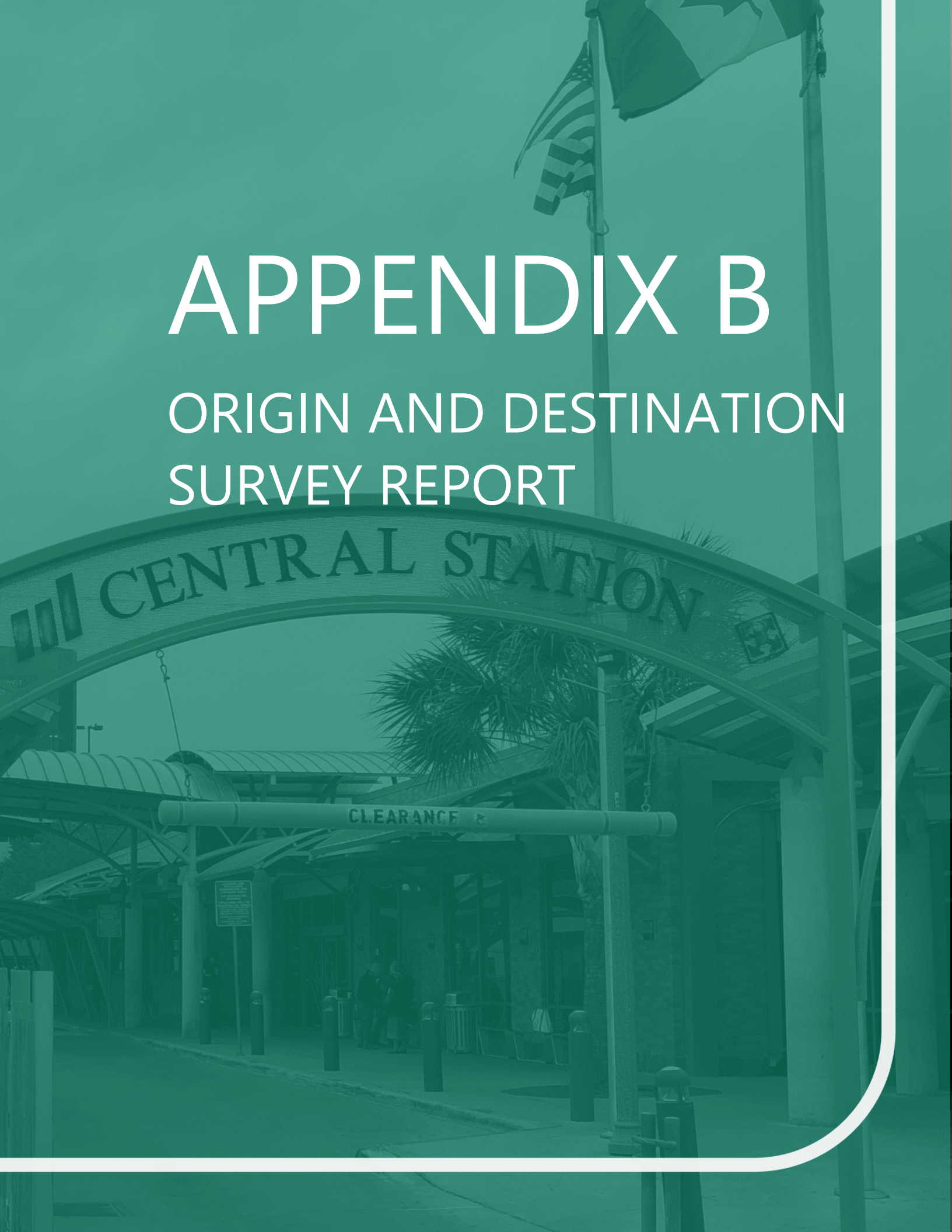


# APPENDIX B

## ORIGIN AND DESTINATION SURVEY REPORT



## Contents

1. Introduction.....	2
Local Transit Systems Surveyed.....	2
2. Project Planning.....	3
Study Areas.....	3
3. Sampling Plan .....	3
4. Survey Instruments.....	6
Boarding and Alighting Survey Instrument .....	6
Onboard Survey.....	7
5. Data Collection Methodology .....	8
Boarding and Alighting Survey.....	8
Onboard Survey.....	8
6. Quality Control Plan .....	8
Boarding and Alighting Survey.....	8
Onboard Survey.....	9
7. Survey Staff.....	9
Temporary Staffing.....	9
Recruitment and Training .....	9
Supervisory Staff.....	10
8. Scheduling and Itinerary Development (Assignments).....	10
Itineraries.....	10
Dates of Survey Collection.....	11
9. Survey Results.....	12
Brownsville Metro .....	12
Island Metro .....	13
UTRGV.....	13
Valley Metro .....	14
Metro McAllen.....	15
South Texas College (STC) .....	15
Total Passenger Counts .....	16
Challenges in Processing.....	17
Cross-Tabulations and Statistics .....	18

## Introduction

The scope of this project involved an integral part for the development of a 2020-2045 Metropolitan Transportation Plan Update for the Rio Grande Valley MPO Metropolitan Area Boundary (MAB). In general, the Plan is envisioned to consist of recommendations for a community-supported comprehensive network of multi-modal transportation options to connect neighborhood users to special generators and key destinations. Dikita Management Services provided survey administration services as a subcontractor to Alliance Transport Group. Dikita performed two surveys – one conducting weekday onboard origin and destination surveys and the second simultaneously collecting boarding and alighting counts at each stop of each sampled trip. Both surveys were completed between February 17 and March 12, 2020.

## Local Transit Systems Surveyed

Dikita collected surveys from six different systems within the Rio Grande Valley MPO's MAB. The results, which are described in more detail in a subsequent section, are found in Table 1.

**Table 1 Summary of collected data**

Transit System	Reported Average Weekday Ridership	Total Valid Surveys Collected	Total Boarding Observed	Total Alighting Observed
Brownsville Metro*	4786	1016	3875	3845
UTRGV*	1007	167	1174	1174
Island Metro*	1035	37	433	413
Valley Metro	1983	264	858	821
Metro McAllen	3300	630	1891	1889
South Texas College (STC)	239	32	68	68
Total	9380	2146	8299	8210

\* Represents the eastern study areas

The scope of services included:

1. Develop data collection method that collects data to accurately reflect the six agencies' passengers' travel patterns including starting location and ending location in order to obtain linked trip data by time of day.
2. Coverage of all fixed weekday route or route segment as defined by the sampling plan.
3. Data collection that will allow Valley Metro to determine walkshed and mode of travel to bus stops.
4. Methodology that will be able to record and geocode boarding/alighting location if passenger uses flag-a-stop.
5. Methodology that captures transfer activity.
6. Data collection to determine if a passenger boarded/alighted at a bus stop or at a flag-a-stop location.
7. Coordination with other transit agencies to verify transfer activity data between Valley Metro and local providers such as B-Metro and Metro McAllen that was collected through the survey.
8. Statistical tabulation capability to include data cross-tabulation of any data collected, and other relevant industry standard data comparisons.
9. Provide a simple, user-friendly interface for querying cross-tabulations of data and an instructional manual.



10. Ensure the O&D study will be able to inform and update future versions of the LRGV TDM to have a mode choice component.

## 2. Project Planning

During our project planning stage, we initiated our plans to:

1. Get familiar with the Stakeholders and their concerns
2. Understand the client expectations
3. Familiarize the team about each transit system
4. Communicate directly with the stakeholders on the project needs
5. Collect crucial data from the transit authority such as headways sheets, GTFS feeds, bus stop coordinate data, schedule, routes, passenger profiles, fare types, etc.
6. Develop a strategy to collect data from flag stops

Emails were sent mid-December to the Lower Rio Grande Valley (LRGV) providers notifying them of all data needs required to begin planning and by December 23<sup>rd</sup> Dikita was introduced as the firm responsible for data collection services. Due to the holiday schedule, an extended deadline of January 10<sup>th</sup> was established for providers to reply to all data requests.

Dikita strategically developed a plan based on the specifics of scope, quality control, available data supplied by each agency, and expected deliverables. A stakeholder informational meeting was held on January 23, 2020 between Dikita, ATG, and various representatives from five of the six agencies. It included introductions, explanation of data needs, purpose of the survey, and discussions about foreseeable challenges and expectations. The key topic discussed was the urgent need for route, stop, and scheduling data from each agency. Each offered to supply whatever they could, but most acknowledged did not have the necessary data to orchestrate a full-blown in-field geocoded onboard survey. Dikita committed to working with the data that could be supplied and developing other data as needed on their own.

## Study Areas

The six agencies were divided into Eastern and Western areas of concentration. The eastern half of the service area included Brownsville Metro, UTRGV, and Island Metro, while the western half was comprised of Valley Metro, Metro McAllen, and STC. Dikita utilized Express Employment Professionals to staff the Eastern and Western and Readymen Staffing to assist with providing a team for the Western area only. Both staffing agencies were extremely hands-on with the recruiting efforts, especially when collaborating in finding qualified candidates and screening for bilingual candidates.

The determining factor in deciding staffing levels was based on a sampling plan created by Dikita for all six providers within the LRGV MAB. The sampling plan dictated a total need of 16-20 surveyors to work daily for each of five of the six providers, with just eight surveyors scheduled for the STC system.

## 3. Sampling Plan

The sampling plan was derived by reviewing the average daily ridership, daily trips per time periods, and revenue hours. The sampling plan was developed to achieve a 95% confidence factor with a +/- 5% accuracy level at the system level. This was determined to be the best methodology considering the size of the systems, budget, and uncertainty of the data provided.

The sampling plans for each agency is as follows:

#### Brownsville Metro

Routes	Reported Average Weekday Boardings	Weekday Revenue Hours	Weighted Average	Planned Sample Size
9	610	13.25	13%	102
3	605	12.55	13%	101
6	559	12.05	12%	93
2	488	13.1	10%	82
1	409	12.55	9%	68
13	398	13.1	8%	67
7	378	12.55	8%	63
20	378	12.95	8%	63
5	347	14.15	7%	58
8	313	12.3	7%	52
11	301	12.55	6%	50
<b>Total</b>	<b>4786</b>		<b>100%</b>	<b>800</b>

#### Island Metro

Routes	Reported Average Weekday Boardings	Weekday Revenue Hours	Weighted Average	Planned Sample Size
Route 1	312	13.5 6	30%	83
Route 2	287	14	28%	76
Route 3	311	13.5 8	30%	83
Route 4	125		12%	33
<b>Total</b>	<b>1035</b>			<b>275*</b>

\* or best effort

#### South Texas College (STC) - JagExpress

Routes	Reported Average Weekday Boardings	Weekday Revenue Hours	Weighted Average	Planned Sample Size
Yellow Line	72	13	30%	23
Purple Line	35	13.85	15%	11
Green Line	38	14	16%	12
Park & Ride	94	13	39%	29
<b>Total</b>	<b>239</b>			<b>75</b>

### Metro McAllen

Routes	Reported Average Weekday Boardings	Weekday Revenue Hours	Weighted Average	Planned Sample Size
1	434	12.25	13%	79
2	578	12.25	18%	105
3	416	9.2	13%	76
4	674	12	20%	123
5	347	10.6	11%	63
6	502	12.75	15%	91
7	245	10.2	7%	45
8	6	9.17	0%	1
Green Line	98	13	3%	18
<b>Total</b>	<b>3300</b>	<b>101.42</b>	<b>100%</b>	<b>600</b>

### Valley Metro

Route Number(if applicable)	Reported Average Weekday Boardings	Weekday Revenue Hours	Weighted Average	Planned Sample Size
50	356	14.35	17.95%	72
16	287	11	14.47%	58
31	228	14	11.50%	46
	172	15.05	8.67%	35
45	168	14.15	8.47%	34
20	143	12.95	7.21%	29
14	107	13	5.40%	22
10	87	12.95	4.39%	18
41	67	11.95	3.38%	14
30	64	12.9	3.23%	13
40	61	11.9	3.08%	12
12	57	12.25	2.87%	11
15	38	10.55	1.92%	8
60	33	11	1.66%	7
42	31	10.67	1.56%	6
44	30	12	1.51%	6
32	25	10	1.26%	5
61	16	10.55	0.81%	3
21	8	8.97	0.40%	2
43	5	9	0.25%	1
11		8	0.00%	0
<b>Total</b>	<b>1983</b>			<b>402</b>

## UTRGV

Routes	Reported Average Weekday Boardings	Weekday Revenue Hours	Weighted Average	Planned Sample Size
RGC Connector - Morning	8	2		0
RGC Connector - Afternoon	4	1.25		0
Campus Connector	958	73		179
Weslaco Connector	37	27.25		0
<b>Total</b>	<b>1007</b>	<b>103.5</b>		<b>179</b>

## 4. Survey Instruments

Transit agencies typically conduct surveys to gather travel pattern information about their passengers. The RGVMPO requested two types of surveys -- the first survey was a boarding and alighting counts (B&A) survey and the second survey was an onboard origin and destination (OD) survey. Both surveys were completed simultaneously, where every original assignment had one counter and one to three interviewers.

### Boarding and Alighting Survey Instrument

The scope included counting the number of passengers boarding and alighting at every stop for each original trip where interviews transpired. If a trip was rescheduled due to insufficient number of valid surveys the interviewer(s) re-did the trip alone without a counter.

The passenger counts were conducted using a cellular device loaded with a web-based mobile application. Functionalities were designed to record boarding and alighting at every stop while simultaneously capturing the latitude and longitude data of the activity. Each time the counter initiated a stop, the latitude and longitude coordinates were recorded via GPS. The data was recorded at each stop with activity only.

The surveyor's primary responsibility using the mobile application included:

- Recording beginning load, if necessary
- Recording how many passengers boarded at each stop
- Recording how many passengers alighted at each stop
- Verify total number of passengers onboard at each timepoint
- Storing other housekeeping data used for quality control and categorization, such as route, surveyor ID, time of day, assignment ID, etc.

## Onboard Survey

The onboard survey instrument was a series of questions administered via personal interviews using tablet computers. A modified version of eTRIP, Dikita's proprietary tablet software application, was used to conduct these surveys. Utilizing pre-programmed route information, our customized application incorporated questions that inquired about:

- Trip purpose
- Transfer information including route numbers
- Origin & destination addresses
- Access mode/distance from the origin to the boarding stop
- Boarding & alighting locations of the intercept bus
- Egress mode/distance from the last stop to destination
- Fare type used on the trip
- Frequency and duration of the passengers' bus usage
- Driver license status
- Alternative transportation methods passenger would have used if bus service was not available
- Household size
- Vehicle availability
- Employment status
- Age
- Ethnicity, including Hispanic or Latino descent
- Gender
- English speaking ability
- Household language
- Household income
- Resident vs. visitor status

Other data that was stored with each survey included pre-programmed elements such as:

- |                                  |   |
|----------------------------------|---|
| • Date of survey                 | • Trip time period                                |
| • Route, block, and trip numbers | • Surveyor name                                   |
| • Trip Direction                 | • Vehicle number recorded by surveyor at boarding |
| • Trip Start and End times       |   |

Unfortunately, many built-in features and imbedded validation routines that are performed by eTrip were not immediately useful due to the lack of GTFS feeds or agency-provided data from certain systems. Therefore, in order to use eTrip, Dikita gathered and created certain "missing" elements such as block number, tripID, timepoints, direction, trip start and end time/locations, and bus stops.

Additionally, the Dikita team also created a list of common landmarks, schools, malls, grocery stores, hotels, etc. to reference. The software is primarily designed to capture in-field geocoding during the interview with the passenger. In cases where some or all locations were not geocoded via the stop or landmark list, manual verification was completed during data post-processing through lookup routines using a Google maps application. Access and egress modes were manually reviewed in accordance with boarding and alighting locations.

A print formatted copy of the survey instrument can be found at the end of this report.



## 5. Data Collection Methodology

### Boarding and Alighting Survey

With the exception of counts conducted at the two college campuses, passenger counts were recorded manually by the counter (surveyor) via electronic cellular devices. The designated counter observed and recorded all activity, using a software application to simply record the on and off counts and simultaneously collect latitudinal and longitudinal data at each stop. The designated counter continued this process for all trips that were a part of their assignment.

### Onboard Survey

The origin destination survey was largely performed via personal interviews using pre-programmed tablets. On most of the systems, paper surveys were provided as back-up only when necessary and were limited in distribution. A web-based survey was deployed at the college campuses and paper surveys were used for Island Metro.

One to three surveyors boarded buses at the beginning of trips, randomly chose passengers to interview, and interviewed those that were willing to participate. As discussed in the training sessions, surveyors waited until all passengers had boarded and eliminated anyone who appeared to be on the age of 16. Once the trip began, the surveyors approached every third seated or standing passenger. As the surveyors were working in teams, each stayed within their designated zone on the bus.

Each surveyor was equipped with a tablet and sat next to the respondent and recorded their answers. Survey data was uploaded to the Dikita server every night and was ready for processing daily.

## 6. Quality Control Plan

### Boarding and Alighting Survey

Processing boarding and alighting counts involved reviewing all data collected during each assignment at the trip level. Multiple measures were taken to ensure the data was accurate and precise enough to meet client expectations and Dikita has developed special filters that help to identify any issues. The following steps were included in quality control procedures:

1. Conducted 8-hour training for all counters, which covered software/hardware and procedures
2. Counter attendance confirmed for every assignment and every team
3. Counter equipment checked prior to departure
4. Confirmed scheduled assignments were completed
5. Confirmed data uploads were completed
6. Confirmed accuracy of assignment/trips observed/vehicle number/surveyor name/trip time
7. Confirmed recording of boarding and alighting counts at stops
8. Checked counts for errors, such as duplicate boarding/alighting counts, excessive amount of activity at one stop, etc.
9. Checked latitude-longitude of stops for nearness to the route
10. Compared boarding/alighting counts to onboard survey collection
11. Checked loads at end of line for balance
12. Noted and documented any errors found in boarding/alighting counts

Data collection began on Thursday February 20<sup>th</sup> and Dikita began examining the first few days' worth of data over the weekend to assess the accuracy and efficiency of the staff.

## Onboard Survey

During the survey questionnaire's design, key questions deemed essential from a modeling and data analysis perspective were identified. Answers were required for the key questions in order for a survey to be considered complete.

Therefore, the next stage in the project was to conduct a thorough analysis of the survey data collected, assess the quality of the records, and to perform survey editing. The number of total surveys collected by route was also reviewed to ensure that the data represented daily boarding averages. For the purposes of tracking the progress of field collection, a daily report detailing the number of completed surveys by route, trip, and time of day was generated from Dikita's data portal. This report detailed two key survey categories -- valid and discard.

Surveys that contained answers for one or more of the key questions that were blank or could not be immediately verified as reasonable were marked as "discard." These surveys were then reviewed to determine what information was missing to flag those surveys as invalid. In a lot of cases, Dikita's quality check identified minor issues that could be fixed and moved to valid status. These minor issues included misspelled street names, refusal to answer the income question, missed intercept vehicle information, etc. Any surveys that could not be validated remained in discard status. To summarize the QC process, Dikita spent a great deal of time finalizing data for delivery. During this process the QC team managed to geocode both valid and discards surveys that met the criteria.

Additionally, the team used a GIS programming application to visualize the OBAD data points. A link was created and forwarded to ATG and the client. The link expired after 90 days.

## 7. Survey Staff

Temporary staffing agencies were used to recruit and hire bilingual surveyors for this project. Every surveyor who worked on the project fluently spoke and read in both Spanish and English.

### Temporary Staffing

Due to the vast service area that the RGVMPD serves, Dikita utilized two temporary staffing agencies to conduct data collection – Express Employment Professionals based in Brownsville, TX and Readymen Staffing in Pharr, TX.

One of the surveyors hired also functioned as a lead and assisted the Field Supervisors with deploying/collecting materials, monitoring, and aiding newer surveyors if refresher training was needed.

### Recruitment and Training

Dikita constructed a comprehensive training schedule that included interviewing, classroom training, and field training, as well as retraining as needed. All staff were bi-lingual (as a requirement for the job).

Express Employment Professionals was the source of the staff surveying the Eastern side of the service area, which consisted of B-Metro, UTRGV, and Island Metro. The interview process there started on February 17<sup>th</sup> and aimed to hire 15 to 20 for the first half of the collection effort. In the end, Dikita selected 20 surveyors to attend the first training. Classroom training followed on February 18<sup>th</sup> and

February 19<sup>th</sup> and each day consisted of 4 hours of classroom training with testing and 4 hours of field training. Express Employment Professionals was very instrumental in successfully staffing this area and attended training sessions for additional accountability.

In addition to utilizing Express Employment Professionals, Readymen Staffing was brought on board to provide staffing in the Western side of the service area that included the Metro McAllen, Valley Metro, and STC agencies. A second training session was held on February 28<sup>th</sup> and February 29<sup>th</sup> following the same training procedures used on Eastern side.

Dikita performed two different types of surveys that required separate trainings. The first day of training was for the onboard survey. The second day of training detailed how to accurately count boarding and alighting of passengers at each stop using mobile devices. The team of surveyors were trained how to approach passengers to conduct a personal interview using tablets. They also were trained to comprehend the survey questions in order to interpret and gauge the accuracy of the response.

The training manual created by Dikita included the following information:

- General project information
- Who is Dikita
- RGVMPD and agency information
- Types of data being collected
- Method used to collect data
- When will data be collected
- Surveyor qualifications
- Dress code
- Expectations
- Terminology
- Scheduling
- Assignment

An abridged version of the training manual used can be found at the end of this report.

## Supervisory Staff

Dikita always uses a trained staff of supervisors. All three supervisors and the project manager have a minimum of 12 years of survey experience at Dikita. Each had specific roles in supervising, scheduling, providing in-field oversight, disciplining, quality control and/or reviewing, and managing the collected data.

## 8. Scheduling and Itinerary Development (Assignments)

The scheduling began as the receipt of each transit system's data was received. Some agencies provided more data than others and the most comprehensive dataset was provided by Brownsville. Dikita also creatively utilized the public schedules and maps to develop logistically sound assignments that returned every surveyor back to his/her original starting location once their assignment was complete.

### Itineraries

Assignments were scheduled in 4-8-hour blocks of trips on a single bus. Each originally scheduled trip included a person designated to count passenger (counter) and one to three surveyors were assigned to interview passengers. The work was often broken up into "AM days" and "PM days" (i.e., one day all AM assignments, the next midday to PM assignments). This allowed Dikita to efficiently schedule the required number of surveyors and hardware to collect data each weekday, with the intention on covering the sample of routes and their associated trips as quickly as possible.

Assignments were scheduled by geographic location within the service area and agency to simplify logistics. For example, when scheduling Valley Metro assignments, all routes originating from the McAllen Central Station were completed on the same day. This allowed the Dikita supervisors to stage in a single location with all surveyors reporting to that location. After the second week, the supervisors split into two teams, one team remained in the eastern study area while the other team began the systems in the western area.

## Dates of Survey Collection

The table below outlines the dates of field collection.

Agency	Collection Dates	Total Number of weekdays
N/A – Training	2/18 to 2/19 2/28 to 2/29	4
Brownsville Metro	2/20 to 2/21 2/24 to 2/28	7
UTRGV	2/25 2/28 3/3	3
Island Metro	2/26	1
Metro McAllen	3/2 to 3/4	3
STC	3/2 3/6 3/12	3
Valley Metro	3/4 to 3/6 3/9 to 3/10 (missed assignments)	5

## 9. Survey Results

RGVMPO desired to include all six providers in the Rio Grande Valley. The participating providers included:

### Brownsville Metro

Brownsville Metro was very responsive to questions, concerns, and data requests during the planning phase of the project. Dikita conducted surveys on 11 of their routes. Since Dikita scheduled B-Metro as the first agency of the project, the team arrived in Brownsville on February 16<sup>th</sup> to get familiar with the area and locate bus stops/transit centers.

The data collection for B-Metro began on February 20<sup>th</sup> and was completed on February 28<sup>th</sup>. The initial schedule called for four days in Brownsville but was extended by an additional three days due field adjustments, coaching, and projected goals. Total target number of surveys for the agency was 800 and the final achieved number was 1,016 valid surveys.

#### Brownsville Metro

Routes	Target According to Sampling Plan	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance	% of ADR*
9	102	127	53	180	25	21%
3	101	152	53	205	51	25%
6	93	111	41	152	18	20%
2	82	92	27	119	10	19%
1	68	76	28	104	8	19%
13	67	77	12	89	10	19%
7	63	63	33	96	0	17%
20	63	85	12	97	22	22%
5	58	101	28	129	43	29%
8	52	76	13	89	24	24%
11	50	56	22	78	6	19%
<b>Totals</b>	<b>800</b>	<b>1016</b>	<b>322</b>	<b>1338</b>	<b>216</b>	<b>21%</b>

\* ADR is average daily ridership (weekday)

## Island Metro

Island Metro was initially challenging because of a lack of electronic scheduling data. Dikita overcame this by creating schedules by using website information and the public schedules. Surveys were conducted in a 7-hour period with a total of four surveyors covering the four routes starting 7am and ending at 2pm. As the ridership that Dikita observed conflicted with the reported ridership, the original total target number of surveys for Island Metro was 275, but the achieved number was 37.

### Island Metro

Routes	Target According to Sampling Plan	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance	% of ADR
Route 1	83	11	21	10	(72)	4%
Route 2	76	14	22	8	(62)	5%
Route 3	83	4	10	6	(79)	1%
Route 4	33	8	20	12	(25)	6%
<b>Totals</b>	<b>275</b>	<b>37</b>	<b>73</b>	<b>36</b>	<b>(238)</b>	<b>4%</b>

## UTRGV

Upon arrival in Brownsville and preparation for the UTRGV data collection process, Dikita met with representatives from UTRGV to understand their processes, buses, routes, and times. Please note that the scope of the onboard survey only included the connector routes and no surveys were completed on the circulator routes. The sampling plan target goal was 179 and the achieved number was 167 valid surveys.

### UTRGV

Routes	Target According to Sampling Plan	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance	% of ADR
RGC Connector - Morning	0	0	0	0	0	0
RGC Connector - Afternoon	0	0	0	0	0	0
Campus Connector	179	163	163	326	(16)	17%
Weslaco Connector	0	4	0	4	4	11%
<b>Totals</b>	<b>179</b>	<b>167</b>	<b>163</b>	<b>330</b>	<b>(12)</b>	<b>17%</b>



## Valley Metro

Since Dikita did not receive a GTFS feed or any electronic data for Valley Metro, it was necessary to manually program routes, trips, and bus stops into our application. This meant that most of the stops recorded were from latitude and longitude coordinates, rather than preassigned and pre-programmed run and cross streets. The data collection process started on March 4<sup>th</sup> and was completed on March 10<sup>th</sup>. The sampling plan target goal was 400 surveys and the achieved number was 264.

### Valley Metro

Route Number (if applicable)	Target According to Sampling Plan	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance	% of ADR
10	18	23	13	36	5	26%
11	0	0	0	0	0	
12	11	2	2	4	(9)	4%
14	22	2	3	5	(20)	2%
15	8	22	8	30	14	58%
16	58	50	4	54	(8)	17%
20	29	27	8	35	(2)	19%
21	2	2	2	4	0	25%
30	13	15	1	16	2	23%
31	46	70	28	98	24	31%
32	5	0	0	0	(5)	0%
40	12	4	5	9	(8)	7%
41	14	2	12	14	(12)	3%
42	6	8	2	10	2	26%
43	0	0	5	5	0	0%
44	6	0	2	2	(6)	0%
45	34	11	10	21	(23)	7%
50	72	13	22	35	(59)	4%
60	7	2	5	7	(5)	6%
61	3	4	1	5	1	25%
62	0	2	4	6	2	
Red Line	35	5	3	8	(30)	3%
<b>Totals</b>	<b>401</b>	<b>264</b>	<b>140</b>	<b>404</b>	<b>(137)</b>	<b>14%</b>

## Metro McAllen

Dikita arrived in McAllen on February 29<sup>th</sup> to train new surveyors and begin data collection on March 2<sup>nd</sup> and was completed on March 4<sup>th</sup>. The sampling plan target goal was 600 and the achieved number was 630 valid surveys.

### Metro McAllen

Routes	Target According to Sampling Plan	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance	% of ADR
1	79	53	33	86	(26)	12%
2	105	112	49	161	7	19%
3	76	91	24	115	15	22%
4	123	114	22	136	(9)	17%
5	63	48	13	61	(15)	14%
6	91	85	16	101	(6)	17%
7	45	49	13	62	4	20%
8	1	1	2	3	(0)	17%
Green Line	18	77	7	84	59	79%
<b>Totals</b>	<b>600</b>	<b>630</b>	<b>179</b>	<b>809</b>	<b>30</b>	<b>19%</b>

## South Texas College (STC)

Dikita performed data collection at STC on three different days. Extensive research was involved to locate the bus routes, starting points, and schedules. The logistics included scheduling surveyors in two different cities - McAllen and Waco. The original sampling goal was 75 until the team visited the campus. Based upon in-field observation of ridership, the goal was reduced to 45 and the achieved number was 32 valid surveys.

### South Texas College (STC)

Routes	Target According to Sampling Plan	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance	% of ADR
Yellow Line	23	18	22	4	(5)	25%
Purple Line	11	9	18	9	(2)	26%
Green Line	12	5	8	3	(7)	13%
Park & Ride *	n/a					0%
<b>Totals</b>	<b>45</b>	<b>32</b>	<b>48</b>	<b>16</b>	<b>(14)</b>	<b>16%</b>

Over the course of the project a total of 3,007 surveys were collected. After processing, 2,146 (71%) of those surveys were deemed valid while 861 (29%) were discarded. The remainder were discarded for reasons described in Section 6 (Quality Control) of this report.

## Total Passenger Counts

As discussed in Section 8, assignments were created in 4-8 blocks of time and all bus trips in the assignment were ridden in their entirety. The first time an assignment was scheduled, passenger counts were conducted on every trip surveyed. If an assignment was sampled a second time due to lack of surveys, a counter was not scheduled. Total passenger counts that were observed are as follows:

<b>Brownsville Metro Routes</b>	<b>Total Boardings</b>	<b>Total Alightings</b>
BM01	239	239
BM02	246	246
BM03	226	226
BM3A	121	121
BM05	340	340
BM06	600	572
BM07	194	194
BM08	250	250
BM09	596	596
BM9A	120	118
BM11	294	294
BM13	305	305
BM20	344	344
<b>TOTAL</b>	<b>3875</b>	<b>3845</b>

<b>Island Metro Routes</b>	<b>Total Boardings</b>	<b>Total Alightings</b>
IM01	93	93
IM02	127	120
IM03	126	123
IM04	87	77
<b>TOTAL</b>	<b>433</b>	<b>413</b>

<b>Metro McAllen Routes</b>	<b>Total Boardings</b>	<b>Total Alightings</b>
MA01	204	192
MA02	470	471
MA03	329	332
MA04	221	220
MA05	259	259
MA06	132	132
MA07	148	152
MA08	2	2
MA09	126	129
<b>TOTAL</b>	<b>1891</b>	<b>1889</b>

<b>Valley Metro Routes</b>	<b>Total Boardings</b>	<b>Total Alightings</b>
VM10	98	98
VM14	8	8
VM15	19	12
VM16	69	69
VM20	99	99
VM30	30	30
VM31	105	98
VM32	1	1
VM40	118	118
VM41	35	35
VM42	19	0
VM43	8	8
VM44	17	17
VM45	98	98
VM50	87	87
VM60	34	33
VMRED	21	11
<b>TOTAL</b>	<b>866</b>	<b>822</b>

Stop-by-stop counts were not collected for the UTRGV and STC agencies; however, the following departing loads were recorded for each trip surveyed:

<b>UTRGV Routes</b>	<b>Departing Loads</b>
Combined Campus Connectors	1174

<b>STC Routes</b>	<b>Departing Loads</b>
PURPLELINE	18
YELLOWLINE	49
<b>TOTAL</b>	<b>67</b>

## Challenges in Processing

One main challenge Dikita faced was researching the discarded surveys and trying to find patterns to identify the underlying issues. Early findings indicated several errors that were resolved with minor corrections. Other errors were more complicated and took more time to resolve. As expected, some errors could not be resolved, and those surveys were not included in the final sample. Some of the underlying issues found to cause surveys to be discarded included missing boarding/stops, misspelled streets, and refusals to answer certain demographic questions.

As processing continued, Dikita was met with the unforeseen emergence of COVID-19. All field survey activity was completed by early March but then in mid-March all Dikita employees were mandated to work from home. The change of working environment caused a brief delay, but processing quickly resumed.

## Cross-Tabulations and Statistics

Attached as Appendixes A – D are various analyses of selected responses grouped by category.

- Appendix A – Valid Survey Statistics
- Appendix B – OBAD (Origin, Boarding, Alighting & Destination) Responses
- Appendix C – Transit Dependency Responses
- Appendix D -- Demographics

Dikita has also created an interactive dashboard for each category above. Links for those are as follows:

- Valid Survey Statistics -- <https://analytics.zoho.com/open-view/2215421000000032031>
- OBAD -- <https://analytics.zoho.com/open-view/2215421000000368099>
- Transit Dependency -- <https://analytics.zoho.com/open-view/2215421000000127713>
- Demographics -- <https://analytics.zoho.com/open-view/2215421000000123987>

Each of the dashboards can be filtered by agency (select one or more in the dropdown box in the upper left corner). To view or export the underlying data supporting the tables or charts, hover over any tables/chart and click the vertical ellipsis in the upper right corner. Additionally, click on any item in the table or chart to view the underlying data specific to that particular field. Specific to the charts, click on any portion of the chart and there will be an option to “drill down” further into the data. This allows the responses to be further filtered by their relationship to another question’s response.

**PURPOSE & DESTINATION REQUIRED**

1. What is the **purpose** of your trip you are making right now? I am going....

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> <sub>1</sub> Home        | <input type="checkbox"/> <sub>4</sub> Recreation or social activity | <input type="checkbox"/> <sub>7</sub> Shopping  | <input type="checkbox"/> <sub>10</sub> Childcare        |
| <input type="checkbox"/> <sub>2</sub> Work        | <input type="checkbox"/> <sub>5</sub> College (student only)        | <input type="checkbox"/> <sub>8</sub> Medical/Dental appointment                                    | <input type="checkbox"/> <sub>11</sub> Other (Specify:) |
| <input type="checkbox"/> <sub>3</sub> Sightseeing | <input type="checkbox"/> <sub>6</sub> K-12 (student only)           | <input type="checkbox"/> <sub>9</sub> Personal Business banking, job interview, paying bills, etc.) |   |

**TRANSFER REQUIRED**

2. Please list the **routes** (and Provider) **in the order** you will complete the trip you are making right now?

Provider 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_

Routes 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_

**ORIGIN REQUIRED**

3. Where did you START this ONE-WAY trip? (mark best answer)

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> <sub>1</sub> Home        | <input type="checkbox"/> <sub>4</sub> Recreation or social activity | <input type="checkbox"/> <sub>7</sub> Shopping  | <input type="checkbox"/> <sub>10</sub> Childcare        |
| <input type="checkbox"/> <sub>2</sub> Work        | <input type="checkbox"/> <sub>5</sub> College (student only)        | <input type="checkbox"/> <sub>8</sub> Medical/Dental appointment                                    | <input type="checkbox"/> <sub>11</sub> Other (Specify:) |
| <input type="checkbox"/> <sub>3</sub> Sightseeing | <input type="checkbox"/> <sub>6</sub> K-12 (student only)           | <input type="checkbox"/> <sub>9</sub> Personal Business banking, job interview, paying bills, etc.) |   |

**ACCESS REQUIRED**

4. How did you **get from** [response from 3-**ORIGIN**] **to** your **boarding** location on route [first route in response from 2-**TRANSFER**]?

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Walked               | <input type="checkbox"/> <sub>4</sub> Used rideshare (e.g. Uber)   |
| <input type="checkbox"/> <sub>2</sub> Biked/scooter        | <input type="checkbox"/> <sub>5</sub> Was dropped off /carpool     |
| <input type="checkbox"/> <sub>3</sub> Drove alone & parked | <input type="checkbox"/> <sub>6</sub> Used mobility aid/wheelchair |

5. If passenger walked, "How many **minutes** did it take to walk from [response in 3-**ORIGIN**] to your first bus stop on route [response from 2-**TRANSFER**]? [type in]

**EGRESS REQUIRED**

6. When you get off of your **LAST** bus on route [last bus from response in 2-**TRANSFER**], how will you get to [response from 1-**PURPOSE**]?

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> Walked        | <input type="checkbox"/> <sub>4</sub> Used rideshare (e.g. Uber) |
| <input type="checkbox"/> <sub>2</sub> Biked/scooter | <input type="checkbox"/> <sub>5</sub> Was dropped off /carpool   |



☐ Drove alone & parked

☐ Used mobility aid/wheelchair

7. If passenger walked, "How many **minutes** will it take to walk from your LAST bus stop to [response from 1-PURPOSE]? [type in]

**ORIGIN ADDRESS REQUIRED**

8. What was the address of your original **beginning** place [restate the response from 3- **ORIGIN**] **[GEOCODED]**?

- Address (number, street, city, and zip):
- Intersection (two cross streets)
- Landmark (list a pull down or use google map with an

autocomplete). **BOARDING REQUIRED GEOCODED**

9. At what bus stop or location did you get on **THIS** bus you are riding **NOW**? [LIST OF possible bus stop] – if this list is inadequate or unavailable then we need to type in cross streets.

**ALIGHTING REQUIRED GEOCODED**

10. Where will you get off **THIS** bus you are riding **NOW**? [LIST OF possible bus stops] - if this list is inadequate or unavailable then we need to type in cross streets.

**DESTINATION ADDRESS REQUIRED**

11. What is the address of your final **Destination** [response from 1- **PURPOSE**] **[GEOCODED]**

- Address (number, street, city, and zip):
- Intersection (two cross streets)
- Landmark (list a pull down or use google map with an autocomplete.

Note: All geographic locations will be geocoded in the field if we have correct data, including bus stop data, origin and destination. Walking distances from/to origin and destination locations are measured by time and flagged if unreasonable. The closest possible distances between transfers are evaluated (if all bus stop lists are valid) and flagged if more than a 5 mile

## Demographics SECTION

12. How did you pay for **THIS** Trip, including all transfers? **REQUIRED**

- ☐ <sub>1</sub> I paid cash  
☐ <sub>2</sub> It was free

☐ <sub>3</sub> I used a pass

13. How **often** do you ride the Bus?

☐1 5 or more days per week

☐2 2-4 days per week

☐4 About once a month

☐5 A few times a year

14. How **long** have you been riding the bus? *[validated against frequency]*

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> More than 5 years | <input type="checkbox"/> <sub>4</sub> Less than 6 months               |
| <input type="checkbox"/> <sub>2</sub> 2 to 5 years      | <input type="checkbox"/> <sub>5</sub> I am not a regular bus passenger |
| <input type="checkbox"/> <sub>3</sub> 6 to 12 months    |  |

15. Do you have a **valid driver's license**? ☐<sub>1</sub> Yes ☐<sub>2</sub> No **REQUIRED**

16. If the bus system were not available, how would you have made this trip?  
*[validated against driver's license] REQUIRED*

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> <sub>1</sub> Drive Alone          | <input type="checkbox"/> <sub>4</sub> Carpool                    | <input type="checkbox"/> <sub>7</sub> Rental Car               |
| <input type="checkbox"/> <sub>2</sub> Driven & dropped off | <input type="checkbox"/> <sub>5</sub> Bike or Scooter            | <input type="checkbox"/> <sub>8</sub> Would not have made trip |
| <input type="checkbox"/> <sub>3</sub> Walk                 | <input type="checkbox"/> <sub>6</sub> Rideshare (e.g. Uber/Lyft) | <input type="checkbox"/> <sub>9</sub> Other (Specify:) _____   |

17. How many people **live** in your **household**? **RECOMMENDED**

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> I'm a college student living on campus | <input type="checkbox"/> <sub>4</sub> Three including me |
| <input type="checkbox"/> <sub>2</sub> I live alone                           | <input type="checkbox"/> <sub>5</sub> Four including me  |
| <input type="checkbox"/> <sub>3</sub> Two including me                       | <input type="checkbox"/> <sub>6</sub> Five or more       |

18. How many **working vehicles** are owned or leased by your household? *[validated against driver's license and # in household] REQUIRED*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> <sub>1</sub> One | <input type="checkbox"/> <sub>3</sub> Three        | <input type="checkbox"/> <sub>5</sub> None |
| <input type="checkbox"/> <sub>2</sub> Two | <input type="checkbox"/> <sub>4</sub> Four or more |  |

19. Please mark all of the following that apply to you. Are you....?

CHECK ALL THAT APPLY *[validated college student in household question]*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> <sub>1</sub> Employed (do not work from home)    | <input type="checkbox"/> <sub>4</sub> Student – do not work           | <input type="checkbox"/> <sub>7</sub> Unemployed             |
| <input type="checkbox"/> <sub>2</sub> Employed (work from home)           | <input type="checkbox"/> <sub>5</sub> Homemaker (do not work for pay) | <input type="checkbox"/> <sub>8</sub> Disabled               |
| <input type="checkbox"/> <sub>3</sub> Student - work part-time off campus | <input type="checkbox"/> <sub>6</sub> Retired                         | <input type="checkbox"/> <sub>9</sub> Other (Specify:) _____ |

20. What is your **age**?

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> <sub>1</sub> Under 16 | <input type="checkbox"/> <sub>4</sub> 25 - 40 | <input type="checkbox"/> <sub>7</sub> Over 75           |
| <input type="checkbox"/> <sub>2</sub> 16 - 18  | <input type="checkbox"/> <sub>5</sub> 41 - 64 | <input type="checkbox"/> <sub>8</sub> Refused to answer |
| <input type="checkbox"/> <sub>3</sub> 19 - 24  | <input type="checkbox"/> <sub>6</sub> 65 - 75 |   |

21. Are you of **Hispanic** or Latino descent? ☐<sub>1</sub> Yes ☐<sub>2</sub> No

22. What is your **Ethnic** background? CHECK ALL THAT APPLY

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> <sub>1</sub> Mexican         | <input type="checkbox"/> <sub>4</sub> Black or African American           | <input type="checkbox"/> <sub>7</sub> Caribbean, Central or South American |
| <input type="checkbox"/> <sub>2</sub> White/Caucasian | <input type="checkbox"/> <sub>5</sub> Native Indian                       | <input type="checkbox"/> <sub>8</sub> Other ( <i>Specify:</i> ) _____      |
| <input type="checkbox"/> <sub>3</sub> Asian           | <input type="checkbox"/> <sub>6</sub> Native Hawaiian or Pacific Islander |  |

23. Do you identify as? ☐<sub>1</sub> Male ☐<sub>2</sub> Female ☐<sub>3</sub> Other

24. How well do YOU **SPEAK English**?

- ☐<sub>1</sub> Very Well ☐<sub>2</sub> Well ☐<sub>3</sub> Not Well ☐<sub>4</sub> Hardly

25. What **language** do you **MOST** often speak at home?

- ☐<sub>1</sub> English ☐<sub>2</sub> Spanish ☐<sub>3</sub> Other \_\_\_\_\_

26. What is your total annual **HOUSEHOLD income**? **REQUIRED**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> <sub>1</sub> UNDER \$15,000       | <input type="checkbox"/> <sub>4</sub> \$35,000 to \$49,999 | <input type="checkbox"/> <sub>7</sub> Refused to answer |
| <input type="checkbox"/> <sub>2</sub> \$15,000 to \$24,999 | <input type="checkbox"/> <sub>5</sub> \$50,000 to \$74,999 |   |
| <input type="checkbox"/> <sub>3</sub> \$25,000 to \$34,999 | <input type="checkbox"/> <sub>6</sub> \$75,000 or more     |   |

27. Are you a visitor to the area? ☐<sub>1</sub> No ☐<sub>2</sub> Yes



*POLICIES, PROCEDURES  
AND  
DATA COLLECTION TRAINING MANUAL*



2020 Onboard Survey

*February 19 thru March 6, 2020*

Sponsored By:







DIKITA MANAGEMENT SERVICES, INC.



This guide is designed to answer any questions you may have about why you're here, what we expect of you, how to do your job, and to familiarize you with the materials you will use to accurately complete your assignment.

## **General Information**

### ***Who is Dikita and what is their relationship to RGVMPPO?***

We are Dikita Enterprises, Inc. dba **Dikita Management Services (DMS)**. DMS has conducted data collection and analysis and market research projects for transit agencies all over the US for more than 30 years. Our projects have included bus, light rail, and commuter rail.

**Rio Grande Valley Metropolitan Planning Organization (RGVMPPO)** The RGVMPPO is a federally funded program that works with Rio Grande Valley communities and the Texas Department of transportation to plan for the region's future transportation needs. The RGVMPPO is responsible for the regional planning process for all modes of transportation. They have hired us to collect transit data to improve mobility for the region.

### ***Who do you work for?***

You are employees of **either Express Pro or Readymen Staffing. You are not** employees of **RGVMPPO or DMS**. DMS has contracted with these staffing agencies for your services. They are responsible to pay you and withhold any taxes as applicable.

### ***What data are we collecting?***

All passenger transit agencies collect certain trip level data to assist them in service planning and improvement. As a normal practice agencies want to know:

- How many passengers board and get off at each stop
- Where passengers are coming from – Their Origin
- Where they are going – Their Destination
- Where they got on and off the bus
- How often they take the bus
- How many times they transferred
- If they had a choice of transportation options
- Certain demographic information



---

### ***How will we collect this data?***

We will collect the passenger counts using a cell phone app and collect the passengers travel patterns by personally interviewing passengers and recording their answers on a tablet. Each day we will board buses and ride for 4-8 hours counting and interviewing passengers. One person will count while another interviews. The counter is conducting a boarding and alighting survey and the interviewer is conducting an onboard survey.

The onboard survey gathers information about **the route they were on when we interviewed them, where they came from, where they are going, travel frequencies and demographics**. Our survey has 27 questions and should take no more than 10-minutes to complete.

### ***When will this data be collected?***

Data will be collected from certain randomly selected trips on each route operated by six transit providers – **1. Brownsville Metro, 2. Island Metro, 3. UTRGV(operated by Vaquero Express), 4. McAllen Metro, 5. Valley Metro and 6. JagExpress** who operates the transit for South Texas College. These systems run services from typically between 6AM to 8PM and we will collect data between these hours on **weekdays only**. Each surveyor will normally have a 4-8 hour work assignment each day. Some workdays may be longer or shorter; and some assignments may be split shifts between AM peak hours and PM peak hours.

### **Surveyor Qualifications**

Before we describe your job responsibilities, it is important to first explain some of our general rules and requirements. Please keep these in mind.

- Minimum age, 18
- Minimum Education – HS Diploma or GED
- Must have a car or other means of reliable transportation that provides the ability to get you to your report location on time. Must be able to pay for parking.
- Must be reliable, attendance and punctuality are critical
- Must be able to operate a hand-held computer (after training)
- Must be able to communicate to passengers the purpose of the survey and the importance of completing it
- Must be able to recognize where you are at all times while riding the bus



- Must be self motivated, have a positive attitude, outgoing personality, be willing to interact with the passengers, and be customer service oriented
- Must be assertive without being pushy
- Must be able to ride without motion sickness or incontinence
- Must wear or carry a watch while working
- Must be flexible with your working hours

### **Dress Code**

Dikita enforces a very strict dress code for its surveyors. Management makes random spot checks for dress code violations. Those found to be in violation will be removed from service until the established criteria is met.

- Must be presentable, neatly groomed and professional
- Must not exhibit any extremes in hair style, clothing, jewelry or makeup
- **No** unnatural hair color (purple, green, orange, pink, etc.)
- **No** visible extreme body piercings other than normal ear piercings
- **No** visible extreme or excessive tattoos

Surveyors are expected to wear a plain white or solid colored shirt or blouse, preferably with a collar, nothing printed on the shirt or blouse; neatly ironed slacks, khakis or jeans (**no holes**), and rubber soled shoes.

- |  |                           |
|--|---------------------------|
| • <b>No</b> Tank Tops, or Sleeveless Blouses or Shirts | • <b>No</b> Shorts        |
| • <b>No</b> T-shirts                                   | • <b>No</b> Short Skirts  |
| • <b>No</b> Baseball Caps                              | • <b>No</b> Leggings      |
| • <b>No</b> Sports Jerseys                             | • <b>No</b> Flip Flops    |
|  | • <b>No</b> Sagging Pants |

*"There are four ways, and only four ways, in which we have contact with the world.*

*We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it." ~ Dale Carnegie*

### **What is my job?**

Your job title is **Surveyor**; your basic job involves boarding buses at specific locations, usually at the garage, transit center, or at a relief point, either count or



interview passengers as they ride the bus; and counter surveyor will record the number of passengers who board at each bus stop.

It is important that you master what we are teaching you today because the accuracy of the data you collect is very important to the agency's service planning and decision making. **Your attention to detail is critical.**

***What are DIKITA's expectations?***

The **ideal surveyor** is someone who:

- records data accurately and completely;
- convinces the passengers, without being overly pushy, to complete the survey;
- is flexible, reliable, assertive,
- eager to work, available anytime, and always prompt.

We often refer to this individual as an **"A" performer**. Recording data accurately, convincing passengers to complete the survey and being prompt and reliable are the top three characteristics everyone who works on this project must possess.

***Punctuality and Absenteeism*** - It is essential that you report to work at your scheduled ***Report Time***, which is 20 minutes prior to your scheduled ***Start Time***, and meet your bus or bus driver as scheduled; you will be paid for this time. If you fail to show up or you're late, it will be noted on your record and will affect your job security. Those who fail to report on time more than once may be dismissed. If you are **late two times** during the project, you will be terminated. If you **are absent without proper notification more than once**, you may be subject to disciplinary measures, including termination. If you have difficulty making your scheduled assignment, you must notify your DIKITA Survey Supervisor within 24 hours prior to your scheduled ***Report Time***. If you are sick the day you are scheduled, you must notify your DIKITA Survey Supervisor immediately.

***Inclement Weather*** – You are expected to report to work regardless of the weather. If the buses are running we are working.

***Audio Devices*** - The use of iPods, cell phone music, or any other distractions are not allowed. You are **not allowed to wear ear buds or headphones** while you are working. Your DIKITA Survey Supervisor is authorized to take these instruments and return them at the end of the assignment or at the next scheduled meeting. Violation of this rule may result in disciplinary action.



**Distractions and Alertness** – You are expected to help passengers understand the questions on the survey if necessary; but often passengers will want to converse with you. Although, we do not want to appear impolite, it is important to avoid distractions that may keep you from doing your job accurately. Please refrain from carrying on extensive conversations with anyone, including the bus operator, friends and passengers.

In addition to being distracted by people, you may be surprised at how easy it may be to fall asleep during periods of slow activity. If you find yourself falling asleep and cannot continue, get in touch with your DIKITA Survey Supervisor and let him/her know you cannot continue. You cannot continue working if you cannot stay alert. You will not be penalized for being proactive. You will however, be penalized if you have been reported asleep while on duty. Keep in mind that today's technology typically includes onboard cameras.

It's better to make the work up at a later time than to inaccurately record data.

**Use of Cell Phones** – As previously stated, use of cell phones, other than the one issued to you, while working is prohibited unless you are communicating with your DIKITA Survey Supervisor or for emergency purposes. **Cell phones should be programmed to vibrate only while on the bus and any calls initiated or taken while working is prohibited.**

**Personal Breaks** – Longer assignments may have built in meal breaks. Take your break when the operator takes one. Onboard a bus, the operator may or may not take a formal break, and if he/she does it may not be more than 10 minutes.

Remember, the bus operator is the captain of the ship and can make your assignment easier if you are courteous and cooperative. You are welcome to bring your lunch or snacks to eat during the breaks at the end of the line.

## **TERMINOLOGY/GLOSSARY**

**Some terms we frequently use are defined below. Please become familiar with them.**

**Alighting** – to get off the bus

**Arrival Time** – The time the bus arrives at a stop or transit center

**Assignment** – A surveyor's schedule of work for the day

**Block** – is the assignment that that vehicle will have for the whole day, unless goes back to the garage and is later assigned another block number. A block may have many drivers (runs), multiple routes, many trips, and stop at many bus stops.



**Boarding Location** – It is a bus stop or transit station where a passenger starts their trip or **gets on** the bus

**Bus Stop** - Pre-defined location or could be a flagged stop for passengers to board and/or alight the bus, typically at the curb, or in a median, sometimes a Park-n- Ride or Transit station

**Cross Street** – Is the street that the bus is intersecting; i.e. Fourth Avenue and Main Street, Main Street is the Cross Street. When referring to an intersection, the cross street is listed second. See Run street below.

**Deadhead (Miles and Hours)** - The miles and hours that a transit vehicle travels when out of revenue service. Deadhead includes:

- Leaving or returning to the garage or yard facility
- Changing routes
- When there is no expectation of carrying revenue passengers

**Departure Time** – The time the bus leaves the bus stop

**Destination** – The final destination that a passenger may be going. It does not include intermediate stops or transfers between routes. Usually his home, work, school, shopping, etc.

**Direction** – The direction of a route; for example, north, south, east, or west. Sometimes the direction is referred to as inbound or outbound. A route that goes in a loop is said to go clockwise or counterclockwise.

**Dispatcher** – the person at the garage who gives the drivers there assignments and tells them which bus they are driving. He or she is the central point of communication with the drivers in the field and in the garage.

**End Location** – The place, usually a garage or dispatch location where a surveyor completes their assignment

**End Time** – The time a surveyor will stop distributing surveys and recording data at the end of their assignment

**Geocode** – coordinates used to place locations on a map. These are called latitudes and longitudes.

**Origin** – The place where a passenger began his trip. Usually his home, work, school, shopping, etc.





**Passenger to survey** – An individual at **least 16-years old** who is on board, boarding or de-boarding a revenue service vehicle. This excludes operators, transit employees and contractors

**Pullout** – The time the bus pulls out of the garage, may also be the **Start Time** on your schedule

**Pull In** – The time the bus pulls into the garage

**Report Time** - The time a surveyor will report to work for their assignment; pay usually begins at this time.

**Report End Time** - The time the surveyor is officially off the clock; pay usually ends at this time.

**Report End Location** – The place where you will hand over your paperwork to your DIKITA Survey Supervisor, the garage in mostly all cases.

**Report Location** – The place a surveyor reports to work for their assignment; The garage in most cases.

**Route** - The geographical path followed by a bus from start to finish for a given trip. A route may have many runs

**Route Number** – The number assigned to a specific route. Look for this number and the Block Number to locate your bus

**Run** -A schedule of bus trips that are considered an operator's assignment for the day. A run has many trips. For survey purposes, a run may be your assignment. A run may have several routes.

**Run Street** – Is the street that the bus is traveling on; i.e. Fourth Avenue and Main Street, Fourth Avenue is the Run Street. This is the most important concept you will learn. When referring to an intersection, the run street is listed first. See cross street above.

**Start Time** – The time the bus officially leaves the garage if pulling out. If not pulling out of the garage, the start time is the time it leaves from the bus stop at a relief point.

**Trip** - A one-way movement of a bus from the beginning of a route to the end of the same route. A trip has many bus stops

**Vehicle Number** – A unique number painted on the outside of the bus, used for identification.



---

## **UNDERSTANDING YOUR ASSIGNMENT SHEET (SEE ATTACHMENT A)**

**Assignment Sheet** - Your Assignment Sheet or **Schedule** tells you when, where and how to work. The assignment sheet contains a number of data elements; however we will discuss only those fields that are important to you doing your job.

**The long rows of data tell you where and when you begin and end your assignment**

- a) **Block Number** - The block number is shown in the front window of the bus; use this number to locate the correct bus for your assignment
- b) **Assignment Number** - Is the Agency plus one a number plus a time period which could be:
  - a. EA = Early AM
  - b. AM = AM Peak Hours (6am to 9am)
  - c. MD = Midday Peak Hours (9am to 3pm)
  - d. PM = PM Peak Hours (3pm to 6pm)
  - e. NT = After 6:00PM

For example, Assignment Number BM01AM is Brownsville Metro, assignment 01, AM start.

- **Report Time** - Time to be IN YOUR ASSIGNED LOCATION AT THE TRANSIT CENTER, THE GARAGE or OTHER report location as written on your assignment sheet, 20 minutes before your **Start Time**
- **Start Time** - Is the time the bus leaves the **Start Location**; and when you begin to hand out surveys; 1st trip start time
- **Start Location** - Is the place where you begin handing out surveys
- **End Time** - Is the time your assignment ends, and the end time of your last trip; work stops here
- **End Location** - Is the place where you complete your assignment, stop handing out surveys and get off the bus
- **Sign-out Time** - **May** or may not be the same as **End Time**
- **Surveyor** - That's you; if there's another name on your **Assignment Sheet** you either have the wrong assignment sheet or you're working someone else's assignment
- **Trips** - Is the number of **Trips** for that assignment
  - **Route Number** - Is the number assigned to the route you are working
  - **Direction** - Tells you the direction of travel for that **Trip**
  - Here **Start Time** and **End Time** are the times you begin and end **THIS** Trip or segment of your assignment



- **Layover** – Is the number of minutes between **Trips**
- **Start Time/Location** – For each **Trip**
- **End Time/Location** – For each **Trip**

### ***What do I need to do my job?***

You **MUST** carry a Texas state or government issued photo I.D. on you at all times while working. In addition you will need the following in order to complete your assignment.

- Assignment Sheet (Surveyor Schedule by Date)
- Badge (You can't board the bus without it)
- Tablet or cellular phone
- Watch
- Extra emergency surveys
- Note pad (this is for counter)

For example, if a surveyor brought back a bundle with 12 surveys left, bearing serial numbers 15039 thru 15050, then your first deck would begin with 15039.

**Survey** – Surveys will be recorded using a tablet. Each completed survey is stored on the hard-drive of the tablet until it is synced to our main server. Surveys are your work product.

**Refusal** - Ideally we want each passenger over the age of 16 to complete the survey. Use your best judgment when determining the passenger's age, but do not ask, and do not approach those you believe to be under 16.

There will be those who refuse to accept the survey. Each time a passenger refuses the survey it must be recorded on the tablet. You will see later in the training how that works.

### ***Where do I report each day?***

Most of your assignments will begin and/or end at the garage locations or common centers; others will begin and/or end in the field. Your DIKITA Survey Supervisor will provide individual instructions, and arrange transportation for those whose assignments do not begin and/or end at the garage. In these instances you will ride with the driver if he is being relieved or relieving another.



DIKITA MANAGEMENT SERVICES, INC.



Remember that it is **CRITICAL** that you notify your **DIKITA Survey Supervisor Anita at (773) 814-5295** as early as possible if you cannot report for work.

**Getting to and Parking at RGV MPO Base Locations** Make it

easy on yourself; please carpool whenever possible! **What do I**

**do when I arrive?**

1. Immediately find your DIKITA Survey Supervisor and **Sign-in**
2. **Verify** your name, assignment number, date, start and end times, **pick up your material**
3. Make sure you **understand your assignment**
4. **Verify when and where to get off** the bus at the end of your assignment
5. If your assignment is beginning or ending in mid-trip
6. **Verify** what's on your **assignment** sheet
7. **Synchronize your watch** with your cell phone
8. Be sure you're **wearing your I.D.** Badge where it can easily be seen
9. **Locate your bus/driver.** The DIKITA Survey Supervisor will assist you. Your bus will display the Block Number, Route Number and Route Name and unique Vehicle Number. (Be aware that bus drivers sometimes leave early. Visiting with other surveyors, and trips to the vending machine or restroom should be made before you report for your shift.)
10. Make certain you are boarding the right bus, show the driver your assignment sheet to **verify** that the **Block Number**, the Route Number, and the Trip Time agrees with your assigned trip times. It is very important that you board the bus to which you are assigned. Data collected on a bus other than the one to which you are assigned is of no value to this survey, and you will be deemed as not following instructions.



11. After you have found the right bus, **verify the bus number** (usually a four digit number painted in several places on the exterior of the bus.) You will need to put this number into your computer devices.
12. **Check In with Driver** - Gaining the cooperation of the bus driver will make your job easier. When you are boarding the bus, politely introduce yourself, and explain who you are and why you're there.

*I've found the right bus and introduced myself to the driver; now what?*

- **Verify that your computer** is functioning properly and you are able to select your assignment.
- **Record the vehicle number** in your computer devices
- **Choose your assignment (this will be discussed further in the technical training)**

## FREQUENTLY ASKED QUESTIONS

*What if the bus breaks down?*

If your bus breaks down and another is sent to relieve it,

- Record the time of the break down and the length of the delay
- Collect all of your materials
- Call your DIKITA Survey Supervisor
- Board the relief bus
- Record the vehicle number of the relief vehicle in your computer
- Continue with your surveying
- Always follow the driver; if he goes back to the garage, you go with him

*What if I miss a trip?*

If you miss your assigned bus or an assigned trip because you're assigned bus does not come to the location as scheduled, or because the bus you rode to get to your Report Location is so late that you cannot make your connection, call the DIKITA Survey Supervisor for instructions.



DIKITA MANAGEMENT SERVICES, INC.



---

***Who will assist me if I have a problem?***

Your DIKITA Survey Supervisors will be on duty during all shifts. Your DIKITA Survey Supervisor will meet you at the garage to supply you with your work schedules, computers and materials, and to collect these items after your shift is complete.

Although the DIKITA Survey Supervisor on duty may not be present during your entire shift, he or she will spot check regularly to resolve any problems that may arise, and is always reachable by phone. **Your DIKITA Survey Supervisors for this project are Anita Stewart (773) 814-5295 and Larry Stewart (773) 844-0052.** Your DIKITA Survey Supervisor may ride with you from time to time to review your work and ensure that you are following the required survey procedures. You will always report to the garage to begin your shift. You may or may not pull out or back in with your bus or bus driver.

***What if I have an emergency?***

If you are on assignment and have an emergency that will affect the completion of your assignment, immediately contact the DIKITA Survey Supervisor.

If you have an emergency and are not going to be able to come to work, please call the DIKITA Survey Supervisor as soon as you know you are going to miss your assignment, EVEN IF IT IS DURING THE NIGHT.

**ONBOARD SAFETY**

While onboard any bus, please note the following for a safer and more enjoyable trip:

- Use seat backs and handrails while walking through a moving bus
- Watch your step when boarding and de-boarding the bus
- Be sure to step over the gap between the bus and curb
- Wear shoes with rubber soles
- Never attempt to board or exit a moving bus



DIKITA MANAGEMENT SERVICES, INC.



---

**ABOUT THE SURVEY (See Attachment C)**

- The survey has 27 questions. Passengers who complete the survey will be registered for a drawing to win one of ten, valued at \$50 each, and a grand prize of an iPhone 5. We will go through the survey so that you understand each question. You are not responsible to personally interview the passengers, however, you are responsible to explain any question. You are also responsible to ensure that they have completed it correctly. This is critical.

**OTHER HELPFUL INFORMATION**

**Your DIKITA Survey Supervisors for this project are Anita**

**Stewart (773) 814-5295 and**

**Larry Stewart (773) 844-0052.**



DIKITA MANAGEMENT SERVICES, INC.

**RGV  
MPO**

**Attachment A – Assignment Sheet**

**Surveyor Schedule by Surveyor**



From	To
2/19/2020	2/21/2020

Lower Rio Grande Valley

2/14/2020

11:54 AM

**Barnett, Gary**

(469) 506-4340

2

**Week 8**

Block	Assignment	Car	Schedule Date	Report Time	Start Time	Start Location	End Time	Signout Time	End Location	Trips	Asgn Adj	Asgn Time	Sched Adj	Sched Time	
														Time	Num
BM01	TRNG021920-01	Z	2/19/2020 Wed	12:00 PM	12:00 PM	Downtown Terminal	3:55 PM	3:55 PM	Downtown Terminal	4	0	3:55	0	3:55	3.92
BM01	BM01AM	A	2/20/2020 Thu	5:40 AM	6:00 AM	Downtown Terminal	11:55 AM	11:55 AM	Downtown Terminal	6	0	6:15	0	6:15	6.25
BM01	BM01MD	B	2/21/2020 Fri	11:40 AM	12:00 PM	Downtown Terminal	6:55 PM	6:55 PM	Downtown Terminal	7	0	7:15	0	7:15	7.25
<b>Total for wk 8</b>					0:40			0:00		17	0	17:25	0	17:25	17.42
<b>Total for Barnett, Gary</b>					0:40			0:00		17	0	17:25	0	17:25	17.42





DIKITA MANAGEMENT SERVICES, INC.



---

## TECHNICAL TRAINING

### Random Sampling

We must randomly survey each passenger to avoid bias. The process includes waiting for passengers to board the bus before selection. All passengers over the apparent age of 16 are eligible.

Once the bus doors close, count every 3<sup>rd</sup> passenger starting with the first seated or standing passenger. If you are working with a team of surveyors, work your assigned area. Smile and approach the passenger and your introduction.

### HOW TO GET PEOPLE TO TAKE THE SURVEY

Getting people to answer a survey is tricky.

1. You must **respect their space** and on the bus, their space is limited. Leave a distance of at least 2 feet at first until you gain their confidence.
2. You must **avoid asking them when they are busy** on their cell or preoccupied.
3. You need to get **eye contact**. When you look them in the eyes and they look at you back, your eyes need to "smile".
4. **With a BIG smile**, you should try to make a friend in 20 seconds, so that they might feel a little reluctant to be rude or not want to participate in your survey. Size them up, so you can see if they are uncomfortable with your coming into their space, then take the plunge, offering to shake their hand.
5. **Ask them "Would they be interested in helping to improve the bus system?"** This is typically a "yes" type question. If you ask them if they want to take a survey, the answer is "no".
6. **Ask if they have 5-7 minutes left before they get off of the bus.** Again, we have not asked about taking the survey.
7. **Now your line.**

*a. I am working with the Valley transportation systems to help improve mobility in the area. We are conducting a survey that will take about 5 minutes. We will ask questions about your travel today and some*



DIKITA MANAGEMENT SERVICES, INC.

---



*demographic questions. We will not need your name and will not give this data to anyone other than transit planners.*

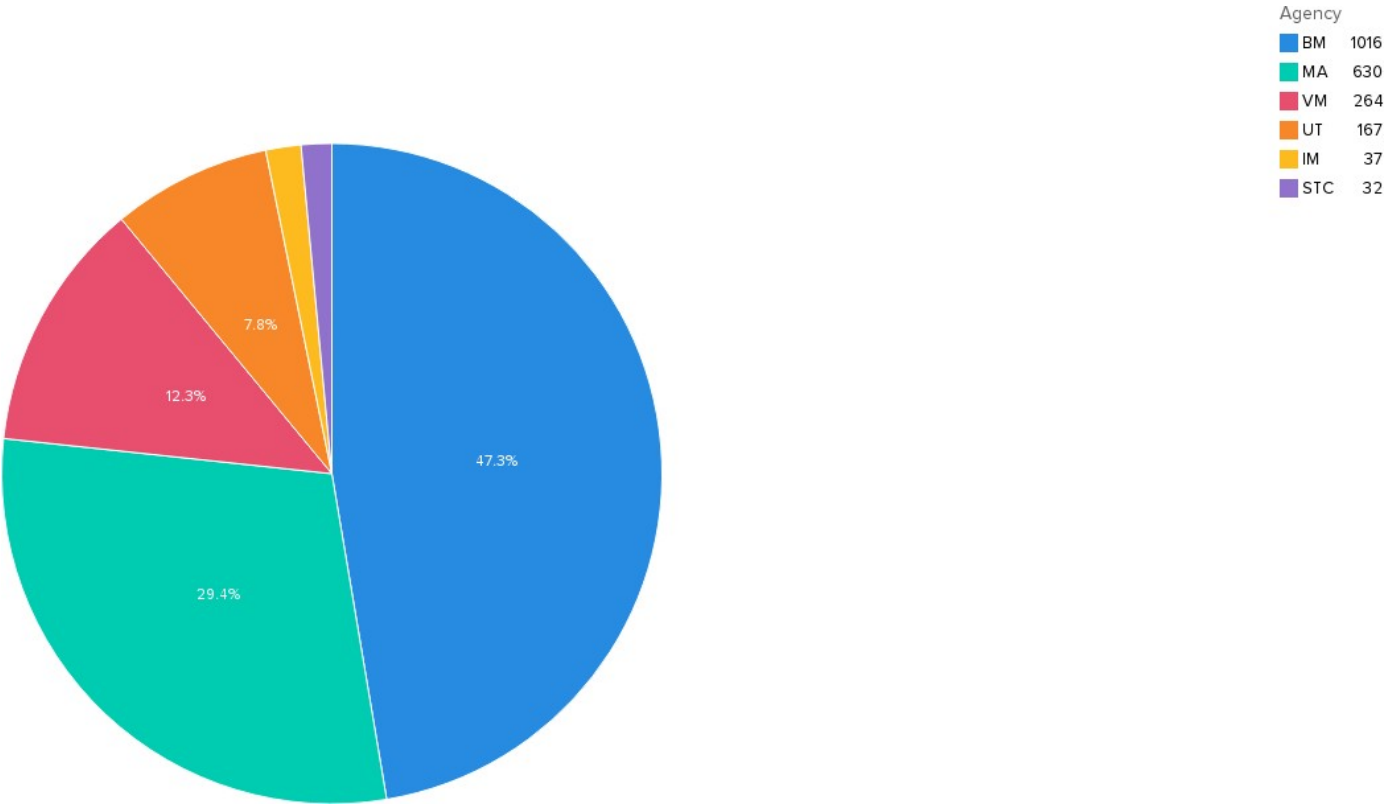
## Table Of Contents

Valid Surveys by Agency (Table) -----	1
Valid Surveys by Agency (Chart) -----	2
Valid Surveys by Route -----	3

Valid Surveys by Agency (Table)

Agency	Survey Count
BM	1016
IM	37
MA	630
STC	32
UT	167
VM	264

Valid Surveys by Agency (Chart)



## Valid Surveys by Route

Agency	Route No	Survey Count
BM	BM01	76
	BM02	92
	BM03	152
	BM05M-T	101
	BM06	59
	BM06A	52
	BM07	63
	BM08	76
	BM09	63
	BM09A	64
	BM11	56
	BM13	77
	BM20	85
IM	Route 1 SPI	11
	Route 2 SPI	14
	Route 3 LAG	4
	Route 4 NPI	8
MA	MA01	53
	MA02	112
	MA03	91
	MA04	114

Agency	Route No	Survey Count
	MA05	48
	MA06	85
	MA07	49
	MA08	1
	MA09	77
STC	VMGREEN	5
	VMPURPLE	9
	VMYELLOW	18
UT	UTRGV Campus Connector	163
	UTWCB	4
VM	VM10	23
	VM12	2
	VM14	2
	VM15	22
	VM16	50
	VM20	27
	VM21	2
	VM30	15
	VM31	70
	VM40	4
	VM41	2
	VM42	8

Agency	Route No	Survey Count
	VM45	11
	VM50	13
	VM60	2
	VM61	4
	VM62	2
	VMRED	5



# Table Of Contents

Q01_Destination (Table)	1
Q01_Destination (Chart)	5
Q03_Origin (Table)	6
Q03_Origin (Chart)	10
Q04_Access (Table)	11
Q04_Access (Chart)	14
Q06_Egress (Table)	15
Q06_Egress (Chart)	18
Home to Work Trips (Table)	19
Home to Work Trips (Chart)	22
Home to School Trips (Table)	23
Home to School Trips (Chart)	25
Work to Home Trips (Table)	26
Work to Home Trips (Chart)	28
School to Home Trips (Table)	29
School to Home Trips (Chart)	31

## Q01\_Destination (Table)

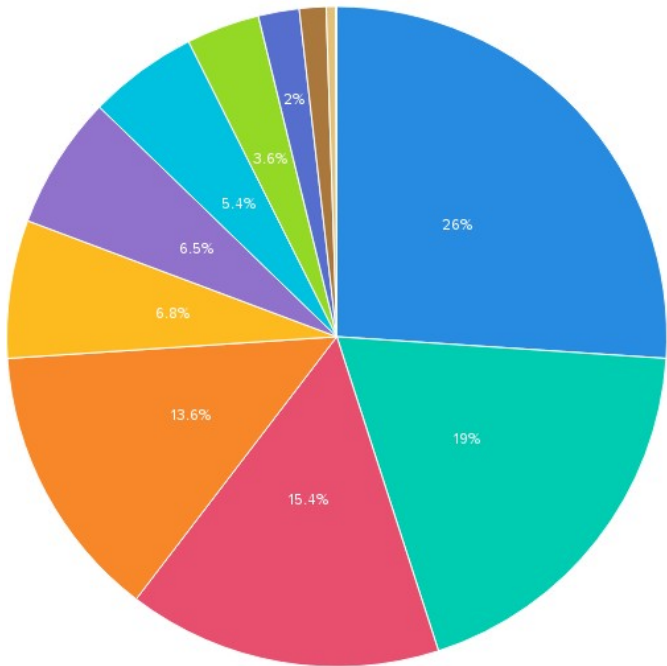
Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/ Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	No Answer	Survey Count
BM	BM01	25	18		5	2	12	9		1		4		76
	BM02	28	28		7	6		13	3	7				92
	BM03	30	27		5	6	39	31	5	5	1	3		152
	BM05M-T	8	15	1	4	4	42	24	1	2				101
	BM06	20	13	2		2	1	11	2	6	1	1		59
	BM06A	15	10		5	2	4	9	1	5	1			52
	BM07	12	20	1	3		10	4	7	3	3			63
	BM08	26	7		10	3	7	13	2	4	1	3		76
	BM09	5	17	3	6	7	14	3	3	4	1			63
	BM09A	29	9		7		8	6		5				64
	BM11	8	24	3	5			4	2	10				56
	BM13	12	29	3	3	3	2	17	5	2		1		77
	BM20	19	15		6	2	5	24	3	2	1	7	1	85
<b>BM</b>		<b>237</b>	<b>232</b>	<b>13</b>	<b>66</b>	<b>37</b>	<b>144</b>	<b>168</b>	<b>34</b>	<b>56</b>	<b>9</b>	<b>19</b>	<b>1</b>	<b>1016</b>
IM	Route 1 SPI	1	2	1	1			2		3		1		11

Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/ Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	No Answer	Survey Count
	Route 2 SPI	1	4	3	1			5						14
	Route 3 LAG		2					1		1				4
	Route 4 NPI	1	1	6										8
<b>IM</b>		<b>3</b>	<b>9</b>	<b>10</b>	<b>2</b>			<b>8</b>		<b>4</b>		<b>1</b>		<b>37</b>
MA	MA01	19	13		4	2		6	4	3	1	1		53
	MA02	37	21	1	5	3		30	2	8		5		112
	MA03	27	26		11	4	1	15	4	1		2		91
	MA04	30	7	1	4			57	9	6				114
	MA05	22	4		1	6		4	3	4		4		48
	MA06	24	10		4	8		11	4	19		5		85
	MA07	8	19		2	1		5	9	2		3		49
	MA08	1												1
	MA09	40	7			27		2		1				77
<b>MA</b>		<b>208</b>	<b>107</b>	<b>2</b>	<b>31</b>	<b>51</b>	<b>1</b>	<b>130</b>	<b>35</b>	<b>44</b>	<b>1</b>	<b>20</b>		<b>630</b>
STC	VMGREEN	1				4								5

Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/ Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	No Answer	Survey Count
	VMPURPLE					9								9
	VMYELLOW	4				14								18
<b>STC</b>		<b>5</b>				<b>27</b>								<b>32</b>
UT	UTRGV Campus Connector	8	2			153								163
	UTWCB		2			2								4
<b>UT</b>		<b>8</b>	<b>4</b>			<b>155</b>								<b>167</b>
VM	VM10	8	3		1	6		1	1	2		1		23
	VM12	1						1						2
	VM14		1		1									2
	VM15	12						4		6				22
	VM16	23	18		1					8				50
	VM20	3	8					7	2	6		1		27
	VM21		1					1						2
	VM30	3	3		2			2	2	3				15
	VM31	35	8	2	7	7		4	1	6				70

Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/ Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	No Answer	Survey Count
	VM40	1	2									1		4
	VM41		1							1				2
	VM42	2				1		2	1	2				8
	VM45		4		2	2			1	2				11
	VM50	6	3	1	1	1		1						13
	VM60					2								2
	VM61	3				1								4
	VM62		2											2
	VMRED	1	1		1	1		1						5
<b>VM</b>		<b>98</b>	<b>55</b>	<b>3</b>	<b>16</b>	<b>21</b>		<b>24</b>	<b>8</b>	<b>36</b>		<b>3</b>		<b>264</b>
<b>Grand Count</b>		<b>559</b>	<b>407</b>	<b>28</b>	<b>115</b>	<b>291</b>	<b>145</b>	<b>330</b>	<b>77</b>	<b>140</b>	<b>10</b>	<b>43</b>	<b>1</b>	<b>2146</b>

Q01\_Destination (Chart)



What is the purpose of the trip you are makin...

Home	559
Work	407
Shopping	330
College (student only)	291
K - 12 (student only)	145
Personal Business (banking, job interview, ...)	140
Recreation or social activity	115
Medical/Dental appointment	77
Other	43
Sightseeing	28
Childcare	10
No Answer	1

## Q03\_Origin (Table)

Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	Survey Count
BM	BM01	46	5	1	1	3	9		1	2		8	76
	BM02	53	15	2	3	1		11	1	3		3	92
	BM03	91	10	1	6	3	8	6	2	2		23	152
	BM05M-T	77	2		3			5	1		2	11	101
	BM06	28	11	2	1	4	2	3	2	4	1	1	59
	BM06A	35	1		3	2		6	2	3			52
	BM07	47	6			2	1	2	2		2	1	63
	BM08	44	9		3	1	1	3	5	3	1	6	76
	BM09	51	5	1	1		1		3			1	63
	BM09A	33	10		6		7	3	2	2		1	64
	BM11	37	3		4		2	3	1	6			56
	BM13	55	5		1	2		6		8			77
	BM20	53	5				2	7	3	1		14	85
<b>BM</b>		<b>650</b>	<b>87</b>	<b>7</b>	<b>32</b>	<b>18</b>	<b>33</b>	<b>55</b>	<b>25</b>	<b>34</b>	<b>6</b>	<b>69</b>	<b>1016</b>
IM	Route 1 SPI	5	1	1								4	11

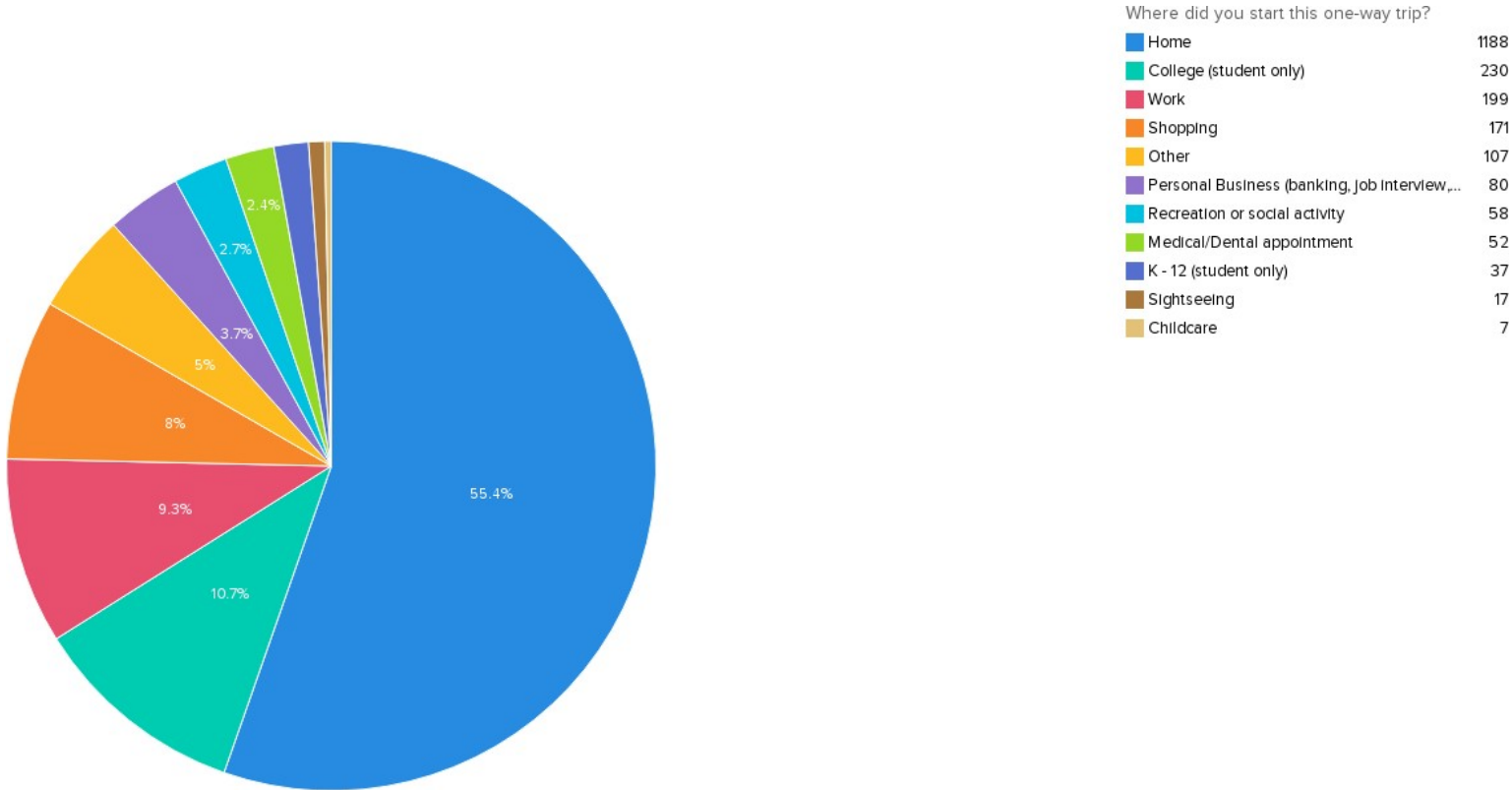
Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	Survey Count
	Route 2 SPI	11			1			1		1			14
	Route 3 LAG	3	1										4
	Route 4 NPI	3		1				1				3	8
<b>IM</b>		<b>22</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>2</b>		<b>1</b>		<b>7</b>	<b>37</b>
MA	MA01	22	8	2				8	4	2	1	6	53
	MA02	58	10	2	5	3		22	1	6		5	112
	MA03	63	11	2	4			8	1	1		1	91
	MA04	63	9	1	2	2		32	4	1			114
	MA05	23	8		3	5	1	2	1	3		2	48
	MA06	49	13		2	3		9	5	1		3	85
	MA07	39	4					2	1	1		2	49
	MA08		1										1
	MA09	30	5	1	1	40							77
<b>MA</b>		<b>347</b>	<b>69</b>	<b>8</b>	<b>17</b>	<b>53</b>	<b>1</b>	<b>83</b>	<b>17</b>	<b>15</b>	<b>1</b>	<b>19</b>	<b>630</b>
STC	VMGREEN	2				2				1			5



Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	Survey Count
	VMPURPLE	1				8							9
	VMYELLOW	3				14						1	18
<b>STC</b>		<b>6</b>				<b>24</b>				<b>1</b>		<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	32	5			124						2	163
	UTWCB	3	1										4
<b>UT</b>		<b>35</b>	<b>6</b>			<b>124</b>						<b>2</b>	<b>167</b>
VM	VM10	10	2			5		3		2		1	23
	VM12					1				1			2
	VM14	1				1							2
	VM15	6						6	5	4		1	22
	VM16	20	16		1					13			50
	VM20	22	1					3	1				27
	VM21	1								1			2
	VM30	12			1				1	1			15
	VM31	28	12		4	3		16	1	5		1	70

Agency	Route No	Home	Work	Sightseeing	Recreation or social activity	College (student only)	K - 12 (student only)	Shopping	Medical/Dental appointment	Personal Business (banking, job interview, paying bills, etc.)	Childcare	Other	Survey Count
	VM40	1							2			1	4
	VM41	1			1								2
	VM42	6						2					8
	VM45	9	1		1								11
	VM50	7	2				3			1			13
	VM60	1										1	2
	VM61	1				1		1		1			4
	VM62	2											2
	VMRED		1									4	5
<b>VM</b>		<b>128</b>	<b>35</b>		<b>8</b>	<b>11</b>	<b>3</b>	<b>31</b>	<b>10</b>	<b>29</b>		<b>9</b>	<b>264</b>
<b>Grand Count</b>		<b>1188</b>	<b>199</b>	<b>17</b>	<b>58</b>	<b>230</b>	<b>37</b>	<b>171</b>	<b>52</b>	<b>80</b>	<b>7</b>	<b>107</b>	<b>2146</b>

Q03\_Origin (Chart)



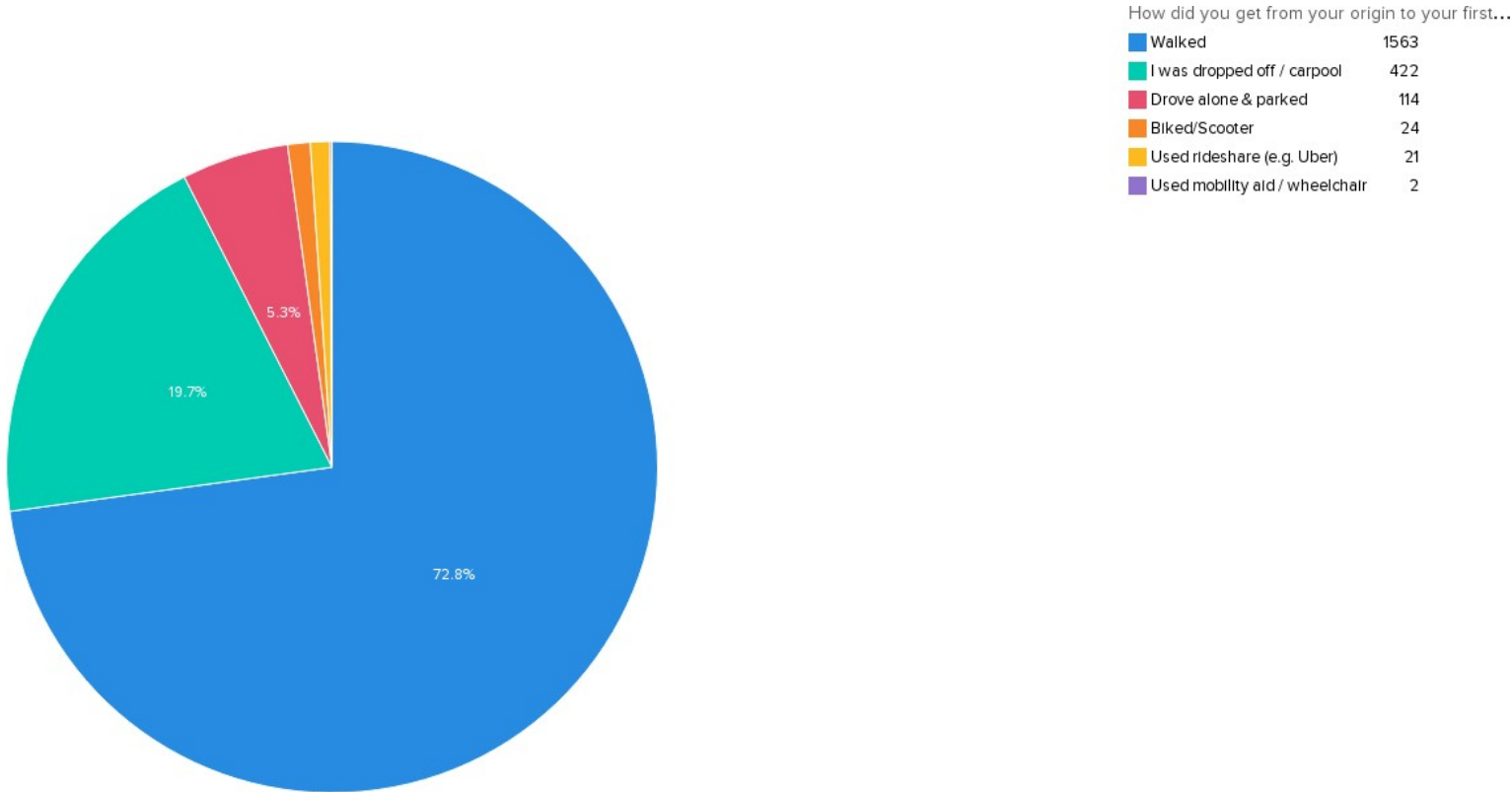
## Q04\_Access (Table)

Agency	Route No	Walked	Biked/Scooter	Drove alone & parked	Used rideshare (e.g. Uber)	I was dropped off / carpool	Used mobility aid / wheelchair	Survey Count
BM	BM01	71				5		76
	BM02	82				10		92
	BM03	136	4			12		152
	BM05M-T	90	1			10		101
	BM06	51	2			6		59
	BM06A	44				8		52
	BM07	56	1	1		5		63
	BM08	71				5		76
	BM09	62				1		63
	BM09A	58	1			5		64
	BM11	49			1	6		56
	BM13	68	1			8		77
	BM20	82	1			2		85
<b>BM</b>		<b>920</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>83</b>		<b>1016</b>
IM	Route 1 SPI	10			1			11
	Route 2 SPI	14						14
	Route 3 LAG	4						4
	Route 4 NPI	8						8
<b>IM</b>		<b>36</b>			<b>1</b>			<b>37</b>
MA	MA01	38	2			12	1	53

Agency	Route No	Walked	Biked/Scooter	Drove alone & parked	Used rideshare (e.g. Uber)	I was dropped off / carpool	Used mobility aid / wheelchair	Survey Count
	MA02	90			1	21		112
	MA03	74			3	14		91
	MA04	69	1		2	42		114
	MA05	32			3	13		48
	MA06	54	2		3	26		85
	MA07	19			1	29		49
	MA08	1						1
	MA09	44	1			32		77
<b>MA</b>		<b>421</b>	<b>6</b>		<b>13</b>	<b>189</b>	<b>1</b>	<b>630</b>
STC	VMGREEN	3				2		5
	VMPURPLE	1		1		7		9
	VMYELLOW	2		2	1	13		18
<b>STC</b>		<b>6</b>		<b>3</b>	<b>1</b>	<b>22</b>		<b>32</b>
UT	UTRGV Campus Connector	17	2	90	2	52		163
	UTWCB					4		4
<b>UT</b>		<b>17</b>	<b>2</b>	<b>90</b>	<b>2</b>	<b>56</b>		<b>167</b>
VM	VM10	14			1	8		23
	VM12	1				1		2
	VM14	2						2
	VM15	17				5		22

Agency	Route No	Walked	Biked/Scooter	Drove alone & parked	Used rideshare (e.g. Uber)	I was dropped off / carpool	Used mobility aid / wheelchair	Survey Count
	VM16	29		20	1			50
	VM20	10				17		27
	VM21	1				1		2
	VM30	15						15
	VM31	33	4			33		70
	VM40	2				2		4
	VM41	1					1	2
	VM42	7				1		8
	VM45	10				1		11
	VM50	11	1		1			13
	VM60	2						2
	VM61	2				2		4
	VM62	1				1		2
	VMRED	5						5
<b>VM</b>		<b>163</b>	<b>5</b>	<b>20</b>	<b>3</b>	<b>72</b>	<b>1</b>	<b>264</b>
<b>Grand Count</b>		<b>1563</b>	<b>24</b>	<b>114</b>	<b>21</b>	<b>422</b>	<b>2</b>	<b>2146</b>

Q04\_Access (Chart)



## Q06\_Egress (Table)

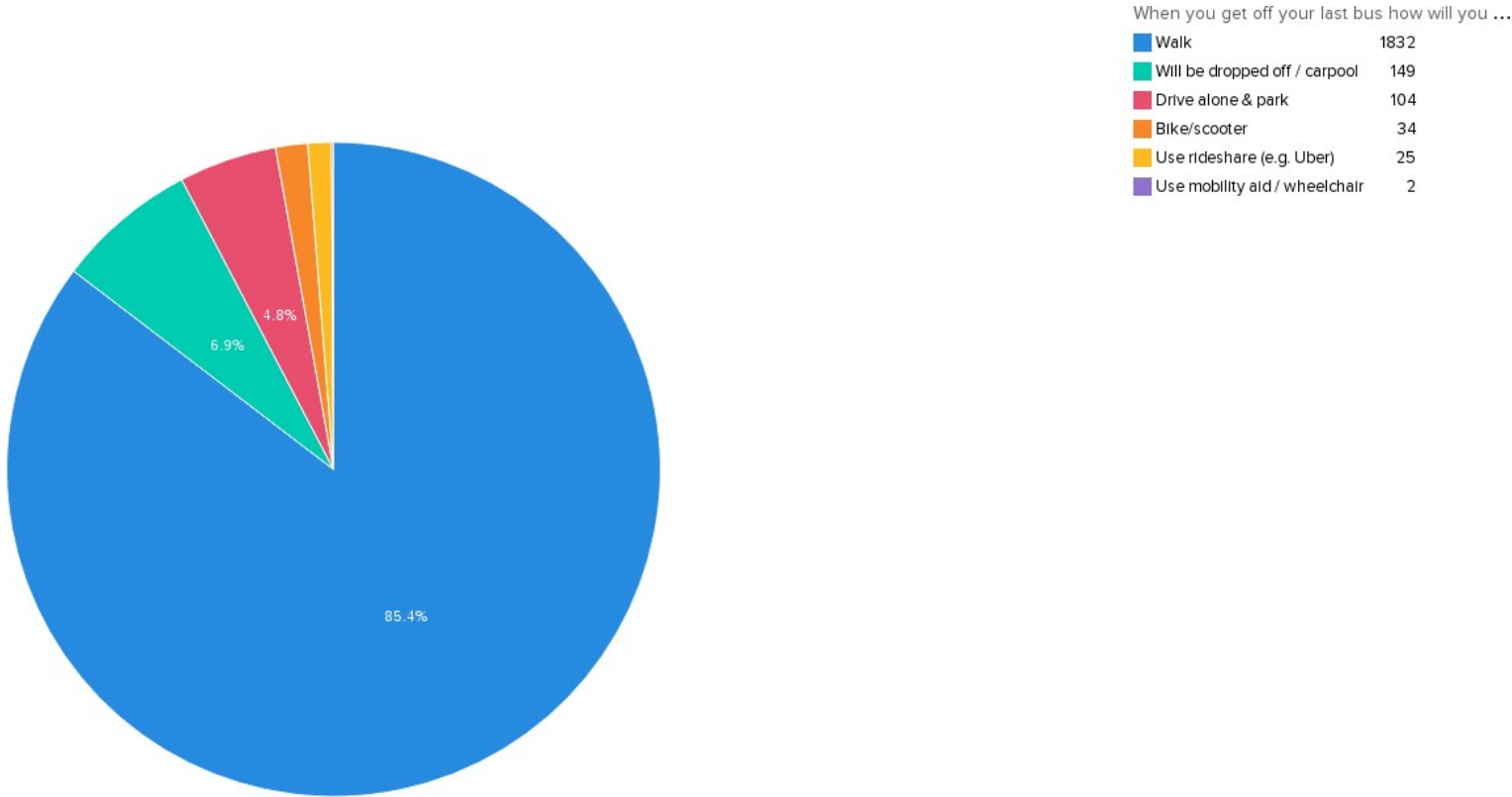
Agency	Route No	Walk	Bike/scooter	Drive alone & park	Use rideshare (e.g. Uber)	Will be dropped off / carpool	Use mobility aid / wheelchair	Survey Count
BM	BM01	72			1	3		76
	BM02	92						92
	BM03	144	6			2		152
	BM05M-T	100	1					101
	BM06	56	2			1		59
	BM06A	50			1	1		52
	BM07	59	1	1		2		63
	BM08	75			1			76
	BM09	62			1			63
	BM09A	59	1			4		64
	BM11	55				1		56
	BM13	75	1			1		77
	BM20	83	2					85
<b>BM</b>		<b>982</b>	<b>14</b>	<b>1</b>	<b>4</b>	<b>15</b>		<b>1016</b>
IM	Route 1 SPI	10				1		11
	Route 2 SPI	14						14
	Route 3 LAG	4						4
	Route 4 NPI	8						8
<b>IM</b>		<b>36</b>				<b>1</b>		<b>37</b>
MA	MA01	50	2				1	53



Agency	Route No	Walk	Bike/scooter	Drive alone & park	Use rideshare (e.g. Uber)	Will be dropped off / carpool	Use mobility aid / wheelchair	Survey Count
	MA02	109		1	1	1		112
	MA03	89	1			1		91
	MA04	87	1	2	1	23		114
	MA05	39			3	6		48
	MA06	81	1		3			85
	MA07	46			1	2		49
	MA08	1						1
	MA09	45	5		6	21		77
<b>MA</b>		<b>547</b>	<b>10</b>	<b>3</b>	<b>15</b>	<b>54</b>	<b>1</b>	<b>630</b>
STC	VMGREEN	4		1				5
	VMPURPLE	6		1		2		9
	VMYELLOW	7		1		10		18
<b>STC</b>		<b>17</b>		<b>3</b>		<b>12</b>		<b>32</b>
UT	UTRGV Campus Connector	53		73		37		163
	UTWCB			1		3		4
<b>UT</b>		<b>53</b>		<b>74</b>		<b>40</b>		<b>167</b>
VM	VM10	19			1	3		23
	VM12	2						2
	VM14	2						2
	VM15	21		1				22

Agency	Route No	Walk	Bike/scooter	Drive alone & park	Use rideshare (e.g. Uber)	Will be dropped off / carpool	Use mobility aid / wheelchair	Survey Count
VM	VM16	26	2	22				50
	VM20	20	1		2	4		27
	VM21	1				1		2
	VM30	12	2			1		15
	VM31	50	4		1	15		70
	VM40	4						4
	VM41	1					1	2
	VM42	8						8
	VM45	9			1	1		11
	VM50	11	1			1		13
	VM60	2						2
	VM61	4						4
	VM62	2						2
	VMRED	3			1	1		5
<b>VM</b>		<b>197</b>	<b>10</b>	<b>23</b>	<b>6</b>	<b>27</b>	<b>1</b>	<b>264</b>
<b>Grand Count</b>		<b>1832</b>	<b>34</b>	<b>104</b>	<b>25</b>	<b>149</b>	<b>2</b>	<b>2146</b>

Q06\_Egress (Chart)



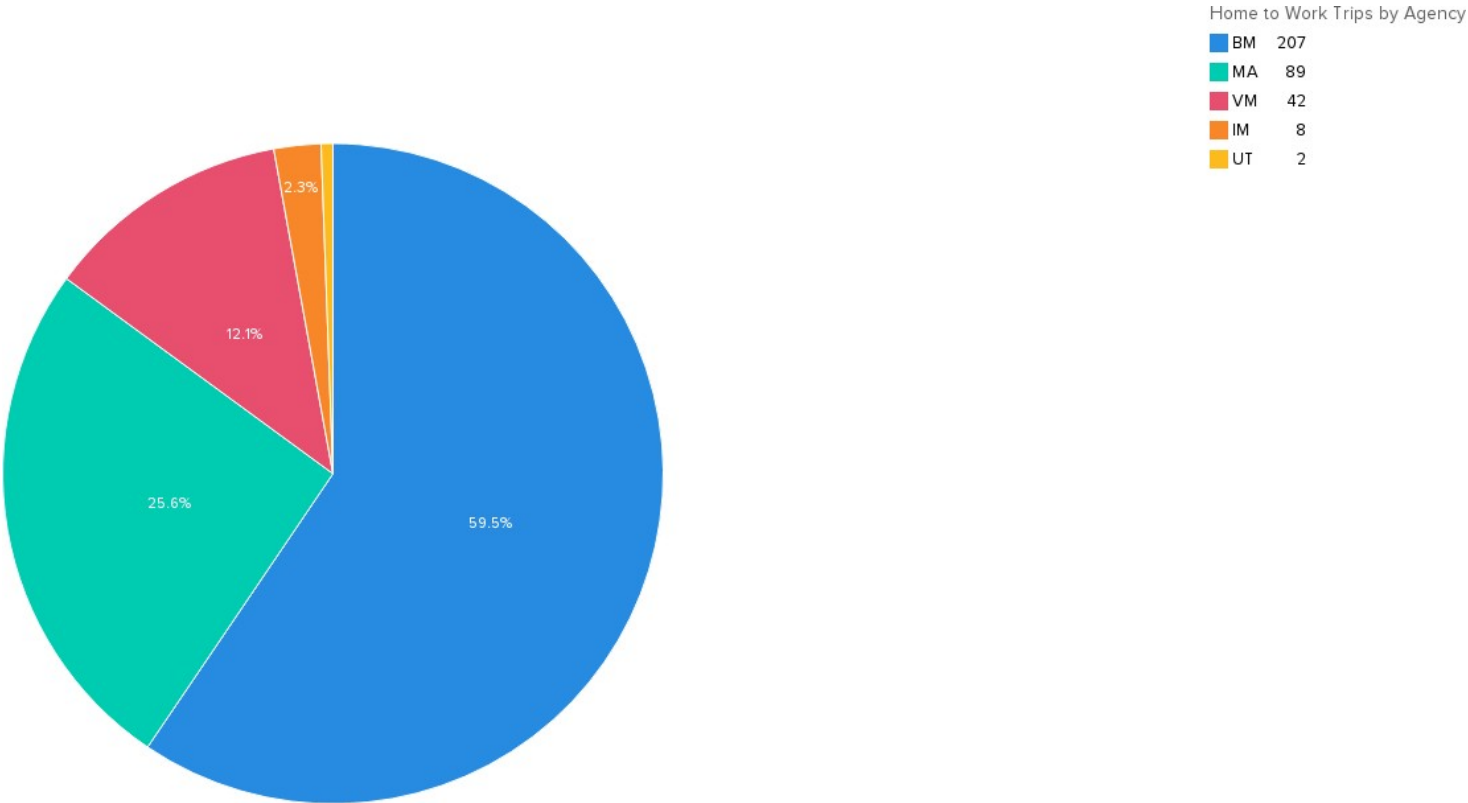
## Home to Work Trips (Table)

Agency	Route No	Work
BM	BM01	18
	BM02	25
	BM03	22
	BM05M-T	14
	BM06	10
	BM06A	9
	BM07	17
	BM08	7
	BM09	17
	BM09A	9
	BM11	21
	BM13	26
	BM20	12
<b>BM</b>		<b>207</b>
IM	Route 1 SPI	2
	Route 2 SPI	4
	Route 3 LAG	1
	Route 4 NPI	1
<b>IM</b>		<b>8</b>
MA	MA01	9
	MA02	19

Agency	Route No	Work
	MA03	25
	MA04	4
	MA05	3
	MA06	10
	MA07	17
	MA09	2
<b>MA</b>		<b>89</b>
UT	UTRGV Campus Connector	1
	UTWCB	1
<b>UT</b>		<b>2</b>
VM	VM10	1
	VM16	12
	VM20	8
	VM21	1
	VM30	3
	VM31	7
	VM40	1
	VM41	1
	VM45	3
	VM50	3
	VM62	2
<b>VM</b>		<b>42</b>

Agency	Route No	Work
Grand Count		348

Home to Work Trips (Chart)



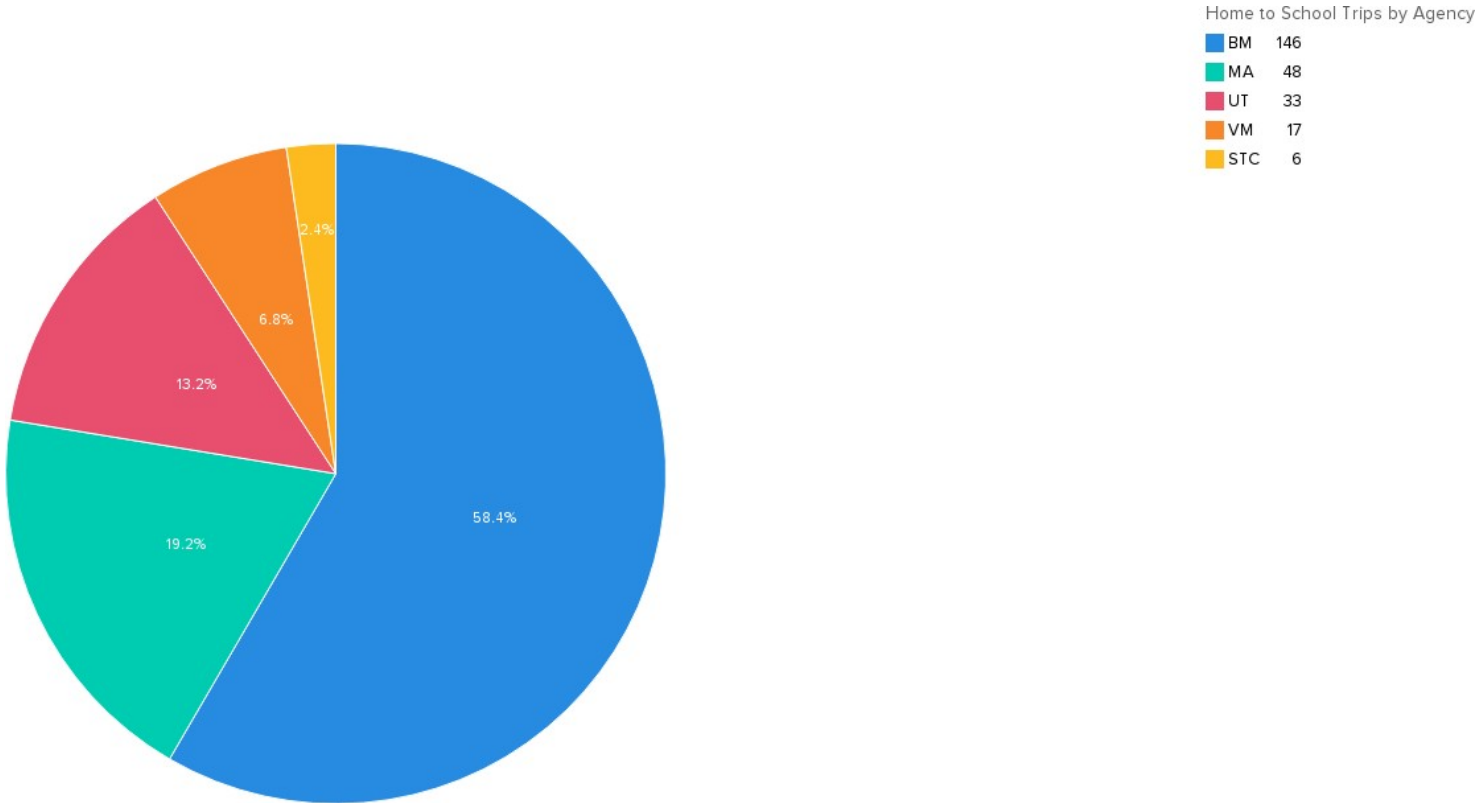
## Home to School Trips (Table)

Agency	Route No	College (student only)	K - 12 (student only)	Survey Count
BM	BM01	2	9	11
	BM02	5		5
	BM03	4	24	28
	BM05M-T	4	32	36
	BM06	2	1	3
	BM06A	2	4	6
	BM07		10	10
	BM08	3	6	9
	BM09	6	12	18
	BM09A		8	8
	BM13	3	2	5
	BM20	2	5	7
<b>BM</b>		<b>33</b>	<b>113</b>	<b>146</b>
MA	MA01	2		2
	MA02	3		3
	MA03	4	1	5
	MA05	5		5
	MA06	7		7
	MA07	1		1
	MA09	25		25
<b>MA</b>		<b>47</b>	<b>1</b>	<b>48</b>



Agency	Route No	College (student only)	K - 12 (student only)	Survey Count
STC	VMGREEN	2		2
	VMPURPLE	1		1
	VMYELLOW	3		3
<b>STC</b>		<b>6</b>		<b>6</b>
UT	UTRGV Campus Connector	31		31
	UTWCB	2		2
<b>UT</b>		<b>33</b>		<b>33</b>
VM	VM10	6		6
	VM31	5		5
	VM42	1		1
	VM45	2		2
	VM50	1		1
	VM60	1		1
	VM61	1		1
<b>VM</b>		<b>17</b>		<b>17</b>
<b>Grand Count</b>		<b>136</b>	<b>114</b>	<b>250</b>

Home to School Trips (Chart)

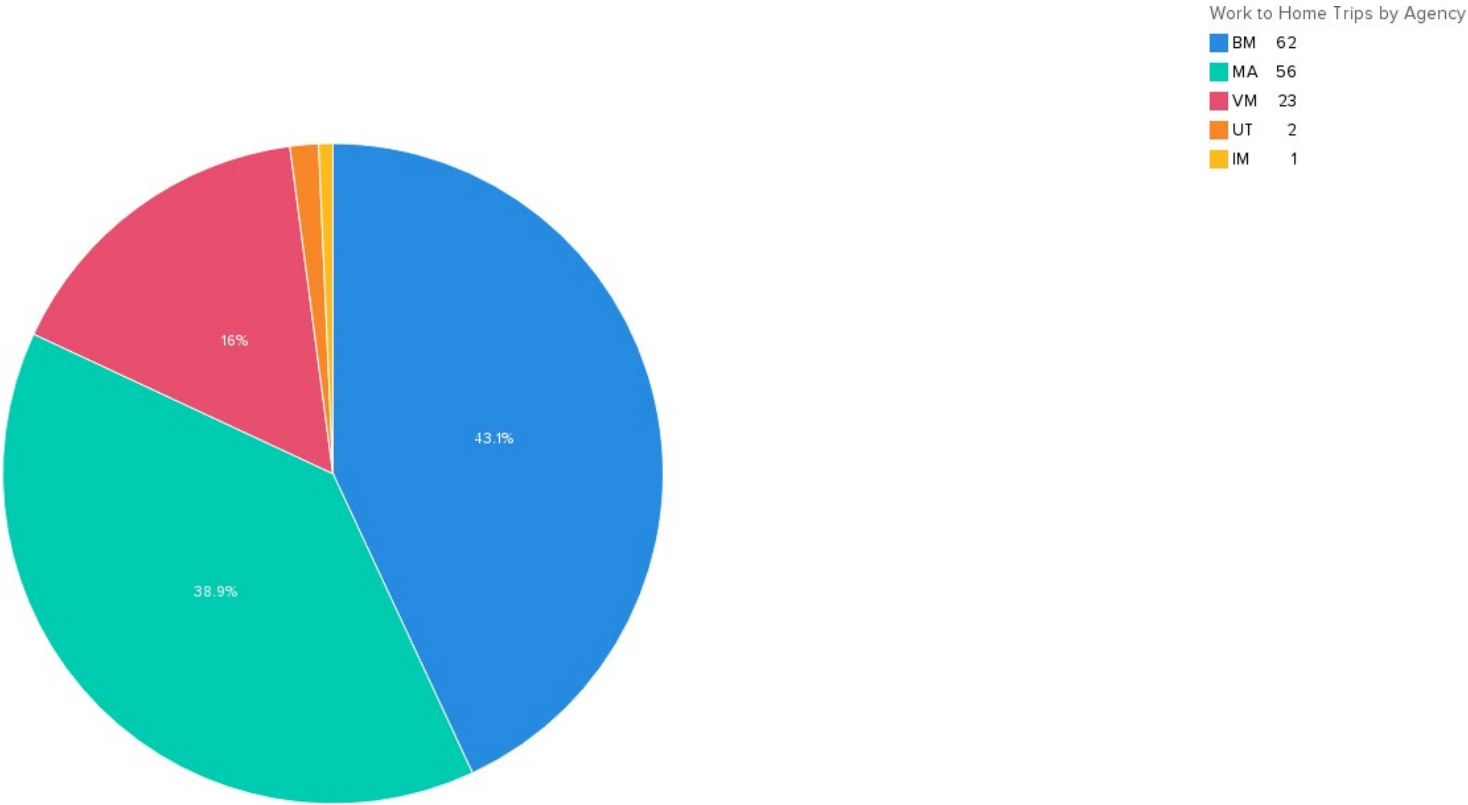


## Work to Home Trips (Table)

Agency	Route No	Home
BM	BM01	5
	BM02	10
	BM03	8
	BM05M-T	2
	BM06	6
	BM06A	1
	BM07	4
	BM08	7
	BM09	3
	BM09A	8
	BM11	1
	BM13	4
	BM20	3
<b>BM</b>		<b>62</b>
IM	Route 1 SPI	1
<b>IM</b>		<b>1</b>
MA	MA01	8
	MA02	8
	MA03	8
	MA04	5
	MA05	7

Agency	Route No	Home
	MA06	11
	MA07	3
	MA08	1
	MA09	5
MA		56
UT	UTRGV Campus Connector	2
UT		2
VM	VM16	8
	VM20	1
	VM31	11
	VM50	2
	VMRED	1
VM		23
Grand Count		144

Work to Home Trips (Chart)

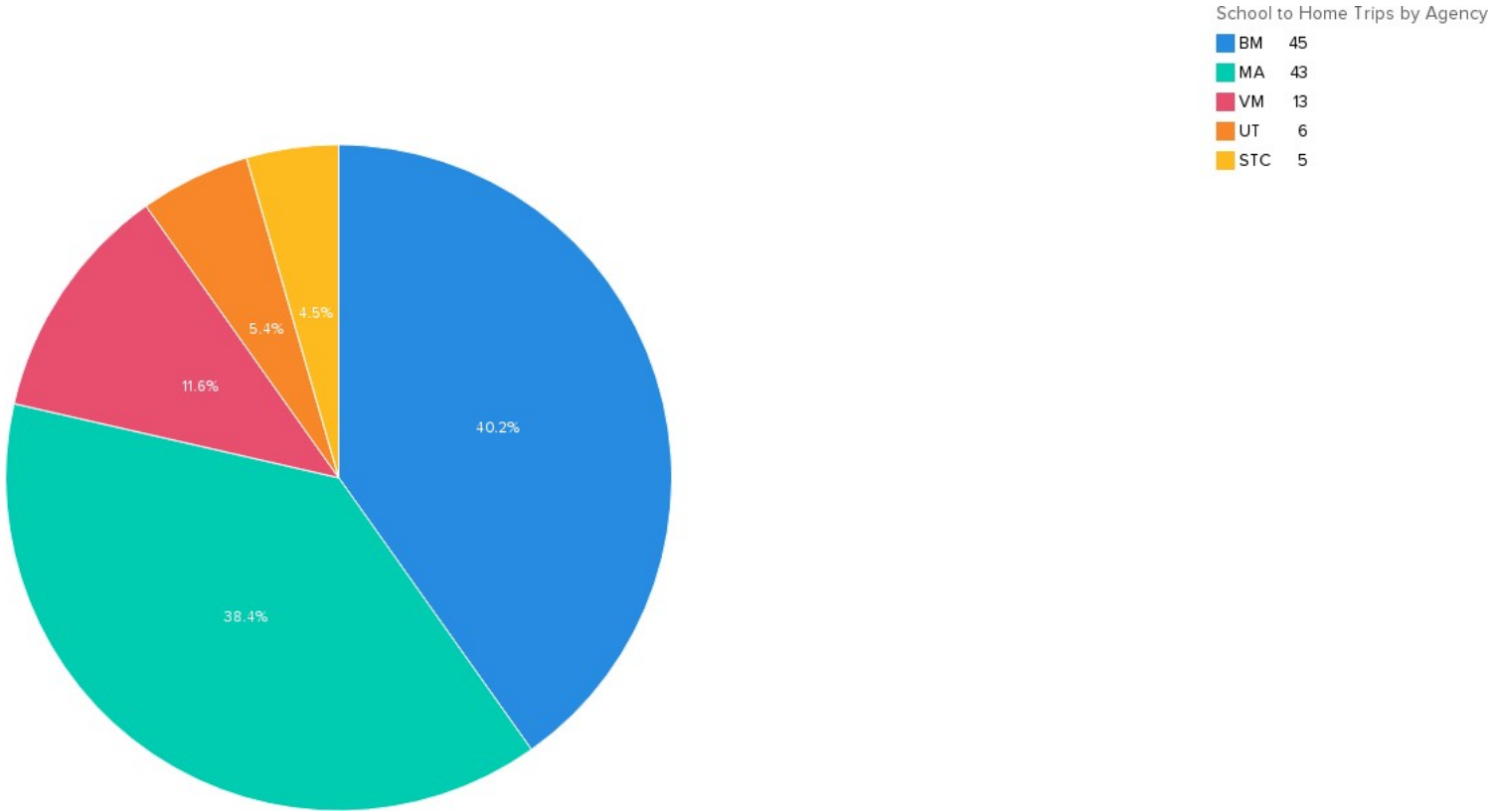


### School to Home Trips (Table)

Agency	Route No	College (student only)	K - 12 (student only)	Survey Count
BM	BM01	3	9	12
	BM02	1		1
	BM03	2	7	9
	BM06	4	1	5
	BM06A	2		2
	BM07	2	1	3
	BM08	1	1	2
	BM09A		7	7
	BM11		2	2
	BM20		2	2
<b>BM</b>		<b>15</b>	<b>30</b>	<b>45</b>
MA	MA02	1		1
	MA04	1		1
	MA05	5	1	6
	MA06	1		1
	MA09	34		34
<b>MA</b>		<b>42</b>	<b>1</b>	<b>43</b>
STC	VMGREEN	1		1
	VMYELLOW	4		4
<b>STC</b>		<b>5</b>		<b>5</b>
UT	UTRGV Campus Connector	6		6

Agency	Route No	College (student only)	K - 12 (student only)	Survey Count
UT		6		6
VM	VM10	5		5
	VM12	1		1
	VM31	3		3
	VM50		3	3
	VM61	1		1
VM		10	3	13
Grand Count		78	34	112

School to Home Trips (Chart)





## Table Of Contents

Q13_Frequency (Table)-----	1
Q13_Frequency (Chart)-----	4
Q14_Rider Status (Table) -----	5
Q14_Rider Status (Chart) -----	8
Q15_Drivers License (Chart) -----	9
Q15_Drivers License (Chart) -----	12
Q16_Alternative Transportation Method (Table)-----	13
Q16_Alternative Transportation Method (Chart)-----	16
Q17_Household Size (Table)-----	17
Q17_Household Size (Chart)-----	20
Q18_HH Vehicles (Table) -----	21
Q18_HH Vehicles (Chart) -----	24

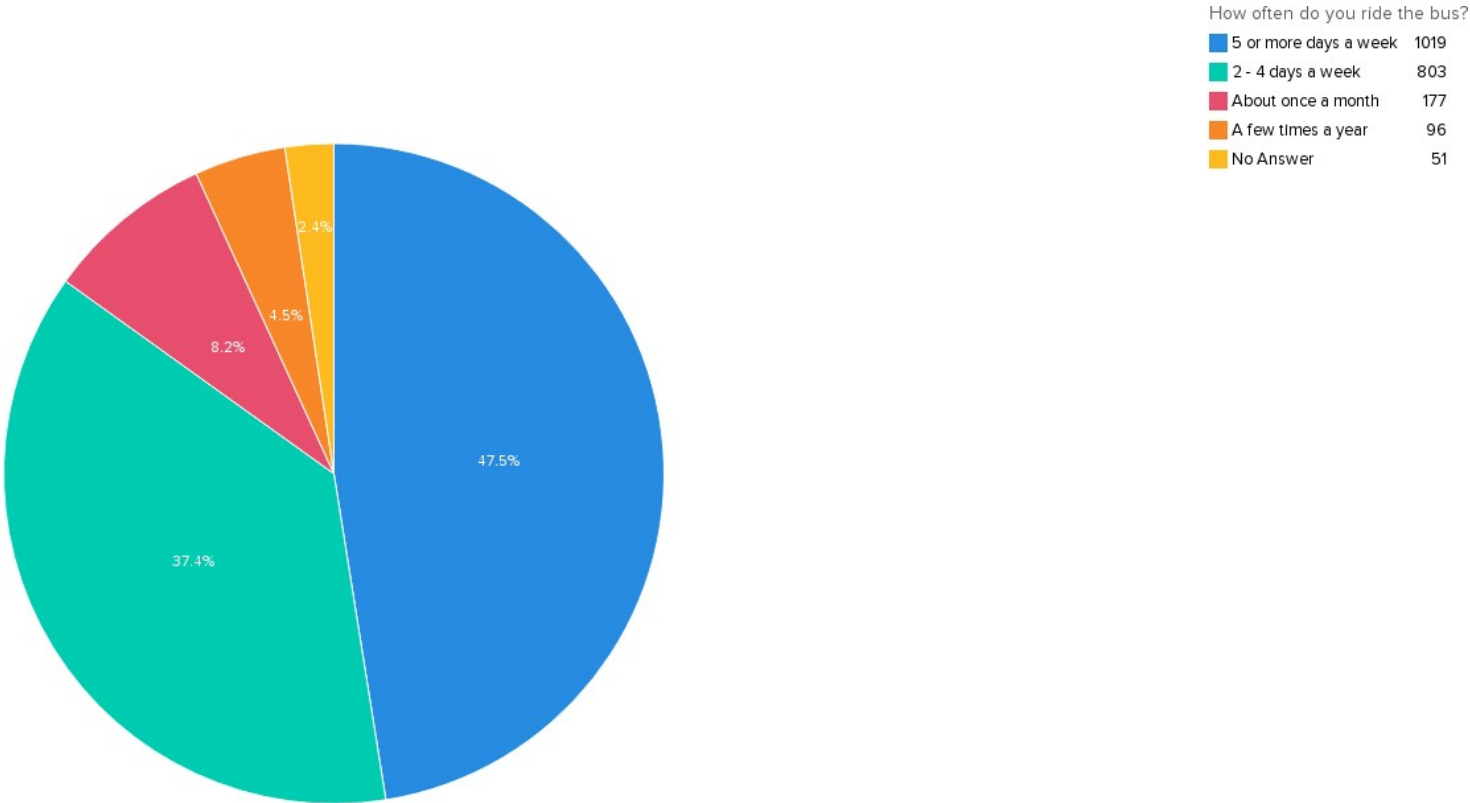
## Q13\_Frequency (Table)

Agency	Route No	5 or more days a week	2 - 4 days a week	About once a month	A few times a year	No Answer	Survey Count
BM	BM01	42	24	7	3		76
	BM02	46	30	5	8	3	92
	BM03	87	41	17	4	3	152
	BM05M-T	66	24	5	4	2	101
	BM06	31	18	4	4	2	59
	BM06A	19	21	9	2	1	52
	BM07	38	19	3	3		63
	BM08	49	19	6	2		76
	BM09	36	18	2	2	5	63
	BM09A	42	17	2	3		64
	BM11	28	14	8	1	5	56
	BM13	38	25	9	3	2	77
	BM20	32	37	14		2	85
<b>BM</b>		<b>554</b>	<b>307</b>	<b>91</b>	<b>39</b>	<b>25</b>	<b>1016</b>
IM	Route 1 SPI	4	2	1	4		11
	Route 2 SPI	4	5	1	4		14
	Route 3 LAG	2	2				4
	Route 4 NPI	1	1	1	5		8
<b>IM</b>		<b>11</b>	<b>10</b>	<b>3</b>	<b>13</b>		<b>37</b>
MA	MA01	19	23	8	2	1	53

Agency	Route No	5 or more days a week	2 - 4 days a week	About once a month	A few times a year	No Answer	Survey Count
	MA02	65	38	8		1	112
	MA03	55	28	6	1	1	91
	MA04	39	37	20	11	7	114
	MA05	26	18	2	1	1	48
	MA06	39	32	5	9		85
	MA07	23	19	2	2	3	49
	MA08	1					1
	MA09	28	47	1		1	77
<b>MA</b>		<b>295</b>	<b>242</b>	<b>52</b>	<b>26</b>	<b>15</b>	<b>630</b>
STC	VMGREEN	2	3				5
	VMPURPLE		9				9
	VMYELLOW	4	14				18
<b>STC</b>		<b>6</b>	<b>26</b>				<b>32</b>
UT	UTRGV Campus Connector	36	123	2	1	1	163
	UTWCB	3	1				4
<b>UT</b>		<b>39</b>	<b>124</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>167</b>
VM	VM10	12	10	1			23
	VM12	1	1				2
	VM14	1		1			2
	VM15	10	10	2			22

Agency	Route No	5 or more days a week	2 - 4 days a week	About once a month	A few times a year	No Answer	Survey Count
	VM16	25	9	3	12	1	50
	VM20	11	7	4		5	27
	VM21	1	1				2
	VM30	5	8	2			15
	VM31	22	33	10	3	2	70
	VM40	1	2			1	4
	VM41	1		1			2
	VM42		6	2			8
	VM45	5	3	2		1	11
	VM50	10	2		1		13
	VM60	1	1				2
	VM61	3	1				4
	VM62	2					2
	VMRED	3		1	1		5
VM		114	94	29	17	10	264
Grand Count		1019	803	177	96	51	2146

Q13\_Frequency (Chart)



## Q14\_Rider Status (Table)

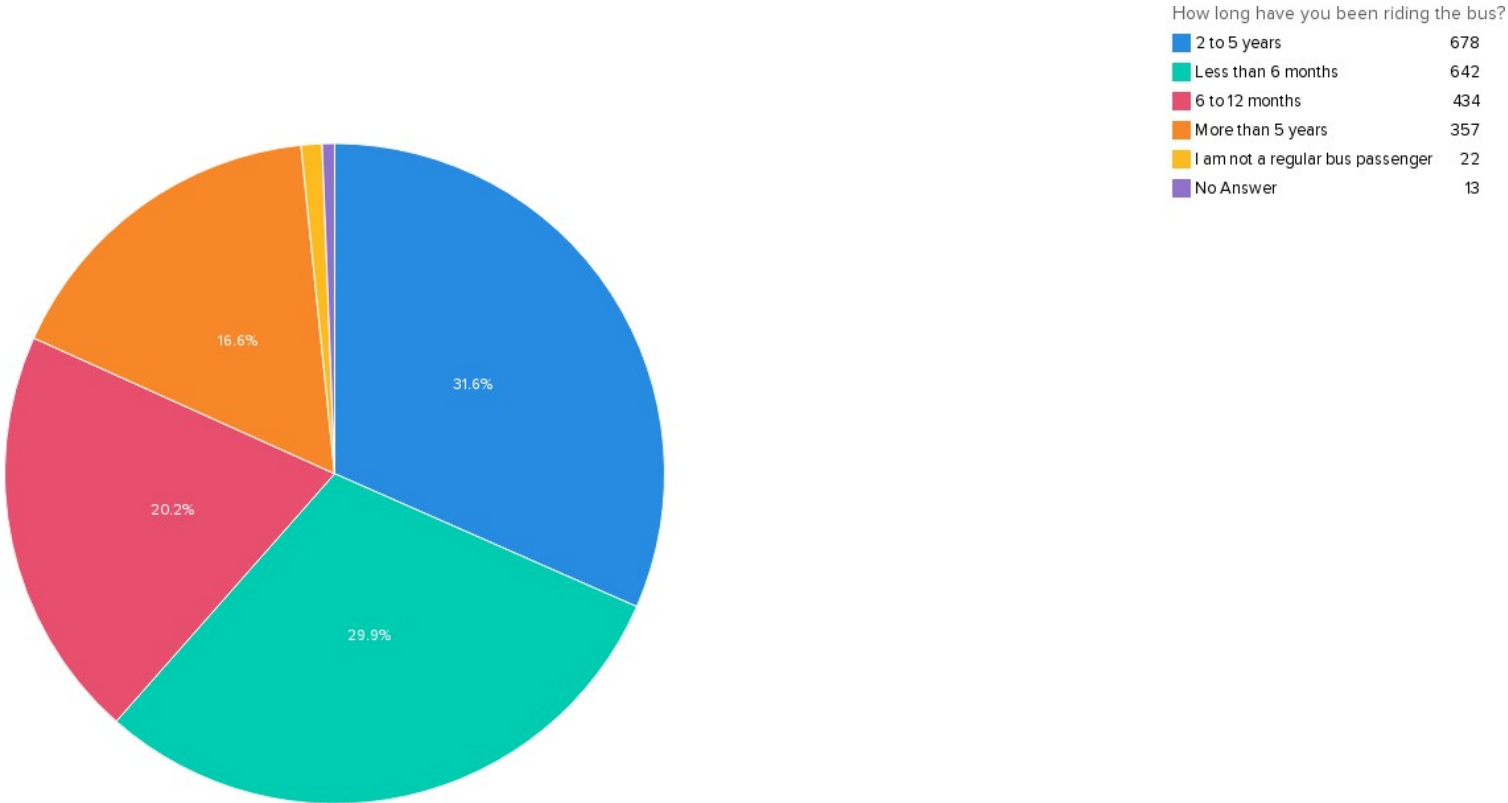
Agency	Route No	More than 5 years	2 to 5 years	6 to 12 months	Less than 6 months	I am not a regular bus passenger	No Answer	Survey Count
BM	BM01	11	18	26	21			76
	BM02	18	15	23	36			92
	BM03	23	60	25	44			152
	BM05M-T	17	42	20	22			101
	BM06	21	20	6	12			59
	BM06A	7	15	5	24		1	52
	BM07	26	14	10	12		1	63
	BM08	15	17	9	35			76
	BM09	8	17	16	22			63
	BM09A	11	25	8	20			64
	BM11	11	12	9	24			56
	BM13	21	14	16	26			77
	BM20	12	27	21	22		3	85
BM		201	296	194	320		5	1016
IM	Route 1 SPI	3	1		2	5		11
	Route 2 SPI	1	3	2	2	6		14
	Route 3 LAG	1	2		1			4
	Route 4 NPI	1	1		1	5		8
IM		6	7	2	6	16		37

Agency	Route No	More than 5 years	2 to 5 years	6 to 12 months	Less than 6 months	I am not a regular bus passenger	No Answer	Survey Count
MA	MA01	11	20	10	11		1	53
	MA02	12	23	15	61		1	112
	MA03	14	33	14	30			91
	MA04	19	25	14	54		2	114
	MA05	6	20	11	9	1	1	48
	MA06	7	28	21	28		1	85
	MA07	6	16	11	16			49
	MA08		1					1
	MA09	17	37	20	3			77
MA		92	203	116	212	1	6	630
STC	VMGREEN		2	3				5
	VMPURPLE	1	4	2	2			9
	VMYELLOW		3	6	8	1		18
STC		1	9	11	10	1		32
UT	UTRGV Campus Connector	1	71	38	51	1	1	163
	UTWCB		3	1				4
UT		1	74	39	51	1	1	167
VM	VM10	3	6	7	7			23
	VM12		1	1				2
	VM14	1			1			2

Agency	Route No	More than 5 years	2 to 5 years	6 to 12 months	Less than 6 months	I am not a regular bus passenger	No Answer	Survey Count
VM	VM15	6	10	5	1			22
	VM16	9	15	14	10	2		50
	VM20	8	5	7	7			27
	VM21		2					2
	VM30	1	6	4	3	1		15
	VM31	13	25	21	10		1	70
	VM40	1	2	1				4
	VM41	1	1					2
	VM42		4	3	1			8
	VM45	1	3	5	2			11
	VM50	8	3	1	1			13
	VM60		2					2
	VM61	1	2	1				4
	VM62	1	1					2
	VMRED	2	1	2				5
VM		56	89	72	43	3	1	264
Grand Count		357	678	434	642	22	13	2146



Q14\_Rider Status (Chart)



### Q15\_Drivers License (Chart)

Agency	Route No	Yes	No	No Answer	Survey Count
BM	BM01	9	67		76
	BM02	18	74		92
	BM03	24	128		152
	BM05M-T	15	86		101
	BM06	19	40		59
	BM06A	10	42		52
	BM07	21	42		63
	BM08	10	66		76
	BM09	19	44		63
	BM09A	8	56		64
	BM11	11	45		56
	BM13	24	53		77
	BM20	12	72	1	85
<b>BM</b>		<b>200</b>	<b>815</b>	<b>1</b>	<b>1016</b>
IM	Route 1 SPI	7	4		11
	Route 2 SPI	7	7		14
	Route 3 LAG	2	2		4
	Route 4 NPI	6	2		8
<b>IM</b>		<b>22</b>	<b>15</b>		<b>37</b>
MA	MA01	8	44	1	53
	MA02	28	84		112

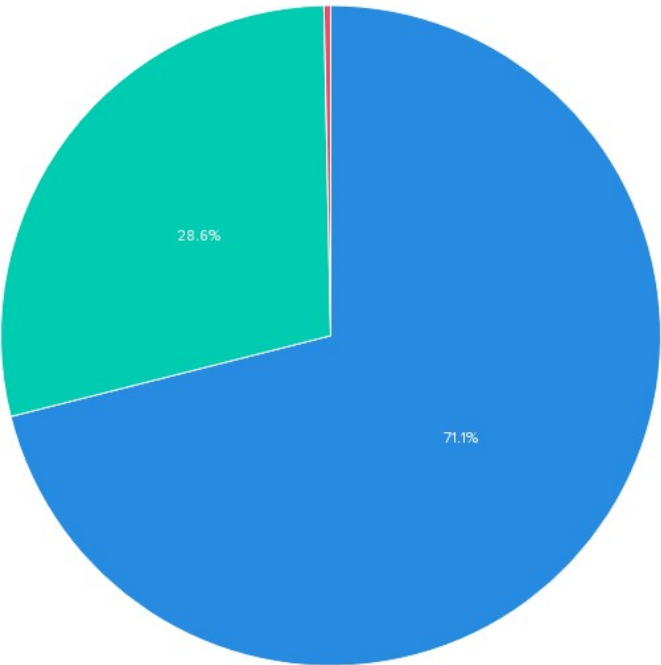
Agency	Route No	Yes	No	No Answer	Survey Count
	MA03	18	73		91
	MA04	39	75		114
	MA05	15	32	1	48
	MA06	25	60		85
	MA07	11	38		49
	MA08	1			1
	MA09	21	56		77
<b>MA</b>		<b>166</b>	<b>462</b>	<b>2</b>	<b>630</b>
STC	VMGREEN	1	4		5
	VMPURPLE	3	6		9
	VMYELLOW	7	11		18
<b>STC</b>		<b>11</b>	<b>21</b>		<b>32</b>
UT	UTRGV Campus Connector	121	41	1	163
	UTWCB	2	2		4
<b>UT</b>		<b>123</b>	<b>43</b>	<b>1</b>	<b>167</b>
VM	VM10	10	13		23
	VM12		2		2
	VM14		2		2
	VM15	7	14	1	22
	VM16	48		2	50
	VM20	5	22		27

Agency	Route No	Yes	No	No Answer	Survey Count
	VM21		2		2
	VM30	3	12		15
	VM31	12	58		70
	VM40		4		4
	VM41		2		2
	VM42	1	7		8
	VM45	2	9		11
	VM50		13		13
	VM60		2		2
	VM61		4		4
	VM62	1	1		2
		3			
	VMRED		2		5
VM		92	169	3	264
Grand Count		614	1525	7	2146

Q15\_ Drivers License (Chart)

Do you have a valid driver's license?

No	1525
Yes	614
No Answer	7



### Q16\_Alternative Transportation Method (Table)

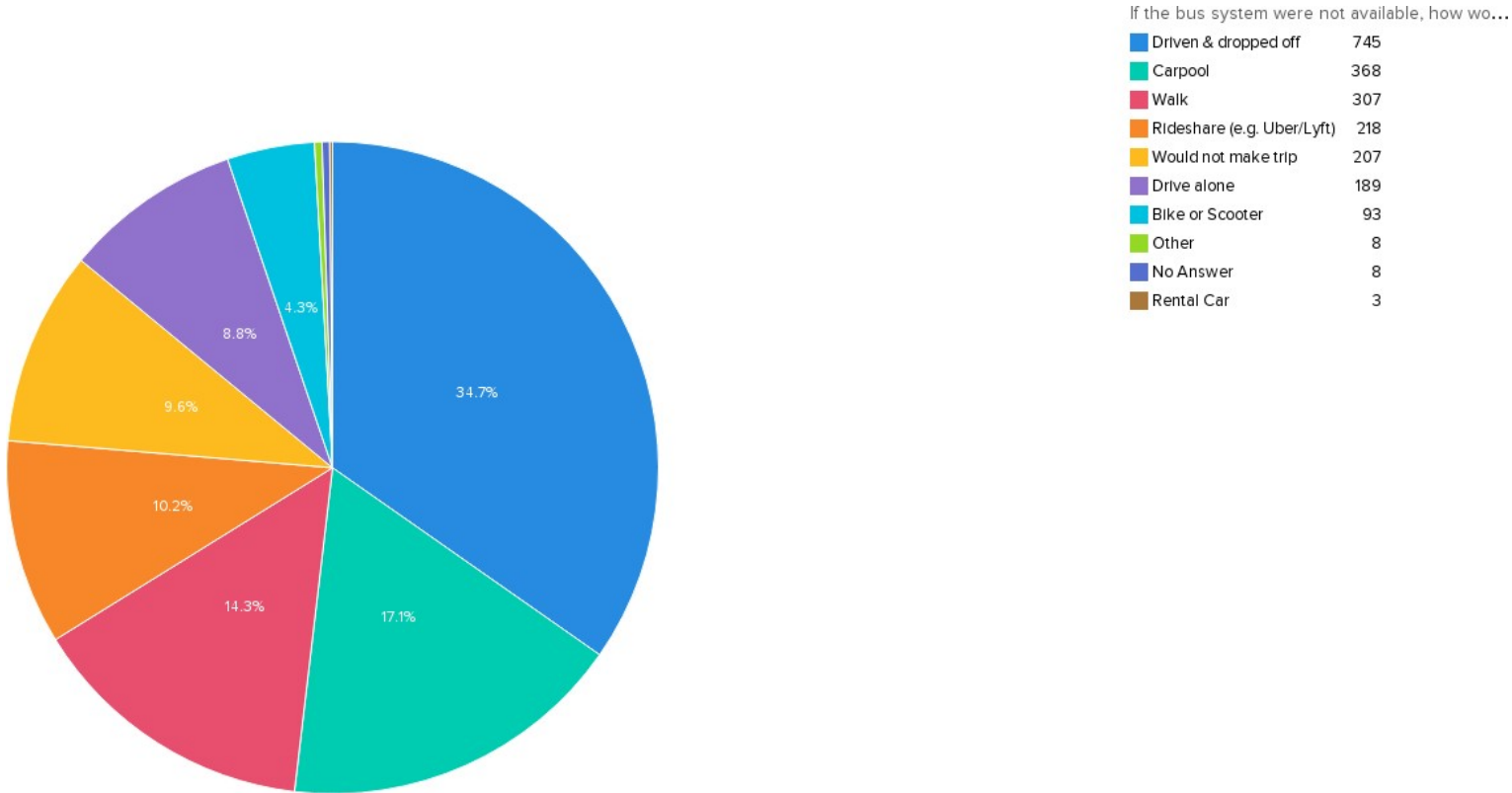
Agency	Route No	Drive alone	Driven & dropped off	Walk	Carpool	Bike or Scooter	Rideshare (e.g. Uber/Lyft)	Rental Car	Would not make trip	Other	No Answer	Survey Count
BM	BM01	2	37	15	11	5	2	1	2		1	76
	BM02	10	16	14	23	4	15		10			92
	BM03	8	77	5	38	8	7		9			152
	BM05M-T	6	45	4	26	5	6		9			101
	BM06	13	6	12	12	6	7		3			59
	BM06A	1	34	6	4	1	4		2			52
	BM07	8	15	15	13	2	6		3		1	63
	BM08	2	25	9	22	2	5		11			76
	BM09	3	19	9	9	2	7		14			63
	BM09A		5	9	26	6	11		7			64
	BM11	1	27	10	1	3	11		3			56
	BM13	8	25	12	6	6	13		6		1	77
	BM20	5	42	8	20	1	5		3		1	85
<b>BM</b>		<b>67</b>	<b>373</b>	<b>128</b>	<b>211</b>	<b>51</b>	<b>99</b>	<b>1</b>	<b>82</b>		<b>4</b>	<b>1016</b>
IM	Route 1 SPI	3	2	1	2	1	1	1				11
	Route 2 SPI	3	2	6	1	1	1					14
	Route 3 LAG			1		1			2			4
	Route 4 NPI	2		5		1						8

Agency	Route No	Drive alone	Driven & dropped off	Walk	Carpool	Bike or Scooter	Rideshare (e.g. Uber/Lyft)	Rental Car	Would not make trip	Other	No Answer	Survey Count
IM		8	4	13	3	4	2	1	2			37
MA	MA01	2	10	3	29	4	2		2	1		53
	MA02	11	27	7	37	1	14		15			112
	MA03	7	48	21	1	1	10		3			91
	MA04	1	57	22	2	2	19		11			114
	MA05	4	19	5	6	2	3		8		1	48
	MA06	3	31	15	1	3	24	1	6		1	85
	MA07	1	17	9	3	5	4		10			49
	MA08	1										1
	MA09	3	44	1	6	9	14					77
MA		33	253	83	85	27	90	1	55	1	2	630
STC	VMGREEN	1	1		3							5
	VMPURPLE	1	7						1			9
	VMYELLOW	4	9	1	2				1	1		18
STC		6	17	1	5				2	1		32
UT	UTRGV Campus Connector	69	24		13				51	5	1	163
	UTWCB		2		2							4
UT		69	26		15				51	5	1	167

Agency	Route No	Drive alone	Driven & dropped off	Walk	Carpool	Bike or Scooter	Rideshare (e.g. Uber/Lyft)	Rental Car	Would not make trip	Other	No Answer	Survey Count
VM	VM10	1	11	2	3		3		3			23
	VM12			2								2
	VM14			1			1					2
	VM15		7	13		1					1	22
	VM16		2	47			1					50
	VM20		17	5		4	1					27
	VM21		1		1							2
	VM30		5	1	1	3	4		1			15
	VM31	3	18	6	27	3	8		5			70
	VM40		2		1		1					4
	VM41								2			2
	VM42				8							8
	VM45		6	1			2		2			11
	VM50			3	4		4		1	1		13
	VM60				1		1					2
	VM61		2	1	1							4
	VM62				2							2
	VMRED	2	1				1		1			5
VM		6	72	82	49	11	27		15	1	1	264
Grand Count		189	745	307	368	93	218	3	207	8	8	2146



Q16\_Alternative Transportation Method (Chart)



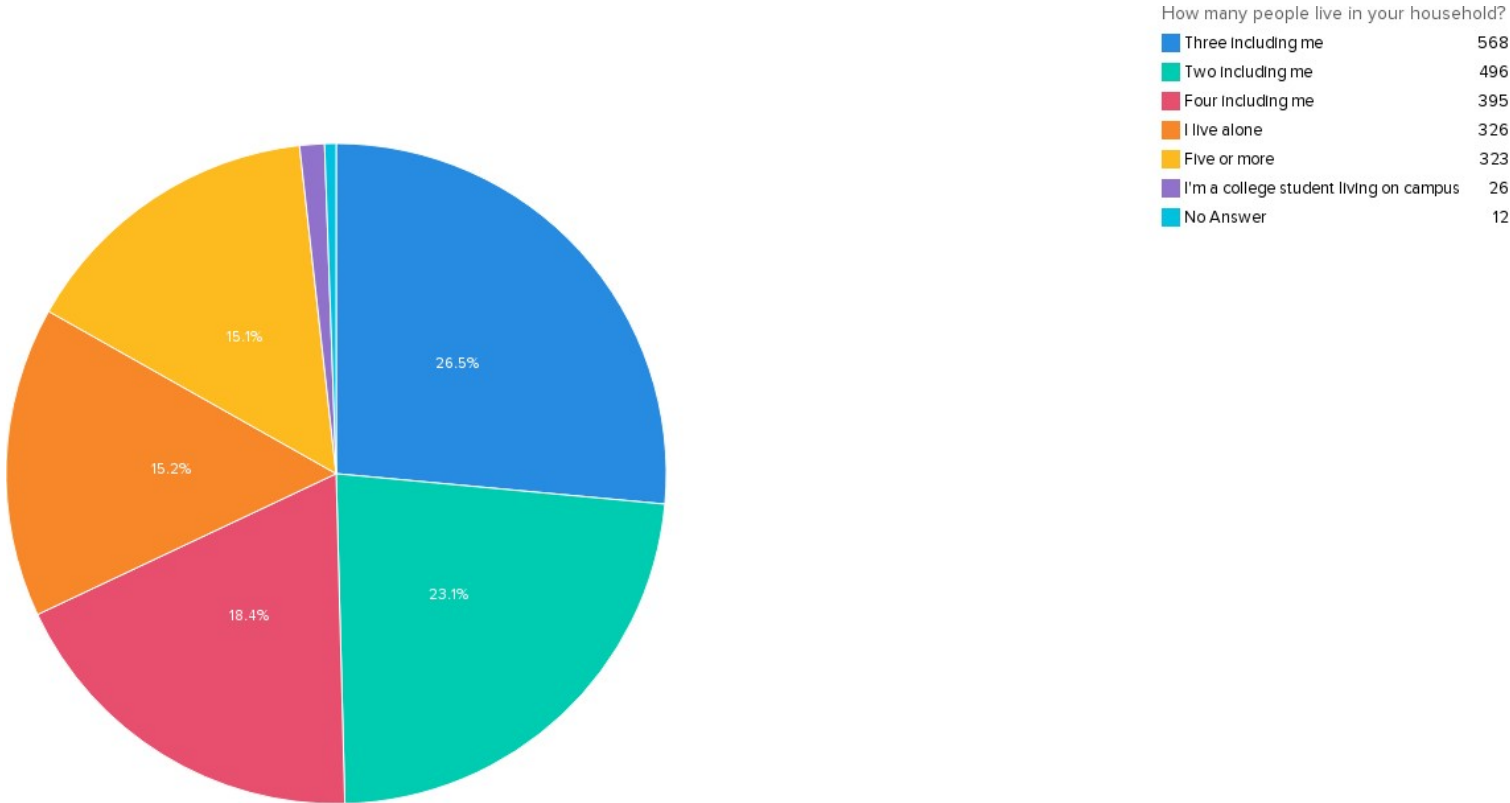
## Q17\_Household Size (Table)

Agency	Route No	I'm a college student living on campus	I live alone	Two including me	Three including me	Four including me	Five or more	No Answer	Survey Count
BM	BM01	1	3	19	27	15	11		76
	BM02	3	20	35	15	9	10		92
	BM03		13	32	58	35	13	1	152
	BM05M-T		11	14	37	22	17		101
	BM06	2	10	15	12	5	14	1	59
	BM06A		8	9	16	9	10		52
	BM07		10	6	19	12	16		63
	BM08		8	25	24	10	9		76
	BM09		7	12	17	13	14		63
	BM09A		9	10	19	6	20		64
	BM11		4	12	16	11	13		56
	BM13	1	8	13	29	13	13		77
	BM20		15	31	23	9	7		85
<b>BM</b>		<b>7</b>	<b>126</b>	<b>233</b>	<b>312</b>	<b>169</b>	<b>167</b>	<b>2</b>	<b>1016</b>
IM	Route 1 SPI		1	6	2	2			11
	Route 2 SPI		4	6	4				14
	Route 3 LAG		1		2	1			4
	Route 4 NPI			3	4	1			8
<b>IM</b>			<b>6</b>	<b>15</b>	<b>12</b>	<b>4</b>			<b>37</b>

Agency	Route No	I'm a college student living on campus	I live alone	Two including me	Three including me	Four including me	Five or more	No Answer	Survey Count
MA	MA01	2	12	24	11	2	2	2	53
	MA02		33	34	30	7	8		112
	MA03		14	20	22	24	8	1	91
	MA04		24	26	32	17	15		114
	MA05		12	11	8	9	7	1	48
	MA06		20	24	19	10	10	2	85
	MA07		8	16	11	9	5		49
	MA08						1		1
	MA09		7	14	18	28	10		77
MA		2	130	169	151	106	66	6	630
STC	VMGREEN				1	2	2		5
	VMPURPLE		1		2	2	4		9
	VMYELLOW		1	2	2	5	7	1	18
STC			2	2	5	9	13	1	32
UT	UTRGV	15	6	15	29	48	48	2	163
	Campus Connector								
	UTWCB				1	1	2		4
UT		15	6	15	30	49	50	2	167
VM	VM10		6	4	4	6	3		23
	VM12						2		2

Agency	Route No	I'm a college student living on campus	I live alone	Two including me	Three including me	Four including me	Five or more	No Answer	Survey Count
VM	VM14		2						2
	VM15		8	3	9	2			22
	VM16		10	9	9	16	6		50
	VM20		8	5	4	10			27
	VM21		1				1		2
	VM30		5	3	2	2	3		15
	VM31	1	8	27	14	14	5	1	70
	VM40		1	1	1	1			4
	VM41		2						2
	VM42			4	3	1			8
	VM45		1	3	2	1	4		11
	VM50		2	1	7	2	1		13
	VM60					2			2
	VM61			2	2				4
	VM62		1		1				2
	VMRED	1	1			1	2		5
<b>VM</b>		<b>2</b>	<b>56</b>	<b>62</b>	<b>58</b>	<b>58</b>	<b>27</b>	<b>1</b>	<b>264</b>
<b>Grand Count</b>		<b>26</b>	<b>326</b>	<b>496</b>	<b>568</b>	<b>395</b>	<b>323</b>	<b>12</b>	<b>2146</b>

Q17\_Household Size (Chart)



## Q18\_HH Vehicles (Table)

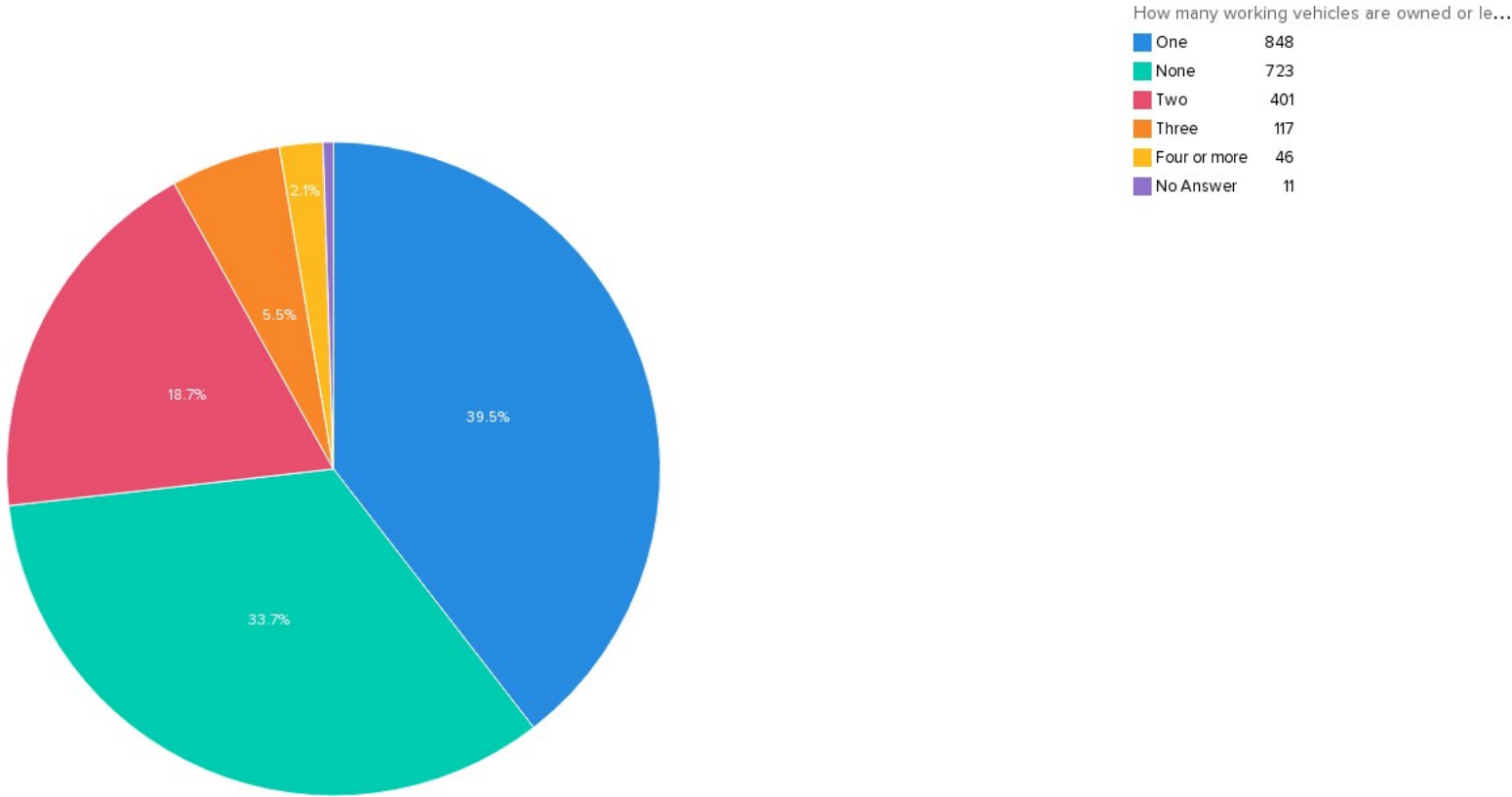
Agency	Route No	One	Two	Three	Four or more	None	No Answer	Survey Count
BM	BM01	33	14	6	1	22		76
	BM02	41	8	6		37		92
	BM03	74	33	2	1	42		152
	BM05M-T	47	29	1		24		101
	BM06	32	12	1	1	12	1	59
	BM06A	25	8	2		17		52
	BM07	26	11	2	1	22	1	63
	BM08	31	13			32		76
	BM09	28	11	3		21		63
	BM09A	14	13	1	1	35		64
	BM11	24	14	2	1	15		56
	BM13	34	14	2	1	26		77
	BM20	37	11	1	1	35		85
		<b>446</b>	<b>191</b>	<b>29</b>	<b>8</b>	<b>340</b>	<b>2</b>	<b>1016</b>
IM	Route 1 SPI	1	4	2	1	3		11
	Route 2 SPI	8	2			4		14
	Route 3 LAG	1	2			1		4
	Route 4 NPI	3	5					8
IM		<b>13</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>8</b>		<b>37</b>
MA	MA01	20	1	2		27	3	53
	MA02	35	7	2		68		112

Agency	Route No	One	Two	Three	Four or more	None	No Answer	Survey Count
	MA03	57	7	2		25		91
	MA04	33	23	3	3	52		114
	MA05	14	10	6	1	16	1	48
	MA06	33	7	2	1	42		85
	MA07	25	3			21		49
	MA08	1						1
	MA09	45	10	7	1	14		77
<b>MA</b>		<b>263</b>	<b>68</b>	<b>24</b>	<b>6</b>	<b>265</b>	<b>4</b>	<b>630</b>
STC	VMGREEN	1	3	1				5
	VMPURPLE	1	5	2	1			9
	VMYELLOW	4	9	3		1	1	18
<b>STC</b>		<b>6</b>	<b>17</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	27	57	41	29	7	2	163
	UTWCB	2	2					4
<b>UT</b>		<b>29</b>	<b>59</b>	<b>41</b>	<b>29</b>	<b>7</b>	<b>2</b>	<b>167</b>
VM	VM10	10	5	1		7		23
	VM12	1				1		2
	VM14					2		2
	VM15	6	5			10	1	22
	VM16	12	26	11			1	50
	VM20	4	1	1	1	20		27

Agency	Route No	One	Two	Three	Four or more	None	No Answer	Survey Count
	VM21	1				1		2
	VM30	5	1			9		15
	VM31	33	10			27		70
	VM40					4		4
	VM41					2		2
	VM42	3				5		8
	VM45	4	2			5		11
	VM50	6	2			5		13
	VM60	1	1					2
	VM61	3				1		4
	VM62	1				1		2
	VMRED	1		2		2		5
VM		91	53	15	1	102	2	264
Grand Count		848	401	117	46	723	11	2146



Q18\_HH Vehicles (Chart)



# Table Of Contents

Q19_Employment Status (Table)	1
Q20_Age (Table)	2
Q20_Age (Chart)	5
Q21_Hispanic/Latino Descent (Table)	6
Q21_Hispanic/Latino Descent (Chart)	9
Q22_Ethnic Background (Table)	10
Q23_Gender (Table)	11
Q23_Gender (Chart)	14
Q24_English-Speaking Ability (Table)	15
Q24_English-Speaking Ability (Chart)	18
Q25_HH Language (Table)	19
Q25_HH Language (Chart)	22
Q26_HH Income (Table)	23
Q26_HH Income (Chart)	26
Q27_Area Visitor (Table)	27
Q27_Area Visitor (Chart)	30

### Q19\_Employment Status (Table)

Response 1	Response 2	Survey Count
Disabled		37
Employed (do not work from home)		931
	Disabled	3
	Employed (work from home)	1
	Retired	4
	Student - do not work	1
	Student - work part-time off campus	2
Employed (work from home)		53
Homemaker - do not work for pay		83
	Disabled	1
	Employed (work from home)	1
	Retired	1
No Answer		34
Retired		271
	Disabled	10
Student - do not work		360
	Disabled	1
	Homemaker (do not work for pay)	1
Student - work part-time off campus		147
Unemployed		199
	Disabled	5

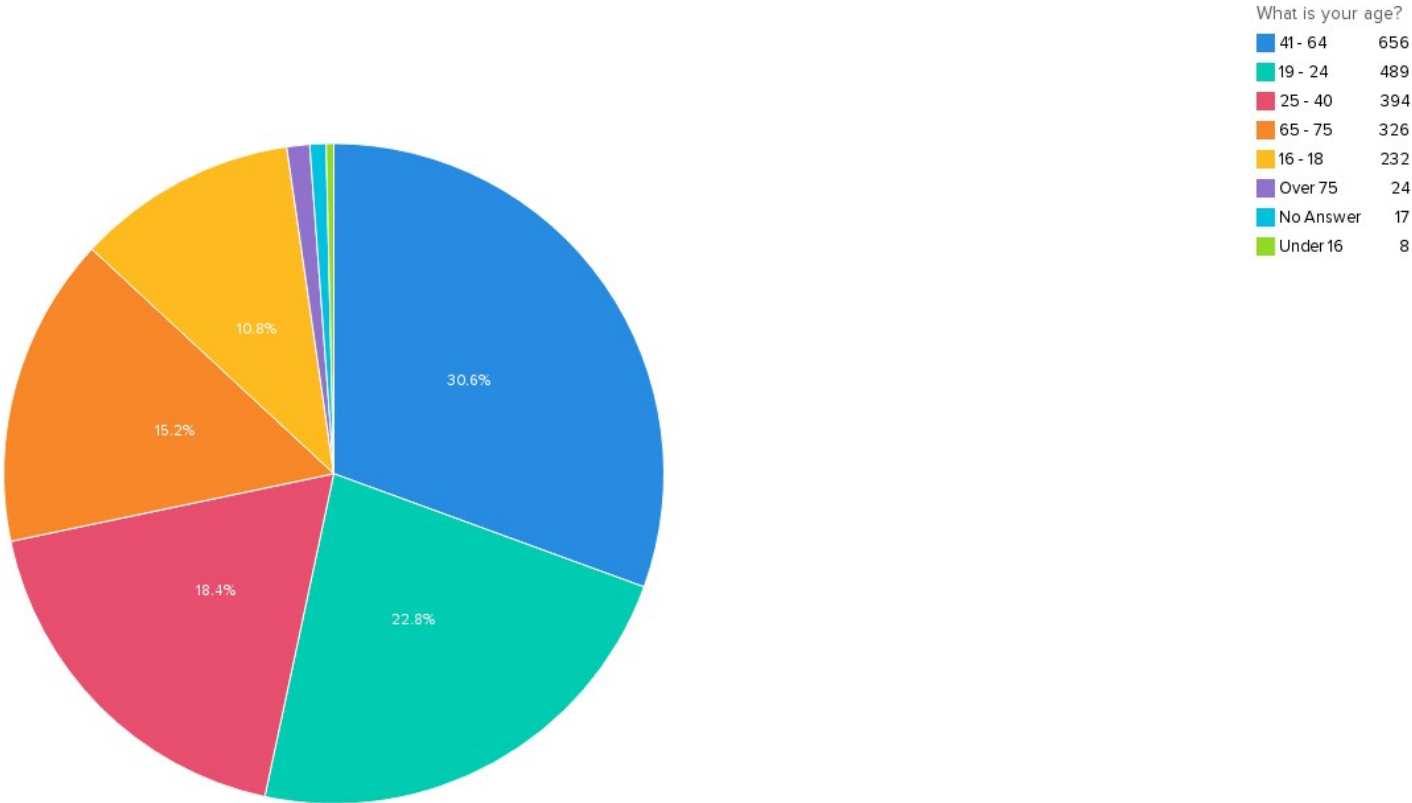
## Q20\_Age (Table)

Agency	Route No	Under 16	16 - 18	19 - 24	25 - 40	41 - 64	65 - 75	Over 75	No Answer	Survey Count
BM	BM01		21	14	13	16	12			76
	BM02		2	21	23	22	21	2	1	92
	BM03	2	45	21	14	44	26			152
	BM05M-T		45	11	11	20	11	3		101
	BM06		5	15	16	14	8	1		59
	BM06A		6	5	14	11	16			52
	BM07		12	9	17	15	9		1	63
	BM08		6	8	13	34	14		1	76
	BM09		14	8	20	16	4	1		63
	BM09A		16	10	21	13	3	1		64
	BM11		3	12	14	15	12			56
	BM13	1	2	17	18	23	14	2		77
	BM20	2	5	21	18	18	21			85
<b>BM</b>		<b>5</b>	<b>182</b>	<b>172</b>	<b>212</b>	<b>261</b>	<b>171</b>	<b>10</b>	<b>3</b>	<b>1016</b>
IM	Route 1 SPI				2	5	3	1		11
	Route 2 SPI				3	8	3			14
	Route 3 LAG				1	2	1			4
	Route 4 NPI				1	3	4			8
<b>IM</b>					<b>7</b>	<b>18</b>	<b>11</b>	<b>1</b>		<b>37</b>
MA	MA01		1	6	7	21	16	1	1	53

Agency	Route No	Under 16	16 - 18	19 - 24	25 - 40	41 - 64	65 - 75	Over 75	No Answer	Survey Count
	MA02			8	25	50	27	1	1	112
	MA03		4	14	21	38	12	1	1	91
	MA04		5	8	16	60	19	4	2	114
	MA05		2	12	12	15	5	1	1	48
	MA06	1	2	17	8	36	16	3	2	85
	MA07		1	2	8	24	14			49
	MA08					1				1
	MA09		6	56	9	5	1			77
<b>MA</b>		<b>1</b>	<b>21</b>	<b>123</b>	<b>106</b>	<b>250</b>	<b>110</b>	<b>11</b>	<b>8</b>	<b>630</b>
STC	VMGREEN			5						5
	VMPURPLE		1	8						9
	VMYELLOW		6	10		1			1	18
<b>STC</b>			<b>7</b>	<b>23</b>		<b>1</b>			<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector		11	134	13	3			2	163
	UTWCB		1	1	1	1				4
<b>UT</b>			<b>12</b>	<b>135</b>	<b>14</b>	<b>4</b>			<b>2</b>	<b>167</b>
VM	VM10		4	7	1	6	5			23
	VM12			1		1				2
	VM14					2				2
	VM15				1	21				22

Agency	Route No	Under 16	16 - 18	19 - 24	25 - 40	41 - 64	65 - 75	Over 75	No Answer	Survey Count
VM	VM16		1	1	16	29	2		1	50
	VM20		1	1	3	16	6			27
	VM21					1	1			2
	VM30			3	4	3	4		1	15
	VM31		1	12	19	27	10	1		70
	VM40		1			1	1		1	4
	VM41					2				2
	VM42		1	2		3	2			8
	VM45			2	3	4	2			11
	VM50	2	1	1	5	2	1	1		13
	VM60			2						2
	VM61			2		2				4
	VM62				1	1				2
	VMRED			2	2	1				5
<b>VM</b>		<b>2</b>	<b>10</b>	<b>36</b>	<b>55</b>	<b>122</b>	<b>34</b>	<b>2</b>	<b>3</b>	<b>264</b>
<b>Grand Count</b>		<b>8</b>	<b>232</b>	<b>489</b>	<b>394</b>	<b>656</b>	<b>326</b>	<b>24</b>	<b>17</b>	<b>2146</b>

Q20\_Age (Chart)



## Q21\_Hispanic/Latino Descent (Table)

Agency	Route No	Yes	No	No Answer	Survey Count
BM	BM01		76		76
	BM02	2	90		92
	BM03	2	150		152
	BM05M-T	20	81		101
	BM06	3	56		59
	BM06A		52		52
	BM07	32	31		63
	BM08	5	71		76
	BM09	1	62		63
	BM09A	2	62		64
	BM11	1	55		56
	BM13	8	69		77
	BM20	4	81		85
<b>BM</b>		<b>80</b>	<b>936</b>		<b>1016</b>
IM	Route 1 SPI	5	5	1	11
	Route 2 SPI	7	7		14
	Route 3 LAG	4			4
	Route 4 NPI	3	5		8
<b>IM</b>		<b>19</b>	<b>17</b>	<b>1</b>	<b>37</b>
MA	MA01	4	49		53
	MA02	16	96		112



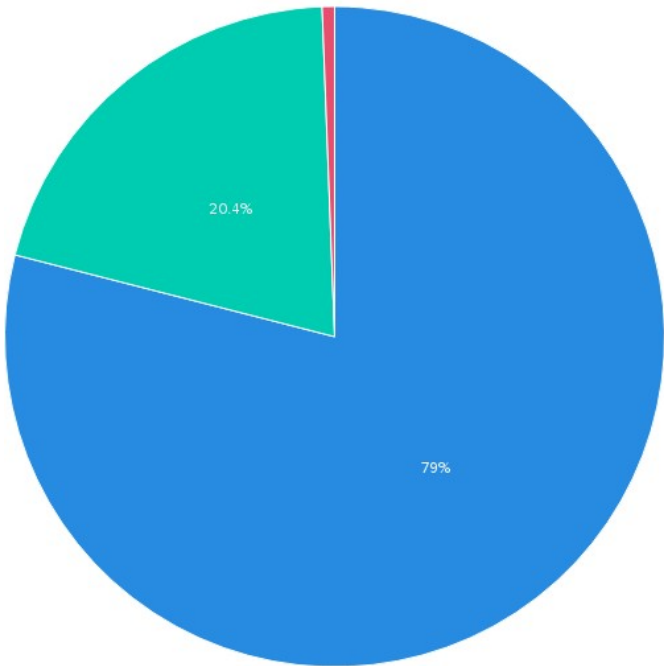
Agency	Route No	Yes	No	No Answer	Survey Count
	MA03	10	81		91
	MA04	3	111		114
	MA05	6	42		48
	MA06	4	81		85
	MA07	2	47		49
	MA08	1			1
	MA09	7	70		77
<b>MA</b>		<b>53</b>	<b>577</b>		<b>630</b>
STC	VMGREEN	5			5
	VMPURPLE	8	1		9
	VMYELLOW	16	1	1	18
<b>STC</b>		<b>29</b>	<b>2</b>	<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	155	6	2	163
	UTWCB	4			4
<b>UT</b>		<b>159</b>	<b>6</b>	<b>2</b>	<b>167</b>
VM	VM10	4	19		23
	VM12	2			2
	VM14	2			2
	VM15	12	9	1	22
	VM16	38	4	8	50
	VM20	1	26		27

Agency	Route No	Yes	No	No Answer	Survey Count
	VM21	2			2
	VM30	14	1		15
	VM31	6	64		70
	VM40	1	3		4
	VM41		2		2
	VM42		8		8
	VM45		11		11
	VM50	8	5		13
	VM60	2			2
	VM61	4			4
	VM62	2			2
	VMRED		5		5
<b>VM</b>		<b>98</b>	<b>157</b>	<b>9</b>	<b>264</b>
<b>Grand Count</b>		<b>438</b>	<b>1695</b>	<b>13</b>	<b>2146</b>

Q21\_Hispanic/Latino Descent (Chart)

Are you of Hispanic or Latino descent?

No	1695
Yes	438
No Answer	13



## Q22\_Ethnic Background (Table)

Response 1	Response 2	Response 3	Survey Count
Asian			7
Black or African American			12
	Caribbean, Central or South American		1
Canadian			1
Mexican			1818
	Asian		1
	Black or African American		1
		Native Indian	1
	Caribbean, Central or South American		1
	Native Hawaiian or Pacific Islander		1
	Native Indian	Caribbean, Central or South American	1
	White/Caucasian		110
		Native Indian	4
Native Indian			1
No Answer			7
Other			5
White/Caucasian			171
	Caribbean, Central or South American		1
	Native Indian		1
	Other		1

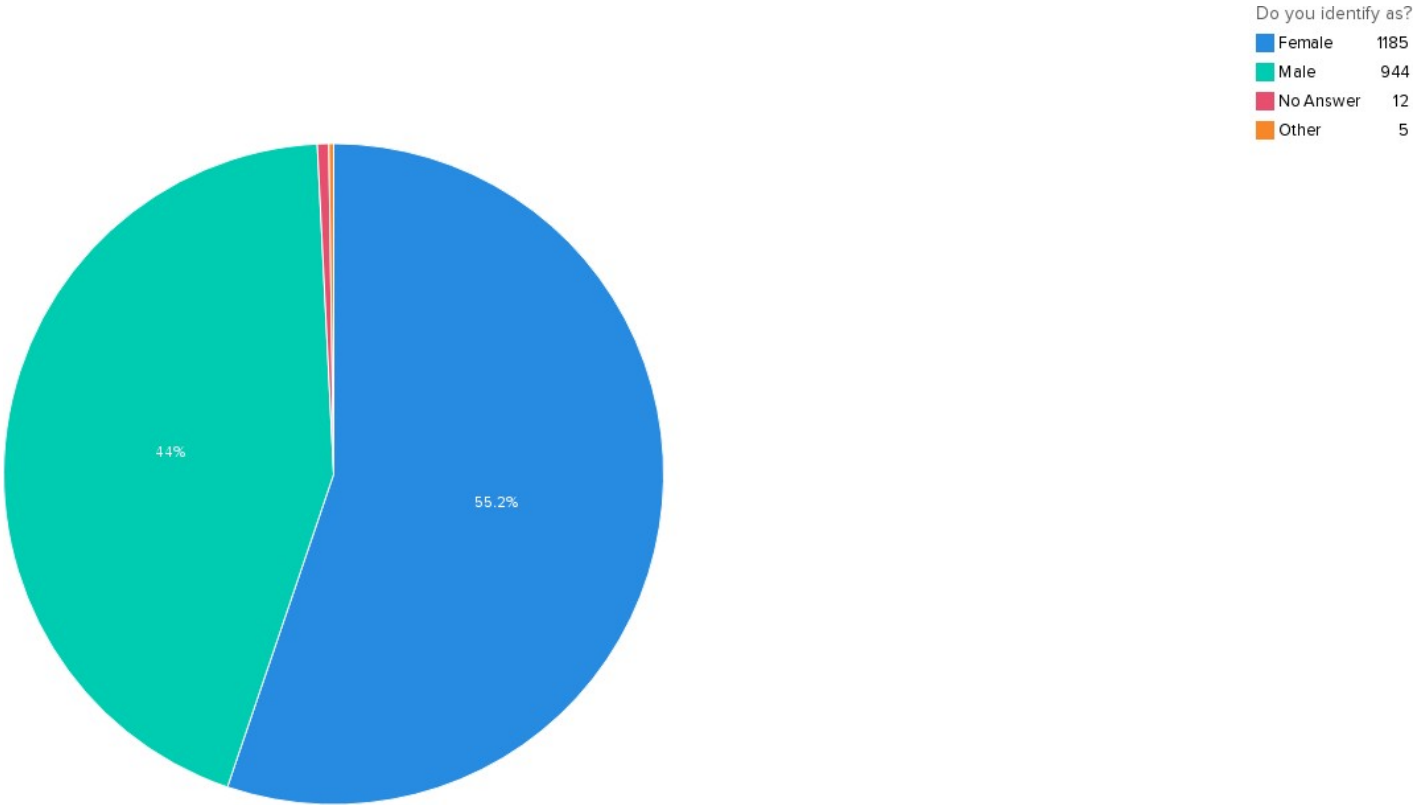
## Q23\_Gender (Table)

Agency	Route No	Male	Female	Other	No Answer	Survey Count
BM	BM01	27	49			76
	BM02	45	46		1	92
	BM03	67	85			152
	BM05M-T	42	56		3	101
	BM06	34	23	1	1	59
	BM06A	17	35			52
	BM07	29	31		3	63
	BM08	27	49			76
	BM09	38	25			63
	BM09A	37	27			64
	BM11	23	31	1	1	56
	BM13	29	47	1		77
	BM20	40	45			85
<b>BM</b>		<b>455</b>	<b>549</b>	<b>3</b>	<b>9</b>	<b>1016</b>
IM	Route 1 SPI	4	7			11
	Route 2 SPI	5	9			14
	Route 3 LAG	1	3			4
	Route 4 NPI	4	4			8
<b>IM</b>		<b>14</b>	<b>23</b>			<b>37</b>
MA	MA01	25	28			53
	MA02	48	64			112

Agency	Route No	Male	Female	Other	No Answer	Survey Count
	MA03	32	59			91
	MA04	55	59			114
	MA05	24	24			48
	MA06	36	49			85
	MA07	12	37			49
	MA08		1			1
	MA09	42	35			77
<b>MA</b>		<b>274</b>	<b>356</b>			<b>630</b>
STC	VMGREEN	3	2			5
	VMPURPLE	8	1			9
	VMYELLOW	7	10		1	18
<b>STC</b>		<b>18</b>	<b>13</b>		<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	55	106		2	163
	UTWCB	1	2	1		4
<b>UT</b>		<b>56</b>	<b>108</b>	<b>1</b>	<b>2</b>	<b>167</b>
VM	VM10	10	12	1		23
	VM12	2				2
	VM14	2				2
	VM15	14	8			22
	VM16	13	37			50
	VM20	12	15			27

Agency	Route No	Male	Female	Other	No Answer	Survey Count
	VM21	1	1			2
	VM30	7	8			15
	VM31	36	34			70
	VM40	2	2			4
	VM41	2				2
	VM42	5	3			8
	VM45	3	8			11
	VM50	10	3			13
	VM60	1	1			2
	VM61	2	2			4
	VM62		2			2
	VMRED	5				5
<b>VM</b>		<b>127</b>	<b>136</b>	<b>1</b>		<b>264</b>
<b>Grand Count</b>		<b>944</b>	<b>1185</b>	<b>5</b>	<b>12</b>	<b>2146</b>

Q23\_Gender (Chart)





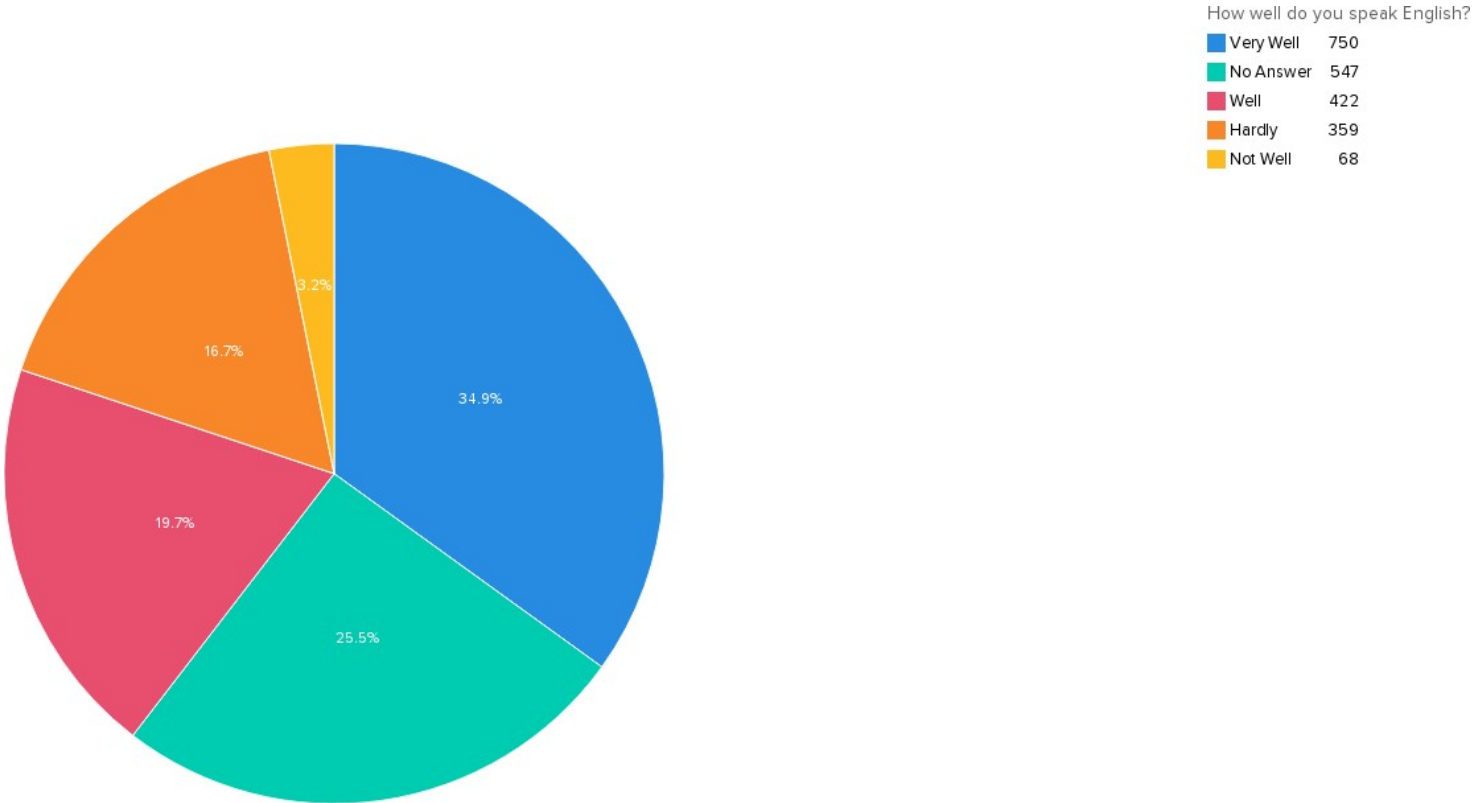
### Q24\_English-Speaking Ability (Table)

Agency	Route No	Very Well	Well	Not Well	Hardly	No Answer	Survey Count
BM	BM01	9	18		15	34	76
	BM02	15	30	1	21	25	92
	BM03	17	36	12	54	33	152
	BM05M-T	19	40	9	22	11	101
	BM06	25	12		16	6	59
	BM06A	9	3	1	4	35	52
	BM07	17	21	11	9	5	63
	BM08	12	15	4	32	13	76
	BM09	9	25		11	18	63
	BM09A	5	33		15	11	64
	BM11	15	6	4	14	17	56
	BM13	21	17		14	25	77
	BM20	12	21	11	18	23	85
<b>BM</b>		<b>185</b>	<b>277</b>	<b>53</b>	<b>245</b>	<b>256</b>	<b>1016</b>
IM	Route 1 SPI	8		2	1		11
	Route 2 SPI	8	3	1	2		14
	Route 3 LAG		4				4
	Route 4 NPI	6		1	1		8
<b>IM</b>		<b>22</b>	<b>7</b>	<b>4</b>	<b>4</b>		<b>37</b>
MA	MA01	18	4	2	14	15	53
	MA02	24	25		8	55	112

Agency	Route No	Very Well	Well	Not Well	Hardly	No Answer	Survey Count
	MA03	25	17		11	38	91
	MA04	27	12		16	59	114
	MA05	18	13		7	10	48
	MA06	34	8		15	28	85
	MA07	14	4		5	26	49
	MA08				1		1
	MA09	59	7		2	9	77
<b>MA</b>		<b>219</b>	<b>90</b>	<b>2</b>	<b>79</b>	<b>240</b>	<b>630</b>
STC	VMGREEN	4	1				5
	VMPURPLE	7	2				9
	VMYELLOW	15	2			1	18
<b>STC</b>		<b>26</b>	<b>5</b>			<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	139	22			2	163
	UTWCB	4					4
<b>UT</b>		<b>143</b>	<b>22</b>			<b>2</b>	<b>167</b>
VM	VM10	9	7		3	4	23
	VM12	1	1				2
	VM14	2					2
	VM15	19		1	2		22
	VM16	43	1	1	5		50
	VM20	8	1		2	16	27

Agency	Route No	Very Well	Well	Not Well	Hardly	No Answer	Survey Count
	VM21		1		1		2
	VM30	7	1	1	6		15
	VM31	33	9	1	6	21	70
	VM40	4					4
	VM41	2					2
	VM42	7				1	8
	VM45	5			1	5	11
	VM50	8		3	2		13
	VM60	1				1	2
	VM61	1		1	2		4
	VM62	1		1			2
	VMRED	4			1		5
<b>VM</b>		<b>155</b>	<b>21</b>	<b>9</b>	<b>31</b>	<b>48</b>	<b>264</b>
<b>Grand Count</b>		<b>750</b>	<b>422</b>	<b>68</b>	<b>359</b>	<b>547</b>	<b>2146</b>

Q24\_English-Speaking Ability (Chart)



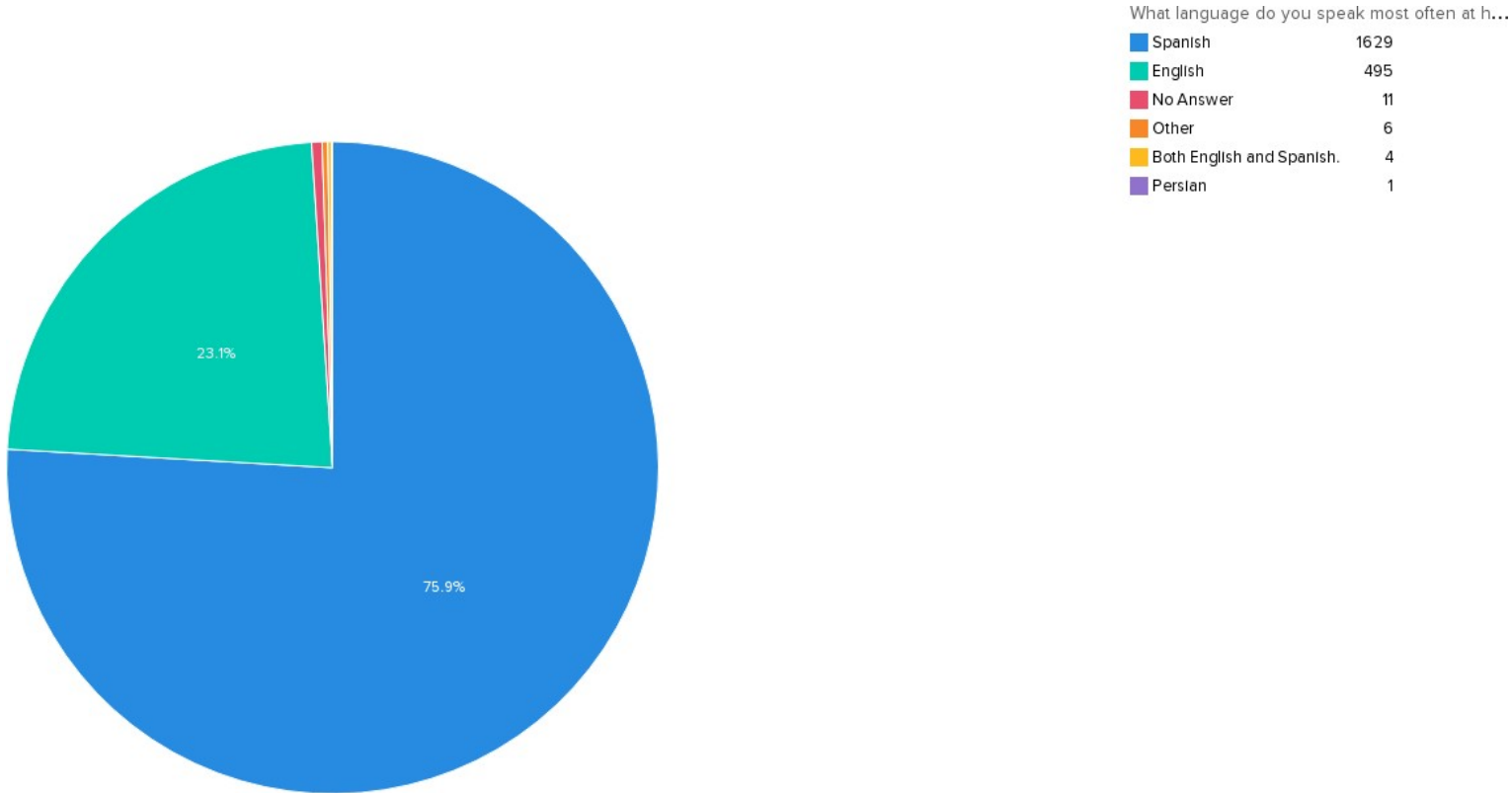
## Q25\_HH Language (Table)

Agency	Route No	English	Spanish	Other	Both English and Spanish.	Persian	No Answer	Survey Count
BM	BM01	3	73					76
	BM02	9	83					92
	BM03	8	144					152
	BM05M-T	8	93					101
	BM06	14	44	1				59
	BM06A	2	50					52
	BM07	8	51	1			3	63
	BM08	4	72					76
	BM09	9	54					63
	BM09A	3	61					64
	BM11	4	51				1	56
	BM13	8	68	1				77
	BM20	8	77					85
<b>BM</b>		<b>88</b>	<b>921</b>	<b>3</b>			<b>4</b>	<b>1016</b>
IM	Route 1 SPI	7	4					11
	Route 2 SPI	8	5	1				14
	Route 3 LAG	2	2					4
	Route 4 NPI	5	3					8
<b>IM</b>		<b>22</b>	<b>14</b>	<b>1</b>				<b>37</b>
MA	MA01	12	41					53

Agency	Route No	English	Spanish	Other	Both English and Spanish.	Persian	No Answer	Survey Count
	MA02	32	79	1				112
	MA03	19	72					91
	MA04	22	91				1	114
	MA05	13	35					48
	MA06	19	65	1				85
	MA07	12	36				1	49
	MA08		1					1
	MA09	33	44					77
<b>MA</b>		<b>162</b>	<b>464</b>	<b>2</b>			<b>2</b>	<b>630</b>
STC	VMGREEN	2	3					5
	VMPURPLE	6	3					9
	VMYELLOW	9	8				1	18
<b>STC</b>		<b>17</b>	<b>14</b>				<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	78	78		4	1	2	163
	UTWCB	3	1					4
<b>UT</b>		<b>81</b>	<b>79</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>167</b>
VM	VM10	5	18					23
	VM12	1	1					2
	VM14	2						2
	VM15	18	3				1	22

Agency	Route No	English	Spanish	Other	Both English and Spanish.	Persian	No Answer	Survey Count
	VM16	41	9					50
	VM20	6	21					27
	VM21		2					2
	VM30	8	7					15
	VM31	28	41				1	70
	VM40	4						4
	VM41		2					2
	VM42	4	4					8
	VM45	1	10					11
	VM50	3	10					13
	VM60	1	1					2
	VM61		4					4
	VM62		2					2
	VMRED	3	2					5
<b>VM</b>		<b>125</b>	<b>137</b>				<b>2</b>	<b>264</b>
<b>Grand Count</b>		<b>495</b>	<b>1629</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>11</b>	<b>2146</b>

Q25\_HH Language (Chart)





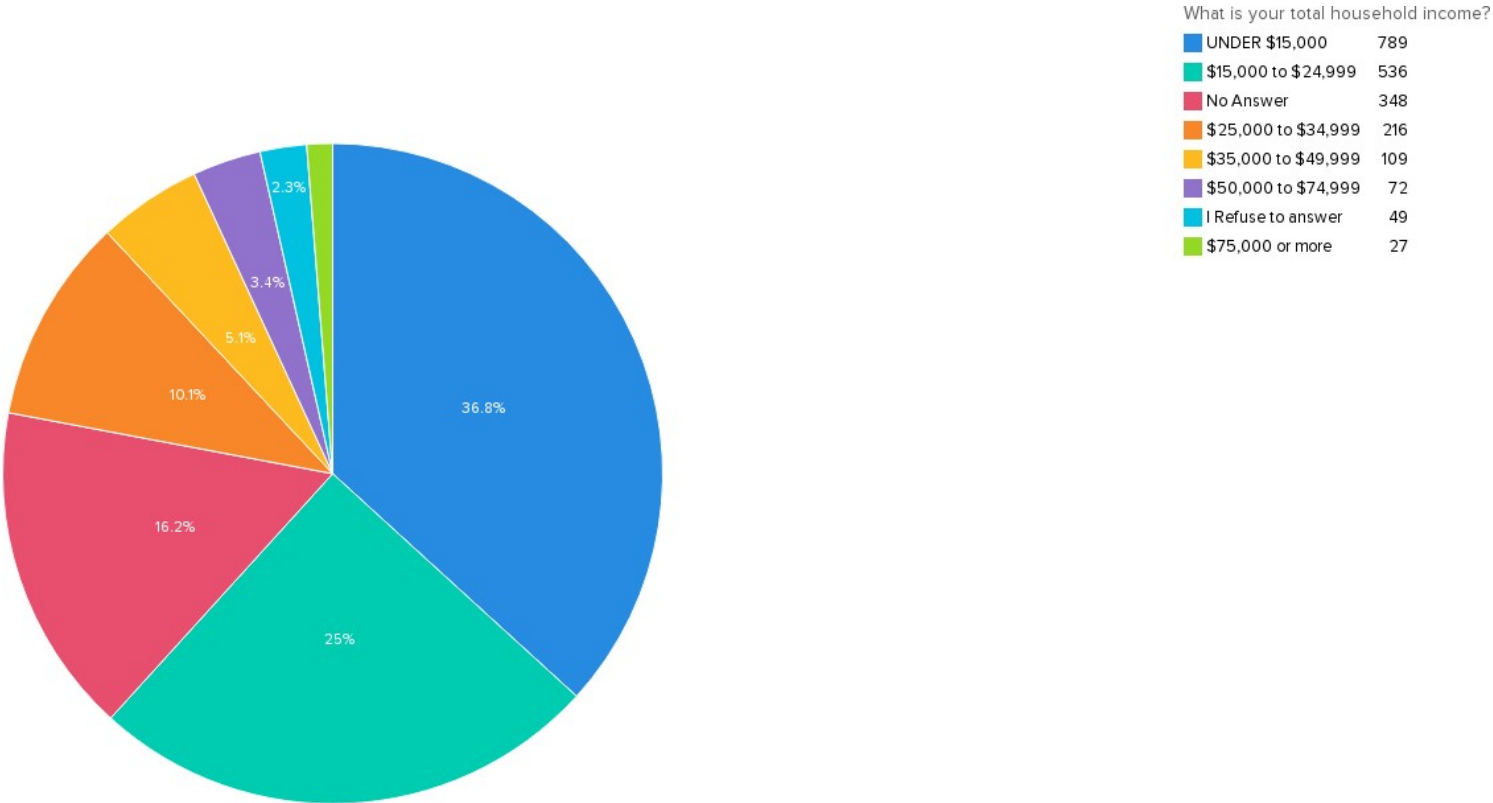
## Q26\_HH Income (Table)

Agency	Route No	UNDER \$15,000	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 or more	I Refuse to answer	No Answer	Survey Count
BM	BM01	24	38	6	5	3				76
	BM02	35	18	7	3				29	92
	BM03	52	69	15	3	3	1		9	152
	BM05M-T	47	30	13	4	1			6	101
	BM06	31	9	7	3	3	1		5	59
	BM06A	20	24	7	1					52
	BM07	40	11	6	3				3	63
	BM08	26	26	1	1				22	76
	BM09	22	15	4	2				20	63
	BM09A	8	1	10	3	2			40	64
	BM11	28	14	6	5	2			1	56
	BM13	50	15	5	5				2	77
	BM20	34	25	14	3	3			6	85
<b>BM</b>		<b>417</b>	<b>295</b>	<b>101</b>	<b>41</b>	<b>17</b>	<b>2</b>		<b>143</b>	<b>1016</b>
IM	Route 1 SPI	2	1		1	1			6	11
	Route 2 SPI	1	1			1			11	14
	Route 3 LAG	1		3						4
	Route 4 NPI			2		6				8
<b>IM</b>		<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>8</b>			<b>17</b>	<b>37</b>
MA	MA01	18	28	2	1				4	53

Agency	Route No	UNDER \$15,000	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 or more	I Refuse to answer	No Answer	Survey Count
	MA02	42	31	4					35	112
	MA03	53	24	6	1				7	91
	MA04	48	33	5	3	1	1		23	114
	MA05	3	2		3				40	48
	MA06	23	9	10	9	2			32	85
	MA07	19	14	10	5	1				49
	MA08								1	1
	MA09	24	3	19	3				28	77
<b>MA</b>		<b>230</b>	<b>144</b>	<b>56</b>	<b>25</b>	<b>4</b>	<b>1</b>		<b>170</b>	<b>630</b>
STC	VMGREEN			1	4					5
	VMPURPLE	1	1	1				6		9
	VMYELLOW	4	4	1	1	1	1	5	1	18
<b>STC</b>		<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	39	25	8	14	18	19	38	2	163
	UTWCB	1		1			1		1	4
<b>UT</b>		<b>40</b>	<b>25</b>	<b>9</b>	<b>14</b>	<b>18</b>	<b>20</b>	<b>38</b>	<b>3</b>	<b>167</b>
VM	VM10	6	13			1			3	23
	VM12								2	2
	VM14	1	1							2
	VM15	7	3	7	5					22

Agency	Route No	UNDER \$15,000	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 to \$74,999	\$75,000 or more	I Refuse to answer	No Answer	Survey Count
	VM16	1	6	4	13	23	3			50
	VM20	7	6	9	1				4	27
	VM21	1		1						2
	VM30	5	4	6						15
	VM31	31	20	15	2				2	70
	VM40	2			1				1	4
	VM41	1							1	2
	VM42	2	6							8
	VM45	7	2		1				1	11
	VM50	12	1							13
	VM60		2							2
	VM61	4								4
	VM62	1	1							2
	VMRED	5								5
<b>VM</b>		<b>93</b>	<b>65</b>	<b>42</b>	<b>23</b>	<b>24</b>	<b>3</b>		<b>14</b>	<b>264</b>
<b>Grand Count</b>		<b>789</b>	<b>536</b>	<b>216</b>	<b>109</b>	<b>72</b>	<b>27</b>	<b>49</b>	<b>348</b>	<b>2146</b>

Q26\_HH Income (Chart)



## Q27\_Area Visitor (Table)

Agency	Route No	No	Yes	No Answer	Survey Count
BM	BM01	65	8	3	76
	BM02	48	43	1	92
	BM03	135	16	1	152
	BM05M-T	73	27	1	101
	BM06	48	10	1	59
	BM06A	39	13		52
	BM07	56	6	1	63
	BM08	63	13		76
	BM09	48	15		63
	BM09A	41	23		64
	BM11	42	14		56
	BM13	59	18		77
	BM20	61	23	1	85
<b>BM</b>		<b>778</b>	<b>229</b>	<b>9</b>	<b>1016</b>
IM	Route 1 SPI	1	10		11
	Route 2 SPI	7	7		14
	Route 3 LAG	4			4
	Route 4 NPI	3	5		8
<b>IM</b>		<b>15</b>	<b>22</b>		<b>37</b>
MA	MA01	48	5		53
	MA02	97	11	4	112

Agency	Route No	No	Yes	No Answer	Survey Count
	MA03	75	13	3	91
	MA04	82	32		114
	MA05	45	3		48
	MA06	70	15		85
	MA07	48	1		49
	MA08		1		1
	MA09	75	2		77
<b>MA</b>		<b>540</b>	<b>83</b>	<b>7</b>	<b>630</b>
STC	VMGREEN	5			5
	VMPURPLE	7	2		9
	VMYELLOW	15	2	1	18
<b>STC</b>		<b>27</b>	<b>4</b>	<b>1</b>	<b>32</b>
UT	UTRGV Campus Connector	145	16	2	163
	UTWCB	4			4
<b>UT</b>		<b>149</b>	<b>16</b>	<b>2</b>	<b>167</b>
VM	VM10	21	1	1	23
	VM12	2			2
	VM14	2			2
	VM15	22			22
	VM16	49	1		50
	VM20	25	2		27

Agency	Route No	No	Yes	No Answer	Survey Count
	VM21	2			2
	VM30	9	4	2	15
	VM31	61	8	1	70
	VM40	4			4
	VM41	1	1		2
	VM42	8			8
	VM45	8	3		11
	VM50	12	1		13
	VM60	2			2
	VM61	4			4
	VM62	2			2
	VMRED	5			5
<b>VM</b>		<b>239</b>	<b>21</b>	<b>4</b>	<b>264</b>
<b>Grand Count</b>		<b>1748</b>	<b>375</b>	<b>23</b>	<b>2146</b>

Q27\_Area Visitor (Chart)

Are you a visitor to this area?

No	1748
No Answer	23
Yes	375

