

Appendix B

On-board Survey Results
October 2008

Trolley Survey Results

Route Collected

Response	Number	Percent
Blue	53	24.3
Green	34	15.6
Orange	82	37.6
Purple	49	22.5
Total	218	100.0

Where are you coming from?

Response	Number	Percent
Work	25	11.5
Home	118	54.1
Business Appointment	1	0.5
Personal or Medical Appointment	1	0.5
School	12	5.5
Shopping	7	3.2
Recreation/Entertainment	38	17.4
Other	16	7.3
Total	218	100.0

Where are you going to?

Response	Number	Percent
Work	63	28.9
Home	33	15.1
Hotel	1	0.5
Business Appointment	6	2.8
Personal or Medical Appointment	3	1.4
School	22	10.1
Shopping	4	1.8
Recreation/Entertainment	45	20.6
Other	41	18.8
Total	218	100.0

How did you get to where you boarded the trolley?

Response	Number	Percent
Walked	169	77.5
Dropped off by auto	7	3.2
Drove a car	19	8.7
Transferred from a KAT bus or trolley	22	10.1
Bicycle	1	0.5
Other	0	0.0
Total	218	100.0

Transferred from route...

Response	Number	Percent
10	2	9.1
11A/B	2	9.1
13	1	4.5
22	1	4.5
23	2	9.1
28	1	4.5
31	2	9.1
33	4	18.2
40A/B	1	4.5
41	2	9.1
101X	1	4.5
Blue Trolley	2	9.1
Orange Trolley	1	4.5
Total	22	100.0

How will you get to your final destination?

Response	Number	Percent
Walk	183	83.9
Picked up by auto	0	0.0
Drive a car	3	1.4
Transfer to a KAT bus or trolley	31	14.2
Bicycle	1	0.5
Other	0	0.0
Total	218	100.0

Transferred to route...

Response	Number	Percent
11A/B	7	24.1
13	1	3.4
14	1	3.4
22	1	3.4
31	3	10.3
33	1	3.4
40A/B	2	6.9
41	3	10.3
50	1	3.4
90A/B	1	3.4
Blue Trolley	4	13.8
Green Trolley	1	3.4
Orange Trolley	3	10.3
Total	29	100.0

How often do ride the KAT trolleys?

Response	Number	Percent
Every day	104	48.1
Two or three times a week	72	33.3
Two or three times a month	28	13.0
Once a month or less	12	5.6
Total	216	100.0

Overall, how would you rate KAT Trolley service?

Response	Number	Percent
Excellent	84	38.9
Good	98	45.4
Fair	32	14.8
Poor	2	0.9
Total	216	100.0

KAT is experiencing significant increases in costs due to the price of fuel. KAT may have to add a small fare (i.e., \$.25). Would you use the trolleys as much as you do now if KAT charged a fare?

Response	Number	Percent
Yes	113	52.1
No	104	47.9
Total	217	100.0

Are you?

Response	Number	Percent
Male	142	65.1
Female	76	34.9
Total	218	100.0

Are you?

Response	Number	Percent
Under 18	1	0.7
18 to 34	107	75.9
34 to 64	31	22.0
65 years and older	2	1.4
Total	141	100.0

Are you a licensed driver and able to drive?

Response	Number	Percent
Yes	159	73.3
No	58	26.7
Total	217	100.0

How many vehicles are owned or leased by members of your household?

Response	Number	Percent
None	76	35.0
One	49	22.6
Two	52	24.0
Three or more	40	18.4
Total	217	100.0

How many people are in your household?

Response	Number	Percent
One	49	22.8
Two	79	36.7
Three	45	20.9
Four	33	15.3
Five or more	9	4.2
Total	215	100.0

How many of these household members are employed?

Response	Number	Percent
One	74	37.2
Two	79	39.7
Three	28	14.1
Four or more	16	8.0
None	2	1.0
Total	199	100.0

Is your approximate household income...

Response	Number	Percent
Less than \$10,000	21	15.9
Between \$10,000 and \$25,000	47	35.6
Between \$25,000 and \$50,000	39	29.5
Over \$50,000	25	18.9
Total	132	100.0

Fixed Route Survey Results

Route Collected

Response	Number	Percent
10	11	2.3
11A/B	40	8.5
12	17	3.6
13	10	2.1
14	19	4.0
15	11	2.3
20A/B	22	4.7
21	6	1.3
22	22	4.7
23	5	1.1
30	11	2.3
31	33	7.0
32A/B	25	5.3
33	11	2.3
40A/B	14	3.0
41	54	11.5
42	4	0.8
43	11	2.3
44	14	3.0
50	23	4.9
90A/B	29	6.2
100X	11	2.3
101X	32	6.8
102X	29	6.2
103X	2	0.4
104X	5	1.1
Total	471	100.0

Where are you coming from?

Response	Number	Percent
Work	85	18.0
Home	263	55.8
Business Appointment	6	1.3
Personal or Medical Appointment	14	3.0
School	30	6.4
Shopping	30	6.4
Other	43	9.1
Total	471	100.0

Where are you going to?

Response	Number	Percent
Work	159	33.8
Home	159	33.8
Business Appointment	8	1.7
Personal or Medical Appointment	10	2.1
School	37	7.9
Shopping	39	8.3
Recreation/Entertainment	3	0.6
Other	56	11.9
Total	471	100.0

Where did you get on this bus?

Response	Number	Percent
Downtown Transfer Point	163	35.4
Other	297	64.6
Total	460	100.0

How did you get to where you boarded the bus?

Response	Number	Percent
Walked	309	66.6
Dropped off by auto	13	2.8
Drove a car	36	7.8
Transferred from a KAT bus or trolley	97	20.9
Bicycle	5	1.1
Other	4	0.9
Total	464	100.0

Transferred from route...

Response	Number	Percent
1	1	1.4
11A/B	7	9.6
12	2	2.7
13	5	6.8
14	3	4.1
20A/B	7	9.6
21	2	2.7
22	8	11.0
23	2	2.7
30	1	1.4
31	6	8.2
32	5	6.8
33	2	2.7
40A/B	5	6.8
41	10	13.7
42	1	1.4
50C	1	1.4
90A/B	3	4.1
Orange Trolley	2	2.7
Total	73	100.0

Where will you get off the bus?

Response	Number	Percent
Downtown Transfer Point	121	26.2
Other	340	73.8
Total	461	100.0

How will you get to your final destination?

Response	Number	Percent
Walk	310	66.1
Picked up by auto	6	1.3
Drive a car	26	5.5
Transfer to a KAT bus or trolley	118	25.2
Bicycle	5	1.1
Other	4	0.9
Total	469	100.0

Transferred to route...

Response	Number	Percent
11A/B	10	17.2
12	3	5.2
20	3	5.2
21	1	1.7
22	2	3.4
23	2	3.4
30	3	5.2
31	6	10.3
32	2	3.4
33	1	1.7
40A/B	3	5.2
41	13	22.4
42	2	3.4
90A/B	4	6.9
Green Trolley	1	1.7
Orange Trolley	2	3.4
Total	58	100.0

How often do you make this specific trip?

Response	Number	Percent
Every day	264	56.9
Two or three times a week	106	22.8
Two or three times a month	54	11.6
Once a month or less	40	8.6
Total	464	100.0

How did you pay for this trip?

Response	Number	Percent
Cash Fare	145	31.1
Monthly Pass	187	40.1
Free Seniors Freedom ID	42	9.0
Shop & Ride Ticket	2	0.4
Single Ride Ticket	13	2.8
Student Semester Pass	75	16.1
Transfer	2	0.4
Total	466	100.0

Are you a licensed driver and able to drive?

Response	Number	Percent
Yes	249	55.2
No	202	44.8
Total	451	100.0

How many vehicles are owned or leased by members of your household?

Response	Number	Percent
None	230	51.7
One	96	21.6
Two	79	17.8
Three or more	40	9.0
Total	445	100.0

How often do you ride the KAT buses for all purposes?

Response	Number	Percent
Every day	204	44.8
Monday through Friday	145	31.9
Two or three times a week	73	16.0
Two or three times a month	20	4.4
Once a month or less	13	2.9
Total	455	100.0

Overall, how would you rate KAT bus service?

Response	Number	Percent
Excellent	107	23.3
Good	263	57.3
Fair	78	17.0
Poor	11	2.4
Total	459	100.0

How often do KAT buses run on time?

Response	Number	Percent
Always	94	20.4
Usually	319	69.3
Seldom	41	8.9
Don't know/no opinion	6	1.3
Total	460	100.0

KAT is experiencing significant increases in costs due to the price of fuel. KAT may have to raise fares to help cover these costs. Would this affect how much you use KAT if the full cash fare was raised to \$1.50?

Response	Number	Percent
Yes	85	18.6
No	373	81.4
Total	458	100.0

Are you?

Response	Number	Percent
Male	231	52.5
Female	209	47.5
Total	440	100.0

Are you?

Response	Number	Percent
Under 18	5	1.1
18 to 34	176	40.4
34 to 64	216	49.5
65 years and older	39	8.9
Total	436	100.0

Are you?

Response	Number	Percent
White	230	51.3
African American	202	45.1
Hispanic	8	1.8
Other	8	1.8
Total	448	100.0

How many people are in your household?

Response	Number	Percent
One	96	25.0
Two	142	37.0
Three	79	20.6
Four	43	11.2
Five or more	24	6.3
Total	384	100.0

How many of these household members are employed?

Response	Number	Percent
One	130	33.8
Two	124	32.2
Three	32	8.3
Four or more	15	3.9
Student	78	20.3
None	6	1.6
Total	385	100.0

Is your approximate household income...

Response	Number	Percent
Less than \$10,000	73	28.9
Between \$10,000 and \$25,000	35	13.8
Between \$25,000 and \$50,000	119	47.0
Over \$50,000	26	10.3
Total	253	100.0