2016 Passenger Survey & ITSP Survey SUMMARY

RFTA Board Meeting
September 8, 2016

PASSENGER SURVEY

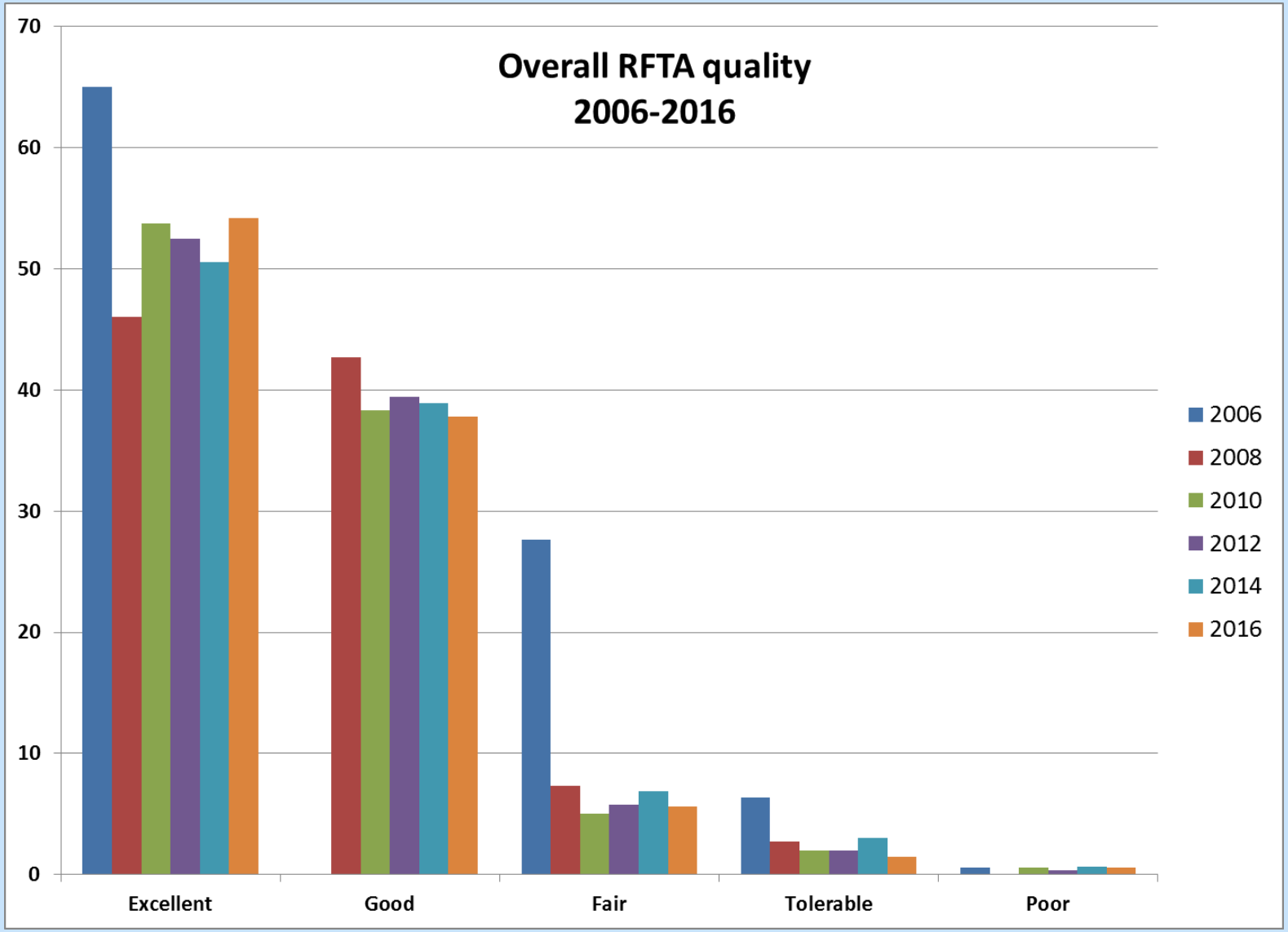
- Conducted by drivers on Wed. March 23, 2016 on all RFTA routes from Aspen to Rifle
- Bilingual, 25 multiple choice and opinion questions
- 5 color-coded route types
- 1,828 completed paper surveys
- 265 completed electronic surveys
- 850 written comments
- Daily system ridership 19,263
- Approx. 65%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

2016 Passenger Survey

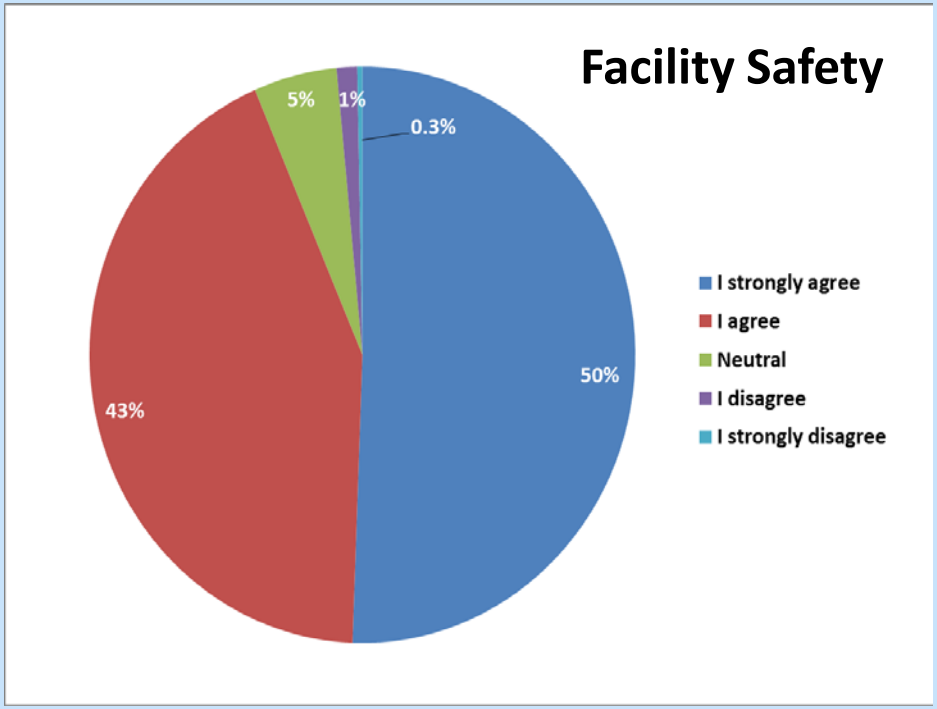
March 23, 2016 Daily Ridership By Route

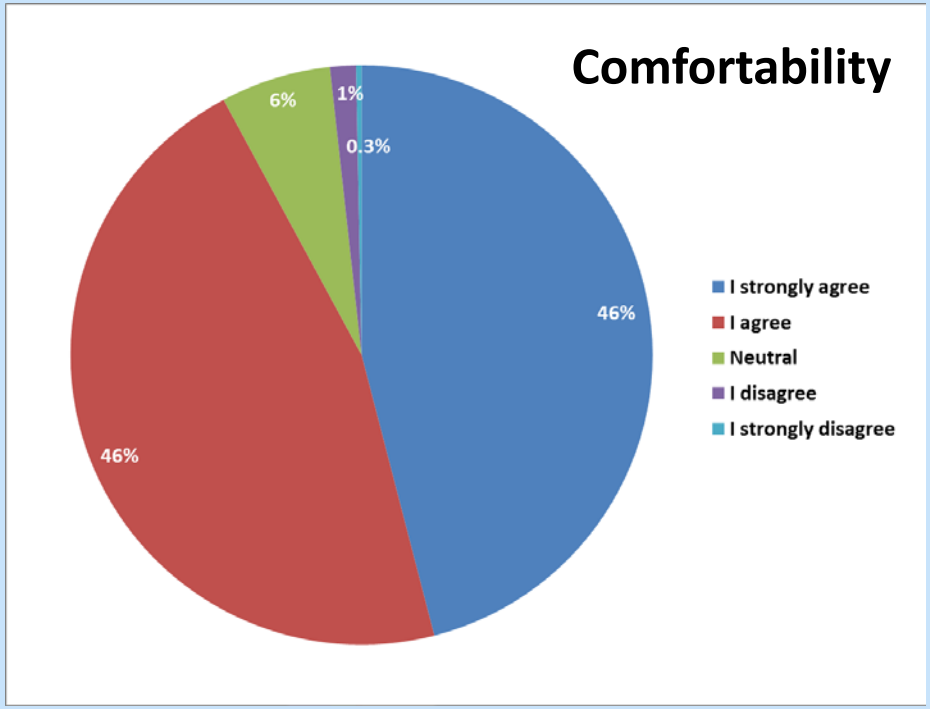
ROUTE	RIDERS	MILES
Burlingame	499	1,519
Hunter Creek	1,503	1,024
Cemetery Lane	504	812
Castle Maroon	2,021	4,358
Galena Street	445	211
Snowmass/Aspen	2,184	17,554
Snowmass/Intercept	187	845
Snowmass/Downvalley	397	7,909
Valley/82 corridor	2,091	31,220
Hogback	311	5,171
Ride Glenwood	655	1,572
DIAL A RIDE	463	616
Valley Express	259	4,675
Buttermilk	745	1,897
Highlands	487	1,098
Hy Ski	663	1,567
Snowmass	2,445	21,916
Woody Creek	49	175
Crosstown	212	245
Bus Rapid Transit	2,930	62,060
Carbondale Connector	573	371
Totals	**19,623**	**166,815**

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

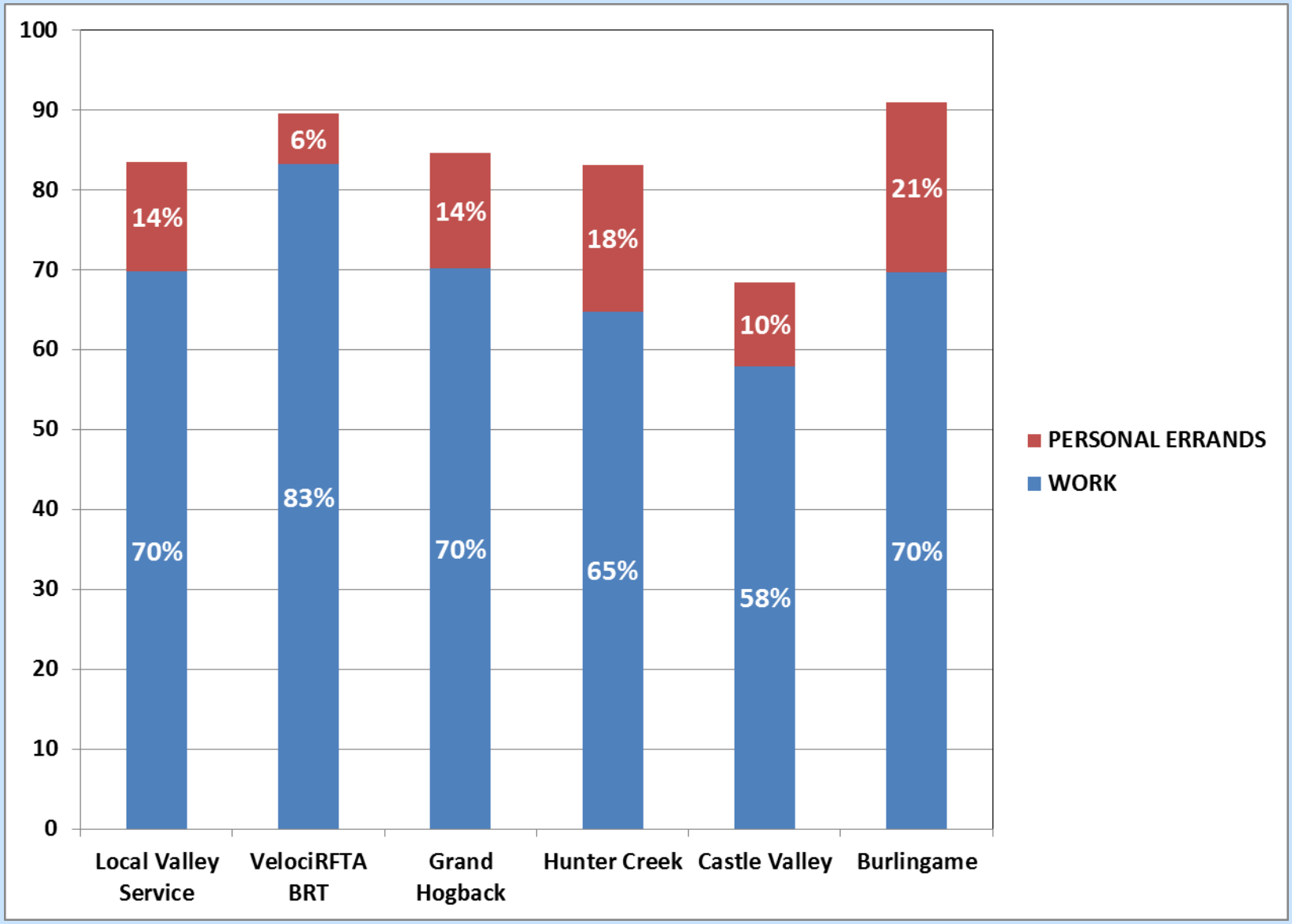


More than 90% of passengers feel safe on buses and at park-n-rides; and feel comfortable using the system

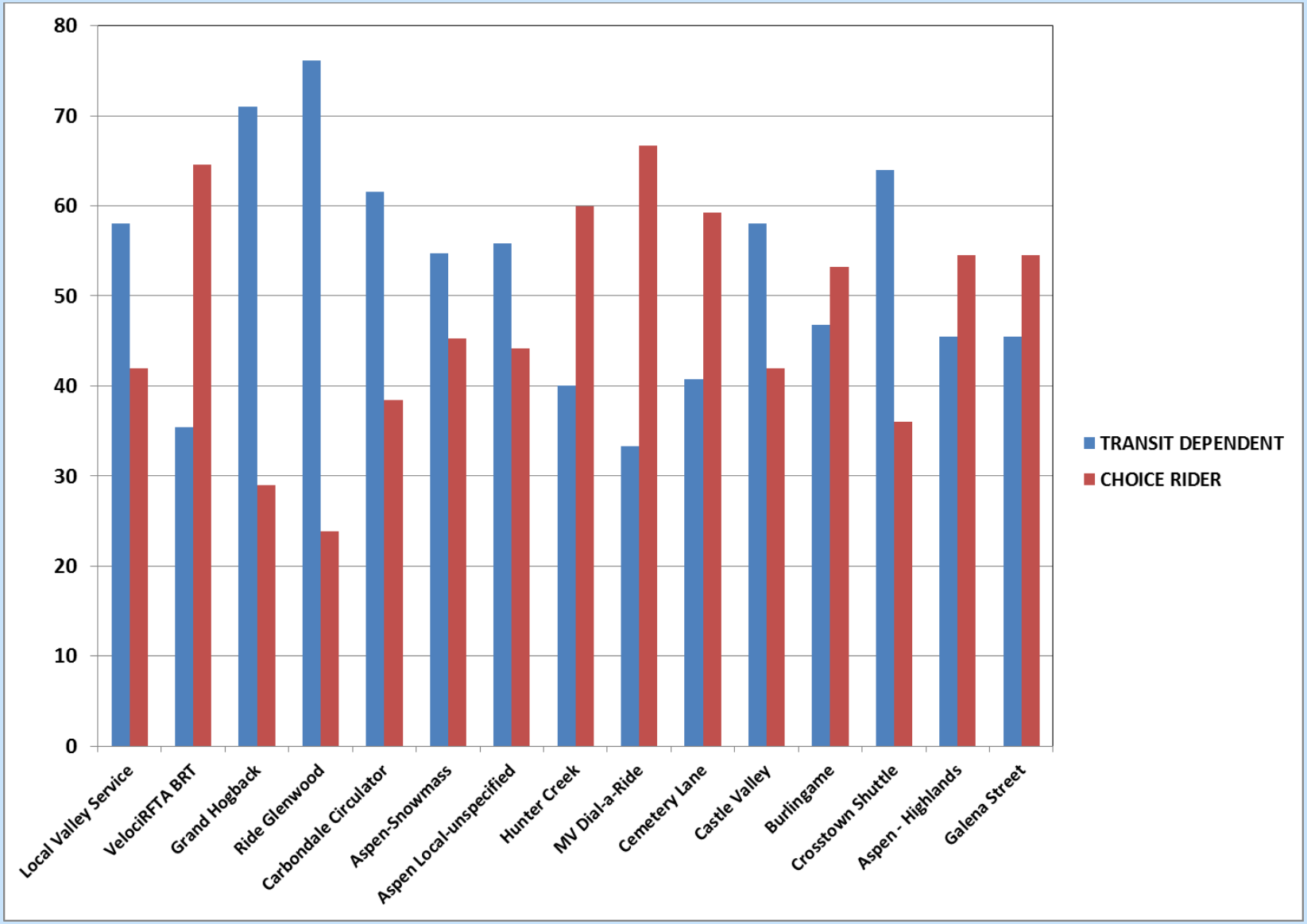




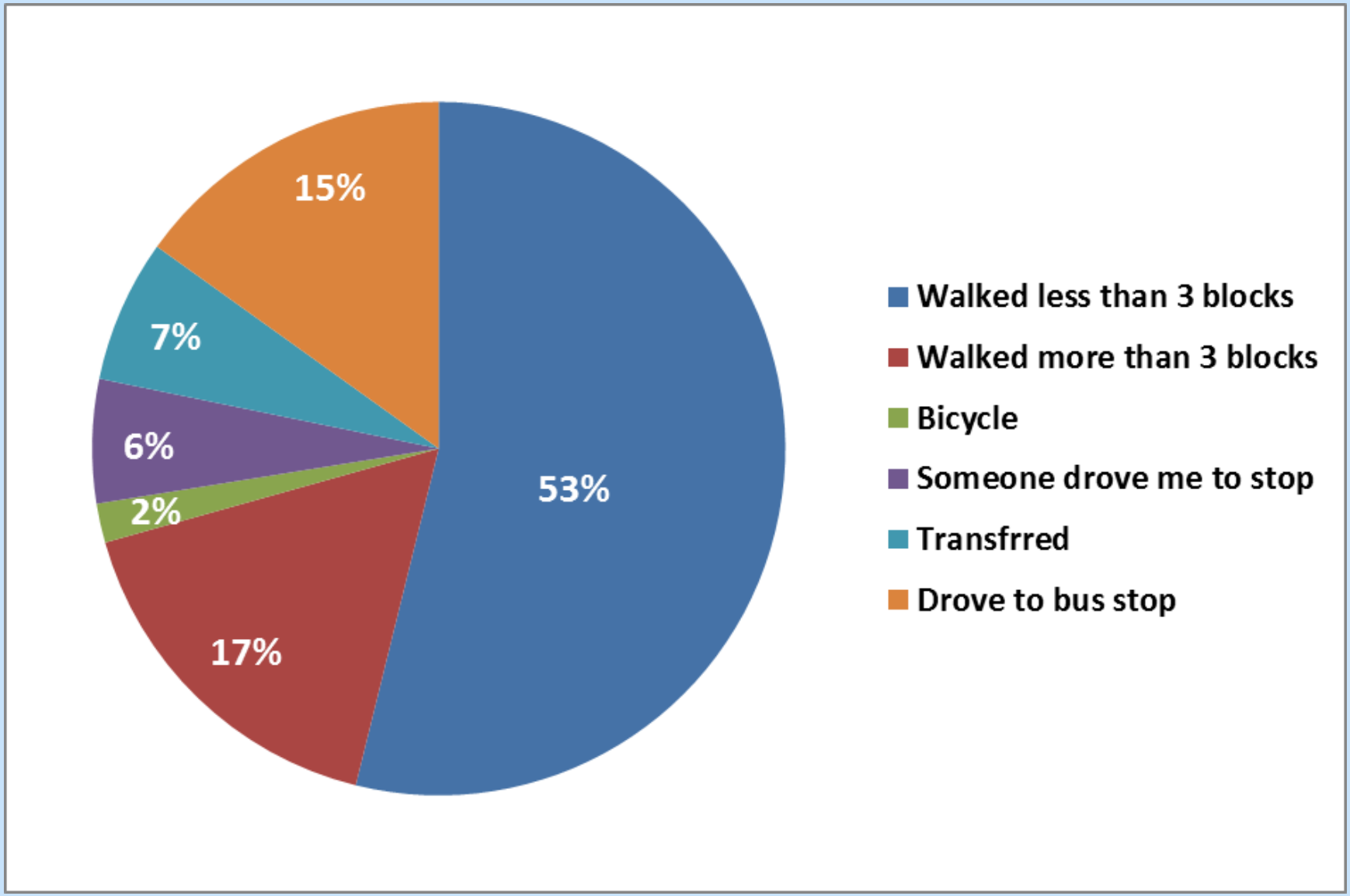
RFTA buses are a crucial link for commuters, 5-days per week



*Velocci*RFTA 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



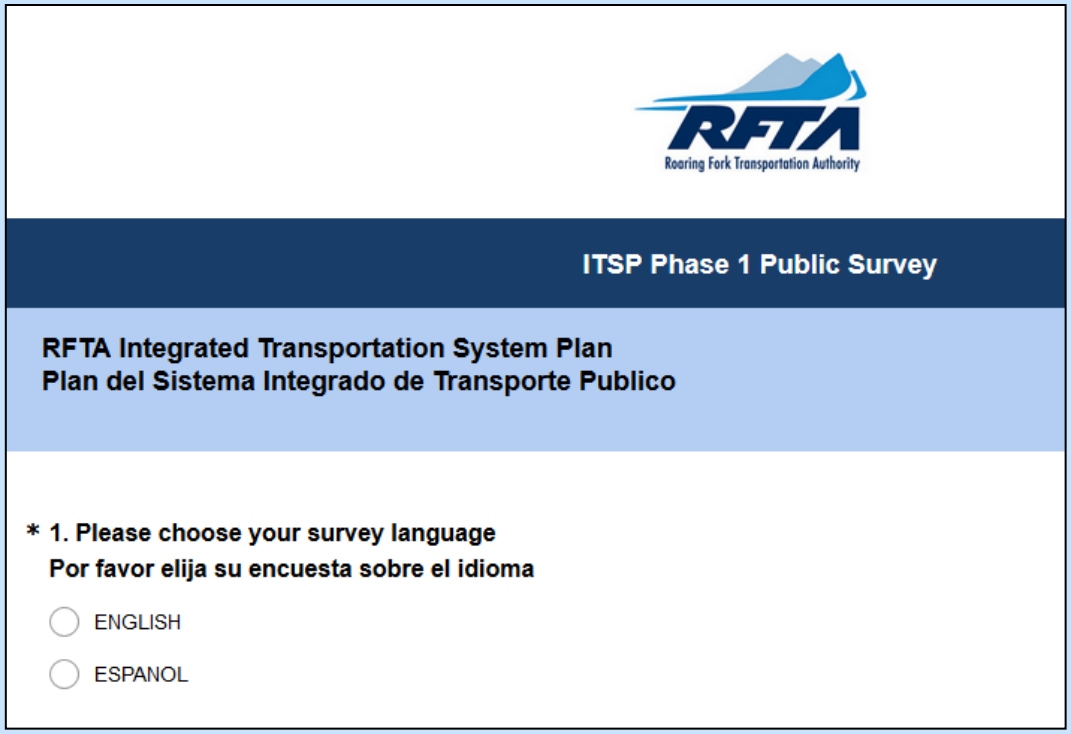
PASSENGER SURVEY WRITTEN COMMENTS

- 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
- Staff may need to increase public awareness about subsidized passes/fares that are already available
- Staff 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



RFTA
Roaring Fork Transportation Authority

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

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