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DELAWARE VALLEY
REGIONAL
PLANNING COMMISSION

NJ Transit Burlington County Bus Survey

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Executive Summary

In fiscal year 2007, New Jersey Transit (NJ Transit) sought to update bus transit surveys that had been completed a number of years earlier. NJ Transit requested funds in DVRPC's annual Unified Planning Work Program (UPWP) through the New Jersey Transit Support Program (TSP) to conduct a comprehensive series of bus and station area surveys to update the data in the DVRPC region. NJ Transit requested these transit surveys to gather data about the riders on its rail and bus lines. Since it had been several years since the last survey, NJ Transit wanted to get "reacquainted" with its riders. An updated demographic profile of its rail and bus service will be created from this survey work. This survey will also help with calibrating the regional travel demand model.

The NJ Transit Burlington County Bus Survey was carried out from November 9 through November 12, 2010, on NJ Transit routes 409, 413, 417, 418, and 419 in NJ Transit's southern division. This study used mailback surveys distributed on board buses in Camden and Burlington counties to gather information regarding passenger demographics, satisfaction, and travel means, and to determine frequency and purpose of use. Passengers were encouraged to complete the survey and return it to the survey agent on board the bus. However, if passengers could not complete the survey on board, they could just drop the completed survey in a mailbox postage paid.

Surveyors distributed 1,028 mailback surveys during this study. This represented approximately 30 percent of riders boarding the bus during the survey period. There were 545 usable surveys returned, or approximately 53 percent of surveys distributed. On the days and times surveyed, 3,408 riders boarded the bus, and 16 percent of those boards returned a useable survey. The returned surveys were entered using SurveyMonkey, an online survey service. They were then cleaned and analyzed. NJ Transit, for whom this work was completed, required that the results be weighted by bus route and time of day: either A.M. Peak or Off Peak.

The first chapter of this report outlines the method and conduct of this survey. The second chapter provides summary results and a route-by-route comparison of selected questions. The third chapter provides some insight and key findings from the survey.

Survey Conduct

Introduction

In fiscal year 2007, New Jersey Transit (NJ Transit) sought to update bus transit surveys that had been completed a number of years earlier. NJ Transit requested, through DVRPC's Regional Transit Advisory Committee, a comprehensive series of bus and station area surveys to update the data in the DVRPC region. NJ Transit requested these transit surveys to gather data about the riders on its rail and bus lines. Since it had been several years since the last survey, NJ Transit wanted to get "reacquainted" with its riders. From this need, an updated demographic profile of its rail and bus service will be created. This survey will also help with calibrating the regional travel demand model.

NJ Transit assisted in the design and conduct of these surveys, and also provided technical assistance in processing the results. The first transit survey, **NJ Transit Rail Customer Survey** *(DVRPC publication number 08064)*, was conducted at the Trenton and Hamilton stations during spring 2008. The second transit survey, **NJ Transit South Jersey Bus Survey** *(DVRPC publication number 08065)*, was conducted in fall 2008. A third survey, **NJ Transit Mercer County Bus Survey** *(DVRPC publication number 09052*), was conducted in winter and spring 2009. The fourth transit survey, **NJ Transit Camden County Bus Survey** *(DVRPC publication number 10034)*, was conducted in spring 2010.

The fifth of these requested transit surveys, **NJ Transit Burlington County Bus Survey**, was carried out from November 9 through November 12, 2010, on NJ Transit routes 409, 413, 417, 418, and 419 in NJ Transit's southern division. This study used mailback surveys distributed on board buses in Camden and Burlington counties to gather information regarding passenger demographics, satisfaction, and travel means, and to determine frequency and purpose of use. Passengers were encouraged to complete the survey and return it to the survey agent on board the bus. However, if passengers could not complete the survey on board, they could just drop the completed survey in a mailbox postage paid.

Route Description

NJ Transit routes 409, 413, 417, 418, and 419 operate mostly in Burlington County connecting Trenton, Mount Holly, and Burlington City with Camden, NJ and with routes 409 and 417 continuing to Philadelphia, PA. Route 417 departs Mount Holly and operates as a local to Willingboro Town Center where it operates with limited stops along U.S. 130 to Philadelphia, PA. Route 418 operates two variations with one bus departing from Camden, NJ for Trenton, NJ and another bus departing from Mt. Holly, NJ for Trenton, NJ; both variants operate with limited stops.

NJ Transit Route 409 (TRENTON - WILLINGBORO - PHILADELPHIA)
DAILY - Serving: Trenton (Trenton Transit Center - RiverLINE, NJ RAIL, SEPTA, & Amtrak connections), Bordentown (Bordentown RiverLINE Station), Roebling (RiverLINE Roebling Station), Florence, Burlington, Burlington City (RiverLINE - Burlington Town Centre Station), Mount Holly (limited), Edgewater Park, Willingboro (Willingboro Town Center Park & Ride), Bridgeboro, Delran, Cinnaminson, Pennsauken, Camden (Walter Rand Transportation Center – NJ Transit Bus, RiverLINE and PATCO connections), Philadelphia.

NJ Transit Route 413 (CAMDEN - MT. HOLLY - BURLINGTON)
DAILY - Serving: Camden (Walter Rand Transportation Center - Bus, RiverLINE & PATCO), Pennsauken (Airport Industrial Park), Cherry Hill (Cherry Hill Mall), Maple Shade, Moorestown (Moorestown Mall & East Gate Corporate Center), Mount Laurel (Burlington County College & Centerton Square) Hainesport, Lumberton (Lumberton Plaza), Mount Holly (Fairgrounds Plaza & Virtua Memorial Hospital), Westampton (Social Service Ctr.), Burlington (Burlington Center Mall), Burlington City (RiverLINE station).

NJ Transit Route 417 (MT. HOLLY - WILLINGBORO - PHILADELPHIA EXPRESS)
WEEKDAYS - PEAK HOURS ONLY - Serving: Mount Holly (Fairgrounds Plaza), Willingboro (Willingboro Town Center Park & Ride), Delran (US 130 at Fairview Street), Cinnaminson US 130 at Cinnaminson Avenue/Church Street), Camden (Bridge Plaza), Philadelphia.

NJ Transit Route 418 (TRENTON EXPRESS)
WEEKDAYS - PEAK HOURS ONLY - Serving: Trenton (Trenton Transit Center, State House, Downtown Trenton), Willingboro (Willingboro Town Center), Mount Holly (Fairgrounds Plaza), Moorestown (Moorestown Mall Commuter Bus Stop), Maple Shade, Cherry Hill (Cherry Hill Mall), Pennsauken, Camden (Walter Rand Transportation Center – NJ Transit Bus, RiverLINE, and PATCO connections).

NJ Transit Route 419 (CAMDEN - RT. 73/PENNSAUKEN STATION - BURLINGTON)
DAILY - Serving: Camden, Pennsauken (RiverLINE - Rt. 73/Pennsauken Station), Palmyra (RiverLINE - Palmyra Station), Riverton (RiverLINE - Riverton Station), Cinnaminson (RiverLINE Cinnaminson Station), Delran, Riverside (RiverLINE - Riverside Station), Delanco, Beverly, Edgewater Park, Burlington, Burlington City (RiverLINE - Burlington Town Centre Station).

Figure 1:   Surveyed Routes
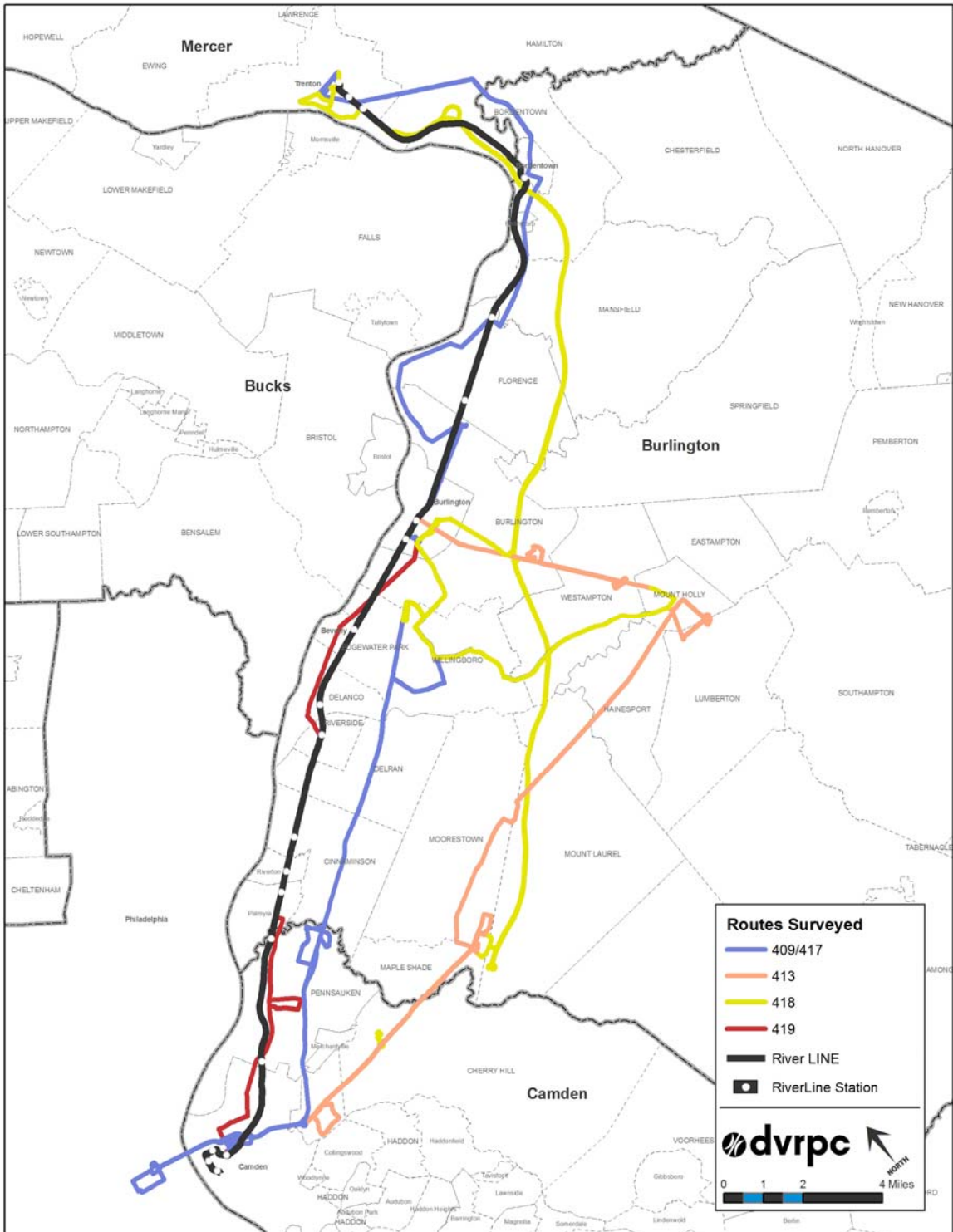
Source: 2010 DVRPC

Survey Method

The goal of this project was to survey the entirety of each route as it crossed through Burlington County, and not just a particular stop or segment. The intent of the project was to survey as many riders on the routes as possible; accordingly, this required a surveyor to be on board distributing surveys for the entire length of a bus route. Since it was not possible to survey each bus route for the entire day, a sampling frame needed to be established. A sampling frame is the list or record from which a sample is derived. For this survey, the sampling frame is the number of bus runs in a given day. Using the number of runs for a given route to determine sample size helps to ensure that an adequate sample of riders is captured and allows for an efficient use of resources. The assumption is if one were to survey 25 percent of a route's runs, as was done with NJ Transit Route 409, then one will sample approximately 25 percent of that route's riders.

Table 1:   Survey Penetration Based on Runs

Route	Total Runs	Runs Surveyed	Percentage
409	81	20	25%
413	43	9	21%
417	4	4	100%
418	2	2	100%
419	43	11	25%
TOTAL	173	46	26%

NJ Transit, for whom this work was done, asked that approximately one-third of runs be surveyed. Overall, it was not possible to survey approximately one-third of all runs as requested, but most routes had about one-fourth of their runs surveyed - the route 413 was surveyed at a lower 21 percent, while all the runs of routes 417 and 418 were surveyed.

Source: 2010 DVRPC

In the first two bus surveys in fiscal years 08 and 09, a large population of Latino/Hispanic riders was observed. Many of these riders were reluctant to participate, with many indicating that language was a major barrier to their participation. For this survey, 250 surveys were printed in Spanish and distributed evenly along the routes surveyed. Out of the 250 Spanish surveys printed, 62 were distributed, with 15 surveys returned completed.

Table 2:   Survey Penetration Based on Boards Surveyed

Route	Boards	Surveys Distributed	Penetration
409	1,682	449	27%
413	1,293	298	23%
417	91	89	98%
418	35	35	100%
419	307	157	51%
TOTAL	3,408	1,028	30%

Survey penetration is the percentage of surveys distributed (i.e., physically placed into the hands of riders) and is defined as the number of distributed surveys divided by the number of boards. Table 2 highlights the survey penetration by the approximate rider boards for the survey period on these runs. This is a measure of the percentage of riders that actually received a survey on the runs sampled on a particular route.

Source: 2010 DVRPC

Table 3 details each route's corresponding return and participation rates. Return rate can be defined as the number of surveys returned divided by the number of surveys distributed. While penetration is a measure of how many riders received a survey, participation measures the number of riders actually partaking in the survey. This is defined as the number of returned surveys divided by the total boards.

On Route 409, for example, 229 out of the 449 distributed surveys were returned, for a return rate of 51 percent. In terms of participation, 229 riders returned a survey out of approximately 1,682 total riders, or approximately 14 percent of total riders participated in the survey. Participation rate is an important factor in a survey because it figures into the validation of the results.

Table 3:   Survey Participation

Route	Boards	Surveys Distributed	Surveys Returned	Return Rate	Participation Rate
409	1,682	449	229	51%	14%
413	1,293	298	155	52%	12%
417	91	89	58	65%	64%
418	35	35	24	69%	69%
419	307	157	79	50%	26%
TOTAL	3,408	1,028	545	53%	16%

Source: 2010 DVRPC

Data Entry and Summarization

Figure 2:   SurveyMonkey Entry Form

Completed surveys were forwarded to DVRPC for entry and analysis. A total of 545 useable surveys from the five routes, accounting for approximately 16 percent of riders boarding during the survey period, were collected and entered using SurveyMonkey, an online survey service. This service was used to manually enter the collected surveys. SurveyMonkey was chosen as a collection/data entry method/service due to its ease of use and ability to have multiple staff entering data simultaneously.

Source: 2009 www.surveymonkey.com

SurveyMonkey's online data entry form replicated the paper survey to ease entry. A unique number was assigned to every survey, and that number was used as a unique identifier for each entered survey, thus preventing duplicate entries. After all of the surveys had been entered, the data was downloaded as an Excel spreadsheet for cleaning and analysis.

Survey data needed to be reviewed for errors and completeness. This was done to ensure the quality of the data set. Entries were reviewed for consistency. Spelling errors, entry errors, incomplete data, and nonsensical responses were removed. When a clean data set was finally arrived at, it was summarized at the route level and then by time of day.

Each survey asked for the time of day (hour, minute, and A.M. or P.M.) that the rider had boarded the bus, and all entered surveys were coded to one of two time periods for the day. Time of ridership was determined and then coded into the data. Surveys were coded as: A.M. Peak if the rider boarded the bus between 6 A.M. and 9 A.M., or Off Peak if the rider boarded between 9 A.M. and 3 P.M. Any surveys that had a time before the A.M. Peak or after 3 P.M. were also coded as Off Peak, as were any surveys that did not have a time entered.

NJ Transit, for whom this work was completed, required that the data then be weighted by time of day. Weighting the data adjusts for differences between the sample size and the actual ridership, permitting comparison with, and abstraction to, the data universe. The survey data needed to be weighted by the time of day: A.M. Peak and Off Peak.

Weights were determined by bus route average ridership per time period. Fare box data was requested and obtained for a two-week period corresponding to the dates of the survey: Tuesday, Wednesday, and Thursday for two consecutive weeks for each of the bus routes surveyed. Total ridership was determined for each bus route for Off Peak and A.M. Peak for both inbound and outbound runs. This total ridership by time period was then averaged to determine normal, or expected, ridership per time period per bus route. Weights were determined by dividing the normalized ridership totals per time period by the total entered surveys per time period. Please note that routes 417 and 418 were only surveyed in the A.M. Peak, and thus have no Off Peak weight.

Table 4:   Survey Weights

Route	A.M. Peak Weight	Off Peak Weight
409	5.3	8.9
413	6.4	9.6
417	1.5	-----
418	1.4	-----
419	3.9	3.8

Source: 2010 DVRPC

Weighting attempts to factor sample data to reflect a 100 percent count. The smaller the weight, the larger the sample size, and conversely, the larger the weight, the smaller the sample size. A weight can never be less than one, as this would indicate that there were more surveys returned than there are people in the target population. Table 4, Survey Weights, details the weighting for each route.

Weighting can be used to gauge participation in a survey. On the Route 419, for example, the A.M. Peak Weight is 3.9, indicating that nearly one-quarter of A.M. Peak riders for the 419 on the

days surveyed returned a useable survey. Weighting can also be seen as the ratio of riders to returned surveys. Using the Route 419 as an example, a ratio of 3.9 to one exists; for every 3.9 riders, one useable survey was returned during the A.M. Peak.

Survey Summary

Route Summaries

This section is a summary of the ***weighted*** results from the NJ Transit Burlington County Bus Survey. Respondents were asked a series of questions, including trip purpose, destination, means of travel to and from the bus route, and certain demographic questions, such as race and age. Selected questions from the survey are summarized below in both graphical and written forms. For each selected question, there is a route-by-route comparison and summary of the responses.

Due to rounding, percentages may not add exactly to 100 percent.

Table 5:   What time did you board this bus?

	409	413	417	418	419	Total	%
Off-Peak	1,152	895	0	0	173	2,220	65
A.M. Peak	530	399	91	35	134	1,189	35
Total	1,682	1,294	91	35	307	3,409	100

Source: 2010 DVRPC

◆ Riders boarding the bus in the A.M. Peak (6 A.M. to 9 A.M.) accounted for a 35 percent share. There were approximately 1,189 riders who indicated that they boarded during this time period.

◆ Off-Peak riders accounted for a 65 percent share, with approximately 2,220 riders who indicated that they boarded the bus during this time period.

Table 6:   The place you are coming from is…

	409	413	417	418	419	Total	%
Home	1,206	848	85	31	229	2,399	70
Work	201	135	5	1	31	373	11
Other	80	74	0	3	23	180	5
Personal Business	32	135	0	0	12	178	5
Technical, College, or University	54	29	0	0	0	82	2
Social or Recreational	27	35	0	0	0	62	2
School (K-12)	32	19	0	0	8	59	2
Shopping	27	10	0	0	0	36	1
Medical or Dental	18	10	0	0	4	31	1
Answered Question	1,677	1,294	89	35	307	3,402	99.8
Skipped Question	5	0	2	0	0	7	0.2

Source: 2010 DVRPC

◆ There were approximately 2,239 riders who indicated that they began this trip from home. This was the most popular response, with a 70 percent share of riders.

◆ The second most popular response was "Work," with approximately 373 riders who indicated that they began this trip from work, for an 11 percent share.

◆ Riders indicating that they began this trip from "Other" and "Personal Business" each represent a five percent share, with approximately 180 and 178 riders for each choice, respectively.

Table 7:   How did you get to this bus?

	409	413	417	418	419	Total	%
Walked	1,309	764	27	6	264	2,370	70
Another Bus	188	353	3	3	31	579	17
RiverLINE	48	58	0	0	4	110	3
Drove a Car	30	10	44	23	0	107	3
SEPTA	59	6	2	0	0	67	2
Carpooled or Dropped Off	11	19	16	3	4	52	2
Other	11	29	0	0	0	39	1
Bike	5	29	0	0	0	34	1
NJT Train	16	6	0	0	0	22	1
Taxi	0	10	0	0	0	10	0.3
Answered Question	1,677	1,284	91	35	303	3,390	99
Skipped Question	5	10	0	0	4	19	1

Source: 2010 DVRPC

◆ Walking was the most popular mode by which riders reached the bus. Riders walking to the bus accounted for approximately 2,370 responses, for a 70 percent share.

◆ The next most popular mode for reaching the bus was by transferring from another bus. There were approximately 579 riders who indicated that they had transferred to the bus from another route.

◆ "RiverLINE" and "Drove a Car" were the third most popular means of reaching the bus, with approximately 110 and 107 riders, respectively. Riders using routes 417 and 418 were more likely to drive to the bus than on the other routes, with 48 percent and 66 percent shares, respectively. Both of these routes operate as limited expresses and have stops at shopping centers along their routes that provide for parking, like the Willingboro Town Center complex in Willingboro, NJ. If "Carpooled or Dropped Off" are included, then 66 percent and 89 percent of riders are using a car to reach the bus, respectively.

◆ Those transferring from SEPTA accounted for approximately 67 riders, or two percent.

Table 8: **After getting off this bus, how will you get to your final destination?**

	409	413	417	418	419	Total	%
Walk	1,269	947	72	35	205	2,529	74
Another Bus	150	138	3	0	70	361	11
RiverLINE	52	122	0	0	8	181	5
SEPTA	78	0	11	0	0	89	3
Carpooled or Picked Up	18	10	0	0	8	35	1
Bike	11	19	0	0	0	30	1
Other	16	0	0	0	8	24	1
Drive a Car	18	0	2	0	0	19	1
NJT Train	14	0	0	0	4	18	1
Taxi	9	0	0	0	0	9	0.3
Answered Question	1,634	1,236	88	35	303	3,296	97
Skipped Question	48	58	3	0	4	113	3

Source: 2010 DVRPC

- ◆ Walking was the most popular means of completing a trip after exiting the bus, with approximately 2,529 riders, or 74 percent, indicating that they would walk.

- ◆ Connecting with another NJ Transit bus was the next most popular means of travel after exiting the bus, with approximately 361 riders, or 11 percent, indicating that they would transfer to another bus.

- ◆ There were approximately 181 riders who indicated that they would use the RiverLINE to complete this trip, for a five percent share of riders. Route 413 had double the rate of riders using the RiverLINE to complete their trip, with ten percent. Route 413 ends its northbound run in Burlington City, across the street from the RiverLINE station.

- ◆ Approximately three percent of riders indicated that they would use SEPTA to complete their trip. All of these riders were on either Route 409 or 417; the only two routes surveyed that ended in Philadelphia. There were 78 riders from Route 409, and 11 riders from Route 417, who indicated that they would use SEPTA to finish their trip.

- ◆ All other choices accounted for just over a five percent share of riders.

Table 9:   The place you are going to is…

	409	413	417	418	419	Total	%
Work	741	533	83	35	140	1,533	45
Home	355	205	5	0	62	627	18
Technical, College, or University	78	167	2	0	16	262	8
Other	132	109	0	0	19	260	8
Personal Business	116	64	2	0	35	216	6
Medical or Dental	91	45	0	0	4	140	4
Shopping	69	48	0	0	15	133	4
School (K-12)	53	16	0	0	12	81	2
Social or Recreational	32	23	0	0	0	55	2
Answered Question	1,668	1,211	91	35	303	3,307	97
Skipped Question	14	83	0	0	4	102	3

Source: 2010 DVRPC

- ◆ There were approximately 1,533 riders who indicated that they were traveling to work. This was the most popular response, accounting for a share of 45 percent.

- ◆ Riders traveling home accounted for an 18 percent share. There were approximately 627 riders who indicated this travel purpose.

- ◆ Riders traveling to "Technical, College, or University" accounted for an eight percent share of riders, with 262 riders reportedly traveling for this purpose.

- ◆ Riders indicating their travel purpose as being either "Other" or "Personal Business" combined for a share of 14 percent. There were approximately 260 riders who indicated that "Other" was their travel purpose, and 216 riders indicating that "Personal Business" was their travel purpose, for an eight and six percent share, respectively.

- ◆ All other travel purposes combined for a 12 percent share.

Table 10:   Which of the following statements applies to you?

	409	413	417	418	419	Total	%
I have no other way to travel.	1,075	1,028	27	7	218	2,354	69
I use the bus because it is the best choice for me.	431	173	61	26	74	765	22
I usually use another type of transportation.	128	67	3	0	4	202	6
Answered Question	1,634	1,268	91	34	295	3,322	97
Skipped Question	48	26	0	1	12	87	3

Source: 2010 DVRPC

◆   The majority of riders, 69 percent, characterized themselves as having no other way to travel other than the bus. There were approximately 2,354 riders who responded, "I have no other way to travel." The percentage of riders indicating this response was significantly lower on Routes 417 and 418, with a 30 and 21 percent share, respectively.

◆   Riders who indicated that the bus was the best choice for them accounted for a 22 percent share, with approximately 765 who responded this way. The percentage of riders indicating this response was significantly higher on Routes 417 and 418, with a 67 and 74 percent share, respectively.

◆   Riders occasionally taking the bus accounted for a six percent share. There were approximately 202 riders who indicated that "I usually use another type of transportation."

Table 11: What type of ticket are you using for this trip?

	409	413	417	418	419	Total	%
One-way Ticket or Cash	951	674	9	9	139	1,783	52
Bus Monthly	434	443	44	20	129	1,070	31
Senior Citizen, Customer with Disability or Children	135	58	8	3	23	227	7
10-trip/Multitrip	62	13	27	1	4	107	3
Other	14	29	2	1	8	54	2
Round Trip	32	16	0	0	0	48	1
Rail Monthly	11	13	0	0	0	23	1
Student Fare	14	0	0	0	0	14	0
Answered Question	1,654	1,246	89	35	303	3,327	98
Skipped Question	28	48	2	0	4	82	2

Source: 2010 DVRPC

- ◆ Riders indicating that they used a "One-way/Cash" ticket for this trip accounted for a 52 percent share of riders. There were approximately 1,783 riders who indicated that they used this type of ticket.

- ◆ Riders who used a "Bus Monthly" pass made up a 31 percent share of riders. There were approximately 1,070 riders who indicated that they used a "Bus Monthly" pass for their trips.

- ◆ There were approximately 227 riders who used a "Senior Citizen/Customer with disability/children" type of ticket, for a seven percent share.

- ◆ There were approximately 107 riders who indicated that they used a "10-trip/Multitrip" type of ticket for this trip, accounting for a three percent share.

- ◆ All other fare choices accounted for approximately four percent of riders.

Table 12: How often do you use this bus route?

	409	413	417	418	419	Total	%
7 Days a Week	333	276	3	1	105	719	21
6 Days a Week	279	212	0	0	51	542	16
5 Days a Week	546	408	77	26	94	1,151	34
3-4 Days a Week	260	202	9	7	39	518	15
1-2 Days a Week	103	64	2	0	8	177	5
1-3 Days a Month	84	55	0	0	0	138	4
Less than 1 Day a Month	30	38	0	0	8	76	2
First Time Customer	32	10	0	0	4	46	1
Answered Question	1,668	1,265	91	35	307	3,366	99
Skipped Question	14	29	0	0	0	43	1

Source: 2010 DVRPC

- Riders who indicated that they used this bus route five days per week accounted a 34 percent share. There were approximately 1,151 riders who indicated that they used this bus route five days per week.

- There were approximately 719 riders who indicated that they used the bus every day of the week. This accounted for a 21 percent share.

- There were approximately 542 riders who indicated that they used the bus nearly every day of the week (six days per week), accounting for a 16 percent share.

- Riders who indicated that they were infrequent riders, from "1-3 days per month" to "Less than 1 day per month," had a combined share of six percent. There were approximately 138 riders and 76 riders riding the bus "1-3 days per month" and "Less than 1 day per month," respectively.

- There were approximately 46 riders who indicated that they were first-time customers, accounting for a one percent share.

- Riders using the bus five days or more a week accounted for 71 percent of riders. Whereas Table 11 shows that most of the riders are purchasing a one way/cash ticket, this is likely due to the amount of riders using the bus less than five days a week. When looking at just frequent riders, those riding five or more days a week, nearly half are using a pass or 10-trip ticket, with the other half using a one way/cash ticket.

Table 13: In the past year, has the service on this route...

	409	413	417	418	419	Total	%
Remained the Same	778	507	27	16	105	1,433	42
Improved	372	308	8	6	62	756	22
Somewhat Improved	261	199	13	10	81	565	17
Somewhat Declined	109	125	24	0	23	281	8
Not Applicable	32	71	5	1	23	132	4
Declined	45	35	16	0	8	104	3
Answered Question	1,597	1,246	91	34	303	3,270	96
Skipped Question	85	48	0	1	4	139	4

Source: 2010 DVRPC

◆ For a large number of riders, 42 percent, the service had remained the same in the past year. There were approximately 1,433 riders who indicated this.

◆ There were approximately 756 riders who indicated that they felt service had improved over the past year.

◆ Approximately 104 riders, for a three percent share, felt that service had declined over the past year.

Table 14: Gender

	409	413	417	418	419	Total	%
Female	802	722	69	10	187	1,790	53
Male	847	501	20	23	120	1,512	44
Answered Question	1,648	1,223	89	34	307	3,301	97
Skipped Question	34	71	2	1	0	107	3

Source: 2010 DVRPC

◆ Over half of all riders indicated that they were female, for a 53 percent share. There were approximately 1,790 female riders.

◆ There were approximately 1,512 male riders, accounting for a 44 percent share.

◆ There were approximately 107 riders who failed to indicate any gender, an approximate three percent of respondents.

	409	413	417	418	419	Total	%
62 or Older	150	35	6	6	27	224	7
55-61	103	106	17	7	23	257	8
45-54	425	196	25	10	78	734	22
35-44	322	299	24	7	62	714	21
25-34	385	222	13	1	70	690	20
18-24	265	385	2	0	27	679	20
Under 18	9	26	0	0	8	42	1
Answered Question	1,659	1,268	86	32	295	3,341	98
Skipped Question	23	26	5	3	12	68	2

Source: 2010 DVRPC

- ◆ Nearly one-quarter of riders indicated that they were in the 45-to-54-years-old category. There were approximately 734 riders who indicated that they were between the ages of 45 and 54, for an approximate 22 percent share.

- ◆ There was an almost equal number of riders in each of the next three age groups. Riders responding that they were between the ages of 35 and 44, 25 and 34, and 18 and 24 accounted for shares of 21, 20, and 20 percent, respectively.

- ◆ There were approximately 224 riders, for a seven percent share, who indicated that they were 62 years old or older.

- ◆ "Under 18 years old" accounted for the smallest share of riders, with a share of one percent.

- ◆ It should be noted that generally riders under the age of 18 are not surveyed. When encountering a rider with young children, the survey agent only hands a survey to the adult. It can be difficult to determine age, which may explain why there are so few riders reporting an age that is under 18 years old.

Table 16: Household size

	409	413	417	418	419	Total	%
One	271	199	5	3	58	536	16
Two	456	327	30	7	77	898	26
Three	367	299	28	7	58	759	22
Four	325	167	9	6	47	554	16
Five or More	215	218	13	7	54	508	15
Answered Question	1,634	1,210	85	31	295	3,255	95
Skipped Question	48	83	6	4	12	154	5

Source: 2010 DVRPC

- ◆ "Two" and "Three" person households accounted for nearly half of all riders. There were approximately 898 riders who indicated that they were members of a "Two" person household. There were approximately 759 riders who indicated that they were a member of a "Three" person household.

- ◆ "Four" and "One" person households accounted for nearly an equal number of riders. There were approximately 554 riders who indicated that they were part of a "Four" person household, for a 16 percent share. Riders who indicated that they were a member of a "One" person household accounted for approximately 536 respondents, or a 16 percent share.

- ◆ Households of "Five or More" persons had the smallest share of riders, with 15 percent. There were approximately 508 riders who indicated that they were a member of a household with "Five or more" persons.

Table 17: How many in your household are employed?

	409	413	417	418	419	Total	%
None	340	218	0	0	50	609	18
One	543	466	24	9	128	1,169	34
Two	521	360	44	15	78	1,017	30
Three	144	90	13	3	23	273	8
Four	71	38	3	3	8	124	4
Five or More	23	42	0	1	12	78	2
Answered Question	1,643	1,214	83	31	299	3,270	96
Skipped Question	39	80	8	4	8	139	4

Source: 2010 DVRPC

- ◆ Riders from households with one person employed accounted for a 34 percent share of total riders. There were approximately 1,169 riders who indicated that they were from a household with one person employed.

- ◆ There were approximately 1,017 riders who indicated that they were from a household with two persons employed, for a 30 percent share. Routes 417 and 418 had a higher percentage of households with two persons employed than the other routes surveyed.

- ◆ Riders who indicated that there were no employed persons in their household accounted for an 18 percent share of total riders. There were approximately 609 riders who indicated that they were from a household with no employed persons.

- ◆ Households with "Five or more" persons employed had the smallest share, with approximately 78 riders, or two percent.

Table 18: How many cars are available in your household?

	409	413	417	418	419	Total	%
None	826	774	11	1	206	1,818	53
One	504	273	28	10	62	877	26
Two	196	125	35	7	27	390	11
Three	69	29	6	7	4	116	3
Four	9	6	5	4	0	24	1
Five or More	9	10	0	1	0	20	1
Answered Question	1,612	1,217	85	32	299	3,245	95
Skipped Question	69	77	6	3	8	164	5

Source: 2010 DVRPC

- ◆ Over half of all riders indicated that they had no vehicle available in their households. There were approximately 1,818 riders who indicated that they have no vehicles available, for a 53 percent share.

- ◆ Riders who indicated that they had one vehicle available in their households accounted for a 26 percent share of total riders. There were approximately 877 riders who indicated that they have one vehicle available in their households.

- ◆ Two-vehicle households accounted for an 11 percent share of riders, with 390 responding that they have two vehicles in their household.

- ◆ Three-, four-, and five-or-more vehicle households accounted for a combined five percent of total riders.

Table 19: Annual household income

	409	413	417	418	419	Total	%
Under $15,000	461	543	5	1	105	1,115	33
$15,000 - $24,999	378	173	5	1	58	615	18
$25,000 - $34,999	199	215	5	0	58	478	14
$35,000 - $49,999	151	96	8	1	43	300	9
$50,000 - $74,999	149	74	22	9	15	269	8
$75,000 - $99,999	92	6	14	10	0	123	4
$100,000 - $149,000	16	16	11	1	0	44	1
$150,000 and Over	18	0	5	3	0	25	1
Answered Question	1,465	1,124	74	28	280	2,970	87
Skipped Question	217	170	17	7	27	439	13

Source: 2010 DVRPC

◆ The question asking for annual household income had the fewest responses in the survey. Thirteen percent of respondents skipped this question, likely on account of the private or personal nature of the information.

◆ Riders who indicated an annual household income under $15,000 accounted for 33 percent of total riders. There were approximately 1,115 riders who indicated an annual household income under $15,000.

◆ Riders who indicated an annual household income between $15,000 and $35,000 accounted for a 32 percent share of total respondents. There were approximately 615 riders who reported an annual household income between $15,000 and $24,999, for an 18 percent share. There were approximately 478 riders who reported an annual household income between $25,000 and $34,999, for a 14 percent share.

◆ There were approximately 25 riders who reported an annual household income over $150,000, for a one percent share.

Key Findings

Route Comparison

To help place the results of the survey in context, a comparison of some of the demographic characteristics across routes, and to Burlington and Camden counties, is useful. Table 20 displays the mean cars per household, workers per household, household size, age, and household income for the surveyed routes and for Camden and Burlington counties. The following values were derived from the survey responses for each route surveyed and from the U.S. Census Bureau's 2009 American Community Survey (ACS) data for Camden, Burlington, and Mercer counties. The mean household demographics are only approximations; they were calculated in accordance with NJ Transit's formula and method. The survey participants were given a range of ages, household incomes, household sizes, and cars available to choose from. Table 20 summarizes survey results using the midpoint value for the appropriate mean range of a given category. By comparing the routes to each other and to the county at large, a picture of the socioeconomic conditions of the ridership is apparent.

Table 20:   Mean Household Demographics by Surveyed Route

Route #	Cars per Household	Workers per Household	Household Size	Age	Household Income
409	0.73	1.47	2.85	41	$37,282
413	0.56	1.49	2.89	36	$24,663
417	1.59	1.94	3.94	47	$73,638
418	2.23	2.14	3.24	52	$80,895
419	0.42	1.48	2.86	42	$24,878
Average	0.67	1.50	2.87	39	$30,430
Mercer County[†]	1.68[†]	1.50[†]	2.75[†]	36.9[†*]	$98,128
Burlington County[†]	1.89[†]	1.50[†]	2.62[†]	39[† *]	$90,463[†]
Camden County[†]	1.65[†]	1.41[†]	2.64[†]	37[† *]	$76,683[†]

Source: DVRPC 2010; (†) US Census Bureau American Community Survey 2008 estimates.
(*) Median age.

Table 20 shows that the average household had less than one available car, with 0.67 cars per household. This is consistent with the findings displayed in Table 18 on page 21, which indicate that approximately 53 percent of riders reported having no access to a vehicle in their household. This is also consistent with the survey findings in Table 10 on page 14, where approximately 69 percent of riders reported that they had no other means of traveling but the bus.

The average number of workers per household of surveyed riders tended to be about equal to the averages for Burlington, Camden, and Mercer counties, while household size tended to be higher. Households of surveyed riders averaged 1.50 workers and 2.87 persons, while Camden County households averaged 1.41 workers and 2.64 persons, Burlington County households average 1.50 workers and 2.62 persons, and Mercer County averaged 1.50 workers and 2.75 persons per household.

The average age for a rider of the bus routes surveyed is 39 years old. This is a little older than the county-wide median ages reported by the Census Bureau: 37 years of age for Camden County, 39 years of age for Burlington County, and 36.9 years for age for Mercer County. NJ Transit Route 418 has the oldest riders of the routes surveyed, with an average age of 52 years.

Average household income for Camden, Burlington, and Mercer counties is $76,683, $90,463, and $98,128, respectively. That is more than twice the average household income reported in this survey, which is $30,430. The federal government defines poverty as a ratio of family size to household income, as shown in Table 21. Many means-tested programs use these poverty guidelines, or a percentage multiple of them, as a measure of eligibility. In this survey, participants were asked for their household size. If household size is used as a proxy for family size, the average household income from this survey can be compared to the federal poverty levels by family size.

Table 21:   2009 Federal Poverty Levels by Family Size

Size of family unit	2009 Household income for 48 contiguous states and DC
1	$10,830
2	$14,570
3	$18,310
4	$22,050
5	$25,790
Each Additional Person:	$3,740

Source: Federal Register, Vol. 74, No. 14, January 23

The estimated average household size for the surveyed bus riders is 2.87. For simplicity of comparison to the federal poverty level (FPL), this is rounded up to three persons. The federal poverty level (FPL) household income for a family of three is $18,310. The estimated average household income for riders surveyed is $30,430. None of the routes surveyed have an estimated average household income below the FPL for an average household size of three. However, these FPL numbers are designated as standards for all 48 contiguous states and D.C., and do

not reflect regional differences in cost of living. The estimated average household income for all routes surveyed ($30,430) is $12,120 above the FPL for a family of three ($18,310), or 166 percent of the FPL for a family of three.

There are two routes with an average income higher than the survey average. NJ Transit Route 417 has an average household income of $73,638, which is $43,208 above the survey average, and NJ Transit Route 418 has an average household income of $80,895, which is $50,465 above the survey average. Both are more than 400 percent of FPL. NJ Transit Route 419 has the lowest average household income of the bus routes surveyed, $24,878, which is $5,552 lower than the survey average; this is approximately 135 percent of FPL (35 percent higher than FPL) for a household of three.

Table 22 displays the number of riders reporting household income according to surveyed household size. In this manner, the total number of households reporting an income below or near the FPL is highlighted in orange.

Table 22: **Household Income Reported by Household Size**

Household Size	Household Income							
	Under $15,000	$15,000 - $24,999	$25,000 - $34,999	$35,000 - $49,999	$50,000 - $74,999	$75,000 - $99,999	$100,000 - $149,999	$150,000 and Over
1	219	72	111	41	41	0	0	0
2	275	202	102	99	66	34	18	5
3	244	127	109	66	103	27	12	0
4	181	110	77	48	24	53	7	0
5	161	89	72	46	35	9	8	21
Total	1,080	600	471	300	269	123	45	26

Source: DVRPC 2010

Summarizing by averages smoothes the data by eliminating highs and lows, though average numbers may be skewed by either exceptionally high or low data points. With regard to households and poverty, none of the surveyed bus routes report an average income at or below the FPL. However, there are an estimated 1,406 households that reported an income at or below the FPL for their respective household sizes. This accounts for 41 percent of all households in the survey. The orange shaded area in Table 22 represents the number of households that reported an income at or below the FPL for that respective household size.

Taken together, this suggests a number of observations:

◆ Mean household income by route does not actually describe field observations of riders.

◆ Federally derived FPL numbers by family size are set very low, providing a poor benchmark of comparison with survey responses.

◆ Cross-tabulated survey responses (household income by household size) reveal that over one-third of riders are at or below the FPL, and conceivably more if the preceding point is accepted.

NJ Transit Bus Survey Instruments

Burlington County English Survey Instrument

Survey No.
Goes Here

NJTRANSIT
The Way To Go.

Market Research
One Penn Plaza East, Newark, NJ 07105

dvrpc
DELAWARE VALLEY
REGIONAL
PLANNING COMMISSION

NJ TRANSIT is conducting this survey to better understand your travel needs. Please help us by filling out and returning your completed survey to the agent on-board the bus, or drop in any US Mailbox (postage free). Your responses will be kept confidential. To show our appreciation for your help, we will enter your name in a drawing to **WIN A FREE MONTHLY PASS**.

Thank you for your participation!

For this bus trip…

1. On what bus route did you receive this survey?

   Route # ☐☐☐

2. What time did you board this bus? (PLEASE SPECIFY TIME AND CHOOSE AM OR PM)

   ☐☐ : ☐☐   ○ AM   ○ PM
   Hour   Minute

3. The place you have come from is… (CHOOSE ONE ONLY)
   - ○ Home
   - ○ Work
   - ○ School (K-12)
   - ○ Technical, College or University
   - ○ Shopping
   - ○ Medical/Dental
   - ○ Personal Business
   - ○ Social/Recreational
   - ○ Other

4. What is the address of the place you have come from?
   (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____
   City/Town   State   Zip Code

19. What is your age?
    - ○ Under 18 years
    - ○ 18-24 years
    - ○ 25-34 years
    - ○ 35-44 years
    - ○ 45-54 years
    - ○ 55-61 years
    - ○ 62 or over

20. Are you… (CHOOSE ONE ONLY)
    - ○ White
    - ○ Black
    - ○ Asian or Pacific Islander
    - ○ American Indian, Eskimo or Aleut
    - ○ Other _____ (please specify)

21. Are you of Hispanic origin?   ○ Yes   ○ No

22. What is your occupation? (CHOOSE ONE ONLY)
    - ○ Management/Professional
    - ○ Clerical/Secretarial
    - ○ Sales/Retail
    - ○ Non-Office Worker
    - ○ Technical/Skilled
    - ○ Homemaker
    - ○ Student
    - ○ Not currently employed
    - ○ Retired
    - ○ Other _____

23. How many people are living in your household, including yourself?
    - ○ One
    - ○ Two
    - ○ Three
    - ○ Four
    - ○ Five or more

24. How many people in your household are currently employed?
    - ○ None
    - ○ One
    - ○ Two
    - ○ Three
    - ○ Four
    - ○ Five or more

25. How many cars are currently available in your household?
    - ○ None
    - ○ One
    - ○ Two
    - ○ Three
    - ○ Four
    - ○ Five or more

26. What is your annual household income?
    - ○ Under $15,000
    - ○ $15,000 - $24,999
    - ○ $25,000 - $34,999
    - ○ $35,000 - $49,999
    - ○ $50,000 - $74,999
    - ○ $75,000 - $99,999
    - ○ $100,000 - $149,999
    - ○ $150,000 and over

Please be assured your responses will be kept confidential.
To enter our drawing to WIN A FREE MONTHLY PASS,
please provide your… (PLEASE PRINT CLEARLY)

Name _____
Street Address _____
City/Town _____ State _____ Zip Code _____
Day Phone # (___) ___ - ___   Eve. Phone # (___) ___ - ___
Email Address _____

Your comments are important to us. If you have specific comments, please, e-mail us from our website at www.njtransit.com
Thank you for your help!

5. How did you get to this bus? (CHOOSE PRIMARY METHOD ONLY)
   - ○ Walked
   - ○ Drove a Car
   - ○ Carpooled/Dropped off
   - ○ Another Bus (Please Specify Route) _____
   - ○ RiverLINE
   - ○ NJT Train (Please Specify Boarding Station) _____
   - ○ SEPTA (Please Specify) _____
   - ○ Bike
   - ○ Taxi
   - ○ Other (Please Specify) _____

6. Where did you get ON this bus? (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____ _____ _____
   City/Town   State   Zip Code

7. Where will you get OFF this bus? (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____ _____ _____
   City/Town   State   Zip Code

8. After getting off this bus, how will you get to your final destination?
   (CHOOSE PRIMARY METHOD ONLY)
   - ○ Walk only
   - ○ Drove a Car
   - ○ Carpooled/Dropped off
   - ○ Another Bus (Please Specify Route) _____
   - ○ RiverLINE
   - ○ NJT Train (Please Specify Destination Station) _____
   - ○ SEPTA (Please Specify) _____
   - ○ Bike
   - ○ Taxi
   - ○ Other (Please Specify) _____

9. What is the address of the place you are going to—that is, your final destination? (PLEASE PRINT CLEARLY)

   _____
   Street Address OR Street Intersection

   _____ _____ _____
   City/Town   State   Zip Code

10. The place you are going to is... (CHOOSE ONE ONLY)
    - ○ Home
    - ○ Work
    - ○ School (K-12)
    - ○ Technical, College or University
    - ○ Shopping
    - ○ Medical/Dental
    - ○ Personal Business
    - ○ Social/Recreational
    - ○ Other

11. If this service was unavailable, how would you travel to your destination? (PLEASE PRINT CLEARLY) _____

12. Which of the following statements applies to you?
    - ○ I have no other way to travel, so I use the bus.
    - ○ I use the bus because it is the best choice for me, even though there are other ways I could travel.
    - ○ I usually use another type of transportation, but I occasionally take the bus.

13. What type of ticket are you using for this trip? (CHOOSE ONE ONLY)
    - ○ One-way/Cash
    - ○ Round Trip
    - ○ Bus Monthly
    - ○ Rail Monthly
    - ○ 10-Trip/Multi-trip
    - ○ Student Fare
    - ○ Senior Citizen/Customer with disability/Children
    - ○ Other

14. How often do you use this bus route? (CHOOSE ONE ONLY)
    - ○ 7 days/week
    - ○ 6 days/week
    - ○ 5 days/week
    - ○ 3-4 days/week
    - ○ 1-2 days/week
    - ○ 1-3 days/month
    - ○ Less than one day/month
    - ○ First time customer

15. How long have you been riding this bus route? (CHOOSE ONE ONLY)
    - ○ Less than 6 months
    - ○ 6 months to 1 year
    - ○ 1 to 2 years
    - ○ 2 to 5 years
    - ○ 5 to 10 years
    - ○ 10 years or more

16. Please rate your Overall Satisfaction with this bus route:

Not Acceptable		Acceptable			Excellent
→		→			→
0 1 2	3	4 5 6	7	8 9	10

17. Overall, has the service on this bus route declined, remained the same, or improved in the past year?

    ○ Declined   ○ Somewhat Declined   ○ Remained the Same   ○ Somewhat Improved   ○ Improved   ○ Not Applicable

18. Are you... ○ Male ○ Female

Burlington County Spanish Survey Instrument

Survey No.
Goes Here

NJ TRANSIT
The Way To Go.

Market Research
One Penn Plaza East, Newark, NJ 07105

dvrpc
DELAWARE VALLEY
REGIONAL
PLANNING COMMISSION

NJ TRANSIT está realizando esta encuesta para comprender mejor sus necesidades en materia de viajes. Por favor ayúdenos completando y devolviendo su encuesta terminada al agente a bordo del autobús o déjela en cualquier buzón del correo de US (franqueo gratis). Sus respuestas se mantendrán confidenciales. Para mostrar nuestra apreciación por su ayuda, entraremos su nombre en un sorteo para GANAR UNA PASE MENSUAL GRATIS.

¡Gracias por su participación!

Para este viaje en autobús…

1. ¿En qué ruta de autobús recibió esta encuesta?

   Ruta # ☐☐☐

2. ¿A qué hora abordó este autobús?
   (POR FAVOR ESPECIFIQUE LA HORA Y SELECCIONE AM O PM)

   ☐☐ : ☐☐   ○ AM   ○ PM
   Hora   Minuto

3. El lugar de donde usted viene es… (ELIJA UNA SOLAMENTE)
   - ○ Hogar
   - ○ Trabajo
   - ○ Escuela (K-12)
   - ○ Escuela Técnica, de Educación Superior o Universidad
   - ○ Compras
   - ○ Médico/Dentista
   - ○ Negocio Personal
   - ○ Social/Recreativo
   - ○ Otro

4. ¿Cuál es la dirección del lugar de donde usted viene?
   (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles

   _____
   Ciudad/Localidad   Estado   Código Postal

---

19. ¿Cuál es su edad?
    - ○ Menor de 18 años
    - ○ 18-24 años
    - ○ 25-34 años
    - ○ 35-44 años
    - ○ 45-54 años
    - ○ 55-61 años
    - ○ 62 ó más

20. Es usted… (ELIJA UNA SOLAMENTE)
    - ○ Blanco
    - ○ Afro-Americano
    - ○ Asiático o Habitante de las Islas del Pacífico
    - ○ Nativo-Americano, Esquimal o Aleutiano
    - ○ Otro _____ (por favor explique)

21. ¿Es usted de origen hispano?   ○ Sí   ○ No

22. ¿Cuál es su ocupación? (ELIJA UNA SOLAMENTE)
    - ○ Gerente/Profesional
    - ○ Oficinista/Secretaria
    - ○ Ventas/Ventas Minoristas
    - ○ No Trabaja en Oficina
    - ○ Técnico/Trabajador Calificado
    - ○ Ama de Casa
    - ○ Estudiante
    - ○ No Está Empleado Actualmente
    - ○ Jubilado
    - ○ Otro _____

23. ¿Cuántas personas viven en su hogar incluyéndolo a usted mismo?
    - ○ Una
    - ○ Dos
    - ○ Tres
    - ○ Cuatro
    - ○ Cinco o más

24. ¿Cuántas personas en su hogar están actualmente empleadas?
    - ○ Ninguna
    - ○ Una
    - ○ Dos
    - ○ Tres
    - ○ Cuatro
    - ○ Cinco o más

25. ¿Cuántos automóviles hay actualmente disponibles en su hogar?
    - ○ Ninguno
    - ○ Uno
    - ○ Dos
    - ○ Tres
    - ○ Cuatro
    - ○ Cinco o más

26. ¿Cuál es el ingreso anual de su hogar?
    - ○ Debajo de $15,000
    - ○ $15,000 - $24,999
    - ○ $25,000 - $34,999
    - ○ $35,000 - $49,999
    - ○ $50,000 - $74,999
    - ○ $75,000 - $99,999
    - ○ $100,000 - $149,999
    - ○ por encima de $150,000

Tenga la seguridad de que sus respuestas se mantendrán confidenciales. Para entrar a nuestro sorteo para GANAR UN PASE MENSUAL GRATIS, por favor proporcione su…
(POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

Nombre _____

Calle del domicilio _____

Ciudad/Localidad _____ Estado _____ Código Postal _____

Teléfono Día (___) ___ - ___   Teléfono Noche (___) ___ - ___

Dirección de Correo Electrónico _____

Sus comentarios son importantes para nosotros. Si tiene comentarios específicos, envíenos un correo electrónico desde nuestro sitio web en www.njtransit.com

¡Gracias por su ayuda!

5. ¿Cómo llegó a este autobús? (ELIJA SÓLO EL MEDIO PRINCIPAL)
   - ○ Caminó
   - ○ Condujo un Automóvil
   - ○ Viajó en Coche Compartido/Lo Dejaron
   - ○ Otro Autobús (Por Favor Especifique la Ruta) _____
   - ○ RiverLINE
   - ○ Tren NJT (Por Favor Especifique Estación en la Que Subió) _____
   - ○ SEPTA (Por Favor Especifique) _____
   - ○ Bicicleta
   - ○ Taxi
   - ○ Otro (Por Favor Especifique) _____

6. ¿Dónde se subió este autobús?
   (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles O Ubicación

   _____
   Ciudad/Localidad   Estado   Código Postal

7. ¿Dónde bajará de este autobús?
   (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles O Ubicación

   _____
   Ciudad/Localidad   Estado   Código Postal

8. Después de bajarse de este autobús, ¿Cómo llegará a su destino final? (ELIJA SÓLO EL MEDIO PRINCIPAL)
   - ○ Camina Solamente
   - ○ Conduce un Vehículo
   - ○ Viaje en Coche Compartido/Lo Dejarán
   - ○ Otro Autobús (Por Favor Especifique la Ruta) _____
   - ○ RiverLINE
   - ○ Tren NJT (Por Favor Especifique Estación en la Que Subió) _____
   - ○ SEPTA (Por Favor Especifique) _____
   - ○ Bicicleta
   - ○ Taxi
   - ○ Otro (Por Favor Especifique) _____

9. ¿Cuál es la dirección del lugar a donde usted va, es decir su destino final? (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

   _____
   Calle del Domicilio O Intersección de Calles O Ubicación

   _____
   Ciudad/Localidad   Estado   Código Postal

10. El lugar a donde usted está yendo es… (ELIJA UNA SOLAMENTE)
    - ○ Hogar
    - ○ Trabajo
    - ○ Escuela (K-12)
    - ○ Escuela Técnica, de Educación Superior o Universidad
    - ○ Compras
    - ○ Médico/Dentista
    - ○ Negocio Personal
    - ○ Social/Recreativo
    - ○ Otro

11. Si este servicio no estuviera disponible, ¿cómo viajaría a su destino?
    (POR FAVOR ESCRIBA CON CLARIDAD EN LETRA DE IMPRENTA)

    _____

12. ¿Cuál de las siguientes afirmaciones se aplica a usted?
    - ○ No tengo otra forma de viajar, por lo tanto uso el autobús.
    - ○ Uso el autobús porque es la mejor opción para mí, aunque existen otros medios con los que puedo viajar.
    - ○ Normalmente uso otro tipo de transporte, pero ocasionalmente tomo el autobús.

13. ¿Qué tipo de boleto está usando para este viaje? (ELIJA UNA SOLAMENTE)
    - ○ De Ida/Efectivo
    - ○ Ida y Vuelta
    - ○ Autobús Mensual
    - ○ Tren Mensual
    - ○ 10-viajes/Múltiples Viajes
    - ○ Boleto de Estudiante
    - ○ Ciudadano de la Tercera Edad/Discapacitado/Niño
    - ○ Otro

14. ¿Con qué frecuencia utiliza esta ruta de autobús? (ELIJA UNA SOLAMENTE)
    - ○ 7 días/semana
    - ○ 6 días/semana
    - ○ 5 días/semana
    - ○ 3-4 días/semana
    - ○ 1-2 días/semana
    - ○ 1-3 días/semana
    - ○ Menos de un día/mes
    - ○ Usuario por primera vez

15. ¿Por cuánto tiempo ha usado esta ruta? (ELIJA UNA SOLAMENTE)
    - ○ Menos de 6 meses
    - ○ 6 meses a 1 año
    - ○ 1 a 2 años
    - ○ 2 a 5 años
    - ○ 5 a 10 años
    - ○ 10 años o más

16. Por favor califique su Satisfacción en General con esta ruta de autobús:

    Inaceptable   Aceptable   Excelente
    → 0 1 2 3 →4 5 6 7 8 9 →10

17. En general, ¿El servicio en esta ruta de autobús ha empeorado, se mantuvo igual o mejoró el año pasado?

    ○ Empeoró   ○ Empeoró Algo   ○ Se mantuvo Igual   ○ Mejoró Algo   ○ Mejoró   ○ No Corresponde

18. Usted es…   ○ Hombre   ○ Mujer

Abstract: A summary of the 2010 customer survey of NJ Transit's routes 409, 413, 417, 418, 419. This survey will be used to update NJ Transit's demographic profiles and their travel demand models.

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