

Montgomery Transit System

Transit Development Plan (TDP) Update 2023-2027

STRADA



SAIN
ASSOCIATES



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1.0 Introduction

The Montgomery Metropolitan Planning Organization (MPO) study area is served by local, rural, and intercity transit services. The M, formerly Montgomery Area Transit System or MATS, operates within the city limits of Montgomery. The Autauga County Rural Transportation Program operates within the rural portions of Autauga County and in Prattville, and delivers transit patrons to and from Montgomery County (primarily City of Montgomery). Intercity bus service is provided by Greyhound, Capital Trailways and MegaBus.

The M Transit System, in partnership with the Montgomery MPO and the City of Montgomery, is updating its 5-year Transit Development Plan (TDP). This plan identifies service changes intended to increase transit service efficiency throughout Montgomery, as well as improve service, mobility and accessibility to jobs, medical appointments, and shopping. The City of Montgomery selected a consulting team, led by STRADA consulting services, with support from Metro Analytics, Sain Associates and Dikita Enterprises, Inc.

This TDP Update provides background on previous transit plans in Montgomery and other relevant plans, describes findings from public engagement activities, provides a demographic market analysis, and performs a systemwide analysis to understand how the system is currently performing and travel patterns of current transit riders. Using the goals and performance measures developed in this TDP Update, service recommendations were developed along with a discussion about funding sources, equipment needs, and implementation.

2.0 Service Structure

2.1 Brief History of System

Now known as The-M, the former Montgomery Area Transit System (MATS) was purchased by the City of Montgomery in 1974 and contracted with American Transit Corporation and later Queen Management Group until 1998 to operate the system. In 1998, 17 fixed routes were temporarily replaced with a Demand Responsive Transit (DRT) system (call-in reservation system). These service changes were due to reductions in federal operating support for the system and seen as a cost-effective option. The Montgomery Area Paratransit (MAP) service was maintained during this period to continue service to persons with disabilities.

After a change of administration, City leaders realized that the newly implemented DRT system was not effectively meeting the needs of Montgomery citizens. A trial run of three new fixed routes was implemented in March 2000, which led to an additional six fixed routes in March 2001 after the overwhelming success of the first three routes. The M is currently owned by the City of Montgomery and operated under a management contract with First Transit Group.

In 2011, The M replaced 8 of the semi-low floor (SLF) buses with Gillig Hybrid Electric buses. These buses have been shown to increase fuel mileage, result in lower maintenance costs and release less emissions. These buses were purchased with ARRA (American Recovery and Reinvestment Act of 2009) and TIGGER (Transit Investments for Greenhouse Gas and Energy Reduction) Grant funds. In 2012, The M was awarded a State of Good Repair grant to replace older “cut-away” buses used in operation of the paratransit service. In addition, a Bus Livability grant was awarded to purchase bus shelters.

The M operates fixed routes and paratransit service within the City of Montgomery. The fixed route system includes 14 routes, which operate Monday through Saturday from around 5 a.m. to 9:30 p.m., depending on the route. The frequency of service varies by route from 30-minute headways to 1-hour headways during peak service. The current fixed routes were initiated in March 2000. Table 2.1 is a listing of current fixed routes and estimated ridership.

Table 2.1. Current Fixed Routes and Estimated Ridership

Route No.	Route Name	Weekday Service		Saturday Service	
		FY 21/22 Monthly Average	FY 21/22 Weekly Average	FY 21/22 Monthly Average	FY 21/22 Saturday Average
1	Auburn University-Montgomery	162	48	112	41
2	Eastdale Mall	233	90	160	65
3	Montgomery Commons	81	38	88	43
4	Boylston	86	24	77	33
5	McGehee Rd	176	41	107	37
6	Southlawn Twingates	61	26	51	27
7	Maxwell AFB	31	-	34	5
8	Gunter Annex	58	3	42	1
9	Virginia Loop	32	23	33	24
10	Court St	41	-	18	7
11	Rosa Parks	122	59	63	45
12	Smiley Court Gibbs	341	102	173	60
16	East West Connector	72	38	34	20
17	Boulevard	53	34	53	30
Systemwide Totals		1,549	526	1,045	438
<i>Daily plus Saturday Daily Totals</i>			<i>2,075</i>		<i>1,483</i>

The M also operates a paratransit service for the disabled called Montgomery Area Paratransit (MAP). The base one-way fare for fixed route service is \$2.00. The fare for senior citizens, disabled persons, and students is \$1.00. The MAP fare is \$4.00.

The M is funded through farebox revenue, the City of Montgomery, and FTA’s Section 5307 urbanized area funding program. The fiscal year 2023 available federal appropriations for the Montgomery urbanized area were \$1,984,000 for operating assistance, \$420,210 for preventive maintenance, \$1,548,000 for capital, and \$202,410 for ADA Paratransit. To be eligible for FTA Section 5307 funds, the City of Montgomery must provide a local match of 50 percent for operating funds and 20 percent for capital and paratransit funds. More details on budgeting are provided later in Chapter 10.

Streetcar Passenger Rail Transit

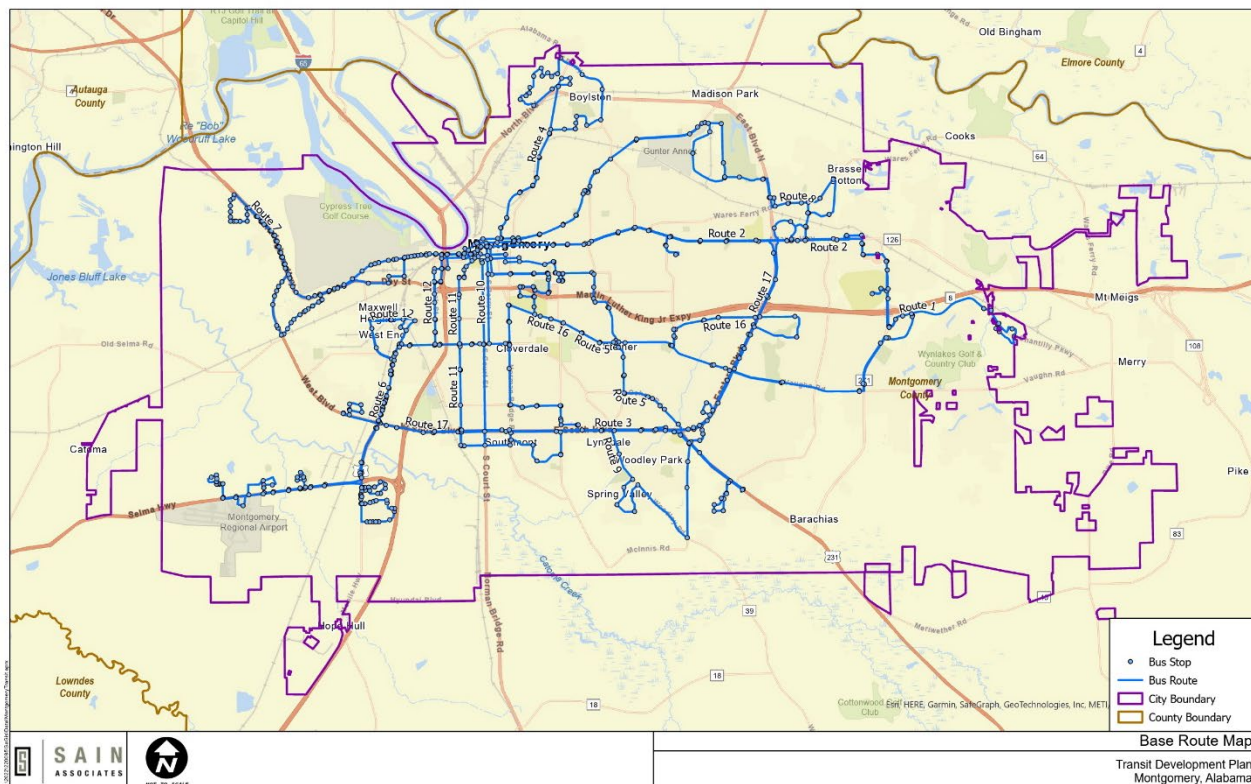
The City of Montgomery once was home to the first electric passenger rail transit streetcar in the nation from 1886-1936. The name of the system was called the Montgomery Street Railway System (commonly known as The Lightning Route), owned, and operated by Alabama Power Company. Initially operating a network of four passenger streetcar rail lines in 1886, it ended in 1936 with a total of 20 passenger streetcar rail lines throughout. The streetcar lines went as far north along Lower Wetumpka Road to Vandiver Boulevard, southeast to the intersection of Narrow Lane Road and Woodley, west along what is now Maxwell Boulevard stopping at the entrance to Maxwell Air Force Base and east along Highland Avenue to Panama Street. All streetcar lines originated in downtown Montgomery at historic Union Station and dispersed on a radial system in all directions of the city limits at that time.

The City of Montgomery has plans to study the possibility of returning to streetcar passenger rail transit and will perform an alternatives analysis for new or small starts funding when funds can be obtained. Further alternatives analysis will also be done to study a CSX commercial freight rail line that runs from downtown Montgomery to Gunter Industrial Park, then along an abandoned rail line that parallels Atlanta Highway/US-80 to Chantilly Parkway to determine the feasibility of converting the old freight rail line for the purpose of commuter passenger rail.

2.2 Existing System Structure

The M Transit System in Montgomery provides service Monday through Saturday within the Montgomery City limits. There are 14 fixed routes with complementary paratransit service available within the City of Montgomery limits. The M Transit System provides connections throughout the City, through two transfer centers located at the intersection of W. Fairview Avenue and Mobile Highway (2346 West Fairview Avenue) as well as Water Street and Molton Street downtown (495 Molton Street). Figure 2.1 depicts the current routes in the M Transit system.

Figure 2.1 Current M Transit Route System



All routes connect to one of these transfer centers except Route 9 which provides a loop around Trenholm State Community College, Montgomery Town Center, and surrounding neighborhoods with opportunities for a free transfer at the One Center. The M Transit System provides critical mobility options to those in neighborhoods that tend to be lower income and are more dependent on transit services, as well as local universities, hospitals, shopping destinations such as the Eastchase shopping center, and connections to the Montgomery Regional Airport. Services also provide access to the Maxwell Gunter Airforce Base main campus and annex, located on separate sides of the city.

Fares for the system are \$2.00 for a one-way trip with free transfers at the transfer centers between routes. The system operates with a pulse schedule, where multiple routes pull into the transfer centers at the same time and allow transfers for riders. However, not all routes operate on the same pulse schedule so some riders must wait at the transfer centers for their desired bus connection.

While the M Transit System does have designated stop locations with signs, schedules, benches, and/or shelters, this system is unique in that it also picks up at “flagged” stops. Anyone can hail the bus along its designated fixed alignment and if the bus driver deems it safe to stop, the bus will stop and pick-up that passenger. While this makes it convenient for riders, this can cause travel time issues if there are a lot of pickups located close to each other, as well as potential safety issues with riders desiring to board in unsafe locations. The final report will analyze how the flagger system is affecting the M Transit System and identify any associated recommendations.

The City of Montgomery provides the local match for federal capital and operating expenses from its general fund.

2.3 Existing Contracted Service

The M Transit System is owned by the City of Montgomery. Management and operations services are contracted out to First Transit. First Transit receives an annual fee of \$285,000 for managing the service in addition to the operation costs for providing this service and maintaining the vehicles and facilities. All equipment, facilities, and vehicles are owned by the City of Montgomery.

The M team has implemented the following projects to improve the Montgomery customer’s experience:

- Montgomery customers have been provided 26 shelters along bus routes. In the last year, the system has placed 6 shelters on various routes. In total, the system has 600 bus stops, over 100 benches and 26 shelters. The system has plans to place up to 12 more shelters in the near future.
- The system has placed video technology on all its buses to monitor activity with passengers and drivers. This system allows the company to monitor passenger relations, driver behavior and accident investigation.
- Google Transit - This planning platform allows passengers to go on the system website to map out and plan their trips. This has reduced the calls to Customer Service for trip planning purposes.
- Transloc - This is a real-time application that allows customers to see where their bus is located. Customers can look on a website or on an app on their phone to see when a bus will arrive at their location. This application also allows the system to review the direction of buses to determine if a bus was off route or if the route was cut short.
- Remix - A planning platform that allows staff to efficiently assess potential service improvements. The system generates significant data used to make service changes and aid in the development of the City’s Title VI report.
- The City of Montgomery and The M team hired a planning firm to perform a Transit Development Plan in 2016. The First Transit team implemented recommended changes in April 2017. This plan looked at the system routes and made suggestions to improve coverage, routing, headways, and transfer points to make the system more customer friendly.

According to the Montgomery MPO 2045 Long-Range Transportation Plan (LRTP), M Transit is projected to receive approximately \$126.3 million, or \$5,053,000 annually, in federal funding through the year 2045. The Montgomery Transit system has several visionary improvements over the next 25 years, which will be done as funding becomes available via competitive grants or by the City of Montgomery general fund. Table 2.2 is a listing of transit projects included in the 2045 LRTP.

Table 2.2. Transit Projects in 2045 MPO LRTP

Anticipated Years:	Recommended Action:	Cost:
2027, 2037	Bus Replacement (10-year vehicles)	\$4,200,000/year
2022,2026,2030,2034,2038,2042	Bus Replacement	\$250,000/year
2023,2027,2041	Bus replacement	\$500,000/year
2024,2028,2032,2036,2040,2044	Bus Replacement	\$950,000/year
2021	Rehab of Administrative/Maintenance Facility	\$3,000,000
2022	Bus Replacement	\$300,000
2023	Replace Gillig Hybrids	\$5,500,000

3.0 Review of Previous Studies

3.1 Introduction

The purpose of this section is to review policy documents relevant to the update of The M Transit's Transit Development Plan. In coordination with the client, it was determined the following documents would be reviewed as part of this effort:

- 2017-2021 Transit Development Plan (TDP)
- Montgomery Transit Needs Assessment in the 2045 Long Range Transportation Plan (LRTP)
- Montgomery MPO 2045 Long Range Transportation Plan (LRTP)
- 2012 Montgomery MPO Bicycle and Pedestrian Plan
- Montgomery Congestion Management Program (2014-2018)
- Investing In Our Connections in the Envision Montgomery 2040 Comprehensive Plan
- The M Transit 2020 Public Transportation Agency Safety Plan

The subsections that follow describe the overall purpose of these documents and the relevance of their recommendations to developing goals and recommendations for transit mobility in Montgomery.

3.2 Previous Transit Development Plans

Below are observations within the previous Transit Development Plan based on the data collected and tasks completed:

- Refinements to the existing routes and schedules are needed to help meet the planning objectives. Not addressing these issues could result in a less effective system with major cost issues.
- Most of the demand for public transportation is still found in the older, established neighborhoods located south and west of downtown Montgomery.
- Although some redevelopment activity is taking place in midtown and downtown, most of the residential, business/commercial, and employment growth is taking place in the east and southeast sectors of the city.
- On-time performance is having a major impact on timed transfers and system reliability.

3.3 Other Relevant Studies

Montgomery Transit Needs Assessment in the 2045 Long Range Transportation Plan (LRTP)

The following is a summary of additional transit operational data found in the 2045 LRTP and relevant sources:

- Standard one-way fares: \$2.00 for fixed bus routes and \$4.00 for MAP. Free transfers. \$1.00 fare available to students (K-12), seniors, and riders with disabilities.
- Ridership data from National Transit Database (NTD) (Fiscal year 2019, most recent NTD statistics available):
 - Annual unlinked trips: 602,397 (579,203 fixed route; 23,194 MAP)
 - Average daily boardings: 2,205 weekday (Monday-Friday; 753 Saturday)
 - Annual passenger miles: 2,777,604 (2,536,909 fixed bus routes; 240,695 MAP)
 - Annual vehicle revenue miles: 1,473,551 (1,234,896 fixed; 238,655 MAP)
 - Annual vehicle revenue hours: 92,647 (75,256 fixed; 17,391 MAP)
- Financial information (2014 NTD):
 - Operating expenses: \$7,634,514 (\$6,040,792 for fixed route; \$1,593,722 for MAP)
 - Breakdown of operating sources: 12% farebox revenues and auxiliary funds; 53% local funds; 35% federal assistance
- Fleet characteristics (2019 NTD):
 - 25 vehicles operated in maximum service (19 for fixed bus route; 6 for MAP bus)

Transit planning objectives for the 2045 LRTP include:

- Simpler route alignments and system design
- More direct travel
- Consistent frequency of service
- Higher passenger productivity and on-time performance
- Consideration of new markets or non-traditional riders

[2012 Bicycle and Pedestrian Plan](#)

In July 2012, the most recent update of the Montgomery Area Bicycle and Pedestrian Plan was completed to identify bicycle and pedestrian connectivity needs throughout the Montgomery MPO area. Connectivity to bicycle and pedestrian facilities has been shown to enhance overall transit ridership. The bicycle items primarily related to transit include:

Seven existing Bicycle and Pedestrian facilities are near existing transit service:

- Montgomery Riverwalk, located near the Intermodal Transfer Center
- Maxwell Boulevard bike lanes
- Hall Street bike lanes, connecting historic Centennial Hill, Alabama State University and Oak Park
- Maxwell Boulevard two-way cycle track
- Brown Springs Road bike lanes
- Congressman WL Dickinson Share-the-Road signs
- Gunter Park Drive Shared Lane Markings and Share the-Road signs

Three proposed bicycle projects are within or connecting to the transit service area:

- Montgomery Riverwalk extension (which would increase accessibility to transit ridership for recreational bicyclists)
- Rails-to-trails project that terminates near the Intermodal Center and traverses downtown southeast to I-85
- Vaughn Road bicycle lanes from Taylor Road to Chantilly Boulevard

There are 33 bicycle routes and 44 connector bicycle routes proposed in the Montgomery MPO study area, including 17 bicycle routes and 24 connector bicycle routes within Montgomery County. Many of the proposed bicycle routes are along roads currently served by transit, including Atlanta Highway, Fairview Avenue, Selma Highway, Vaughn Road, and Carter Hill Road. Pedestrian connectivity to transit ranges from high to low connectivity dependent on the area. The Montgomery Area Bicycle and Pedestrian Plan included a sidewalk inventory detailing the location of existing pedestrian facilities. Proposed pedestrian projects within the M service area are included within the Plan as Priority 1, Priority 2, and Priority 3 projects. Significant Priority 1 pedestrian improvements that will influence transit service include:

- Multiple downtown sidewalk rehabilitations
- New sidewalks along Atlanta Highway from Brantwood Drive to Coliseum Drive on both sides of the road
- Sidewalk rehabilitation along West Fairview Avenue on both sides from Mobile Drive to Carver High School and new sidewalks on the south side of Fairview Avenue (north side exists) from Carver High School to Oak Street
- New sidewalks along the east side of South Court Street (west side exists) from Fairmont to Edgemont Avenue on east side
- New sidewalks along both sides of Vaughn Road from Central Parkway to Carriage Brook Road

As it relates to the TDP, a long-term transit policy should be to monitor development of the proposed bicycle and pedestrian improvements and continue to promote transit connectivity to bicycling and pedestrian opportunities. It will be important to work with the City and MPO to focus sidewalk improvements and connections in areas with bus stops.

[Montgomery Congestion Management Program \(2014-2018\)](#)

In May 2014, the MPO developed a Congestion Management Program (CMP) to identify congested areas throughout the Montgomery MPO area and develop potential strategies to alleviate the most congested areas. While transit can be considered a means of alleviating congestion, understanding where congestion exists along the system can also assist in developing overall operational recommendations. As part of the CMP process, specific improvements were identified along the 25 most congested roadway segments throughout the region. Of these 25 segments, those currently served by transit included:

- Taylor Road from I-85 to East Chase Parkway (Route 1)
- Atlanta Highway from South Burbank Drive and East Boulevard (Route 2)

- South Boulevard from Narrow Lane Road to Troy Highway/US 231 (Routes 3 and 9)
- Carter Hill Road from McGhee to Vaughn Road (Route 5)

Roadway improvements along existing routes can help with both reliability and travel time along the corridor to improve on time performance. Furthermore, the CMP recommended the following congested segments for bus service and operations improvements (in addition to other enhancements):

- Atlanta Highway from South Burbank Drive and East Boulevard (Route 2)
- Carter Hill Road from McGhee to Vaughn Road (Route 5)
- Perry Hill Road from Atlanta Highway to I-85 (Not currently served)

Lastly, two congested segments outside the current M Transit service area (located in Prattville) that were recommended for transit and ridesharing programs amongst other improvements were:

- Cobbs Ford Road from US 82 to I-65
- East Main Street from US 82 to Greystone Way

[*Envision Montgomery 2040 Comprehensive Plan*](#)

The Envision Montgomery 2040 Comprehensive Plan was adopted in July of 2020. The Connections chapter of the Comp Plan references similar information to that provided in this 2023-2027 TDP. Much of the transit-related focus of the plan is on transportation accessibility, active transportation, transportation demand management, and implementing complete streets. The plan acknowledges what is stated elsewhere in this TDP, regarding systemic poverty, long walks to transit, and long headways.

[*The M Transit 2020 Public Transportation Agency Safety Plan*](#)

The Public Transportation Agency Safety Plan (PTASP) for M Transit was adopted on June 8, 2020. The PTASP was developed by ALDOT in conjunction with the University of Alabama at Huntsville. The report is required as part of Federal transportation legislation and the contents follow these requirements by section. The report establishes safety policies and procedures and safety management systems for M Transit. A key part of the report is the establishment and tracking of safety performance measures. Fatalities, injuries, and safety events must be quantified at a rate per vehicle revenue mile. System reliability is also tracked based on the mean distance between major mechanical failures.

[*3.4 Key Takeaways for TDP Update*](#)

[*Improve Frequencies*](#)

A primary issue facing The M's service is the lack of frequency. To the riding public, frequency is freedom and service levels should mirror the mobility needs of the community. The first step in improving service should be to increase frequencies on existing routes. Table 3.1 below depicts current weekday bus service levels.

Table 3.1. Current Weekday Service Levels

Routes	Peak Service		Off-Peak Service	
	Buses	Frequency	Buses	Frequency
1	2	60	2	60
2	3	30	2	45
3	1	60	1	60
4	1	60	1	60
5	2	45	1	90
6	1	60	1	60
7	1	60	1	60
8	1	90	1	90
9	1	60	1	60
10	1	60	1	60
11	1	60	1	60
12	2	30	1	60
16	1	90	1	90
17	1	90	1	90

The M’s 14 routes average 60-minute frequency on weekdays which is a significant factor inhibiting ridership growth. The system could operate a consistent level of service throughout the day, rather than pulling buses from service during the “off-peak” or middle of the day. Not all transit users work traditional 8AM – 5PM jobs, therefore the typical peak level of service is not applicable. All routes operate on Saturday, but only 13 vehicles are in service. The utility of the service is diminished due to the average 90-minute frequency. Table 3.2 below depicts current Saturday bus service levels.

Table 3.2. Current Saturday Service Levels

ROUTES	BUSES	FREQUENCY
1	1	120
2	1	90
3	1	60
4	0.5	120
5	1	90
6	1	60
7	0.5	120
8	0.5	120
9	1	60
10	0.5	120
11	1	60
12	1	60
16	1	90
17	1	90

Invest in Passenger Amenities

Montgomery passenger infrastructure currently includes 26 shelters along bus routes, the West Fairview Transit Center, and the Downtown Intermodal Center. The M’s future could include an additional 12 passenger shelters, a significantly improved West Fairview Transit Center, and a potential new transfer center in East Montgomery.

Micro-transit

According to the Shared-Use Mobility Center, micro-transit is a service model that sits between traditional fixed-route transit and the services provided by taxis and new, tech-enabled models like Uber and Lyft (transportation network companies, or TNCs). It is a demand-responsive, commuter-focused service that typically uses ad-hoc pickup and drop-off points, within a few minutes’ walk of multiple customers, and generally within limited-service zones. This shared mode uses vehicles smaller than transit buses but larger than the passenger vehicles commonly used by

TNCs. The hallmark of micro-transit is the ability to flexibly create routes and stops in response to customer demand. In practice the services tend to converge on a limited number of routes between dense areas of high demand, and most operate only at weekday peak hours.

In considering the utility of micro-transit for Montgomery, the opportunity of serving the currently underserved Northwest portion of town jumps out. A micro-transit pilot project could be launched with minimal investment assuming existing vehicles are used, and a technology partner is identified.

Autonomous Vehicles

Stakeholders have expressed interest in pursuing shared autonomous vehicles in Downtown Montgomery. Shared Automated Vehicles (“SAV”) are low-speed driverless vehicles that are “shared” between multiple users. An efficient alternative to privately-owned vehicles, SAVs provide a shared-ride solution for safely moving people from point A to point B.

4.0 Public & Stakeholder Engagement

4.1 Public Engagement Objectives

Public engagement objectives for the TDP Update included the following:

- Understand the needs and aspirations for transit in the city of Montgomery.
- Encourage public and stakeholder commentary on the current transit system.
- Entertain suggestions for ways to increase ridership and better serve the community.
- Document how the system is presently used and by whom.

These objectives were addressed through a series of stakeholder interviews, an onboard survey of existing transit riders, and a public workshop to seek additional community input. The onboard survey is described in greater detail in Chapter 7 of this report. Study goals and objectives are discussed in Chapter 6 of this report.

4.2 Public Engagement Activities

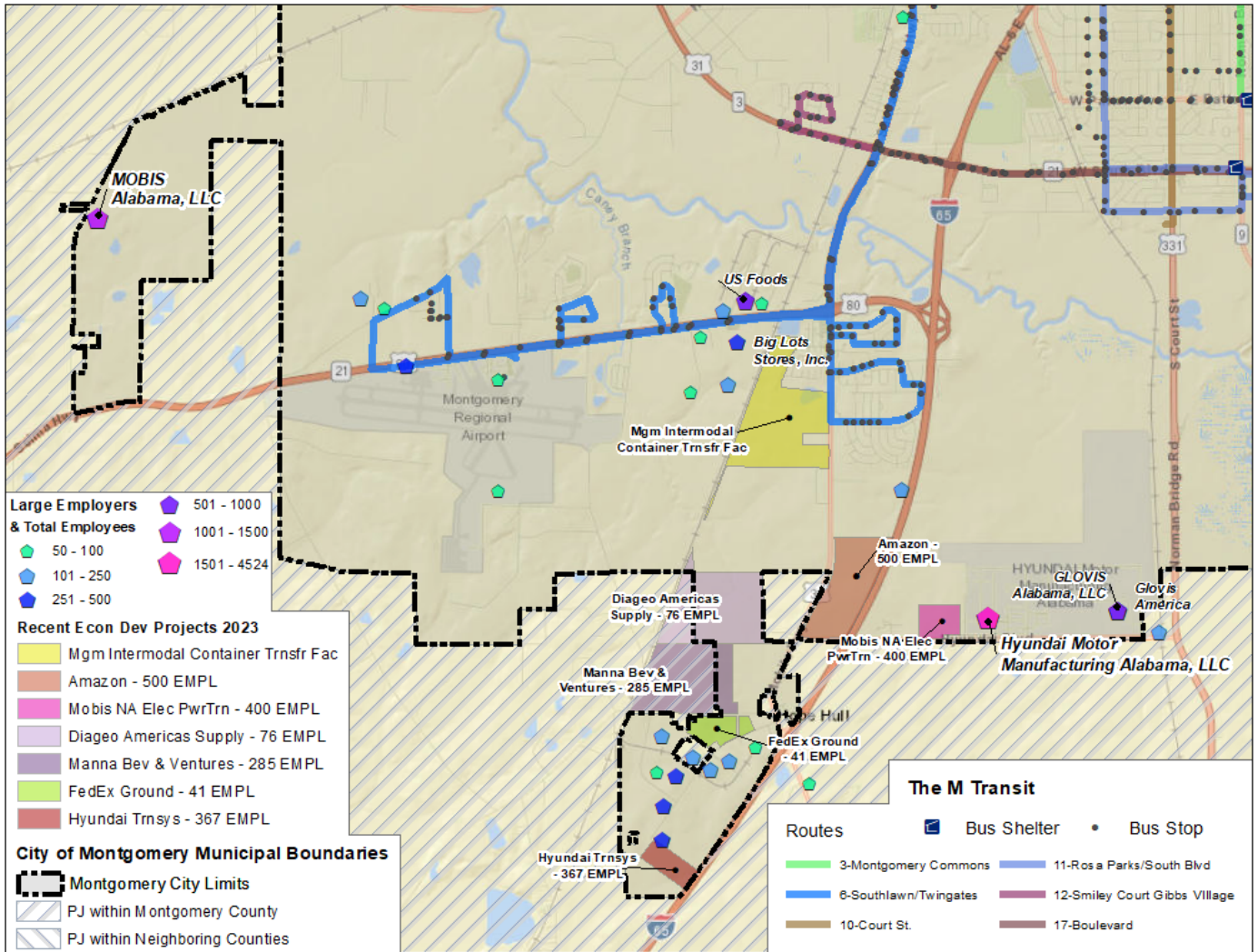
A public/stakeholder workshop was held at the City of Montgomery Intermodal Transportation Facility on Thursday, December 15, 2022. A presentation was made to inform attendees of the TDP process, ridership survey results, and study findings to date. Participants were then encouraged to ask questions, provide feedback, and open dialogue with members of the study team. Stakeholder meeting notes are found in Appendix A, along with all public comments submitted to the city.

Key themes from the public and stakeholders at the workshop included the following:

- Interconnecting existing transit lines.
- Clearly mark bus stop locations.
- Gap in service along Coliseum Boulevard to serve ALDOT, ADEM, and State Highway Patrol.
- Surveys should be conducted with employers and social needs organizations.
- More bus shelters are needed.
- Need to focus on unserved and underserved areas of Montgomery.
- Schedule adherence needs improvement.
- Consider a “think tank” of bus riders and other citizens to identify additional improvements.
- Market the bus system to all communities in the city.

Results from the ridership survey, documented in Chapter 7 of this report, clearly indicate the importance of M Transit in access to jobs. This led to a spirited discussion on this topic during the meeting, as there are several large employers moving into areas in southwest Montgomery not presently served by transit. One result of this discussion was a listing of all major employers in the region, along with a map of the city’s largest employers and existing transit routes. Figure 4.1 is the result of these discussions, depicting these large employers and the current configuration of M Transit route 6.

Figure 4.1 Large Employers in Southwest Montgomery



5.0 Market & Demographic Analysis

5.1 Overview and Purpose

A market and demographic analysis were conducted to document existing demographic characteristics, look at aggregate travel patterns, and conduct a transit operational analysis. The remainder of this chapter describes these efforts in detail.

5.2 Demographic Analysis

Demographic data were obtained for the TDP from the 2020 Census and the 2012-2106 American Community Survey (ACS), using Census Transportation Planning Products (CTPP). Table 5.1 provides a series of demographics for the City of Montgomery, as derived from the 2020 Census. Later sections of this report present similar metrics from a transit onboard survey conducted in September 2022. The city truly represents the customer base for M-Transit as service is only provided within the city limits and nearly all transit riders walk to bus stops to use the service. Some highlights from the table, related to the City's transit-dependent population, include the following:

- The overall City population has been declining since at least 2010.
- Persons under 18 years of age constitute over 30 percent of the city population.
- Persons over 64 years of age constitute nearly 15 percent of the city population.
- Over 20 percent of the city residents have moved within one year's time.
- Only one-third of the population possesses a bachelor's degree.
- Over 12 percent of the population under 65 years of age lives with a disability.
- The civilian labor force consists of 59 percent of the population 16 years of age or older.
- Approximately 20 percent of the population lives in poverty.

Table 5.2 presents a comparison between demographic metrics for the City of Montgomery versus Montgomery County (as a whole), using data from the 2012-2016 ACS. A few highlights from this table are as follows:

- A large percentage of persons and households in the County reside within the city.
- Persons per HH, HH income, and vehicles per HH are each lower for the city than the county.
- Conversely, percentages of persons in poverty, minorities, and foreign born are higher in the city.
- Roughly 87 percent of workers in the county reside in the city.

Table 5.3 depicts a mode choice summary for the journey to work from the 2012-2016 ACS. There is generally little difference between city and county residents in terms of mode choice for work trips, as the county is inclusive of the city. County residents, as an aggregate, are somewhat less likely to carpool than city residents while county residents are somewhat more likely to walk to work or work from home. Public transportation is shown as 0.7 percent for work trips at both the city and county level. As noted elsewhere in this report, the average weekday ridership for M-Transit is 1,045 passengers. The ACS estimate of roughly 700 transit work trips is reasonably close to the combined home-based work and nonhome-based percentage of 54 percent from the onboard survey ($1,045 \times .54 = 564$).

Finally, Table 5.4 presents a summary of mean travel times to work for both the city and county, also from the 2012-2016 ACS. As expected, trip lengths are generally higher for the county as a whole than for city residents only. According to the ACS, average work trip lengths on transit (49-50 minutes) are more than twice as long as drive alone (18-20 minutes) and carpool (20-21 minutes) modes.

Table 5.1 City of Montgomery Demographics, 2020 Census

Metric	City of Montgomery
<i>Population</i>	
Population Estimates, July 1, 2021 (V2021)	198,665
Population, Census, April 1, 2020	200,603
Population, Census, April 1, 2010	205,764
<i>Age and Sex</i>	
Persons under 5 years, percent	6.90%
Persons under 18 years, percent	23.80%
Persons 65 years and over, percent	14.60%
Female persons, percent	53.10%
<i>Race and Hispanic Origin</i>	
White alone, percent	31.50%
Black or African American alone, percent	60.80%
American Indian, Asian, and Alaska Native alone, percent	3.40%
Hispanic or Latino, percent	3.80%
<i>Housing (Housing units, July 1, 2021)</i>	
Owner-occupied housing unit rate, 2016-2020	54.10%
Median value of owner-occupied housing units, 2016-2020	\$121,100
Median selected monthly owner costs -with a mortgage, 2016-2020	\$1,099
Median gross rent, 2016-2020	\$905
Persons per household, 2016-2020	2.43
Living in same house 1 year ago, percent of persons aged 1 year+, 2016-2020	78.30%
<i>Computer and Internet Use</i>	
Households with a computer, percent, 2016-2020	89.60%
Households with a broadband Internet subscription, percent, 2016-2020	82.90%
<i>Education</i>	
High school graduate or higher, percent of persons aged 25 years+, 2016-2020	87.00%
Bachelor's degree or higher, percent of persons aged 25 years+, 2016-2020	33.40%
<i>Health</i>	
With a disability, under age 65 years, percent, 2016-2020	12.40%
Persons without health insurance, under age 65 years, percent	12.30%
<i>Economy</i>	
In civilian labor force, total, percent of population age 16 years+, 2016-2020	59.30%
<i>Income & Poverty</i>	
Per capita income in past 12 months (in 2020 dollars), 2016-2020	\$28,720
Persons in poverty, percent	20.10%

Table 5.2 City vs. County Demographics, 2012-2016 ACS

Selected Characteristics	2012-2016 ACS	
	City	County
Total Persons [1]	201,717	227,392
Persons in Households [2]	195,465	220,483
Total Households [3]	80,286	90,281
Average Number of Persons per Household [4]	2.43	2.44
Average Household Income [5]	\$61,714	\$63,847
Average Number of Vehicles per Household [6]	1.66	1.72
Percent of Persons in Poverty [7]	22.65	21.31
Percent Minority [8]	65.04	62.21
Percent of Persons 65 and Over [9]	12.89	13.26
Percent of Persons Foreign Born [10]	4.61	4.36
Total Workers at Place of Residence [11]	87,736	100,032

Table 5.3 City vs. County Work Trip Mode Choice, 2012-2016 ACS

Mode to Work	2012-2016 ACS #		2012-2016 ACS %	
	City	County	City	County
Total Workers	87,736	100,032	100.0	100.0
Drove alone	74,345	84,737	84.8	84.7
2-person Carpool	6,877	7,717	9.1	7.7
3-or-more-person Carpool	1,353	1,578	2.1	1.6
Public Transportation	693	711	0.7	0.7
Bike	68	68	0.1	0.1
Walked	1,421	1,467	1.0	1.5
Taxi, Motorcycle and Other means	546	647	0.6	0.6
Worked at Home	2,433	3,107	1.6	3.1

Table 5.4 City vs. County Work Trip Lengths, 2012-2016 ACS

Mean Travel Time by Mode to Work in Minutes	2012-2016 ACS	
	City	County
Total Workers (excluding work at home)	19.1	20.0
Drove alone	18.7	19.5
Carpooled	20.2	21.2
Public Transportation	49.3	50.1
Taxi, Motorcycle, Walk, Bicycle and Other	15.7	20.8

The 2020 Census Demographic Data Map Viewer was used to identify areas in the Montgomery area where transit has its greatest potential for success. The tabs at the top of the maps indicate attributes that can easily be mapped using this tool. Figure 5.1 depicts people per square mile by Census Tract in Montgomery, with the darker colors representing areas with the greatest densities. These Census Tracts seem to coincide well with the M-Transit service area. Areas with the highest percentage of persons living in group quarters, presented in Figure 5.2, are generally within the M-Transit coverage area.

Figure 5.1 Persons per Square Mile by Census Tract (2020 Census)

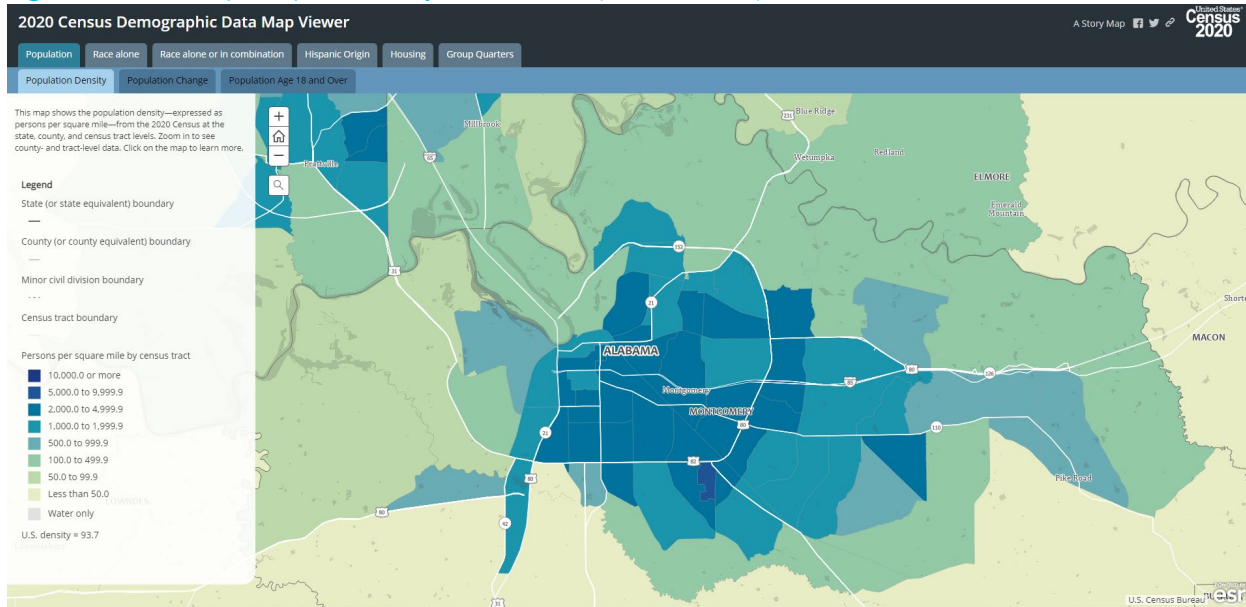
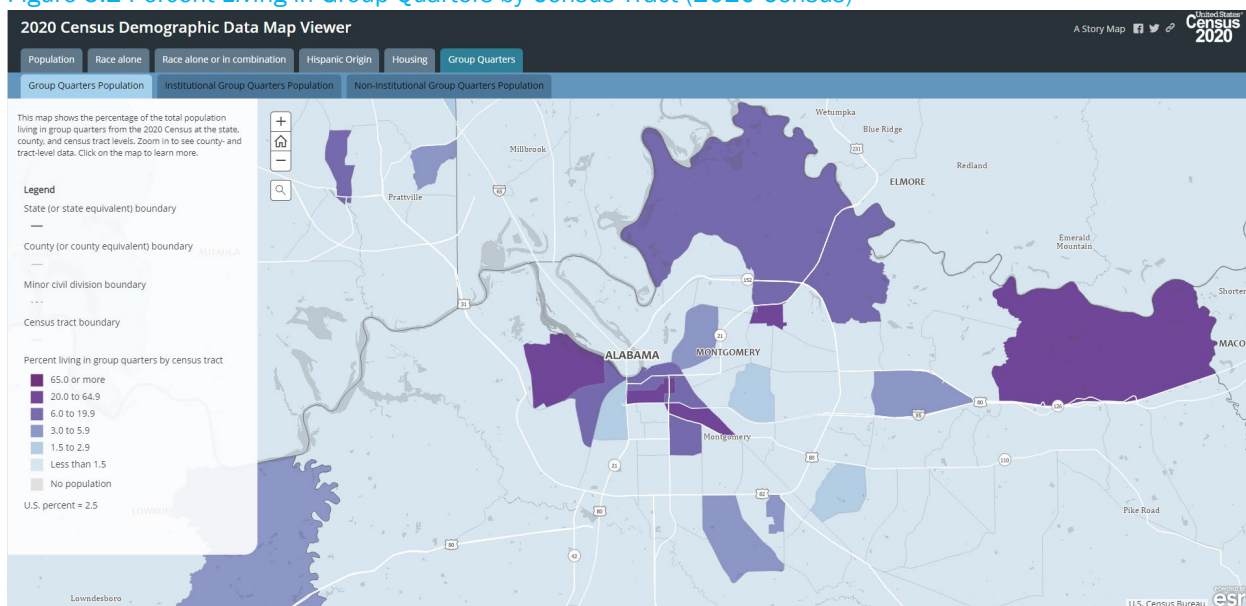


Figure 5.2 Percent Living in Group Quarters by Census Tract (2020 Census)



The demographic analysis included evaluating the spatial locations of low-income households, zero vehicle households, households with disabilities, youth population, and elderly population. As Figures 5.3 to 5.7 illustrate, low-income households are primarily concentrated in the central city surrounding downtown. Higher concentrations of low-income households also extend to the south and west, including the Maxwell Air Force Base area and neighborhoods south of the base. Another notable concentration of low-income households is in the southeastern portion of the city along US-231 and south of South Boulevard. These areas are all currently served, to some extent, by the The-M Transit service. Figures 5.3 through 5.7 also depict all M Transit routes and stop locations.

The highest concentrations of zero vehicle households are in areas surrounding downtown Montgomery. Other areas with high concentrations of zero vehicle households are the Maxwell Air Force Base area and the neighborhoods around Alabama State University, which is consistent with the large military and student populations in these respective areas. The highest concentrations of households with disabilities are in the southwest quadrant of the city, with other notable concentrations in the Alabama State University area and along South Boulevard. These areas are served by transit for the most part, though some gaps exist in the southwest quadrant of the city.

The highest concentrations of youth populations are in the Alabama State University and Cloverdale areas in the central city, and in the Wares Ferry area on the east side of the city. Elderly populations are distributed across the city; however, it should be noted that the areas along US-231 (Troy Highway), around Alabama State University, and Maxwell Air Force Base have noticeably lower concentrations of elderly when compared to the rest of the city. This is to be expected around the university and the Air Force Base, but there is no obvious reason for this trend along US-231. These areas are currently served by M Transit service, though some portions of the Cloverdale area may require longer than average walking distances to access a bus stop.

Figure 5.3 Median Household Income

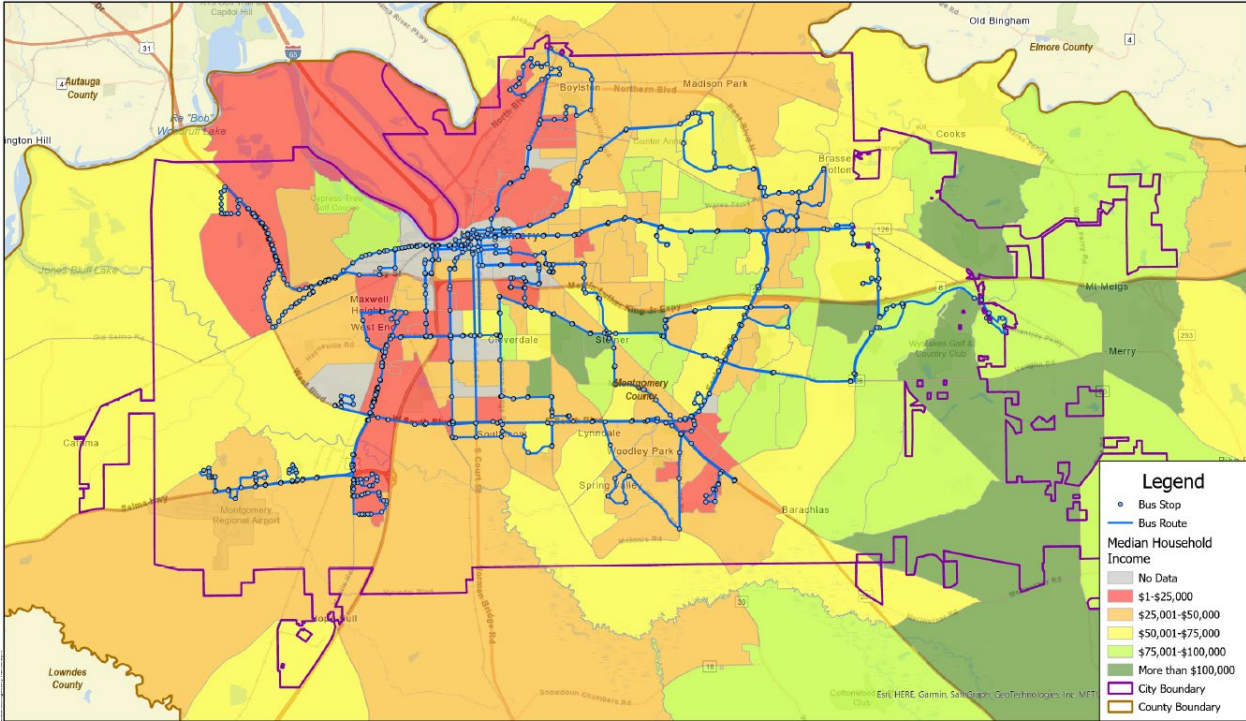


Figure 5.4 Vehicle Ownership

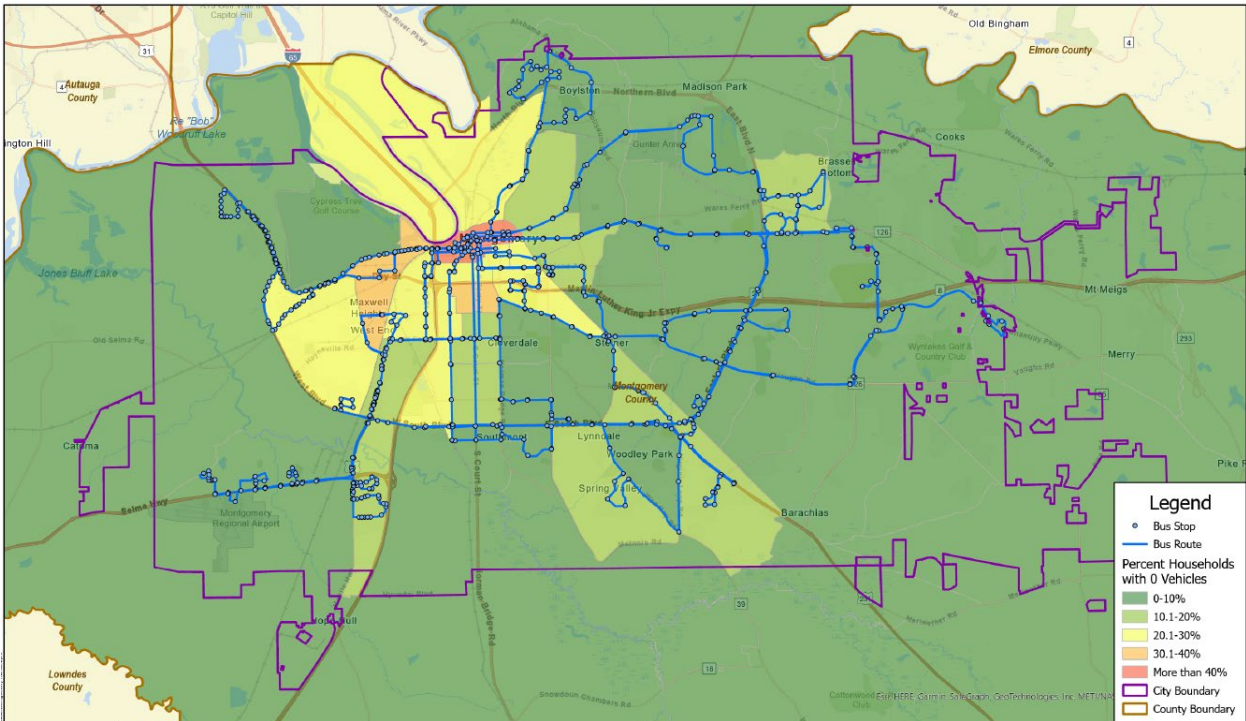


Figure 5.5 Households with Disabilities

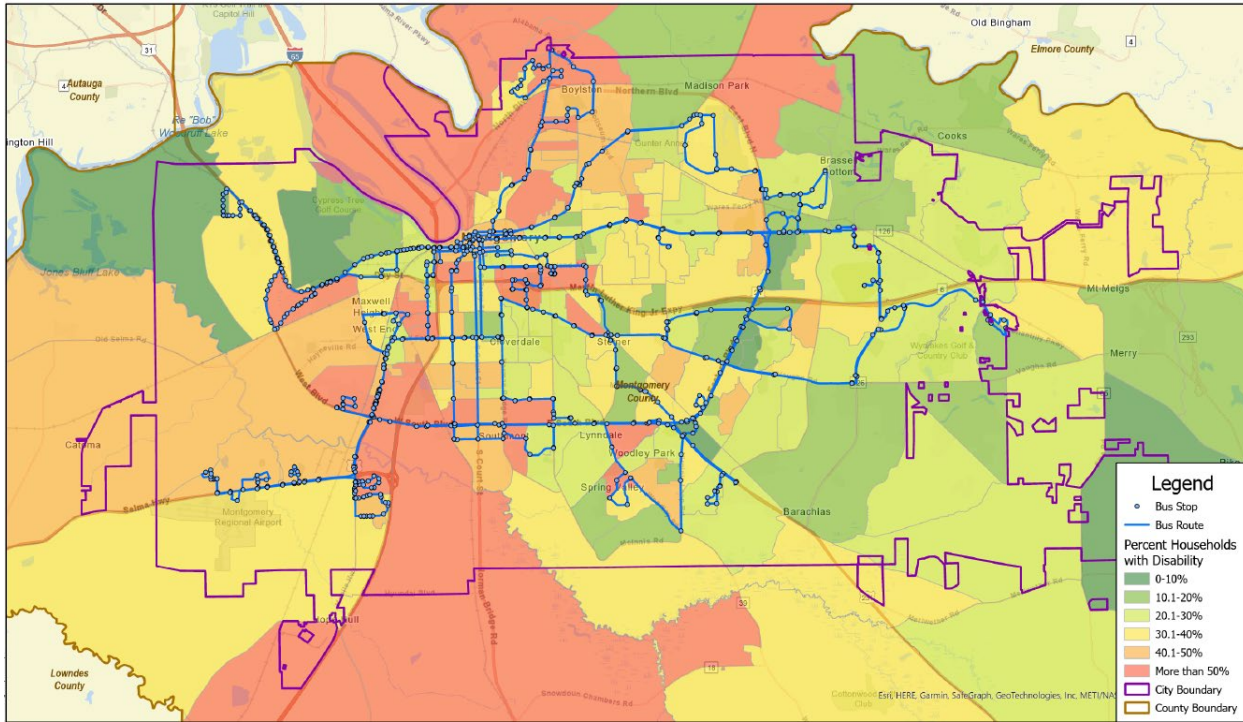


Figure 5.6 Households with Children

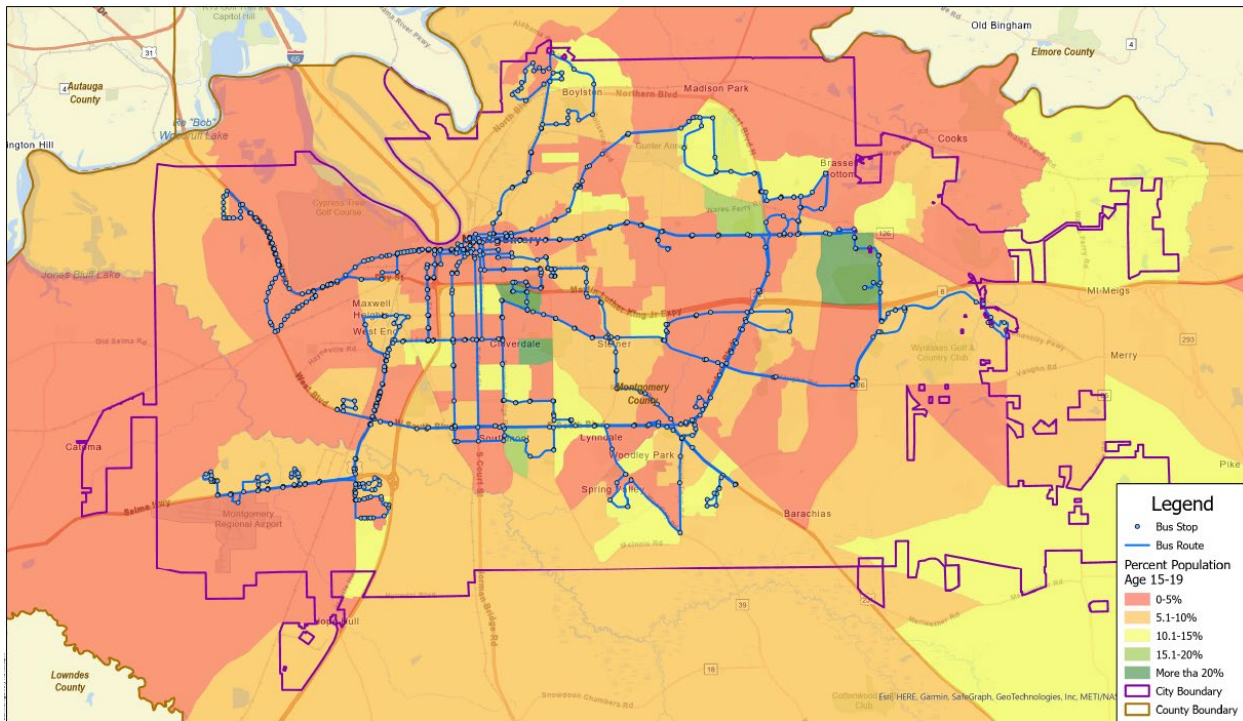
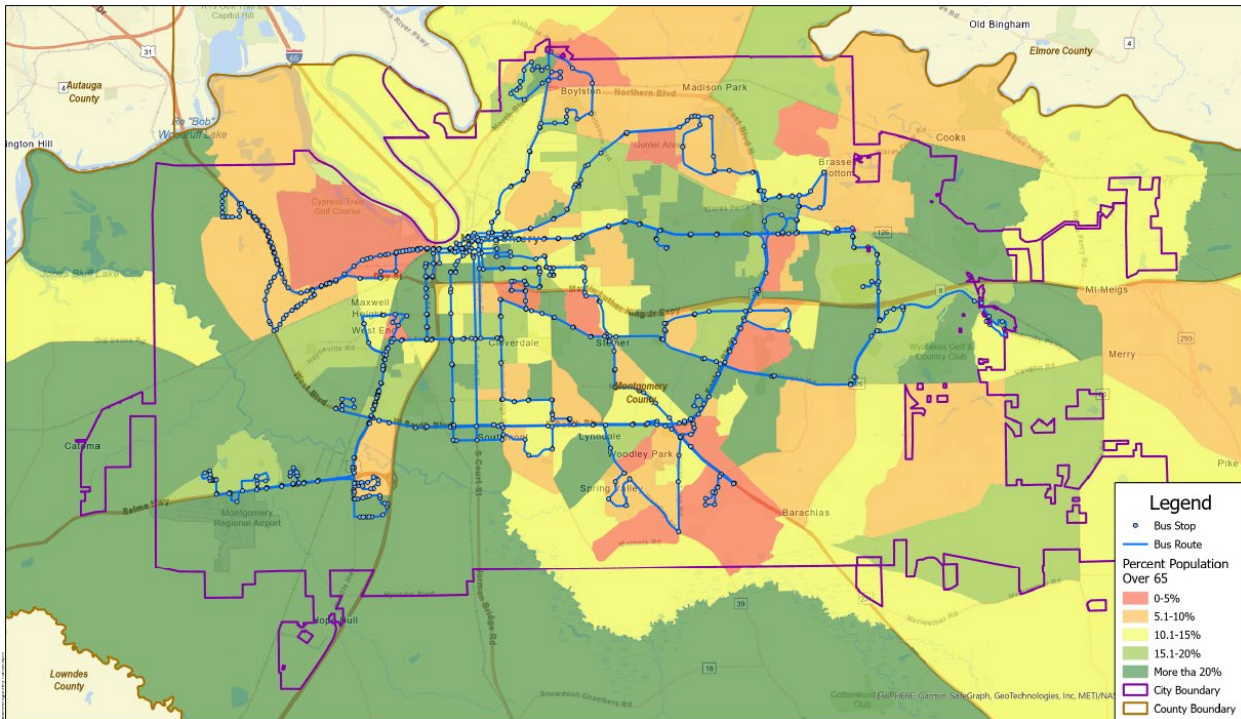


Figure 5.7 Households with Elderly



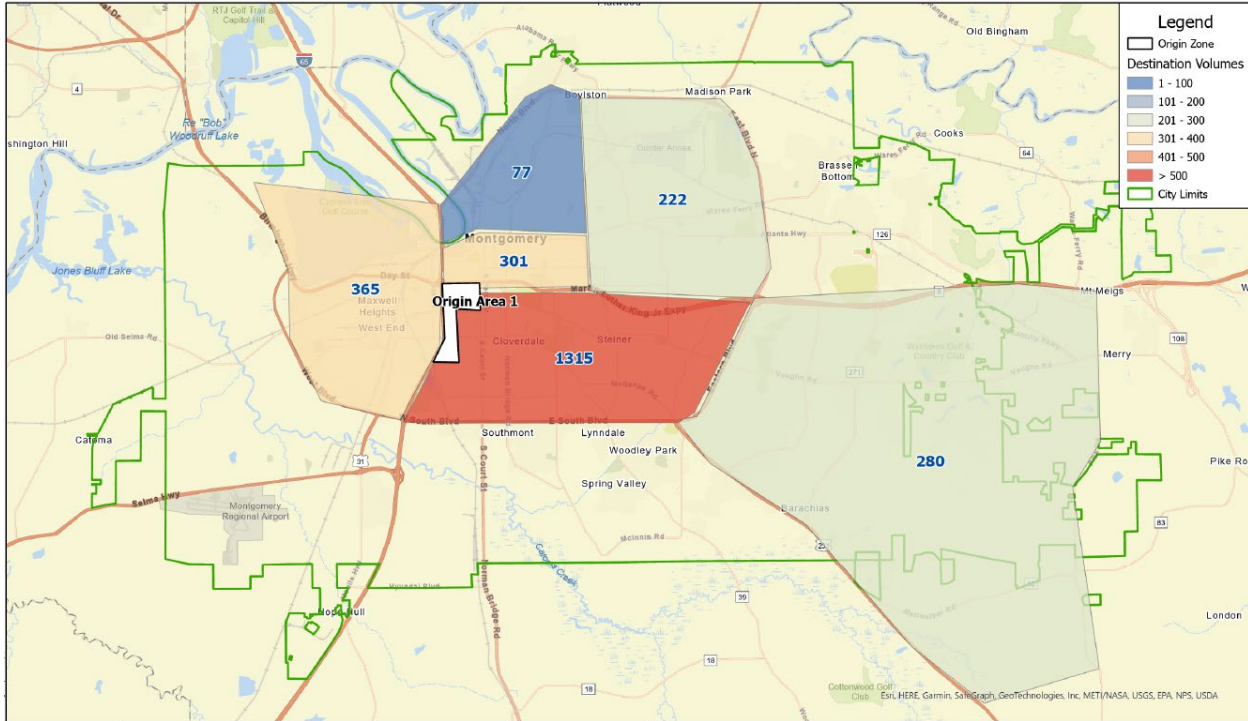
5.3 Market Analysis

A high-level origin-destination (O/D) analysis was conducted as part of the M Transit market analysis, using big data from StreetLight InSight. The purpose of this analysis was to look at travel flows among different areas of the city. Chapter 7 describes a focused O/D survey conducted on existing transit riders that provides additional information useful in the market analysis. StreetLight InSight analysis was conducted to evaluate the travel patterns of low-income households in Montgomery.

StreetLight InSight is a big data software that utilizes Location-Based Services (LBS) data from smart phones and data from connected vehicles to extrapolate travel patterns by mode, income, and race. StreetLight InSight analysis was conducted for three low-income areas in the city, and the results are summarized on the following pages.

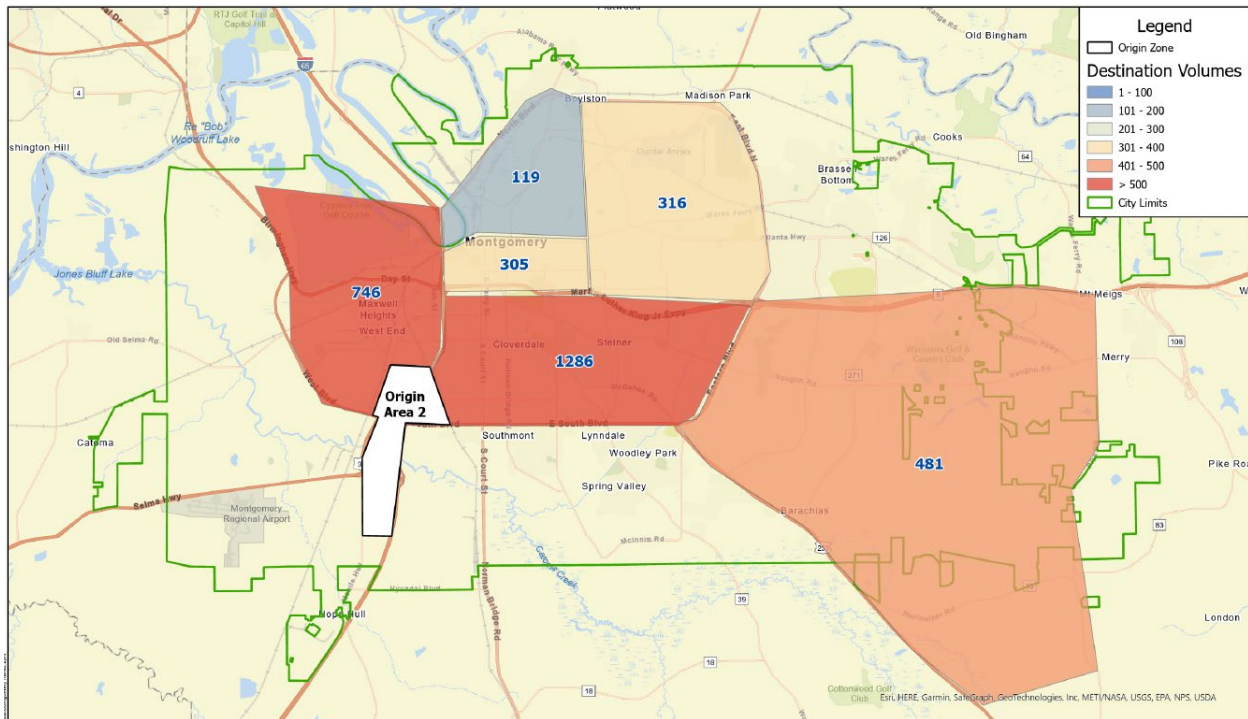
For the first low-income zone (located near the interchange of I-65 and I-85) that was evaluated, the results of the StreetLight analysis indicated that most trips were local and short distance in nature. The zone in the darkest shade (orange), depicted in Figure 5.8, indicates the areas with the highest travel demand.

Figure 5.8 Low Income Zone 1 Trip Distribution



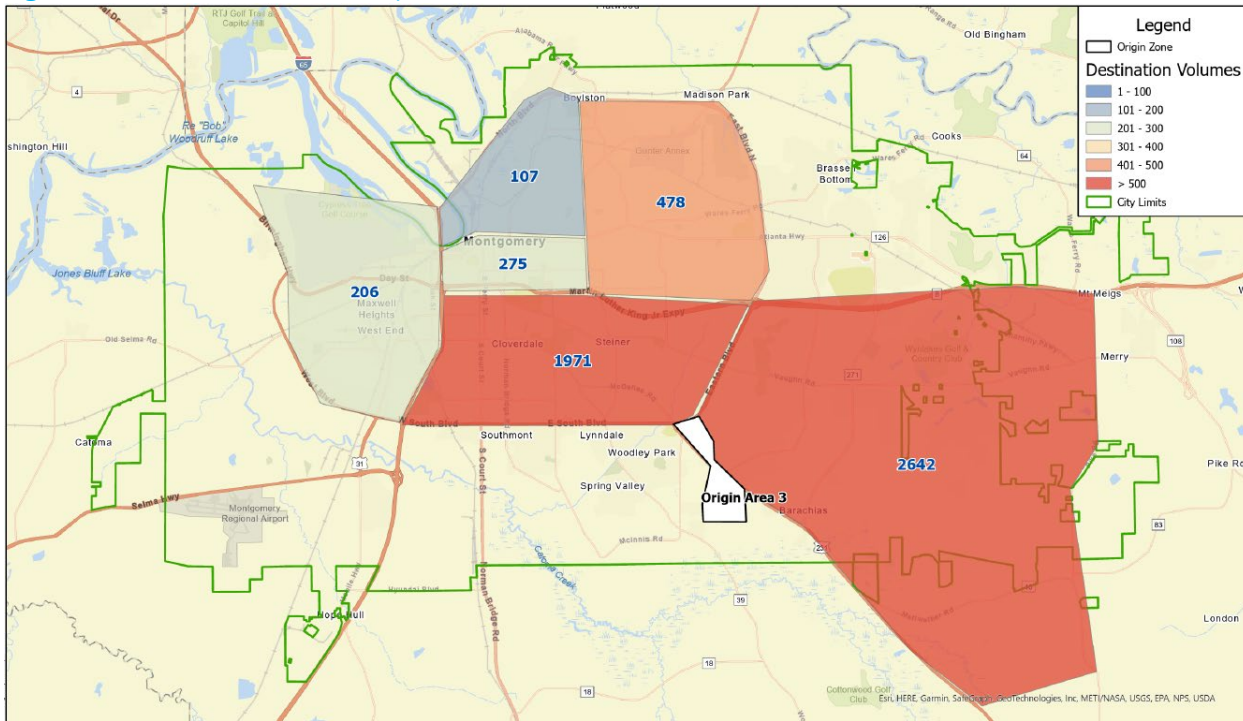
The second low-income zone is in the southwest area of the city in the Westgate and Windwood areas near the Montgomery Regional Airport. Like low-income zone 1, the second low-income zone trips depicted in Figure 5.9, were primarily short distance in nature. Slight differences between the zones included zone 2 having more trips destined to the east and northeast sides of the city, likely due to the proximity of this zone to South Boulevard which provides direct access to the east and northeast sides of town. Zone 1 also has more trips destined for downtown than zone 2. This is to be expected given the short distance between zone 1 and downtown.

Figure 5.9 Low Income Zone 2 Trip Distribution



The third low-income zone is in the southeast area of the city in Regency Park, Regency Forest and Woodland Hills area near the Eastern Boulevard Service Road and Troy Highway intersection. The highest concentrations of trips from this zone, depicted in Figure 5.10, were to the nearby areas to the east, west, and north.

Figure 5.10 Low Income Zone 3 Trip Distribution



5.4 Transit Operations/Scenario Analysis

Study team member, Sain Associates, developed a TBEST (Transit Boardings Estimation and Simulation Tool) transit model to evaluate existing conditions and complete a short-range needs/scenario assessment for the Montgomery transit system. The TBEST transit model was developed to conduct scenario analysis based on the previously described demographic and StreetLight analysis. TBEST contains a modeling structure which allows flexibility in model calibration, validation and application including Bus Rapid Transit (BRT) ridership forecasts sensitive to a range of implemented characteristics. TBEST ridership estimation models simulate travel demand at the individual stop-level while accounting for network connectivity, spatial and temporal accessibility, time-of-day variations, and route competition and complementarity.

TBEST is used to evaluate transit alternatives for short-range modeling, market analysis, and network accessibility analysis. TBEST provides supporting functions for strategic transit development plans, service planning, FTA Title VI, mobility planning, comprehensive operational analysis, General Transit Feed Specifications (GTFS) network compatibility, Service Development grant applications, performance reporting, and scenario comparisons.

TBEST provides an interactive tool to import and export GTFS based transit networks. The Montgomery GTFS route network was imported into TBEST for analysis purposes. The results of the base conditions TBEST analysis are summarized in Figures 5.11 and 5.12.

Figure 5.11 TBEST Base Conditions Model Network

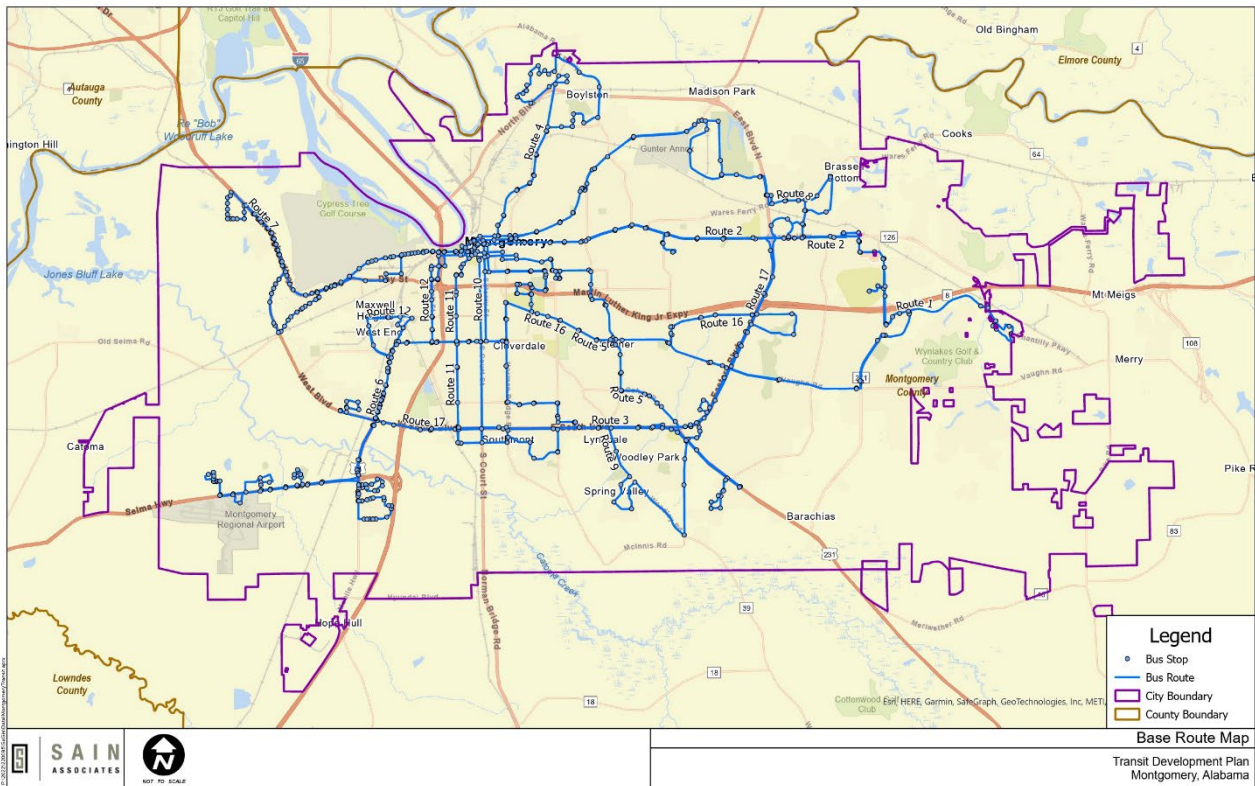


Figure 5.12 TBEST Base Conditions Estimated Ridership

Scenario Report
Transit Route Summary (Estimated Ridership)

Transit System: Montgomery Transit
Scenario: Base
Time Period: Weekday
Report Date/Time: 1/31/2023 9:35:55 AM

Route	Direct Boardings	Transfer Boardings	Total Boardings	Route Miles	Revenue Service Trips	Revenue Service Miles	Revenue Service Hours	Boardings/Service Mile	Boardings/Service Hour	Boardings/Service Trip	Avg Boardings/Stop Visit
1 Circulator	194.2	15.8	210	29.9	15	495.2	32	0.4	6.6	14	0.06
2 Circulator	300.1	22.9	323	21	23	427.6	28.8	0.8	11.2	14	0.09
3 Circulator	113.1	5.9	119	15.7	16	253.2	32.1	0.5	3.7	7.4	0.05
4 Circulator	100.9	9.1	110	13.9	15	215	15	0.5	7.3	7.3	0.06
5 Circulator	204.1	12.9	217	19.3	13	251.4	26.3	0.9	8.2	16.7	0.09
6 Circulator	83.5	3.5	87	18.9	15	283.5	15	0.3	5.8	5.8	0.05
7 Circulator	30.8	0.2	31	15.4	16	246.3	16.3	0.1	1.9	1.9	0.01
8 Circulator	56.8	4.2	61	14.3	15	230.3	15.8	0.3	3.9	4.1	0.03
9 Circulator	54.5	0.5	55	14.9	20	273.5	14.7	0.2	3.7	2.8	0.03
10 Circulator	38.6	2.4	41	11	19	208.9	21	0.2	2	2.2	0.02
11 Circulator	173	8	181	12.5	17	212.4	17	0.9	10.6	10.6	0.11
12 Eastbound	401.3	21	422.2	16.8	16	269.3	27.7	1.6	15.2	26.4	0.16
12 Westbound	18.8	1.9	20.8	9.8	2	19.7	2	1.1	10.6	10.4	0.13
15 Circulator	104.2	5.8	110	13.1	7	91.8	7	1.2	15.7	15.7	0.14
16 Circulator	79.2	7.8	87	20.1	12	229.9	20.3	0.4	4.3	7.2	0.03
Total Routes	1,953	122	2,075	246.6	221	3,708	291	0.6	7.1	9.4	0.07

The results of the demographic analysis and a review of the existing TBEST results and route network indicated a potential need for modifying the existing Route 6 to serve the Hyundai plant located at the interchange of I-65 and Hyundai Boulevard. Route 6 was modified in TBEST to reflect this change in service.

The TBEST results for this scenario illustrate a slight increase in ridership. However, the access to jobs increases from 1,690 in the base scenario to 2,335 in the alternative scenario, which is an important consideration from an equity standpoint. It is recommended that M Transit explore this alternative as connecting low-income neighborhoods to job opportunities is a key component of local and regional economic viability. Additional jobs associated with the future inland port will also be accessible with this modification of service. The results of the route extension alternative scenario TBEST analysis are summarized in Figures 5.13 and 5.14.

Figure 5.13 TBEST Route Extension Alternative Scenario Model Network

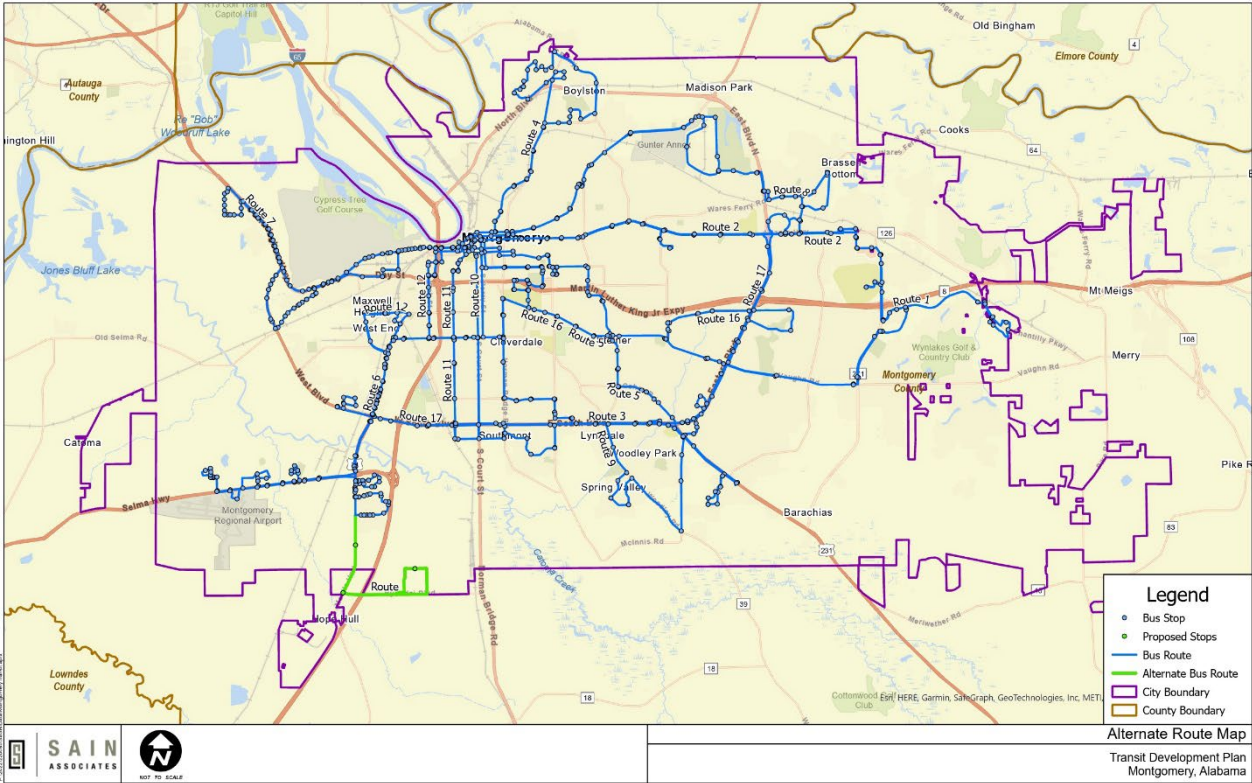


Figure 5.14 TBEST Route Extension Scenario Estimated Ridership

Scenario Report												
Transit Route Summary (Estimated Ridership)												
Transit System: Montgomery Transit Scenario: Alt 1 Time Period: Weekday Report Date/Time: 1/31/2023 9:40:33 AM												
Route	Direct Boardings	Transfer Boardings	Total Boardings	Route Miles	Revenue Service Trips	Revenue Service Miles	Revenue Service Hours	Boardings/Service Mile	Boardings/Service Hour	Boardings/Service Trip	Avg Boardings/Stop Visit	
1 Circulator	194.2	15.8	210	29.9	15	495.2	32	0.4	6.6	14	0.06	
2 Circulator	300.1	22.9	323	21	23	427.6	28.8	0.8	11.2	14	0.09	
3 Circulator	113	5.9	119	15.7	16	253.2	32.1	0.5	3.7	7.4	0.05	
4 Circulator	100.9	9.1	110	13.9	15	215	15	0.5	7.3	7.3	0.06	
5 Circulator	204.1	12.9	217	19.3	13	251.4	26.3	0.9	8.2	16.7	0.09	
6 Circulator	84.7	3.5	88.3	26.4	15	396.5	30.3	0.2	2.9	5.9	0.05	
7 Circulator	30.8	0.2	31	15.4	16	246.3	16.3	0.1	1.9	1.9	0.01	
8 Circulator	56.8	4.2	61	14.3	15	230.3	15.8	0.3	3.9	4.1	0.03	
9 Circulator	54.5	0.5	55	14.9	20	273.5	14.7	0.2	3.7	2.7	0.03	
10 Circulator	38.6	2.3	41	11	19	208.9	21	0.2	2	2.2	0.02	
11 Circulator	173	7.9	180.9	12.5	17	212.4	17	0.9	10.6	10.6	0.11	
12 Eastbound	401.1	20.8	421.9	16.8	16	269.3	27.7	1.6	15.2	26.4	0.16	
12 Westbound	18.8	1.9	20.7	9.8	2	19.7	2	1.1	10.6	10.4	0.13	
15 Circulator	104.2	5.8	110	13.1	7	91.8	7	1.2	15.7	15.7	0.14	
16 Circulator	79.1	7.8	87	20.1	12	229.9	20.3	0.4	4.3	7.2	0.03	
Total Routes	1,954	122	2,075.6	254.2	221	3,821	306.4	0.5	6.8	9.4	0.07	

Consideration was given to evaluating the reduction of headways and the impact on ridership in TBEST at the systemwide level despite reducing headways at the system level would require a significant investment in buses, drivers, and maintenance. None the less, TBEST headways were reduced by 50 percent on the routes with the highest ridership (over 200 trips per day), and a TBEST model run was conducted to evaluate the systemwide impacts of this service modification. As the ridership results in Figure 5.15 illustrate, ridership was forecast to increase by over 10 percent with these service modifications. Thus, it is recommended that this option be explored in the future if additional federal grant/funding opportunities become available.

Figure 5.15 TBEST Headway Reduction Scenario Estimated Ridership

Scenario Report												
Transit Route Summary (Estimated Ridership)												
Transit System: Montgomery Transit Scenario: Alt 2 Time Period: Weekday Report Date/Time: 1/31/2023 9:51:59 AM												
Route	Direct Boardings	Transfer Boardings	Total Boardings	Route Miles	Revenue Service Trips	Revenue Service Miles	Revenue Service Hours	Boardings/Service Mile	Boardings/Service Hour	Boardings/Service Trip	Avg Boardings/Stop Visit	
1 Circulator	282	20.6	302.6	29.9	22	726.3	49.8	0.4	6.1	13.8	0.06	
2 Circulator	301.1	24.5	325.6	21	23	427.6	28.8	0.8	11.3	14.2	0.09	
3 Circulator	113.2	6.1	119.3	15.7	16	253.2	32.1	0.5	3.7	7.5	0.05	
4 Circulator	101	9.6	110.6	13.9	15	215	15	0.5	7.4	7.4	0.06	
5 Circulator	233.5	15.2	248.7	19.3	15	290.1	30.7	0.9	8.1	16.6	0.09	
6 Circulator	84.9	3.6	88.4	26.4	15	396.5	30.3	0.2	2.9	5.9	0.05	
7 Circulator	30.8	0.2	31	15.4	16	246.3	16.3	0.1	1.9	1.9	0.01	
8 Circulator	56.9	4.5	61.3	14.3	15	230.3	15.8	0.3	3.9	4.1	0.03	
9 Circulator	55	0.5	55.5	14.9	20	273.5	14.7	0.2	3.8	2.8	0.03	
10 Circulator	38.7	2.5	41.2	11	19	208.9	21	0.2	2	2.2	0.02	
11 Circulator	173.2	8.2	181.4	12.5	17	212.4	17	0.9	10.7	10.7	0.11	
12 Eastbound	488.9	24.2	513.1	16.8	20	336.6	31.8	1.5	16.1	25.7	0.16	
12 Westbound	18.6	1.9	20.6	9.8	2	19.7	1.7	1	12	10.3	0.13	
15 Circulator	104.6	6.1	110.8	13.1	7	91.8	7	1.2	15.8	15.8	0.14	
16 Circulator	80.1	8.3	88.4	20.1	12	229.9	20.3	0.4	4.4	7.4	0.03	
Total Routes	2,162	136	2,298.5	254.2	234	4,158.1	332.3	0.6	6.9	9.8	0.07	

6.0 TDP Goals & Performance Measures

Goals and objectives for the 2023-2027 Transit Development Plan (TDP) reflect study team members' recent work on the Montgomery MPO 2045 long-range transportation plan and a review of the previous Montgomery TDP.

6.1 2023-2027 TDP Goals

1. Enhance the integration of transit services to support the economy and local land uses.
2. Provide high quality mobility options with safe, efficient service, and multimodal connectivity.
3. Ensure a high level of customer service through effective communication and public engagement.
4. Maximize existing funding sources and assets to provide cost-effective service.
5. Maintain reliability of the transit system service through a state of good repair.

6.2 2023-2027 TDP Objectives

1. Assess potential for enhanced headways on select routes.
2. Study reestablishment of downtown bus/trolley system.
3. Address potentially unserved communities in the city.
4. Recommend potential express/BRT corridors.
5. Reference the recent micro-transit proposal and implementation status.
6. Identify opportunities for public/private partnerships.

7.0 Ridership Data Summary

7.1 Introduction

FTA standard practice has been for all transit agencies to conduct a transit onboard survey approximately every five years. Since the previous 5-year TDP did not include any onboard surveys, it was important to incorporate a survey into the 2023-2027 TDP. The data collection effort was comprised of recording boarding/alighting counts for every M Transit trip and an onboard origin and destination (O/D) survey with passengers on selected trips. Both surveys were scheduled concurrently for one week in mid-September. This data collection effort also provided an opportunity to gauge the impact of the Covid-19 on bus ridership in the City of Montgomery.

7.2 Onboard Survey Sampling Plan

The TDP consulting team conducted an online search of previous onboard transit surveys to craft a sampling plan for the Montgomery onboard transit survey. Weekday and Saturday ridership by route was combined with established sampling guidance to devise a sampling plan for the M-Transit onboard survey. Studies contributing to the M-Transit sampling plan included the following:

- 2009 IndyGo On-Board Transit Survey (Indianapolis, IN)
- 2011 Greater Minneapolis Transit Onboard Survey (Twin Cities, MN)
- 2017 On-Board Survey for COMPASS and VRT (Boise, ID)
- 2019 SEMCOG Regional On-Board Transit Survey (Detroit, MI)

Table 7.1 provides a summary of sampling considerations from these four previous onboard surveys. The percentage sample for these four onboard surveys ranged from a low of 4 percent in the Twin Cities to a high of 20 percent in Boise. Confidence intervals were reported for two of the studies at 95 percent.

Table 7.1 Sampling Plan References

Study	Year of Study	Confidence Level	Percent Sample Interval	Avg Daily Sample Riders	Sample Goal
On-Board Survey for COMPASS and VRT	2017	95%	± 2.7%	20%	5,428 1,085
IndyGo On-Board Transit Survey	2009	95%		10%	31,402 3,214
SEMCOG Regional On-Board Transit Survey	2019	n/a	n/a	9%	178,520 15,418
<i>DDOT Subset of SEMCOG Region</i>				10%	74,655 7,461
Greater Minneapolis Transit Onboard Survey	2011	n/a	n/a	4%	278,950 11,206

Table 4.2 depicts the sampling plan for each route of the M-Transit onboard survey. Daily ridership estimates were provided by M-Transit staff for weekdays and Saturdays on each route. Sample sizes of 4, 10, and 20 percent were then computed for each route on weekdays and Saturdays. A 10 percent sample was selected as the minimum target for surveys to be completed. As discussed elsewhere in this report, a total of 194 surveys were successfully completed, with 164 of those conducted on weekdays along with 30 Saturday surveys. With an average weekday system ridership of 1,045 passengers, the weekday survey exceeded the 10 percent minimum target, with a 16 percent sample achieved. Saturday surveys (30) represent 7 percent of the 438 average Saturday ridership. The combined sample of weekdays and Saturday was 13 percent of all riders in the system.

Table 7.2 Sampling Targets by Route

Route No.	Route Name	Weekday Service		Saturday Service		20% Target Sample ¹		10% Target Sample ²	
		FY 21/22 Monthly Average	FY 21/22 Weekday Average	FY 21/22 Monthly Average	FY 21/22 Saturday Average	No. of Weekday Surveys	No. of Saturday Surveys	No. of Weekday Surveys	No. of Saturday Surveys
1	Auburn University-Montgomery	2,374	112	327	41	22	8	11	4
2	Eastdale Mall	3,377	160	522	65	32	13	16	7
3	Montgomery Commons	1,852	88	344	43	18	9	9	4
4	Boylston	1,622	77	265	33	15	7	8	3
5	McGehee Rd	2,255	107	298	37	21	7	11	4
6	Southlawn Twingates	1,082	51	213	27	10	5	5	3
7	Maxwell AFB	714	34	37	5	7	1	3	1
8	Gunter Annex	899	42	4	1	8	0	4	0
9	Virginia Loop	690	33	188	24	7	5	3	2
10	Court St	376	18	55	7	4	1	2	1
11	Rosa Parks	1,340	63	362	45	13	9	6	5
12	Smiley Court Gibbs	3,647	173	480	60	35	12	17	6
16	East West Connector	717	34	159	20	7	4	3	2
17	Boulevard	1,112	53	243	30	11	6	5	3
Systemwide Totals		22,057	1,045	3,497	438	209	88	105	44
<i>Daily plus Saturday Daily Totals</i>					1,483		297		148

Source ¹ 2017 Onboard Survey for COMPASS and VRT (Boise) - 95% Confidence Level

² 2009 IndyGo Onboard Transit Survey (Indianapolis) - 95% Confidence Level; SEMCOG Onboard Transit Survey (Detroit)

Since the project called for a 100 percent ride check count, the sampling plan for boarding and alighting included all 338 trips in The M Transit system – 223 weekday trips and 115 Saturday trips.

7.3 Survey Conduct

There were many elements and related responsibilities for the successful conduct of the two surveys. These responsibilities included the following:

1. Developing the survey instruments
2. Creating and scheduling work assignments according to the provided sampling plan
3. Recruiting and training survey staff
4. Managing and supervising field collection
5. Conducting 100% ridership counts
6. Conducting an onboard origin and destination passenger survey
7. Completing data entry and processing
8. Preparing results reports

Each of these topics is discussed in this section of the report.

Survey Instruments

Transit agencies typically conduct surveys to gather travel pattern information about their passengers. As noted earlier, The-M Transit requested two types of surveys be conducted for the TDP – the first survey was a boarding and alighting counts survey, and the second survey was an onboard origin and destination survey. Both surveys were completed within a concurrent one-week period in September 2022.

Boarding and Alighting Survey

The first scope consisted of collecting boarding and alighting data at each bus stop, including departure times. Data were collected on only fixed-route weekday and Saturday trips. Paratransit services were excluded. The passenger counts were conducted using prepopulated ride check forms in the field, and then later entered an electronic format. The ride check forms were designed to record boarding and alighting at every stop with activity while also recording arrival/departing times. Forms were pre-printed with all trip-specific data (trip number, route, direction, stops, timepoints, etc.).

The surveyor's primary responsibility using the manual ride check forms included:

- Recording the vehicle number
- Recording the beginning load, if applicable
- Recording how many passengers boarded at each stop with activity
- Recording how many passengers alighted at each stop with activity
- Recording departure time at each stop with activity and timepoints
- Verifying total number of passengers onboard at each timepoint

A sample blank ride check form can be found in Appendix B.

Onboard Survey

The onboard survey instrument utilized an Internet-based application that was designed to complete in-field geocoding and validations. The application was pre-programmed with information provided in the agency's GTFS files such as route information, trip direction, trip start times, trip end times, and trip time, as well as the assigned date, assigned surveyor's name, and the survey questionnaire itself.

The application included questions that inquired about:

- Trip purpose*
- Origin type and location (address, intersection, or landmark)*
- Boarding bus stop*
- Alighting bus stop*
- Destination type and location (address, intersection, or landmark)*
- Access/egress modes and distances*
- Transfer activity (route sequence with validation)*
- Fare type used*
- Fare classification used
- Duration of transit use
- Frequency of transit use – both current and pre-COVID
- Driver's license status*
- Household vehicle availability*
- Alternative transportation methods passenger would have used if bus service was not available*
- Household size*
- Employment status – both current and pre-COVID*
- Age
- Ethnicity, including Hispanic or Latino descent*
- Gender
- English speaking ability
- Household language*
- Household income*
- Resident vs. visitor status

*[*Denotes required questions]*

Validation routines processed by the application included:

- Sequence of route transfers and their intersecting relationships
- Distance from origin to first boarding location, especially if access mode was walked
- Distance from alighting location of the intercepted trip/vehicle to the destination or their next route
- Distance between the last route in the transfer list and the destination address

Because the application is dynamic, the questionnaire was also designed to automatically incorporate the individual's responses into subsequent questions. For example, as a passenger reports where they are going to (destination), the subsequent question about transfers will incorporate that location into the transfer question. The software was also customized to meet the needs of the service area. Another important feature of the program is the illustration of the

passenger's supplied geographical addresses, supplying a narrative, and using a map to visually display the passenger's geographic responses (in-field geocoding). A limited number of paper forms were also printed for use and a blank survey can be found in Appendix C.

Data Collection Methodology

Boarding and Alighting Survey

M Transit required a 100% system-wide ride check boarding and alighting for all weekday and Saturday trips at the stop level. Passenger counts were performed by a single surveyor on each trip using the previously discussed ride check form, which was later entered into an electronic database. All trips were observed from beginning to end to ensure that all passenger trips were accurately recorded. The surveyor continued this process for all trips that were a part of their assignment.

Onboard Survey

The origin-destination survey was performed via personal interviews primarily using a web-based application on a tablet or another mobile device. Paper surveys were provided as back-up only when necessary and were limited in distribution. Any paper surveys used were later entered directly into the survey application.

The onboard survey process included one surveyor assigned to a specific route with clear instructions to randomly choose passengers to interview. All surveyors were trained in how to approach passengers who were willing to be interviewed and participate. As discussed in the training sessions, surveyors waited until all passengers boarded and eliminated anyone who appeared to be under the age of 16. Once the trip began, the surveyors approached every third seated or standing passenger. Surveyors were allowed to adjust this approach by randomly selecting passengers depending on the capacity of the vehicle type being used by M Transit, specifically when cars or SUVs (instead of buses) were used for the transport of passengers.

Each surveyor was equipped with a tablet or mobile device and positioned in a neutral spot to conduct personal interviews. Survey data was uploaded instantly after the passenger completed the survey.

Quality Control Plan

Boarding and Alighting Survey

At the end of field collection, the count forms were entered into survey firm's in-house data collection and survey management program. This data was reviewed for accuracy and reasonableness, and then exported to Microsoft Excel.

Processing the boarding and alighting counts involved reviewing all data collected first at the trip level. Multiple measures were taken to ensure the data was accurate and precise enough to meet client expectations. The measures included developing special filters to aid in identifying any issues. The following steps were included in quality control procedures:

1. Conducted a 4-hour training session specifically for ride check surveyors, which covered data collection procedures.
2. Confirmed survey attendance for every assignment.
3. Checked surveyor materials prior to deployment.
4. Confirmed that scheduled assignments were completed.
5. Confirmed accuracy of assignment/trips observed/vehicle number/surveyor name/trip time.
6. Confirmed recording of boarding and alighting counts at stops.
7. Checked counts for errors, such as duplicate boarding/alighting counts, excessive amount of activity at one stop, etc.
8. Checked loads at end of line for balance.

Data collection began on Tuesday September 12th and survey supervisors immediately examined the initial completed forms for 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 those key questions for a survey to be considered complete.

As survey data was collected, it populated through Amazon Web Services servers in real-time and was evaluated via the desktop data management system. The ability to monitor the overall survey in real-time allowed the survey team to

see valid and invalid surveys as they were collected to understand what was occurring in the field at all times. If a surveyor consistently failed to enter information correctly or skipped steps, these issues were revealed as they occurred and were able to be corrected as quickly as possible.

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 adherence to the sampling plan. 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 for two key survey categories – valid and discard. This pool of data included every survey where a passenger responded to a minimum of one question.

Surveys that contained answers for one or more of the key questions that were blank or could not be immediately verified as reasonable were deemed as “discard.” These surveys were then reviewed to determine what information was missing that flagged those surveys as invalid. In many instances, the survey firm’s quality check identified minor issues that could be fixed and moved the survey in question to valid status. These minor issues included misspelled street names, missed intercept vehicle information, etc. Surveys that could not be validated after a final review remained in a discarded status. The final results after post-processing can be found later in this report.

Survey Staff

Local Temporary Staffing Agencies

Two Montgomery-area staffing agencies were used to recruit and hire qualified surveyors for this project. The collaborative effort allowed flexibility to separate the survey staff into two categories – those who performed boarding and alighting counts only and those who were specifically selected to conduct personal interviews. One agency supplied surveyors for counts only, whereas the other agency provided surveyors for both counts and personal interviews.

Recruitment and Training

The survey firm constructed a comprehensive training schedule that included interviewing, classroom training, and field training, as well as retraining as needed.

The surveyor interviews took place on Saturday, September 10th with two temporary staffing agencies and the selected candidates were invited to attend training the following Monday, September 12th. A total of 31 surveyors attended this training session – 16 from EEP and 15 from DES. During the project, three additional surveyors were recruited by DES and received on-the-job training.

While all surveyors received training regarding the overall project objectives, administrative matters, and onboard procedures, the two types of surveys performed required separate training segments. The first detailed how to accurately count boarding and alighting of passengers at each stop using manual ride check forms and lasted four hours. After a midday break, the surveyors selected to conduct personal interviews returned for a second 4-hour training session. This team of surveyors were trained in how to approach and interview passengers, as well as using the actual technology – both the tablets and software application – to record those interviews. They also were trained to understand the survey questions in order to interpret and gauge the accuracy of the responses received from the passengers.

The customized training manual created by the survey firm (Dikita) included the following information:

- General project information
- M Transit agency information
- Types of data being collected, and the method used to collect the data
- When will data be collected
- Surveyor qualifications, dress code, and expectations
- Transit terminology
- Scheduling and assignments

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

Supervisory Staff

The supervisors for this project were Dikita-employed, trained professionals – the two supervisors and the project manager assigned have a combined nearly 50 years of survey experience at the firm. Each had specific roles in

supervising, training, and scheduling the survey staff. They also managed all field activities – including interacting with M Transit agency dispatch, coordinating data collection activities, and managing paper materials/electronic equipment.

The supervisors met all surveyors at the assigned transit location and ensured that staff were dressed properly, had badges, supplied equipment, understood their assignments, boarded the correct vehicle, and knew their start/finish locations. At the end of the shift, supervisors collected the equipment and any other materials issued. Supervisors were also responsible for the sign-in/out sheet and ensuring everyone understood the next day's schedule. Occasionally, supervisors transported a surveyor to catch a trip from another location. After fieldwork was completed for the day, the supervisors worked with the Data Analyst to validate or refine the next day's schedule, reported any missed work, compared valid surveys/completed trips with the sampling plan, and discussed any changes in personnel or deficiencies in the surveyors' returned work. If there was a need to retrain or suspicious surveys of any sort, the supervisors caught and corrected it as quickly as possible – daily reconciliation was essential.

The Project Manager and one supervisor was utilized to oversee the onboard passenger survey while the second supervisor was responsible for the boarding and alighting survey.

Scheduling and Assignment Development

The scheduling began immediately upon receipt, clarification, and confirmation of M Transit's system data. The survey firm also 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.

Assignment Creation and Scheduling

Assignments were scheduled in 4-8-hour blocks of trips on a single bus and the work was often broken up geographically. This allowed the survey team to efficiently schedule the required number of surveyors and hardware to collect data each day, with the intention of covering the sampled routes and their associated trips as quickly as possible.

Daily staging for the assignments was at one of two locations – either the Fairview Transit Center or the Intermodal Transfer Center. For added efficiency, the surveyor assignments were built to mirror M Transit's driver runs as closely as possible.

Dates of Survey Collection

The projected field collection dates of September 13th through September 17th were met both on time and as scheduled. A small portion of make-up work was done on September 20th and September 24th to conduct boarding and alighting counts that were missed during the initial week of data collection. These rescheduled counts were completed by a surveyor who had been trained and worked during the initial six days of field collection.

Route Level Results

Boarding and Alighting Survey

As discussed previously, assignments were created in 4-8 blocks of time and all bus trips in the assignment were ridden in their entirety. The boarding and alighting survey aimed to count passenger activity on all 338 trips in the M Transit system. However, only 307 were able to be observed, due to cancellations by agency staff. These cancellations were mainly due to driver shortages and over half of those were on a single route. Table 7.3 below summarizes the observed passenger counts at the route and service type-level.

Table 7.3 Route-Level Ride Check Results

Route	Total Weekday Boardings / Alightings	Total Saturday Boardings / Alightings
01-AUM Eastchase	162	48
02-Eastdale Mall	233	90
03-Montgomery Commons	81	38
04-Boylston	86	24
05-McGehee Road	176	41
06-Southlawn Twingates	61	26
07-Maxwell AFB	31	0*
08-Gunter Annex	58	3
09-Virginia Loop	32	23
10-Court St.	41	0*
11-Rosa Parks / South Blvd.	122	59
12-Smiley Court / Gibbs Village	341	102
16-East / West Connector	72	38
17-Boulevard	53	34
TOTAL	1549	526

* Routes were canceled due to no driver

Detailed findings at both the trip and stop level can be found in Appendix E and F. Appendix E, the trip-level summary, includes a high-level summary of all 338 trips surveyed in M Transit's system. As noted above, there were several trips that were canceled and could not be observed due to reasons beyond the control of the survey team. Those trips are noted accordingly. Appendix F provides the stop-level details for only those 307 trips observed by the survey team.

Onboard Survey

A total of 300 surveys were collected during the onboard O/D field survey. Of those surveys, 194 were deemed valid – 164 of which were conducted on weekdays and 30 on Saturday. Of the 106 surveys that were not deemed valid, most of these respondents never answered more than the first two questions, which would not even provide demographic information. The normal process for O/D surveys, in accordance with FTA guidelines, is that the validity test must at least have the origin and destination information, along with access and egress modes and must make logical geographical sense. Tables 7.4 through 7.6 summarize survey results by route and service type.

The survey firm, Dikita, also created an interactive dashboard for the results that can be found online:

<https://analytics.zoho.com/open-view/2215421000000940952>. The dashboard is separated into three different tabs:

- Valid Survey Statistics Summary
- OBAD (Origin, Boarding, Alighting, and Destination) Responses
- Demographics

Each page of the dashboard can be filtered by route, service type, and/or time-of-day using dropdown boxes in the upper left corner. To view or export the underlying data supporting the tables or charts, the user can hover over any tables or charts and click the vertical ellipsis in the upper right corner. Clicking on any item in the table or chart shows the underlying data specific to a particular field.

Table 7.4 Route-Level Onboard Survey Results

Route	Total Valid Weekday Surveys Collected	Total Valid Saturday Surveys Collected
01-AUM Eastchase	20	6
02-Eastdale Mall	41	4
03-Montgomery Commons	8	1
04-Boylston	6	3
05-McGehee Road	19	8
06-Southlawn Twingates	6	1
07-Maxwell AFB	1	0*
08-Gunter Annex	6	0
09-Virginia Loop	8	0
10-Court St.	4	0*
11-Rosa Parks / South Blvd.	4	2
12-Smiley Court / Gibbs Village	27	4
16-East / West Connector	7	0
17-Boulevard	7	1
TOTAL	164	30

* Routes were canceled due to no driver

Table 7.5 Weekday Onboard Survey Results by Route

Route	Sampling Plan Target	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance
01-AUM Eastchase	11	20	20	40	9
02-Eastdale Mall	16	41	28	69	25
03-Montgomery Commons	9	8	9	17	(1)
04-Boylston	8	6	2	8	(2)
05-McGehee Road	11	19	12	31	8
06-Southlawn Twingates	5	6	3	9	1
07-Maxwell AFB	3	1	0	1	(2)
08-Gunter Annex	4	6	3	9	2
09-Virginia Loop	3	8	2	10	5
10-Court St.	2	4	2	6	2
11-Rosa Parks / South Blvd.	6	4	0	4	(2)
12-Smiley Court / Gibbs Village	17	27	11	38	10
16-East / West Connector	3	7	1	8	4
17-Boulevard	5	7	1	8	2
TOTAL	105	164	94	258	61

Table 7.6 Saturday Onboard Survey Results by Route

Route	Sampling Plan Target	Total Valid Surveys	Total Discarded Surveys	Total Collected Surveys	Variance
01-AUM Eastchase	4	6	0	6	2
02-Eastdale Mall	7	4	3	7	(3)
03-Montgomery Commons	4	1	1	2	(3)
04-Boylston	3	3	3	6	0
05-McGehee Road	4	8	3	11	4
06-Southlawn Twingates	3	1	1	2	(2)
07-Maxwell AFB*	1	0	0	0	(1)
08-Gunter Annex	0	0	0	0	0
09-Virginia Loop	2	0	0	0	(2)
10-Court St.*	1	0	0	0	(1)
11-Rosa Parks / South Blvd.	5	2	0	2	(3)
12-Smiley Court / Gibbs Village	6	4	1	5	(2)
16-East / West Connector	2	0	0	0	(2)
17-Boulevard	3	1	0	1	(2)
TOTAL	44	30	12	42	(15)

* Routes were canceled due to no driver

Challenges/Lessons Learned

A main challenge encountered during fieldwork was establishing an effective communication strategy with the M Transit dispatch personnel and other stakeholders from the agency. In particular, a more frequent communication pattern with the dispatch personnel would have helped with staffing adequately and moving surveyors to other assignments more efficiently. This especially would have eliminated having surveyors assigned to trips that ended up being cancelled due to lack of agency drivers.

Additionally, the survey team was unprepared for the reality that several routes were serviced by passenger vehicles, rather than buses. Surveying passengers on those routes was difficult, as there was a very limited number of passengers. In the end, Dikita opted to perform some surveys at the transit centers rather than having a surveyor occupy one of the few seats available. Also, a great lesson was finding and researching better locations for training, staging, and parking for surveyors. We discovered later from one of the staffing agencies that other facilities were available.

One challenge during processing the collected survey data (both boarding/alighting and onboard origin-destination) was confirming that the route the surveyors recorded data for was actually the route being ridden. Because of the lack of driving staff, there were a few occasions where the driver was dispatched to complete a trip other than what was scheduled. In these instances, the supervisors confirmed with dispatch what (if any) changes were made and once verified, the data could be allocated to the appropriate trip if needed.

7.4 Survey Findings

This section of the report provides summary statistics from completed surveys on trip purpose, access, and egress modes, walk access times, drivable vehicles per household, and other select household characteristics. Table 7.7 depicts a breakdown of trips by purpose for all weekday and Saturday surveys. As expected, the majority of trips have home, work, or shop as the reason for their trips.

Table 7.7 Ridership by Trip Purpose

Trip Purpose Name	Destination Trip Purpose		Origin Trip Purpose	
	Number	Percentage	Number	Percentage
Home	59	30%	120	62%
Work	67	35%	29	15%
Sightseeing	0	0%	2	1%
Recreation or social activity	3	2%	3	2%
College (student only)	8	4%	9	5%
K-12 (student only)	1	1%	1	1%
Shopping	26	13%	14	7%
Medical/Dental appointment	10	5%	2	1%
Other Personal Business	16	8%	10	5%
Childcare	0	0%	0	0%
Other	4	2%	4	2%
Total	194		194	

Table 7.8 takes the trip purposes from the previous table and links the trips into the three-person trip purposes used in the current Montgomery travel demand model. As shown, M-Transit overall survey trips were nearly evenly split between home-based work and home-based other purposes, with very few nonhome-based transit trips. Trips without one trip ending at home are very complicated to make via bus so it is not surprising that NHB trips were a very small part of the survey. That said, there are some differences in trip purpose for weekdays vs. Saturday. Home-based other transit trips comprise 50 percent of travel on Saturdays, while nonhome-based trips are at 30 percent on Saturday. With fewer people working on weekends, it is not surprising to see a drop in home-based work trips.

Table 7.8 Linked Trip Purpose Summary

Trip Purpose Name	Linked Trip Purpose					
	All Surveys		Weekday Surveys		Saturday Surveys	
	Number	Percentage	Number	Percentage	Number	Percentage
Home-based Work	90	46%	84	51%	6	20%
Home-based Other	88	45%	73	45%	15	50%
Nonhome-based	16	8%	7	4%	9	30%
Total	194		164		30	

Table 7.9 presents a summary of access and egress modes used by riders to connect to M-Transit. The bottom line is that nearly all transit riders walk to and from transit bus stops to complete their transit trips. The combined park-n-ride/kiss-n-ride (carpool, etc.) mode only accounts for 2 percent of egress and 5 percent of all bus riders. There is little variation in access or egress modes on Saturdays vs. weekdays, albeit the sample of PNR/KNR riders is very small, regardless of day.

Table 7.9 Transit Access and Egress Modes

Access/Egress Mode	Origin Access Mode		Destination Egress Mode	
	Number	Percentage	Number	Percentage
Walked	183	94%	190	98%
Biked/Scooter	1	1%	0	0%
Drove alone and parked	0	0%	0	0%
Used Rideshare (e.g., Uber)	0	0%	0	0%
Dropped off /Picked up/Carpooled	10	5%	3	2%
Used Mobility Aid/Wheelchair	0	0%	1	1%
Total	194		194	

As shown in Table 7.10, there is a significant range in reported transit access and egress times. Weekday riders have a range of 1 to 20 minutes for accessing transit while weekend riders have a maximum access time of 15 minutes. Depending on the day of the week and directionality, mean access and egress times range from less than 6 minutes to nearly 7.5 minutes. Median access/egress times are generally lower than the mean, with the exception of Saturday riders. The most common (mode) access/egress times are also generally the same as the median.

Table 7.10 Transit Access and Egress Times

Walk Access and Egress Times (in Minutes)

Metrics	All Surveys		Weekday Surveys		Saturday Surveys	
	Access	Egress	Access	Egress	Access	Egress
Minimum	1.00	1.00	1.00	1.00	2.00	1.00
Maximum	20.00	20.00	20.00	20.00	15.00	15.00
Mean	6.64	6.12	6.49	5.91	7.48	7.31
Median	5.00	5.00	5.00	5.00	8.00	8.00
Mode	5.00	5.00	5.00	5.00	10.00	8.00

Table 7.11 provides information on the auto availability of M-Transit riders. Not surprisingly, more than 50 percent of Montgomery transit riders do not have access to a drivable vehicle in their household. A little over a quarter of transit riders have access to one drivable vehicle. Those households with two or more drivable vehicles constitute less than 20 percent of all riders. Interestingly the split between zero and one auto households is close to 50/50.

Table 7.11 Auto Availability Summary

No. of Vehicles	HH Drivable Vehicles					
	All Surveys		Weekday Surveys		Saturday Surveys	
	Number	Percentage	Number	Percentage	Number	Percentage
0	105	54%	91	55%	14	47%
1	52	27%	38	23%	14	47%
2	20	10%	18	11%	2	7%
3	12	6%	12	7%	0	0%
4+	5	3%	5	3%	0	0%
Total	194		164		30	

Additional Survey Responses

As noted elsewhere, the survey included a total of 30 questions. Below are a few bulleted summaries of other survey responses:

- Bus transfers – 62% of riders do not transfer, 31% transfer once, and 7% transfer twice
- The Intermodal Transfer Center is by far the top bus boarding and alighting location
- Fares – 52% pay with single-ride, 16.5% use 7-day pass, and 31.5% use a monthly pass
- Fare Types – 83% pay regular rate, 10% used senior/disabled, and 7% were students
- Length of Transit Use – 47% have used the system more than 5 years
- Frequency of Transit Use Pre-COVID – 39% 5+ days/week and 46% 1-4 days/week
- Frequency of Transit Use Since COVID – 38% more, 17% less, and 45% same as before
- Driver's License – 69% of riders do not have a driver's license
- Persons per Household – 24% 1pHH, 36% 2pHH, 34% 3pHH, 6% 4+pHH
- Age – 19% under age 25, 28% ages 25-40, 42% ages 41-64, 11% age 65+
- Ethnicity – 89% Black, 9% White or Asian, 2% Hispanic, Latino, or Other
- Gender – 52% male, 48% female
- English Proficiency – 78% very well, 21% well, 1% not well or no answer
- HH Income – 64% LT \$15k, 26% \$15k-\$25k, 5% \$25k-\$35k, 3% \$35k+, 2% refused
- Area Visitors – 3.6% of respondents were not local residents

Additional survey details, tables and graphs can also be found on the Internet at the aforementioned site:
<https://analytics.zoho.com/open-view/2215421000000940952>.

8.0 Equipment and Facilities

8.1 Rolling Stock

According to data prepared in October 2019 for reporting year 2019, The-M has a fleet of 30 buses, 8 Buses, 22 cutaways and 1 Vintage Bus. Useful life benchmarks were set in 2019 as follows:

- Less than 11% (8) of buses exceeding their useful life benchmark of 12 years.
- Less than 29% (22) of buses exceeding their useful life benchmark of 5-7 years.
- The Vintage bus on paper has exceeded its useful life but, this bus was a restoration project.

These targets were based on the documented useful life as prescribed by the Federal Transit Administration. The-M Transit goal is to provide vehicles that are in good repair so that our customers have a feeling of reliability and a positive image of the transit system. Standard maintenance procedures include annual engine tune-ups at a cost of \$1,000 per bus. The current fleet of diesel-electric buses' useful life only extends to 2023. Plans are in the works to replace two of these vehicles each year. The agency started the procurement process to replace 4 of the cutaway buses that have exceeded their useful life.

Mid-life overhaul is used to further the usability of rolling stock by rebuilding bus engines, transmissions, and electronics, replacing chassis parts and seats, and repainting the body. This process restores the bus to an "as new" condition at a cost of about \$120,000 per bus. Buses at the end of their useful lives (15 years) are retired according to these options: (i) salvage sale; (ii) ready reserve.

The M also has non-revenue automobiles, non-revenue other rubber tire vehicle presently in its fleet. Useful life targets were set in 2019 as follows:

- 100% of the non-revenue automobiles exceeding their useful life benchmark of 4 years
- 67% of the non-revenue vehicles other rubber tire vehicle exceeding their useful life benchmark.

The majority of M Transit non-revenue vehicles have already exceeded their useful life. These targets were based on an anticipated capital replacement plan for non-revenue vehicles. The-M has not started any procurements to replace these vehicles. Priority has been to replace revenue vehicles first and then the non-revenue vehicles, as funding becomes available. Funding priority is to replace revenue vehicles. Appendix G itemizes the rolling stock owned by M Transit.

8.2 Facilities & Transfer Locations

The M has 2 passenger facilities and 1 administration and maintenance facility. Useful life targets were set in 2019 as follows:

- 0% of the passenger facility is under 3 on the TERM scale.
- 0% of the administrative and maintenance facilities are under 3 on the TERM scale.

The M priority is to keep these facilities at or above 3 on the TERM scale. M Transit has an aggressive PM plan to keep these facilities in proper condition for our customers. Current facilities remain within the targets for this measure. The useful life benchmark for M Transit facilities is considerably longer than rolling stock. The-M Facilities Condition Table lists a total of 23 assets described as "facilities."

8.3 Equipment

The-M Equipment Condition Table includes 27 assets, all of which have exceeded their Useful Life Benchmark of 10 years. Age is the surrogate performance measure for condition as determined by the FTA. Table 8.1 provides a listing of all bus shelters currently owned by M Transit. As noted, several of these were recently completed. Plans are in the works for another 12 bus shelter locations.

Table 8.1 The M Public Transit System Bus Shelter Locations

- 1) AUM on campus Existing
- 2) Zelda Road @ Waffle House(inbound) Existing
- 3) Madison Avenue @ Pennsylvania St. Existing
- 4) West Fairview @ Oak St. (Carver High) Existing
- 5) Oak St. @ West Fairview (Old Calhoun Foods) Existing
- 6) Alabama River Pkwy @ North Pass Existing
- 7) New Town Community Center @ North Decatur St. Existing
- 8) WalMart (South Blvd) @ Christine Elizabeth Curve Existing
- 9) North University Drive @ S. Jackson (ASU Campus) Existing
- 10) Cherry Hill St. @ Troy Hwy Existing
- 11) Woodley Rd @ Woodley Park Dr. (Peter Crump) Existing
- 12) Rosa Parks Ave @ West Fairview Existing
- 13) South Blvd @ Norman Bridge Road -Service Road (Fire Station) Existing
- 14) Decatur Street @ Carter Hill Rd at ASU Campus Existing
- 15) Oak St. @ Early St. Existing
- 16) Adams Ave. @ Richardson Terrace Apts. Existing
- 17) Forest Ave. @ Jackson Hospital Existing
- 18) Carmichael Rd. @ Courtyard Existing
- 19) Atlanta Hwy @ Federal Dr. (On side of Capital Heights Middle School) Existing
- 20) Carmichael Road @ Cancer Center Proposed New Bus Shelter Location (ROW Acquisition Ongoing)
- 21) Winton Blount Blvd @ Baptist East Newly Completed
- 22) Eastdale Circle @ Eastdale Mall on Eastside of Mall Newly Completed
- 23) Vaughn Road @ Taylor Road (In front of Sinclairs) Newly Completed
- 24) Atlanta Hwy @ Burbank Drive Newly Completed
- 25) Atlanta Hwy @ Landmark Drive Newly Completed
- 26) Mobile Hwy @ DHR Newly Completed
- 27) Carmichael Road @ Social Security Office Proposed New Bus Shelter Location (ROW Acquisition Ongoing)

8.4 Asset Condition Summary

The-M has a system that tracks the useful life based on miles and years of transit assets. Each year, M Transit reviews their list of assets to determine which have exceeded their useful life and determine the finances required to replace those vehicles. Due to the current aging condition of the M's facilities and rolling stock, the rolling stock replacement will take priority for both the fixed route and paratransit systems. Annually, the rolling stock will be evaluated, and decisions will be made as to which vehicles will be included in the replacement plan. Table 8.2 is a summary of performance targets and measures while Table 8.3 provides an asset condition summary for M Transit.

Table 8.2 Performance Targets & Measures

Asset Class	Performance Measure	Target
Rolling Stock <i>All Revenue Vehicles</i>	Age: % of revenue vehicles within a particular asset class that have met or exceeded their Useful Life Benchmark (ULB)	20
Equipment <i>Non-Revenue Vehicles</i>	Age: % of vehicles have met or exceeded their Useful Life Benchmark (ULB)	20
Facilities <i>All Buildings or Structures</i>	Condition: % of facilities with a condition rating below 3.0 on the FTA Transit Economic Requirements Model (TERM) Scale	10

Table 8.3 Asset Condition Summary

Asset Category	Count	Avg Age	Avg TERM Condition	Avg Value	% At or Past ULB
Equipment	27	20.4444	N/A	\$ 8,348.20	96.30%
Facilities	23	10.5217	3.3913	\$ 694,422.23	0.00%
Rolling Stock	32	4.3438	N/A	\$ 80,341.05	21.88%

Limited funding continues to be the greatest challenge in making progress towards targets. Federal fund reductions remain the greatest risk to the future of M Transit. The agency is committed to decreasing dependence on federal funds for capital expenditures, over time.

9.0 Existing Funding & Recommendation Costs

9.1 Current Revenue Sources & Expenditures

Montgomery Transit relies heavily on funds from the Federal Transit Administration (FTA) for both operating and capital needs. For fiscal year (FY) 2023, Montgomery has been allocated \$2,687,057 from Federal sources with a local match of \$4,023,875 from the City of Montgomery. Thus, FY 2023 funding for M Transit is \$8,178,495. Due to a general lack of additional local matching funds, Montgomery Transit has not typically participated in discretionary grant programs. Tables 10.1 and 10.2 provide a summary of the FY 2023 budget for M Transit. Table 9.1 depicts projected revenues and expenses for FY 2023 while Table 9.2 provides approved funding for FY 2023. A similar FY 2022 summary provided by M Transit showed an identical revenue stream to FY 2023, minimal differences in expenses (\$8.1 million vs. \$8.4 million), and comparable funding levels (\$8.5 million vs. \$8.2 million).

Table 9.1 FY 2023 Projected Revenues and Expenses for M Transit

		Fixed Route	MAP	TOTAL
REVENUE	Farebox	\$ 400,000.00	\$ 65,000.00	\$ 465,000.00
	Advertising	\$ 25,000.00		\$ 25,000.00
	Greyhound Contract	\$ 64,000.00		\$ 64,000.00
	MegaBus Contract	\$ 20,500.00		\$ 20,500.00
TOTAL REVENUE		\$ 509,500.00	\$ 65,000.00	\$ 574,500.00
EXPENSES	Vehicle Operations	\$ 4,246,136.25	\$ 1,415,378.75	\$ 5,661,515.00
	Vehicle Maintenance	\$ 1,038,045.75	\$ 346,015.25	\$ 1,384,061.00
	Non-Vehicle Maintenance	\$ 97,371.00	\$ 32,457.00	\$ 129,828.00
	General Administration	\$ 1,314,936.00	\$ 438,312.00	\$ 1,753,248.00
		\$ -	\$ -	\$ -
	TOTAL EXPENSES	\$ 6,696,489.00	\$ 2,232,163.00	\$ 8,928,652.00
OPERATING PROFIT (LOSS)		\$ (6,186,989.00)	\$(2,167,163.00)	\$(8,354,152.00)

Table 9.2 FY 2023 Approved funding for M Transit

		Total Required	Federal	City
REQUIRED FUNDING				
Operating Assistance		\$ 5,123,232	\$ 1,984,000	\$ 3,139,232
Preventative Maintenance		\$ 525,263	\$ 420,210	\$ 105,053
ADA Paratransit	5307,5310	\$ 595,000	\$ 202,410	\$ 392,590
Total		\$ 6,243,495	\$ 2,606,620	\$ 3,636,875
Capital Funds Requested				
Paratransit Vehicles		\$ 360,000	\$ 288,000	\$ 72,000
Trolleys		\$ 1,575,000	\$ 1,260,000	\$ 315,000
TOTAL CAPITAL COSTS		\$ 1,935,000	\$ 1,548,000	\$ 387,000
Total Requested		\$ 8,178,495	\$ 4,154,620	\$ 4,023,875

9.2 Recommendation Cost Discussion

As indicated in Section 5.3, Transit Operations/Scenario Analysis, two potential future alternatives were tested using the TBEST model:

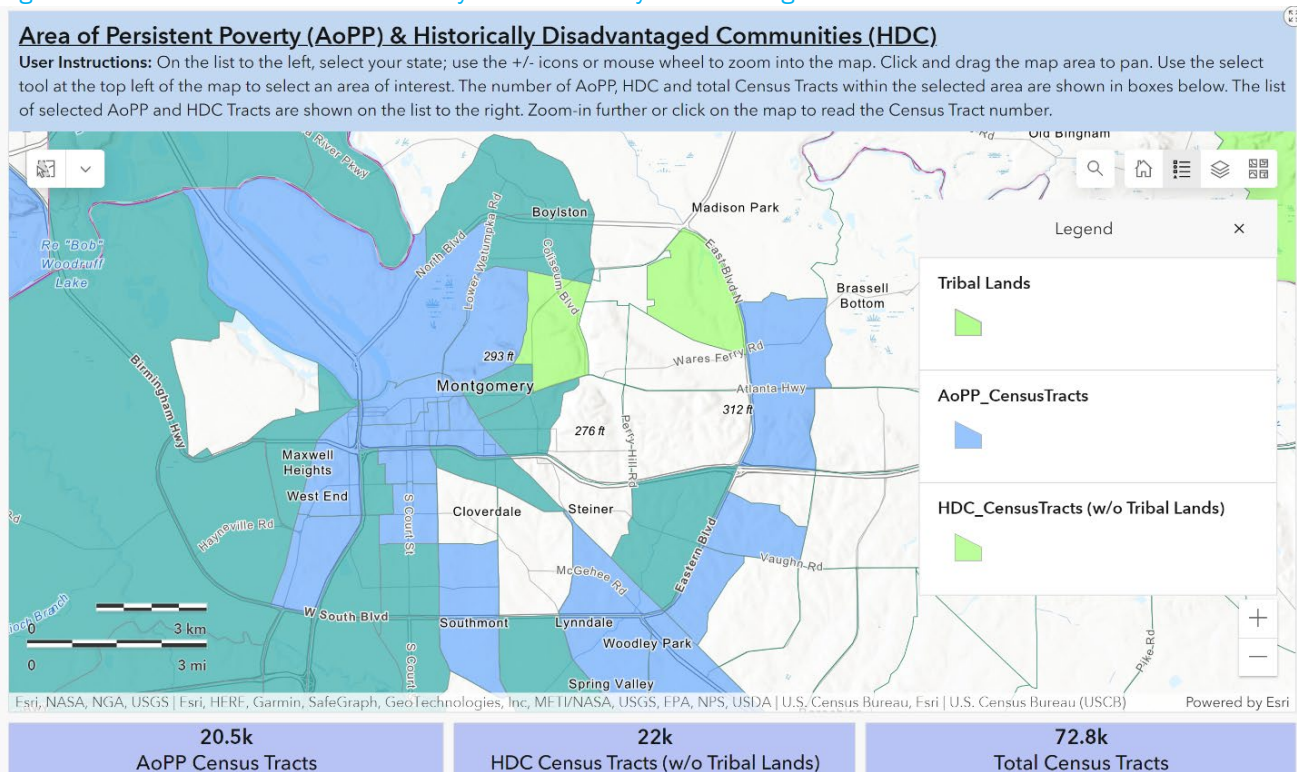
- Extension of Route 6 to serve large employers in southwest Montgomery (e.g., Hyundai)
- Reducing headways by 50 percent on routes with greater than 200 daily riders
- Introduction/implementation of micro-transit service to the Montgomery Regional Airport

These are reasonable aspirational goals for the next five years; however, there are presently insufficient funds to cover the cost of these service modifications. Thus, the city will be considering grant opportunities and general fund requests in the coming years to fund these and other potential transit enhancements.

A newly announced grant opportunity from the Federal Transit Administration is the FTA Areas of Persistent Poverty Program (AOPP). As stated in the overview of this program, “The Consolidated Appropriations Act of 2021 (Pub. L. 116-260, Dec. 27, 2020) and the Consolidated Appropriations Act of 2022 (Public Law No: 117-103, March 15, 2022) makes available \$20,041,870 (of which \$20,000,000 is funding from Fiscal Year (FY) 2022 and \$41,870 is from FY 2021). The Areas of Persistent Poverty Program awards grants to eligible applicants for planning, engineering, or development of technical or financing plans for projects eligible under Chapter 53 of title 49, United States Code to assist Areas of Persistent Poverty or Historically Disadvantaged Communities.”

The section on Eligible Activities for the FTA AOPP states that “Eligible activities may include, planning, engineering, or development of technical or financing plans for improved transit services; new transit routes; engineering for transit facilities and improvements to existing facilities; innovative technologies; planning for low or no emission buses; planning for a new bus facility or intermodal center that supports transit services; integrated fare collections systems; or coordinated public transit human service transportation plans to improve transit service in an Area of Persistent Poverty or Historically Disadvantaged Community, or to provide new service such as transportation for services to address the opioid epidemic, as well as increase access to environmental justice populations, while reducing greenhouse gas emissions and the effects of climate change.” Figure 9.1 provides a screenshot of locations in Montgomery identified as areas of persistent poverty and historically disadvantaged communities, as derived from the FTA AOPP mapping tool.

Figure 9.1 FTA Areas of Persistent Poverty and Historically Disadvantaged Communities



As documented in Section 5.2 of this report, Demographic Analysis, the city of Montgomery is largely characterized by numerous indicators of poverty including income, education, age, and race. The AOPP mapping tool provides further evidence of challenging economic conditions in Montgomery. Section 7.4, Survey Findings, indicate that a majority of M Transit riders are from low-income households, with limited auto availability. Riders are majority African American, and must endure long walk times, gaps in service reliability, and bus transfers to get to many of their destinations. It seems that the AOPP grant might provide an opportunity to jump-start funding for extending bus service to large employers in Southwest Montgomery and/or reduce headways on some of the more productive bus routes in the M Transit system and introduce or implement micro-transit.

Another cost consideration that could assist with funding headway and/or route extension services would be to eliminate or reduce service on underperforming routes. Average daily ridership estimates provided by M Transit show the following routes have both weekday and Saturday ridership in the single digits:

- 7, Maxwell AFB (weekdays=0 and Saturdays=5)
- 8, Gunter Annex (weekdays=3 and Saturdays=1)
- 10, Court St (weekdays=0 and Saturdays=7)

While route-level ride checks show a higher number of boardings and alightings than route ridership estimates provided by M Transit, route 8 only had a total ridership of 3 patrons on the Saturday chosen for boarding and alighting counts. Routes 7 and 10 were canceled on that date, due to M Transit driver availability. The costs of providing service along these routes should be estimated and a decision made on the cost effectiveness of maintaining these routes at their current headways and routing patterns.

10.0 Recommended System

Recommendations for the future of transit in Montgomery are largely in draft form at this point and warrant additional discussion with staff from M Transit, and the City of Montgomery.

10.1 Methodology & Recommendation Development

The methodology for making transit recommendations for the next 5 years includes consideration of the following:

- Understanding of the current M Transit system and its evolution found in Chapter 2
- Other recent studies referenced in Chapter 3
- Findings from public and stakeholder engagement described in Chapter 4
- TBEST model results and demographic analysis described earlier in Chapter 5
- Consistency with the goals and objectives from Chapter 6
- Findings from the onboard transit survey described in Chapter 7
- Inventory of existing equipment and facilities found in Chapter 8
- Existing costs and revenues discussed in Chapter 9

10.2 Recommended System

There is a wide range of aspirational system improvements that have been described in previous studies and discussed with City staff, local citizens, and other stakeholders. Unfortunately, current transit funding in Montgomery is very limited with little in the way of long-range forecasting available. Recent experience with the adopted 2045 LRTP has shown that funding of needed highway projects is also short. Therefore, a modal redistribution of current funding would likely result in worsening congestion in the region, considering the relatively small bus ridership numbers presently experienced in Montgomery. The following is a discussion of aspirational projects that will require a dedicated funding source in order to be operated and maintained over time.

Bus Rapid Transit (BRT) – This TDP has clearly documented that the current bus system is focused on transit dependent riders. Conversely, BRT is focused largely on “choice riders” that have the option of driving to and from their daily activities. While we have current information on existing transit riders, the nature of an onboard survey excludes those in the community who do not currently use the system. While an online stakeholder survey might provide some useful information on non-riders, respondents typically overstate the likelihood of riding transit in the future. Stated preference surveys are designed to elicit more accurate responses through presentation of variable options on route patterns, travel times, service times, and fare structures. While TBEST was used to assess the response to improved headways and modifications to a single route, it is not the proper tool to assess the viability of new transit modes such as BRT. FTA strongly recommends the use of its STOPS (Simplified Trips-on-Project Software) model for New Starts funding applications. STOPS focuses largely on existing commute patterns and de-emphasizes future growth and other trip purposes. *A good first step could be to conduct a stated preference survey, followed by building a STOPS model, depending on survey respondents’ interest in premium transit services. Even these steps forward will require some level of additional funding.*

Autonomous Vehicles – Autonomous transit vehicles have thus far been used mostly to replicate shuttle services such as taking drivers between airport terminals and rental car facilities. Safety would dictate an exclusive guideway to avoid dealing with unexpected incidents with automobiles and pedestrians. The best demonstration project would be one for a fairly short distance that shuttles users from their automobiles to a common end destination, such as between a downtown parking garage and a state government building. The planning, design and vehicle acquisition would also require special funds. *A good first step could be to identify some potential locations where the use of autonomous shuttles could potentially be implemented in the future, along with an investigation of potential costs.*

Micro-transit – Uber and Lyft are already operating throughout the U.S. and several transit agencies have started partnerships with transportation network companies for “first/last mile” delivery of passengers from transit vehicles to endpoint destinations. This link provides an impressive set of examples where transit agencies, of many sizes, have partnered with TNCs: <https://www.apta.com/research-technical-resources/mobility-innovation-hub/transit-and-tnc-partnerships/>. *It is recommended that M Transit review these examples, decide on the best approach for the local community, and reach out to TNCs to gauge their interest and cost. This will require some level of funding that would go to the TNCs to cover the cost of participation.*

Passenger Amenities – This is an area where M Transit has rightly focused attention on. M Transit has made substantial recent progress with the placement of bus shelters. Discussions have also been underway on the potential for an East Montgomery Transit Center and additional amenities at the existing Fairview Transit Center. *M Transit should continue with plans to add 12 additional bus shelters and seek funding for the East Montgomery and Fairview Transit Centers. Where shelters are not feasible at this time, existing stops should be evaluated for minor improvements for visibility and safety.*

Improve Frequencies – The management at M Transit understands that current headways are an impediment to use of the bus system and a source of frustration for existing riders. While cutting headways of all routes in half, as tested using TBEST, is not financially feasible at this time, there are clearly some routes where ridership is strong enough that some headway reduction is warranted. The following routes, in order of priority, should be investigated for headway reductions, at least for part of the day:

- 12-Smiley Court / Gibbs Village
- 02-Eastdale Mall
- 05-McGehee Road
- 01-AUM Eastchase

Analysis will be required to determine if headway reductions can be made on these four routes without negatively affecting service on other key routes. Sufficient assets do not exist, in terms of buses and manpower, to make these changes and will need to be evaluated with a service plan. Ridership is very low on routes 07-Maxwell AFB, 08-Gunter Annex, and 10-Court Street, such that a reduction or elimination of these services could potentially make headway improvements on the four highest ridership routes more feasible. Opportunities for interlining routes or better synchronizing bus arrivals at transfer locations should be identified as well.

Improve System Reliability – In addition to improving bus frequency, another issue that impacts bus ridership is reliability. System reliability is a performance metric in the Federally required PTASP, as discussed earlier in Chapter 3. Reliability even had a direct impact on the boarding and alighting counts and transit surveys conducted for the TDP, as some trips were cancelled while others encountered significant delays. *System reliability must be improved before serious consideration is given to improving headways and extending routes.*

Reevaluate Saturday Service – Saturday ridership is very low, at less than half of weekday ridership. The same three under-utilized routes noted above perform poorly on Saturdays as well. *Consideration could be given to eliminating, or seriously curtailing, service on the three under-performing routes and potentially improving Saturday headways on routes that provide access to the key shopping areas of Eastdale Mall and Eastchase.*

Reduce Walk Times – The onboard transit survey highlighted the lengths to which transit riders must walk to access bus stops. This is an area where micro-transit could potentially help. While bus routes could be reconfigured to cover these unserved locations, the M Transit system is already circuitous such that adding route segments in neighborhood subdivisions could further increase bus travel times.

Access to Jobs – Significant discussion occurred during the TDP about access to jobs. The onboard transit survey found that more riders use M Transit for work than for any other trip purpose. At the same time, while *Montgomery has been successful in luring several large employers to the region, large sites available for manufacturing are largely beyond existing service areas of M Transit. As discussed elsewhere in this report, many of these new employers have located in areas of southwest Montgomery, making a strong case for extending Route 6 south along US 31 to Hyundai Boulevard and the Hope Hull area near the interchange of I-65 and US 31 south. Another major employment area is along Coliseum Boulevard, where ALDOT headquarters is located. ALDOT could be approached about funding for realignment of Route 8 to better serve their headquarters (and perhaps improve route ridership). If the City of Montgomery wants to investigate autonomous shuttles, this might also be a good location to consider a pilot project, with funding assistance from ALDOT. Surveys of major employers and social service organizations could gauge the level of interest in public/private partnerships to serve large employers and underserved communities.*

Additional Marketing and Outreach – During this study, it was suggested that M Transit and the City of Montgomery sponsor a community-wide meeting to strategize further on additional suggestions for enhancing the bus system. To be successful, a “meeting of the minds” would need to expand its reach to areas of the community that have typically not participated in transit discussions. It has also been suggested that M Transit identify funds that could be used to better market transit ridership to the greater community. Transit marketing, branding, and outreach is currently ongoing with In-Montgomery Media Group via a separate contract. Additional funds might be needed for further marketing and branding in media focused on improving ridership.

Bus Replacement – In addition to the transit enhancements, projects, and strategies described above, investments must continue in bus replacement. Both the previous TDP and the 2045 MPO LRTP identify bus replacement as a key ongoing expenditure. M Transit has a detailed database of their buses, including dates of initial service, existing condition, and targeted end of service dates. *According to last year’s vehicle inventory dated June 30, 2022, all M Transit buses are either already beyond their original anticipated lifespan or will reach their end of service date during 2023. Clearly, bus replacement must continue to be a priority for funding.*

11.0 Implementation Plan

This section builds on the recommended system described in Chapter 10. The key focus here is a concise set of steps to be taken over the next five years to work towards implementation of the TDP recommendations.

11.1 Implementation Action Items

Cost Estimates – There are presently no cost estimates for the recommendations proposed in the 2023-2027 Transit Development Plan (TDP). Thus, a key implementation step will be cost estimating for these recommendations. The Federal Transit Administration (FTA) recently published guidance to inform recipients about increased Federal support for certain planning activities under the Metropolitan Planning Program (MPP) and the State Planning and Research Program (SPRP). Eligible activities under MPP and SPRP grants include planning, engineering, designing, and evaluation of a public transportation project, and technical studies relating to public transportation planning. Information on funding opportunities can be found at the following websites:

- <https://www.transit.dot.gov/regulations-and-programs/dear-colleague-letters/dear-colleague-letter-increased-federal-share-under>
- <https://www.transit.dot.gov/regulations-and-guidance/transportation-planning/statute-regulation-guidance>

Any funded planning and engineering studies of recommended TDP projects must include estimates of implementing these recommendations.

Funding – There is presently no dedicated funding source to implement recommendations provided in the 2023-2027 TDP. M-Transit farebox revenue goes directly to maintaining the existing system, in conjunction with funding from the City of Montgomery. Securing additional dedicated funding will require working with local and state elected officials. As indicated elsewhere in this report, Montgomery should be a strong candidate for AAOP related funding due to the presence of persistent poverty and historically disadvantaged communities. The Bipartisan Infrastructure Law could provide additional guidance on funding opportunities at the Federal level.

Prioritization – An iterative process is needed to prioritize recommendations found in this report. While cost estimates and funding availability will make it easier to prioritize implementation, initial decisions are needed first on which recommendations are of the highest priority for studies, cost estimates, and funding. There will be a lot of back and forth required to achieve implementation of these recommendations.

11.2 Additional Improvement Considerations

Comprehensive Operations Analysis – The study team was unaware of when the last Comprehensive Operations Analysis (COA) was conducted on the M-Transit system. Depending on timing and availability of funds, a COA could be very helpful in determining what changes to headways, service extensions, and new services would provide for the greatest efficiencies.

Appendix A

Stakeholder Meeting Notice and Public Comments

Daily-Montgomery, Montgomery County, AL

TO: CITY OF MONTGOMERY-CITY CLERK
103 S PERRY ST
MONTGOMERY, AL 36104

of Affidavits 1
This is not an invoice

E-Verify#: DHS72179

PROOF OF PUBLICATION

State of Alabama
County of Montgomery:

Before the undersigned authority personally appeared said Legal Clerk who on oath, says that he/she is a personal representative of the *Montgomery Advertiser*, a daily newspaper published in Montgomery, Alabama: that the attached copy of advertisement, being a Legal in the matter of:

Ad Number: 0005517394
Was Published in said newspaper in the issue(s) dated:

MGM-Montgomery Advertiser
12/15/2022

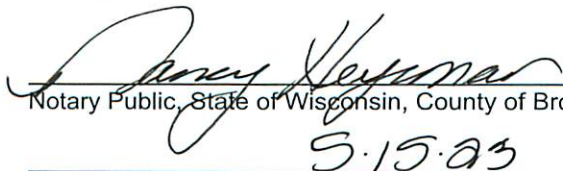
Affiant further says that the said *Montgomery Advertiser* is a newspaper published in said Montgomery County, Alabama, and that the said newspaper has heretofore been published in said Montgomery County, Alabama, and has been entered as second class matter at the Post Office in said Montgomery County, Alabama, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Now due on said account is \$1,185.80



Legal Clerk

Subscribe and sworn before me this 15th day of December, 2022



Notary Public, State of Wisconsin, County of Brown

My Commission expires 5.15.23

NANCY HEYRMAN
Notary Public
State of Wisconsin

PUBLIC MEETING NOTICE

The City of Montgomery and The M Public Transit System hereby announce a public engagement meeting to discuss and receive comments about the update of The M Public Transit System's Transit Development Plan (TDP) update for the 2023-2027 fiscal years.

The goal of Transit Development Plan (TDP) is to develop a short range transit action plan for the continued improvement of The M Public Transit System's existing and future public transit services. This public meeting will include:

- (1)Public engagement (to see what the transit ridership and general public has to say about existing public transit service and suggest potential new improvements needed or desired).
- (2)Review of the on-board passenger survey of present-day public transit system riders.
- (3)Transit system performance and route profiles (to see service area coverage, route-level ridership and operation, maximum passenger load, scheduling, passenger transfers, passenger productivity, financial performance and peer comparison).
- (4)Route profiles (to get key information about existing routes from the system and route level analysis, such as, route alignments, operating characteristics, passenger productivity, and ridership by segment).
- (5)Recommendations Overall (a five year action plan that shows how the transit system will grow, expand and improve).
- (6)Five Year Financial Plan (how much it will cost to implement recommended improvements over the course of five (5) years (estimates only).

Public Meeting Information

DATE: Thursday, December 15, 2022
MEETING TIME: 5:30p.m. to 6:30p.m.
PLACE: City of Montgomery Intermodal Transportation Facility, Conference Room
495 Molton Street, Montgomery, Alabama 36104. Parking is available in the City Parking Deck Connected to the Building.

The Public Engagement Meeting format will be an open house type format with brief presentation of information before the open house begins. Attendance at the meeting is at the public's convenience. Maps of the existing transit system and other information concerning transit system will be available at the meeting. Representatives from the The M Public Transit System, City of Montgomery Planning Department and Professional Services Consulting Firm STRADA Professional Services will be available to answer questions during the meeting. Public Comment Forms will be available for commenting about the Transit Development Plan Update.

In addition to the public engagement meeting, citizens can make comments at the following locations listed below.

Comments- Fiscal Years 2023-2027 Transit Development Plan (TDP) information and comment forms will be made available at <https://themtransit.com> or at the City of Montgomery Planning Department internet website at <https://www.montgomeryal.gov/government/transparency/city-planning>.

Written and oral comments will be accepted at the scheduled public engagement meeting, and all comments received will be included in the public record for the TDP. Comments can also be sent to the attention of Mr. Robert Smith, Planning Director, Office Phone: (334) 625-2218 or can be sent by E-mail at rsmith@montgomeryal.gov, Mr. Casey Lewis, Transportation Planner, Office Phone 334-624-2734 or E-mail at clewis@montgomeryal.gov, Ms. Lisa Walters, Transportation Planner, Office Phone 334-625-2763 or E-mail at lwalters@montgomeryal.gov or Mr. Sam Tensley, Transit Manager, Office Phone 240-4012 or Email at stensley@montgomerytransit.com. If you are a person with a disability or disabilities that requires assistance please contact Robert Smith, Planning Director, City of Montgomery Planning Department at least 48 hours before the meeting for assistance. This meeting is open to the public.

Mont. Adv.
12/11, 12/12, 12/14, 12/15/2022
5486271

COMMENT FORM
THE M PUBLIC TRANSIT SYSTEM 2023-2027
TRANSIT DEVELOPMENT PLAN UPDATE

David S. Barley
NAME

12/15/22
DATE

8719 morning pl
ADDRESS

d sbarley@JUNO.COM

Montgomery AL 36117
CITY

~~d sbarley@JUNO~~
EMAIL

1. Please list all comments you have regarding the existing transit services:

The Survey Needs TO be extended beyond
Existing Rider To Employer and Social Needs
organizations as ~~it~~ it relates to clients ~~and~~ and/or
employee Needs -

2. Please list comments about suggested improvements that you would like to see happen over the next five (5) years:

We must address public Transportation
issues as it relates TO destination Needs
beyond The existing riders => Look at
The Needs of NON-riders

All comments will be recorded and summarized for the transit development plan document. Thank you for your involvement.

The M Public Transit System
2318 West Fairview Avenue, Montgomery AL 36108
Telephone: (334) 240-4012 Fax: (334) 240-4683
E-mail: stenslev@montgomerytransit.com

City of Montgomery-Planning Department
25 Washington Ave 3rd Floor
Montgomery, AL 36104
Phone: 334-625-2218
Email: rsmith@montgomeryal.gov

COMMENT FORM
THE M PUBLIC TRANSIT SYSTEM 2023-2027
TRANSIT DEVELOPMENT PLAN UPDATE

LILA Olivia BERRY
NAME

12-15-2022
DATE

363 GREEN LEAF DR.
ADDRESS

MONTGOMERY
CITY

LO.BERRY02@ICLOUD.COM
EMAIL

1. Please list all comments you have regarding the existing transit services:

I Am very pleased with the work that
Mr. Tensley and his staff have done regarding
The Transit ^{System} and the rider ship.

2. Please list comments about suggested improvements that you would like to see happen over the next five (5) years:

New ^{shelter} shelters ^{a cover} over all the
bus stops. At some stops I have seen some
people sitting in the rain.

All comments will be recorded and summarized for the transit development plan document. Thank you for your involvement.

The M Public Transit System
2318 West Fairview Avenue, Montgomery AL 36108
Telephone: (334) 240-4012 Fax: (334) 240-4683
E-mail: stensley@montgomerytransit.com

City of Montgomery-Planning Department
25 Washington Ave 3rd Floor
Montgomery, AL 36104
Phone: 334-625-2218
Email: rsmith@montgomeryal.gov

COMMENT FORM
THE M PUBLIC TRANSIT SYSTEM 2023-2027
TRANSIT DEVELOPMENT PLAN UPDATE

Maj. L. NORMAN
NAME

THURS 12/15/2022
DATE

POST OFFICE Bx 201483
ADDRESS

MONTGOMERY AL 36120-1483

MONTGOMERY, AL
CITY

majstorm1948@gmail.com
EMAIL

1. Please list all comments you have regarding the existing transit services:

A. NEED PUBLIC TRANS. IN UN-SERVED & UNDER SERVED AREAS OF THE CITY OF MONTG, AL.

B. MANY OF THE BUSES ARE CONSISTENTLY LATE

C. DEVELOP A THINK TANK OF BUS RIDERS

AND CITIZENS - TO MAKE CORRECTIONS IN RE: TO OVAL IMPROVEMENTS.

2. Please list comments about suggested improvements that you would like to see happen over the next five (5) years:

MORE MARKETING OF THE BUS SYSTEM TO ALL COMMUNITIES IN THE CITY.

(2) ENCOURAGE MARKETING OF THE TRANSPORTATION - WHO - WHAT - WHEN - HOW & WHY UTILIZE PUB TRANSPORTATION, (AND THE ADVANTAGES THEREIN)

All comments will be recorded and summarized for the transit development plan document. Thank you for your involvement.

The M Public Transit System
2318 West Fairview Avenue, Montgomery AL 36108
Telephone: (334) 240-4012 Fax: (334) 240-4683
E-mail: stensley@montgomerytransit.com

City of Montgomery-Planning Department
25 Washington Ave 3rd Floor
Montgomery, AL 36104
Phone: 334-625-2218
Email: rsmith@montgomeryal.gov

Appendix B

Sample Ride Check Form

Ridecheck - Count Sheet



Montgomery Transit

7/22/2022

2:09 PM

Block:	101	Route	1	CIRCULAR	Date:	09/01/22 (Thursday)	
Report:	5:30		AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	22_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WK	
Vehicle No:							

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
783805	1	Intermodal Transfer Center	5:30									
795058	2	Molton										
795060	3	Bibb										
796809	4	Commerce										
795831	5	Perry										
795271	6	Bainbridge										
795071	7	Bainbridge										
795079	8	Mt. Meigs										
795082	9	Mt. Meigs										
795086	10	Capitol										
795087	11	Putnam										
795089	12	Putnam										
795249	13	Cherry										
795094	14	Plumb										
783806	15	Highland Ave.	5:50									
795105	16	Ann										
795107	17	Zelda										
795109	18	Zelda										
798984	19	Zelda										
795116	20	Vaughn at Montgomery Academy										
795124	21	Vaughn										
795131	22	Vaughn										
783807	23	Vaughn Rd.	6:05									
795138	24	Vaughn at St. James School										
783808	25	Vaughn Rd.	6:10									
795146	26	Taylor										
795153	27	Taylor										
795158	28	Berryhill										
2E+06	29	EastChase Pkwy										
2E+06	30	Chantilly Pkwy										

Ridecheck - Count Sheet



Montgomery Transit

7/22/2022

2:09 PM

Block:	101	Route	1	CIRCULAR	Date:	09/01/22 (Thursday)		
Report:	5:30		AUM Eastchase		Surveyor:			
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	22_8778901		
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WK		
							Vehicle No:	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
2E+06 31	Chantilly Pkwy at WalMart		6:25									
2E+06 32	Chantilly Pkwy	Chantilly Dr.										
2E+06 33	Chantilly Dr	Service Rd										
2E+06 34	Chantilly Pkwy.	Ryan Rd.										
2E+06 35	VA Hospital											
2E+06 36	Chantilly Pkwy.	Ryan Rd.										
2E+06 37	Chantilly Pkwy	EastChase Pkwy.										
795180 38	Eastchase	Berryhill										
795161 39	Eastchase	Taylor										
795162 40	Taylor	Halcyon Summit South										
2E+06 41	AUM School of Nursing		6:45									
795175 42	Taylor Rd	East										
795177 43	Eastchase	Taylor										
795179 44	Eastchase	Easchase Loop North										
2E+06 45	Eastchase Pkwy. @ Five Guys											
2E+06 46	Berryhill Rd.											
795185 47	Berryhill	Taylor										
795186 48	Taylor	Barnett										
795191 49	Taylor	Taylor Park										
783856 50	Vaughn Rd.	Taylor Rd.	7:00									
795197 51	Vaughn	Festival										
783855 52	Vaughn Rd.	East Blvd.	7:05									
795204 53	Vaughn	Young Farm										
795214 54	Vaughn	Perry Hill										
795223 55	Vaughn	Zelda										
795228 56	Zelda	Zelda Ct.										
795232 57	Ann	Spruce										
783854 58	Highland Ave.	Ann St.	7:20									
795254 59	Plum	Highland										
795252 60	Cherry	Putnam										

Ridecheck - Count Sheet



Montgomery Transit

7/22/2022

2:09 PM

Block:	101	Route	1	CIRCULAR	Date:	09/01/22 (Thursday)	
Report:	5:30		AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	22_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WK	
Vehicle No:							

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
795090	61	Cherry	Boyce									
795247	62	Boyce	Highland									
795246	63	Highland	Capitol									
795258	64	Capitol	Mt. Meigs									
2E+06	65	Adams Ave.	Jackson St.									
2E+06	66	Washington Ave.	Jackson St.									
2E+06	67	Lee St.	Church St.									
2E+06	68	Montgomery St.	Lee St.									
796546	69	Molton	Montgomery									
796548	70	Molton	Tapoosa									
783805	71	Intermodal Transfer Center		7:30								

Total for Event 22_8778901

	Date

Signature

The MTransit 2022 Onboard Travel Survey

Only 4 minutes to complete

Dear Patron: To help us better plan transit services, please tell us about the ONE-WAY bus trip you are making NOW. Please COMPLETE this survey during THIS TRIP and RETURN it to the surveyor. If you cannot, please return the COMPLETED survey to the driver on your next trip. Thank you for your participation!

1. **WHERE ARE YOU GOING?** What is the **PURPOSE** of the trip you are making right now? (Choose **BEST** answer) **REQUIRED**

- | | |
|--|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> K-12 (Student Only) |
| <input type="checkbox"/> Work | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Sightseeing | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Recreation or Social | <input type="checkbox"/> Personal Business |
| <input type="checkbox"/> College (Student Only) | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Other (Specify:) _____ | |

2. Please list your **Routes IN THE EXACT ORDER** that you will take to complete the trip you are making right now. Please include the current bus number. **REQUIRED**

Routes 1st _____ 2nd _____
3rd _____ 4th _____

3. Where did you **START** this **ONE-WAY trip today?** (Choose best answer.) **REQUIRED**

- | | |
|--|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> K-12 (Student Only) |
| <input type="checkbox"/> Work | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Sightseeing | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Recreation or Social | <input type="checkbox"/> Personal Business |
| <input type="checkbox"/> College (Student Only) | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Other (Specify:) _____ | |

4. What is the **LOCATION (COMPLETE ADDRESS OR INTERSECTION OR LANDMARK)** of the **ORIGINAL** place where **YOU BEGAN YOUR TRIP** [response from Question 3]? **REQUIRED**

Write below either **Address** (include city and zip) OR **Landmark** (eg. Eastgate Mall) OR **Intersection** (eg. Jefferson and 1st)

5. How did you get **FROM your BEGINNING Location** [response from Q3] **TO your FIRST BOARDING Location** for the **FIRST** route you took [first route in response from Question 2]? **REQUIRED**

- | | |
|---|---|
| <input type="checkbox"/> Walked | <input type="checkbox"/> Used Rideshare (eg Uber) |
| <input type="checkbox"/> Biked/Scooter | <input type="checkbox"/> Was dropped off/Carpooled |
| <input type="checkbox"/> Drove alone and Parked | <input type="checkbox"/> Used Mobility Aid/Wheelchair |

6. If you **Walked**, how many **MINUTES** did it take to walk **FROM your BEGINNING LOCATION** [response in Question 3] **TO your FIRST Bus Stop** [response from Question 2]? _____ **REQUIRED**

7. **WHAT BUS STOP OR LOCATION** did you get **ON THIS BUS** that you are **RIDING NOW?** **REQUIRED**

8. **WHAT BUS STOP OR LOCATION** will you get **OFF THIS BUS** that you are **RIDING NOW?** **REQUIRED**

9. When you get **OFF** your **LAST bus of THIS trip** [Ending route from Question 2], **HOW** will you **GET TO YOUR FINAL DESTINATION** [response from Question 1]? **REQUIRED**

- | | |
|---|---|
| <input type="checkbox"/> Walked | <input type="checkbox"/> Used Rideshare (eg Uber) |
| <input type="checkbox"/> Biked/Scooter | <input type="checkbox"/> Was dropped off/Carpooled |
| <input type="checkbox"/> Drove alone and Parked | <input type="checkbox"/> Used Mobility Aid/Wheelchair |

10. If you **walked**, how many **minutes** will it take **to walk** to your destination from your last route [responses from Question 2]? _____ **REQUIRED**

11. What is the **LOCATION (COMPLETE ADDRESS OR INTERSECTION OR LANDMARK)** of your **DESTINATION** [response from Question 1]? **REQUIRED**

Write below either **Address** (include city and zip) OR **Landmark** (eg. Eastgate Mall) OR **Intersection** (eg. Jefferson and 1st)

Demographics Section (All responses are CONFIDENTIAL)

12. How did you **Pay** for **THIS Trip?** **REQUIRED**

- | | | |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Single Ride | <input type="checkbox"/> Weekly 7-Day Pass | <input type="checkbox"/> Monthly Pass |
|--------------------------------------|--|---------------------------------------|

13. What **Fare Classification** did you use? (Choose one answer)

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Fixed Route | <input type="checkbox"/> Senior/Disabled |
| <input type="checkbox"/> Student | <input type="checkbox"/> Paratransit |

14. How **Long** have you been riding the bus? (Choose one answer)

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

15. How **often** did you ride the bus **Pre-Covid, (Before March 2020)?** (Choose **BEST** answer)

- | | |
|--|---|
| <input type="checkbox"/> 5 or more days per week | <input type="checkbox"/> About once a month |
| <input type="checkbox"/> 1 to 4 days per week | <input type="checkbox"/> A few times a year |
| <input type="checkbox"/> This is my first time | |

16. How often would you say you ride the bus? (Choose one answer)

- | |
|---|
| <input type="checkbox"/> More <u>now than before</u> the pandemic began |
| <input type="checkbox"/> <u>Less now</u> since the pandemic began |
| <input type="checkbox"/> <u>About the same</u> as I did before the pandemic began |

17. Do you have a **valid driver's license?** Yes No **REQUIRED**

18. How many **Drivable vehicles** are owned or leased by your household? **REQUIRED**

- | | | | |
|-------------------------------|------------------------------|--------------------------------|---------------------------------------|
| <input type="checkbox"/> One | <input type="checkbox"/> Two | <input type="checkbox"/> Three | <input type="checkbox"/> Four or more |
| <input type="checkbox"/> None | | | |

19. If the **Bus system were NOT available**, how would you have made this trip? **REQUIRED**

- | | |
|---|--|
| <input type="checkbox"/> Drove Alone | <input type="checkbox"/> Biked or Scooter |
| <input type="checkbox"/> Driven and Dropped Off | <input type="checkbox"/> Rideshare (eg Uber, Lyft) |
| <input type="checkbox"/> Walked | <input type="checkbox"/> Rental Car |
| <input type="checkbox"/> Carpooled | <input type="checkbox"/> Would not have made trip |
| <input type="checkbox"/> Other Specify:) _____ | |

(Over)

20. How many people **live** in your **household**? **REQUIRED**

- I'm a college student living on campus
- I live alone
- Two including me
- Three including me
- Four including me
- Five or more

21. Employment. Are you....? **Check all that apply REQUIRED**

- Employed (work from home only)
- Employed (work from worksite only)
- Employed (work from home and worksite)
- Student – work off campus
- Student – do not work off campus
- Homemaker (no pay)
- Retired
- Unemployed
- Disabled
- Other (Specify:)

22. If you worked **Prior** to the beginning of the pandemic (**BEFORE MARCH 2020**), did you:

- Work from home only
- Work from both home and worksite (hybrid)
- Work from worksite only

23. What is your **Age**?

- Under 16
- 16 to 18
- 19 to 24
- 25 to 40
- 41 to 64
- 65 to 75
- Over 75
- Refused to answer

24. Are you of **Hispanic** or Latino descent? Yes No **REQUIRED**

25. What is your **Ethnic** background? **Check all that apply REQUIRED**

- White/Caucasian
- Asian
- Native Hawaiian or Pacific Islander
- Black or African American
- Hispanic or Latino
- Other (Specify:)

26. Do you identify as? Male Female Other

27. How well do you **SPEAK English**?

- Very Well
- Well
- Not Well
- Hardly

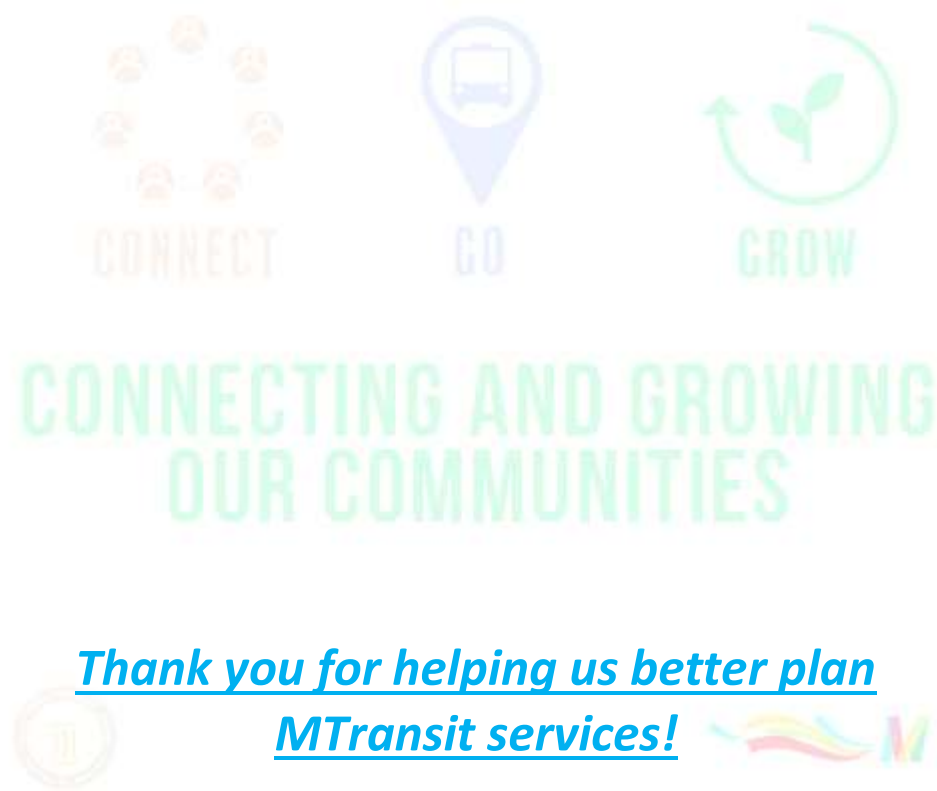
28. What **Language** do you **MOST** often speak at **home**? **REQUIRED**

- English
- Spanish
- Other

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

- 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
- Refused to answer

30. Are you a **visitor** to the area? No Yes





***POLICIES, PROCEDURES
AND
DATA COLLECTION TRAINING MANUAL***

For



***Survey from September 12 thru September
17, 2022***



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 MTransit?

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.

M Transit (referred to as the M) provides fixed route and paratransit service within city limits of Montgomery Alabama. The fixed route system averages 2000 trips daily (more than 700,000 trips annually) over approximately 2500 daily route miles. Thirty-four buses serve fourteen(14) fixed routes between the hours of 5:00 a.m. and 9:00 p.m. Monday through Friday and Saturday 7:30 a.m. until 6:30 p.m.

Who do you work for?

You are employees of **either Express Pro or Dynamic Employment. You are not** employees of **M Transit 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 2 types of survey. The first survey (referred to as the ON-OFF) will be completed on paper using a clipboard. The second survey referred to as the OBAD) will be performed through personal interviews using a supplied tablet.

The ON-OFF is simply an observation survey to count each passenger a every stop that gets on the bus and gets off. There is no need to interface with passengers. The majority of you will be performing this survey.

The OBAD survey is more intense, and it involves interfacing with the passengers by interviewing them about their trip. You will ask 28-30 questions and record them on our OBAD application using a company supplied tablet. The app is web based and requires internet access.

Each day we will board buses and ride for 6-8 hours counting and interviewing passengers. One person will count while another interviews. The counter is conducting a ON-OFF survey and the interviewer is conducting the OBAD survey. We will ride every trip to collect the ON-OFF, but not nearly as many to collect the OBAD. More often than not, a OBAD interviewer will not be on the bus with the ON-OFF surveyor.

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 28 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 the M –These systems run services from typically between 5AM to 9PM on the weekdays and 7:30 to 6:30 PM on Saturdays. We will work Tuesday through Saturday. Each surveyor will normally have a 6-8 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 in an internet environment using a tablet
- 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 a 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
- Must be able to do simple math

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.



-
- **No** Tank Tops, or Sleeveless Blouses or Shirts
 - **No** T-shirts
 - **No** Baseball Caps
 - **No** Sports Jerseys
 - **No** Shorts
 - **No** Short Skirts
 - **No** Leggings
 - **No** Flip Flops
 - **No** 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, whether performing the ON_OFF or interviewing and convincing passengers to complete the survey. 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 15 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 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. This is also referred to as "off" or deboarding

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 or transit center

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. The M uses loops mostly, returning to the transit location.

Dispatcher – the person at the garage who gives the drivers their 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.

Interviewer – That's you if you are on a OBAD assignment; if there's another name on your **Assignment Sheet** you either have the wrong assignment sheet or you're working someone else's assignment



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.



Surveyor – That's you if you are on a ON-OFF assignment; if there's another name on your Assignment Sheet you either have the wrong assignment sheet or you're working someone else's assignment

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

Block Number - The block number is typically shown in the front window of the bus for some systems (ignore for MTransit); the first number(s) however is the **route number**. You must use the block number to identify the ROUTE NUMBER

Assignment Number - is the unique number we use for each assignment along with the Car letter. So if you are assigned 801WKAM-OD AND CAR A, there could be someone else that is assigned to ride along as same assignment number and CAR B.

Car identifies how many people we will have on the bus. So A is the first person and B is the second person assigned to the same work.

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, 10 minutes before your **Start Time (You are paid from report 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 with permission.
- **Trips** - Is the number of **Trips** for that assignment. You could have 1 to many trips



What do I need to do my job?

You **MUST** carry a 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 (if you are and Interviewer assigned and OBAD task)
- Watch
- Extra emergency surveys
- ON-OFF ridecheck forms on a clipboard (this is for ON_OFF surveyor)

Interview Survey – Surveys will be recorded using a tablet. Each completed survey is stored in the cloud or in 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 interview. 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.

Remember that it is **CRITICAL** that you notify your **DIKITA Survey Supervisor** as early as possible if you cannot report for work.

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.



Who will assist me if I have a problem?

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. 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 Gary Barnett (Project Manager) [REDACTED], Martin Wiggins [REDACTED], and CF [REDACTED]**. 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



OTHER HELPFUL INFORMATION

Your DIKITA Survey Supervisors for this project are

- **Gary Barnett – Project Manager** [REDACTED]
- **Martin Wiggins – Sr. Field Supervisor** [REDACTED]
- **CF – Field Supervisor** [REDACTED]



Assignment/Schedule for surveyor

Surveyor Schedule by Surveyor



From	To
9/13/2022	9/13/2022

Montgomery Transit

9/9/2022

3:47 PM

Wimbish, CF



corneliuswimbish@att.net

15

Week 38

Block	Assignment	Car	Schedule Date	Report Time	Start Time	Start Location	End Time	Signout Time	End Location	Trips	Aagn Adj	Aagn Time	Schd Adj	Sched Time	
														Time	Num
801	801WKAM-OD	A	9/13/2022 Tue	5:20 AM	6:30 AM	Intermodal Transfer Center	7:00 AM	7:00 AM	Intermodal Transfer Center	1	0	1:40	0	1:40	1.67
ASSIGNMENT #5															
701	701WKMD-OD	A	9/13/2022 Tue	10:20 AM	10:30 AM	Intermodal Transfer Center	11:30 AM	11:30 AM	Intermodal Transfer Center	1	0	1:10	0	1:10	1.17
ASSIGNMENT #5															
Total for wk 38					0:20			0:00		2	0	2:50	0	2:50	2.83
Total for Wimbish, CF					0:20			0:00		2	0	2:50	0	2:50	2.83

YOUR RIDECHECK FORM (SEE ATTACHMENT)

You will have a **RIDECHECK FORM** for every trip in your assignment. Since we will always be sampling round trips, the number of pages will more than likely be 3 pages per round trip.

Once you receive your materials, please **verify that the following schedule fields matches the Ridecheck** Forms provided:

- Start/End locations
- Trip Start/End times and locations
- Date
- Surveyor Name
- Assignment Number

Accurate completion of the Ridecheck Form is critical to validating the data collected. It contains fields that have been completed for you, and **others that you must complete.**

The information you must record on your Ridecheck Form include:

Header Info:

- Your name
- Vehicle No
- Weather No

Stop Info:

- **Arrive** – The time the bus arrives at the stop (If you miss arrival don't miss departure time)
- **Depart** – **The time the bus leaves the stop (most important)**
- **On** – Number of passengers boarding the vehicle without bike or wheelchair
- **Off** – Number of passengers alighting the vehicle without bike or wheelchair
- **On Board** – Number of passengers onboard vehicle WHEN THE BUS DEPARTS THAT STOP. This is a physical count of everyone on the bus at departure. **It is a spot check.** (regardless of the wheelchair or bike). Do not go more than 2 stops with out doing a spot check.
- **Wheelchair** –Number of passengers that boarded with a wheelchair – If a wheelchair passenger gets on, only record them once in the "WC on", same with getting off "WC off"
- **Bike** – Number of passengers that boarded with a bike – If a bike passenger gets on, only record them once in the "BK on", same with getting off "BK off"

Repeat this for every place the BUS STOPS

- **Signature** – Sign and date your Ridecheck Form AFTER EVERY TRIP Any comments pertaining to the trip can be written at the bottom of the Ridecheck Form.

Ridecheck Forms must be returned to Dikita **immediately** after assignment completion.

At the end of the line, in other words when you come back to the intermodal, record everyone that is getting off on the trip you just completed, whether they got off or not. Then at the start of the next trip record everyone that gets on or that departs that first location as ON, WC ON, or BK On, whichever is applicable.

Test time.

Attachment D – Ridecheck Form

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route:	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20		AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	
						Vehicle No:	

			<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow				Rider Counts							
Stop ID	Run	Cross	Time			On	Off	On Bd	WC On	WC Off	BK On	BK Off		
			Sched	Arrive	Depart									
783805	1	Intermodal Transfer Center	5:30											
795058	2	Molton												
795060	3	Bibb												
796809	4	Commerce												
795831	5	Perry												
795271	6	Bainbridge												
795071	7	Bainbridge												
795079	8	Mt. Meigs												
795082	9	Mt. Meigs												
795086	10	Capitol												
795087	11	Putnam												
795089	12	Putnam												
795249	13	Cherry												
795094	14	Plumb												
783806	15	Highland Ave.	5:50											
795106	16	Ann												
795107	17	Zelda												
795109	18	Zelda												
798984	19	Zelda												
795116	20	Vaughn at Montgomery Academy												
795124	21	Vaughn												
795131	22	Vaughn												
783807	23	Vaughn Rd.	6:05											
795138	24	Vaughn at St. James School												
783808	25	Vaughn Rd.	6:10											
795146	26	Taylor												
795153	27	Taylor												
795158	28	Berryhill												
2E+06	29	EastChase Pkwy												
2E+06	30	Chantilly Pkwy												

YOUR RIDECHECK FORM (SEE ATTACHMENT)

You will have a **RIDECHECK FORM** for every trip in your assignment. Since we will always be sampling round trips, the number of pages will more than likely be 3 pages per round trip.

Once you receive your materials, please **verify that the following schedule fields matches the Ridecheck** Forms provided:

- Start/End locations
- Trip Start/End times and locations
- Date
- Surveyor Name
- Assignment Number

Accurate completion of the Ridecheck Form is critical to validating the data collected. It contains fields that have been completed for you, and **others that you must complete.**

The information you must record on your Ridecheck Form include:

Header Info:

- Your name
- Vehicle No
- Weather No

Stop Info:

- **Arrive** – The time the bus arrives at the stop (If you miss arrival don't miss departure time)
- **Depart** – The time the bus leaves the stop (most important)
- **On** – Number of passengers boarding the vehicle without bike or wheelchair
- **Off** – Number of passengers alighting the vehicle without bike or wheelchair
- **On Board** – Number of passengers onboard vehicle WHEN THE BUS DEPARTS THAT STOP. This is a physical count of everyone on the bus at departure. It is a spot check. (regardless of the wheelchair or bike). Do not go more than 2 stops with out doing a spot check.
- **Wheelchair** – Number of passengers that boarded with a wheelchair – If a wheelchair passenger gets on, only record them once in the "WC on", same with getting off "WC off"
- **Bike** – Number of passengers that boarded with a bike – If a bike passenger gets on, only record them once in the "BK on", same with getting off "BK off"

Repeat this for every place the BUS STOPS

- **Signature** – Sign and date your Ridecheck Form AFTER EVERY TRIP Any comments pertaining to the trip can be written at the bottom of the Ridecheck Form.

Ridecheck Forms must be returned to Dikita **immediately** after assignment completion.

At the end of the line, in other words when you come back to the intermodal, record everyone that is getting off on the trip you just completed, whether they got off or not. Then at the start of the next trip record everyone that gets on or that departs that first location as ON, WC ON, or BK On, whichever is applicable.

Test time.

Ridecheck - Count Sheet



ANSWER SHEET TO TEST

8/26/2022
10:45 AM

Block:	101	Route:	1	CIRCULAR	Date:	12/02/22 (Friday)	Vehicle No:	4569
Report:	5:20		AUM Eastchase	Surveyor:				
Trip Start:	5:30		Intermodal Transfer Center	Event ID:	76_8778901			
Trip End:	7:30		Intermodal Transfer Center	Assignment:	101WKAM			

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
783805	1	Intermodal Transfer Center	5:30		5:30	3		3				
795058	2	Molton Bibb						3				
795060	3	Bibb Commerce		5:32	5:33			5			2	
796809	4	Commerce Montgomery										
795831	5	Perry Dexter		5:36	5:36		1	3				1
795271	6	Bainbridge Dexter										
795071	7	Bainbridge Adams		5:38	5:39	1	1	4	1			
795079	8	Mt. Meigs Hopper										
795082	9	Mt. Meigs Capitol										
795086	10	Capitol Highland										
795087	11	Putnam Highland		5:42	5:44	5		8				1
795089	12	Putnam Cherry										
795249	13	Cherry Boyce		5:47	5:48	3		12			1	
795094	14	Plumb Highland										
783806	15	Highland Ave. Ann St.	5:50	5:49	5:50		10	0		1		1
795105	16	Ann Poplar										
795107	17	Zelda Ann										
795109	18	Zelda Gatsby Dr.		5:54	5:55	4		4				
798984	19	Zelda Carter Hill				3		7				
795116	20	Vaughn at Montgomery Academy						8	1			
795124	21	Vaughn Perry Hill						9			1	
795131	22	Vaughn Young Farm					3	5		1		
783807	23	Vaughn Rd. East Blvd.	6:05	6:07	6:08	2	3	4				
795138	24	Vaughn at St. James School										
783808	25	Vaughn Rd. Taylor Rd.	6:10	6:11	6:12			3				1
795146	26	Taylor Taylor Park										
795153	27	Taylor Berryhill										
795158	28	Berryhill Eastchase Pkwy.										
2E+06	29	EastChase Pkwy Minnie Brown Rd										
2E+06	30	Chantilly Pkwy EastChase Pkwy.										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	Vehicle No:
Report:	5:20	AUM Eastchase			Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
2E+06 31	Chantilly Pkwy at WalMart		6:25	6:25	6:26	6		9				
2E+06 32	Chantilly Pkwy	Chantilly Dr.										
2E+06 33	Chantilly Dr	Service Rd										
2E+06 34	Chantilly Pkwy.	Ryan Rd.										
2E+06 35	VA Hospital			6:35	6:35	2	4	7				
2E+06 36	Chantilly Pkwy.	Ryan Rd.										
2E+06 37	Chantilly Pkwy	EastChase Pkwy.										
795180 38	Eastchase	Berryhill										
795161 39	Eastchase	Taylor										
795162 40	Taylor	Halcyon Summit South										
2E+06 41	AUM School of Nursing		6:45	6:44	6:45	4	7	4				
795175 42	Taylor Rd	East										
795177 43	Eastchase	Taylor										
795179 44	Eastchase	Eastchase Loop North										
2E+06 45	Eastchase Pkwy. @ Five Guys			6:47	6:47	6		10				
2E+06 46	Berryhill Rd.											
795185 47	Berryhill	Taylor										
795186 48	Taylor	Barnett										
795191 49	Taylor	Taylor Park										
783856 50	Vaughn Rd.	Taylor Rd.	7:00	7:01	7:01	1	5	6				
795197 51	Vaughn	Festival										
783855 52	Vaughn Rd.	East Blvd.	7:05	7:05	7:05		2	5	1			
795204 53	Vaughn	Young Farm										
795214 54	Vaughn	Perry Hill										
795223 55	Vaughn	Zelda										
795228 56	Zelda	Zelda Ct.										
795232 57	Ann	Spruce										
783854 58	Highland Ave.	Ann St.	7:20	7:18	7:18			5				
795254 59	Plum	Highland										
795252 60	Cherry	Putnam										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route	1 CIRCULAR	Date:	12/02/22 (Friday)	Vehicle No:
Report:	5:20	AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center		Event ID:	76_8778901	
Trip End:	7:30	Intermodal Transfer Center		Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
795090	61	Cherry	Boyce									
795247	62	Boyce	Highland									
795246	63	Highland	Capitol									
795258	64	Capitol	Mt. Meigs		7:25	7:25	2		7			
2E+06	65	Adams Ave.	Jackson St.									
2E+06	66	Washington Ave.	Jackson St.									
2E+06	67	Lee St.	Church St.									
2E+06	68	Montgomery St.	Lee St.									
796546	69	Molton	Montgomery									
796548	70	Molton	Tapoosa									
783805	71	Intermodal Transfer Center		7:30				6	0		1	

Total for Event 76_8778901

John Doe	9/12/22
	Date

Signature

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022

10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20		AUM Eastchase		Surveyor:	.	
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	Vehicle No:
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
783805	1	Intermodal Transfer Center	5:30									
795058	2	Molton										
795060	3	Bibb										
796809	4	Commerce										
795831	5	Perry										
795271	6	Bainbridge										
795071	7	Bainbridge										
795079	8	Mt. Meigs										
795082	9	Mt. Meigs										
795086	10	Capitol										
795087	11	Putnam										
795089	12	Putnam										
795249	13	Cherry										
795094	14	Plumb										
783806	15	Highland Ave.	5:50									
795105	16	Ann										
795107	17	Zelda										
795109	18	Zelda										
798984	19	Zelda										
795116	20	Vaughn at Montgomery Academy										
795124	21	Vaughn										
795131	22	Vaughn										
783807	23	Vaughn Rd.	6:05									
795138	24	Vaughn at St. James School										
783808	25	Vaughn Rd.	6:10									
795146	26	Taylor										
795153	27	Taylor										
795158	28	Berryhill										
2E+06	29	EastChase Pkwy										
2E+06	30	Chantilly Pkwy										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20		AUM Eastchase		Surveyor:	.	
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	Vehicle No:
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
2E+06	31	Chantilly Pkwy at WalMart	6:25									
2E+06	32	Chantilly Pkwy										
2E+06	33	Chantilly Dr										
2E+06	34	Chantilly Pkwy.										
2E+06	35	VA Hospital										
2E+06	36	Chantilly Pkwy.										
2E+06	37	Chantilly Pkwy										
795180	38	Eastchase										
795161	39	Eastchase										
795162	40	Taylor										
2E+06	41	AUM School of Nursing	6:45									
795175	42	Taylor Rd										
795177	43	Eastchase										
795179	44	Eastchase										
2E+06	45	Eastchase Pkwy. @ Five Guys										
2E+06	46	Berryhill Rd.										
795185	47	Berryhill										
795186	48	Taylor										
795191	49	Taylor										
783856	50	Vaughn Rd.	7:00									
795197	51	Vaughn										
783855	52	Vaughn Rd.	7:05									
795204	53	Vaughn										
795214	54	Vaughn										
795223	55	Vaughn										
795228	56	Zelda										
795232	57	Ann										
783854	58	Highland Ave.	7:20									
795254	59	Plum										
795252	60	Cherry										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022

10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20	AUM Eastchase			Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	Vehicle No:
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts							
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off	
795090 61	Cherry	Boyce											
795247 62	Boyce	Highland											
795246 63	Highland	Capitol											
795258 64	Capitol	Mt. Meigs											
2E+06 65	Adams Ave.	Jackson St.											
2E+06 66	Washington Ave.	Jackson St.											
2E+06 67	Lee St.	Church St.											
2E+06 68	Montgomery St.	Lee St.											
796546 69	Molton	Montgomery											
796548 70	Molton	Tapoosa											
783805 71	Intermodal Transfer Center		7:30										

Total for Event 76_8778901

	Date

Signature

Training manual for the questionnaire

1. What is the purpose of the trip you are making right now? Where are you going? (Choose best answer.) *

- 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

This question is to understand the purpose of the passenger's trip. It will help you to frame the passenger's journey. The response to this question will be referred to in other questions.

2. Please list the routes in the correct order that you will use to complete the trip you are making right now. Please include the current bus. *

Routes:

1. Select Routes

2. Select Routes

3. Select Routes

4. Select Routes

When you see this deck, it indicates a validation process



This question gathers the routes and their sequence of how the passenger will get from their origin to their destination.

The sequence of vehicles taken will be verified the software.

The current route that you are interviewing on must be a part of this sequence

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

- 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

This asterisk means it's required. The survey will not go forward without a response

This question asks where did they start their trip. In other word, what was this place.

It is likely that it cannot be the same response in Q1



4. What was the ADDRESS of your [response to Q3] where YOU BEGAN YOUR TRIP?
(Enter the address OR cross streets or landmark) *

Address (number, street, city, and zip)

Or Cross Streets - Street 1

Street-2

Or Landmark

This question asks the address to the response in question 3. When you begin to type the address, Google will try to autofill the complete address.

Please pay attention and accept the correct address. Confirm with the passenger



5. How did you get from your (response to Q3) to your first boarding location on (first route listed in Q2), the first route you took?*

- Walked
- Biked/Scooter
- Drove Alone and Parked
- Used Rideshare (eg Uber)
- Was Dropped Off/Carpooled
- Used Mobility Aid/Wheelchair

We want to know how the passenger got from their origin (Q3) to their first vehicle they listed in Q2.

If they walked, the software will verify if it was reasonable.

6. If you walked, how many minutes did it take to walk from (response in Q3) to your first bus stop on (first route in Q2)?*

This question will only be asked if their response in Q5 was walked.

If they walked, the software will verify if it was reasonable.



7. WHAT BUS STOP OR LOCATION did you GET ON THIS BUS that you are riding NOW? *

Enter Location

A dropdown box will allow you to choose the correct bus stop they got on THIS BUS. It must be a bus stop on this route you both are on now.

8. WHAT BUS STOP OR LOCATION will you GET OFF THIS bus that you are riding NOW? *

Enter Location

Q8 is the same thing, but we are asking where they will get off of THIS BUS.



9. When you get off of your LAST BUS on your travel route (last route listed in Q2), how will you get to your FINAL DESTINATION - (response in Q1)?*

- Walk
- Bike/Scooter
- Drive Alone and Park
- Used Rideshare (eg Uber)
- Will Be Picked Up/Carpool
- Use Mobility Aid/Wheelchair

Similar to Q5, we want to know how they will get from their final route in the sequence listed in Q2 to their destination they told us in Q1

10. If you walked, how many minutes will it take to walk from the stop on your last travel route- (last route in Q2)?*

This question will only be asked if their response in Q9 was walked.

If they walked, the software will verify if it was reasonable.



11. What was the ADDRESS of your [response to Q1]? Enter the address, OR cross streets or landmark of your final destination) *

Address (number, street, city, and zip)

Or Cross Streets - Street 1

Street-2

Or Landmark

This question asks the address to the response in question 1. When you begin to type the address, Google will try to autofill the complete address.

Please pay attention and accept the correct address. Confirm with the passenger



Appendix C

Onboard Survey Instrument

20. How many people **live** in your **household**? **REQUIRED**

- I'm a college student living on campus Three including me
 I live alone Four including me
 Two including me Five or more

21. Employment. Are you....? **Check all that apply REQUIRED**

- Employed (work from home only) Homemaker (no pay)
 Employed (work from worksite only) Retired
 Employed (work from home and worksite) Unemployed
 Student – work off campus Disabled
 Student – do not work off campus Other (Specify:)

22. If you worked **Prior** to the beginning of the pandemic (**BEFORE MARCH 2020**), did you:

- Work from home only Work from worksite only
 Work from both home and worksite (hybrid)

23. What is your **Age**?

- Under 16 25 to 40 Over 75
 16 to 18 41 to 64 Refused to answer
 19 to 24 65 to 75

24. Are you of **Hispanic** or Latino descent? Yes No **REQUIRED**

25. What is your **Ethnic** background? **Check all that apply REQUIRED**

- White/Caucasian Black or African American
 Asian Hispanic or Latino
 Native Hawaiian or Pacific Islander Other (Specify:)

26. Do you identify as? Male Female Other

27. How well do you **SPEAK English**?

- Very Well Well Not Well Hardly

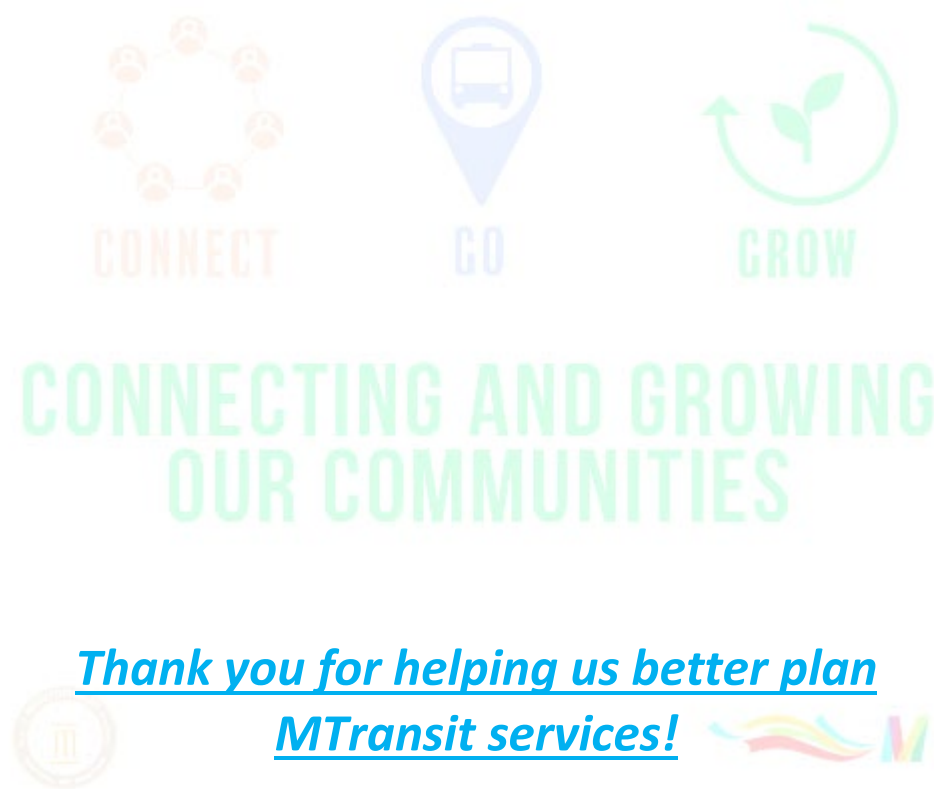
28. What **Language** do you **MOST** often speak at **home**? **REQUIRED**

- English Spanish Other

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

- 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
 Refused to answer

30. Are you a **visitor** to the area? No Yes



Appendix D

Training Manual

Ridecheck - Count Sheet



Montgomery Transit

7/22/2022

2:09 PM

Block:	101	Route	1	CIRCULAR	Date:	09/01/22 (Thursday)		
Report:	5:30		AUM Eastchase		Surveyor:			
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	22_8778901		
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WK		
							Vehicle No:	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
783805	1	Intermodal Transfer Center	5:30									
795058	2	Molton										
795060	3	Bibb										
796809	4	Commerce										
795831	5	Perry										
795271	6	Bainbridge										
795071	7	Bainbridge										
795079	8	Mt. Meigs										
795082	9	Mt. Meigs										
795086	10	Capitol										
795087	11	Putnam										
795089	12	Putnam										
795249	13	Cherry										
795094	14	Plumb										
783806	15	Highland Ave.	5:50									
795105	16	Ann										
795107	17	Zelda										
795109	18	Zelda										
798984	19	Zelda										
795116	20	Vaughn at Montgomery Academy										
795124	21	Vaughn										
795131	22	Vaughn										
783807	23	Vaughn Rd.	6:05									
795138	24	Vaughn at St. James School										
783808	25	Vaughn Rd.	6:10									
795146	26	Taylor										
795153	27	Taylor										
795158	28	Berryhill										
2E+06	29	EastChase Pkwy										
2E+06	30	Chantilly Pkwy										

Ridecheck - Count Sheet



Montgomery Transit

7/22/2022

2:09 PM

Block:	101	Route	1	CIRCULAR	Date:	09/01/22 (Thursday)		
Report:	5:30		AUM Eastchase		Surveyor:			
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	22_8778901		
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WK		
							Vehicle No:	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
2E+06 31	Chantilly Pkwy at WalMart		6:25									
2E+06 32	Chantilly Pkwy	Chantilly Dr.										
2E+06 33	Chantilly Dr	Service Rd										
2E+06 34	Chantilly Pkwy.	Ryan Rd.										
2E+06 35	VA Hospital											
2E+06 36	Chantilly Pkwy.	Ryan Rd.										
2E+06 37	Chantilly Pkwy	EastChase Pkwy.										
795180 38	Eastchase	Berryhill										
795161 39	Eastchase	Taylor										
795162 40	Taylor	Halcyon Summit South										
2E+06 41	AUM School of Nursing		6:45									
795175 42	Taylor Rd	East										
795177 43	Eastchase	Taylor										
795179 44	Eastchase	Easchase Loop North										
2E+06 45	Eastchase Pkwy. @ Five Guys											
2E+06 46	Berryhill Rd.											
795185 47	Berryhill	Taylor										
795186 48	Taylor	Barnett										
795191 49	Taylor	Taylor Park										
783856 50	Vaughn Rd.	Taylor Rd.	7:00									
795197 51	Vaughn	Festival										
783855 52	Vaughn Rd.	East Blvd.	7:05									
795204 53	Vaughn	Young Farm										
795214 54	Vaughn	Perry Hill										
795223 55	Vaughn	Zelda										
795228 56	Zelda	Zelda Ct.										
795232 57	Ann	Spruce										
783854 58	Highland Ave.	Ann St.	7:20									
795254 59	Plum	Highland										
795252 60	Cherry	Putnam										

Ridecheck - Count Sheet



Montgomery Transit

7/22/2022
2:09 PM

Block:	101	Route	1	CIRCULAR	Date:	09/01/22 (Thursday)	
Report:	5:30		AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	22_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WK	
Vehicle No:							

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
795090	61	Cherry	Boyce									
795247	62	Boyce	Highland									
795246	63	Highland	Capitol									
795258	64	Capitol	Mt. Meigs									
2E+06	65	Adams Ave.	Jackson St.									
2E+06	66	Washington Ave.	Jackson St.									
2E+06	67	Lee St.	Church St.									
2E+06	68	Montgomery St.	Lee St.									
796546	69	Molton	Montgomery									
796548	70	Molton	Tapoosa									
783805	71	Intermodal Transfer Center		7:30								

Total for Event 22_8778901

	Date

Signature

The MTransit 2022 Onboard Travel Survey

Only 4 minutes to complete

Dear Patron: To help us better plan transit services, please tell us about the ONE-WAY bus trip you are making NOW. Please COMPLETE this survey during THIS TRIP and RETURN it to the surveyor. If you cannot, please return the COMPLETED survey to the driver on your next trip. Thank you for your participation!

1. **WHERE ARE YOU GOING?** What is the **PURPOSE** of the trip you are making right now? (Choose **BEST** answer) **REQUIRED**

- | | |
|--|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> K-12 (Student Only) |
| <input type="checkbox"/> Work | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Sightseeing | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Recreation or Social | <input type="checkbox"/> Personal Business |
| <input type="checkbox"/> College (Student Only) | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Other (Specify:) _____ | |

2. Please list your **Routes** **IN THE EXACT ORDER** that you will take to complete the trip you are making right now. Please include the current bus number. **REQUIRED**

Routes 1st _____ 2nd _____
3rd _____ 4th _____

3. Where did you **START** this **ONE-WAY trip today?** (Choose best answer.) **REQUIRED**

- | | |
|--|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> K-12 (Student Only) |
| <input type="checkbox"/> Work | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Sightseeing | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Recreation or Social | <input type="checkbox"/> Personal Business |
| <input type="checkbox"/> College (Student Only) | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Other (Specify:) _____ | |

4. What is the **LOCATION** (**COMPLETE ADDRESS** **OR** **INTERSECTION** **OR** **LANDMARK**) of the **ORIGINAL** place where **YOU BEGAN YOUR TRIP** [response from Question 3]? **REQUIRED**

Write below either **Address** (include city and zip) OR **Landmark** (eg. Eastgate Mall) OR **Intersection** (eg. Jefferson and 1st)

5. How did you get **FROM** your **BEGINNING** Location [response from Q3] **TO** your **FIRST BOARDING** Location for the **FIRST** route you took [first route in response from Question 2]? **REQUIRED**

- | | |
|---|---|
| <input type="checkbox"/> Walked | <input type="checkbox"/> Used Rideshare (eg Uber) |
| <input type="checkbox"/> Biked/Scooter | <input type="checkbox"/> Was dropped off/Carpooled |
| <input type="checkbox"/> Drove alone and Parked | <input type="checkbox"/> Used Mobility Aid/Wheelchair |

6. If you **Walked**, how many **MINUTES** did it take to walk **FROM** your **BEGINNING LOCATION** [response in Question 3] **TO** your **FIRST Bus Stop** [response from Question 2]? _____ **REQUIRED**

7. **WHAT BUS STOP OR LOCATION** did you get **ON THIS BUS** that you are **RIDING NOW?** **REQUIRED**

8. **WHAT BUS STOP OR LOCATION** will you get **OFF THIS BUS** that you are **RIDING NOW?** **REQUIRED**

9. When you get **OFF** your **LAST bus of THIS trip** [Ending route from Question 2], **HOW** will you **GET TO YOUR FINAL DESTINATION** [response from Question 1]? **REQUIRED**

- | | |
|---|---|
| <input type="checkbox"/> Walked | <input type="checkbox"/> Used Rideshare (eg Uber) |
| <input type="checkbox"/> Biked/Scooter | <input type="checkbox"/> Was dropped off/Carpooled |
| <input type="checkbox"/> Drove alone and Parked | <input type="checkbox"/> Used Mobility Aid/Wheelchair |

10. If you **walked**, how many **minutes** will it take **to walk** to your destination from your last route [responses from Question 2]? _____ **REQUIRED**

11. What is the **LOCATION** (**COMPLETE ADDRESS** **OR** **INTERSECTION** **OR** **LANDMARK**) of your **DESTINATION** [response from Question 1]? **REQUIRED**

Write below either **Address** (include city and zip) OR **Landmark** (eg. Eastgate Mall) OR **Intersection** (eg. Jefferson and 1st)

Demographics Section (All responses are CONFIDENTIAL)

12. How did you **Pay** for **THIS** Trip? **REQUIRED**

- | | | |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Single Ride | <input type="checkbox"/> Weekly 7-Day Pass | <input type="checkbox"/> Monthly Pass |
|--------------------------------------|--|---------------------------------------|

13. What **Fare Classification** did you use? (Choose one answer)

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Fixed Route | <input type="checkbox"/> Senior/Disabled |
| <input type="checkbox"/> Student | <input type="checkbox"/> Paratransit |

14. How **Long** have you been riding the bus? (Choose one answer)

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

15. How **often** did you ride the bus **Pre-Covid, (Before March 2020)?** (Choose **BEST** answer)

- | | |
|--|---|
| <input type="checkbox"/> 5 or more days per week | <input type="checkbox"/> About once a month |
| <input type="checkbox"/> 1 to 4 days per week | <input type="checkbox"/> A few times a year |
| <input type="checkbox"/> This is my first time | |

16. How often would you say you ride the bus? (Choose one answer)

- | |
|---|
| <input type="checkbox"/> More <u>now than before</u> the pandemic began |
| <input type="checkbox"/> <u>Less now</u> since the pandemic began |
| <input type="checkbox"/> <u>About the same</u> as I did before the pandemic began |

17. Do you have a **valid driver's license?** Yes No **REQUIRED**

18. How many **Drivable vehicles** are owned or leased by your household? **REQUIRED**

- | | | | |
|-------------------------------|------------------------------|--------------------------------|---------------------------------------|
| <input type="checkbox"/> One | <input type="checkbox"/> Two | <input type="checkbox"/> Three | <input type="checkbox"/> Four or more |
| <input type="checkbox"/> None | | | |

19. If the **Bus system were NOT available**, how would you have made this trip? **REQUIRED**

- | | |
|--|--|
| <input type="checkbox"/> Drove Alone | <input type="checkbox"/> Biked or Scooter |
| <input type="checkbox"/> Driven and Dropped Off | <input type="checkbox"/> Rideshare (eg Uber, Lyft) |
| <input type="checkbox"/> Walked | <input type="checkbox"/> Rental Car |
| <input type="checkbox"/> Carpooled | <input type="checkbox"/> Would not have made trip |
| <input type="checkbox"/> Other (Specify:) _____ | |

(Over)

20. How many people **live** in your **household**? **REQUIRED**

- I'm a college student living on campus
- I live alone
- Two including me
- Three including me
- Four including me
- Five or more

21. Employment. Are you....? **Check all that apply REQUIRED**

- Employed (work from home only)
- Employed (work from worksite only)
- Employed (work from home and worksite)
- Student – work off campus
- Student – do not work off campus
- Homemaker (no pay)
- Retired
- Unemployed
- Disabled
- Other (Specify:)

22. If you worked **Prior** to the beginning of the pandemic (**BEFORE MARCH 2020**), did you:

- Work from home only
- Work from both home and worksite (hybrid)
- Work from worksite only

23. What is your **Age**?

- Under 16
- 16 to 18
- 19 to 24
- 25 to 40
- 41 to 64
- 65 to 75
- Over 75
- Refused to answer

24. Are you of **Hispanic** or Latino descent? Yes No **REQUIRED**

25. What is your **Ethnic** background? **Check all that apply REQUIRED**

- White/Caucasian
- Asian
- Native Hawaiian or Pacific Islander
- Black or African American
- Hispanic or Latino
- Other (Specify:)

26. Do you identify as? Male Female Other

27. How well do you **SPEAK English**?

- Very Well
- Well
- Not Well
- Hardly

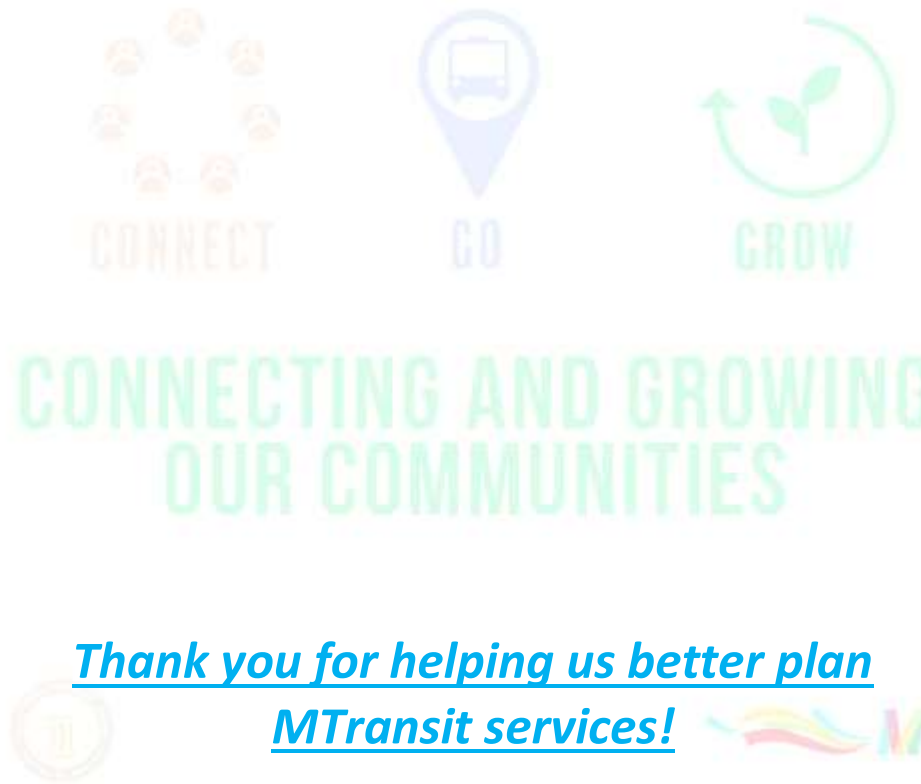
28. What **Language** do you **MOST** often speak at **home**? **REQUIRED**

- English
- Spanish
- Other

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

- 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
- Refused to answer

30. Are you a **visitor** to the area? No Yes





***POLICIES, PROCEDURES
AND
DATA COLLECTION TRAINING MANUAL***

For



***Survey from September 12 thru September
17, 2022***



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 MTransit?

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.

M Transit (referred to as the M) provides fixed route and paratransit service within city limits of Montgomery Alabama. The fixed route system averages 2000 trips daily (more than 700,000 trips annually) over approximately 2500 daily route miles. Thirty-four buses serve fourteen(14) fixed routes between the hours of 5:00 a.m. and 9:00 p.m. Monday through Friday and Saturday 7:30 a.m. until 6:30 p.m.

Who do you work for?

You are employees of **either Express Pro or Dynamic Employment. You are not** employees of **M Transit 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 2 types of survey. The first survey (referred to as the ON-OFF) will be completed on paper using a clipboard. The second survey referred to as the OBAD) will be performed through personal interviews using a supplied tablet.

The ON-OFF is simply an observation survey to count each passenger a every stop that gets on the bus and gets off. There is no need to interface with passengers. The majority of you will be performing this survey.

The OBAD survey is more intense, and it involves interfacing with the passengers by interviewing them about their trip. You will ask 28-30 questions and record them on our OBAD application using a company supplied tablet. The app is web based and requires internet access.

Each day we will board buses and ride for 6-8 hours counting and interviewing passengers. One person will count while another interviews. The counter is conducting a ON-OFF survey and the interviewer is conducting the OBAD survey. We will ride every trip to collect the ON-OFF, but not nearly as many to collect the OBAD. More often than not, a OBAD interviewer will not be on the bus with the ON-OFF surveyor.

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 28 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 the M –These systems run services from typically between 5AM to 9PM on the weekdays and 7:30 to 6:30 PM on Saturdays. We will work Tuesday through Saturday. Each surveyor will normally have a 6-8 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 in an internet environment using a tablet
- 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 a 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
- Must be able to do simple math

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.



-
- **No** Tank Tops, or Sleeveless Blouses or Shirts
 - **No** T-shirts
 - **No** Baseball Caps
 - **No** Sports Jerseys
 - **No** Shorts
 - **No** Short Skirts
 - **No** Leggings
 - **No** Flip Flops
 - **No** 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, whether performing the ON_OFF or interviewing and convincing passengers to complete the survey. 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 15 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 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. This is also referred to as "off" or deboarding

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 or transit center

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. The M uses loops mostly, returning to the transit location.

Dispatcher – the person at the garage who gives the drivers their 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.

Interviewer – That's you if you are on a OBAD assignment; if there's another name on your **Assignment Sheet** you either have the wrong assignment sheet or you're working someone else's assignment



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.



Surveyor – That's you if you are on a ON-OFF assignment; if there's another name on your Assignment Sheet you either have the wrong assignment sheet or you're working someone else's assignment

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

Block Number - The block number is typically shown in the front window of the bus for some systems (ignore for MTransit); the first number(s) however is the **route number**. You must use the block number to identify the ROUTE NUMBER

Assignment Number - is the unique number we use for each assignment along with the Car letter. So if you are assigned 801WKAM-OD AND CAR A, there could be someone else that is assigned to ride along as same assignment number and CAR B.

Car identifies how many people we will have on the bus. So A is the first person and B is the second person assigned to the same work.

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, 10 minutes before your **Start Time (You are paid from report 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 with permission.
- **Trips** - Is the number of **Trips** for that assignment. You could have 1 to many trips



What do I need to do my job?

You **MUST** carry a 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 (if you are and Interviewer assigned and OBAD task)
- Watch
- Extra emergency surveys
- ON-OFF ridecheck forms on a clipboard (this is for ON_OFF surveyor)

Interview Survey – Surveys will be recorded using a tablet. Each completed survey is stored in the cloud or in 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 interview. 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.

Remember that it is **CRITICAL** that you notify your **DIKITA Survey Supervisor** as early as possible if you cannot report for work.

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.



Who will assist me if I have a problem?

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. 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 Gary Barnett (Project Manager) [REDACTED], Martin Wiggin [REDACTED], and CF [REDACTED]**. 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



OTHER HELPFUL INFORMATION

Your DIKITA Survey Supervisors for this project are

- **Gary Barnett – Project Manager** [REDACTED]
- **Martin Wiggins – Sr. Field Supervisor** [REDACTED]
- **CF – Field Supervisor** [REDACTED]



Assignment/Schedule for surveyor

Surveyor Schedule by Surveyor



From	To
9/13/2022	9/13/2022

Montgomery Transit

9/9/2022
3:47 PM

Wimbish, CF

corneliuswimbish@att.net

15

Week 38

Block	Assignment	Car	Schedule Date	Report Time	Start Time	Start Location	End Time	Signout Time	End Location	Trips	Aagn Adj	Aagn Time	Schd Adj	Sched Time	
														Time	Num
801	801WKAM-OD	A	9/13/2022 Tue	5:20 AM	6:30 AM	Intermodal Transfer Center	7:00 AM	7:00 AM	Intermodal Transfer Center	1	0	1:40	0	1:40	1.67
ASSIGNMENT #5															
701	701WKMD-OD	A	9/13/2022 Tue	10:20 AM	10:30 AM	Intermodal Transfer Center	11:30 AM	11:30 AM	Intermodal Transfer Center	1	0	1:10	0	1:10	1.17
ASSIGNMENT #5															
Total for wk 38					0:20			0:00		2	0	2:50	0	2:50	2.83
Total for Wimbish, CF					0:20			0:00		2	0	2:50	0	2:50	2.83

YOUR RIDECHECK FORM (SEE ATTACHMENT)

You will have a **RIDECHECK FORM** for every trip in your assignment. Since we will always be sampling round trips, the number of pages will more than likely be 3 pages per round trip.

Once you receive your materials, please **verify that the following schedule fields matches the Ridecheck** Forms provided:

- Start/End locations
- Trip Start/End times and locations
- Date
- Surveyor Name
- Assignment Number

Accurate completion of the Ridecheck Form is critical to validating the data collected. It contains fields that have been completed for you, and **others that you must complete.**

The information you must record on your Ridecheck Form include:

Header Info:

- Your name
- Vehicle No
- Weather No

Stop Info:

- **Arrive** – The time the bus arrives at the stop (If you miss arrival don't miss departure time)
- **Depart** – **The time the bus leaves the stop (most important)**
- **On** – Number of passengers boarding the vehicle without bike or wheelchair
- **Off** – Number of passengers alighting the vehicle without bike or wheelchair
- **On Board** – Number of passengers onboard vehicle WHEN THE BUS DEPARTS THAT STOP. This is a physical count of everyone on the bus at departure. **It is a spot check.** (regardless of the wheelchair or bike). Do not go more than 2 stops with out doing a spot check.
- **Wheelchair** –Number of passengers that boarded with a wheelchair – If a wheelchair passenger gets on, only record them once in the "WC on", same with getting off "WC off"
- **Bike** – Number of passengers that boarded with a bike – If a bike passenger gets on, only record them once in the "BK on", same with getting off "BK off"

Repeat this for every place the BUS STOPS

- **Signature** – Sign and date your Ridecheck Form AFTER EVERY TRIP Any comments pertaining to the trip can be written at the bottom of the Ridecheck Form.

Ridecheck Forms must be returned to Dikita **immediately** after assignment completion.

At the end of the line, in other words when you come back to the intermodal, record everyone that is getting off on the trip you just completed, whether they got off or not. Then at the start of the next trip record everyone that gets on or that departs that first location as ON, WC ON, or BK On, whichever is applicable.

Test time.

Attachment D – Ridecheck Form

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route:	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20		AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	
						Vehicle No:	

			<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow				Rider Counts							
Stop ID	Run	Cross	Time			On	Off	On Bd	WC On	WC Off	BK On	BK Off		
			Sched	Arrive	Depart									
783805	1	Intermodal Transfer Center	5:30											
795058	2	Molton												
795060	3	Bibb												
796809	4	Commerce												
795831	5	Perry												
795271	6	Bainbridge												
795071	7	Bainbridge												
795079	8	Mt. Meigs												
795082	9	Mt. Meigs												
795086	10	Capitol												
795087	11	Putnam												
795089	12	Putnam												
795249	13	Cherry												
795094	14	Plumb												
783806	15	Highland Ave.	5:50											
795106	16	Ann												
795107	17	Zelda												
795109	18	Zelda												
798984	19	Zelda												
795116	20	Vaughn at Montgomery Academy												
795124	21	Vaughn												
795131	22	Vaughn												
783807	23	Vaughn Rd.	6:05											
795138	24	Vaughn at St. James School												
783808	25	Vaughn Rd.	6:10											
795146	26	Taylor												
795153	27	Taylor												
795158	28	Berryhill												
2E+06	29	EastChase Pkwy												
2E+06	30	Chantilly Pkwy												

YOUR RIDECHECK FORM (SEE ATTACHMENT)

You will have a **RIDECHECK FORM** for every trip in your assignment. Since we will always be sampling round trips, the number of pages will more than likely be 3 pages per round trip.

Once you receive your materials, please **verify that the following schedule fields matches the Ridecheck** Forms provided:

- Start/End locations
- Trip Start/End times and locations
- Date
- Surveyor Name
- Assignment Number

Accurate completion of the Ridecheck Form is critical to validating the data collected. It contains fields that have been completed for you, and **others that you must complete.**

The information you must record on your Ridecheck Form include:

Header Info:

- Your name
- Vehicle No
- Weather No

Stop Info:

- **Arrive** – The time the bus arrives at the stop (If you miss arrival don't miss departure time)
- **Depart** – The time the bus leaves the stop (most important)
- **On** – Number of passengers boarding the vehicle without bike or wheelchair
- **Off** – Number of passengers alighting the vehicle without bike or wheelchair
- **On Board** – Number of passengers onboard vehicle WHEN THE BUS DEPARTS THAT STOP. This is a physical count of everyone on the bus at departure. It is a spot check. (regardless of the wheelchair or bike). Do not go more than 2 stops with out doing a spot check.
- **Wheelchair** – Number of passengers that boarded with a wheelchair – If a wheelchair passenger gets on, only record them once in the "WC on", same with getting off "WC off"
- **Bike** – Number of passengers that boarded with a bike – If a bike passenger gets on, only record them once in the "BK on", same with getting off "BK off"

Repeat this for every place the BUS STOPS

- **Signature** – Sign and date your Ridecheck Form AFTER EVERY TRIP Any comments pertaining to the trip can be written at the bottom of the Ridecheck Form.

Ridecheck Forms must be returned to Dikita **immediately** after assignment completion.

At the end of the line, in other words when you come back to the intermodal, record everyone that is getting off on the trip you just completed, whether they got off or not. Then at the start of the next trip record everyone that gets on or that departs that first location as ON, WC ON, or BK On, whichever is applicable.

Test time.

Ridecheck - Count Sheet



ANSWER SHEET TO TEST

8/26/2022
10:45 AM

Block:	101	Route:	1 CIRCULAR	Date:	12/02/22 (Friday)	Vehicle No:	4569
Report:	5:20		AUM Eastchase	Surveyor:			
Trip Start:	5:30		Intermodal Transfer Center	Event ID:	76_8778901		
Trip End:	7:30		Intermodal Transfer Center	Assignment:	101WKAM		

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
783805	1	Intermodal Transfer Center	5:30		5:30	3		3				
795058	2	Molton Bibb						3				
795060	3	Bibb Commerce		5:32	5:33			5			2	
796809	4	Commerce Montgomery										
795831	5	Perry Dexter		5:36	5:36		1	3				1
795271	6	Bainbridge Dexter										
795071	7	Bainbridge Adams		5:38	5:39	1	1	4	1			
795079	8	Mt. Meigs Hopper										
795082	9	Mt. Meigs Capitol										
795086	10	Capitol Highland										
795087	11	Putnam Highland		5:42	5:44	5		8				1
795089	12	Putnam Cherry										
795249	13	Cherry Boyce		5:47	5:48	3		12			1	
795094	14	Plumb Highland										
783806	15	Highland Ave. Ann St.	5:50	5:49	5:50		10	0		1		1
795105	16	Ann Poplar										
795107	17	Zelda Ann										
795109	18	Zelda Gatsby Dr.		5:54	5:55	4		4				
798984	19	Zelda Carter Hill				3		7				
795116	20	Vaughn at Montgomery Academy						8	1			
795124	21	Vaughn Perry Hill						9			1	
795131	22	Vaughn Young Farm					3	5		1		
783807	23	Vaughn Rd. East Blvd.	6:05	6:07	6:08	2	3	4				
795138	24	Vaughn at St. James School										
783808	25	Vaughn Rd. Taylor Rd.	6:10	6:11	6:12			3				1
795146	26	Taylor Taylor Park										
795153	27	Taylor Berryhill										
795158	28	Berryhill Eastchase Pkwy.										
2E+06	29	EastChase Pkwy Minnie Brown Rd										
2E+06	30	Chantilly Pkwy EastChase Pkwy.										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	Vehicle No:
Report:	5:20	AUM Eastchase			Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
2E+06 31	Chantilly Pkwy at WalMart		6:25	6:25	6:26	6		9				
2E+06 32	Chantilly Pkwy	Chantilly Dr.										
2E+06 33	Chantilly Dr	Service Rd										
2E+06 34	Chantilly Pkwy.	Ryan Rd.										
2E+06 35	VA Hospital			6:35	6:35	2	4	7				
2E+06 36	Chantilly Pkwy.	Ryan Rd.										
2E+06 37	Chantilly Pkwy	EastChase Pkwy.										
795180 38	Eastchase	Berryhill										
795161 39	Eastchase	Taylor										
795162 40	Taylor	Halcyon Summit South										
2E+06 41	AUM School of Nursing		6:45	6:44	6:45	4	7	4				
795175 42	Taylor Rd	East										
795177 43	Eastchase	Taylor										
795179 44	Eastchase	Eastchase Loop North										
2E+06 45	Eastchase Pkwy. @ Five Guys			6:47	6:47	6		10				
2E+06 46	Berryhill Rd.											
795185 47	Berryhill	Taylor										
795186 48	Taylor	Barnett										
795191 49	Taylor	Taylor Park										
783856 50	Vaughn Rd.	Taylor Rd.	7:00	7:01	7:01	1	5	6				
795197 51	Vaughn	Festival										
783855 52	Vaughn Rd.	East Blvd.	7:05	7:05	7:05		2	5	1			
795204 53	Vaughn	Young Farm										
795214 54	Vaughn	Perry Hill										
795223 55	Vaughn	Zelda										
795228 56	Zelda	Zelda Ct.										
795232 57	Ann	Spruce										
783854 58	Highland Ave.	Ann St.	7:20	7:18	7:18			5				
795254 59	Plum	Highland										
795252 60	Cherry	Putnam										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route	1 CIRCULAR	Date:	12/02/22 (Friday)	Vehicle No:
Report:	5:20	AUM Eastchase		Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center		Event ID:	76_8778901	
Trip End:	7:30	Intermodal Transfer Center		Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
795090	61	Cherry	Boyce									
795247	62	Boyce	Highland									
795246	63	Highland	Capitol									
795258	64	Capitol	Mt. Meigs		7:25	7:25	2		7			
2E+06	65	Adams Ave.	Jackson St.									
2E+06	66	Washington Ave.	Jackson St.									
2E+06	67	Lee St.	Church St.									
2E+06	68	Montgomery St.	Lee St.									
796546	69	Molton	Montgomery									
796548	70	Molton	Tapoosa									
783805	71	Intermodal Transfer Center		7:30				6	0		1	

Total for Event 76_8778901

John Doe	9/12/22
	Date

Signature

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022

10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20		AUM Eastchase		Surveyor:	.	
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	Vehicle No:
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
783805	1	Intermodal Transfer Center	5:30									
795058	2	Molton										
795060	3	Bibb										
796809	4	Commerce										
795831	5	Perry										
795271	6	Bainbridge										
795071	7	Bainbridge										
795079	8	Mt. Meigs										
795082	9	Mt. Meigs										
795086	10	Capitol										
795087	11	Putnam										
795089	12	Putnam										
795249	13	Cherry										
795094	14	Plumb										
783806	15	Highland Ave.	5:50									
795105	16	Ann										
795107	17	Zelda										
795109	18	Zelda										
798984	19	Zelda										
795116	20	Vaughn at Montgomery Academy										
795124	21	Vaughn										
795131	22	Vaughn										
783807	23	Vaughn Rd.	6:05									
795138	24	Vaughn at St. James School										
783808	25	Vaughn Rd.	6:10									
795146	26	Taylor										
795153	27	Taylor										
795158	28	Berryhill										
2E+06	29	EastChase Pkwy										
2E+06	30	Chantilly Pkwy										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022
10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20		AUM Eastchase		Surveyor:	.	
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	Vehicle No:
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts						
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off
2E+06	31	Chantilly Pkwy at WalMart	6:25									
2E+06	32	Chantilly Pkwy										
2E+06	33	Chantilly Dr										
2E+06	34	Chantilly Pkwy.										
2E+06	35	VA Hospital										
2E+06	36	Chantilly Pkwy.										
2E+06	37	Chantilly Pkwy										
795180	38	Eastchase										
795161	39	Eastchase										
795162	40	Taylor										
2E+06	41	AUM School of Nursing	6:45									
795175	42	Taylor Rd										
795177	43	Eastchase										
795179	44	Eastchase										
2E+06	45	Eastchase Pkwy. @ Five Guys										
2E+06	46	Berryhill Rd.										
795185	47	Berryhill										
795186	48	Taylor										
795191	49	Taylor										
783856	50	Vaughn Rd.	7:00									
795197	51	Vaughn										
783855	52	Vaughn Rd.	7:05									
795204	53	Vaughn										
795214	54	Vaughn										
795223	55	Vaughn										
795228	56	Zelda										
795232	57	Ann										
783854	58	Highland Ave.	7:20									
795254	59	Plum										
795252	60	Cherry										

Ridecheck - Count Sheet



Montgomery Transit

8/26/2022

10:45 AM

Block:	101	Route	1	CIRCULAR	Date:	12/02/22 (Friday)	
Report:	5:20	AUM Eastchase			Surveyor:		
Trip Start:	5:30	Intermodal Transfer Center			Event ID:	76_8778901	Vehicle No:
Trip End:	7:30	Intermodal Transfer Center			Assignment:	101WKAM	

			<input type="radio"/> Hot <input type="radio"/> Fog <input type="radio"/> Clear <input type="radio"/> Rain <input type="radio"/> Snow			Time			Rider Counts					
Stop ID	Run	Cross	Sched	Arrive	Depart	On	Off	On Bd	WC On	WC Off	BK On	BK Off		
795090	61	Cherry	Boyce											
795247	62	Boyce	Highland											
795246	63	Highland	Capitol											
795258	64	Capitol	Mt. Meigs											
2E+06	65	Adams Ave.	Jackson St.											
2E+06	66	Washington Ave.	Jackson St.											
2E+06	67	Lee St.	Church St.											
2E+06	68	Montgomery St.	Lee St.											
796546	69	Molton	Montgomery											
796548	70	Molton	Tapoosa											
783805	71	Intermodal Transfer Center		7:30										

Total for Event 76_8778901

	Date

Signature

Training manual for the questionnaire

1. What is the purpose of the trip you are making right now? Where are you going? (Choose best answer.) *

- 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

This question is to understand the purpose of the passenger's trip. It will help you to frame the passenger's journey. The response to this question will be referred to in other questions.

2. Please list the routes in the correct order that you will use to complete the trip you are making right now. Please include the current bus. *

Routes:

1. Select Routes

2. Select Routes

3. Select Routes

4. Select Routes

When you see this deck, it indicates a validation process



This question gathers the routes and their sequence of how the passenger will get from their origin to their destination.

The sequence of vehicles taken will be verified the software.

The current route that you are interviewing on must be a part of this sequence

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

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

This asterisk means it's required. The survey will not go forward without a response

This question asks where did they start their trip. In other word, what was this place.

It is likely that it cannot be the same response in Q1



4. What was the ADDRESS of your [response to Q3] where YOU BEGAN YOUR TRIP?
(Enter the address OR cross streets or landmark) *

Address (number, street, city, and zip)

Or Cross Streets - Street 1

Street-2

Or Landmark

This question asks the address to the response in question 3. When you begin to type the address, Google will try to autofill the complete address.

Please pay attention and accept the correct address. Confirm with the passenger



5. How did you get from your (response to Q3) to your first boarding location on (first route listed in Q2), the first route you took?*

- Walked
- Biked/Scooter
- Drove Alone and Parked
- Used Rideshare (eg Uber)
- Was Dropped Off/Carpooled
- Used Mobility Aid/Wheelchair

We want to know how the passenger got from their origin (Q3) to their first vehicle they listed in Q2.

If they walked, the software will verify if it was reasonable.

6. If you walked, how many minutes did it take to walk from (response in Q3) to your first bus stop on (first route in Q2)?*

This question will only be asked if their response in Q5 was walked.

If they walked, the software will verify if it was reasonable.



7. WHAT BUS STOP OR LOCATION did you GET ON THIS BUS that you are riding NOW? *

Enter Location

A dropdown box will allow you to choose the correct bus stop they got on THIS BUS. It must be a bus stop on this route you both are on now.

8. WHAT BUS STOP OR LOCATION will you GET OFF THIS bus that you are riding NOW? *

Enter Location

Q8 is the same thing, but we are asking where they will get off of THIS BUS.



9. When you get off of your LAST BUS on your travel route (last route listed in Q2), how will you get to your FINAL DESTINATION - (response in Q1)?*

- Walk
- Bike/Scooter
- Drive Alone and Park
- Used Rideshare (eg Uber)
- Will Be Picked Up/Carpool
- Use Mobility Aid/Wheelchair

Similar to Q5, we want to know how they will get from their final route in the sequence listed in Q2 to their destination they told us in Q1

10. If you walked, how many minutes will it take to walk from the stop on your last travel route- (last route in Q2)?*

This question will only be asked if their response in Q9 was walked.

If they walked, the software will verify if it was reasonable.



11. What was the ADDRESS of your [response to Q1]? Enter the address, OR cross streets or landmark of your final destination) *

Address (number, street, city, and zip)

Or Cross Streets - Street 1

Street-2

Or Landmark

This question asks the address to the response in question 1. When you begin to type the address, Google will try to autofill the complete address.

Please pay attention and accept the correct address. Confirm with the passenger



Appendix E

Boarding and Alighting Survey, Trip-Level Summary

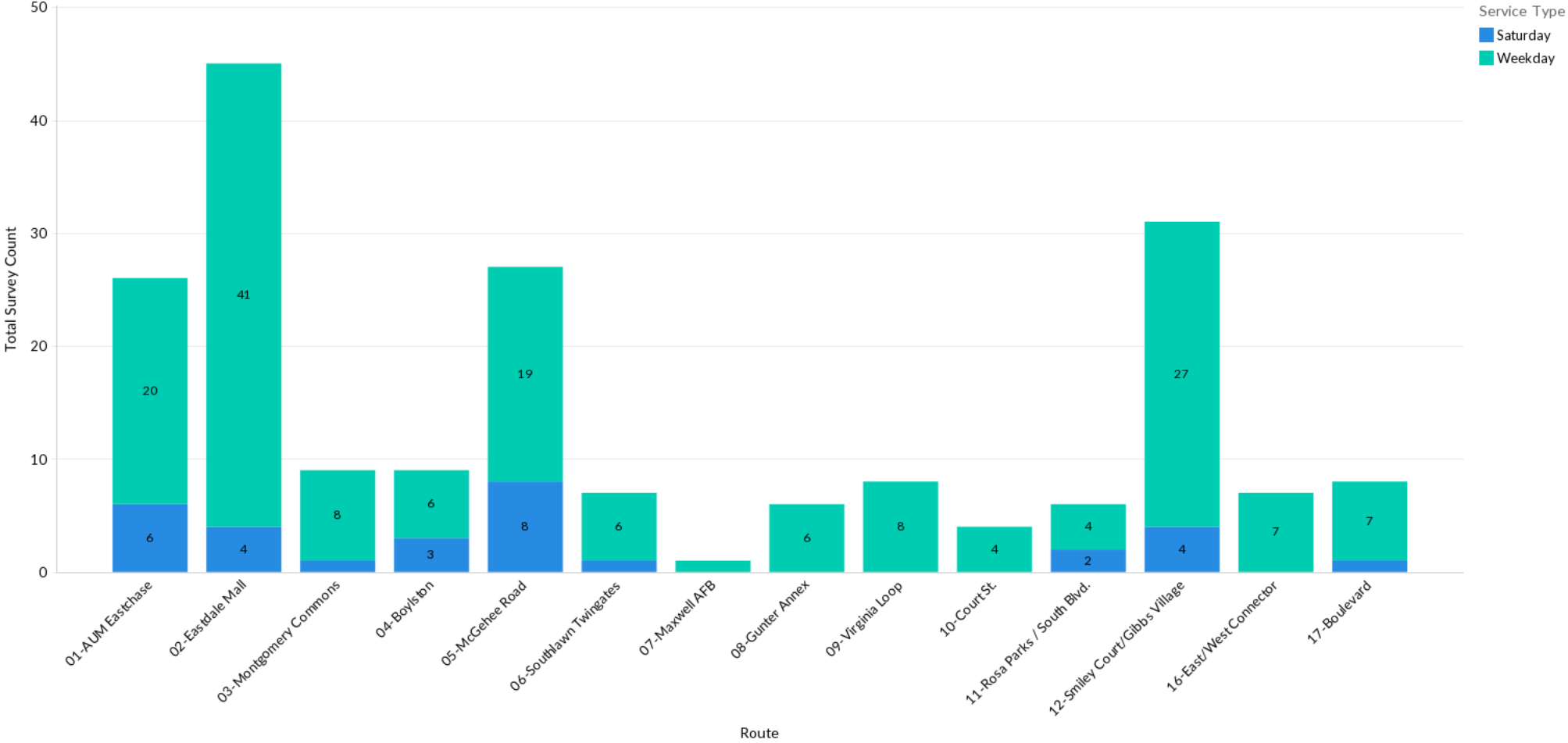
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Surveys by Route (Table)

Route	Weekday	Saturday	Total Survey Count
01-AUM Eastchase	20	6	26
02-Eastdale Mall	41	4	45
03-Montgomery Commons	8	1	9
04-Boylston	6	3	9
05-McGehee Road	19	8	27
06-Southlawn Twingates	6	1	7
07-Maxwell AFB	1		1
08-Gunter Annex	6		6
09-Virginia Loop	8		8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	4	2	6
12-Smiley Court/Gibbs Village	27	4	31
16-East/West Connector	7		7
17-Boulevard	7	1	8
Grand Count	164	30	194

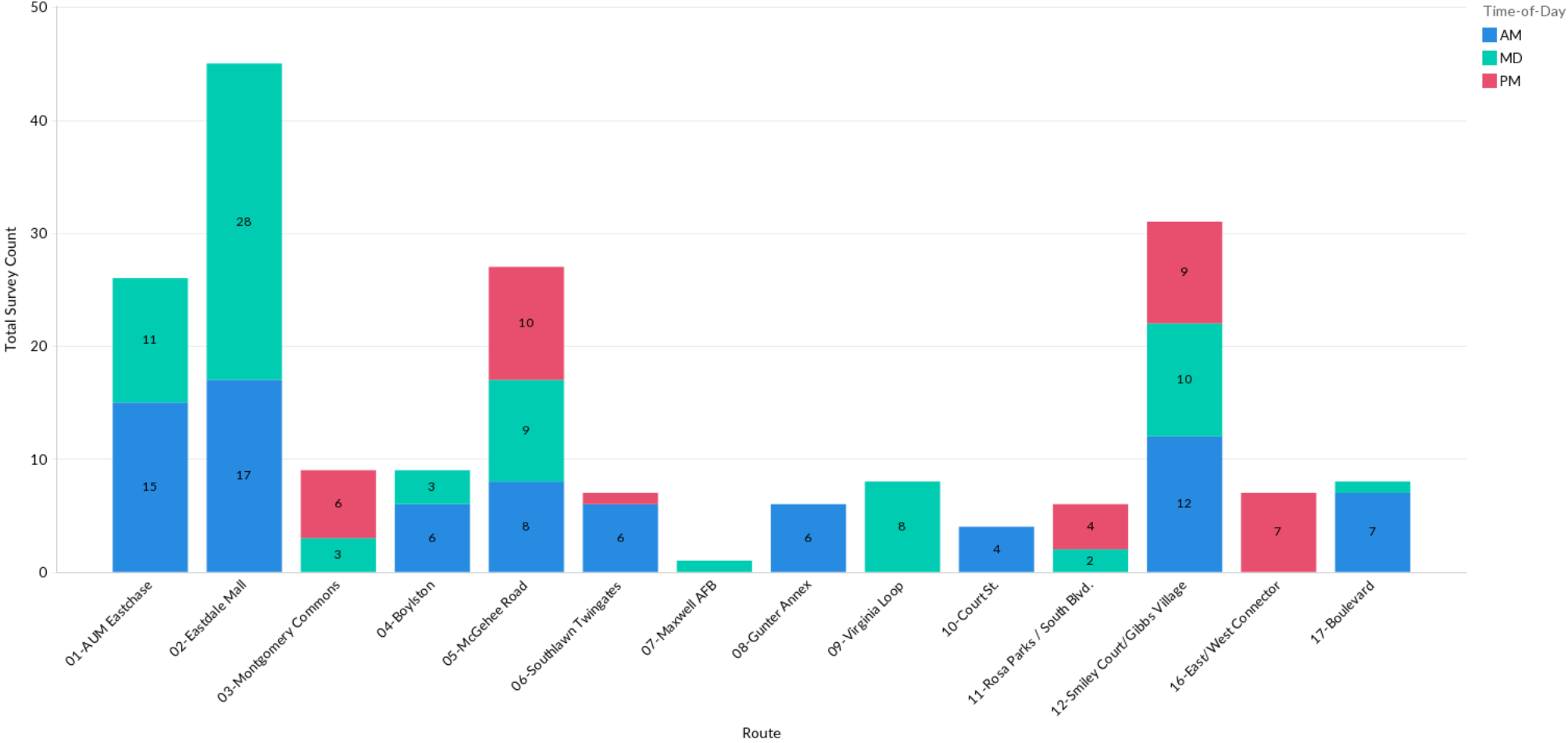
Surveys by Route (Graph)



Surveys by Time Period (Table)

Route	Weekday			Saturday		Summary
	AM	MD	PM	MD	PM	Total Survey Count
01-AUM Eastchase	15	5		6		26
02-Eastdale Mall	17	24		4		45
03-Montgomery Commons		2	6	1		9
04-Boylston	6			3		9
05-McGehee Road	8	9	2		8	27
06-Southlawn Twingates	6				1	7
07-Maxwell AFB		1				1
08-Gunter Annex	6					6
09-Virginia Loop		8				8
10-Court St.	4					4
11-Rosa Parks / South Blvd.			4	2		6
12-Smiley Court/Gibbs Village	12	10	5		4	31
16-East/West Connector			7			7
17-Boulevard	7			1		8
Grand Count	81	59	24	17	13	194

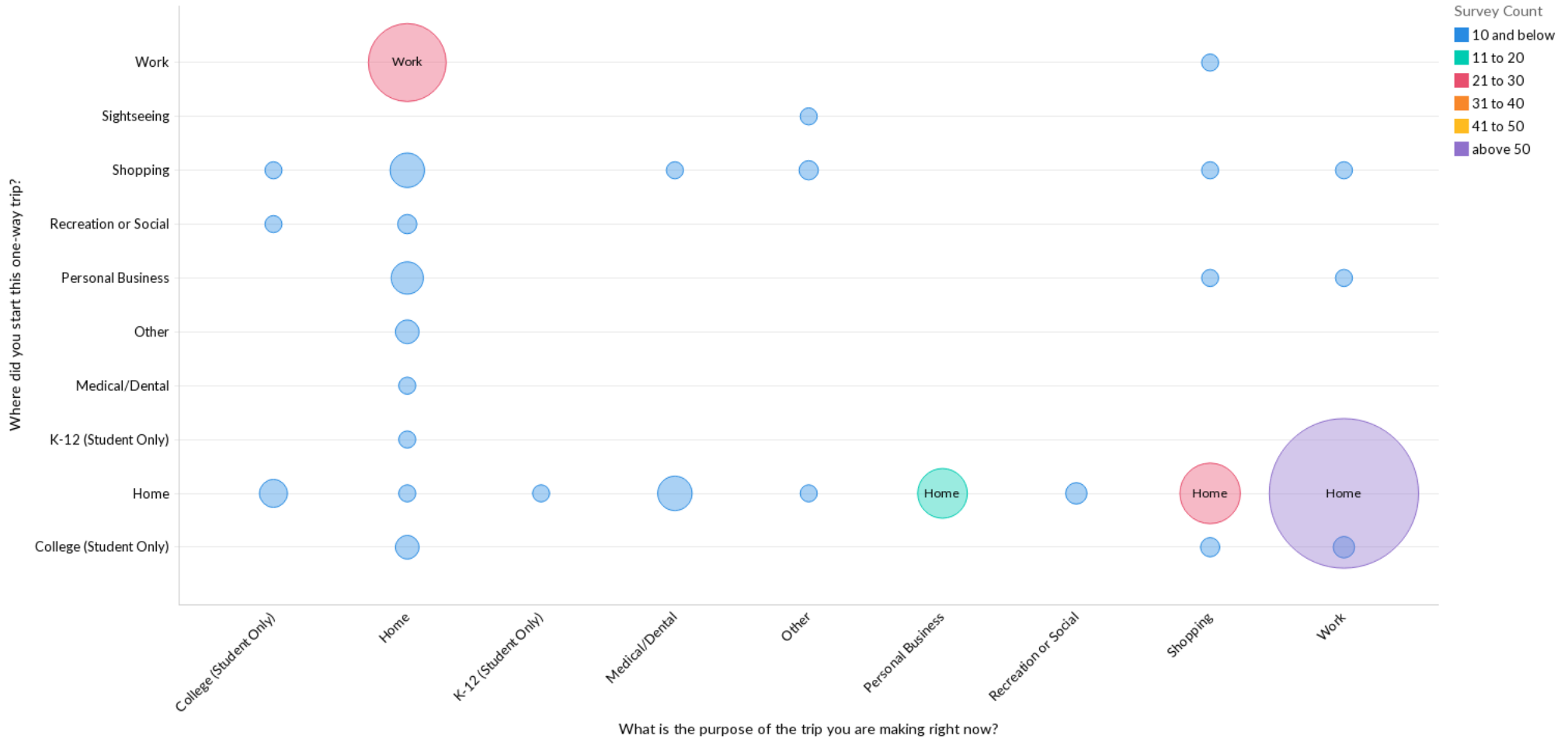
Surveys by Time Period (Graph)



Trip Purpose Matrix (Table)

Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
Home	1	62	3	6	1	21	9	16	1	120
Work	29					1				30
Sightseeing									1	1
Recreation or Social	2			1						3
College (Student Only)	4	3				2				9
K-12 (Student Only)	1									1
Shopping	9	1		1		1	1		2	15
Medical/Dental	1									1
Personal Business	8	1				1				10
Other	4									4
Grand Count	59	67	3	8	1	26	10	16	4	194

Trip Purpose Matrix (Graph)



Trip Purpose Matrix by Route (Table)

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
01-AUM Eastchase	Home	10			1		4	1	5		21
	Work	1									1
	College (Student Only)	2	2								4
01-AUM Eastchase		3	12		1		4	1	5		26
02-Eastdale Mall	Home	11		2	2		6	3	7		31
	Work	4									4
	Sightseeing									1	1
	Recreation or Social				1						1
	College (Student Only)						1				1
	Shopping	5			1						6
	Personal Business	1									1
02-Eastdale Mall		10	11	2	4		7	3	7	1	45
03-Montgomery Commons	Home						1	1			2
	Work	3					1				4
	Shopping		1				1				2

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Personal Business	1									1
03-Montgomery Commons		4	1				3	1			9
04-Boylston	Home	1	5						1		7
	Work	1									1
	Personal Business	1									1
04-Boylston		3	5					1			9
05-McGehee Road	Home		8				2		1		11
	Work	4									4
	Recreation or Social	1									1
	College (Student Only)	2					1				3
	K-12 (Student Only)	1									1
	Shopping	2						1		2	5
	Other	2									2
05-McGehee Road		12	8				3	1	1	2	27
06-Southlawn Twingates	Home		2			1	1	1			5

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Work	1									1
	Personal Business						1				1
06-Southlawn Twingates		1	2			1	2		1		7
07-Maxwell AFB	Home						1				1
07-Maxwell AFB							1				1
08-Gunter Annex	Home		6								6
08-Gunter Annex			6								6
09-Virginia Loop	Home		2		1		1				4
	Work	1									1
	Shopping	2									2
	Personal Business		1								1
09-Virginia Loop		3	3		1		1				8
10-Court St.	Home		2					1			3
	Personal Business	1									1
10-Court St.		1	2					1			4
11-Rosa Parks / South Blvd.	Home		1				2				3

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Work	3									3
11-Rosa Parks / South Blvd.		3	1				2				6
12-Smiley Court/Gibbs Village	Home	10		1	2		1	2	1		17
	Work	7									7
	Recreation or Social	1									1
	College (Student Only)		1								1
	Medical/Dental	1									1
	Personal Business	4									4
12-Smiley Court/Gibbs Village		13	11	1	2		1	2	1		31
16-East/West Connector	Home		1							1	2
	Work	3									3
	Other	2									2
16-East/West Connector		5	1						1		7
17-Boulevard	Home	4					2		1		7

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Work	1									1
17-Boulevard		1	4				2		1		8
Grand Count		59	67	3	8	1	26	10	16	4	194

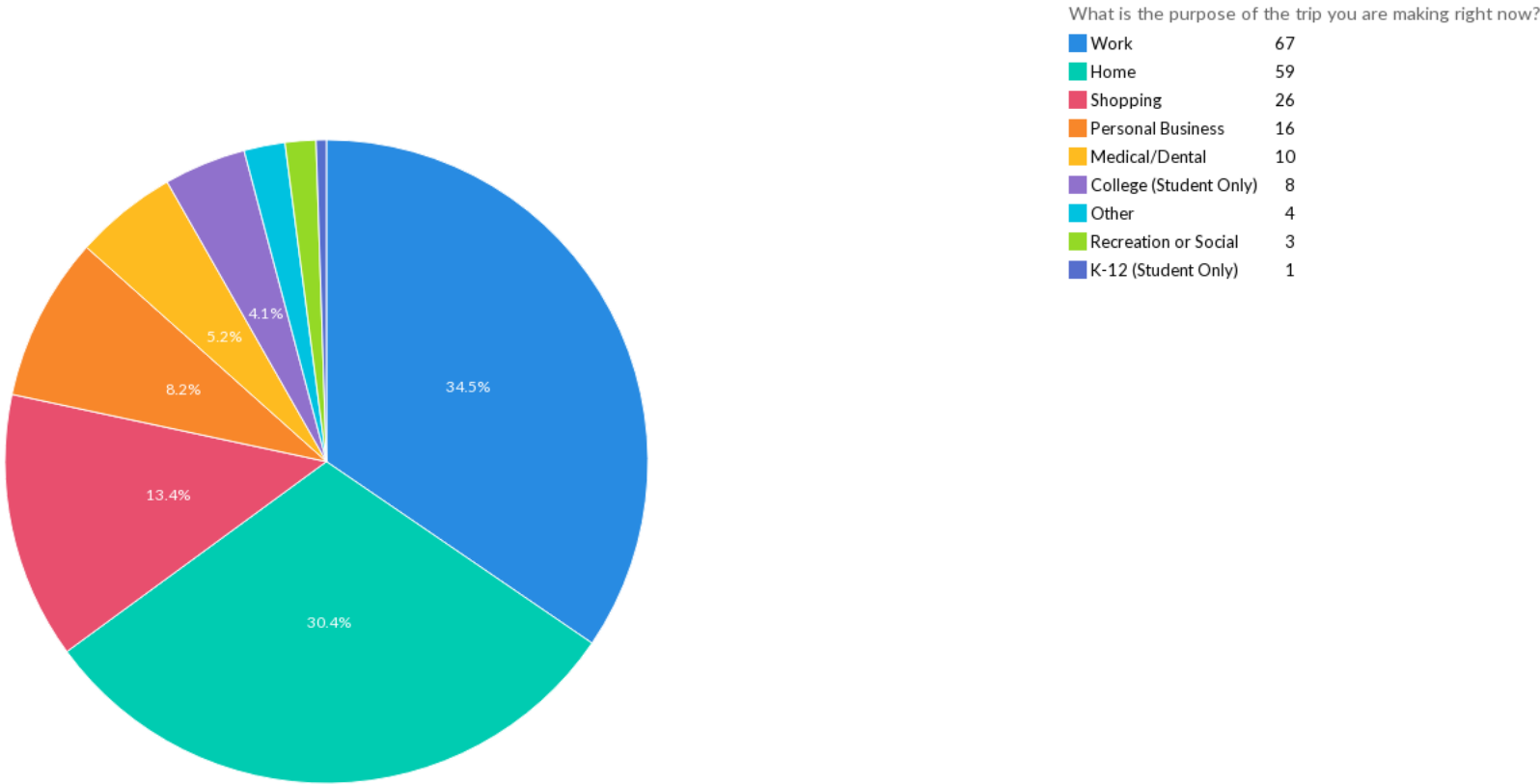
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Q1 -- Trip Purpose/Destination (Table)

Route	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
01-AUM Eastchase	3	12		1		4	1	5		26
02-Eastdale Mall	10	11	2	4		7	3	7	1	45
03-Montgomery Commons	4	1				3	1			9
04-Boylston	3	5						1		9
05-McGehee Road	12	8				3	1	1	2	27
06-Southlawn Twingates	1	2			1	2	1			7
07-Maxwell AFB						1				1
08-Gunter Annex		6								6
09-Virginia Loop	3	3		1		1				8
10-Court St.	1	2					1			4
11-Rosa Parks / South Blvd.	3	1				2				6
12-Smiley Court/Gibbs Village	13	11	1	2		1	2	1		31
16-East/West Connector	5	1							1	7
17-Boulevard	1	4				2		1		8
Grand Count	59	67	3	8	1	26	10	16	4	194

Q1 -- Trip Purpose/Destination (Graph)



Q2 -- Transfer Matrix (Table)

Route1	Route2	Route3	Total Survey Count
01-AUM Eastchase			17
	10-Court St.		1
	12-Smiley Court/Gibbs Village	06-Southlawn Twingates	1
02-Eastdale Mall			31
	01-AUM Eastchase		2
	04-Boylston		2
	05-McGehee Road		3
	11-Rosa Parks / South Blvd.		2
	12-Smiley Court/Gibbs Village		4
		03-Montgomery Commons	1
03-Montgomery Commons			6
	12-Smiley Court/Gibbs Village		2
04-Boylston			5
	01-AUM Eastchase		3
	02-Eastdale Mall		3
	05-McGehee Road		1
	12-Smiley Court/Gibbs Village	06-Southlawn Twingates	1
05-McGehee Road			10
	01-AUM Eastchase		2
	02-Eastdale Mall		3
	09-Virginia Loop		1

Route1	Route2	Route3	Total Survey Count
	10-Court St.		1
	11-Rosa Parks / South Blvd.		1
	12-Smilely Court/Gibbs Village		1
		03-Montgomery Commons	1
06-Southlawn Twingates			3
	03-Montgomery Commons		2
	12-Smilely Court/Gibbs Village	01-AUM Eastchase	3
		02-Eastdale Mall	2
		05-McGehee Road	1
07-Maxwell AFB			1
	02-Eastdale Mall		1
08-Gunter Annex			2
	01-AUM Eastchase		2
	12-Smilely Court/Gibbs Village		1
		16-East/West Connector	2
09-Virginia Loop			8
	05-McGehee Road	02-Eastdale Mall	1
10-Court St.			2
	01-AUM Eastchase		1
	05-McGehee Road		1
11-Rosa Parks / South Blvd.			6
	02-Eastdale Mall		2

Route1	Route2	Route3	Total Survey Count
	04-Boylston		1
	05-McGehee Road		4
	08-Gunter Annex		1
	12-Smiley Court/Gibbs Village		1
12-Smiley Court/Gibbs Village			15
	02-Eastdale Mall		3
	03-Montgomery Commons		1
	04-Boylston		1
	05-McGehee Road		1
	08-Gunter Annex		3
	10-Court St.		1
	16-East/West Connector		1
16-East/West Connector			7
17-Boulevard			7
	03-Montgomery Commons		1

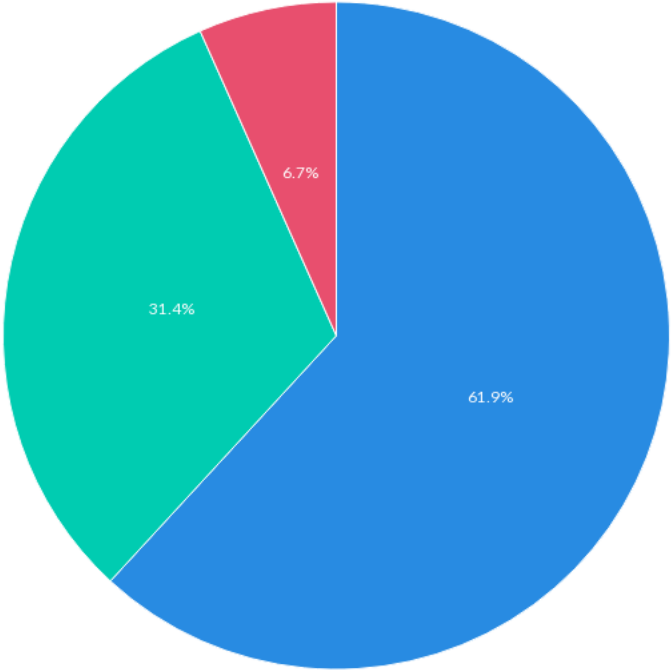
Q2 -- Number of Routes Used (Table)

Route	1	2	3	Total Survey Count
01-AUM Eastchase	17	7	2	26
02-Eastdale Mall	31	12	2	45
03-Montgomery Commons	6	3		9
04-Boylston	5	3	1	9
05-McGehee Road	11	15	1	27
06-Southlawn Twingates	3	2	2	7
07-Maxwell AFB	1			1
08-Gunter Annex	2	3	1	6
09-Virginia Loop	8			8
10-Court St.	2	2		4
11-Rosa Parks / South Blvd.	5	1		6
12-Smiley Court/Gibbs Village	15	12	4	31
16-East/West Connector	7			7
17-Boulevard	7	1		8
Grand Count	120	61	13	194

Q2 -- Number of Routes Used (Graph)

Number of Routes Used

1	120
2	61
3	13

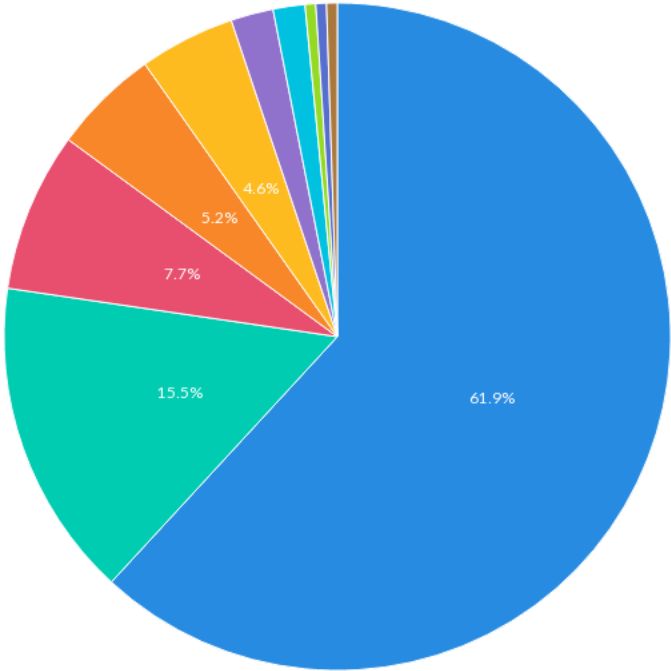


Q3 -- Origin (Table)

Route	Home	Work	Sightseeing	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
01-AUM Eastchase	21	1			4						26
02-Eastdale Mall	31	4	1	1	1		6		1		45
03-Montgomery Commons	2	4					2		1		9
04-Boylston	7	1							1		9
05-McGehee Road	11	4		1	3	1	5			2	27
06-Southlawn Twingates	5	1							1		7
07-Maxwell AFB	1										1
08-Gunter Annex	6										6
09-Virginia Loop	4	1					2		1		8
10-Court St.	3								1		4
11-Rosa Parks / South Blvd.	3	3									6
12-Smiley Court/Gibbs Village	17	7		1	1			1	4		31
16-East/West Connector	2	3								2	7
17-Boulevard	7	1									8

Route	Home	Work	Sightseeing	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
Grand Count	120	30	1	3	9	1	15	1	10	4	194

Q3 -- Origin (Graph)



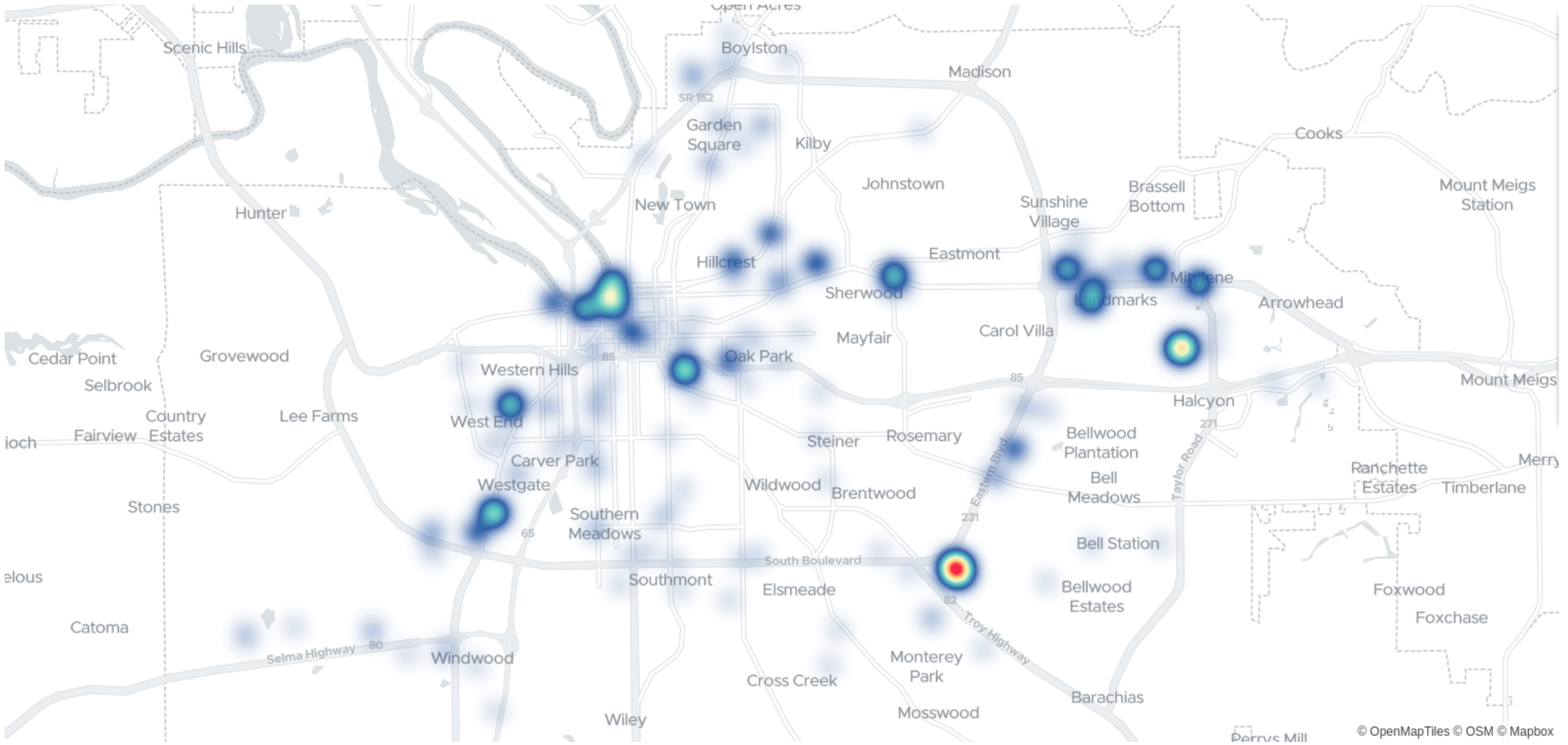
Where did you start this one-way trip today?

Home	120
Work	30
Shopping	15
Personal Business	10
College (Student Only)	9
Other	4
Recreation or Social	3
Sightseeing	1
Medical/Dental	1
K-12 (Student Only)	1

Q4 -- Top 5 Origin Addresses (Table)

Top 5 Origin Addresses	Total Survey Count
3801 Eastern Blvd, Montgomery, AL 36116, USA	8
7400 East Dr, Montgomery, AL 36117, USA	6
3561 Mobile Hwy, Montgomery, AL 36108, USA	4
915 S Jackson St, Montgomery, AL 36104, USA	4
1000 W Eastdale Mall, Montgomery, AL 36117, USA	3
101 S Burbank Dr, Montgomery, AL 36117, USA	3
1707 Terminal Rd, Montgomery, AL 36108, USA	3
300 Tallapoosa St, Montgomery, AL 36104, USA	3
355 Commerce St, Montgomery, AL 36104, USA	3
605 Maxwell Blvd, Montgomery, AL 36104, USA	3
6495 Atlanta Hwy, Montgomery, AL 36117, USA	3
6954 Atlanta Hwy, Montgomery, AL 36117, USA	3
Dalraida Shopping Center, 3881 Atlanta Hwy, Montgomery, AL 36109, USA	3
Grand Count	49

Q4 -- Origin Addresses (Graph)



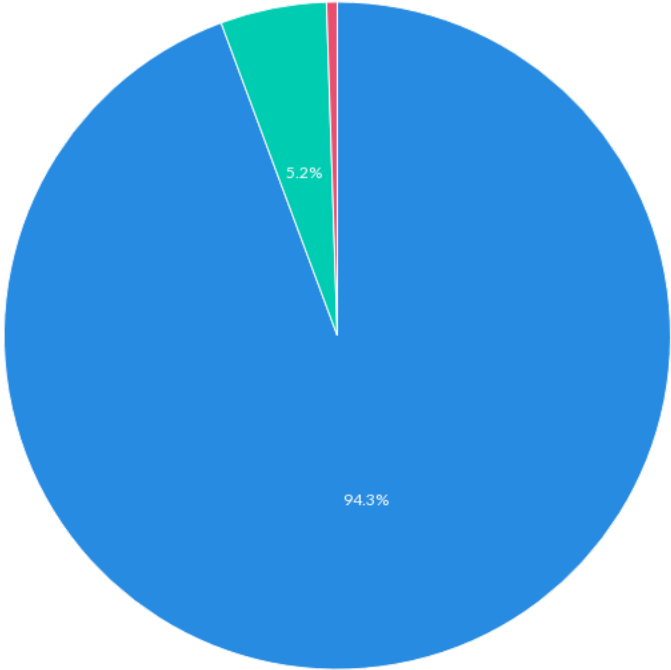
Q5 -- Access Method (Table)

Route	Walked	Biked/Scooter	Was Dropped Off/Carpooled	Total Survey Count
01-AUM Eastchase	25		1	26
02-Eastdale Mall	42	1	2	45
03-Montgomery Commons	9			9
04-Boylston	9			9
05-McGehee Road	25		2	27
06-Southlawn Twingates	7			7
07-Maxwell AFB	1			1
08-Gunter Annex	4		2	6
09-Virginia Loop	8			8
10-Court St.	3		1	4
11-Rosa Parks / South Blvd.	6			6
12-Smiley Court/Gibbs Village	29		2	31
16-East/West Connector	7			7
17-Boulevard	8			8
Grand Count	183	1	10	194

Q5 -- Access Method (Graph)

How did you get from your origin to your first boarding location?

Walked	183
Was Dropped Off/Carpooled	10
Biked/Scooter	1



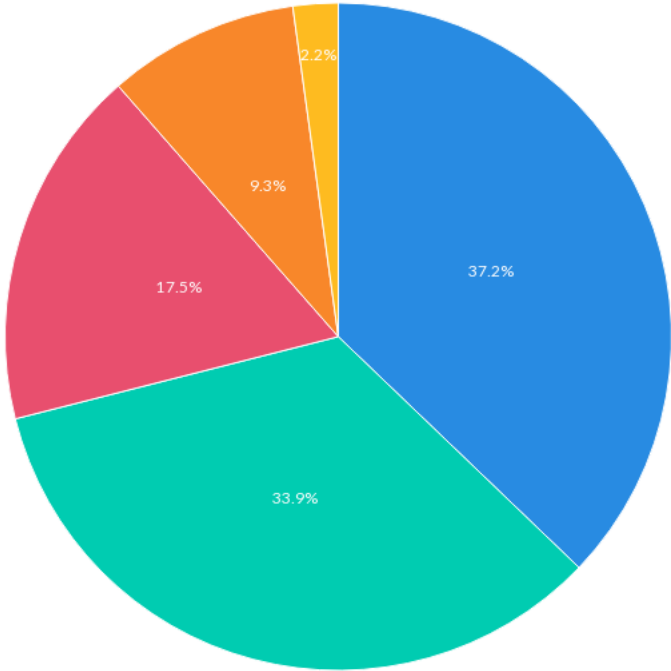
Q6 -- Walking Access in Minutes (Table)

Route	0 to 5	5 to 10	10 to 15	15 to 20	20 to 25	Total Survey Count
01-AUM Eastchase	7	6	4	8		25
02-Eastdale Mall	13	15	10	3	1	42
03-Montgomery Commons	8				1	9
04-Boylston	2	4	2	1		9
05-McGehee Road	6	10	5	3	1	25
06-Southlawn Twingates	1	6				7
07-Maxwell AFB				1		1
08-Gunter Annex	3	1				4
09-Virginia Loop	3	5				8
10-Court St.	1	1		1		3
11-Rosa Parks / South Blvd.		2	4			6
12-Smiley Court/Gibbs Village	12	14	3			29
16-East/West Connector	4	2			1	7
17-Boulevard	2	2	4			8
Grand Count	62	68	32	17	4	183

Q6 --Walking Access in Minutes (Graph)

How many minutes did it take to walk from your origin to you first boarding location?

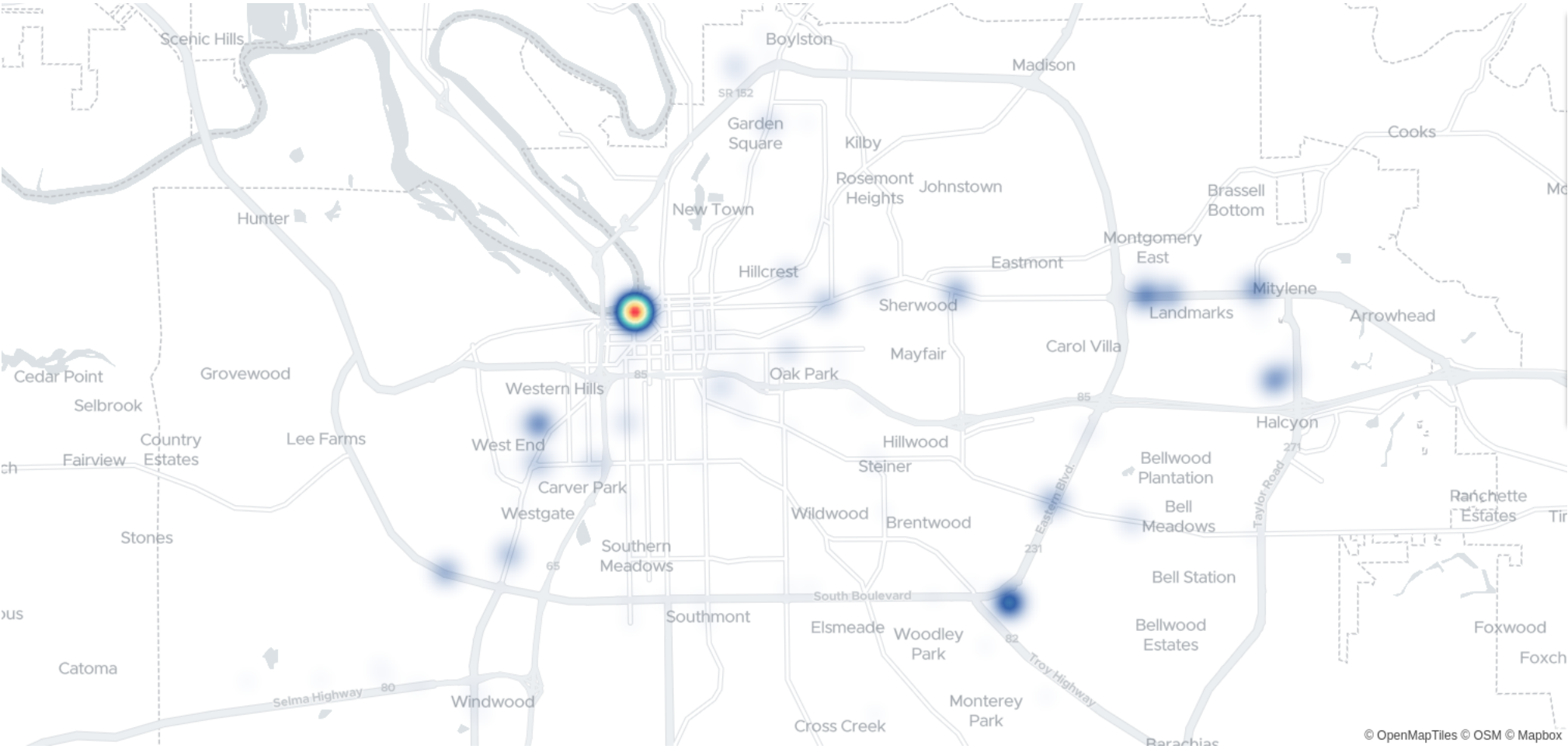
5 to 10	68
0 to 5	62
10 to 15	32
15 to 20	17
20 to 25	4



Q7 -- Top 5 Boarding Locations (Table)

Top 5 Boarding Locations	Total Survey Count
Intermodal Transfer Center	65
Wal-Mart (On Christine Elizabeth Curv)	7
Terminal & Gibbs	6
Eastdale Mall Circle and Atlanta Hwy	5
McLemore @ WalMart Shopping Center	5
Grand Count	88

Q7 -- Boarding Locations (Graph)



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Q8 -- Top 5 Alighting Locations (Table)

Top 5 Alighting Locations	Total Survey Count
Intermodal Transfer Center	28
Fairview Transfer Center	12
Wal-Mart (On Christine Elizabeth Curv)	9
Eastdale Mall Circle and Atlanta Hwy	7
Wal-Mart (On Atlanta Highway)	5
Grand Count	61

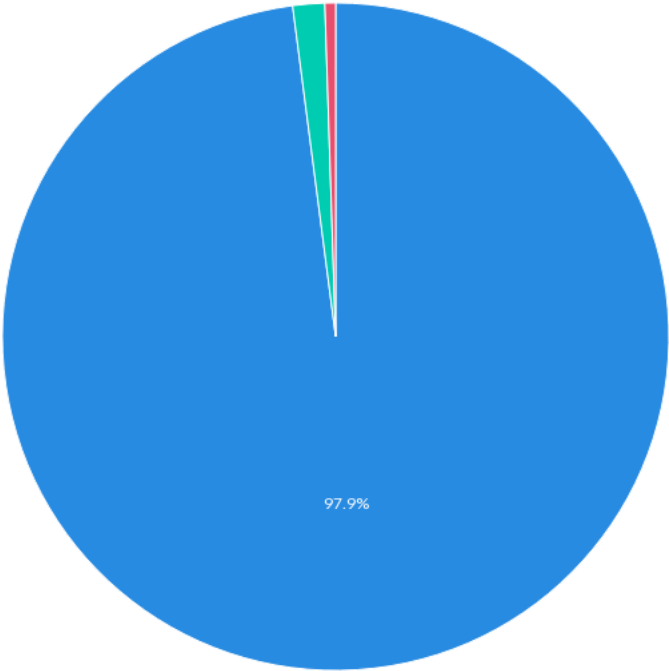
Q9 -- Egress Method (Table)

Route	Walk	Will Be Picked Up/Carpool	Use Mobility Aid/Wheelchair	Total Survey Count
01-AUM Eastchase	26			26
02-Eastdale Mall	44	1		45
03-Montgomery Commons	7	2		9
04-Boylston	8		1	9
05-McGehee Road	27			27
06-Southlawn Twingates	7			7
07-Maxwell AFB	1			1
08-Gunter Annex	6			6
09-Virginia Loop	8			8
10-Court St.	4			4
11-Rosa Parks / South Blvd.	6			6
12-Smiley Court/Gibbs Village	31			31
16-East/West Connector	7			7
17-Boulevard	8			8
Grand Count	190	3	1	194

Q9 -- Egress Method (Graph)

How will you get to your destination from your last alighting location?

Walk	190
Will Be Picked Up/Carpool	3
Use Mobility Aid/Wheelchair	1



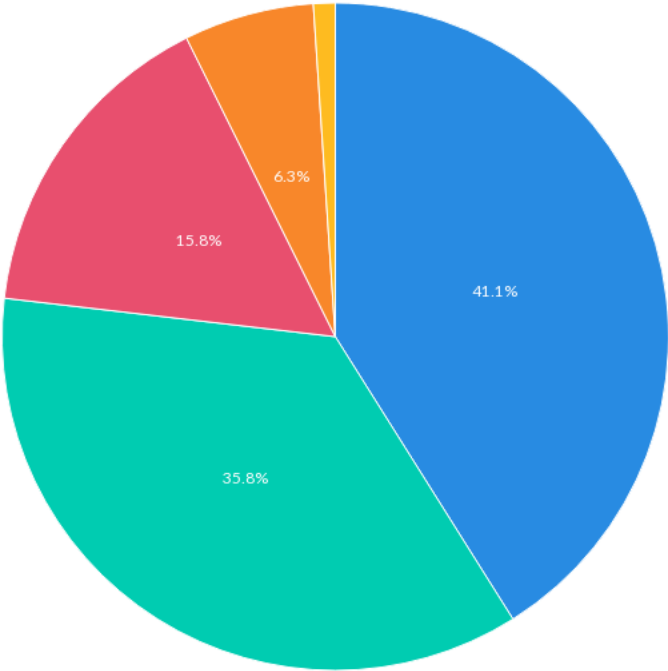
Q10 -- Walking Egress in Minutes (Table)

Route	0 to 5	5 to 10	10 to 15	15 to 20	20 to 25	Total Survey Count
01-AUM Eastchase	9	11	5	1		26
02-Eastdale Mall	15	17	7	4	1	44
03-Montgomery Commons	2	3	1	1		7
04-Boylston	2	4	1	1		8
05-McGehee Road	8	14	4		1	27
06-Southlawn Twingates	1	5	1			7
07-Maxwell AFB		1				1
08-Gunter Annex	5		1			6
09-Virginia Loop	4	4				8
10-Court St.	2	2				4
11-Rosa Parks / South Blvd.	1	1	1	3		6
12-Smiley Court/Gibbs Village	15	11	5			31
16-East/West Connector	2	2	2	1		7
17-Boulevard	2	3	2	1		8
Grand Count	68	78	30	12	2	190

Q10 -- Walking Egress in Minutes (Graph)

How many minutes did it take to walk from your origin to you first boarding location?

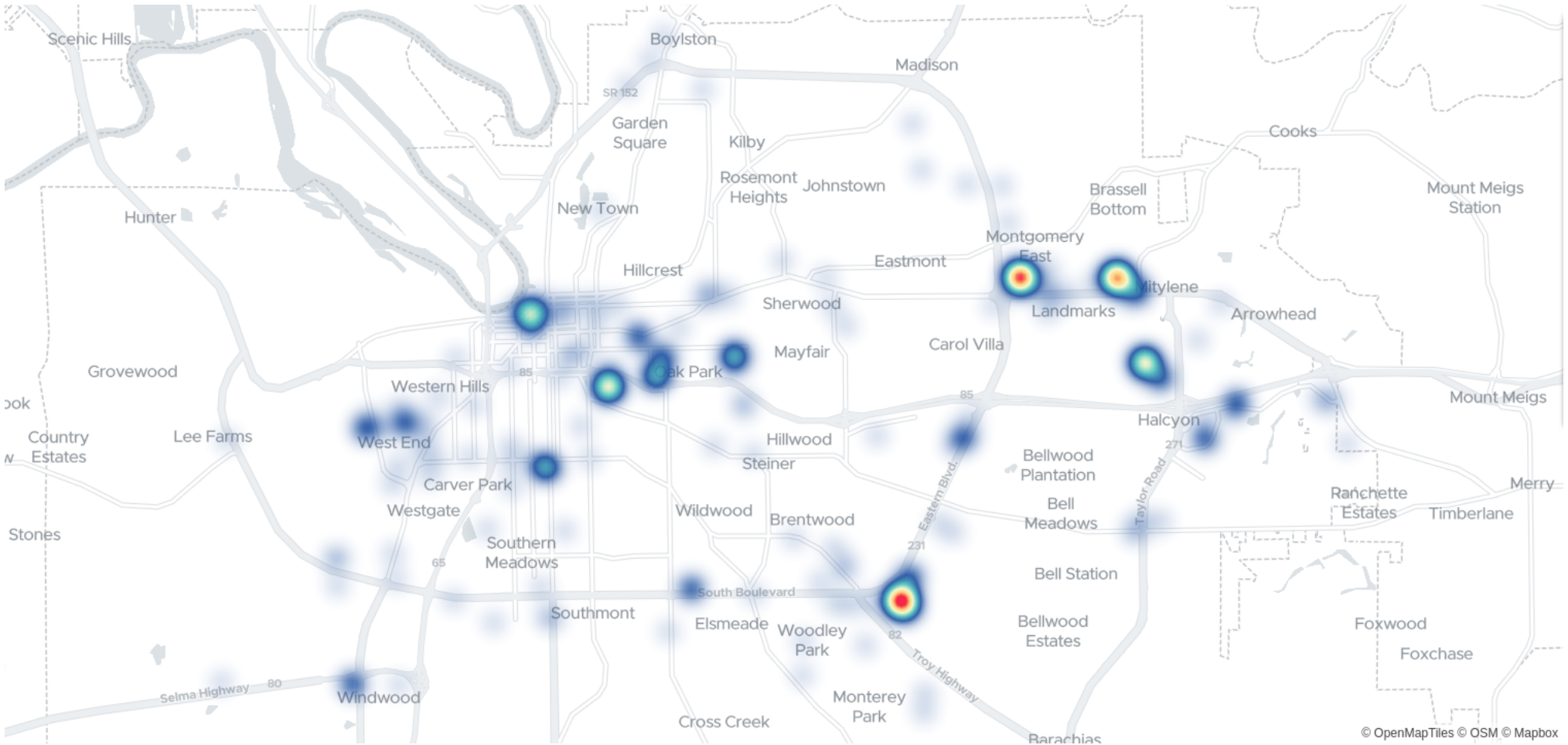
5 to 10	78
0 to 5	68
10 to 15	30
15 to 20	12
20 to 25	2



Q11 -- Top 5 Destination Addresses (Table)

Top 5 Destination Addresses	Total Survey Count
1000 W Eastdale Mall, Montgomery, AL 36117, USA	8
3801 Eastern Blvd, Montgomery, AL 36116, USA	8
6495 Atlanta Hwy, Montgomery, AL 36117, USA	7
7400 East Dr, Montgomery, AL 36117, USA	5
915 S Jackson St, Montgomery, AL 36104, USA	5
Grand Count	33

Q11 -- Destination Addresses (Graph)



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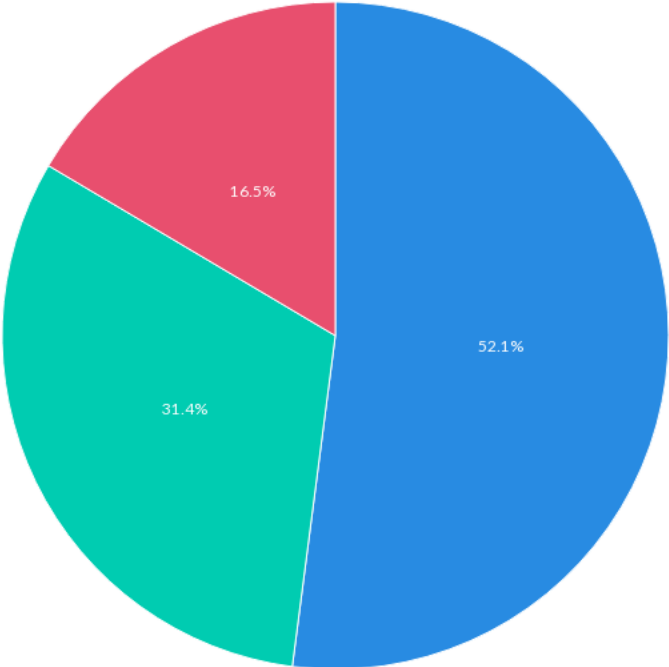
Q12 -- Fare Type (Table)

Route	Single Ride	Weekly 7-Day Pass	Monthly Pass	Total Survey Count
01-AUM Eastchase	15	1	10	26
02-Eastdale Mall	23	7	15	45
03-Montgomery Commons	7		2	9
04-Boylston	5		4	9
05-McGehee Road	16	2	9	27
06-Southlawn Twingates	6	1		7
07-Maxwell AFB	1			1
08-Gunter Annex	1	2	3	6
09-Virginia Loop	5		3	8
10-Court St.	1	3		4
11-Rosa Parks / South Blvd.	1	1	4	6
12-Smiley Court/Gibbs Village	11	14	6	31
16-East/West Connector	3	1	3	7
17-Boulevard	6		2	8
Grand Count	101	32	61	194

Q12 -- Fare Type (Graph)

How did you pay for this trip?

Single Ride	101
Monthly Pass	61
Weekly 7-Day Pass	32



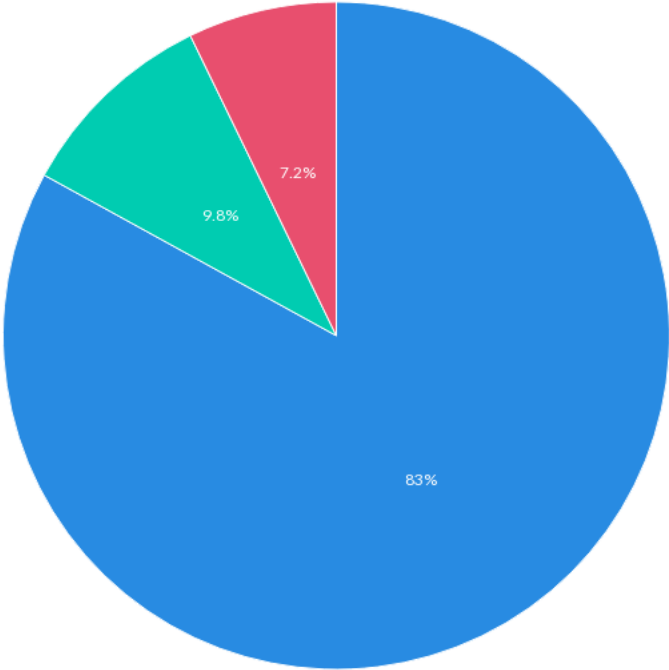
Q13 -- Fare Type Classification (Table)

Route	Fixed Route	Senior/Disabled	Student	Total Survey Count
01-AUM Eastchase	24	1	1	26
02-Eastdale Mall	33	7	5	45
03-Montgomery Commons	8	1		9
04-Boylston	7	2		9
05-McGehee Road	18	4	5	27
06-Southlawn Twingates	6	1		7
07-Maxwell AFB	1			1
08-Gunter Annex	6			6
09-Virginia Loop	7		1	8
10-Court St.	2	2		4
11-Rosa Parks / South Blvd.	6			6
12-Smiley Court/Gibbs Village	29	1	1	31
16-East/West Connector	7			7
17-Boulevard	7		1	8
Grand Count	161	19	14	194

Q13 -- Fare Type Classification (Graph)

What fare classification did you use?

Fixed Route	161
Senior/Disabled	19
Student	14



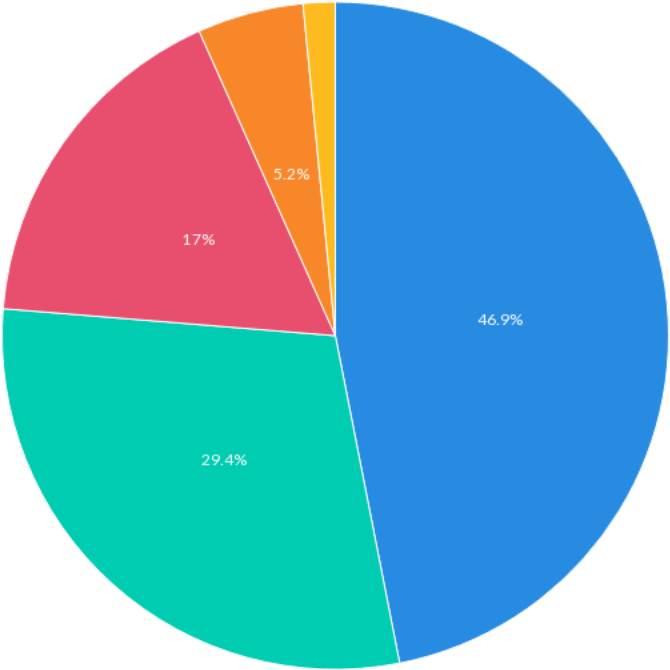
Q14 -- Length of Transit Usage (Table)

Route	More than 5 years	2 to 5 years	6 to 12 months	Less than 6 months	I am not a regular bus passenger	Total Survey Count
01-AUM Eastchase	16	5	4	1		26
02-Eastdale Mall	15	11	14	4	1	45
03-Montgomery Commons	8		1			9
04-Boylston	6	2		1		9
05-McGehee Road	11	10	4	1	1	27
06-Southlawn Twingates	4	2		1		7
07-Maxwell AFB		1				1
08-Gunter Annex	5		1			6
09-Virginia Loop	2	3	3			8
10-Court St.	1	3				4
11-Rosa Parks / South Blvd.	6					6
12-Smile Court/Gibbs Village	11	15	3	1	1	31
16-East/West Connector	3	4				7
17-Boulevard	3	1	3	1		8
Grand Count	91	57	33	10	3	194

Q14 -- Length of Transit Usage (Graph)

How long have you been riding the bus?

More than 5 years	91
2 to 5 years	57
6 to 12 months	33
Less than 6 months	10
I am not a regular bus passenger	3



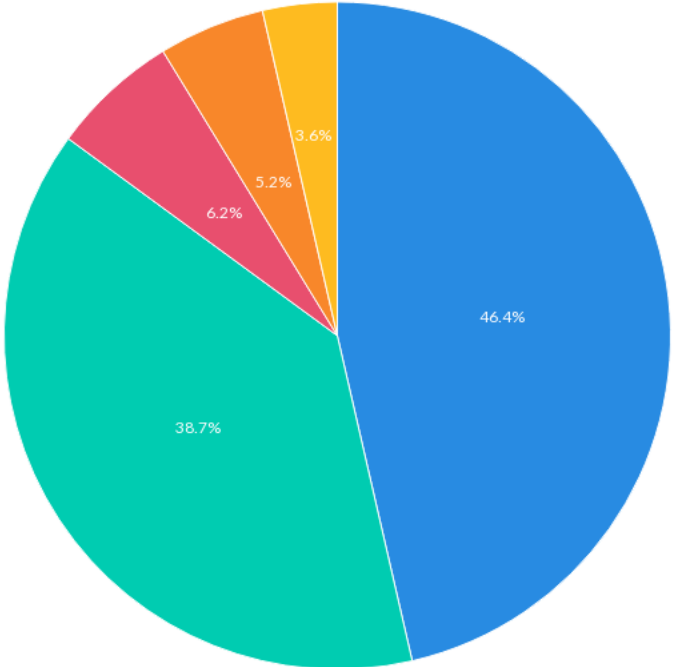
Q15 -- Frequency of Usage Pre-COVID (Table)

Route	5 or more days per week	1 to 4 days per week	About once a month	A few times a year	This is my first time	Total Survey Count
01-AUM Eastchase	13	11	1		1	26
02-Eastdale Mall	13	18	7	3	4	45
03-Montgomery Commons	7	2				9
04-Boylston	5	3	1			9
05-McGehee Road	12	9	2	1	3	27
06-Southlawn Twingates	5	1		1		7
07-Maxwell AFB		1				1
08-Gunter Annex	2	4				6
09-Virginia Loop		8				8
10-Court St.		4				4
11-Rosa Parks / South Blvd.	5	1				6
12-Smiley Court/Gibbs Village	5	22	1	2	1	31
16-East/West Connector	6	1				7
17-Boulevard	2	5			1	8
Grand Count	75	90	12	7	10	194

Q15 -- Frequency of Usage Pre-COVID (Graph)

How often did you ride the bus pre-COVID?

1 to 4 days per week	90
5 or more days per week	75
About once a month	12
This is my first time	10
A few times a year	7



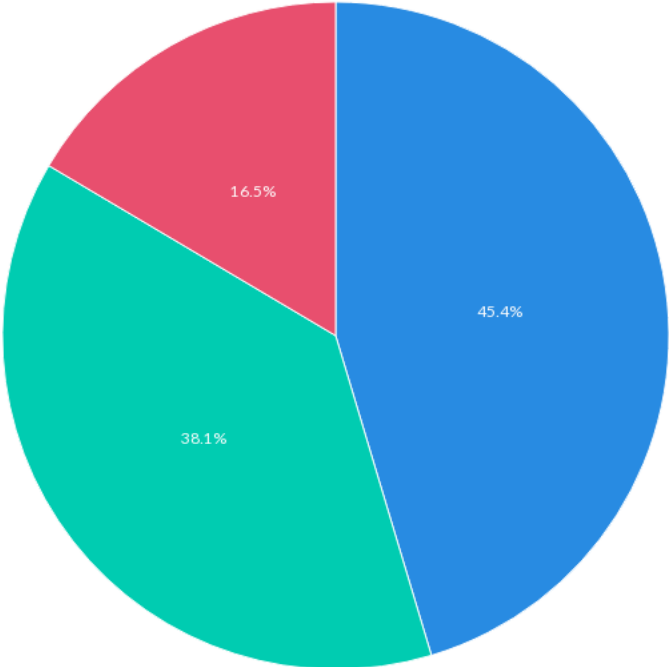
Q16 -- Current Frequency of Usage (Table)

Route	More now than before the pandemic began	Less now since the pandemic began	About the same as you did before the pandemic began	Total Survey Count
01-AUM Eastchase	8	5	13	26
02-Eastdale Mall	20	8	17	45
03-Montgomery Commons	2	1	6	9
04-Boylston	1	3	5	9
05-McGehee Road	6	4	17	27
06-Southlawn Twingates		2	5	7
07-Maxwell AFB			1	1
08-Gunter Annex	5	1		6
09-Virginia Loop	5	3		8
10-Court St.	3	1		4
11-Rosa Parks / South Blvd.	1	1	4	6
12-Smiley Court/Gibbs Village	20	1	10	31
16-East/West Connector	2	1	4	7
17-Boulevard	1	1	6	8
Grand Count	74	32	88	194

Q16 -- Current Frequency of Usage (Graph)

Would you say that you have ridden the bus

- About the same as you did before the pandemic began 88
- More now than before the pandemic began 74
- Less now since the pandemic began 32

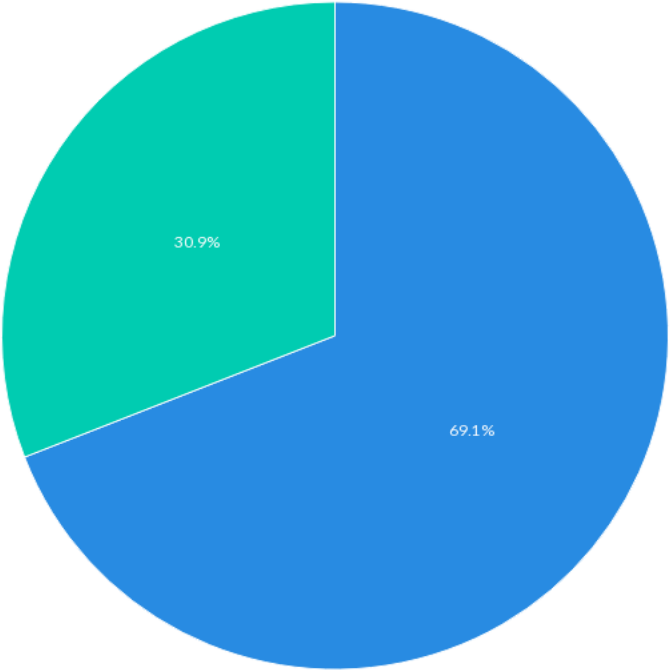


Q17 -- Driver's License (Table)

Route	Yes	No	Total Survey Count
01-AUM Eastchase	5	21	26
02-Eastdale Mall	21	24	45
03-Montgomery Commons	4	5	9
04-Boylston		9	9
05-McGehee Road	12	15	27
06-Southlawn Twingates	2	5	7
07-Maxwell AFB		1	1
08-Gunter Annex	2	4	6
09-Virginia Loop	1	7	8
10-Court St.	1	3	4
11-Rosa Parks / South Blvd.	2	4	6
12-Smiley Court/Gibbs Village	7	24	31
16-East/West Connector	3	4	7
17-Boulevard		8	8
Grand Count	60	134	194

Q17 -- Driver's License (Graph)

Do you have a valid driver's license?
■ No 134
■ Yes 60



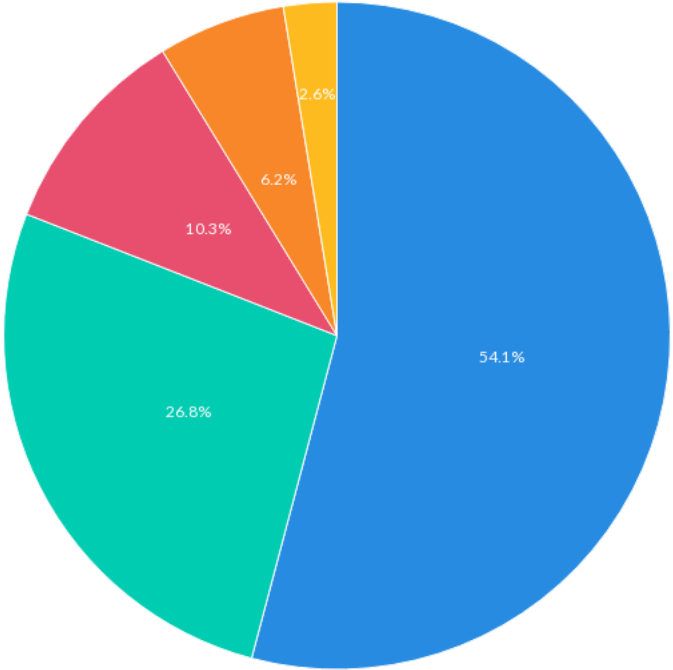
Q18 -- Household Vehicle Availability (Table)

Route	One	Two	Three	Four or more	None	Total Survey Count
01-AUM Eastchase	8	3	2		13	26
02-Eastdale Mall	14	4	2	1	24	45
03-Montgomery Commons	2				7	9
04-Boylston	1				8	9
05-McGehee Road	4	1			22	27
06-Southlawn Twingates	4	2			1	7
07-Maxwell AFB					1	1
08-Gunter Annex	3		2		1	6
09-Virginia Loop	1	1		1	5	8
10-Court St.		1	2		1	4
11-Rosa Parks / South Blvd.	1				5	6
12-Smiley Court/Gibbs Village	9	8	4	3	7	31
16-East/West Connector	3				4	7
17-Boulevard	2				6	8
Grand Count	52	20	12	5	105	194

Q18 -- Household Vehicle Availability (Graph)

How many driveable vehicles are owned or leased by your household?

None	105
One	52
Two	20
Three	12
Four or more	5



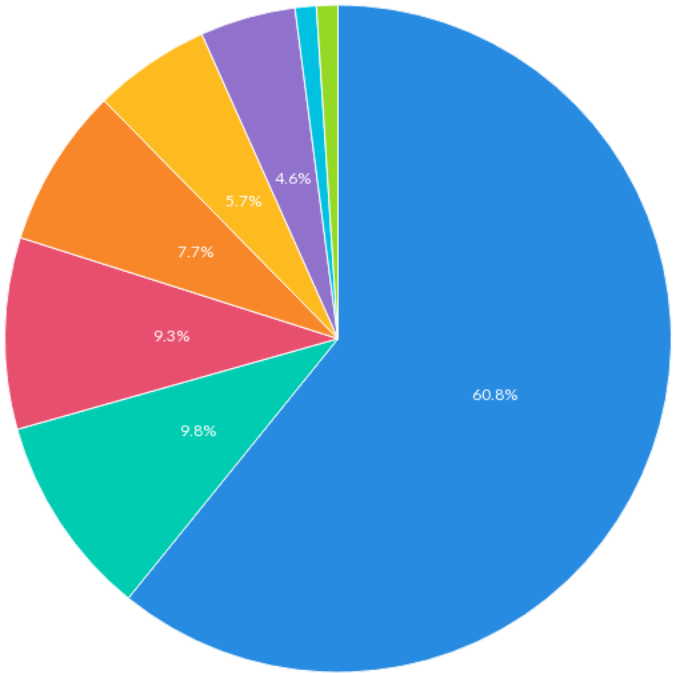
Q19 -- Transit Alternative (Table)

Route	Drove Alone	Driven and Dropped Off	Walked	Carpooled	Biked or Scooter	Rideshare (eg Uber, Lyft)	Would not have made trip	Other	Total Survey Count
01-AUM Eastchase		18	2	2		1	1	2	26
02-Eastdale Mall		20	7	1	1	7	5	4	45
03-Montgomery Commons		7			1	1			9
04-Boylston		8					1		9
05-McGehee Road		18	3	1		2	2	1	27
06-Southlawn Twingates	2	4				1			7
07-Maxwell AFB			1						1
08-Gunter Annex				3		1		2	6
09-Virginia Loop		5		2		1			8
10-Court St.		1					3		4
11-Rosa Parks / South Blvd.		5				1			6
12-Smiley Court/Gibbs Village		20	2			2	6	1	31
16-East/West Connector		5				2			7
17-Boulevard		7						1	8
Grand Count	2	118	15	9	2	19	18	11	194

Q19 -- Transit Alternative (Graph)

If the bus system were not available, how would you have made this trip?

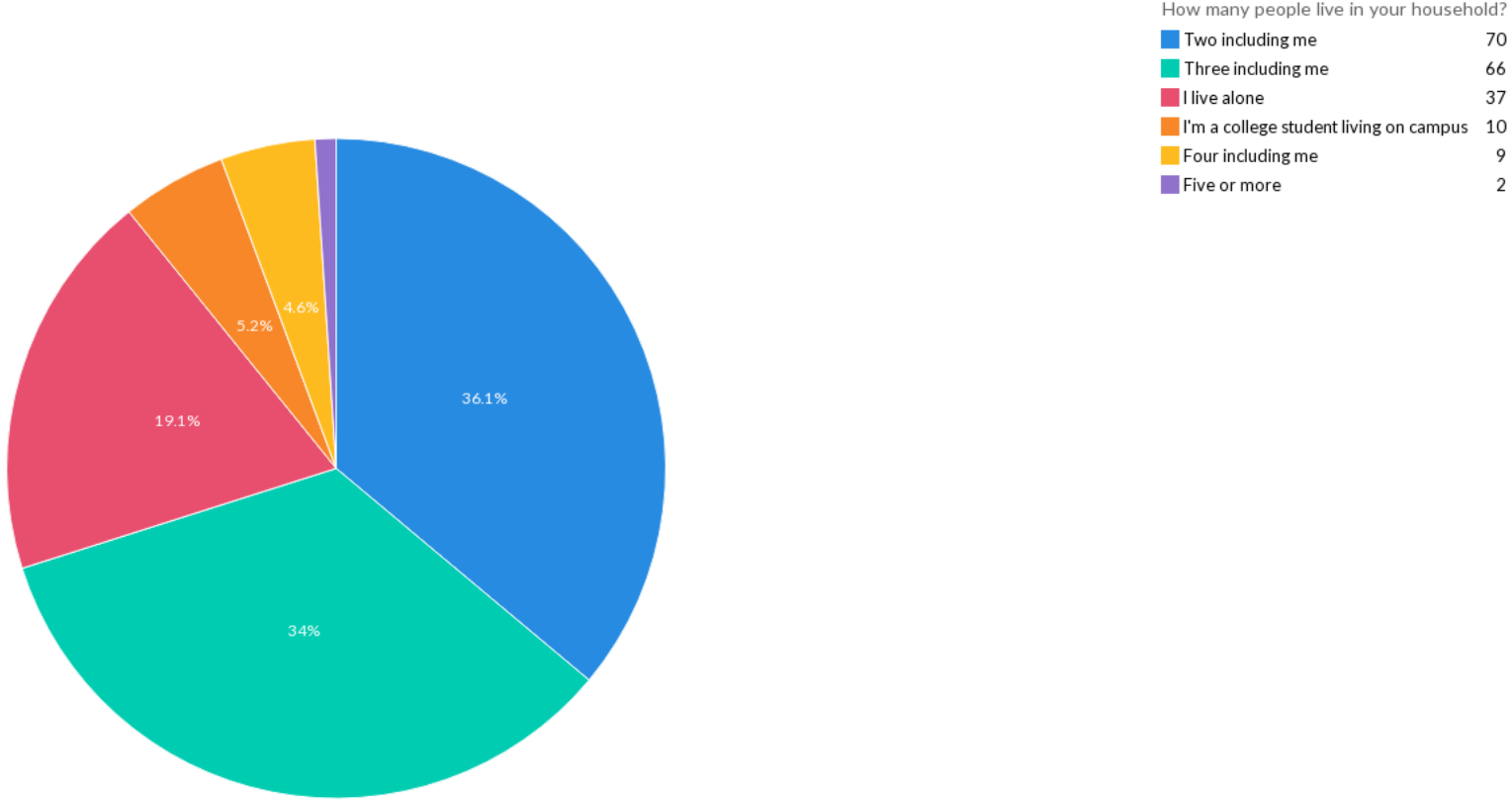
Driven and Dropped Off	118
Rideshare (eg Uber, Lyft)	19
Would not have made trip	18
Walked	15
Other	11
Carpooled	9
Drove Alone	2
Biked or Scooter	2



Q20 -- Household Size (Table)

Route	I'm a college student living on campus	I live alone	Two including me	Three including me	Four including me	Five or more	Total Survey Count
01-AUM Eastchase	2	7	11	5		1	26
02-Eastdale Mall	6	7	21	9	2		45
03-Montgomery Commons		3	4	2			9
04-Boylston		2	4	3			9
05-McGehee Road	2	7	10	7	1		27
06-Southlawn Twingates			1	5	1		7
07-Maxwell AFB		1					1
08-Gunter Annex			1	5			6
09-Virginia Loop				7	1		8
10-Court St.		1	1	2			4
11-Rosa Parks / South Blvd.		3	3				6
12-Smiley Court/Gibbs Village			8	18	4	1	31
16-East/West Connector		2	3	2			7
17-Boulevard		4	3	1			8
Grand Count	10	37	70	66	9	2	194

Q20 -- Household Size (Graph)



Q21 -- Employment Status (Table)

Employment Response 1	Employment Response 2	Total Survey Count
Disabled		22
Employed (work from home and worksite)		6
Employed (work from home only)		1
	Employed (work from worksite only)	1
	Homemaker (no pay)	1
Employed (work from worksite only)		105
	Employed (work from home and worksite)	2
	Homemaker (no pay)	1
	Other	3
Other		2
Retired		6
Student - do not work off campus		10
	Unemployed	1
Student - work off campus		6
Unemployed		26
	Disabled	1

Q21 -- Employment Status by Route (Table)

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
01-AUM Eastchase	Disabled							3
	Employed (work from home and worksite)							1
	Employed (work from worksite only)							17
	Retired							1
	Student - work off campus							2
	Unemployed							2
01-AUM Eastchase								26
02-Eastdale Mall	Disabled							9
	Employed (work from home and worksite)							1
	Employed (work from home only)			1				1
	Employed (work from worksite only)						2	17
	Other							1
	Retired							1
	Student - do not work off campus							4

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Student - work off campus							1
	Unemployed							10
02-Eastdale Mall				1			2	45
03-Montgomery Commons	Disabled							1
	Employed (work from worksite only)							7
	Unemployed							1
03-Montgomery Commons								9
04-Boylston	Disabled							1
	Employed (work from worksite only)							7
	Unemployed					1		1
04-Boylston						1		9
05-McGehee Road	Disabled							3
	Employed (work from home and worksite)							1
	Employed (work from home only)							1
	Employed (work from worksite only)							13

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Retired							2
	Student - do not work off campus				1			4
	Student - work off campus							1
	Unemployed							2
05-McGehee Road					1			27
06-Southlawn Twingates	Disabled							1
	Employed (work from worksite only)							3
	Student - do not work off campus							1
	Unemployed							2
06-Southlawn Twingates								7
07-Maxwell AFB	Other							1
07-Maxwell AFB								1
08-Gunter Annex	Employed (work from worksite only)							6
08-Gunter Annex								6
09-Virginia Loop	Employed (work from worksite only)							5

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Student - work off campus							1
	Unemployed							2
09-Virginia Loop								8
10-Court St.	Disabled							1
	Employed (work from worksite only)							2
	Retired							1
10-Court St.								4
11-Rosa Parks / South Blvd.	Disabled							1
	Employed (work from worksite only)							4
	Retired							1
11-Rosa Parks / South Blvd.								6
12-Smiley Court/Gibbs Village	Disabled							2
	Employed (work from home and worksite)							3
	Employed (work from home only)	1						1
	Employed (work from worksite only)		2	1			1	16

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Student - do not work off campus							2
	Student - work off campus							1
	Unemployed							6
12-Smiley Court/Gibbs Village		1	2	1			1	31
16-East/West Connector	Employed (work from worksite only)							6
	Unemployed							1
16-East/West Connector								7
17-Boulevard	Employed (work from worksite only)							8
17-Boulevard								8
Grand Count		1	2	2	1	1	3	194

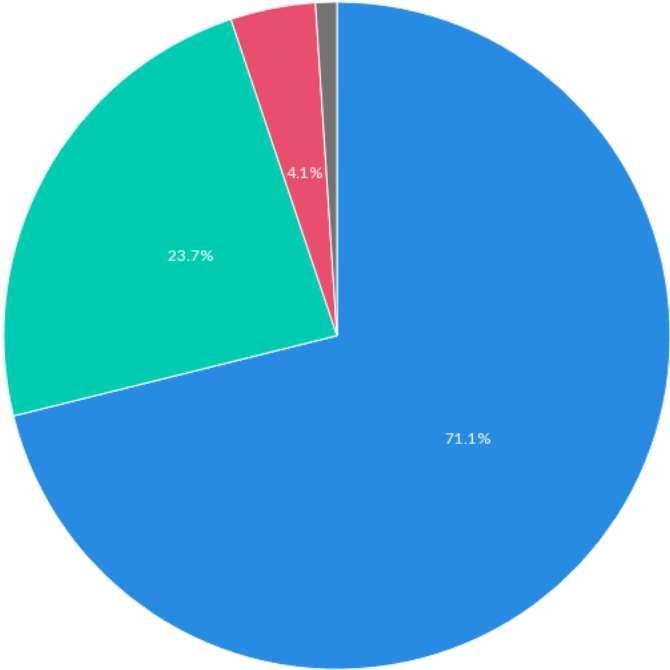
Q22 -- Pre-COVID Employment (Table)

Route	Work from home only	Work from worksite only	Work from both home and a worksite (hybrid)	No Answer	Total Survey Count
01-AUM Eastchase	6	20			26
02-Eastdale Mall	16	26	3		45
03-Montgomery Commons	1	8			9
04-Boylston		9			9
05-McGehee Road	6	20		1	27
06-Southlawn Twingates	1	6			7
07-Maxwell AFB	1				1
08-Gunter Annex		6			6
09-Virginia Loop	3	5			8
10-Court St.	2	2			4
11-Rosa Parks / South Blvd.		6			6
12-Smiley Court/Gibbs Village	9	16	5	1	31
16-East/West Connector	1	6			7
17-Boulevard		8			8
Grand Count	46	138	8	2	194

Q22 -- Pre-COVID Employment (Graph)

If you worked prior to the beginning of the pandemic, did you

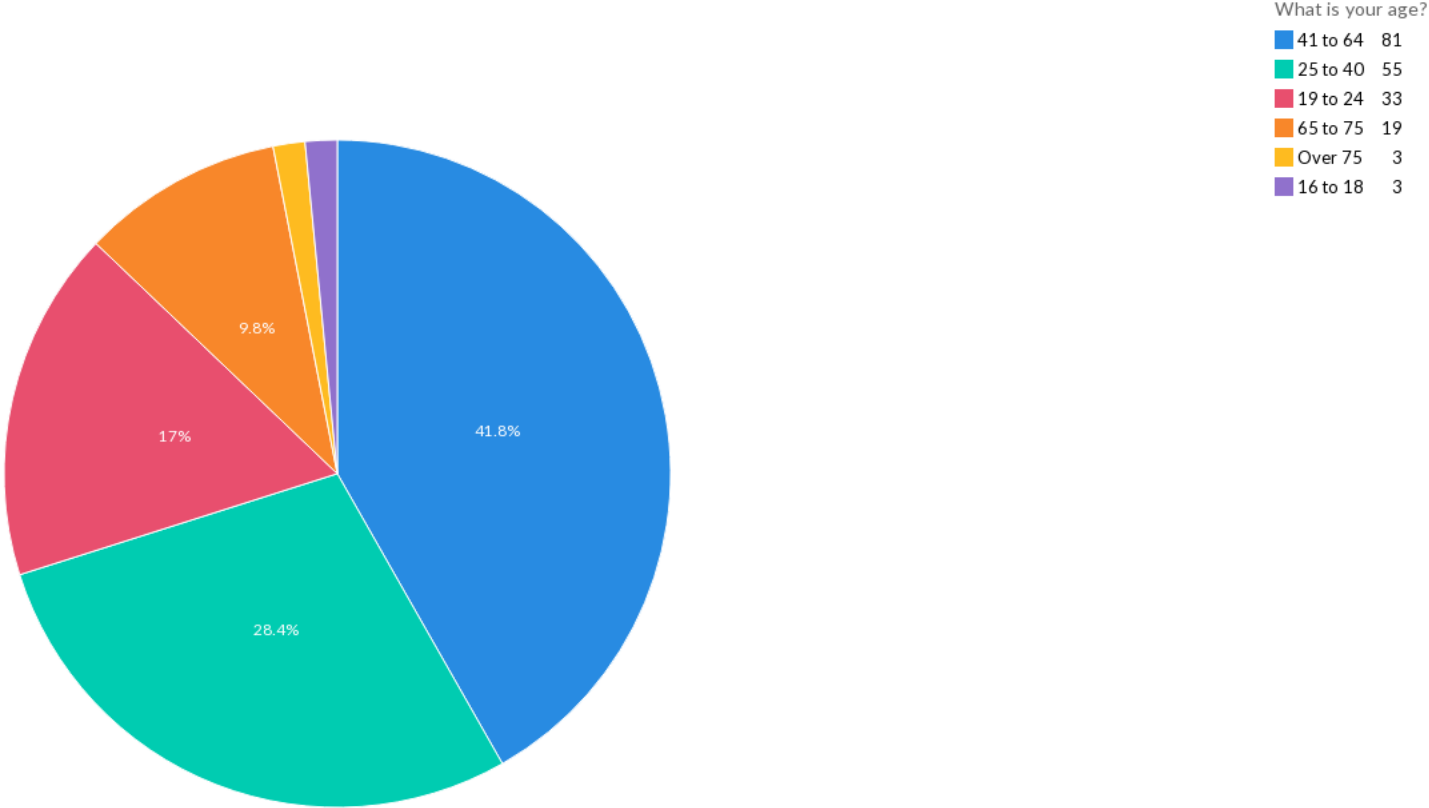
Work from worksite only	138
Work from home only	46
Work from both home and a worksite (hybrid)	8
Unknown	2



Q23 -- Age (Table)

Route	16 to 18	19 to 24	25 to 40	41 to 64	65 to 75	Over 75	Total Survey Count
01-AUM Eastchase		6	7	10	3		26
02-Eastdale Mall		8	9	23	4	1	45
03-Montgomery Commons		1	3	5			9
04-Boylston		2	1	5		1	9
05-McGehee Road	2	3	6	12	3	1	27
06-Southlawn Twingates	1		2	1	3		7
07-Maxwell AFB					1		1
08-Gunter Annex		1	4	1			6
09-Virginia Loop		1	3	4			8
10-Court St.				1	3		4
11-Rosa Parks / South Blvd.			3	2	1		6
12-Smiley Court/Gibbs Village		9	13	8	1		31
16-East/West Connector		1	3	3			7
17-Boulevard		1	1	6			8
Grand Count	3	33	55	81	19	3	194

Q23 -- Age (Graph)

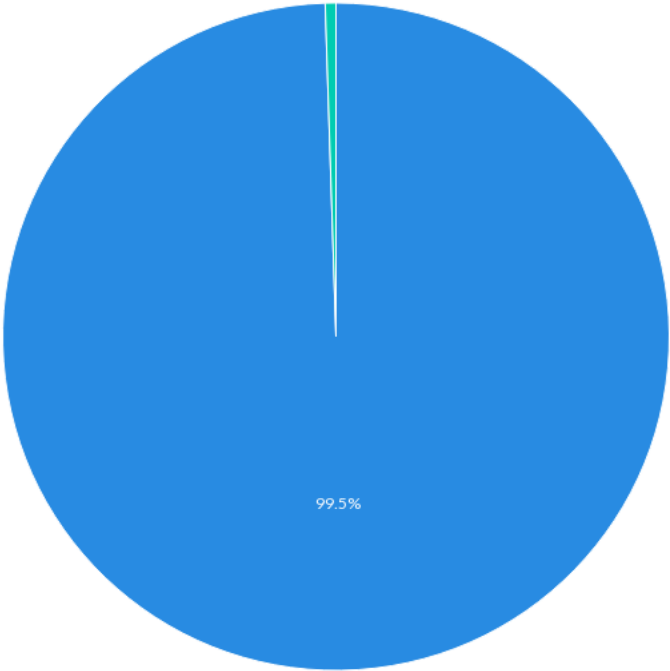


Q24 -- Hispanic/Latino (Table)

Route	Yes	No	Total Survey Count
01-AUM Eastchase	1	25	26
02-Eastdale Mall		45	45
03-Montgomery Commons		9	9
04-Boylston		9	9
05-McGehee Road		27	27
06-Southlawn Twingates		7	7
07-Maxwell AFB		1	1
08-Gunter Annex		6	6
09-Virginia Loop		8	8
10-Court St.		4	4
11-Rosa Parks / South Blvd.		6	6
12-Smiley Court/Gibbs Village		31	31
16-East/West Connector		7	7
17-Boulevard		8	8
Grand Count	1	193	194

Q24 -- Hispanic/Latino (Graph)

Are you of Hispanic or Latino descent?
■ No 193
■ Yes 1



Q25 -- Ethnicity (Table)

Ethnicity Response 1	Ethnicity Response 2	Total Survey Count
White/Caucasian	Asian	18
Other		1
Hispanic or Latino		2
Black or African American		173

Q25 -- Ethnicity by Route (Table)

Route	Response 1	Asian	Total Survey Count
01-AUM Eastchase	Black or African American		25
	Hispanic or Latino		1
01-AUM Eastchase			26
02-Eastdale Mall	Black or African American		36
	Other		1
	White/Caucasian	8	8
02-Eastdale Mall		8	45
03-Montgomery Commons	Black or African American		9
03-Montgomery Commons			9
04-Boylston	Black or African American		9
04-Boylston			9
05-McGehee Road	Black or African American		26
	White/Caucasian	1	1
05-McGehee Road		1	27
06-Southlawn Twingates	Black or African American		6
	White/Caucasian	1	1
06-Southlawn Twingates		1	7
07-Maxwell AFB	White/Caucasian	1	1
07-Maxwell AFB		1	1
08-Gunter Annex	Black or African American		6
08-Gunter Annex			6

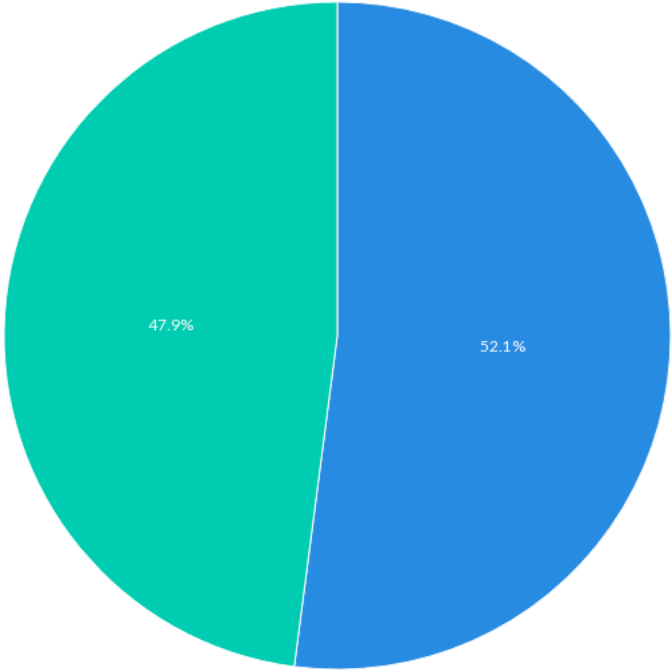
Route	Response 1	Asian	Total Survey Count
09-Virginia Loop	Black or African American		7
	White/Caucasian	1	1
09-Virginia Loop		1	8
10-Court St.	Black or African American		2
	White/Caucasian	2	2
10-Court St.		2	4
11-Rosa Parks / South Blvd.	Black or African American		6
11-Rosa Parks / South Blvd.			6
12-Smile Court/Gibbs Village	Black or African American		29
	Hispanic or Latino		1
	White/Caucasian	1	1
12-Smile Court/Gibbs Village		1	31
16-East/West Connector	Black or African American		7
16-East/West Connector			7
17-Boulevard	Black or African American		5
	White/Caucasian	3	3
17-Boulevard		3	8
Grand Count		18	194

Q26 -- Gender (Table)

Route	Male	Female	Total Survey Count
01-AUM Eastchase	16	10	26
02-Eastdale Mall	21	24	45
03-Montgomery Commons	2	7	9
04-Boylston	4	5	9
05-McGehee Road	15	12	27
06-Southlawn Twingates	4	3	7
07-Maxwell AFB	1		1
08-Gunter Annex	4	2	6
09-Virginia Loop	4	4	8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	4	2	6
12-Smiley Court/Gibbs Village	12	19	31
16-East/West Connector	5	2	7
17-Boulevard	5	3	8
Grand Count	101	93	194

Q26 -- Gender (Graph)

Do you identify as
■ Male 101
■ Female 93



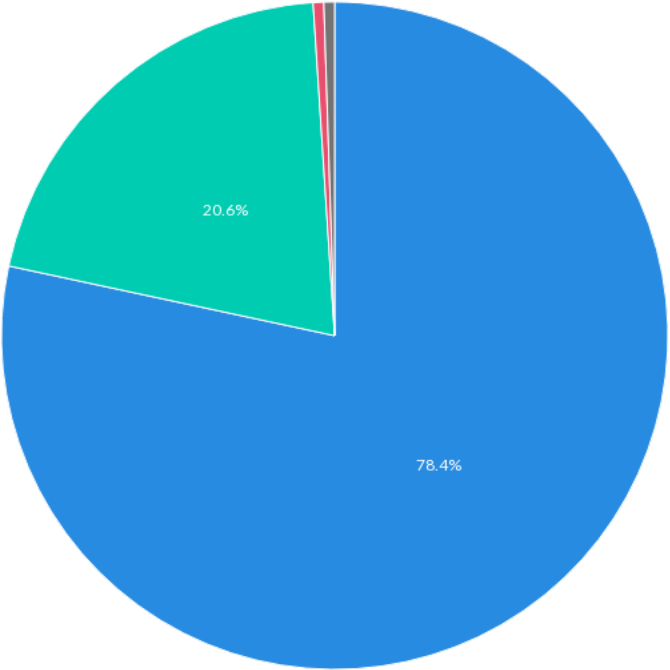
Q27 -- English Speaking Ability (Table)

Route	Very Well	Well	Not Well	No Answer	Total Survey Count
01-AUM Eastchase	22	4			26
02-Eastdale Mall	38	7			45
03-Montgomery Commons	5	4			9
04-Boylston		8	1		9
05-McGehee Road	17	9		1	27
06-Southlawn Twingates	1	6			7
07-Maxwell AFB	1				1
08-Gunter Annex	6				6
09-Virginia Loop	8				8
10-Court St.	4				4
11-Rosa Parks / South Blvd.	4	2			6
12-Smiley Court/Gibbs Village	31				31
16-East/West Connector	7				7
17-Boulevard	8				8
Grand Count	152	40	1	1	194

Q27 -- English Speaking Ability (Graph)

How well do you speak English?

Very Well	152
Well	40
Not Well	1
Unknown	1

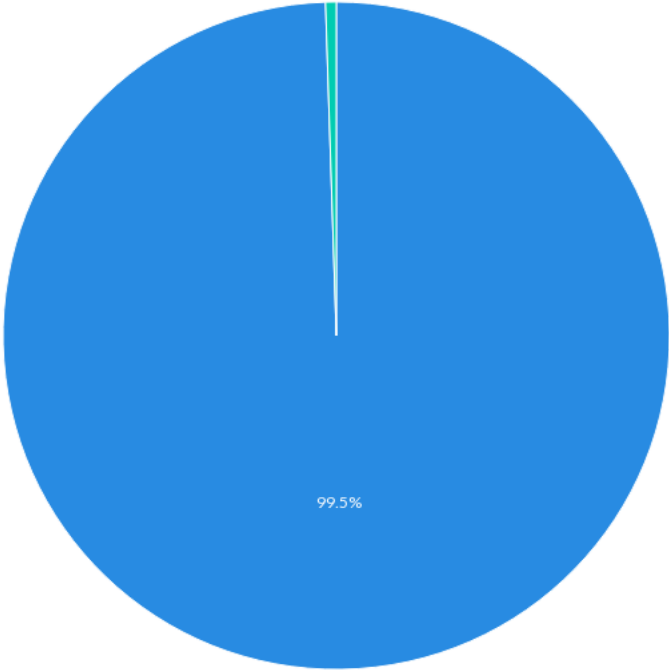


Q28 -- Household Language (Table)

Route	English	Other	Total Survey Count
01-AUM Eastchase	26		26
02-Eastdale Mall	44	1	45
03-Montgomery Commons	9		9
04-Boylston	9		9
05-McGehee Road	27		27
06-Southlawn Twingates	7		7
07-Maxwell AFB	1		1
08-Gunter Annex	6		6
09-Virginia Loop	8		8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	6		6
12-Smiley Court/Gibbs Village	31		31
16-East/West Connector	7		7
17-Boulevard	8		8
Grand Count	193	1	194

Q28 -- Household Language (Graph)

What language do you most often speak at home?
English 193
Other 1



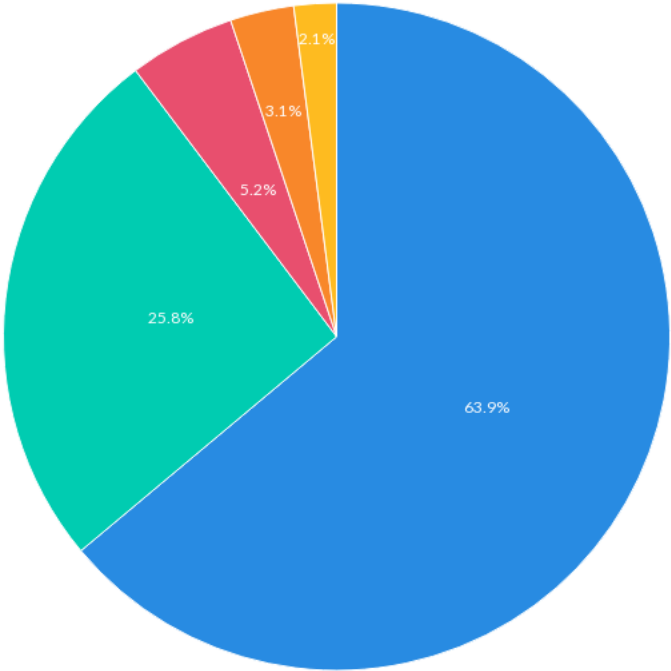
Q29 -- Household Income (Table)

Route	Under \$15,000	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	Refused to answer	Total Survey Count
01-AUM Eastchase	23	2	1			26
02-Eastdale Mall	27	8	3	5	2	45
03-Montgomery Commons	6	3				9
04-Boylston	3	6				9
05-McGehee Road	18	8	1			27
06-Southlawn Twingates	3	3	1			7
07-Maxwell AFB	1					1
08-Gunter Annex	2	3			1	6
09-Virginia Loop	8					8
10-Court St.	4					4
11-Rosa Parks / South Blvd.		5	1			6
12-Smiley Court/Gibbs Village	22	8		1		31
16-East/West Connector	2	2	2		1	7
17-Boulevard	5	2	1			8
Grand Count	124	50	10	6	4	194

Q29 -- Household Income (Graph)

What is your total annual household income?

Under \$15,000	124
\$15,000 to \$24,999	50
\$25,000 to \$34,999	10
\$35,000 to \$49,999	6
Refused to answer	4



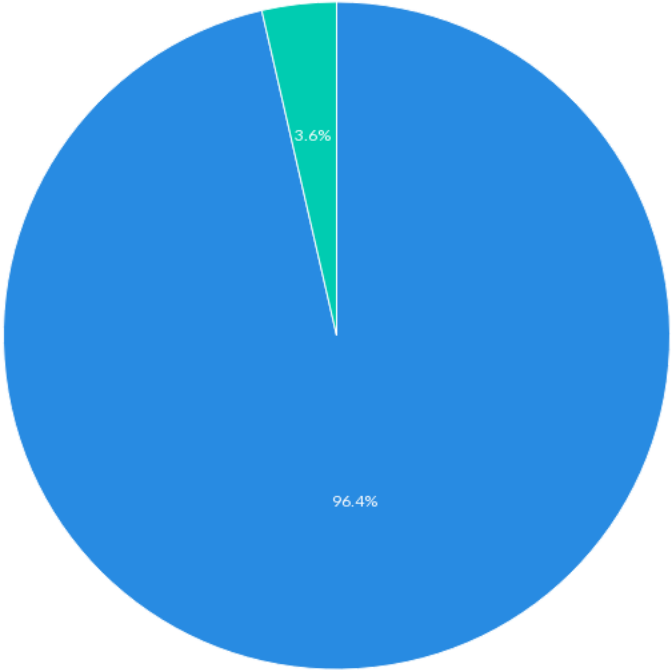
Q30 -- Area Visitor (Table)

Route	No	Yes	Total Survey Count
01-AUM Eastchase	25	1	26
02-Eastdale Mall	42	3	45
03-Montgomery Commons	8	1	9
04-Boylston	8	1	9
05-McGehee Road	26	1	27
06-Southlawn Twingates	7		7
07-Maxwell AFB	1		1
08-Gunter Annex	6		6
09-Virginia Loop	8		8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	6		6
12-Smiley Court/Gibbs Village	31		31
16-East/West Connector	7		7
17-Boulevard	8		8
Grand Count	187	7	194

Q30 -- Area Visitor (Graph)

Are you a visitor to the area?

- No 187
- Yes 7



Appendix F

Boarding and Alighting Survey, Stop-Level Details

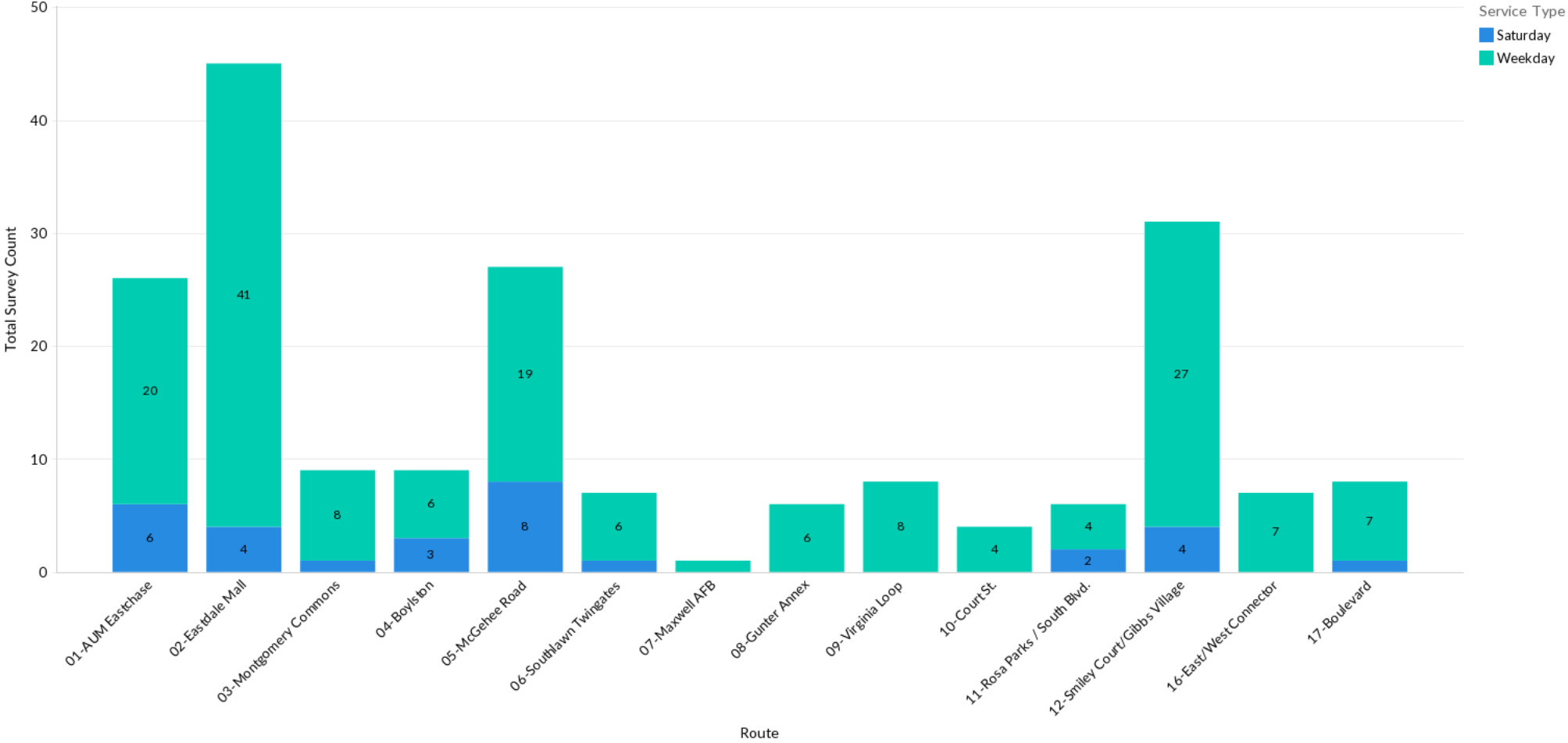
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Surveys by Route (Table)

Route	Weekday	Saturday	Total Survey Count
01-AUM Eastchase	20	6	26
02-Eastdale Mall	41	4	45
03-Montgomery Commons	8	1	9
04-Boylston	6	3	9
05-McGehee Road	19	8	27
06-Southlawn Twingates	6	1	7
07-Maxwell AFB	1		1
08-Gunter Annex	6		6
09-Virginia Loop	8		8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	4	2	6
12-Smiley Court/Gibbs Village	27	4	31
16-East/West Connector	7		7
17-Boulevard	7	1	8
Grand Count	164	30	194

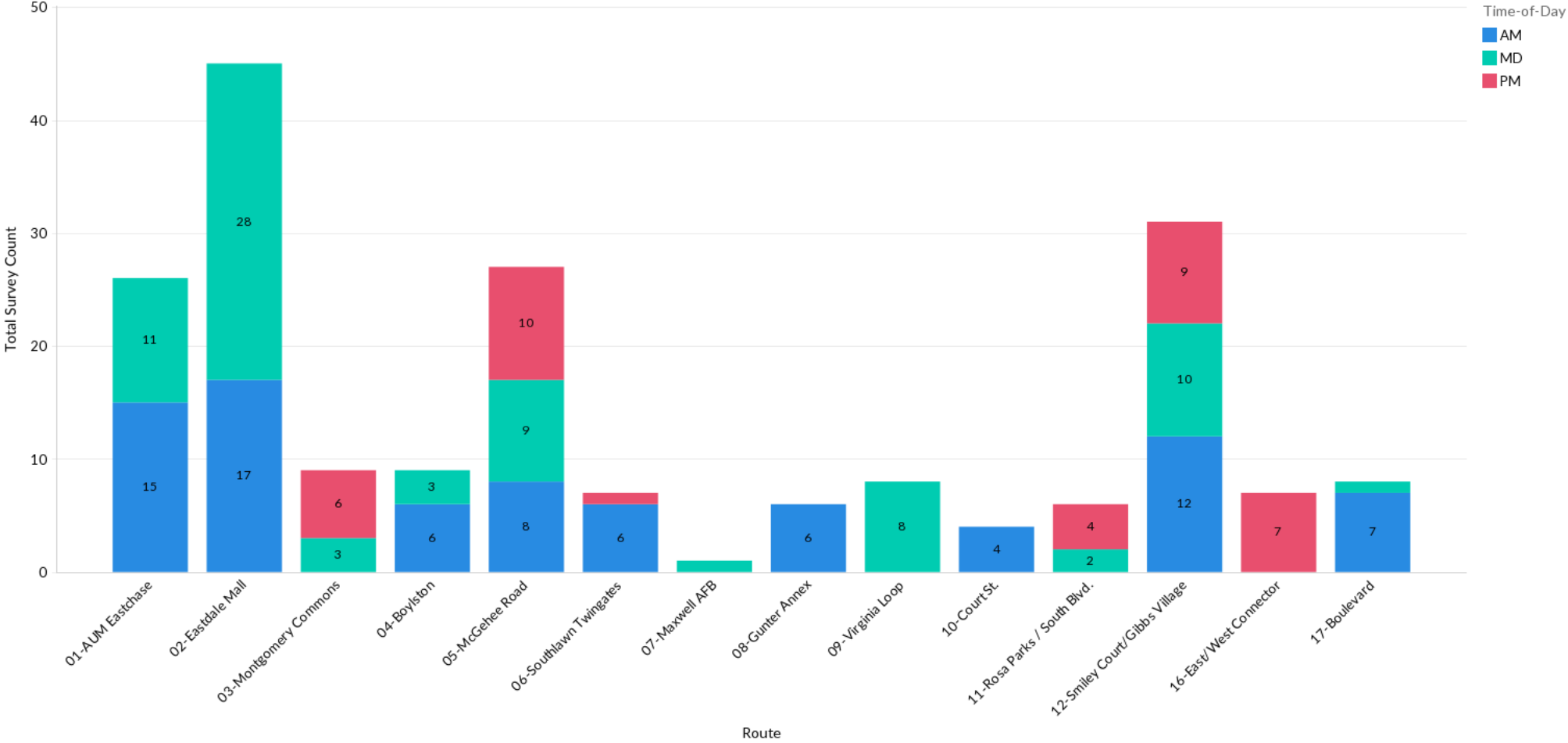
Surveys by Route (Graph)



Surveys by Time Period (Table)

Route	Weekday			Saturday		Summary
	AM	MD	PM	MD	PM	Total Survey Count
01-AUM Eastchase	15	5		6		26
02-Eastdale Mall	17	24		4		45
03-Montgomery Commons		2	6	1		9
04-Boylston	6			3		9
05-McGehee Road	8	9	2		8	27
06-Southlawn Twingates	6				1	7
07-Maxwell AFB		1				1
08-Gunter Annex	6					6
09-Virginia Loop		8				8
10-Court St.	4					4
11-Rosa Parks / South Blvd.			4	2		6
12-Smiley Court/Gibbs Village	12	10	5		4	31
16-East/West Connector			7			7
17-Boulevard	7			1		8
Grand Count	81	59	24	17	13	194

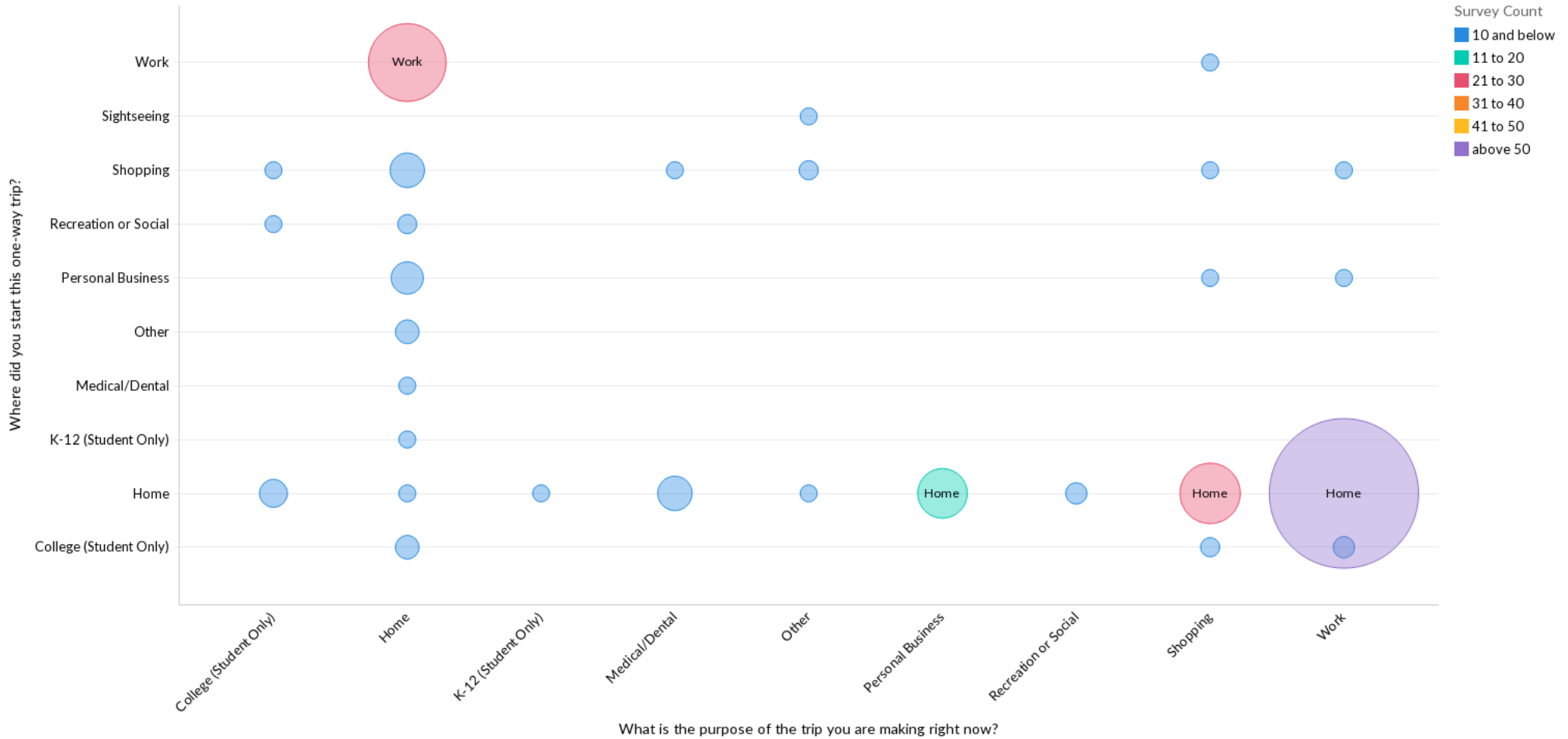
Surveys by Time Period (Graph)



Trip Purpose Matrix (Table)

Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
Home	1	62	3	6	1	21	9	16	1	120
Work	29					1				30
Sightseeing									1	1
Recreation or Social	2			1						3
College (Student Only)	4	3				2				9
K-12 (Student Only)	1									1
Shopping	9	1		1		1	1		2	15
Medical/Dental	1									1
Personal Business	8	1				1				10
Other	4									4
Grand Count	59	67	3	8	1	26	10	16	4	194

Trip Purpose Matrix (Graph)



Trip Purpose Matrix by Route (Table)

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
01-AUM Eastchase	Home	10			1		4	1	5		21
	Work	1									1
	College (Student Only)	2	2								4
01-AUM Eastchase		3	12		1		4	1	5		26
02-Eastdale Mall	Home	11		2	2		6	3	7		31
	Work	4									4
	Sightseeing									1	1
	Recreation or Social				1						1
	College (Student Only)						1				1
	Shopping	5			1						6
	Personal Business	1									1
02-Eastdale Mall		10	11	2	4		7	3	7	1	45
03-Montgomery Commons	Home						1	1			2
	Work	3					1				4
	Shopping		1				1				2

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Personal Business	1									1
03-Montgomery Commons		4	1				3	1			9
04-Boylston	Home	1	5						1		7
	Work	1									1
	Personal Business	1									1
04-Boylston		3	5					1			9
05-McGehee Road	Home		8				2		1		11
	Work	4									4
	Recreation or Social	1									1
	College (Student Only)	2					1				3
	K-12 (Student Only)	1									1
	Shopping	2						1		2	5
	Other	2									2
05-McGehee Road		12	8				3	1	1	2	27
06-Southlawn Twingates	Home		2			1	1	1			5

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Work	1									1
	Personal Business						1				1
06-Southlawn Twingates		1	2			1	2	1			7
07-Maxwell AFB	Home						1				1
07-Maxwell AFB							1				1
08-Gunter Annex	Home		6								6
08-Gunter Annex			6								6
09-Virginia Loop	Home		2		1		1				4
	Work	1									1
	Shopping	2									2
	Personal Business		1								1
09-Virginia Loop		3	3		1		1				8
10-Court St.	Home		2					1			3
	Personal Business	1									1
10-Court St.		1	2					1			4
11-Rosa Parks / South Blvd.	Home		1				2				3

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Work	3									3
11-Rosa Parks / South Blvd.		3	1				2				6
12-Smiley Court/Gibbs Village	Home	10		1	2		1	2	1		17
	Work	7									7
	Recreation or Social	1									1
	College (Student Only)		1								1
	Medical/Dental	1									1
	Personal Business	4									4
12-Smiley Court/Gibbs Village		13	11	1	2		1	2	1		31
16-East/West Connector	Home		1							1	2
	Work	3									3
	Other	2									2
16-East/West Connector		5	1							1	7
17-Boulevard	Home	4					2		1		7

Route	Origin to Destination	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
	Work	1									1
17-Boulevard		1	4				2		1		8
Grand Count		59	67	3	8	1	26	10	16	4	194

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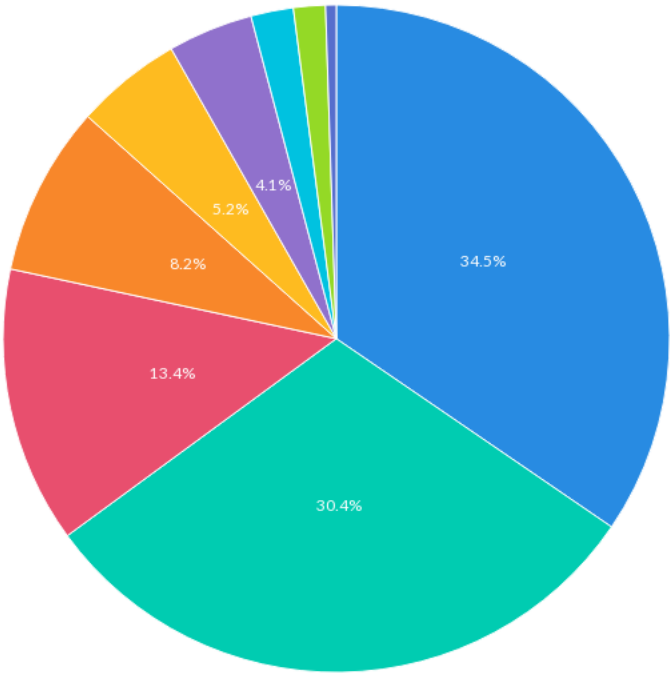
Q1 -- Trip Purpose/Destination (Table)

Route	Home	Work	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
01-AUM Eastchase	3	12		1		4	1	5		26
02-Eastdale Mall	10	11	2	4		7	3	7	1	45
03-Montgomery Commons	4	1				3	1			9
04-Boylston	3	5						1		9
05-McGehee Road	12	8				3	1	1	2	27
06-Southlawn Twingates	1	2			1	2	1			7
07-Maxwell AFB						1				1
08-Gunter Annex		6								6
09-Virginia Loop	3	3		1		1				8
10-Court St.	1	2					1			4
11-Rosa Parks / South Blvd.	3	1				2				6
12-Smiley Court/Gibbs Village	13	11	1	2		1	2	1		31
16-East/West Connector	5	1							1	7
17-Boulevard	1	4				2		1		8
Grand Count	59	67	3	8	1	26	10	16	4	194

Q1 -- Trip Purpose/Destination (Graph)

What is the purpose of the trip you are making right now?

Work	67
Home	59
Shopping	26
Personal Business	16
Medical/Dental	10
College (Student Only)	8
Other	4
Recreation or Social	3
K-12 (Student Only)	1



Q2 -- Transfer Matrix (Table)

Route1	Route2	Route3	Total Survey Count
01-AUM Eastchase			17
	10-Court St.		1
	12-Smiley Court/Gibbs Village	06-Southlawn Twingates	1
02-Eastdale Mall			31
	01-AUM Eastchase		2
	04-Boylston		2
	05-McGehee Road		3
	11-Rosa Parks / South Blvd.		2
	12-Smiley Court/Gibbs Village		4
		03-Montgomery Commons	1
03-Montgomery Commons			6
	12-Smiley Court/Gibbs Village		2
04-Boylston			5
	01-AUM Eastchase		3
	02-Eastdale Mall		3
	05-McGehee Road		1
	12-Smiley Court/Gibbs Village	06-Southlawn Twingates	1
05-McGehee Road			10
	01-AUM Eastchase		2
	02-Eastdale Mall		3
	09-Virginia Loop		1

Route1	Route2	Route3	Total Survey Count
	10-Court St.		1
	11-Rosa Parks / South Blvd.		1
	12-Smilely Court/Gibbs Village		1
		03-Montgomery Commons	1
06-Southlawn Twingates			3
	03-Montgomery Commons		2
	12-Smilely Court/Gibbs Village	01-AUM Eastchase	3
		02-Eastdale Mall	2
		05-McGehee Road	1
07-Maxwell AFB			1
	02-Eastdale Mall		1
08-Gunter Annex			2
	01-AUM Eastchase		2
	12-Smilely Court/Gibbs Village		1
		16-East/West Connector	2
09-Virginia Loop			8
	05-McGehee Road	02-Eastdale Mall	1
10-Court St.			2
	01-AUM Eastchase		1
	05-McGehee Road		1
11-Rosa Parks / South Blvd.			6
	02-Eastdale Mall		2

Route1	Route2	Route3	Total Survey Count
	04-Boylston		1
	05-McGehee Road		4
	08-Gunter Annex		1
	12-Smiley Court/Gibbs Village		1
12-Smiley Court/Gibbs Village			15
	02-Eastdale Mall		3
	03-Montgomery Commons		1
	04-Boylston		1
	05-McGehee Road		1
	08-Gunter Annex		3
	10-Court St.		1
	16-East/West Connector		1
16-East/West Connector			7
17-Boulevard			7
	03-Montgomery Commons		1

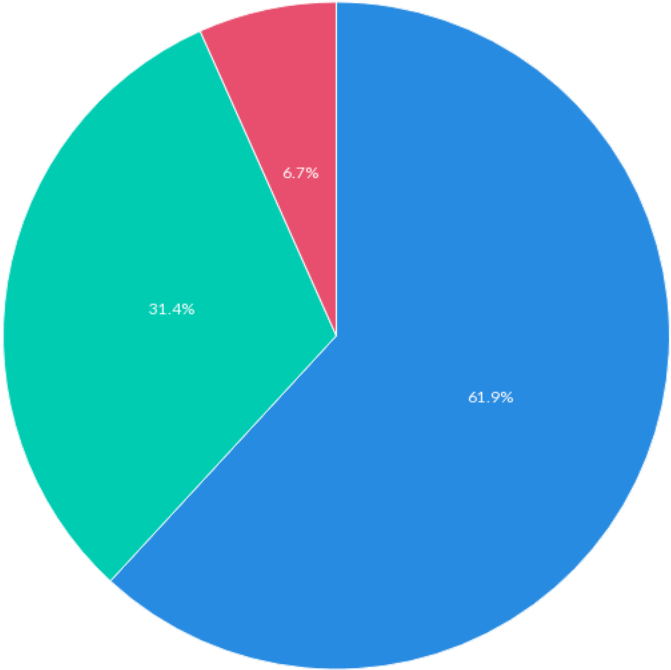
Q2 -- Number of Routes Used (Table)

Route	1	2	3	Total Survey Count
01-AUM Eastchase	17	7	2	26
02-Eastdale Mall	31	12	2	45
03-Montgomery Commons	6	3		9
04-Boylston	5	3	1	9
05-McGehee Road	11	15	1	27
06-Southlawn Twingates	3	2	2	7
07-Maxwell AFB	1			1
08-Gunter Annex	2	3	1	6
09-Virginia Loop	8			8
10-Court St.	2	2		4
11-Rosa Parks / South Blvd.	5	1		6
12-Smiley Court/Gibbs Village	15	12	4	31
16-East/West Connector	7			7
17-Boulevard	7	1		8
Grand Count	120	61	13	194

Q2 -- Number of Routes Used (Graph)

Number of Routes Used

1	120
2	61
3	13

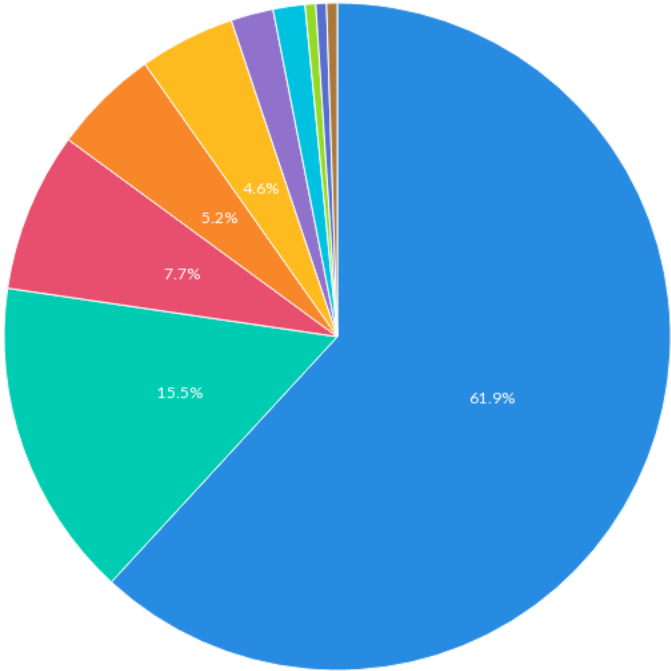


Q3 -- Origin (Table)

Route	Home	Work	Sightseeing	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
01-AUM Eastchase	21	1			4						26
02-Eastdale Mall	31	4	1	1	1		6		1		45
03-Montgomery Commons	2	4					2		1		9
04-Boylston	7	1							1		9
05-McGehee Road	11	4		1	3	1	5			2	27
06-Southlawn Twingates	5	1							1		7
07-Maxwell AFB	1										1
08-Gunter Annex	6										6
09-Virginia Loop	4	1					2		1		8
10-Court St.	3								1		4
11-Rosa Parks / South Blvd.	3	3									6
12-Smiley Court/Gibbs Village	17	7		1	1			1	4		31
16-East/West Connector	2	3								2	7
17-Boulevard	7	1									8

Route	Home	Work	Sightseeing	Recreation or Social	College (Student Only)	K-12 (Student Only)	Shopping	Medical/Dental	Personal Business	Other	Total Survey Count
Grand Count	120	30	1	3	9	1	15	1	10	4	194

Q3 -- Origin (Graph)



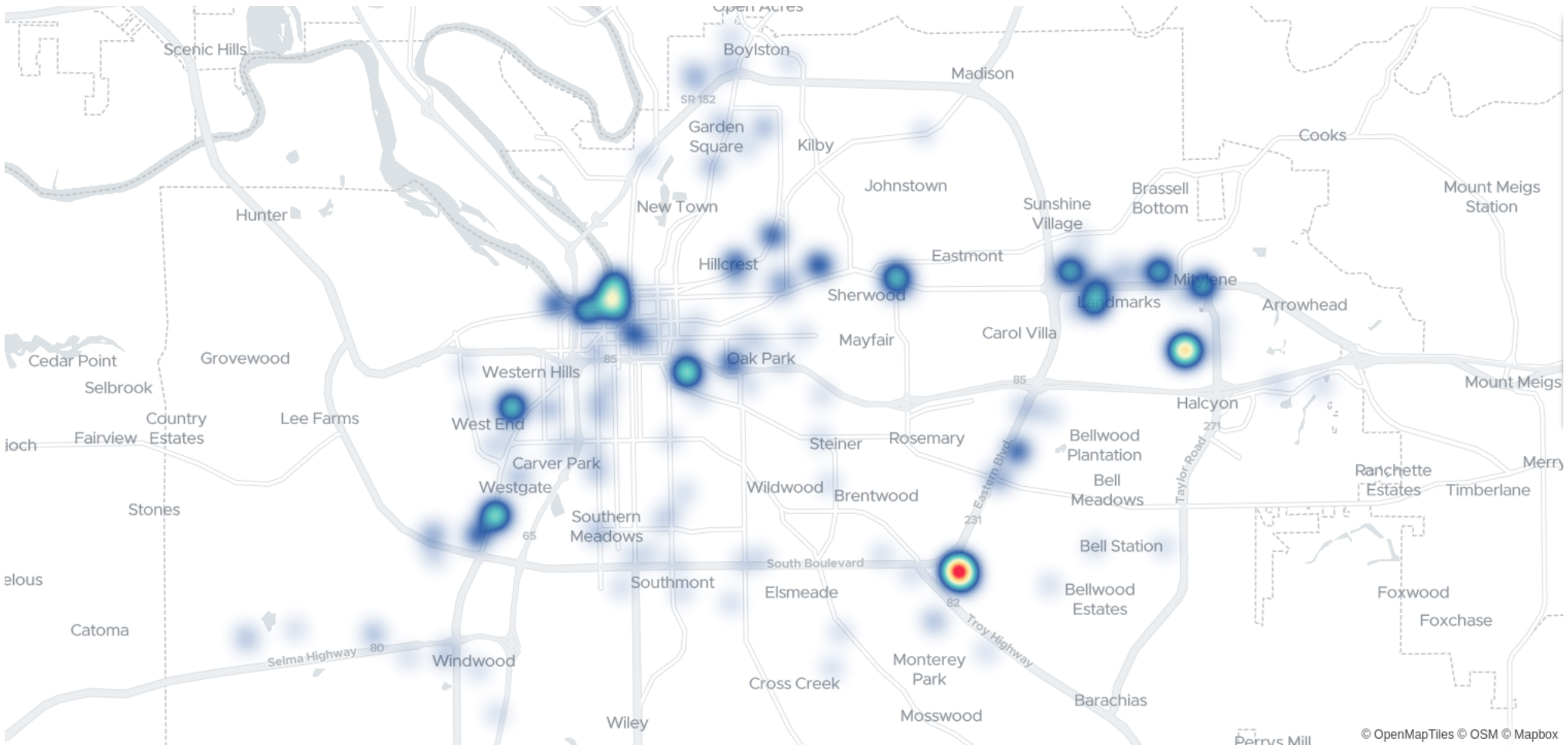
Where did you start this one-way trip today?

Home	120
Work	30
Shopping	15
Personal Business	10
College (Student Only)	9
Other	4
Recreation or Social	3
Sightseeing	1
Medical/Dental	1
K-12 (Student Only)	1

Q4 -- Top 5 Origin Addresses (Table)

Top 5 Origin Addresses	Total Survey Count
3801 Eastern Blvd, Montgomery, AL 36116, USA	8
7400 East Dr, Montgomery, AL 36117, USA	6
3561 Mobile Hwy, Montgomery, AL 36108, USA	4
915 S Jackson St, Montgomery, AL 36104, USA	4
1000 W Eastdale Mall, Montgomery, AL 36117, USA	3
101 S Burbank Dr, Montgomery, AL 36117, USA	3
1707 Terminal Rd, Montgomery, AL 36108, USA	3
300 Tallapoosa St, Montgomery, AL 36104, USA	3
355 Commerce St, Montgomery, AL 36104, USA	3
605 Maxwell Blvd, Montgomery, AL 36104, USA	3
6495 Atlanta Hwy, Montgomery, AL 36117, USA	3
6954 Atlanta Hwy, Montgomery, AL 36117, USA	3
Dalraida Shopping Center, 3881 Atlanta Hwy, Montgomery, AL 36109, USA	3
Grand Count	49

Q4 -- Origin Addresses (Graph)



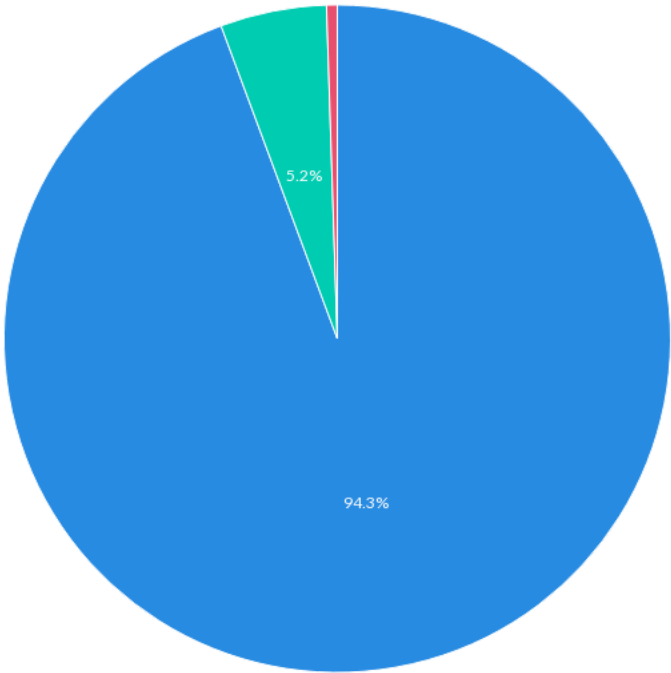
Q5 -- Access Method (Table)

Route	Walked	Biked/Scooter	Was Dropped Off/Carpoled	Total Survey Count
01-AUM Eastchase	25		1	26
02-Eastdale Mall	42	1	2	45
03-Montgomery Commons	9			9
04-Boylston	9			9
05-McGehee Road	25		2	27
06-Southlawn Twingates	7			7
07-Maxwell AFB	1			1
08-Gunter Annex	4		2	6
09-Virginia Loop	8			8
10-Court St.	3		1	4
11-Rosa Parks / South Blvd.	6			6
12-Smiley Court/Gibbs Village	29		2	31
16-East/West Connector	7			7
17-Boulevard	8			8
Grand Count	183	1	10	194

Q5 -- Access Method (Graph)

How did you get from your origin to your first boarding location?

Walked	183
Was Dropped Off/Carpooled	10
Biked/Scooter	1



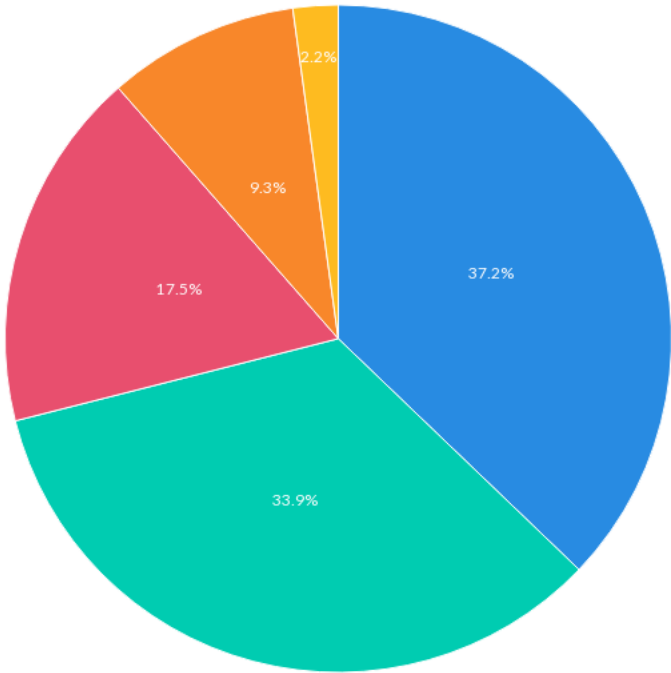
Q6 -- Walking Access in Minutes (Table)

Route	0 to 5	5 to 10	10 to 15	15 to 20	20 to 25	Total Survey Count
01-AUM Eastchase	7	6	4	8		25
02-Eastdale Mall	13	15	10	3	1	42
03-Montgomery Commons	8				1	9
04-Boylston	2	4	2	1		9
05-McGehee Road	6	10	5	3	1	25
06-Southlawn Twingates	1	6				7
07-Maxwell AFB				1		1
08-Gunter Annex	3	1				4
09-Virginia Loop	3	5				8
10-Court St.	1	1		1		3
11-Rosa Parks / South Blvd.		2	4			6
12-Smiley Court/Gibbs Village	12	14	3			29
16-East/West Connector	4	2			1	7
17-Boulevard	2	2	4			8
Grand Count	62	68	32	17	4	183

Q6 --Walking Access in Minutes (Graph)

How many minutes did it take to walk from your origin to you first boarding location?

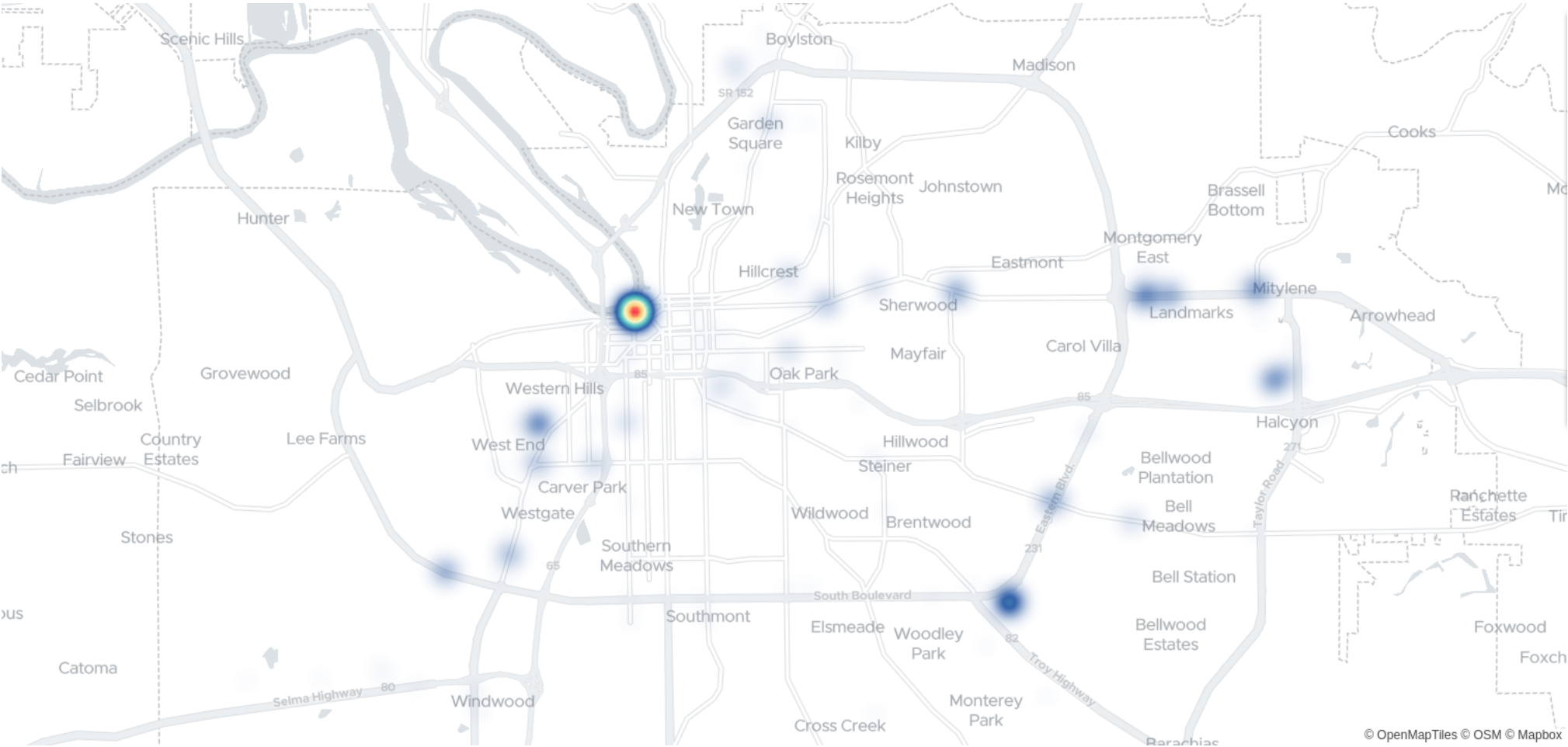
5 to 10	68
0 to 5	62
10 to 15	32
15 to 20	17
20 to 25	4



Q7 -- Top 5 Boarding Locations (Table)

Top 5 Boarding Locations	Total Survey Count
Intermodal Transfer Center	65
Wal-Mart (On Christine Elizabeth Curv)	7
Terminal & Gibbs	6
Eastdale Mall Circle and Atlanta Hwy	5
McLemore @ WalMart Shopping Center	5
Grand Count	88

Q7 -- Boarding Locations (Graph)

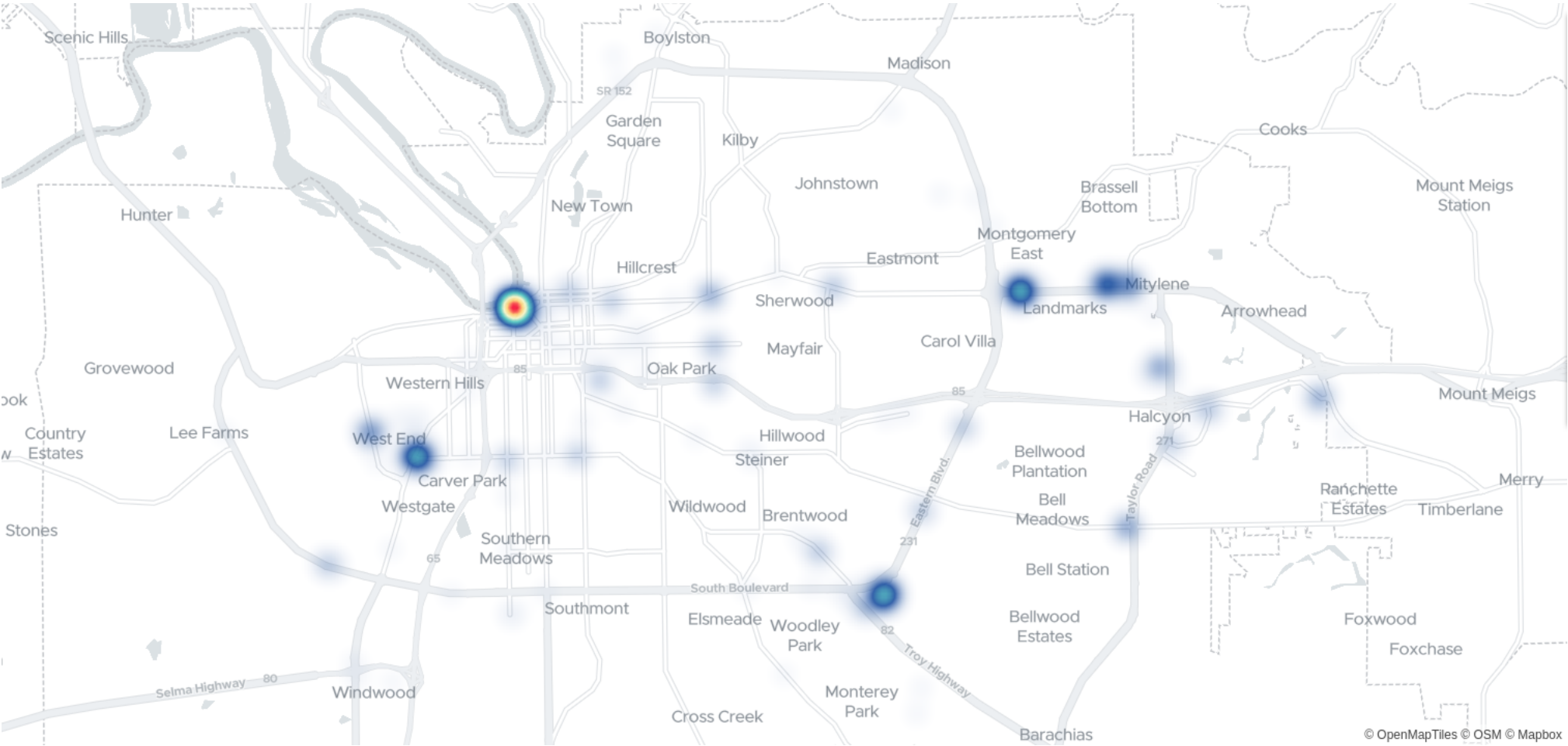


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Q8 -- Top 5 Alighting Locations (Table)

Top 5 Alighting Locations	Total Survey Count
Intermodal Transfer Center	28
Fairview Transfer Center	12
Wal-Mart (On Christine Elizabeth Curv)	9
Eastdale Mall Circle and Atlanta Hwy	7
Wal-Mart (On Atlanta Highway)	5
Grand Count	61

Q8 -- Alighting Locations (Graph)



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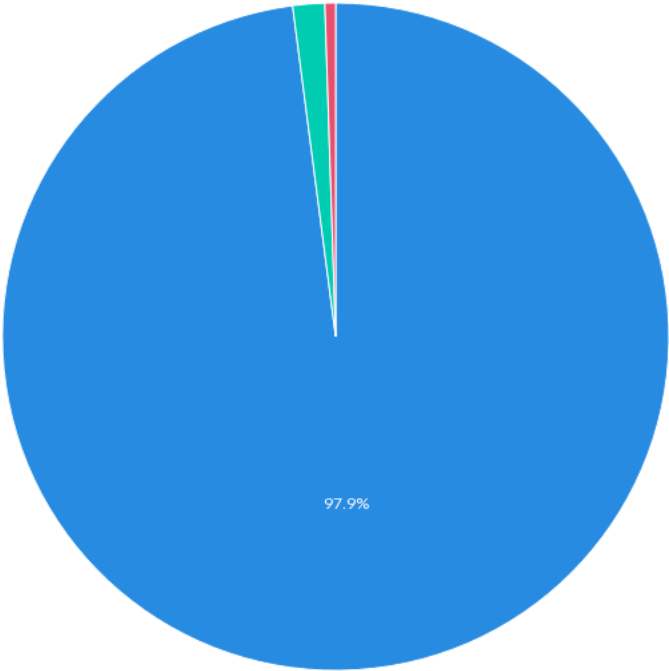
Q9 -- Egress Method (Table)

Route	Walk	Will Be Picked Up/Carpool	Use Mobility Aid/Wheelchair	Total Survey Count
01-AUM Eastchase	26			26
02-Eastdale Mall	44	1		45
03-Montgomery Commons	7	2		9
04-Boylston	8		1	9
05-McGehee Road	27			27
06-Southlawn Twingates	7			7
07-Maxwell AFB	1			1
08-Gunter Annex	6			6
09-Virginia Loop	8			8
10-Court St.	4			4
11-Rosa Parks / South Blvd.	6			6
12-Smiley Court/Gibbs Village	31			31
16-East/West Connector	7			7
17-Boulevard	8			8
Grand Count	190	3	1	194

Q9 -- Egress Method (Graph)

How will you get to your destination from your last alighting location?

Walk	190
Will Be Picked Up/Carpool	3
Use Mobility Aid/Wheelchair	1



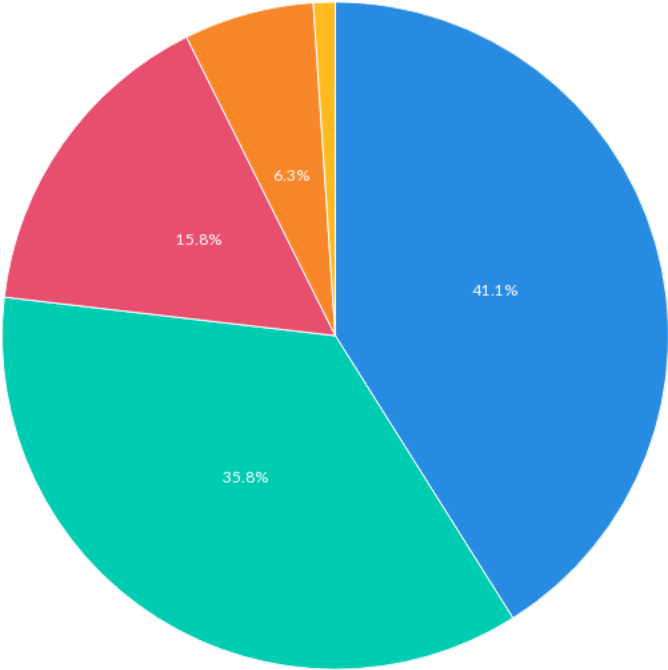
Q10 -- Walking Egress in Minutes (Table)

Route	0 to 5	5 to 10	10 to 15	15 to 20	20 to 25	Total Survey Count
01-AUM Eastchase	9	11	5	1		26
02-Eastdale Mall	15	17	7	4	1	44
03-Montgomery Commons	2	3	1	1		7
04-Boylston	2	4	1	1		8
05-McGehee Road	8	14	4		1	27
06-Southlawn Twingates	1	5	1			7
07-Maxwell AFB		1				1
08-Gunter Annex	5		1			6
09-Virginia Loop	4	4				8
10-Court St.	2	2				4
11-Rosa Parks / South Blvd.	1	1	1	3		6
12-Smiley Court/Gibbs Village	15	11	5			31
16-East/West Connector	2	2	2	1		7
17-Boulevard	2	3	2	1		8
Grand Count	68	78	30	12	2	190

Q10 -- Walking Egress in Minutes (Graph)

How many minutes did it take to walk from your origin to you first boarding location?

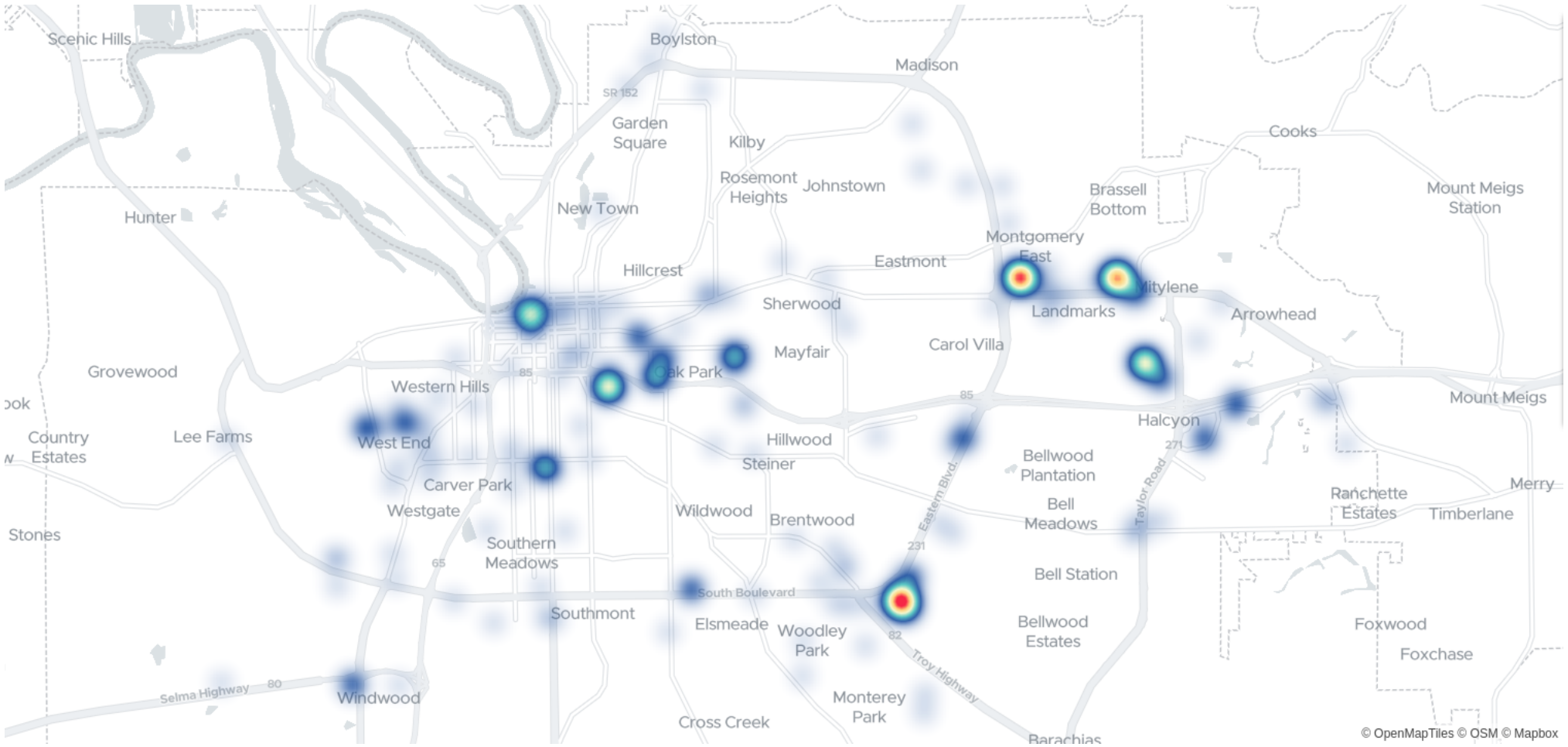
5 to 10	78
0 to 5	68
10 to 15	30
15 to 20	12
20 to 25	2



Q11 -- Top 5 Destination Addresses (Table)

Top 5 Destination Addresses	Total Survey Count
1000 W Eastdale Mall, Montgomery, AL 36117, USA	8
3801 Eastern Blvd, Montgomery, AL 36116, USA	8
6495 Atlanta Hwy, Montgomery, AL 36117, USA	7
7400 East Dr, Montgomery, AL 36117, USA	5
915 S Jackson St, Montgomery, AL 36104, USA	5
Grand Count	33

Q11 -- Destination Addresses (Graph)



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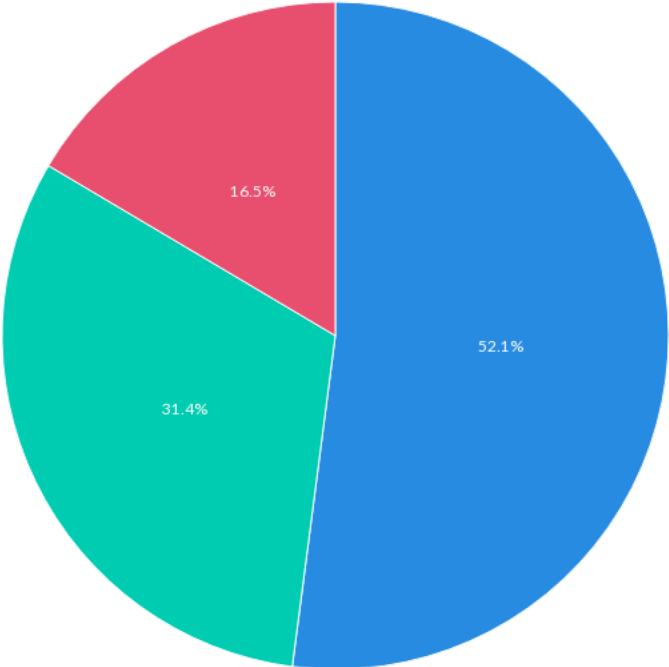
Q12 -- Fare Type (Table)

Route	Single Ride	Weekly 7-Day Pass	Monthly Pass	Total Survey Count
01-AUM Eastchase	15	1	10	26
02-Eastdale Mall	23	7	15	45
03-Montgomery Commons	7		2	9
04-Boylston	5		4	9
05-McGehee Road	16	2	9	27
06-Southlawn Twingates	6	1		7
07-Maxwell AFB	1			1
08-Gunter Annex	1	2	3	6
09-Virginia Loop	5		3	8
10-Court St.	1	3		4
11-Rosa Parks / South Blvd.	1	1	4	6
12-Smiley Court/Gibbs Village	11	14	6	31
16-East/West Connector	3	1	3	7
17-Boulevard	6		2	8
Grand Count	101	32	61	194

Q12 -- Fare Type (Graph)

How did you pay for this trip?

Single Ride	101
Monthly Pass	61
Weekly 7-Day Pass	32



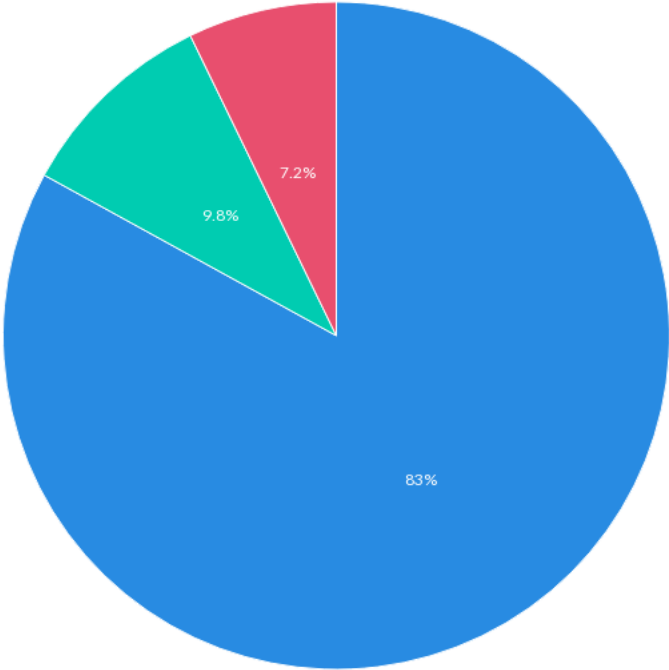
Q13 -- Fare Type Classification (Table)

Route	Fixed Route	Senior/Disabled	Student	Total Survey Count
01-AUM Eastchase	24	1	1	26
02-Eastdale Mall	33	7	5	45
03-Montgomery Commons	8	1		9
04-Boylston	7	2		9
05-McGehee Road	18	4	5	27
06-Southlawn Twingates	6	1		7
07-Maxwell AFB	1			1
08-Gunter Annex	6			6
09-Virginia Loop	7		1	8
10-Court St.	2	2		4
11-Rosa Parks / South Blvd.	6			6
12-Smiley Court/Gibbs Village	29	1	1	31
16-East/West Connector	7			7
17-Boulevard	7		1	8
Grand Count	161	19	14	194

Q13 -- Fare Type Classification (Graph)

What fare classification did you use?

Fixed Route	161
Senior/Disabled	19
Student	14



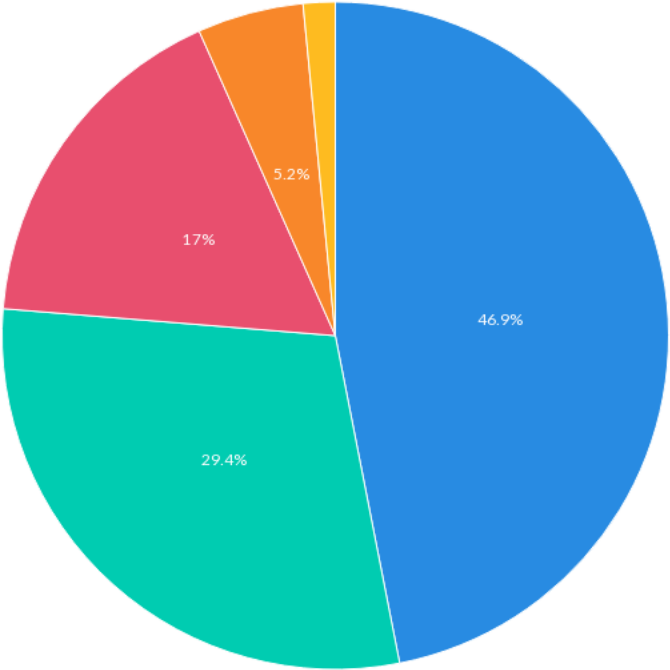
Q14 -- Length of Transit Usage (Table)

Route	More than 5 years	2 to 5 years	6 to 12 months	Less than 6 months	I am not a regular bus passenger	Total Survey Count
01-AUM Eastchase	16	5	4	1		26
02-Eastdale Mall	15	11	14	4	1	45
03-Montgomery Commons	8		1			9
04-Boylston	6	2		1		9
05-McGehee Road	11	10	4	1	1	27
06-Southlawn Twingates	4	2		1		7
07-Maxwell AFB		1				1
08-Gunter Annex	5		1			6
09-Virginia Loop	2	3	3			8
10-Court St.	1	3				4
11-Rosa Parks / South Blvd.	6					6
12-Smiley Court/Gibbs Village	11	15	3	1	1	31
16-East/West Connector	3	4				7
17-Boulevard	3	1	3	1		8
Grand Count	91	57	33	10	3	194

Q14 -- Length of Transit Usage (Graph)

How long have you been riding the bus?

More than 5 years	91
2 to 5 years	57
6 to 12 months	33
Less than 6 months	10
I am not a regular bus passenger	3



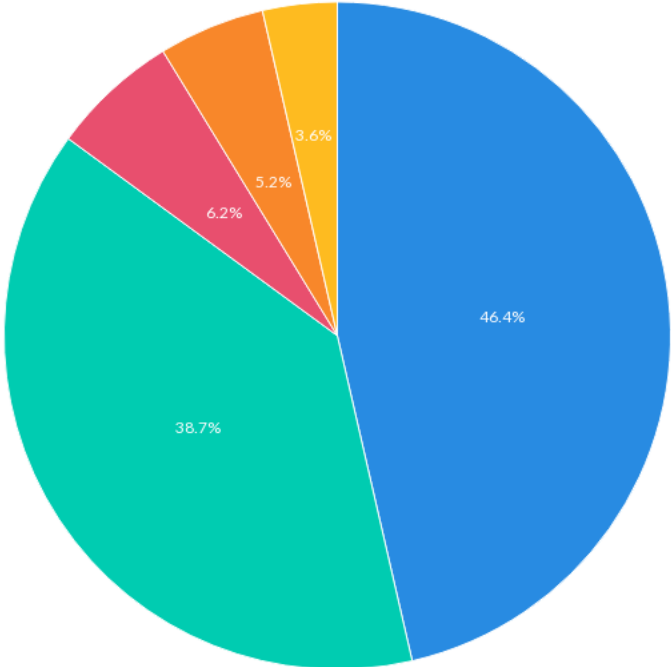
Q15 -- Frequency of Usage Pre-COVID (Table)

Route	5 or more days per week	1 to 4 days per week	About once a month	A few times a year	This is my first time	Total Survey Count
01-AUM Eastchase	13	11	1		1	26
02-Eastdale Mall	13	18	7	3	4	45
03-Montgomery Commons	7	2				9
04-Boylston	5	3	1			9
05-McGehee Road	12	9	2	1	3	27
06-Southlawn Twingates	5	1		1		7
07-Maxwell AFB		1				1
08-Gunter Annex	2	4				6
09-Virginia Loop		8				8
10-Court St.		4				4
11-Rosa Parks / South Blvd.	5	1				6
12-Smiley Court/Gibbs Village	5	22	1	2	1	31
16-East/West Connector	6	1				7
17-Boulevard	2	5			1	8
Grand Count	75	90	12	7	10	194

Q15 -- Frequency of Usage Pre-COVID (Graph)

How often did you ride the bus pre-COVID?

1 to 4 days per week	90
5 or more days per week	75
About once a month	12
This is my first time	10
A few times a year	7



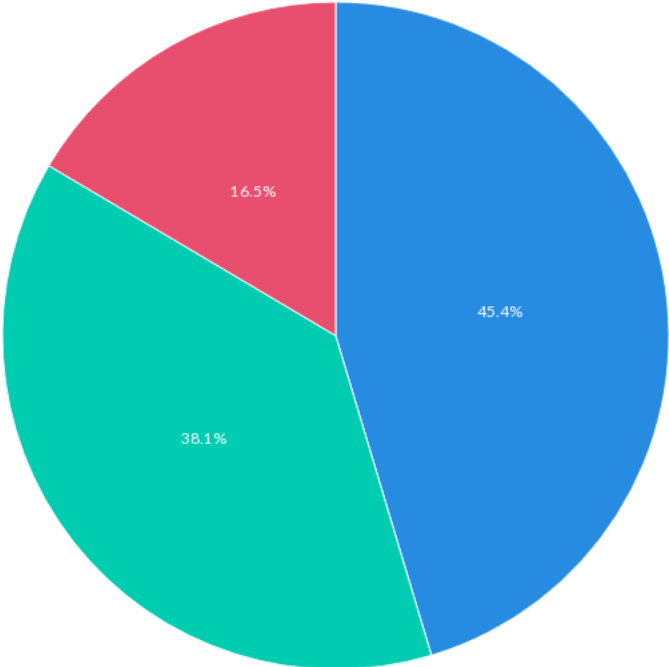
Q16 -- Current Frequency of Usage (Table)

Route	More now than before the pandemic began	Less now since the pandemic began	About the same as you did before the pandemic began	Total Survey Count
01-AUM Eastchase	8	5	13	26
02-Eastdale Mall	20	8	17	45
03-Montgomery Commons	2	1	6	9
04-Boylston	1	3	5	9
05-McGehee Road	6	4	17	27
06-Southlawn Twingates		2	5	7
07-Maxwell AFB			1	1
08-Gunter Annex	5	1		6
09-Virginia Loop	5	3		8
10-Court St.	3	1		4
11-Rosa Parks / South Blvd.	1	1	4	6
12-Smiley Court/Gibbs Village	20	1	10	31
16-East/West Connector	2	1	4	7
17-Boulevard	1	1	6	8
Grand Count	74	32	88	194

Q16 -- Current Frequency of Usage (Graph)

Would you say that you have ridden the bus

- About the same as you did before the pandemic began 88
- More now than before the pandemic began 74
- Less now since the pandemic began 32

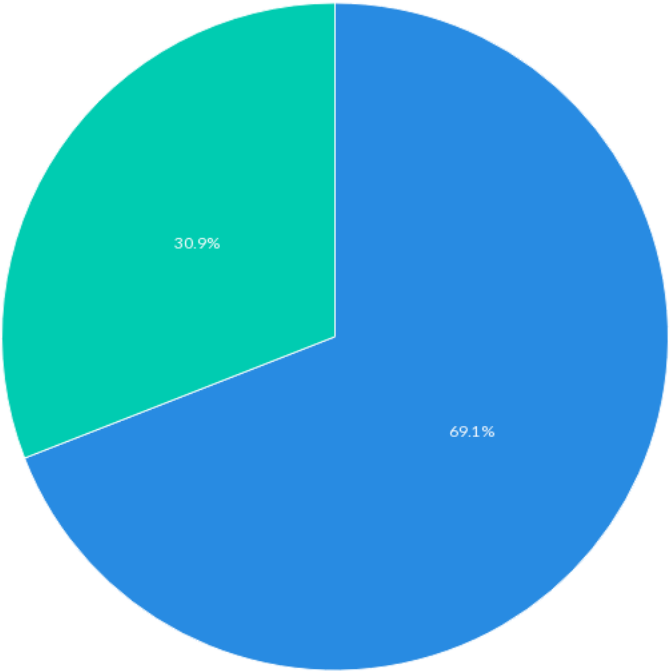


Q17 -- Driver's License (Table)

Route	Yes	No	Total Survey Count
01-AUM Eastchase	5	21	26
02-Eastdale Mall	21	24	45
03-Montgomery Commons	4	5	9
04-Boylston		9	9
05-McGehee Road	12	15	27
06-Southlawn Twingates	2	5	7
07-Maxwell AFB		1	1
08-Gunter Annex	2	4	6
09-Virginia Loop	1	7	8
10-Court St.	1	3	4
11-Rosa Parks / South Blvd.	2	4	6
12-Smiley Court/Gibbs Village	7	24	31
16-East/West Connector	3	4	7
17-Boulevard		8	8
Grand Count	60	134	194

Q17 -- Driver's License (Graph)

Do you have a valid driver's license?
■ No 134
■ Yes 60



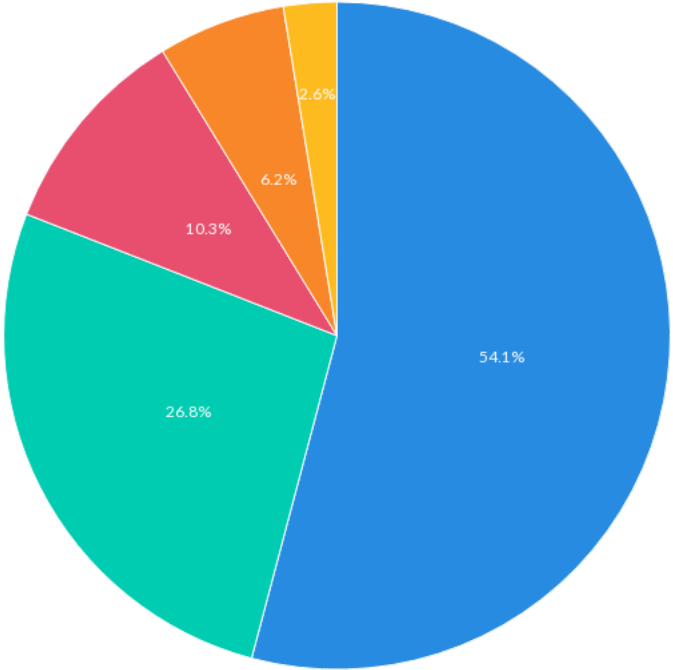
Q18 -- Household Vehicle Availability (Table)

Route	One	Two	Three	Four or more	None	Total Survey Count
01-AUM Eastchase	8	3	2		13	26
02-Eastdale Mall	14	4	2	1	24	45
03-Montgomery Commons	2				7	9
04-Boylston	1				8	9
05-McGehee Road	4	1			22	27
06-Southlawn Twingates	4	2			1	7
07-Maxwell AFB					1	1
08-Gunter Annex	3		2		1	6
09-Virginia Loop	1	1		1	5	8
10-Court St.		1	2		1	4
11-Rosa Parks / South Blvd.	1				5	6
12-Smiley Court/Gibbs Village	9	8	4	3	7	31
16-East/West Connector	3				4	7
17-Boulevard	2				6	8
Grand Count	52	20	12	5	105	194

Q18 -- Household Vehicle Availability (Graph)

How many driveable vehicles are owned or leased by your household?

None	105
One	52
Two	20
Three	12
Four or more	5



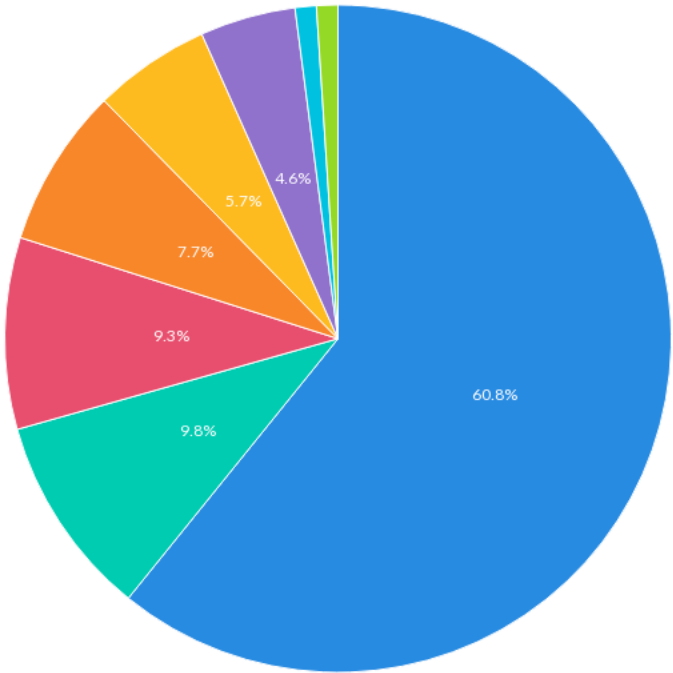
Q19 -- Transit Alternative (Table)

Route	Drove Alone	Driven and Dropped Off	Walked	Carpooled	Biked or Scooter	Rideshare (eg Uber, Lyft)	Would not have made trip	Other	Total Survey Count
01-AUM Eastchase		18	2	2		1	1	2	26
02-Eastdale Mall		20	7	1	1	7	5	4	45
03-Montgomery Commons		7			1	1			9
04-Boylston		8					1		9
05-McGehee Road		18	3	1		2	2	1	27
06-Southlawn Twingates	2	4				1			7
07-Maxwell AFB			1						1
08-Gunter Annex				3		1		2	6
09-Virginia Loop		5		2		1			8
10-Court St.		1					3		4
11-Rosa Parks / South Blvd.		5				1			6
12-Smiley Court/Gibbs Village		20	2			2	6	1	31
16-East/West Connector		5				2			7
17-Boulevard		7						1	8
Grand Count	2	118	15	9	2	19	18	11	194

Q19 -- Transit Alternative (Graph)

If the bus system were not available, how would you have made this trip?

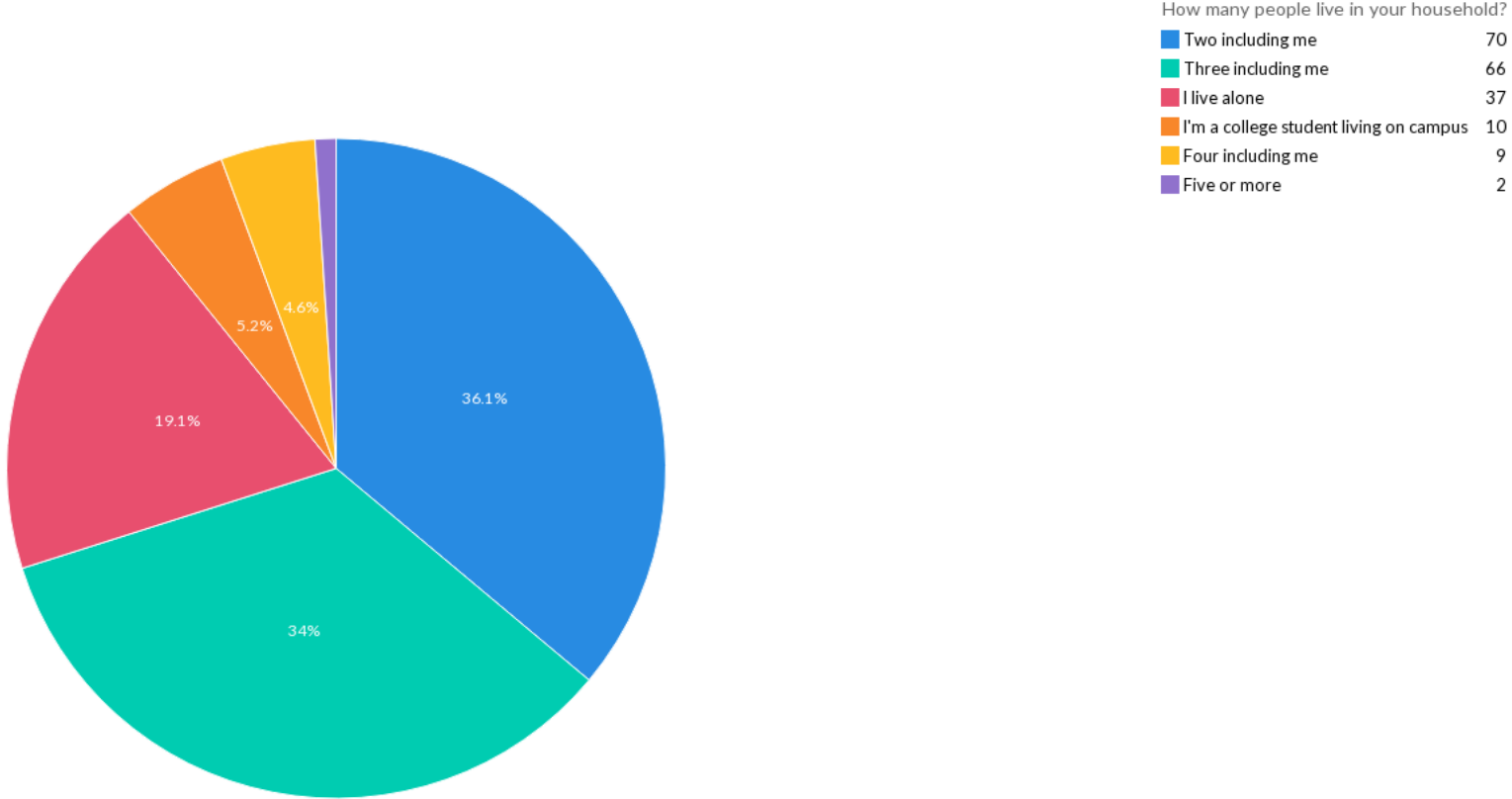
Driven and Dropped Off	118
Rideshare (eg Uber, Lyft)	19
Would not have made trip	18
Walked	15
Other	11
Carpooled	9
Drove Alone	2
Biked or Scooter	2



Q20 -- Household Size (Table)

Route	I'm a college student living on campus	I live alone	Two including me	Three including me	Four including me	Five or more	Total Survey Count
01-AUM Eastchase	2	7	11	5		1	26
02-Eastdale Mall	6	7	21	9	2		45
03-Montgomery Commons		3	4	2			9
04-Boylston		2	4	3			9
05-McGehee Road	2	7	10	7	1		27
06-Southlawn Twingates			1	5	1		7
07-Maxwell AFB		1					1
08-Gunter Annex			1	5			6
09-Virginia Loop				7	1		8
10-Court St.		1	1	2			4
11-Rosa Parks / South Blvd.		3	3				6
12-Smiley Court/Gibbs Village			8	18	4	1	31
16-East/West Connector		2	3	2			7
17-Boulevard		4	3	1			8
Grand Count	10	37	70	66	9	2	194

Q20 -- Household Size (Graph)



Q21 -- Employment Status (Table)

Employment Response 1	Employment Response 2	Total Survey Count
Disabled		22
Employed (work from home and worksite)		6
Employed (work from home only)		1
	Employed (work from worksite only)	1
	Homemaker (no pay)	1
Employed (work from worksite only)		105
	Employed (work from home and worksite)	2
	Homemaker (no pay)	1
	Other	3
Other		2
Retired		6
Student - do not work off campus		10
	Unemployed	1
Student - work off campus		6
Unemployed		26
	Disabled	1

Q21 -- Employment Status by Route (Table)

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
01-AUM Eastchase	Disabled							3
	Employed (work from home and worksite)							1
	Employed (work from worksite only)							17
	Retired							1
	Student - work off campus							2
	Unemployed							2
01-AUM Eastchase								26
02-Eastdale Mall	Disabled							9
	Employed (work from home and worksite)							1
	Employed (work from home only)			1				1
	Employed (work from worksite only)						2	17
	Other							1
	Retired							1
	Student - do not work off campus							4

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Student - work off campus							1
	Unemployed							10
02-Eastdale Mall					1		2	45
03-Montgomery Commons	Disabled							1
	Employed (work from worksite only)							7
	Unemployed							1
03-Montgomery Commons								9
04-Boylston	Disabled							1
	Employed (work from worksite only)							7
	Unemployed					1		1
04-Boylston						1		9
05-McGehee Road	Disabled							3
	Employed (work from home and worksite)							1
	Employed (work from home only)							1
	Employed (work from worksite only)							13

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Retired							2
	Student - do not work off campus				1			4
	Student - work off campus							1
	Unemployed							2
05-McGehee Road					1			27
06-Southlawn Twingates	Disabled							1
	Employed (work from worksite only)							3
	Student - do not work off campus							1
	Unemployed							2
06-Southlawn Twingates								7
07-Maxwell AFB	Other							1
07-Maxwell AFB								1
08-Gunter Annex	Employed (work from worksite only)							6
08-Gunter Annex								6
09-Virginia Loop	Employed (work from worksite only)							5

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Student - work off campus							1
	Unemployed							2
09-Virginia Loop								8
10-Court St.	Disabled							1
	Employed (work from worksite only)							2
	Retired							1
10-Court St.								4
11-Rosa Parks / South Blvd.	Disabled							1
	Employed (work from worksite only)							4
	Retired							1
11-Rosa Parks / South Blvd.								6
12-Smiley Court/Gibbs Village	Disabled							2
	Employed (work from home and worksite)							3
	Employed (work from home only)	1						1
	Employed (work from worksite only)		2	1			1	16

Route	Response 1	Employed (work from worksite only)	Employed (work from home and worksite)	Homemaker (no pay)	Unemployed	Disabled	Other	Total Survey Count
	Student - do not work off campus							2
	Student - work off campus							1
	Unemployed							6
12-Smiley Court/Gibbs Village		1	2	1			1	31
16-East/West Connector	Employed (work from worksite only)							6
	Unemployed							1
16-East/West Connector								7
17-Boulevard	Employed (work from worksite only)							8
17-Boulevard								8
Grand Count		1	2	2	1	1	3	194

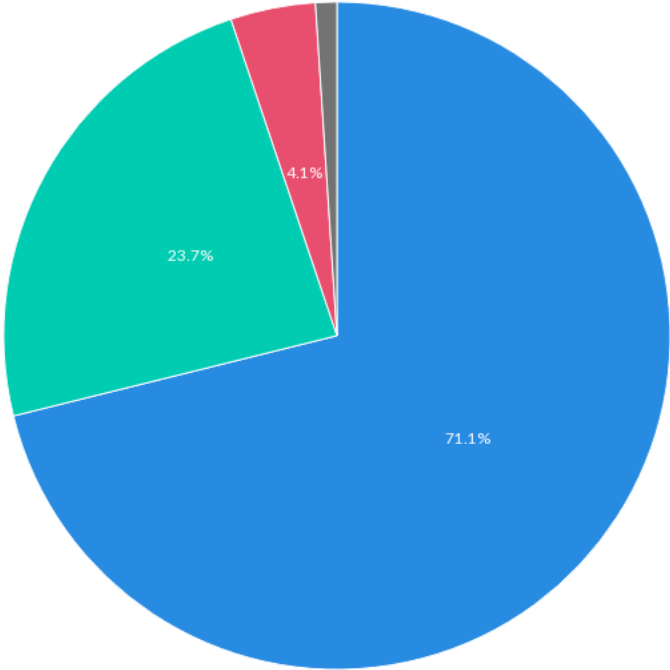
Q22 -- Pre-COVID Employment (Table)

Route	Work from home only	Work from worksite only	Work from both home and a worksite (hybrid)	No Answer	Total Survey Count
01-AUM Eastchase	6	20			26
02-Eastdale Mall	16	26	3		45
03-Montgomery Commons	1	8			9
04-Boylston		9			9
05-McGehee Road	6	20		1	27
06-Southlawn Twingates	1	6			7
07-Maxwell AFB	1				1
08-Gunter Annex		6			6
09-Virginia Loop	3	5			8
10-Court St.	2	2			4
11-Rosa Parks / South Blvd.		6			6
12-Smiley Court/Gibbs Village	9	16	5	1	31
16-East/West Connector	1	6			7
17-Boulevard		8			8
Grand Count	46	138	8	2	194

Q22 -- Pre-COVID Employment (Graph)

If you worked prior to the beginning of the pandemic, did you

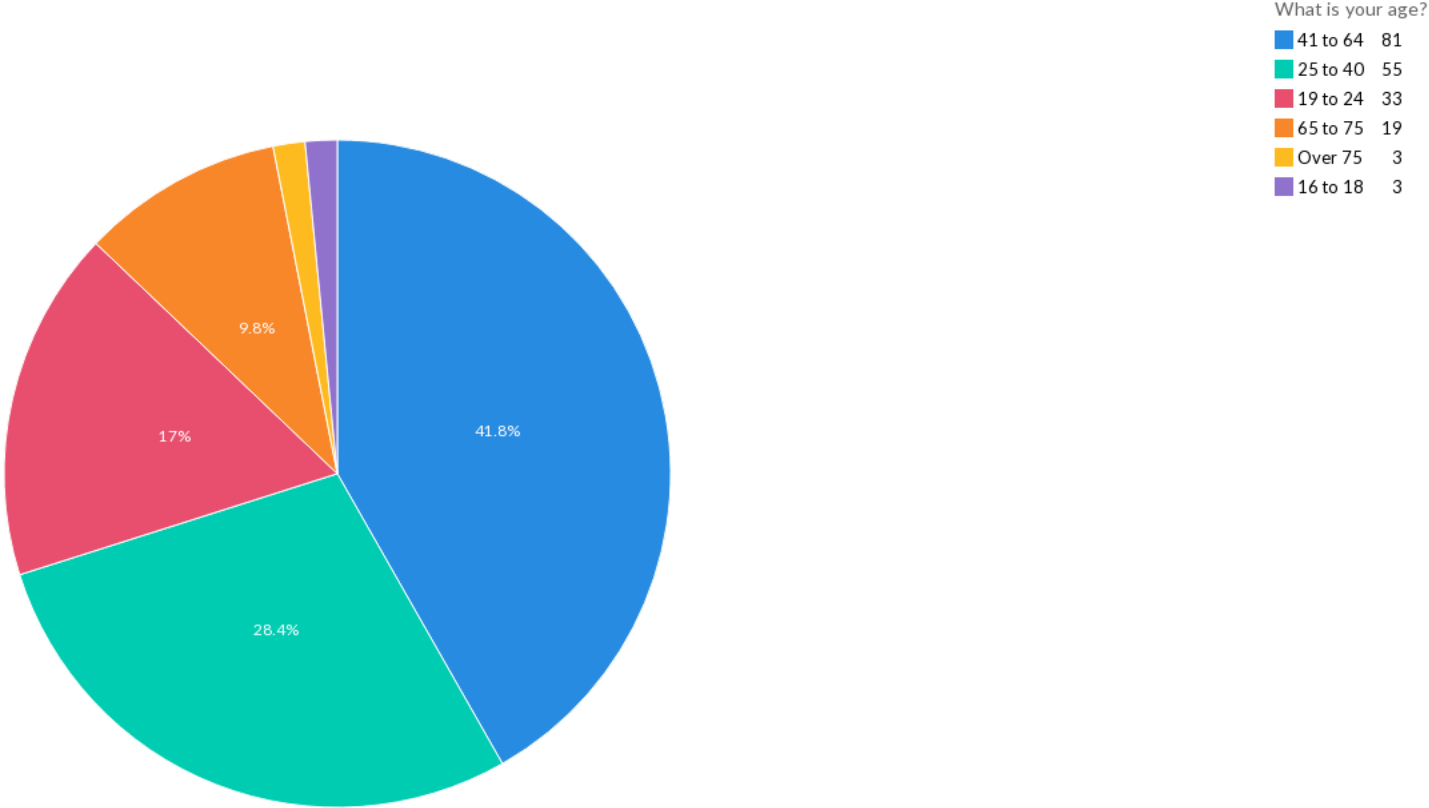
Work from worksite only	138
Work from home only	46
Work from both home and a worksite (hybrid)	8
Unknown	2



Q23 -- Age (Table)

Route	16 to 18	19 to 24	25 to 40	41 to 64	65 to 75	Over 75	Total Survey Count
01-AUM Eastchase		6	7	10	3		26
02-Eastdale Mall		8	9	23	4	1	45
03-Montgomery Commons		1	3	5			9
04-Boylston		2	1	5		1	9
05-McGehee Road	2	3	6	12	3	1	27
06-Southlawn Twingates	1		2	1	3		7
07-Maxwell AFB					1		1
08-Gunter Annex		1	4	1			6
09-Virginia Loop		1	3	4			8
10-Court St.				1	3		4
11-Rosa Parks / South Blvd.			3	2	1		6
12-Smiley Court/Gibbs Village		9	13	8	1		31
16-East/West Connector		1	3	3			7
17-Boulevard		1	1	6			8
Grand Count	3	33	55	81	19	3	194

Q23 -- Age (Graph)

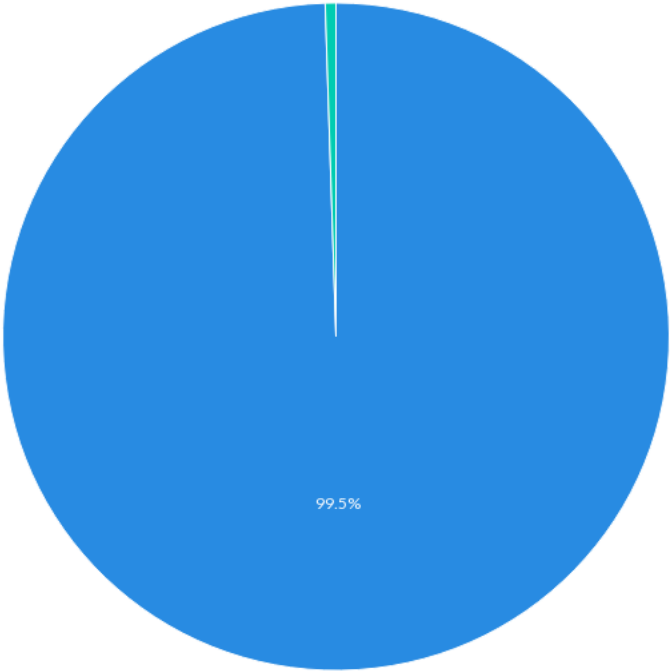


Q24 -- Hispanic/Latino (Table)

Route	Yes	No	Total Survey Count
01-AUM Eastchase	1	25	26
02-Eastdale Mall		45	45
03-Montgomery Commons		9	9
04-Boylston		9	9
05-McGehee Road		27	27
06-Southlawn Twingates		7	7
07-Maxwell AFB		1	1
08-Gunter Annex		6	6
09-Virginia Loop		8	8
10-Court St.		4	4
11-Rosa Parks / South Blvd.		6	6
12-Smiley Court/Gibbs Village		31	31
16-East/West Connector		7	7
17-Boulevard		8	8
Grand Count	1	193	194

Q24 -- Hispanic/Latino (Graph)

Are you of Hispanic or Latino descent?
■ No 193
■ Yes 1



Q25 -- Ethnicity (Table)

Ethnicity Response 1	Ethnicity Response 2	Total Survey Count
White/Caucasian	Asian	18
Other		1
Hispanic or Latino		2
Black or African American		173

Q25 -- Ethnicity by Route (Table)

Route	Response 1	Asian	Total Survey Count
01-AUM Eastchase	Black or African American		25
	Hispanic or Latino		1
01-AUM Eastchase			26
02-Eastdale Mall	Black or African American		36
	Other		1
	White/Caucasian	8	8
02-Eastdale Mall		8	45
03-Montgomery Commons	Black or African American		9
03-Montgomery Commons			9
04-Boylston	Black or African American		9
04-Boylston			9
05-McGehee Road	Black or African American		26
	White/Caucasian	1	1
05-McGehee Road		1	27
06-Southlawn Twingates	Black or African American		6
	White/Caucasian	1	1
06-Southlawn Twingates		1	7
07-Maxwell AFB	White/Caucasian	1	1
07-Maxwell AFB		1	1
08-Gunter Annex	Black or African American		6
08-Gunter Annex			6

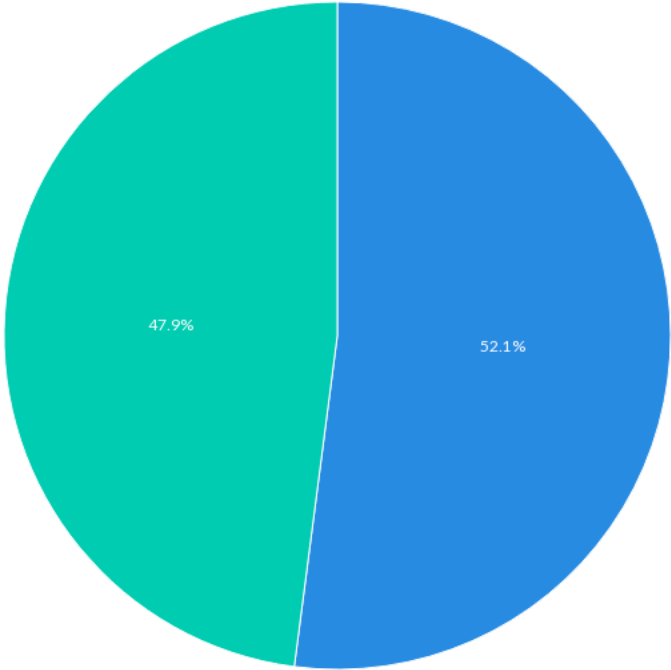
Route	Response 1	Asian	Total Survey Count
09-Virginia Loop	Black or African American		7
	White/Caucasian	1	1
09-Virginia Loop		1	8
10-Court St.	Black or African American		2
	White/Caucasian	2	2
10-Court St.		2	4
11-Rosa Parks / South Blvd.	Black or African American		6
11-Rosa Parks / South Blvd.			6
12-Smile Court/Gibbs Village	Black or African American		29
	Hispanic or Latino		1
	White/Caucasian	1	1
12-Smile Court/Gibbs Village		1	31
16-East/West Connector	Black or African American		7
16-East/West Connector			7
17-Boulevard	Black or African American		5
	White/Caucasian	3	3
17-Boulevard		3	8
Grand Count		18	194

Q26 -- Gender (Table)

Route	Male	Female	Total Survey Count
01-AUM Eastchase	16	10	26
02-Eastdale Mall	21	24	45
03-Montgomery Commons	2	7	9
04-Boylston	4	5	9
05-McGehee Road	15	12	27
06-Southlawn Twingates	4	3	7
07-Maxwell AFB	1		1
08-Gunter Annex	4	2	6
09-Virginia Loop	4	4	8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	4	2	6
12-Smiley Court/Gibbs Village	12	19	31
16-East/West Connector	5	2	7
17-Boulevard	5	3	8
Grand Count	101	93	194

Q26 -- Gender (Graph)

Do you identify as
■ Male 101
■ Female 93



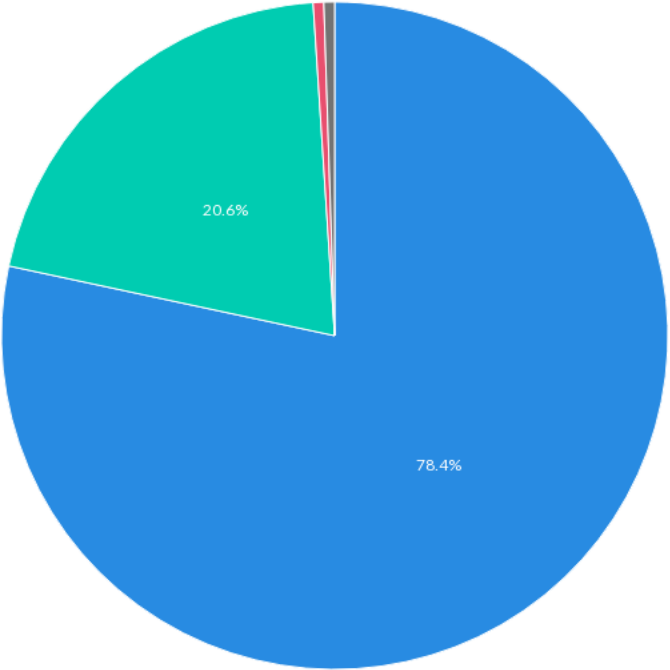
Q27 -- English Speaking Ability (Table)

Route	Very Well	Well	Not Well	No Answer	Total Survey Count
01-AUM Eastchase	22	4			26
02-Eastdale Mall	38	7			45
03-Montgomery Commons	5	4			9
04-Boylston		8	1		9
05-McGehee Road	17	9		1	27
06-Southlawn Twingates	1	6			7
07-Maxwell AFB	1				1
08-Gunter Annex	6				6
09-Virginia Loop	8				8
10-Court St.	4				4
11-Rosa Parks / South Blvd.	4	2			6
12-Smiley Court/Gibbs Village	31				31
16-East/West Connector	7				7
17-Boulevard	8				8
Grand Count	152	40	1	1	194

Q27 -- English Speaking Ability (Graph)

How well do you speak English?

Very Well	152
Well	40
Not Well	1
Unknown	1



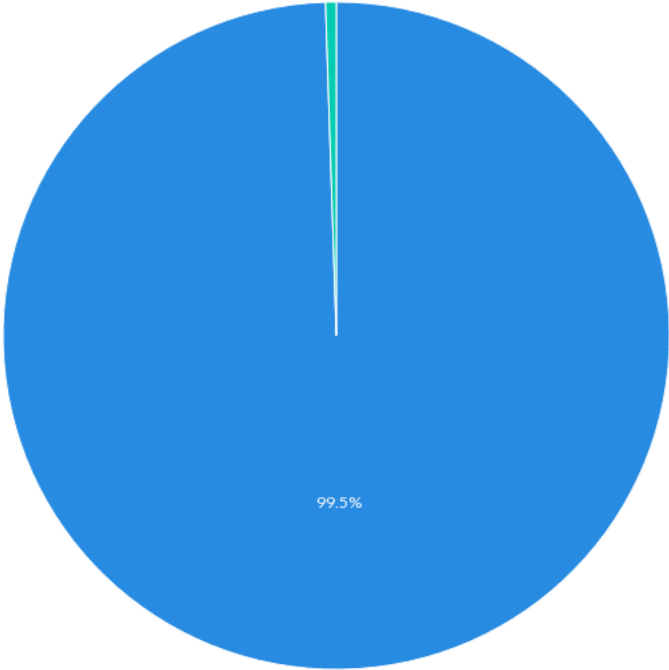
Q28 -- Household Language (Table)

Route	English	Other	Total Survey Count
01-AUM Eastchase	26		26
02-Eastdale Mall	44	1	45
03-Montgomery Commons	9		9
04-Boylston	9		9
05-McGehee Road	27		27
06-Southlawn Twingates	7		7
07-Maxwell AFB	1		1
08-Gunter Annex	6		6
09-Virginia Loop	8		8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	6		6
12-Smiley Court/Gibbs Village	31		31
16-East/West Connector	7		7
17-Boulevard	8		8
Grand Count	193	1	194

Q28 -- Household Language (Graph)

What language do you most often speak at home?

- English 193
- Other 1



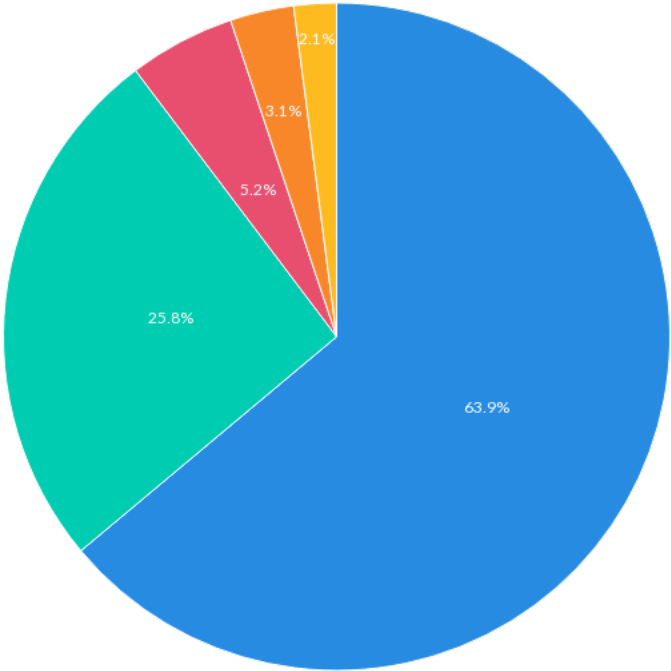
Q29 -- Household Income (Table)

Route	Under \$15,000	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	Refused to answer	Total Survey Count
01-AUM Eastchase	23	2	1			26
02-Eastdale Mall	27	8	3	5	2	45
03-Montgomery Commons	6	3				9
04-Boylston	3	6				9
05-McGehee Road	18	8	1			27
06-Southlawn Twingates	3	3	1			7
07-Maxwell AFB	1					1
08-Gunter Annex	2	3			1	6
09-Virginia Loop	8					8
10-Court St.	4					4
11-Rosa Parks / South Blvd.		5	1			6
12-Smiley Court/Gibbs Village	22	8		1		31
16-East/West Connector	2	2	2		1	7
17-Boulevard	5	2	1			8
Grand Count	124	50	10	6	4	194

Q29 -- Household Income (Graph)

What is your total annual household income?

Under \$15,000	124
\$15,000 to \$24,999	50
\$25,000 to \$34,999	10
\$35,000 to \$49,999	6
Refused to answer	4



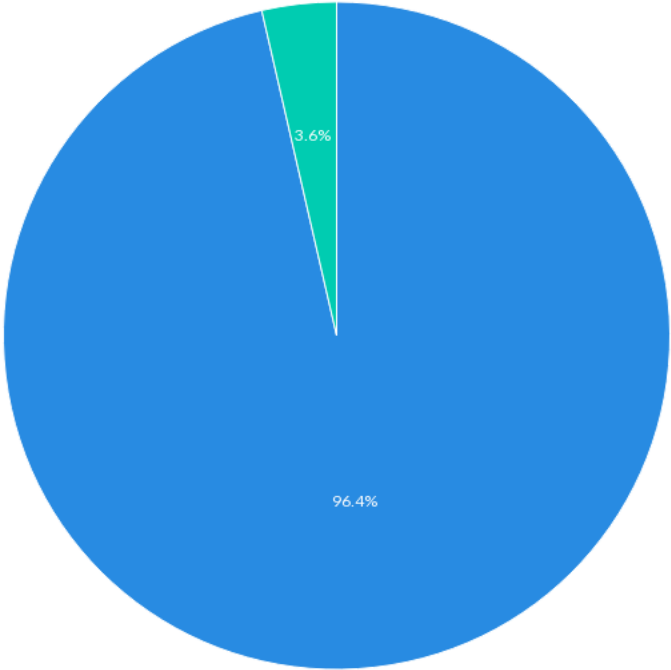
Q30 -- Area Visitor (Table)

Route	No	Yes	Total Survey Count
01-AUM Eastchase	25	1	26
02-Eastdale Mall	42	3	45
03-Montgomery Commons	8	1	9
04-Boylston	8	1	9
05-McGehee Road	26	1	27
06-Southlawn Twingates	7		7
07-Maxwell AFB	1		1
08-Gunter Annex	6		6
09-Virginia Loop	8		8
10-Court St.	4		4
11-Rosa Parks / South Blvd.	6		6
12-Smiley Court/Gibbs Village	31		31
16-East/West Connector	7		7
17-Boulevard	8		8
Grand Count	187	7	194

Q30 -- Area Visitor (Graph)

Are you a visitor to the area?

- No 187
- Yes 7



Appendix G

M Transit Vehicle Assets

Bus Information Page
Current Revenue Eq. UPDATE DATED 6/30/2022

City Tag #	Fixed			BODY		Vin #	License	Farebox	CITY ASSET	In-service	Depart.	End	Condition	GRANT	ODOMETER
	Bus #	Year	Make	Model	TYPE		Plate Tag	Number	NUMBER			Service			MILES
233894	1	1101	2011	GILLIG	G30B102N4	BUS	15GGB3012B1179411	21203MU	30713	none	08/16/11	Operation	08/16/23	Good	
233893	1	1102	2011	GILLIG	G30B102N4	BUS	15GGB3014B1179412	21204MU	30690	232380	08/16/11	Operation	08/16/23	Good	
233892	1	1103	2011	GILLIG	G30B102N4	BUS	15GGB3016B1179413	29999MU	30688	232354	08/16/11	Operation	08/16/23	Good	
233891	1	1104	2011	GILLIG	G30B102N4	BUS	15GGB3018B1179414	30003MU	30687	none	08/16/11	Operation	08/16/23	Good	
233895	1	1105	2011	GILLIG	G30B102N4	BUS	15GGB301XB1179415	30004MU	30718	none	08/16/11	Operation	08/16/23	Good	
233898	1	1106	2011	GILLIG	G30B102N4	BUS	15GGB3011B1179416	30044MU	30710	none	08/16/11	Operation	08/16/23	Good	
233897	1	1107	2011	GILLIG	G30B102N4	BUS	15GGB3013B1179417	30650MU	30701	none	08/16/11	Operation	08/16/23	Good	
233896	1	1108	2011	GILLIG	G30B102N4	BUS	15GGB3015B1179418	30951MU	30705	none	08/16/11	Operation	08/16/23	Good	
237479	1	0201	2011	Chevrolet	GOSHEN	BUS	1GB3G2BL7B1129270	32251MU	30727	232384	03/18/13	Operation	05/08/19	Poor	
237480	1	0202	2011	Chevrolet	GOSHEN	BUS	1GB3G2BLXB1129313	32252MU	30716	232391	03/18/13	Operation	05/08/19	Poor	
237481	1	0203	2011	Chevrolet	GOSHEN	BUS	1GB3G2BL1B1129622	32253MU	30726	232358	03/18/13	Operation	05/08/19	Poor	
241248	1	1513	2015	FORD	STARCRAFT	BUS	1FDFE4FS1FDA17673	D17MU	30696	232361	05.08.15	Operation	05.08.19	Poor	
236545	1	1516	2015	FORD	STARCRAFT	BUS	1FDFE4FS8FDA17668	D01MU	30702	none	04/10/15	Operation	04/10/21	Good	
236551	1	1517	2015	FORD	STARCRAFT	BUS	1FDFE4FS4FDA17666	D07MU	30681	none	04/23/15	Operation	04/23/21	Good	
236546	1	1518	2015	FORD	STARCRAFT	BUS	1FDFE4FS5FDA17675	D02MU	30714	232379	04/10/15	Operation	4/10/2019	Poor	
236970	1	1601	2016	FORD	STARCRAFT	BUS	1FDFE4FS4GDC28299	30953MU	30723	232386	12/17/15	Operation	12/17/2019	Good	
236971	1	1602	2016	FORD	STARCRAFT	BUS	1FDFE4FSOGDC28302	30954MU	30717	232365	12/17/15	Operation	12/17/2019	Good	
236972	1	1603	2016	FORD	STARCRAFT	BUS	1FDFE4FS7GDC28300	30959MU	30728	232351	12/17/15	Operation	12/17/2019	Good	
236973	1	1604	2016	FORD	STARCRAFT	BUS	1FDFE4FSOGDC30986	30115MU	30687	232366	12/17/15	Operation	12/17/2019	Good	
236974	1	1605	2016	FORD	STARCRAFT	BUS	1FDFE4FS2GDC28303	25385MU	30715	none	12/17/15	Operation	12/17/2019	Good	
243865	1	1807	2018	Allstar 27	STARCRAFT	BUS	1FDFE4FS0JDC21017	71142MU				Operation	2023	Good	
243866	1	1808	2018	Allstar 27	STARCRAFT	BUS	1FDFE4FS4JDC21019	71143MU				Operation	2023	Good	
243867	1	1809	2018	Allstar 27	STARCRAFT	BUS	1FDFE4FSXJDC21025	71144MU				Operation	2023	Good	
243868	1	1810	2018	Allstar 27	STARCRAFT	BUS	1FDFE4FS5JDC21028	71145MU				Operation	2023	Good	
243869	1	1811	2018	Allstar 27	STARCRAFT	BUS	1FDFE4FS0JDC21048	71146MU				Operation	2023	Good	
243870	1	1812	2018	Allstar 27	STARCRAFT	BUS	1FDFE4FS0JDC22734	71147MU				Operation	2023	Good	
	1		2022		STARCRAFT	BUS	1FDFE4FNXPDD05851					Operation		NEW	
	1		2022		STARCRAFT	BUS	1FDFE4FN8PDD05881					Operation		NEW	
28	Total Fixed														

City Tag #	MAP Fixed			BODY		Vin #	License	Farebox	CITY ASSET	In-service	Depart.	END	Condition	GRANT	MILES
	Bus #	Year	Make	Model	TYPE		Plate Tag	Number	NUMBER			Service			MILES
236548	1	1512	2015	FORD	STARCRAFT	BUS	1FDFE4FS9FDA17663	D04MU	30721	232383	04.16.15	Map	04.16.19	Poor	
236552	1	1514	2015	FORD	STARCRAFT	BUS	1FDFE4FS2FDA16001	D06MU	30693	none	04.23.15	Map	04.23.19	Good	
241247	1	1515	2015	FORD	STARCRAFT	BUS	1FDFE4FS0FDA17664	D18MU	30686	232376	05.08.15	Map	05.08.19	Good	
236547	1	1519	2015	FORD	STARCRAFT	BUS	1FDFE4FS7FDA17659	D03MU	30708	232368	04.16.15	Map	04.16.19	Good	
236549	1	1520	2015	FORD	STARCRAFT	BUS	1FDFE4FS8FDA17671	D05MU	30709	none	04.16.15	Map	04.16.19	Good	
236550	1	1521	2015	FORD	STARCRAFT	BUS	1FDFE4FS0FDA17678	D08MU	30724	232389	04.23.15	Map	04.23.19	Good	
6	Total MAP														

City Tag #	Fixed			BODY		Vin #	License	Farebox	CITY ASSET	In-service	Depart.	End	Condition	GRANT	MILES
	Bus #	Year	Make	Model	TYPE		Plate Tag	Number	NUMBER			Service			MILES
20202899	1	2139	1993	Chevy	Kodiak	Truck	IGBM7H1J8PJ107714	20246AW	NA		Unknown	Maint.		Good	
20202929	1	2932	2000	Chevy	Lumina	Car	2G1WL52J5Y1168407	33406MU	NA		11.18.99	Operation	2019	Poor	
2020293	1	2933	2000	Chevy	S-10	P/U	1GCCS14W3Y8167848	33405MU	NA		12.18.99	Maint.		Poor	
110034	1	3672	2006	Chevy	Silverado	P/U	3GCEC14V46G160430	AM29917	NA		01.12.06	Admin		Good	AL-90-X184
110033	1	3673	2006	Chevy	Impala	Car	2G1WC581769264853	AM29916	NA		01.12.06	Operation		Good	AL-90-X184
109994	1	3712	2006	Chevy	Malibu	Car	1G1ZS61836F247620	28088MU	NA		04.11.06	Operation		Good	
230838	1	4108	2009	Dodge	Caravan	Van	1D8HN44E49B519833	49931MU	NA		11.05.08	Operation		Good	AL-90-X165
230839	1	4109	2009	Dodge	Caravan	Van	1D8HN44E69B519834	49932MU	NA		11.05.08	Operation		Good	
243808	1	2101	2021	Chevy	Malibu	Car	1G12C55T1MF062134	30000MU	NA	9992-5499	2021	Operation		New	
243805	1	2102	2021	Chevy	Silverado	P/U	3GCUYAEF6M194371	30042MU	NA	9992-5500	2021	Maint.		New	
243806	1	2103	2021	Chevy	Colorado	P/U	1GCCSBEA4M1124441	45177MU	NA	9992-5501	2021	Maint.		New	
243808	1	2104	2021	Chevy	Equinox	SUV	3GNAXKEV4MS140851	45420MU	NA	9992-5503	2021	Operation		New	
243810	1	2105	2021	Chevy	Equinox	SUV	2GNAXKEV4M6157289	45425MU	NA	9992-5505	2021	Operation		New	
243807	1	2106	2021	Chevy	Equinox	SUV	3GNAXKEV3ML367572	45408MU	NA	9992-5502	2021	Operation		New	
243809	1	2107	2021	Chevy	Equinox	SUV	3GNAXKEV8ML368183	45423MU	NA	9992-5504	2021	Operation		New	
108214	1	1956	1956	GMC	S376	BUS	TDH3714500	42764MU	NA	NA	08.18.04	Operation	Unknown	Good	
16															

DAMAGED/TOALED/OUT OF SERVICE/DISPOSED															
236975	1606	2016	FORD	STARCRAFT	BUS	1FDFE4FS5GDC28294	25384MU					Operation		Totalled disposed of	
110003	0502	2005	THOMAS	SLF232	BUS	5D5232DB45JA80420	45157MU				01.03.06	Operation	01.06.15	Poor Awaiting Disposal	
109564	0506	2005	FORD	GOSHEN	BUS	1FDWE35P25HA66105	D22MU				03.07.05	Map	03.07.10	Poor Awaiting Disposal	
109571	0513	2005	FORD	GOSHEN	BUS	1FDWE35PX5HA66112	D28MU				03.18.05	Map	03.18.10	Poor Awaiting Disposal	
230647	0802	2008	FORD	GOSHEN	BUS	1FD3E35P78DA59682	D16MU				07.15.08	Map	07.15.13	Poor Awaiting Disposal	
106502	8543	1985	CHAN	VS24	Trolley	1C9C52DW8FW077308	21205MU				08.03.87	Operation	Unknown	Poor	
241249	1511	2015	FORD	STARCRAFT	BUS	1FDFE4FS7FDA17676	D15MU				05.08.15	Operation	05/08/21	Totalled	