FCMA Public Transportation Strategic Service Evaluation Project

Origins and Destinations Survey Report

Draft

Task No. 1.3

Prepared for:

Fresno Council of Governments

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1.0 INTRODUCTION

The stated purpose of the Strategic Service Evaluation is to examine metropolitan travel patterns through extensive origin-destination, transit ride check and transfer studies, and public and stakeholder input with a goal of reducing travel times and improving linkages to major trip generators and making transit in the Fresno and Clovis service area more productive, cost effective and sustainable.

This report presents the findings of the origin-destination survey.

1.1 Key Findings

- Fresno Area Express (FAX) and Clovis Stageline bus systems meet the transportation needs of their riders very well, with 85 percent indicating that their needs are very or relatively well met.
- Trip time is also satisfactory (80 percent). Although those who do not transfer buses at all are somewhat more satisfied with trip time than those who do transfer, satisfaction does not decrease as the number of transfers increases above one transfer.
- There is a very substantial student population that uses the Fresno and Clovis buses (26 percent of riders) making 24 percent of all trips (23 percent from home and an additional 1 percent miscellaneous). On weekdays, students make 28 percent of all trips.
- Home-work trips are the most frequent of all trip purposes (29 percent overall; 30 percent on weekdays, and 22 percent on weekends). On weekends, home--to/from--friends/recreation are most numerous (25 percent).
- The bus rider population is very low income (56 percent of households with annual incomes under $10,000), and 88 percent of bus riders have no automobile available to make their trip.
- Riders are 45 percent Hispanic/Latino.
- Two-thirds of riders have ridden FAX or Clovis buses for 3 or more years (49 percent have ridden 5 or more years and 18 percent 3-5 years).
- More than one-half (56 percent) ride the bus 5 or more days per week.
- Almost two-thirds of all riders (65 percent) transfer buses on their trip, with the average transferring rider making 1.37 transfers.
- More than 80 percent of bus riders walk to (82 percent) and from (83 percent) their bus stops to catch their first bus and to reach their final destination after their last bus.
- Riders want to make greater use of the Internet to obtain their transit information (from 29 percent currently to 39 percent in the future) and to decrease their use of the telephone to do so (from 40 percent currently to 26 percent in the future). They also indicate that they would like to obtain

transit information at bus stops more than they presently do (22 percent currently to 28 percent in the future).

2.0 METHODOLOGY

An on-board survey of Fresno Area Express (FAX) and Clovis Stageline bus riders was conducted in order and collected the following information:

- Bus routes ridden by bus riders in sequence, including transfers
- Initial origin for transit trip
- Initial bus stop
- Mode of access to initial bus stop
- Final bus stop after all transfers
- Mode of egress from final bus stop to destination
- Trip purpose
- Origins/Destinations by addresses or cross streets and by purpose
- Automobile availability as an alternative to the bus trip
- Satisfaction with FAX and Stageline in meeting transportation needs
- Satisfaction with time of trip
- Sources for receiving transit information—current and preferred
- Bus trip frequency
- Length of time that bus patron has ridden Fax or Stageline buses
- Ethnicity
- Age
- Work Status
- Income
- Gender
- Participation in CalFresh program

- Home Address and Zip Code

The survey was developed to not only provide origin-destination information but also certain other data of interest. The final survey questionnaire form is provided in the Appendix to the report.

Surveys on FAX buses were scheduled in such a manner as to obtain close to ± 5 percent margins of error on high volume bus routes (between 300 and 350 respondents) and close to ± 10 percent margins of error (approximately 50-90 respondents) on lightly used routes. Very lightly used routes (for example Route 58/58E with only 100 riders daily) would not likely be able to achieve ± 10 percent because more than one-half of all riders would be needed to respond in order to reach ± 10 percent. In such cases, the full census would generate as many responses as possible. Daily rider counts were used to make these determinations, which ranged from riding between 54 percent and a full 100 percent census of each bus route's trips on weekdays and between 4 and 8 hours per route on weekends. These trips, when less than a census, were selected at random in four-hour blocks.

Based on a 17.5 percent response rate of unlinked trips, approximately 3,700 surveys (3,200 weekday and 500 weekend) were estimated. The margins of error for this estimated number of responses would be ± 1.6 percent overall, ± 1.7 percent weekday and ± 4.3 percent weekend, all at the 95 percent level of confidence. More than 4,200 surveys were returned on the buses or by prepaid business reply mail. These surveys were reviewed individually, and only those with at least one geographic variable (origin, destination, bus stops, home address) and a satisfactory amount of other questions completed were ultimately included in the sample. The only exceptions to the geographic variable requirement were that Spanish language surveys and surveys from Asians (two groups typically underrepresented) were included if they completed a satisfactory number of the other questions. Ultimately, 3,730 surveys were included. Among these surveys were:

- 3,379 weekday surveys
- 351 weekend surveys
- 125 Spanish language surveys
- 154 Clovis Stageline surveys
- 55 percent female respondents and 45 percent male respondents

Three respondents who completed the entire survey were randomly selected to receive $100 each as a reward for their participation.

After pre-testing, surveying began on Wednesday, October 16 and concluded on Wednesday, October 20. A total of 659 hours were spent conducting on-board bus surveys and 16 hours were spent on-site at Asian Village (Kings Canyon between Willow and Winery). Approximately 5.5 useable surveys were obtained per hour.

Surveyors were assigned specific routes to follow each day, according to their Survey Assignment Log and were provided with specifically numbered survey forms to hand out and record on their Assignment Logs. An example of an Assignment Log is provided in the Appendix, as is the numbering system per

assignment. In this manner, the preprinted survey number could identify the day of week, time of day, bus route and direction for each survey that was returned. Figure 2-1 through Figure 2-4 depict this information for the sampled survey respondents.

Figure 2-1: Days of Week of Survey Respondents' Bus Trips

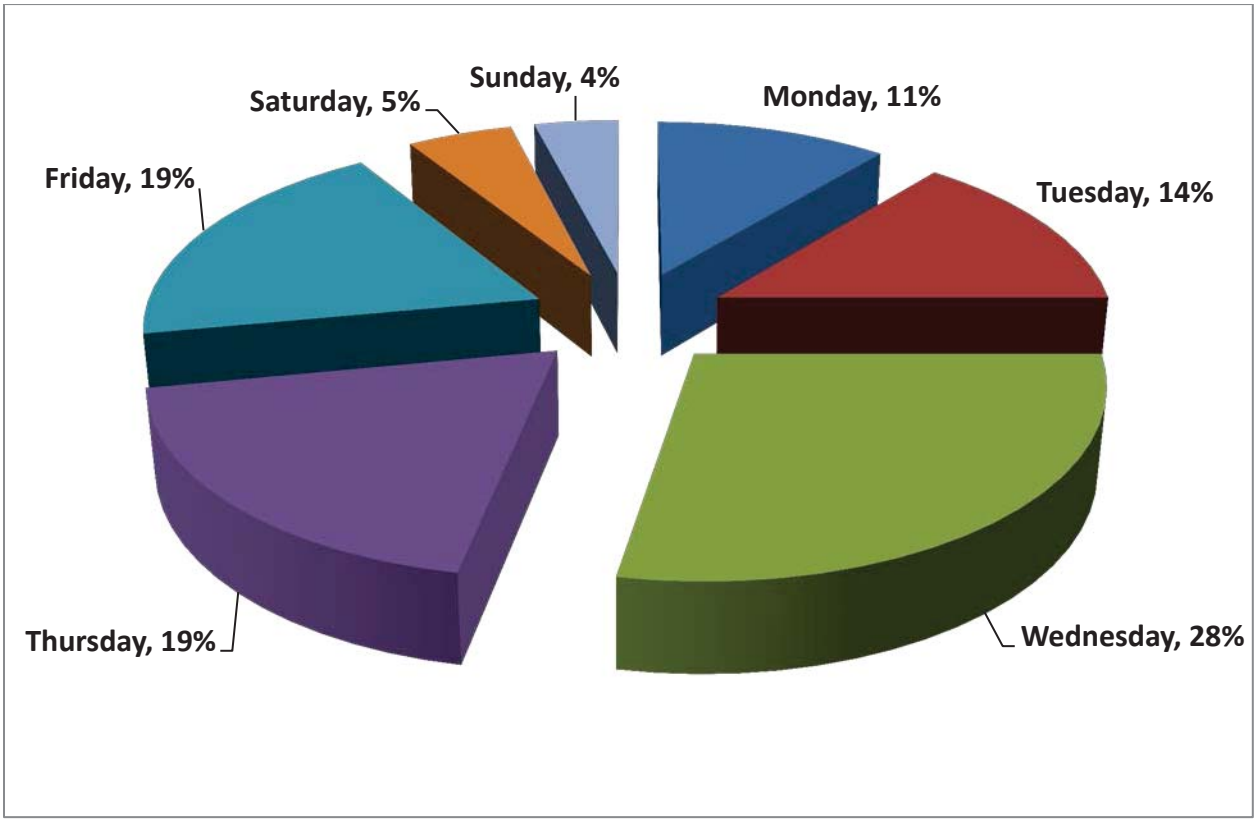
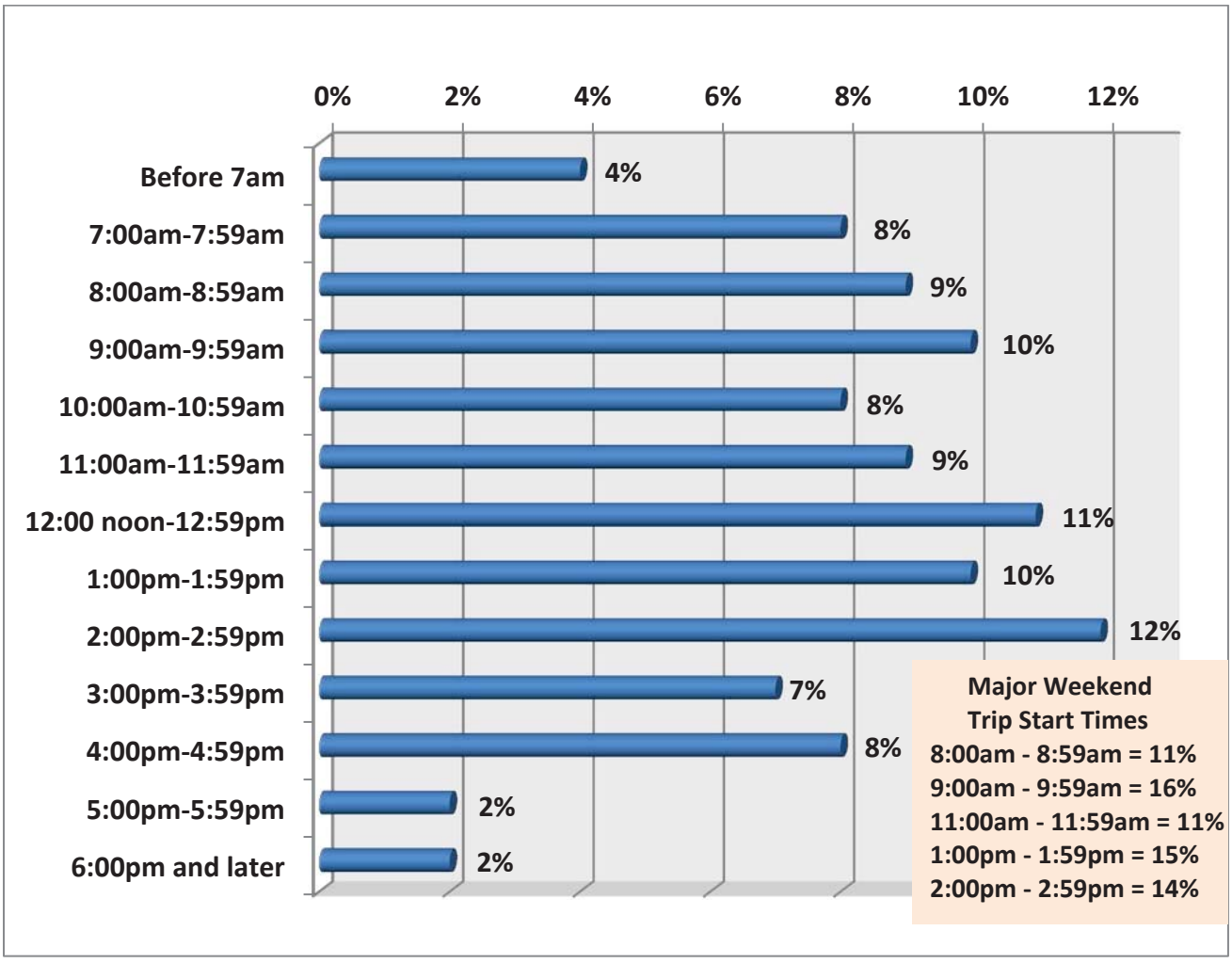


Figure 2-2 shows that the sample was distributed nicely over the course of the operating hours for the FAX and Clovis bus systems, with midday trips being most numerous in the sample. Weekends show even greater midday ridership than weekdays and tend to have fewer very early riders or late riders in comparison to weekdays.

Figure 2-3 indicates that riders on routes 28, 26/39 (combined), and 30 were the most responsive. These three routes, along with route 38, are the largest in the FAX system in terms of rider volume. The fewest responses were obtained from routes 58/58E and Clovis 50, two lightly used routes. On weekends, Route 22 had a high response rate, with Route 28 showing less responsiveness than on weekdays.

Figure 2-2: Time Bus Trip Started



Clovis also offers two one-way, 20-minute routes (70 and 80) that connect in the morning and afternoon to the main routes (10 and 50) to local schools in the morning and from the schools in the afternoon. Counts show that approximately 40 riders use these buses daily. The City of Clovis requested that only the afternoon buses on these routes be included. No responses were obtained on these routes due to the small number of riders and the very short trip length. There were, however, riders who indicated that these routes were a part of their overall trip when they were surveyed on other routes. Figure **2-3** displays the percentage of bus riders for each route.

Figure 2-3: Bus Route of Survey Respondents

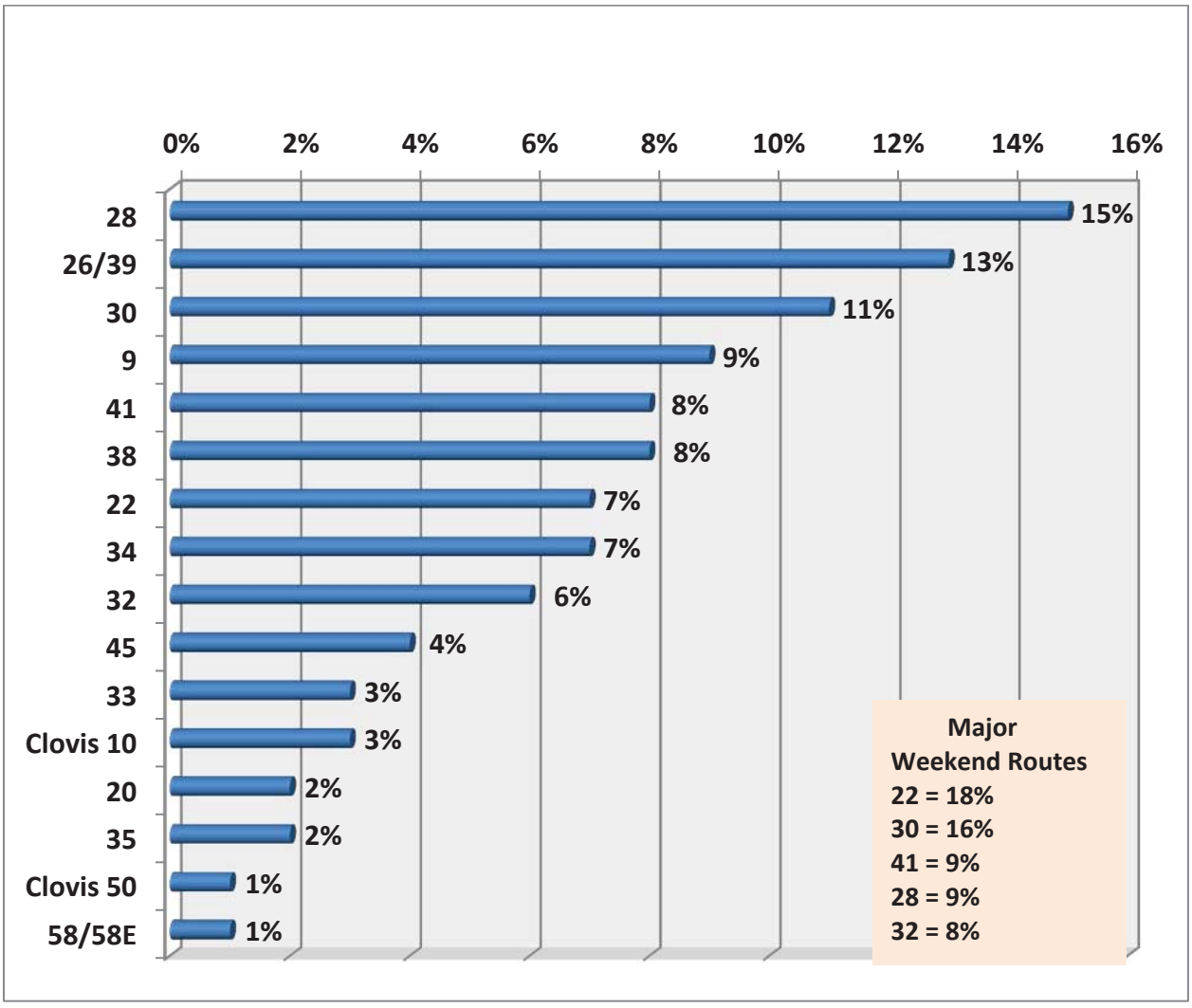


Table 2-1 shows the margins of error achieved overall, weekday and weekend, by FAX and Clovis, and by route for the survey at 95 percent confidence. Those routes targeted for ± 5 percent achieved between ± 3.9 percent and ± 6.1 percent. Those targeted for ±10 percent achieved between ± 7.9 percent and ± 12.1 percent. Overall and weekday margins of error exceeded the original objectives, with weekends being very close.

Table 2-1: Margins of Error for the Sample

(@ 95 percent confidence)

Route	Sample Respondents	Margin of Error
28	554	± 3.9%
26/39	481	± 4.3%
30	428	± 3.9%
9	347	± 4.9%
41	299	± 5.4%
38	286	± 5.6%
22	280	± 5.5%
34	249	± 6.0%
32	239	± 6.1%
45	135	± 7.9%
33	108	± 8.5%
Clovis 10	99	± 8.7%
35	63	± 11.9%
20	65	± 12.1%
Clovis 50	55	± 11.8%
58/58E	42	± 11.9%
Overall	3,730	± 1.5%
Weekday	3,379	± 1.6%
Weekend	351	± 5.2%
Fresno Area Express	3,576	± 1.6%
Clovis Stageline	154	± 7.2%

Figure 2-4 shows significant directional symmetry for the sample, with relatively equal North/South and East/West rider counts. There is also symmetry for the hybrid routes (26/39 and 58/58E) that are designated by FAX to run in the two directions that each of the combined routes run when considered separately.

Figure 2-5 depicts the major residential zip codes for survey participants. An excellent geographic distribution is shown, with zip codes 93702 and 93727 east of downtown, 93705 north central, 93726 northeast, 93722, northwest, and 93706 southwest.

Figure 2-4: Direction of Bus for Sampled Respondents

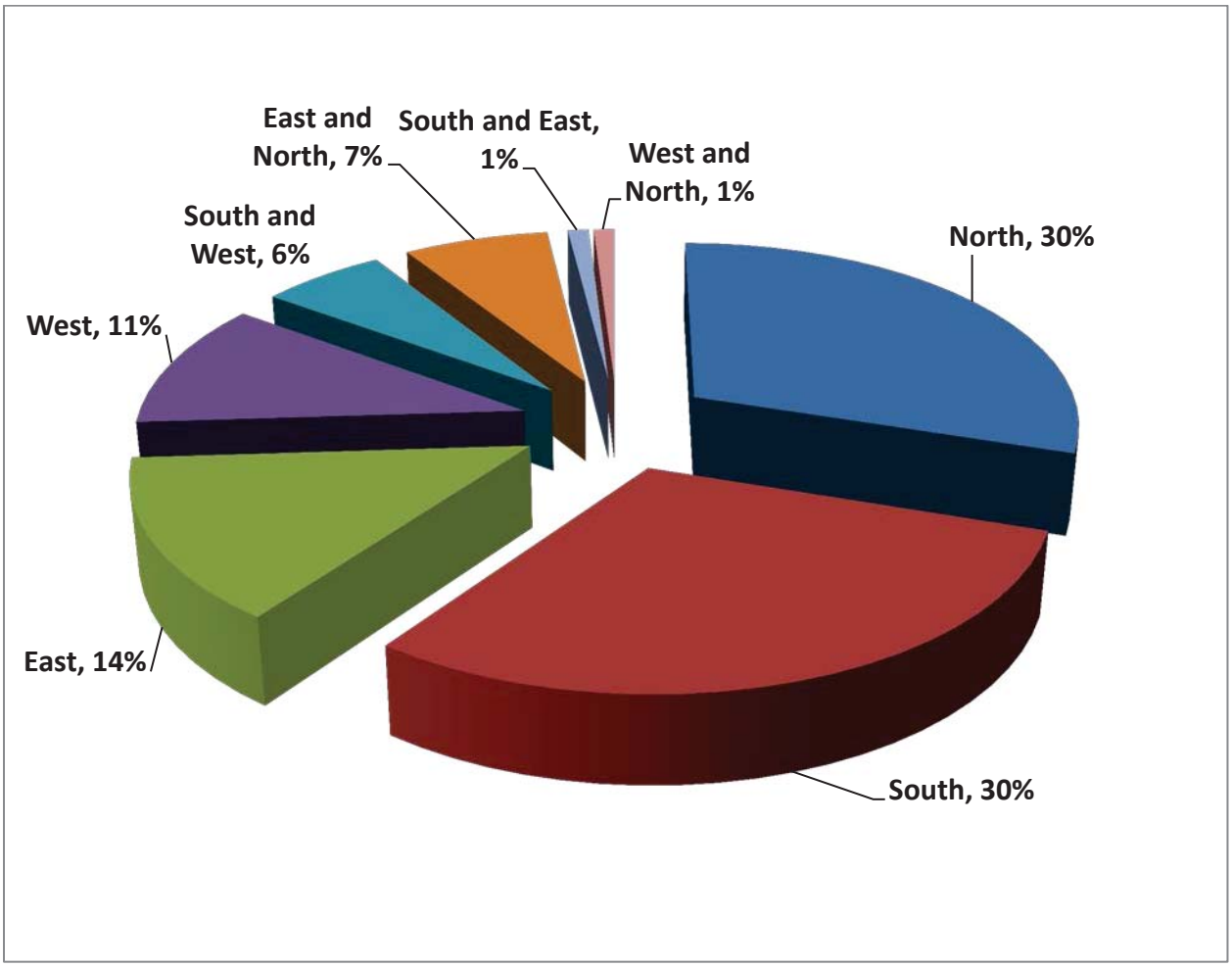
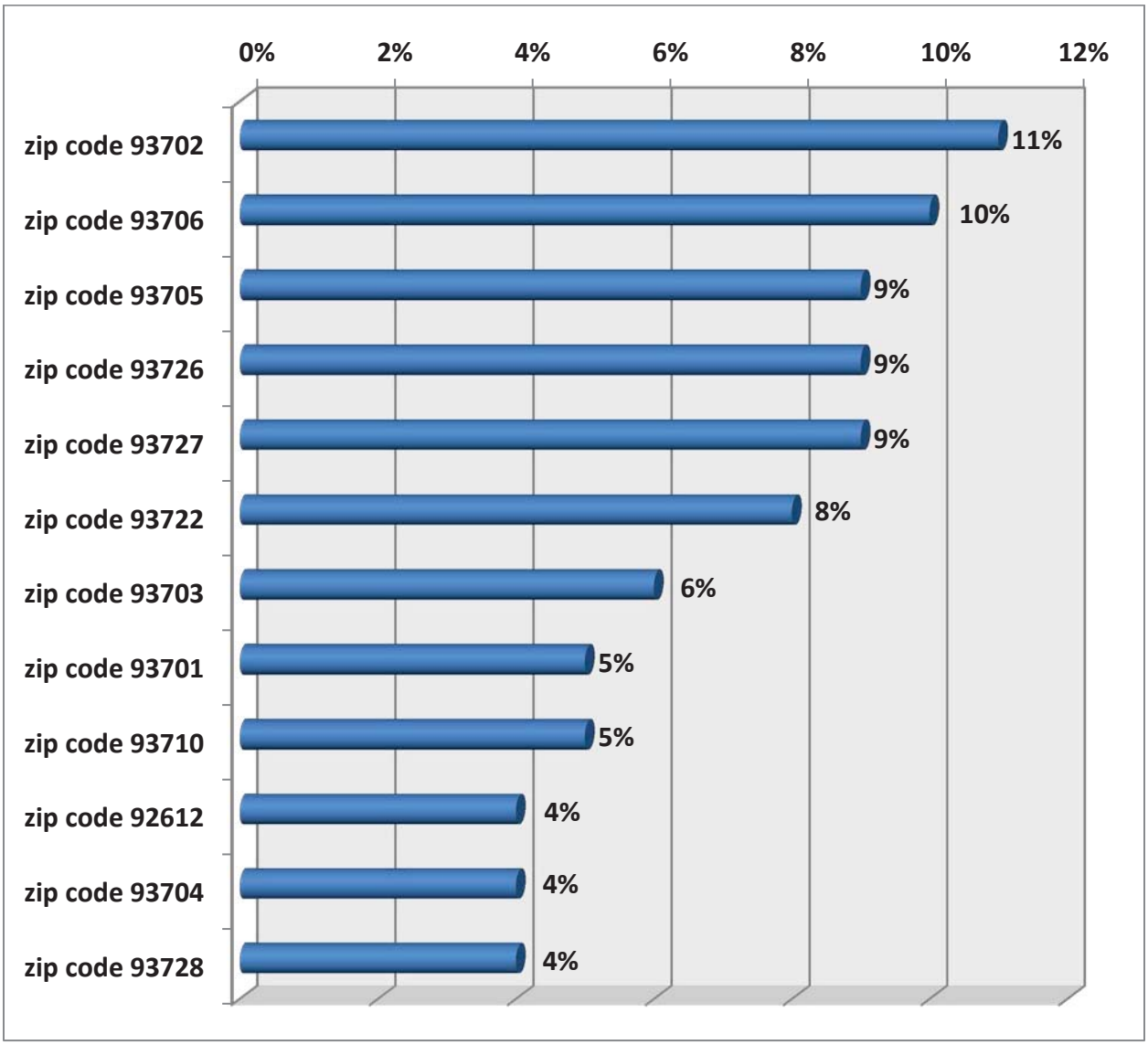


Figure 2-5: Major Bus Patron Residential Zip Codes



The balance of this report will present the survey findings, beginning with the demographic characteristics of the bus patron population, then exploring their travel behavior by bus, and, lastly discussing their opinions expressed. Complete frequency distributions for these findings are contained in the Appendix. Geocoded origin and destination information derived from this survey are included in the final Public Transportation System Assessment, dated April 2014.

3.0 SURVEY RESULTS

3.1 Respondent Demographic Characteristics

- **Figure 3-1** through

Figure 3-5 present the demographic characteristics of the survey respondents. Well over two-fifths (45 percent) of the sample respondents are employed either full time (28 percent) or part time (18 percent) as shown in **Figure 3-1**. It is also shown that students comprise over one-fourth (26 percent) of the sample respondents. The remaining sample respondents are not employed (17 percent), disabled and unable to work (11 percent), homemakers (5 percent), and retired (4 percent). The weekend sample respondents are more likely to be employed full time (28 percent) and, as expected, there are fewer student respondents on weekends (16 percent). Clovis respondents differ from the overall sample in the following ways: respondent part time employees in Clovis exceed the overall by 8 percent – 26 percent in Clovis versus 18 percent in the general sample population. On the other hand, there is a smaller percentage of student respondents (21 percent versus 26 percent) and unemployed respondents (12 percent versus 17 percent) in Clovis.

Figure 3-1: Work Status

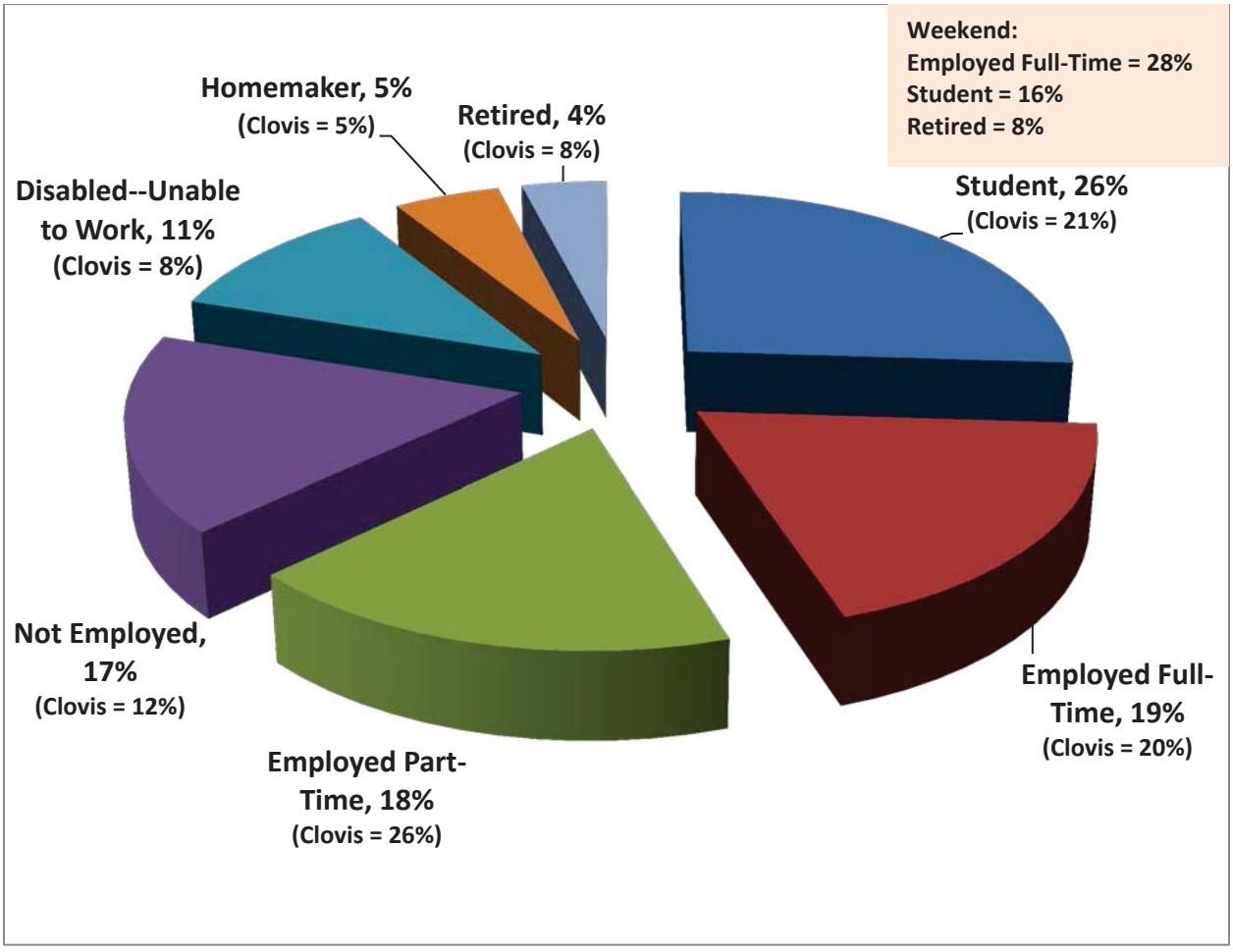
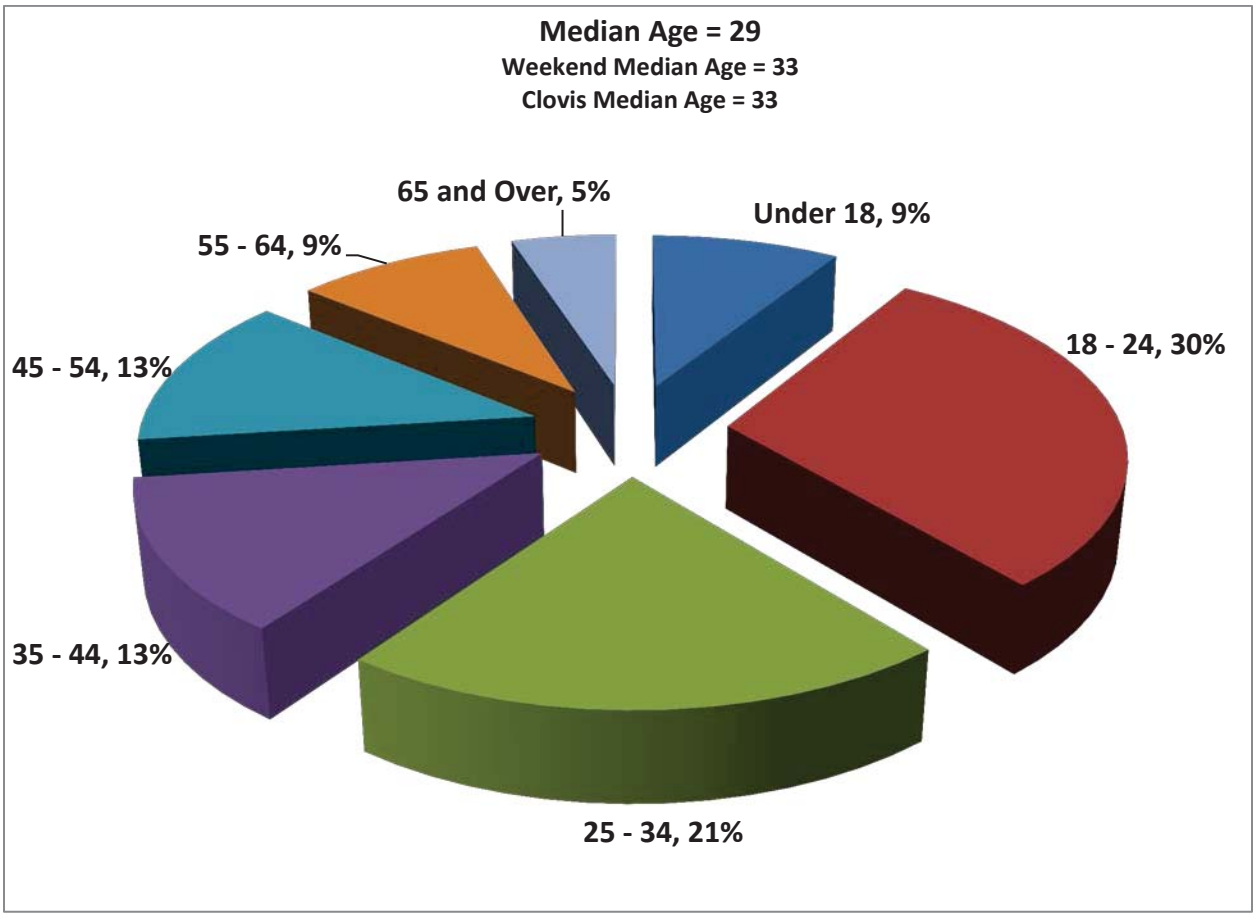


Figure 3-2 indicates that the median age of respondents in the current survey is 29 years old. The median ages of weekend respondents and Clovis Stagecoach respondents are somewhat higher (both at 33 years of age). More than one-half (51 percent) of respondents range between 18 and 34 years old, with 30 percent between 18 and 24, suggesting that a large student population is riding the buses.

Figure 3-2: Age of Respondents



Over two-fifths (45 percent) of the sample respondents are Hispanic/Latino **(Figure 3-3).** Nearly one-fourth (24 percent) are Caucasian/White, and another 19 percent are African-American/Black. Asians/Southeast Asians make up 5 percent of the sample respondents, including 3 percent who identified themselves as Hmong. Weekend riders demonstrate greater proportions of African-Americans and Asians, with fewer Hispanic/Latinos (Hispanic/Latino – 41 percent; African-Americans/Black – 21 percent; and Asians – 8 percent). The ethnic representation of the Clovis sample respondents differs from the overall in that well over one-third (36 percent) are Caucasian/White and less than 1 in 10 (9 percent) are African-American/Black.

Figure 3-3: Ethnicity of Riders

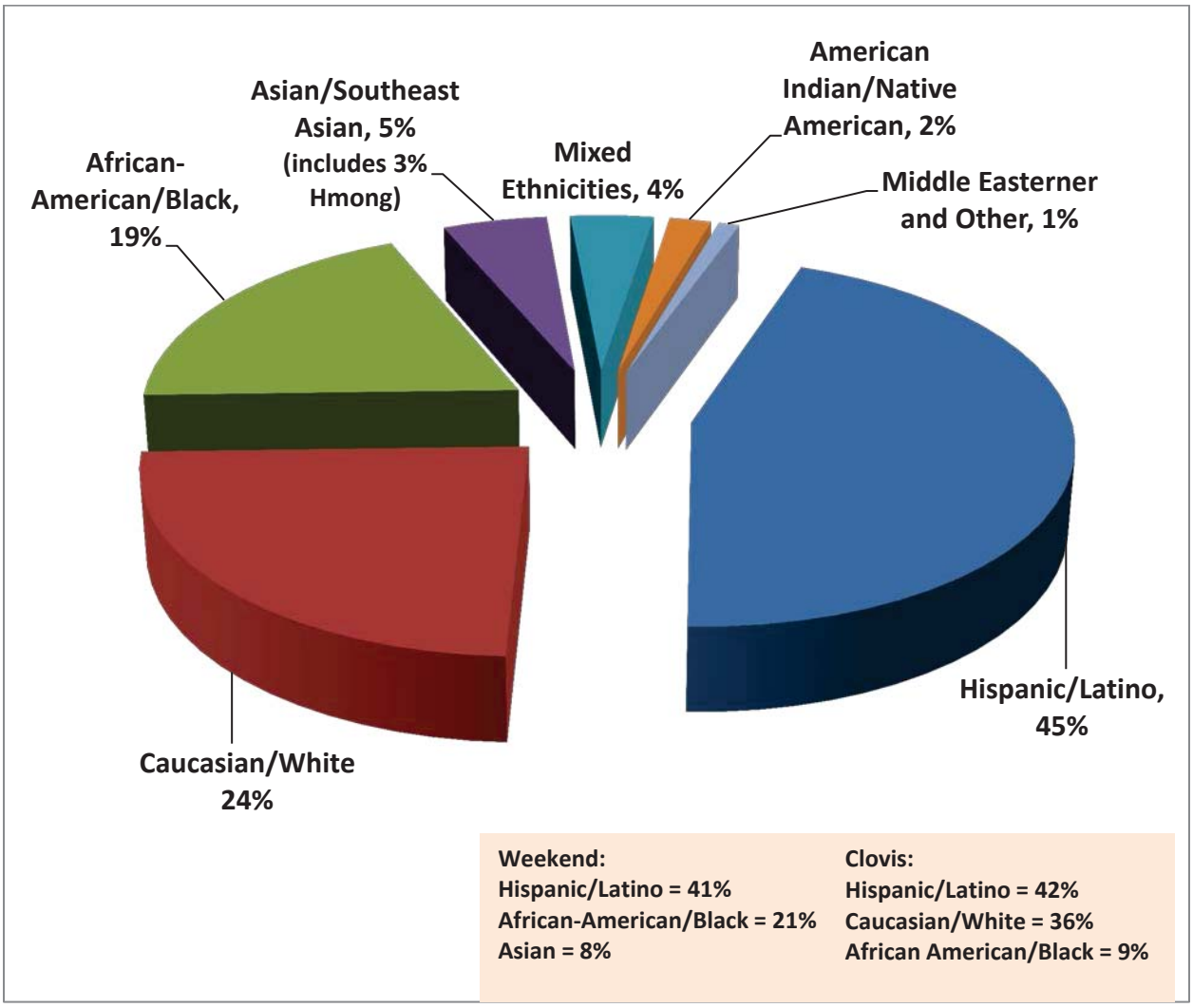
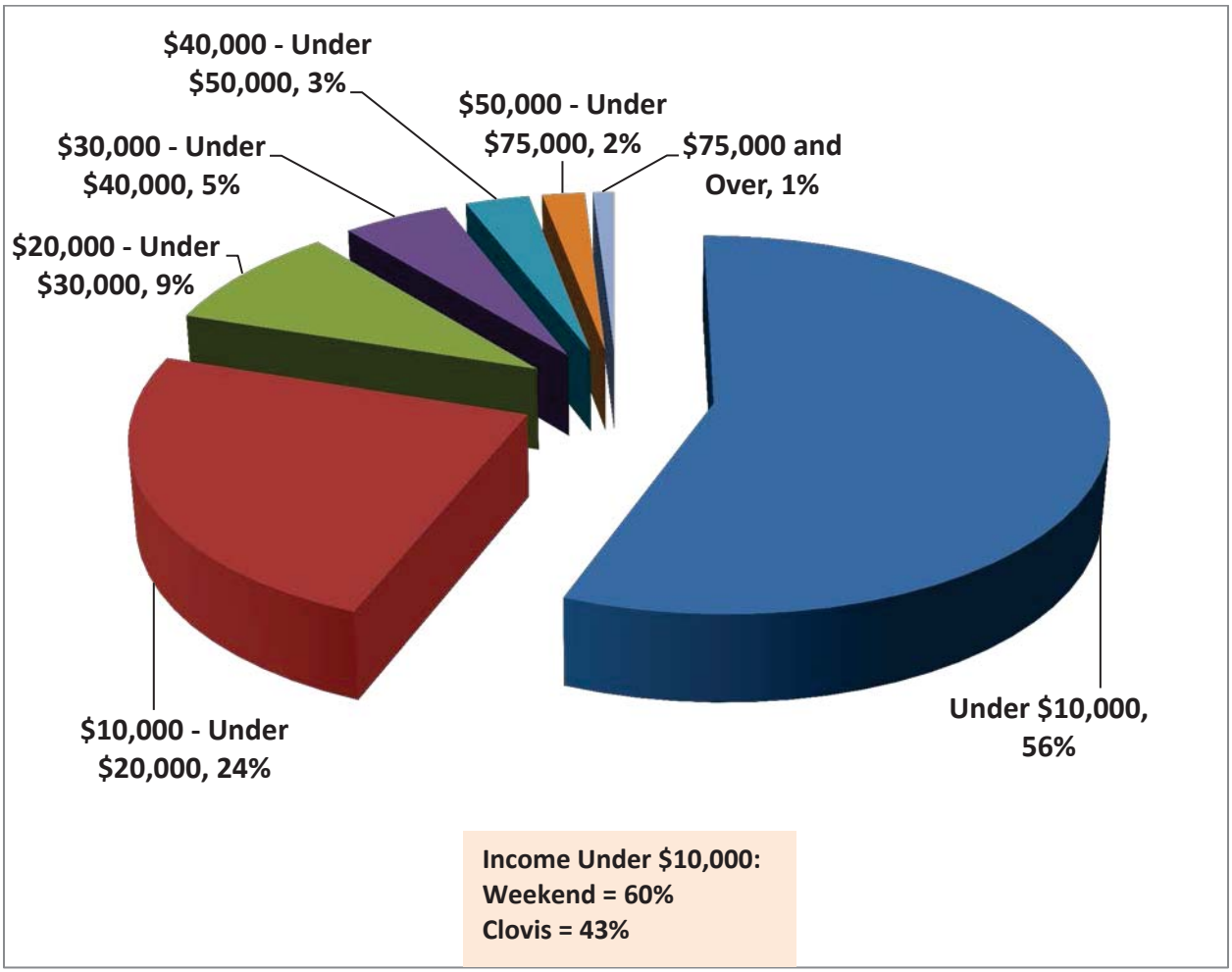


Figure 3-4 shows that the sample respondents are a very low income population. Specifically, nearly three-fifths (56 percent) earn an annual household income of under $10,000 and another 24 percent earn between $10,000 and under $20,000 annually. Weekend sample respondents reflect similar income statistics in that 60 percent earn an annual household income of under $10,000. The annual household income of the Clovis respondents is not as low as the overall sample with 43 percent earning under $10,000.

Figure 3-4: Annual Household Income



- **CalFresh Participation**: Almost one-half (45 percent) of the overall bus population participate in the CalFresh Program (

Figure 3-5). CalFresh is the California component of the federal Supplemental Nutrition Assistance Program (SNAP) that aids low-income families to meet their nutritional needs. Over one-third (35 percent) of Clovis respondents participate in this program.

Participation in the CalFresh Program is most prevalent among the following subgroups:

- Female respondents (51 percent) versus male respondents (37 percent).
- African - Americans/Blacks (48 percent) and Hispanic/Latinos (46 percent) versus Asians (34 percent).
- Inasmuch as this is an income based program, respondents with lower income levels (less than $30,000 annual income – 49 percent) participate much more than do respondents with higher income levels ($30,000 or more annually – 17 percent).

- Respondents who are not employed (54 percent) versus those who are employed (39 percent) and students (41 percent).

Figure 3-5: Participate In CalFresh Program

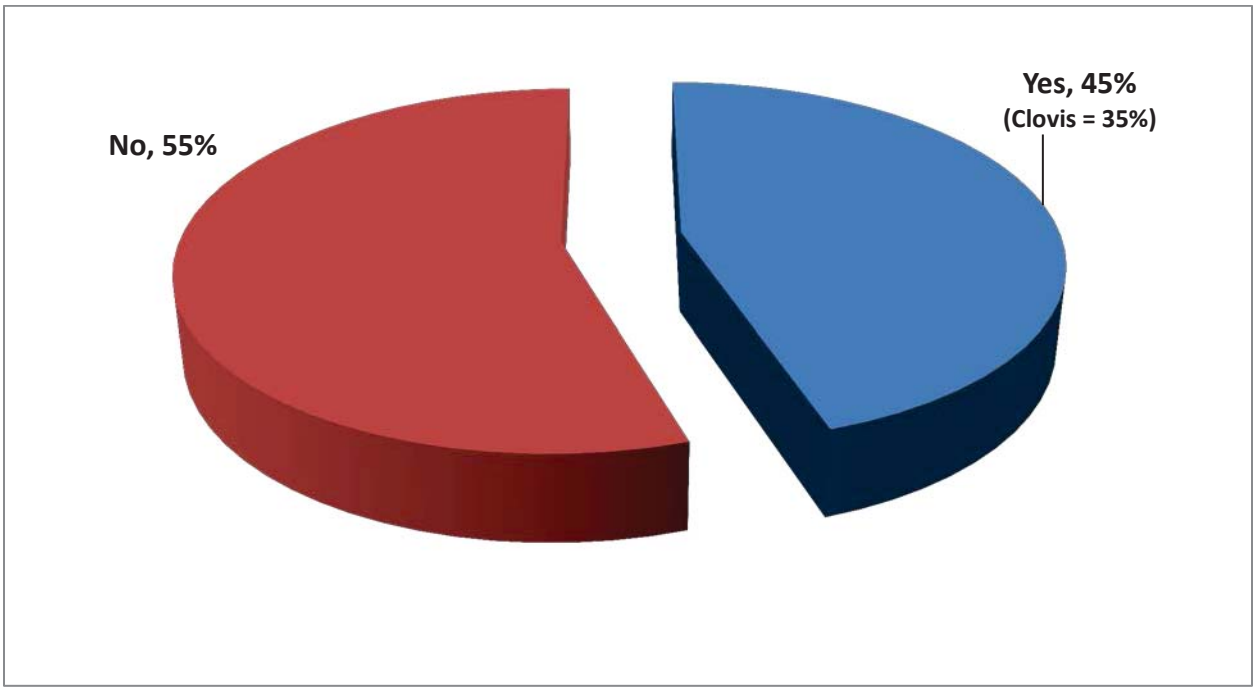


Figure 3-6 shows the relationship between work status and sample respondents who earn an annual household income of under $10,000. Among those who are currently unemployed, over three-fourths (76 percent) earn under $10,000 annually. This subgroup is followed by homemakers (68 percent), the disabled who are unable to work (65 percent), and part time employees (60 percent).

Automobile Availability: Figure 3-7 indicates that only a small minority of sample respondents (12 percent) have an automobile available to them for the trip that they make, instead, by bus. Other key subgroups have similarly low automobile availability: Clovis respondents (9 percent), those with an annual income of under $10,000 (10 percent), and full time workers and students (13 percent).

The following subgroups are more likely to have an automobile available to them:

- Male respondents (15 percent) versus female respondents (10 percent).
- Respondents with higher income levels ($50,000 and over – 26 percent) as opposed to respondents with lower income levels (under $10,000 – 10 percent).
- Respondents who are not participating in the CalFresh Program (14 percent) versus respondents who are participating (10 percent).

Figure 3-6: Percentage of Annual Household Incomes Under $10,000 by Work Status

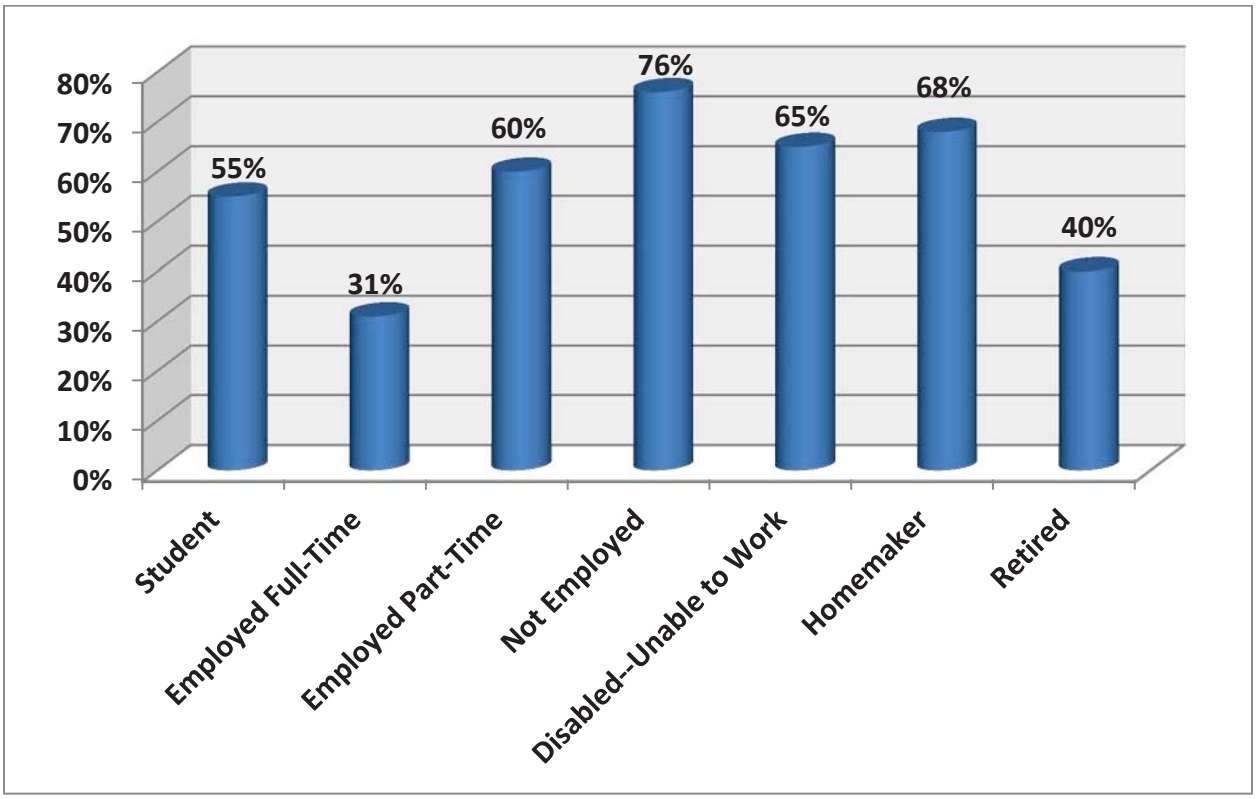
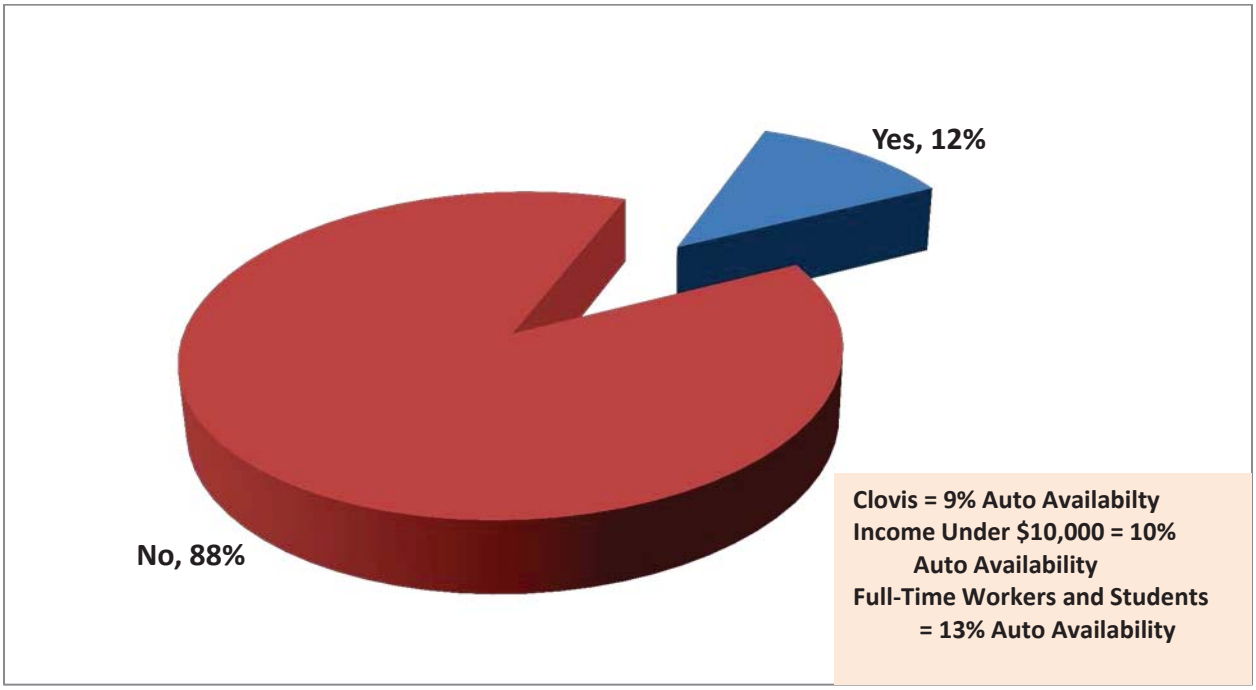


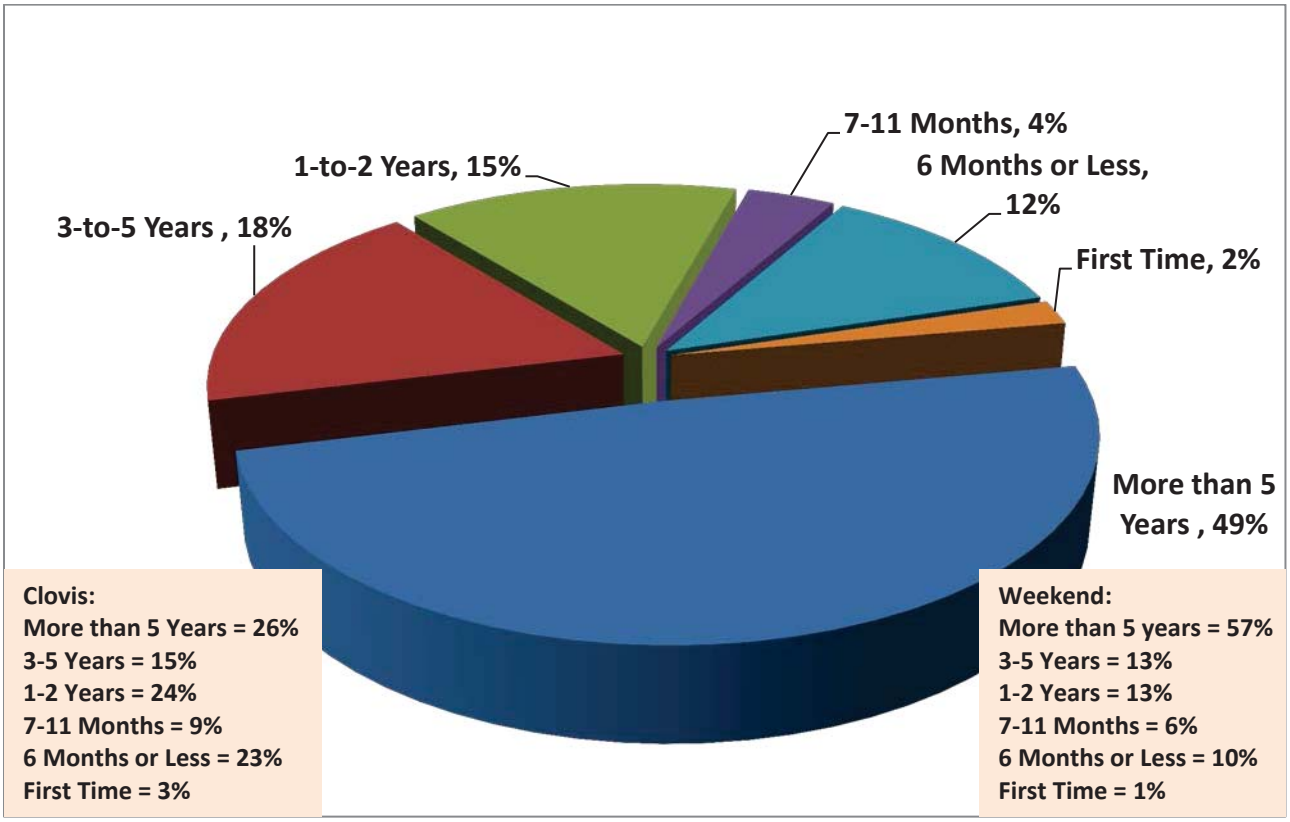
Figure 3-7: Automobile Available to Make Trip?



3.2 Respondent Behavioral Characteristics

Length of Time Riding FAX and Clovis Stageline: Sample respondents are long-term patrons of the FAX and Clovis bus systems. **Figure 3-8** shows that two-thirds (67 percent) have ridden these bus systems more than 3 years (including 49 percent 5 years or more). Only 14 percent have been bus riders for 6 months or less (including 2 percent who were riding for the first time). Similarly, weekend riders are also long-term patrons with 7 in 10 having ridden these bus systems for 3 years or more. The Clovis sample respondents have much less longevity as bus riders – only about two-fifths (41 percent) have been riding the bus for 3 years or more.

Figure 3-8: How Long Have Patrons Ridden FAX or Clovis Buses?



Respondents, who have been riding the FAX and Clovis bus systems over the long term (3 years or more or 5 years or more), are identified through the following comparisons:

3 years or more

- Respondents who are 35 years and over – 73 percent versus respondents who are 34 and under – 63 percent.
- African Americans/Blacks (71 percent) and Hispanic/Latinos (67 percent) versus Asians (60 percent).

- Respondents who completed the survey in Spanish are more likely to be longer-term riders of 3 or more years (76 percent) than are those riders who completed it in English (66 percent have ridden 3 or more years).

5 years or more

- Respondents with income levels under $50,000 (50 percent) versus those with income levels of $50,000 or more (31 percent).

- Respondents who are not employed (59 percent) versus students (38 percent). What is particularly interesting about this is that many students, who are generally younger than the overall population, still have been riders of the bus for a substantial number of years.

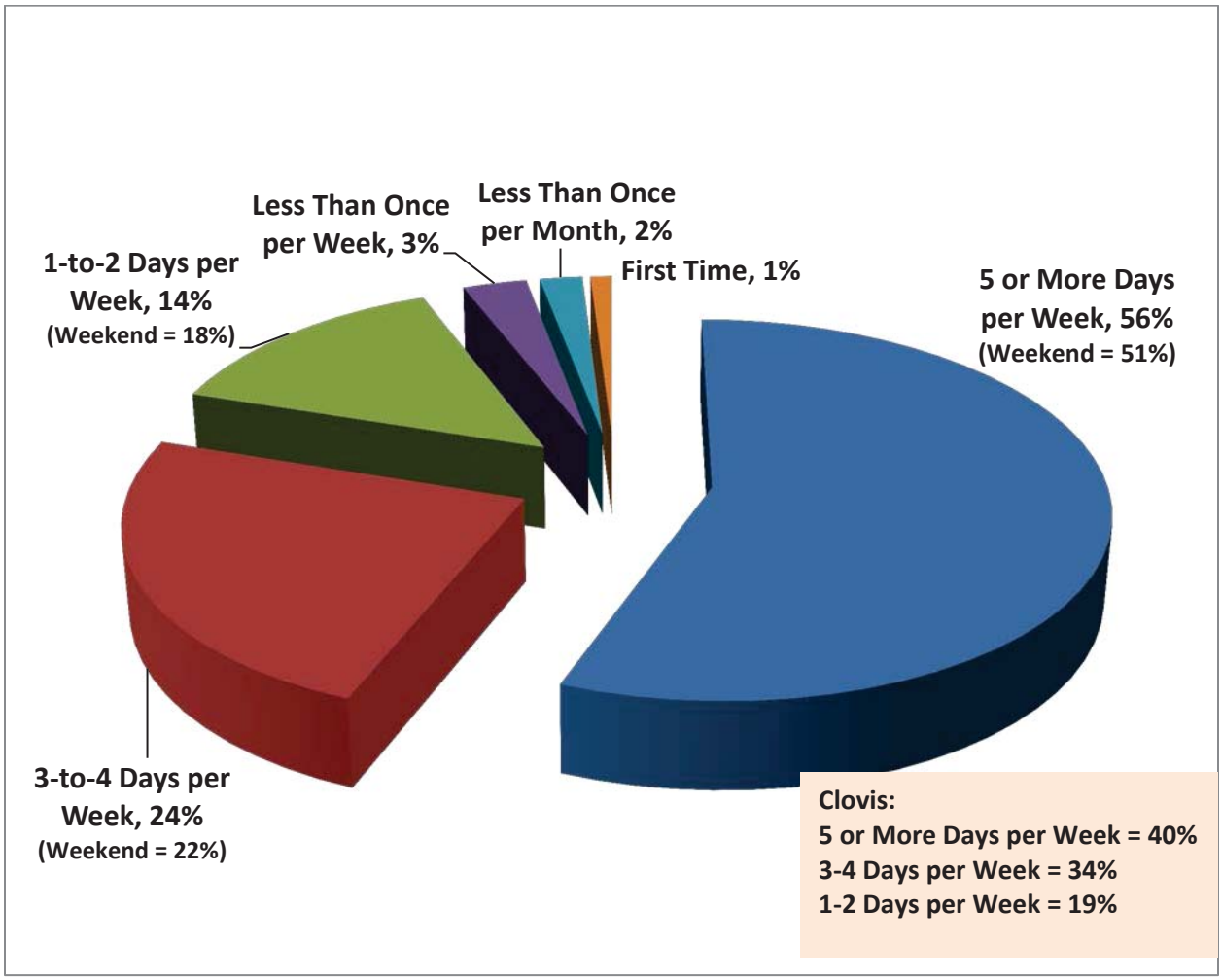
Frequency of Riding: Figure 3-9 indicates that sample respondents are frequent bus riders. Four-fifths (80 percent) ride the bus either 5 or more days per week (56 percent) or 3 to 4 days per week (24 percent). The frequency of bus riding among weekend respondents is slightly less than it is for the entire sample. For example, 51 percent of the sample respondents on weekends ride the bus 5 or more days per week – 5 percent less than the overall respondent population. Clovis sample respondents are also frequent riders but their frequency of ridership is not as great as the overall sample (40 percent five or more days -- 16 percent less than the overall sample).

The following subgroups are more likely to be particularly frequent riders of the FAX and Clovis bus systems:

- Among respondents who ride the bus 3 or more days per week, respondents who are 54 years of age and under (84 percent) versus those who are 55 years old and over (77 percent).

- Among respondents who ride the bus 3 or more days per week, students (85 percent) and employed persons (81 percent) versus individuals not employed (74 percent).

Figure 3-9: Frequency of Riding



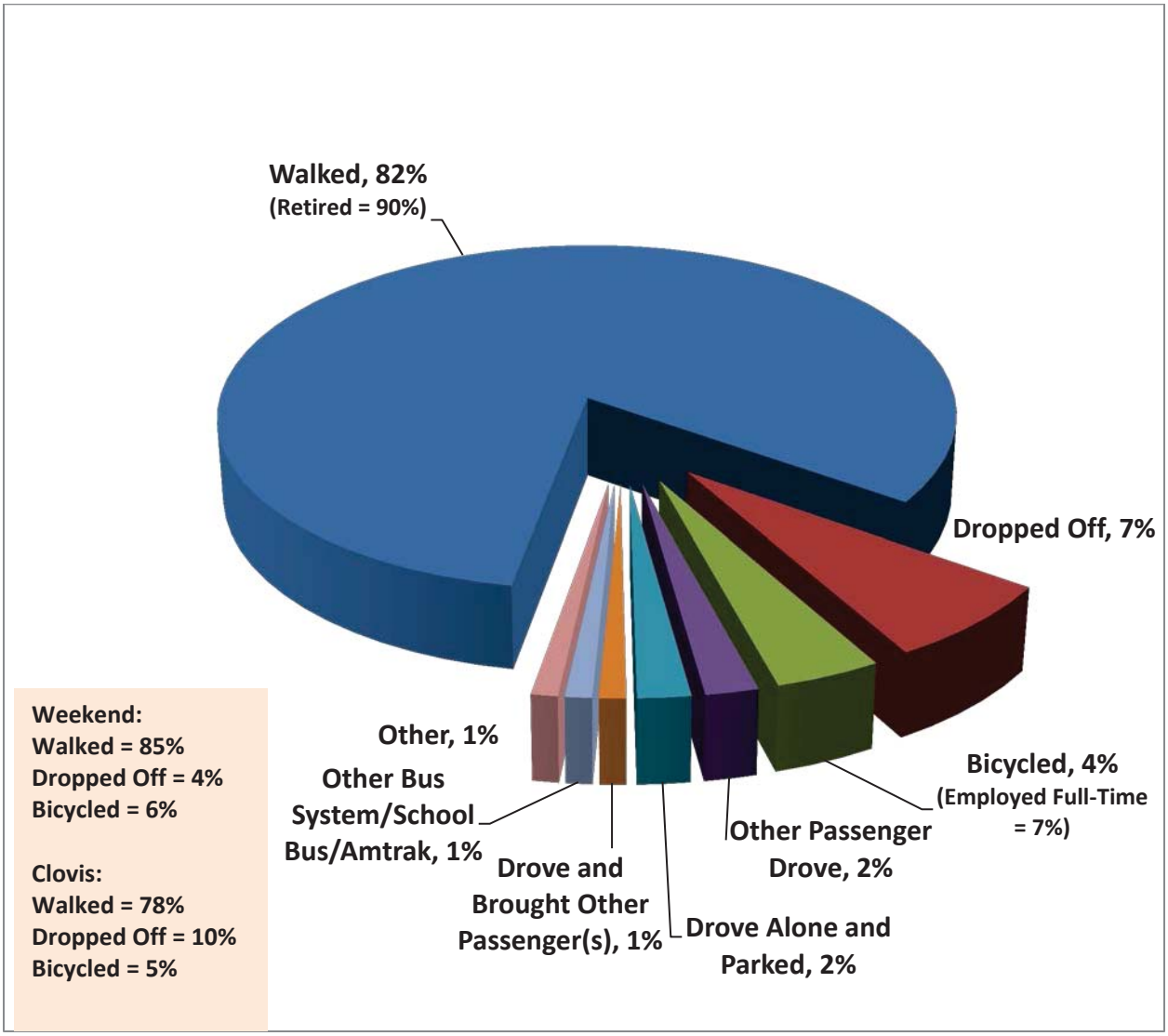
Method of Accessing First Bus: Figure 3-10 shows that over four-fifths (82 percent) of the sample respondents gain access to the first bus of their trip by walking. Among retirees, 90 percent gain access by means of walking. Another 7 percent of the sample respondents were dropped off by someone not riding transit and 4 percent bicycled to gain access to their first bus. Weekend bus rider respondents parallel this overall pattern with a somewhat greater proportion of walkers (85 percent) and a slightly smaller percentage being dropped off (4 percent). Clovis respondents also parallel the pattern of the overall sample. However, a smaller percentage walks (78 percent) and a somewhat higher percentage is dropped off (10 percent).

The method by which respondents access their first bus is associated with certain subgroups. The following relationships are significant:

- Females (87 percent) gain access by walking more so than do males (78 percent).

- English language respondents are more likely to be dropped off (7 percent) than are Spanish language respondents (4 percent).
- Students (10 percent) are more likely to get to their first bus by being dropped off to a greater extent than are unemployed riders (5 percent).
- Respondents who earn under $40,000 (83 percent) are likely to gain access to their first bus by walking more so than are those who earn $40,000 or more (75 percent).

Figure 3-10: Method of Accessing Bus

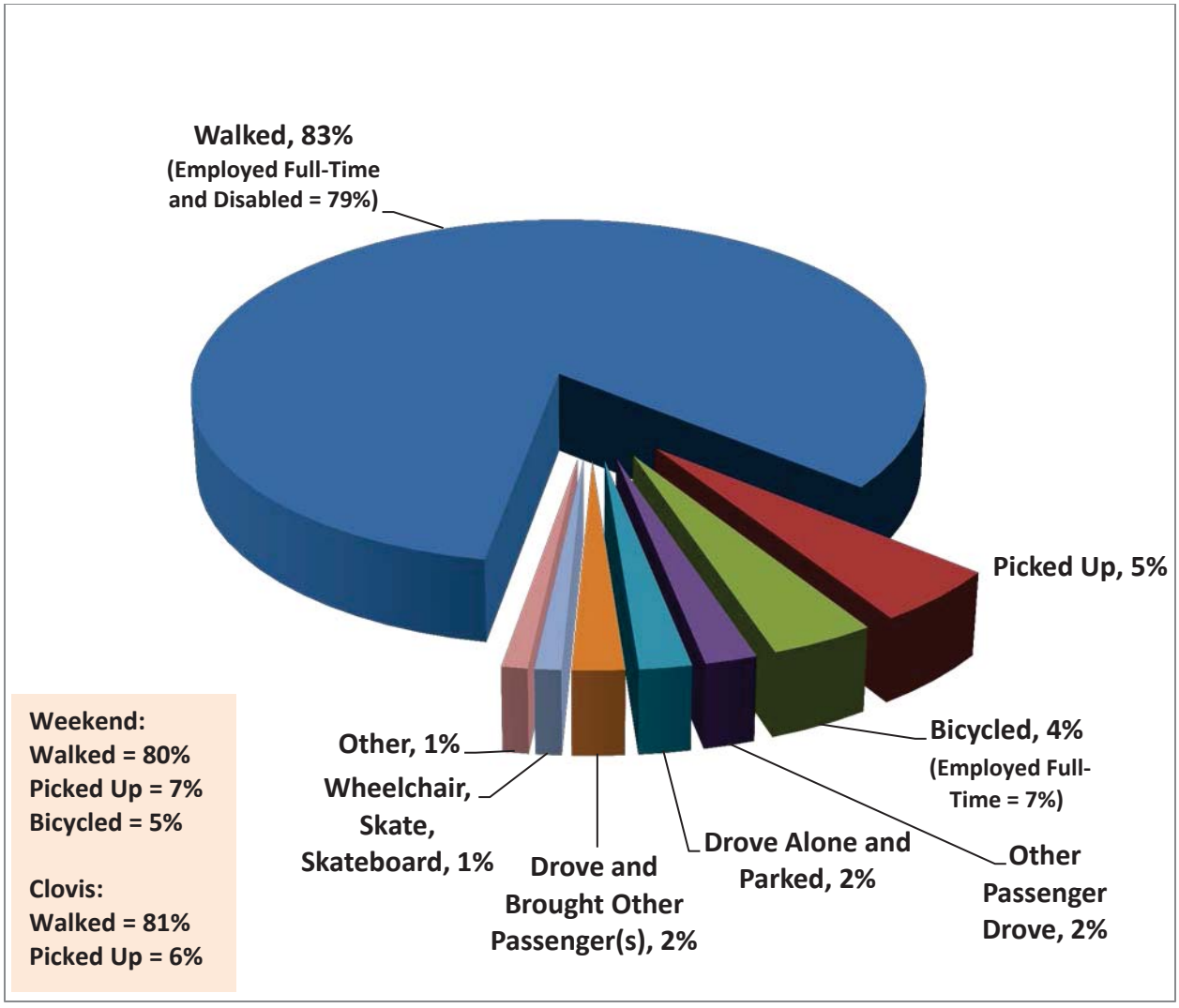


Getting to Final Destination: Figure 3-11 indicates that walking is also the dominant mode for getting from the last bus of the trip to the respondent's final destination. In fact, the similarity here with the access mode (**Figure 15**) is noteworthy. Specifically, over four-fifths (83 percent) of the sample respondents walk to their final destination, 5 percent are picked up by someone, and 4 percent use their bicycle. Weekend and Clovis respondents reflect this pattern very closely.

The method by which respondents get from their last bus to their final destination is associated with certain subgroups. The following relationships are significant:

- Females (87 percent) tend to walk to their final destination more so than males (79 percent).
- Students (87 percent) walk to their final destination more so than do those who are employed (80 percent).

Figure 3-11: Method of Going from Last Bus Stop to Destination



Transfer Analysis: **Figure 3-12** indicates that 46 percent of bus patrons make one transfer on their bus trip and 19 percent make two or more transfers. Among bus riders, 35 percent do not transfer at all and complete their trip using only one bus route. Clovis riders tend to make somewhat more transfers—26 percent making two or more transfers. **Table 3-1** presents the major transfer connections made by surveyed bus patrons. The full list of transfers is included in the Appendix.

Figure 3-12: Number of Transfers Made by Bus Riders

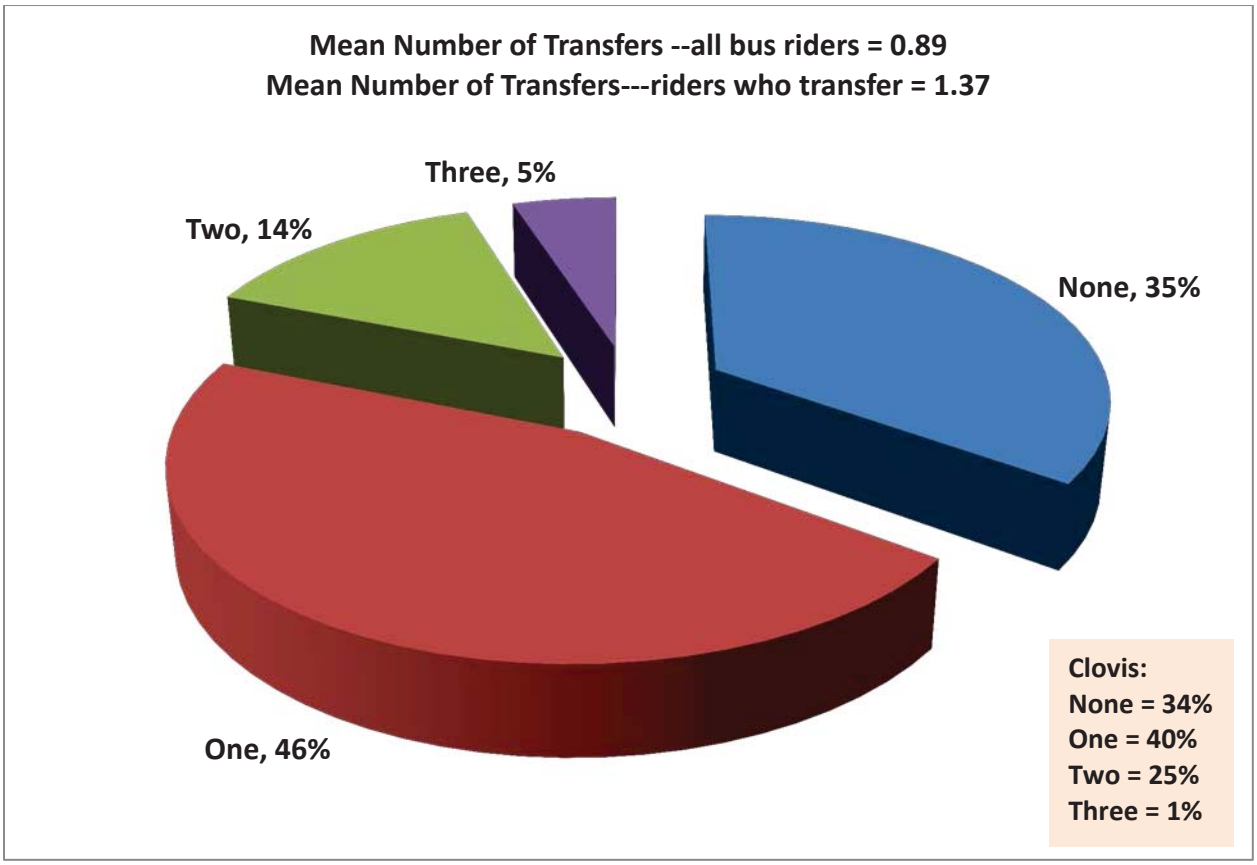
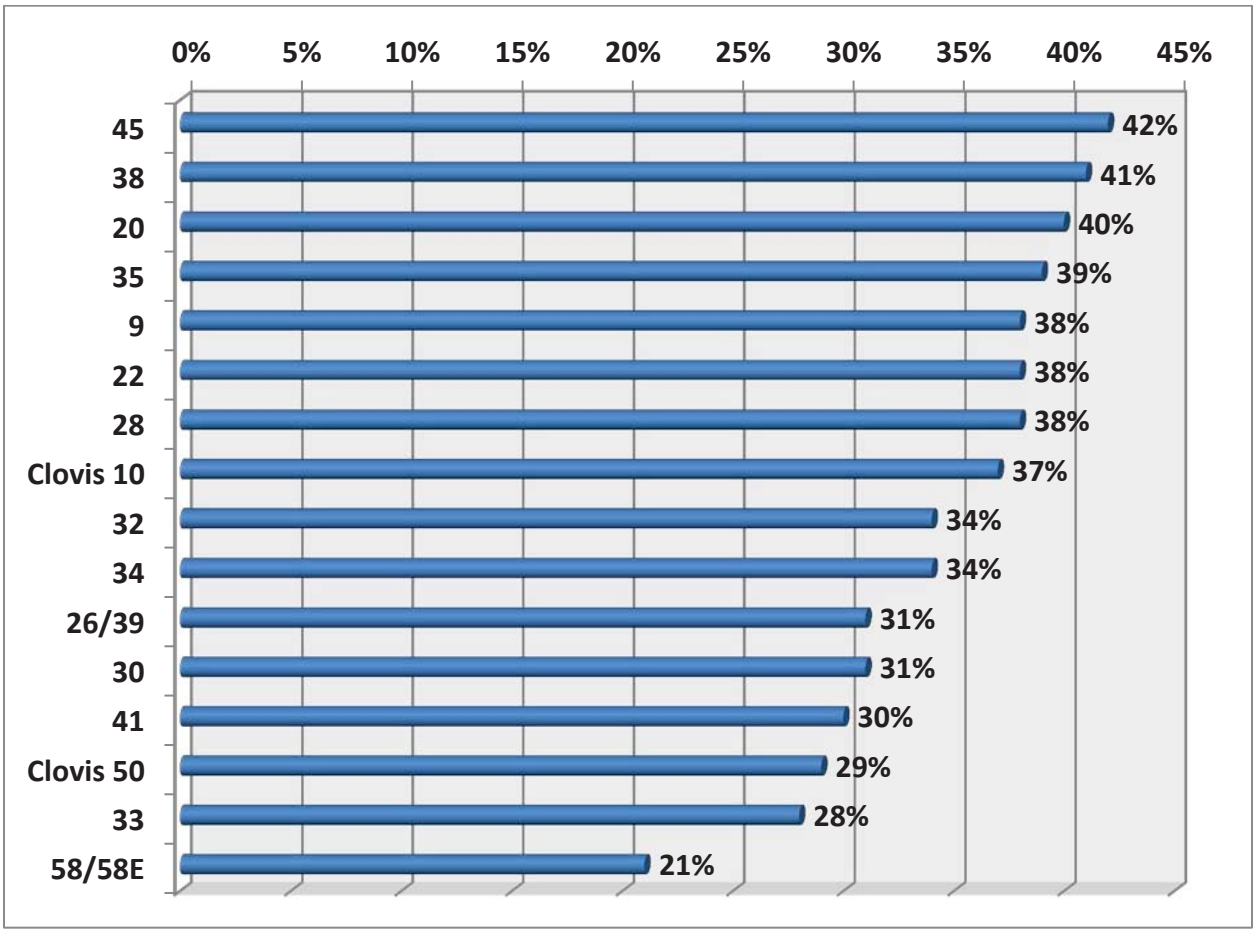


Table 3-1: Major Transfer Connections

First Transfer	# of First Transfers	Second Transfer	# of Second Transfers	Third Transfer	# of Third Transfers
28-to-30	52	28-to-30	15	30-to-26	7
41-to-28	50	38-to-9	14	32-to-28	6
30-to-28	44	9-to-38	13	28-to-41	6
9-to-30	43	28-to-26	13	41-to-30	5
41-to-30	43	28-to-32	13	28-to-38	5
28-to-9	40	28-to-34	13	30-to-28	4
38-to-28	39	32-to-30	13	38-to-30	4
22-to-28	38	28-to-9	12	41-to-28	4
28-to-38	36	28-to-41	12		
34-to-28	36	30-to-41	12		

Figure 3-13 indicates the routes that have the most and least transfer activity—namely the percentage that is depicted is the percentage of riders who do not require a transfer and are able to complete their trip on one bus only. Routes 45 (42 percent ride only one bus), 38 (41 percent) and 20 (40 percent) show less transfer activity than the other routes, and routes 58/58E (21 percent), 33 (28 percent) and Clovis 50 (29 percent) show the most transfer activity.

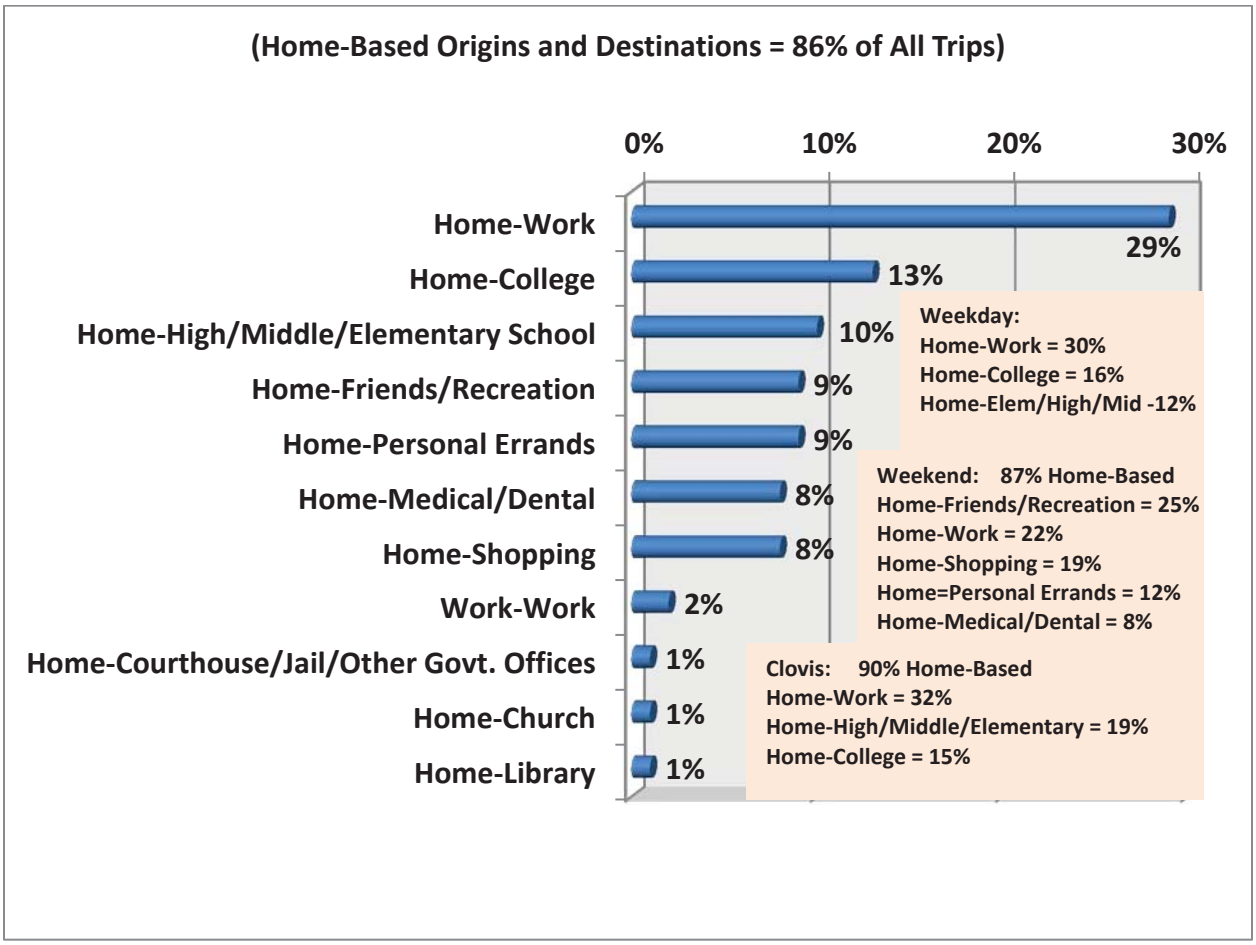
Figure 3-13: Percentage of Riders Who Do Not Require a Transfer by Route



Trip Purpose (Home-Based Trips): Figure 3-14 shows that nearly 9 in 10 trips (86 percent) are home-based, indicating that the home is either the origin or destination of the trip. Home-work trips comprise 29 percent of these trips, and another 23 percent relate home-school trips – 13 percent College and 10 percent high school, middle school, and elementary school. On weekdays, home-work trips represent 30 percent of all trips and home-school totals a very substantial 28 percent of all weekday trips. For weekend respondents, the home-based percentage is similar to the overall sample population – 87 percent. On weekends, however, work is a less prevalent destination and, consequently, the home-based percentages change to reflect a different pattern of trip purposes. For example, the dominant home-based weekend trip is home-friends/recreation (25 percent) followed by home-work (22 percent), and home-shopping (19 percent). School trips, as would be expected, are inconsequential on weekends.

Clovis home-based trips are similar in structure to the overall sample. That is, these home-based trips represent 90 percent of all trips. Nearly one-third (32 percent) are home-work – 7 percent more than the overall sample and another 34 percent are either home to high school, middle school, or elementary school (19 percent) or College (15 percent). The Clovis home-school trip purpose is 11 percent higher than the same trip purpose for the overall sample.

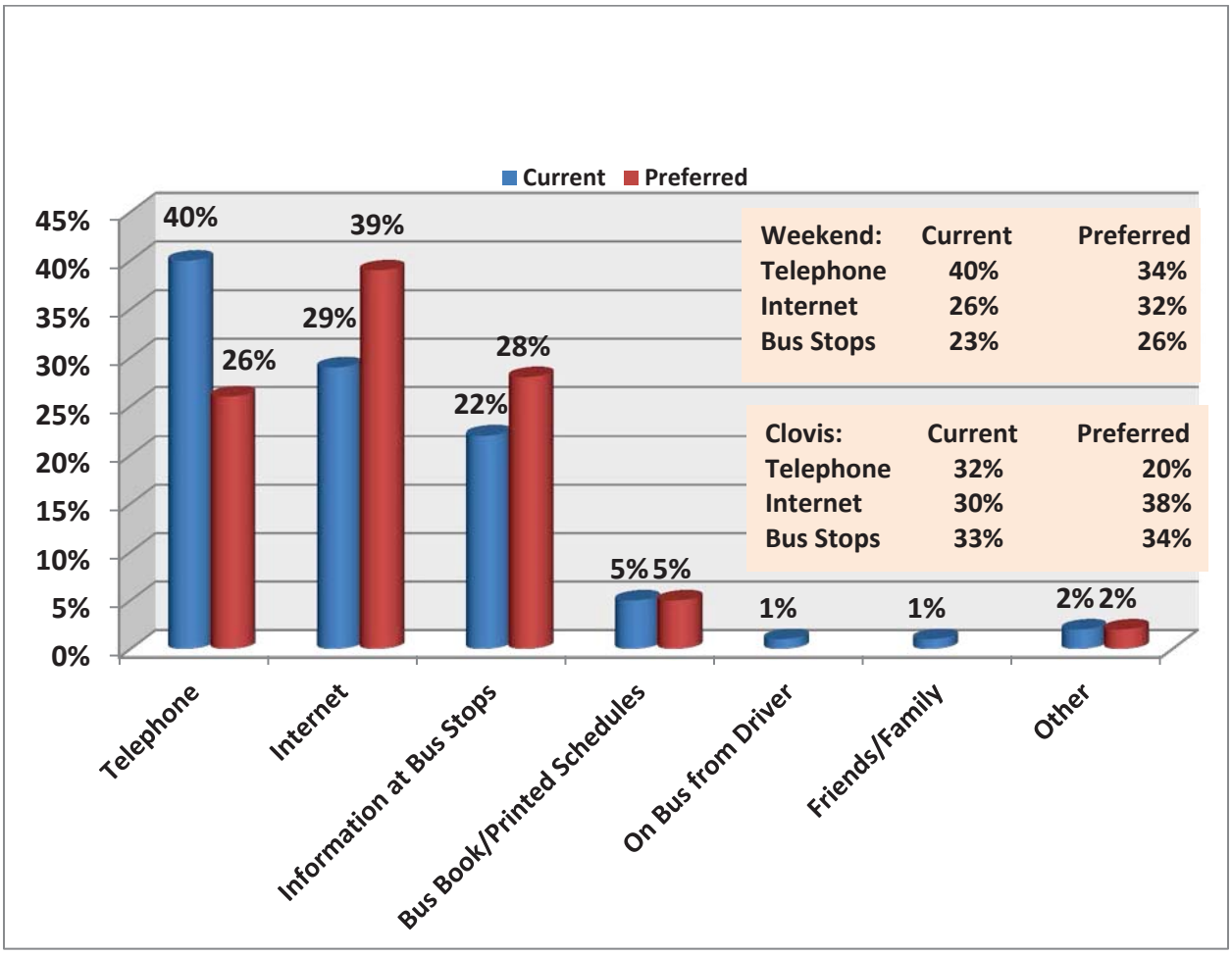
Figure 3-14: Major Trip Purposes--Origins/Destinations



Current and Preferred Methods for Receiving Transit Information: Figure 3-15 shows the source/method most used by sample respondents currently to obtain information about public transit; the preferred method of obtaining this information at some point in the future is also shown. The respondents express interest in three primary sources of information: telephone, Internet, and information at bus stops. Two-fifths (40 percent) of the respondents currently use the telephone but only approximately one-fourth (26 percent) would prefer to use the telephone as a source of information. Conversely, 29 percent currently use the Internet for transit information with nearly two-fifths (39 percent) preferring to do so in the future. It is clear that bus riders would like to move from older media such as the telephone into newer media available online. Regarding information obtained at bus stops, there is some sustained interest among respondents to use this method to obtain transit information. Currently, 22 percent receive information at the bus stops and 28 percent would prefer this method in the future.

Also indicated in Figure 3-15 are the current and preferred methods of receiving transit information for weekend respondents as well as Clovis respondents. The patterns for these two subgroups are consistent with the overall sample.

Figure 3-15: Current and Preferred Methods for Receiving Transit Information



- The patterns depicted in **Figure 3-15** are, by and large, reflected in

- **Figure** 3-16 where current and preferred methods of receiving information are shown by income category. For each income level, respondents prefer to reduce their reliance on the telephone and increase their use of the Internet (**Figure 3-15**). This is particularly true in the $40,000 and more income category where 36 percent currently obtain information from the telephone but only 16 percent would prefer this method in the future. In the $10,000 to under $20,000 category, 42 percent prefer the Internet in the future compared to only 30 percent who currently use it.

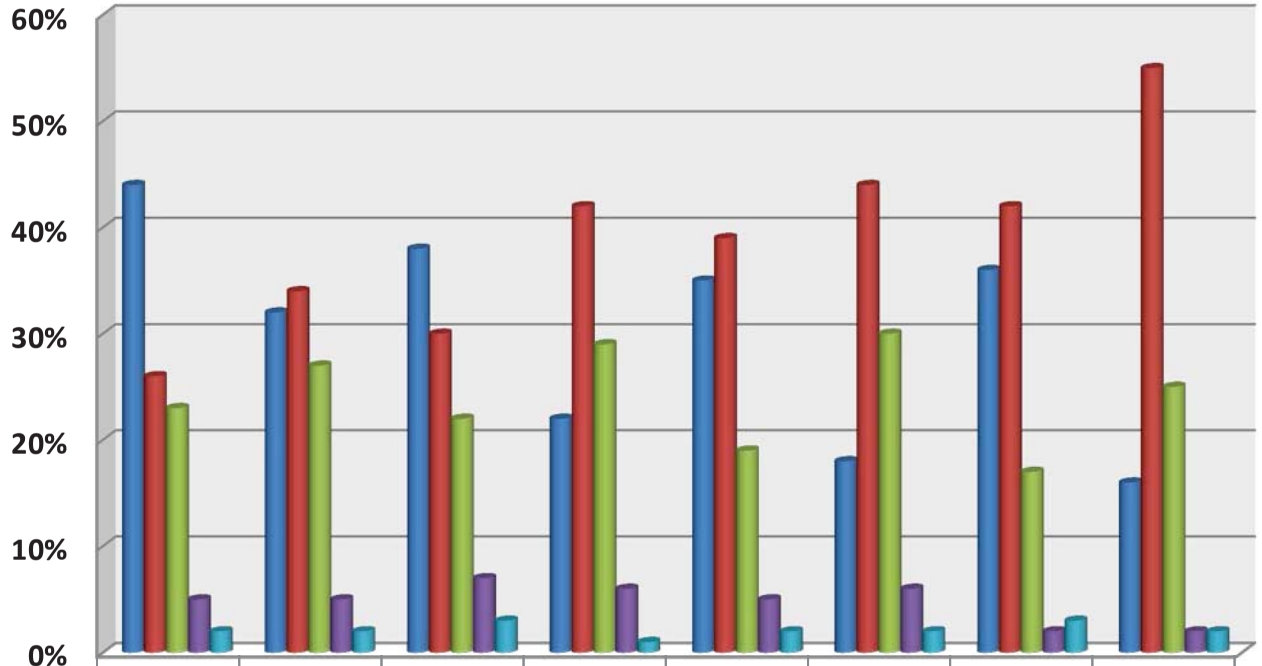
- **Figure 3-17** demonstrates the dominant pattern exhibited in **Figure 3-15** and. That is, there is strong interest, for each category of work status, in reducing reliance on the telephone to receive transit information and to increase reliance on the Internet. Students (40 percent) are more likely to use the Internet for transit information than are those who are disabled (12 percent) or retired (7 percent). In addition to their strong preference for Internet information in the future (48 percent), students also express interest in increasing their use of information at the bus stops (from 17 percent

currently to 27 percent in the future). Information at bus stops is currently used the most by retired (35 percent) and disabled riders (28 percent) and they retain essentially this same degree of interest in these information media in the future.

The following relationships are associated with **current sources of transit information** and indicate the subgroups that are more likely to use particular informational sources:

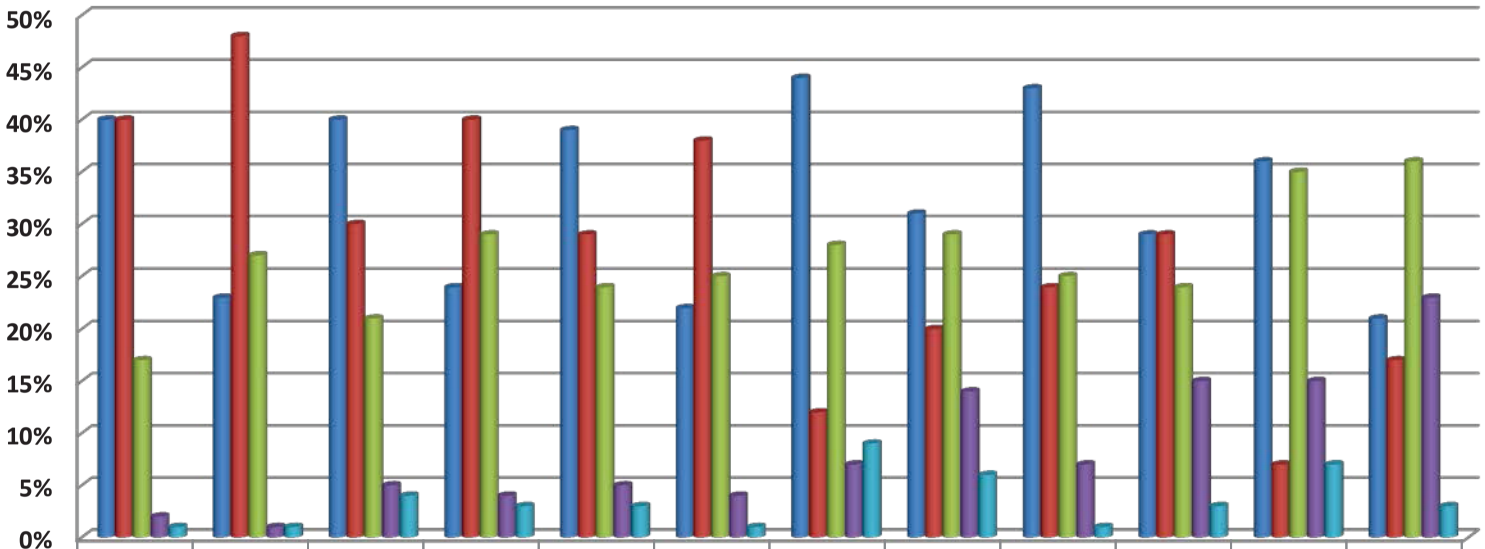
- The Internet is currently used largely by respondents who are 44 years of age and under (36 percent) as opposed to those who are 45 years of age and over (14 percent).
- Information at bus stops is currently pursued to a greater extent by respondents who are 45 years of age and over (32 percent) versus those who are 44 years of age and under (18 percent).
- With regard to ethnicity, the telephone is currently used, for the most part, by African-Americans/Blacks (48 percent) versus Asians (30 percent); the Internet is used currently by Hispanic/Latinos (32 percent) and Caucasian/Whites (31 percent) to a greater extent than it is used by African-Americans/Blacks (23 percent); Asians (30 percent) currently prefer to receive transit information at bus stops more so than do Hispanic/Latinos and African-Americans/Blacks (each 22 percent) and Caucasian/Whites (21 percent).
- The Internet is currently used by respondents who earn an annual household income of $20,000 or more (40 percent) as opposed to those who earn under $20,000 annually (27 percent).

Figure 3-16: Current and Preferred Sources of Transit Information by Income



	Current	Preferred	Current	Preferred	Current	Preferred	Current	Preferred
	Under $10,000		$10,000-to-Under $20,000		$20,000-to-Under $40,000		$40,000 and more	
Telephone	44%	32%	38%	22%	35%	18%	36%	16%
Internet	26%	34%	30%	42%	39%	44%	42%	55%
Information at Bus Stops	23%	27%	22%	29%	19%	30%	17%	25%
Bus Book/Printed Schedules	5%	5%	7%	6%	5%	6%	2%	2%
Other	2%	2%	3%	1%	2%	2%	3%	2%

Figure 3-17: Current and Preferred Sources of Transit Information by Work Status



	Student		Employed Full-Time		Not Employed		Disabled		Homemaker		Retired	
	Current	Prefer	Current	Prefer	Current	Prefer	Current	Prefer	Current	Prefer	Current	Prefer
Telephone	40%	23%	40%	24%	39%	22%	44%	31%	43%	29%	36%	21%
Internet	40%	48%	30%	40%	29%	38%	12%	20%	24%	29%	7%	17%
Information at Bus Stops	17%	27%	21%	29%	24%	25%	28%	29%	25%	24%	35%	36%
Bus Book/Printed Schedules	2%	1%	5%	4%	5%	4%	7%	14%	7%	15%	15%	23%
Other	1%	1%	4%	3%	3%	1%	9%	6%	1%	3%	7%	3%

- With regard to the language used to complete the survey, Spanish language respondents tended to use the telephone for transit information (49 percent) more than English language respondents (40 percent); English language respondents are more oriented to the Internet (30 percent) versus Spanish language respondents (14 percent); Spanish language respondents are more likely to use bus stop information (32 percent) than are English language respondents (22 percent).

The following relationships are associated with **preferred sources of transit information** and indicate the subgroups that may use particular informational sources at some time in the future:

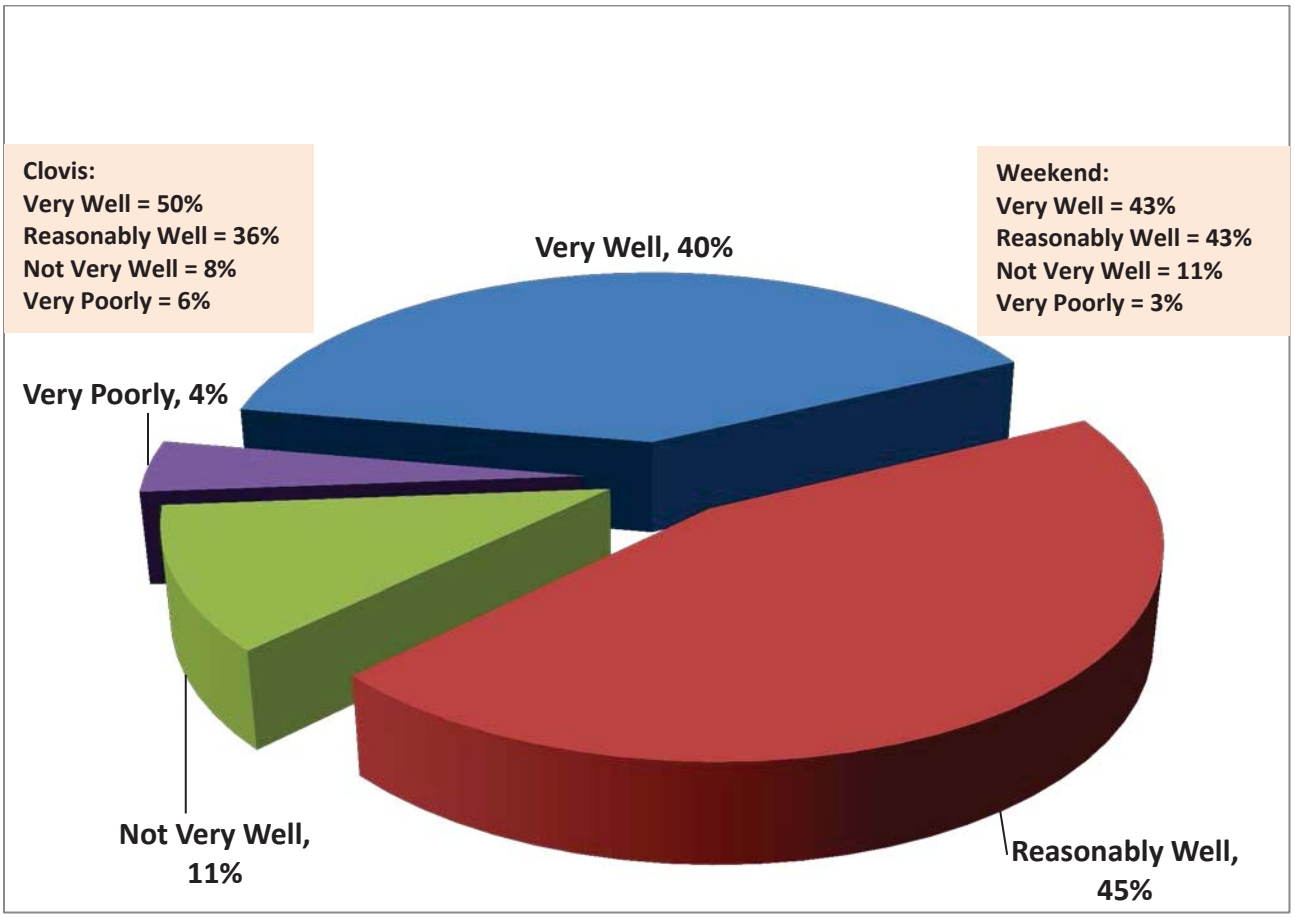
- More frequent bus users (1 day per week or more – 26 percent) versus less frequent riders (less than once per week – 20 percent) would prefer to use the telephone for transit information.

- The Internet would be preferred by those who earn $50,000 or more (63 percent) as opposed to those who earn under $50,000 (38 percent).

Respondent Satisfaction with the FAX and Clovis Bus Systems: In general, sample respondents are highly satisfied with the FAX and Clovis bus systems in terms of having their transportation needs met and regarding how long it takes to make their trip. The following analysis provides details to support this finding.

Satisfaction that Transportation Needs Are Met: Figure 3-18 shows that riders generally agree that their transportation needs are being met by the FAX and Clovis bus systems. It is noteworthy that 85 percent feel that their needs are being met either very well (40 percent) or reasonably well (45 percent). This positive sentiment is reflected among weekend respondents as well as among Clovis respondents. The dominant finding in **Figure 3-19** is that the sample respondents, across income categories, feel that their transportation needs are being met either very well or reasonably well, with at least 80 percent in each category being very well or reasonably well satisfied.

Figure 3-18: How Well Are Transportation Needs Met By FAX and Clovis Stageline?



It is clear from **Figure 3-20** that sample respondents, for each work status category, feel that their transportation needs are being well met by these Fresno area bus systems. Retired individuals (92 percent either very well or reasonably well) and homemakers (90 percent either very well or reasonably well) are most inclined to feel that their needs are being met. Those employed either part time (83 percent) or full time (82 percent) are least inclined to feel their transportation needs are being met, but are still highly positive about the bus systems meeting their needs.

Certain categories of respondents feel that their transportation needs are **very well** served by the FAX and Clovis systems. They are as follows:

- Respondents who completed the survey in Spanish (72 percent) versus those who completed it in English (39 percent).
- Infrequent respondent bus riders (first time – 58 percent and once per month – 46 percent) as opposed to more frequent riders (3 days or more per week – 38 percent).

Figure 3-19: How Well Transportation Needs Are Met According to Income

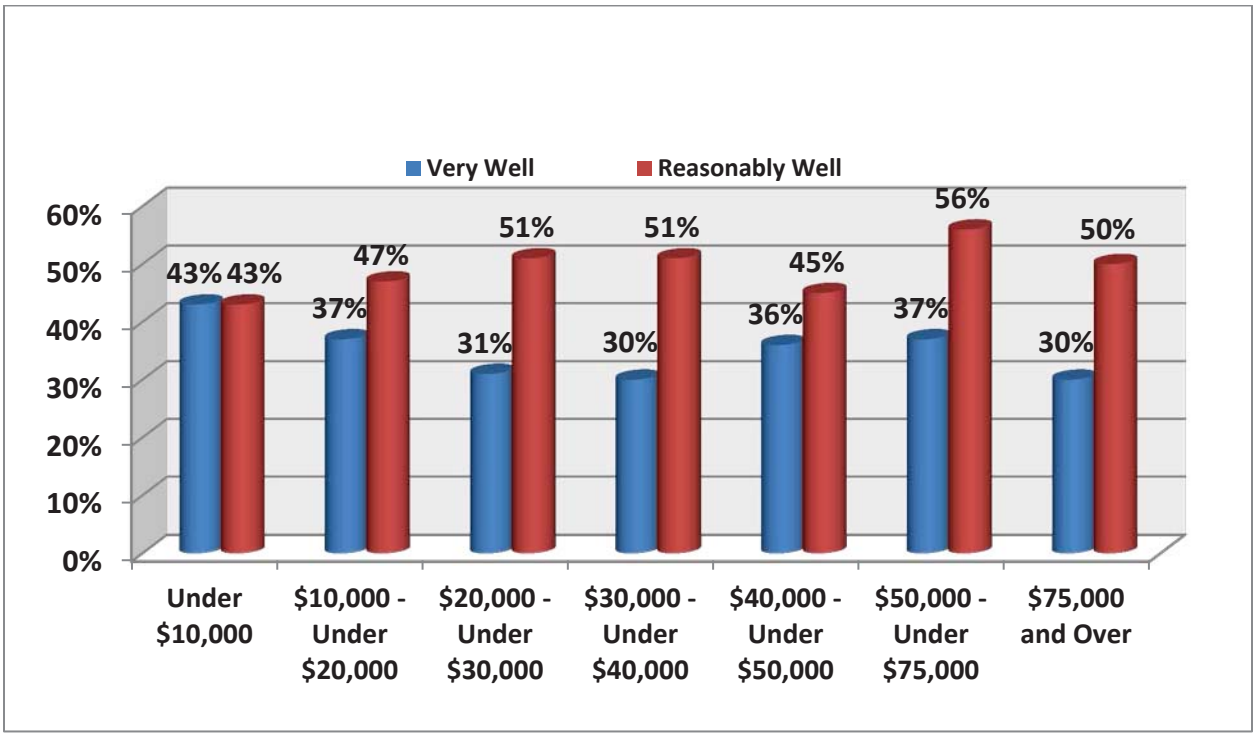
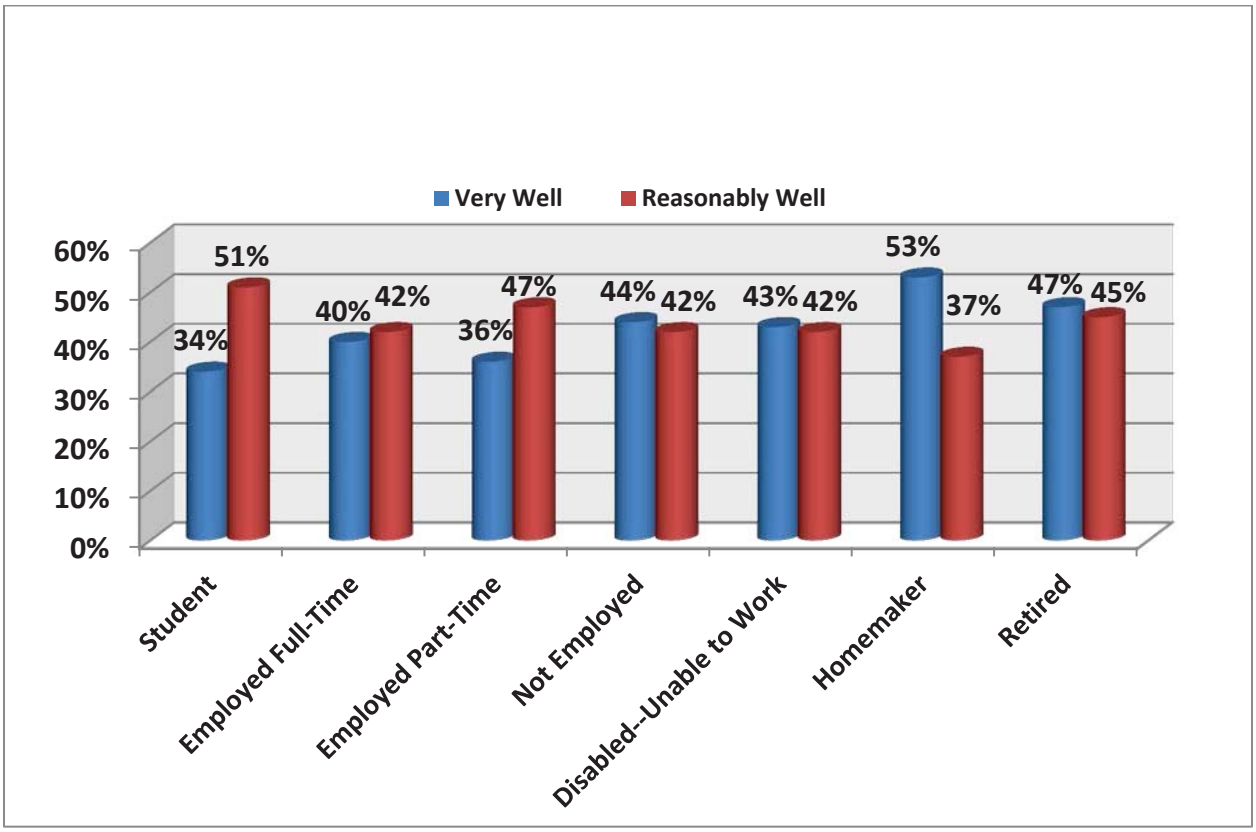
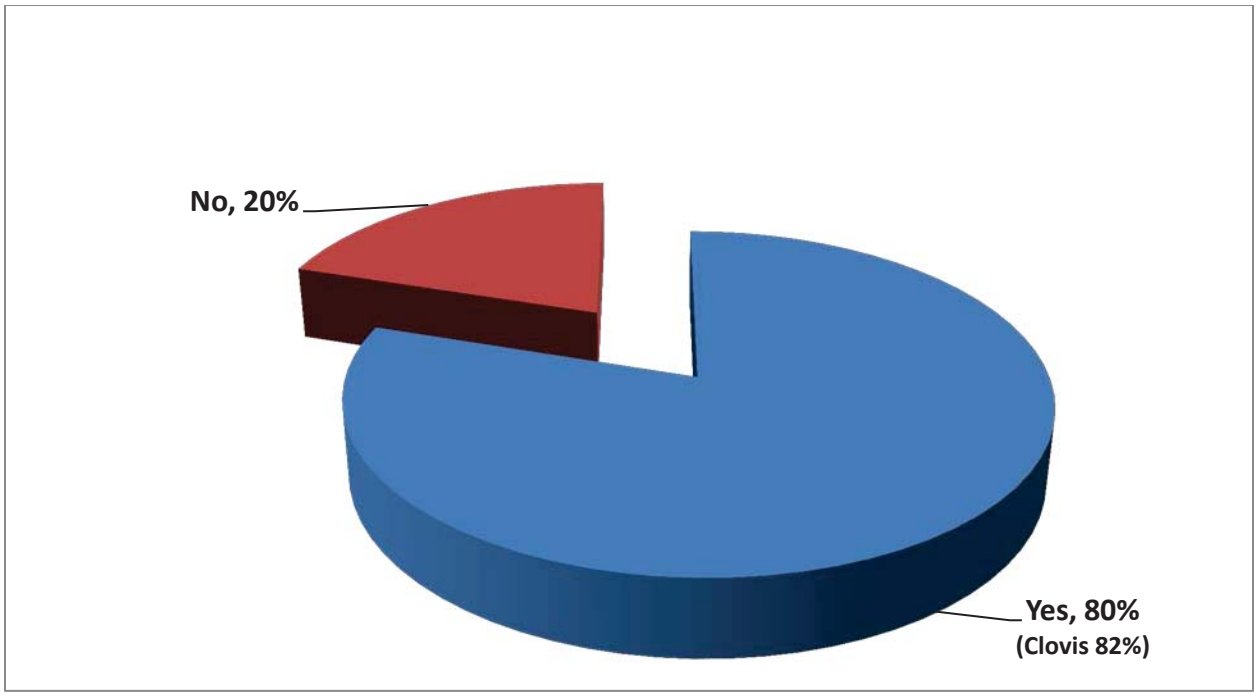


Figure 3-20: How Well Transportation Needs Are Met According to Work Status



Satisfaction with Trip Time: **Figure 3-21** indicates that four-fifths (80 percent) of sample respondents are satisfied with the time it takes to make their trip. Clovis respondents (82 percent) reflect this overall high level of satisfaction. As shown in **Figure 3-22**, this satisfaction with trip time cuts relatively equally across income levels, ranging between 74 percent and 81 percent satisfied.

Figure 3-21: Satisfied with Trip Time?



- There are some differences to highlight with regard to trip time satisfaction according to work status category. It is evident from **Figure 3-23** that students and those who are employed are not as satisfied as those who are not employed outside of the home. Students (76 percent) are satisfied while homemakers (87 percent) are the most satisfied of all work status subgroups.

- The following subgroups are more likely to be satisfied with their trip time:

    - Older respondents (45 years of age and over – 84 percent) as opposed to younger respondents (24 years of age and under – 76 percent).

    - Respondents who completed the survey in Spanish (91 percent) versus those who completed it in English (79 percent).

    - Less frequent riders of the bus (less than 1 month – 89 percent) versus more frequent bus riders (5 days or more – 78 percent).

    - Respondents who do not make any transfers (83 percent) are more satisfied with their trip time than are respondents who make 1 or more transfers (78 percent). It is noteworthy that the high level of satisfaction regarding trip time does not change for respondents making one, two, or three or more transfers.

Figure 3-22: Percentage Satisfied with Trip Time by Household Income

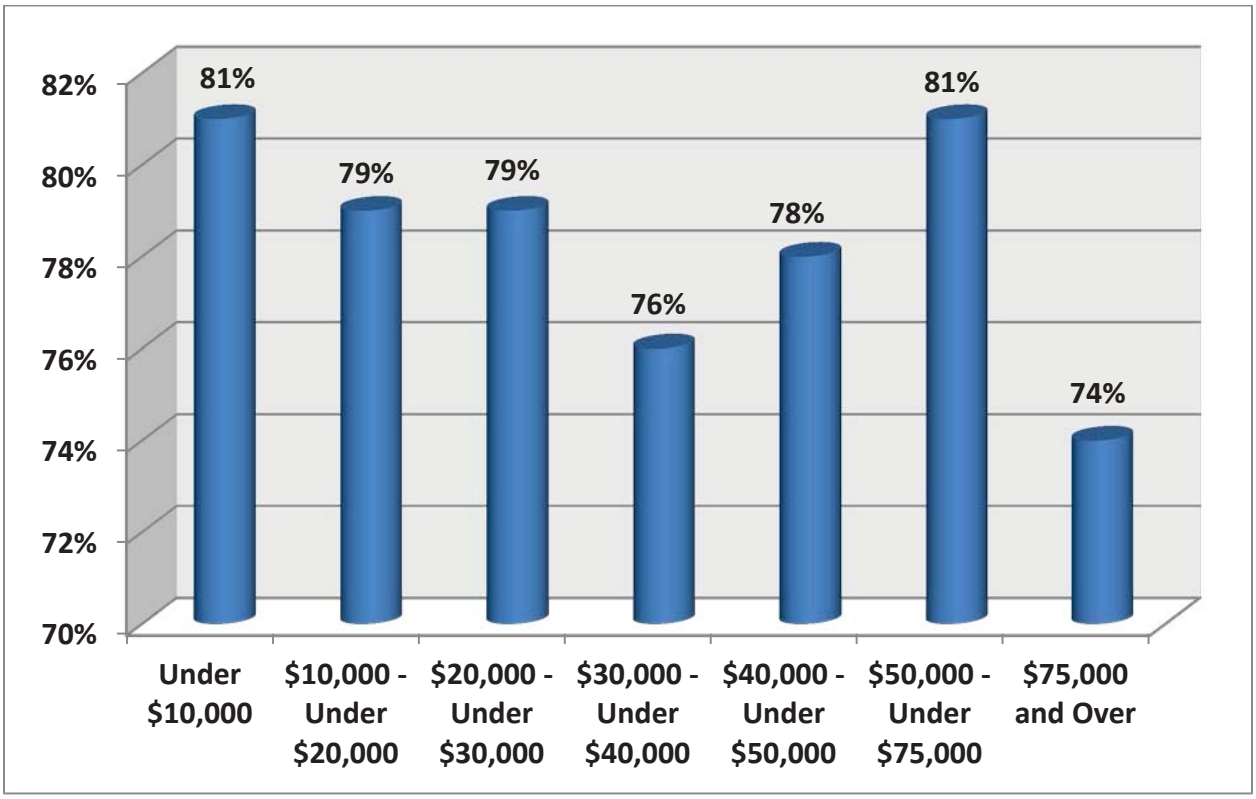
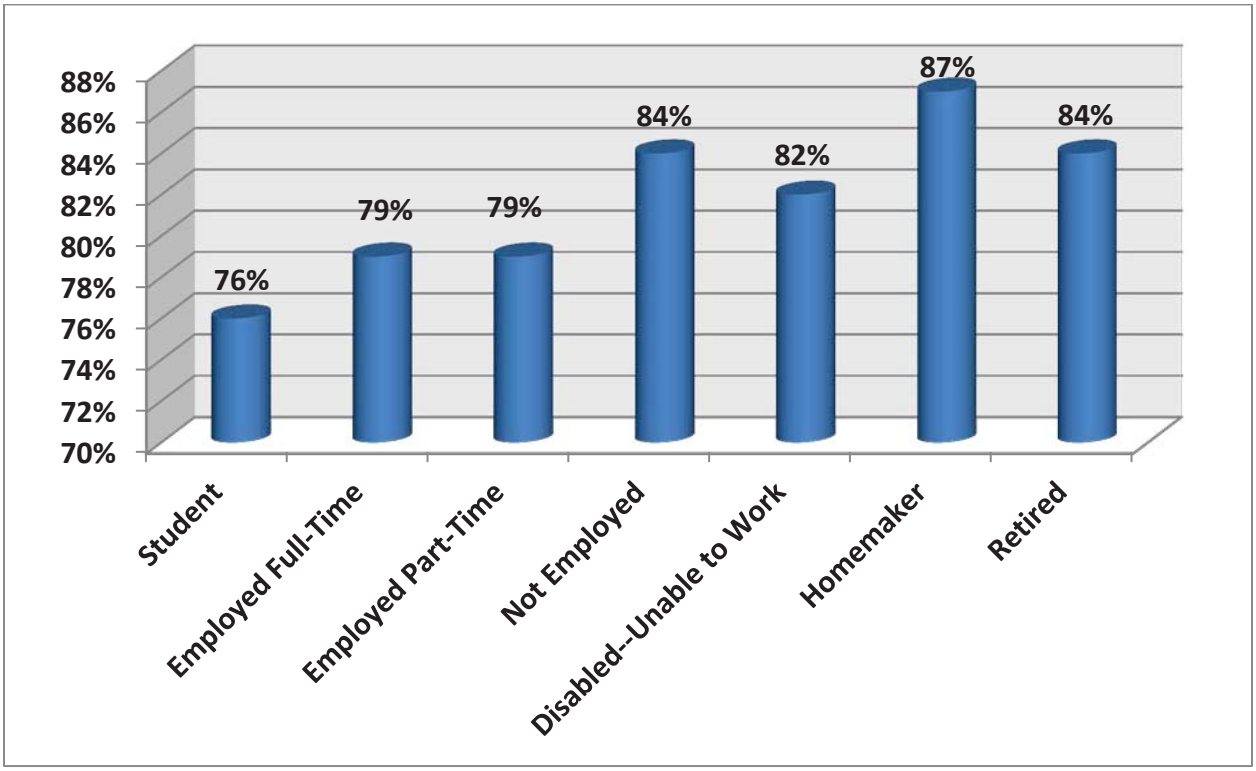


Figure 3-23: Percentage Satisfied with Trip Time by Work Status



APPENDIX

Questionnaires (English and Spanish)

Frequency Distributions

FAX CUSTOMER SATISFACTION SURVEY

If you can fill out this short questionnaire either while you are waiting for your bus or as you get off your bus, you will be providing important information to FAX about your bus service. If you do not have time before your bus arrives or before you need to get to your destination, please take the questionnaire with you to complete. Then mail it back at our cost, or drop it off at Manchester Transit Center (MTC) by March 28, 2014.

REGISTER TO BE ONE OF THREE TO WIN $100 BY FULLY COMPLETING THIS SURVEY, RETURNING IT BY MARCH 28, 2014 AND INCLUDING THE FOLLOWING CONTACT INFORMATION.

YOUR ANSWERS WILL STILL COUNT EVEN IF YOU CHOOSE NOT TO SUPPLY THIS INFORMATION

NAME:_____

ADDRESS:_____

CITY:_____ST_____ZIP_____

HOME PHONE OR CELL:_____

E-MAIL:_____

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are getting ready to board or just finished riding? _____ (BUS ROUTE)

Q2. Is this one of your regular bus routes? 1.____Yes **[IF YES, SKIP Q2a and GO TO Q3]** 2. ___No

Q2a. [ANSWER IF Q2 = NO] What is the number of one of your regular bus routes? _____ (BUS ROUTE)

Q3. How many one-way trips on FAX do you take in a typical week?
(If you take a round trip, that would be counted as two trips) _____ (NUMBER OF WEEKLY TRIPS)

Q4. What is the purpose of your typical FAX bus trip? (CHECK ONLY ONE)

1. ____College
2. ____High/Middle/Elementary School
3. ____Work/Business
4. ____Shopping
5. ____Errands/Personal
6. ____Recreational/Social
7. ____Medical/Dental
8. ____Other, please specify

_____

Q5. Besides your most typical trip, what is the next most frequent purpose for your bus trips? (CHECK ONLY ONE)

1. ____College
2. ____High/Middle/Elementary School
3. ____Work/Business
4. ____Shopping
5. ____Errands/Personal
6. ____Recreational/Social
7. ____Medical/Dental
8. ____Other, please specify
_____
9.____ I do not make any other types of trips

Q6. How long have you been riding FAX, in terms of months or years?

___years ___months (write number of years and/or months)

Q7. Has the number of trips you take using FAX buses changed since started riding FAX?

1.____ Yes, it has increased
2. ____Yes, it has decreased
3. ____No change

Q8. How do you normally pay your fare? (CHECK ONLY ONE)

1. ____Cash
2. ____Token
3. ____Metro Pass
4. ____Special Rider Pass
5. ____Senior Pass
6. ____Other, please specify
_____

Q9. Do you have access to a car or other vehicle to make the same kinds of trips that you make by FAX?

1.____Yes 2. ___No [IF NO, SKIP Q9a AND GO TO #10)

Q9a. (ANSWER IF Q9 = YES) Why do you ride FAX instead of using that car or other vehicle for your trips?

_____

SATISFACTION

Q10. Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by placing a check mark in a box for each feature.

Bus Feature	RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6 CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE					
	1 = Very Satisfied	2 = Satisfied	3 = Slightly Satisfied	4 = Slightly Dissatis-fied	5 = Dissatis-fied	6 = Very Dissatis-fied
1) On time performance						
2) Frequency of buses						
3) Time it takes to complete trip						
4) Cleanliness inside buses						
5) Cleanliness of bus stops and transfer stations						
6) Personal safety on board FAX buses						
7) Personal safety at bus stops and transfer stations						
8) Typical FAX bus drivers' courtesy						
9) Typical FAX bus drivers' helpfulness						
10) Typical FAX bus drivers' driving skills						
11) Typical FAX bus drivers' safety awareness						
12) Overall comfort of bus rides						
13) Availability of route/ schedule information						
14) Bus hours of operation on weekdays						
15) Bus hours of operations on weekends						
16) Closeness of bus stops to home						
17) Closeness of bus stops to destination						
18) Value provided by FAX for the price paid						
19) Overall service provided by FAX						

Q11a. Please write the number of the bus service feature that you consider to be MOST IMPORTANT to you _____.
Please include only features "1" through "18" above in your response.

Q11b. Please write the number of the bus service feature that you consider to be SECOND MOST IMPORTANT _____.
Please include only features "1" through "18" above in your response.

COMMUNICATION

Q12. Is FAX presenting information on fares, routes, and schedules in a clear, easily understood way?
1.____Yes [IF YES, SKIP Q12a AND GO TO #13) 2. ___No

Q12a. (IF Q12 = NO). What is unclear or hard to understand? _____

Q13. How would you prefer that FAX communicate fare, route, or schedule information/changes to you?
(CHECK ANY/ALL THAT APPLY)

1. ____Pamphlet or printed materials
2. ____FAX's website
3. ____Posters on board the buses
4. ____FAX's electronic signs at bus stops or transfer stations
5. ____Mobile/Cell Phone to cell number provided by you to FAX
6. ____Email to address provided by you to FAX
7. ____Other, please specify_____

Q14. Have you ever visited FAX's website?

1.____Yes [IF YES, GO TO #15) 2. ___No [IF NO, PLEASE ANSWER Q14a AND THEN SKIP Q15]

Q14a. [ANSWER IF Q14 = NO] Do you know how to go to the FAX website on a computer?

1. _____Yes 2. _____No

Q15. Are you satisfied with FAX's website?

1._____Yes 2. _____No

DEMOGRAPHICS

AGE. Which of the following age categories best describes your current age?

1. ____Under 18 years old
2. ____18 to 34 years old
3. ____35 to 54 years old
4. ____55 to 74 years old
5. ____75 years old or more

WORK. What is your work status?

1. ____Employed Full-Time
2. ____Employed Part-Time
3. ____Self-Employed
4. ____Student and Employed
5. ____Student and Not Employed
6. ____Homemaker
7. ____Retired
8. ____Unemployed
9. ____Disabled and Unable to Work

ETHNICITY. Which of the following most closely describes your ethnic background?

1. ____Hispanic
2. ____White/Caucasian
3. ____African American/Black
4. ____Asian/Southeast Asian (please specify national origin or Asian ethnic group_____)
5. ____American Indian
6. ____Pacific Islander
7. ____Middle Easterner
8. ____Other, please specify_____

GENDER. 1._____Male 2. _____ Female

EDUC. What is the last grade in school you have completed?

1. ____Less than 8th Grade Education
2. ____Some High School
3. ____High School Graduate
4. ____Vocational/Technical School
5. ____College Graduate

LANGUAGE. What is the primary language spoken in your home?

1. ____English
2. ____Spanish or Spanish Creole
3. ____Hmong
4. ____Laotian
5. ____Other Indic (Indo-Aryan) languages
6. ____Mon-Khmer, Cambodian
7. ____Chinese
8. ____Arabic
9. ____Vietnamese
10. ____Armenian
11. ____Tagalog
12. ____Other, please specify _____

INCOME. Which of the following categories best describes your total household income in 2013, before taxes?

1. ____Less than $10,000 per year
2. ____$10,000 to $19,999 per year
3. ____$20,000 to $29,999 per year
4. ____$30,000 to $39,999 per year
5. ____$40,000 to $49,999 per year
6. ____$50,000 or more per year

On behalf of FAX and Rea & Parker Research, thank you for your time and survey participation

Please return the completed form to the surveyor. You can also fold, seal, and mail it back at our cost or you can drop it off at the Manchester Transit Center by March 28, 2014.

ENCUESTA DE SATISFACCIÓN DE CLIENTES DEL SISTEMA DE TRANSPORTE FAX

Si puede usted llenar este breve cuestionario, ya sea mientras espera su autobús o cuando se baje de su autobús, estará proporcionando información importante a FAX acerca de su servicio de autobús. Si usted no tiene tiempo antes de que llegue su autobús o antes de que tenga que llegar a su destino, por favor llévese el cuestionario para que lo llene. Luego envíelo por correo por nuestra cuenta, o entréguelo en el Centro de Tránsito de Manchester (MTC, por sus siglas en inglés) a más tardar el 28 de marzo de 2014.

INSCRÍBASE PARA SER UNO/A DE TRES EN GANAR $100 POR LLENAR COMPLETAMENTE ESTA ENCUESTA, POR REGRESARLA A MÁS TARDAR EL 28 DE MARZO DE 2014 Y POR INCLUIR LA SIGUIENTE INFORMACIÓN DE CONTACTO.

SUS RESPUESTAS SERÁN TOMADAS EN CUENTA AUN SI USTED DECIDE NO PROPORCIONAR ESTA INFORMACIÓN.

NOMBRE_____

DIRECCIÓN_____

CIUDAD_____EDO___CÓDIGO_____

TELÉFONO CASA O CELULAR_____

CORREO-E _____

CARACTERÍSTICAS DEL VIAJE

P1. ¿Cuál es el número de ruta del autobús que usted está por abordar o de la que acaba de viajar? _____ (escriba ruta del autobús)

P2. ¿Es ésta una de sus rutas regulares de autobús? 1. _____Sí [SI CONTESTÓ SÍ, CONTINÚE EN LA P3] 2. _____No

P2a. [CONTESTE SI LA P2 = NO] ¿Cuál es el número de una de sus rutas regulares de autobús? _____ (escriba ruta del autobús)

P3. ¿Cuántos viajes sencillos (de ida; en una sola dirección) toma usted por FAX en una semana típica?
(Si usted realiza un viaje redondo [ida y vuelta], se cuenta como dos viajes) _____ (escriba número de viajes)

P4. ¿Cuál es el propósito de su viaje típico por autobús de FAX? (MARQUE SOLAMENTE UNA)

1. ____Universidad/Colegio comunitario
2. ____Escuela preparatoria/secundaria/primaria
3. ____Trabajo/Negocios
4. ____Compras
5. ____Encargos/Personal
6. ____Diversión/Social
7. ____Médico/Dental
8. ____Otro, favor de especificar _____

P5. Además de su viaje más típico, ¿cuál es el siguiente propósito más frecuente de sus viajes por autobús?
(MARQUE SOLAMENTE UNA)

1. ____Universidad/Colegio comunitario
2. ____Escuela preparatoria/secundaria/primaria
3. ____Trabajo/Negocios
4. ____Compras
5. ____Encargos/Personal
6. ____Diversión/Social
7. ____Médico/Dental
8. ____Otro, favor de especificar _____
9. ____Yo no realizo ningún otro tipo de viaje

P6. ¿Cuánto tiempo lleva viajando por FAX, en términos de meses o años?
___años ___meses (escriba número de años y/o meses)

P7. ¿Ha cambiado el número de viajes que realiza en los autobuses FAX desde que empezó a viajar por el sistema FAX?

1. ____Sí, ha aumentado
2. ____Sí, ha disminuido
3. ____No ha cambiado

P8. ¿Cómo paga normalmente su pasaje/boleto de autobús? **(MARQUE SOLAMENTE UNA)**

1____Efectivo
2____Ficha
3____Pase Metr
4____Pase especial de viajero
5____Pase para personas mayores/de la tercera edad
7. 6____Otro, favor de especificar _____

P9. ¿Tiene acceso a un automóvil u otro vehículo para realizar el mismo tipo de viajes que usted hace por FAX?

1. _____Sí 2. _____No [SI CONTESTÓ NO, SALTE LA P9a Y CONTINÚE EN LA #10)

P9a. (CONTESTE SI LA P9 = SÍ) ¿Por qué viaja en FAX en lugar de utilizar ese automóvil u otro vehículo para sus viajes?

_____

SATISFACCIÓN

P10. Por favor indique su satisfacción o insatisfacción con cada una de las características de autobuses de FAX que se enumeran a continuación, colocando una marca en la columna para cada característica.

Característica del Autobús	CALIFIQUE SU SATISFACCIÓN CON CADA CARACTERÍSTICA DEL AUTOBÚS EN UNA ESCALA DEL 1 AL 6 MARQUE SOLAMENTE UNA COLUMNA PARA CADA CARACTERÍSTICA					
	1 = Muy satisfecha/o	2 = Satis-fecha/o	3 = Ligera-mente satis-fecha/o	4 = Ligera-mente insatis-fecha/o	5 = Insatis-fecha/o	6 = Muy insatis-fecha/o
1) Desempeño en la puntualidad						
2) Frecuencia de los autobuses						
3) Tiempo que toma realizar el viaje						
4) Limpieza dentro de los autobuses						
5) Limpieza de las paradas de autobuses y estaciones de transferencia						
6) Seguridad personal a bordo de los autobuses FAX						
7) Seguridad personal en las paradas de autobuses y estaciones de transferencia						
8) Cortesía típica de los/las conductores de los autobuses FAX			1)			
9) Disposición típica para ayudar de los/las conductores de los autobuses FAX						
10) Destrezas típicas para conducir de los/las conductores de los autobuses FAX						
11) Concientización típica de seguridad de los/las conductores de los autobuses FAX						
12) Comodidad general en los viajes de autobús						
13) Disponibilidad de información de rutas/horarios						
14) Horas de operación de los autobuses en días laborales (entre semana)						
15) Horas de operación de los autobuses en fines de semana						
16) Cercanía de las paradas de autobuses a su hogar						
17) Cercanía de las paradas de autobuses a su parada final (destino)						
18) Valor que FAX proporciona por el precio pagado						
19) Servicio general que FAX proporciona						

P11a. Por favor escriba el número de la característica del servicio de autobús que considere la más importante para usted:_____.
Por favor incluya únicamente las características "1" al "18", especificadas arriba, en su respuesta.

P11b. Por favor escriba el número de la característica del servicio de autobús que considere la **segunda más** importante para usted: _____. **Por favor incluya únicamente las características "1" al "18", especificadas arriba, en su respuesta.**

COMUNICACIÓN

P12. ¿Está FAX presentando la información sobre tarifas, rutas y horarios de manera clara y fácil de entender?
1. _____Sí [SI CONTESTÓ SÍ, SALTE LA P12a Y CONTINÚE EN LA P13] 2. _____No

P12a. (SI P12 = NO). ¿Qué es lo que no está claro o es difícil de entender? _____

P13. ¿Cómo preferiría que FAX le comunicara a usted información/cambios sobre las tarifas, rutas u horarios?
(MARQUE CUALQUIERA/TODOS LOS QUE CONSIDERE)

8. ____Folleto o materiales impresos
9. ____Sitio web de FAX
10. ____Pósters/carteles a bordo de los autobuses
11. ____Letreros electrónicos de FAX en las paradas de autobuses o estaciones de transferencia
12. ____Teléfono móvil/celular al número de celular que usted proporcione a FAX
13. ____Correo electrónico a la dirección que usted proporcione a FAX
14. ____Otro, favor de especificar _____

P14. ¿Ha visitado alguna vez el sitio web de FAX?
1. _____Sí [SI CONTESTÓ SÍ, CONTINÚE EN LA P15) 2. _____No [SI CONTESTÓ NO, POR FAVOR CONTESTE LA P14a Y LUEGO SALTE LA P15]

P14a. [CONTESTE SI LA P14 = NO] ¿Sabe usted cómo ir al sitio web de FAX en una computadora?
2. _____Sí 2. _____No

P15. ¿Está usted satisfecha/o con el sitio web de FAX?
1._____Sí 2. _____No

DATOS DEMOGRÁFICOS

EDAD. ¿Cuál de las siguientes categorías de edad describe mejor su edad actual?
1. ____Menor de 18 años de edad
2. ____18 a 34 años de edad
3. ____35 a 54 años de edad
4. ____55 a 74 años de edad
5. ____75 años de edad o mayor

TRABAJO. ¿Cuál es su condición laboral?
1. ____Empleada/o tiempo completo
2. ____Empleada/o medio tiempo
3. ____Trabajador/a independiente
4. ____Estudiante y empleada/o
5. ____Estudiante y no empleada/o
6. ____Se dedica al hogar
7. ____Retirada/o (Jubilada/o)
8. ____Desempleada/o
9. ____Discapacitada/o y no puede trabajar

ORIGEN ÉTNICO. ¿Cuál de los siguientes describe con mayor precisión su origen étnico?
1. ____Hispano
2. ____Blanco/Caucásico
3. ____Afroamericano/Negro
4. ____Asiático/Asiático del Sureste
   a. (Por favor especifique origen nacional o grupo étnico asiático _____)
5. ____Indígena de EE.UU.
6. ____Isleño del Pacífico
7. ____del Medio Oriente
8. ____Otro, favor de especificar _____

SEXO. 1_____Masculino 2. _____Femenino

EDUC. ¿Cuál es el último año/grado que terminó en la escuela?
1. ____Menos del 8vo grado/año de educación
2. ____Algo de preparatoria (high school)

3. ____*Graduada/o de la preparatoria*
4. ____*Escuela vocacional/técnica*
5. ____*Graduada/o de la universidad*

IDIOMA. ¿Cuál es el idioma principal que se habla en su hogar?

1. ____*Inglés*
2. ____*Español o español criollo*
3. ____*Hmong*
4. ____*Laosiano/lao*
5. ____*Otros idiomas índicos (indoarias)*
6. ____*Mon-jemer, camboyano*
7. ____*Chino*
8. ____*Árabe*
9. ____*Vietnamita*
10. ____*Armenio*
11. ____*Tagalo*
12. ____*Otro, favor de especificar*

_____

INGRESOS. ¿Cuál de las siguientes categorías describe mejor los ingresos totales de su hogar en el 2013, antes de los impuestos?

1. ____*Menos de $10,000 por año*
2. ____*$10,000 a $19,999 por año*
3. ____*$20,000 a $29,999 por año*
4. ____*$30,000 a $39,999 por año*
5. ____*$40,000 a $49,999 por año*
6. ____*$50,000 o más por año*

Por favor devuelva el formulario completo al encuestador/la encuestadora. También lo puede doblar, sellar y enviar por correo por nuestra cuenta o puede entregarlo en el Centro de Tránsito de Manchester a más tardar el 28 de marzo de 2014.

En representación de FAX y de Rea & Parker Research, agradecemos su tiempo y participación en la encuesta.

Fresno (FAX)/Clovis Origin-Destination Survey Frequencies

Language of Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	3605	96.6	96.6	96.6
	Spanish	125	3.4	3.4	100.0
	Total	3730	100.0	100.0	

Day of Week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monday	405	10.9	10.9	10.9
	Tuesday	526	14.1	14.1	25.0
	Wednesday	1038	27.8	27.8	52.8
	Thursday	701	18.8	18.8	71.6
	Friday	709	19.0	19.0	90.6
	Saturday	199	5.3	5.3	95.9
	Sunday	152	4.1	4.1	100.0
	Total	3730	100.0	100.0	

Route Number

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	347	9.3	9.3	9.3
	10	99	2.7	2.7	12.0
	20	63	1.7	1.7	13.6
	22	280	7.5	7.5	21.2
	26/39	481	12.9	12.9	34.0
	28	554	14.9	14.9	48.9
	30	428	11.5	11.5	60.4
	32	239	6.4	6.4	66.8
	33	108	2.9	2.9	69.7
	34	249	6.7	6.7	76.4
	35	65	1.7	1.7	78.1
	38	286	7.7	7.7	85.8
	41	299	8.0	8.0	93.8
	45	135	3.6	3.6	97.4
	50	55	1.5	1.5	98.9
	58/58E	42	1.1	1.1	100.0
	Total	3730	100.0	100.0	

Bus Line Surveyed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fresno Area Express (FAX)	3570	95.7	95.7	95.7
	Clovis Transit (Stageline)	160	4.3	4.3	100.0
	Total	3730	100.0	100.0	

Bus Direction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	North	1136	30.5	30.5	30.5
	South	1120	30.0	30.0	60.5
	East	523	14.0	14.0	74.5
	West	432	11.6	11.6	86.1
	S/W	228	6.1	6.1	92.2
	E/N	249	6.7	6.7	98.9
	S/E	18	.5	.5	99.4
	W/N	24	.6	.6	100.0
	Total	3730	100.0	100.0	

Trip Start Time (24 Hour)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5:00am-5:59am	3	.1	.1	.1
	6:00am-6:59am	149	4.0	4.0	4.1
	7:00am-7:59am	296	7.9	7.9	12.0
	8:00am-8:59am	343	9.2	9.2	21.2
	9:00am-9:59am	367	9.8	9.8	31.0
	10:00am-10:59am	318	8.5	8.5	39.6
	11:00am-11:59am	339	9.1	9.1	48.7
	12 noon-12:59pm	412	11.0	11.0	59.7
	1:00pm-1:59pm	365	9.8	9.8	69.5
	2:00pm-2:59pm	431	11.6	11.6	81.0
	3:00pm-3:59pm	250	6.7	6.7	87.7
	4:00pm-4:59pm	284	7.6	7.6	95.4
	5:00pm-5:59pm	83	2.2	2.2	97.6
	6:00pm-6:59pm	76	2.0	2.0	99.6
	7:00pm-7:59pm	1	.0	.0	99.7
	8:00pm-8:59pm	11	.3	.3	99.9
	9:00pm-9:59pm	2	.1	.1	100.0
	Total	3730	100.0	100.0	

First Bus Route #

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	334	9.0	9.0	9.0
	10	84	2.3	2.3	11.2
	20	88	2.4	2.4	13.6
	22	295	7.9	7.9	21.5
	26	268	7.2	7.2	28.7
	28	521	14.0	14.0	42.6
	30	355	9.5	9.5	52.1
	32	273	7.3	7.3	59.5
	33	98	2.6	2.6	62.1
	34	239	6.4	6.4	68.5
	35	106	2.8	2.8	71.3
	38	307	8.2	8.2	79.6
	39	219	5.9	5.9	85.4
	41	323	8.7	8.7	94.1
	45	153	4.1	4.1	98.2
	50	32	.9	.9	99.1
	58	29	.8	.8	99.8
	70	5	.1	.1	100.0
	80	1	.0	.0	100.0
	Total	3730	100.0	100.0	

First Bus Line

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fresno Area Express (FAX)	3606	96.7	96.7	96.7
	Clovis Transit (Stageline)	123	3.3	3.3	100.0
	Total	3729	100.0	100.0	
Missing	System	1	.0		
Total		3730	100.0		

Second Bus Route #

		Frequency	Percent	Valid Percent	Cumulative Percent
	9	234	6.3	9.6	9.6
	10	29	.8	1.2	10.8
	20	85	2.3	3.5	14.3
	22	128	3.4	5.3	19.6
	26	162	4.3	6.7	26.3
	28	364	9.8	15.0	41.3
	30	349	9.4	14.4	55.6
	32	219	5.9	9.0	64.6
	33	31	.8	1.3	65.9
Valid	34	158	4.2	6.5	72.4
	35	55	1.5	2.3	74.7
	38	223	6.0	9.2	83.9
	39	128	3.4	5.3	89.1
	41	159	4.3	6.5	95.7
	45	61	1.6	2.5	98.2
	50	19	.5	.8	99.0
	58	20	.5	.8	99.8
	70	5	.1	.2	100.0
	Total	2429	65.1	100.0	
Missing	System	1301	34.9		
Total		3730	100.0		

Second Bus Line

		Frequency	Percent	Valid Percent	Cumulative Percent
	Fresno Area Express (FAX)	2377	63.7	97.9	97.9
Valid	Clovis Transit (Stageline)	52	1.4	2.1	100.0
	Total	2429	65.1	100.0	
Missing	System	1301	34.9		
Total		3730	100.0		

Third Bus Route #

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	68	1.8	9.5	9.5
	10	20	.5	2.8	12.3
	20	19	.5	2.7	14.9
	22	42	1.1	5.9	20.8
	26	55	1.5	7.7	28.5
	28	80	2.1	11.2	39.7
	30	89	2.4	12.4	52.1
	32	55	1.5	7.7	59.8
	33	18	.5	2.5	62.3
	34	52	1.4	7.3	69.6
	35	15	.4	2.1	71.6
	38	62	1.7	8.7	80.3
	39	32	.9	4.5	84.8
	41	61	1.6	8.5	93.3
	45	23	.6	3.2	96.5
	50	19	.5	2.7	99.2
	58	6	.2	.8	100.0
	Total	716	19.2	100.0	
Missing	System	3014	80.8		
Total		3730	100.0		

Third Bus Line

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fresno Area Express (FAX)	676	18.1	94.4	94.4
	Clovis Transit (Stageline)	40	1.1	5.6	100.0
	Total	716	19.2	100.0	
Missing	System	3014	80.8		
Total		3730	100.0		

Fourth Bus Route #

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	11	.3	5.6	5.6
	10	1	.0	.5	6.2
	20	5	.1	2.6	8.7
	22	16	.4	8.2	16.9
	26	16	.4	8.2	25.1
	28	29	.8	14.9	40.0
	30	21	.6	10.8	50.8
	32	15	.4	7.7	58.5
	33	3	.1	1.5	60.0
	34	15	.4	7.7	67.7
	35	7	.2	3.6	71.3
	38	19	.5	9.7	81.0
	39	9	.2	4.6	85.6
	41	17	.5	8.7	94.4
	45	7	.2	3.6	97.9
	50	2	.1	1.0	99.0
	58	2	.1	1.0	100.0
	Total	195	5.2	100.0	
Missing	System	3535	94.8		
Total		3730	100.0		

Fourth Bus Line

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fresno Area Express (FAX)	195	5.2	99.5	99.5
	Clovis Transit (Stageline)	1	.0	.5	100.0
	Total	196	5.3	100.0	
Missing	System	3534	94.7		
Total		3730	100.0		

Starting Place for Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	1997	53.5	54.4	54.4
	Work	464	12.4	12.6	67.1
	High/Middle/Elem School	216	5.8	5.9	73.0
	College	253	6.8	6.9	79.9
	Shopping	151	4.0	4.1	84.0
	Medical/Dental	176	4.7	4.8	88.8
	Friends/recreation	169	4.5	4.6	93.4
	Personal Errands	174	4.7	4.7	98.1
	Government Office (except court/jail)	6	.2	.2	98.3
	Other Transportation (Amtrak. Airport)	8	.2	.2	98.5
	Courthouse/Jail	12	.3	.3	98.9
	Church	10	.3	.3	99.1
	Library	7	.2	.2	99.3
	Other	25	.7	.7	100.0
	Total	3668	98.3	100.0	
Missing	System	62	1.7		
Total		3730	100.0		

Origin City

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		126	3.4	3.4	3.4
	Biola	1	.0	.0	3.4
	Calexico	1	.0	.0	3.4
	Calwa	1	.0	.0	3.5
	Clovis	198	5.3	5.3	8.8
	Fowler	1	.0	.0	8.8
	Fresno	3367	90.3	90.3	99.1
	Gilroy	1	.0	.0	99.1
	Hanford	2	.1	.1	99.1
	Madera	10	.3	.3	99.4
	Malaga	4	.1	.1	99.5
	Manteca	1	.0	.0	99.5
	Mendota	1	.0	.0	99.6
	Merced	1	.0	.0	99.6
	Orange Cove	1	.0	.0	99.6
	Pinedale	6	.2	.2	99.8
	Reedley	2	.1	.1	99.8
	Sacramento	1	.0	.0	99.9
	San Diego	1	.0	.0	99.9
	Sanger	2	.1	.1	99.9
	Selma	2	.1	.1	100.0
	Total	3730	100.0	100.0	

Mode of Access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Drove Alone and Parked	57	1.5	1.6	1.6
	Drove with Other Transit Passengers	47	1.3	1.3	2.9
	Other Transit Passenger Drove	73	2.0	2.0	4.9
	Dropped Off	257	6.9	7.2	12.1
	Walked	2932	78.6	81.8	93.9
	Bicycled	143	3.8	4.0	97.9
	Other Bus System	11	.3	.3	98.2
	School Bus	6	.2	.2	98.4
	Skate, Skateboard, Wheelchair	16	.4	.4	98.9
	Amtrak	5	.1	.1	99.0
	Other Motorized (Taxi, Dial-a-Ride)	4	.1	.1	99.1
	Other	32	.9	.9	100.0
	Total	3583	96.1	100.0	
Missing	Bus (misunderstood question)	80	2.1		
	System	67	1.8		
	Total	147	3.9		
Total		3730	100.0		

Ending Place for Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	1204	32.3	33.9	33.9
	Work	676	18.1	19.0	52.9
	High/Middle/Elem School	203	5.4	5.7	58.6
	College	286	7.7	8.0	66.6
	Shopping	239	6.4	6.7	73.3
	Medical/Dental	215	5.8	6.0	79.4
	Friends/recreation	316	8.5	8.9	88.3
	Personal Errands	277	7.4	7.8	96.1
	Government Office (except court/jail)	12	.3	.3	96.4
	Other Transportation (Amtrak. Airport)	8	.2	.2	96.6
	Courthouse/Jail	15	.4	.4	97.0
	Church	32	.9	.9	97.9
	Library	17	.5	.5	98.4
	Other	56	1.5	1.6	100.0
	Total	3556	95.3	100.0	
Missing	System	174	4.7		
Total		3730	100.0		

Destination City

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		315	8.4	8.4	8.4
	Auberry	1	.0	.0	8.5
	Calwa	1	.0	.0	8.5
	Clovis	189	5.1	5.1	13.6
	Firebaugh	1	.0	.0	13.6
	Fresno	3203	85.9	85.9	99.5
	Hanford	2	.1	.1	99.5
	Madera	7	.2	.2	99.7
	Malaga	1	.0	.0	99.7
	Mendota	1	.0	.0	99.8
	Nevada	1	.0	.0	99.8
	Pinedale	3	.1	.1	99.9
	Sanger	3	.1	.1	99.9
	Selma	1	.0	.0	100.0
	Visalia	1	.0	.0	100.0
	Total	3730	100.0	100.0	

Mode of Egress

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Drive Alone	69	1.8	2.0	2.0
	Drive with Other Transit Passengers	64	1.7	1.8	3.8
	Other Transit Passenger Drives	76	2.0	2.2	6.0
	Picked Up	159	4.3	4.6	10.5
	Walk	2888	77.4	82.7	93.3
	Bicycle	140	3.8	4.0	97.3
	Other Bus System	8	.2	.2	97.5
	School Bus	1	.0	.0	97.5
	Wheelchair, Skate, Skateboard	40	1.1	1.1	98.7
	Amtrak	2	.1	.1	98.7
	Other Motorized (Taxi, Dial-a-Ride)	1	.0	.0	98.8
	Other	43	1.2	1.2	100.0
	Total	3491	93.6	100.0	
Missing	Bus (misunderstood question)	121	3.2		
	System	118	3.2		
	Total	239	6.4		
Total		3730	100.0		

Auto Availability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	436	11.7	12.1	12.1
	No	3170	85.0	87.9	100.0
	Total	3606	96.7	100.0	
Missing	System	124	3.3		
Total		3730	100.0		

Transportation Needs Met by FAX/Stageline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Well	1429	38.3	39.6	39.6
	Reasonably Well	1620	43.4	44.9	84.6
	Not Very Well	420	11.3	11.6	96.2
	Very Poorly	137	3.7	3.8	100.0
	Total	3606	96.7	100.0	
Missing	System	124	3.3		
Total		3730	100.0		

Satisfaction with Trip Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Satisfactory	2622	70.3	79.6	79.6
	Not Satisfactory	674	18.1	20.4	100.0
	Total	3296	88.4	100.0	
Missing	System	434	11.6		
Total		3730	100.0		

Source for Current Transit Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Telephone	1196	32.1	40.1	40.1
	Internet	878	23.5	29.4	69.5
	Information at Bus Stops	662	17.7	22.2	91.7
	Bus Book/Printed Schedules	141	3.8	4.7	96.4
	On Bus or from Driver	31	.8	1.0	97.5
	Friends/Family	19	.5	.6	98.1
	Already know from experience	11	.3	.4	98.5
	News, newspaper, mail	8	.2	.3	98.7
	Other	38	1.0	1.3	100.0
	Total	2984	80.0	100.0	
Missing	System	746	20.0		
Total		3730	100.0		

Preferred Source for Transit Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Telephone	498	13.4	25.8	25.8
	Internet	759	20.3	39.4	65.2
	Information at Bus Stops	531	14.2	27.6	92.8
	Bus Book/Printed Schedules	98	2.6	5.1	97.9
	On Bus or from Driver	5	.1	.3	98.1
	Friends/Family	7	.2	.4	98.5
	News, newspaper, mail	4	.1	.2	98.7
	Other	25	.7	1.3	100.0
	Total	1927	51.7	100.0	
Missing	System	1803	48.3		
Total		3730	100.0		

Length of Time Riding FAX/Stageline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Time	86	2.3	2.4	2.4
	6 Months or Less	417	11.2	11.7	14.1
	7-11 Months	160	4.3	4.5	18.6
	1-2 Years	537	14.4	15.1	33.7
	3-5 Years	630	16.9	17.7	51.4
	More Than 5 Years	1733	46.5	48.6	100.0
	Total	3563	95.5	100.0	
Missing	System	167	4.5		
Total		3730	100.0		

Frequency Riding FAX/Stageline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 or More Days per Week	1993	53.4	55.7	55.7
	3-4 Days per Week	843	22.6	23.6	79.2
	1-2 Days per Week	500	13.4	14.0	93.2
	Less than Once per Week	126	3.4	3.5	96.7
	Less than Once per Month	81	2.2	2.3	99.0
	First Time	36	1.0	1.0	100.0
	Total	3579	96.0	100.0	
Missing	System	151	4.0		
Total		3730	100.0		

Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	682	18.3	19.2	19.2
	Employed Part-Time	647	17.3	18.2	37.4
	Not Currently Employed	600	16.1	16.9	54.3
	Disabled-Unable to Work	373	10.0	10.5	64.8
	Retired	145	3.9	4.1	68.9
	Homemaker	176	4.7	5.0	73.9
	Student	928	24.9	26.1	100.0
	Total	3551	95.2	100.0	
Missing	System	179	4.8		
Total		3730	100.0		

Full-Time College Student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	204	5.5	100.0	100.0
Missing	System	3526	94.5		
Total		3730	100.0		

Attend College and Work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	87	2.3	100.0	100.0
Missing	System	3643	97.7		
Total		3730	100.0		

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian/White	859	23.0	24.1	24.1
	Hispanic/Latino	1614	43.3	45.2	69.3
	Asian/Southeast Asian	163	4.4	4.6	73.9
	African-American/Black	684	18.3	19.2	93.0
	Native American/American Indian	84	2.3	2.4	95.4
	Middle Easterner	11	.3	.3	95.7
	Mixed Ethnicities	133	3.6	3.7	99.4
	Other	21	.6	.6	100.0
	Total	3569	95.7	100.0	
Missing	System	161	4.3		
Total		3730	100.0		

Asian Origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		3670	98.4	98.4	98.4
	Asian	1	.0	.0	98.4
	Cambodian	1	.0	.0	98.4
	Cambodian	4	.1	.1	98.6
	Chinese	1	.0	.0	98.6
	Filipina	1	.0	.0	98.6
	Filipino	1	.0	.0	98.6
	Filipino	4	.1	.1	98.7
	Hawaiian	1	.0	.0	98.8
	Hmong	33	.9	.9	99.7
	Indonesian	2	.1	.1	99.7
	islander	1	.0	.0	99.7
	Japanese	2	.1	.1	99.8
	Laotian	3	.1	.1	99.9
	Micronesian	1	.0	.0	99.9
	Pacific Islander	1	.0	.0	99.9
	Pilipino	1	.0	.0	99.9
	pilipino	1	.0	.0	100.0
	Thai	1	.0	.0	100.0
	Total	3730	100.0	100.0	

Annual Household Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under $10,000	1832	49.1	55.8	55.8
	$10,000 - less than $20,000	787	21.1	24.0	79.8
	$20,000 - less than $30,000	284	7.6	8.6	88.4
	$30,000 - less than $40,000	165	4.4	5.0	93.4
	$40,000 - less than $50,000	95	2.5	2.9	96.3
	$50,000 - less than $75,000	80	2.1	2.4	98.8
	$75,000 or more	41	1.1	1.2	100.0
	Total	3284	88.0	100.0	
Missing	System	446	12.0		
Total		3730	100.0		

Participate in CalFresh

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1527	40.9	44.7	44.7
	No	1891	50.7	55.3	100.0
	Total	3418	91.6	100.0	
Missing	System	312	8.4		
Total		3730	100.0		

Year Born

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1926	2	.1	.1	.1
	1927	2	.1	.1	.1
	1931	5	.1	.2	.3
	1932	2	.1	.1	.4
	1933	2	.1	.1	.4
	1934	3	.1	.1	.5
	1935	1	.0	.0	.5
	1936	6	.2	.2	.7
	1937	3	.1	.1	.8
	1938	8	.2	.3	1.1
	1939	8	.2	.3	1.3
	1940	9	.2	.3	1.6
	1941	10	.3	.3	2.0
	1942	9	.2	.3	2.2
	1943	16	.4	.5	2.8
	1944	9	.2	.3	3.0
	1945	14	.4	.4	3.5
	1946	17	.5	.5	4.0
	1947	11	.3	.4	4.4
	1948	15	.4	.5	4.9
	1949	21	.6	.7	5.6
	1950	24	.6	.8	6.3
	1951	19	.5	.6	6.9
	1952	32	.9	1.0	8.0
	1953	28	.8	.9	8.9
	1954	19	.5	.6	9.5
	1955	28	.8	.9	10.4
	1956	32	.9	1.0	11.4
	1957	36	1.0	1.2	12.5
	1958	31	.8	1.0	13.5

1959	34	.9	1.1	14.6
1960	51	1.4	1.6	16.3
1961	34	.9	1.1	17.4
1962	40	1.1	1.3	18.6
1963	36	1.0	1.2	19.8
1964	37	1.0	1.2	21.0
1965	37	1.0	1.2	22.2
1966	40	1.1	1.3	23.5
1967	33	.9	1.1	24.5
1968	49	1.3	1.6	26.1
1969	36	1.0	1.2	27.2
1970	45	1.2	1.4	28.7
1971	37	1.0	1.2	29.9
1972	28	.8	.9	30.8
1973	37	1.0	1.2	32.0
1974	46	1.2	1.5	33.4
1975	40	1.1	1.3	34.7
1976	54	1.4	1.7	36.5
1977	48	1.3	1.5	38.0
1978	44	1.2	1.4	39.4
1979	45	1.2	1.4	40.9
1980	63	1.7	2.0	42.9
1981	63	1.7	2.0	44.9
1982	59	1.6	1.9	46.8
1983	74	2.0	2.4	49.2
1984	66	1.8	2.1	51.3
1985	72	1.9	2.3	53.6
1986	69	1.8	2.2	55.8
1987	71	1.9	2.3	58.1
1988	78	2.1	2.5	60.6
1989	97	2.6	3.1	63.7
1990	114	3.1	3.7	67.4
1991	112	3.0	3.6	71.0
1992	125	3.4	4.0	75.0
1993	138	3.7	4.4	79.4

	1994	174	4.7	5.6	85.0
	1995	184	4.9	5.9	90.9
	1996	104	2.8	3.3	94.2
	1997	81	2.2	2.6	96.8
	1998	58	1.6	1.9	98.7
	1999	22	.6	.7	99.4
	2000	13	.3	.4	99.8
	2001	5	.1	.2	100.0
	2002	1	.0	.0	100.0
	Total	3116	83.5	100.0	
Missing	System	614	16.5		
Total		3730	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
	Male	1579	42.3	45.4	45.4
Valid	Female	1897	50.9	54.6	100.0
	Total	3476	93.2	100.0	
Missing	System	254	6.8		
Total		3730	100.0		

Home Zip Code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	90020	1	.0	.0	.0
	92231	1	.0	.0	.1
	92336	1	.0	.0	.1
	92702	1	.0	.0	.1
	92703	1	.0	.0	.1
	92704	1	.0	.0	.2
	92725	1	.0	.0	.2
	92727	1	.0	.0	.2
	92744	1	.0	.0	.3
	92747	1	.0	.0	.3
	92837	1	.0	.0	.3
	93026	1	.0	.0	.3
	93102	2	.1	.1	.4
	93103	1	.0	.0	.4
	93105	2	.1	.1	.5
	93125	1	.0	.0	.5
	93126	1	.0	.0	.5
	93201	1	.0	.0	.6
	93202	3	.1	.1	.7
	93206	1	.0	.0	.7
	93212	1	.0	.0	.7
	93215	2	.1	.1	.8
	93222	1	.0	.0	.8
	93226	2	.1	.1	.9
	93230	4	.1	.1	1.0
	93245	3	.1	.1	1.1
	93266	1	.0	.0	1.1
	93274	2	.1	.1	1.1
	93276	1	.0	.0	1.2
	93277	1	.0	.0	1.2
	93291	1	.0	.0	1.2

93402	1	.0	.0	1.3
93405	1	.0	.0	1.3
93411	1	.0	.0	1.3
93412	2	.1	.1	1.4
93420	1	.0	.0	1.4
93464	1	.0	.0	1.4
93519	1	.0	.0	1.5
93602	2	.1	.1	1.5
93605	1	.0	.0	1.5
93606	1	.0	.0	1.6
93607	1	.0	.0	1.6
93608	1	.0	.0	1.6
93609	2	.1	.1	1.7
93611	34	.9	1.0	2.7
93612	137	3.7	3.9	6.6
93613	3	.1	.1	6.7
93617	2	.1	.1	6.7
93619	3	.1	.1	6.8
93622	1	.0	.0	6.9
93624	1	.0	.0	6.9
93625	1	.0	.0	6.9
93626	2	.1	.1	7.0
93627	2	.1	.1	7.0
93630	6	.2	.2	7.2
93631	1	.0	.0	7.2
93636	3	.1	.1	7.3
93637	2	.1	.1	7.4
93638	5	.1	.1	7.5
93640	4	.1	.1	7.6
93646	1	.0	.0	7.7
93650	22	.6	.6	8.3
93654	4	.1	.1	8.4
93657	6	.2	.2	8.6
93658	1	.0	.0	8.6
93662	1	.0	.0	8.6

	93667	1	.0	.0	8.7
	93672	2	.1	.1	8.7
	93701	157	4.2	4.5	13.2
	93702	388	10.4	11.1	24.4
	93703	202	5.4	5.8	30.1
	93704	135	3.6	3.9	34.0
	93705	295	7.9	8.5	42.5
	93706	333	8.9	9.6	52.0
	93707	7	.2	.2	52.2
	93708	7	.2	.2	52.4
	93709	2	.1	.1	52.5
	93710	161	4.3	4.6	57.1
	93711	68	1.8	2.0	59.1
	93712	4	.1	.1	59.2
	93713	2	.1	.1	59.2
	93715	3	.1	.1	59.3
	93716	3	.1	.1	59.4
	93718	1	.0	.0	59.4
	93720	65	1.7	1.9	61.3
	93721	71	1.9	2.0	63.3
	93722	306	8.2	8.8	72.1
	93723	11	.3	.3	72.4
	93724	5	.1	.1	72.6
	93725	108	2.9	3.1	75.7
	93726	322	8.6	9.2	84.9
	93727	318	8.5	9.1	94.0
	93728	142	3.8	4.1	98.1
	93729	8	.2	.2	98.3
	93730	2	.1	.1	98.4
	93733	1	.0	.0	98.4
	93736	1	.0	.0	98.5
	93737	1	.0	.0	98.5
	93738	2	.1	.1	98.5
	93740	1	.0	.0	98.6
	93744	2	.1	.1	98.6

93746	1	.0	.0	98.7
93752	1	.0	.0	98.7
93755	2	.1	.1	98.7
93756	1	.0	.0	98.8
93760	1	.0	.0	98.8
93763	1	.0	.0	98.8
93764	1	.0	.0	98.9
93765	1	.0	.0	98.9
93766	2	.1	.1	98.9
93775	1	.0	.0	99.0
93776	1	.0	.0	99.0
93777	2	.1	.1	99.1
93779	1	.0	.0	99.1
93781	2	.1	.1	99.1
93792	1	.0	.0	99.2
93854	1	.0	.0	99.2
93905	1	.0	.0	99.2
93906	1	.0	.0	99.3
93920	1	.0	.0	99.3
93927	1	.0	.0	99.3
93940	1	.0	.0	99.3
94801	1	.0	.0	99.4
95035	1	.0	.0	99.4
95333	1	.0	.0	99.4
95337	1	.0	.0	99.5
95343	1	.0	.0	99.5
95348	2	.1	.1	99.5
95350	1	.0	.0	99.6
95612	1	.0	.0	99.6
95670	1	.0	.0	99.6
95701	2	.1	.1	99.7
95702	1	.0	.0	99.7
95703	1	.0	.0	99.7
95710	1	.0	.0	99.8
95712	1	.0	.0	99.8

	95722	1	.0	.0	99.8
	95727	1	.0	.0	99.9
	95822	1	.0	.0	99.9
	96321	1	.0	.0	99.9
	97603	1	.0	.0	99.9
	98293	1	.0	.0	100.0
	98725	1	.0	.0	100.0
	Total	3486	93.5	100.0	
Missing	System	244	6.5		
Total		3730	100.0		