

# 2021 Transit Rider Origin-Destination Survey



Survey Results Summary Report

# 2021 Transit Rider Origin-Destination Survey: **Survey Results Summary**

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# 1. Introduction

In the spring of 2021, the Greater Buffalo-Niagara Regional Transportation Council (GBNTRC) conducted an origin and destination (O-D) survey on the Niagara Frontier Transportation Authority (NFTA) buses and Metro Rail. The paper intercept survey asked riders questions specific to their trip that day, their preferences in terms of frequency versus coverage, as well as additional sociodemographic questions. In total, 5,908 surveys were distributed, 2,599 were returned, and 2,562 were marked as meeting minimum validity/quality standards.

Large-scale O-D surveys such as this one provide GBNTRC and NFTA with information that is not readily available through any other source. The data will provide key information on current riders' travel patterns, including where they board and alight, access and egress mode, number of transfers, transfer mode, and fare payment. Survey data will also help NFTA ensure that existing services and future service changes do not negatively impact rider populations protected under Title VI of the Civil Rights Act of 1964.

This document summarizes the results of the survey. It includes the following sections:

- **Summary of Findings**, presents analysis of the survey results at the systemwide and modal level. The chapter includes details on rider demographics, trip characteristics, transfer behavior, access and egress, and fare payment. This section is intended to be a quick-reference guide of key survey statistics
- **Rider Preferences** summarizes riders' preferences regarding the tradeoff between frequency and coverage in transit service.
- **Conclusions** provides a high-level summary of the main findings from the report. Compares major findings to the 2017 NFTA Origin-Destination survey.
- **Appendix 1: Synthetic Data** presents simulated trip statistics based on survey responses
- **Appendix 2: Route Sheets**, summarizes survey results by route.
- **Appendix 3: Thematic Tables**, summarizes survey responses by topic, crosstabulated by route
- **Appendix 4: Survey Instrument** presents the full survey questions distributed to riders on Metro Rail and local bus.

A separate Documentation Report presents details on the survey methodology. That report includes information on survey development, pilot testing, sampling, data collection and processing, data limitations, and final survey totals.



# 2. Summary of Findings

This section summarizes the results of the O-D survey at the systemwide and route level. **All statistics represent unlinked NFTA trips rather than riders**, as the same individual may be surveyed multiple times on different routes and unlinked trips. It is important to note that survey collection occurred in the Spring of 2021 during the COVID-19 pandemic.

To help quickly compare data across columns in each table, the highest value in each column is bolded **red**.

## 2.1.1. Frequency of NFTA Use

Surveyed riders were asked “How often do you ride NFTA-Metro?” **Table 1** indicates that a plurality of trips (41 percent systemwide as well as across all modes) are taken by riders who use the system three to five days per week.

*Table 1: Frequency Distribution of NFTA Use, Weighted by Unlinked Weekday NFTA Trips*

Frequency of NFTA Use	Bus	Rail	Systemwide Total
Less Than Once a Month	4%	4%	4%
1 to 3 Days Per Month	8%	8%	8%
1 to 2 Days Per Week	9%	13%	9%
3 to 5 Days Per Week	<b>41%</b>	<b>41%</b>	<b>41%</b>
6 to 7 Days Per Week	39%	34%	38%

## 2.1.2. Most Common Home ZIP Codes of Riders

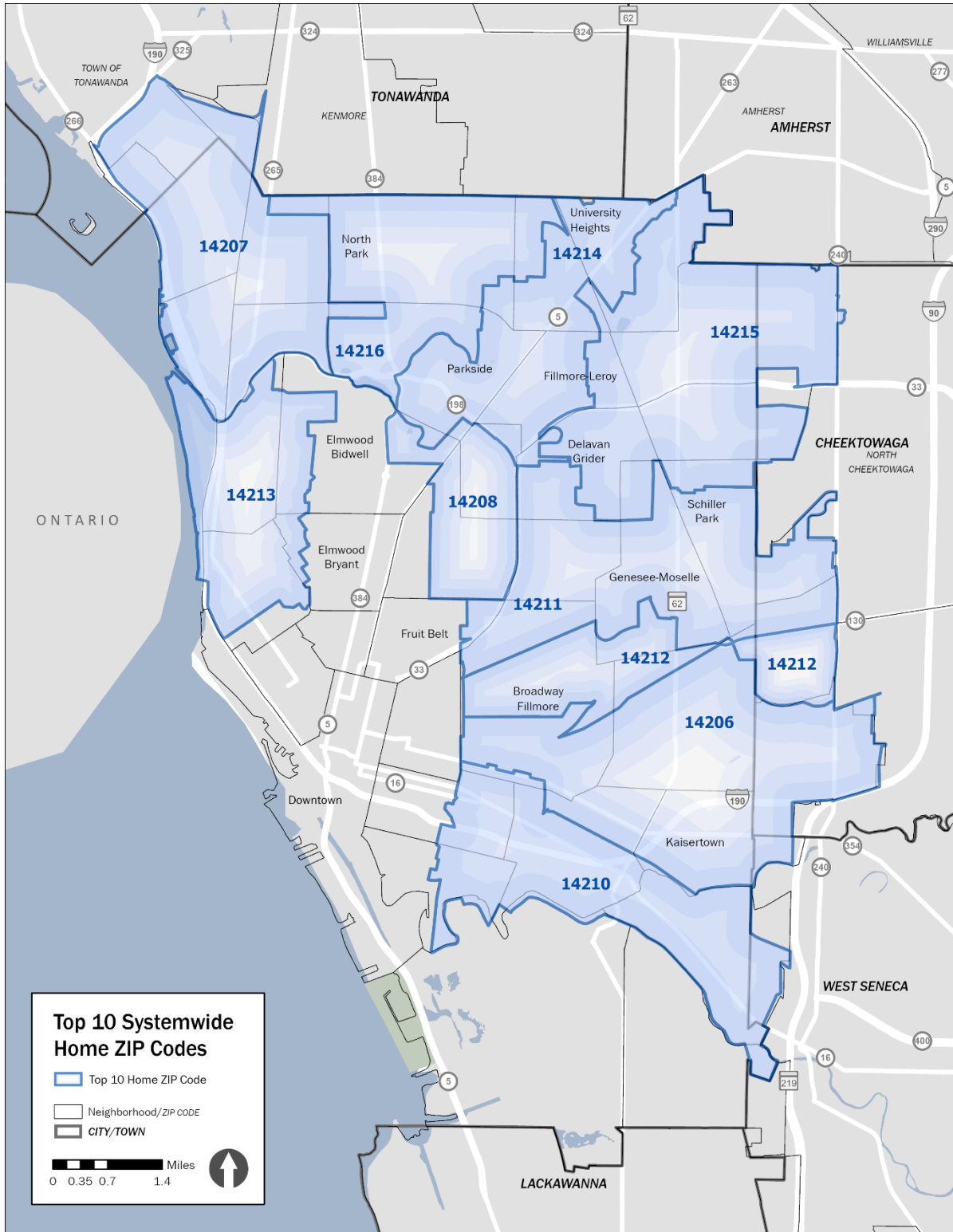
Surveyed riders were asked to provide their home address (including ZIP code), and the resulting top 10 most common home ZIP codes are shown in **Table 2** below:

*Table 2: Top 10 Home ZIP Codes by Distribution of Unlinked Weekday NFTA Trips*

Rank	Bus	Rail	Systemwide Total
1	<b>14215</b> (North Cheektowaga/ Kensington-Bailey)	<b>14214</b> (Fillmore-Leroy/Parkside)	<b>14215</b> (North Cheektowaga/ Kensington-Bailey)
2	14211 (MLK Park/Genesee-Moselle/ Schiller Park)	14208 (Hamlin Park/Masten Park)	14211 (MLK Park/Genesee-Moselle/ Schiller Park)
3	14207 (Riverside/West Hertel)	14215 (North Cheektowaga/ Kensington-Bailey)	14207 (Riverside/West Hertel)
4	14213 (West Side/Upper West Side)	14202 (Downtown/Allentown)	14213 (West Side/Upper West Side)
5	14206 (Broadway- Fillmore/Lovejoy/Sloan)	14204 (First Ward/Ellicott/Fruit Belt)	14214 (Fillmore-Leroy/Parkside)
6	14210 (Larkinville/Seneca-Cazenovia)	14206 (Broadway- Fillmore/Lovejoy/Sloan)	14206 (Broadway- Fillmore/Lovejoy/Sloan)
7	14214 (Fillmore-Leroy/Parkside)	14201 (Lower West Side/Allentown)	14210 (Larkinville/Seneca-Cazenovia)
8	14216 (North Park/Parkside)	14210 (Larkinville/Seneca-Cazenovia)	14208 (Hamlin Park/Masten Park)
9	14212 (Broadway-Fillmore/Sloan)	14226 (Amherst)	14216 (North Park/Parkside)
10	14217 (Kenmore)	14207 (Riverside/West Hertel)	14212 (Broadway-Fillmore/Sloan)

A map of the top 10 most common home ZIP codes among **systemwide** survey respondents is shown in **Figure 1** below. All 10 ZIP codes are clustered around Downtown Buffalo.

Figure 1: Map of Top 10 Home ZIP Codes by Distribution of Unlinked Weekday NFTA Trips



## 2.2. Trip Demographics & Rider Characteristics

The demographic questions in the survey included race and ethnicity, age, gender, household income, employment status, household size, the language spoken at home, English proficiency, access to a vehicle, possession of a driver's license, frequency of NFTA use, and the home ZIP codes of riders.

This section compares demographics for bus riders, rail riders, and systemwide transit riders with the population of the NFTA service area (Erie County and Niagara County) as a whole. Erie County and Niagara County comparison statistics come from the US Census Bureau's 2019 American Community Survey (ACS) 5-Year counts. Note that some columns in this section may add up to slightly more or less than 100 percent due to rounding.

### 2.2.1. Race and Ethnicity

**Table 3** presents distribution of trips by the self-identified race or ethnicity of NFTA riders. The data separates out Hispanic and Latino riders into its own category regardless of race. Nearly half of NFTA trips were taken by Black/African American riders. Another 33 percent of systemwide trips were taken by White (non-Hispanic) riders, and 12 percent of systemwide trips were taken by Hispanic/Latino riders.

The demographics of NFTA ridership differ substantially from the agency's service area. The combined population of Erie and Niagara Counties is 76 percent White (non-Hispanic), 12 percent Black/African American, and 5 percent Hispanic/Latino.

*Table 3: Race/Ethnicity Distribution by Unlinked NFTA Weekday Trips*

Race and Ethnicity	Bus	Rail	Systemwide Total	NFTA Service Area
<b>Black or African American</b>	<b>45%</b>	<b>42%</b>	<b>45%</b>	12%
<b>Caucasian/White</b>	34%	26%	33%	<b>76%</b>
<b>Hispanic or Latino (of any race)</b>	12%	13%	12%	5%
<b>Native American/ Alaska Native</b>	2%	3%	2%	<1%
<b>Asian</b>	2%	8%	3%	3%
<b>Native Hawaiian or Pacific Islander</b>	<1%	0%	<1%	<1%
<b>Two or More Races</b>	4%	6%	4%	2%
<b>Other</b>	1%	3%	2%	2%
<b>Net: People of Color and/or Hispanic or Latino</b>	<b>66%</b>	<b>74%</b>	<b>67%</b>	<b>24%</b>

## 1.1.1 Age

**Table 4** indicates the distribution of NFTA trips by rider age. Riders between 50 to 64 years of age are the largest age cohort among NFTA trips as well as the largest age cohort of residents in Niagara and Erie Counties. Trips taken by riders 35 to 49 was close behind as the second largest systemwide cohort of trips.

While only 2 percent of NFTA riders surveyed were under 16, the service area contains a much higher proportion (19 percent) of people in that age bracket. This is likely due to (1) a focus on querying and surveying only visible adults and (2) the tendency for younger school-aged children to rely less on transit in favor of school buses, bicycling/walking within their neighborhoods, and riding in automobiles with parents or guardians.

Also notable is that the proportion of trips taken by riders 65 or older (8 percent systemwide) is smaller than that cohort's share of the NFTA service area population (18 percent). It is unclear whether this lower percentage is due to NFTA carrying proportionally fewer adults 65 years or older or the result of this age cohort taking fewer trips overall across all modes.

*Table 4: Age Distribution by Unlinked Weekday NFTA Trips*

Age	Bus	Rail	Systemwide Total	NFTA Service Area
<b>Under 16</b>	2%	2%	2%	19%
<b>16 to 18</b>	6%	3%	5%	3%
<b>19 to 24</b>	11%	12%	11%	8%
<b>25 to 34</b>	20%	26%	21%	14%
<b>35 to 49</b>	26%	23%	26%	17%
<b>50 to 64</b>	<b>27%</b>	<b>29%</b>	<b>27%</b>	<b>22%</b>
<b>65 or Older</b>	9%	5%	8%	18%

## 2.2.2. Gender

**Table 5** shows the breakdown of NFTA trips by the gender of riders. Males account for a slightly higher share of trips (53 percent systemwide) than female riders (46 percent systemwide). A small percentage of riders (1 percent) identified as a gender other than male or female. The gender breakdown of NFTA trips is close to that of the service area's population.

*Table 5: Gender Distribution by Unlinked Weekday NFTA Trips*

Gender	Bus	Rail	Systemwide Total	NFTA Service Area
Male	<b>53%</b>	<b>56%</b>	<b>53%</b>	48%
Female	47%	43%	46%	<b>52%</b>
Other or No Response	1%	2%	1%	Not reported in data

## 2.2.3. Household Income

**Table 6** reports the distribution of trips by household income. There is a significant difference between the household incomes of riders and that of households in the service area overall. While only 30 percent of households in the service area have an income of \$35,000 or less, 80 percent of NFTA trips are taken by riders within that income cohort. This difference shows how important NFTA service is for those with lower incomes, providing a lifeline to employment, shopping, and services.

*Table 6: Household Income Distribution by Unlinked Weekday NFTA Trips*

Household Income	Bus	Rail	Systemwide Total	NFTA Service Area
Less than \$5,000	<b>22%</b>	<b>24%</b>	<b>22%</b>	3%
\$5,000 to \$9,999	13%	12%	13%	3%
\$10,000 to \$14,999	12%	9%	11%	5%
\$15,000 to \$24,999	17%	16%	17%	10%
\$25,000 to \$34,999	17%	14%	17%	9%
\$35,000 to \$49,999	10%	14%	11%	12%
\$50,000 to \$74,999	6%	4%	5%	17%
\$75,000 to \$99,999	2%	1%	2%	13%
\$100,000 or more	2%	6%	2%	<b>26%</b>
<b>Net: \$34,999 or less</b>	<b>81%</b>	<b>75%</b>	<b>80%</b>	<b>30%</b>

## 2.2.4. Employment Status

Surveyed riders were asked about their employment status. **Table 7** indicates that systemwide, 68 percent of trips were taken by either full-time or part-time workers. Notably, the share of students riding NFTA service may have been depressed due to the pandemic-related suspension of in-person teaching at local schools, colleges, and universities.

*Table 7: Employment Status Distribution by Unlinked Weekday NFTA Trips*

Employment Status*	Bus	Rail	Systemwide Total
<b>Full-Time Worker</b>	<b>49%</b>	<b>44%</b>	<b>48%</b>
<b>Part-Time Worker</b>	21%	20%	21%
<b>Retired</b>	10%	7%	10%
<b>Unemployed/Looking for a Job</b>	8%	15%	9%
<b>Unemployed/Not Looking for a Job</b>	5%	3%	5%
<b>University/College Student</b>	5%	7%	5%
<b>High School Student</b>	5%	4%	5%
<b>Homemaker</b>	4%	4%	4%
<b>Net: Full- and Part-Time Workers</b>	<b>69%</b>	<b>64%</b>	<b>68%</b>

*\*Note that columns above add up to more than 100 percent because some survey respondents may have more than one employment status: for example, a high school or college student may also be a part-time worker.*

## 2.2.5. Household Size

Surveyed riders were asked “Including yourself, how many people live in your household?” **Table 8** shows that single-person households were the largest demographic cohort on all NFTA modes and the second-largest demographic in the NFTA service area.

*Table 8: Household Size Distribution by Unlinked Weekday NFTA Trips*

Household Size	Bus	Rail	Systemwide Total	NFTA Service Area
<b>1</b>	<b>35%</b>	<b>34%</b>	<b>35%</b>	34%
<b>2</b>	27%	32%	28%	<b>35%</b>
<b>3</b>	15%	13%	15%	13%
<b>Net: 4 or More*</b>	23%	20%	23%	18%

*\*Survey household size categories range from “One” through “Five or More”, but comparable ACS estimates for the NFTA service area only contain household size categories of “One through Four or More”. The Four and Five or More categories were therefore combined for ease of comparison with ACS.*

## 2.2.6. English Proficiency

Surveyed riders were asked “If you don’t speak English at home, how well do you speak English?” **Table 9** reports that 96 percent of trips were taken by riders who indicated they speak English “very well.” This group includes multi-lingual households that may speak English in addition to a second or third language. Individuals who speak English “less than very well” are considered to have Limited English Proficiency (LEP).

The study further drilled down into data to identify which languages were most commonly spoken at home among riders who speak English less than very well (**Table 10**). In multi-lingual households, English may be a language spoken at home but not necessarily one spoken by the individual being surveyed. As such, the study team isolated the most common languages other than English spoken among riders with Limited English Proficiency (LEP). This data can be used to identify language communities that would most benefit from communication in their native tongue.

Weighted by trips, the most common language spoken at home among riders with limited English proficiency was Spanish at 2 percent of trips; No other language exceeded one percent of respondents for any mode. For a small share of LEP respondents, language spoken at home could not be determined.

*Table 9: English Proficiency of NFTA Riders by Distribution of Unliked Weekday NFTA Trips*

English Proficiency	Bus	Rail	Systemwide Total	NFTA Service Area
<b>Not At All</b>	1%	1%	1%	<1%
<b>Less Than Very Well</b>	3%	2%	3%	3%
<b>Very Well / Native English Speaker</b>	<b>96%</b>	<b>97%</b>	<b>96%</b>	<b>97%</b>

*\*Households that spoke exclusively English added to the tally under “Very Well” category to accurately present share of NFTA trips taken by riders with limited English proficiency.*

*Table 10: Most Common Languages Spoken by LEP Riders by Distribution of Unliked Weekday NFTA Trips*

Language Spoken at Home For Respondents Stating they Speak English Less Than “Very Well”*	Bus	Rail	Systemwide Total
<b>Spanish</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>
<b>Other</b>	2%	2%	2%
<b>Language Unknown</b>	2%	2%	2%
<b>Net: Speak English Less Than Very Well</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>

*\*\*English not counted in tally for riders who indicated they speak English “less than very well”. Note that totals add up to more than 100% due to some respondents speaking multiple languages at home. Other includes: French, Swahili, Arabic, Karen, Bengali, Persian/Farsi, Gaelic, Burmese, Nepali, Mandinka, Tamil, Somali, Chinese, and Ukrainian.*



## 2.2.7. Language Spoken at Home

The survey examined language spoken at home, regardless of English proficiency. A large share of households that speak a language other than English also speak English at home, with more than 24 different languages reported. **Table 11** indicates that 95 percent of trips are taken by riders who identified English as one of the languages spoken at home. For households where English was not spoken, only Spanish, Arabic, French, Swahili, and Bengali accounted for 1 percent or more of trips across the NFTA system.

*Table 11: Language Spoken at Home Distribution by Unlinked Weekday NFTA Trips*

Language Spoken at Home	Bus	Rail	Systemwide Total	NFTA Service Area
<b>English</b>	<b>96%</b>	<b>94%</b>	<b>95%</b>	
<b>Spanish</b>	10%	7%	10%	
<b>Arabic</b>	1%	2%	2%	
<b>French</b>	1%	1%	1%	
<b>Swahili</b>	1%	1%	1%	
<b>Bengali/Bengala</b>	1%	0%	1%	
<b>Net: All Other Languages*</b>	3%	4%	4%	

\* "All Other" refers to other languages reported for the survey, which included Swahili, Bengali/Bangla, Somali, Chinese, Hindi, Karen, Nepali, Mandinka, Persian, Gaelic, Tamil, Russian, Tagalog, Kinyarwanda, Urdu, Hebrew, Burmese, Portuguese, Ukrainian, and Other. Note that due to households speaking multiple languages, totals add up to more than 100%.

## 2.2.8. Access to a Vehicle

Surveyed riders were asked “Were there any working vehicles available in your household to make this one-way trip?”. **Table 12** shows that over 75 percent of trips were taken by riders without access to a vehicle. While access to a vehicle is not the same as having a vehicle in the household, only 13 percent of NFTA service area households lack an automobile.

Notably, there was no significant difference in household vehicle accessibility between surveyed bus and rail riders. While 79 percent of bus riders reported having no vehicle available, only a slightly lower 75 percent of rail riders reported having no vehicle available.

*Table 12: Vehicle access distribution of survey respondents across NFTA modes and the NFTA service area*

Access to Vehicle(s)	Bus	Rail	Systemwide Total	NFTA Service Area (vehicle in HH)
Yes	21%	25%	22%	<b>87%</b>
No	<b>79%</b>	<b>75%</b>	<b>78%</b>	13%

## 2.2.9. Possession of a Driver’s License

As shown in **Table 13**, systemwide, 63 percent of riders lack a valid driver license.

One significant difference between **Table 12** and **Table 13** is that more NFTA riders have a valid driver’s license than access to an automobile. This suggests that there is a subsection of NFTA riders who do have driver’s licenses but who nevertheless lack access to a vehicle. Availability of driver’s license differs by age cohort, with the lowest rate of license holders being 16 to 24 years of age.

*Table 13: Driver’s license possession distribution of survey respondents across NFTA modes*

License Possession	Bus	Rail	Systemwide Total
Yes	36%	41%	37%
No	<b>64%</b>	<b>59%</b>	<b>63%</b>

## 2.3. Trip Characteristics

Trip characteristics surveyed for each mode included the trip's origin and destination and origin and destination type. This section compares the types of locations accessed via each mode and identifies common origins and destinations systemwide.

Note that as the surveys were conducted throughout the day, and because round trips are common, origins and destination results tend to be highly interchangeable; factors like sampling distribution or response rates by time of day can result in the distribution of origins and destinations appearing different in the data. To help better visualize travel behavior, the study team categorized origins and destinations in terms of trip production and attraction.

### 2.3.1. Origin Type

Overwhelmingly, the greatest share of trips (on bus, rail, and systemwide) began at a place of home or work, as shown in **Table 14**. The next most common type of origin was shopping, as well as medical appointments for rail trips. Rail trips were more likely than bus trips to originate at a job-related business site; otherwise, there were few notable differences in the share of origin types between bus and rail trips.

Table 14: Percent of Trips by Origin Type and Mode

Origin Type	Bus	Rail	Systemwide Total
Home	<b>43%</b>	<b>40%</b>	<b>42%</b>
Work	31%	29%	31%
Shopping	7%	7%	7%
Medical/Dental appointments/Hospital visit	5%	7%	5%
Social visit/Church/Personal	4%	2%	3%
School (K-12)	3%	3%	3%
Job-related business	2%	6%	3%
Dining/Recreation/Entertainment	1%	2%	1%
College/University	1%	2%	1%
Personal business (i.e., bank, post office, barber shop)	1%	1%	1%
Library	<1%	1%	<1%
Gym/Fitness	<1%	0%	<1%
Errands	<1%	1%	<1%
Sporting event	<1%	0%	<1%
Hotel/Motel	<1%	0%	<1%
Other	1%	2%	1%

As shown in **Table 15**, the majority of trips in the early morning and morning peak, and a plurality of trips in the midday, originated at home. In the afternoon peak and evening, about one-half of trips originated at work. Trips in the midday and later were much more likely to originate at a place other than home or work than trips in the early morning and morning peak.

*Table 15: Percent of Trips by Origin Type and Time Period*

Origin Type	Early Morning (Before 6 a.m.)	Morning Peak (6 a.m. – 9 a.m.)	Midday (9 a.m. – 3 p.m.)	Afternoon Peak (3 p.m. – 6 p.m.)	Evening (After 6 p.m.)
<b>Home</b>	<b>69%</b>	<b>72%</b>	<b>48%</b>	20%	19%
<b>Work</b>	25%	18%	20%	<b>49%</b>	<b>50%</b>
<b>Shopping</b>	0%	1%	8%	10%	8%
<b>Medical/Dental appointments/Hospital visit</b>	0%	2%	9%	5%	2%
<b>Social visit/church/personal</b>	1%	1%	3%	5%	5%
<b>School (K-12) (student only)</b>	2%	3%	3%	3%	1%
<b>Job-related business</b>	2%	1%	3%	3%	4%
<b>Dining/Recreation/Entertainment</b>	0%	1%	1%	1%	4%
<b>College/University (student only)</b>	0%	1%	2%	1%	1%
<b>Personal business (i.e., bank, post office, barber shop)</b>	0%	0%	1%	1%	1%
<b>Library</b>	0%	0%	<1%	<1%	1%
<b>Gym/Fitness</b>	1%	<1%	<1%	<1%	1%
<b>Errands</b>	0%	0%	1%	<1%	0%
<b>Sporting event</b>	0%	0%	0%	<1%	1%
<b>Hotel/Motel</b>	0%	<1%	0%	<1%	0%
<b>Other</b>	0%	1%	1%	2%	2%

## 2.3.2. Destination Type

Similarly, the greatest share of trips (on bus, rail, and systemwide) ended at a place of home or work, as shown in **Table 16**. The share of trips that ended at home or work is slightly lower than the share of trips that began there (see **Table 14**). The next most common type of destination was shopping. There were few significant differences in the share of destination types between bus and rail trips.

*Table 16: Percent of Trips by Destination Type and Mode*

Destination Type	Bus	Rail	Systemwide Total
<b>Home</b>	<b>37%</b>	<b>38%</b>	<b>37%</b>
<b>Work</b>	32%	27%	32%
<b>Shopping</b>	8%	11%	8%
<b>Social visit/Church/Personal</b>	5%	3%	5%
<b>Medical/Dental appointments/Hospital visit</b>	4%	3%	4%
<b>Job-related business</b>	3%	6%	4%
<b>School (K-12) (student only)</b>	2%	3%	2%
<b>Dining/Recreation/Entertainment</b>	2%	1%	2%
<b>College/University (student only)</b>	2%	5%	2%
<b>Personal business (i.e., bank, post office, barber shop)</b>	1%	0%	1%
<b>Sporting event</b>	<1%	0%	<1%
<b>Gym/Fitness</b>	<1%	0%	<1%
<b>Errands</b>	<1%	1%	<1%
<b>Library</b>	<1%	1%	<1%
<b>Hotel/Motel</b>	<1%	0%	<1%
<b>Other</b>	2%	1%	1%

As shown in **Table 17**, the majority of trips in the early morning and morning peak ended at work. In the afternoon peak and evening, the majority of trips ended at home. Medical appointments, job-related business, and K-12 school also each represented 5 percent or more of morning peak trip destinations.

*Table 17: Percent of Trips by Destination Type and Time Period*

Destination Type	Early Morning (Before 6 a.m.)	Morning Peak (6 a.m. – 9 a.m.)	Midday (9 a.m. – 3 p.m.)	Afternoon Peak (3 p.m. – 6 p.m.)	Evening (After 6 p.m.)
Home	9%	10%	<b>32%</b>	<b>57%</b>	<b>63%</b>
Work	<b>69%</b>	<b>60%</b>	28%	19%	16%
Shopping	0%	4%	13%	6%	7%
Social visit/Church/Personal	4%	2%	6%	6%	3%
Medical/Dental appointments/Hospital visit	0%	6%	6%	2%	1%
Job-related business	6%	5%	4%	3%	2%
School (K-12) (student only)	6%	5%	2%	1%	1%
Dining/Recreation/Entertainment	2%	1%	2%	3%	3%
College/University (student only)	2%	3%	2%	1%	2%
Personal business (i.e., bank, post office, barber shop)	0%	1%	1%	1%	0%
Sporting event	0%	0%	1%	<1%	1%
Gym/Fitness	2%	0%	<1%	1%	0%
Errands	0%	1%	<1%	0%	0%
Library	0%	0%	1%	<1%	0%
Hotel/motel	0%	0%	<1%	1%	0%
Other	0%	1%	2%	1%	1%

### 2.3.3. Trip Type

All trips taken were categorized into one of five trip types, defined in **Table 8**. Home-based work (HBW) and home-based school (HBS) trips include home as one trip end and work or school, respectively, as another trip end. These two trip types are especially prevalent during the morning and evening peak periods. Home-based other (HBO) trips begin or end at home and include any other type of location. Non-home-based work (Non-HBW) trips involve one work-related trip end and any non-home type of origin or destination. Non-home-based other (Non-HBO) trips include all other trip types, such that each trip surveyed only falls into one category.

*Table 18: Trip Type Categories*

Trip Type	Trip Ends	Description
<b>Home-Based Work (HBW)</b>	<ul style="list-style-type: none"> <li>■ Home</li> <li>■ Work</li> <li>■ Job-related business</li> </ul>	Includes any trip where one trip end is home and the other trip end is work.
<b>Home-Based School (HBS)</b>	<ul style="list-style-type: none"> <li>■ Home</li> <li>■ College/university (student only)</li> <li>■ School/K-12 (student only)</li> </ul>	Includes any trip where one trip end is home and the other trip end is school.
<b>Home-Based Other (HBO)</b>	<ul style="list-style-type: none"> <li>■ Home</li> <li>■ Shopping</li> <li>■ Dining/recreation/entertainment</li> <li>■ Medical/dental appointments/ hospital visit</li> <li>■ Social visit/church/personal</li> <li>■ Sporting event</li> <li>■ Errands</li> <li>■ Gym/fitness</li> <li>■ Personal business (i.e., bank, post office, barber shop)</li> <li>■ Library</li> <li>■ Hotel/motel</li> <li>■ Other</li> </ul>	Includes any trip where one trip end is home and the other trip end is any place other than work, job-related business, or school.
<b>Non-Home-Based Work (Non-HBW)</b>	<ul style="list-style-type: none"> <li>■ Work</li> <li>■ Job-related business</li> <li>■ College/university (student only)</li> <li>■ School/K-12 (student only)</li> <li>■ Shopping</li> <li>■ Dining/recreation/entertainment</li> <li>■ Medical/dental appointments/ hospital visit</li> <li>■ Social visit/church/personal</li> <li>■ Sporting event</li> <li>■ Errands</li> <li>■ Gym/fitness</li> </ul>	Any trip that includes one non-home end and one work end. Can include trips between work and social, shopping, medical, or school destinations. This group includes trips where both origin and destination are work-related.

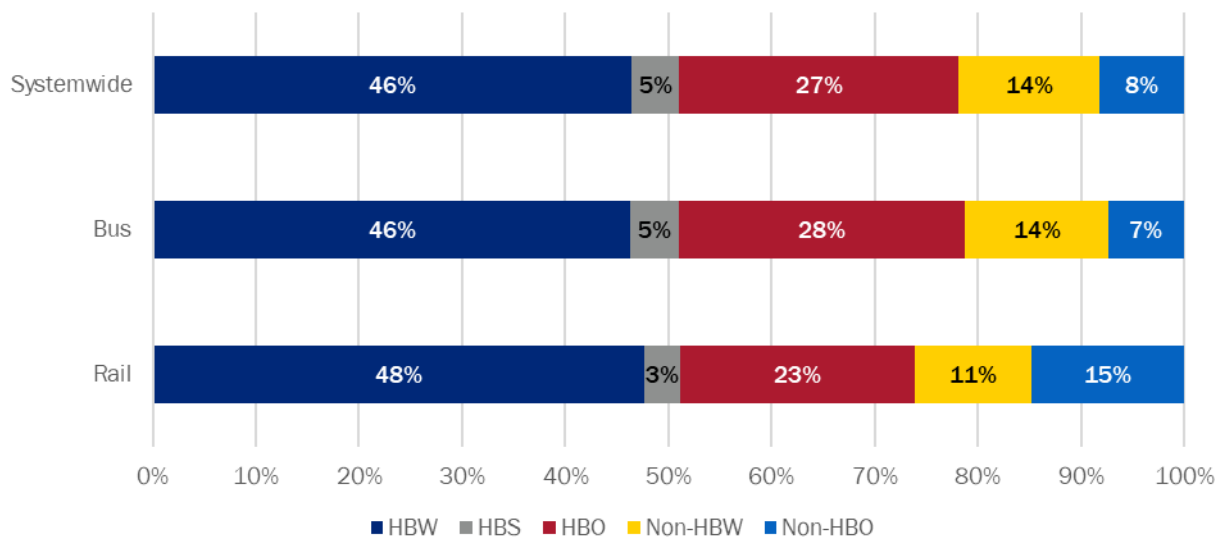


Trip Type	Trip Ends	Description
	<ul style="list-style-type: none"> <li>■ Personal business (i.e., bank, post office, barber shop)</li> <li>■ Library</li> <li>■ Hotel/motel</li> <li>■ Other</li> </ul>	
<b>Non-Home-Based Other (Non-HBO)</b>	<ul style="list-style-type: none"> <li>■ College/university (student only)</li> <li>■ School/K-12 (student only)</li> <li>■ Shopping</li> <li>■ Dining/recreation/entertainment</li> <li>■ Medical/dental appointments/ hospital visit</li> <li>■ Social visit/church/personal</li> <li>■ Sporting event</li> <li>■ Errands</li> <li>■ Gym/fitness</li> <li>■ Personal business (i.e., bank, post office, barber shop)</li> <li>■ Library</li> <li>■ Hotel/motel</li> <li>■ Other</li> </ul>	Includes any trip where neither trip end includes home, work, or job-related business.

**Figure 2** shows the distribution of trips by type. HBW and HBS trips made up over half of all trips systemwide and on each mode, suggesting that the most common purpose of riding NFTA is commuting to work or school. Nevertheless, about a quarter of all trips were HBO trips, showing that there is still a sizeable demand to take transit between home and destinations besides work or school.

Rail trips were more than twice as likely as bus trips to be non-HBO trips (15 percent to 7 percent).

*Figure 2: Percent of Trips by Type*



## 2.3.4. Trip Production and Attraction

Survey results were transformed into areas of production and areas of attraction to better summarize trip behavior and control for the fact origins and destinations often flip depending on time of day. Production describes the geography where round-trips start and most commonly refers to a person's home location. Attraction describes the mid-point of the round-trip (or destination of the one-way trip), such as someone's place of work.

Origins and destinations of each trip were categorized into trip attractors and producers by the following methodology:

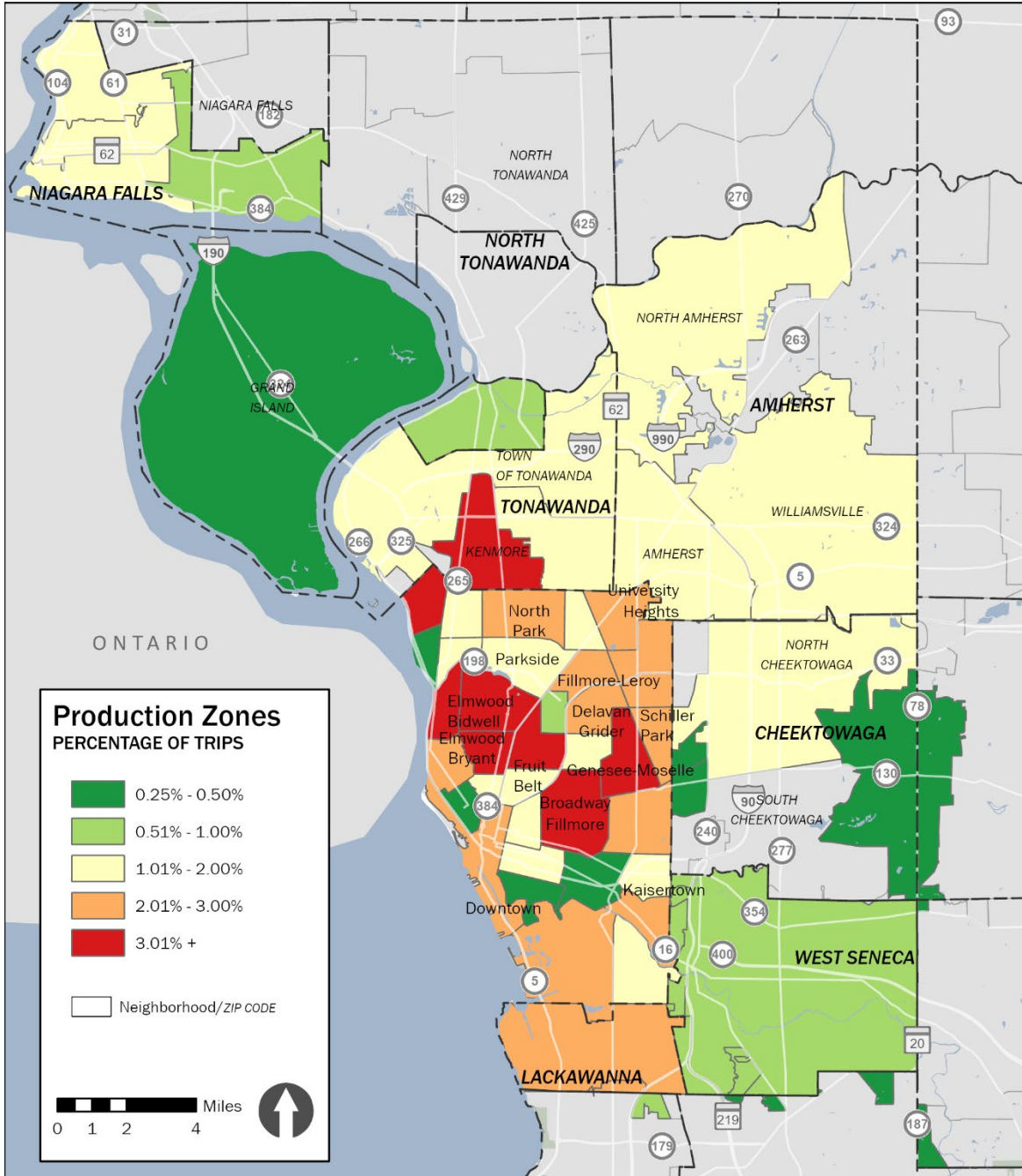
- If one endpoint was home, that place was categorized as a production area, and the other end as an attraction area.
- If the trip was not home-based, but one of the ends was work, that place was categorized as an attraction area, and the other end as a production area.
- If the trip was neither home- nor work-based, then the origin was categorized as a production area, and the destination as an attraction area.

To help geographically summarize attraction/production patterns, the study team aggregated the survey data to Buffalo neighborhoods for points within the City of Buffalo and ZIP codes for points outside the City.

PRODUCTION AREAS

Figure 3 shows production areas across the study area that represented at least 0.25 percent of all trips. NFTA trips are largely generated within the City of Buffalo. The top production areas were Elmwood Bryant, Riverside, Upper West Side, Broadway-Fillmore, Genesee-Moselle, Kenmore, and Masten Park.

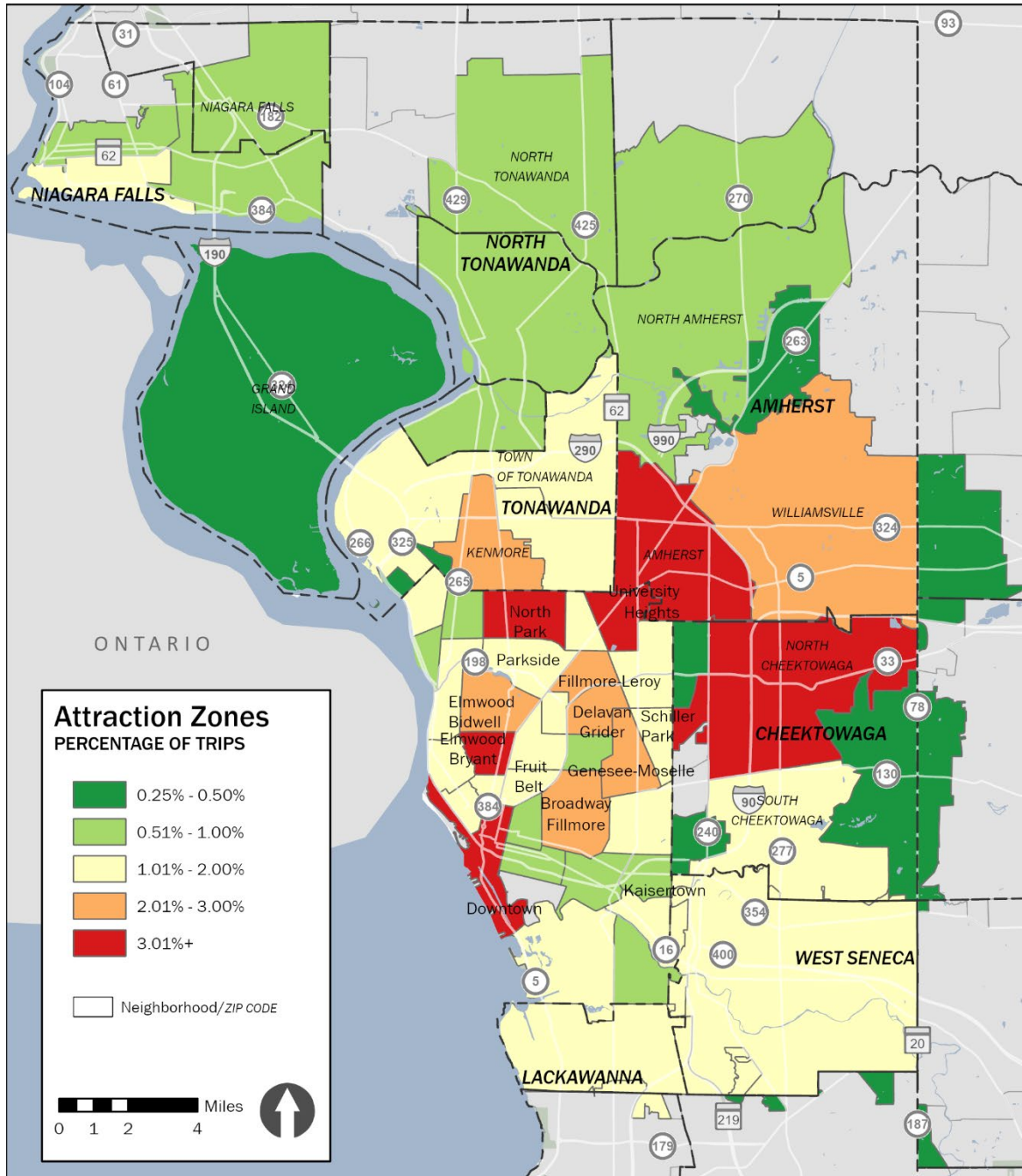
Figure 3: Production Areas



ATTRACTION AREAS

**Figure 4** shows attraction areas across the study area that represented at least 0.25 percent of all trips. The top attraction areas were Downtown, North Cheektowaga, Elmwood Bryant, North Park, Amherst, and University Heights.

Figure 4: Attraction Areas



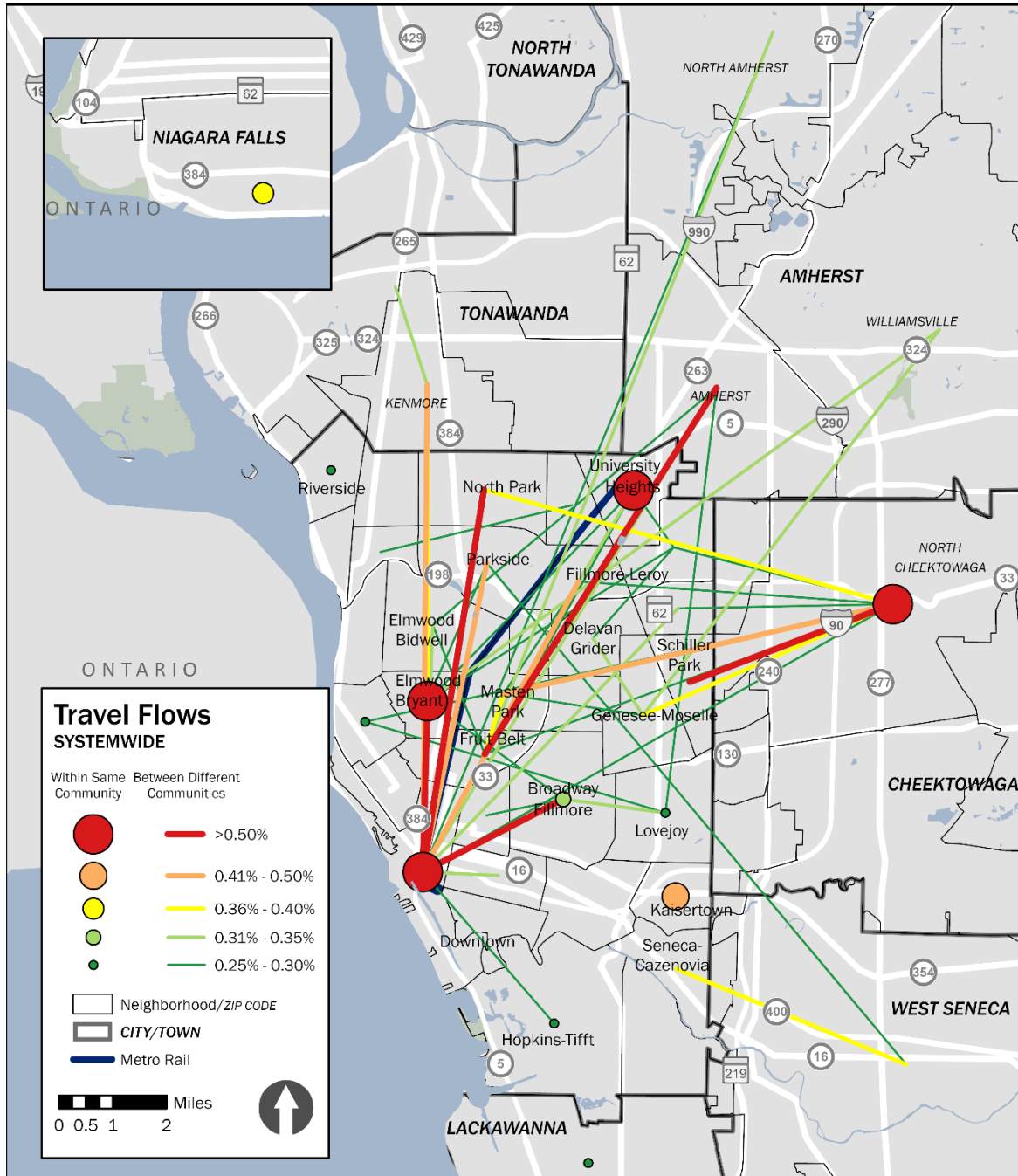
### 2.3.5. Most Common Origin-Destination Pairs

Surveys that included both an origin and destination address were analyzed to determine the most common travel flows in the region. Aggregated at the city level, the most common trip systemwide began and ended within the City of Buffalo. North Cheektowaga (home to Buffalo-Niagara International Airport) was also a major origin and destination for NFTA trips.

The study team examined specific origin-destination pairs based on ZIP codes or official City of Buffalo neighborhoods. No single zip code or neighborhood pair accounted for more than one percent of systemwide trips. This illustrates how the NFTA network functions as a network instead of a connector between a handful of specific points. While certain destinations like the Airport or Downtown are included in the many of the most popular OD pairs, trips to these locations are produced across a wide geography. The st

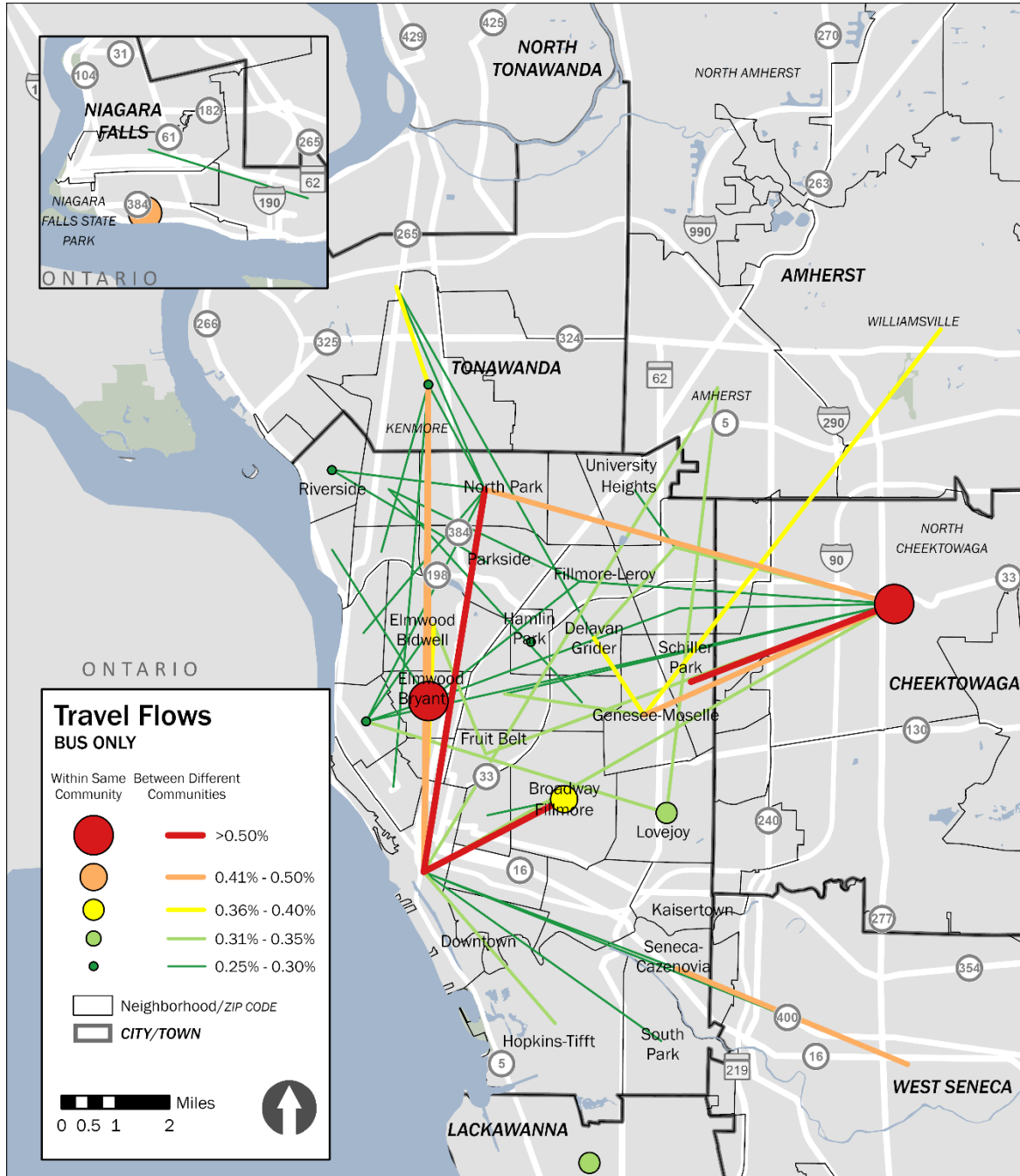
**Figure 5** shows all origin-destination pairs that represented at least 0.25 percent of all trips. Trips that started and ended in the same Buffalo neighborhood or ZIP code are depicted as circles; trips that started and ended in different neighborhoods or ZIP codes are depicted as lines. The general pattern of travel flows was to or from Downtown or one of the neighborhoods immediately north of it, including Elmwood Bryant, Allentown, and the Fruit Belt. To a lesser extent, North Cheektowaga (home to Buffalo Niagara International Airport) was the start or endpoint of a significant number of travel flows. Short trips (trips that began and ended in the same community) and long trips (those that traveled through multiple communities) were much more common than medium-length trips (those that started and ended in adjacent communities).

Figure 5: Systemwide Travel Flows



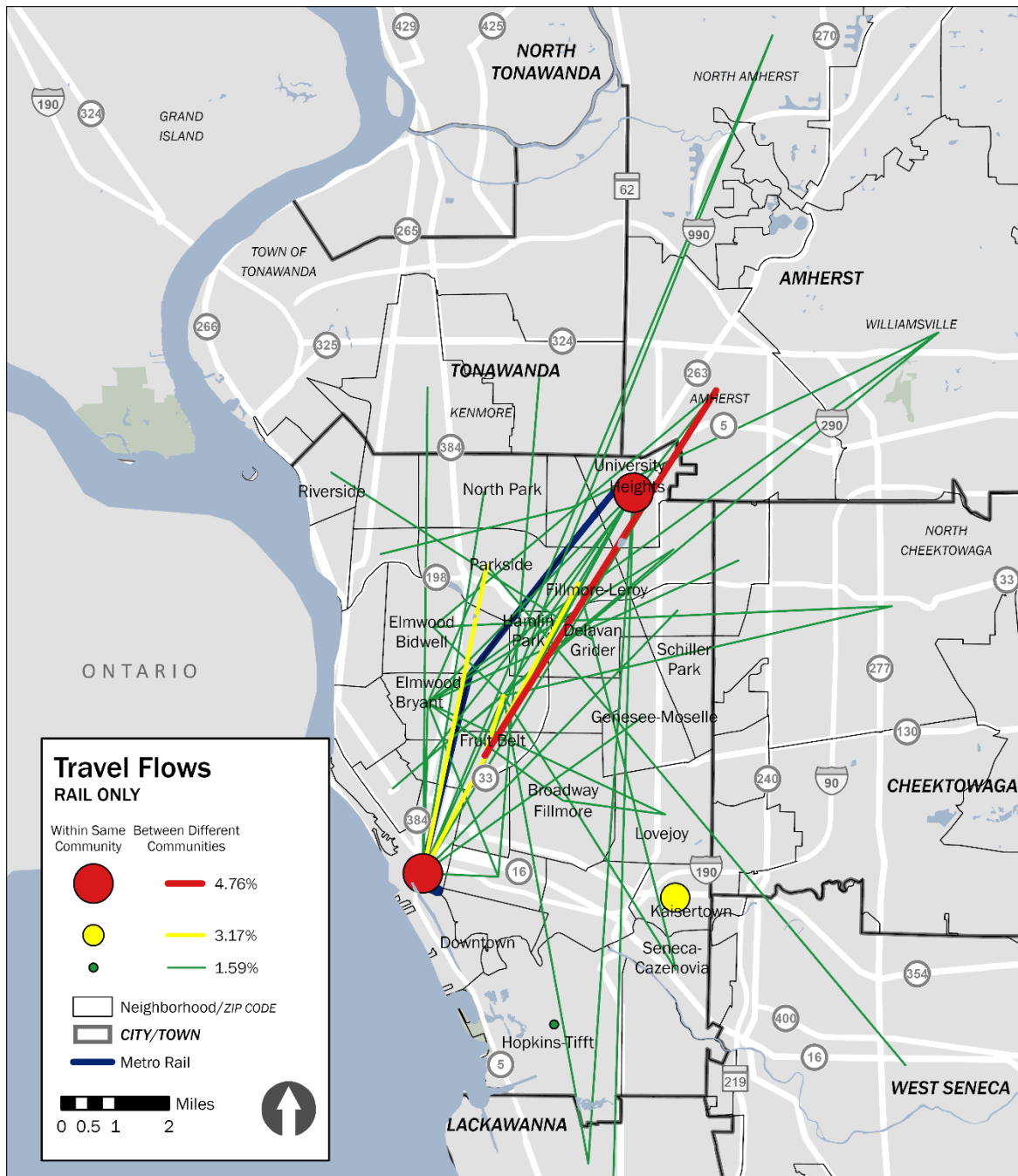
**Figure 6** shows all origin-destination pairs that represented at least 0.25 percent of all bus trips. Most trips went to and from Downtown, with other major anchors in Elmwood Bryant, North Park, Kenmore, and North Cheektowaga. There were also significant flows within Niagara Falls, Elmwood Bryant, Broadway Fillmore, and North Cheektowaga.

*Figure 6: Bus Travel Flows*



**Figure 7** shows all origin-destination pairs that represented at least 0.25 percent of all rail trips. Trips that started and ended in the same Buffalo neighborhood or ZIP code are depicted as circles; trips that started and ended in different neighborhoods or ZIP codes are depicted as lines. The most common trips were those that began and ended in University Heights, those that begin and ended in Downtown, or those between Town of Amherst / Eggertsville and the Fruit Belt. Other common trips were those between Parkside and Downtown and between Fillmore-Leroy and Downtown.

*Figure 7: Rail Travel Flows*





Because rail represents only one route, a handful of survey responses can skew results. For instance, the yellow circle in Kaisertown is likely not representative of a typical rail travel flow, given that the rail line does not pass through Kaisertown. The two surveys that the circle represents had origins and destinations that were just a few blocks away from each other in Kaisertown, although the passengers making these trips used the rail line at Amherst and University stations along their journey.

## 2.4. Access and Egress to Transit

Riders were asked “How did you get to your starting place to the first bus or train on this one-way trip?” and “When you get off your final bus or train, how will you get to your final destination?” This section reviews the most common modes of access (from origin to first transit boarding) and modes of egress (from last transit alighting to destination).

### 2.4.1. Mode of Access

**Table 20** shows the percent of trips by access mode. Systemwide, 86 percent of transit trips were accessed by walking/wheelchair. Trips that were accessed by personal car—either solo, driving others, or being driven by others—were more common to access the rail than bus;

*Table 19: Mode Used to Access Transit by Unliked Weekday NFTA Trips*

Origin Type	Bus	Rail	Systemwide Total
<b>Walked/wheelchair only</b>	<b>88%</b>	<b>78%</b>	<b>86%</b>
<b>Got a ride with someone</b>	5%	8%	5%
<b>Taxi/Uber</b>	2%	1%	2%
<b>Drove with others</b>	1%	3%	2%
<b>Bicycle</b>	1%	2%	1%
<b>Drove alone</b>	1%	5%	1%
<b>Shuttle</b>	<1%	1%	<1%
<b>Other</b>	2%	3%	2%

## 2.4.2. Mode of Egress

**Table 21** shows the percent of trips by egress mode. Systemwide, 90 percent of transit trips were egressed by walking/wheelchair. On rail, it was much more common to egress a trip via walking/wheelchair (89 percent) than to access a trip via walking/wheelchair (78 percent).

*Table 20: Mode Used to Egress Transit by Unliked Weekday NFTA Trips*

Origin Type	Bus	Rail	Systemwide Total
<b>Walked/wheelchair only</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>
<b>Will ride with someone</b>	2%	3%	3%
<b>Bus</b>	2%	2%	2%
<b>Bicycle</b>	1%	2%	1%
<b>Drive with others</b>	1%	2%	1%
<b>Drive alone</b>	1%	1%	1%
<b>Taxi/Uber</b>	<1%	0%	<1%
<b>Shuttle</b>	<1%	0%	<1%
<b>Other</b>	1%	1%	1%

### 2.4.3. Average Distance to and from Transit

In addition to asking how riders accessed and egressed from their transit trip, riders were asked to estimate the distance they travelled from their origin and destination to their respective first and last bus stop. The following tables report the distribution of trips by walking distance to the rider's origin and destination. While similar information was collected for all access and egress modes, those modes had too few survey responses to generate a statistically valid breakdown of access/egress travel distance.

**Table 22** shows the distribution of distances for trips that were accessed by walking or wheelchair.

*Table 21: Average Walking/Wheelchair Distance to Access Transit by Unliked Weekday NFTA Trips*

Walking/Wheelchair Distance	Bus	Rail	Systemwide Total
<b>0.5 miles or less</b>	10%	7%	10%
<b>0.5 to 1 mile</b>	<b>37%</b>	<b>28%</b>	<b>36%</b>
<b>1 mile to 2 miles</b>	26%	22%	25%
<b>2 miles to 3 miles</b>	10%	15%	11%
<b>3 mile to 4 miles</b>	5%	13%	6%
<b>4 miles to 5 miles</b>	5%	7%	5%
<b>More than 5 miles</b>	6%	9%	7%

**Table 23** shows the distribution of distances for trips that were egressed by walking or wheelchair.

*Table 22: Average Walking/Wheelchair Distance to Egress from Transit by Unliked Weekday NFTA Trips*

Walking/Wheelchair Distance	Bus	Rail	Systemwide Total
<b>0.5 miles or less</b>	14%	16%	14%
<b>0.5 to 1 mile</b>	<b>35%</b>	<b>24%</b>	<b>34%</b>
<b>1 mile to 2 miles</b>	24%	<b>24%</b>	24%
<b>2 miles to 3 miles</b>	11%	<b>24%</b>	13%
<b>3 mile to 4 miles</b>	5%	0%	4%
<b>4 miles to 5 miles</b>	3%	11%	4%
<b>More than 5 miles</b>	7%	3%	6%

## 2.5. Transfers

The survey asked riders about their trip chain and number of transfers. Combined with the other demographic and trip-related items, these provide a large amount of information about transfer activity on NFTA services. This section discusses which types of riders transfer more, as well as which transfers are overall the most common.

### 2.5.1. Trips by Number of Transfers

**Table 24**, **Table 25**, and **Table 26** break down transfer activity by demographic factors, including transit dependency, race/ethnicity, and income. On average, a trip on the NFTA system involves either no transfer or one transfer, but there are differences associated with a trip-taker's transit dependency and income. For example, 37 percent of trips where the rider did not have a vehicle available involve one transfer, compared with 29 percent of trips taken by riders who had access to a vehicle. A similar pattern is apparent by income. Among trips taken by riders with incomes greater than \$35,000, 58 percent involve no transfers, and 1 percent involve three or more transfers. By contrast, 50 percent of trips by riders earning less than \$35,000 had no transfers, and 4 percent involve three or more transfers.

There was no statistically significant difference in transfer rates among riders of different races and/or ethnicities (**Table 25**).

**Table 27** shows transfer rates by mode. There was no statistically significant difference in transfer rates among riders surveyed on rail versus bus. Regardless of mode, more than 80 percent of trips involved zero or one transfer.

*Table 23: Transfers and Vehicle Access by Unliked Weekday NFTA Trips*

Number of transfers	Lacks Access to a Vehicle for Trip	Has Access to a Vehicle for Trip	Systemwide Total
<b>0</b>	<b>48%</b>	<b>61%</b>	<b>57%</b>
<b>1</b>	37%	29%	30%
<b>2</b>	11%	8%	10%
<b>3 or more</b>	3%	2%	3%
<b>Net: Average number of transfers</b>	0.73	0.53	0.61

Table 24: Transfers and Rider Race/Ethnicity by Unliked Weekday NFTA Trips

Number of transfers	White	People of Color and or Hispanic	Systemwide Total
<b>0</b>	<b>53%</b>	<b>52%</b>	<b>57%</b>
<b>1</b>	36%	34%	30%
<b>2</b>	9%	11%	10%
<b>3 or more</b>	3%	3%	3%
<b>Net: Average number of transfers</b>	0.64	0.69	0.61

Table 25: Transfers and Rider Income by Unliked Weekday NFTA Trips

Number of transfers	Income <\$35,000	Income at least \$35,000	Systemwide Total
<b>0</b>	<b>50%</b>	<b>59%</b>	<b>57%</b>
<b>1</b>	35%	30%	30%
<b>2</b>	10%	19%	10%
<b>3 or more</b>	4%	1%	3%
<b>Net: Average number of transfers</b>	0.72	0.54	0.61

Table 26: Transfers and Mode by Unliked Weekday NFTA Trips

Number of transfers	Bus	Rail	Systemwide Total
<b>0</b>	<b>57%</b>	<b>60%</b>	<b>57%</b>
<b>1</b>	31%	26%	30%
<b>2</b>	9%	12%	10%
<b>3 or more</b>	3%	2%	3%
<b>Net: Average number of transfers</b>	0.61	0.65	0.62

## 2.5.2. Most Frequent Transfer Pairs

Survey respondents were asked to identify each route they took on their trip, from start to finish. This provides a more detailed picture of transfer activity, including which routes and modes are most frequently transferred between. A rail-to-bus or bus-to-rail transfer happened on about 12 percent of all trips, most of which involved bus-to-rail transfers. Ten routes accounted for almost 60 percent of all bus-to-rail transfer activity (**Table 28**).

*Table 27: Top 10 Bus Routes for Weekday Bus to Rail Transfers*

Bus Route	Portion of all Bus-to-Rail Transfers
<b>12</b>	<b>10%</b>
<b>23</b>	7%
<b>34</b>	6%
<b>48</b>	6%
<b>15</b>	5%
<b>16</b>	5%
<b>26</b>	5%
<b>2</b>	5%
<b>19</b>	5%
<b>32</b>	5%

Trip chains were also analyzed to determine which route a rider transferred from (i.e. route taken immediately before the survey route) and transferred to (i.e. route a rider will take immediately after the survey route). **Table 29** and **Table 30** show the top ten routes in each category. Rail accounts for 10 percent of all transfers to the surveyed route and 18 percent of all transfers from the survey route, making it the largest single recipient and source of transfer activity. Routes including Route 12, Route 23, and Route 32 appear in both tables, indicating their importance as transfer facilitators. In general, the routes in both tables intersect either each other or NFTA rail service.

Table 28: Top 10 Routes Riders Transferred To, From Survey Route

Route	Portion of all Transfers to Surveyed Route
<b>Rail</b>	<b>10%</b>
<b>12</b>	6%
<b>5</b>	6%
<b>19</b>	5%
<b>3</b>	5%
<b>23</b>	5%
<b>32</b>	5%
<b>2</b>	4%
<b>4</b>	4%
<b>16</b>	4%

Table 29: Top 10 Routes Transferred From, To Survey Route

Route	Portion of all Transfers from Surveyed Route
<b>Rail</b>	<b>18%</b>
<b>20</b>	5%
<b>5</b>	5%
<b>23</b>	5%
<b>12</b>	4%
<b>1</b>	4%
<b>6</b>	4%
<b>19</b>	4%
<b>32</b>	4%
<b>8</b>	3%

The study team also looked at the most common specific route transfer pairs. No single route pair accounted for more than 0.5 percent of weekday NFTA trips, suggesting that transfer activity is highly distributed across the system. The commonly reported transfer pairs include: from Route 12 to Rail, from Route 23 to Rail, from Route 12 to Route 19, from Rail to Route 12, and from Route 34 to Rail.

## 2.6. Fare Information

The survey included questions about how riders purchased their fare for their surveyed trip and what type of fares they used. Combined with other demographic and trip information, these questions give a sense of how different riders pay for their rides on the NFTA system. This section summarizes fare payment responses broken down by mode, race/ethnicity, income, and language. Note that these proportions may differ from farebox data. Farebox data is based on actual fare purchases, while survey data relies on rider reporting and is subject to response error.

### 2.6.1. Fare Purchases by Mode

**Table 31** and **Table 32** break down the responses to fare questions by mode. **Table 31** shows some notable differences in the types of fares purchased on bus and rail trips. Rail trips involved a smaller proportion of cash fares and a larger proportion of single trip ticket fares than the system overall, at 30 percent and 15 percent of trips respectively.

These differences are in line with some of the figures in **Table 32**, which summarizes how riders purchased their fares. Bus trips saw higher use of several purchase methods, like on-vehicle purchases (50 percent of trips) and purchases at store outlets (13 percent of trips). On-vehicle purchases are not possible on NFTA rail service except on the Token Transit mobile app, which accounted for 17 percent of all rail fare purchases. Fares purchased at ticket vending machines (TVMs) made up 43 percent of all rail fares, compared to only 6 percent for bus fares.

*Table 30: Fare Type and Mode Distribution for Unlinked Weekday NFTA Trips*

Fare Type	Bus	Rail	Systemwide Total
Cash	39%	30%	38%
Monthly pass	27%	21%	26%
Day pass	17%	17%	17%
Single trip ticket	4%	15%	5%
Student pass	4%	7%	5%
30-day pass	4%	4%	4%
7-day pass	3%	-	3%
University pass	1%	2%	1%
Fare-free zone (rail only)	-	3%	<1%
Paratransit/disability pass	<1%	-	<1%
Senior fare (precise type not determined)*	<1%	-	<1%
Half fare pass	<1%	1%	<1%
NFTA work pass	<1%	1%	<1%
Other	<1%	1%	1%

\*handwritten response in survey. Could not determine what specific fare product was purchased with senior discount



Table 31: Fare Purchase Method and Mode Distribution for Unlinked Weekday NFTA Trips

Fare Purchase Method	Bus	Rail	Systemwide Total
On the bus	<b>50%</b>	-	<b>44%</b>
Smart phone app	13%	17%	13%
Store outlet	13%	8%	13%
Ticket vending machine	6%	<b>43%</b>	10%
Online purchase	6%	8%	6%
NFTA cash office	4%	5%	4%
University	3%	9%	3%
High school	3%	4%	3%
Employer / Metro Advantage	3%	6%	3%

## 2.6.2. Fare Purchases by Race/Ethnicity, Income, and Language

**Table 33** breaks down fare type and purchase method by riders' race/ethnicity, where several differences can be seen, notably in the proportion of cash fares and student passes. Of trips taken by people of color, 40 percent involved cash fares and 7 percent saw the use of a student pass. Both proportions are greater than those for trips taken by white riders, 35 percent and 1 percent of which involved cash fares and student passes, respectively. The survey showed no significant differences in the use of different fare types by income or language, except that trips by non-English speakers also saw significantly higher usage of student or university passes.

*Table 32: Fare Type and Race/Ethnicity by Unlinked Weekday NFTA Trips*

Fare Type	White (Non-Hispanic)	People of Color and/or Hispanic	Systemwide Total
Cash	35%	40%	38%
Monthly pass	33%	22%	26%
Day pass	17%	17%	17%
Single trip ticket	4%	6%	5%
Student pass	1%	7%	5%
30-day pass	5%	4%	4%
7-day pass	2%	3%	3%
University pass	1%	1%	1%
Fare-free zone (rail only)	<1%	<1%	<1%
Paratransit/disability pass	<1%	<1%	<1%
Senior fare	<1%	<1%	<1%
Half fare pass	<1%	<1%	<1%
NFTA work pass	1%	0%	<1%
Other	1%	1%	1%

However, there were differences in purchase method based on race, income, and language spoken at home. Reinforcing the idea that trips by non-English speakers involved more student passes, trips by non-English speakers were also purchased in much greater proportions at high schools and universities (**Table 35**). Almost 20 percent of trips purchased by non-English speakers were purchased at a high school or university, compared to less than 10 percent for trips purchased by English speakers. **Table 34** shows that a smaller but similar difference is apparent between trips by white riders and trips by people of color. About 9 percent of trips by people of color involve a purchase at a university or high school, compared to 2 percent by white riders.

Table 33: Fare Purchase Method and Race/Ethnicity by Unlinked Weekday NFTA Trips

Fare Purchase Method	White	People of Color and/or Hispanic	Systemwide Total
On the bus	44%	44%	44%
Smart phone app	15%	13%	13%
Store outlet	14%	12%	13%
Ticket vending machine	9%	11%	10%
Online purchase	7%	6%	6%
NFTA cash office	4%	4%	4%
University	2%	4%	3%
High school	<1%	5%	3%
Employer / Metro Advantage	5%	2%	3%

Table 34: Fare Purchase Method and Language Spoken at Home by Unlinked Weekday NFTA Trips

Fare Purchase Method	English	Language(s) Other than English	Systemwide Total
On the bus	44%	36%	44%
Smart phone app	14%	10%	13%
Store outlet	13%	11%	13%
Ticket vending machine	10%	15%	10%
Online purchase	6%	3%	6%
NFTA cash office	4%	6%	4%
University	3%	8%	3%
High school	3%	10%	3%
Employer / Metro Advantage	3%	0%	3%

**Table 36** shows that there are also clear differences in purchase method by income. Almost one-half (46 percent) of trips by lower-income riders involve on-vehicle purchases (which, as noted above, can only take place on buses). This is greater than the 37 percent of on-vehicle purchases by riders with incomes higher than \$35,000. Another notable difference is in the proportion of purchases by an employer. At 6 percent, this proportion is twice as large for higher-income riders than for lower-income riders.

Table 35: Fare Purchase Method and Income by Unlinked Weekday NFTA Trips

Fare Purchase Method	Income <\$35,000	Income at least \$35,000	Systemwide Total
On the bus	46%	37%	44%
Smart phone app	13%	16%	13%
Store outlet	13%	12%	13%
Ticket vending machine	10%	11%	10%
Online purchase	6%	8%	6%
NFTA cash office	4%	5%	4%
University	3%	3%	3%
High school	1%	3%	3%
Employer / Metro Advantage	3%	6%	3%

The survey also shows demographic differences in the use of full and discounted fares. Overall, 17 percent of trips are full-fare trips, but Table 37, Table 38, and Table 38 show small differences by race/ethnicity, income, and language. Trips by white riders, low-income riders, and English-speaking riders tended to have a higher rate of discounted fare use, at about 20 percent of trips. The lowest rate of discounted fare use was 11 percent, associated with trips by higher-income riders and riders who speak languages other than English.

Table 36: Full/Discounted Fare and Race/Ethnicity by Unlinked Weekday NFTA Trips

Fare Type	White	People of Color and/or Hispanic	Systemwide Total
Full fare	80%	84%	83%
Senior/disabled/Medicare fare	20%	16%	17%

Table 37: Full/Discounted Fare and Income by Unlinked Weekday NFTA Trips

Fare Type	Income <\$35,000	Income at least \$35,000	Systemwide Total
Full fare	80%	89%	83%
Senior/disabled/Medicare fare	20%	11%	17%

Table 38: Full/Discounted Fare and Language Spoken at Home by Unlinked Weekday NFTA Trips

Fare Type	English	Language(s) Other than English	Systemwide Total
Full fare	82%	89%	83%
Senior/disabled/Medicare fare	18%	11%	17%

# 3. Rider Preferences

## 3.1. More Bus Stops or Faster Bus Trips?

The bus version of the survey questionnaire asked riders two trade-off questions related to bus stop spacing and route coverage versus frequency.

**Table 40** shows that 57 percent of respondents would support fewer bus stops if it resulted in a faster bus journey for them. The preference for bus stop consolidation was observed among a majority regardless of whether the rider transferred (**Table 41**) or had access to a personal vehicle (**Table 42**). There were some minor nuances in the data. Riders who transferred during their trip had a slightly greater preference for stop consolidation compared to those on a one-seat ride. Similarly, those without access to a car had less of a preference for stop consolidation compared to those with an automobile.

*Table 39: Responses by mode to the survey question, “Which of these two [bus stop spacing] options is more important to you?”*

Response Type	Bus	Rail
<b>More bus stops: there are frequent bus stops, meaning buses stop a lot and travel time is longer.</b>	43%	n/a (not asked on the rail survey)
<b>Faster bus trips: there are fewer bus stops, meaning buses stop less often and travel time is shorter.</b>	<b>57%</b>	n/a (not asked on the rail survey)

*Table 40: Responses by the need to transfer to the survey question, “Which of these two [bus stop spacing] options is more important to you?”*

Response Type	Transferred	Did Not Transfer
<b>More bus stops:</b> see description in Table 39.	42%	45%
<b>Faster bus trips:</b> see description in Table 39.	<b>58%</b>	<b>55%</b>

*Table 41: Responses by transit dependency to the survey question, “Which of these two [bus stop spacing] options is more important to you?”*

Response Type	Lack Access to a Vehicle	Have Access to a Vehicle
<b>More bus stops:</b> see description in Table 39.	44%	39%
<b>Faster bus trips:</b> see description in Table 39.	<b>56%</b>	<b>61%</b>

### 3.2. Coverage or Frequency?

The second tradeoff question in the bus version of the survey asked whether riders considered coverage or frequency to be more important. Again, this question was omitted from the rail version of the survey.

**Table 42** shows that bus riders were nearly evenly split between favoring frequency (51 percent) and favoring coverage (49 percent). This split in favorability was also observed in other demographic categories: **Table 43** shows a similar draw between riders who did and did not transfer, and **Table 44** also shows a similar nearly even split in favorability between riders who have or do not have access to a personal vehicle for their trip.

*Table 42: Responses by mode to the survey question, “Which of these two options [coverage or frequency] is more important to you?”*

Response Type	Bus	Rail
<b>Coverage:</b> buses run on more streets over a larger area. You may have a shorter trip to a bus stop, but buses run less frequently.	49%	n/a (not asked on the rail survey)
<b>Frequency:</b> buses are focused on certain streets. You may have to travel farther to a stop, but buses run more frequently.	<b>51%</b>	n/a (not asked on the rail survey)

*Table 43: Responses by the need to transfer to the survey question, “Which of these two options [coverage or frequency] is more important to you?”*

Response Type	Transferred	Did Not Transfer
<b>Coverage:</b> see description in Table 42.	48%	50%
<b>Frequency:</b> see description in Table 42.	<b>52%</b>	<b>50%</b>

*Table 44: Responses by transit dependency to the survey question, “Which of these two options [coverage or frequency] is more important to you?”*

Response Type	Transit-Dependent	Not Transit-Dependent
<b>Coverage:</b> see description in Table 42.	48%	49%
<b>Frequency:</b> see description in Table 42.	52%	51%

# 4. Conclusions

The study team conducted this origin-destination survey in the Spring of 2021 during the COVID-19 pandemic. The pandemic has significantly impacted NFTA ridership, as was the case for transit providers across the country. Average weekday boardings during the survey were just below 37,000, compared to nearly 83,000 in 2019. While the survey provides valuable information on travel behavior and travel patterns, it is important to recognize the unusual circumstances under which this origin-destination survey was conducted.

## 4.1. Profile of Typical Rider

The survey allows NFTA to produce a typical profile of its riders during the survey period:

- Almost half of trips were taken by riders that identify as Black/African Americans.
- More than half of trips are by riders between 35 and 64 years of age
- The median household income of riders is very low. Over 80 percent of trips were taken by riders with a household income of \$35,000 or less. Over 20 percent of trips are taken by riders with a household income of less than \$5,000.
- About half of all riders are full-time workers.
- Only 4 percent of trips are taken by riders who exclusively speak a language other than English at home. Among these households, Spanish is the most spoken language.
- Seventy-eight percent of trips were taken by transit dependent riders, defined as those without access to a personal vehicle for their most recent trip.
- The vast majority of trips are taken by riders who utilize the system at least three times per week.

These findings emphasize the critical role NFTA plays in providing mobility in low-income and communities of color. Many of the system's riders do not have an alternative means of transportation and depend on the system for their basic mobility.

NFTA completed its most recent previous rider origin-destination survey in 2017. Even as ridership was substantially lower in 2021 than 2017 due to the pandemic, the demographic profile of riders has changed little. A similar share of trips in 2017 and 2021 were taken by riders who identified as a person of color and/or minority (61 percent vs. 67 percent, respectively); spoke English "very well" (96 percent vs. 96 percent); had a household income under \$35,000 (80 percent vs. 80 percent); and were between 25 and 65 years of age (69 percent vs. 74 percent). In 2017 only 16 percent of riders had access to a vehicle for their trip, compared to 22 percent in 2021. The difference in vehicle access may be due in part due to the different wording of the questions.



## 4.2. Travel Patterns

The vast majority of NFTA trips were home-based, with home-based work and home-based school trips accounting for a combined 51 percent of all survey trips. Between bus and rail, there was not a substantial difference in the distribution of trips by trip type. The share of trips originating at a school (either secondary or tertiary) declined from 8 percent to 4 percent and the share of trips that originated at a place of work increased from 20 percent to 31 percent between 2017 and 2021, suggesting there was a shift in the proportion of trips by purpose toward commuting during the pandemic, or rather, a reduction in non-essential trips.

The NFTA system remains heavily oriented toward serving trips that either start or end within the City of Buffalo. The largest trip attractors in the region were Downtown Buffalo, Elmwood Bryant, and the ZIP code in North Cheektowaga encompassing the Buffalo Niagara International Airport. Trip production was concentrated among neighborhoods in Buffalo and the ZIP code encompassing Kenmore.

The vast majority of riders walk to access transit. The proportion in 2021 has changed little from the rate in 2017. Fifty-seven percent of trips do not require a transfer; the rate of transferring is substantially greater for those without access to a vehicle (52 percent) than those with a vehicle (39 percent).

## 4.3. Payment

A plurality of trips are paid for by cash fare, with monthly and day passes also accounting for a substantial share of fares. Forty-four percent of trips are taken by riders who pay for their trip aboard the bus (50 percent of bus riders specifically), while more than 10 percent utilize a smartphone app, retail outlets, or TVMs to pay for fares.

There was some difference in fare type among riders of different races and ethnicities. People of color were more likely to travel on a cash fare or student pass than white riders. Income and language spoken at home did not appear to correlate with the fare type purchased.

Similarly, there were differences in how riders purchased their fares. For example, people of color were more likely to receive their fare through their high school or university. Low-income individuals were more likely than others to pay for their fare aboard the bus. Conversely, people who spoke a language at home other than English were less likely to purchase their fare aboard the bus.

The most substantial change in fare payment between 2017 and 2021 is the decline of monthly and day passes and the corresponding increase in trips by cash fare. In 2017, 58 percent of trips were taken by a monthly or day pass. In 2021 that number was only 43 percent. Similarly, the share of full-fare trips increased from 76 percent to 83 percent between 2017 and 2021.

## 4.4. Service Preferences

The 2021 survey included several questions on rider preferences as it relates to future service planning. A small majority of riders said they would prefer fewer bus stops if it resulted in a faster transit trip. A nearly even proportion of riders said they prefer better frequency over expanded coverage.

# Appendix 1: Synthetic Data

## Methodology

Synthetic data refers to data that was generated through a simulation or model instead of directly collected by observation or survey. As part of the data cleaning and validation process, the study team ran the results of the origin-destination survey through Open Trip Planner to conduct a series of validation checks. These checks enabled the team to clean the data and improve the quality of information collected through the trip chain component of the survey more efficiently.

A by-product of the data validation process through Open Trip Planner is that the study team was able to simulate the trip outlined in each record, including the walking route, walking distance, onboard travel time, and total travel time. These simulations rely on a variety of assumptions and are not necessarily an accurate depiction of real-world conditions:

- The simulation relies on Open Trip Planner to determine the trip routes based on the origin, destination, and survey routes. Precise access and egress path and transfer location may not match the path of the survey respondent.
- Open Trip Planner relies on General Transit Feed Specification (GTFS) data and reflects scheduled transit service. Delays or service disruptions would not be reflected in the data.
- As the precise trip start time of an individual cannot be determined based on the survey data, the simulation had to be based on when the survey was distributed, not when the respondent began their trip.
- The simulation does not include access or egress modes other than walking / wheelchair in its calculations.
- The data precision requirements for obtaining valid trip itineraries resulted in sample sizes for these synthetic statistics below those achieved for the survey as a whole.

The data presented here represents linked trips and therefore is unavailable at the route level. The weighting for linked trips is based on dividing the unlinked trip weight for each record by the number of routes one took to go from their origin to their destination.

## Results

The simulation calculated that the average NFTA rider walked 641 feet in total between their origin to first transit stop and last transit stop to destination. The simulation estimates it takes NFTA riders a total of 8.3 minutes of walk time to complete their end-to-end journey. The combined time spent aboard an NFTA vehicle was estimated to be 20 minutes. Finally, the average total travel time from origin to destination was estimated at 35 minutes. The difference between total trip time and the combined walk and onboard travel time is largely attributed to time lost due to waiting and transfers.

*Table 45: Synthetic Summary Statistics Generated by Open Trip Planner*

	Weighted Average Among Unlinked Trips	Unweighted Sample Size
<b>Walk Distance (feet)</b>	641	872
<b>Walk Time (minutes)</b>	8	872
<b>Onboard Transit Travel Time (minutes)</b>	20	1,292
<b>Total Trip Time (minutes)</b>	35	872

# Appendix 2: Route Sheets

See following page for survey results summarized by route.

# Route Profile: 1 William

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and other.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 48  
 Return Rate: 35%

# Route Profile: 2 Clinton

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	27%
Midday (9am-3pm)	38%
PM Peak (3pm-6pm)	19%
Evening (after 6pm)	16%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	50%	24%
Work	29%	45%
Social	2%	10%
Shopping/Rec.	4%	6%
Medical	8%	4%
School/College	6%	6%
All Other	2%	6%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	87%	88%
Ride With Someone	6%	2%
Drive With Others	2%	2%
Drive Alone	2%	2%
Bicycle	2%	2%
Taxi or Ridehailing	0%	2%
Shuttle	0%	0%
All Other	2%	2%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	44%
2 Buses/Trains	43%
3 Buses/Trains	13%
4 or More Buses/Trains	0%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	48%
	Day Pass	16%
	7-Day Pass	0%
	Monthly/30-Day Pass	30%
	School or College Pass	4%
	All Other Methods	2%
Payment Location <sup>4</sup>	On the Bus	63%
	Ticket Vending Machine	4%
	Online	4%
	Phone App (Any)	13%
	Store	10%
	Employer/Metro Advantage	4%
	All Other Locations	2%
Type	Full Fare	*
	Reduced Fare <sup>5</sup>	*

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	*
3 to 5 Days Per Week	*
1 to 2 Days Per Week	*
1 to 3 Days Per Month	*
Less Than Once a Month	*

## Demographics:

	Percentage	
Age	Under 16	0%
	16 to 18	5%
	19 to 24	7%
	25 to 34	20%
	35 to 49	27%
	50 to 64	31%
Gender	65 or Older	9%
	Male	63%
	Female	37%
Race/Ethnicity	Other	0%
	Asian	0%
	Black/African-American	39%
	Caucasian/White	48%
	Hispanic/Latino	9%
	Native American	2%
Two or More	2%	
Other <sup>6</sup>	0%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	46%
	\$15,000 to \$34,999	35%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	8%
	\$75,000 to \$99,999	4%
	\$100,000 or More	0%
Household Size	1	19%
	2	30%
	3	28%
	4	9%
	5 or More	13%
Lang. at Home <sup>8</sup>	English	100%
	Spanish	4%
	Other	0%
English Prof. <sup>9</sup>	Very Well	100%
	Less Than Very Well	0%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	49%
	Part-Time	22%
	Homemaker	2%
	Student	8%
	Retired	12%
Net: Unemployed	25%	
Auto Access <sup>11</sup>	Yes	30%
	No	70%
Driver's License <sup>12</sup>	Yes	51%
	No	49%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14206	14215	14210	14227	14224

## Survey Responses for This Route:

Number of Responses	Return Rate
63	50%

# Route Profile: 3 Grant

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	1%
AM Peak (6am-9am)	7%
Midday (9am-3pm)	33%
PM Peak (3pm-6pm)	47%
Evening (after 6pm)	12%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	27%	49%
Work	40%	31%
Social	6%	6%
Shopping/Rec.	8%	1%
Medical	8%	3%
School/College	6%	6%
All Other	7%	6%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	84%	94%
Ride With Someone	9%	1%
Drive With Others	2%	0%
Drive Alone	0%	0%
Bicycle	0%	1%
Taxi or Ridehailing	4%	0%
Shuttle	1%	1%
All Other	0%	1%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	60%
2 Buses/Trains	35%
3 Buses/Trains	4%
4 or More Buses/Trains	2%
Routes Most Commonly Transferred To/From	12 4 Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	43%
	Day Pass	13%
	7-Day Pass	5%
	Monthly/30-Day Pass	25%
	School or College Pass	10%
	All Other Methods	4%
Payment Location <sup>4</sup>	On the Bus	51%
	Ticket Vending Machine	4%
	Online	4%
	Phone App (Any)	18%
	Store	10%
	Employer/Metro Advantage	0%
	All Other Locations	13%
Type	Full Fare	87%
	Reduced Fare <sup>5</sup>	13%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	41%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	13%
1 to 3 Days Per Month	3%
Less Than Once a Month	6%

## Demographics:

	Percentage	
Age	Under 16	2%
	16 to 18	6%
	19 to 24	14%
	25 to 34	23%
	35 to 49	34%
	50 to 64	16%
Gender	65 or Older	5%
	Male	42%
	Female	57%
Race/Ethnicity	Other	1%
	Asian	2%
	Black/African-American	30%
	Caucasian/White	33%
	Hispanic/Latino	23%
	Native American	4%
Two or More	6%	
Other <sup>6</sup>	1%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	51%
	\$15,000 to \$34,999	37%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	4%
	\$75,000 to \$99,999	0%
	\$100,000 or More	0%
Household Size	1	32%
	2	22%
	3	22%
	4	11%
	5 or More	13%
Lang. at Home <sup>8</sup>	English	88%
	Spanish	17%
	Other	5%
English Prof. <sup>9</sup>	Very Well	92%
	Less Than Very Well	7%
	Not At All	1%
Employment Status <sup>10</sup>	Full-Time	48%
	Part-Time	23%
	Homemaker	2%
	Student	14%
	Retired	5%
Net: Unemployed	25%	
Auto Access <sup>11</sup>	Yes	18%
	No	82%
Driver's License <sup>12</sup>	Yes	34%
	No	66%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route						
14213	14207	14201	14215	14227	14228	

## Survey Responses for This Route:

Number of Responses	Return Rate
109	44%

# Route Profile: 4 Broadway

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	6%
Midday (9am-3pm)	41%
PM Peak (3pm-6pm)	43%
Evening (after 6pm)	9%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	*	*
Work	*	*
Social	*	*
Shopping/Rec.	*	*
Medical	*	*
School/College	*	*
All Other	*	*

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	*	*
Ride With Someone	*	*
Drive With Others	*	*
Drive Alone	*	*
Bicycle	*	*
Taxi or Ridehailing	*	*
Shuttle	*	*
All Other	*	*

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	41%
2 Buses/Trains	43%
3 Buses/Trains	11%
4 or More Buses/Trains	6%
Routes Most Commonly Transferred To/From	2

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	*
	Day Pass	*
	7-Day Pass	*
	Monthly/30-Day Pass	*
	School or College Pass	*
	All Other Methods	*
Payment Location <sup>4</sup>	On the Bus	*
	Ticket Vending Machine	*
	Online	*
	Phone App (Any)	*
	Store	*
	Employer/Metro Advantage	*
Type	All Other Locations	*
	Reduced Fare <sup>5</sup>	*

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	*
3 to 5 Days Per Week	*
1 to 2 Days Per Week	*
1 to 3 Days Per Month	*
Less Than Once a Month	*

## Demographics:

	Percentage	
Age	Under 16	*
	16 to 18	*
	19 to 24	*
	25 to 34	*
	35 to 49	*
	50 to 64	*
Gender	65 or Older	*
	Male	*
	Female	*
Race/Ethnicity	Other	*
	Asian	*
	Black/African-American	*
	Caucasian/White	*
	Hispanic/Latino	*
	Native American	*
Two or More	*	
Other <sup>6</sup>	*	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	*
	\$15,000 to \$34,999	*
	\$35,000 to \$49,999	*
	\$50,000 to \$74,999	*
	\$75,000 to \$99,999	*
	\$100,000 or More	*
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
Lang. at Home <sup>8</sup>	English	*
	Spanish	*
	Other	*
English Prof. <sup>9</sup>	Very Well	*
	Less Than Very Well	*
	Not At All	*
Employment Status <sup>10</sup>	Full-Time	*
	Part-Time	*
	Homemaker	*
	Student	*
	Retired	*
	Net: Unemployed	*
Auto Access <sup>11</sup>	Yes	*
	No	*
Driver's License <sup>12</sup>	Yes	*
	No	*

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route
*

## Survey Responses for This Route:

Number of Responses	Return Rate
54	43%



# Route Profile: 5 Niagara

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	5%
Midday (9am-3pm)	48%
PM Peak (3pm-6pm)	31%
Evening (after 6pm)	15%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	38%	44%
Work	31%	33%
Social	4%	8%
Shopping/Rec.	9%	8%
Medical	11%	3%
School/College	5%	3%
All Other	2%	0%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	89%	95%
Ride With Someone	4%	0%
Drive With Others	2%	2%
Drive Alone	2%	0%
Bicycle	1%	1%
Taxi or Ridehailing	1%	1%
Shuttle	0%	0%
All Other	0%	0%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	65%
2 Buses/Trains	27%
3 Buses/Trains	5%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	41%
	Day Pass	16%
	7-Day Pass	2%
	Monthly/30-Day Pass	25%
	School or College Pass	10%
	All Other Methods	5%
Payment Location <sup>4</sup>	On the Bus	52%
	Ticket Vending Machine	8%
	Online	3%
	Phone App (Any)	9%
	Store	13%
	Employer/Metro Advantage	3%
	All Other Locations	11%
Type	Full Fare	88%
	Reduced Fare <sup>5</sup>	12%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	38%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	4%
1 to 3 Days Per Month	8%
Less Than Once a Month	5%

## Demographics:

	Percentage	
Age	Under 16	3%
	16 to 18	9%
	19 to 24	14%
	25 to 34	18%
	35 to 49	27%
	50 to 64	22%
Gender	65 or Older	6%
	Male	47%
	Female	53%
Race/Ethnicity	Other	0%
	Asian	1%
	Black/African-American	41%
	Caucasian/White	23%
	Hispanic/Latino	23%
	Native American	1%
	Two or More	9%
	Other <sup>6</sup>	2%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	56%
	\$15,000 to \$34,999	29%
	\$35,000 to \$49,999	9%
	\$50,000 to \$74,999	3%
	\$75,000 to \$99,999	4%
	\$100,000 or More	0%
Household Size	1	33%
	2	30%
	3	15%
	4	12%
	5 or More	11%
Lang. at Home <sup>8</sup>	English	91%
	Spanish	23%
	Other	2%
English Prof. <sup>9</sup>	Very Well	93%
	Less Than Very Well	3%
	Not At All	4%
Employment Status <sup>10</sup>	Full-Time	40%
	Part-Time	24%
	Homemaker	8%
	Student	11%
	Retired	12%
	Net: Unemployed	30%
Auto Access <sup>11</sup>	Yes	23%
	No	77%
Driver's License <sup>12</sup>	Yes	32%
	No	68%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14207	14213	14216	14201	14217

## Survey Responses for This Route:

Number of Responses	Return Rate
124	43%

# Route Profile: 6 Sycamore

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	3%
AM Peak (6am-9am)	26%
Midday (9am-3pm)	49%
PM Peak (3pm-6pm)	21%
Evening (after 6pm)	1%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	57%	23%
Work	24%	31%
Social	3%	10%
Shopping/Rec.	12%	21%
Medical	3%	4%
School/College	0%	6%
All Other	0%	6%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	84%	92%
Ride With Someone	7%	6%
Drive With Others	2%	0%
Drive Alone	2%	2%
Bicycle	0%	0%
Taxi or Ridehailing	7%	0%
Shuttle	0%	0%
All Other	0%	0%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	53%
2 Buses/Trains	35%
3 Buses/Trains	10%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	19

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	29%
	Day Pass	22%
	7-Day Pass	4%
	Monthly/30-Day Pass	38%
	School or College Pass	2%
	All Other Methods	5%
Payment Location <sup>4</sup>	On the Bus	44%
	Ticket Vending Machine	4%
	Online	12%
	Phone App (Any)	8%
	Store	17%
	Employer/Metro Advantage	0%
	All Other Locations	15%
Type	Full Fare	84%
	Reduced Fare <sup>5</sup>	16%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	36%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	10%
1 to 3 Days Per Month	10%
Less Than Once a Month	3%

## Demographics:

	Percentage	
Age	Under 16	0%
	16 to 18	8%
	19 to 24	6%
	25 to 34	17%
	35 to 49	27%
	50 to 64	31%
Gender	65 or Older	11%
	Male	42%
	Female	57%
Race/Ethnicity	Other	2%
	Asian	5%
	Black/African-American	42%
	Caucasian/White	29%
	Hispanic/Latino	18%
	Native American	3%
Two or More	3%	
Other <sup>6</sup>	0%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	48%
	\$15,000 to \$34,999	34%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	2%
	\$75,000 to \$99,999	7%
	\$100,000 or More	2%
Household Size	1	22%
	2	34%
	3	12%
	4	20%
	5 or More	12%
Lang. at Home <sup>8</sup>	English	85%
	Spanish	15%
	Other	6%
English Prof. <sup>9</sup>	Very Well	90%
	Less Than Very Well	5%
	Not At All	5%
Employment Status <sup>10</sup>	Full-Time	35%
	Part-Time	18%
	Homemaker	18%
	Student	2%
	Retired	12%
Net: Unemployed	48%	
Auto Access <sup>11</sup>	Yes	19%
	No	81%
Driver's License <sup>12</sup>	Yes	34%
	No	66%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14211	14204	14214	14220	14212

## Survey Responses for This Route:

Number of Responses	Return Rate
72	33%

# Route Profile: 8 Main

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	21%
Midday (9am-3pm)	19%
PM Peak (3pm-6pm)	53%
Evening (after 6pm)	5%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	42%	35%
Work	36%	35%
Social	4%	4%
Shopping/Rec.	8%	6%
Medical	4%	8%
School/College	2%	4%
All Other	6%	6%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	85%	94%
Ride With Someone	9%	0%
Drive With Others	0%	2%
Drive Alone	2%	0%
Bicycle	4%	2%
Taxi or Ridehailing	0%	0%
Shuttle	0%	0%
All Other	0%	2%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	65%
2 Buses/Trains	26%
3 Buses/Trains	6%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	43%
	Day Pass	13%
	7-Day Pass	4%
	Monthly/30-Day Pass	30%
	School or College Pass	2%
	All Other Methods	8%
Payment Location <sup>4</sup>	On the Bus	51%
	Ticket Vending Machine	10%
	Online	8%
	Phone App (Any)	8%
	Store	8%
	Employer/Metro Advantage	0%
Type	All Other Locations	16%
	Full Fare	81%
	Reduced Fare <sup>5</sup>	19%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	55%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	2%
1 to 3 Days Per Month	12%
Less Than Once a Month	4%

## Demographics:

	Percentage	
Age	Under 16	0%
	16 to 18	2%
	19 to 24	14%
	25 to 34	18%
	35 to 49	22%
	50 to 64	30%
Gender	65 or Older	14%
	Male	54%
	Female	46%
Race/Ethnicity	Other	0%
	Asian	0%
	Black/African-American	64%
	Caucasian/White	19%
	Hispanic/Latino	8%
	Native American	2%
Two or More	4%	
Other <sup>6</sup>	4%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	42%
	\$15,000 to \$34,999	38%
	\$35,000 to \$49,999	6%
	\$50,000 to \$74,999	10%
	\$75,000 to \$99,999	0%
	\$100,000 or More	4%
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
Lang. at Home <sup>8</sup>	English	96%
	Spanish	12%
	Other	2%
English Prof. <sup>9</sup>	Very Well	96%
	Less Than Very Well	2%
	Not At All	2%
Employment Status <sup>10</sup>	Full-Time	48%
	Part-Time	19%
	Homemaker	6%
	Student	4%
	Retired	10%
Net: Unemployed	33%	
Auto Access <sup>11</sup>	Yes	14%
	No	86%
Driver's License <sup>12</sup>	Yes	42%
	No	58%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
14214	14209	14202	14213	14208	14211

## Survey Responses for This Route:

Number of Responses	Return Rate
62	47%

# Route Profile: 11 Colvin

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	9%
AM Peak (6am-9am)	23%
Midday (9am-3pm)	20%
PM Peak (3pm-6pm)	30%
Evening (after 6pm)	18%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	45%	36%
Work	34%	38%
Social	3%	7%
Shopping/Rec.	5%	7%
Medical	6%	5%
School/College	5%	2%
All Other	3%	5%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	91%	93%
Ride With Someone	3%	3%
Drive With Others	2%	0%
Drive Alone	0%	2%
Bicycle	2%	0%
Taxi or Ridehailing	0%	0%
Shuttle	0%	0%
All Other	3%	2%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	71%
2 Buses/Trains	21%
3 Buses/Trains	8%
4 or More Buses/Trains	0%
Routes Most Commonly Transferred To/From	5

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	39%
	Day Pass	14%
	7-Day Pass	2%
	Monthly/30-Day Pass	34%
	School or College Pass	5%
	All Other Methods	7%
	Payment Location <sup>4</sup>	On the Bus
Ticket Vending Machine		5%
Online		3%
Phone App (Any)		10%
Store		13%
Employer/Metro Advantage		8%
All Other Locations		10%
Type	Full Fare	82%
	Reduced Fare <sup>5</sup>	18%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	25%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	14%
1 to 3 Days Per Month	13%
Less Than Once a Month	8%

## Demographics:

	Percentage	
Age	Under 16	0%
	16 to 18	9%
	19 to 24	3%
	25 to 34	22%
	35 to 49	25%
	50 to 64	31%
Gender	65 or Older	9%
	Male	58%
	Female	41%
Race/Ethnicity	Other	2%
	Asian	0%
	Black/African-American	29%
	Caucasian/White	50%
	Hispanic/Latino	15%
	Native American	0%
Two or More	5%	
Other <sup>6</sup>	2%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	41%
	\$15,000 to \$34,999	36%
	\$35,000 to \$49,999	11%
	\$50,000 to \$74,999	8%
	\$75,000 to \$99,999	0%
	\$100,000 or More	5%
Household Size	1	42%
	2	34%
	3	14%
	4	3%
	5 or More	8%
Lang. at Home <sup>8</sup>	English	97%
	Spanish	14%
	Other	0%
English Prof. <sup>9</sup>	Very Well	94%
	Less Than Very Well	6%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	57%
	Part-Time	18%
	Homemaker	1%
	Student	12%
	Retired	10%
Net: Unemployed	19%	
Auto Access <sup>11</sup>	Yes	25%
	No	75%
Driver's License <sup>12</sup>	Yes	40%
	No	60%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14216	14209	14223	14217	14213

## Survey Responses for This Route:

Number of Responses	Return Rate
75	47%

# Route Profile: 12 Utica

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	6%
AM Peak (6am-9am)	13%
Midday (9am-3pm)	36%
PM Peak (3pm-6pm)	24%
Evening (after 6pm)	22%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	38%	41%
Work	33%	27%
Social	3%	4%
Shopping/Rec.	16%	17%
Medical	4%	1%
School/College	5%	7%
All Other	2%	3%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	88%	90%
Ride With Someone	7%	5%
Drive With Others	0%	0%
Drive Alone	0%	2%
Bicycle	2%	1%
Taxi or Ridehailing	0%	0%
Shuttle	1%	1%
All Other	3%	1%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	64%
2 Buses/Trains	25%
3 Buses/Trains	9%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	34%
	Day Pass	22%
	7-Day Pass	2%
	Monthly/30-Day Pass	32%
	School or College Pass	6%
	All Other Methods	4%
Payment Location <sup>4</sup>	On the Bus	51%
	Ticket Vending Machine	4%
	Online	5%
	Phone App (Any)	13%
	Store	17%
	Employer/Metro Advantage	2%
	All Other Locations	8%
	Type	
Full Fare	79%	
Reduced Fare <sup>5</sup>	21%	

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	49%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	7%
1 to 3 Days Per Month	5%
Less Than Once a Month	3%

## Demographics:

	Percentage	
Age	Under 16	4%
	16 to 18	7%
	19 to 24	11%
	25 to 34	20%
	35 to 49	20%
	50 to 64	26%
Gender	65 or Older	11%
	Male	51%
	Female	49%
Race/Ethnicity	Other	0%
	Asian	2%
	Black/African-American	65%
	Caucasian/White	20%
	Hispanic/Latino	7%
	Native American	2%
Two or More	4%	
Other <sup>6</sup>	1%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	57%
	\$15,000 to \$34,999	31%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	0%
	\$75,000 to \$99,999	2%
	\$100,000 or More	2%
Household Size	1	28%
	2	26%
	3	16%
	4	11%
	5 or More	18%
Lang. at Home <sup>8</sup>	English	96%
	Spanish	8%
	Other	2%
English Prof. <sup>9</sup>	Very Well	95%
	Less Than Very Well	3%
	Not At All	2%
Employment Status <sup>10</sup>	Full-Time	35%
	Part-Time	25%
	Homemaker	6%
	Student	10%
	Retired	14%
Net: Unemployed	37%	
Auto Access <sup>11</sup>	Yes	24%
	No	76%
Driver's License <sup>12</sup>	Yes	26%
	No	74%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14215	14211	14213	14208	14209

## Survey Responses for This Route:

Number of Responses	Return Rate
152	44%

# Route Profile: 13 Kensington

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	6%
AM Peak (6am-9am)	20%
Midday (9am-3pm)	57%
PM Peak (3pm-6pm)	10%
Evening (after 6pm)	7%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	52%	*
Work	20%	*
Social	7%	*
Shopping/Rec.	4%	*
Medical	7%	*
School/College	9%	*
All Other	2%	*

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	87%	*
Ride With Someone	2%	*
Drive With Others	5%	*
Drive Alone	2%	*
Bicycle	0%	*
Taxi or Ridehailing	2%	*
Shuttle	0%	*
All Other	2%	*

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	58%
2 Buses/Trains	26%
3 Buses/Trains	13%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	42%
	Day Pass	14%
	7-Day Pass	0%
	Monthly/30-Day Pass	32%
	School or College Pass	10%
	All Other Methods	2%
	Payment Location <sup>4</sup>	On the Bus
Ticket Vending Machine		6%
Online		2%
Phone App (Any)		4%
Store		9%
Employer/Metro Advantage		6%
All Other Locations		15%
Type	Full Fare	*
	Reduced Fare <sup>5</sup>	*

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	*
3 to 5 Days Per Week	*
1 to 2 Days Per Week	*
1 to 3 Days Per Month	*
Less Than Once a Month	*

## Demographics:

	Percentage	
Age	Under 16	5%
	16 to 18	7%
	19 to 24	11%
	25 to 34	14%
	35 to 49	23%
	50 to 64	30%
Gender	65 or Older	9%
	Male	50%
	Female	50%
Race/Ethnicity	Other	0%
	Asian	4%
	Black/African-American	79%
	Caucasian/White	11%
	Hispanic/Latino	4%
	Native American	0%
Two or More	0%	
Other <sup>6</sup>	2%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	*
	\$15,000 to \$34,999	*
	\$35,000 to \$49,999	*
	\$50,000 to \$74,999	*
	\$75,000 to \$99,999	*
	\$100,000 or More	*
Household Size	1	20%
	2	25%
	3	20%
	4	24%
	5 or More	11%
Lang. at Home <sup>8</sup>	English	100%
	Spanish	9%
	Other	0%
English Prof. <sup>9</sup>	Very Well	97%
	Less Than Very Well	3%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	49%
	Part-Time	11%
	Homemaker	0%
	Student	18%
	Retired	16%
Net: Unemployed	35%	
Auto Access <sup>11</sup>	Yes	22%
	No	78%
Driver's License <sup>12</sup>	Yes	32%
	No	68%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
14215	14208	14211	14213	14209	14214

## Survey Responses for This Route:

Number of Responses	Return Rate
69	44%

# Route Profile: 14 Abbott

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	18%
Midday (9am-3pm)	25%
PM Peak (3pm-6pm)	31%
Evening (after 6pm)	24%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	*	*
Work	*	*
Social	*	*
Shopping/Rec.	*	*
Medical	*	*
School/College	*	*
All Other	*	*

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	*	*
Ride With Someone	*	*
Drive With Others	*	*
Drive Alone	*	*
Bicycle	*	*
Taxi or Ridehailing	*	*
Shuttle	*	*
All Other	*	*

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	55%
2 Buses/Trains	33%
3 Buses/Trains	10%
4 or More Buses/Trains	2%
Routes Most Commonly Transferred To/From	20

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	*
	Day Pass	*
	7-Day Pass	*
	Monthly/30-Day Pass	*
	School or College Pass	*
	All Other Methods	*
	Payment Location <sup>4</sup>	On the Bus
Ticket Vending Machine		*
Online		*
Phone App (Any)		*
Store		*
Employer/Metro Advantage		*
All Other Locations		*
Type	Full Fare	*
	Reduced Fare <sup>5</sup>	*

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	*
3 to 5 Days Per Week	*
1 to 2 Days Per Week	*
1 to 3 Days Per Month	*
Less Than Once a Month	*

## Demographics:

	Percentage	
Age	Under 16	*
	16 to 18	*
	19 to 24	*
	25 to 34	*
	35 to 49	*
	50 to 64	*
	65 or Older	*
Gender	Male	*
	Female	*
	Other	*
Race/Ethnicity	Asian	*
	Black/African-American	*
	Caucasian/White	*
	Hispanic/Latino	*
	Native American	*
	Two or More Other <sup>6</sup>	*

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	*
	\$15,000 to \$34,999	*
	\$35,000 to \$49,999	*
	\$50,000 to \$74,999	*
	\$75,000 to \$99,999	*
	\$100,000 or More	*
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
Lang. at Home <sup>8</sup>	English	*
	Spanish	*
	Other	*
English Prof. <sup>9</sup>	Very Well	*
	Less Than Very Well	*
	Not At All	*
Employment Status <sup>10</sup>	Full-Time	*
	Part-Time	*
	Homemaker	*
	Student	*
	Retired	*
	Net: Unemployed	*
Auto Access <sup>11</sup>	Yes	*
	No	*
Driver's License <sup>12</sup>	Yes	*
	No	*

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route
*

## Survey Responses for This Route:

Number of Responses	Return Rate
51	40%

# Route Profile: 15 Seneca

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	7%
AM Peak (6am-9am)	24%
Midday (9am-3pm)	34%
PM Peak (3pm-6pm)	21%
Evening (after 6pm)	14%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	40%	39%
Work	37%	34%
Social	3%	9%
Shopping/Rec.	11%	6%
Medical	4%	8%
School/College	3%	3%
All Other	3%	0%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	90%	94%
Ride With Someone	3%	2%
Drive With Others	1%	2%
Drive Alone	1%	3%
Bicycle	1%	0%
Taxi or Ridehailing	1%	0%
Shuttle	0%	0%
All Other	1%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	64%
2 Buses/Trains	31%
3 Buses/Trains	3%
4 or More Buses/Trains	1%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	39%
	Day Pass	18%
	7-Day Pass	1%
	Monthly/30-Day Pass	37%
	School or College Pass	3%
	All Other Methods	1%
Payment Location <sup>4</sup>	On the Bus	50%
	Ticket Vending Machine	6%
	Online	8%
	Phone App (Any)	8%
	Store	16%
	Employer/Metro Advantage	2%
	All Other Locations	11%
Type	Full Fare	89%
	Reduced Fare <sup>5</sup>	11%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	41%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	4%
1 to 3 Days Per Month	7%
Less Than Once a Month	3%

## Demographics:

	Percentage	
Age	Under 16	3%
	16 to 18	5%
	19 to 24	9%
	25 to 34	16%
	35 to 49	26%
	50 to 64	31%
Gender	65 or Older	10%
	Male	51%
	Female	46%
Race/Ethnicity	Other	3%
	Asian	0%
	Black/African-American	27%
	Caucasian/White	58%
	Hispanic/Latino	11%
	Native American	0%
Two or More	3%	
Other <sup>6</sup>	1%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	42%
	\$15,000 to \$34,999	33%
	\$35,000 to \$49,999	12%
	\$50,000 to \$74,999	10%
	\$75,000 to \$99,999	3%
	\$100,000 or More	0%
Household Size	1	27%
	2	28%
	3	19%
	4	12%
	5 or More	15%
Lang. at Home <sup>8</sup>	English	96%
	Spanish	8%
	Other	0%
English Prof. <sup>9</sup>	Very Well	99%
	Less Than Very Well	1%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	56%
	Part-Time	19%
	Homemaker	4%
	Student	7%
	Retired	3%
Net: Unemployed	21%	
Auto Access <sup>11</sup>	Yes	23%
	No	77%
Driver's License <sup>12</sup>	Yes	29%
	No	71%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14210	14220	14211	14204	14224

## Survey Responses for This Route:

Number of Responses	Return Rate
86	39%



# Route Profile: 16 South Park/McKinley Mall

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	1%
AM Peak (6am-9am)	13%
Midday (9am-3pm)	42%
PM Peak (3pm-6pm)	31%
Evening (after 6pm)	13%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	36%	45%
Work	38%	27%
Social	6%	7%
Shopping/Rec.	8%	12%
Medical	1%	2%
School/College	6%	4%
All Other	5%	2%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	95%	96%
Ride With Someone	2%	1%
Drive With Others	1%	0%
Drive Alone	0%	1%
Bicycle	0%	0%
Taxi or Ridehailing	0%	0%
Shuttle	1%	0%
All Other	1%	2%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	65%
2 Buses/Trains	28%
3 Buses/Trains	5%
4 or More Buses/Trains	2%
Routes Most Commonly Transferred To/From	19 Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	53%
	Day Pass	12%
	7-Day Pass	2%
	Monthly/30-Day Pass	20%
	School or College Pass	6%
	All Other Methods	7%
	Payment Location <sup>4</sup>	On the Bus
Ticket Vending Machine		3%
Online		11%
Phone App (Any)		16%
Store		9%
Employer/Metro Advantage		2%
All Other Locations		7%
Type	Full Fare	81%
	Reduced Fare <sup>5</sup>	19%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	40%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	10%
1 to 3 Days Per Month	9%
Less Than Once a Month	2%

## Demographics:

	Percentage	
Age	Under 16	1%
	16 to 18	7%
	19 to 24	12%
	25 to 34	20%
	35 to 49	28%
	50 to 64	21%
Gender	65 or Older	10%
	Male	58%
	Female	42%
Race/Ethnicity	Other	0%
	Asian	1%
	Black/African-American	12%
	Caucasian/White	58%
	Hispanic/Latino	19%
	Native American	5%
	Two or More	3%
	Other <sup>6</sup>	2%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	49%
	\$15,000 to \$34,999	30%
	\$35,000 to \$49,999	14%
	\$50,000 to \$74,999	3%
	\$75,000 to \$99,999	2%
	\$100,000 or More	1%
Household Size	1	41%
	2	21%
	3	15%
	4	8%
	5 or More	14%
Lang. at Home <sup>8</sup>	English	97%
	Spanish	12%
	Other	1%
English Prof. <sup>9</sup>	Very Well	96%
	Less Than Very Well	3%
	Not At All	1%
Employment Status <sup>10</sup>	Full-Time	53%
	Part-Time	17%
	Homemaker	5%
	Student	10%
	Retired	8%
	Net: Unemployed	26%
Auto Access <sup>11</sup>	Yes	15%
	No	85%
Driver's License <sup>12</sup>	Yes	26%
	No	74%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14220	14218	14210	14219	14075

## Survey Responses for This Route:

Number of Responses	Return Rate
112	36%

# Route Profile: 18 Jefferson

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey notes]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

## Survey Responses for This Route:

Number of Responses	Return Rate
21	33%

# Route Profile: 19 Bailey

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	3%
AM Peak (6am-9am)	15%
Midday (9am-3pm)	38%
PM Peak (3pm-6pm)	37%
Evening (after 6pm)	6%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	43%	38%
Work	33%	32%
Social	3%	4%
Shopping/Rec.	10%	15%
Medical	4%	3%
School/College	3%	4%
All Other	3%	4%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	82%	90%
Ride With Someone	7%	4%
Drive With Others	5%	1%
Drive Alone	0%	1%
Bicycle	0%	0%
Taxi or Ridehailing	2%	1%
Shuttle	0%	0%
All Other	5%	3%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	46%
2 Buses/Trains	35%
3 Buses/Trains	16%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	12

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	28%
	Day Pass	30%
	7-Day Pass	1%
	Monthly/30-Day Pass	31%
	School or College Pass	3%
	All Other Methods	8%
Payment Location <sup>4</sup>	On the Bus	43%
	Ticket Vending Machine	6%
	Online	4%
	Phone App (Any)	9%
	Store	21%
	Employer/Metro Advantage	1%
	All Other Locations	16%
Type	Full Fare	84%
	Reduced Fare <sup>5</sup>	16%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	30%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	11%
1 to 3 Days Per Month	10%
Less Than Once a Month	6%

## Demographics:

	Percentage	
Age	Under 16	2%
	16 to 18	7%
	19 to 24	7%
	25 to 34	23%
	35 to 49	26%
	50 to 64	27%
Gender	65 or Older	8%
	Male	61%
	Female	39%
Race/Ethnicity	Other	0%
	Asian	1%
	Black/African-American	63%
	Caucasian/White	16%
	Hispanic/Latino	14%
	Native American	0%
Two or More	5%	
Other <sup>6</sup>	1%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	43%
	\$15,000 to \$34,999	43%
	\$35,000 to \$49,999	5%
	\$50,000 to \$74,999	6%
	\$75,000 to \$99,999	2%
	\$100,000 or More	0%
Household Size	1	32%
	2	22%
	3	21%
	4	13%
	5 or More	13%
Lang. at Home <sup>8</sup>	English	97%
	Spanish	16%
	Other	1%
English Prof. <sup>9</sup>	Very Well	96%
	Less Than Very Well	1%
	Not At All	3%
Employment Status <sup>10</sup>	Full-Time	42%
	Part-Time	27%
	Homemaker	4%
	Student	11%
	Retired	6%
Net: Unemployed	27%	
Auto Access <sup>11</sup>	Yes	29%
	No	71%
Driver's License <sup>12</sup>	Yes	44%
	No	56%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14215	14211	14206	14208	14214

## Survey Responses for This Route:

Number of Responses	Return Rate
117	37%

# Route Profile: 20 Elmwood

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	4%
AM Peak (6am-9am)	31%
Midday (9am-3pm)	32%
PM Peak (3pm-6pm)	15%
Evening (after 6pm)	17%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	48%	32%
Work	27%	45%
Social	2%	1%
Shopping/Rec.	10%	14%
Medical	7%	6%
School/College	4%	1%
All Other	2%	1%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	90%	92%
Ride With Someone	5%	2%
Drive With Others	1%	2%
Drive Alone	0%	1%
Bicycle	2%	1%
Taxi or Ridehailing	0%	0%
Shuttle	0%	1%
All Other	1%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	67%
2 Buses/Trains	21%
3 Buses/Trains	7%
4 or More Buses/Trains	5%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	35%
	Day Pass	5%
	7-Day Pass	4%
	Monthly/30-Day Pass	37%
	School or College Pass	8%
	All Other Methods	11%
Payment Location <sup>4</sup>	On the Bus	39%
	Ticket Vending Machine	10%
	Online	6%
	Phone App (Any)	17%
	Store	12%
	Employer/Metro Advantage	4%
	All Other Locations	12%
	Type	Full Fare
	Reduced Fare <sup>5</sup>	17%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	40%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	7%
1 to 3 Days Per Month	9%
Less Than Once a Month	3%

## Demographics:

	Percentage	
Age	Under 16	2%
	16 to 18	4%
	19 to 24	8%
	25 to 34	17%
	35 to 49	27%
	50 to 64	36%
Gender	65 or Older	5%
	Male	55%
	Female	45%
Race/Ethnicity	Other	0%
	Asian	0%
	Black/African-American	43%
	Caucasian/White	43%
	Hispanic/Latino	9%
	Native American	3%
Two or More	0%	
Other <sup>6</sup>	1%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	34%
	\$15,000 to \$34,999	39%
	\$35,000 to \$49,999	19%
	\$50,000 to \$74,999	6%
	\$75,000 to \$99,999	1%
	\$100,000 or More	1%
Household Size	1	49%
	2	27%
	3	11%
	4	8%
	5 or More	5%
Lang. at Home <sup>8</sup>	English	96%
	Spanish	8%
	Other	2%
English Prof. <sup>9</sup>	Very Well	98%
	Less Than Very Well	1%
	Not At All	1%
Employment Status <sup>10</sup>	Full-Time	55%
	Part-Time	30%
	Homemaker	2%
	Student	10%
	Retired	7%
Net: Unemployed	16%	
Auto Access <sup>11</sup>	Yes	18%
	No	82%
Driver's License <sup>12</sup>	Yes	43%
	No	57%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14222	14217	14207	14213	14216

## Survey Responses for This Route:

Number of Responses	Return Rate
112	37%

# Route Profile: 22 Porter/Best

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	9%
Midday (9am-3pm)	56%
PM Peak (3pm-6pm)	28%
Evening (after 6pm)	7%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	*	*
Work	*	*
Social	*	*
Shopping/Rec.	*	*
Medical	*	*
School/College	*	*
All Other	*	*

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	*	*
Ride With Someone	*	*
Drive With Others	*	*
Drive Alone	*	*
Bicycle	*	*
Taxi or Ridehailing	*	*
Shuttle	*	*
All Other	*	*

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	65%
2 Buses/Trains	17%
3 Buses/Trains	17%
4 or More Buses/Trains	2%
Routes Most Commonly Transferred To/From	6 Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	*
	Day Pass	*
	7-Day Pass	*
	Monthly/30-Day Pass	*
	School or College Pass	*
	All Other Methods	*
	Payment Location <sup>4</sup>	On the Bus
Ticket Vending Machine		*
Online		*
Phone App (Any)		*
Store		*
Employer/Metro Advantage		*
All Other Locations		*
Type	Full Fare	*
	Reduced Fare <sup>5</sup>	*

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	*
3 to 5 Days Per Week	*
1 to 2 Days Per Week	*
1 to 3 Days Per Month	*
Less Than Once a Month	*

## Demographics:

	Percentage	
Age	Under 16	*
	16 to 18	*
	19 to 24	*
	25 to 34	*
	35 to 49	*
	50 to 64	*
Gender	65 or Older	*
	Male	*
	Female	*
Race/Ethnicity	Other	*
	Asian	*
	Black/African-American	*
	Caucasian/White	*
	Hispanic/Latino	*
	Native American	*
Other <sup>6</sup>	Two or More	*
	Other <sup>6</sup>	*

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	*
	\$15,000 to \$34,999	*
	\$35,000 to \$49,999	*
	\$50,000 to \$74,999	*
	\$75,000 to \$99,999	*
	\$100,000 or More	*
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
Lang. at Home <sup>8</sup>	English	*
	Spanish	*
	Other	*
English Prof. <sup>9</sup>	Very Well	*
	Less Than Very Well	*
	Not At All	*
Employment Status <sup>10</sup>	Full-Time	*
	Part-Time	*
	Homemaker	*
	Student	*
	Retired	*
	Net: Unemployed	*
Auto Access <sup>11</sup>	Yes	*
	No	*
Driver's License <sup>12</sup>	Yes	*
	No	*

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route
*

## Survey Responses for This Route:

Number of Responses	Return Rate
54	44%

# Route Profile: 23 Fillmore/Hertel

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	3%
AM Peak (6am-9am)	27%
Midday (9am-3pm)	26%
PM Peak (3pm-6pm)	22%
Evening (after 6pm)	22%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	45%	32%
Work	27%	36%
Social	6%	4%
Shopping/Rec.	9%	13%
Medical	4%	6%
School/College	6%	7%
All Other	4%	3%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	90%	91%
Ride With Someone	2%	1%
Drive With Others	1%	3%
Drive Alone	0%	0%
Bicycle	1%	4%
Taxi or Ridehailing	4%	0%
Shuttle	0%	0%
All Other	1%	1%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	56%
2 Buses/Trains	34%
3 Buses/Trains	8%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	51%
	Day Pass	17%
	7-Day Pass	1%
	Monthly/30-Day Pass	17%
	School or College Pass	6%
	All Other Methods	8%
Payment Location <sup>4</sup>	On the Bus	71%
	Ticket Vending Machine	1%
	Online	7%
	Phone App (Any)	7%
	Store	4%
	Employer/Metro Advantage	3%
	All Other Locations	7%
Type	Full Fare	77%
	Reduced Fare <sup>5</sup>	23%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	41%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	9%
1 to 3 Days Per Month	8%
Less Than Once a Month	4%

## Demographics:

	Percentage	
Age	Under 16	1%
	16 to 18	11%
	19 to 24	4%
	25 to 34	17%
	35 to 49	35%
	50 to 64	24%
Gender	65 or Older	8%
	Male	58%
	Female	43%
Race/Ethnicity	Other	0%
	Asian	0%
	Black/African-American	47%
	Caucasian/White	35%
	Hispanic/Latino	13%
	Native American	0%
	Two or More	5%
	Other <sup>6</sup>	0%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	43%
	\$15,000 to \$34,999	37%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	7%
	\$75,000 to \$99,999	0%
Household Size	\$100,000 or More	5%
	1	24%
	2	26%
	3	10%
	4	18%
Lang. at Home <sup>8</sup>	5 or More	22%
	English	98%
	Spanish	10%
English Prof. <sup>9</sup>	Other	0%
	Very Well	99%
	Less Than Very Well	1%
Employment Status <sup>10</sup>	Not At All	0%
	Full-Time	49%
	Part-Time	18%
	Homemaker	4%
	Student	12%
Auto Access <sup>11</sup>	Retired	16%
	Net: Unemployed	29%
Driver's License <sup>12</sup>	Yes	22%
	No	78%
	Yes	36%
	No	64%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
14211	14207	14210	14216	14214	14215

## Survey Responses for This Route:

Number of Responses	Return Rate
104	33%

# Route Profile: 24 Genesee

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	12%
AM Peak (6am-9am)	31%
Midday (9am-3pm)	25%
PM Peak (3pm-6pm)	25%
Evening (after 6pm)	7%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	*	*
Work	*	*
Social	*	*
Shopping/Rec.	*	*
Medical	*	*
School/College	*	*
All Other	*	*

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	*	*
Ride With Someone	*	*
Drive With Others	*	*
Drive Alone	*	*
Bicycle	*	*
Taxi or Ridehailing	*	*
Shuttle	*	*
All Other	*	*

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	56%
2 Buses/Trains	39%
3 Buses/Trains	2%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	5

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	*
	Day Pass	*
	7-Day Pass	*
	Monthly/30-Day Pass	*
	School or College Pass	*
	All Other Methods	*
Payment Location <sup>4</sup>	On the Bus	*
	Ticket Vending Machine	*
	Online	*
	Phone App (Any)	*
	Store	*
	Employer/Metro Advantage	*
Type	All Other Locations	*
	Reduced Fare <sup>5</sup>	*

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	*
3 to 5 Days Per Week	*
1 to 2 Days Per Week	*
1 to 3 Days Per Month	*
Less Than Once a Month	*

## Demographics:

	Percentage	
Age	Under 16	*
	16 to 18	*
	19 to 24	*
	25 to 34	*
	35 to 49	*
	50 to 64	*
Gender	65 or Older	*
	Male	*
	Female	*
Race/Ethnicity	Other	*
	Asian	*
	Black/African-American	*
	Caucasian/White	*
	Hispanic/Latino	*
	Native American	*
Two or More	*	
Other <sup>6</sup>	*	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	*
	\$15,000 to \$34,999	*
	\$35,000 to \$49,999	*
	\$50,000 to \$74,999	*
	\$75,000 to \$99,999	*
	\$100,000 or More	*
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
Lang. at Home <sup>8</sup>	English	*
	Spanish	*
	Other	*
English Prof. <sup>9</sup>	Very Well	*
	Less Than Very Well	*
	Not At All	*
Employment Status <sup>10</sup>	Full-Time	*
	Part-Time	*
	Homemaker	*
	Student	*
	Retired	*
Net: Unemployed	*	
Auto Access <sup>11</sup>	Yes	*
	No	*
Driver's License <sup>12</sup>	Yes	*
	No	*

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14211	14225	14201	14206	14213

## Survey Responses for This Route:

Number of Responses	Return Rate
59	34%

# Route Profile: 25 Delaware

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	4%
AM Peak (6am-9am)	44%
Midday (9am-3pm)	30%
PM Peak (3pm-6pm)	12%
Evening (after 6pm)	10%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	63%	24%
Work	15%	42%
Social	3%	5%
Shopping/Rec.	6%	9%
Medical	6%	12%
School/College	4%	3%
All Other	3%	5%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	89%	86%
Ride With Someone	0%	6%
Drive With Others	1%	3%
Drive Alone	3%	1%
Bicycle	3%	3%
Taxi or Ridehailing	4%	1%
Shuttle	0%	0%
All Other	0%	0%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	65%
2 Buses/Trains	22%
3 Buses/Trains	8%
4 or More Buses/Trains	5%
Routes Most Commonly Transferred To/From	5

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	39%
	Day Pass	14%
	7-Day Pass	4%
	Monthly/30-Day Pass	36%
	School or College Pass	5%
	All Other Methods	1%
Payment Location <sup>4</sup>	On the Bus	44%
	Ticket Vending Machine	6%
	Online	10%
	Phone App (Any)	7%
	Store	13%
	Employer/Metro Advantage	9%
Type	All Other Locations	10%
	Full Fare	73%
	Reduced Fare <sup>5</sup>	27%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	34%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	14%
1 to 3 Days Per Month	11%
Less Than Once a Month	1%

## Demographics:

	Percentage	
Age	Under 16	1%
	16 to 18	3%
	19 to 24	3%
	25 to 34	19%
	35 to 49	29%
	50 to 64	32%
Gender	65 or Older	14%
	Male	59%
	Female	41%
Race/Ethnicity	Other	0%
	Asian	0%
	Black/African-American	30%
	Caucasian/White	59%
	Hispanic/Latino	6%
	Native American	1%
	Two or More	3%
	Other <sup>6</sup>	1%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	45%
	\$15,000 to \$34,999	31%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	14%
	\$75,000 to \$99,999	1%
	\$100,000 or More	1%
Household Size	1	48%
	2	23%
	3	21%
	4	7%
	5 or More	1%
Lang. at Home <sup>8</sup>	English	99%
	Spanish	5%
	Other	0%
English Prof. <sup>9</sup>	Very Well	97%
	Less Than Very Well	3%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	51%
	Part-Time	10%
	Homemaker	3%
	Student	7%
	Retired	10%
	Net: Unemployed	32%
Auto Access <sup>11</sup>	Yes	24%
	No	76%
Driver's License <sup>12</sup>	Yes	44%
	No	56%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14120	14217	14150	14216	14215

## Survey Responses for This Route:

Number of Responses	Return Rate
83	54%



# Route Profile: 26 Delavan

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	1%
AM Peak (6am-9am)	47%
Midday (9am-3pm)	34%
PM Peak (3pm-6pm)	10%
Evening (after 6pm)	7%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	62%	30%
Work	24%	38%
Social	2%	0%
Shopping/Rec.	0%	12%
Medical	3%	12%
School/College	5%	4%
All Other	3%	4%

1: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	95%	100%
Ride With Someone	2%	0%
Drive With Others	0%	0%
Drive Alone	0%	0%
Bicycle	0%	0%
Taxi or Ridehailing	0%	0%
Shuttle	0%	0%
All Other	4%	0%

2: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	40%
2 Buses/Trains	51%
3 Buses/Trains	7%
4 or More Buses/Trains	1%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	42%
	Day Pass	15%
	7-Day Pass	4%
	Monthly/30-Day Pass	30%
	School or College Pass	6%
	All Other Methods	4%
Payment Location <sup>4</sup>	On the Bus	52%
	Ticket Vending Machine	6%
	Online	6%
	Phone App (Any)	10%
	Store	15%
	Employer/Metro Advantage	8%
	All Other Locations	4%
Type	Full Fare	87%
	Reduced Fare <sup>5</sup>	13%

3: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	38%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	0%
1 to 3 Days Per Month	6%
Less Than Once a Month	6%

## Demographics:

	Percentage	
Age	Under 16	2%
	16 to 18	7%
	19 to 24	19%
	25 to 34	19%
	35 to 49	29%
	50 to 64	19%
Gender	65 or Older	5%
	Male	50%
	Female	50%
Race/Ethnicity	Other	0%
	Asian	2%
	Black/African-American	72%
	Caucasian/White	18%
	Hispanic/Latino	4%
	Native American	0%
Two or More	4%	
Other <sup>6</sup>	2%	

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	53%
	\$15,000 to \$34,999	33%
	\$35,000 to \$49,999	8%
	\$50,000 to \$74,999	2%
	\$75,000 to \$99,999	2%
	\$100,000 or More	2%
Household Size	1	38%
	2	21%
	3	18%
	4	11%
	5 or More	13%
Lang. at Home <sup>8</sup>	English	98%
	Spanish	2%
	Other	2%
English Prof. <sup>9</sup>	Very Well	100%
	Less Than Very Well	0%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	58%
	Part-Time	19%
	Homemaker	0%
	Student	12%
	Retired	9%
Net: Unemployed	14%	
Auto Access <sup>11</sup>	Yes	23%
	No	77%
Driver's License <sup>12</sup>	Yes	47%
	No	53%

6: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

7: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

8: Languages spoken at home are consolidated from the more numerous categories in the survey.

9: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

10: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

11: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

12: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14215	14213	14211	14222	14208

## Survey Responses for This Route:

Number of Responses	Return Rate
70	37%

# Route Profile: 32 Amherst

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	5%
Midday (9am-3pm)	48%
PM Peak (3pm-6pm)	30%
Evening (after 6pm)	17%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	37%	42%
Work	45%	32%
Social	4%	4%
Shopping/Rec.	6%	15%
Medical	3%	2%
School/College	4%	4%
All Other	1%	1%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	88%	94%
Ride With Someone	4%	1%
Drive With Others	1%	1%
Drive Alone	0%	0%
Bicycle	2%	1%
Taxi or Ridehailing	3%	0%
Shuttle	0%	1%
All Other	1%	1%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	54%
2 Buses/Trains	32%
3 Buses/Trains	11%
4 or More Buses/Trains	3%
Routes Most Commonly Transferred To/From	25 3 Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	36%
	Day Pass	18%
	7-Day Pass	5%
	Monthly/30-Day Pass	32%
	School or College Pass	6%
	All Other Methods	3%
Payment Location <sup>4</sup>	On the Bus	46%
	Ticket Vending Machine	4%
	Online	6%
	Phone App (Any)	17%
	Store	15%
	Employer/Metro Advantage	2%
	All Other Locations	10%
Type	Full Fare	84%
	Reduced Fare <sup>5</sup>	16%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	47%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	7%
1 to 3 Days Per Month	3%
Less Than Once a Month	4%

## Demographics:

	Percentage	
Age	Under 16	2%
	16 to 18	11%
	19 to 24	16%
	25 to 34	18%
	35 to 49	26%
	50 to 64	20%
Gender	65 or Older	6%
	Male	41%
	Female	57%
Race/Ethnicity	Other	2%
	Asian	5%
	Black/African-American	55%
	Caucasian/White	23%
	Hispanic/Latino	9%
	Native American	1%
	Two or More	5%
	Other <sup>6</sup>	3%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	49%
	\$15,000 to \$34,999	35%
	\$35,000 to \$49,999	7%
	\$50,000 to \$74,999	6%
	\$75,000 to \$99,999	3%
	\$100,000 or More	0%
Household Size	1	29%
	2	25%
	3	17%
	4	13%
	5 or More	16%
Lang. at Home <sup>8</sup>	English	98%
	Spanish	9%
	Other	1%
English Prof. <sup>9</sup>	Very Well	99%
	Less Than Very Well	1%
	Not At All	0%
Employment Status <sup>10</sup>	Full-Time	42%
	Part-Time	36%
	Homemaker	4%
	Student	12%
	Retired	8%
	Net: Unemployed	25%
Auto Access <sup>11</sup>	Yes	23%
	No	77%
Driver's License <sup>12</sup>	Yes	34%
	No	66%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14215	14207	14214	14216	14225

## Survey Responses for This Route:

Number of Responses	Return Rate
178	48%

# Route Profile: 34 N. Falls Blvd.

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	0%
Midday (9am-3pm)	54%
PM Peak (3pm-6pm)	38%
Evening (after 6pm)	8%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	38%	49%
Work	47%	29%
Social	3%	2%
Shopping/Rec.	6%	15%
Medical	6%	4%
School/College	0%	2%
All Other	0%	0%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	91%	98%
Ride With Someone	2%	2%
Drive With Others	0%	0%
Drive Alone	0%	0%
Bicycle	2%	0%
Taxi or Ridehailing	6%	0%
Shuttle	0%	0%
All Other	0%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	34%
2 Buses/Trains	45%
3 Buses/Trains	20%
4 or More Buses/Trains	1%
Routes Most Commonly Transferred To/From	Metro Rail

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	27%
	Day Pass	20%
	7-Day Pass	7%
	Monthly/30-Day Pass	37%
	School or College Pass	0%
	All Other Methods	8%
Payment Location <sup>4</sup>	On the Bus	39%
	Ticket Vending Machine	17%
	Online	4%
	Phone App (Any)	28%
	Store	11%
	Employer/Metro Advantage	0%
	All Other Locations	2%
Type	Full Fare	83%
	Reduced Fare <sup>5</sup>	17%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	37%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	2%
1 to 3 Days Per Month	7%
Less Than Once a Month	0%

## Demographics:

	Percentage	
Age	Under 16	0%
	16 to 18	6%
	19 to 24	19%
	25 to 34	26%
	35 to 49	24%
	50 to 64	18%
Gender	65 or Older	6%
	Male	43%
	Female	56%
Race/Ethnicity	Other	2%
	Asian	5%
	Black/African-American	57%
	Caucasian/White	25%
	Hispanic/Latino	8%
	Native American	2%
Other <sup>6</sup>	Two or More	3%
	Other <sup>6</sup>	0%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	42%
	\$15,000 to \$34,999	30%
	\$35,000 to \$49,999	16%
	\$50,000 to \$74,999	6%
	\$75,000 to \$99,999	2%
Household Size	\$100,000 or More	4%
	1	22%
	2	35%
	3	21%
	4	14%
Lang. at Home <sup>8</sup>	5 or More	8%
	English	100%
	Spanish	8%
English Prof. <sup>9</sup>	Other	0%
	Very Well	100%
	Less Than Very Well	0%
Employment Status <sup>10</sup>	Not At All	0%
	Full-Time	50%
	Part-Time	25%
	Homemaker	3%
	Student	16%
Auto Access <sup>11</sup>	Retired	9%
	Net: Unemployed	19%
Driver's License <sup>12</sup>	Yes	22%
	No	78%
	Yes	43%
	No	57%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14214	14215	14228	14207	14226

## Survey Responses for This Route:

Number of Responses	Return Rate
71	62%

# Route Profile: 35 Sheridan

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Transfer Percentage
1 Bus/Train
2 Buses/Trains
3 Buses/Trains
4 or More Buses/Trains
Routes Most Commonly Transferred To/From

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for detailed demographic data and survey comments. Visible text includes:]*  
 Hawaiian or Pacific Islander  
 more numerous than \$5,000, \$5,000 to \$24,999, \$25,000 to \$74,999, \$75,000 to \$99,999, \$100,000 or more  
 stated from the more numerous  
 question on the survey: how well do you speak English at home?  
 from the more numerous so that employment status: for example, a part-time worker.  
 question on the survey: in your household to speak English at home?  
 question on the survey:

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

## This Route:

Most Common Transfer Codes Recorded on This Route

## Survey Responses for This Route:

Number of Responses	Return Rate
38	61%

# Route Profile: 40 Grand Island

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	1%
AM Peak (6am-9am)	12%
Midday (9am-3pm)	42%
PM Peak (3pm-6pm)	19%
Evening (after 6pm)	26%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	35%	37%
Work	33%	29%
Social	5%	12%
Shopping/Rec.	15%	13%
Medical	7%	2%
School/College	3%	6%
All Other	2%	2%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	81%	81%
Ride With Someone	7%	9%
Drive With Others	2%	2%
Drive Alone	0%	0%
Bicycle	2%	4%
Taxi or Ridehailing	7%	2%
Shuttle	0%	0%
All Other	2%	2%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	54%
2 Buses/Trains	28%
3 Buses/Trains	17%
4 or More Buses/Trains	1%
Routes Most Commonly Transferred To/From	55

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	43%
	Day Pass	17%
	7-Day Pass	6%
	Monthly/30-Day Pass	22%
	School or College Pass	4%
	All Other Methods	9%
Payment Location <sup>4</sup>	On the Bus	49%
	Ticket Vending Machine	9%
	Online	11%
	Phone App (Any)	20%
	Store	4%
	Employer/Metro Advantage	0%
	All Other Locations	7%
Type	Full Fare	88%
	Reduced Fare <sup>5</sup>	12%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	39%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	11%
1 to 3 Days Per Month	9%
Less Than Once a Month	7%

## Demographics:

	Percentage	
Age	Under 16	0%
	16 to 18	0%
	19 to 24	20%
	25 to 34	32%
	35 to 49	20%
	50 to 64	20%
Gender	65 or Older	8%
	Male	60%
	Female	38%
Race/Ethnicity	Other	2%
	Asian	3%
	Black/African-American	41%
	Caucasian/White	34%
	Hispanic/Latino	14%
	Native American	2%
	Two or More	3%
	Other <sup>6</sup>	3%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	50%
	\$15,000 to \$34,999	29%
	\$35,000 to \$49,999	10%
	\$50,000 to \$74,999	7%
	\$75,000 to \$99,999	2%
	\$100,000 or More	2%
Household Size	1	43%
	2	31%
	3	5%
	4	10%
	5 or More	10%
Lang. at Home <sup>8</sup>	English	92%
	Spanish	11%
	Other	3%
English Prof. <sup>9</sup>	Very Well	92%
	Less Than Very Well	5%
	Not At All	3%
Employment Status <sup>10</sup>	Full-Time	47%
	Part-Time	20%
	Homemaker	5%
	Student	20%
	Retired	10%
	Net: Unemployed	29%
Auto Access <sup>11</sup>	Yes	19%
	No	81%
Driver's License <sup>12</sup>	Yes	37%
	No	63%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
14305	14213	14303	14207	14072	14202

## Survey Responses for This Route:

Number of Responses	Return Rate
69	66%

# Route Profile: 42 Lackawanna

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: home, work, social, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 41  
 Return Rate: 60%

# Route Profile: 44 Lockport

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 38  
 Return Rate: 55%

# Route Profile: 46 Lancaster

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

Survey Responses for This Route:	
Number of Responses	Return Rate
26	49%



# Route Profile: 47 Youngs Road

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 14  
 Return Rate: 39%

# Route Profile: 48 Williamsville

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for detailed demographic data and survey notes, including income level breakdowns and origin/destination categories.]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

Survey Responses for This Route:	
Number of Responses	Return Rate
34	36%

# Route Profile: 49 Millard Suburban

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in the survey include numerous categories in the survey including business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the survey including wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

Survey Responses for This Route:	
Number of Responses	Return Rate
16	31%

# Route Profile: 50 Main/Niagara

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

Survey Responses for This Route:	
Number of Responses	Return Rate
39	63%

# Route Profile: 52 Hyde Park

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 23  
 Return Rate: 58%

# Route Profile: 55 Pine Avenue

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

## This Route: Most Common Transfer Codes Recorded on This Route

Number of Responses	Return Rate
49	47%

## Survey Responses for This Route:

# Route Profile: 60 Niagara Falls

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

Survey Responses for This Route:	
Number of Responses	Return Rate
12	86%

# Route Profile: 61 Tonawanda

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

This Route:	
Most Common Transfer Codes Recorded on This Route	*

Survey Responses for This Route:	
Number of Responses	3
Return Rate	100%



# Route Profile: 64 Lockport

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey comments]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

Survey Responses for This Route:	
Number of Responses	Return Rate
10	71%

# Route Profile: 66 Williamsville

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the related business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder text for demographic details, including income level breakdowns and survey questions.]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

## This Route:

Most Common Transfer Codes Recorded on This Route

## Survey Responses for This Route:

Number of Responses	Return Rate
10	45%

# Route Profile: 67 Cleveland Hill

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following related business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for detailed demographic data and survey comments. Visible text includes:]*  
 Hawaiian or Pacific Islander  
 more numerous than \$5,000, \$5,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, \$100,000 or more  
 stated from the more  
 question on the survey, how well do you speak English at home?  
 from the more so that employment status: for example, a part-time worker.  
 question on the survey: in your household to  
 question on the survey:

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

## This Route:

Most Common Transfer Codes Recorded on This Route
*

## Survey Responses for This Route:

Number of Responses	Return Rate
5	63%

# Route Profile: 69 Alden

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey questions]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 17  
 Return Rate: 94%

# Route Profile: 70 East Aurora

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: related business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

Most Common Transit Mode Recorded on This Route	Percentage
	*

## Survey Responses for This Route:

Number of Responses	Return Rate
2	100%

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

## This Route:

question on the survey: how well do you speak your language at home.

from the more so that employment cent because some ne status: for example, a a part-time worker.

question on the survey: in your household to

question on the survey:

# Route Profile: 74 Boston

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

### Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

### Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

### Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

### Origins and Destinations

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

### Route Access

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

### Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for detailed demographic data and survey questions]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 9  
 Return Rate: 90%

# Route Profile: 76 Lotus Bay

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

*[Placeholder for demographic data and survey notes]*

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

**This Route:**  
 Most Common Transfer Codes Recorded on This Route: \*

**Survey Responses for This Route:**  
 Number of Responses: 4  
 Return Rate: 80%

# Route Profile: 81 East Side

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Evening (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Usage Percentage
Cash	*
Day Pass	*
7-Day Pass	*
Monthly/30-Day Pass	*
School or College Pass	*

## Demographics, Continued:

Income Level <sup>7</sup>	Percentage
Less Than \$15,000	*
\$15,000 to \$34,999	*
\$35,000 to \$49,999	*
\$50,000 to \$74,999	*
\$75,000 to \$99,999	*
\$100,000 or More	*

## Origins and Destinations:

- Home
- Work
- Social
- Shopping/Rec.
- Medical
- School/College
- All Other

<sup>1</sup>: Origins and destination categories in this survey include numerous categories in the following list: related business, college, dining/recreation/entertainment, medical/dental appointments, errands, gym/fitness, pet care, and other.

## Route Access:

- Walk/Wheelchair
- Ride With Someone
- Drive With Others
- Drive Alone
- Bicycle
- Taxi or Ridehailing
- Shuttle
- All Other

<sup>2</sup>: Access and egress methods include numerous categories in the following list: wheelchair, ride with someone, bicycle, taxi or ridehailing, and shuttle.

## Number of Routes:

Number of Routes	Transfer Percentage
1 Bus/Train	*
2 Buses/Trains	*
3 Buses/Trains	*
4 or More Buses/Trains	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Other	*
Asian	*
Black/African-American	*
Caucasian/White	*
Hispanic/Latino	*
Native American	*
Two or More	*
Other <sup>6</sup>	*

## Most Common Transfer Codes Recorded on This Route:

\*

## Survey Responses for This Route:

Number of Responses	Return Rate
1	14%

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

## This Route:



# Route Profile: Metro Rail

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	1%
AM Peak (6am-9am)	21%
Midday (9am-3pm)	55%
PM Peak (3pm-6pm)	12%
Evening (after 6pm)	12%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	40%	38%
Work	35%	33%
Social	2%	3%
Shopping/Rec.	9%	12%
Medical	7%	3%
School/College	5%	8%
All Other	4%	3%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	78%	91%
Ride With Someone	8%	3%
Drive With Others	3%	2%
Drive Alone	5%	1%
Bicycle	2%	2%
Taxi or Ridehailing	1%	0%
Shuttle	1%	0%
All Other	3%	1%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Train	60%
2 Buses/Trains	26%
3 Buses/Trains	12%
4 or More Buses/Trains	2%
Routes Most Commonly Transferred To/From	12

## Fare Payment:

	Usage Percentage	
Payment Method <sup>3</sup>	Cash	30%
	Day Pass	17%
	7-Day Pass	0%
	Monthly/30-Day Pass	24%
	School or College Pass	8%
	All Other Methods	21%
Payment Location <sup>4</sup>	On the Bus	0%
	Ticket Vending Machine	43%
	Online	8%
	Phone App (Any)	17%
	Store	8%
	Employer/Metro Advantage	6%
Type	All Other Locations	18%
	Full Fare	86%
	Reduced Fare <sup>5</sup>	14%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

<sup>4</sup>: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other.

<sup>5</sup>: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

## Frequency of NFTA Use:

	Frequency Percentage
6 to 7 Days Per Week	34%
3 to 5 Days Per Week	37%
1 to 2 Days Per Week	13%
1 to 3 Days Per Month	8%
Less Than Once a Month	4%

## Demographics:

	Percentage	
Age	Under 16	2%
	16 to 18	3%
	19 to 24	12%
	25 to 34	26%
	35 to 49	23%
	50 to 64	29%
Gender	65 or Older	5%
	Male	56%
	Female	43%
Race/Ethnicity	Other	2%
	Asian	8%
	Black/African-American	42%
	Caucasian/White	26%
	Hispanic/Latino	13%
	Native American	3%
	Two or More	6%
	Other <sup>6</sup>	3%

## Demographics, Continued:

	Percentage	
Income Level <sup>7</sup>	Less Than \$15,000	45%
	\$15,000 to \$34,999	30%
	\$35,000 to \$49,999	14%
	\$50,000 to \$74,999	4%
	\$75,000 to \$99,999	1%
	\$100,000 or More	6%
Household Size	1	34%
	2	33%
	3	13%
	4	13%
	5 or More	8%
Lang. at Home <sup>8</sup>	English	94%
	Spanish	7%
	Other	3%
English Prof. <sup>9</sup>	Very Well	97%
	Less Than Very Well	2%
	Not At All	1%
Employment Status <sup>10</sup>	Full-Time	44%
	Part-Time	20%
	Homemaker	4%
	Student	11%
	Retired	7%
	Net: Unemployed	30%
Auto Access <sup>11</sup>	Yes	25%
	No	75%
Driver's License <sup>12</sup>	Yes	41%
	No	59%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

<sup>7</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey.

<sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker.

<sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?"

<sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
14214	14208	14215	14202	14204

## Survey Responses for This Route:

Number of Responses	Return Rate
156	*

# Appendix 3: Thematic Tables

See following page for survey results summarized by topic

# Route Comparisons: Weekday Ridership

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period					
Route	Early (before 6am)	AM Peak (6am-9am)	Midday (9am-3pm)	PM Peak (3pm-6pm)	Evening (after 6pm)
1 William	*	*	*	*	*
2 Clinton	0%	27%	38%	19%	16%
3 Grant	1%	7%	33%	47%	12%
4 Broadway	2%	6%	41%	43%	9%
5 Niagara	2%	5%	48%	31%	15%
6 Sycamore	3%	26%	49%	21%	1%
8 Main	2%	21%	19%	53%	5%
11 Colvin	9%	23%	20%	30%	18%
12 Utica	6%	13%	36%	24%	22%
13 Kensington	6%	20%	57%	10%	7%
14 Abbott	2%	18%	25%	31%	24%
15 Seneca	7%	24%	34%	21%	14%
16 South Park/McKinley Mall	1%	13%	42%	31%	13%
18 Jefferson	*	*	*	*	*
19 Bailey	3%	15%	38%	37%	6%
20 Elmwood	4%	31%	32%	15%	17%
22 Porter/Best	0%	9%	56%	28%	7%
23 Fillmore/Hertel	3%	27%	26%	22%	22%
24 Genesee	12%	31%	25%	25%	7%
25 Delaware	4%	44%	30%	12%	10%
26 Delavan	1%	47%	34%	10%	7%
32 Amherst	0%	5%	48%	30%	17%
34 N. Falls Blvd.	0%	0%	54%	38%	8%
35 Sheridan	*	*	*	*	*
40 Grand Island	1%	12%	42%	19%	26%
42 Lackawanna	*	*	*	*	*
44 Lockport	*	*	*	*	*
46 Lancaster	*	*	*	*	*
47 Youngs Road	*	*	*	*	*
48 Williamsville	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*
52 Hyde Park	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*
61 Tonawanda	*	*	*	*	*
64 Lockport	*	*	*	*	*
66 Williamsville	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*
69 Alden	*	*	*	*	*
70 East Aurora	*	*	*	*	*
74 Boston	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*
81 East Side	*	*	*	*	*
Metro Rail	1%	21%	55%	12%	12%

# Route Comparisons: Origins

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Origins:

Route	Origin Percentage <sup>1</sup>						
	Home	Work	Social	Shopping/Rec.	Medical	School/College	All Other
1 William	*	*	*	*	*	*	*
2 Clinton	50%	29%	2%	4%	8%	6%	2%
3 Grant	27%	40%	6%	8%	8%	6%	7%
4 Broadway	*	*	*	*	*	*	*
5 Niagara	38%	31%	4%	9%	11%	5%	2%
6 Sycamore	57%	24%	3%	12%	3%	0%	0%
8 Main	42%	36%	4%	8%	4%	2%	6%
11 Colvin	45%	34%	3%	5%	6%	5%	3%
12 Utica	38%	33%	3%	16%	4%	5%	2%
13 Kensington	52%	20%	7%	4%	7%	9%	2%
14 Abbott	*	*	*	*	*	*	*
15 Seneca	40%	37%	3%	11%	4%	3%	3%
16 South Park/ McKinley Mall	36%	38%	6%	8%	1%	6%	5%
18 Jefferson	*	*	*	*	*	*	*
19 Bailey	43%	33%	3%	10%	4%	3%	3%
20 Elmwood	48%	27%	2%	10%	7%	4%	2%
22 Porter/Best	*	*	*	*	*	*	*
23 Fillmore/Hertel	45%	27%	6%	9%	4%	6%	4%
24 Genesee	*	*	*	*	*	*	*
25 Delaware	63%	15%	3%	6%	6%	4%	3%
26 Delavan	62%	24%	2%	0%	3%	5%	3%
32 Amherst	37%	45%	4%	6%	3%	4%	1%
34 N. Falls Blvd.	38%	47%	3%	6%	6%	0%	0%
35 Sheridan	*	*	*	*	*	*	*
40 Grand Island	35%	33%	5%	15%	7%	3%	2%
42 Lackawanna	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*
Metro Rail	40%	35%	2%	9%	7%	5%	4%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

# Route Comparisons: Destinations

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Destinations:

Route	Destination Percentage <sup>1</sup>						
	Home	Work	Social	Shopping/Rec.	Medical	School/College	All Other
1 William	*	*	*	*	*	*	*
2 Clinton	24%	45%	10%	6%	4%	6%	6%
3 Grant	49%	31%	6%	1%	3%	6%	6%
4 Broadway	*	*	*	*	*	*	*
5 Niagara	44%	33%	8%	8%	3%	3%	0%
6 Sycamore	23%	31%	10%	21%	4%	6%	6%
8 Main	35%	35%	4%	6%	8%	4%	6%
11 Colvin	36%	38%	7%	7%	5%	2%	5%
12 Utica	41%	27%	4%	17%	1%	7%	3%
13 Kensington	*	*	*	*	*	*	*
14 Abbott	*	*	*	*	*	*	*
15 Seneca	39%	34%	9%	6%	8%	3%	0%
16 South Park/ McKinley Mall	45%	27%	7%	12%	2%	4%	2%
18 Jefferson	*	*	*	*	*	*	*
19 Bailey	38%	32%	4%	15%	3%	4%	4%
20 Elmwood	32%	45%	1%	14%	6%	1%	1%
22 Porter/Best	*	*	*	*	*	*	*
23 Fillmore/Hertel	32%	36%	4%	13%	6%	7%	3%
24 Genesee	*	*	*	*	*	*	*
25 Delaware	24%	42%	5%	9%	12%	3%	5%
26 Delavan	30%	38%	0%	12%	12%	4%	4%
32 Amherst	42%	32%	4%	15%	2%	4%	1%
34 N. Falls Blvd.	49%	29%	2%	15%	4%	2%	0%
35 Sheridan	*	*	*	*	*	*	*
40 Grand Island	37%	29%	12%	13%	2%	6%	2%
42 Lackawanna	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*
Metro Rail	38%	33%	3%	12%	3%	8%	3%

<sup>1</sup> Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, job-related business, college/university, school, home, shopping, dining/recreation/entertainment, social visit/church/personal, medical/dental appointments/hospital visit, sporting event, errands, gym/fitness, personal business, library, hotel/motel, and other.

# Route Comparisons: Route Access

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Route Access:

Route	Access Method Percentage <sup>2</sup>							
	Walk/Wheelchair	Ride With Someone	Drive With Others	Drive Alone	Bicycle	Taxi or Ridehailing	Shuttle	All Other
1 William	*	*	*	*	*	*	*	*
2 Clinton	87%	6%	2%	2%	2%	0%	0%	2%
3 Grant	84%	9%	2%	0%	0%	4%	1%	0%
4 Broadway	*	*	*	*	*	*	*	*
5 Niagara	89%	4%	2%	2%	1%	1%	0%	0%
6 Sycamore	84%	7%	2%	2%	0%	7%	0%	0%
8 Main	85%	9%	0%	2%	4%	0%	0%	0%
11 Colvin	91%	3%	2%	0%	2%	0%	0%	3%
12 Utica	88%	7%	0%	0%	2%	0%	1%	3%
13 Kensington	87%	2%	5%	2%	0%	2%	0%	2%
14 Abbott	*	*	*	*	*	*	*	*
15 Seneca	90%	3%	1%	1%	1%	1%	0%	1%
16 South Park/ McKinley Mall	95%	2%	1%	0%	0%	0%	1%	1%
18 Jefferson	*	*	*	*	*	*	*	*
19 Bailey	82%	7%	5%	0%	0%	2%	0%	5%
20 Elmwood	90%	5%	1%	0%	2%	0%	0%	1%
22 Porter/Best	*	*	*	*	*	*	*	*
23 Fillmore/ Hertel	90%	2%	1%	0%	1%	4%	0%	1%
24 Genesee	*	*	*	*	*	*	*	*
25 Delaware	89%	0%	1%	3%	3%	4%	0%	0%
26 Delavan	95%	2%	0%	0%	0%	0%	0%	4%
32 Amherst	88%	4%	1%	0%	2%	3%	0%	1%
34 N. Falls Blvd.	91%	2%	0%	0%	2%	6%	0%	0%
35 Sheridan	*	*	*	*	*	*	*	*
40 Grand Island	81%	7%	2%	0%	2%	7%	0%	2%
42 Lackawanna	*	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*	*
Metro Rail	78%	8%	3%	5%	2%	1%	1%	3%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

# Route Comparisons: Route Egress

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Route Egress:

Route	Egress Method Percentage <sup>2</sup>							
	Walk/Wheelchair	Ride With Someone	Drive With Others	Drive Alone	Bicycle	Taxi or Ridehailing	Shuttle	All Other
1 William	*	*	*	*	*	*	*	*
2 Clinton	88%	2%	2%	2%	2%	2%	0%	2%
3 Grant	94%	1%	0%	0%	1%	0%	1%	1%
4 Broadway	*	*	*	*	*	*	*	*
5 Niagara	95%	0%	2%	0%	1%	1%	0%	0%
6 Sycamore	92%	6%	0%	2%	0%	0%	0%	0%
8 Main	94%	0%	2%	0%	2%	0%	0%	2%
11 Colvin	93%	3%	0%	2%	0%	0%	0%	2%
12 Utica	90%	5%	0%	2%	1%	0%	1%	1%
13 Kensington	*	*	*	*	*	*	*	*
14 Abbott	*	*	*	*	*	*	*	*
15 Seneca	94%	2%	2%	3%	0%	0%	0%	0%
16 South Park/McKinley Mall	96%	1%	0%	1%	0%	0%	0%	2%
18 Jefferson	*	*	*	*	*	*	*	*
19 Bailey	90%	4%	1%	1%	0%	1%	0%	3%
20 Elmwood	92%	2%	2%	1%	1%	0%	1%	0%
22 Porter/Best	*	*	*	*	*	*	*	*
23 Fillmore/Hertel	91%	1%	3%	0%	4%	0%	0%	1%
24 Genesee	*	*	*	*	*	*	*	*
25 Delaware	86%	6%	3%	1%	3%	1%	0%	0%
26 Delavan	100%	0%	0%	0%	0%	0%	0%	0%
32 Amherst	94%	1%	1%	0%	1%	0%	1%	1%
34 N. Falls Blvd.	98%	2%	0%	0%	0%	0%	0%	0%
35 Sheridan	*	*	*	*	*	*	*	*
40 Grand Island	81%	9%	2%	0%	4%	2%	0%	2%
42 Lackawanna	*	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*	*
Metro Rail	91%	3%	2%	1%	2%	0%	0%	1%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, ride with someone, drive with others, drive alone, bicycle, taxi or ridehailing, shuttle, train/rail/metro, bus, and other.

# Route Comparisons: Number of Routes Taken

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Number of Routes Taken:

Route	Transfer Percentage				Routes Most Commonly Transferred To/From
	1 Bus/Train	2 Buses/Trains	3 Buses/Trains	4 or More Buses/Trains	
1 William	*	*	*	*	*
2 Clinton	44%	43%	13%	0%	Metro Rail
3 Grant	60%	35%	4%	2%	12 4 Metro Rail
4 Broadway	41%	43%	11%	6%	2
5 Niagara	65%	27%	5%	3%	Metro Rail
6 Sycamore	53%	35%	10%	3%	19
8 Main	65%	26%	6%	3%	Metro Rail
11 Colvin	71%	21%	8%	0%	5
12 Utica	64%	25%	9%	3%	Metro Rail
13 Kensington	58%	26%	13%	3%	Metro Rail
14 Abbott	55%	33%	10%	2%	20
15 Seneca	64%	31%	3%	1%	Metro Rail
16 South Park/ McKinley Mall	65%	28%	5%	2%	19 Metro Rail
18 Jefferson	*	*	*	*	*
19 Bailey	46%	35%	16%	3%	12
20 Elmwood	67%	21%	7%	5%	Metro Rail
22 Porter/Best	65%	17%	17%	2%	6 Metro Rail
23 Fillmore/Hertel	56%	34%	8%	3%	Metro Rail
24 Genesee	56%	39%	2%	3%	5
25 Delaware	65%	22%	8%	5%	5
26 Delavan	40%	51%	7%	1%	Metro Rail
32 Amherst	54%	32%	11%	3%	25 3 Metro Rail
34 N. Falls Blvd.	34%	45%	20%	1%	Metro Rail
35 Sheridan	*	*	*	*	*
40 Grand Island	54%	28%	17%	1%	55
42 Lackawanna	*	*	*	*	*
44 Lockport	*	*	*	*	*
46 Lancaster	*	*	*	*	*
47 Youngs Road	*	*	*	*	*
48 Williamsville	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*
52 Hyde Park	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*
61 Tonawanda	*	*	*	*	*
64 Lockport	*	*	*	*	*
66 Williamsville	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*
69 Alden	*	*	*	*	*
70 East Aurora	*	*	*	*	*
74 Boston	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*
81 East Side	*	*	*	*	*
Metro Rail	60%	26%	12%	2%	12



# Route Comparisons: Fare Payment Method

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Fare Payment Method:

Route	Usage Percentage <sup>3</sup>					
	Cash	Day Pass	7-Day Pass	Monthly/30-Day Pass	School or College Pass	All Other Methods
1 William	*	*	*	*	*	*
2 Clinton	48%	16%	0%	30%	4%	2%
3 Grant	43%	13%	5%	25%	10%	4%
4 Broadway	*	*	*	*	*	*
5 Niagara	41%	16%	2%	25%	10%	5%
6 Sycamore	29%	22%	4%	38%	2%	5%
8 Main	43%	13%	4%	30%	2%	8%
11 Colvin	39%	14%	2%	34%	5%	7%
12 Utica	34%	22%	2%	32%	6%	4%
13 Kensington	42%	14%	0%	32%	10%	2%
14 Abbott	*	*	*	*	*	*
15 Seneca	39%	18%	1%	37%	3%	1%
16 South Park/ McKinley Mall	53%	12%	2%	20%	6%	7%
18 Jefferson	*	*	*	*	*	*
19 Bailey	28%	30%	1%	31%	3%	8%
20 Elmwood	35%	5%	4%	37%	8%	11%
22 Porter/Best	*	*	*	*	*	*
23 Fillmore/Hertel	51%	17%	1%	17%	6%	8%
24 Genesee	*	*	*	*	*	*
25 Delaware	39%	14%	4%	36%	5%	1%
26 Delavan	42%	15%	4%	30%	6%	4%
32 Amherst	36%	18%	5%	32%	6%	3%
34 N. Falls Blvd.	27%	20%	7%	37%	0%	8%
35 Sheridan	*	*	*	*	*	*
40 Grand Island	43%	17%	6%	22%	4%	9%
42 Lackawanna	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*
Metro Rail	30%	17%	0%	24%	8%	21%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: cash, single-trip ticket, day pass, 7-day pass, monthly pass, 30-day pass, student pass, university pass, round-trip rail ticket, fare-free zone, phone/app (not specific), senior fare, online, paratransit/disability pass, NFTA work pass, moovit app, half-fare pass, token transit app, NFTA app, and other.

# Route Comparisons: Fare Payment Location

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Fare Payment Location and Type:

Route	Usage Percentage by Location <sup>4</sup>							Usage Percentage by Type <sup>5</sup>	
	On the Bus	Ticket Vending Machine	Online	Phone App (Any)	Store	Employer/Metro Adv.	All Other Locations	Full Fare	Reduced Fare
1 William	*	*	*	*	*	*	*	*	*
2 Clinton	63%	4%	4%	13%	10%	4%	2%	*	*
3 Grant	51%	4%	4%	18%	10%	0%	13%	87%	13%
4 Broadway	*	*	*	*	*	*	*	*	*
5 Niagara	52%	8%	3%	9%	13%	3%	11%	88%	12%
6 Sycamore	44%	4%	12%	8%	17%	0%	15%	84%	16%
8 Main	51%	10%	8%	8%	8%	0%	16%	81%	19%
11 Colvin	50%	5%	3%	10%	13%	8%	10%	82%	18%
12 Utica	51%	4%	5%	13%	17%	2%	8%	79%	21%
13 Kensington	57%	6%	2%	4%	9%	6%	15%	*	*
14 Abbott	*	*	*	*	*	*	*	*	*
15 Seneca	50%	6%	8%	8%	16%	2%	11%	89%	11%
16 South Park/McKinley Mall	51%	3%	11%	16%	9%	2%	7%	81%	19%
18 Jefferson	*	*	*	*	*	*	*	*	*
19 Bailey	43%	6%	4%	9%	21%	1%	16%	84%	16%
20 Elmwood	39%	10%	6%	17%	12%	4%	12%	83%	17%
22 Porter/Best	*	*	*	*	*	*	*	*	*
23 Fillmore/Hertel	71%	1%	7%	7%	4%	3%	7%	77%	23%
24 Genesee	*	*	*	*	*	*	*	*	*
25 Delaware	44%	6%	10%	7%	13%	9%	10%	73%	27%
26 Delavan	52%	6%	6%	10%	15%	8%	4%	87%	13%
32 Amherst	46%	4%	6%	17%	15%	2%	10%	84%	16%
34 N. Falls Blvd.	39%	17%	4%	28%	11%	0%	2%	83%	17%
35 Sheridan	*	*	*	*	*	*	*	*	*
40 Grand Island	49%	9%	11%	20%	4%	0%	7%	88%	12%
42 Lackawanna	*	*	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*	*	*
Metro Rail	0%	43%	8%	17%	8%	6%	18%	86%	14%

4: Fare payment locations are consolidated from the more numerous categories in the survey, which included: on the bus, ticket vending machine, online, phone app (any), store, employer/metro advantage, social services, NFTA cash office, college pass, high school, and other. 5: Reduced fares refer to senior, disabled, medicare, and other reduced fare types.

# Route Comparisons: Frequency of NFTA Use

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Frequency of NFTA Use:

Route	Frequency Percentage				
	6 to 7 Days Per Week	3 to 5 Days Per Week	1 to 2 Days Per Week	1 to 3 Days Per Month	Less Than Once a Month
1 William	*	*	*	*	*
2 Clinton	*	*	*	*	*
3 Grant	41%	37%	13%	3%	6%
4 Broadway	*	*	*	*	*
5 Niagara	38%	37%	4%	8%	5%
6 Sycamore	36%	37%	10%	10%	3%
8 Main	55%	37%	2%	12%	4%
11 Colvin	25%	37%	14%	13%	8%
12 Utica	49%	37%	7%	5%	3%
13 Kensington	*	*	*	*	*
14 Abbott	*	*	*	*	*
15 Seneca	41%	37%	4%	7%	3%
16 South Park/ McKinley Mall	40%	37%	10%	9%	2%
18 Jefferson	*	*	*	*	*
19 Bailey	30%	37%	11%	10%	6%
20 Elmwood	40%	37%	7%	9%	3%
22 Porter/Best	*	*	*	*	*
23 Fillmore/Hertel	41%	37%	9%	8%	4%
24 Genesee	*	*	*	*	*
25 Delaware	34%	37%	14%	11%	1%
26 Delavan	38%	37%	0%	6%	6%
32 Amherst	47%	37%	7%	3%	4%
34 N. Falls Blvd.	37%	37%	2%	7%	0%
35 Sheridan	*	*	*	*	*
40 Grand Island	39%	37%	11%	9%	7%
42 Lackawanna	*	*	*	*	*
44 Lockport	*	*	*	*	*
46 Lancaster	*	*	*	*	*
47 Youngs Road	*	*	*	*	*
48 Williamsville	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*
52 Hyde Park	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*
61 Tonawanda	*	*	*	*	*
64 Lockport	*	*	*	*	*
66 Williamsville	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*
69 Alden	*	*	*	*	*
70 East Aurora	*	*	*	*	*
74 Boston	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*
81 East Side	*	*	*	*	*
Metro Rail	34%	37%	13%	8%	4%

# Route Demographics: Age and Gender

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics, Age and Gender:

Route	Percentage by Age							Percentage by Gender		
	Under 16	16 to 18	19 to 24	25 to 34	35 to 49	50 to 64	65 or Older	Male	Female	Other
1 William	*	*	*	*	*	*	*	*	*	*
2 Clinton	0%	5%	7%	20%	27%	31%	9%	63%	37%	0%
3 Grant	2%	6%	14%	23%	34%	16%	5%	42%	57%	1%
4 Broadway	*	*	*	*	*	*	*	*	*	*
5 Niagara	3%	9%	14%	18%	27%	22%	6%	47%	53%	0%
6 Sycamore	0%	8%	6%	17%	27%	31%	11%	42%	57%	2%
8 Main	0%	2%	14%	18%	22%	30%	14%	54%	46%	0%
11 Colvin	0%	9%	3%	22%	25%	31%	9%	58%	41%	2%
12 Utica	4%	7%	11%	20%	20%	26%	11%	51%	49%	0%
13 Kensington	5%	7%	11%	14%	23%	30%	9%	50%	50%	0%
14 Abbott	*	*	*	*	*	*	*	*	*	*
15 Seneca	3%	5%	9%	16%	26%	31%	10%	51%	46%	3%
16 SP/MM	1%	7%	12%	20%	28%	21%	10%	58%	42%	0%
18 Jefferson	*	*	*	*	*	*	*	*	*	*
19 Bailey	2%	7%	7%	23%	26%	27%	8%	61%	39%	0%
20 Elmwood	2%	4%	8%	17%	27%	36%	5%	55%	45%	0%
22 Porter/Best	*	*	*	*	*	*	*	*	*	*
23 Fillmore/Hertel	1%	11%	4%	17%	35%	24%	8%	58%	43%	0%
24 Genesee	*	*	*	*	*	*	*	*	*	*
25 Delaware	1%	3%	3%	19%	29%	32%	14%	59%	41%	0%
26 Delavan	2%	7%	19%	19%	29%	19%	5%	50%	50%	0%
32 Amherst	2%	11%	16%	18%	26%	20%	6%	41%	57%	2%
34 N. Falls Blvd.	0%	6%	19%	26%	24%	18%	6%	43%	56%	2%
35 Sheridan	*	*	*	*	*	*	*	*	*	*
40 Grand Island	0%	0%	20%	32%	20%	20%	8%	60%	38%	2%
42 Lackawanna	*	*	*	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*	*	*	*
55 Pine Ave.	*	*	*	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*	*	*	*
70 E. Aurora	*	*	*	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*	*	*	*
Metro Rail	2%	3%	12%	26%	23%	29%	5%	56%	43%	2%

# Route Demographics: Race/Ethnicity

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics, Race/Ethnicity:

Route	Percentage by Race/Ethnicity						
	Asian	Black/African-American	Caucasian/White	Hispanic/Latino	Native American	Two or More	Other <sup>6</sup>
1 William	*	*	*	*	*	*	*
2 Clinton	0%	39%	48%	9%	2%	2%	0%
3 Grant	2%	30%	33%	23%	4%	6%	1%
4 Broadway	*	*	*	*	*	*	*
5 Niagara	1%	41%	23%	23%	1%	9%	2%
6 Sycamore	5%	42%	29%	18%	3%	3%	0%
8 Main	0%	64%	19%	8%	2%	4%	4%
11 Colvin	0%	29%	50%	15%	0%	5%	2%
12 Utica	2%	65%	20%	7%	2%	4%	1%
13 Kensington	4%	79%	11%	4%	0%	0%	2%
14 Abbott	*	*	*	*	*	*	*
15 Seneca	0%	27%	58%	11%	0%	3%	1%
16 South Park/McKinley Mall	1%	12%	58%	19%	5%	3%	2%
18 Jefferson	*	*	*	*	*	*	*
19 Bailey	1%	63%	16%	14%	0%	5%	1%
20 Elmwood	0%	43%	43%	9%	3%	0%	1%
22 Porter/Best	*	*	*	*	*	*	*
23 Fillmore/Hertel	0%	47%	35%	13%	0%	5%	0%
24 Genesee	*	*	*	*	*	*	*
25 Delaware	0%	30%	59%	6%	1%	3%	1%
26 Delavan	2%	72%	18%	4%	0%	4%	2%
32 Amherst	5%	55%	23%	9%	1%	5%	3%
34 N. Falls Blvd.	5%	57%	25%	8%	2%	3%	0%
35 Sheridan	*	*	*	*	*	*	*
40 Grand Island	3%	41%	34%	14%	2%	3%	3%
42 Lackawanna	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*
Metro Rail	8%	42%	26%	13%	3%	6%	3%

<sup>6</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander and other self-reported races/ethnicities.

# Route Demographics: Income Level

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics, Income Level:

Route	Percentage by Income Level <sup>7</sup>					
	Less Than \$15,000	\$15,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or More
1 William	*	*	*	*	*	*
2 Clinton	46%	35%	8%	8%	4%	0%
3 Grant	51%	37%	8%	4%	0%	0%
4 Broadway	*	*	*	*	*	*
5 Niagara	56%	29%	9%	3%	4%	0%
6 Sycamore	48%	34%	8%	2%	7%	2%
8 Main	42%	38%	6%	10%	0%	4%
11 Colvin	41%	36%	11%	8%	0%	5%
12 Utica	57%	31%	8%	0%	2%	2%
13 Kensington	*	*	*	*	*	*
14 Abbott	*	*	*	*	*	*
15 Seneca	42%	33%	12%	10%	3%	0%
16 South Park/ McKinley Mall	49%	30%	14%	3%	2%	1%
18 Jefferson	*	*	*	*	*	*
19 Bailey	43%	43%	5%	6%	2%	0%
20 Elmwood	34%	39%	19%	6%	1%	1%
22 Porter/Best	*	*	*	*	*	*
23 Fillmore/Hertel	43%	37%	8%	7%	0%	5%
24 Genesee	*	*	*	*	*	*
25 Delaware	45%	31%	8%	14%	1%	1%
26 Delavan	53%	33%	8%	2%	2%	2%
32 Amherst	49%	35%	7%	6%	3%	0%
34 N. Falls Blvd.	42%	30%	16%	6%	2%	4%
35 Sheridan	*	*	*	*	*	*
40 Grand Island	50%	29%	10%	7%	2%	2%
42 Lackawanna	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*
55 Pine Avenue	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*
70 East Aurora	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*
Metro Rail	45%	30%	14%	4%	1%	6%

<sup>7</sup> Income levels are consolidated from the more numerous categories in the survey, which included: less than \$5,000, \$5,000 to \$9,999, \$10,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$49,999, \$50,000 to \$74,999, \$75,000 to \$99,999, and \$100,000 or more.

# Route Demographics: Household and Language

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics — Household Size, Language Spoken at Home, and English Proficiency:

Route	Percentage by Household Size					Percentage by Language at Home <sup>8</sup>			Percentage by English Proficiency <sup>9</sup>		
	1	2	3	4	5 or More	English	Spanish	Other	Very Well	Less Than Very Well	Not At All
1 William	*	*	*	*	*	*	*	*	*	*	*
2 Clinton	19%	30%	28%	9%	13%	100%	4%	0%	100%	0%	0%
3 Grant	32%	22%	22%	11%	13%	88%	17%	5%	92%	7%	1%
4 Broadway	*	*	*	*	*	*	*	*	*	*	*
5 Niagara	33%	30%	15%	12%	11%	91%	23%	2%	93%	3%	4%
6 Sycamore	22%	34%	12%	20%	12%	85%	15%	6%	90%	5%	5%
8 Main	*	*	*	*	*	96%	12%	2%	96%	2%	2%
11 Colvin	42%	34%	14%	3%	8%	97%	14%	0%	94%	6%	0%
12 Utica	28%	26%	16%	11%	18%	96%	8%	2%	95%	3%	2%
13 Kensington	20%	25%	20%	24%	11%	100%	9%	0%	97%	3%	0%
14 Abbott	*	*	*	*	*	*	*	*	*	*	*
15 Seneca	27%	28%	19%	12%	15%	96%	8%	0%	99%	1%	0%
16 SP/MM	41%	21%	15%	8%	14%	97%	12%	1%	96%	3%	1%
18 Jefferson	*	*	*	*	*	*	*	*	*	*	*
19 Bailey	32%	22%	21%	13%	13%	97%	16%	1%	96%	1%	3%
20 Elmwood	49%	27%	11%	8%	5%	96%	8%	2%	98%	1%	1%
22 Porter/Best	*	*	*	*	*	*	*	*	*	*	*
23 Fillmore/Hertel	24%	26%	10%	18%	22%	98%	10%	0%	99%	1%	0%
24 Genesee	*	*	*	*	*	*	*	*	*	*	*
25 Delaware	48%	23%	21%	7%	1%	99%	5%	0%	97%	3%	0%
26 Delavan	38%	21%	18%	11%	13%	98%	2%	2%	100%	0%	0%
32 Amherst	29%	25%	17%	13%	16%	98%	9%	1%	99%	1%	0%
34 N. Falls Blvd.	22%	35%	21%	14%	8%	100%	8%	0%	100%	0%	0%
35 Sheridan	*	*	*	*	*	*	*	*	*	*	*
40 Grand Island	43%	31%	5%	10%	10%	92%	11%	3%	92%	5%	3%
42 Lackawanna	*	*	*	*	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*	*	*	*	*
55 Pine Ave.	*	*	*	*	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*	*	*	*	*
70 E. Aurora	*	*	*	*	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*	*	*	*	*
Metro Rail	34%	33%	13%	13%	8%	94%	7%	3%	97%	2%	1%

<sup>8</sup>: Languages spoken at home are consolidated from the more numerous categories in the survey. <sup>9</sup>: English proficiency refers to the following question on the survey: "If you don't speak English at home, how well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

# Route Demographics: Employment and Access

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics — Employment Status, Automobile Access, and Driver's License:

Route	Percentage by Employment Status <sup>10</sup>						Percentage by Auto Access <sup>11</sup>		Percentage by Driver's Lic. <sup>12</sup>	
	Full-Time	Part-Time	Homemaker	Student	Retired	Net: Unemployed	Yes	No	Yes	No
1 William	*	*	*	*	*	*	*	*	*	*
2 Clinton	49%	22%	2%	8%	12%	25%	30%	70%	51%	49%
3 Grant	48%	23%	2%	14%	5%	25%	18%	82%	34%	66%
4 Broadway	*	*	*	*	*	*	*	*	*	*
5 Niagara	40%	24%	8%	11%	12%	30%	23%	77%	32%	68%
6 Sycamore	35%	18%	18%	2%	12%	48%	19%	81%	34%	66%
8 Main	48%	19%	6%	4%	10%	33%	14%	86%	42%	58%
11 Colvin	57%	18%	1%	12%	10%	19%	25%	75%	40%	60%
12 Utica	35%	25%	6%	10%	14%	37%	24%	76%	26%	74%
13 Kensington	49%	11%	0%	18%	16%	35%	22%	78%	32%	68%
14 Abbott	*	*	*	*	*	*	*	*	*	*
15 Seneca	56%	19%	4%	7%	3%	21%	23%	77%	29%	71%
16 SP/MM	53%	17%	5%	10%	8%	26%	15%	85%	26%	74%
18 Jefferson	*	*	*	*	*	*	*	*	*	*
19 Bailey	42%	27%	4%	11%	6%	27%	29%	71%	44%	56%
20 Elmwood	55%	30%	2%	10%	7%	16%	18%	82%	43%	57%
22 Porter/Best	*	*	*	*	*	*	*	*	*	*
23 Fillmore/Hertel	49%	18%	4%	12%	16%	29%	22%	78%	36%	64%
24 Genesee	*	*	*	*	*	*	*	*	*	*
25 Delaware	51%	10%	3%	7%	10%	32%	24%	76%	44%	56%
26 Delavan	58%	19%	0%	12%	9%	14%	23%	77%	47%	53%
32 Amherst	42%	36%	4%	12%	8%	25%	23%	77%	34%	66%
34 N. Falls Blvd.	50%	25%	3%	16%	9%	19%	22%	78%	43%	57%
35 Sheridan	*	*	*	*	*	*	*	*	*	*
40 Grand Island	47%	20%	5%	20%	10%	29%	19%	81%	37%	63%
42 Lackawanna	*	*	*	*	*	*	*	*	*	*
44 Lockport	*	*	*	*	*	*	*	*	*	*
46 Lancaster	*	*	*	*	*	*	*	*	*	*
47 Youngs Road	*	*	*	*	*	*	*	*	*	*
48 Williamsville	*	*	*	*	*	*	*	*	*	*
49 Millard Suburban	*	*	*	*	*	*	*	*	*	*
50 Main/Niagara	*	*	*	*	*	*	*	*	*	*
52 Hyde Park	*	*	*	*	*	*	*	*	*	*
55 Pine Ave.	*	*	*	*	*	*	*	*	*	*
60 Niagara Falls	*	*	*	*	*	*	*	*	*	*
61 Tonawanda	*	*	*	*	*	*	*	*	*	*
64 Lockport	*	*	*	*	*	*	*	*	*	*
66 Williamsville	*	*	*	*	*	*	*	*	*	*
67 Cleveland Hill	*	*	*	*	*	*	*	*	*	*
69 Alden	*	*	*	*	*	*	*	*	*	*
70 E. Aurora	*	*	*	*	*	*	*	*	*	*
74 Boston	*	*	*	*	*	*	*	*	*	*
76 Lotus Bay	*	*	*	*	*	*	*	*	*	*
81 East Side	*	*	*	*	*	*	*	*	*	*
Metro Rail	44%	20%	4%	11%	7%	30%	25%	75%	41%	59%

<sup>10</sup>: Employment statuses are consolidated from the more numerous categories in the survey. Note also that employment statuses may add up to more than 100 percent because some survey respondents may have more than one status: for example, a high school or college student may also be a part-time worker. <sup>11</sup>: Auto access refers to the following question on the survey: "Were there any working vehicles available in your household to make THIS one-way trip?" <sup>12</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"



# Route Demographics: Common Zip Codes

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Common Zip Codes on Each Route:

Most Common Home Zip Codes Recorded on Each Route	
Route	Home Zip Codes
1 William	*
2 Clinton	14206 14215 14210 14227 14224
3 Grant	14213 14207 14201 14215 14227 14228
4 Broadway	*
5 Niagara	14207 14213 14216 14201 14217
6 Sycamore	14211 14204 14214 14220 14212
8 Main	14214 14209 14202 14213 14208 14211
11 Colvin	14216 14209 14223 14217 14213
12 Utica	14215 14211 14213 14208 14209
13 Kensington	14215 14208 14211 14213 14209 14214
14 Abbott	*
15 Seneca	14210 14220 14211 14204 14224
16 South Park/ McKinley Mall	14220 14218 14210 14219 14075
18 Jefferson	*
19 Bailey	14215 14211 14206 14208 14214
20 Elmwood	14222 14217 14207 14213 14216
22 Porter/Best	*
23 Fillmore/Hertel	14211 14207 14210 14216 14214 14215
24 Genesee	14211 14225 14201 14206 14213
25 Delaware	14120 14217 14150 14216 14215
26 Delavan	14215 14213 14211 14222 14208
32 Amherst	14215 14207 14214 14216 14225
34 N. Falls Blvd.	14214 14215 14228 14207 14226
35 Sheridan	*
40 Grand Island	14305 14213 14303 14207 14072 14202
42 Lackawanna	*
44 Lockport	*
46 Lancaster	*
47 Youngs Road	*
48 Williamsville	*
49 Millard Suburban	*
50 Main/Niagara	*
52 Hyde Park	*
55 Pine Avenue	*
60 Niagara Falls	*
61 Tonawanda	*
64 Lockport	*
66 Williamsville	*
67 Cleveland Hill	*
69 Alden	*
70 East Aurora	*
74 Boston	*
76 Lotus Bay	*
81 East Side	*
Metro Rail	14214 14208 14215 14202 14204

# Appendix 4: Survey Instrument



Welcome aboard! Please take a few moments to complete this important survey about the trip you are CURRENTLY taking. Your input will be used to improve public transit services in the Greater Buffalo-Niagara area. **All information will be kept strictly confidential. Information you provide here WILL NOT be shared or sold.**

If you have any questions, please call GBNRTC at **844-467-3703**.  
For language assistance, please call **844-467-3703**.

As a token of our appreciation for completing this survey, **YOU MAY BE SELECTED TO RECEIVE ONE OF FIVE MONTHLY PASS VOUCHERS**. You must provide your name and contact information and complete all survey questions to be eligible for the drawing.

If you would prefer to complete this survey online visit [gowba.info/NFTA2021](http://gowba.info/NFTA2021).



You will need the ID number at the bottom of this survey to complete online.

Para completar esta encuesta en español en línea, por favor visite [gowba.info/NFTA2021](http://gowba.info/NFTA2021). Usted necesitará el número de serie que aparece en esta encuesta para llenar la encuesta en línea.

1. Register to win one of five monthly pass vouchers when you answer all questions! Please print your name, home address, and telephone number so we can mail the monthly pass voucher to you if you are selected.

Full Name: \_\_\_\_\_  
Address (No PO Boxes Please): \_\_\_\_\_  
Apt.: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
Zip: \_\_\_\_\_ Telephone: \_\_\_\_\_

Bus

➔ Please continue to question 2

**GETTING TO PUBLIC TRANSIT**

2. Where are you COMING FROM (*starting place* of this one-way trip)? (*Check one.*)

- <sup>01</sup> Work
- <sup>02</sup> Job-related business
- <sup>03</sup> College/University (student only)
- <sup>04</sup> School (K-12) (student only)
- <sup>05</sup> Home
- <sup>06</sup> Shopping
- <sup>07</sup> Dining/Recreation/Entertainment
- <sup>08</sup> Social visit/Church/Personal
- <sup>09</sup> Medical/Dental appointments/Hospital visit
- <sup>10</sup> Sporting event
- <sup>95</sup> Other (specify): \_\_\_\_\_

3. What is the name of the **STARTING PLACE** and the **NEAREST INTERSECTION** or **ADDRESS** of where you are COMING FROM? (*Please be as specific as possible.*)

Name of place/business/building \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ ZIP: \_\_\_\_\_

**OR**

Intersection:  
Cross Street 1: \_\_\_\_\_  
&  
Cross Street 2: \_\_\_\_\_  
City: \_\_\_\_\_ ZIP: \_\_\_\_\_  
<sup>01</sup> Home address, same as beginning of survey

4. How did you GET FROM YOUR STARTING PLACE to the **FIRST BUS OR TRAIN** on THIS ONE-WAY TRIP? (*Check one.*)

- <sup>01</sup> Walked/Wheelchair only - # of blocks: \_\_\_\_\_
- <sup>02</sup> Got a ride with someone - # of miles: \_\_\_\_\_
- <sup>03</sup> Drove with others - # of miles: \_\_\_\_\_
- <sup>04</sup> Drove alone - # of miles: \_\_\_\_\_
- <sup>05</sup> Bicycle - # of miles: \_\_\_\_\_
- <sup>06</sup> Taxi or app-based transportation service such as Uber - # of miles: \_\_\_\_\_
- <sup>07</sup> Shuttle (specify): \_\_\_\_\_
- <sup>95</sup> Other (specify): \_\_\_\_\_

➔ Please continue to question 5

**RIDING PUBLIC TRANSIT**

5. What is the train station or bus stop where you **BOARDED** your **FIRST BUS OR TRAIN** for THIS ONE-WAY trip? (*Please be as specific as possible.*)

Bus Stop: Street Name: \_\_\_\_\_  
&  
Nearest Cross Street: \_\_\_\_\_

Train Station: Station Name: \_\_\_\_\_

6. Where did you get **ON THIS BUS** WHERE YOU RECEIVED THIS SURVEY? (*Please be as specific as possible.*)

Bus Stop: Street Name: \_\_\_\_\_  
&  
Nearest Cross Street: \_\_\_\_\_

Train Station: Station Name: \_\_\_\_\_

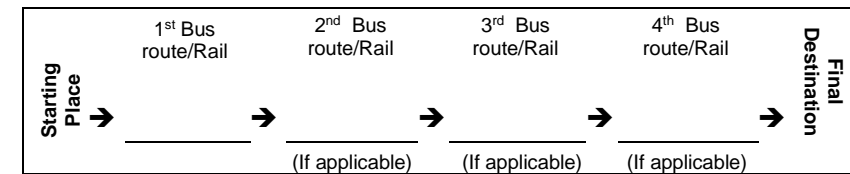
- <sup>01</sup> Same bus stop or train station as question 5

7. How many buses or trains will you take in order to get to your FINAL DESTINATION?

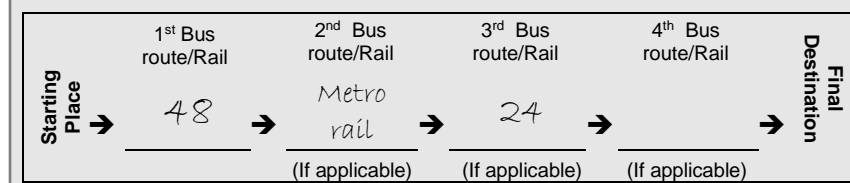
- <sup>01</sup> One (1)
- <sup>02</sup> Two (2)
- <sup>03</sup> Three (3)
- <sup>04</sup> Four or more (4+)

8. Including this bus or train, LIST the RAIL LINE or ALL of the BUS ROUTES in the **EXACT ORDER** you will use them to make THIS ONE-WAY TRIP. Make sure to include the bus you are currently on.

*Note: the bus here you received this survey could be the SECOND OR THIRD part of your ONE-WAY trip today.*



**EXAMPLE**



➔ Flip over

**GETTING OFF PUBLIC TRANSIT**

9. Where will you get **OFF THIS BUS**, that is, the bus you are CURRENTLY ON or WHERE YOU RECEIVED THIS SURVEY? *(Please be as specific as possible.)*

Bus Stop: Street Name: \_\_\_\_\_  
&  
Nearest Cross Street: \_\_\_\_\_

Train Station: Station Name: \_\_\_\_\_

10. What is the **BUS STOP OR TRAIN STATION** where you will GET OFF your **FINAL BUS OR TRAIN**? *(Please be as specific as possible.)*

Bus Stop: Street Name: \_\_\_\_\_  
&  
Nearest Cross Street: \_\_\_\_\_

Train Station: Station Name: \_\_\_\_\_

<sup>01</sup> Same bus stop or train station as question 9.

11. When you GET OFF **YOUR FINAL BUS OR TRAIN**, how will you get to your FINAL DESTINATION? *(Check one.)*

<sup>01</sup> Walk/Wheelchair only - # of blocks: \_\_\_\_\_

<sup>02</sup> Will ride with someone - # of miles: \_\_\_\_\_

<sup>03</sup> Drive with others - # of miles: \_\_\_\_\_

<sup>04</sup> Drive alone - # of miles: \_\_\_\_\_

<sup>05</sup> Bicycle - # of miles: \_\_\_\_\_

<sup>06</sup> Taxi or app-based transportation service such as Uber - # of miles: \_\_\_\_\_

<sup>07</sup> Shuttle (specify): \_\_\_\_\_

<sup>95</sup> Other (specify): \_\_\_\_\_

12. What is the name of the **PLACE** and the **NEAREST INTERSECTION** or **ADDRESS** of your FINAL DESTINATION? *(Not your final bus stop or station.) (Please be as specific as possible.)*

Name of place/business/building \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ZIP: \_\_\_\_\_

**OR**

Intersection:

Cross Street 1: \_\_\_\_\_

&

Cross Street 2: \_\_\_\_\_

City: \_\_\_\_\_ ZIP: \_\_\_\_\_

<sup>01</sup> Home address, same as beginning of survey

➔ Please continue to question 13

13. What TYPE OF PLACE is your **FINAL DESTINATION** on THIS ONE-WAY TRIP? *(Check one.)*

<sup>01</sup> Work <sup>07</sup> Dining/Recreation/Entertainment

<sup>02</sup> Job-related business <sup>08</sup> Social visit/Church/Personal

<sup>03</sup> College/University (student only) <sup>09</sup> Medical/Dental appointments/Hospital visit

<sup>04</sup> School (K-12) (student only) <sup>10</sup> Sporting event

<sup>05</sup> Home <sup>95</sup> Other (specify): \_\_\_\_\_

<sup>06</sup> Shopping \_\_\_\_\_

14. How did you pay for this trip? *(Choose one.)*

<sup>01</sup> Cash <sup>06</sup> 30-Day Pass

<sup>02</sup> Single Trip Ticket <sup>07</sup> Student Pass

<sup>03</sup> Day Pass <sup>08</sup> University Pass

<sup>04</sup> 7-Day Pass <sup>95</sup> Other (specify): \_\_\_\_\_

<sup>05</sup> Monthly Pass \_\_\_\_\_

15. Was your fare...? *(Choose one.)*

<sup>01</sup> Full fare

<sup>02</sup> Senior/Disabled/Medicare

16. Where did you purchase your fare?

<sup>01</sup> On the bus <sup>06</sup> Employer/Metro Advantage

<sup>02</sup> Ticket vending machine <sup>07</sup> Social services

<sup>03</sup> Online purchase <sup>08</sup> NFTA cash office

<sup>04</sup> Smart phone app (Token Transit, Moovit, Transit App) <sup>09</sup> University Pass

<sup>05</sup> Store outlet <sup>10</sup> High school

17. How often do you ride NFTA-Metro?

<sup>01</sup> Less than once a month <sup>04</sup> 3 to 5 days per week

<sup>02</sup> 1 to 3 days per month <sup>05</sup> 6 to 7 days per week

<sup>03</sup> 1 to 2 days per week

➔ Please continue to question 18

**TELL US ABOUT YOURSELF**

18. Do you have a valid driver's license? <sup>01</sup> Yes <sup>02</sup> No

19. What is your gender?

<sup>01</sup> Male <sup>02</sup> Female <sup>03</sup> Other <sup>99</sup> Prefer not to say

20. What is your age?

<sup>01</sup> Under 16 <sup>04</sup> 25 to 34 <sup>07</sup> 65+ years of age

<sup>02</sup> 16 to 18 <sup>05</sup> 35 to 49

<sup>03</sup> 19 to 24 <sup>06</sup> 50 to 64

21. Are you...? *(Choose all that apply.)*

<sup>01</sup> Full-time worker <sup>05</sup> High school student

<sup>02</sup> Part-time worker <sup>06</sup> Retired

<sup>03</sup> Homemaker <sup>07</sup> Unemployed/looking for a job

<sup>04</sup> University/college student <sup>08</sup> Unemployed/not looking for a job

22. What is your race/ethnicity? *(Choose all that apply.)*

<sup>01</sup> Asian (includes those with origins in the Far East, Southeast Asia, and Indian subcontinent)

<sup>02</sup> Black/African-American

<sup>03</sup> Caucasian/White (includes those with origins in the Middle East and North Africa)

<sup>04</sup> Hispanic/Latino

<sup>02</sup> Native American/Alaska Native

<sup>03</sup> Native Hawaiian or Pacific Islander

<sup>04</sup> Other (specify): \_\_\_\_\_

23. Including yourself, how many people live in your household?

<sup>01</sup> 1 <sup>02</sup> 2 <sup>03</sup> 3 <sup>04</sup> 4 <sup>05</sup> 5 or more

24. Were there any working vehicles available in your household to make THIS one-way trip?

<sup>01</sup> Yes <sup>02</sup> No

25. What language(s) are spoken in your home? *(Choose all that apply.)*

<sup>01</sup> English <sup>07</sup> Nepali

<sup>02</sup> Spanish <sup>08</sup> Swahili

<sup>03</sup> French <sup>09</sup> Bengali/Bengla

<sup>04</sup> Arabic <sup>95</sup> Other (specify): \_\_\_\_\_

<sup>05</sup> Karen \_\_\_\_\_

<sup>06</sup> Burmese

➔ Please continue to question 26

26. If you don't speak English at home, how well do you speak English?

<sup>01</sup> Not at all <sup>02</sup> Less than very well <sup>03</sup> Very well

27. What was your total household income in 2020 before taxes?

<sup>01</sup> Less than \$5,000 <sup>06</sup> \$35,000 to \$49,999

<sup>02</sup> \$5,000 to \$9,999 <sup>07</sup> \$50,000 to \$74,999

<sup>03</sup> \$10,000 to \$14,999 <sup>08</sup> \$75,000 to \$99,999

<sup>04</sup> \$15,000 to \$24,999 <sup>09</sup> \$100,000 or more

<sup>05</sup> \$25,000 to \$34,999

28. Which of these two options is more important to you? *(Choose one.)*

<sup>01</sup> **More bus stops** – There are frequent bus stops, meaning buses stop a lot and travel time is longer.

<sup>02</sup> **Faster bus trips** – There are fewer bus stops, meaning buses stop less often and travel time is shorter.

29. Which of these two options is more important to you? *(Choose one.)*

<sup>01</sup> **Coverage** – Buses run on more streets over a larger area. You may have a shorter trip to a bus stop, but buses run less frequently.

<sup>02</sup> **Frequency** – Buses are focused on certain streets. You may have to travel farther to a stop, but buses run more frequently.

**Thank you for your time today!**

Please return your completed survey to the surveyor onboard the bus. If you cannot complete your survey onboard the bus, please complete and return the survey by mail, no postage is necessary. You can also complete the survey online by visiting: **gowba.info/NFTA2021**

If you have additional customer comments or questions about the GBNRTC and its services, please visit gbnrtc.org.



¡Bienvenido a bordo! Tómese unos minutos para completar esta importante encuesta sobre el viaje que está realizando ACTUALMENTE. Su opinión se utilizará para mejorar los servicios de transporte público en el área de Gran Búfalo-Niágara. **Toda la información se mantendrá estrictamente confidencial. La información que proporcione aquí NO será compartida ni vendida.**

Para asistencia con el idioma, por favor llame al **844-467-3703**. Como muestra de nuestro agradecimiento por completar esta encuesta, **PUEDA SER SELECCIONADO(A) PARA RECIBIR UNO DE LOS CINCO CUPONES DE PASES MENSUALES**. Debe proporcionar su nombre e información de contacto y completar todas las preguntas de la encuesta para ser elegible para el sorteo. Si prefiere completar esta encuesta en línea, visite **gowba.info/NFTA2021**.



1. Regístrese para ganar uno de los cinco cupones de pases mensuales cuando responda todas las preguntas. Escriba su nombre, domicilio y número de teléfono en letra de imprenta para que podamos enviarle por correo el comprobante del pase mensual si es seleccionado.

Nombre Completo: \_\_\_\_\_

Dirección de Domicilio (No apartados de correos, por favor): \_\_\_\_\_

Apto.: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_

Código Postal: \_\_\_\_\_ Teléfono: \_\_\_\_\_

\_\_\_\_\_

Bus

➔ Continúe con la pregunta 2

**LLEGANDO AL TRANSPORTE PÚBLICO**

2. ¿De dónde vienes (**lugar de partida de este viaje de ida**)? (*Marque uno.*)
- <sup>01</sup> Trabajo
  - <sup>02</sup> Negocios relacionados con el trabajo
  - <sup>03</sup> Colegio/Universidad (solo estudiantes)
  - <sup>04</sup> Escuelas (K-12) (solo estudiantes)
  - <sup>05</sup> Hogar
  - <sup>06</sup> Compras
  - <sup>07</sup> Cena/Recreación/Entretenimiento
  - <sup>08</sup> Citas Médicas/Dentales/Visita al Hospital
  - <sup>09</sup> Visita social/Iglesia/Personal
  - <sup>10</sup> Evento deportivo
  - <sup>95</sup> Otros (especifique): \_\_\_\_\_

3. ¿Cuál es el nombre del **LUGAR DE PARTIDA** y la **INTERSECCIÓN o DIRECCIÓN MÁS CERCANA** de dónde vienes? (*Por favor, sea lo más específico posible.*)

Nombre del lugar/Negocio/Edificio: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

O

Intersección:  
Calle transversal 1: \_\_\_\_\_  
&  
Calle transversal 2: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

<sup>01</sup> Domicilio, el mismo que al principio de la encuesta

4. ¿Cómo llegaste de **TU LUGAR DE PARTIDA** al **PRIMER AUTOBÚS O TREN** en ESTE VIAJE DE IDA? (*Marque uno.*)

- <sup>01</sup> Caminado/Silla de ruedas solamente - # de bloques: \_\_\_\_\_
- <sup>02</sup> Consiguí un viaje con alguien - # de millas: \_\_\_\_\_
- <sup>03</sup> Conducir con otros - # de millas: \_\_\_\_\_
- <sup>04</sup> Condujo solo/a - # de millas: \_\_\_\_\_
- <sup>05</sup> Bicicleta - # de millas: \_\_\_\_\_
- <sup>06</sup> Servicio de transporte de taxi o basado en aplicaciones, como Uber - # de millas: \_\_\_\_\_
- <sup>07</sup> Transporte (especifique): \_\_\_\_\_
- <sup>95</sup> Otro (especifique): \_\_\_\_\_

➔ Continúe con la pregunta 5

**UTILIZANDO EL TRANSPORTE PÚBLICO**

5. ¿Cuál es la estación de tren o la parada de autobús en la que **Abordó** su **PRIMER AUTOBÚS O TREN** para ESTE VIAJE de IDA? (*Por favor, sea lo más específico posible.*)

Parada de autobús: Nombre de la Calle: \_\_\_\_\_  
&  
Calle transversal más cercana: \_\_\_\_\_

Estación de tren: Nombre de la Estación: \_\_\_\_\_

6. ¿Dónde SE SUBIÓ A ESTE AUTOBÚS EN EL QUE RECIBIÓ ESTA ENCUESTA?

Parada de autobús: Nombre de la Calle: \_\_\_\_\_  
&  
Calle transversal más cercana: \_\_\_\_\_

Estación de tren: Nombre de la Estación: \_\_\_\_\_

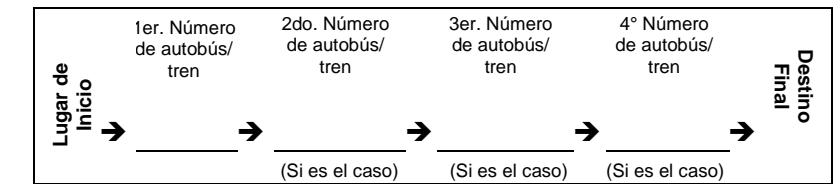
- <sup>01</sup> En la misma parada de autobús o estación de tren de la pregunta 4

7. ¿Cuántos autobuses o trenes va a tomar para llegar a su DESTINO FINAL?

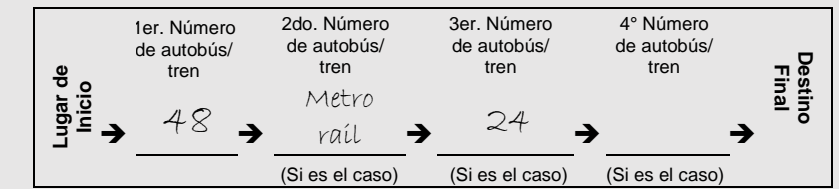
- <sup>01</sup> Uno (1)
- <sup>02</sup> Dos (2)
- <sup>03</sup> Tres (3)
- <sup>04</sup> Cuatro o más (4+)

8. Incluyendo este autobús o tren, LISTE TODAS las RUTAS DE AUTOBÚS o LÍNEAS DE TREN en el **ORDEN EXACTO** en que las utilizará para hacer ESTE VIAJE DE UNA IDA Asegúrese de incluir el autobús en el que se encuentra actualmente.

*Nota: el autobús donde ha recibido esta encuesta podría ser la SEGUNDA O TERCERA parte de su viaje de ida de hoy.*



**EXAMPLE**



➔ Dale la vuelta.

**BAJANDOSE DEL TRANSPORTE PUBLICO**

9. ¿Dónde se **BAJARÁ DE ESTE AUTOBÚS**, es decir, el autobús en el que se encuentra ACTUALMENTE o DONDE RECIBÍO ESTA ENCUESTA? **(Por favor, sea lo más específico posible.)**

Parada de Autobús: Nombre de la Calle: \_\_\_\_\_  
&  
Calle transversal más cercana: \_\_\_\_\_

Estación de tren: Nombre de la Estación: \_\_\_\_\_

10. ¿Cuál es la parada de autobús o la estación de tren en la que se BAJARÁ DE su **ÚLTIMO AUTOBÚS O TREN?** **(Por favor, sea lo más específico posible.)**

Parada de autobús: Nombre de la Calle: \_\_\_\_\_  
&  
Calle transversal más cercana: \_\_\_\_\_

Estación de tren: Nombre de la Estación: \_\_\_\_\_

<sup>01</sup> En la misma parada de autobús o estación de tren de la pregunta 9.

11. Cuando se baje del último autobús o tren, ¿cómo llegará a su DESTINO FINAL? **(Marque una.)**

<sup>01</sup> Sólo para Caminar/Silla de ruedas - # de bloques: \_\_\_\_\_

<sup>02</sup> Conduciría con alguien - # de millas: \_\_\_\_\_

<sup>03</sup> Conduje con otros - # de millas: \_\_\_\_\_

<sup>04</sup> Condujo solo/a - # de millas: \_\_\_\_\_

<sup>05</sup> Bicicleta - # de millas: \_\_\_\_\_

<sup>06</sup> Servicio de transporte de taxi o basado en aplicaciones, como Uber - # de millas: \_\_\_\_\_

<sup>07</sup> Transporte (especifique): \_\_\_\_\_

<sup>95</sup> Otro (especifique): \_\_\_\_\_

12. ¿Cuál es el nombre del **LUGAR** y la **INTERSECCIÓN** o **DIRECCIÓN MÁS CERCANA** de su DESTINO FINAL? **(No su parada o estación de autobús final.)** **(Por favor, sea lo más específico posible.)**

Nombre del lugar/Negocio/Edificio \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

**O**

Intersección:

Calle transversal 1: \_\_\_\_\_

&  
Calle transversal 2: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

<sup>01</sup> Domicilio, el mismo que al principio de la encuesta

➔ Continúe con la pregunta 13

13. ¿Qué TIPO DE LUGAR es su **DESTINO FINAL** en ESTE VIAJE DE IDA? **(Marque uno.)**

<sup>01</sup> Trabajo

<sup>02</sup> Negocios relacionados con el trabajo

<sup>03</sup> Colegio / Universidad (sólo estudiantes)

<sup>04</sup> Escuelas (K-12) (estudiante solamente)

<sup>05</sup> Hogar

<sup>06</sup> De Compras

<sup>07</sup> Cena/Recreación/Entretenimiento

<sup>08</sup> Citas Médicas/Dentales/Visita al Hospital

<sup>09</sup>Visita social/Iglesia/Personal

<sup>10</sup>Evento deportivo

<sup>95</sup>Otro (especifique): \_\_\_\_\_

14. ¿Cómo pagaste por este viaje? **(Elija una.)**

<sup>01</sup> Dinero en efectivo

<sup>02</sup> Viaje individual

<sup>03</sup> Pase de un día

<sup>04</sup> Pase de 7 días

<sup>05</sup> Pase mensual

<sup>06</sup> Pase de 30 días

<sup>07</sup> Pase de estudiante

<sup>08</sup> Pase universitario

<sup>95</sup>Otros (especifique): \_\_\_\_\_

15. ¿Su tarifa era...? **(Elija una.)**

<sup>01</sup> Tarifa completa

<sup>02</sup> Personas de edad avanzada/Discapacitado/Medicare

16. ¿Dónde compró su tarifa viaje?

<sup>01</sup> En el autobús

<sup>02</sup> Máquina expendedora de boletos

<sup>03</sup> Compra en línea

<sup>04</sup> Aplicación para teléfonos inteligentes (Token Transit, Moovit, Transit App)

<sup>05</sup> En una tienda

<sup>06</sup> Ventaja del empleador/Metro

<sup>07</sup> Servicios sociales

<sup>08</sup> Oficina de la NFTA

<sup>09</sup> Pase Universitario

<sup>10</sup> Escuela superior

17. ¿Con qué frecuencia viaja en NFTA-Metro?

<sup>01</sup> Menos de una vez al mes

<sup>02</sup> De 1 a 3 días al mes

<sup>03</sup> De 1 a 2 días por semana

<sup>04</sup> De 3 a 5 días por semana

<sup>05</sup> De 6 a 7 días por semana

**HÁBLENOS DE USTED**

18. ¿Tiene una licencia de conducir válida? <sup>01</sup> Sí <sup>02</sup> No

19. ¿Cuál es su sexo?

<sup>01</sup> Masculino

<sup>02</sup> Femenino

<sup>03</sup> Otro

<sup>99</sup> Prefiero no decirlo

20. ¿Cuál es su edad?

<sup>01</sup> Menor de 16 años

<sup>04</sup> De 25 a 34 años

<sup>07</sup> 65+ años de edad

<sup>02</sup> De 16 a 18 años

<sup>05</sup> De 35 a 49 años

<sup>03</sup> De 19 a 24 años

<sup>06</sup> De 50 a 64 años

21. ¿Es usted...? **(Elija todos los que correspondan.)**

<sup>01</sup> Trabajador a tiempo completo

<sup>02</sup> Trabajador a tiempo parcial

<sup>03</sup> Ama de casa

<sup>04</sup> Estudiante de universidad/colegio

<sup>05</sup> Estudiante de escuela superior

<sup>06</sup> Jubilado

<sup>07</sup> Desempleado/buscando trabajo

<sup>08</sup> Desempleado/no buscando trabajo

22. ¿Cuál es su raza/origen étnico? **(Elija todas las que correspondan.)**

<sup>01</sup> Asiático (incluye a los que tienen orígenes en el Lejano Oriente, el Sudeste Asiático y el subcontinente indio)

<sup>02</sup> Negro/Afroamericano

<sup>03</sup> Caucásico/Blanco (incluye a los que tienen orígenes en Oriente Medio y el Norte de África)

<sup>04</sup> Hispano/Latino

<sup>05</sup> Nativo Americano/Nativo de Alaska

<sup>06</sup> Nativo de Hawái o de las Islas del Pacífico

<sup>95</sup> Otros (especifique): \_\_\_\_\_

23. Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?

<sup>01</sup> 1

<sup>02</sup> 2

<sup>03</sup> 3

<sup>04</sup> 4

<sup>05</sup> 5 o más

24. ¿Había algún vehículo en funcionamiento en su hogar para hacer ESTE viaje de una ida??

<sup>01</sup> Sí

<sup>02</sup> No

25. ¿Qué idioma(s) se habla en su casa? **(Elija todas las que correspondan.)**

<sup>01</sup> Inglés

<sup>02</sup> Español

<sup>03</sup> Francés

<sup>04</sup> Árabe

<sup>05</sup> Karen

<sup>06</sup> Birmano

<sup>07</sup> Nepali

<sup>08</sup> Suajili

<sup>09</sup> Bengalí/Bengla

<sup>95</sup>Otros (especifique): \_\_\_\_\_

26. Si no habla inglés en casa, ¿qué tan bien habla inglés?

<sup>01</sup> Para nada

<sup>02</sup> Menos o menos bien

<sup>03</sup> Muy bien

27. ¿Cuál fue el ingreso total de su hogar en 2020 antes de impuestos?

<sup>01</sup> Menos de \$5,000

<sup>06</sup> \$35,000 a \$49,999

<sup>02</sup> \$5,000 a \$9,999

<sup>07</sup> \$50,000 a \$74,999

<sup>03</sup> \$10,000 a \$14,999

<sup>08</sup> \$75,000 a \$99,999

<sup>04</sup> \$15,000 a \$24,999

<sup>09</sup> \$100,000 o más

<sup>05</sup> \$25,000 a \$34,999

28. ¿Cuál de estas dos opciones es más importante para ti? **(Elige uno.)**

<sup>01</sup> **Más paradas de autobús** – hay paradas de autobús frecuentes, lo que significa que los autobuses paran mucho y el tiempo de viaje es más largo.

<sup>02</sup> **Viajes en autobús más rápidos** – hay menos paradas de autobús, lo que significa que los autobuses paran con menos frecuencia y el tiempo del viaje es más corto.

29. ¿Cuál de estas dos opciones es más importante para ti? **(Elija una.)**

<sup>01</sup> **Cobertura** – Los autobuses corren por más calles en una zona más amplia. El trayecto hasta la parada de autobús puede ser más corto, pero los autobuses corren con menos frecuencia.

<sup>02</sup> **Frecuencia** – Los autobuses se concentran en determinadas calles. Puede que tenga que viajar más lejos hasta una parada, pero los autobuses corren con más frecuencia.

**¡Gracias por su tiempo hoy!**

Por favor, devuelva su encuesta completada al encuestador a bordo del autobús. Si no puede completar su encuesta a bordo del autobús, por favor complete y devuelva la encuesta por correo, no es necesario un sello postal. También puede completar la encuesta en línea visitando:

**gowba.info/NFTA2021**

Si tiene más comentarios o preguntas sobre GBNRTC y sus servicios, visite gbnrtc.org.

➔ Continúe con la pregunta 18

➔ Continúe con la pregunta 26



Welcome aboard! Please take a few moments to complete this important survey about the trip you are CURRENTLY taking. Your input will be used to improve public transit services in the Greater Buffalo-Niagara area. **All information will be kept strictly confidential. Information you provide here WILL NOT be shared or sold.**

If you have any questions, please call GBNRTC at **844-467-3703**.  
For language assistance, please call **844-467-3703**.

As a token of our appreciation for completing this survey, **YOU MAY BE SELECTED TO RECEIVE ONE OF FIVE MONTHLY PASS VOUCHERS**. You must provide your name and contact information and complete all survey questions to be eligible for the drawing.

If you would prefer to complete this survey online visit [gowba.info/NFTA2021](http://gowba.info/NFTA2021).



You will need the ID number at the bottom of this survey to complete online.

Para completar esta encuesta en español en línea, por favor visite [gowba.info/NFTA2021](http://gowba.info/NFTA2021). Usted necesitará el número de serie que aparece en esta encuesta para llenar la encuesta en línea.

1. Register to win one of five monthly pass vouchers when you answer all questions! Please print your name, home address, and telephone number so we can mail the monthly pass voucher to you if you are selected.

Full Name: \_\_\_\_\_  
Address (No PO Boxes Please): \_\_\_\_\_  
Apt.: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
Zip: \_\_\_\_\_ Telephone: \_\_\_\_\_

Rail

➔ Please continue to question 2

**GETTING TO PUBLIC TRANSIT**

2. Where are you COMING FROM (*starting place* of this one-way trip)? (**Check one.**)
  - <sup>01</sup> Work
  - <sup>02</sup> Job-related business
  - <sup>03</sup> College/University (student only)
  - <sup>04</sup> School (K-12) (student only)
  - <sup>05</sup> Home
  - <sup>06</sup> Shopping
  - <sup>07</sup> Dining/Recreation/Entertainment
  - <sup>08</sup> Social visit/Church/Personal
  - <sup>09</sup> Medical/Dental appointments/Hospital visit
  - <sup>10</sup> Sporting event
  - <sup>95</sup> Other (specify): \_\_\_\_\_

3. What is the name of the **STARTING PLACE** and the **NEAREST INTERSECTION** or **ADDRESS** of where you are COMING FROM? (*Please be as specific as possible.*)

Name of place/business/building: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ ZIP: \_\_\_\_\_

**OR**

Intersection:  
Cross Street 1: \_\_\_\_\_  
&  
Cross Street 2: \_\_\_\_\_  
City: \_\_\_\_\_ ZIP: \_\_\_\_\_  
<sup>01</sup> Home address, same as beginning of survey

4. How did you GET FROM YOUR **STARTING PLACE** to the **FIRST BUS OR TRAIN** on THIS ONE-WAY TRIP? (**Check one.**)

- <sup>01</sup> Walked/Wheelchair only - # of blocks: \_\_\_\_\_
- <sup>02</sup> Got a ride with someone - # of miles: \_\_\_\_\_
- <sup>03</sup> Drove with others - # of miles: \_\_\_\_\_
- <sup>04</sup> Drove alone - # of miles: \_\_\_\_\_
- <sup>05</sup> Bicycle - # of miles: \_\_\_\_\_
- <sup>06</sup> Taxi or app-based transportation service such as Uber - # of miles: \_\_\_\_\_
- <sup>07</sup> Shuttle (specify): \_\_\_\_\_
- <sup>95</sup> Other (specify): \_\_\_\_\_

➔ Please continue to question 5

**RIDING PUBLIC TRANSIT**

5. What is the train station or bus stop where you **BOARDED** your **FIRST BUS OR TRAIN** for THIS ONE-WAY trip? (*Please be as specific as possible.*)

Bus Stop: Street Name: \_\_\_\_\_  
&  
Nearest Cross Street: \_\_\_\_\_

Train Station: Station Name: \_\_\_\_\_

6. Where did you get **ON THIS TRAIN** WHERE YOU RECEIVED THIS SURVEY? (*Please be as specific as possible.*)

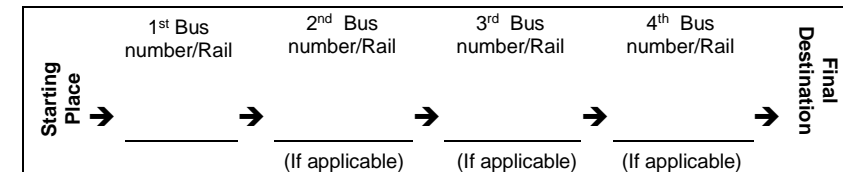
Train Station: Station Name: \_\_\_\_\_  
<sup>01</sup> Same train station as question 5.

7. How many buses or trains will you take in order to get you to your **FINAL DESTINATION**?

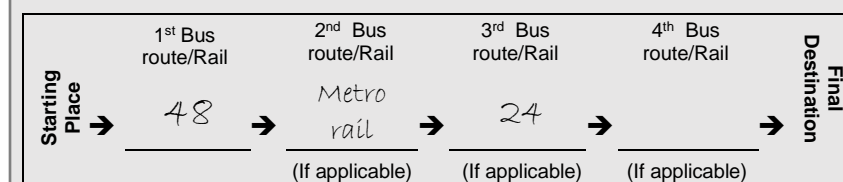
- <sup>01</sup> One (1)      <sup>03</sup> Three (3)
- <sup>02</sup> Two (2)      <sup>04</sup> Four or more (4+)

8. Including this bus or train, LIST the **RAIL LINE** or **ALL** of the **BUS ROUTES** in the **EXACT ORDER** you will use them to make THIS ONE-WAY TRIP. Make sure to include the train you are currently on.

*Note: the train where you received this survey could be the SECOND OR THIRD part of your ONE-WAY trip today.*



**EXAMPLE**



➔ Flip over

**GETTING OFF PUBLIC TRANSIT**

9. Where will you get **OFF THIS TRAIN**, that is, the train you are CURRENTLY ON or WHERE YOU RECEIVED THIS SURVEY? *(Please be as specific as possible.)*

Train Station: Station Name: \_\_\_\_\_

10. What is the **BUS STOP OR TRAIN STATION** where you will GET OFF your **FINAL BUS OR TRAIN**? *(Please be as specific as possible.)*

Bus Stop: Street Name: \_\_\_\_\_  
&  
Nearest Cross Street: \_\_\_\_\_

Train Station: Station Name: \_\_\_\_\_

<sup>01</sup> Same train station as question 9.

11. When you GET OFF **YOUR FINAL BUS OR TRAIN**, how will you get to your FINAL DESTINATION? *(Check one.)*

<sup>01</sup> Walk/Wheelchair only - # of blocks: \_\_\_\_\_

<sup>02</sup> Will ride with someone - # of miles: \_\_\_\_\_

<sup>03</sup> Drive with others - # of miles: \_\_\_\_\_

<sup>04</sup> Drive alone - # of miles: \_\_\_\_\_

<sup>05</sup> Bicycle - # of miles: \_\_\_\_\_

<sup>06</sup> Taxi or app-based transportation service such as Uber - # of miles: \_\_\_\_\_

<sup>07</sup> Shuttle (specify): \_\_\_\_\_

<sup>95</sup> Other (specify): \_\_\_\_\_

12. What is the name of the **PLACE** and the **NEAREST INTERSECTION** or **ADDRESS** of your FINAL DESTINATION? *(Not your final bus stop or station.) (Please be as specific as possible.)*

Name of place/business/building \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ZIP: \_\_\_\_\_

**OR**

Intersection: \_\_\_\_\_

Cross Street 1: \_\_\_\_\_

&  
Cross Street 2: \_\_\_\_\_

City: \_\_\_\_\_ ZIP: \_\_\_\_\_

<sup>01</sup> Home address, same as beginning of survey

13. What TYPE OF PLACE is your **FINAL DESTINATION** on THIS ONE-WAY TRIP? *(Check one.)*

<sup>01</sup> Work

<sup>02</sup> Job-related business

<sup>03</sup> College/University (student only)

<sup>04</sup> School (K-12) (student only)

<sup>05</sup> Home

<sup>06</sup> Shopping

<sup>07</sup> Dining/Recreation/Entertainment

<sup>08</sup> Social visit/Church/Personal

<sup>09</sup> Medical/Dental appointments/Hospital visit

<sup>10</sup> Sporting event

<sup>95</sup> Other (specify): \_\_\_\_\_

14. How did you pay? *(Choose one.)*

<sup>01</sup> Cash

<sup>02</sup> Single Trip Ticket

<sup>03</sup> Day Pass

<sup>04</sup> 7-Day Pass

<sup>05</sup> Monthly Pass

<sup>06</sup> 30-Day Pass

<sup>07</sup> Student Pass

<sup>08</sup> University Pass

<sup>09</sup> Round-Trip Rail Ticket

<sup>10</sup> Fare-free zone

<sup>95</sup> Other (specify): \_\_\_\_\_

15. Was your fare...? *(Choose one.)*

<sup>01</sup> Full fare

<sup>02</sup> Senior/Disabled/Medicare

16. Where did you purchase your fare?

<sup>02</sup> Ticket vending machine

<sup>03</sup> Online purchase

<sup>04</sup> Smart phone app (Token Transit, Moovit, Transit App)

<sup>05</sup> Store outlet

<sup>06</sup> Employer/Metro Advantage

<sup>07</sup> Social services

<sup>08</sup> NFTA cash office

<sup>09</sup> University Pass

<sup>10</sup> High school

17. How often do you ride NFTA-Metro?

<sup>01</sup> Less than once a month

<sup>02</sup> 1 to 3 days per month

<sup>03</sup> 1 to 2 days per week

<sup>04</sup> 3 to 5 days per week

<sup>05</sup> 6 to 7 days per week

**TELL US ABOUT YOURSELF**

18. Do you have a valid driver's license? <sup>01</sup> Yes <sup>02</sup> No

19. What is your gender?

<sup>01</sup> Male

<sup>02</sup> Female

<sup>03</sup> Other

<sup>99</sup> Prefer not to say

20. What is your age?

<sup>01</sup> Under 16

<sup>02</sup> 16 to 18

<sup>03</sup> 19 to 24

<sup>04</sup> 25 to 34

<sup>05</sup> 35 to 49

<sup>06</sup> 50 to 64

<sup>07</sup> 65+ years of age

21. Are you...? *(Choose all that apply.)*

<sup>01</sup> Full-time worker

<sup>02</sup> Part-time worker

<sup>03</sup> Homemaker

<sup>04</sup> University/college student

<sup>05</sup> High school student

<sup>06</sup> Retired

<sup>07</sup> Unemployed/looking for a job

<sup>08</sup> Unemployed/not looking for a job

22. What is your race/ethnicity? *(Choose all that apply.)*

<sup>01</sup> Asian (includes those with origins in the Far East, Southeast Asia, and Indian subcontinent)

<sup>02</sup> Black/African-American

<sup>03</sup> Caucasian/White (includes those with origins in the Middle East and North Africa)

<sup>04</sup> Hispanic/Latino

<sup>05</sup> Native American/Alaska Native

<sup>06</sup> Native Hawaiian or Pacific Islander

<sup>95</sup> Other (specify): \_\_\_\_\_

23. Including yourself, how many people live in your household?

<sup>01</sup> 1

<sup>02</sup> 2

<sup>03</sup> 3

<sup>04</sup> 4

<sup>05</sup> 5 or more

24. Were there any working vehicles available in your household to make THIS one-way trip?

<sup>01</sup> Yes

<sup>02</sup> No

25. What language(s) are spoken in your home? *(Choose all that apply.)*

<sup>01</sup> English

<sup>02</sup> Spanish

<sup>03</sup> French

<sup>04</sup> Arabic

<sup>05</sup> Karen

<sup>06</sup> Burmese

<sup>07</sup> Nepali

<sup>08</sup> Swahili

<sup>09</sup> Bengali/Bengla

<sup>95</sup> Other (specify): \_\_\_\_\_

26. If you don't speak English at home, how well do you speak English?

<sup>01</sup> Not at all

<sup>02</sup> Less than very well

<sup>03</sup> Very well

27. What was your total household income in 2020 before taxes?

<sup>01</sup> Less than \$5,000

<sup>02</sup> \$5,000 to \$9,999

<sup>03</sup> \$10,000 to \$14,999

<sup>04</sup> \$15,000 to \$24,999

<sup>05</sup> \$25,000 to \$34,999

<sup>06</sup> \$35,000 to \$49,999

<sup>07</sup> \$50,000 to \$74,999

<sup>08</sup> \$75,000 to \$99,999

<sup>09</sup> \$100,000 or more

**Thank you for your time today!**

Please return your completed survey to the surveyor onboard the bus. If you cannot complete your survey onboard the bus, please complete and return the survey by mail, no postage is necessary.

You can also complete the survey online by visiting:

[gowba.info/NFTA2021](http://gowba.info/NFTA2021)

If you have additional customer comments or questions about the GBNRTC and its services, please visit [gbnrtc.org](http://gbnrtc.org).

➔ Please continue to question 13

➔ Please continue to question 18

➔ Please continue to question 26





¡Bienvenido a bordo! Tómese unos minutos para completar esta importante encuesta sobre el viaje que está realizando ACTUALMENTE. Su opinión se utilizará para mejorar los servicios de transporte público en el área de Gran Búfalo-Niágara. **Toda la información se mantendrá estrictamente confidencial. La información que proporcione aquí NO será compartida ni vendida.**

Para asistencia con el idioma, por favor llame al **844-467-3703**. Como muestra de nuestro agradecimiento por completar esta encuesta, **PUEDA SER SELECCIONADO(A) PARA RECIBIR UNO DE LOS CINCO CUPONES DE PASES MENSUALES**. Debe proporcionar su nombre e información de contacto y completar todas las preguntas de la encuesta para ser elegible para el sorteo. Si prefiere completar esta encuesta en línea, visite [gowba.info/NFTA2021](http://gowba.info/NFTA2021).



1. Regístrese para ganar uno de los cinco cupones de pases mensuales cuando responda todas las preguntas. Escriba su nombre, domicilio y número de teléfono en letra de imprenta para que podamos enviarle por correo el comprobante del pase mensual si es seleccionado.

Nombre Completo: \_\_\_\_\_

Dirección de Domicilio (No apartados de correos, por favor): \_\_\_\_\_

Apto.: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_

Código Postal: \_\_\_\_\_ Teléfono: \_\_\_\_\_

Rail

➔ Continúe con la pregunta 2

**LLEGANDO AL TRANSPORTE PÚBLICO**

2. ¿De dónde vienes (**lugar de partida de este viaje de ida**)? (*Marque uno.*)
- <sup>01</sup> Trabajo
  - <sup>02</sup> Negocios relacionados con el trabajo
  - <sup>03</sup> Colegio/Universidad (solo estudiantes)
  - <sup>04</sup> Escuelas (K-12) (solo estudiantes)
  - <sup>05</sup> Hogar
  - <sup>06</sup> Compras
  - <sup>07</sup> Cena/Recreación/Entretenimiento
  - <sup>08</sup> Citas Médicas/Dentales/Visita al Hospital
  - <sup>09</sup> Visita social/Iglesia/Personal
  - <sup>10</sup> Evento deportivo
  - <sup>95</sup> Otros (especifique): \_\_\_\_\_

3. ¿Cuál es el nombre del **LUGAR DE PARTIDA** y la **INTERSECCIÓN** o **DIRECCIÓN MÁS CERCANA** de dónde vienes? (*Por favor, sea lo más específico posible.*)

Nombre del lugar/Negocio/Edificio: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

O

Intersección:

Calle transversal 1: \_\_\_\_\_

&

Calle transversal 2: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código Postal: \_\_\_\_\_

<sup>01</sup> Domicilio, el mismo que al principio de la encuesta

4. ¿Cómo llegaste de **TU LUGAR DE PARTIDA** al **PRIMER AUTOBÚS O TREN** en ESTE VIAJE DE IDA? (*Marque uno.*)

- <sup>01</sup> Caminado/Silla de ruedas solamente - # de bloques: \_\_\_\_\_
- <sup>02</sup> Consiguió un viaje con alguien - # de millas: \_\_\_\_\_
- <sup>03</sup> Conducir con otros - # de millas: \_\_\_\_\_
- <sup>04</sup> Condujo solo/a - # de millas: \_\_\_\_\_
- <sup>05</sup> Bicicleta - # de millas: \_\_\_\_\_
- <sup>06</sup> Servicio de transporte de taxi o basado en aplicaciones, como Uber - # de millas: \_\_\_\_\_
- <sup>07</sup> Transporte (especifique): \_\_\_\_\_
- <sup>95</sup> Otro (especifique): \_\_\_\_\_

➔ Continúe con la pregunta 5

**UTILIZANDO EL TRANSPORTE PÚBLICO**

5. ¿Cuál es la estación de tren o la parada de autobús en la que **Abordó** su **PRIMER AUTOBÚS O TREN** para ESTE VIAJE de IDA? (*Por favor, sea lo más específico posible.*)

Parada de autobús: Nombre de la Calle: \_\_\_\_\_  
&  
Calle transversal más cercana: \_\_\_\_\_

Estación de tren: Nombre de la Estación: \_\_\_\_\_

6. ¿Dónde usted **ABORDÓ ESTE TREN**, es decir, el tren en el que se encuentra **DONDE RECIBIÓ ESTA ENCUESTA**? (*Por favor, sea lo más específico posible.*)

Estación de tren: Nombre de la Estación: \_\_\_\_\_

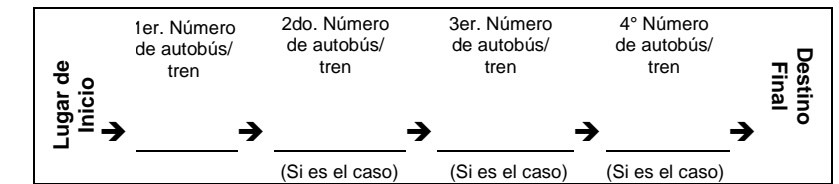
<sup>01</sup> En la misma estación de tren que en la pregunta

7. ¿Cuántos autobuses o trenes va a tomar para llegar a su **DESTINO FINAL**?

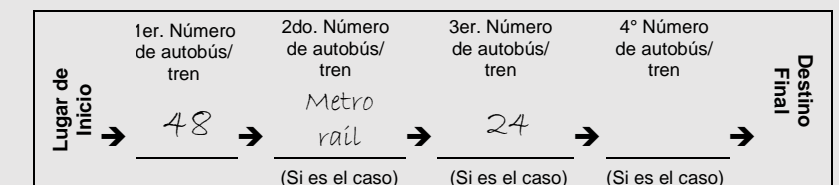
- <sup>01</sup> Uno (1)
- <sup>02</sup> Dos (2)
- <sup>03</sup> Tres (3)
- <sup>04</sup> Cuatro o más (4+)

8. Incluyendo este autobús o tren, **LISTE TODAS** las **RUTAS DE AUTOBÚS** o **LÍNEAS DE TREN** en el **ORDEN EXACTO** en que las utilizará para hacer ESTE VIAJE DE UNA IDA Asegúrese de incluir el autobús en el que se encuentra actualmente.

*Nota: el tren donde ha recibido esta encuesta podría ser la SEGUNDA O TERCERA parte de su viaje de ida de hoy.*



**EXAMPLE**



➔ Dale la vuelta

**BAJANDOSE DEL TRANSPORTE PUBLICO**

9. ¿Dónde **SE BAJARÁ de ESTE TREN**, es decir, del tren en el que se encuentra **ACTUALMENTE** o **DONDE RECIBIÓ ESTA ENCUESTA?** *(Por favor, sea lo más específico posible.)*

Estación de tren: Nombre de la Estación:\_\_\_\_\_

10. Cuál es la parada de autobús o la estación de tren en la que se **BAJARÁ DE su ÚLTIMO AUTOBÚS O TREN?** *(Por favor, sea lo más específico posible.)*

Parada de autobús: Nombre de la Calle:\_\_\_\_\_ & Calle transversal más cercana:\_\_\_\_\_

Estación de tren: Nombre de la Estación:\_\_\_\_\_

<sup>01</sup> En la misma parada de autobús o estación de tren de la pregunta 9.

11. Cuando se baje del último autobús o tren, ¿cómo llegará a su **DESTINO FINAL?** *(Marque una.)*

<sup>01</sup> Sólo para Caminar/Silla de ruedas - # de bloques:\_\_\_\_\_

<sup>02</sup> Conduciría con alguien - # de millas:\_\_\_\_\_

<sup>03</sup> Conduje con otros - # de millas:\_\_\_\_\_

<sup>04</sup> Condujo solo/a - # de millas:\_\_\_\_\_

<sup>05</sup> Bicicleta - # de millas:\_\_\_\_\_

<sup>06</sup> Servicio de transporte de taxi o basado en aplicaciones, como Uber - # de millas:\_\_\_\_\_

<sup>07</sup> Transporte (especifique):\_\_\_\_\_

<sup>95</sup> Otro (especifique):\_\_\_\_\_

12. ¿Cuál es el nombre del **LUGAR** y la **INTERSECCIÓN** o **DIRECCIÓN MÁS CERCANA** de su **DESTINO FINAL?** *(No su parada o estación de autobús final.)* *(Por favor, sea lo más específico posible.)*

Nombre del lugar/Negocio/Edificio\_\_\_\_\_

Dirección:\_\_\_\_\_

Ciudad:\_\_\_\_\_ Código Postal:\_\_\_\_\_



Intersección:

Calle transversal 1:\_\_\_\_\_ & Calle transversal 2:\_\_\_\_\_

Ciudad:\_\_\_\_\_ Código Postal:\_\_\_\_\_

<sup>01</sup> Domicilio, el mismo que al principio de la encuesta

➔ Continúe con la pregunta 13

13. ¿Qué TIPO DE LUGAR es su **DESTINO FINAL** en ESTE VIAJE DE IDA?

*(Marque uno.)*

- <sup>01</sup> Trabajo
- <sup>02</sup> Negocios relacionados con el trabajo
- <sup>03</sup> Colegio/Universidad (sólo estudiantes)
- <sup>04</sup> Escuelas (K-12) (estudiante solamente)
- <sup>05</sup> Hogar
- <sup>06</sup> De Compras
- <sup>07</sup> Cena/Recreación/Entretenimiento
- <sup>08</sup> Citas Médicas/Dentales/Visita al Hospital
- <sup>09</sup>Visita social/Iglesia/Personal
- <sup>10</sup>Evento deportivo
- <sup>95</sup>Otro (especifique): \_\_\_\_\_

14. Cuando subió al tren donde le dieron esta encuesta, ¿cómo pagó? *(Elija una.)*

- <sup>01</sup> Dinero en efectivo
- <sup>02</sup> Viaje individual
- <sup>03</sup> Pase de un día
- <sup>04</sup> Pase de 7 días
- <sup>05</sup> Pase mensual
- <sup>06</sup> Pase de 30 días
- <sup>07</sup> Pase de estudiante
- <sup>08</sup> Pase universitario
- <sup>09</sup>Boleto de tren de ida y vuelta
- <sup>10</sup>Zona libre de tarifas
- <sup>95</sup>Otros (especifique): \_\_\_\_\_

15. ¿Su tarifa era...? *(Elija una.)*

- <sup>01</sup> Tarifa completa
- <sup>02</sup> Personas de edad avanzada/Discapacitado/Medicare

16. ¿Dónde compró su tarifa viaje?

- <sup>02</sup> Máquina expendedora de boletos
- <sup>03</sup> Compra en línea
- <sup>04</sup> Aplicación para teléfonos inteligentes (Token Transit, Moovit, Transit App)
- <sup>05</sup> En una tienda
- <sup>06</sup> Ventaja del empleador/Metro
- <sup>07</sup> Servicios sociales
- <sup>08</sup> Oficina de la NFTA
- <sup>09</sup> Pase Universitario
- <sup>10</sup> Escuela superior

17. ¿Con qué frecuencia viaja en NFTA-Metro?

- <sup>01</sup> Menos de una vez al mes
- <sup>02</sup> De 1 a 3 días al mes
- <sup>03</sup> De 1 a 2 días por semana
- <sup>04</sup> De 3 a 5 días por semana
- <sup>05</sup> De 6 a 7 días por semana

➔ Continúe con la pregunta 18

**HÁBLENOS DE USTED**

18. ¿Tiene una licencia de conducir válida? <sup>01</sup> Sí <sup>02</sup> No

19. ¿Cuál es su sexo?

- <sup>01</sup> Masculino
- <sup>02</sup> Femenino
- <sup>03</sup> Otro
- <sup>99</sup> Prefiero no decirlo

20. ¿Cuál es su edad?

- <sup>01</sup> Menor de 16 años
- <sup>02</sup> De 16 a 18 años
- <sup>03</sup> De 19 a 24 años
- <sup>04</sup> De 25 a 34 años
- <sup>05</sup> De 35 a 49 años
- <sup>06</sup> De 50 a 64 años
- <sup>07</sup> 65+ años de edad

21. ¿Es usted...? *(Elija todos los que correspondan.)*

- <sup>01</sup> Trabajador a tiempo completo
- <sup>02</sup> Trabajador a tiempo parcial
- <sup>03</sup> Ama de casa
- <sup>04</sup> Estudiante de universidad/colegio
- <sup>05</sup> Estudiante de escuela superior
- <sup>06</sup> Jubilado
- <sup>07</sup> Desempleado/buscando trabajo
- <sup>08</sup> Desempleado/no buscando trabajo

22. ¿Cuál es su raza/origen étnico? *(Elija todas las que correspondan.)*

- <sup>01</sup> Asiático (incluye a los que tienen orígenes en el Lejano Oriente, el Sudeste Asiático y el subcontinente indio)
- <sup>02</sup> Negro/Afroamericano
- <sup>03</sup> Caucásico/Blanco (incluye a los que tienen orígenes en Oriente Medio y el Norte de África)
- <sup>04</sup> Hispano/Latino
- <sup>05</sup> Nativo Americano/Nativo de Alaska
- <sup>06</sup> Nativo de Hawái o de las Islas del Pacífico
- <sup>95</sup> Otros (especifique):\_\_\_\_\_

23. Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?

- <sup>01</sup> 1
- <sup>02</sup> 2
- <sup>03</sup> 3
- <sup>04</sup> 4
- <sup>05</sup> 5 o más

24. ¿Alguno de esos vehículos estaba disponible para hacer este viaje de ida?

- <sup>01</sup> Sí
- <sup>02</sup> No

25. ¿Qué idioma(s) se habla en su casa? *(Elija todas las que correspondan.)*

- <sup>01</sup> Inglés
- <sup>02</sup> Español
- <sup>03</sup> Francés
- <sup>04</sup> Árabe
- <sup>05</sup> Karen
- <sup>06</sup> Birmano
- <sup>07</sup> Nepali
- <sup>08</sup> Suajili
- <sup>09</sup> Bengalí/Bengla
- <sup>95</sup>Otros (especifique): \_\_\_\_\_

➔ Continúe con la pregunta 26

26. Si no habla inglés en casa, ¿qué tan bien habla inglés?

- <sup>01</sup> Para nada
- <sup>02</sup> Menos o menos bien
- <sup>03</sup> Muy bien

27. ¿Cuál fue el ingreso total de su hogar en 2020 antes de impuestos?

- <sup>01</sup> Menos de \$5,000
- <sup>02</sup> \$5,000 a \$9,999
- <sup>03</sup> \$10,000 a \$14,999
- <sup>04</sup> \$15,000 a \$24,999
- <sup>05</sup> \$25,000 a \$34,999
- <sup>06</sup> \$35,000 a \$49,999
- <sup>07</sup> \$50,000 a \$74,999
- <sup>08</sup> \$75,000 a \$99,999
- <sup>09</sup> \$100,000 o más

**¡Gracias por su tiempo hoy!**

Por favor, devuelva su encuesta completada al encuestador a bordo del autobús. Si no puede completar su encuesta a bordo del autobús, por favor complete y devuelva la encuesta por correo, no es necesario un sello postal. También puede completar la encuesta en línea visitando:

**gowba.info/NFTA2021**

Si tiene más comentarios o preguntas sobre GBNRTC y sus servicios, visite gbnrtc.org.

