



2016 Passenger Survey & ITSP Survey SUMMARY

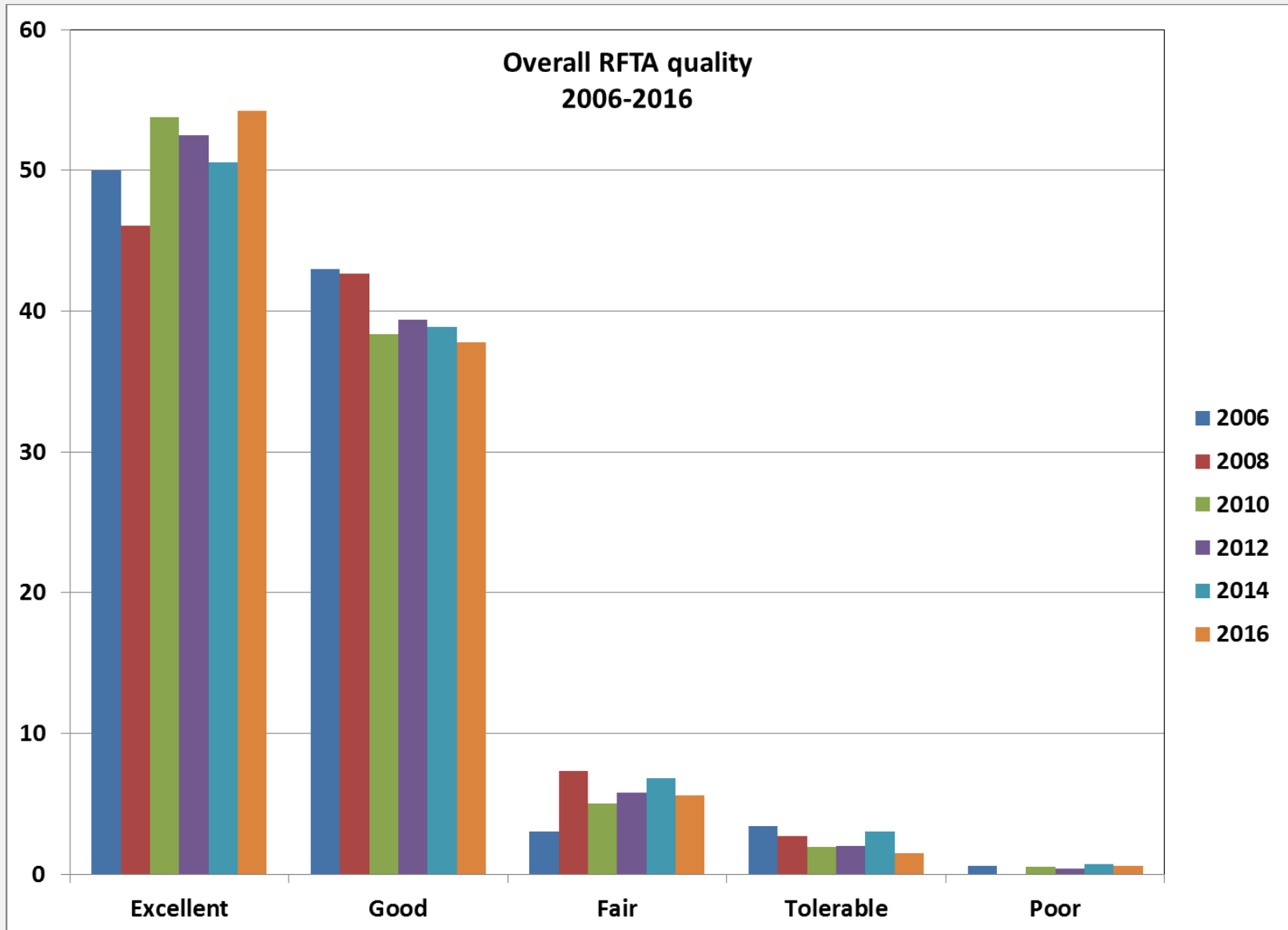
September 2016

PASSENGER SURVEY

- Conducted by drivers on Wed. March 23, 2016 on all RFTA routes from Aspen to Rifle
- Bilingual, 25 multiple choice and opinion questions
- 5 color-coded route types
- 1,828 completed paper surveys
- 265 completed electronic surveys
- 37% survey return rate (excellent)
- 850 written comments
- Daily system ridership 19,263
- Approx. 65% work-related trips system-wide

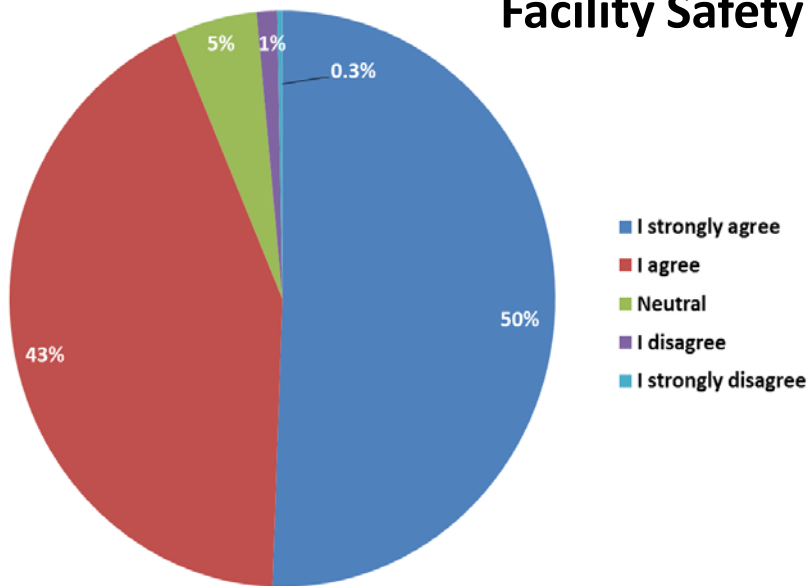
2016 Passenger Survey	
March 23, 2016 Daily Ridership By Route	
ROUTE	RIDERS
Burlingame	499
Hunter Creek	1,503
Cemetery Lane	504
Castle Maroon	2,021
Galena Street	445
Snowmass/Aspen	2,184
Snowmass/Intercept	187
Snowmass/Downvalley	397
Valley/82 corridor	2,091
Hogback	311
Ride Glenwood	655
DIAL A RIDE	463
Valley Express	259
Buttermilk	745
Highlands	487
Hy Ski	663
Snowmass	2,445
Woody Creek	49
Crosstown	212
Bus Rapid Transit	2,930
Carbondale Connector	573
Totals	19,623

Despite a wide range of written comments, passengers continue to rate RFTA service and facilities as EXCELLENT over the last 10 years

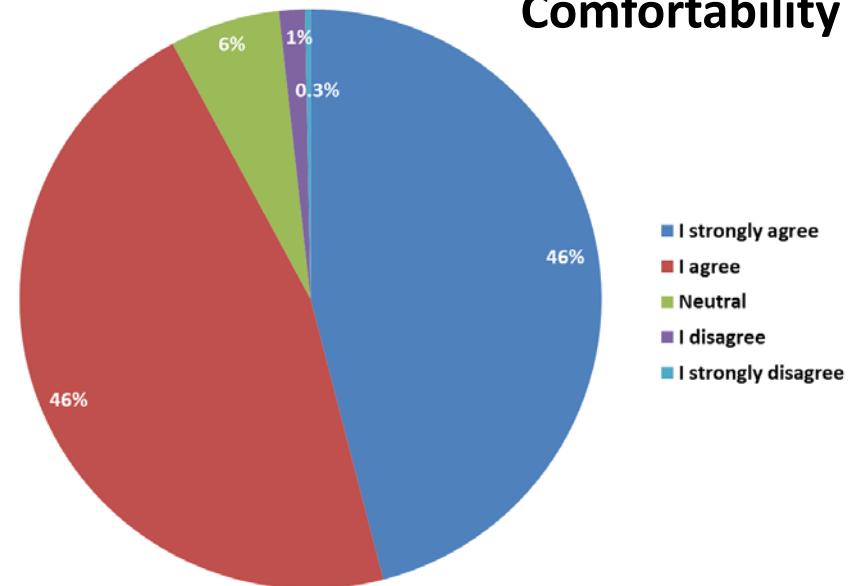


More than 90% of passengers feel safe on buses and at park-n-rides; and feel comfortable using the system

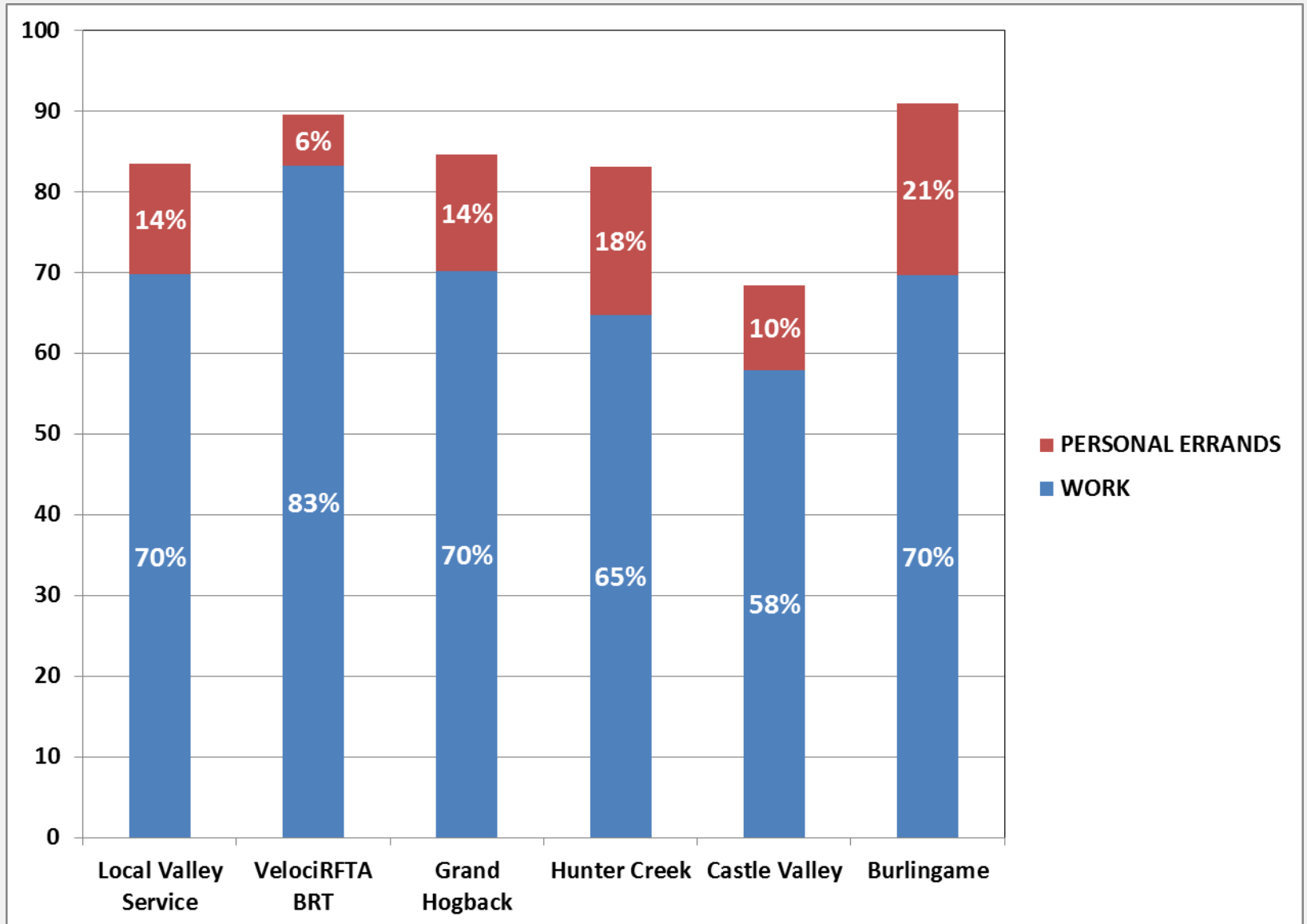
Facility Safety



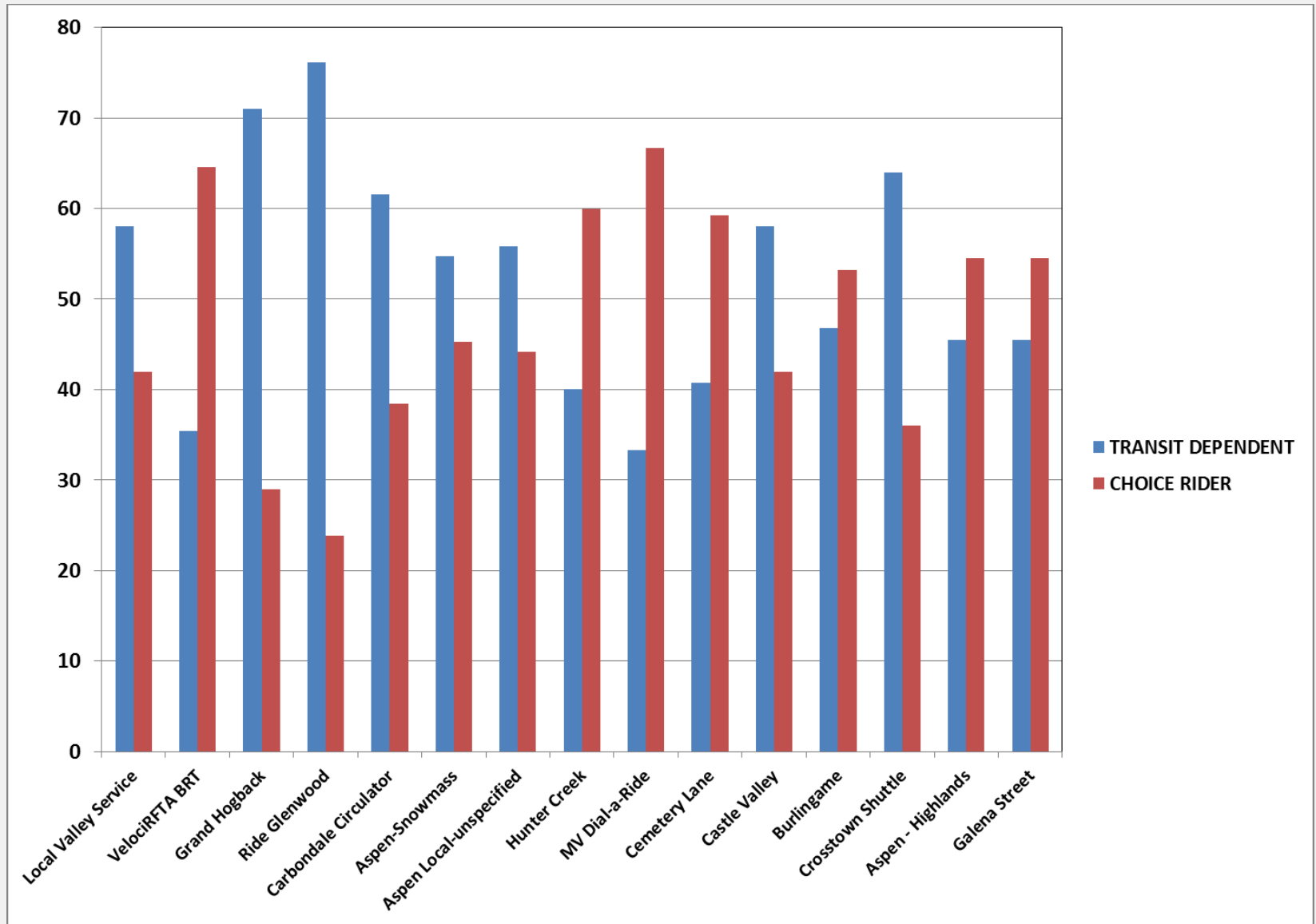
Comfortability



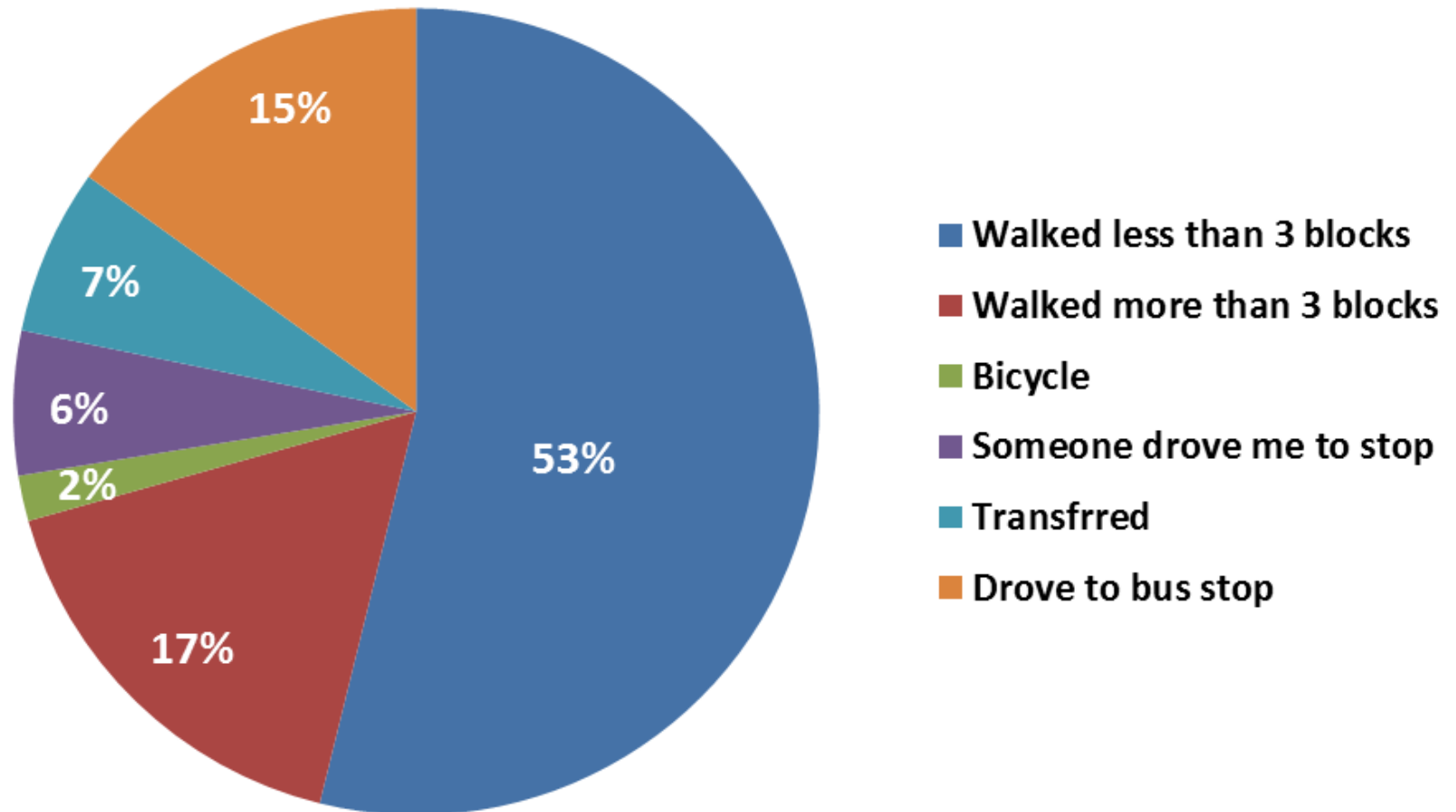
RFTA buses are a crucial link for commuters, 5-days per week



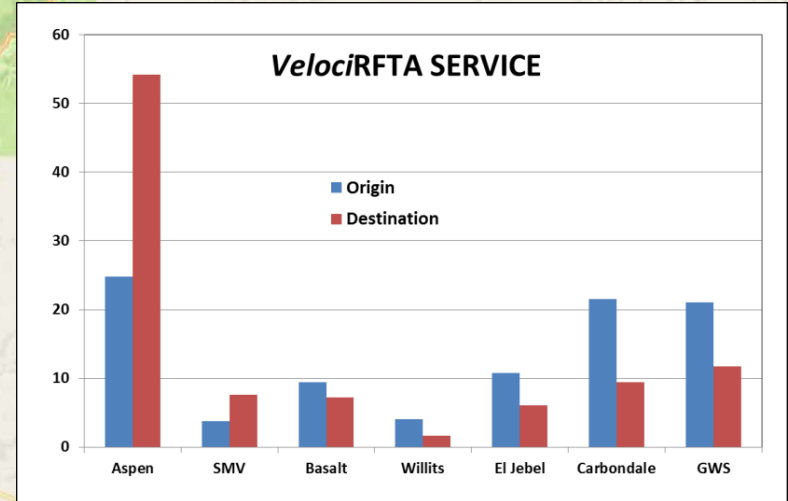
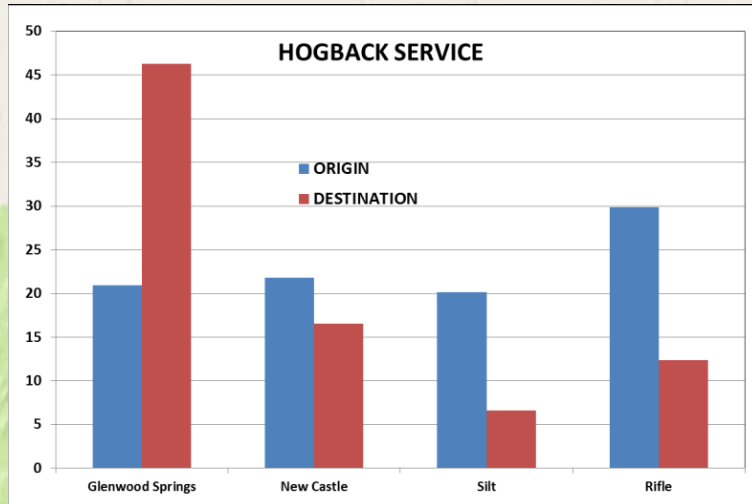
VelociRFTA is used more by “choice riders”, while Ride Glenwood and Hogback are used more by “transit dependent” riders



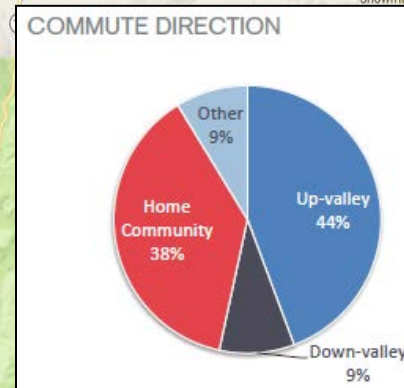
72% of passengers either walked or biked to their stop; improving public health and reducing parking issues



ORIGINS & DESTINATIONS



2015 Regional Travel Patterns Study




PASSENGER SURVEY WRITTEN COMMENTS

- **Passengers are happy with BRT frequency, stations and technology**
- **Frequent riders would like their local stops to be upgraded to BRT**
- **Although some drivers have bad days, 89% of passengers were positive about knowledgeable, helpful drivers**
- **Timing of route transfers is critical for customer convenience**
- **Hogback riders desire nicer facilities and increased service to GWS**
- **Visitors are impressed with the upper valley no-fare service**
- **RFTA may need to increase public awareness about subsidized passes/fares that are already available**
- **RFTA needs to improve data integration and phone app**

“ I love the bus; RFTA is a quality company!”

ITSP PUBLIC SURVEY

- Bilingual survey was solicited on RFTA website and at public workshops
- Open-ended questions about transfers, bike-ped connections, bus routes and park-n-rides, additional service needs and 20-yr. vision
- 2,096 passengers provided comments



ITSP Phase 1 Public Survey

RFTA Integrated Transportation System Plan
Plan del Sistema Integrado de Transporte Publico

*** 1. Please choose your survey language**
Por favor elija su encuesta sobre el idioma

☐ ENGLISH

☐ ESPANOL

ITSP PUBLIC SURVEY FEEDBACK

- **Parking issues at all BRT stations**
- **Overwhelming support for additional LoVa Trail development**
- **Increased Hogback service and improved facilities**
- **Google Maps schedule integration and app-based trip planner**
- **Improved transfer connections for SMV and Hogback**
- **Bike-ped connection from AABC to Brush Creek**
- **More bike capacity on buses and extended service**
- **Why charge for bikes if we don't charge for skis/snowboards?**
- **Carbondale Circulator expansion**
- **We-Cycle expansion**



ITSP PUBLIC WORKSHOPS

- 2 public workshops: Aug. 2nd Rubey Park; Aug. 3rd 27th St. GWS
- Interactive format with display boards, priority dots etc.
- Display questions aligned with public survey questions



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WWW.RFTA.COM

**SHARE YOUR
TRANSPORTATION
IDEAS FOR THE
NEXT 20 YEARS**

**COMPARTA SUS IDEAS
PARA EL FUTURO DE
TRANSPORTE EN 20 AÑOS**

AUG 2ND @ RUBEY PARK, ASPEN 2-5PM
AUG 3RD @ 27TH STREET BRT, GLENWOOD 4-7PM

#QUEMASRFTA



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ITSP PUBLIC WORKSHOPS

FEEDBACK

- **Circulators in I-70 communities**
- **Improved Bustang schedule connections**
- **Less standees on peak Hogback routes**
- **BRT is great; more directs or expresses**
- **More bilingual drivers**
- **Improved local bus connections at 27th St. BRT**
- **Increased bike capacity and transport at night**
- **BRT is more cost-effective than light rail**
- **We-Cycle expansion**



COMMON THEMES

- **MORE bus service; not LESS**
- **High ratings for operations and facilities**
- **BRT frequent service and user amenities are well-received**
- **Additional Hogback service and improved facilities**
- **LoVa Trail will connect communities**
- **We-Cycle expansion for first-last mile solutions**
- **Improved bike-bus integration**
- **Improved connections for service transfers**
- **Drivers are overall helpful and knowledgeable**

