Highlights of the March 2022 Passenger Surveys

Marc Warner

May 12, 2022

Survey Approach

- Thursday, March 17 to Saturday, March 19
- On-board hand-out questionnaire, with web-based option
- Surveys in English and Spanish
- Opportunity to intercept virtually all RFTA riders
- Incentives for survey completion
- weighting of results by route, day-of-week and time-of-day

No evidence of systematic bias

Survey Response

1537 completed surveys

(1515 RFTA + 22 Ride Glenwood)

↓

account for 7528 boardings

over three-day survey period

↓

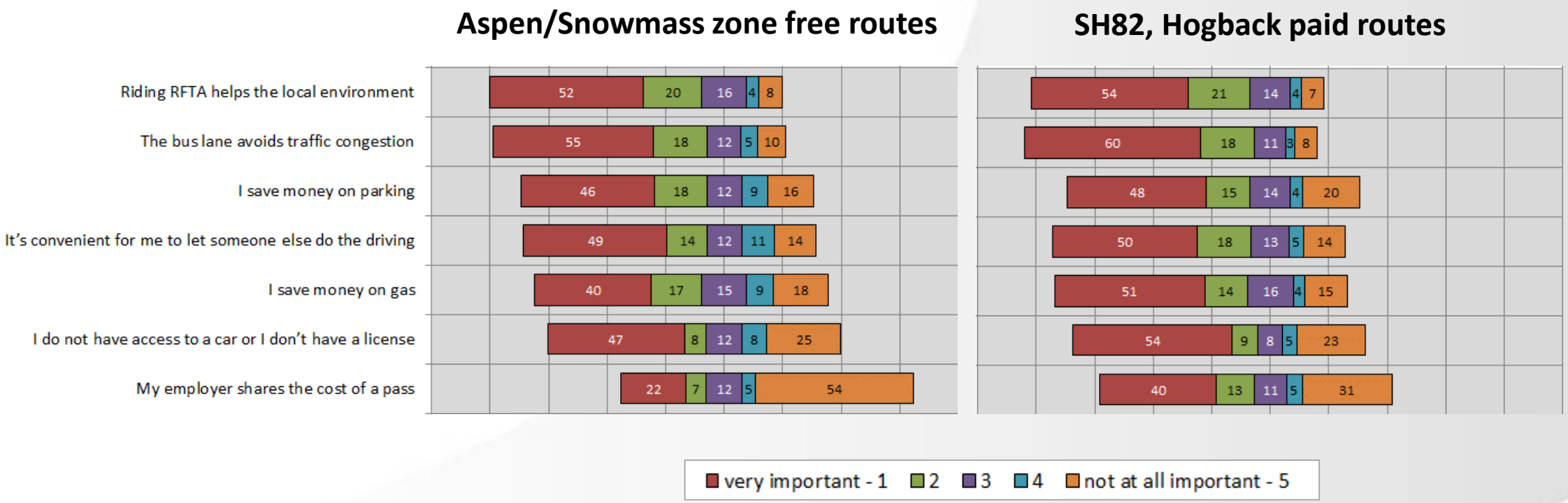
16.5 percent of 45,653 total boardings

RFTA routes serve different markets

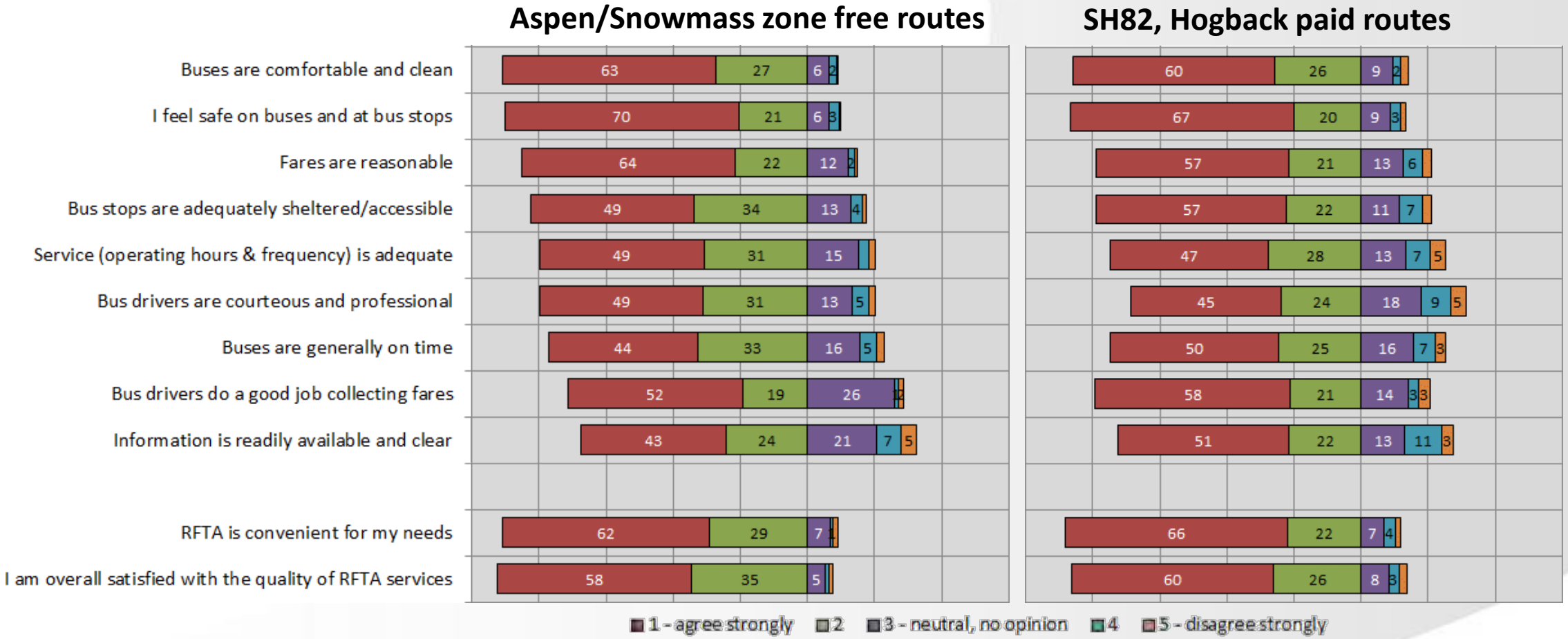
	Routes wholly within the Aspen, Snowmass zone	Routes in Highway 82, Hogback corridor	Ride Glenwood
Fares charged to ride?	No	Yes, except Carbondale Circ.	No
Share of RFTA winter boardings	61%	36%	3%
Commute trips	28%	64%	53%
Ski/rec trips (to/from home/lodging)	39%	10%	26%
Boardings by full-time residents	39%	72%	95%*
Hispanic or Latino	23%	43%	63%
Household incomes > $150,000	24%	4%	0%
Household incomes < $25,000	18%	32%	33%

* Zipcode 81601

Reasons for riding



Rating of service traits



Values are percentages and add across to 100%

Rating—weighted score by route, OD

		I feel safe on buses and at bus stops	Buses are comfortable and clean	Drivers do a good job collecting fares	Fares are reasonable	Bus stops sheltered/ accessible	Op hours, frequency are adequate	Buses are generally on time	Drivers courteous, professional	Info readily available and clear	RFTA is convenient for my needs	I am overall satisfied with RFTA
route group	A/S Zone free	1.33	1.39	1.39	1.34	1.55	1.56	1.67	1.62	1.82	1.40	1.44
	SH82, Hgbk paid	1.38	1.46	1.51	1.57	1.60	1.78	1.67	1.84	1.79	1.41	1.49
route	BRT	1.42	1.49	1.53	1.62	1.63	1.82	1.75	1.93	1.77	1.43	1.51
	Valley Local	1.28	1.41	1.51	1.48	1.54	1.63	1.58	1.74	1.66	1.35	1.44
	SM-Valley	1.39	1.47	1.29	1.63	1.53	1.90	1.69	1.69	2.41	1.55	1.52
	Hogback	1.51	1.32	1.48	1.61	1.97	2.39	1.50	1.86	2.08	1.54	1.56
	Aspen-SM	1.35	1.32	1.42	1.34	1.54	1.53	1.63	1.53	1.79	1.40	1.43
	Aspen City routes	1.31	1.45	1.36	1.34	1.57	1.59	1.71	1.71	1.86	1.40	1.45
	Ride Glenwood	1.65	1.56	„	„	1.63	1.88	1.79	1.46	1.59	1.38	1.47
OD pair group	both ends in Aspen	1.27	1.39	1.36	1.37	1.55	1.55	1.67	1.66	1.83	1.36	1.42
	Aspen - Snowmass	1.31	1.31	1.39	1.32	1.53	1.55	1.55	1.48	1.76	1.42	1.47
	Aspen - Downvalley, Hogb	1.40	1.51	1.49	1.58	1.58	1.78	1.71	1.84	1.83	1.44	1.50
	Snowmass - Downvalley, H	1.37	1.31	1.36	1.51	1.61	1.65	1.80	1.82	1.94	1.37	1.43
	both ends Downvalley	1.38	1.62	1.46	1.44	1.61	1.64	1.60	1.53	1.60	1.46	1.51
	Hogback (no trip end Upva	1.58	1.35	1.49	1.85	1.85	2.62	1.47	1.94	2.14	1.54	1.48

Lower score, darker green is highest satisfaction

Rating—weighted score by rider traits

		I feel safe on buses and at bus stops	Buses are comfortable and clean	Drivers do a good job collecting fares	Fares are reasonable	Bus stops sheltered/ accessible	Op hours, frequency are adequate	Buses are generally on time	Drivers courteous, professional	Info readily available and clear	RFTA is convenient for my needs	I am overall satisfied with RFTA
age	Under 16	1.59	1.44	1.60	1.18	1.52	1.50	1.75	1.58	2.02	1.40	1.50
	16 to 18	1.68	1.85	1.45	1.84	1.76	1.94	1.66	1.70	1.86	1.48	1.67
	19 to 25	1.33	1.44	1.50	1.56	1.61	1.78	1.87	1.81	1.90	1.47	1.53
	26 to 34	1.33	1.37	1.40	1.40	1.52	1.67	1.70	1.79	1.82	1.43	1.48
	35 to 44	1.29	1.29	1.36	1.42	1.66	1.63	1.61	1.72	1.74	1.33	1.44
	45 to 65	1.28	1.36	1.44	1.31	1.52	1.55	1.50	1.60	1.73	1.35	1.34
	Over 65	1.21	1.32	1.24	1.20	1.51	1.40	1.43	1.37	1.96	1.19	1.29
race/ ethicity	Hispanic or Latino	1.39	1.41	1.45	1.52	1.61	1.78	1.81	1.85	1.76	1.42	1.50
	African American / Black	1.38	1.35	1.44	1.59	1.51	1.26	2.31	1.61	1.55	1.42	1.49
	White	1.32	1.44	1.46	1.38	1.56	1.62	1.56	1.64	1.87	1.40	1.44
	Asian	1.35	1.29	1.27	1.39	1.38	1.43	1.42	1.41	1.26	1.16	1.23
income	below $25,000	1.35	1.43	1.50	1.60	1.56	1.93	1.80	1.76	1.90	1.41	1.51
	$25,000 - $49,999	1.46	1.49	1.36	1.52	1.59	1.76	1.85	1.84	1.79	1.39	1.51
	$50,000 - $74,999	1.43	1.41	1.45	1.44	1.70	1.61	1.66	1.76	1.82	1.47	1.49
	$75,000 - $99,999	1.27	1.32	1.37	1.33	1.37	1.55	1.47	1.61	1.65	1.41	1.40
	$100,000 - $149,999	1.28	1.39	1.59	1.29	1.63	1.55	1.54	1.64	1.97	1.42	1.48
	over $150,000	1.22	1.34	1.35	1.21	1.46	1.42	1.46	1.44	1.68	1.29	1.33
gender	male	1.32	1.43	1.48	1.43	1.64	1.62	1.70	1.82	1.89	1.45	1.51
	female	1.36	1.40	1.41	1.41	1.52	1.68	1.64	1.62	1.72	1.37	1.41

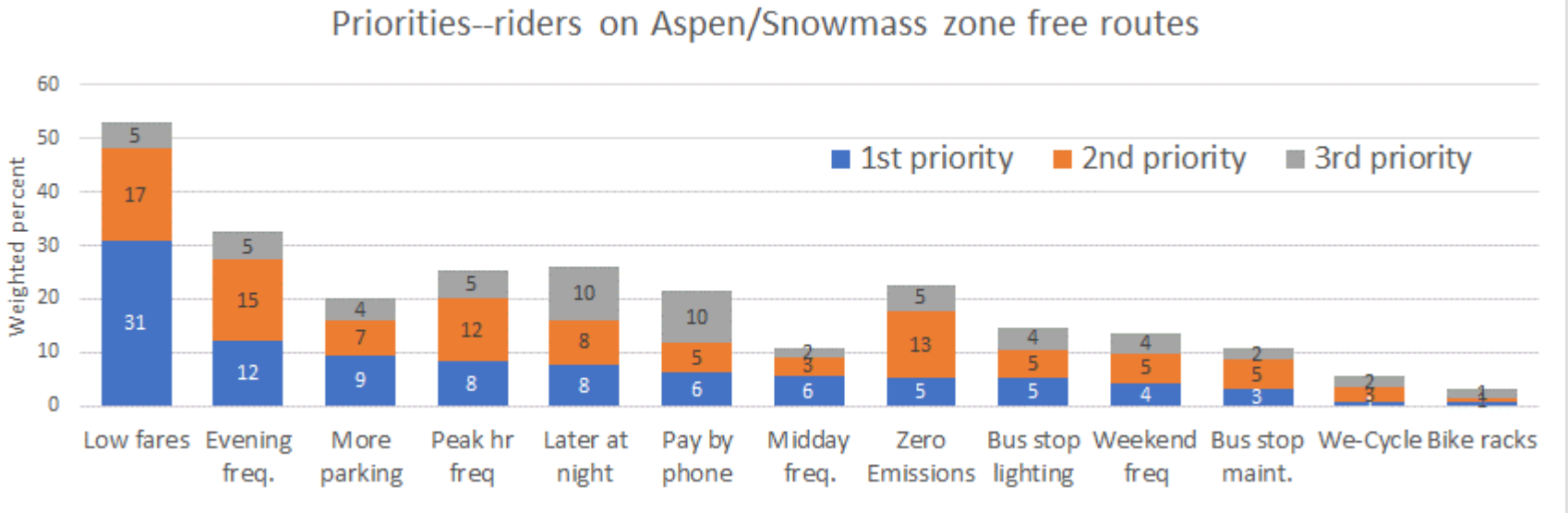
Lower score, darker green is highest satisfaction

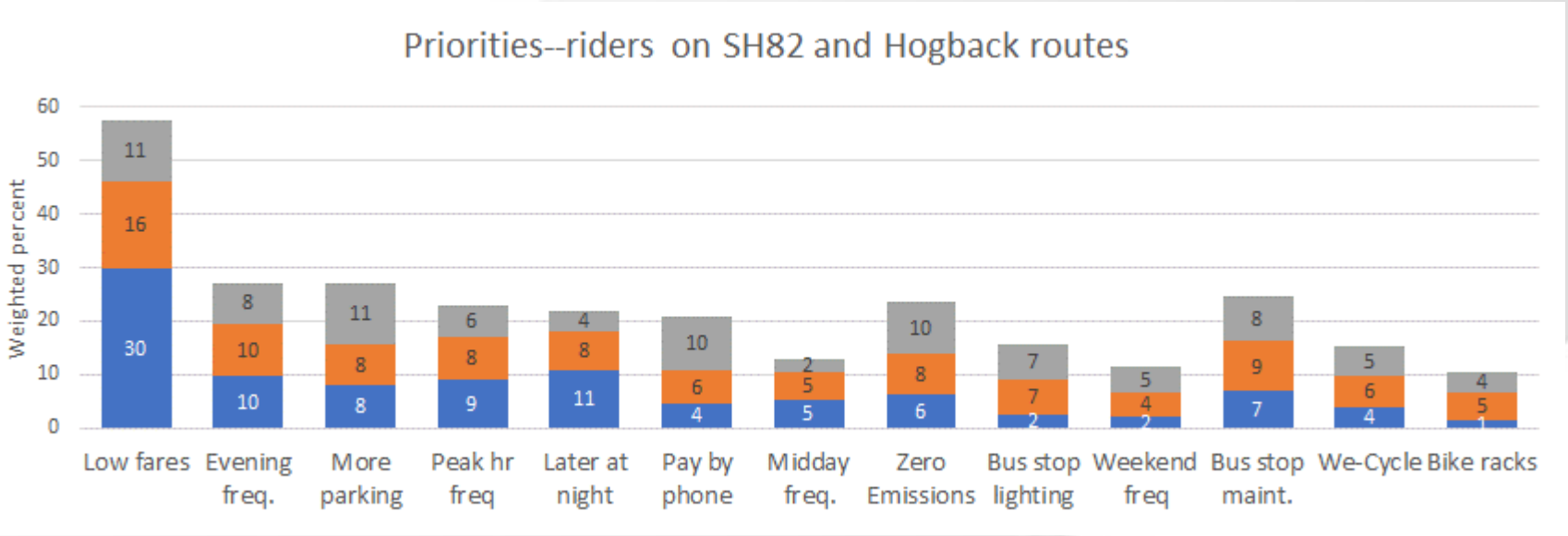
Rating—weighted score by zone

		I feel safe on buses and at bus stops	Buses are comfortable and clean	Drivers do a good job collecting fares	Fares are reasonable	Bus stops sheltered/ accessible	Op hours, frequency are adequate	Buses are generally on time	Drivers courteous, professional	Info readily available and clear	RFTA is convenient for my needs	I am overall satisfied with RFTA
home /	Aspen	1.29	1.34	1.36	1.36	1.53	1.58	1.67	1.53	1.72	1.37	1.45
lodging end	Snowmass	1.30	1.34	1.37	1.26	1.52	1.48	1.60	1.58	1.90	1.41	1.46
	Basalt	1.36	1.47	1.49	1.54	1.77	1.80	1.56	2.16	2.01	1.46	1.50
	Willits	1.29	1.56	1.57	1.77	1.50	1.98	2.03	2.01	1.53	1.55	1.54
	El Jebel	1.45	1.51	1.39	1.42	1.56	1.73	1.99	1.83	1.84	1.40	1.63
	Carbondale	1.44	1.60	1.48	1.64	1.69	1.72	1.74	1.84	1.83	1.39	1.43
	Glenwood Springs	1.48	1.46	1.38	1.55	1.53	1.82	1.70	1.73	1.73	1.58	1.58
	New Castle	1.52	1.72	1.11	1.64	2.01	1.91	1.60	1.62	1.96	1.32	1.40
	Silt	1.26	1.58	1.47	1.47	2.02	3.39	1.42	2.22	2.23	1.35	1.56
	Rifle	1.64	1.33	1.61	1.51	1.80	2.35	1.28	1.76	2.31	1.51	1.43
non-home /	Aspen	1.35	1.44	1.43	1.44	1.59	1.64	1.68	1.78	1.87	1.42	1.48
lodging end	Snowmass	1.34	1.34	1.38	1.44	1.57	1.65	1.70	1.63	1.80	1.43	1.48
	Basalt	1.41	1.80	1.90	1.62	1.79	1.68	1.66	1.55	1.91	1.61	1.83
	Willits	1.47	1.65	1.30	1.70	2.10	2.15	1.87	1.89	2.02	1.56	1.72
	Carbondale	1.18	1.21	1.43	1.29	1.33	1.38	1.21	1.45	1.49	1.12	1.31
	Glenwood Springs	1.39	1.46	1.48	1.37	1.43	1.83	1.53	1.50	1.64	1.26	1.30

Lower score, darker green is highest satisfaction

Priorities


Priorities--riders on Aspen/Snowmass zone free routes
Weighted percent
60
50
40
30
20
10
0
1st priority
2nd priority
3rd priority
Low fares
Evening freq.
More parking
Peak hr freq
Later at night
Pay by phone
Midday freq.
Zero Emissions
Bus stop lighting
Weekend freq
Bus stop maint.
We-Cycle
Bike racks


Priorities--riders on SH82 and Hogback routes
Weighted percent
60
50
40
30
20
10
0
Low fares
Evening freq.
More parking
Peak hr freq
Later at night
Pay by phone
Midday freq.
Zero Emissions
Bus stop lighting
Weekend freq
Bus stop maint.
We-Cycle
Bike racks

Priorities—weighted score by trip end

		Low fares	Evening freq.	More parking	Peak hr freq	Later at night	Pay by phone	Midday freq.	Zero Emissions	Bus stop lighting	Weekend freq	Bus stop maint.	We-Cycle	Bike racks
home /	Aspen	2.92	3.32	3.63	3.40	3.50	3.73	3.58	3.32	3.74	3.69	3.73	3.84	3.89
lodging end	Snowmass	2.81	3.13	3.73	3.45	3.54	3.50	3.61	3.38	3.77	3.61	3.70	3.75	3.88
	Basalt	2.70	3.39	3.71	3.32	3.71	3.69	3.72	3.27	3.77	3.66	3.65	3.90	3.84
	Willits	2.68	3.13	3.71	3.43	3.41	3.47	3.81	3.35	3.71	3.79	3.80	3.95	3.97
	El Jebel	2.03	3.37	3.76	3.52	3.78	3.75	3.31	3.59	3.82	3.69	3.68	3.91	4.00
	Carbondale	2.51	3.34	3.50	3.54	3.52	3.56	3.67	3.50	3.74	3.82	3.86	3.82	3.93
	Glenwood Springs	2.96	3.22	3.05	3.55	3.58	3.78	3.49	3.66	3.82	3.70	3.74	3.86	3.91
	New Castle	2.56	3.66	3.04	3.48	3.69	4.00	3.61	3.31	3.72	3.59	3.48	3.90	4.00
	Silt	2.68	3.65	3.44	3.77	3.91	4.00	2.67	4.00	3.36	3.77	4.00	4.00	4.00
	Rifle	2.73	3.83	3.03	4.00	3.51	3.79	3.16	3.91	3.90	3.74	3.87	3.86	3.94
non-home /	Aspen	2.76	3.34	3.67	3.41	3.53	3.68	3.59	3.31	3.80	3.69	3.78	3.84	3.88
lodging end	Snowmass	2.94	3.33	3.54	3.21	3.57	3.75	3.60	3.44	3.68	3.64	3.72	3.88	3.94
	Basalt	2.58	3.51	3.62	3.76	3.62	3.71	3.53	3.70	3.68	3.62	3.13	3.83	3.90
	Carbondale	2.64	3.46	3.44	3.63	3.74	3.52	3.66	3.78	3.74	3.71	3.68	3.84	3.78
	Glenwood Springs	2.64	3.25	3.48	3.79	3.37	3.56	3.28	3.77	3.88	3.80	3.62	3.91	3.92

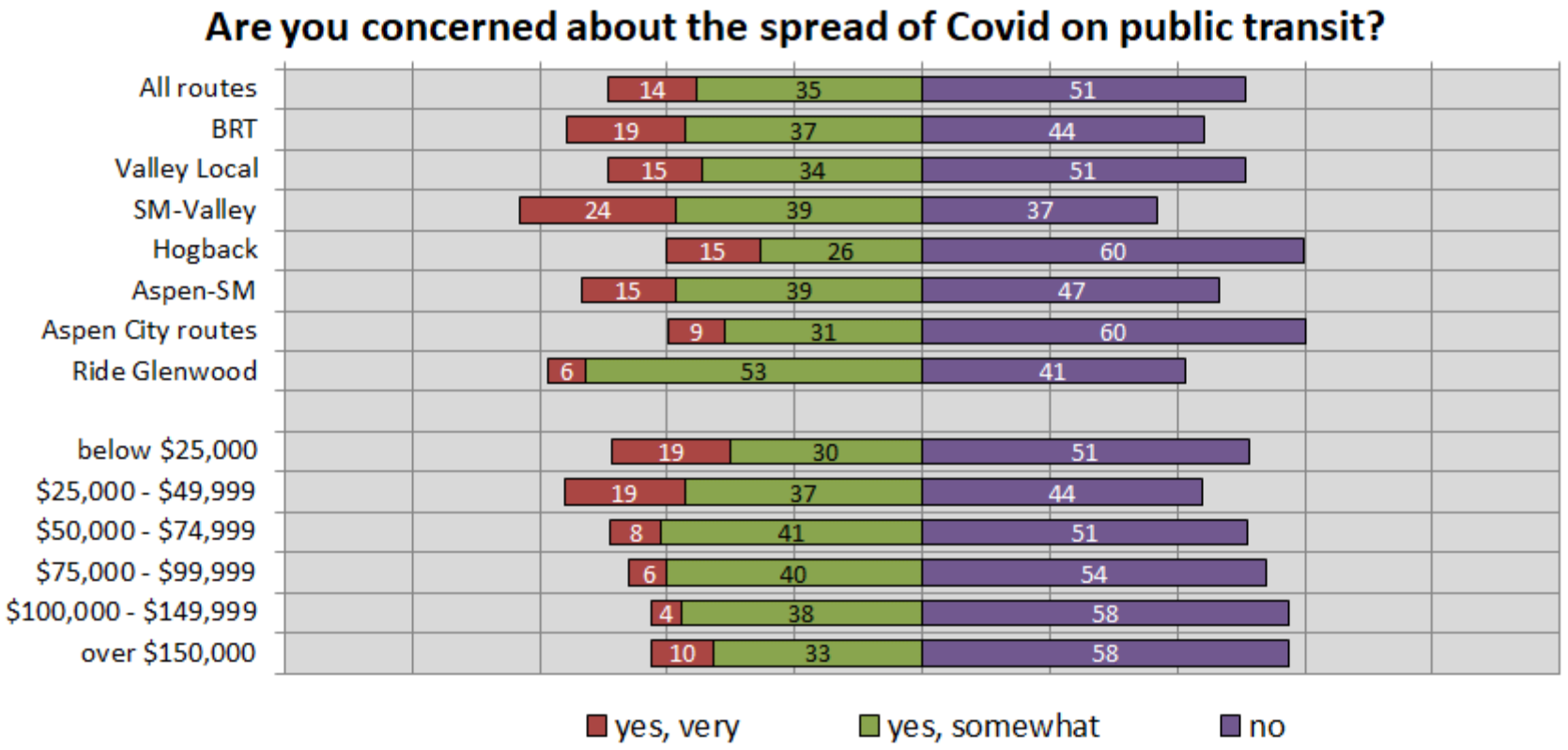
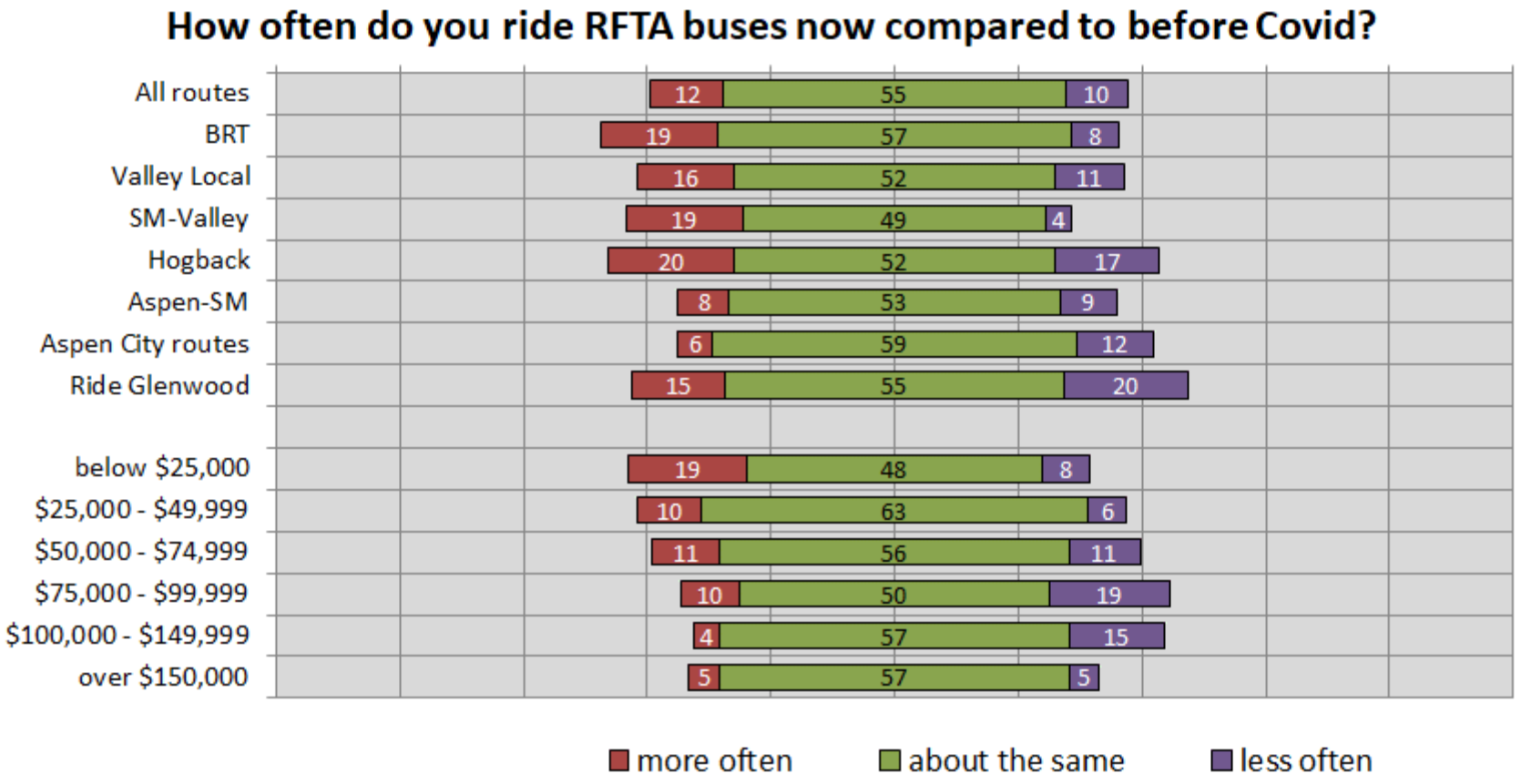
Lower score, darker red is highest priority

Priorities—weighted score by rider traits

		Low fares	Evening freq.	More parking	Peak hr freq	Later at night	Pay by phone	Midday freq.	Zero Emissions	Bus stop lighting	Weekend freq	Bus stop maint.	We-Cycle	Bike racks
age	Under 16	2.67	3.31	3.63	3.67	3.55	3.66	3.27	3.49	3.86	3.72	3.49	3.73	3.93
	16 to 18	2.68	3.22	3.57	3.68	3.33	3.72	3.54	3.53	3.84	3.79	3.60	3.89	3.93
	19 to 25	2.98	3.16	3.76	3.43	3.29	3.55	3.65	3.50	3.65	3.69	3.74	3.92	3.92
	26 to 34	2.91	3.28	3.62	3.32	3.40	3.69	3.67	3.41	3.75	3.69	3.76	3.80	3.87
	35 to 44	2.59	3.46	3.50	3.54	3.64	3.71	3.53	3.38	3.89	3.67	3.77	3.86	3.92
	45 to 65	2.58	3.44	3.65	3.32	3.68	3.69	3.61	3.40	3.83	3.74	3.85	3.77	3.81
	Over 65	2.64	3.50	3.27	3.27	3.88	3.88	3.53	3.15	3.75	3.52	3.77	3.86	3.90
race/ ethicity	Hispanic or Latino	2.95	3.24	3.71	3.42	3.37	3.68	3.51	3.63	3.69	3.61	3.72	3.90	3.89
	African American / Black	3.12	3.29	3.18	3.61	3.52	3.47	3.54	3.82	3.38	3.64	3.55	3.93	3.89
	White	2.68	3.36	3.57	3.41	3.60	3.70	3.62	3.25	3.82	3.72	3.77	3.81	3.87
	Asian	2.69	3.14	3.48	3.52	3.77	3.57	3.46	3.73	3.80	3.69	3.73	3.82	3.98
income	below $25,000	2.80	3.01	3.80	3.41	3.34	3.73	3.57	3.59	3.79	3.70	3.78	3.91	3.89
	$25,000 - $49,999	2.69	3.35	3.72	3.42	3.64	3.68	3.45	3.23	3.73	3.63	3.75	3.87	3.87
	$50,000 - $74,999	2.98	3.35	3.44	3.54	3.49	3.63	3.47	3.35	3.81	3.78	3.68	3.86	3.90
	$75,000 - $99,999	2.68	3.40	3.45	3.51	3.70	3.64	3.74	3.49	3.77	3.51	3.62	3.75	3.87
	$100,000 - $149,999	2.90	3.35	3.36	3.39	3.60	3.65	3.75	3.35	3.82	3.64	3.78	3.81	3.82
	over $150,000	2.81	3.31	3.65	3.21	3.61	3.66	3.62	3.26	3.81	3.72	3.83	3.80	3.92
gender	male	2.71	3.35	3.63	3.42	3.53	3.68	3.61	3.40	3.79	3.69	3.77	3.82	3.87
	female	2.81	3.27	3.59	3.38	3.56	3.69	3.57	3.38	3.74	3.68	3.75	3.87	3.92

Lower score, darker red is highest priority

Covid-related concern



Covid-related change in ridership