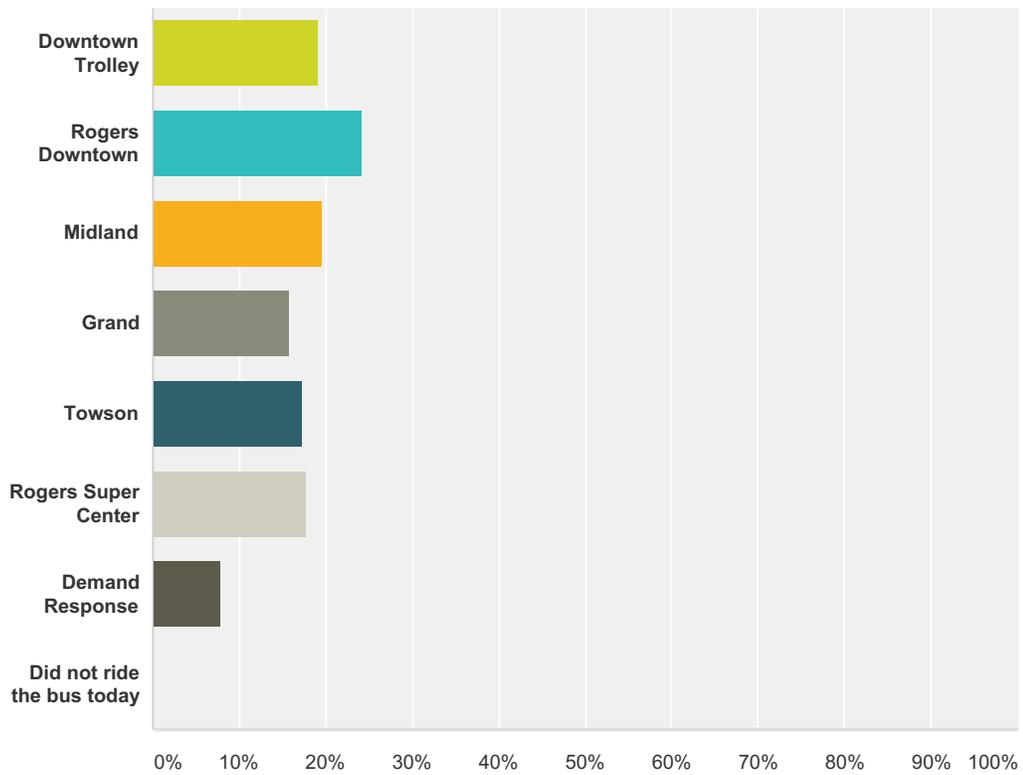


Q1 Which bus route are you currently riding?

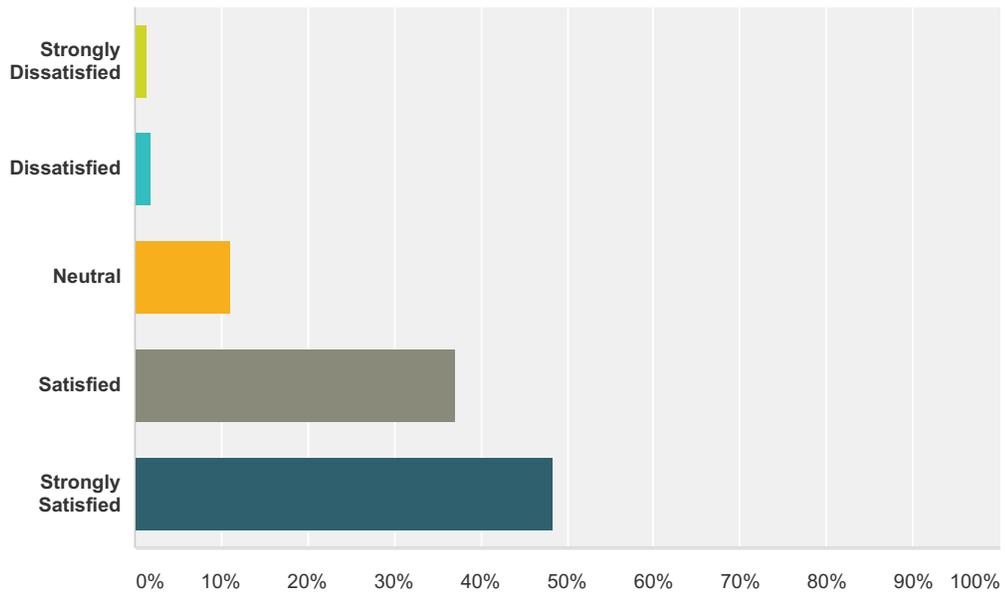
Answered: 214 Skipped: 8



Answer Choices	Responses
Downtown Trolley	19.16% 41
Rogers Downtown	24.30% 52
Midland	19.63% 42
Grand	15.89% 34
Towson	17.29% 37
Rogers Super Center	17.76% 38
Demand Response	7.94% 17
Did not ride the bus today	0.00% 0
Total Respondents: 214	

Q2 Overall transit experience

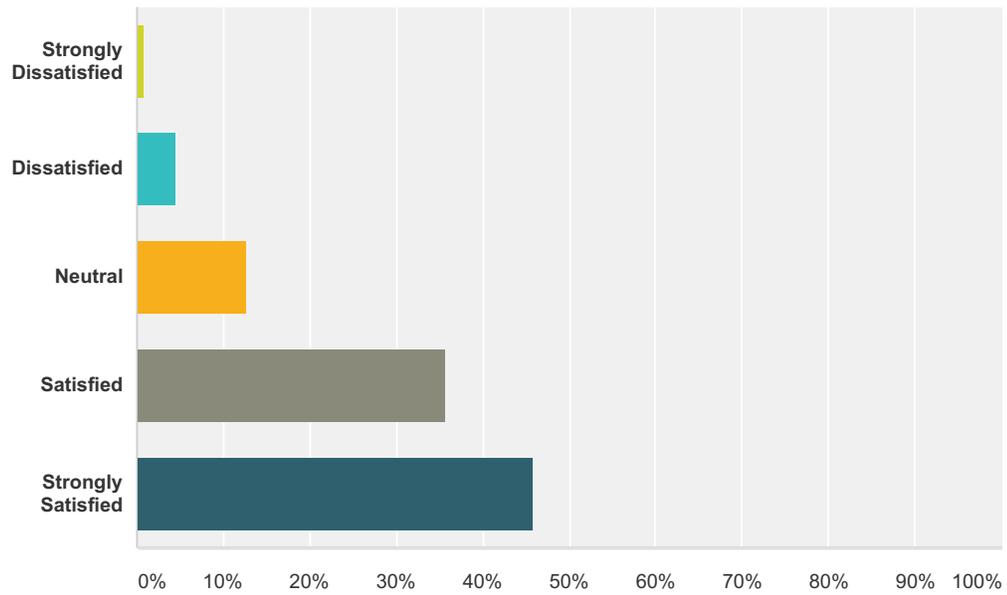
Answered: 215 Skipped: 7



Answer Choices	Responses
Strongly Dissatisfied	1.40% 3
Dissatisfied	1.86% 4
Neutral	11.16% 24
Satisfied	37.21% 80
Strongly Satisfied	48.37% 104
Total Respondents: 215	

Q3 Ease of understanding transit system

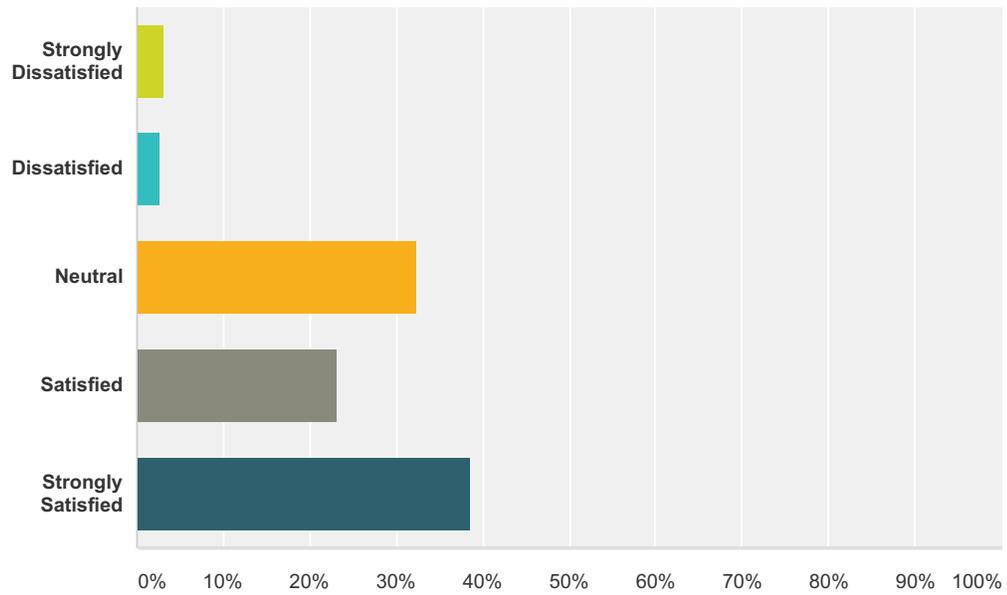
Answered: 213 Skipped: 9



Answer Choices	Responses
Strongly Dissatisfied	0.94% 2
Dissatisfied	4.69% 10
Neutral	12.68% 27
Satisfied	35.68% 76
Strongly Satisfied	46.01% 98
Total Respondents: 213	

Q4 Access to Fort Smith Transit website

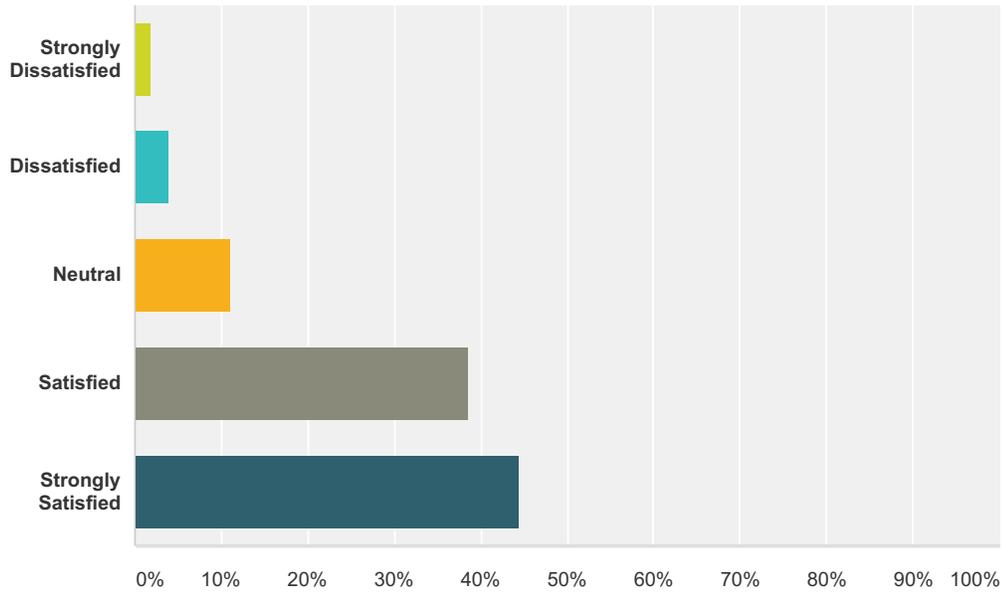
Answered: 186 Skipped: 36



Answer Choices	Responses
Strongly Dissatisfied	3.23% 6
Dissatisfied	2.69% 5
Neutral	32.26% 60
Satisfied	23.12% 43
Strongly Satisfied	38.71% 72
Total Respondents: 186	

Q5 System convenience and accessibility

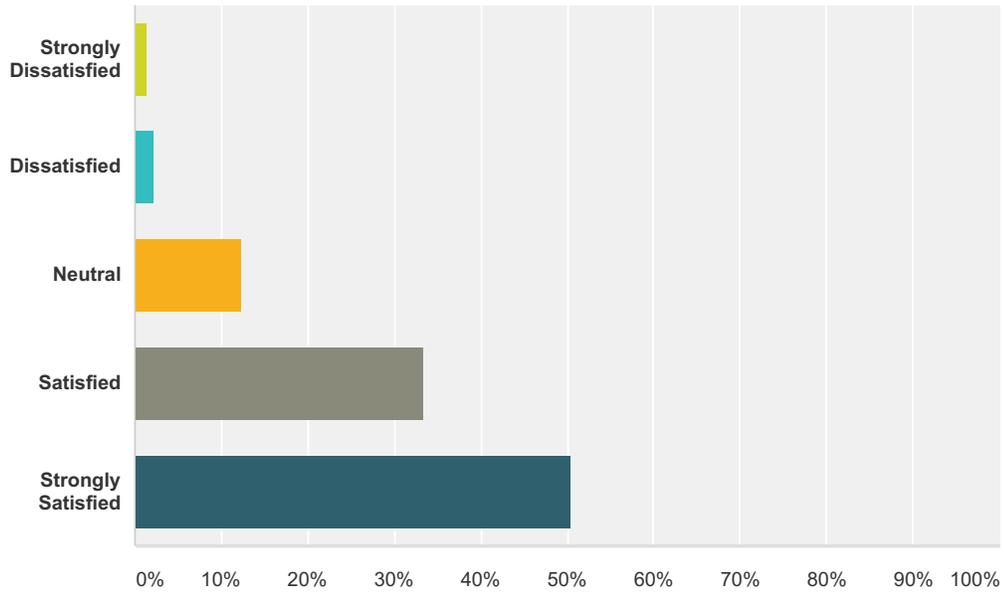
Answered: 207 Skipped: 15



Answer Choices	Responses
Strongly Dissatisfied	1.93% 4
Dissatisfied	3.86% 8
Neutral	11.11% 23
Satisfied	38.65% 80
Strongly Satisfied	44.44% 92
Total Respondents: 207	

Q6 Bus cleanliness and comfort

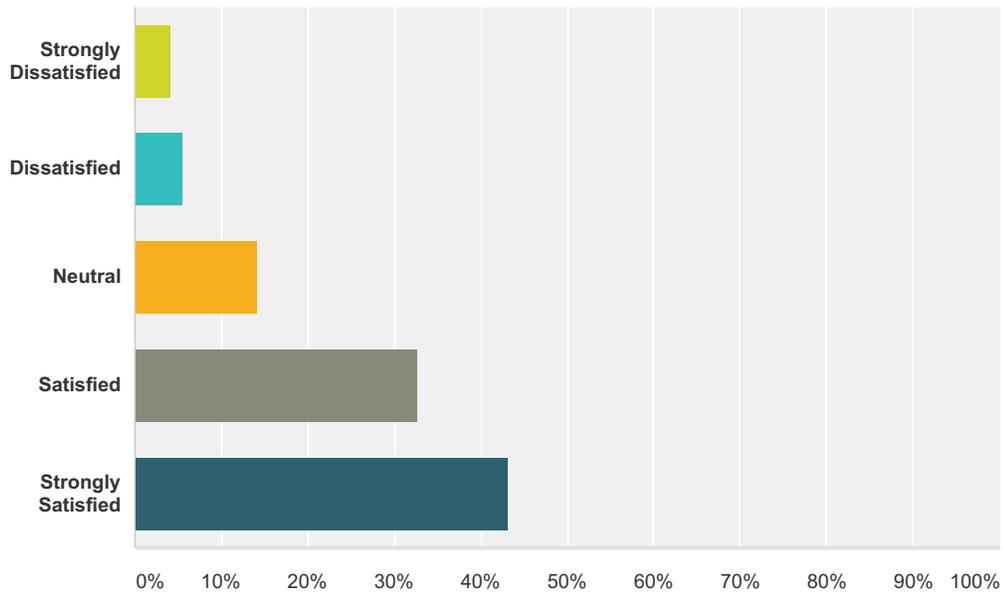
Answered: 212 Skipped: 10



Answer Choices	Responses
Strongly Dissatisfied	1.42% 3
Dissatisfied	2.36% 5
Neutral	12.26% 26
Satisfied	33.49% 71
Strongly Satisfied	50.47% 107
Total Respondents: 212	

Q7 Availability of seats

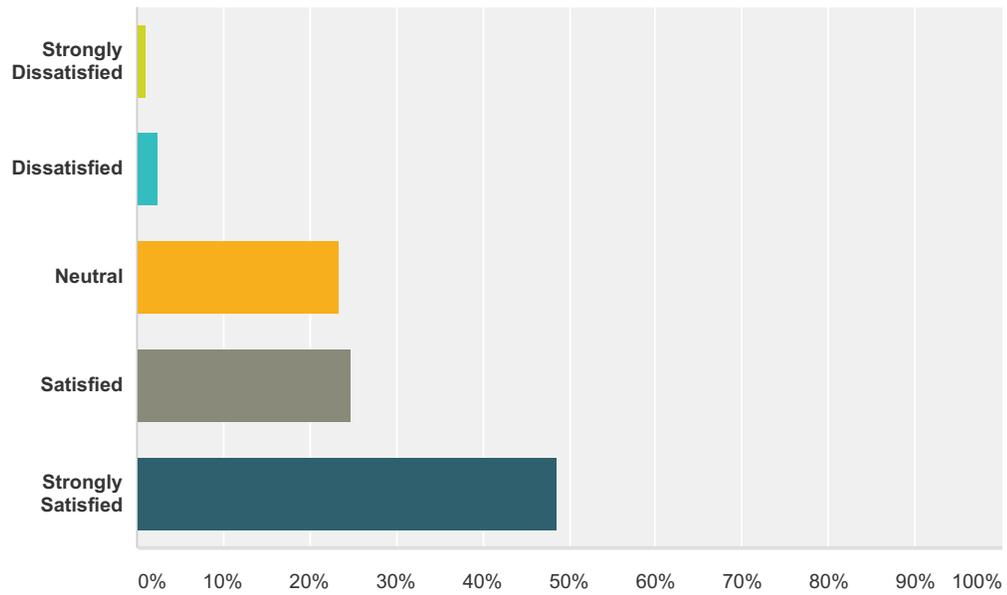
Answered: 211 Skipped: 11



Answer Choices	Responses
Strongly Dissatisfied	4.27% 9
Dissatisfied	5.69% 12
Neutral	14.22% 30
Satisfied	32.70% 69
Strongly Satisfied	43.13% 91
Total Respondents: 211	

Q8 Availability of bike racks

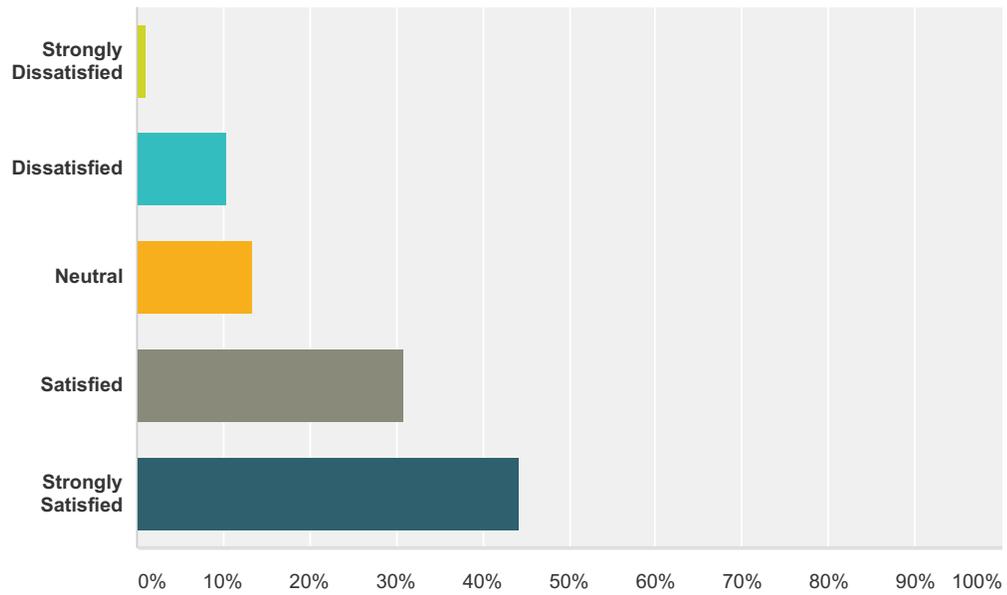
Answered: 197 Skipped: 25



Answer Choices	Responses
Strongly Dissatisfied	1.02% 2
Dissatisfied	2.54% 5
Neutral	23.35% 46
Satisfied	24.87% 49
Strongly Satisfied	48.73% 96
Total Respondents: 197	

Q9 Bus service to areas you want to go

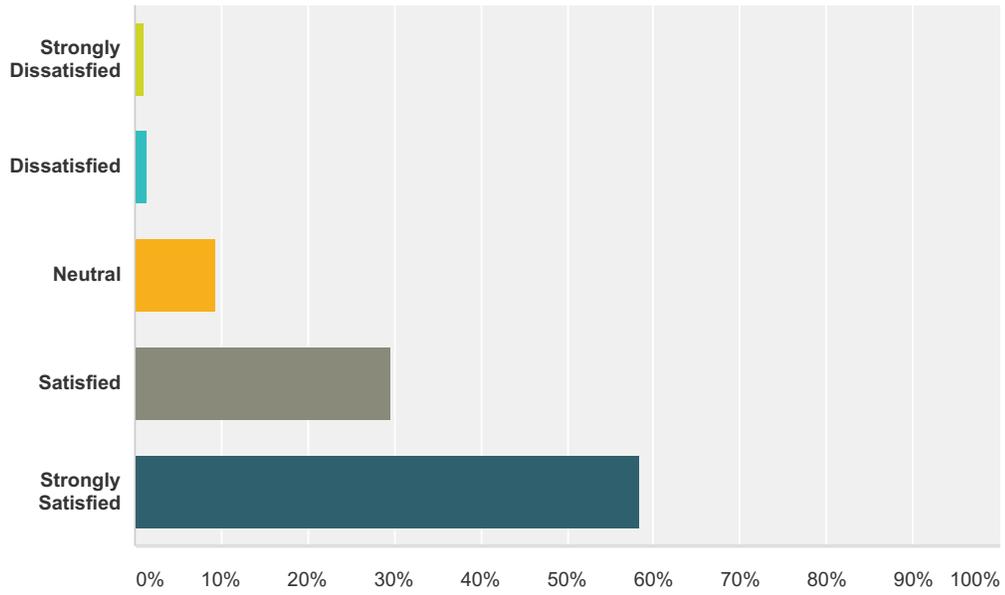
Answered: 210 Skipped: 12



Answer Choices	Responses
Strongly Dissatisfied	0.95% 2
Dissatisfied	10.48% 22
Neutral	13.33% 28
Satisfied	30.95% 65
Strongly Satisfied	44.29% 93
Total Respondents: 210	

Q10 Drivers' skill

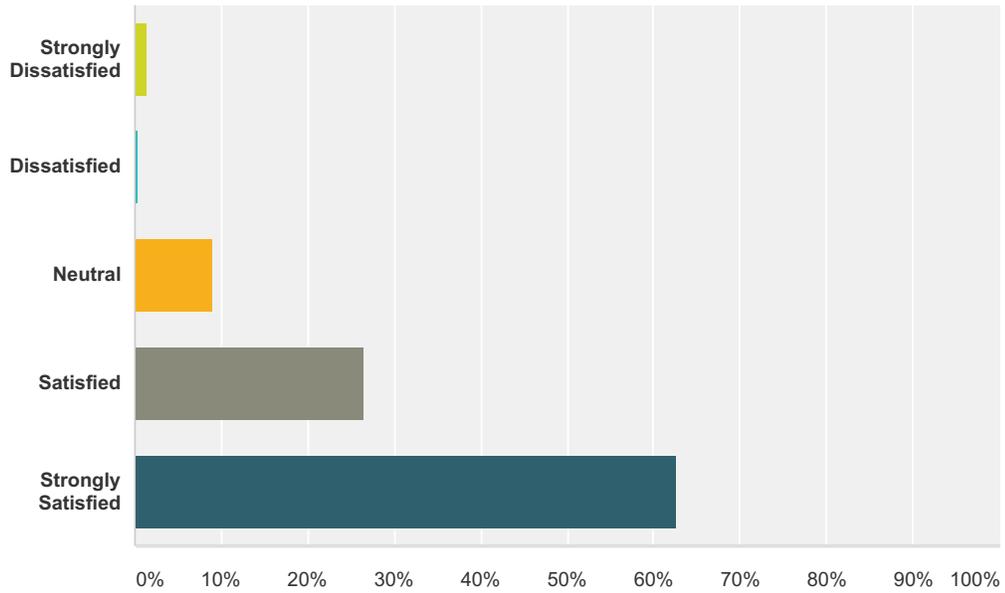
Answered: 212 Skipped: 10



Answer Choices	Responses
Strongly Dissatisfied	0.94% 2
Dissatisfied	1.42% 3
Neutral	9.43% 20
Satisfied	29.72% 63
Strongly Satisfied	58.49% 124
Total Respondents: 212	

Q11 Drivers' assistance

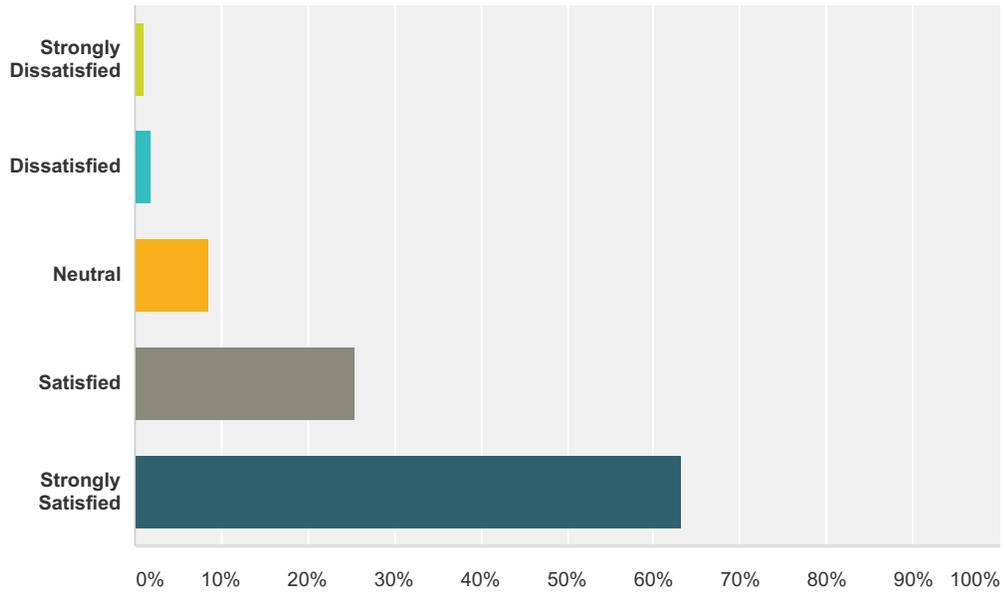
Answered: 211 Skipped: 11



Answer Choices	Responses
Strongly Dissatisfied	1.42% 3
Dissatisfied	0.47% 1
Neutral	9.00% 19
Satisfied	26.54% 56
Strongly Satisfied	62.56% 132
Total Respondents: 211	

Q12 Drivers' courtesy of passengers

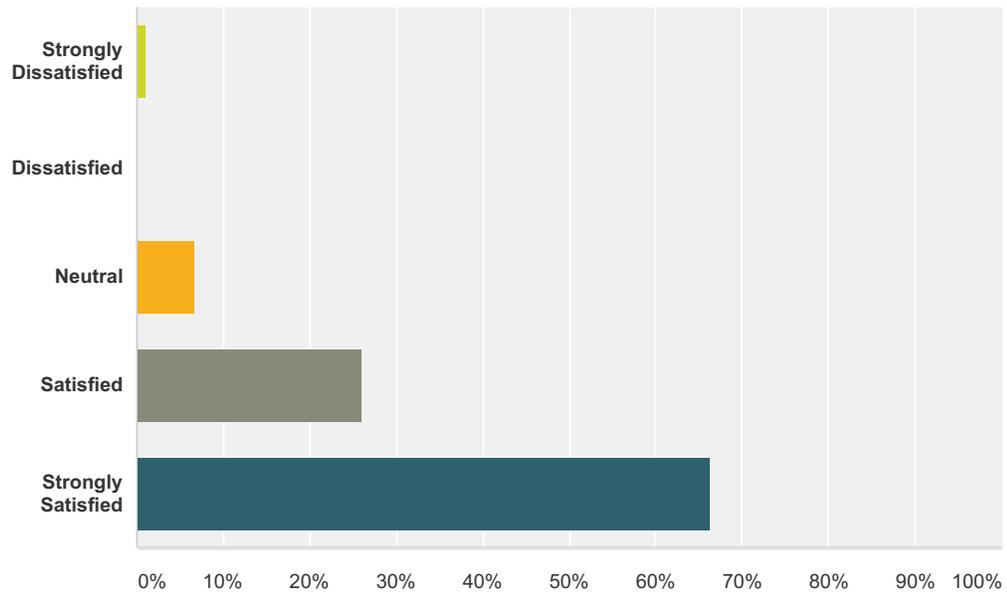
Answered: 212 Skipped: 10



Answer Choices	Responses
Strongly Dissatisfied	0.94% 2
Dissatisfied	1.89% 4
Neutral	8.49% 18
Satisfied	25.47% 54
Strongly Satisfied	63.21% 134
Total Respondents: 212	

Q13 Safety from accidents

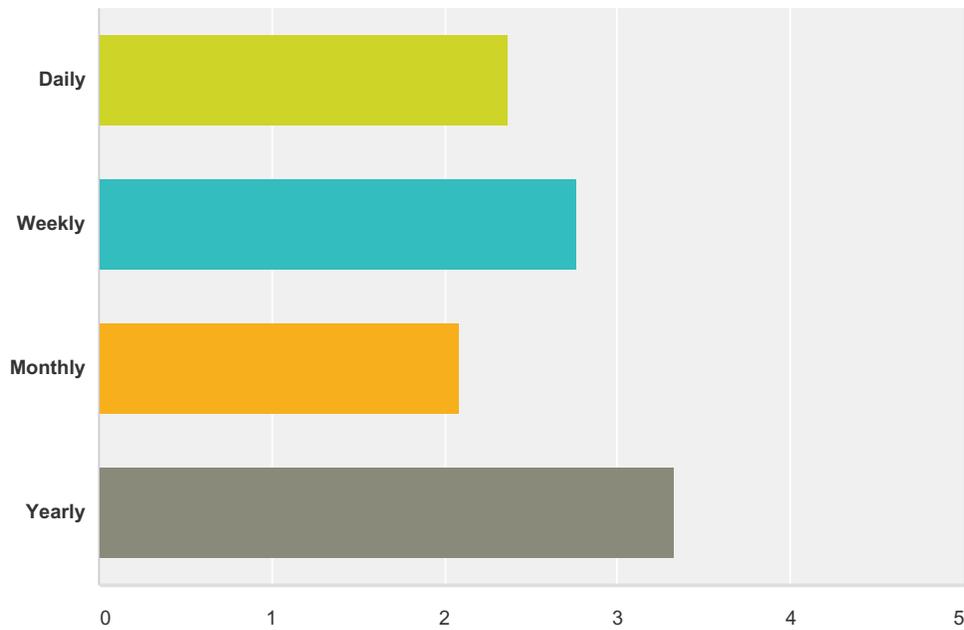
Answered: 211 Skipped: 11



Answer Choices	Responses
Strongly Dissatisfied	0.95% 2
Dissatisfied	0.00% 0
Neutral	6.64% 14
Satisfied	26.07% 55
Strongly Satisfied	66.35% 140
Total Respondents: 211	

Q14 How often do you ride a Fixed Route? (To and from = 2 trips)

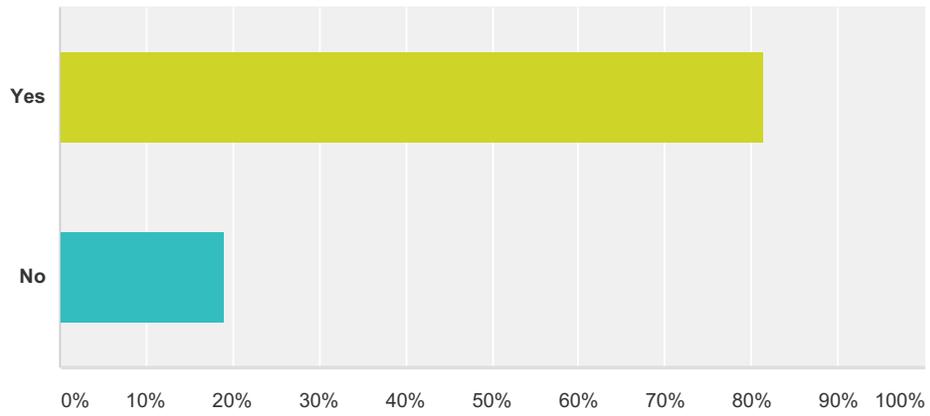
Answered: 212 Skipped: 10



Answer Choices	Average Number	Total Number	Responses
Daily	2	256	108
Weekly	3	221	80
Monthly	2	50	24
Yearly	3	30	9
Total Respondents: 212			

Q15 Do Fixed Routes come often enough?

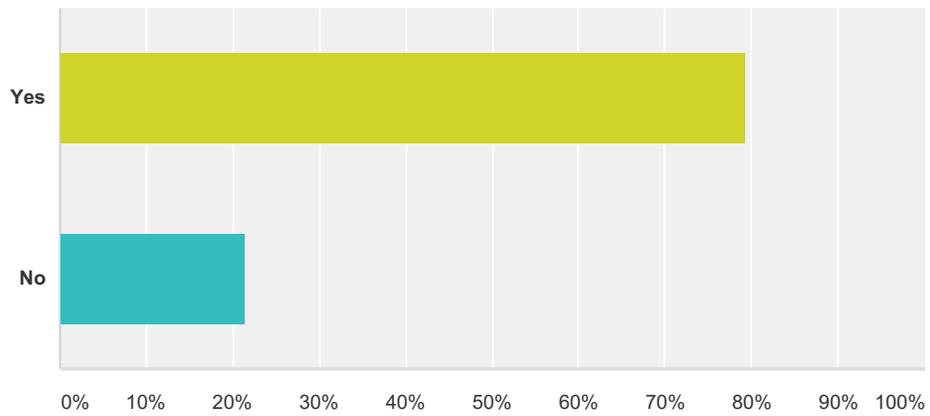
Answered: 205 Skipped: 17



Answer Choices	Responses
Yes	81.46% 167
No	19.02% 39
Total Respondents: 205	

Q16 Are Fixed Routes hours of service adequate for your needs?

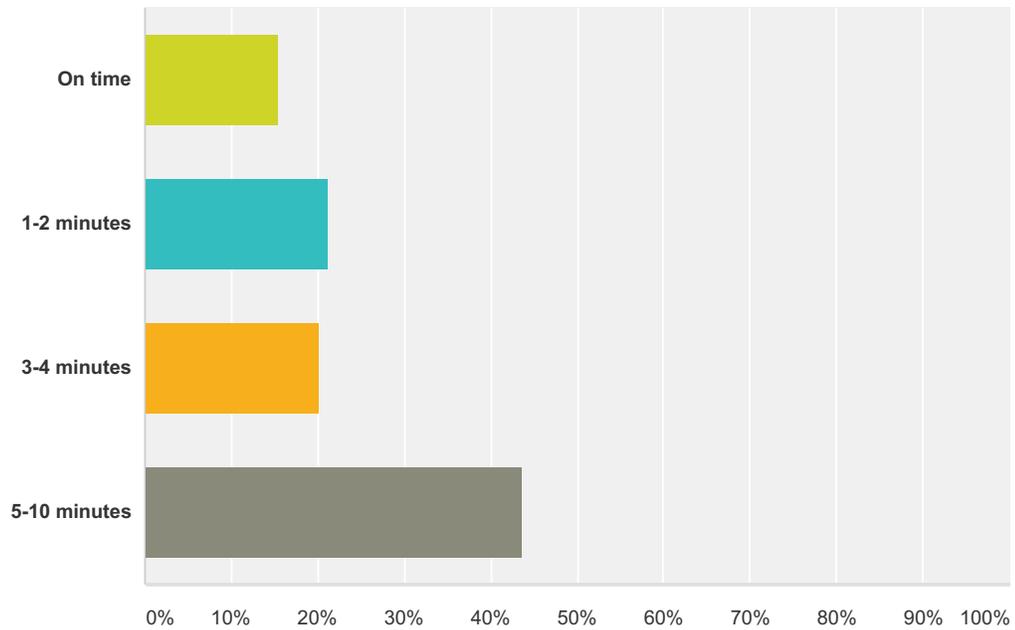
Answered: 204 Skipped: 18



Answer Choices	Responses
Yes	79.41% 162
No	21.57% 44
Total Respondents: 204	

Q17 If the Fixed Route bus was late, how long after the scheduled stop time did you have to wait?

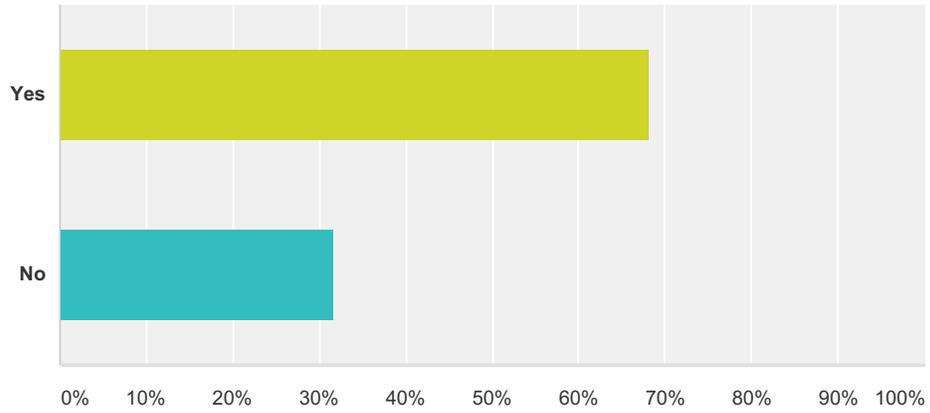
Answered: 188 Skipped: 34



Answer Choices	Responses
On time	15.43% 29
1-2 minutes	21.28% 40
3-4 minutes	20.21% 38
5-10 minutes	43.62% 82
Total Respondents: 188	

Q18 Would you access real time fixed route bus locations on your Smartphone if available?

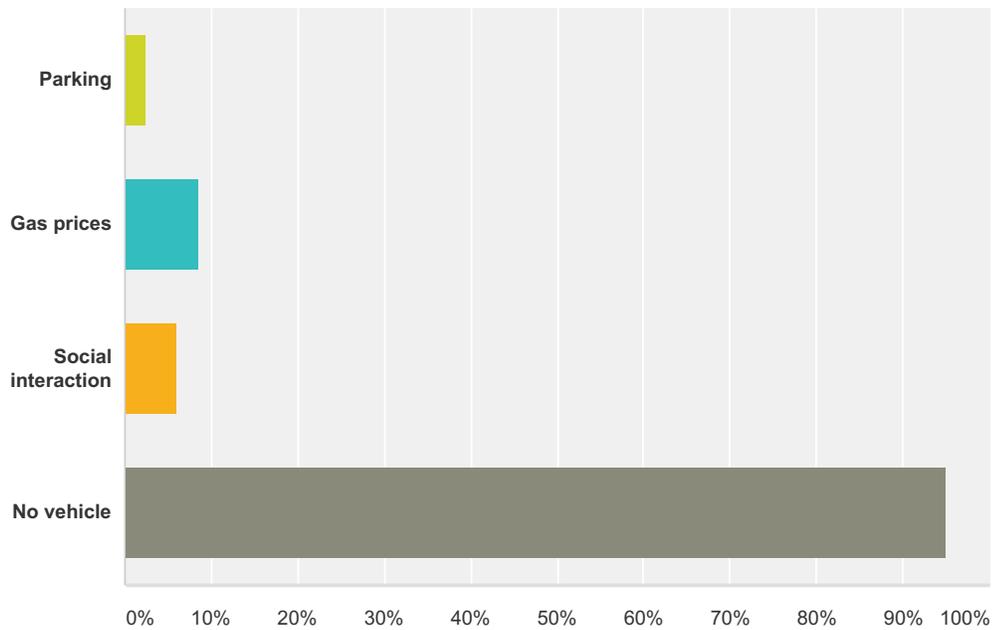
Answered: 198 Skipped: 24



Answer Choices	Responses
Yes	68.18% 135
No	31.82% 63
Total Respondents: 198	

**Q19 Why did you begin riding the bus?
(You may choose more than one answer)**

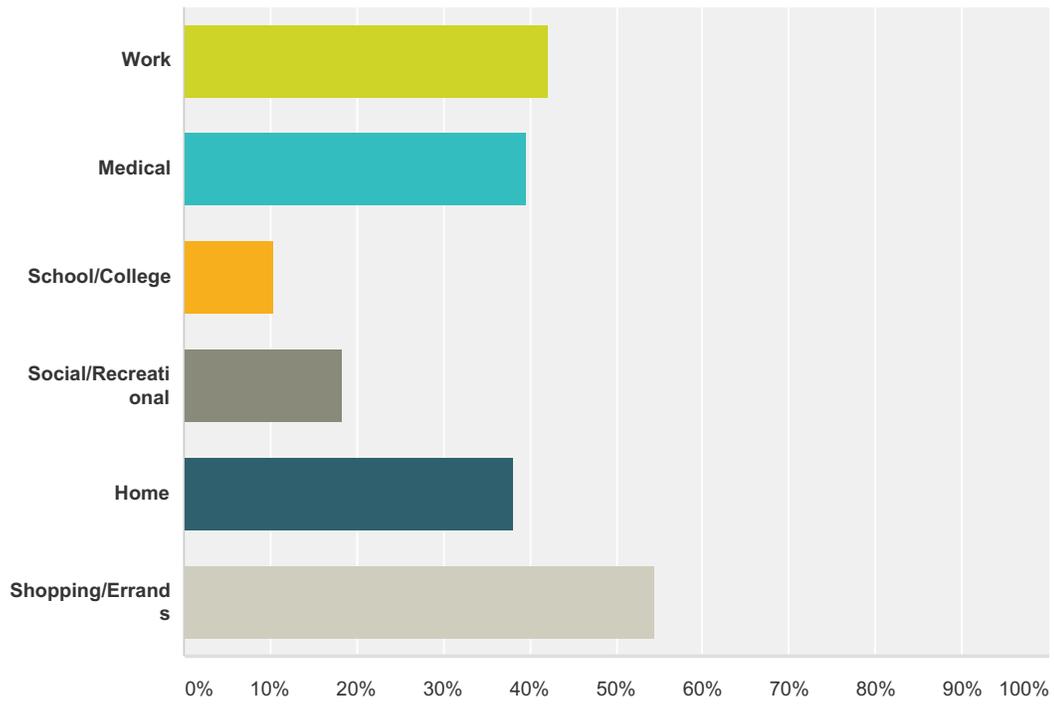
Answered: 200 Skipped: 22



Answer Choices	Responses
Parking	2.50% 5
Gas prices	8.50% 17
Social interaction	6.00% 12
No vehicle	95.00% 190
Total Respondents: 200	

Q20 Where are you going?

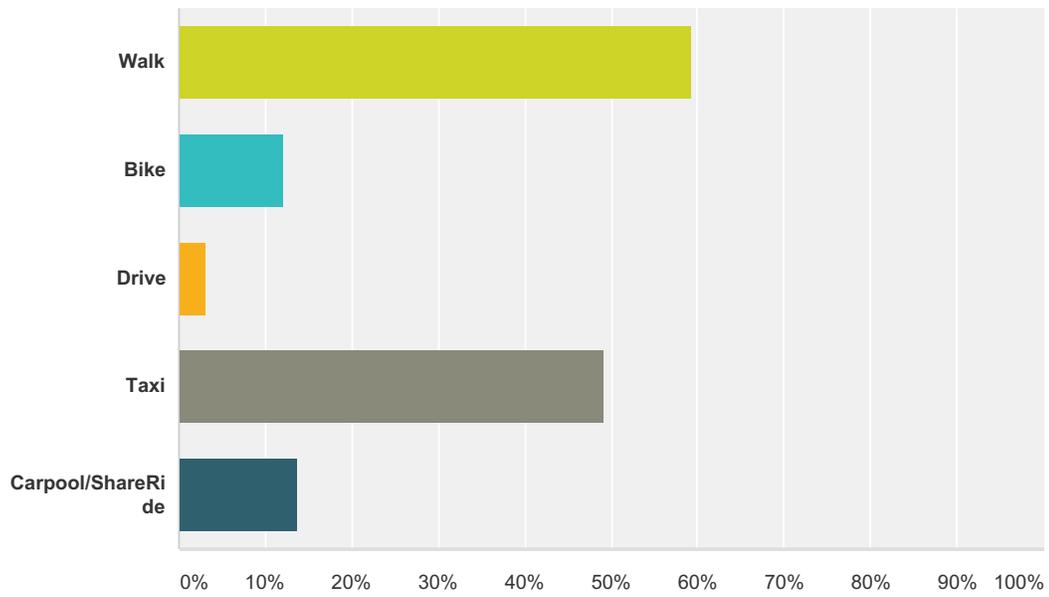
Answered: 202 Skipped: 20



Answer Choices	Responses
Work	42.08% 85
Medical	39.60% 80
School/College	10.40% 21
Social/Recreational	18.32% 37
Home	38.12% 77
Shopping/Errands	54.46% 110
Total Respondents: 202	

Q21 How would you make this trip if not by transit?

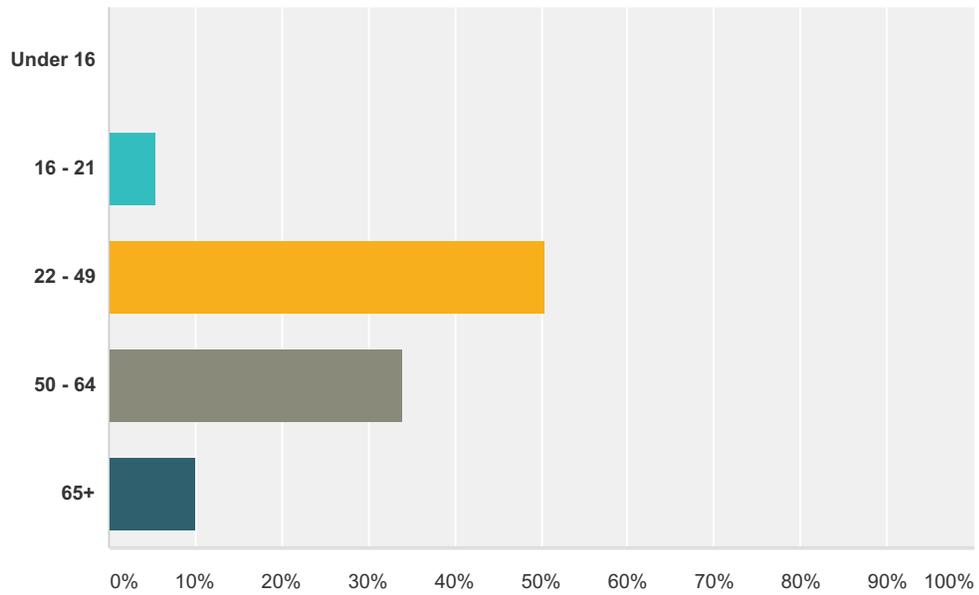
Answered: 189 Skipped: 33



Answer Choices	Responses
Walk	59.26% 112
Bike	12.17% 23
Drive	3.17% 6
Taxi	49.21% 93
Carpool/ShareRide	13.76% 26
Total Respondents: 189	

Q22 What is your age range?

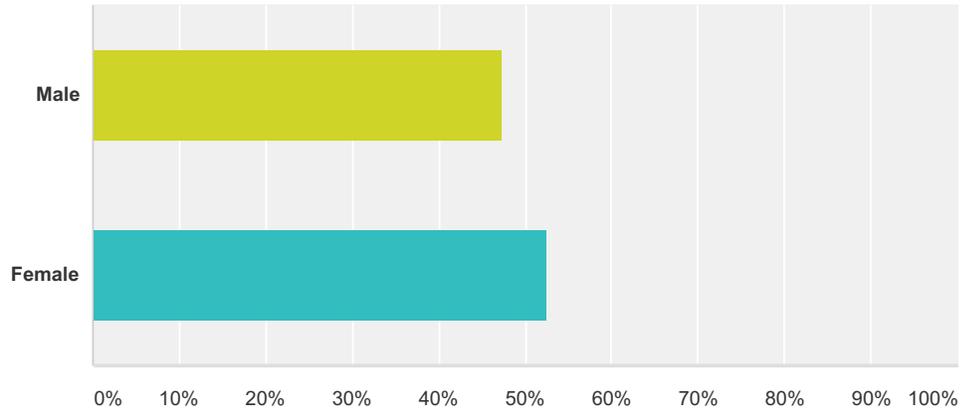
Answered: 218 Skipped: 4



Answer Choices	Responses
Under 16	0.00% 0
16 - 21	5.50% 12
22 - 49	50.46% 110
50 - 64	33.94% 74
65+	10.09% 22
Total Respondents: 218	

Q23 What is your gender?

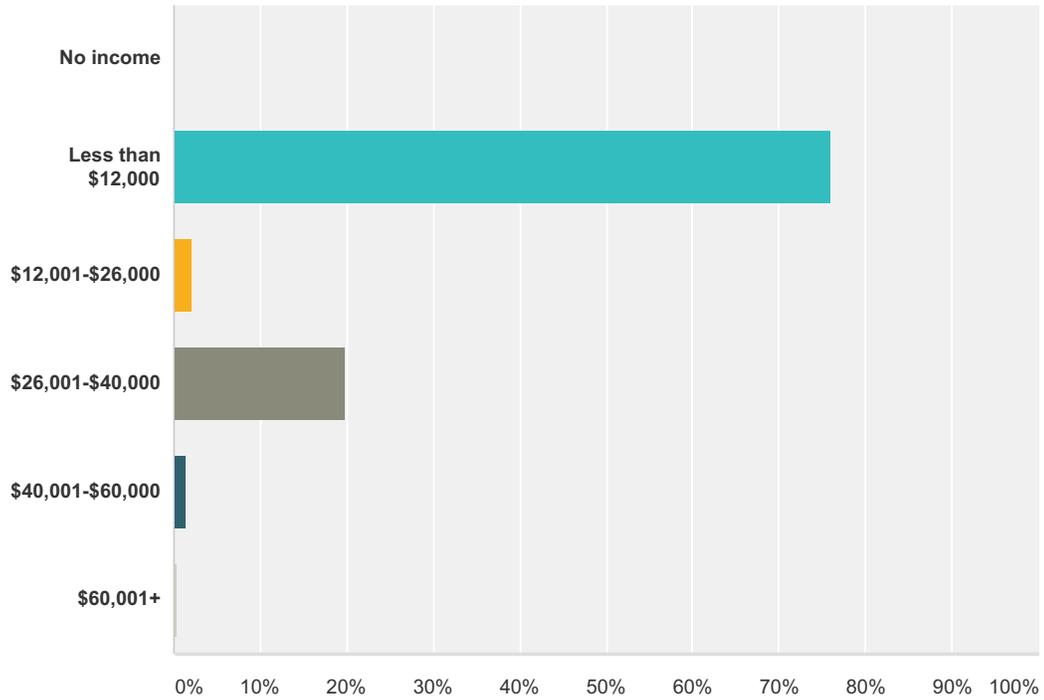
Answered: 213 Skipped: 9



Answer Choices	Responses
Male	47.42% 101
Female	52.58% 112
Total	213

Q24 What is your annual income range?

Answered: 196 Skipped: 26



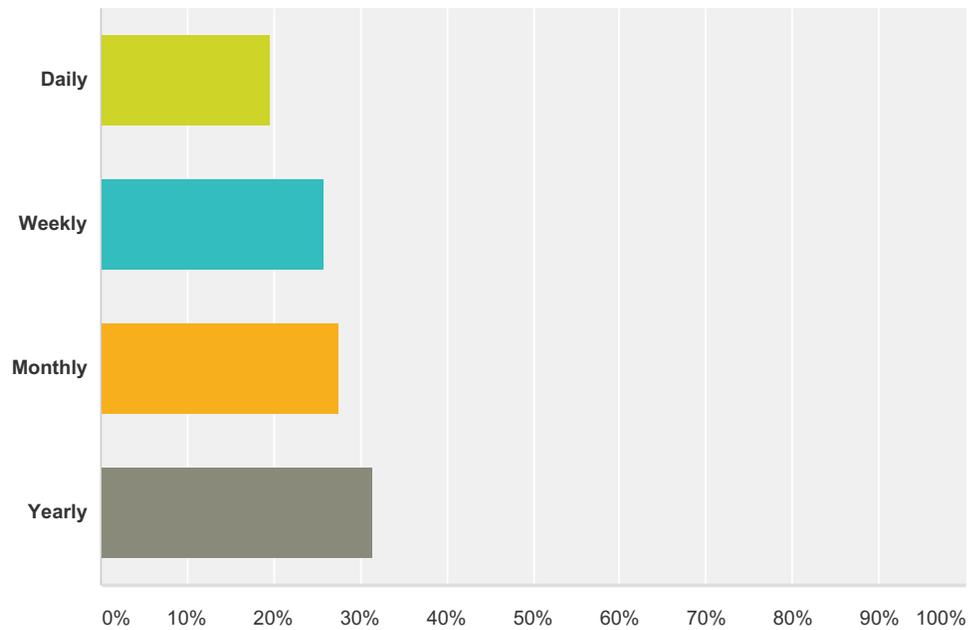
Answer Choices	Responses
No income	0.00% 0
Less than \$12,000	76.02% 149
\$12,001-\$26,000	2.04% 4
\$26,001-\$40,000	19.90% 39
\$40,001-\$60,000	1.53% 3
\$60,001+	0.51% 1
Total Respondents: 196	

Q25 What is your zip code?

Answered: 207 Skipped: 15

Q26 How often do you ride a Demand Response? (To and from = 2 trips)

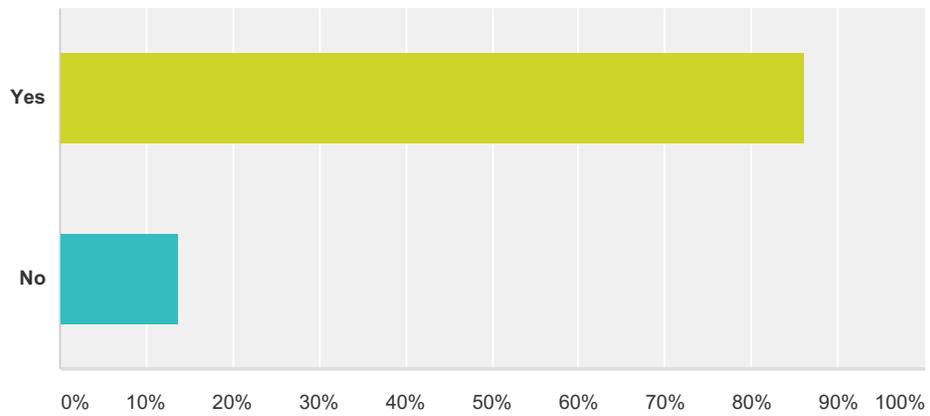
Answered: 127 Skipped: 95



Answer Choices	Responses	Count
Daily	19.69%	25
Weekly	25.98%	33
Monthly	27.56%	35
Yearly	31.50%	40
Total Respondents: 127		

Q27 Are Demand Response hours of service adequate for your needs?

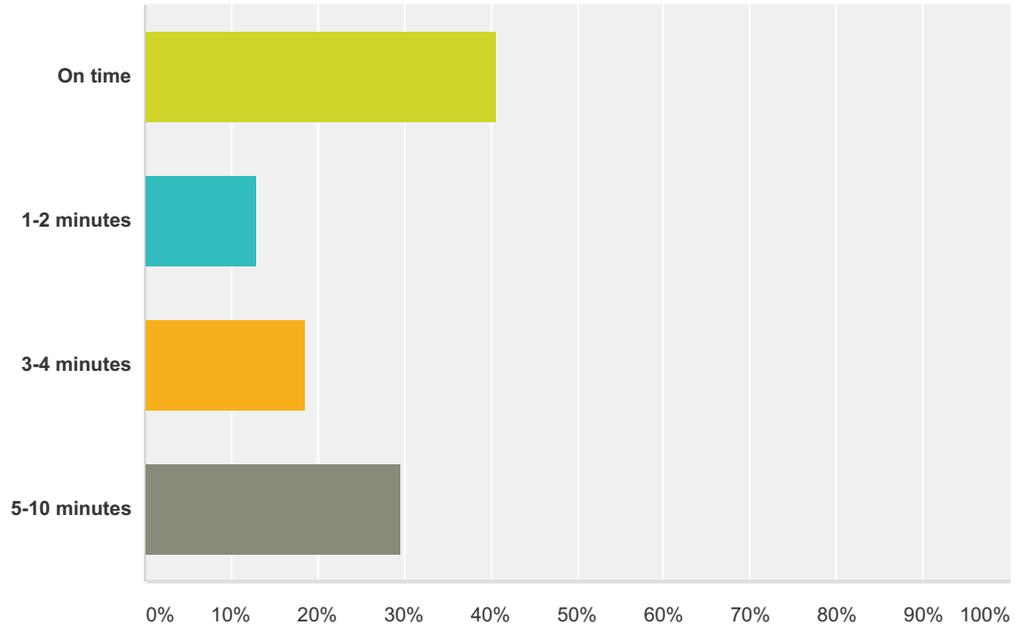
Answered: 130 Skipped: 92



Answer Choices	Responses
Yes	86.15% 112
No	13.85% 18
Total Respondents: 130	

Q28 If the Demand Response bus was late, how long after the scheduled stop time did you have to wait?

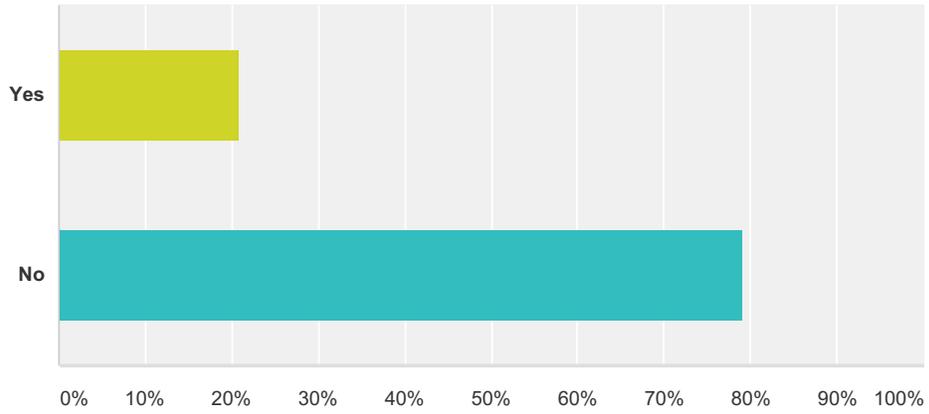
Answered: 108 Skipped: 114



Answer Choices	Responses
On time	40.74% 44
1-2 minutes	12.96% 14
3-4 minutes	18.52% 20
5-10 minutes	29.63% 32
Total Respondents: 108	

Q29 Do you use night service?

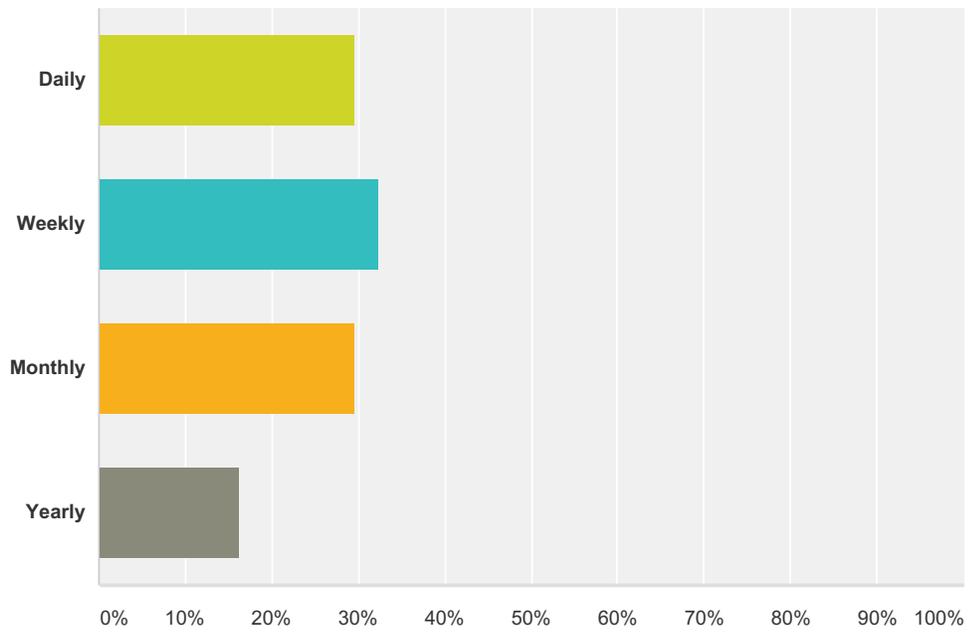
Answered: 163 Skipped: 59



Answer Choices	Responses	
Yes	20.86%	34
No	79.14%	129
Total		163

Q30 If you answered yes, how often do you use night service?

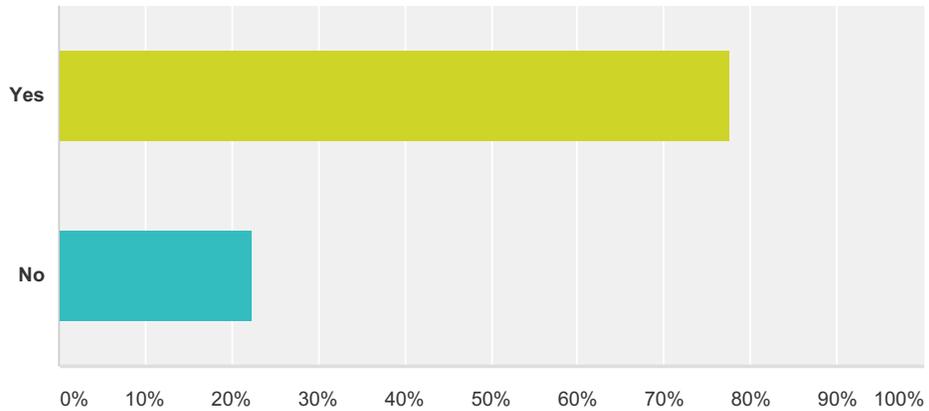
Answered: 37 Skipped: 185



Answer Choices	Responses
Daily	29.73% 11
Weekly	32.43% 12
Monthly	29.73% 11
Yearly	16.22% 6
Total Respondents: 37	

Q31 Would you use a Zero Street Fixed Route servicing Zero Street and areas of Highway 71, Ben Geren Park, Highway 45, Planters Road and Highway 71. Please indicate in the space provided how many times a day, week, month or year you think you would use this route:

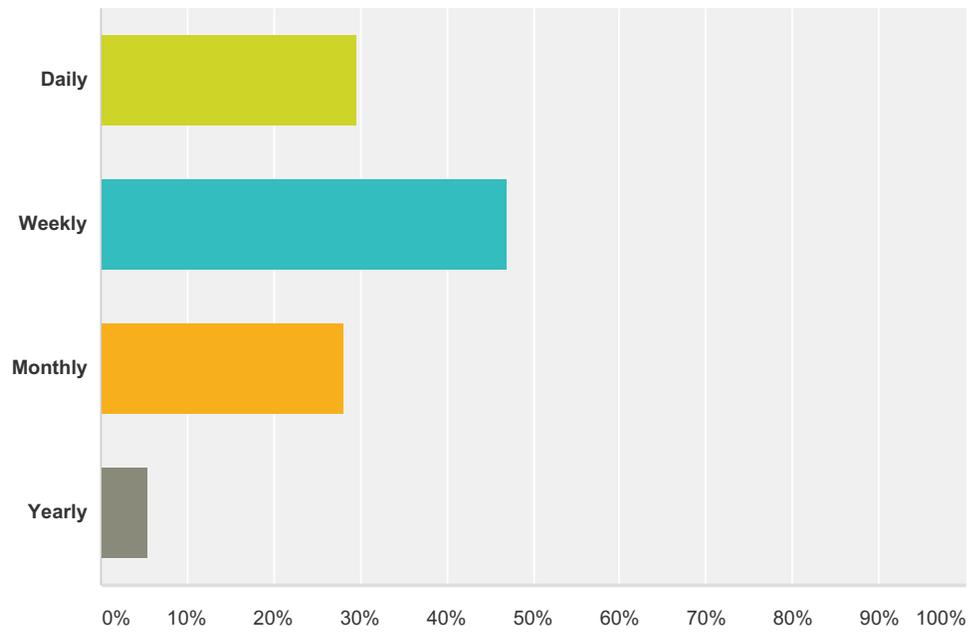
Answered: 197 Skipped: 25



Answer Choices	Responses	
Yes	77.66%	153
No	22.34%	44
Total Respondents: 197		

Q32 If you answered yes, please tell us how often: (To and from = 2 trips)

Answered: 145 Skipped: 77



Answer Choices	Responses
Daily	29.66% 43
Weekly	46.90% 68
Monthly	28.28% 41
Yearly	5.52% 8
Total Respondents: 145	

Q33 Comment/Suggestions:

Answered: 95 Skipped: 127