46.9%	43.4%	85	3.8%	5,889	36.4%
<i>No Opinion</i>	541	122	10	33	11.1%	10.0%	335	10.4%	9.7%	163	10.0%	9.3%	160	14.4%	14.0%	55	10.6%	9.8%	18	0.8%	1,438	8.9%
<i>Disagree</i>	172	23	3	7	3.2%	2.9%	161	5.0%	4.6%	44	2.7%	2.5%	31	2.8%	2.7%	15	3.0%	2.8%	7	0.3%	461	2.8%
<i>Strongly Disagree</i>	55	24	3	-	1.3%	1.2%	39	1.2%	1.1%	6	0.3%	0.3%	20	1.8%	1.7%	10	2.0%	1.8%	8	0.4%	165	1.0%
Total w/ Response	5,500	454	83	317	100.0%		3,210	100.0%		1,632	100.0%		1,112	100.0%		519	100.0%					
<i>No Response</i>	571	78	12	19		9.7%	254		7.3%	125		7.1%	33		2.9%	42		7.5%	2,030	91.0%	3,164	19.5%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 20d: Do you agree or disagree with the following statement: "Buses are clean"?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	1,569	123	35	62	28.6%	25.4%	847	26.8%	24.5%	415	25.5%	23.6%	237	21.5%	20.7%	144	27.5%	25.7%	58	2.6%	3,491	21.6%
<i>Agree</i>	2,556	162	24	120	45.7%	40.7%	1,422	45.0%	41.0%	766	47.0%	43.6%	501	45.4%	43.8%	225	43.0%	40.2%	83	3.7%	5,858	36.2%
<i>No Opinion</i>	641	78	10	101	13.2%	11.8%	414	13.1%	12.0%	253	15.5%	14.4%	217	19.6%	18.9%	58	11.0%	10.3%	24	1.1%	1,796	11.1%
<i>Disagree</i>	504	56	8	9	9.2%	8.2%	346	11.0%	10.0%	150	9.2%	8.6%	113	10.2%	9.8%	83	15.9%	14.9%	20	0.9%	1,291	8.0%
<i>Strongly Disagree</i>	168	32	5	4	3.3%	3.0%	127	4.0%	3.7%	46	2.8%	2.6%	36	3.3%	3.1%	13	2.5%	2.4%	8	0.4%	439	2.7%
Total w/ Response	5,438	451	83	296	100.0%		3,156	100.0%		1,630	100.0%		1,103	100.0%		524	100.0%					
<i>No Response</i>	632	81	12	41		10.9%	308		8.9%	127		7.2%	41		3.6%	37		6.6%	2,037	91.3%	3,316	20.5%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,191	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Question 20e: Do you agree or disagree with the following statement: "Drivers are helpful and friendly"?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	1,768	186	31	124	33.4%	30.0%	1,100	34.6%	31.8%	489	29.9%	27.8%	315	28.3%	27.6%	159	30.2%	28.4%	68	3.0%	4,242	26.2%
<i>Agree</i>	2,199	114	27	89	38.5%	34.5%	1,281	40.2%	37.0%	628	38.3%	35.7%	454	40.8%	39.6%	196	37.2%	35.0%	57	2.6%	5,049	31.2%
<i>No Opinion</i>	749	99	9	61	14.5%	13.1%	417	13.1%	12.0%	301	18.4%	17.1%	178	16.0%	15.5%	89	16.8%	15.8%	35	1.6%	1,939	12.0%
<i>Disagree</i>	477	31	9	32	8.7%	7.8%	258	8.1%	7.4%	144	8.8%	8.2%	135	12.1%	11.8%	53	10.1%	9.5%	22	1.0%	1,162	7.2%
<i>Strongly Disagree</i>	278	16	5	10	4.9%	4.4%	127	4.0%	3.7%	76	4.6%	4.3%	31	2.8%	2.7%	30	5.6%	5.3%	11	0.5%	583	3.6%
Total w/ Response	5,470	446	80	316	100.0%		3,183	100.0%		1,637	100.0%		1,113	100.0%		527	100.0%					
<i>No Response</i>	601	86	14	20		10.2%	282		8.1%	120		6.8%	32		2.8%	34		6.0%	2,038	91.4%	3,226	19.9%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,196	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

Cross Tabulation #3: Fare Payment Medium

Question 18: How do you usually pay your fare?

Cash Fare (Adult, Student, Child, Senior), 10 Ride Card, 30 Day Pass, University Pass, One Ride Card with Transfer, No response

Question 20f: Do you agree or disagree with the following statement: "Buses are on time"?																						
	Cash Fare						10 Ride Card - Total			30 Day Pass - Total			University Pass - Total			One Ride Card with Transfer			No Response		TOTAL	
	Cash Fare - Adult	Cash Fare - Student	Cash Fare - Child	Cash Fare - Senior	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	964	81	6	48	17.5%	15.6%	590	18.6%	17.0%	218	13.4%	12.4%	199	17.9%	17.4%	86	16.8%	15.4%	55	2.5%	2,249	13.9%
<i>Agree</i>	2,379	181	50	129	43.5%	38.9%	1,289	40.6%	37.2%	744	45.6%	42.3%	440	39.6%	38.5%	219	42.5%	39.0%	70	3.1%	5,504	34.0%
<i>No Opinion</i>	743	67	5	108	14.7%	13.1%	529	16.6%	15.3%	220	13.5%	12.5%	162	14.6%	14.2%	72	13.9%	12.8%	28	1.2%	1,934	11.9%
<i>Disagree</i>	983	76	4	18	17.2%	15.4%	581	18.3%	16.8%	333	20.4%	19.0%	230	20.7%	20.1%	86	16.6%	15.3%	34	1.5%	2,347	14.5%
<i>Strongly Disagree</i>	387	36	17	13	7.2%	6.4%	188	5.9%	5.4%	115	7.0%	6.5%	79	7.1%	6.9%	53	10.2%	9.4%	18	0.8%	906	5.6%
Total w/ Response	5,456	442	80	315	100.0%		3,177	100.0%		1,630	100.0%		1,111	100.0%		515	100.0%					
<i>No Response</i>	615	90	14	21		10.5%	287		8.3%	127		7.2%	34		2.9%	46		8.2%	2,026	90.8%	3,261	20.1%
TOTAL	6,071	532	94	336		100.0%	3,464		100.0%	1,757		100.0%	1,145		100.0%	561		100.0%	2,231	100.0%	16,196	100.0%
<i>Percent Total</i>	37.5%	3.3%	0.6%	2.1%			21.4%			10.9%			7.1%			3.5%			13.8%			100.0%
<i>Percent w/ Response</i>	43.5%	3.8%	0.7%	2.4%			24.8%			12.6%			8.2%			4.0%						100.0%

**Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes
Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor**

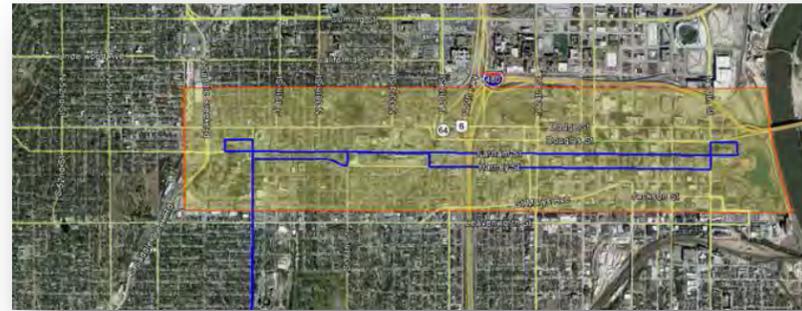
(Note: survey records with neither geocoded address within the AA Corridor are include in “Non-AA” category.)

Methodology for Cross-Tabulation

The fourth cross tabulation looks at the differences in trip and rider characteristics as they relate to the Alternatives Analysis (AA) corridor from downtown Omaha to the Midtown Transit Center. TTI divided survey data between responses determined to have come from trips taken along the AA corridor routes (Routes 2, 15, 55, 92 and 98) to all other survey responses. The survey instrument did not include questions for boarding and alighting location. Therefore, it was not possible to identify specific survey responses pertaining to trips made along the length of the AA corridor using a survey-by-survey process based on trip locations. Therefore, TTI assumed that survey responses for routes operating the length of the AA corridor belong to the “AA Corridor Responses” category and that all other survey responses belong to “Non-AA Corridor Responses”. The Metro bus routes operating along the AA corridor are 2, 15, 55, 92, and 98. Significant portions of routes 15 and 55 lie outside the AA corridor (from Downtown to Midtown): TTI researchers used the following assumptions about survey responses from routes 15 and 55:

Unless we could confirm that both addresses were outside the AA corridor the survey record is assumed to be inside the AA corridor.

- Routes 15 and 55 responses with origin or destination within the AA corridor remain in the AA Corridor Responses (addresses of riders of 15 or 55 whose geocoded address is deemed within the yellow box in the image below will be considered in the AA corridor, typically along or near Farnam or Harney)
- Routes 15 and 55 responses with neither address within the AA corridor lumped in with all other route responses that make up the Non-AA Corridor Responses
- Routes 15 and 55 response without two geocoded addresses (meaning TTI cannot check location of trip origin and destination) assumed to be in the AA Corridor Responses



There is a “No Response” row of data for each question because respondents did not always complete each question; however, there will not be a “No Response” column category as all surveys in the database have a route number recorded.

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Results of Cross-Tabulation

Question 1: What type of place are you coming from now?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Medical	79	4.6%	4.5%	23	5.5%	5.1%	36	8.0%	7.8%	4	1.7%	1.6%	142	5.0%	4.9%	518	4.0%	3.9%	660	4.1%
College	178	10.3%	10.2%	14	3.3%	3.1%	16	3.4%	3.3%	4	1.7%	1.6%	211	7.5%	7.3%	824	6.4%	6.2%	1,035	6.4%
Home	710	41.2%	40.6%	209	48.7%	45.2%	198	43.2%	42.5%	187	88.0%	86.7%	1304	46.2%	45.1%	6,591	51.0%	49.6%	7,895	48.8%
Personal	86	5.0%	4.9%	18	4.3%	4.0%	25	5.4%	5.3%	2	0.8%	0.8%	131	4.6%	4.5%	790	6.1%	5.9%	921	5.7%
Work	408	23.6%	23.3%	109	25.5%	23.6%	138	30.1%	29.6%	14	6.4%	6.3%	668	23.7%	23.1%	2,417	18.7%	18.2%	3,085	19.1%
School	80	4.6%	4.6%	24	5.5%	5.1%	18	3.9%	3.8%	-	0.0%	0.0%	121	4.3%	4.2%	616	4.8%	4.6%	737	4.6%
Shopping	96	5.6%	5.5%	2	0.4%	0.4%	6	1.4%	1.3%	-	0.0%	0.0%	104	3.7%	3.6%	467	3.6%	3.5%	571	3.5%
Other	88	5.1%	5.0%	29	6.8%	6.3%	22	4.7%	4.6%	3	1.5%	1.5%	142	5.0%	4.9%	691	5.3%	5.2%	833	5.1%
Total w/ Response	1,724	100.0%		429	100.0%		458	100.0%		213	100.0%		2824	100.0%		12,914	100.0%			
No Response	25		1.4%	33		7.2%	7		1.5%	3		1.5%	68		2.4%	386		2.9%	454	2.8%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 3: How did you get from that place to the first bus you rode on this one-way trip?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Walked	1,457	87.2%	83.3%	385	86.1%	83.4%	415	90.1%	89.3%	79	36.9%	36.6%	2337	83.6%	80.8%	11,297	88.3%	84.9%	13,633	84.2%
Bicycled	55	3.3%	3.1%	16	3.6%	3.5%	12	2.5%	2.5%	7	3.3%	3.3%	90	3.2%	3.1%	206	1.6%	1.5%	295	1.8%
Drove	88	5.3%	5.1%	21	4.8%	4.7%	7	1.6%	1.5%	116	54.2%	53.7%	233	8.3%	8.1%	572	4.5%	4.3%	805	5.0%
Rode	30	1.8%	1.7%	8	1.7%	1.6%	14	3.0%	2.9%	2	0.8%	0.8%	53	1.9%	1.8%	422	3.3%	3.2%	476	2.9%
Taxi	41	2.5%	2.4%	17	3.8%	3.7%	13	2.8%	2.8%	10	4.8%	4.8%	81	2.9%	2.8%	302	2.4%	2.3%	383	2.4%
Total w/ Response	1,672	100.0%		447	100.0%		461	100.0%		214	100.0%		2794	100.0%		12,798	100.0%			
No Response	77		4.4%	15		3.2%	4		0.9%	2		0.8%	98		3.4%	501		3.8%	598	3.7%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 4: Will you transfer from or to another bus route as part of this one-way trip?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
No	913	53.6%	52.2%	291	65.4%	63.0%	297	64.9%	63.9%	187	87.1%	86.4%	1688	59.9%	58.4%	5,865	45.8%	44.1%	7,554	46.7%
Yes	789	46.4%	45.1%	154	34.6%	33.3%	161	35.1%	34.6%	28	12.9%	12.8%	1132	40.1%	39.1%	6,955	54.2%	52.3%	8,086	49.9%
Total w/ Response	1,703	100.0%		445	100.0%		458	100.0%		214	100.0%		2820	100.0%		12,820	100.0%			
No Response	46		2.6%	17		3.7%	7		1.5%	2		0.8%	72		2.5%	479		3.6%	551	3.4%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 5: What type of place are you going to now?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Medical	70	4.1%	4.0%	44	9.6%	9.5%	35	7.6%	7.5%	2	0.8%	0.8%	151	5.3%	5.2%	722	5.5%	5.4%	873	5.4%
College	176	10.3%	10.1%	23	5.0%	4.9%	21	4.5%	4.5%	6	3.0%	3.0%	226	8.0%	7.8%	1,117	8.6%	8.4%	1,343	8.3%
Home	628	36.6%	35.9%	141	31.1%	30.6%	169	36.7%	36.4%	11	5.0%	4.9%	949	33.3%	32.8%	4,022	30.9%	30.2%	4,971	30.7%
Personal	117	6.8%	6.7%	56	12.4%	12.2%	30	6.6%	6.5%	-	0.0%	0.0%	204	7.2%	7.0%	1,089	8.4%	8.2%	1,293	8.0%
Work	471	27.4%	26.9%	122	26.7%	26.3%	180	39.1%	38.8%	180	84.0%	83.3%	953	33.5%	32.9%	3,907	30.0%	29.4%	4,859	30.0%
School	25	1.5%	1.4%	12	2.7%	2.6%	7	1.6%	1.5%	11	5.0%	5.0%	55	1.9%	1.9%	684	5.3%	5.1%	740	4.6%
Shopping	151	8.8%	8.6%	13	2.8%	2.7%	8	1.6%	1.6%	-	0.0%	0.0%	171	6.0%	5.9%	689	5.3%	5.2%	860	5.3%
Other	79	4.6%	4.5%	44	9.7%	9.5%	11	2.3%	2.3%	5	2.2%	2.2%	138	4.8%	4.8%	793	6.1%	6.0%	931	5.8%
Total w/ Response	1,717	100.0%		454	100.0%		461	100.0%		214	100.0%		2847	100.0%		13,023	100.0%			
No Response	32		1.8%	8		1.6%	4		0.9%	2		0.8%	45		1.6%	276		2.1%	321	2.0%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 7: How will you get from the last bus you will ride to the place you are going to now?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Walk	1,434	90.1%	82.0%	348	87.9%	75.3%	396	91.4%	85.2%	190	91.5%	87.9%	2368	90.1%	81.9%	10,628	90.9%	79.9%	12,996	80.3%
Bicycle	54	3.4%	3.1%	22	5.5%	4.8%	18	4.1%	3.8%	5	2.6%	2.5%	99	3.8%	3.4%	149	1.3%	1.1%	247	1.5%
Drive	30	1.9%	1.7%	6	1.6%	1.4%		0.0%	0.0%	9	4.3%	4.1%	46	1.7%	1.6%	179	1.5%	1.3%	225	1.4%
Ride	38	2.4%	2.2%	7	1.8%	1.5%	12	2.7%	2.6%	4	1.7%	1.6%	61	2.3%	2.1%	508	4.3%	3.8%	569	3.5%
Taxi	35	2.2%	2.0%	13	3.2%	2.7%	8	1.7%	1.6%	-	0.0%	0.0%	55	2.1%	1.9%	225	1.9%	1.7%	280	1.7%
Total w/ Response	1,592	100.0%		396	100.0%		434	100.0%		207	100.0%		2628	100.0%		11,689	100.0%			
No Response	157		9.0%	66		14.3%	31		6.8%	9		3.9%	264		9.1%	1,610		12.1%	1,874	11.6%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 8: How many working vehicles (cars, trucks, and motorcycles) are available in your household?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
0	966	58.2%	55.2%	224	54.2%	48.6%	257	59.0%	55.3%	37	17.1%	16.9%	1484	54.5%	51.3%	7,368	59.0%	55.4%	8,853	54.7%
1	436	26.3%	24.9%	125	30.2%	27.1%	104	23.9%	22.4%	56	26.1%	25.9%	721	26.5%	24.9%	3,096	24.8%	23.3%	3,817	23.6%
2	198	11.9%	11.3%	47	11.3%	10.1%	65	14.8%	13.9%	84	39.3%	39.0%	394	14.4%	13.6%	1,446	11.6%	10.9%	1,840	11.4%
3 or more	59	3.6%	3.4%	18	4.3%	3.9%	10	2.4%	2.2%	38	17.6%	17.4%	125	4.6%	4.3%	578	4.6%	4.3%	703	4.3%
Total w/ Response	1,660	100.0%		414	100.0%		436	100.0%		214	100.0%		2724	100.0%		12,488	100.0%			
No Response	89		5.1%	48		10.3%	29		6.3%	2		0.8%	168		5.8%	811		6.1%	979	6.0%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 9: Could you have used one of these vehicles to make this trip today, instead of riding the bus?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
No	1,267	79.1%	72.5%	322	78.8%	69.8%	296	70.8%	63.6%	60	28.4%	28.0%	1,946	73.6%	67.3%	9,444	79.9%	71.0%	11,389	70.3%
Yes	336	20.9%	19.2%	86	21.2%	18.7%	122	29.2%	26.2%	152	71.6%	70.5%	696	26.4%	24.1%	2,372	20.1%	17.8%	3,068	18.9%
Total w/ Response	1,603	100.0%		409	100.0%		418	100.0%		213	100.0%		2,642	100.0%		11,815	100.0%			
No Response	146		8.3%	53		11.5%	47		10.2%	3		1.5%	250		8.6%	1,484		11.2%	1,733	10.7%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2,892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 10: If bus service was not available, how would you make this trip?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Drive	196	11.9%	11.2%	48	11.6%	10.3%	41	9.3%	8.9%	143	67.2%	66.1%	428	15.8%	14.8%	1,207	9.7%	9.1%	1,635	10.1%
Bicycle	212	12.8%	12.1%	45	10.9%	9.7%	48	10.9%	10.4%	5	2.3%	2.3%	310	11.4%	10.7%	784	6.3%	5.9%	1,094	6.8%
Taxi	142	8.6%	8.1%	49	11.8%	10.5%	65	14.8%	14.1%	8	3.9%	3.8%	264	9.7%	9.1%	1,049	8.4%	7.9%	1,314	8.1%
Walk	348	21.1%	19.9%	76	18.5%	16.5%	78	17.5%	16.7%	12	5.5%	5.4%	513	18.9%	17.8%	2,747	22.1%	20.7%	3,261	20.1%
Ride	334	20.2%	19.1%	92	22.4%	19.9%	127	28.7%	27.3%	14	6.8%	6.6%	567	20.9%	19.6%	3,195	25.7%	24.0%	3,762	23.2%
No Trip	419	25.4%	24.0%	102	24.8%	22.0%	83	18.8%	17.9%	30	14.3%	14.1%	634	23.3%	21.9%	3,452	27.8%	26.0%	4,087	25.2%
Total w/ Response	1,651	100.0%		411	100.0%		443	100.0%		212	100.0%		2,717	100.0%		12,435	100.0%			
No Response	98		5.6%	51		11.1%	22		4.7%	4		1.6%	174		6.0%	865		6.5%	1,039	6.4%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2,892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 11: Including yourself, how many people live in your household?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
1	507	31.3%	29.0%	123	30.8%	26.6%	119	28.0%	25.6%	26	12.2%	12.0%	775	29.2%	26.8%	3,017	25.4%	22.7%	3,792	23.4%
2	444	27.4%	25.4%	102	25.4%	22.0%	132	31.1%	28.4%	88	41.2%	40.5%	765	28.8%	26.4%	2,849	24.0%	21.4%	3,613	22.3%
3	230	14.2%	13.2%	51	12.7%	11.0%	88	20.8%	19.0%	36	16.7%	16.5%	405	15.2%	14.0%	2,366	20.0%	17.8%	2,771	17.1%
4	142	8.8%	8.1%	48	12.0%	10.4%	48	11.2%	10.2%	35	16.4%	16.2%	273	10.3%	9.4%	1,540	13.0%	11.6%	1,813	11.2%
5 or more	297	18.3%	17.0%	76	19.0%	16.4%	38	9.0%	8.2%	28	13.4%	13.2%	440	16.5%	15.2%	2,086	17.6%	15.7%	2,525	15.6%
Total w/ Response	1,621	100.0%		399	100.0%		425	100.0%		212	100.0%		2658	100.0%		11,858	100.0%			
No Response	128		7.3%	63		13.6%	40		8.6%	4		1.6%	234		8.1%	1,441		10.8%	1,676	10.4%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 12: What is the combined annual income for your household?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Less than \$10,000	397	25.4%	22.7%	65	17.2%	14.0%	124	28.9%	26.8%	9	4.0%	3.9%	595	23.0%	20.6%	3,721	33.2%	28.0%	4,316	26.7%
\$10,000 to \$29,999	531	34.0%	30.4%	112	29.7%	24.3%	121	28.0%	25.9%	26	12.2%	11.9%	790	30.6%	27.3%	2,918	26.0%	21.9%	3,708	22.9%
\$30,000 to \$49,999	203	13.0%	11.6%	73	19.2%	15.7%	55	12.8%	11.9%	15	6.9%	6.8%	345	13.4%	11.9%	1,336	11.9%	10.0%	1,682	10.4%
\$50,000 to \$69,999	60	3.8%	3.4%	26	6.9%	5.7%	46	10.8%	10.0%	22	10.6%	10.4%	155	6.0%	5.4%	528	4.7%	4.0%	683	4.2%
\$70,000 to \$99,999	55	3.5%	3.1%	10	2.7%	2.2%	4	1.0%	0.9%	45	21.2%	20.7%	114	4.4%	4.0%	291	2.6%	2.2%	405	2.5%
\$100,000 or more	43	2.7%	2.5%	14	3.7%	3.0%	8	1.9%	1.8%	45	21.3%	20.9%	110	4.3%	3.8%	235	2.1%	1.8%	345	2.1%
No Answer	272	17.4%	15.6%	78	20.5%	16.8%	72	16.7%	15.4%	50	23.7%	23.1%	471	18.3%	16.3%	2,181	19.5%	16.4%	2,652	16.4%
Total w/ Response	1,562	100.0%		378	100.0%		431	100.0%		211	100.0%		2581	100.0%		11,209	100.0%			
No Response	187		10.7%	84		18.3%	34		7.3%	5		2.3%	311		10.7%	2,090		15.7%	2,400	14.8%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 13: What is your age?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
17 or under	87	5.4%	5.0%	28	7.2%	6.1%	19	4.4%	4.1%	11	5.1%	5.0%	144	5.5%	5.0%	822	7.0%	6.2%	967	6.0%
18 to 24	356	22.3%	20.3%	67	17.1%	14.5%	69	16.0%	14.9%	13	6.2%	6.1%	505	19.2%	17.5%	2,185	18.6%	16.4%	2,690	16.6%
25 to 34	326	20.5%	18.7%	99	25.4%	21.5%	113	26.1%	24.3%	46	21.9%	21.5%	585	22.2%	20.2%	2,496	21.3%	18.8%	3,082	19.0%
35 to 54	554	34.7%	31.7%	116	29.5%	25.0%	183	42.2%	39.3%	76	35.9%	35.4%	929	35.3%	32.1%	4,293	36.6%	32.3%	5,222	32.3%
55 to 64	208	13.1%	11.9%	66	16.9%	14.3%	43	9.9%	9.3%	56	26.4%	26.0%	374	14.2%	12.9%	1,504	12.8%	11.3%	1,878	11.6%
65 or over	64	4.0%	3.7%	15	3.9%	3.3%	6	1.4%	1.3%	10	4.5%	4.5%	95	3.6%	3.3%	425	3.6%	3.2%	520	3.2%
Total w/ Response	1,596	100.0%		391	100.0%		433	100.0%		213	100.0%		2633	100.0%		11,725	100.0%			
No Response	153		8.7%	71		15.4%	32		6.9%	3		1.5%	259		9.0%	1,574		11.8%	1,833	11.3%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 14: Are you?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Male	820	52.0%	46.9%	189	49.0%	40.9%	334	76.5%	71.8%	129	60.8%	59.9%	1472	56.4%	50.9%	5,822	50.1%	43.8%	7,295	45.1%
Female	756	48.0%	43.2%	197	51.0%	42.6%	103	23.5%	22.1%	83	39.2%	38.6%	1139	43.6%	39.4%	5,805	49.9%	43.7%	6,945	42.9%
Total w/ Response	1,576	100.0%		386	100.0%		437	100.0%		213	100.0%		2612	100.0%		11,628	100.0%			
No Response	173		9.9%	76		16.5%	28		6.1%	3		1.5%	280		9.7%	1,671		12.6%	1,952	12.1%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 15: Are you?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Black	512	32.4%	29.3%	111	27.8%	24.0%	151	35.0%	32.4%	27	12.9%	12.7%	801	30.6%	27.7%	5,835	50.2%	43.9%	6,636	41.0%
White	810	51.3%	46.3%	202	50.7%	43.7%	199	46.2%	42.8%	158	74.2%	73.1%	1369	52.2%	47.3%	4,132	35.6%	31.1%	5,502	34.0%
Hispanic	109	6.9%	6.2%	35	8.9%	7.7%	8	1.7%	1.6%	5	2.2%	2.1%	156	6.0%	5.4%	665	5.7%	5.0%	821	5.1%
Asian	48	3.1%	2.8%	11	2.7%	2.3%	22	5.2%	4.8%	21	9.7%	9.5%	102	3.9%	3.5%	250	2.1%	1.9%	352	2.2%
American Indian	46	2.9%	2.6%	32	8.0%	6.9%	34	7.9%	7.3%	0	0.2%	0.2%	112	4.3%	3.9%	427	3.7%	3.2%	539	3.3%
Other	54	3.4%	3.1%	8	1.9%	1.6%	17	4.0%	3.7%	2	0.8%	0.8%	81	3.1%	2.8%	311	2.7%	2.3%	392	2.4%
Total w/ Response	1,580	100.0%		399	100.0%		431	100.0%		213	100.0%		2622	100.0%		11,619	100.0%			
No Response	169		9.7%	63		13.7%	34		7.3%	3		1.5%	270		9.3%	1,680		12.6%	1,950	12.0%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 16: How long have you been riding Metro in the Omaha area?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Less than 6 months	335	21.6%	19.2%	86	21.7%	18.6%	73	16.9%	15.7%	37	17.5%	17.1%	532	20.5%	18.4%	2,004	17.4%	15.1%	2,535	15.7%
6 to 12 months	167	10.8%	9.5%	52	13.1%	11.3%	66	15.3%	14.2%	18	8.6%	8.4%	303	11.7%	10.5%	1,091	9.5%	8.2%	1,394	8.6%
1 to 2 years	262	16.9%	15.0%	61	15.4%	13.2%	84	19.3%	18.0%	48	22.7%	22.2%	455	17.6%	15.7%	1,518	13.2%	11.4%	1,972	12.2%
3 to 5 years	245	15.8%	14.0%	44	11.2%	9.6%	43	10.0%	9.3%	60	28.3%	27.6%	392	15.1%	13.6%	1,926	16.7%	14.5%	2,318	14.3%
More than 5 years	541	34.9%	30.9%	153	38.5%	33.0%	166	38.5%	35.8%	48	22.8%	22.3%	908	35.1%	31.4%	4,981	43.2%	37.5%	5,889	36.4%
Total w/ Response	1,550	100.0%		396	100.0%		433	100.0%		211	100.0%		2590	100.0%		11,519	100.0%			
No Response	199		11.4%	66		14.2%	32		6.9%	5		2.3%	302		10.5%	1,777		13.4%	2,080	12.8%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 17: How often do you ride Metro in the Omaha area?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
6 or 7 days per week	594	38.2%	34.0%	169	43.1%	36.6%	172	40.3%	37.0%	18	8.5%	8.3%	953	36.9%	33.0%	4,265	37.5%	32.1%	5,218	32.2%
5 days per week	465	29.9%	26.6%	73	18.7%	15.9%	155	36.3%	33.3%	138	65.6%	64.1%	832	32.2%	28.8%	3,713	32.7%	27.9%	4,545	28.1%
3 or 4 days per week	281	18.0%	16.0%	99	25.2%	21.4%	57	13.4%	12.3%	47	22.2%	21.7%	483	18.7%	16.7%	2,010	17.7%	15.1%	2,493	15.4%
1 or 2 days per week	128	8.2%	7.3%	33	8.4%	7.1%	22	5.1%	4.7%	5	2.4%	2.3%	187	7.2%	6.5%	835	7.4%	6.3%	1,022	6.3%
1 or 2 days per month	60	3.9%	3.4%	14	3.7%	3.1%	6	1.5%	1.3%	1	0.7%	0.7%	82	3.2%	2.8%	319	2.8%	2.4%	401	2.5%
Less than once per month	18	1.1%	1.0%	4	1.0%	0.9%	12	2.7%	2.5%	1	0.7%	0.7%	35	1.3%	1.2%	118	1.0%	0.9%	153	0.9%
First time	9	0.6%	0.5%		0.0%	0.0%	3	0.7%	0.7%	-	0.0%	0.0%	13	0.5%	0.4%	101	0.9%	0.8%	113	0.7%
Total w/ Response	1,555	100.0%		393	100.0%		426	100.0%		211	100.0%		2585	100.0%		11,360	100.0%			
No Response	194		11.1%	69		15.0%	38		8.3%	5		2.3%	307		10.6%	1,939		14.6%	2,246	13.9%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 18: How do you usually pay your fare?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Cash Fare - Adult	644	41.5%	36.8%	182	45.2%	39.3%	203	47.3%	43.7%	44	21.0%	20.5%	1074	41.4%	37.1%	4,997	44.0%	37.6%	6,071	37.5%
Cash Fare - Student	52	3.4%	3.0%	14	3.5%	3.1%	10	2.4%	2.2%	9	4.1%	4.0%	85	3.3%	2.9%	447	3.9%	3.4%	532	3.3%
Cash Fare - Child	18	1.2%	1.0%	3	0.8%	0.7%	1	0.2%	0.1%	-	0.0%	0.0%	22	0.9%	0.8%	72	0.6%	0.5%	94	0.6%
Cash Fare - Senior	54	3.5%	3.1%	12	3.1%	2.7%	7	1.7%	1.5%	3	1.3%	1.2%	76	2.9%	2.6%	260	2.3%	2.0%	336	2.1%
10 Ride Card - Adult	268	17.3%	15.3%	56	13.9%	12.1%	91	21.2%	19.6%	111	52.6%	51.4%	526	20.3%	18.2%	2,301	20.2%	17.3%	2,826	17.5%
10 Ride Card - Student	48	3.1%	2.7%	5	1.2%	1.0%	3	0.7%	0.7%	3	1.3%	1.3%	58	2.2%	2.0%	321	2.8%	2.4%	379	2.3%
10 Ride Card - Child	-	0.0%	0.0%	-	0.0%	0.0%	-	0.0%	0.0%	-	0.0%	0.0%	0	0.0%	0.0%	40	0.4%	0.3%	40	0.2%
10 Ride Card - Senior	25	1.6%	1.4%	20	4.9%	4.3%	3	0.7%	0.7%	3	1.4%	1.3%	51	2.0%	1.8%	169	1.5%	1.3%	219	1.4%
30 Day Pass - Regular	97	6.3%	5.6%	70	17.5%	15.2%	54	12.6%	11.7%	32	14.9%	14.6%	254	9.8%	8.8%	1,023	9.0%	7.7%	1,277	7.9%
30 Day Pass - Half-fare	73	4.7%	4.2%	14	3.5%	3.0%	23	5.3%	4.9%	1	0.4%	0.4%	111	4.3%	3.8%	369	3.2%	2.8%	480	3.0%
University Pass - MCC	35	2.3%	2.0%	7	1.9%	1.6%	10	2.4%	2.2%	1	0.3%	0.3%	53	2.1%	1.8%	793	7.0%	6.0%	846	5.2%
University Pass - UNO	186	12.0%	10.6%	2	0.4%	0.4%	16	3.7%	3.4%	2	0.8%	0.8%	206	7.9%	7.1%	88	0.8%	0.7%	293	1.8%
University Pass - Clarkson	5	0.3%	0.3%	-	0.0%	0.0%	-	0.0%	0.0%	-	0.0%	0.0%	5	0.2%	0.2%	-	0.0%	0.0%	5	0.0%
One Ride Card with Transfer	45	2.9%	2.6%	16	4.0%	3.5%	8	1.8%	1.7%	4	1.9%	1.8%	73	2.8%	2.5%	488	4.3%	3.7%	561	3.5%
Total w/ Response	1,551	100.0%		402	100.0%		430	100.0%		211	100.0%		2594	100.0%		11,367	100.0%			
No Response	198		11.3%	60		13.1%	35		7.6%	5		2.3%	298		10.3%	1,932		14.5%	2,231	13.8%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 19: Which one of the following do you think is the most important to improve Metro's service?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
<i>Transfer Easier</i>	162	11.3%	9.3%	40	11.3%	8.7%	24	6.0%	5.2%	7	4.1%	3.3%	234	9.9%	8.1%	1,400	13.5%	10.5%	1,634	10.1%
<i>Start Earlier</i>	78	5.4%	4.5%	7	1.9%	1.5%	35	8.5%	7.4%	13	7.1%	5.8%	132	5.6%	4.6%	694	6.7%	5.2%	826	5.1%
<i>End Later</i>	173	12.0%	9.9%	66	18.7%	14.4%	100	24.4%	21.4%	26	14.6%	11.8%	364	15.4%	12.6%	1,682	16.2%	12.6%	2,046	12.6%
<i>More Frequent</i>	241	16.8%	13.8%	56	15.7%	12.1%	63	15.5%	13.6%	56	31.8%	25.8%	416	17.5%	14.4%	1,346	13.0%	10.1%	1,762	10.9%
<i>Ped/Bike Access</i>	48	3.3%	2.7%	16	4.6%	3.5%	3	0.7%	0.7%	4	2.0%	1.6%	71	3.0%	2.4%	179	1.7%	1.3%	250	1.5%
<i>More Weekends</i>	425	29.6%	24.3%	125	35.3%	27.1%	105	25.7%	22.6%	17	9.8%	8.0%	672	28.3%	23.2%	3,490	33.7%	26.2%	4,162	25.7%
<i>Information</i>	141	9.8%	8.1%	28	7.8%	6.0%	42	10.3%	9.1%	10	5.6%	4.5%	221	9.3%	7.6%	815	7.9%	6.1%	1,035	6.4%
<i>New Route</i>	122	8.5%	7.0%	10	2.9%	2.2%	20	4.9%	4.3%	36	20.5%	16.6%	189	8.0%	6.5%	567	5.5%	4.3%	756	4.7%
<i>Direct Route</i>	43	3.0%	2.5%	7	1.9%	1.4%	16	3.9%	3.5%	8	4.4%	3.5%	73	3.1%	2.5%	196	1.9%	1.5%	269	1.7%
Total w/ Response	1,433	100.0%		355	100.0%		408	100.0%		175	100.0%		2371	100.0%		10,369	100.0%			
<i>No Response</i>	316		18.0%	107		23.2%	57		12.2%	41		18.9%	521		18.0%	2,930		22.0%	3,451	21.3%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
<i>Percent Total</i>	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 20a: Do you agree or disagree with the following statement: "Metro takes me where I need to go"?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	591	39.4%	33.8%	148	38.0%	31.9%	163	39.1%	35.0%	106	51.2%	49.3%	1007	40.1%	34.8%	4,901	45.1%	36.9%	5,908	36.5%
<i>Agree</i>	720	48.1%	41.2%	202	51.9%	43.7%	198	47.7%	42.7%	91	43.8%	42.2%	1212	48.2%	41.9%	4,855	44.7%	36.5%	6,066	37.5%
<i>No Opinion</i>	59	4.0%	3.4%	18	4.7%	4.0%	20	4.7%	4.2%	4	1.7%	1.6%	101	4.0%	3.5%	486	4.5%	3.7%	586	3.6%
<i>Disagree</i>	110	7.3%	6.3%	10	2.7%	2.2%	30	7.2%	6.4%	5	2.6%	2.5%	155	6.2%	5.4%	468	4.3%	3.5%	623	3.8%
<i>Strongly Disagree</i>	19	1.2%	1.1%	11	2.8%	2.3%	5	1.3%	1.2%	1	0.7%	0.7%	36	1.4%	1.3%	163	1.5%	1.2%	199	1.2%
Total w/ Response	1,499	100.0%		389	100.0%		416	100.0%		208	100.0%		2511	100.0%		10,872	100.0%			
<i>No Response</i>	250		14.3%	73		15.9%	49		10.6%	8		3.8%	381		13.2%	2,427		18.2%	2,808	17.3%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
<i>Percent Total</i>	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 20b: Do you agree or disagree with the following statement: "Schedule information is easy to use"?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	434	30.1%	24.8%	113	29.3%	24.4%	129	32.5%	27.8%	75	36.4%	34.5%	751	30.9%	26.0%	3,536	33.9%	26.6%	4,286	26.5%
<i>Agree</i>	661	45.8%	37.8%	189	49.0%	40.9%	175	43.9%	37.6%	93	45.3%	42.9%	1117	46.0%	38.6%	4,800	46.0%	36.1%	5,917	36.5%
<i>No Opinion</i>	183	12.7%	10.5%	22	5.8%	4.8%	58	14.7%	12.6%	14	6.6%	6.3%	277	11.4%	9.6%	871	8.4%	6.6%	1,149	7.1%
<i>Disagree</i>	116	8.0%	6.6%	43	11.2%	9.3%	28	7.1%	6.1%	24	11.6%	11.0%	211	8.7%	7.3%	984	9.4%	7.4%	1,195	7.4%
<i>Strongly Disagree</i>	49	3.4%	2.8%	18	4.7%	3.9%	7	1.8%	1.5%	-	0.0%	0.0%	74	3.0%	2.6%	234	2.2%	1.8%	308	1.9%
Total w/ Response	1,443	100.0%		385	100.0%		398	100.0%		205	100.0%		2431	100.0%		10,426	100.0%			
<i>No Response</i>	306		17.5%	77		16.7%	67		14.4%	11		5.3%	461		16.0%	2,874		21.6%	3,335	20.6%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
<i>Percent Total</i>	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 20c: Do you agree or disagree with the following statement: "I feel safe riding the bus"?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	535	36.8%	30.6%	160	41.2%	34.5%	169	41.6%	36.3%	97	47.0%	44.9%	961	39.1%	33.2%	4,114	38.9%	30.9%	5,074	31.3%
<i>Agree</i>	630	43.3%	36.0%	170	43.8%	36.7%	157	38.7%	33.7%	99	48.1%	45.9%	1056	43.0%	36.5%	4,833	45.7%	36.3%	5,889	36.4%
<i>No Opinion</i>	197	13.5%	11.2%	37	9.5%	8.0%	60	14.9%	13.0%	4	1.7%	1.6%	297	12.1%	10.3%	1,141	10.8%	8.6%	1,438	8.9%
<i>Disagree</i>	83	5.7%	4.8%	14	3.7%	3.1%	16	4.1%	3.5%	6	3.1%	3.0%	121	4.9%	4.2%	340	3.2%	2.6%	461	2.8%
<i>Strongly Disagree</i>	9	0.6%	0.5%	7	1.9%	1.6%	3	0.8%	0.7%	-	0.0%	0.0%	20	0.8%	0.7%	145	1.4%	1.1%	165	1.0%
Total w/ Response	1,455	100.0%		388	100.0%		406	100.0%		206	100.0%		2454	100.0%		10,572	100.0%			
<i>No Response</i>	294		16.8%	74		16.1%	59		12.8%	10		4.6%	438		15.1%	2,727		20.5%	3,164	19.5%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
<i>Percent Total</i>	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 20d: Do you agree or disagree with the following statement: "Buses are clean"?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	322	22.4%	18.4%	86	22.4%	18.6%	112	27.8%	24.2%	62	30.3%	28.9%	583	23.9%	20.1%	2,909	27.9%	21.9%	3,491	21.6%
Agree	697	48.4%	39.9%	210	54.7%	45.5%	183	45.3%	39.4%	109	53.1%	50.7%	1200	49.3%	41.5%	4,658	44.6%	35.0%	5,858	36.2%
No Opinion	249	17.3%	14.2%	35	9.2%	7.6%	53	13.0%	11.3%	17	8.1%	7.8%	354	14.5%	12.2%	1,442	13.8%	10.8%	1,796	11.1%
Disagree	135	9.3%	7.7%	36	9.3%	7.7%	44	10.8%	9.4%	16	7.6%	7.2%	230	9.4%	7.9%	1,061	10.2%	8.0%	1,291	8.0%
Strongly Disagree	37	2.6%	2.1%	17	4.4%	3.7%	12	3.1%	2.7%	2	0.9%	0.8%	69	2.8%	2.4%	370	3.5%	2.8%	439	2.7%
Total w/ Response	1,440	100.0%		384	100.0%		404	100.0%		206	100.0%		2435	100.0%		10,440	100.0%			
No Response	309		17.7%	78		16.8%	61		13.0%	10		4.6%	457		15.8%	2,859		21.5%	3,316	20.5%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Question 20e: Do you agree or disagree with the following statement: "Drivers are helpful and friendly"?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
Strongly Agree	385	26.5%	22.0%	88	23.1%	19.1%	122	29.8%	26.2%	87	41.8%	40.2%	681	27.9%	23.6%	3,558	33.8%	26.8%	4,239	26.2%
Agree	647	44.7%	37.0%	168	44.0%	36.3%	172	42.1%	37.0%	97	46.7%	44.9%	1084	44.3%	37.5%	3,961	37.7%	29.8%	5,045	31.2%
No Opinion	200	13.8%	11.4%	72	18.8%	15.5%	70	17.2%	15.1%	10	4.8%	4.6%	352	14.4%	12.2%	1,586	15.1%	11.9%	1,938	12.0%
Disagree	153	10.6%	8.7%	38	9.9%	8.1%	34	8.4%	7.4%	7	3.4%	3.3%	232	9.5%	8.0%	930	8.8%	7.0%	1,161	7.2%
Strongly Disagree	64	4.4%	3.6%	16	4.2%	3.5%	11	2.6%	2.3%	7	3.3%	3.1%	97	4.0%	3.4%	485	4.6%	3.6%	582	3.6%
Total w/ Response	1,449	100.0%		381	100.0%		409	100.0%		208	100.0%		2446	100.0%		10,519	100.0%			
No Response	300		17.2%	81		17.5%	56		12.1%	8		3.8%	445		15.4%	2,780		20.9%	3,226	19.9%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2892		100.0%	13,299		100.0%	16,191	100.0%
Percent Total	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	

Cross Tabulation #4: AA Corridor vs. Non-AA Corridor Routes

Routes 2, 15, 55, 92, and 98 in Alternatives Analysis Corridor

(Note: survey records with neither geocoded address within the AA Corridor are include in "Non-AA" category.)

Question 20f: Do you agree or disagree with the following statement: "Buses are on time"?																				
	Route 2 (AA Corridor)			Route 15 (AA Corridor)			Route 55 (AA Corridor)			Express Routes 92/98 (AA Corridor)			AA Corridor (Total)			Non-AA Corridor (Total)			Total	
	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent w/ Response	Percent Total	Unlinked Trips	Percent Total
<i>Strongly Agree</i>	210	14.7%	12.0%	56	14.8%	12.0%	61	15.0%	13.1%	40	19.2%	18.3%	366	15.2%	12.7%	1,881	17.9%	14.1%	2,247	13.9%
<i>Agree</i>	521	36.5%	29.8%	155	41.3%	33.4%	187	46.2%	40.3%	100	48.8%	46.5%	963	39.9%	33.3%	4,537	43.1%	34.1%	5,500	34.0%
<i>No Opinion</i>	236	16.5%	13.5%	67	17.9%	14.5%	66	16.2%	14.1%	24	11.7%	11.2%	393	16.3%	13.6%	1,540	14.6%	11.6%	1,933	11.9%
<i>Disagree</i>	354	24.8%	20.3%	81	21.8%	17.6%	72	17.7%	15.5%	35	17.0%	16.2%	543	22.5%	18.8%	1,803	17.1%	13.6%	2,346	14.5%
<i>Strongly Disagree</i>	107	7.5%	6.1%	16	4.2%	3.4%	20	4.9%	4.3%	7	3.3%	3.1%	150	6.2%	5.2%	755	7.2%	5.7%	905	5.6%
Total w/ Response	1,429	100.0%		374	100.0%		406	100.0%		206	100.0%		2,415	100.0%		10,516	100.0%			
<i>No Response</i>	320		18.3%	88		19.0%	59		12.8%	10		4.6%	477		16.5%	2,783		20.9%	3,260	20.1%
TOTAL	1,749		100.0%	462		100.0%	465		100.0%	216		100.0%	2,892		100.0%	13,299		100.0%	16,191	100.0%
<i>Percent Total</i>	10.8%			2.9%			2.9%			1.3%			17.9%			82.1%			100.0%	