CHERRIOTS



2026 TITLE VI PROGRAM

Submitted in fulfillment of
Title VI of the Civil Rights Act of 1964
and FTA Circular 4702.1B


CHERRIOTS

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Introduction

This document describes the Title VI program and policies of Salem Area Mass Transit District (SAMTD) developed in accordance with the Federal Transit Administration (FTA) Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" effective October 1, 2012 ("Circular"). This report is provided as documentation of compliance with Title VI of the Civil Rights Act of 1964 in accordance with FTA grant recipient requirements.

SAMTD, doing business as "Cherriots," is a mass transit district created by the Oregon Legislature pursuant to Oregon Revised Statutes (ORS) Chapter 267. SAMTD is a local government, as defined under Oregon law, that provides bus and ADA paratransit public transportation service in the Salem-Keizer metro area, averaging about 3.44 million rides each year (Fiscal Year 2025). Guided by the SAMTD Board of Directors representing seven districts, the organization is directed by a General Manager appointed by the board and employs approximately 340 union, non-union, and contract employees.

The Chief Planning and Development Officer is primarily responsible for administering and monitoring Title VI requirements, but it is the duty of every employee, vendor, and contractor of the agency, to ensure compliance with nondiscrimination and to further civil rights protections. The board must also approve the agency's Title VI program update prior to its submittal to FTA.

Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that:

> *No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

Overview of Title VI

The intent of Title VI is to remove barriers and conditions that prevent minority, low income, Limited English Proficiency (LEP), and other disadvantaged groups and persons from receiving access, participation, and benefits from federally assisted programs, services, and activities. In effect, Title VI promotes fairness and equity in federally assisted programs and activities and is based on the fundamental principle that all human beings are created equal. Title VI is rooted in the constitutional guarantee that all human beings are entitled to equal protection of the laws and specifically addresses involvement of impacted persons in the decision-making process.

Title VI Discrimination

There are many forms of illegal discrimination based on race, color, or national origin that can limit the opportunity of underrepresented communities to gain equal access to services and programs. In operating a federally assisted program, a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny program services, aids, or benefits;
- Provide a different service, aid, or benefit, or provide them in a manner different than they are provided to others; or
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.

Additionally, related regulations and statutes expanded the range and scope of Title VI coverage and applicability to prohibit discrimination on the basis of disability, age, sex, income, and LEP as an extension of national origin.

Programs covered by Title VI

The Civil Rights Restoration Act of 1987 amended each of the affected statutes by adding a section defining the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal financial assistance. Approximately 30 federal agencies provide federal financial assistance in the form of funds, training, technical, and other assistance to state and local governments, and non-profit and private organizations. These recipients of federal assistance, in turn, operate programs and deliver benefits and services to individuals (known as "beneficiaries") to achieve the goals of the federal legislation that authorizes the programs.

If a unit of a state or local government is extended federal aid and distributes such aid to another governmental entity, all of the operations of the entity that distributes the funds and all of the operations of the department or agency to which the funds are distributed are covered. Corporations, partnerships, other private organizations, or sole proprietorships are covered in their entirety if such an entity receives federal financial assistance to it as a whole or if it is principally engaged in certain types of activities.

Definitions

The following terms and definitions are from FTA Circular 4702.1B unless otherwise noted.

Demand response system – Any non-fixed route system of transporting individuals that requires advanced scheduling, including services provided by public entities, non-profits, and private providers. An advance request for service is a key characteristic of demand response service. Deviated fixed route services are one type of demand response system. Dial-a-Ride services are also in this category.

Designated recipient – An entity designated, in accordance with the planning process under sections 5303 and 5304, by the governor of a state, responsible local officials, and publicly owned operators of public transportation, to receive and apportion amounts under section 5336 to urbanized areas of 200,000 or more in population; or a state or regional authority, if the authority is responsible under the laws of a state for a capital project and for financing and directly providing public transportation.

Direct recipient – An entity that receives funding directly from FTA. For purposes of Title VI, a direct recipient is distinguished from a primary recipient in that a direct recipient does not extend financial assistance to subrecipients, whereas a primary recipient does.

Discrimination – Any action or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate impact – A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate treatment – Actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Disproportionate burden – A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Environmental justice – Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," was signed by President Clinton on February 11, 1994. Subsequent to issuance of the Executive Order, the U.S. Department of Transportation (DOT) issued a DOT Order for implementing the Executive Order on environmental justice (EJ). The DOT Order (Order 5610.2(a), "Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," 77 FR 27534, May 10, 2012) describes the process the department and its modal administrations (including FTA) will use to incorporate EJ principles into programs, policies, and activities.

Fixed route – Public transportation service provided in vehicles operated along predetermined routes according to a fixed schedule.

Federal financial assistance – refers to: (1) grants and loans of federal funds; (2) the grant or donation of federal property and interests in property; (3) the detail of federal personnel; (4) the sale and lease of, and the permission to use (on other than a casual or transient basis), federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and (5) any federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

Limited English Proficient (LEP) persons – Persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-income persons – Persons whose median household income is at or below 200% of the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income population – Any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy, or activity.

Metropolitan Planning Organization (MPO) – The policy board of an organization created and designated to carry out the metropolitan transportation planning process.

Minority persons – Include the following:

- American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central America, or other Spanish culture or origin, regardless of race.
- Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority population – Any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Minority transit route – In conformance with FTA C4702.1B, a route that has at least one third of its total revenue mileage in a U.S. Census tract with a percentage of minority population that exceeds the percentage of minority population in the transit service area.

National origin – The particular nation in which a person was born, or where the person's parents or ancestors were born.

Noncompliance – An FTA determination that the recipient is not in compliance with the DOT Title VI regulations, and has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding from participation in, or subjecting persons to discrimination in the recipient's program or activity on the basis of race, color, or national origin.

Non-profit organization – A corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501(c) that is exempt from taxation under 26 U.S.C. 501(a) or one that has been determined under state law to be non-profit and for which the designated state agency has received documentation certifying the status of the non-profit organization.

Predominantly minority area – A geographic area, such as a neighborhood, census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

Public transportation – Regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low-income; and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intra-facility shuttle services. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation can be either a fixed route or demand response service.

Recipient – Any public or private entity that receives federal financial assistance from FTA, whether directly from FTA or indirectly through a primary recipient. This term includes subrecipients, direct recipients, designated recipients, and primary recipients. The term does not include any ultimate beneficiary under any such assistance program.

Service area – The geographic area in which a transit agency is authorized by its charter to provide service to the public. In the case of SAMTD, that area is inside the Salem-Keizer Urban Growth Boundary (UGB) for Cherriots Local, Cherriots LIFT, and Cherriots Shop and Ride service and all of Marion and Polk counties for Cherriots Regional express routes. One Cherriots commuter express route provides service between Salem and Wilsonville through an agreement with South Metro Area Regional Transit (SMART).

Service standard/policy – An established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Subrecipient – An entity that receives federal financial assistance from FTA through a primary recipient.

Title VI Program – A document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

Transit equity – SAMTD defines transit equity as policies that promote the equitable distribution of burdens and benefits, promote equal access to resources and services, and engage transit-dependent riders in meaningful planning and decision-making processes.

Transit provider – Any entity that operates public transportation service, and includes local, state, and regional entities, and public and private entities. This term is inclusive of direct recipients, primary recipients, designated recipients, and subrecipients that provide fixed route public transportation service.

Part I: General Requirements

The FTA requires that all direct and primary recipients of federal financial assistance document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. The Title VI Program must be approved by the direct or primary recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Attachment A contains a copy of Board Resolution #2026-13, which adopted the 2026 Title VI Program. The General Reporting Requirements section of this report contains Title VI Program components required in Chapter III of FTA circular 4702.1B. This section includes the following information:

1. Title VI Notice to the Public
2. Title VI complaint procedures
3. Title VI complaint form
4. List of Title VI investigations, complaints, and lawsuits
5. Public Participation Plan
6. Language Assistance Plan
7. Committee membership and recruitment
8. Subrecipient monitoring
9. Facilities siting and construction
10. Major service equity analyses
11. Board approval of the 2026 Title VI Program update

Title VI Notice to the Public

The Title VI Civil Rights Notice to the Public is attached in Attachment B. This notice is translated into Spanish, Chinese and Russian and posted in the following locations:

1. On the Cherriots website.[1]
2. In every Cherriots Local, Cherriots Regional, Cherriots Shop and Ride, and Cherriots LIFT bus.
3. In the Cherriots customer service lobby at the Salem Downtown Transit Center.
4. In the Cherriots customer service lobby at the Keizer Transit Center.

Civil Rights Complaint Procedures

Any person who believes that they, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, or any number of the protected classes listed on the Cherriots Civil Rights complaint form may file a written complaint with SAMTD, 555 Court St NE, Suite 5230, Salem, Oregon 97301. Complainants have the right to complain directly to the appropriate federal agency.

[1] https://www.cherriots.org/civilrights/

The complaint procedures, i.e., instructions to the public regarding how to file a Title VI discrimination complaint are posted on the Cherriots website[2] and can be found in Attachment C.

Civil Rights Complaint Form

The Civil Rights complaint form can also be found on the Cherriots website[3] and in Attachment D. This form uses simple language and large print text to communicate the requirements for filing a formal complaint.

List of Title VI Investigations, Complaints, and Lawsuits

Since the approval of the SAMTD's most recent Title VI Plan on September 28, 2023, the SAMTD received three (3) Title VI complaints. Each complaint was investigated in accordance with the SAMTD's Title VI Complaint Procedure. Upon completion of the investigations, none of the complaints were substantiated. All investigations have been closed, and any appropriate follow-up actions were completed. The SAMTD continues to monitor its programs and provide Title VI training to ensure compliance with Title VI requirements. During this reporting period, no lawsuits alleging violations of Title VI were filed against the Salem Area Mass Transit District (SAMTD).

Any such cases receive special attention by the Title VI officer and follow the procedure outlined in Attachment C.

Public Participation Plan

SAMTD's public engagement process documented in Chapter 6 of the Service Guidelines constitutes the means and methods used to seek public involvement in the planning of routes. This public engagement process uses the Public Participation Plan (PPP) of the Salem-Keizer urban area Metropolitan Planning Organization (MPO). This PPP was adopted by the Salem-Keizer Area Transportation Study (SKATS) Policy Committee on January 27, 2026, and is administered by the Mid-Willamette Valley Council of Governments (MWVCOG). A copy of the PPP is provided in Attachment E. One of the board members is a voting member of the SKATS Policy Committee, and since the committee only approves programs and policies with 100% consensus, it follows that any policy or program adopted by the SKATS Policy Committee is representative of SAMTD.

The following is a summary of SAMTD's inclusive public participation since June 2023 when SAMTD last submitted a Title VI program to FTA. The summary below includes all planning-related outreach events held from June 2023through June 2026. It covers all projects with public participation components completed during that period.

[2] https://www.cherriots.org/media/doc/Title_VI_Complaint_Standard_Operating_Procedure_SOP_Eng_1.pdf

[3] https://www.cherriots.org/media/doc/SAMTD_Title_VI_Complaint_Form_2026_English.pdf

Public Participation Highlights

The following is a summary of SAMTD's inclusive public participation since its 2023 Title VI Program submission. The summary spans from August 2023 through June 2026. During this period SAMTD conducted outreach for:

2024 Coordinated Plan and 5310 PMP Update

The Coordinated Public Transit–Human Services Transportation Plan (Coordinated Plan) and the Section 5310 Project Management Plan (PMP) were updated to reflect changes in available funding, transportation needs, and program priorities within Marion and Polk counties. The updates ensure that both plans remain responsive to current community needs and continue to support the effective implementation of transportation services for older adults, individuals with disabilities, and other transportation-disadvantaged populations.

Public outreach was conducted to gather input from stakeholders, service providers, and community members throughout the planning process. Outreach activities included five in-person public meetings held in Northeast Salem, Monmouth (two meetings), Silverton, and Sublimity, as well as one virtual public meeting to increase accessibility and participation. In addition, both online and paper surveys were distributed to collect feedback from a broad range of community members. Input received through these outreach efforts helped identify transportation needs, service gaps, and priorities, and informed the development of the updated Coordinated Plan and Project Management Plan.

Spring 2024 Onboard Origin Destination Survey

An onboard Origin–Destination Transit Survey was conducted to better understand travel patterns within the Cherriots service area, with a focus on the most heavily traveled corridors. The bilingual (English and Spanish) survey collected information on riders' trip origins and destinations, travel purposes, transfer activity, and weekday and weekend travel behavior. The results provide valuable insights into passenger travel patterns and trip-making decisions, supporting Cherriots' service planning, route evaluation, and future transit improvements. The survey data also serve as a key input to Cherriots' regional travel demand model, helping improve forecasting and long-range transportation planning.

2025 Comprehensive Operational Analysis

Cherriots initiated a Comprehensive Operational Analysis (COA) in 2025 to evaluate the performance of its local and regional bus network and identify opportunities to improve transit service for the community. The study examines existing routes, service levels, and travel patterns to develop recommendations that make it easier and more convenient for people to access work, school, healthcare, and other key destinations. As part of the public engagement process, Cherriots conducted a community questionnaire and hosted tabling events. Outreach materials and engagement opportunities were provided in both English and Spanish to encourage participation from a diverse cross-section of the

community. Feedback collected through these efforts would help guide the development of service recommendations and ensure the COA reflects the transportation needs and priorities of current and future riders.

2025 Service Enhancement Creating Community Connections

Cherriots conducted public outreach to gather community feedback on proposed near-term and long-term transit service enhancements designed to make bus travel more straightforward, faster, and more convenient for all riders. The proposed improvements included increased service frequency, extended service hours, and other enhancements intended to improve accessibility, reliability, and the overall customer experience. To engage the public, Cherriots hosted five open house events and delivered two targeted presentations. These outreach activities provided community members and stakeholders with opportunities to learn about the proposed service enhancements, ask questions, and share feedback. Public input collected through these efforts helps inform future service planning and supports the development of transit improvements that better meet the needs of the communities served by Cherriots.

Fall 2025 Onboard Origin Destination Survey

An onboard Origin–Destination Transit Survey was conducted to better understand travel patterns within the Cherriots service area, with a focus on the most heavily traveled corridors. The bilingual (English and Spanish) survey collected information on riders' trip origins and destinations, travel purposes, transfer activity, and weekday and weekend travel behavior. The results provide valuable insights into passenger travel patterns and trip-making decisions, supporting Cherriots' service planning, route evaluation, and future transit improvements. The survey data also serve as a key input to Cherriots' regional travel demand model, helping improve forecasting and long-range transportation planning.

2026 East Salem Transit Center Site Selection Study

Cherriots engaged the community to gather feedback on the proposed East Salem Transit Center, a planned facility intended to support the growing transportation needs of people who live, work, study, and visit east Salem. The proposed transit center is designed to improve transit connectivity, increase accessibility, enhance safety and security, and provide a more comfortable and reliable passenger experience. Public outreach included a bilingual (English and Spanish) community open house, a bilingual tabling event at Chemeketa Community College (CCC), and a bilingual public survey. Feedback from riders, residents, students, and other stakeholders will help guide the planning and design of the transit center to ensure it reflects community priorities and transportation needs.

2026 Microtransit Feasibility and Implementation Study

Cherriots conducted a public engagement process to support a feasibility study evaluating whether microtransit could expand transportation options in underserved areas within the Salem–Keizer Urban Growth Boundary (UGB). The study examines the potential for an on-demand, technology-enabled transit service using smaller vehicles to improve mobility

in areas where fixed-route transit service is limited or unavailable. Community outreach included bilingual (English and Spanish) tabling events and a public survey in June 2026. The outreach focused on understanding existing travel patterns, transportation barriers, and community interest in microtransit. Public input will be used to evaluate the feasibility of the service and inform recommendations for future transit investments.

Ongoing Service Changes

Service changes occurring every four months require notifying riders via the Cherriots website, signage at transit centers, signage on the buses, social media posts, and subscriber emails. Notifications are provided in both English and Spanish.

Language Assistance Plan

For SAMTD's Language Assistance Plan, see Attachment G. The plan describes the process used by SAMTD for conducting a Limited English Proficiency (LEP) needs assessment based on the four-factor framework in Section V of the DOT LEP Guidance. The four-factor analysis allows SAMTD to be in a better position to implement a cost-effective mix of language assistance measures and to target resources appropriately.

What is Analyzed in the Four-Factor Analysis?

1. The **number or proportion** of LEP persons eligible to be served or likely to be encountered by the program or recipient.
2. The **frequency** with which LEP individuals come into contact with SAMTD's programs.
3. The **nature and importance** of the program, activity, or service provided by the program to people's lives.
4. The **resources available** to SAMTD for LEP outreach, as well as the costs associated with that outreach.

2020-2024 American Community Survey

Data was gathered from the U.S. Census American Community Survey (ACS) 5-Year Estimate (2020-24) for Marion and Polk counties. SAMTD will use the Transit Boardings Estimation and Simulation Tool (TBEST) to calculate LEP population within Salem-Keizer UGB and Regional City UGBs, including Dallas, Monmouth, Independence, Turner, Aumsville, Sublimity, Stayton, Mehama, Lyons, Mill City, Gates, Silverton, Mount Angel, Gervais, Woodburn and Wilsonville. This will ensure that the Cherriots Regional and Cherriots Local services are treated equally. Table 1 displays the numbers below.

Table 1. Language spoken at home by ability to speak English for the population 5 years old and over for Salem-Keizer UGB and Regional City UGBs

	Population Estimate	Population Percent
Speaks English "very well"	351,601	90.5%
Speaks English less than "very well"	36,915	9.5%
Spanish speakers	31,012	8.0%
Russian speakers	1,334	0.3%
Chinese speakers	1,003	0.3%
Other Language speakers	3,566	0.9%
Total for Salem-Keizer & Regional UGBs	388,516	100%

Source: ACS 2020-24, Table B16001.

Data provided by the 2020-24 American Community Survey 5-Year Estimate above show that more than 1,000 individuals who speak English less than "very well" reside in Salem-Keizer UGB and Regional City UGBs. The majority of LEP individuals speak Spanish, followed by Russian speakers as the second-largest LEP language group and Chinese speakers as the third-largest.

The LEP safe harbor provision states that if 5% or 1,000 individuals are LEP and live in the transit service area, SAMTD must address these populations with additional language assistance, including the publication of the Title VI Notice to the Public in those languages.

Figures 1 and 2 show the concentration of LEP individuals in relation to the area averages. Figure 1 shows the percentage of population considered LEP by U.S. Census block group within the Salem-Keizer UGB and Regional City UGBs. Figure 2 displays the percentage of population considered LEP by U.S. Census block group within the Salem-Keizer UGB. The average LEP population is 9.5% within the Salem-Keizer UGB and Regional City UGBs.

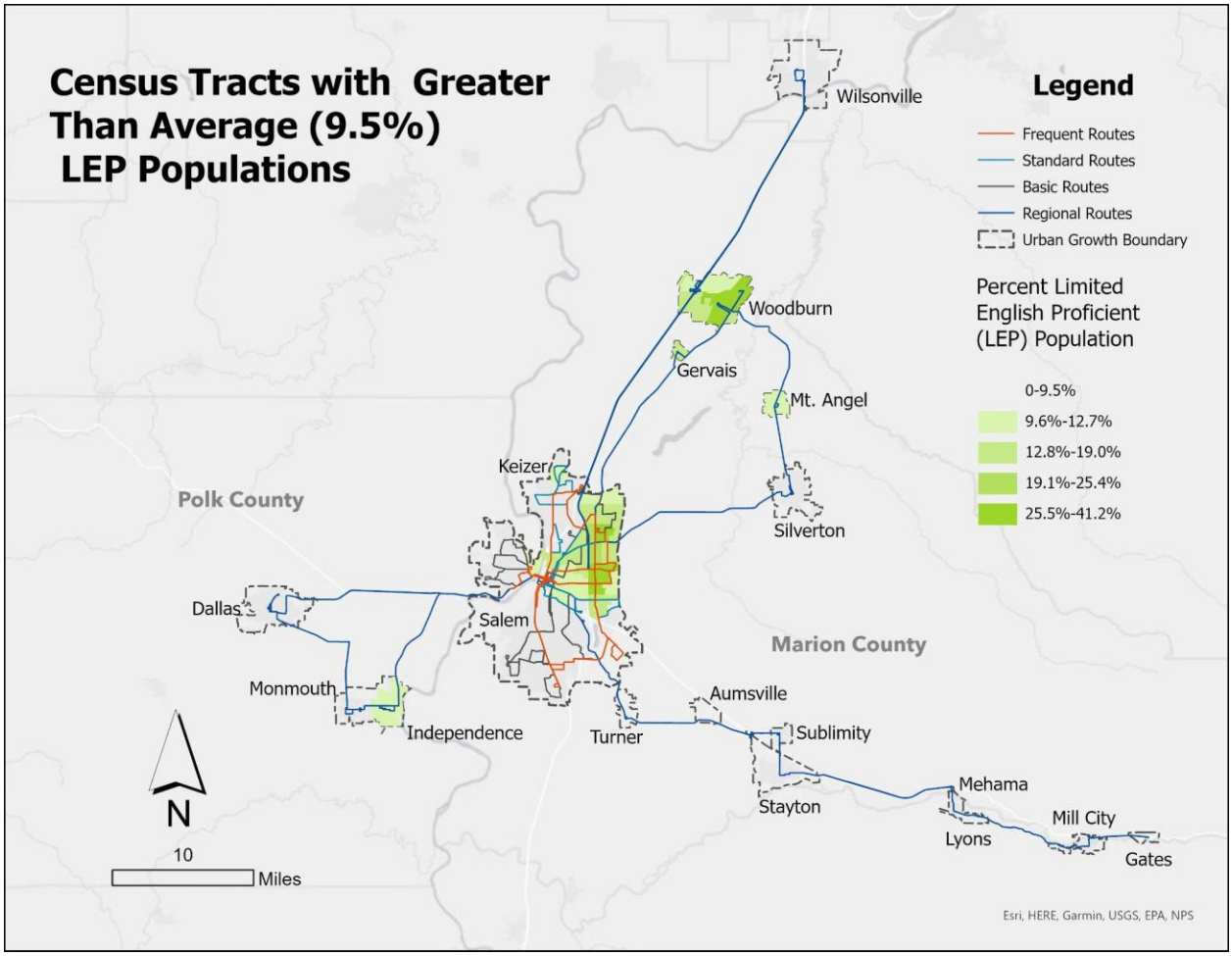
Following the DOT's and Department of Justice's safe harbor provision for LEP communications, SAMTD has translated its Title VI policy statement into Russian since June 2014 due to a large population of LEP Russian speakers in east Salem and in rural areas near the city of Woodburn who speak English less than "very well," and could potentially use Cherriots Local and Regional buses. The Title VI Notice to the Public is posted in all three languages (English, Spanish, and Russian) in all Cherriots Local, Cherriots Regional, Cherriots Shop and Ride, and Cherriots LIFT vehicles. Based on recent demographic data indicating that the Chinese-speaking LEP population now meets the Safe Harbor threshold within the service area, Cherriots is in the process of translating its Title VI Policy Statement and Notice to the Public into Chinese to further improve language accessibility and ensure compliance with LEP requirements.

The safe harbor provision stipulates that, "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000

persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations." The Spanish-speaking LEP group is the largest with approximately 31,000 people, the Russian-speaking LEP group is the second largest at around 1,300 people, and the Chinese-speaking LEP group is the third largest at around 1,000 people. Other languages make up about 3,500 people who are considered LEP, but the individual languages do not meet the safe harbor threshold.

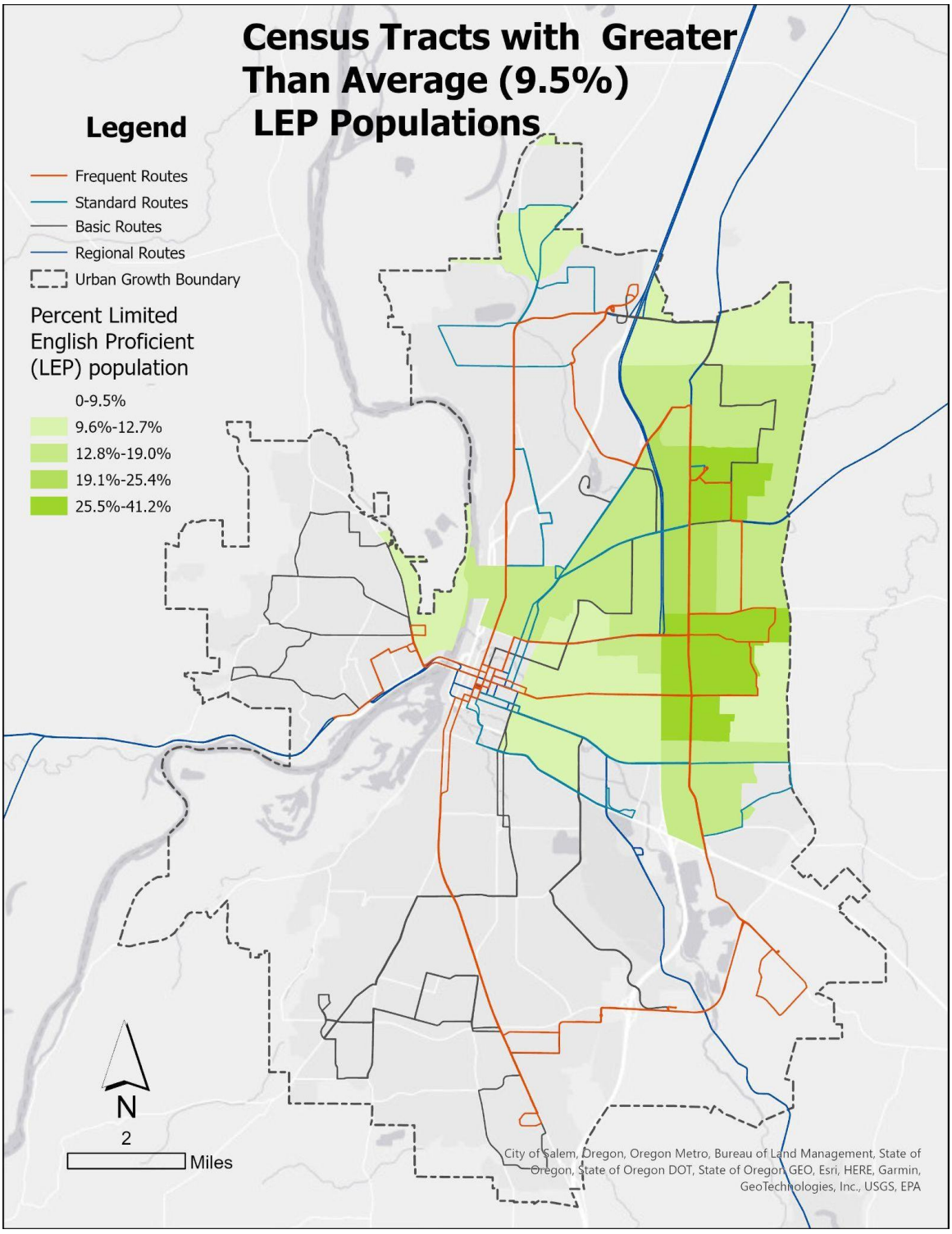
While specific areas within the Salem-Keizer area have higher residential concentrations of LEP populations, the use of the transit system by LEP populations is not limited to the locations of their homes. Employment, medical services, government offices, and shopping opportunities are widespread throughout the community. Based on this information, SAMTD has elected to apply assistance to LEP populations with geographic equity.

Figure 1. Census tracts in Salem-Keizer UGB and Regional City UGBs with greater than average Limited English Proficiency (LEP) populations.



Source: ACS 2020-24, Table C16001.

Figure 2. Census tracts in the Salem-Keizer UGB with greater than average Limited English Proficiency (LEP).



Source: ACS 2020-24, Table C16001

Committee Membership and Recruitment

The board approved a formal policy to encourage minority participation on its non-elected committees at its monthly meeting on May 22, 2014. Table 2 below details the existing racial breakdown of the members of these three committees as of June 2026:

Table 2. Race and ethnicity of members of non-elected committees.

Race and Ethnicity	Marion Polk Counties		Budget Committee		Statewide Transportation Improvement Fund Advisory Committee		Community Advisory Committee	
	Count	Share	Count	Share	Count	Share	Count	Share
White*	274,162	61.8%	7	100%	9	81.8%	6	66.7%
Hispanic	122,208	27.6%	0	0%	0	0%	0	0%
Asian*	7,878	1.8%	0	0%	0	0%	1	11.1%
Black*	4,738	1.1%	0	0%	0	0%	0	0%
Native Hawaiian and Pacific Islander*	2,958	0.7%	0	0%	0	0%	0	0%
American Indian and Alaskan Native*	2,876	0.6%	0	0%	0	0%	0	0%
Other*	28,596	6.4%	0	0%	0	0%	0	0%
Undisclosed				0%	2	18.2%	2	22.2%
All	**443,416**	**100%**	**7**	**100%**	**11**	**100%**	**9**	**100%**

Source: ACS 2024 1-Year Estimate, Table C03002. *Excludes Hispanic Population

The population of the SAMTD service area averages 33.5% minority according to the U.S. Census American Community Survey 5-year estimate (2020-2024). SAMTD has a goal over the next three years to increase participation on the non-elected committees to match or exceed this demographic average.

Subrecipient Monitoring

SAMTD is the primary recipient for Federal Section 5310 dollars for the Salem-Keizer UGB and is the Qualified Entity (QE) for the Statewide Transportation Improvement Fund (STIF) for Marion and Polk counties. The STIF program includes the former Special Transportation Fund (STF) allocation from the state, which is a funding source for public transportation programs serving seniors and people with disabilities. Currently, SAMTD has entered into agreements with two non-profit organizations to award them STF and 5310 grant dollars for transportation projects. SAMTD also has agreements with two cities in Marion County and one in Polk County to provide public transportation services. The STIF and 5310 grant funds are pass-through funds from the Oregon Department of Transportation (ODOT). SAMTD also receives 5310 funds directly from the FTA, and currently has one external subrecipient for those grant funds.

As shown in Attachment H, Policy #704 outlines the policy for subrecipient monitoring in regards to Title VI issues. Subrecipients must submit their Title VI programs to SAMTD once every three years or whenever changes or amendments are added. SAMTD staff will perform an annual inspection of subrecipients' complaint records and shall be notified if any lawsuit is filed against the subrecipient that relates to discrimination based on race, color, or national origin. The annual inspection may include a site visit and an inspection of the subrecipient's vehicles, operations centers, customer service areas, etc.

The three non-profit organizations receiving STF and 5310 pass-through grant funds are Garten Services, Legacy Silverton Medical Center and West Valley Hospital Foundation. The two cities are Woodburn and Silverton. None of the current subrecipients have had any Title VI lawsuits or complaints related to transportation-related services since the date of the last Title VI Program submittal (September 2023). Legacy Silverton Medical Center and West Valley Hospital have dedicated staff who administer their civil rights and non-discrimination policies. Due to the fact that they are hospitals that accept federal funds for their daily operations, they must be able to serve anyone and not discriminate based on race, color, or national origin, including LEP persons. Copies of the subrecipient Title VI documents detailing their program policies can be found in Attachment I.

Facilities Siting and Construction

No new major facilities have been constructed since August 2023 by SAMTD. However, two facilities are in the planning and design stages.

South Salem Transit Center

The project consists of the construction of a transit center in South Salem. SAMTD received National Environmental Policy Act (NEPA) concurrence in December 2024. Following NEPA approval, SAMTD completed survey work, participated in value engineering exercises with the design consultant, and finalized the required appraisal and independent appraisal review. FTA provided appraisal concurrence in July 2025. In September 2025, the Board approved the adoption of the resolution and the requested authority to make an offer to purchase the property. With this Board approval, SAMTD engaged the acquisition specialist and legal counsel to develop the acquisition plan and

prepared the documentation necessary to proceed with the property offer. In December 2025, a fair market value offer was presented to the property owners. In the spring of 2026, the property owners conducted an appraisal. The property acquisition process has now been completed. Following the Value Engineering (VE) workshop, SAMTD is currently working on finalizing the design and cost estimates.

East Salem Transit Center

SAMTD initiated the East Salem Transit Center (ESTC) Site Selection and Title VI Analysis Project in January 2026 to identify a preferred location for a future transit center and mobility hub in East Salem. The project includes current and future transit market analysis, Title VI analysis, stakeholder engagement, public outreach, prototype design, site selection criteria, and a recommendation of a preferred site.

The project has completed the current and future transit market analysis and initial public outreach, including an open house and community tabling event. The project is currently in the prototype design and fatal flaw analysis phase to refine potential sites. Additional public outreach on design concepts and site alternatives is planned for fall 2026, with project completion anticipated in early 2027. Once the site is selected, SAMTD is anticipated to begin preliminary engineering work in late 2027.

Major Service Change Equity Analyses

SAMTD considers possible equity impacts in developing potential service and fare changes, and evaluates proposals for major service changes and any fare changes for potential adverse effects, disparate impacts, and/or disproportionate burdens.

Since the time of the last Title VI Program submittal, SAMTD has implemented several improvements to service. The reports noted below cover the equity analyses of all major service changes since August 2023, and are provided in Attachment J, along with corresponding documentation of the board's consideration, awareness, and/or approval of each.

- **Route 22 Kuebler Link Introduction Title VI equity analysis**
  - March 28, 2024 Board Meeting
- **Route 80X Woodburn / Keizer Express Service Change Title VI equity analysis**
  - December 11, 2025 Board Meeting

Board Approval of the 2026 Title VI Program Update

The Board approved the 2026 Title VI Program at the September 24, 2026, board meeting by adoption of Board Resolution #2026-13. A copy of the signed resolution is included as Attachment A.

Part II: Title VI Policies

This section provides the following policies, as approved by the SAMTD General Manager.

- **Service change policies**
  - Major Service Changes Policy
  - Disparate Impact for Service Changes Policy
  - Disproportionate Burden for Service Changes Policy

- **Fare change policies**
  - Fare Change Policy
  - Disparate Impact for Fare Changes Policy
  - Disproportionate Burden for Fare Changes Policy

Each officially adopted policy is presented in Attachment K.

Major Service Change Policy

The purpose of this policy is to establish the definition of a major service change that has a potential disparate impact on minority populations or a potential disproportionate burden on low-income people.

All changes in service that are considered a major service change are subject to a Title VI equity analysis prior to board approval of the service change.

Major Service Change Definition

SAMTD defines a major service change as:

1. Either a reduction or an expansion in service of:

    a. Fifteen percent or more of the number of transit route miles based on the miles of an average roundtrip of the route (this includes routing changes where route miles are neither increased nor reduced (i.e., re-routes), or;

    b. Fifteen percent or more of a route's frequency of the service (defined as the average hourly frequency throughout one service day for Cherriots Local routes and as daily round trips for Cherriots Regional express routes) on a daily basis for the day of the week for which a change is made or;

    c. Fifteen percent in the span (hours) of a route's revenue service (defined as the time between the first served stop of the day and the last stop), on a daily basis for the day of the week for which a change is made;

2. A transit route split where either of the new routes meet any of the above thresholds when compared to the corresponding piece of the former route.

3. A new transit route is established.

A major service change occurs whether the above thresholds are met:

1. Within a single service proposal, or;
2. Due to a cumulative effect of routing, frequency, or span changes over the year prior to the analysis.

Public Hearing Requirements

SAMTD shall hold a public hearing when any major service change is proposed that results in a decrease in service. Notice must be published in a general circulation newspaper. In addition, notice will be placed in newspapers, publications, or websites that are oriented to specific groups or neighborhoods that may be affected by the proposed service change. The notice must be published at least 30 days prior to the hearing. The notice must contain a description of the proposed service reduction, and the date, time, and place of the hearing.

Exemptions

The following service changes are exempt:

1. Standard seasonal variations in service are not considered major service changes.

2. In an emergency situation, a service change may be implemented immediately without disparate impact or disproportionate burden analyses being completed. These analyses will be completed if the emergency change is to be in effect for more than 12 months and if the change(s) meet the definition of a major service change. Examples of emergency service changes include, but are not limited to, those made because of the collapse of a bridge over which bus routes cross, major road or rail construction, or inadequate supplies of fuel.

3. Experimental service changes may be implemented by SAMTD for 12 months or less in order to test certain markets, new modes of transit service, etc.

Disparate Impact for Service Changes Policy

The Disparate Impact for Service Changes Policy establishes a threshold for determining whether a given action has a potential disparate impact on minority populations.

In the course of performing a Title VI equity analysis for possible disparate impact, SAMTD will analyze how the proposed major service change could impact minority populations, as compared to non-minority populations.

> ***Disparate impact*** *refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin…*

In the event the proposed action has an adverse impact that affects minority populations more than non-minority populations at a level that exceeds the thresholds established in the adopted Disparate Impact for Service Changes Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a

potential disparate impact. Given a potential disparate impact, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

From the Title VI Circular
The [Disparate Impact] Policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The Disparate Impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The Disparate Impact threshold must be applied uniformly… and cannot be altered until the next Title VI Program submission.

The Disparate Impact for Service Changes Policy defines measures for determination of potential disparate impact on minority populations resulting from major service changes. The policy is applied to both adverse effects and benefits of major service changes.

Adverse Effects Analysis

Adverse effects of major service changes are defined as:

1. A decrease in the level of transit service (hours, days, and/or frequency); and/or
2. Decreased access to comparable transit service, which is defined as an increase of the access distance to beyond:
    a. One quarter mile for bus stops served by less than four buses per hour during peak times, or;
    b. One half mile for bus stops served by four or more buses per hour during peak times, as well as for all Cherriots Regional express service.

Disparate Impact Analysis

The determination of disparate impact associated with service changes is defined separately for impacts of changes on individual routes, and for system-level impacts of changes on more than one route, as well as for both service reductions and service improvements:

1. In the event of potential adverse effects resulting from service reductions:
    a. A major service change to a single route will be considered to have a potential disparate impact if the percentage of impacted minority population in the service area of the route exceeds the percentage of minority population of Marion and Polk counties by at least five percentage points (e.g., 35.2% compared to 30.2%).
    b. To determine the systemwide impacts of major service change reductions on more than one route, the percentage of Marion and Polk counties' minority population that is impacted is compared to the percentage of Marion and Polk counties' non-minority population that is impacted. If the percentage of

the minority population impacted is at least 20% greater than the percentage of the non-minority population impacted (e.g., 12% compared to 10%), the overall impact of changes will be considered disparate.

2. In the event of service improvements:

    a. A major service change to a single route will be considered to have a potential disparate impact if:

        i. The improvement is linked to other service changes that have disproportionate and adverse effects on minority populations, or;

        ii. The percentage of impacted minority population in the service area of the route is less than the percentage of minority population of Marion and Polk counties by at least five percentage points (e.g., 25.2% compared to 30.2%).

    b. To determine the systemwide impacts of major service change improvements on more than one route, the percentage of Marion and Polk counties' minority population that is impacted is compared to the percentage of Marion and Polk counties' non-minority population that is impacted. If the percentage of the minority population impacted is at least 20% less than the percentage of the non-minority population impacted (e.g., 8% compared to 10%), the overall impact of the changes will be considered disparate.

Avoid, Minimize, Mitigate, or Justify

Upon determination of a disparate impact, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disparate impacts, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the project or program goals.

Disproportionate Burden for Service Changes Policy

The Disproportionate Burden for Service Changes Policy establishes a threshold for determining whether a given action has a potential disproportionate burden on low-income populations.

In the course of performing a Title VI equity analysis for possible disproportionate burden, SAMTD will analyze how the proposed major service change could impact low-income populations, as compared to non-low-income populations.

From the Title VI Circular
The [Disproportionate Burden] Policy shall establish a threshold for determining when adverse effects of fare/ service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations. The disproportionate burden threshold must be applied uniformly… and cannot be altered until the next [Title VI] program submission….

In the event the proposed action has an adverse impact that affects low-income populations more than non-low-income populations at a level that exceeds the thresholds established in the adopted Disproportionate Burden for Service Changes Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disproportionate burden. Given a potential disproportionate burden, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

The Disproportionate Burden for Service Changes Policy defines measures for determination of potential disproportionate burden on low-income populations resulting from major service changes. The policy is applied to both adverse effects and benefits of major service changes.

Adverse effects analysis

Adverse effects of service changes are defined as:

1. A decrease in the level of transit service (hours, days, and/or frequency); and/or
2. Decreased access to comparable transit service, which is defined as an increase of the access distance to beyond:
    a. One quarter mile for bus stops served by less than four buses per hour during peak times, or;
    b. One half mile for bus stops served by four or more buses per hour during peak times, as well as for all Cherriots Regional express service.

Disproportionate Burden Analysis

The determination of disproportionate burden associated with service changes is defined separately for impacts of changes on individual routes, and for system-level impacts of changes on more than one route, as well as for both service reductions and service improvements:

1. In the event of potential adverse effects resulting from service <u>reductions</u>:
    a. A major service change to a *single route* will be considered to have a potential disproportionate burden if the percentage of impacted low-income population in the service area of the route exceeds the percentage of low-income population of Marion and Polk counties by at least five percentage points (e.g., 36% compared to 31%).

b. To determine the *systemwide* impacts of major service change reductions on more than one route, the percentage of Marion and Polk counties' low-income population that is impacted is compared to the percentage of Marion and Polk counties' non-low-income population that is impacted. If the percentage of the low-income population impacted is at least 20% greater than the percentage of the non-low-income population impacted (e.g., 12% compared to 10%), the overall impact of changes (burden) will be considered disproportionate.

2. In the event of service improvements:

    a. A major service change to a *single route* will be considered to have a potential disproportionate burden if:

        i. The improvement is linked to other service changes that have disproportionate and adverse effects on low-income populations, or;

        ii. The percentage of impacted low-income population in the service area of the route is less than the percentage of low-income population of Marion and Polk counties by at least five percentage points (e.g., 26% compared to 31%).

    b. To determine the *systemwide* impacts of major service change improvements on more than one route, the percentage of Marion and Polk counties' low-income population that is impacted is compared to the percentage of Marion and Polk counties' non-low-income population that is impacted. If the percentage of the low-income population impacted is at least 20% less than the percentage of the non-low-income population impacted (e.g., 8% compared to 10%), the overall impact of changes (burdens) will be considered disproportionate.

Avoid, Minimize, Mitigate, or Justify

Upon determination of disproportionate burden, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disproportionate burdens, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish the project or program goals.

Fare Changes Policy

The purpose of this policy is to establish the definition of a fare change that has a potential disparate impact on minority populations or a potential disproportionate burden on low-income people.

All fare changes are subject to a Title VI equity analysis prior to board approval of the fare changes. A Title VI equity analysis will be completed for all fare changes and will be

presented to the board for its consideration and included in the subsequent SAMTD Title VI Program report with a record of action taken by the board.

Fare Change Definition

A fare change is any increase or decrease in transit rider fares. A fare increase is defined as any increase in cash fare or in the cost of any passes, tickets, transfers, or other means by which transit riders pay for their trips. A fare decrease is defined when the price of any of the above fare options is lowered.

Public Hearing Requirements

SAMTD shall hold a public hearing when a fare decrease is proposed. Notice must be published in a general circulation newspaper. In addition, notice will be placed in newspapers, publications, or websites that are oriented to specific groups or neighborhoods that may be affected by the proposed fare change. The notice must be published at least 30 days prior to the hearing. The notice must contain a description of the proposed fare change, and the date, time, and place of the hearing.

Exemptions

The following fare changes are exempt:

1. "Fare Equity Day" or other instances SAMTD has declared that all passengers ride free.

2. Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a transit center for a period of time and require passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.

3. Experimental fare changes may be implemented by SAMTD for six months or less in order to test certain markets, new modes of transit service, etc.

Disparate Impacts for Fare Changes Policy

The Disparate Impact for Fare Changes Policy establishes a threshold for determining whether a change in fares has a potential disparate impact on minority populations.

In the course of performing a Title VI equity analysis for possible disparate impact, SAMTD will analyze how the proposed fare change could impact minority populations, as compared to non-minority populations.

Disparate impact *refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin…*

In the event the proposed action has an adverse impact that affects minority populations more than non-minority populations at a level that exceeds the thresholds established in the adopted disparate impact policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disparate impact. Given a potential disparate impact, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

From the Title VI Circular
The [Disparate Impact] Policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly… and cannot be altered until the next Title VI Program submission.

The Disparate Impact for Fare Changes Policy defines measures for determination of potential disparate impact on minority populations resulting from any changes in fares.

Adverse Effects and Disparate Impact Analysis

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders. Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95% confidence level.

Avoid, Minimize, Mitigate, or Justify

Upon determination of a disparate impact, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disparate impacts, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the project or program goals.

Disproportionate Burden for Fare Changes Policy

The Disproportionate Burden for Fare Changes Policy establishes a threshold for determining whether a change in fares has a potential disproportionate burden on low-income populations.

In the course of performing a Title VI equity analysis for possible disproportionate burden, SAMTD will analyze how the proposed fare change could impact low-income populations, as compared to non-low-income populations.

From the Title VI Circular
The [Disproportionate Burden] Policy shall establish a threshold for determining when adverse effects of fare/ service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations. The disproportionate burden threshold must be applied uniformly… and cannot be altered until the next [Title VI] program submission….

In the event the proposed action has an adverse impact that affects low-income populations more than non-low-income populations at a level that exceeds the thresholds established in the adopted Disproportionate Burden for Fare Changes Policy, or that restricts the benefits of the fare change to protected populations, the finding would be considered as a potential disproportionate burden. Given a potential disproportionate burden, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

The Disproportionate Burden for Fare Changes Policy defines measures for determination of potential disproportionate burden on low-income populations resulting from any changes in fares.

Adverse Effects and Disproportionate Burden Analysis

For fare changes, a potential disproportionate burden is noted when the percentage of trips by low-income riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-low-income riders.

Differences in the use of fare options between low-income populations and other populations include all such differences that are documented as statistically significant at the 95% confidence level.

Avoid, Minimize, Mitigate, or Justify

Upon determination of disproportionate burden, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disproportionate burdens, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish the project or program goals.

Public Outreach to Establish Title VI Policies

In preparation for the 2017 Title VI Program update, SAMTD staff engaged two groups representing minority and low-income populations in Marion and Polk counties in order to determine the appropriate thresholds that define a major service change and the definition of “low-income” populations. No changes to these policies were proposed since 2017; therefore, no further public involvement has been necessary to make changes to

these policies.

Special Transportation Fund Advisory Committee (STFAC)

The first of the two groups consulted was the board's Special Transportation Fund Advisory Committee (STFAC), which makes recommendations on funding and coordination of public transportation services for seniors and people with disabilities. Many of the clients the members represent are low-income individuals who rely on public transportation on a daily basis. Twelve people were present at the meeting held April 4, 2017.

City of Salem Human Rights and Relations Advisory Commission (HRRAC)

The second group staff presented the thresholds to was the City of Salem Human Rights and Relations Advisory Commission (HRRAC). This group represents people of all races, national origins, sexual orientation, and other human rights categories.[4]

Results of Discussions

Staff presented on the proposed Title VI equity analysis thresholds and asked a few questions to each group in order to gain feedback on the thresholds. Sixteen people were present at the meeting held April 4, 2017.

For major service changes, both groups preferred a lower threshold than the previous rate of 25%. Using their feedback as a guide, staff determined that a 15% threshold would be more appropriate for the region.

Both groups believed the disparate impact analysis and the disproportionate burden analysis thresholds of seven or eight percentage points should be lowered as much as possible. Staff determined that a level of five percentage point difference between minority and non-minority populations would be more appropriate for the current networks operated by SAMTD.

Additionally, both groups agreed staff's proposal of changing the definition of "low-income population" from those earning 100% of the Federal Poverty Level (FPL) or less to those earning 150% of FPL or less may not be going far enough. Some suggested the threshold should be 185% of FPL or less to align with the Supplemental Nutrition Assistance Program (SNAP) definitions. Staff followed up with more research on how other transit agencies define "low-income populations" and determined most use 100% of FPL. However, staff analyzed which block groups would be considered "low income" versus "higher income" given the three possible thresholds. As a result, staff at that time decided to maintain our proposed threshold of 150% FPL as the definition for low-income status.

In preparation of the 2019-2021 SAMTD Statewide Transportation Improvement Fund (STIF) Plan, the STIF Advisory Committee (STIFAC) recommended that SAMTD use 200% FPL to define low-income status when developing the service plans for any service enhancements that result from the state's new STIF funding, which altered service

[4] The City of Keizer does not have an equivalent commission or similar group to consult for Title VI-related subjects.

beginning in September 2019. The STIF program defined low-income status at 200% for the entire state. In response, Policy #709 “Disproportionate Burden for Service Changes,” was revised to define low-income populations as those households making 200% or less of FPL each year.

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Part III: Systemwide Service Standards and Policies

In Fiscal Year 2026, Cherriots kept its strategic plan with the following values:

- Communication
- Humility
- Excellence
- Respect
- Resourceful
- Inclusive
- Ownership
- Transparency
- Safety

These values are always used when considering service changes and are incorporated into each year's annual service planning process. Beyond these priority considerations, SAMTD has also established standards and policies as set forward in FTA Circular 4702.1B covering:

Standards:

- Service availability
- Service frequency
- On-time performance
- Vehicle loads

Policies:

- Amenity placement
- Vehicle assignment

These standards and policies assist in guiding the development and delivery of service in support of SAMTD's mission of creating community connections. They also provide benchmarks to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. They establish a basis for monitoring and analysis of service delivery, availability, and the distribution of amenities and vehicles to determine whether or not any disparate impacts or disproportionate burdens are evident.

Service Availability

In the urban area, 75% of revenue hours will be deployed with a focus on increasing ridership, predominantly on high demand corridors. This service will include 15-minute frequency routes, commuter/tripper routes, and limited 30-minute frequency routes that are expected to provide overall high ridership. The remaining 25% of urban revenue hours will be allocated to service that provides needed coverage throughout the community without consideration for expected boardings per revenue hour. This service will predominantly include 60-minute and 30-minute frequency routes. An entire route or individual segments of a route may be classified as either ridership or coverage focused.

Of the residents within the Salem-Keizer UGB, 90% should have transit service along a major arterial, minor arterial, or collector street serving their residential area; in areas where service can't come within one-half mile of the residential area, a park and ride lot should be available on the route closest to the unserved area.

Service Frequency

Service Day Periods

Distinct route structures and frequencies may be provided during different time periods of the service day. Where possible, route structures should remain consistent between time periods to promote usability and clarity. The service day may contain three separate periods of time:

1. Daytime service - 5 a.m. - 7 p.m.
2. Evening service - 7 p.m. - 11 p.m.
3. Night service - 11 p.m. - 5 a.m.

Service Day Types

Distinct route structures and frequencies may be provided during different types of service days. Where possible, route structures should remain consistent to promote usability and clarity. The three types of service days may include: weekday, Saturday, or Sunday service.

Consistent Frequency

Transit service will be deployed where it will provide the greatest use to the most people for access to the most activities and jobs. As one of the strongest drivers for high ridership, where possible and practical, route frequency should remain consistent throughout the service day period.

Route Types

SAMTD will maintain four types of routes, generally aligned with the frequency of service provided:

1. **Frequent** - Routes operating every 15 or 20 minutes provide reliable, high-frequency service along corridors. These route frequencies should be deployed with an expectation of relatively high ridership, above 25 boardings per revenue hour.
2. **Standard** - 30-minute frequency routes provide reliable connectivity to transit centers or to 15-minute frequency routes. Routes with 30-minute frequency should be deployed with an expectation of moderately high ridership, above 20 boardings per revenue hour.
3. **Basic** - Often referred to as "coverage service," 60-minute frequency routes provide service coverage over large areas and provide critical life-line connectivity to many sections of the community. Routes with 60-minute frequency should be deployed with an expectation of moderate ridership, above 10 boardings per revenue hour.

4. **Commuter/Tripper** - Commuter and tripper routes provide connectivity to a specific, remote location or provide service at particular times when significant travel demand is expected. Commuter/Tripper routes typically have few trips throughout the day. Commuter/Tripper routes should be deployed with an expectation of moderately high ridership, above 20 boardings per revenue hour.

On-Time Performance

At least 85% of buses should depart at time points no more than five minutes late (75% in p.m. peak). No more than 10% of buses should depart their time points between five and 10 minutes late (15% in p.m. peak). No more than 5% of buses should depart their time points more than 10 minutes late (10% in p.m. peak). No buses should depart their time points before their scheduled departure times.

The number of missed trips will be less than 0.5% of total scheduled trips. Road calls will occur less frequently than every 4,000 vehicle miles.

Vehicle Loads

SAMTD will assign a sufficient sized vehicle, or frequency of vehicles, to routes in a manner that will minimize overcrowding of buses through all portions of the SAMTD service area.

Additional service will be considered when load levels routinely exceed 1.5 times the seated capacity of the vehicle for Cherriots Local routes and 1.0 times the seated capacity for Cherriots Regional express routes. Additional service will be considered when customers must routinely stand longer than 20 minutes on an individual trip.

Table 3. Vehicle capacities and maximum load factors.

			Passenger Capacities	
Vehicle Type	**Seated**	**Standing**	**Maximum Capacity**	**Maximum Load Factor**
35-ft high floor	33	0	33	1.0
35-ft. low floor	32	16	48	1.5
40-ft. low floor	38	19	57	1.5
40-ft. commuter	33	0	33	1.0

Transit operators are required to radio dispatch if they have a full load and must pass up anyone. SAMTD considers a full bus to have a load factor of 1.5 for Cherriots Local routes, and 1.0 for Cherriots Regional express routes and any local commuter express routes (currently, just Route 1X). This load standard does not apply to special event service or shuttles.

Amenity Placement

To the extent permitted by the topography and physical conditions on a route, transit amenities such as bus shelters, stop frequency, park and ride lots and facilities, and information displays will be equally distributed among all of the transit routes and across all areas of the SAMTD service area.

Bus stops shall be between 0.2 and 0.25 miles apart on all routes, to the extent allowed by physical circumstances; shelters shall be placed at stops based on the number of boardings or other specific criteria, with a goal of placing shelters at all stops in the system that serve 20 or more riders per day or more than eight riders at one time (recognizing that some stops have physical or legal limitations that will not allow shelter placement).

Vehicle Assignment

To the extent permitted by physical conditions and certain specific operating conditions on the routes, vehicles will be assigned randomly to routes for the purpose of equitably balancing the age, amenities, and condition of the vehicles amongst all riders in the SAMTD service area.

Each bid period, SAMTD will develop an assignment of buses that rotates all vehicles, regardless of age or amenities, between routes to the extent possible by the conditions mentioned above.

SAMTD uses two criteria for placing buses on routes, mileage of the buses and ridership of a given route. In order to maintain approximately equal odometer readings on all of the vehicles based on their ages, the vehicles are placed in high or low mileage routes accordingly.

In addition, SAMTD operates two commuter type buses for its Route 1X local commuter express service between Salem and Wilsonville. These buses have commuter style seats and luggage racks. The commuter express nature of the route dictates the type of bus to be used. Age of the bus, ridership, and other factors are not relevant to the assignment of these vehicles.

Additional criteria may influence vehicle assignment from time to time, such as rotation required by SAMTD's service provision contracts or vehicle right-sizing based on ridership demand.

Part IV: Service Monitoring

Part of SAMTD's compliance with FTA Circular 4702.1B is ongoing service monitoring. This monitoring is meant to ensure that SAMTD is providing service in a way that does not discriminate on the basis of race, color, or national origin.

Specifically, SAMTD monitors the following service and performance metrics:

1. Minority and non-minority routes
2. Service availability
3. Service frequency and span
4. On-time performance
5. Vehicle loads
6. Stop amenities
7. Vehicle assignment

Minority and Non-Minority Routes

"Minority" routes, as defined by the FTA, are routes that provide at least one third of their service (measured by revenue hours) in block groups that are above-average minority populations. For Cherriots Regional and local commuter express routes, SAMTD defines minority routes as those providing bus stops in block groups that are above-average minority populations. "Non-minority" routes are all others.

Currently SAMTD operates a total of 28 fixed routes. Of these, 16 routes are considered minority routes. The remaining 12 routes are considered non-minority routes. As of May 2026, minority routes accounted for 69.7% of SAMTD system service on weekdays (measured by revenue hours), slightly less, at 66.3%, of the SAMTD system on Saturdays, and 81.7% on Sundays. SAMTD generally aligns service with mobility needs and ridership, thus routes serving areas with above average minority populations typically have higher ridership and therefore a higher overall level of service than non-minority routes. Only three non-minority routes run on Sundays, therefore the percentage minority routes is much higher on Sundays.

Service Availability

SAMTD considers persons residing within a one-quarter mile walk of Cherriots Local bus stops and within a one-half mile walk of Cherriots Regional bus stops as having service available. Service availability is expressed as a number and percentage of the population of Salem-Keizer and Regional UGBs.

Table 4. Availability of service.

	Salem-Keizer & Regional UGBs	Number and Percentage within One-quarter Mile Walk of Bus Stops (Half-Mile for Regional Stops)	
Minorities	130,355	89,688	68.8%
Non-Minorities	258,161	157,875	61.2%
All	388,516	247,563	63.7%

Source: ACS 2020-24_5-Year Estimate, Table C03002.

Findings

The percentage of minority populations with service available exceeds that of the non-minority population, 68.8% compared to 61.2%. Thus, there are no disparate impacts to the minority population in regard to availability of service.

Service Frequency and Span

The analysis of service frequency and span is by type of service. Tables 5 through 11 present the frequency and span for each route on weekdays, Saturdays, and Sundays, comparing each type of service (Cherriots Local, Cherriots Local commuter express, and Cherriots Regional express) individually. Tables 11 through 18 compare the frequency and span of service between minority routes and non-minority routes by day of the week and type of service. The following definition is used for time bands in these tables:

1. AM (start of service until 8:59 a.m.)
2. Mid-day (9 a.m. until 1:59 p.m.)
3. PM (2 p.m. until 6:59 p.m.)
4. Evening (7 p.m. until end of service)

Table 5. Weekday headways and span of service of Cherriots Local routes (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Average Headways				Service Start	Service End	Span (Hrs.)
		AM	Mid	PM	Eve			
2	Market / Brown	17	15	15	29	5:55 AM	11:22 PM	17.5
3	Portland Road	30	30	30	38	5:57 AM	11:27 PM	17.5
4	State Street	29	30	30	37	5:36 AM	11:28 PM	17.9
5	Center Street	15	15	15	28	5:52 AM	11:21 PM	17.5
6	Fairview Industrial	63	60	60	60	5:30 AM	9:38 PM	16.1
7	Mission Street	30	29	27	30	5:43 AM	11:13 PM	17.5
8	12th / Liberty via Red Leaf	58	60	60	60	5:45 AM	11:34 PM	17.8
9	Cherry / River Road	28	30	30	30	5:46 AM	9:29 PM	15.7
11	Lancaster / Verda	14	14	15	25	5:46 AM	11:51 PM	18.1
12	Hayesville Drive	60	60	60	59	6:30 AM	9:17 PM	14.8
13	Silverton Road	30	30	30	36	5:42 AM	11:17 PM	17.6
14	Windsor Island Road	30	30	30	30	6:00 AM	9:21 PM	15.4
16	Wallace Road	60	60	60	60	5:30 AM	9:54 PM	16.4
17	Edgewater Street	15	15	15	27	5:33 AM	11:17 PM	17.7
18	12th / Liberty via Lone Oak	60	60	60	60	6:10 AM	11:06 PM	16.9
19	Broadway / River Road	16.7	15	15	39	5:54 AM	11:19 PM	17.4
21	South Commercial	16.7	15	15	39	5:57 AM	11:22 PM	17.4
22	Kuebler Link	20	20	20	25	5:26 AM	11:31 PM	18.1
23	Lansing / Hawthorne	60	60	60	60	6:25 AM	9:20 PM	14.9
26	Glen Creek / Orchard Hts.	60	60	60	60	6:00 AM	9:03 PM	15.
27	Glen Creek / Eola	60	60	60	60	5:30 AM	9:37 PM	16.1

Table 6. Weekday round trips and span of service of the Cherriots Local commuter express route (Route 1X).

Route	Route Name	Daily Round trips	Service Start	Service End	Span (Hrs.)
1X	Wilsonville / Salem Express*	16 daily round trips	5:00 AM	7:21 PM	14.4

* Includes six round trips operated by Cherriots and 10 operated by the City of Wilsonville (SMART)

Table 7. Weekday round trips and span of service of Cherriots Regional express routes (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Daily Round Trips	Service Start	Service End	Span (Hrs.)
10X	**Woodburn / Salem Express**	**8 daily round trips**	**6:00 AM**	**8:17 PM**	**14.3**
20X	**N. Marion Co. / Salem Exp.**	**5 daily round trips**	**6:13 AM**	**8:20 PM**	**14.1**
30X	Santiam / Salem Express	4 daily round trips	5:47 AM	7:11 PM	13.4
40X	Polk County / Salem Express	10 daily round trips	5:58 AM	9:23 PM	15.4
50X	Dallas / Salem Express	4 daily round trips	6:17 AM	5:37 PM	6.0
80X	**Woodburn / Keizer Express**	**8 daily round trips**	**5:25 AM**	**7:50 PM**	**14.4**

Table 8. Saturday headways and span of service of Cherriots Local routes (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Average Headway				Service Start	Service End	Span (Hrs.)
		AM	Mid	PM	Eve			
2	Market / Brown	30	30	30	60	6:26 AM	9:22 PM	15.0
3	Portland Road	60	60	60	60	6:27 AM	9:27 PM	15.0
4	State Street	60	60	60	60	6:06 AM	9:28 PM	15.4
5	Center Street	30	30	30	60	6:22 AM	9:21 PM	15.0
6	Fairview Industrial	60	60	60	60	6:24 AM	9:38 PM	15.2
7	Mission Street	30	30	30	30	6:43 AM	9:13 PM	14.5
8	12th / Liberty via Red Leaf	60	60	60	60	6:41 AM	9:34 PM	15.0
9	Cherry / River Road	60	60	60	60	6:16 AM	9:29 PM	15.2
11	Lancaster / Verda	30	30	30	30	6:17 AM	9:46 PM	15.5
13	Silverton Road	60	60	60	60	6:57 AM	8:47 PM	13.8
16	Wallace Road	60	60	60	60	6:31 AM	8:54 PM	14.4
17	Edgewater Street	30	30	30	60	6:26 AM	9:24 PM	15.0
18	12th / Liberty via Lone Oak	60	60	60	60	6:10 AM	9:06 PM	15.0
19	Broadway / River Road	30	30	30	60	6:24 AM	9:19 PM	14.9
21	South Commercial	30	30	30	60	6:25 AM	9:21 PM	14.9
22	Kuebler Link	20	20	20	40	5:55 AM	10:22 PM	16.5

Table 9. Sunday headways and span of service of Cherriots Local routes (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Average Headway				Service Start	Service End	Span (Hrs.)
		AM	Mid	PM	Eve			
2	Market / Brown	60	60	60	60	7:25 AM	8:22 PM	13.0
3	Portland Road	60	60	60	60	7:27 AM	8:27 PM	13.0
4	State Street	60	60	60	60	7:05 AM	8:28 PM	13.4
5	Center Street	60	60	60	60	7:22 AM	8:21 PM	13.0
7	Mission Street	30	30	30	30	7:43 AM	8:13 PM	12.5
8	12th / Liberty via Red Leaf	60	60	60	60	7:24 AM	8:24 PM	13.0
9	Cherry / River Road	60	60	60	60	7:15 AM	8:29 PM	13.2
11	Lancaster / Verda	30	30	30	30	7:15 AM	8:46 PM	13.5
13	Silverton Road	60	60	60	60	7:27 AM	8:17 PM	12.8
17	Edgewater Street	60	60	60	60	7:26 AM	8:24PM	13.0
19	Broadway / River Road	60	60	60	60	7:24 AM	8:19 PM	12.9
21	South Commercial	60	60	60	60	7:26 AM	8:22 PM	12.9
22	Kuebler Link	40	40	40	40	7:13 AM	8:12 PM	13.0

Table 10: Saturday round trips and span of service of Cherriots Regional express routes (minority routes shown in bold with shaded backgrounds).

Route Type	Route	Route Name	Daily Round Trips	Service Start	Service End	Span (Hrs.)
Cherriots Regional Express Routes	**10X**	**Woodburn / Salem Express**	**3.5 daily round trips**	**7:26 AM**	**6:25 PM**	**11.0**
	20X	**N. Marion Co. / Salem Exp.**	**3.5 daily round trips**	**8:11 AM**	**6:08 PM**	**10.0**
	30X	Santiam / Salem Express	2 daily round trips	8:00 AM	7:35 PM	7.0
	40X	Polk County / Salem Express	6 daily round trips	7:25 AM	8:57 PM	13.5
	80X	**Woodburn / Keizer Express**	**7 daily round trips**	**8:30 AM**	**8:50 PM**	**12.3**

Table 11. Sunday round trips and span of service of Cherriots Regional express routes (minority routes shown in bold with shaded backgrounds).

Route Type	Route	Route Name	Daily Round Trips	Service Start	Service End	Span (Hrs.)
Cherriots Regional Express Routes	**80X**	**Woodburn / Keizer Express**	**7 daily round trips**	**8:30 AM**	**7:50 PM**	**11.3**

Tables 12 through 14 compare the frequency and span of service of Cherriots Local minority and non-minority routes.

Table 12. Comparison of weekday headways and span of service for Cherriots Local minority and non-minority routes.

Route Type	Route Classification	Average Headway				Average Service Start	Average Service End	Average Span (Hrs.)
		AM	Mid	PM	Eve			
Cherriots Local Routes	*Minority Routes*	31	31	31	36	5:51 AM	10:48 PM	17.0
	Non-Minority Routes	46	46	46	49	5:47 AM	10:26 PM	16.6
	All Routes	37	37	37	41	5:49 AM	10:39 PM	16.8

Table 13. Comparison of Saturday headways and span of service for Cherriots Local minority and non-minority routes.

Route Type	Route Classification	Average Headway				Average Service Start	Average Service End	Average Span (Hrs.)
		AM	Mid	PM	Eve			
Cherriots Local Routes	*Minority Routes*	44	44	44	55	6:26 AM	9:23 PM	15.0
	Non-Minority Routes	46	46	46	56	6:20 AM	9:27 PM	15.2
	All Routes	45	45	45	55	6:24 AM	9:24 PM	15.0

Table 14. Comparison of Sunday headways and span of service for Cherriots Local minority and non-minority routes.

Route Type	Route Classification	Average Headway				Average Service Start	Average Service End	Average Span (Hrs.)
		AM	Mid	PM	Eve			
Cherriots Local Routes	*Minority Routes*	54	54	54	54	7:22 AM	8:25 PM	13.1
	Non-Minority Routes	53	53	53	53	7:21 AM	8:19 PM	13.0
	All Routes	54	54	54	54	7:22 AM	8:23 PM	13.0

Table 15 shows the daily round trips and span of service of the Cherriots Local commuter

express service, Route 1X. Because there is only one route in this category, there is no comparison between minority or non-minority routes necessary.

Table 15. Weekday headways and span of service for Cherriots Local commuter express non-minority route (Route 1X).

Route Type	Route Classification	Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs.)
Cherriots Local Commuter Express Route	*Minority Routes*	-	-	-	-
	Non-Minority Routes[*]	16 daily round trips	5:00 AM	7:21 PM	14.4
	All Routes	16 daily round trips	5:00 AM	7:21 PM	14.4

[*]Route 1X is the only service in this category at this time, but future urban to urban commuter express services will be compared here.

Tables 16 and 17 compare the daily round trips and span of service for Cherriots Regional express routes designated as minority or non-minority routes.

Table 16. Comparison of weekday average daily round trips and span of service for Cherriots Regional minority and non-minority express routes.

Route Type	Route Classification	Average Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs.)
Cherriots Regional Express Routes	*Minority Routes*	7.0	5:52 AM	8:19 PM	14.3
	Non-Minority Routes	6.0	6:00 AM	7:23PM	11.6
	All Routes	6.5	5:56 AM	7:46 PM	13.0

Table 17. Comparison of Saturday average daily round trips and span of service for Cherriots Regional minority and non-minority express routes.

Route Type	Route Classification	Average Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs.)
Cherriots Regional Express Routes	*Minority Routes*	4.7	8:02 AM	7:07 PM	11.1
	Non-Minority Routes	4.0	7:42 AM	8:16 PM	10.3
	All Routes	4.4	7:54 AM	7:35 PM	10.8

Table 18 shows the Sunday round trips and span of service of the Cherriots Regional express service, Route 80X. Because there is only one route in this category, there is no comparison between minority or non-minority routes necessary.

Table 18. Sunday average daily round trips and span of service for Cherriots Regional express minority route (Route 80X).

Route Type	Route Classification	Daily Round Trips	Average Service Start	Average Service End	Average Span (Hrs.)
Cherriots Regional Express Routes	*Minority Routes*	7 daily round trips	8:30 AM	7:50 PM	11.3
	Non-Minority Routes[*]	-	-	-	-
	All Routes	7 daily round trips	8:30 AM	7:50 PM	11.3

Findings

- For weekday and Saturday, Cherriots Local minority routes have smaller headways (serve stops more frequently) than service on non-minority routes.

  On Sundays, Cherriots Local minority routes have a slightly longer average headway than non-minority routes (54 minutes versus 53 minutes).

- For Cherriots Local service, the span of service is slightly greater for minority routes than non-minority routes on Weekday and Sunday (17.0 hours and 16.6 hours, respectively for weekdays, and 13.1 hours and 13.0 hours, respectively for Sundays). On Saturday, the span of service is slightly lower for minority routes than non-minority routes (15.0 hours and 15.2 hours).

  Therefore, there is no disparate impact to minority populations due to differences in frequency or span of service on weekdays for the Cherriots Local service. On weekends, the observed differences in headways and span of service are minimal; however, they may constitute a potential disparate impact on minority populations. It will be considered in the next round of funding for the service.

- There is only one Cherriots Local commuter service (Route 1X) in the system today, so comparisons cannot be made for this non-minority route.

- For weekday and Saturday Cherriots Regional express service, minority routes have a slightly greater number of average daily round trips than the non-minority routes (7.0 versus 6.0 average round trips per day, respectively for weekdays, and 4.7 versus 4.0 average round trips per day, respectively for Saturdays).

- The span of service is also greater for the Cherriots Regional express routes defined as minority routes than the non-minority routes on weekdays and Saturdays (14.3 hours versus 11.6 hours, respectively for weekdays, and 11.1 hours versus 10.3 hours, respectively for Saturdays). Therefore, there is no disparate impact to minority populations due to differences in frequency or span of service on weekdays and Saturdays for the Cherriots Regional Express service.

- There is only one Cherriots Regional express service (Route 80X) on Sunday, so comparisons cannot be made for this minority route.

Thus, there are no disparate impacts to minority populations riding the Cherriots Regional express buses in regard to frequency or span, but the potential disparate impacts to minorities for the Cherriots Local buses on weekends will be re-examined with the next funding cycle.

On-Time Performance

SAMTD has installed a Computer Aided Dispatch – Automatic Vehicle Location (CAD-AVL) system on every bus. CAD-AVL continually monitors on-time performance (OTP) for every time point. Buses were considered to be "on time" if they departed a time point anywhere between 0 to 5 minutes after the scheduled time. Average OTP is weighted by revenue hours by route.

Table 19. Weekday on-time performance of Cherriots Local and Cherriots Regional routes (April 2026) (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
2	Market / Brown	91%	90%	89%	94%	90%
3	Portland Road	95%	90%	84%	91%	89%
4	State Street	95%	95%	90%	95%	93%
5	Center Street	98%	94%	87%	94%	93%
6	Fairview Industrial	87%	91%	60%	90%	80%
7	Mission Street	95%	89%	93%	99%	94%
8	12th / Liberty via Red Leaf	95%	96%	79%	97%	91%
9	Cherry / River Road	95%	90%	84%	94%	90%
10X	Woodburn / Salem Express	96%	95%	68%	84%	84%
11	Lancaster / Verda	88%	80%	70%	68%	76%
12	Hayesville Drive	96%	95%	95%	96%	95%
13	Silverton Road	94%	90%	90%	93%	91%
14	Windsor Island Road	97%	89%	90%	97%	91%
16	Wallace Road	94%	92%	56%	93%	82%
17	Edgewater Street	99%	96%	95%	95%	96%
18	12th / Liberty via Lone Oak	94%	93%	74%	97%	89%
19	Broadway / River Road	89%	87%	70%	90%	82%
20X	N. Marion Co. / Salem Exp.	99%	92%	91%	86%	93%
21	South Commercial	95%	90%	86%	94%	90%
22	Kuebler Link	96%	95%	88%	88%	92%
23	Lansing / Hawthorne	75%	95%	82%	94%	87%
26	Glen Creek / Orchard Hts.	97%	98%	96%	99%	98%

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
27	Glen Creek / Eola	93%	96%	96%	96%	95%
30X	Santiam / Salem Express	97%	92%	86%	73%	91%
40X	Polk County / Salem Express	88%	77%	79%	95%	82%
50X	Dallas / Salem Express	96%	---	96%	---	96%
80X	Wilsonville / Keizer Express	96%	94%	95%	94%	95%

Table 20. Weekday on-time performance for Cherriots Local commuter express (April 2026) (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
1X	Wilsonville / Salem Express*	96%	86%	68%	91%	79%

*Cherriots trips only; OTP of SMART trips are not included.

Table 21. Saturday on-time performance of Cherriots Local and Cherriots Regional routes (April 2026) (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
2	Market / Brown	95%	70%	66%	90%	75%
3	Portland Road	86%	91%	94%	94%	91%
4	State Street	96%	92%	93%	91%	93%
5	Center Street	96%	87%	69%	88%	82%
6	Fairview Industrial	98%	90%	89%	90%	91%
7	Mission Street	100%	98%	93%	98%	97%
8	12th / Liberty via Red Leaf	99%	97%	96%	91%	96%
9	Cherry / River Road	94%	81%	76%	92%	84%
10X	Woodburn / Salem Express	100%	94%	84%	—	90%
11	Lancaster / Verda	93%	77%	74%	81%	80%
13	Silverton Road	82%	94%	91%	97%	92%
16	Wallace Road	96%	98%	94%	100%	97%
17	Edgewater Street	99%	97%	98%	100%	98%
18	12th / Liberty via Lone Oak	96%	99%	96%	94%	97%
19	Broadway / River Road	97%	80%	70%	89%	80%

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
20X	N. Marion Co. / Salem Exp.	90%	83%	86%	—	85%
21	South Commercial	96%	84%	83%	80%	85%
22	Kuebler Link	99%	98%	97%	99%	98%
30X	Santiam / Salem Express	89%	94%	80%	83%	87%
40X	Polk County / Salem Express	100%	89%	88%	87%	90%
80X	Wilsonville / Keizer Express	100%	100%	100%	—	100%

Table 22. Sunday on-time performance of Cherriots Local and Cherriots Regional routes (April 2026) (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Percent of Trips On Time				
		AM	Mid	PM	Eve	Overall
2	Market / Brown	90%	89%	99%	85%	92%
3	Portland Road	87%	93%	95%	92%	93%
4	State Street	100%	97%	93%	95%	96%
5	Center Street	98%	94%	96%	91%	95%
7	Mission Street	95%	93%	92%	95%	93%
8	12th / Liberty via Red Leaf	94%	98%	98%	94%	97%
9	Cherry / River Road	91%	88%	83%	79%	85%
11	Lancaster / Verda	89%	82%	76%	68%	79%
13	Silverton Road	92%	96%	97%	100%	96%
17	Edgewater Street	100%	95%	98%	97%	97%
19	Broadway / River Road	91%	89%	80%	78%	85%
21	South Commercial	98%	83%	81%	92%	85%
22	Kuebler Link	98%	94%	91%	97%	93%
80X	Wilsonville / Keizer Express	75%	56%	100%	100%	92%

Table 23. Comparison of on-time performance for weekday Cherriots Local minority and non-minority routes.

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
Minority Routes	92%	91%	84%	92%	89%
Non-Minority Routes	95%	94%	83%	95%	91%
All Routes	93%	92%	84%	93%	90%

Table 24. Comparison of on-time performance for Saturday Cherriots Local minority and non-minority routes.

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
Minority Routes	94%	87%	83%	92%	88%
Non-Minority Routes	97%	95%	93%	93%	95%
All Routes	95%	90%	86%	92%	90%

Table 25. Comparison of on-time performance for Sunday Cherriots Local minority and non-minority routes.

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
Minority Routes	93%	92%	91%	88%	91%
Non-Minority Routes	97%	92%	90%	94%	92%
All Routes	94%	92%	91%	89%	91%

Table 26. Comparison of on-time performance for weekday Cherriots Regional minority and non-minority routes.

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
Minority Routes	97%	94%	85%	88%	91%
Non-Minority Routes	94%	85%	87%	84%	90%
All Routes	95%	90%	86%	86%	90%

Table 27. Comparison of on-time performance for Saturday Cherriots Regional minority and non-minority routes.

Route Classification	Average Percent of Trips on Time				
	AM	Mid	PM	Eve	Overall
Minority Routes	97%	92%	90%	—	92%
Non-Minority Routes	95%	92%	84%	85%	89%
All Routes	96%	92%	88%	85%	90%

Findings

- Weekday OTP for Cherriots Local minority routes is 89% on average, slightly lower than the OTP rate for non-minority routes, which is 91%.
- Saturday OTP for Cherriots Local minority routes is 88% on average, lower than the OTP rate for non-minority routes, 95%.
- Sunday OTP for Cherriots Local minority routes is 91% on average, slightly lower than the OTP rate for non-minority routes, 92%.
- Weekday OTP for Cherriots Regional minority routes is 91% on average, slightly higher than the OTP rate for non-minority routes, which was 90%.
- Saturday OTP for Cherriots Regional minority routes is 92% on average, slightly higher than the OTP rate for non-minority routes, which was 89%.

None of the differences between the OTP of minority routes and non-minority routes are more than the systemwide disparate impact threshold of 20%. Therefore, there are no disparate impacts to minority populations in regard to OTP.

Vehicle Loads

Vehicle loads are examined to determine whether buses are overcrowded. Table 28 shows vehicle capacities of the newest buses in the Cherriots fleet (purchased in 2018 and later). Older vehicles have slightly greater capacities due to a different seat configuration primarily governed by the size of the ADA wheelchair tie-down areas, which are larger in the newer buses.

Table 28. Vehicle capacities and maximum load factors of the newest Cherriots buses.

	Passenger Capacities			
Vehicle Type	**Seated**	**Standing**	**Maximum Capacity**	**Maximum Load Factor**
25-ft low floor	13	0	13	1.0
35-ft high floor	33	0	13	1.0
35-ft. low floor	32	16	48	1.5
40-ft. low floor	38	19	57	1.5
40-ft. commuter	33	0	33	1.0

Tables 29 through 35 compare average vehicle loads for minority and non-minority routes. The data were collected from April through June 2026 using the new Automatic Passenger Counter (APC) system, which became fully operational on Cherriots Local buses during this period. Average maximum load factors, defined by the average load to seated capacity ratio, are weighted by revenue hours of each route in these tables.

Table 29. Weekday average maximum vehicle loads and load factors by route (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Bus Type	Average Max Load	Average Max Load Factor
2	Market / Brown	35’ low floor	28	0.58
3	Portland Road	40’ low floor	40	0.70
4	State Street	40’ low floor	22	0.38
5	Center Street	35’ low floor	28	0.58
6	Fairview Industrial	35’ low floor	14	0.29
7	Mission Street	35’ low floor	14	0.29
8	12th / Liberty via Red Leaf	35’ low floor	22	0.46
9	Cherry / River Road	35’ low floor	25	0.52
11	Lancaster / Verda	40’ low floor	33	0.69
12	Hayesville Drive	35’ low floor	19	0.40
13	Silverton Road	40’ low floor	19	0.40
14	Windsor Island Road	35’ low floor	16	0.33
16	Wallace Road	35’ low floor	20	0.42
17	Edgewater Street	35’ low floor	27	0.56
18	12th / Liberty via Lone Oak	35’ low floor	23	0.48
19	Broadway / River Road	40’ low floor	30	0.53
21	South Commercial	40’ low floor	40	0.70
22	Kuebler Link	25’ low floor	5	0.38
23	Lansing / Hawthorne	35’ low floor	30	0.63
26	Glen Creek / Orchard Hts.	35’ low floor	10	0.21
27	Glen Creek / Eola	35’ low floor	6	0.13

**Excludes Routes 10X, 20X, 30X, 40X, 45, 50X and 80X because the APC system is not yet fully operational on Cherriots Regional buses.

Table 30. Saturday average maximum vehicle loads and load factors by route (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Bus Type	Average Max Load	Average Max Load Factor
2	Market / Brown	35’ low floor	26	0.54
3	Portland Road	40’ low floor	26	0.46
4	State Street	40’ low floor	14	0.25
5	Center Street	35’ low floor	28	0.58
6	Fairview Industrial	35’ low floor	9	0.19
7	Mission Street	35’ low floor	21	0.44
8	12th / Liberty via Red Leaf	35’ low floor	18	0.38
9	Cherry / River Road	35’ low floor	18	0.38
11	Lancaster / Verda	40’ low floor	22	0.46
13	Silverton Road	40’ low floor	13	0.35
16	Wallace Road	35’ low floor	10	0.21
17	Edgewater Street	35’ low floor	17	0.92
18	12th / Liberty via Lone Oak	35’ low floor	18	0.38
19	Broadway / River Road	40’ low floor	44	0.77
21	South Commercial	40’ low floor	30	0.53
22	Kuebler Link	25’ low floor	6	0.46

Table 31. Sunday average maximum vehicle loads and load factors by route (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Bus Type	Average Max Load	Average Max Load Factor
2	Market / Brown	35’ low floor	26	0.54
3	Portland Road	40’ low floor	16	0.28
4	State Street	40’ low floor	15	0.26
5	Center Street	35’ low floor	29	0.60
7	Mission Street	35’ low floor	12	0.25
8	12th / Liberty via Red Leaf	35’ low floor	17	0.35
9	Cherry / River Road	35’ low floor	11	0.23
11	Lancaster / Verda	40’ low floor	18	0.38
13	Silverton Road	40’ low floor	9	0.19
17	Edgewater Street	35’ low floor	15	0.31
19	Broadway / River Road	40’ low floor	22	0.39
21	South Commercial	40’ low floor	23	0.40
22	Kuebler Link	25’ low floor	7	0.54

Table 32. Average maximum vehicle load and load factor for Cherriots Local commuter express route, weekdays only.

Route	Route Name	Bus Type	Average Max Load	Average Max Load Factor
1X	Wilsonville / Salem Express*	40' commuter	8	0.24

Table 33. Comparison of weekday average vehicle loads for minority and non-minority routes of Cherriots Local service.

Route Classification	Cherriots Local Routes	
	Average Max Load	Average Max Load Factor
Minority Routes	25.3	0.50
Non-Minority Routes	17.8	0.39
All Routes	22.4	0.46

Table 34. Comparison of Saturday average vehicle loads for minority and non-minority routes of Cherriots Local service.

Route Classification	Cherriots Local Routes	
	Average Max Load	Average Max Load Factor
Minority Routes	21.6	0.43
Non-Minority Routes	16.4	0.39
All Routes	20.00	0.416

Table 35. Comparison of Sunday average vehicle loads for minority and non-minority routes of Cherriots Local service.

Route Classification	Cherriots Local Routes	
	Average Max Load	Average Max Load Factor
Minority Routes	17.3	0.34
Non-Minority Routes	15.7	0.43
All Routes	16.9	0.36

Findings

- On Cherriots Local routes, the weekday average maximum load factor for minority routes (0.50), is higher than that for non-minority routes (0.39). Both are far less than the standard of 1.5.The average max load for Cherriots Local commuter express route (0.24) is less than the standard of 1.0.

- On Cherriots Local routes, the Saturday average maximum load factor for minority routes (0.43), is higher than that for non-minority routes (0.39). Both are far less than the standard of 1.5.
- On Cherriots Local routes, the Sunday average maximum load factor for minority routes (0.34), is slightly lower than that for non-minority routes (0.43). Both are far less than the standard of 1.5.
- Currently SAMTD only has load data for Route 1X, which is a non-minority route. No data has been collected on Routes 10X, 20X, 30X, 40X, 45, 50X, or 80X because the APC system is not yet fully operational on Cherriots Regional buses. In future analyses, SAMTD will be able to report on the differences in average max load factors for minority routes and non-minority routes on the Cherriots Local commuter express and Cherriots Regional express services.

Examining the data above where no routes are over their maximum allowable load factors, it can be concluded that there are no disparate impacts to minority populations in regard to vehicle loads.

Stop Amenities

SAMTD analyzed the distribution of stop amenities in order to identify potential disparities. Table 36 shows the share of each amenity in block groups with higher-than-regional-average rates of minority populations.

Table 36. Distribution of amenities in minority block groups versus the total service area.

Amenity	Total in Service Area	Located In Minority Census Tracts	
		Count	Percent
Signs, Maps, and Schedules	801	309	38.6%
Shelters	139	47	33.8%
Seating	194	69	35.6%
Waste Receptacles	218	69	31.7%

Findings

- 38.6% of signs, maps, and schedules are located in minority block groups. 33.8% of shelters are located in minority block groups.
- 35.6% of seating and 31.7% of waste receptacles are located in minority block groups.

Although fewer than half of the transit amenities are located in minority block groups, this reflects the geographic distribution of minority block groups within the service area rather than an inequitable allocation of amenities. Minority block groups represent 30.2% of all census block groups, while the percentage of amenities located in minority block groups

ranges from 31.7% to 38.6%. Because these percentages are consistent with or exceed the proportion of minority block groups in the service area, the analysis indicates that transit amenities are distributed proportionately across minority and non-minority block groups. Therefore, there is no disparate impact on the minority populations in regard to the distribution of amenities.

Vehicle assignment

In regard to assessing the results of SAMTD's vehicle assignment practices in the context of Title VI, the expectation is that the average age of vehicles on minority routes should not be more than the average age of vehicles on non-minority routes. The average age is calculated by weighing the age of the vehicles by the number of hours in service. Tables 37 through 39 present the average vehicle age for each route on weekdays, Saturdays, and Sundays. Tables 40 through 43 compare the average vehicle age between minority routes and non-minority routes by day of the week.

Table 37. Weekday average vehicle ages by route (January 2026) (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Average Age (Years)
2	Market / Brown	9
3	Portland Road	11
4	State Street	11
5	Center Street	16
6	Fairview Industrial	7
7	Mission Street	7
8	12th / Liberty via Red Leaf	7
9	Cherry / River Road	17
11	Lancaster / Verda	4
12	Hayesville Drive	15
13	Silverton Road	15
14	Windsor Island Road	7
16	Wallace Road	7
17	Edgewater Street	16
18	12th / Liberty via Lone Oak	7
19	Broadway / River Road	17
21	South Commercial	5
22	Kuebler Link	3
23	Lansing / Hawthorne	15
26	Glen Creek / Orchard Hts.	14
27	Glen Creek / Eola	14

**Excludes Routes 10X, 20X, 30X, 40X, 45, 50X and 80X because the data is not yet available on Cherriots Regional buses.

Table 38. Saturday average vehicle ages by route (January 2026) (minority routes shown in

bold with shaded backgrounds).

Route	Route Name	Average Age (Years)
2	Market / Brown	8
3	Portland Road	18
4	State Street	6
5	Center Street	10
6	Fairview Industrial	6
7	Mission Street	18
8	12th / Liberty via Red Leaf	11
9	Cherry / River Road	18
11	Lancaster / Verda	5
13	Silverton Road	15
16	Wallace Road	6
17	Edgewater Street	10
18	12th / Liberty via Lone Oak	11
19	Broadway / River Road	11
21	South Commercial	4
22	Kuebler Link	3

Table 39. Sunday average vehicle ages by route (January 2026) (minority routes shown in bold with shaded backgrounds).

Route	Route Name	Average Age (Years)
2	Market / Brown	10
3	Portland Road	6
4	State Street	4
5	Center Street	7
7	Mission Street	14
8	12th / Liberty via Red Leaf	7
9	Cherry / River Road	15
11	Lancaster / Verda	5
13	Silverton Road	18
17	Edgewater Street	7
19	Broadway / River Road	4
21	South Commercial	6
22	Kuebler Link	3

Table 40. Average age for Cherriots Local commuter express route, weekdays only.

Route	Route Name	Average Age (Years)
1X	Wilsonville / Salem Express*	6

Table 41. Comparison of weekday average age for minority and non-minority routes of Cherriots Local service.

Route Classification	Average Age (Years)
Minority Routes	12
Non-Minority Routes	8
All Routes	11

Table 42. Comparison of Saturday average age for minority and non-minority routes of Cherriots Local service.

Route Classification	Average Age (Years)
Minority Routes	11
Non-Minority Routes	7
All Routes	10

Table 43. Comparison of Sunday average age for minority and non-minority routes of Cherriots Local service.

Route Classification	Average Age (Years)
Minority Routes	9
Non-Minority Routes	5
All Routes	8

Findings

- On Cherriots Local routes, the weekday average age of vehicles for minority routes (12 years), is higher than that for non-minority routes (8 years).
- On Cherriots Local routes, the Saturday average age of vehicles for minority routes (11 years), is higher than that for non-minority routes (7 years).
- On Cherriots Local routes, the Sunday average age of vehicles for minority routes (9 years), is higher than that for non-minority routes (5 years).

Although the average age of vehicles serving minority routes is higher than that of vehicles serving non-minority routes on weekdays, Saturdays, and Sundays, vehicles are not permanently assigned to specific routes. Within the physical and operational

constraints of individual routes and services, vehicles are rotated throughout the Cherriots Local system. Vehicle assignments are based on operational needs and route requirements rather than a route's minority or non-minority classification. Therefore, the observed differences in average vehicle age do not indicate a systematic practice of assigning older vehicles to minority routes.

Summary

SAMTD finds no disparities in terms of performance standards that would indicate lesser service provision to minority riders or populations. Across nearly every metric minority routes actually perform better than the non-minority routes, and minority populations have better access to the Cherriots system based on residential proximity to service.

Part V: Demographic Analysis

SAMTD uses demographic data to assess equity in distribution of services, facilities, and amenities in relation to minority, low-income, and limited English proficient populations. Such data informs SAMTD in the early stages of service, facilities, and programs planning and enables SAMTD to monitor ongoing service performance, analyze the impacts of policies and programs on these populations, and take appropriate measures to avoid or mitigate potential disparities. SAMTD develops maps and comparative charts to perform this analysis, relying on both ridership and population data within the service area. Please note that block groups in rural areas appear to be large areas of populations, but the populations are greatest in the cities and towns, not agricultural areas. Therefore, the rural populations may appear large, but are actually quite small.

The demographic data shown in this report are from the following sources:

- 2020-2024 American Community Survey (ACS) 5-year estimate
- 2025 Cherriots On-Board Rider Survey

This section includes the following items:

1. Service and service area
2. Service availability
3. Minority population
4. Low-income population
5. LEP population
6. Facilities
7. Amenities – signs, maps, and schedules
8. Amenities – shelters
9. Amenities – seating
10. Amenities – waste receptacles

Service and Service Area

The service and service area maps (Figures 3 and 4) show all Cherriots bus routes, differentiated by:

- **Frequent service** – Cherriots Local services that run every 15 or 20 minutes, with more frequent service during peak times.
- **Standard service** – Cherriots Local services that run every 30 minutes throughout the day.
- **Basic service** – Cherriots Local services that run every 60 minutes throughout the day.
- **Cherriots Regional express service** – Cherriots Regional fixed-route express services that connect communities throughout the region. For the purposes of the maps in this section, the Cherriots Local commuter express service (Route 1X Salem / Wilsonville Express) is also included in this category.

Figure 3. Service levels and service areas (Salem-Keizer UGB and Regional City UGBs).

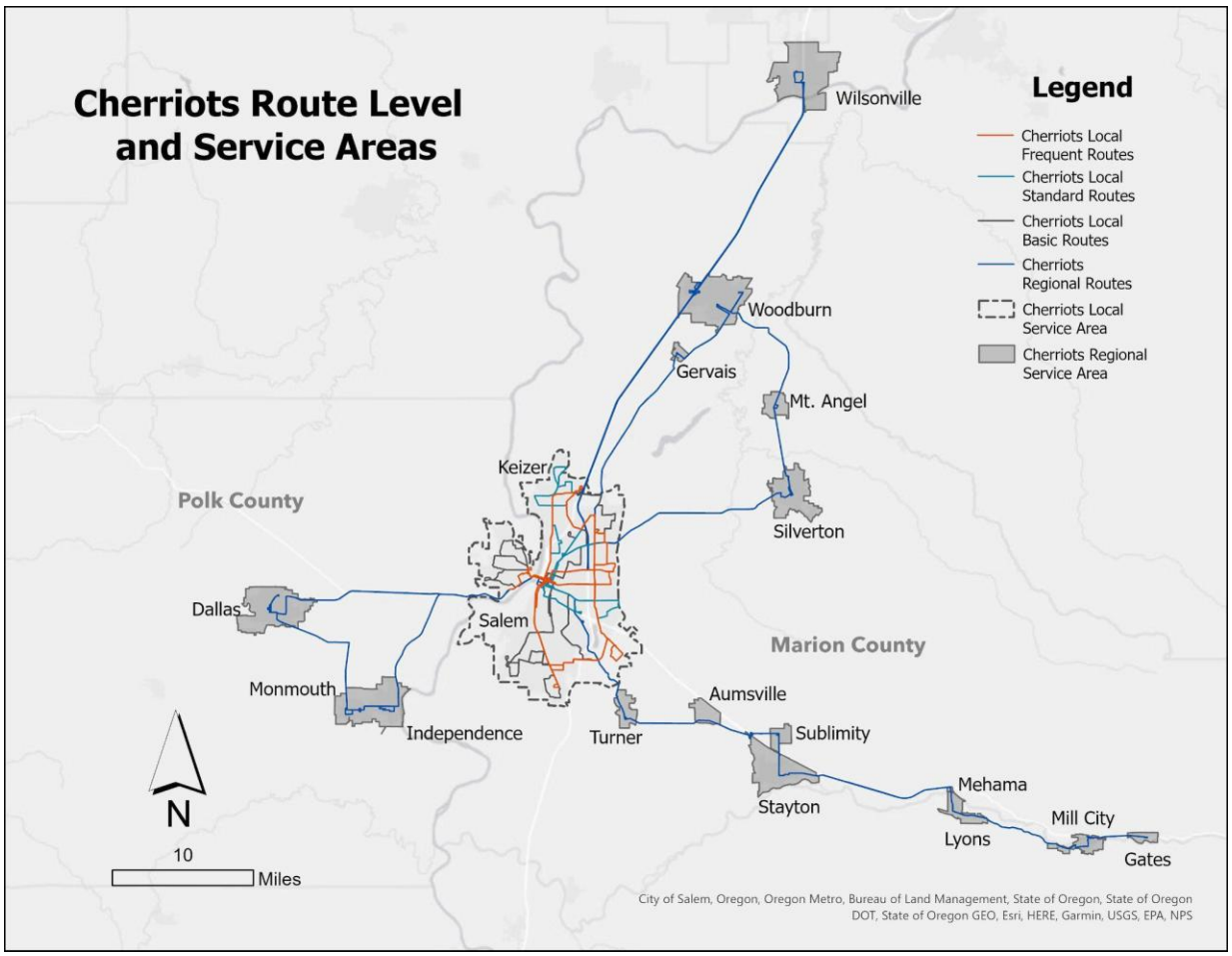
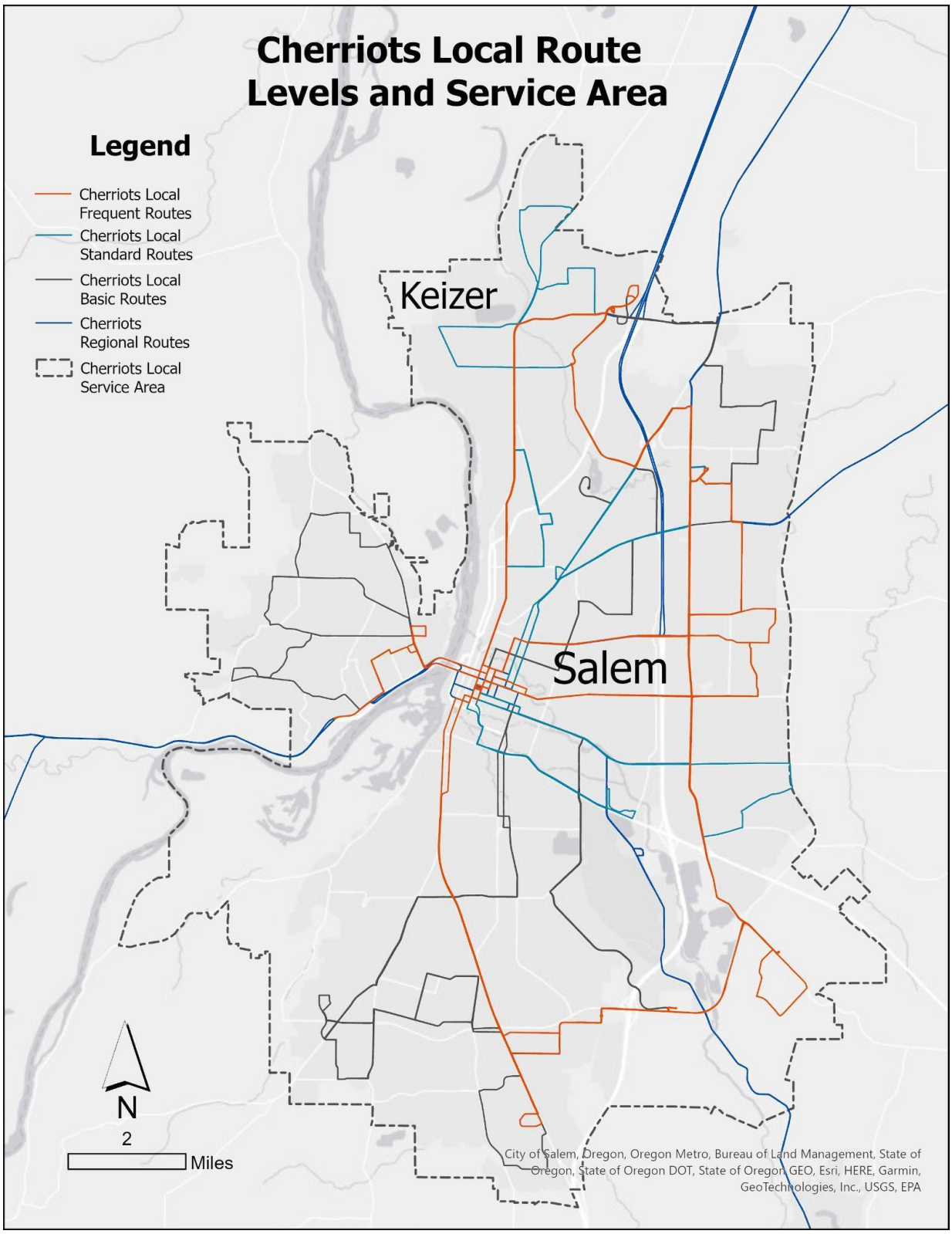


Figure 4. Service levels and service area (Salem and Keizer UGB).



Service Availability

Figures 5 and 6 below display areas in Salem-Keizer UGB and Regional UGBs that are within a half mile walk of a Cherriots Regional bus stop and a quarter mile walk from all Cherriots Local bus stops, which are the places SAMTD considers served.

Figure 5. Areas within a half mile walk of all Cherriots Regional bus stops and within a

quarter mile walk of all Cherriots Local bus stops (Salem-Keizer UGB and Regional UGBs).

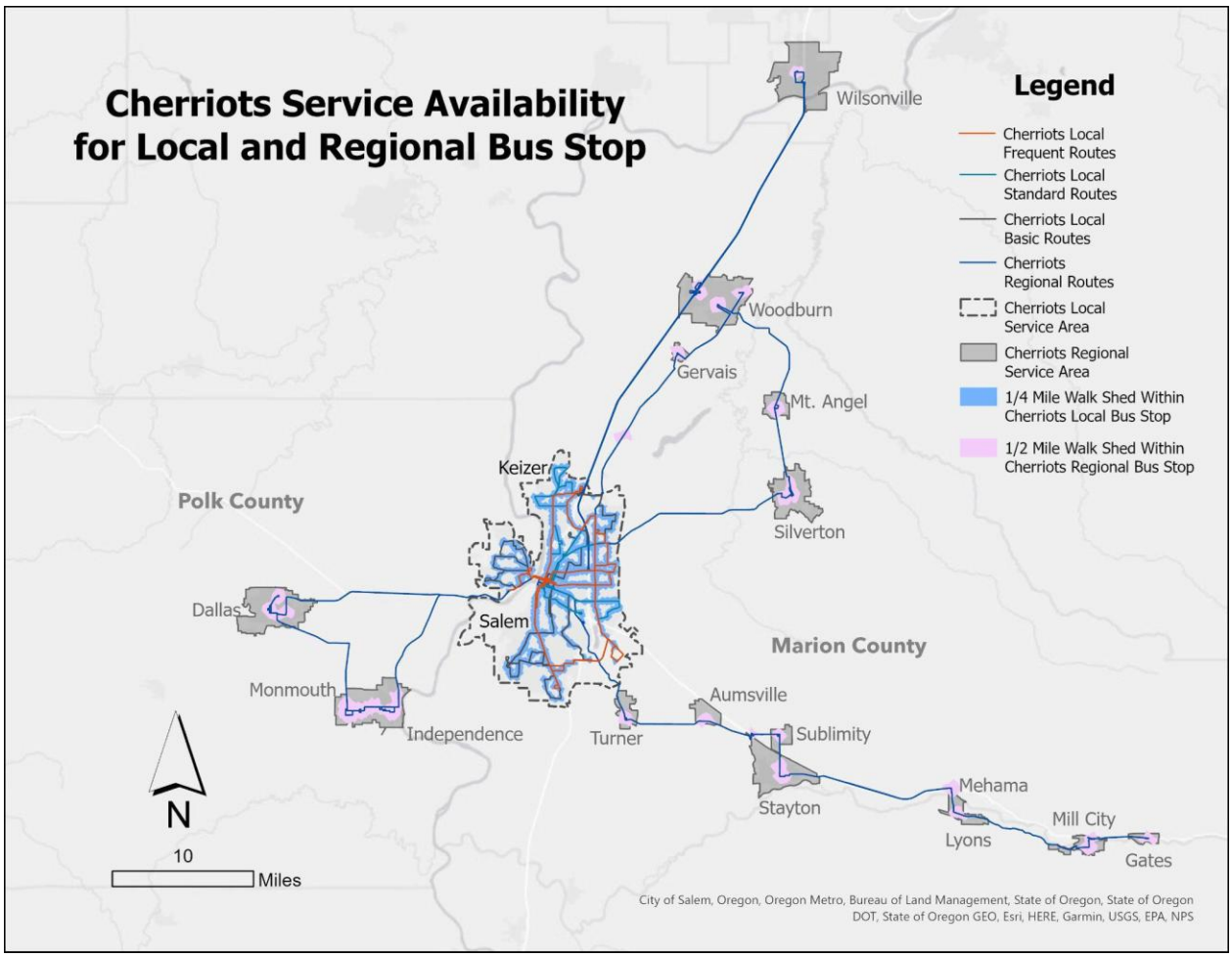
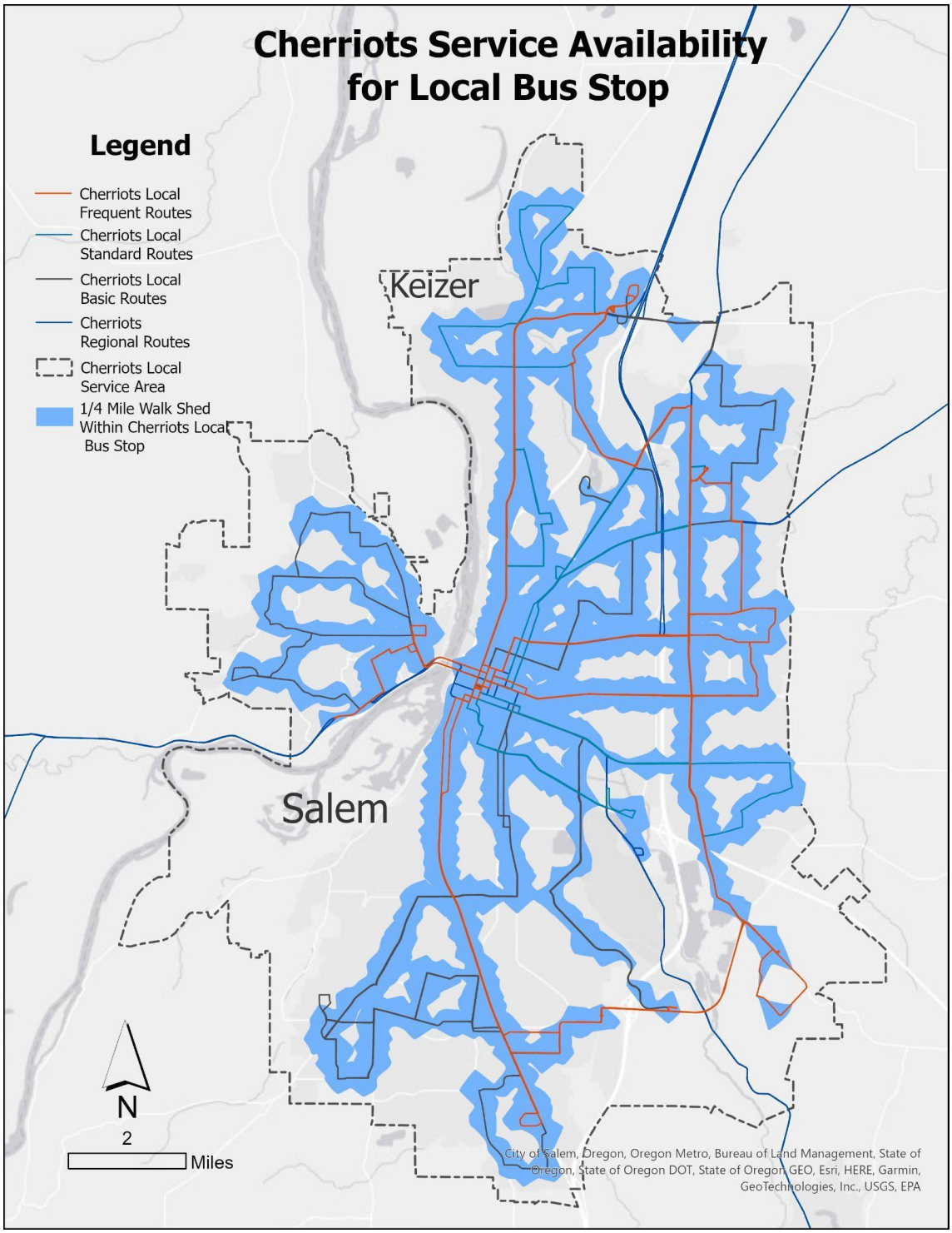


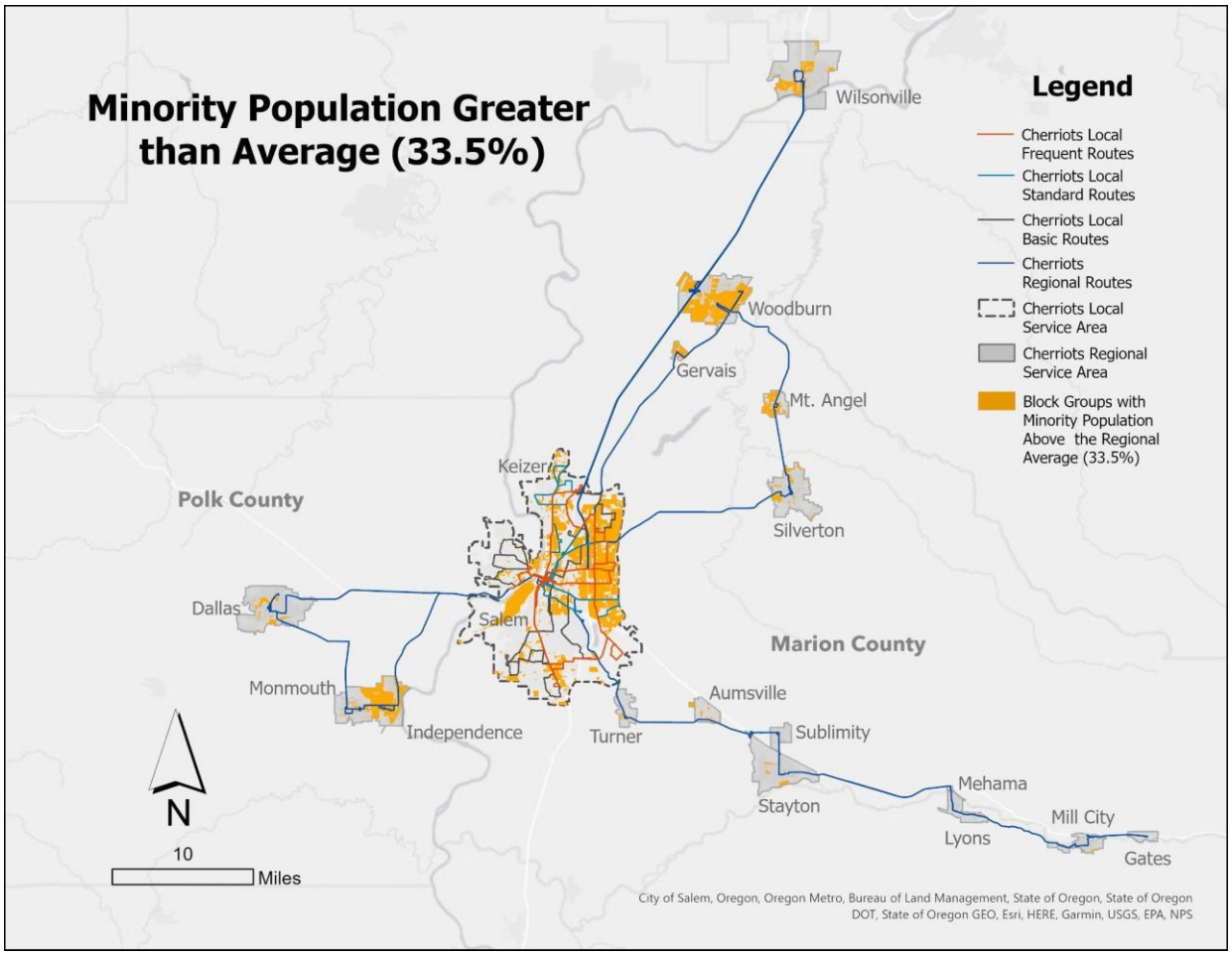
Figure 6. Area within a quarter mile walk of all Cherriots Local bus stops (Salem and Keizer UGB).



Minority Population

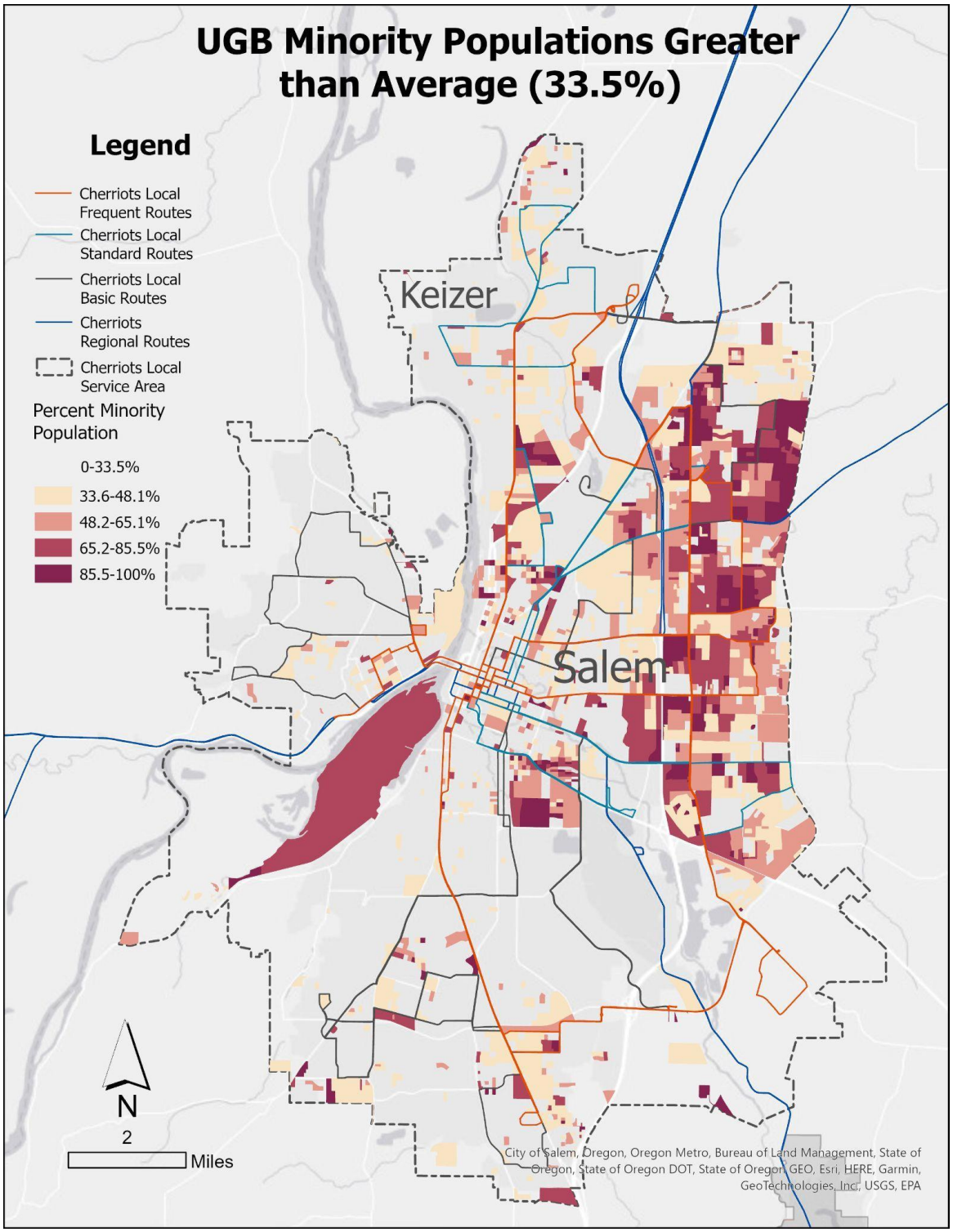
Figures 7 and 8 below display U.S. Census block groups in Salem-Keizer UGB and Regional UGBs that have shares of minority populations greater than the average for Salem-Keizer UGB and Regional UGBs (33.5%) as of the 2020-2024 ACS.

Figure 7. Service and service area relative to block groups with greater than average minority populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

Figure 8. Service and service area in relation to block groups with greater than average minority populations (Salem and Keizer UGB).

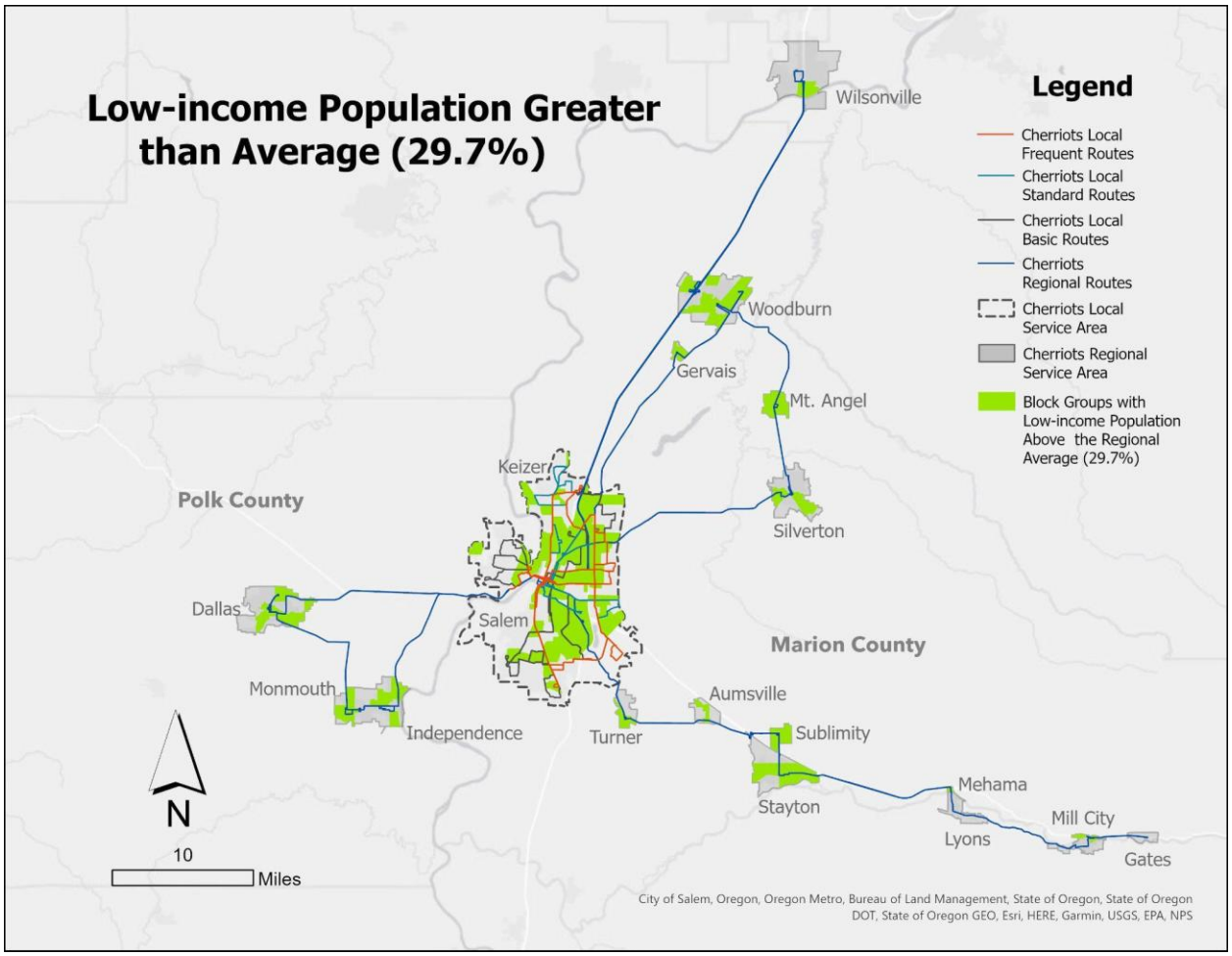


Source: ACS 2020-2024 5-year estimate

Low-Income Population

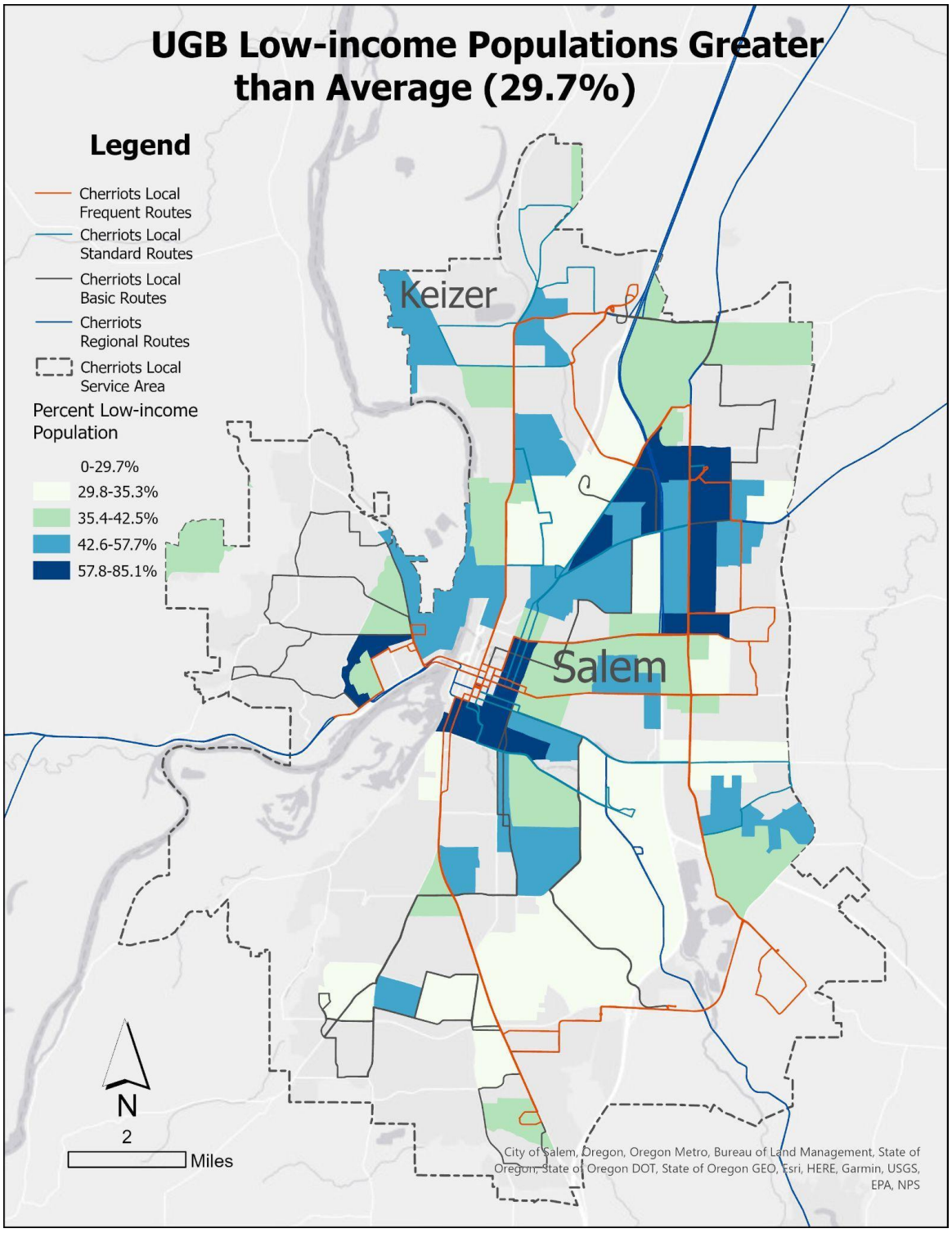
Figures 9 and 10 below display U.S. Census block groups that have shares of low-income populations greater than the average for Salem-Keizer UGB and Regional UGBs (29.7%) as of the 2020-2024 ACS. Low-income is defined as households earning at or below 200% of the Federal Poverty Level (FPL).

Figure 9. Service and service area in relation to block groups with greater than average low-income (200% FPL) populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

Figure 10. Service and service area in relation to block groups with greater than average low-income (200% FPL) populations (Salem and Keizer UGB).

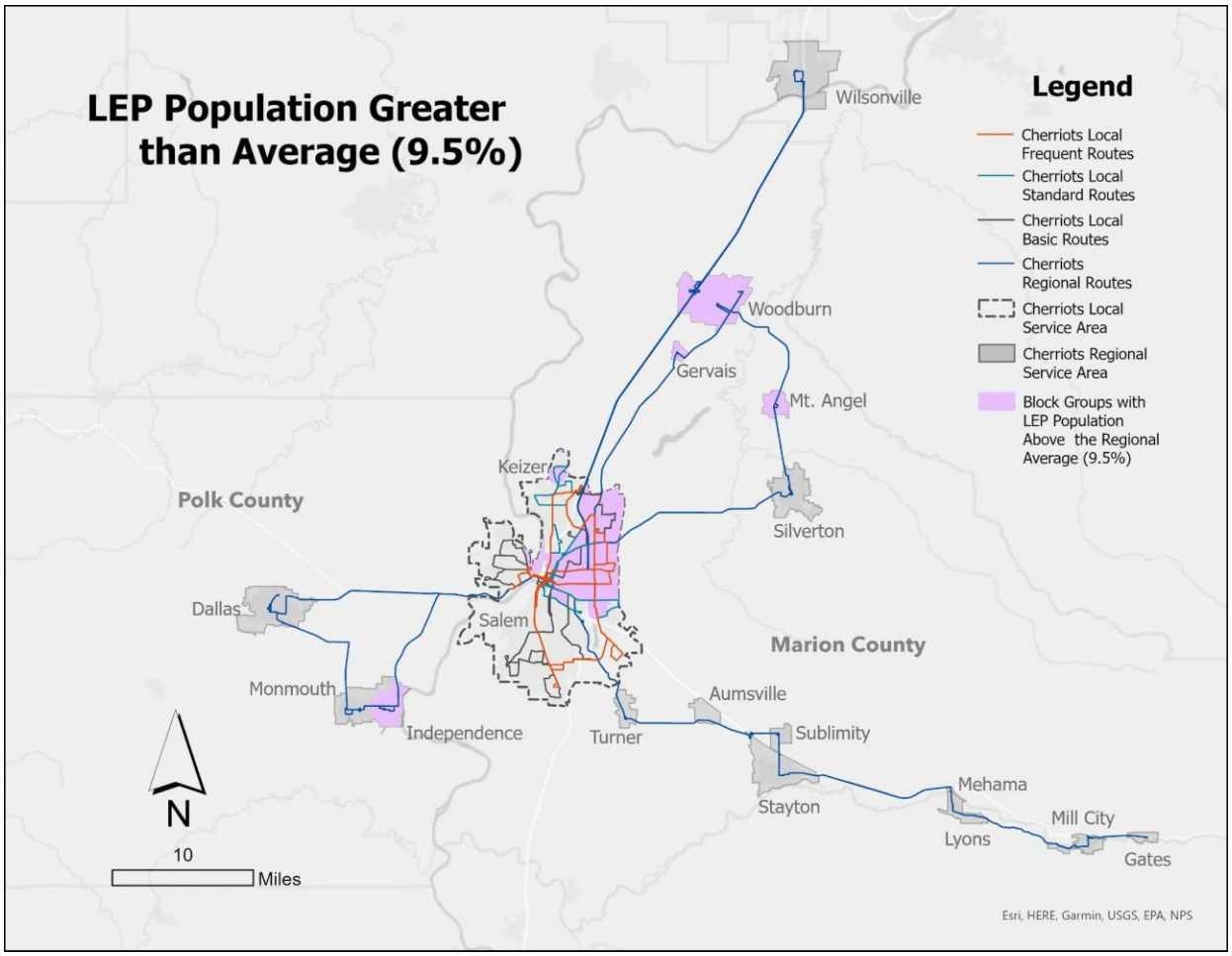


Source: ACS 2020-2024 5-year estimate

Limited English Proficient (LEP) Population

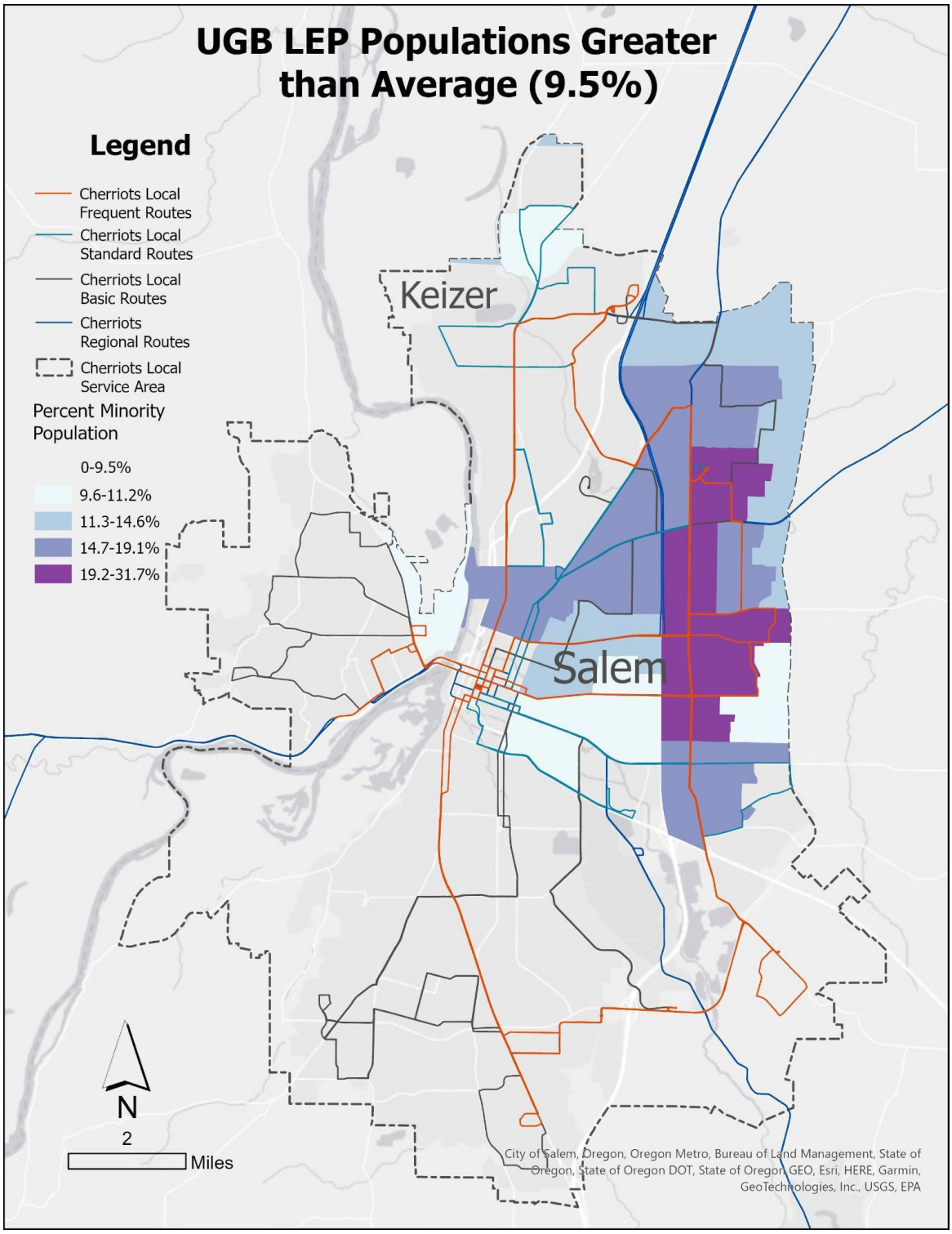
Figures 11 and 12 below display U.S. Census block groups that have shares of LEP populations greater than the average for Salem-Keizer UGB and Regional UGBs (9.5%) as of the 2020-2024 ACS. LEP is defined as those who speak English less than "very well."

Figure 11. Service and service area in relation to block groups with greater than average LEP populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

Figure 12. Service and service area in relation to block groups with greater than average LEP populations (Salem and Keizer UGB).

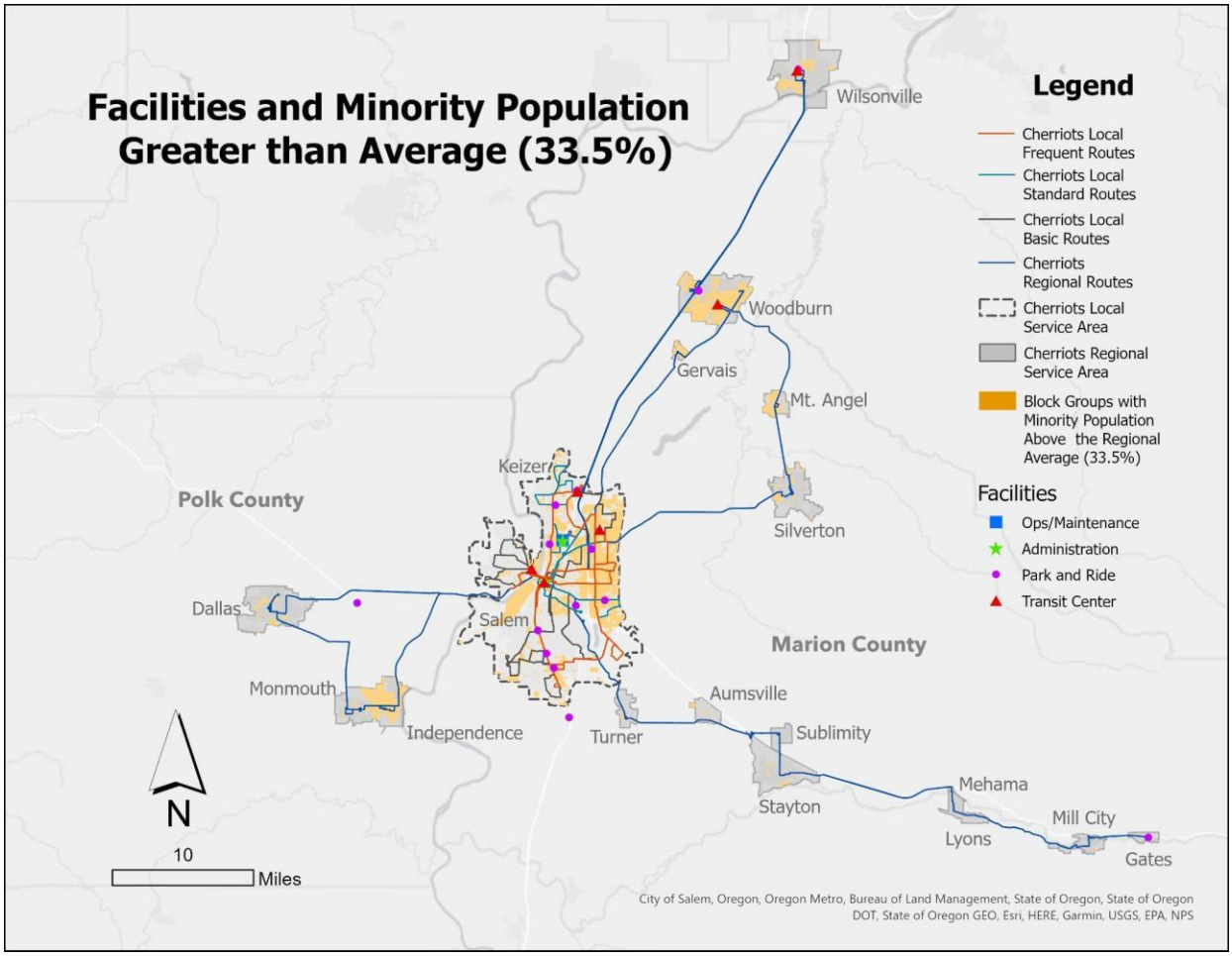


Source: ACS 2020-2024 5-year estimate

Facilities

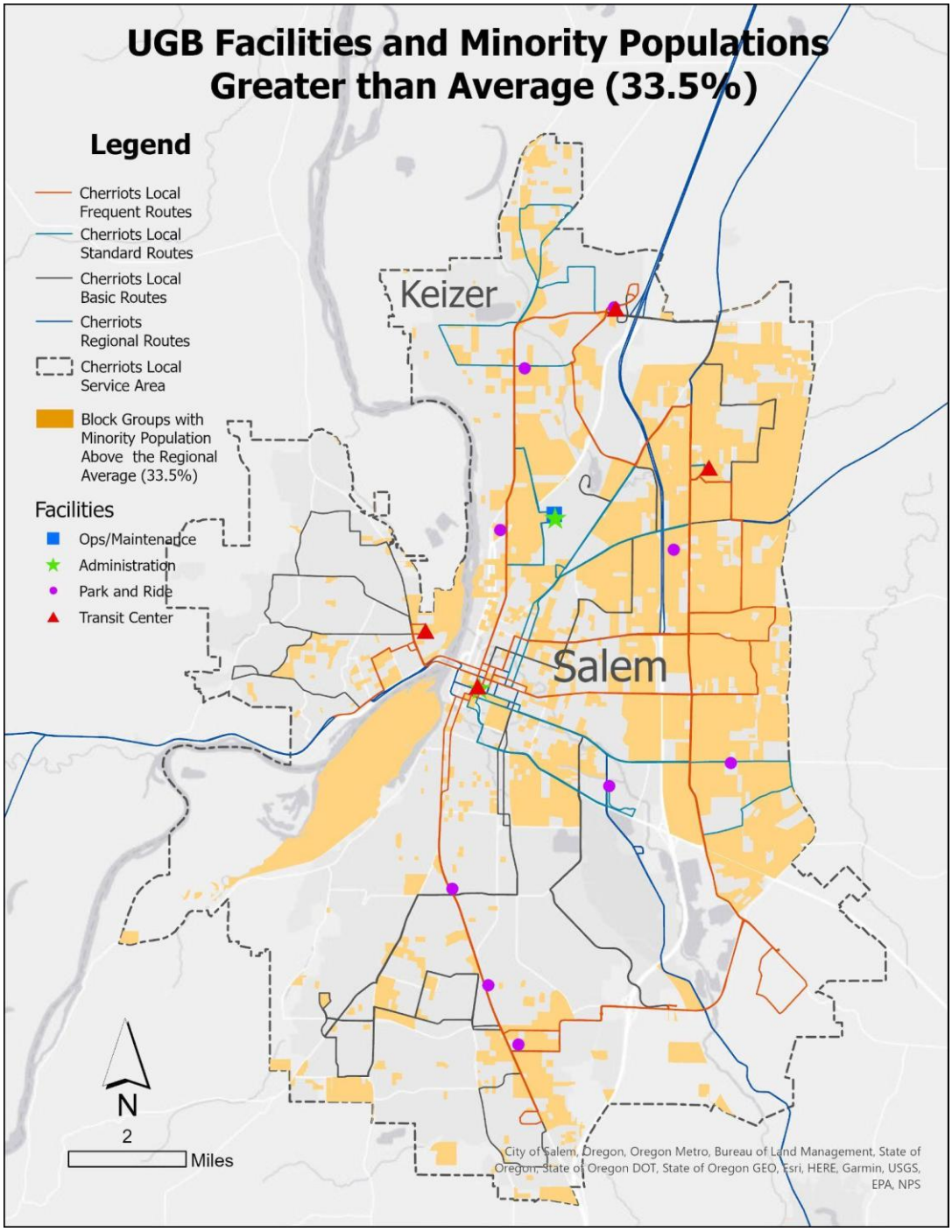
Figures 13 through 16 below display SAMTD facilities and facilities owned by other public or private entities but served by Cherriots buses, including administrative offices, operations and maintenance facilities, park and ride locations, and transit centers. Overlays include minority populations and low-income populations.

Figure 13. Current SAMTD facilities and facilities owned by other public or private entities but served by Cherriots buses in relation to U.S. Census block groups with greater than average minority populations (Salem-Keizer UGB and Regional UGBs).



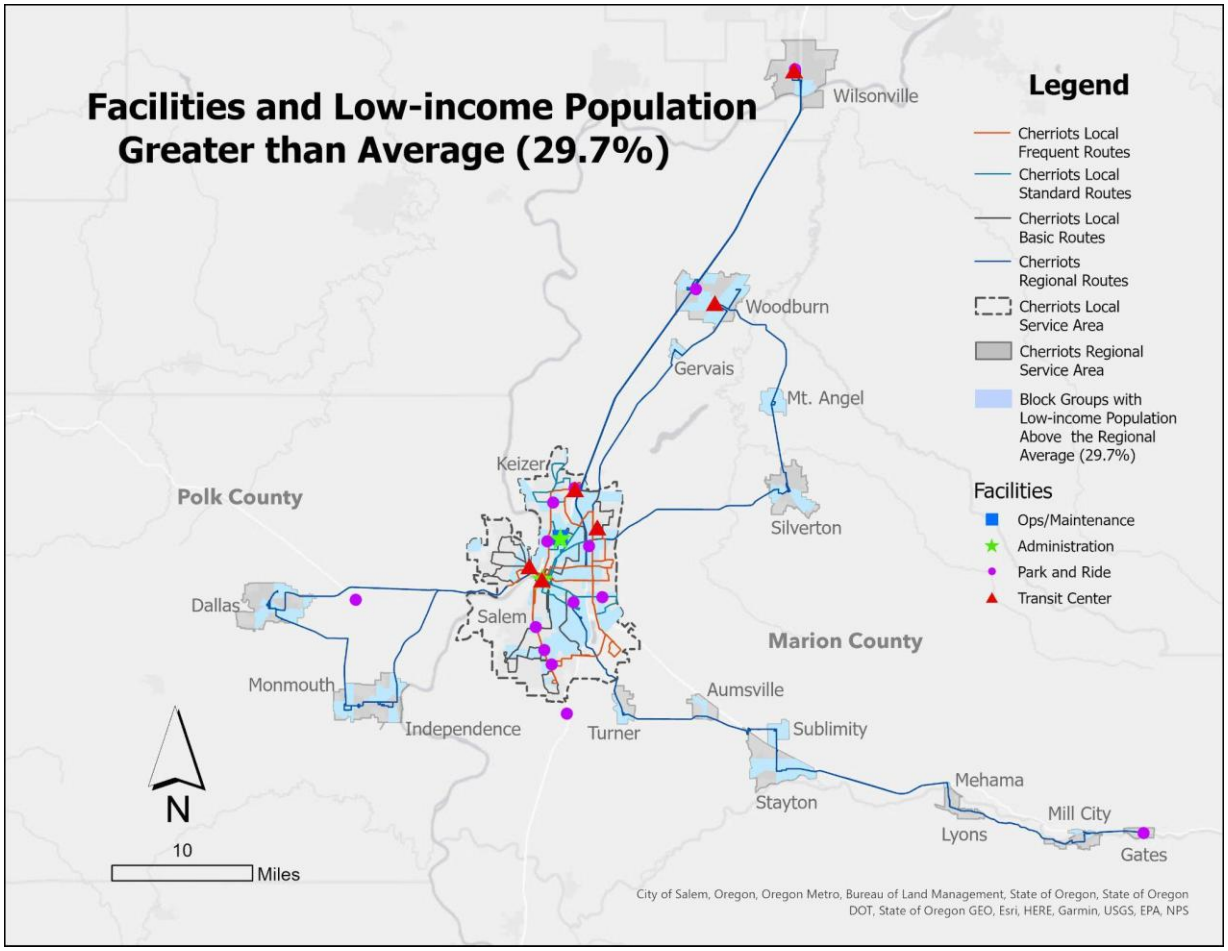
Source: ACS 2020-2024 5-year estimate

Figure 14. Current SAMTD facilities and others that are publicly or privately owned but served by Cherriots buses in relation to block groups with greater than average minority populations (Salem and Keizer UGB).



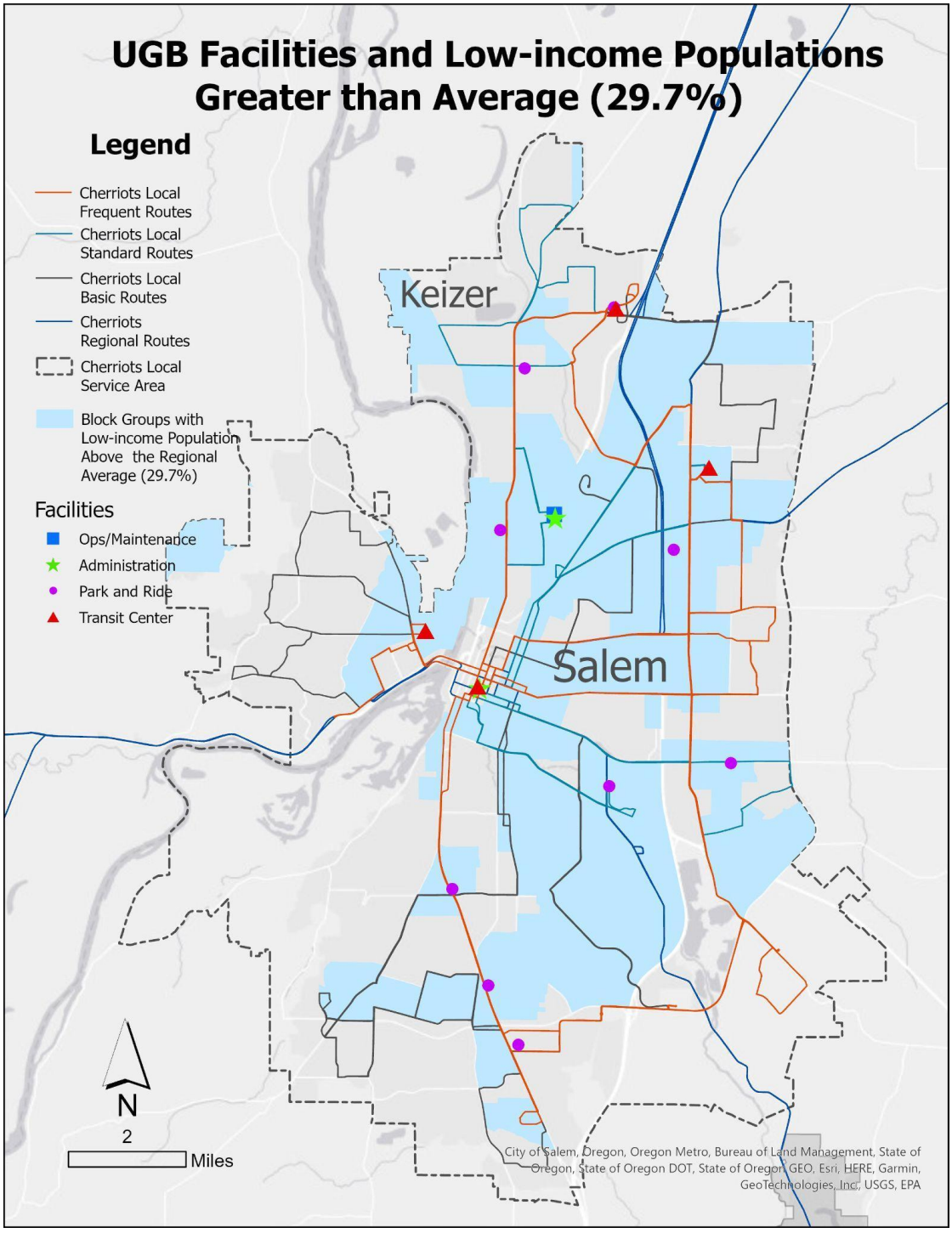
Source: ACS 2020-2024 5-year estimate

Figure 15. Low-income (200% FPL) populations in relation to current SAMTD facilities and facilities belonging to other public and private entities, which are served by Cherriots buses (Salem-Keizer UGB and Regional UGBs)



Source: ACS 2020-2024 5-year estimate

Figure 16. Low-income (200% FPL) populations in relation to current SAMTD facilities and facilities belonging to other public and private entities, which are served by Cherriots buses (Salem and Keizer UGB).

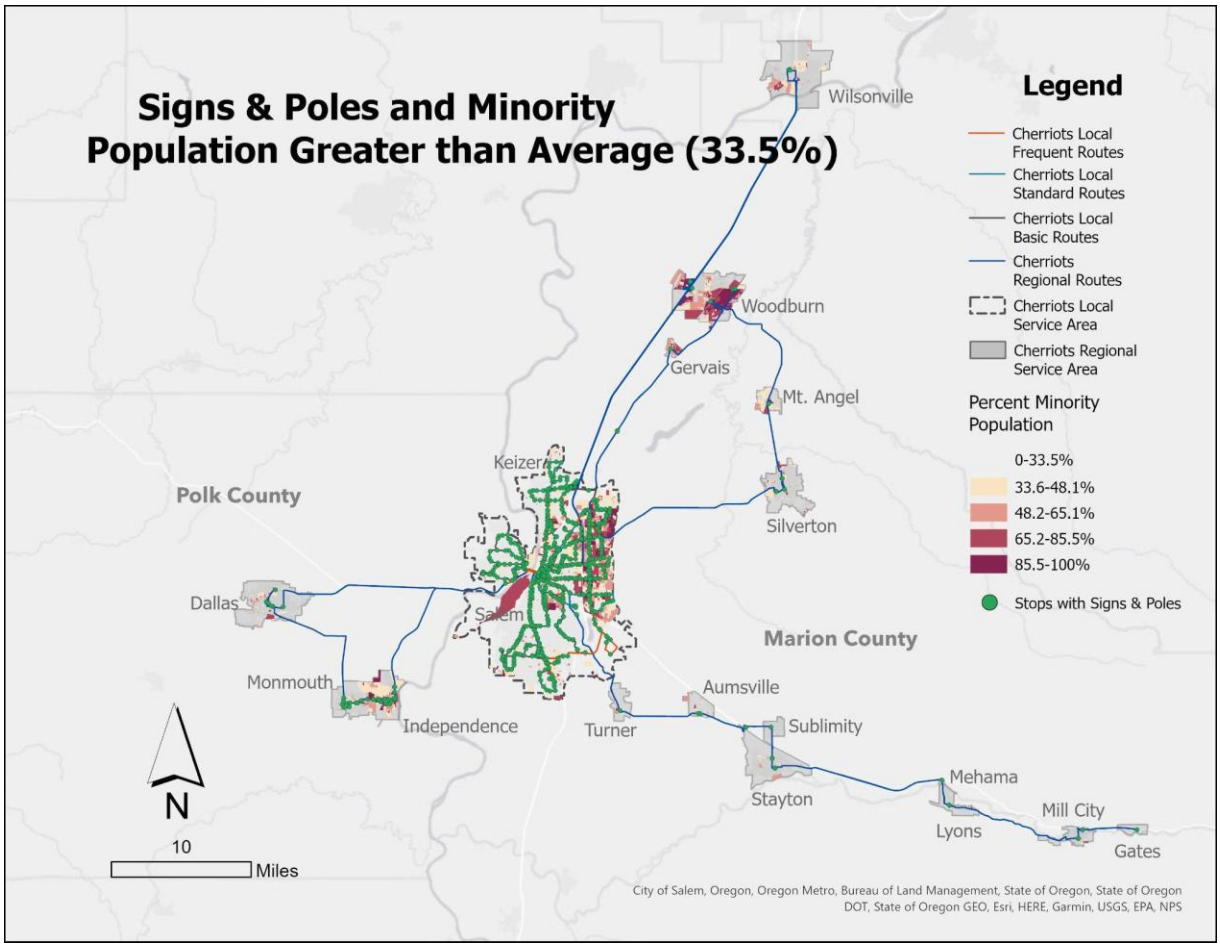


Source: ACS 2020-2024 5-year estimate

Amenities – Poles and Signs

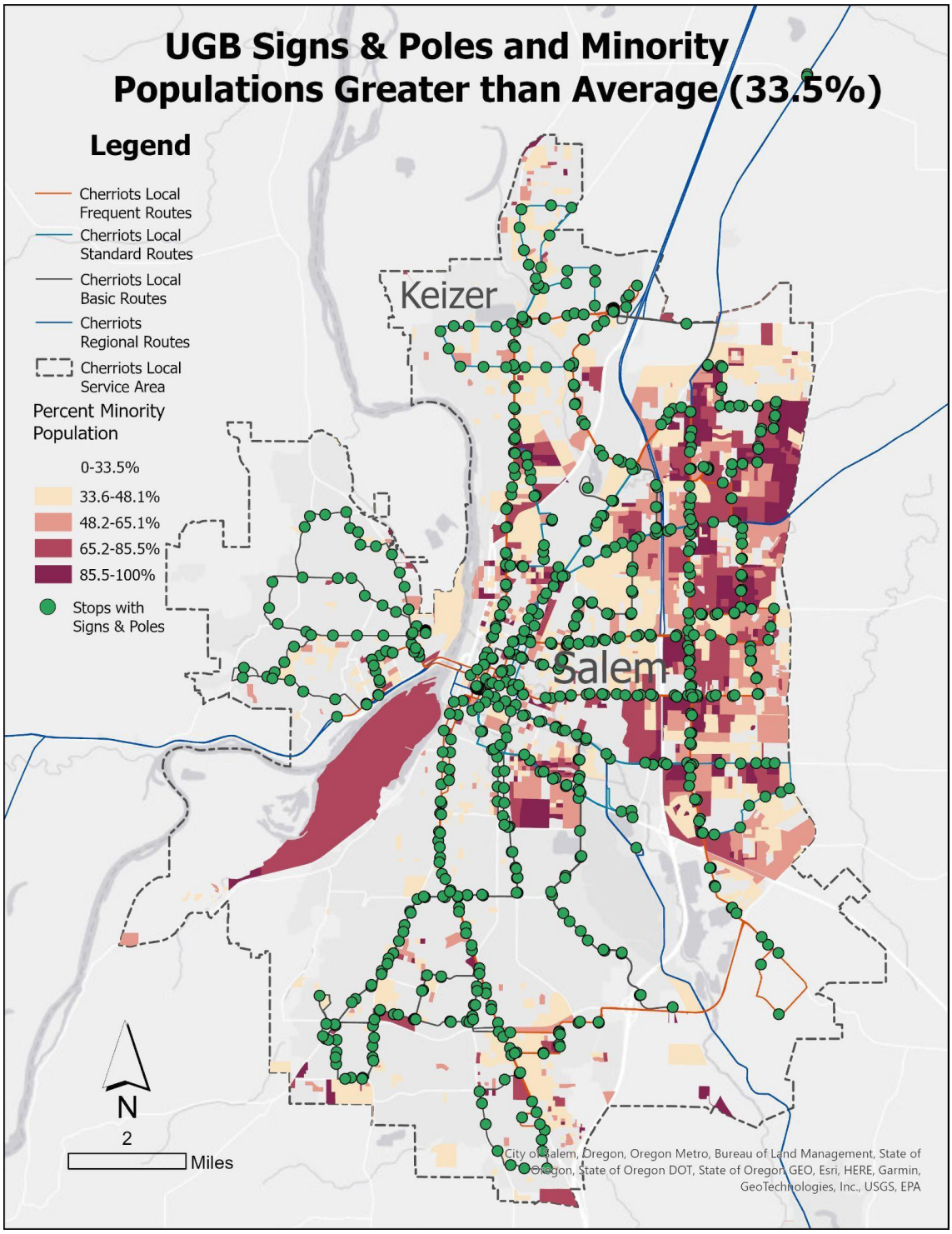
Figures 17 through 20 below display the SAMTD bus stops with poles and signs. This includes bus stop signs, transit center bay signs, and either ground or sidewalk-mounted poles located throughout the region.

Figure 17. Poles and signs in relation to block groups with greater than average minority populations (Salem-Keizer UGB and Regional UGBs).



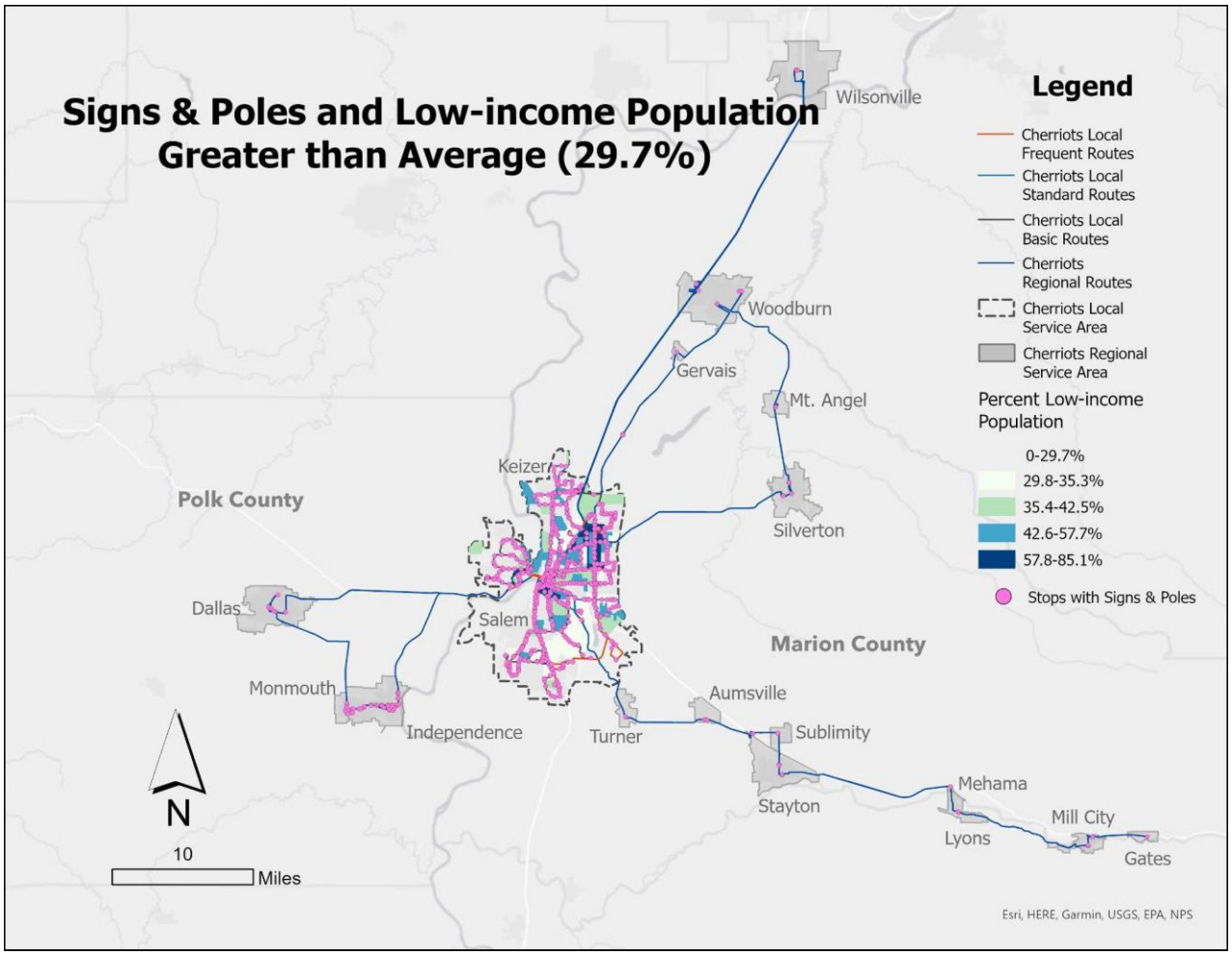
Source: ACS 2020-2024 5-year estimate

Figure 18. Poles and signs in relation to block groups with greater than average minority populations (Salem and Keizer UGB).



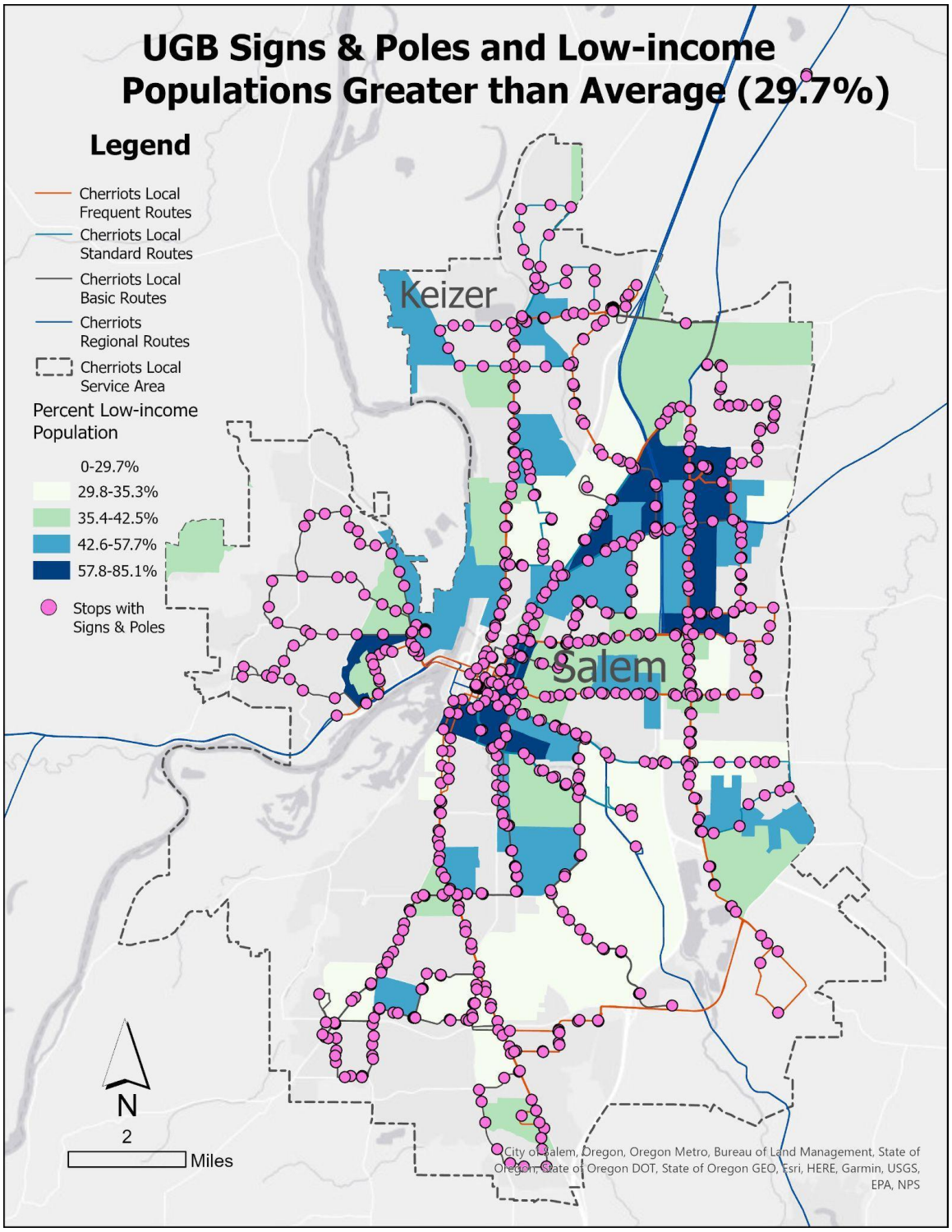
Source: ACS 2020-2024 5-year estimate

Figure 19. Poles and signs in relation to block groups with greater than average low-income (200% FPL) populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

Figure 20. Poles and signs in relation to block groups with greater than average low-income (200% FPL) populations (Salem and Keizer UGB).

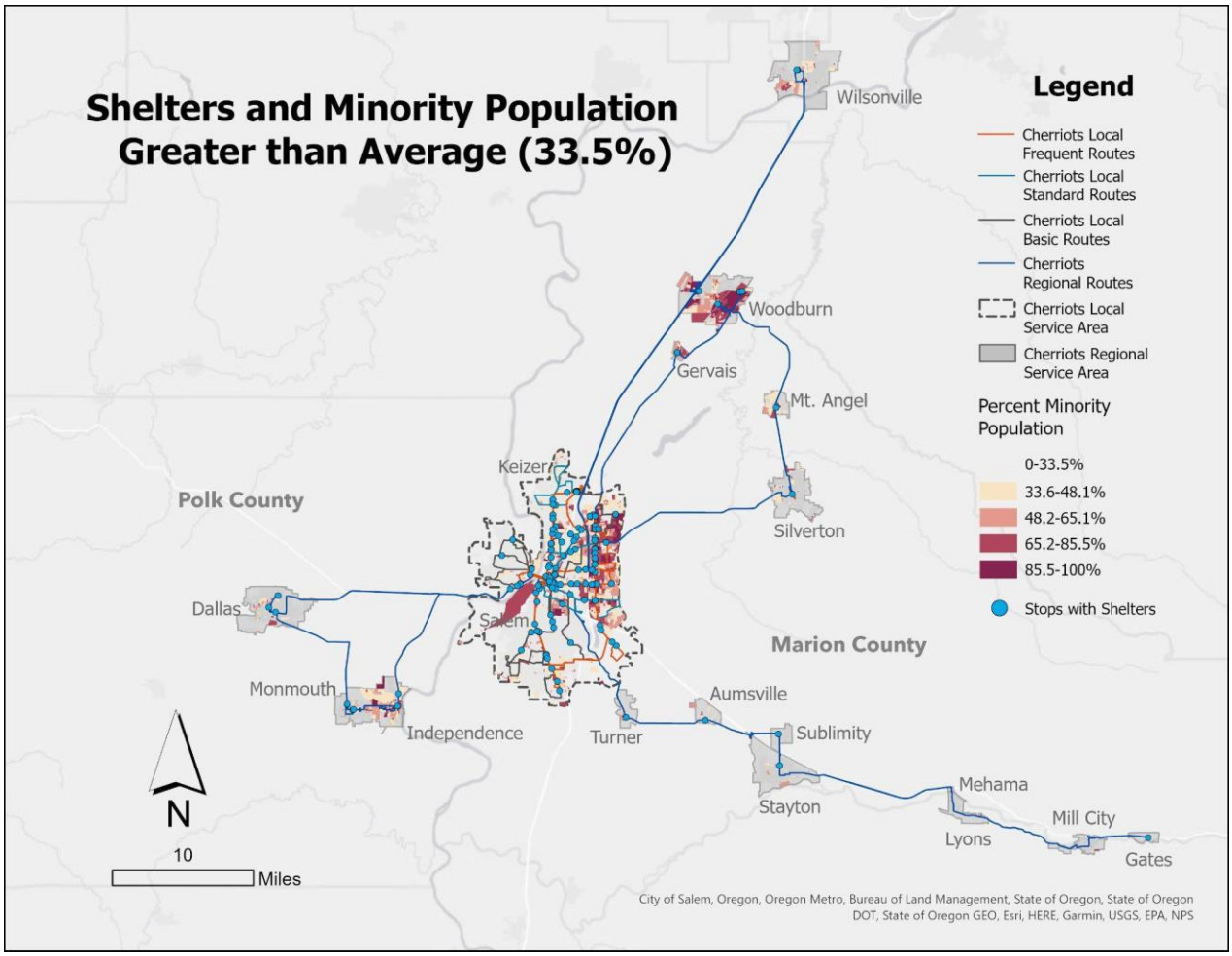


Source: ACS 2020-2024 5-year estimate

Amenities – Shelters

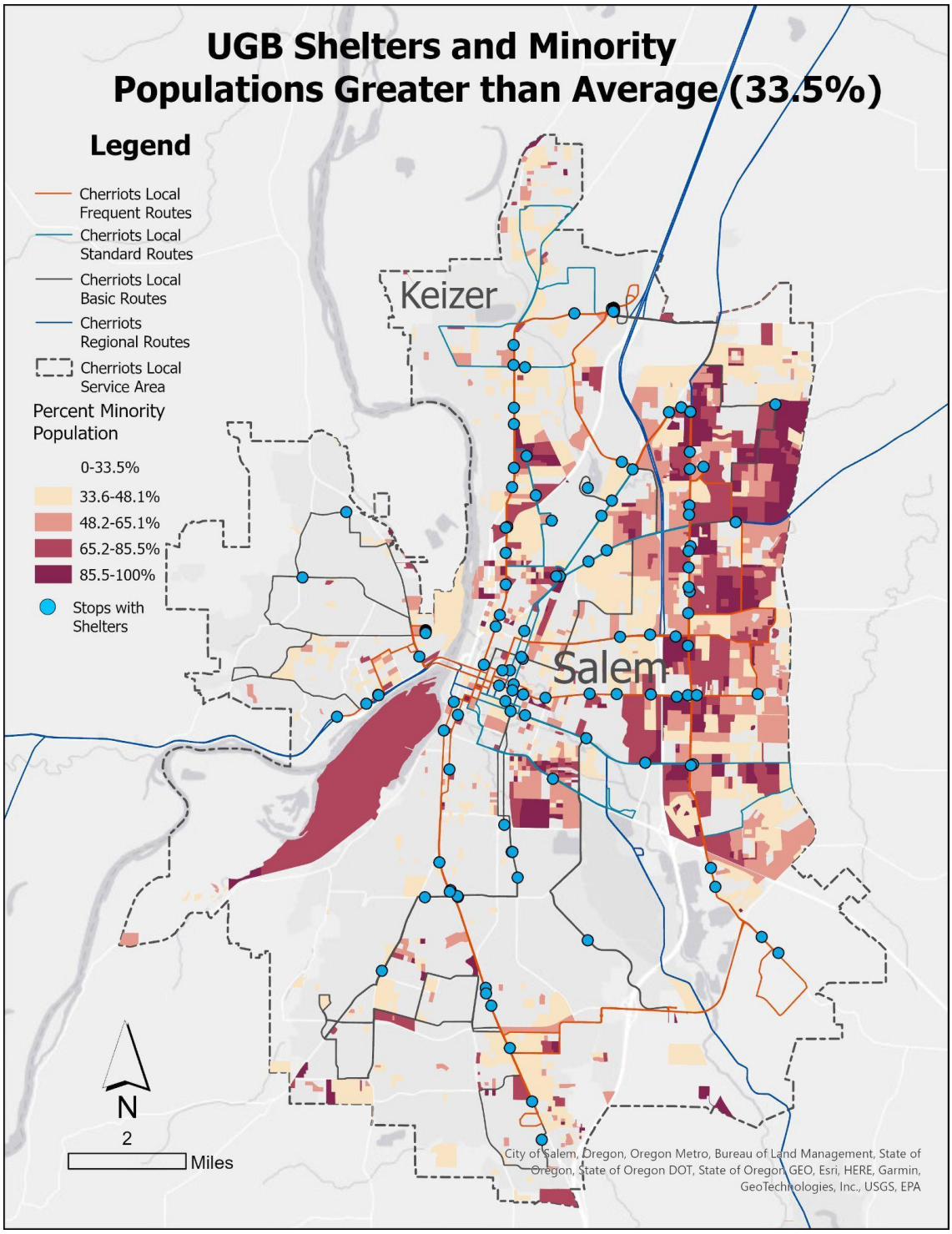
Figures 21 through 22 below display all SAMTD shelters and shelters belonging to other transit agencies and institutions that service SAMTD stops.

Figure 21. Transit shelters in relation to block groups with greater than average minority populations (Salem-Keizer UGB and Regional UGBs).



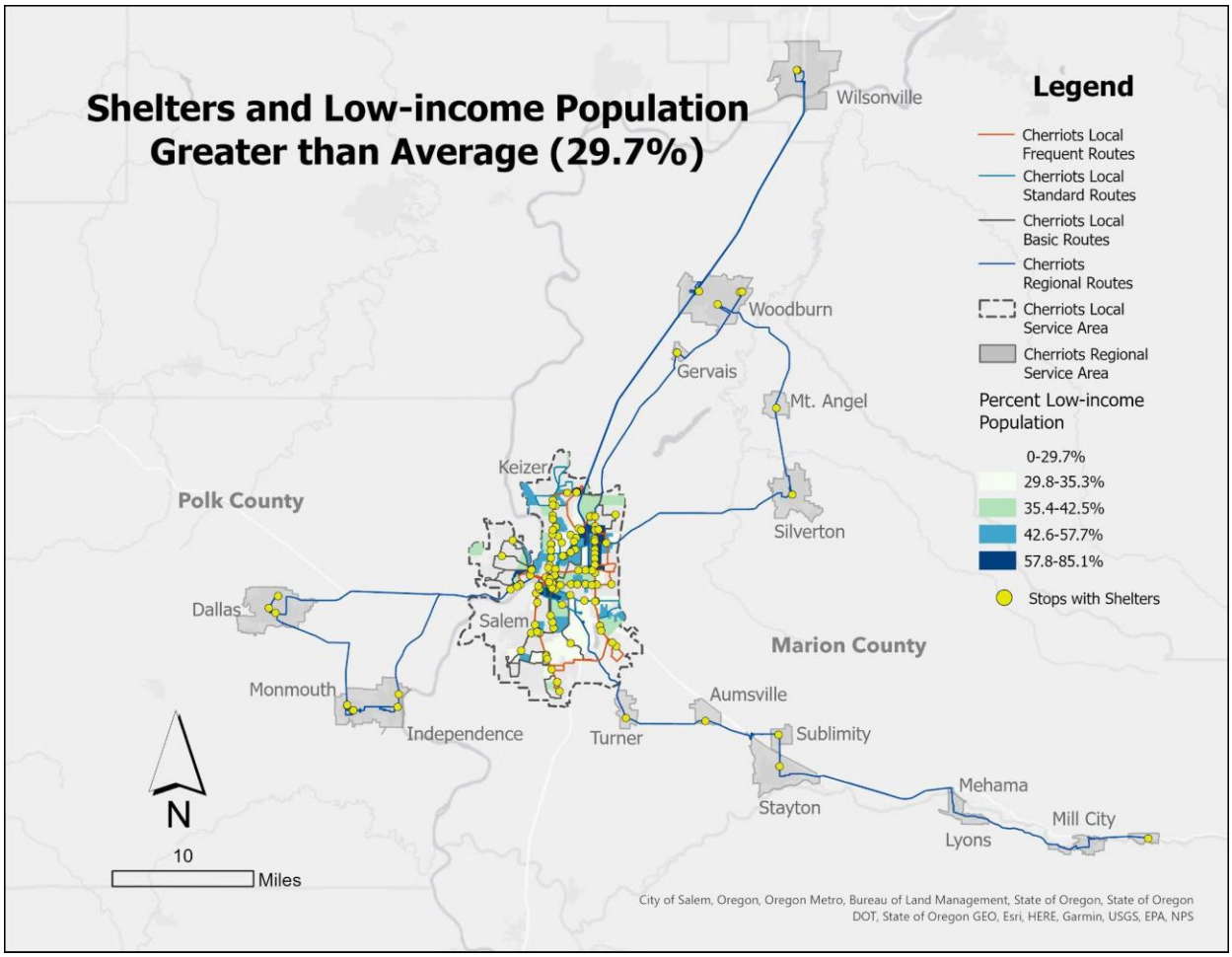
Source: ACS 2020-2024 5-year estimate

Figure 22. Transit shelters in relation to block groups with greater than average minority populations (Salem and Keizer UGB).



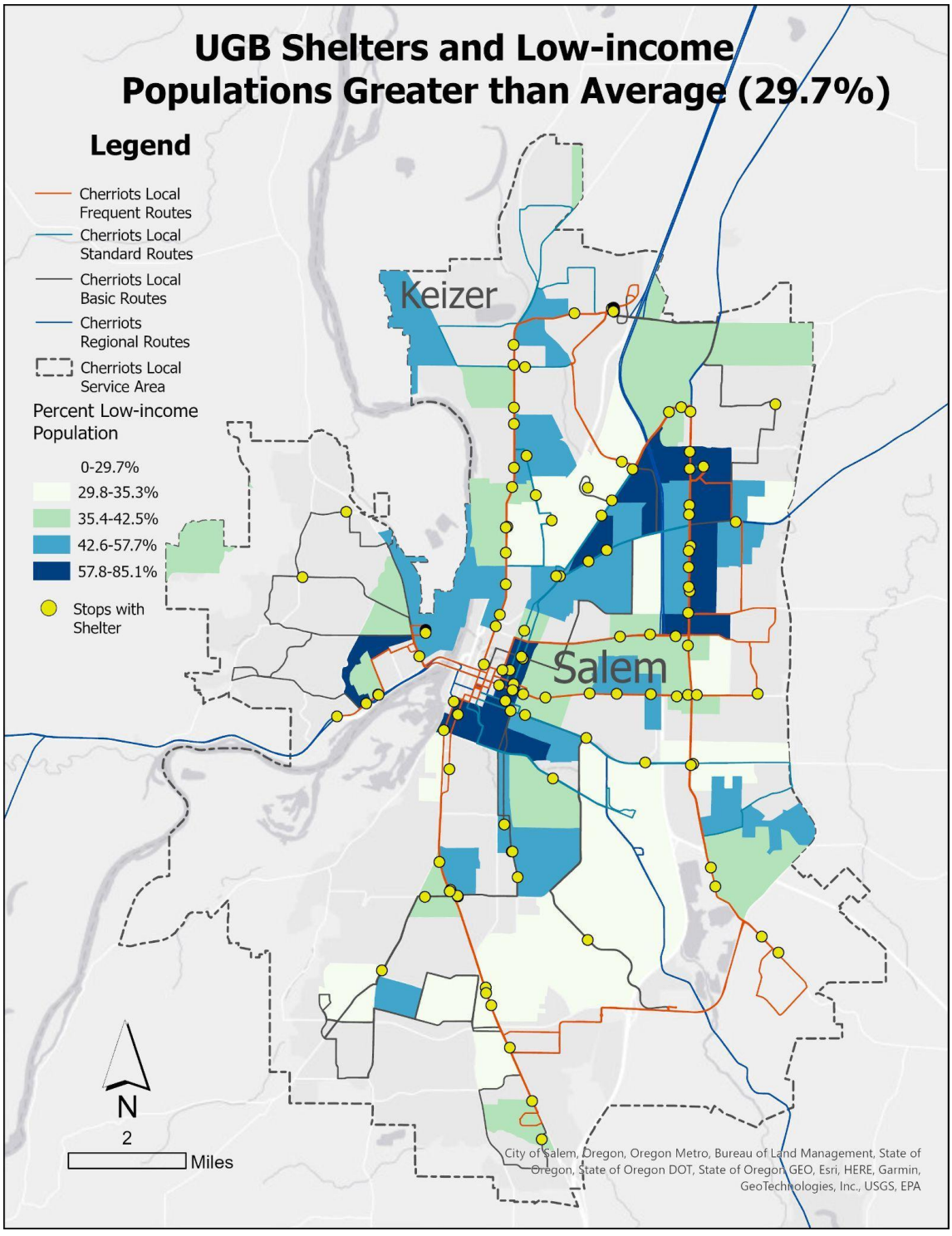
Source: ACS 2020-2024 5-year estimate

Figure 23. Transit shelters in relation to block groups with greater than average low-income (200% FPL) populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

Figure 24. Transit shelters in relation to block groups with greater than average low-income (200% FPL) populations (Salem and Keizer UGB).

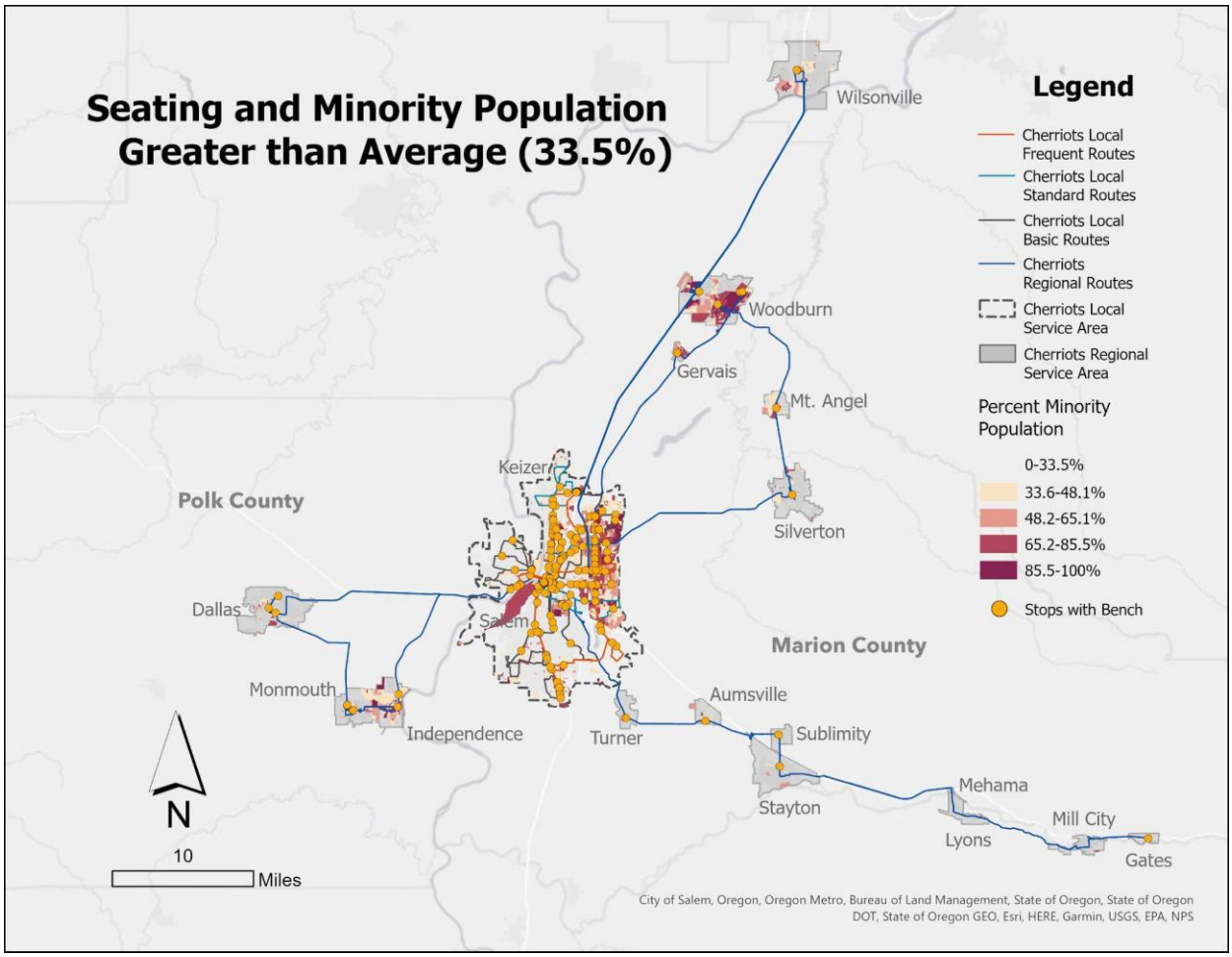


Source: ACS 2020-2024 5-year estimate

Amenities – Seating

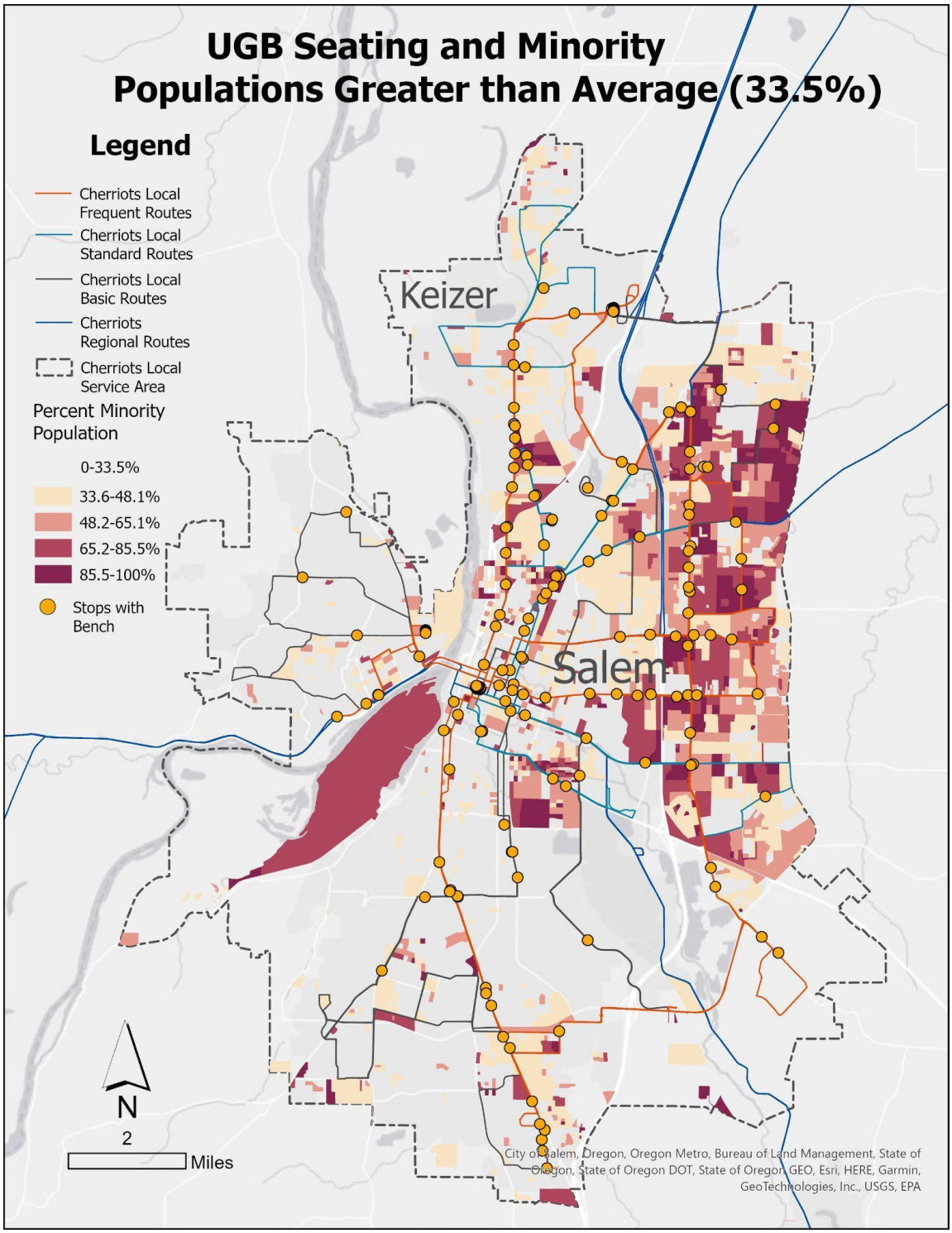
Figures 25 through 28 below display all SAMTD seating, including benches in shelters, stand-alone benches, and Simme-Seats.

Figure 25. Seating in relation to block groups with greater than average minority populations (Salem-Keizer UGB and Regional UGBs).



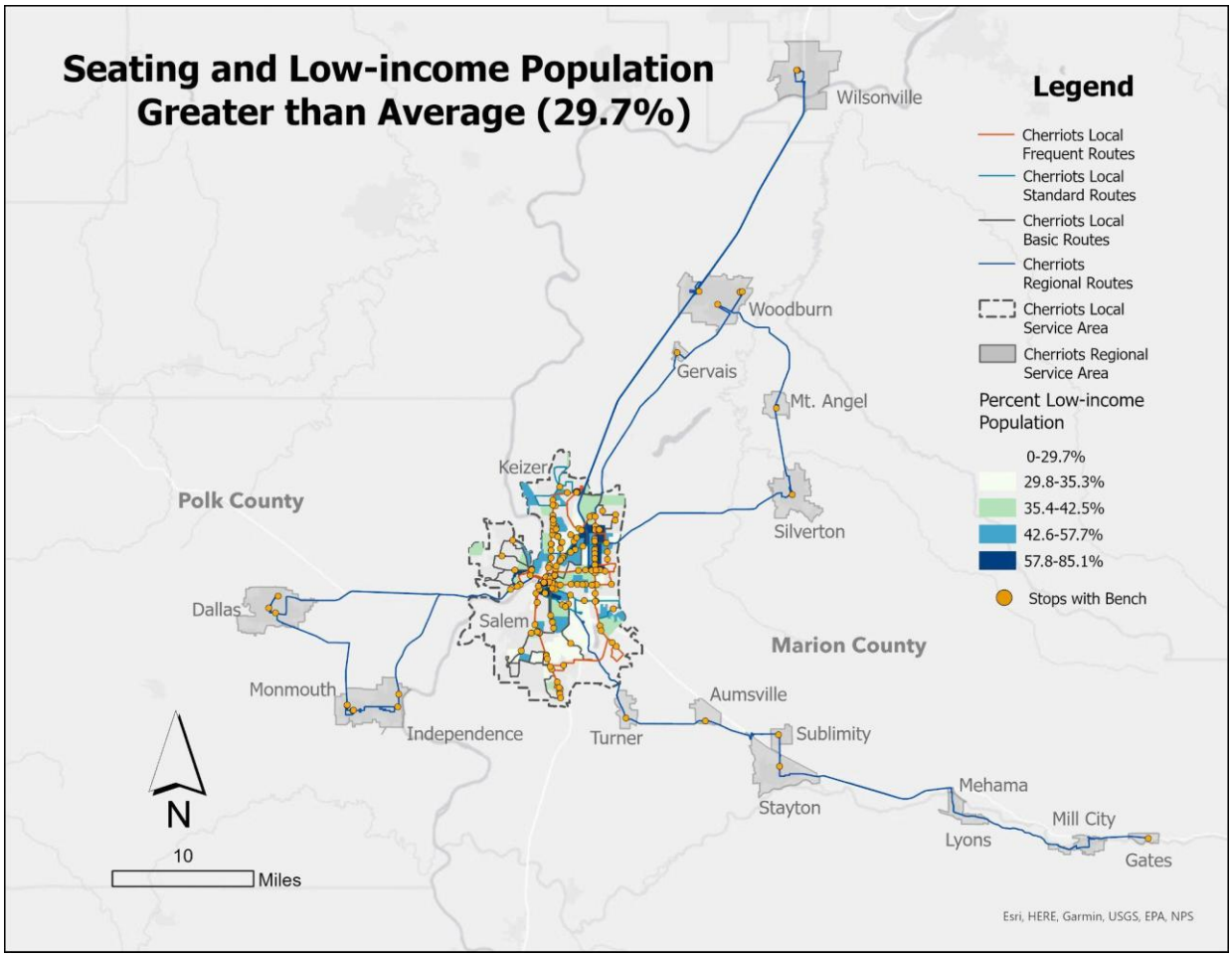
Source: ACS 2020-2024 5-year estimate

Figure 26. Seating in relation to block groups with greater than average minority populations (Salem and Keizer UGB).



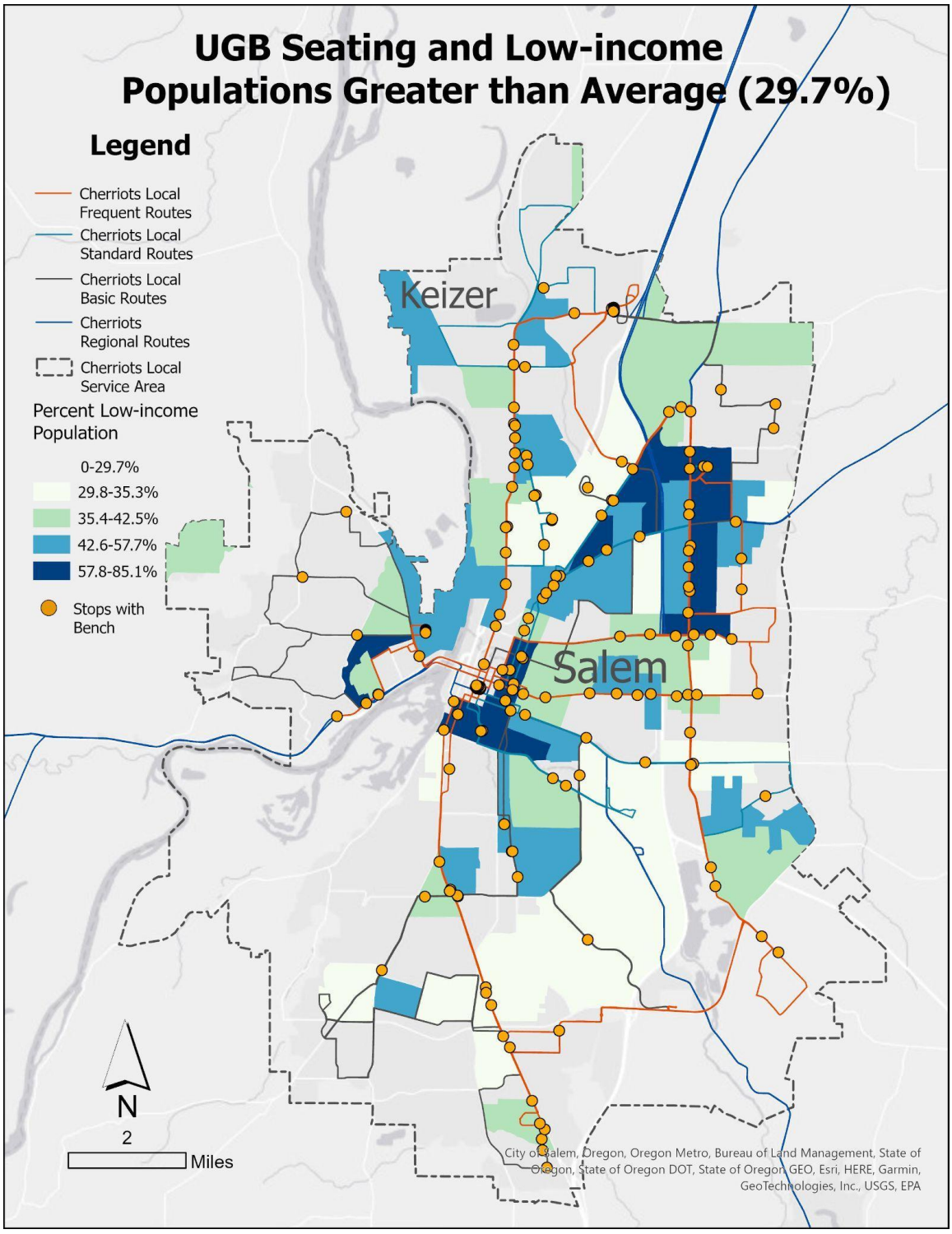
Source: ACS 2020-2024 5-year estimate

Figure 27. Seating in relation to block groups with greater than average low-income (200% FPL) populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

Figure 28. Seating in relation to block groups with greater than average low-income (200% FPL) populations (Salem and Keizer UGB).

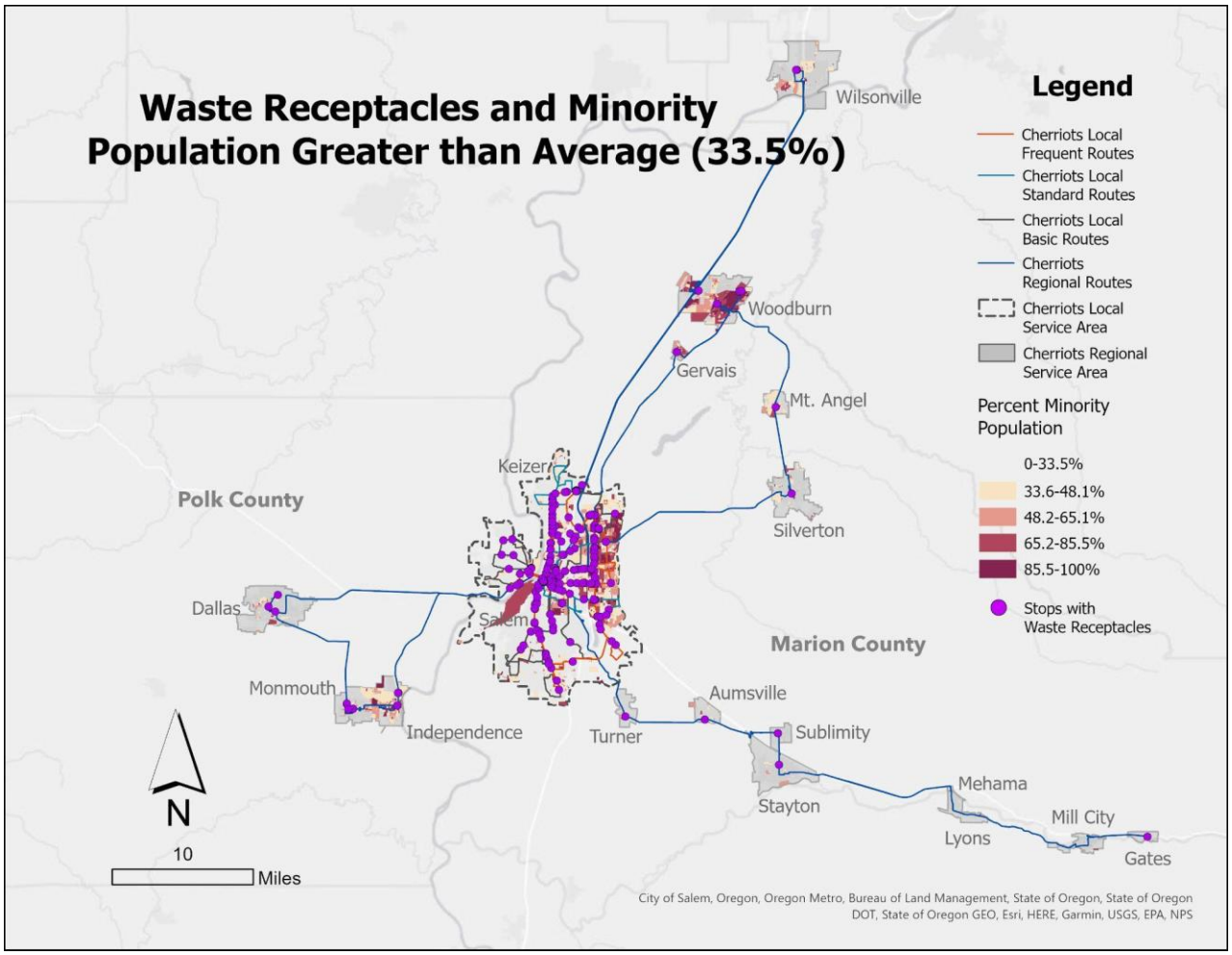


Source: ACS 2020-2024 5-year estimate

Amenities – Waste Receptacles

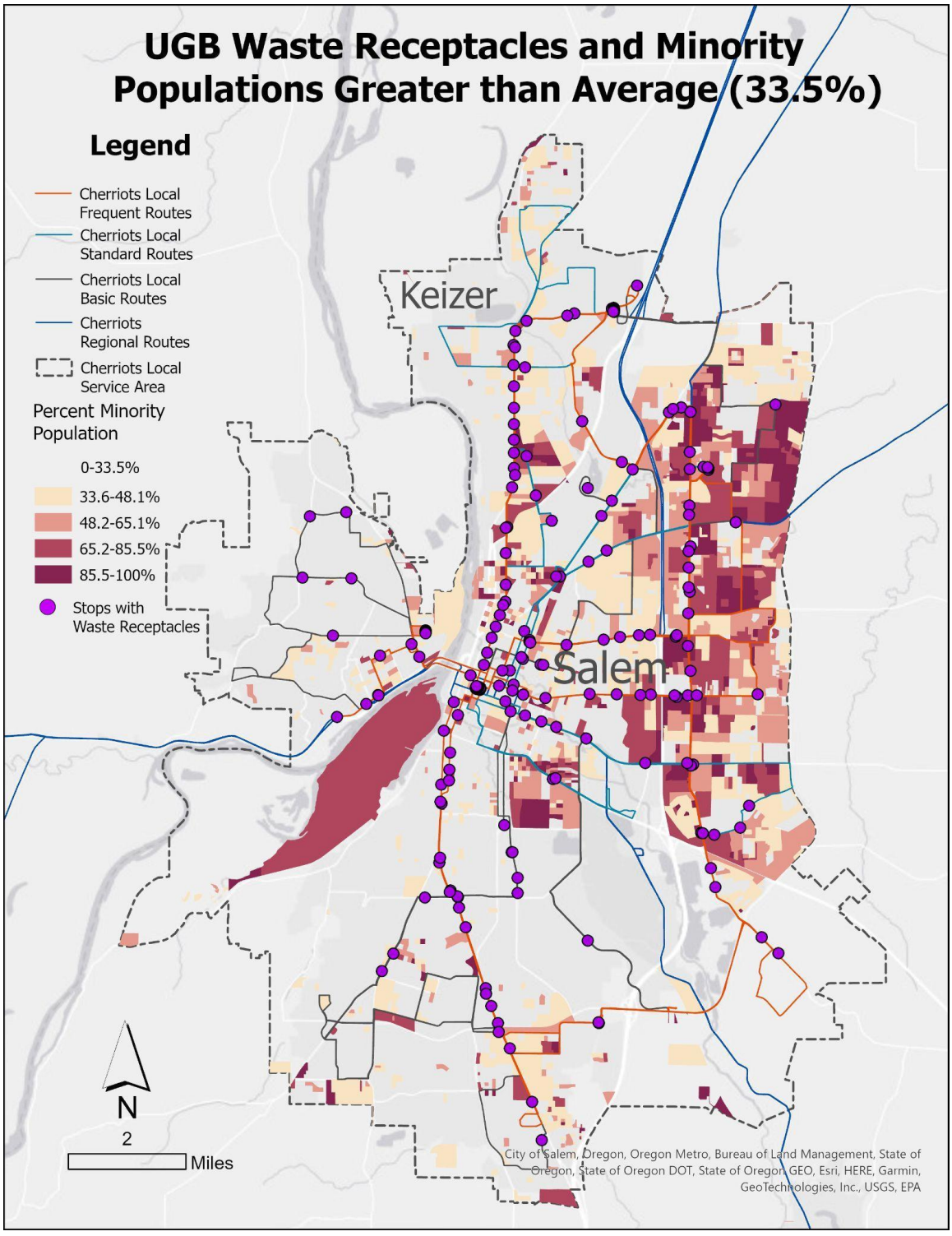
Figures 29 through 32 below display all SAMTD waste receptacles, including those in shelters, attached to bus stop poles, and stand-alone waste receptacles.

Figure 29. Waste receptacles in relation to block groups with greater than average minority populations (Salem-Keizer UGB and Regional UGBs).



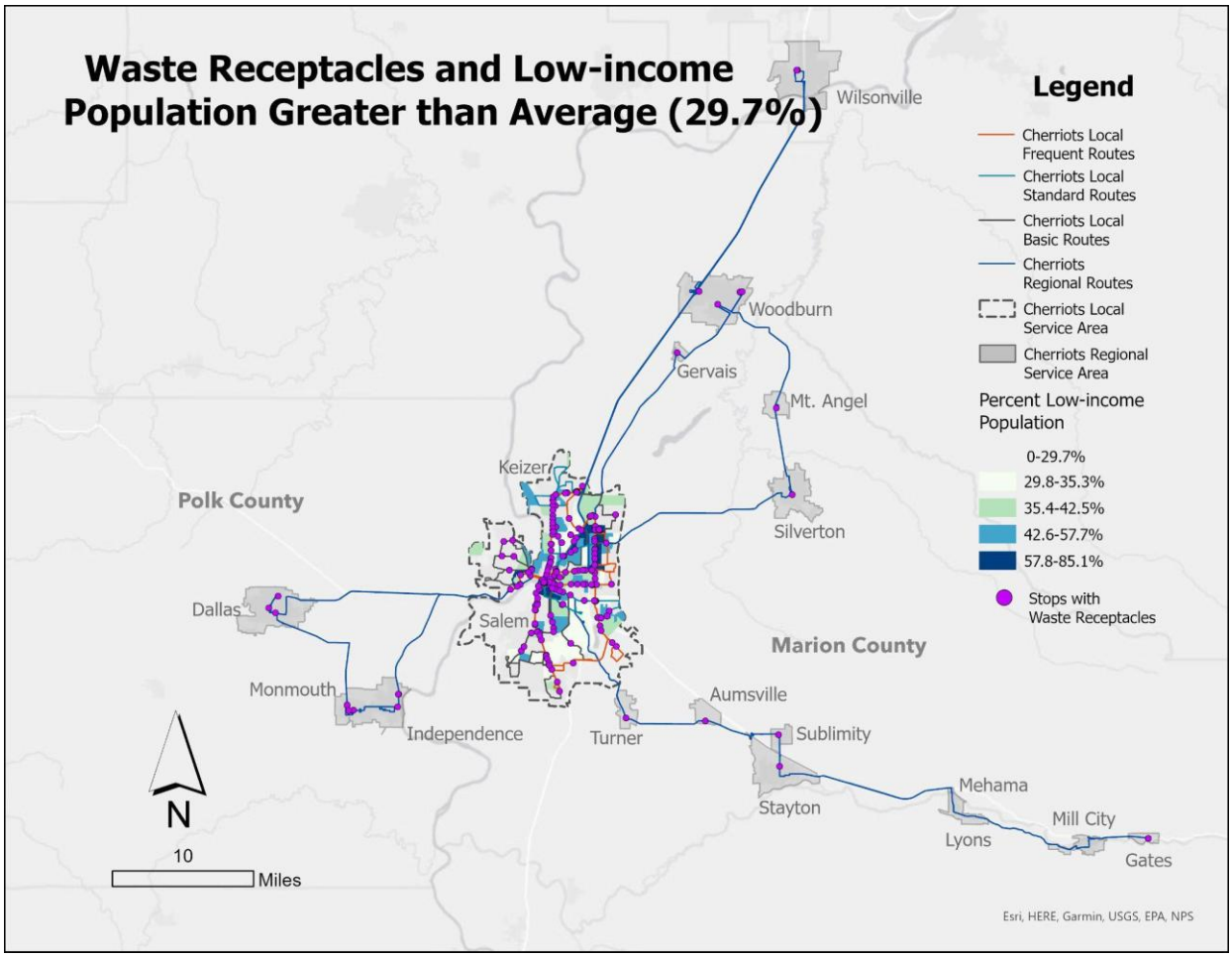
Source: ACS 2020-2024 5-year estimate

Figure 30. Waste receptacles in relation to block groups with greater than average minority populations (Salem and Keizer UGB).



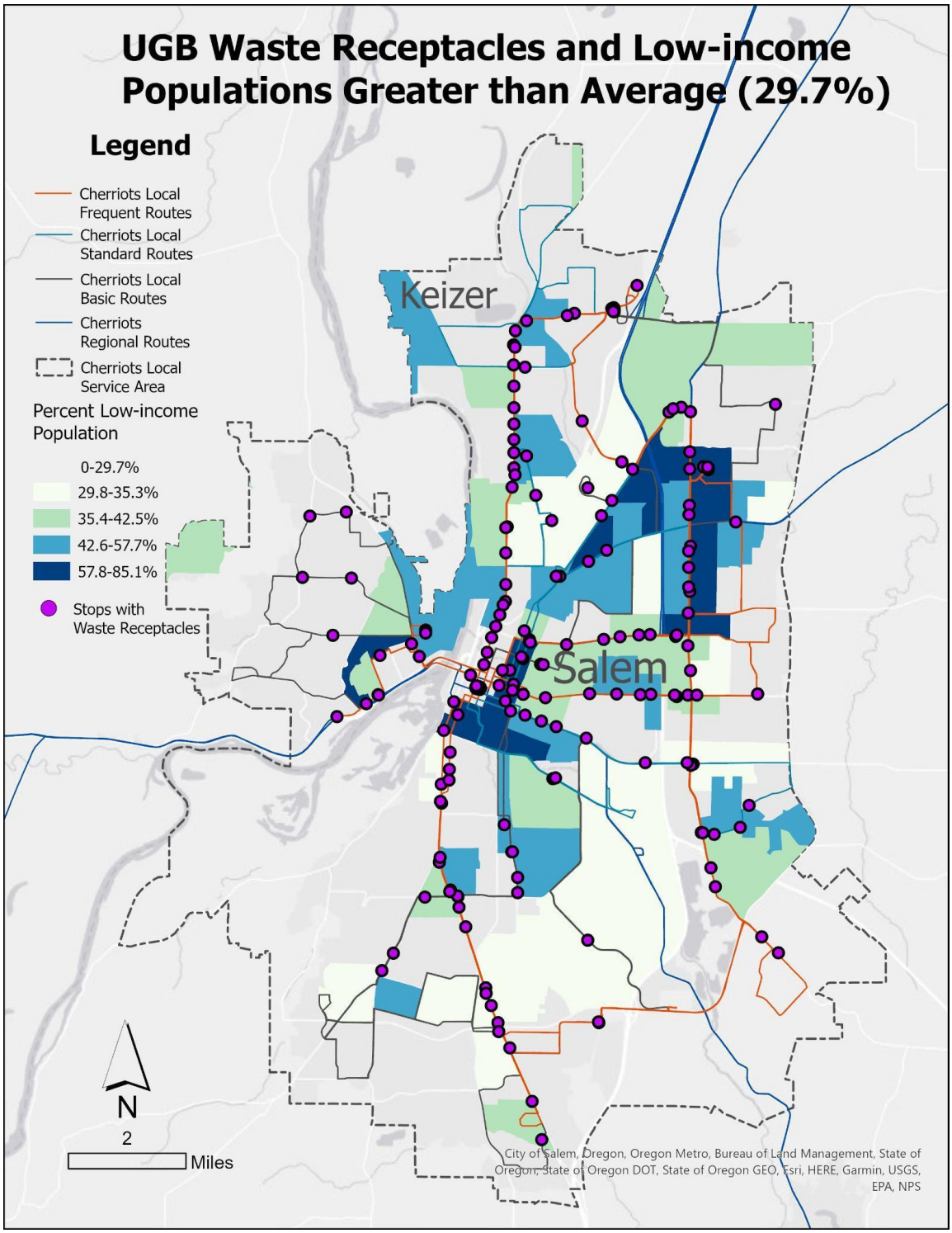
Source: ACS 2020-2024 5-year estimate

Figure 31. Waste receptacles in relation to block groups with greater than average low-income (200% FPL) populations (Salem-Keizer UGB and Regional UGBs).



Source: ACS 2020-2024 5-year estimate

. Waste receptacles in relation to block groups with greater than average low-income (200% FPL) populations (Salem and Keizer UGB).



Source: ACS 2020-2024 5-year estimate

List of Attachments and Links

A. Board Resolution No. 2026-13 88
Adopting the 2026 Title VI Update at the September 24, 2026 Board Meeting

B. SAMTD Title VI Notice to the Public in English, Spanish, Russian, and Chinese
Posted on all Cherriots Local, Cherriots Regional, Cherriots Shop and Ride, Cherriots LIFT buses as well as at Transit Centers and on Cherriots.org.....89

C. **SAMTD Civil Rights Complaint Procedure**
(Please note this is linked rather than attached)

D. **SAMTD Civil Rights Complaint Form**
(Please note this is linked rather than attached)

E. **Public Participation Plan** and Chapter 6 of **Cherriots Service Guidelines**
(Please note this is linked rather than attached)

F. **2024 Needs Assessment**
(Please note this is linked rather than attached)

G. SAMTD Language Assistance Plan 91

H. Policy #704 - Subrecipient Monitoring 107

I. Subrecipients' Title VI Documentation
The following documents are the Title VI Notices to the Public, complaint procedures, and complaint forms for the following non-profit organizations that receives Federal and State grants through SAMTD ("subrecipients").

a. Garten Services 110
b. **Legacy Silverton Medical Center**
(Please note this is linked rather than attached)
c. **West Valley Hospital**
(Please note this is linked rather than attached)
i. **Patient Rights, Responsibilities, & Safety**
(Please note this is linked rather than attached)

Also included are copies of the Title VI Plans for the following cities, which receive state Special Transportation Funds (STF), state Statewide Transportation Improvement Fund (STIF), and federal Section 5310 grant dollars through SAMTD:

d. **City of Silverton**
e. **City of Woodburn**

J. Equity Analyses for Major Service Changes August 2023 119

K. SAMTD Title VI Policy Documents

a. 705 – System-Wide Service Standards 121
b. 706 – System-Wide Service Policies 127
c. 707 – Major Service Changes 130
d. 708 – Disparate impact for Service Changes 134
e. 710 – Fare Changes 139

f. 711 – Disparate Impact for Fare Changes 142
g. 712 – Disproportionate Burden for Fare Changes 146

L. 2024 On-Board Survey Report (Completed June 2024) 149

M.2025 On-Board Survey Report (Completed February 2026) 293

Attachment A

Resolution No. 2026-13

2026 Title VI Program for the Salem Area Mass Transit District

Whereas, the Salem Area Mass Transit District ("District") is required under federal regulations as a designated recipient of federal funds, to submit a Title VI Program under the Federal Transit Administration (FTA) circular 4702.1B; and,

Whereas, FTA rules and regulations contained in 49 USC §5307 (c)(1)(i) define what a Fare Change and Major Service Change are, and the minimum circumstances under which a Disparate Impact and Disproportionate Burden Analysis is required; and,

Whereas, the District is required to conduct a prescribed Disparate Impact and Disproportionate Burden Analysis in the event of certain Major Service Changes or increases or decreases to transit fares; and,

Whereas, system-wide service standards and policies must be in place in order to comply with Title VI rules and regulations; and,

Whereas, the District has occasion to affect changes to its fares and/or its transit services to carry out its mission; and,

Whereas, a public hearing is required by the FTA in the event of Major Service Changes that call for a reduction in transit service or any increase to transit fares; and,

Whereas, the District wishes to ensure that the public has ample opportunity to participate in the consideration of the change of transit fares, and in the planning and implementation of Major Service Changes, consistent with Federal regulations; and,

Whereas, the District wishes to ensure that people living under 200 percent of the Federal Poverty Level (FPL) do not bear any more burden of an increase in fares or in the event of a Major Service Change than those above 200 percent of FPL;

Now, Therefore, Be It Resolved By the Board of Directors of Salem Area Mass Transit District;

That, the Board adopts Resolution #2026-13 to approve the 2026 Title VI Program as written; and direct the Interim General Manager to submit the Title VI Plan to the FTA by October 1, 2026, as is required by federal rules and regulations.

Adopted by the Board of Directors on the 24th day of September 2026, and effective thereupon.

Attest:

_____	_____
Kirra Pressey	Maria Hinojos Pressey
Clerk of the Board	Board President

DRAFT

Salem Area Mass Transit District, dba Cherriots
Title VI Civil Rights Statement

Cherriots Respects Civil Rights
Cherriots operates its programs without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, disability, or income status in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A.400 – 659A.417, or other applicable law.
For more information contact 503-588-2424 (TTY 1-800-735-2900 Oregon Relay network) or email info@cherriots.org.

Cherriots Title VI Statement
Title VI of the Civil Rights Act of 1964 states: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."
Cherriots is committed to complying with the requirements of Title VI in all of its federally funded programs and activities.

Making a Title VI complaint
Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Cherriots.
Any such complaint must be in writing and filed with Cherriots within 180 days following the date of the alleged discriminatory occurrence.
For information on how to file a complaint, visit Cherriots.org/civilrights/ or contact Cherriots by any of the methods provided below.

Salem Area Mass Transit District, dba Cherriots
Declaración de los Derechos Civiles del Titulo VI

Cherriots Respeta los Derechos Civiles
Cherriots opera sus programas sin tomar bajo su consideración raza, color, origen nacional, religión, sexo, orientación sexual, identidad de género, estadomarital, edad, ni discapacidades de acuerdo con el Titulo VI del Acta de los Derechos Civiles, ORS Capitulo 659A.400 – 659A.417, o con cualquier otra ley pertinente. Para más información llame al 503-588-2424 (TTY 1-800-735-2900 Oregon Relay network)
o por correo electrónico: info@cherriots.org.

Declaración de Políticas del Título VI de Cherriots
El Título VI de la Ley de Derechos Civiles de 1964 establece que:
"Ninguna persona en los Estados Unidos, por causa de su raza, color o nacionalidad, deberá ser excluida de participar en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negarán los beneficios ni será discriminado en dichos programas o actividades."
Cherriots se compromete a cumplir con los requisitos del Título VI en todos los programas y actividades subvencionados federalmente.

Quejas del Título VI
Cualquier persona que crea haber sido agraviada por una práctica discriminatoria ilegal según el Título VI puede presentar una queja ante Cherriots. Dicha queja se debe realizar por escrito y se debe presentar ante Cherriots dentro de los 180 días posteriores a la fecha en la que ocurrió la presunta discriminación. Para obtener información sobre cómo presentar una queja, visite Cherriots.org/es/civilrights/ o comuníquese con Cherriots por medio de cualquiera de los métodos que se brindan a continuación.

ТРАНСПОРТНОЕ АГЕНСТВО Salem Area Mass Transit District, dba Cherriots
АКТ О ГРАЖДАНСКИХ ПРАВАХ - РАЗДЕЛ VI

Транспортное агентство Cherriots ответственно относится к соблюдению гражданских прав
Cherriots проводит свои программы не взирая на расу,цвет кожи,семейное положение,возраст,инвалидность или размер дохода в соответствии с Разделом VI о Соблюдении Гражданских Правил , Свод законов штата Орегон (ORS) часть 659A.400 – 659A.417,или других применимых законов.Для дополнительной информации звоните по телефону 503-588-2424 (TTY 1-800-735-2900 Oregon Relay network) или пишите на адресс электронной почты info@cherriots.org.

АКТ Раздела VI компании Cherriots
Разделом VI Закона о гражданских правах от 1964 г. устанавливается следующее: «Ни одно лицо в Соединенных Штатах Америки не может быть исключено из числа участников программ или работ, финансируемых государством, не может получить отказ в получении благ в виду такого участия или подвергаться дискриминации в рамках таких программ или работ на основании расовой принадлежности, цвета кожи или национального происхождения». Транспортное агентство Cherriots несет обязательства по соблюдению требований Раздела VI при осуществлении всех финансируемых государством программ и работ.

Жалоба на несоблюдение требований Раздела VI
В соответствии с положениями Рздела VI , любое лицо,считающее, что против него был совершен незаконный поступок дискриминационного характера,может подать жалобу в Транспортное Агенство Cherriots.Подобная жалоба должна быть составлена в письменном виде и подана в Транспортное Агенство Cherriots в течении 180 дней со времени предпологаемого инцидента,связанного с дискриминацией.Для подробной информации или о правильной подаче жалобы, посетите нашу страницу Cherriots.org/civilrights/ или свяжитесь с Транспортным Агенством Cherriots с любым ниже указанным методом.

Salem 地区公共交通区，经营名称为 Cherriots
Title VI 民权声明

Cherriots 尊重民权
Cherriots 依据《民权法案》Title VI、《俄勒冈州修订法规》(Oregon Revised Statutes, ORS) 第 659A.400 – 659A.417 条及其他适用法律, 在运营其各项计划, 不以种族、肤色、原国籍、宗教、性别、性取向、性别认同、婚姻状况、年龄、残障或收入状况为由进行任何歧视。如需更多信息, 请拨打 503-588-2424 (TTY 1-800-735-2900, 由 Oregon Relay network 运营) 或发送电子邮件至 info@cherriots.org。

Cherriots Title VI 声明
《1964 年民权法案》Title VI 规定: "在美国境内, 任何人不得因种族、肤色或原国籍的原因, 被排除在接收联邦财政援助的任何计划或活动之外、被剥夺其应享有的利益, 或受到任何形式的歧视。" Cherriots 承诺在其所有接受联邦资助的计划和活动中, 遵守 Title VI 的各项要求。

提出 Title VI 投诉
任何人如果认为自己受到了 Title VI 规定的非法歧视行为的侵害, 均可向 Cherriots 提出投诉。该投诉必须以书面形式提出, 并应在所指控的歧视事件发生之日起 180 天内提交给 Cherriots。有关如何提出投诉的详细信息, 请访问 Cherriots.org/civilrights/, 或通过以下任一方式联系 Cherriots。

Mail / Correo / По почте / 邮件 : Civil Rights Officer - Cherriots - 555 Court Street NE, Suite 5230 - Salem, OR 97301

Email / Correo Electrónico / По электронной почте / 电子邮件 : info@cherriots.org

Phone / Teléfono / По телефону / 电话 : 503-588-2424

Fax / По факсу / 传真 : 503-566-3933

CHERRIOTS

Cherriots.org

Salem Area Mass Transit District, dba Cherriots
Title VI Civil Rights Statement

Cherriots operates its programs and services without discrimination based on race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been discriminated against under Title VI, you may file a complaint with Cherriots. Complaint forms, procedures, and additional information are available at Cherriots.org/civilrights/, by calling 503-588-2424, or by visiting the Cherriots Administrative Office (555 Court Street NE, Suite 5230, Salem, OR 97301).

Salem Area Mass Transit District, dba Cherriots
Declaración de los Derechos Civiles del Titulo VI

Cherriots opera sus programas y servicios sin discriminación por motivos de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. Si cree que ha sido víctima de discriminación en virtud del Título VI, puede presentar una queja ante Cherriots. Los formularios de queja, los procedimientos y más información están disponibles en Cherriots.org/civilrights/, llamando al 503-588-2424 o visitando la Oficina Administrativa de Cherriots (555 Court Street NE, Suite 5230, Salem, OR 97301).

ТРАНСПОРТНОЕ АГЕНСТВО Salem Area Mass Transit District, dba Cherriots
АКТ О ГРАЖДАНСКИХ ПРАВАХ - РАЗДЕЛ VI

Cherriots осуществляет свои программы и услуги без дискриминации по признакам расы, цвета кожи и национального происхождения в соответствии с Разделом VI Закона о гражданских правах 1964 г. Если вы считаете, что подверглись дискриминации, запрещенной Разделом VI, вы можете подать жалобу на Cherriots. Формы жалоб, сведения о процедурах и дополнительная информация доступны на веб-сайте Cherriots.org/civilrights/, предоставляются по телефону 503-588-2424 или в административном офисе Cherriots (555 Court Street NE, Suite 5230, Salem, OR 97301).

Salem 地区公共交通区，经营名称为 Cherriots
Title VI 民权声明

Cherriots 依据《1964 年民权法案》(Civil Rights Act of 1964) 第六章 (Title VI) 的规定，在运营其各项计划和服务时，不以种族、肤色或原国籍为由进行任何歧视。如果您认为您受到了违反 Title VI 的歧视，您可以向 Cherriots 提交投诉。投诉表格、程序及相关补充信息可通过访问 Cherriots.org/civilrights/，致电 503-588-2424，或亲临 Cherriots 行政办公室（地址：555 Court Street NE, Suite 5230, Salem, OR 97301）获取。

CHERRIOTS

Attachment G

Cherriots Language Assistance Plan 2026

This plan describes the process used by SAMTD for conducting a Limited English Proficiency (LEP) needs assessment based on the four-factor framework in Section V of the DOT LEP Guidance. The four-factor analysis will allow SAMTD to be in a better position to implement a cost-effective mix of language assistance measures and to target resources appropriately.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient

How LEP persons interact with Cherriots

Many of the LEP persons in the urban and rural areas of the SAMTD service areas use the transit system for daily transportation needs. They also call the Customer Service and Cherriots call center phone numbers to get information about transit services, especially schedule information. There are employees who speak fluent Spanish in Customer Service and the Cherriots call center. For any other language needed, SAMTD contracts with a telephone language interpretation service, which can handle most communication needs.

Currently, there are no regular attendees to our Board of Director meetings that could be categorized as LEP persons, but if there was an interest by such a group, SAMTD is prepared to provide interpretation services for any interested person.

SAMTD translates certain portions of the Cherriots.org website into Spanish in order to communicate answers to frequently asked questions.

Identification of LEP communities

The boundary for Cherriots Local, Cherriots LIFT, and Cherriots Shop and Ride bus services is the Salem-Keizer Urban Growth Boundary (UGB). Cherriots Regional serves the rural communities of Marion and Polk counties and two small towns in Linn County. In addition to the established district boundary, Cherriots Regional also operates a commuter route. This commuter route provides service between the Salem-Keizer area and Wilsonville.

Obtain census data on the LEP population in the SAMTD service area

Data was gathered from the U.S. Census American Community Survey (ACS) 5-Year Estimate (2020-24) for Marion and Polk counties. SAMTD will use TBEST to calculate LEP population within Salem-Keizer UGB and Regional City UGBs, including Dallas, Monmouth, Independence, Turner, Aumsville, Sublimity, Stayton, Mehama, Lyons, Mill City, Gates, Silverton, Mount Angel, Gervais, Woodburn and Wilsonville. This will ensure

that the Cherriots Regional and Cherriots Local services are treated equally. Table I-1 displays the numbers below.

Table 1. Data from the 2020-2024 American Community Survey (ACS) for Marion and Polk Counties: Language spoken at home by ability to speak English for the population 5 years old and over for Salem-Keizer UGB and Regional City UGBs

Category	Estimate
Total:	388,516
Speaks English "very well"	351,601
Speaks English less than "very well"	36,915
Spanish speaker	31,012
Russian speaker	1,334
Chinese speaker	1,003
Other language speakers	3,566
Total for Salem-Keizer & Regional UGBs	388,516
Percent LEP	9.5%

Analysis of the data collected from the 2020-24 (five-year average) American Community Survey

Data provided by the 2020-24 ACS 5-Year Estimate above show that more than 1,000 individuals who speak English less than "very well" reside in Salem-Keizer UGB and Regional City UGBs. The majority of these LEP persons speak Spanish, the second highest LEP are Russian speakers, and the third highest LEP are Chinese speakers. The LEP safe harbor provision states that if 5 percent or 1,000 individuals are LEP and live in the transit service area, SAMTD must address these populations with additional language assistance including the publication of the Title VI Notice to the Public in those languages. Cherriots has translated and posted its Title VI Notice to the Public in three languages since June 2014.

Figures 1 and 2 show the concentration of LEP individuals in relation to the area averages. Figure 1 shows the percentage of population considered LEP by U.S. Census block group for Salem-Keizer UGB and Regional City UGBs. Figure 2 displays the Percentage of Population considered LEP by U.S. Census block group within the Salem-Keizer UGB. The average LEP population is 9.5 percent for Salem-Keizer UGB and Regional City UGBs.

Following the DOT's and Department of Justice's Safe Harbor Provision for LEP communications, SAMTD has translated its Title VI Policy statement into Russian

since June 2014 due to a large population of LEP Russian speakers in the city of Woodburn who speak English less than “very well,” and could potentially use Cherriots Local and Cherriots Regional buses.

The Title VI Notice to the Public is posted in all three languages in all Cherriots Local, Cherriots Regional, Cherriots Shop and Ride, and Cherriots LIFT vehicles.

The safe harbor provision stipulates that, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five (5) percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.” The Spanish-speaking LEP group is the largest with approximately 29,000 people, and the Russian-speaking LEP group is the second largest at around 1,400 people. Other languages make up about 3,400 people who are considered LEP, but the individual languages do not meet the safe harbor threshold. Based on recent demographic data indicating that the Chinese-speaking LEP population now meets the Safe Harbor threshold within the service area, Cherriots is in the process of translating its Title VI Policy Statement and Notice to the Public into Chinese to further improve language accessibility and ensure compliance with LEP requirements.

While specific areas within the Salem-Keizer area have higher residential concentrations of LEP populations, the use of the transit system by LEP populations is not limited to the locations of their homes. Employment, medical services, government offices, and shopping opportunities are widespread throughout the community. Based on this information, SAMTD has elected to apply assistance to LEP populations with geographic equity.

Figure 1. Census tracts in Salem-Keizer UGB and Regional City UGBs with greater than average Limited English Proficiency (LEP) populations.

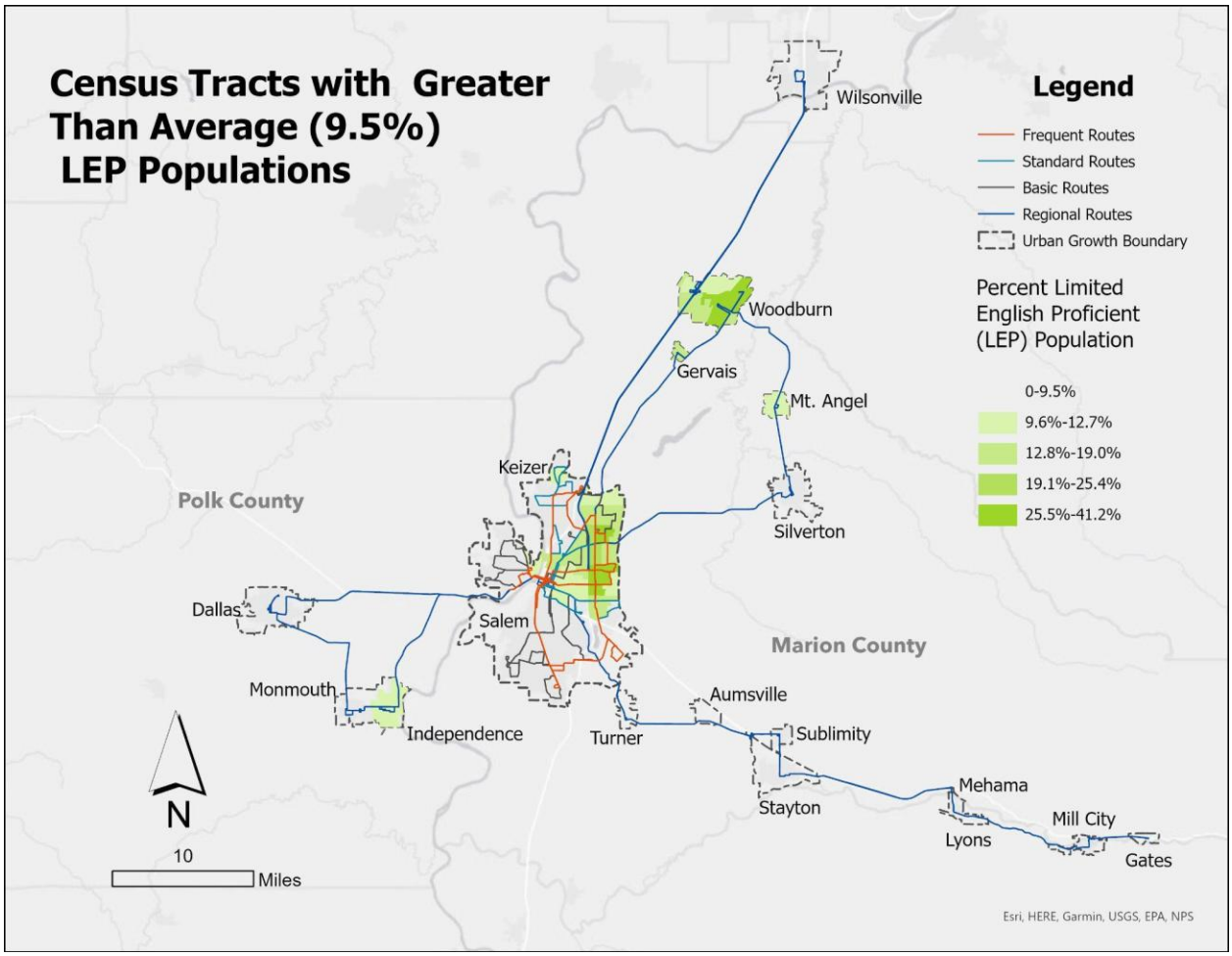
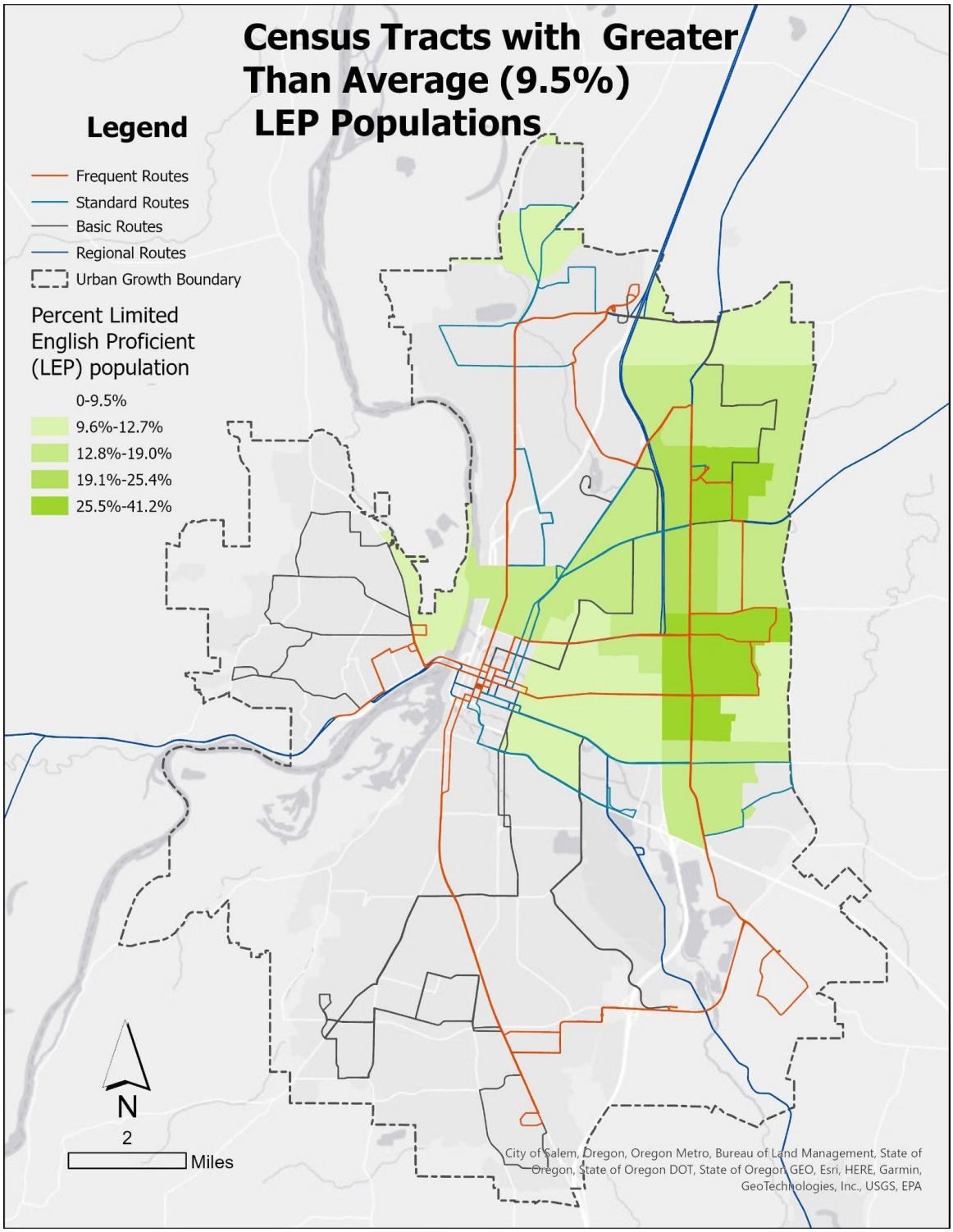


Figure 2. Census tracts near the Salem-Keizer UGB with greater than average Limited English Proficiency (LEP).



Compile additional data from state and local sources

Each school district in the State of Oregon has a responsibility to identify those students who are LEP and whose primary language is other than English in order to provide assistance to these students. Newly registered students and parents complete Home Language Surveys that identify the primary language spoken by the student and his or her family. Data provided by the Oregon Department of Education indicates that in the 2024-2025 school year, 23.4% of Salem-Keizer School District students are Current English Learners (EL). In the Woodburn School District, 48.1% of students are EL.

Determine the literary skills of LEP populations in their native languages

In order to determine whether translation of documents will be an effective practice, the literacy rates of LEP populations in their native languages must be known. Although specific survey data was not collected in this area, a survey of EL students is performed by the Salem-Keizer School District each year. According to the document found in Appendix A, a survey in 2011-12 found that around 15% of the student population speaks a different language at home. They very often teach their parents English at home as they progress through the EL program.

A report from the National Center for Education Statistics in 2003 shows a low literacy rate of somewhere between 7.3 and 25.5 percent (95^{th} percentile accuracy) in Marion County. Polk County had between a 4.5 and 17.6 percent illiteracy rate (95^{th} percentile accuracy). These findings are provided in the documents provided in Appendix B.

Data is hard to find, but it appears from the Salem-Keizer School District programs that literacy in the native language is relatively high (97%). Therefore, any translated documents or public outreach materials should be understandable by the LEP populations in Salem and Keizer.

Identify whether LEP persons are underserved by SAMTD due to language barriers

As shown in Figure 2 above, transit services are provided at relatively high frequencies throughout the U.S. Census Block Groups in the Salem-Keizer urbanized area with above average LEP populations. With the language assistance policy in place, especially for those who speak Spanish, SAMTD believes the LEP populations in the Cherriots service area are not being underserved. It is possible that SAMTD is not serving the Russian speaking LEP population in the City of Woodburn, and staff is proactively trying to reach out to this community to educate them about the Cherriots Regional services available.

Transit services provided by all of the SAMTD brands (Cherriots Local, Cherriots Regional, Cherriots LIFT, and Cherriots Shop and Ride) are well-represented in areas of the urban and rural areas where LEP populations live. Service frequencies in these areas are generally higher than in non-LEP areas due to high demands for service in those areas.

Factor 2: The frequency with which LEP individuals come into contact with SAMTD's programs

Key services provided by SAMTD

SAMTD will survey key program areas and assess major points of contact with the public, such as:

- Fixed route public transportation service
- Purchase of bus passes through Customer Service representatives (including over the phone), outlets, and transit operators; currently, SAMTD does not sell passes via the Cherriots.org website or via vending machines
- Selling "Umo" electronic fares at Cherriots Customer Service counter
- Commuter Service
- Complementary paratransit service (Cherriots LIFT)
- Travel Training
- Cherriots Transportation Options
- Participation in public meetings
- Ridership surveys
- Operator surveys

Based on current information provided by transit operators and Customer Service staff the only language other than English that is frequently encountered is Spanish. Very limited encounters occur with individuals that speak only Russian or Chinese with these encounters being less than 0.5% for each language.

SAMTD continues to work with local groups within the Spanish speaking community to ensure that program information, program changes, and concerns of the community are clearly communicated. These groups include Mano a Mano, The Latino Business Alliance, and KWIP Spanish radio. Online surveys in Spanish have also been used to gather input from the Spanish speaking community in Marion and Polk counties. Even though Russian was identified in 2021 as a common LEP language in the City of Woodburn, not many people are using SAMTD services. Outreach for the Long Range Transit Plan in 2022 included a tabled event at an ethnic grocery store in Woodburn, and staff connected with some Russian speakers, but none of them used transit.

The District will continue outreach to the Russian community in Salem and Woodburn to ensure they are included in public input. To date, a representative organization has not been identified that could assist the District with its outreach efforts to the Russian speaking public. Input from these community organizations and others is critical in maintaining information on how frequently services provided by SAMTD are used by LEP individuals.

Effective use of input from community groups and LEP focus groups

SAMTD will use the following guidance and steps to evaluate specific community group

relevance as a resource for input from various LEP populations.

1. Questions to ask community groups serving LEP persons

The DOT LEP Guidance states that the nature of language assistance an agency provides should be based in part on the number and proportion of LEP persons served by the recipient, the frequency of contact between the recipient and the LEP population, and the importance of the service provided by the recipient to the LEP population.

In order to better analyze these factors, transit agencies are encouraged to consult with community organizations serving LEP persons and ask some or all of the following questions:

- What geographic area does your agency serve?
- How many people does your agency provide services to?
- Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
- What are the countries of origin from which your population has immigrated?
- Does your population come from an urban or rural background?
- What are the languages spoken by the population you serve?
- What is the age and gender of your population?
- What is the education and literacy level of the population you serve?
- What needs or expectations for public services has this population expressed?
- Has the population inquired about how to access public transportation or expressed a need for public transportation service?
- What are the most frequently traveled destinations?
- Are there locations that the population has expressed difficulty accessing via the public transportation system?
- Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
- What is the best way to obtain input from the population?
- Who would the population trust most in delivering language appropriate messages?

2. LEP survey/focus group questions

Transit agencies implementing the four-factor analysis described in the DOT LEP Guidance are encouraged to consult directly with LEP persons to determine how frequently these persons use the agency's service and the importance of the service to LEP persons.

Section II of this handbook recommends that agencies gather input from LEP persons using focus groups and surveys. Agencies using these methods should consider asking some or all of the following questions:

- Do you use public transportation?

  If a person answers "yes," ask the following questions:

- How often do you use public transportation?
- What kinds of public transportation do you use— Cherriots Local buses, Cherriots LIFT service, Cherriots Regional buses, other buses?
- When do you use public transportation? For what purpose?
- Are you satisfied with the transportation you use?
- Do you have any suggestions how the people who run the transportation services could improve it to make it work better for you? Please be as specific as you can.

If a person answers “no” to the first question, ask the following questions:

- How do you travel if you have to go somewhere in your area?
- Would you use public transportation if the buses were set up differently?
- If the person answers “yes,” to this question, then ask:
- Which transit systems would you use?
- How can the people who run that system improve it to make it work better for you?

When possible, survey or focus group questions should be provided to advocacy groups and other interested organizations so that they may provide feedback on the instrument and offer additional suggestions.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives

Salem-Keizer UGB and Regional UGBs have a high number (29.7%) of overall households that are below 200% of the Federal Poverty Level (FPL). As shown in Figures 3 and 4 below, a significant number of these households are occupied by individuals with LEP. The availability of public transportation is especially important for these individuals to access employment, medical services, public assistance, and shopping opportunities. For populations that face these socio-economic challenges it is critical that information on the available services, how to use the services, potential changes to services, safety and security notices, and opportunities to be involved in the public participation process be made available in a language and literacy level that is understandable by the majority of individuals dependent on the services offered by Cherriots.

Figure 3. Service and service area in relation to block groups with greater than average low-income (200% FPL) populations within Salem and Keizer UGB (ACS 2020-2024)

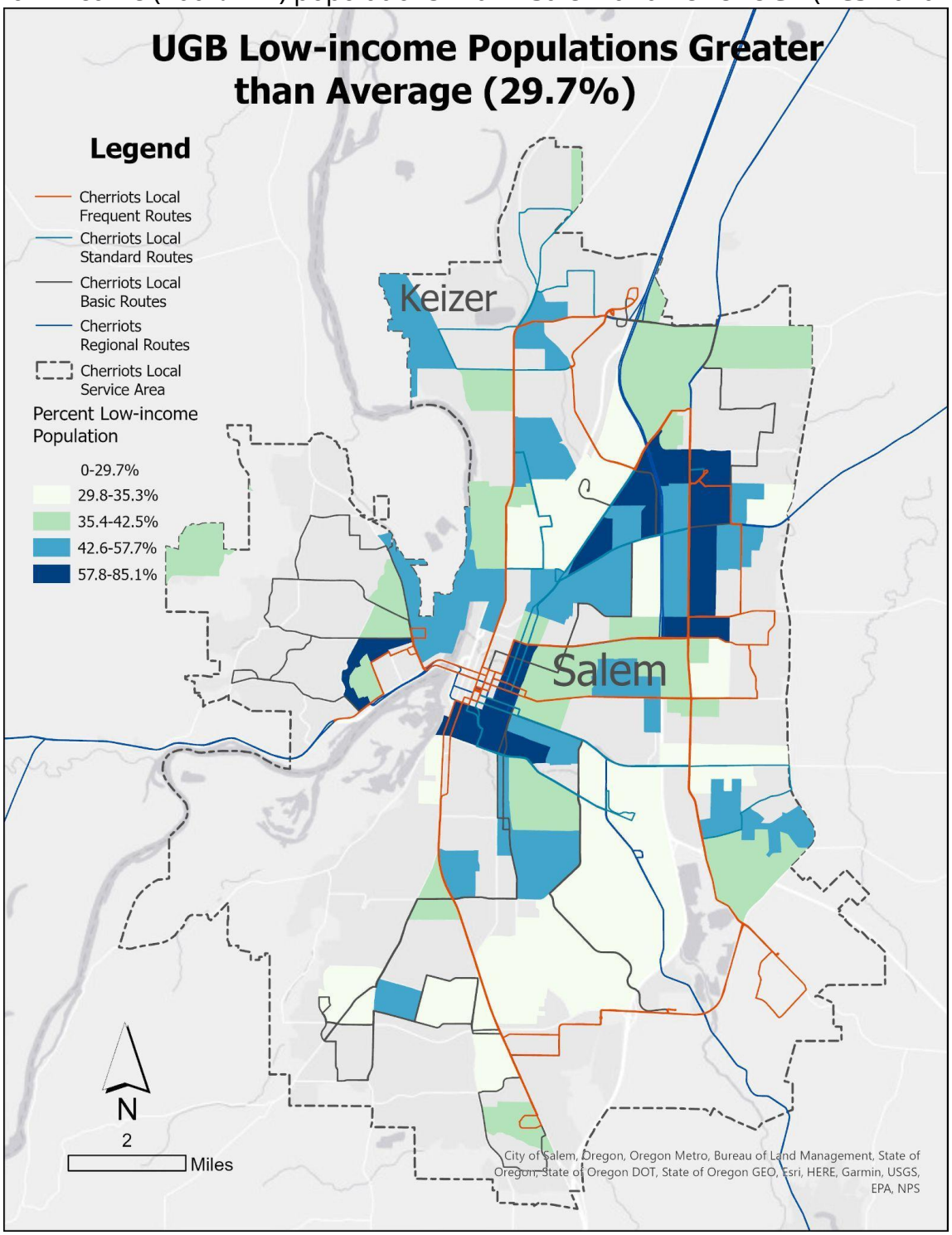
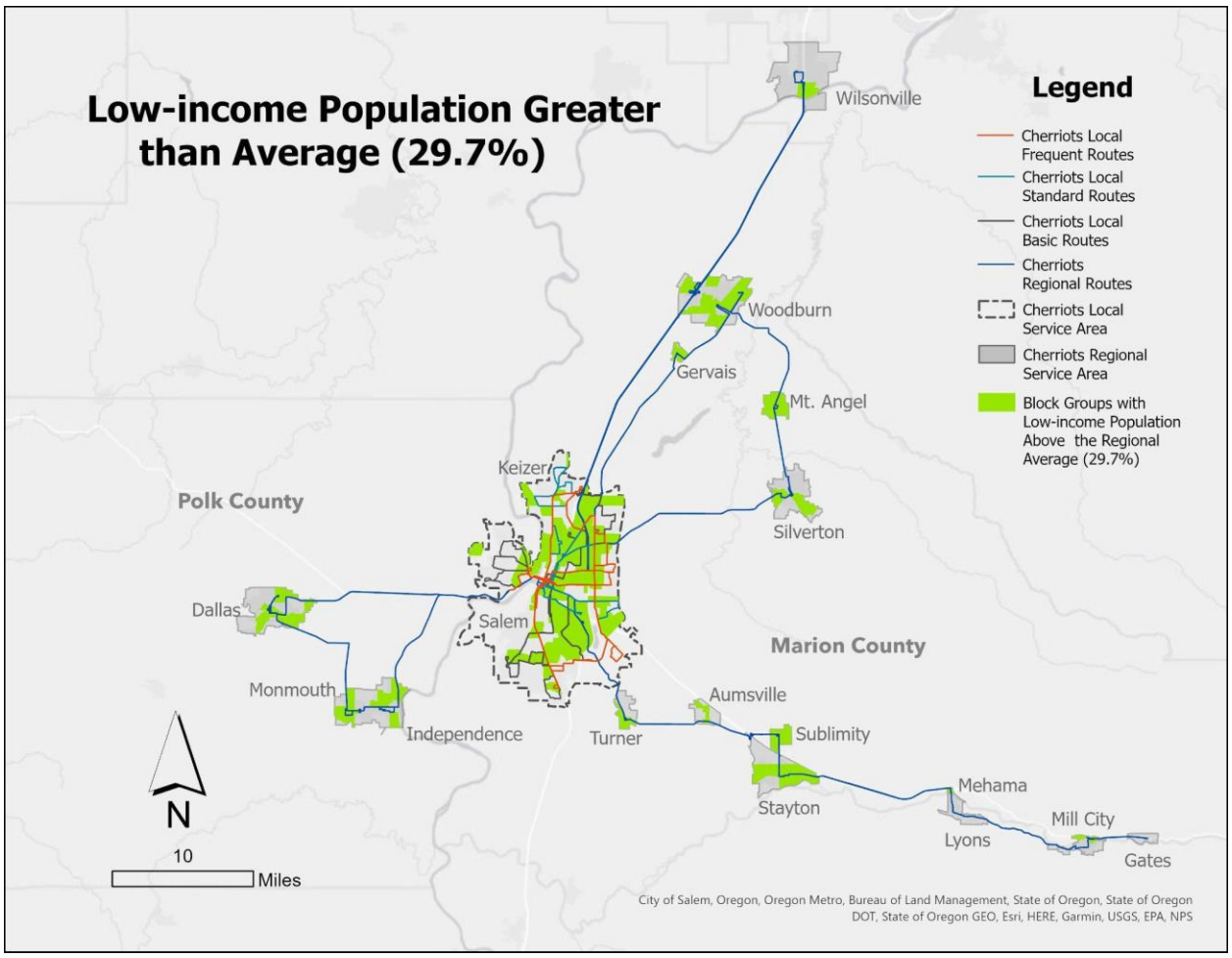


Figure 4. Service and service area in relation to block groups with greater than average low-income (200% FPL) populations within Salem-Keizer UGB and Regional UGBs)(ACS 2020-2024)



Language assistance monitoring checklist

In order to assure comprehensive coverage of all programs offered by SAMTD, periodic monitoring of language assistance measures that have been implemented can help determine if assistance is being provided competently and effectively. SAMTD will use the following checklist to monitor services. Depending on the language assistance provided, the following questions could be answered by periodic monitoring:

Stops and shelters

____Are translated instructions on how to make fare payments available?

____Are translated schedules, route maps, or information on how to use the system available?

____Has the information been placed in a visible location?

____How many units of the material have been distributed?

____If such information is available, is Customer Service staff aware that they have this information?

____Are announcements audible?

____Are any announcements, such as security awareness announcements, made in languages other than English?

____Do transit stops and transit centers display information or instructions using pictographs?

____Can a person who speaks limited English or another language receive assistance from a Customer Service staff member when asking for directions? How is this assistance provided?

Vehicles

____Are translated instructions on how to make fare payments available?

____Are translated schedules, route maps, or information on how to use the system available?

____Has the information been placed in a visible location?

____How many units of the material have been distributed?

____If such information is available, are transit operators aware that they have this information?

____Are announcements audible?

____Are any announcements, such as security awareness announcements, made in languages other than English?

____Can a person who speaks limited English or another language receive assistance from a transit operator when asking about the destination of the vehicle? How is this assistance provided?

Customer Service

____Is the Customer Service telephone line equipped to handle callers speaking languages other than English?

____Can customer service representatives describe to a caller what language assistance the agency provides and how to obtain translated information or oral interpretation?

____Can a person speaking limited English or a language other than English request information from a customer service representative?

Community outreach

____Are interpreters available for community meetings?

____Are translated versions of any written materials that are handed out at a meeting provided upon request?

____Can members of the public provide oral as well as written comments?

Press/public relations

____Are meeting notices, press releases, and public service announcements translated into languages other than English?

____Does the agency website have a link to translated information on its home page?

Current communication methods used by SAMTD

SAMTD typically communicates to the public through one or more of the following methods:

- Social media channels like Facebook, Twitter, and Instagram
- Email alerts and newsletters
- Signs and “take-one” handouts available in vehicles and at the Downtown Transit Center
- Announcements in vehicles and at the Downtown Transit Center
- The Cherriots.org website
- Customer Service lobby
- Press releases
- Newspaper advertisements
- Announcements and community meetings
- Information tables at local events

Factor 4: The resources available to SAMTD for LEP outreach, as well as the costs associated with that outreach

Internal considerations and training will focus on:

1. A list of what written and oral language assistance products and methods the district has implemented and how SAMTD staff can obtain those services;
2. Instructions to Customer Service staff and other SAMTD staff who regularly take phone calls from the general public on how to respond to an LEP caller. (Ideally, the call taker will be able to forward the caller to a language line or to an in-house interpreter who can provide assistance);
3. Instructions to Customer Service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person. (Ideally, the SAMTD staff person will be able to forward the correspondence to a translator who can translate the document into English and translate SAMTD's response into the native language);
4. Instructions to vehicle operators, operations supervisors, and others who regularly interact with the public on how to respond to an LEP customer;
5. Policies on how SAMTD will ensure the competency of interpreters and translation services. Such policies could include the following provisions:
    - SAMTD will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language;
    - SAMTD will train the interpreter or translator in specialized terms and concepts associated with SAMTD's policies and activities;
    - SAMTD will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreter or translator;
    - SAMTD will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues for which they would be providing interpretation services.

The current resources utilized include print translation services for English and Spanish, telephone interpretation services for all languages that represent the majority of individuals that speak English "less than very well" or "not at all", and in-person interpretation for public meetings for primary dominant language groups in the area.

In addition to these resources, a limited number of staff are bilingual in English and Spanish. These include some Customer Service staff, Marketing staff, and transit operators.

Determine what, if any, additional services are needed to provide meaningful access

While there are adequate resources for interpreting phone conversations, print materials, media releases, and interpreters for public meetings, additional English / Spanish bilingual staff would increase the opportunities for conversations between individuals who speak Spanish more naturally. Additional training is needed to address the stated area of need.

Budgeting for translation services and staff training

The SAMTD annual budget always includes an amount for print translation and telephone interpretation services as well as the services of interpreters for in-person meetings where LEP individuals may be present. Phone services are provided for a variety of languages, including all significant language groups in the SAMTD service area.

Print translations are also provided by an outside service. While the cost is somewhat high, the volume of translations annually does not support the need for in-house translation staff positions.

Audio messages are completed by staff who are bilingual in English and Spanish.

Additional resources to sustain ongoing development of LEP program

Additional resources can be found in Appendix C.

Policy: Subrecipient Title VI Program Monitoring		Number: 704
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 1 of 3

704.01 PURPOSE

The purpose of this policy is to require the District to monitor its Subrecipients' Title VI programs, to provide assistance to these smaller organizations, and to comply with Title VI rules and regulations.

704.02 APPLICATION

All matters related to guide the management of monitoring the Title VI Programs of Subrecipients as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

704.03 DEFINITIONS

A. Recipient

1. Any public or private entity that receives Federal financial assistance from the Federal Transit Administration (FTA), whether directly from FTA or indirectly through a primary recipient. This term includes Subrecipients, direct recipients, designated recipients, and primary recipients. The term does not include any ultimate beneficiary under any such assistance program.

B. Subrecipient

1. An entity that receives Federal financial assistance from FTA through a primary recipient.

Policy: Subrecipient Title VI Program Monitoring		Number: 704
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C. Title VI Program

1. A document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

D. Transit Provider

1. Any entity that operates public transportation service, and includes states, local and regional entities, and public and private entities. This term is inclusive of direct recipients, primary recipients, designated recipients, and Subrecipients that provide fixed route public transportation service.

E. Transit Equity

1. SAMTD defines Transit Equity as:

   a. Policies that promote the equitable distribution of burdens and benefits
   b. Promoting equal access to resources and services
   c. Engaging transit-dependent riders in meaningful planning and decision-making processes

704.04 GENERAL RULE

Subrecipients of Federal funds who are transit providers shall be monitored for compliance with current Title VI regulations. Technical assistance shall be provided to these smaller organizations to ensure

Policy: Subrecipient Title VI Program Monitoring		Number: 704
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 3 of 3

compliance because if the Subrecipient is out of compliance, SAMTD will be out of compliance and therefore ineligible to receive Federal funds. Subrecipients shall be required to submit their Title VI programs to SAMTD every three years or whenever changes or amendments are added by April 30 beginning April 30, 2014. The programs shall address the general reporting requirements noted in Chapter III of FTA circular 4702.1B. SAMTD staff will perform an annual inspection of Subrecipients complaint records and shall be notified if any lawsuit is filed against the Subrecipient that relates to discrimination based on race, color, or national origin. The annual inspection may include a site visit and an inspection of the Subrecipients vehicles, operations centers, customer service areas, etc.

704.05 EXCEPTIONS

There are no exceptions to this policy.

Approved By:



General Manager

5/16/17

Effective Date

Subject: **Procedure No.: 350A**

Garten Services, Inc. Title VI Civil Rights Statement & Complaint Procedures

Date: 09/21/2018

Garten Services Respects Civil Rights

Garten Services, Inc. operates its programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, age, disability, or income status in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. For more information, please contact 503-581-1984 or email HR-MGR@garten.org. Garten Services is committed to complying with the requirements of Title VI in all of its federally funded programs and activities.

Garten Services Title VI Statement
Title VI of the Civil Rights Act of 1964 states: *"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."*

Making a Title VI complaint Any person who believes he or she has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Garten Services. Any such complaint must be in writing and filed with Garten Services within 180 days following the date of the alleged discriminatory occurrence. For information on how to file a complaint, contact Garten Services by any of the methods provided below.
Mail:
Human Resource Manager
Garten Services
500 Hawthorne Ave. SE
Salem, OR 97301
Phone, Fax, or Email Phone 503-581-1984
Fax 503-589-3119
Email: HR-Mgr@garten.org

Copies of Garten's Title VI notice is located in main and subsidiary offices at 500 Hawthone Ave, SE and 4472 Industrial Way, NE Salem, OR 97301, on website www.garten.org, and vehicles
Copia del aviso de Garten título VI está situado en las oficinas principales y subsidiarias 500 Hawthone Ave. SE and 3334 Industrial Way, NE Salem, OR 97301, en el sitio web www.garten.org y vehículos

Garten Services Título VI declaración de los derechos civiles

Garten Servicios de la com los derechos civiles de los aspectos

Servicios a la comunidad católica opera sus programas sin distinción de raza, color, religión, sexo, orientación sexual, origen nacional, estado civil, edad, discapacidad o estado de ingresos según el título VI de la ley de derechos civiles, ORS Capítulo 659A u otra ley aplicable. Para obtener más información, llame al 503-581-1984 o un correo electrónico a hrmanager@garten.org. Servicios a la Garten se compromete a cumplir con los requisitos del título VI en todas sus actividades y programas financiados por fondos federales.

Garten servicios Título VI declaración

Título VI de la ley de derechos civiles de 1964 Estados: *"ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, excluida de la participación en, ser negada los beneficios de o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera Federal".*

Un reclamo de título VI Cualquier persona que cree que él o ella ha sido agraviada por una práctica discriminatoria ilegal bajo el título VI puede presentar una queja con servicios a la Garten. Cualquier denuncia debe ser por escrito y presentada con servicios a la Garten dentro de los 180 días siguientes a la fecha de la presunta ocurrencia discriminatoria. Para obtener informaciónsobre cómo presentar una queja, comuníquese con servicios a la Garten por cualquiera de los métodos proporcionados por debajo.

Correo Human Resource Manager
Servicios a la Garten
500 Hawthorne Ave. Se
Salem, OR 97301
Teléfono, Fax o correo electrónico Teléfono 503-581-1984
Fax 503-589-3119
Correo electrónico HR-Mgr@garten.org

Copies of Garten's Title VI notice is located in main and subsidiary offices 500 Hawthorne Ave. Se, and 3334 Industrial Salem, OR 97301, on website www.garten.org, and vehicles

Copia del aviso de Garten's título VI está situado en las oficinas principales y subsidiarias

OR 97301, en el sitio web www.garten.org.org y vehículos

Title VI Complaint Form

Tell us how to contact you:

Name: _____

Home Phone: _____ Work Phone: _____ Mobile Phone: _____

Best Time to Call (if additional information is needed): _____

E-mail Address: _____

Date of Alleged Incident: _____

Were you discriminated against because of:

- ○ Race
- ○ National Origin
- ○ Marital Status
- ○ Sex
- ○ Sexual Orientation
- ○ Religion
- ○ Color
- ○ Age
- ○ Disability
- ○ Income Status
- ○ Marital Status
- ○ Other_____

Please explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include as much detail as possible including names and contact information of witnesses. (Use back if more space is needed for explanation)

_____

_____

_____

_____

_____

_____

Have you filed this complain with any other federal, state or local agency?

- ○ Federal Agency
- ○ State Agency
- ○ Local Agency

If you have filed a complaint, please provide information about a contact person at the agency where the complaint was filed.

Name: _____

Address: _____

City, State & Zip Code: _____

Phone: _____

E-Mail: _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

_____/ _____

Signature Date

This form may be taken to the main office located at 500 Hawthorne Ave. SE Salem, OR 97301 or it may be mailed to: 500 Hawthorne Ave, SE. Salem, OR 97301 Attn: Human Resource Manager

GARTEN SERVICES
Title VI Complaint Procedure

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin may file a written complaint with Garten Services, 500 Hawthorne Ave. SE, Salem, Oregon 97301.

Complainants have the right to complain directly to the appropriate agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the HR Manager may be utilized for resolutions. The HR Manager will notify the Fleet and Maintenance Manager and all other applicable parties of all Title VI related complaints as well as all resolutions.

PROCEDURE

1. The complaint must meet the following requirements:

a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, as verbal complaint may be made. The HR Manager or designee will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.

b. Include the date of the alleged act of discrimination, date when the Complainant became aware of the alleged act of discrimination: or the date on which the conduct was discontinued or the latest instance of conduct.

c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.

2. Upon receipt of the complaint, the HR Manager will determine its jurisdiction, acceptability, need for additional information.

3. The complainant will be provided with a written acknowledgement that Garten Services, Inc. has either accepted or rejected the complaint.

4. A complaint must meet the following criteria for acceptance:

a. The Complaint must be filed within 180 days of the alleged occurrence.
b. The allegation must involve a covered basis such as race, color or national origin.
c. The allegation must involve Garten Services of a Federal aid recipient, sub-recipient or contractor.

5. A complaint may be dismissed for the following reasons:

a. The Complainant requests the withdrawal of the complaint.
b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
c. The Complainant cannot be located after reasonable attempts.

6. Once Garten Services'decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will

be logged in a database identifying: Complainants name, basis, alleged harm, race color and national origin of the Complainant.

7. In cases where Garten Services' HR Manager assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, Garten Services' HR Manager will prepare an investigative report for review by the CEO or his/her designee. The report shall include a narrative description of the incident, indemnification of persons interviewed, findings and recommendations for disposition.

8. The investigative report and its finding will be reviewed by the CEO of Garten Services and in some cases by Garten Services' Legal Counsel. The report will be modified as needed.

9. The CEO/Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows: In the event Garten Services is in noncompliance with Title VI regulation remedial actions will be listed.

10. Notice of determination will be mailed to the Complainant. Notices shall include information regarding appeal rights of Complainant and instruction for initiating such and appeal. Notice of appeals are as follows:

a. Garten Services will reconsider this determination, if new facts come to light.

b. If Complainant is dissatisfied with the determination and/or resolution set forth by Garten Services, the same complaint may be submitted to the FTA for investigation.

Complainant will be advised to contract:

Federal Transit Administration Office of Civil Rights, Attn:
Title VI Program Coordinator,
East Building 5th Floor – TCR
1200 New Jersey Ave. SE,
Washington, D.C. 20590,
Telephone 202-366-4018.

11. A copy of the complaint and Garten Services' investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the complaint.

12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

RECORDKEEPING REQUIREMENT

The HR Manager will ensure that all records relating to Garten Services' Title VI Complaint Process are maintained with department records. Records will be available for compliance review audits.

PUBLIC PARTICIPATION PLAN / LEP

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Garten Services is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

BACKGROUND

Historic Data

The United States is home to millions of national origin minority individuals who are LEP.
That is, their primary language is not English and they cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance. Because of language, differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not their primary language.

Census Data

According to the 2000 Census City Data for Marion, Yamhill, and Polk County, English is spoken in average of 68.7%, while 24.3% represents Spanish speaking culture and another 1.7% represents other cultural languages.

FACTORS& ANALYSIS

Factor No. 1: The nature and importance of service provided by Garten Services:
Garten Services provides important transit services to the public through its para-transit routes.

Factor No. 2: The number or proportion of LEP persons in the service area.
Garten Services provides services in Marion, Polk, Lane and Yamhill County.
The vast majority of the population with which we do business (individuals wishing to ride transit) is proficient in English, so that LEP services are not normally required. No information was available regarding the percentage of bilingual residents of the counties.
Factor No. 3. The frequency with which LEP individuals come into contact with the service.

All contacts with Garten Services are made through staffs that help administer programs for operations. LEP persons served have served have the ability to come into contact with services via care providers. GartenServices employee bi-lingual staffs who can provide translate assistance for persons via in person or over the phone for approximately
5-10x a day. There is currently no tracking availability at this time, along with zero data to inventory calls needing translation services.

Factor No. 4. Garten Services will ensure the availability of resources to the recipient of the federal funds to assure meaningful access to the service by LEP persons.

Garten Services current in-house language capabilities are Spanish and English. Experienced staff is fluent in these languages. They have agreed to serve as interpreters as needed on those occasions when a person with limited English proficiency uses the transit vehicles. Garten Services recognizes the need to have language services in other languages besides Spanish. Garten Services will be working with community partners to implement additional translation assistance through paid interpreters, especially in ASL.

IMPLEMENTATION PLAN

Garten Services is about to implement its plan and will review it annually, including any contacts with the LEP persons to determine the frequency of contacts, the language used, and how the contacts were handled. We identify LEP persons in the service area by services provided in the community, ridership, telephone contact counts, neighborhood demographics, general awareness surveys and board surveys. The Community Employment department for Garten Services, along with Human Resource personal will assist in translation services.

Garten Services Title VI policy and a Complaint Form will be available once the contract begins on our website. If there is a service change, we will produce media content in Spanish and in English. In order to comply with 49 CFR 21.9(d), Link Transit and its sub recipients must provide information to beneficiaries regarding their Title VI obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI. Garten Services has established a statement of rights and a policy statement.

NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

1. Garten Services website will include our Title VI policy and complaint form. The website will also state: Garten Services does not discriminate on the basis of race, color or national origin. Garten Services no descrimina en base de raza, color o origen nacional.

2. Our Title VI policy and complaint form are also posted in our main office of operations located at 500 Hawthorne Ave. SE Salem, OR 97301. Individuals who believe they have been discriminated against may request a complaint form from reception at this location.

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected population and include public involvement in process design.

1. Public Meetings - When new service is proposed information is disseminated to the neighborhoods affected and public meetings are scheduled.

2. Travel Training Class – Garten Services Community Employment Department will have a travel training program developed by January 2019 to reach out to individuals with disabilities seeking employment and community activities. Travel Training classes are ongoing as well as outreach to these populations.

3. Customer Complaint Process - Citizens may call Garten Services at 503-581-1984 to lodge a complaint or comment. All complaints/comments will be inputted into a database. The Human Resource Manager will then review the complaints / comments and responds back to the citizen.

4. Bilingual Outreach – Garten Services will provide Spanish-speaking guests with information on public transit services in Spanish.

TITLE VI COMPLAINT PROCEDURES

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin may file a written complaint with Garten Services, 500 Hawthorne Ave., SE., Salem, Oregon 97301.
Complainants have the right to complain directly to the appropriate agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the HR Manager may be utilized for resolutions. The HR Manager will notify CEO,

Maintenance and Fleet Manager and all other applicable parties of all Title VI related complaints as well as all resolutions.

PROCEDURE

1. The complaint must meet the following requirements:
a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, as verbal complaint may be made. The HR Manager or designee will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.

b. Include the date of the alleged act of discrimination, date when the Complainant became aware of the alleged act of discrimination: or the date on which the conduct was discontinued or the latest instance of conduct.

c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.

2. Upon receipt of the complaint, the HR Manager will determine its jurisdiction, acceptability, need for additional information.

3. The complainant will be provided with a written acknowledgement that Garten Services has either accepted or rejected the complaint.

4. A complaint must meet the following criteria for acceptance:
    a. The Complaint must be filed within 180 days of the alleged occurrence.
    b. The allegation must involve a covered basis such as race, color or national origin.
    c. The allegation must involve Garten Services service of a Federal aid recipient, sub-recipient or contractor.

5. A complaint may be dismissed for the following reasons:
    a. The Complainant requests the withdrawal of the complaint.
    b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
    c. The Complainant cannot be located after reasonable attempts.

6. Once Garten Services' decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will be logged in a database identifying: Complainants name, basis, alleged harm, race color and national origin of the Complainant.

7. In cases where Garten Services' HR Manager assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, Garten Services' HR Manager will prepare an investigative report for review by the CEO or his/her designee. The report shall include a narrative description of the incident, indemnification of persons interviewed, findings and recommendations for disposition.

8. The investigative report and its finding will be reviewed by the CEO of Garten Services and in some cases by Garten Services' Legal Counsel. The report will be modified as needed.

9. The General Manager/Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows: In the event Garten Services is in noncompliance with Title VI regulation remedial actions will be listed.

10. Notice of determination will be mailed to the Complainant. Notices shall include information regarding appeal rights of Complainant and instruction for initiating such and appeal.
Notice of appeals are as follows:

a. Garten Services will reconsider this determination, if new facts come to light.

b. If Complainant is dissatisfied with the determination and/or resolution set forth by Garten Services, the same complaint may be submitted to the FTA for investigation.

Complainant will be advised to contract:

Federal Transit Administration Office of Civil Rights,

Attn: Title VI Program Coordinator,

East Building 5th Floor – TCR

1200 New Jersey Ave. SE,

Washington, D.C. 20590,

Telephone 202-366-4018.

11. A copy of the complaint and Garten Services' investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the complaint.

12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

RECORDKEEPING REQUIREMENT

The HR Manager will ensure that all records relating to Garten Services' Title VI Complaint Process are maintained with department records. Records will be available for compliance review audits.

RECORD OF TITLE VI INVESTIGATIONS,

COMPLAINTS OR LAWSUITS

To date, there have been no Title VI investigations, complaints or lawsuits.

Attachment J

Equity Analyses for Major Service Changes Since August 2023

The following is a summary of the Title VI equity analyses completed for the major service changes occurring between August 2023 and June 2026: the addition of Route 22 Kuebler Link and the update of Route 80X Woodburn / Keizer Express.

Route 22 Kuebler Link

Background

In May 2024 Cherriots implemented Route 22 Kuebler Link to better connect south Salem with southeast Salem, saving customers an hour of travel time in each direction. Route 22 also brought frequent service to new destinations in south Salem and southeast Salem, including Costco, the State Police Headquarters, and Corban University. Route 22 operates seven days a week. The memo issued to the Cherriots Board of Directors on March 28, 2024 informing them of the details of the new route is included below.

Title VI equity analysis

Implementing Route 22 does not pose any disparate impacts on ethnic minority groups nor does it place any disproportionate burdens on low-income populations. The percentage of those populations without access before the route was introduced is the same as the percentage that now has access to the route (see Table 1).

Route 80X Woodburn / Keizer Express

Background

In January 2026 Cherriots implemented an update to Route 80X Woodburn / Keizer Express. By collaborating with South Metro Area Transit (SMART), the route continues to serve Keizer, Woodburn, and Wilsonville with additional stops at the Amazon fulfillment center and Premium Outlets in Woodburn. The memo issued to the Cherriots Board of Directors on December 11, 2025 informing them of the details is included below.

Title VI equity analysis

The updates made to Route 80X do not pose any disparate impacts on ethnic minority groups nor do they place any disproportionate burdens on low-income populations. The percentage of those populations with access to the route has increased with the changes made, resulting in increased access to service (see Table 1).

Table 1: Title VI equity analysis for Routes 22 and 80X

Route Service Area Populations	Total Minority Population	Total Population	Minority Rate	% Change	Adverse Effects
Route 80X prior to changes	1,713	4,590	37%	**2%**	None; % access increased
Route 80X after changes	2,119	5,237	40%		
South Salem excluding Route 22	11,114	44,443	25%	**0%**	None; % access unchanged
South Salem Including Route 22	11,209	44,924	25%		
Route Service Area Populations	**Low-income Households**	**Total Households**	**Low-income Rate**	**% Change**	Adverse Effects
Route 80X prior to changes	573	2,138	27%	**2%**	None; % access increased
Route 80X after changes	706	2,411	29%		
South Salem excluding Route 22	5,215	19,238	27%	**0%**	None; % access unchanged
South Salem Including Route 22	5,219	19,271	27%		

SALEM AREA MASS TRANSIT DISTRICT **GENERAL ADMINISTRATIVE MANUAL**

Policy: Systemwide Service Standards		**Number: 705**
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 1 of 6

705.01 PURPOSE

The purpose of this policy is to require the District to establish and maintain certain system-wide service standards, and to comply with Title VI rules and regulations.

705.02 APPLICATION

All matters related to guide the management of system-wide service standards as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

705.03 DEFINITIONS

A. Service Standard

1. A set of service indicators for measuring performance or accessibility traits of the transit network. These indicators include the following:

    a. Vehicle load
    b. Vehicle headway
    c. On-time performance
    d. Service availability

705.04 GENERAL RULE

A. Requirement to Establish Service Standards

1. Title VI regulations require transit operators to develop a set of service standards and policies, designed and implemented

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 2 of 6

to help assure that federally-funded transit services are provided in a manner that ensures that no person shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Federal Transit Administration. FTA circular 4702.1B suggests four service indicators as significant for monitoring public transit's compliance with Title VI, and recommends that policies and standards be developed for these indicators.

B. Title VI Indicators

1. Vehicle load

a. SAMTD will assign a sufficient sized vehicle, or frequency of vehicles, to routes in a manner that will minimize overcrowding of buses through all portions of the SAMTD service area.
b. Additional service will be considered when load levels routinely exceed 1.5 times the seated capacity of the vehicle for local fixed routes and 1.0 times the seated capacity for regional express routes. Additional service will be considered when customers must routinely stand longer than 20 minutes on an individual trip.
c. Transit operators are required to radio dispatch if they have a full load and must pass up anyone. SAMTD considers a full bus to have a load factor of 1.5 for local fixed route service and 1.0 for regional express service. This load standard does not apply to special event service or shuttles.

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 3 of 6

2. Service Frequency

a. Service Day Periods

Distinct route structures and frequencies may be provided during different time periods of the service day. Where possible, route structures should remain consistent between time periods to promote usability and clarity. The service day may contain three separate periods of time:

1. Daytime service - 5:00 a.m. - 7:00 p.m.
2. Evening service - 7:00 p.m. - 11:00 p.m.
3. Night service - 11 p.m. - 5:00 a.m.

b. Service Day Types

Distinct route structures and frequencies may be provided during different types of service days. Where possible, route structures should remain consistent to promote usability and clarity. The four types of service days may include: Weekday, Saturday, Sunday or Holiday service.

c. Consistent Frequency

Transit service will be deployed where it will provide the greatest use to the most people for access to the most activities and jobs. As one of the strongest drivers for high ridership, where possible and practical, route frequency should remain consistent throughout the

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 4 of 6

service day period.

d. Route Types

SAMTD will maintain four types of routes, generally aligned with the frequency of service provided:

1. ***15-minute frequency (4 trips per hour)*** **-** Often referred to as Corridor service, 15-minute frequency routes provide reliable, frequent service along corridors. 15-minute frequency routes should be deployed with an expectation of relative high ridership, above 25 boardings per revenue hour.

2. ***30-minute frequency (2 trips per hour)*** **-** Often referred to as Connector service, 30-minute frequency routes provide reliable connectivity to Transit Centers or to 15-minute frequency routes. 30-minute frequency routes should be deployed with an expectation of moderately high ridership, with a minimum of 20 boardings per revenue hour.

3. ***60-minute frequency (1 trip per hour)*** **-** Often referred to as Circulator or Coverage service, 60-minute frequency routes provide service coverage over large areas and provide critical life-line connectivity to many sections of the community. 60-minute frequency routes should be deployed with an expectation of moderate ridership, with a minimum of 10 boardings per revenue hour.

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 5 of 6

4. ***Commuter/Tripper (various)*** - Commuter and tripper routes provide connectivity to a specific, remote location or provide service at particular times when significant travel demand is expected. Commuter/Tripper routes typically have few trips throughout the day. Commuter/Tripper routes should be deployed with an expectation of moderately high ridership, with a minimum of 20 boardings per revenue hour.

3. On-time Performance

90% of buses will arrive no later than four minutes after their scheduled end-of-trip arrival time. 100% of buses will not depart before their scheduled start-of-trip departure time. 90% of buses will depart within four minutes of their scheduled start-of-trip departure time. The number of missed trips will be less than 0.5% of total scheduled trips. Road calls will occur less frequently than every 4,000 vehicle miles.

4. Service Availability

In the urban area, 75 percent of revenue hours will be deployed with a focus on ridership, predominantly on high demand corridors. This service will include 15-minute frequency routes, commuter/tripper routes, and limited 30-minute frequency routes which are expected to provide overall high ridership. The remaining 25 percent of urban revenue hours will be allocated to service which provides needed coverage throughout the community without

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 6 of 6

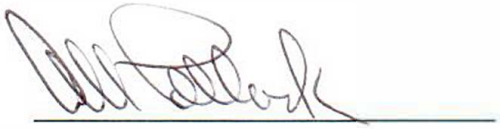
consideration for expected boardings per revenue hour. This service will predominantly include 60-minute and 30-minute frequency routes. An entire route or individual segments of a route may be classified as either Ridership or Coverage focused.

90% of the residents within the Salem-Keizer UGB should have transit service along a major arterial, minor arterial, or collector serving their residential area; in areas where service can't come within one-half mile of the residential area, a park and ride lot should be available on the route closest to the unserved area.

705.05 EXCEPTIONS

There are no exceptions to this policy.

Approved By:



General Manager

5/16/17

Effective Date

Policy: Systemwide Service Policies		Number: 706
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 1 of 4

706.01 PURPOSE

The purpose of this policy is to require the District to establish and maintain service policies and to comply with Title VI rules and regulations.

706.02 APPLICATION

All matters related to guide the management of systemwide service policies as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

706.03 DEFINITIONS

A. Service policy

1. A policy governing the planning of transit within the District's service area. The policies detailed as part of policy #706 pertain to vehicle assignment and distribution of transit amenities.

706.04 GENERAL RULE

A. The two policies pertain to vehicle assignment and distribution of transit amenities and are detailed below:

Policy: Systemwide Service Policies		Number: 706
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 2 of 4

1. Vehicle Assignment

To the extent permitted by physical conditions and certain specific operating conditions on the routes, vehicles will be assigned randomly to routes for the purpose of equitably balancing the age, amenities, and condition of the vehicles amongst all riders in the District.

Each bid period, the District will develop an assignment of buses that rotates all vehicles, regardless of age or amenities, between routes.

SAMTD uses two criteria for placing buses on routes, mileage of the buses and ridership of a given route. In order to maintain approximately equal odometer readings on all of the vehicles based on their ages, the vehicles are placed in high or low mileage routes accordingly.

In addition, SAMTD operates two commuter type buses for its Wilsonville service. These buses have commuter style seats and luggage racks. Ridership demand dictates the size of the bus to be used. Age or type of bus or any other factor has no relevance in the assignment.

Additional criteria may influence vehicle assignment from time to time, such as rotation required by SAMTD's advertising contract or other service provision contracts.

Policy: Systemwide Service Policies		Number: 706
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 3 of 4

2. Distribution of Transit Amenities

To the extent permitted by the topography and physical conditions on a route, transit amenities such as bus shelters, bus stop signs, park and ride lots and facilities, and information displays will be equally distributed among all of the transit routes and across all areas of the SAMTD service area.

Bus stops shall be between 0.2 and 0.25 miles part on all routes, to the extent allowed by physical circumstances; shelters shall be placed at stops based on the number of boarding's, with a goal of placing shelters at all stops in the system that serve 20 or more riders per day or more than 8 riders at one time (recognizing that some stops have physical or legal limitations that will not allow shelter placement).

Policy: Systemwide Service Policies		Number: 706
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 4 of 4

706.05 EXCEPTIONS

There may be exceptions to the above policies for seasonal variations in service, in emergency situations, or for experimental service changes or fare changes. Experimental service changes may be instituted for twelve or fewer months without an analysis of vehicle assignment or transit amenities being completed. A vehicle assignment or transit amenity analysis will be completed prior to continuation of service beyond the experimental period if the change(s) meet(s) the definition of a Major Service Change. Any exception made by the District shall be guided by the Federal regulations contained in 49 USC §5307 (c)(1)(i).

Approved By:

General Manager

5/16/17
Effective Date

Policy: Major Service Changes		Number: 707
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 1 of 3

707.01 PURPOSE

A. The purpose of this policy is to establish the definition of a Major Service Change that has a potential disparate impact on minority populations or a potential disproportionate burden on low-income people.

B. All changes in service which are considered a Major Service Change are subject to a Title VI Equity Analysis prior to Board approval of the service change.

707.02 APPLICATION

All matters related to guide the management of Major Service Changes and the requirement for Disparate Impact or Disproportionate Burden Analyses as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

707.03 DEFINITIONS

A. Major Service Change

1. Either a reduction or an expansion in service of:

   a. 15 percent or more of the number of transit route miles based on the miles of an average round-trip of the route (this includes routing changes where route miles are neither increased nor reduced (i.e., re-routes)), or;

Policy: Major Service Changes		Number: 707
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 2 of 3

b. 15 percent or more of a route's frequency of the service (defined as the average hourly frequency throughout one service day for local fixed routes and as daily round trips for regional express routes) on a daily basis for the day of the week for which a change is made or;

c. 15 percent in the span (hours) of a route's revenue service (defined as the time between the first served stop of the day and the last stop), on a daily basis for the day of the week for which a change is made;

2. A transit route split where either of the new routes meet any of the above thresholds when compared to the corresponding piece of the former route.

3. A new transit route is established.

A Major Service Change occurs whether the above thresholds are met:

1. Within a single service proposal, or;

2. Due to a cumulative effect of routing, frequency, or span changes over the year prior to the analysis.

707.04 GENERAL RULE

A. Public Hearing Requirements

1. SAMTD shall hold a public hearing when any Major Service Change proposed that results in a decrease in service. Notice must be published in a general circulation newspaper. In addition, notice will

Policy: Major Service Changes		Number: 707
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 3 of 3

be placed in newspapers, publications, or websites that are oriented to specific groups or neighborhoods that may be affected by the proposed Major Service Change. The notice must be published at least 30 days prior to the hearing. The notice must contain a description of the proposed service reduction, and the date, time, and place of the hearing.

707.05 EXCEPTIONS

The following service changes are exempt:

1. Standard seasonal variations in service are not considered Major Service Changes.

2. In an emergency situation, a service change may be implemented immediately without Disparate Impact or Disproportionate Burden Analyses being completed. These analyses will be completed if the emergency change is to be in effect for more than twelve months and if the change(s) meet the definition of a Major Service Change. Examples of emergency service changes include but are not limited to those made because of the collapse of a bridge over which bus routes cross, major road or rail construction, or inadequate supplies of fuel.

3. Experimental service changes may be implemented by SAMTD for twelve months or less in order to test certain markets, new modes of transit service, etc.

Approved By:



General Manager

5/10/17

Effective Date

Policy: Disparate Impact for Service Changes		Number: 708
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 1 of 5

708.01 PURPOSE

The Disparate Impact for Service Changes Policy establishes a threshold for determining whether a given action has a potential disparate impact on minority populations.

A. In the course of performing a Title VI equity analysis for possible disparate impact, SAMTD will analyze how the proposed Major Service Change could impact minority populations, as compared to non-minority populations.

From the Title VI Circular 4702.1B:

> ***Disparate Impact*** *refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

B. In the event the proposed action has an adverse impact that affects minority populations more than non-minority populations at a level that exceeds the thresholds established in the adopted Disparate Impact for Service Changes Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disparate impact.

C. Given a potential disparate impact, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

Policy: Disparate Impact for Service Changes		Number: 708
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 2 of 5

From the Title VI Circular 4702.1B:

> *The [Disparate Impact] policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The Disparate Impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The Disparate Impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

The Disparate Impact for Service Changes Policy defines measures for determination of potential disparate impact on minority populations resulting from Major Service Changes. The policy is applied to both adverse effects and benefits of Major Service Changes.

708.02 APPLICATION

A. All matters related to guide the management of Major Service Changes and the requirement for a Disparate Impact Analysis as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

708.03 DEFINITIONS

A. Major Service Change

1. See Policy #707 "Major Service Changes" for details.

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B. Adverse Effects Analysis

Adverse effects of Major Service Changes are defined as:

1. A decrease in the level of transit service (hours, days, and/or frequency) by 15%; and/or

2. Decreased access to comparable transit service, which is defined as an increase of the access distance to beyond:

   a. One quarter mile for bus stops served by less than four buses per hour during peak times, or;
   b. One half mile for bus stops served by four or more buses per hours during peak times, as well as for all regional express service.

C. Disparate Impact Analysis

The determination of disparate impact associated with service changes is defined separately for impacts of changes on individual route, and for system-level impacts of changes on more than one route, as well as for both service reductions and service improvements:

1. In the event of potential adverse effects resulting from service reductions:

   a. A Major Service Change to a single route will be considered to have a potential disparate impact if the percentage of impacted minority population in the service area of the route exceeds the percentage of minority population of Marion and Polk Counties by at least 5 percentage points (e.g., 36 percent compared to 31 percent).

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b. To determine the system-wide impacts of Major Service Change reductions on more than one route, the percentage of Marion and Polk Counties' minority population that is impacted is compared to the percentage of Marion and Polk Counties' non-minority population that is impacted. If the percentage of the minority population impacted is at least 20 percent greater than the percentage of the non-minority population impacted (e.g., 12 percent compared to 10 percent), the overall impact of changes will be considered disparate.

2. In the event of service improvements:

   a. A major service change to a single route will be considered to have a potential disparate impact if:

      i. The improvement is linked to other service changes that have disproportionate and adverse effects on minority populations, or;

      ii. The percentage of impacted minority population in the service area of the route is less than the percentage of minority population of Marion and Polk Counties by at least 5 percentage points (e.g., 26 percent compared to 31 percent).

   b. To determine the system-wide impacts of Major Service Change improvements on more than one route, the percentage of Marion and Polk Counties' minority population that is impacted is compared to the percentage of Marion and Polk Counties' non-minority population that is impacted. If the percentage of the minority population impacted is at least 20 percent less than the percentage of the non-minority

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population impacted (e.g., 8 percent compared to 10 percent), the overall impact of the changes will be considered disparate.

D. Avoid, Minimize, Mitigate, or Justify

Upon determination of a disparate impact, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disparate impacts, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the project or program goals.

For fare changes, see Policy #711 "Disparate Impact for Fare Changes" for details of how to conduct the Disparate Impact Analysis.

Approved By:

General Manager

5/16/17
Effective Date

Policy: Fare Changes		Number: 710
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 1 of 3

710.01 PURPOSE

A. The purpose of this policy is to establish the definition of a fare change that has a potential disparate impact on minority populations or a potential disproportionate burden on low-income people.

B. All fare changes are subject to a Title VI Equity Analysis prior to Board approval of the fare change. A Title VI Equity Analysis will be completed for all fare changes and will be presented to the Board of Directors for its consideration and included in the subsequent SAMTD Title VI Program report with a record of action taken by the Board.

710.02 APPLICATION

All matters related to guide the management of fare changes and the requirement for Disparate Impact or Disproportionate Burden Analyses as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

710.03 DEFINITIONS

A. Fare change

1. Any increase or decrease in transit passenger fares. An increase is made when there is an increase in any cash fare or in the cost of any passes, tickets, transfers, or other means by which transit riders pay for their trips. A fare decrease is defined when the price of any fare option as specified in the previous sentence, is lowered.

Policy: Fare Changes		Number: 710
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 2 of 3

710.04 GENERAL RULE

A. Public Hearing Requirements

1. SAMTD shall hold a public hearing when any increase in fares is proposed. Notice must be published in a general circulation newspaper. In addition, notice will be placed in newspapers, publications, or internet sites that are oriented to specific groups or neighborhoods that may be affected by the proposed fare change. The notice must be published at least 30 days prior to the hearing. The notice must contain a description of the proposed fare change, and the date, time, and place of the hearing.

Policy: Fare Changes		Number: 710
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 3 of 3

710.05 EXEMPTIONS

The following fare changes are exempt:

1. "Spare the air days" or other instances SAMTD has declared that all passengers ride free.

2. Temporary fare reductions that are mitigating measures for other actions. For example, construction activities may close a segment of a transit center for a period of time and require passengers to alter their travel patterns. A reduced fare for these impacted passengers is a mitigating measure and does not require a fare equity analysis.

3. Experimental fare changes may be implemented by SAMTD for six months or less in order to test certain markets, new modes of transit service, etc.

Approved By:

General Manager

5/16/17
Effective Date

Policy: Disparate Impact for Fare Changes		Number: 711
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 1 of 4

711.01 PURPOSE

A. The purpose of this policy is to guide SAMTD ("The District") staff in the calculation of any potential disparate impact on minority populations when fare changes are proposed. This policy outlines the process for completing the Disparate Impact Analysis, which tests for a disparate impact to minorities that may occur with any change in passenger fares.

B. A Disparate Impact Analysis will be completed for all fare changes and will be presented to the SAMTD Board of Directors for its consideration prior to Board approval of the fare change. A copy of the approved analysis will be included in the subsequent SAMTD Title VI Program report with a record of action taken by the Board.

C. In the course of performing a Disparate Impact Analysis, the District will analyze how the proposed fare change action could impact minority populations including any populations that are minority and low-income (protected populations), as compared to non-protected populations.

711.02 APPLICATION

All matters related to guide the management of fare changes and the requirement for Disparate Impact Analysis as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

Policy: Disparate Impact for Fare Changes		Number: 711
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711.03 DEFINITIONS

A. Fare change

See Policy #710 "Fare Changes" for a definition.

B. Disparate impact

From the Title VI Circular 4702.1B:

> ***Disparate Impact*** *refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

In the event the proposed action has an adverse impact that affects minority populations more than non-minority populations at a level that exceeds the thresholds established in the adopted Disparate Impact for Fare Changes Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential disparate impact. Given a potential disparate impact, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

Policy: Disparate Impact for Fare Changes		Number: 711
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 3 of 4

From the Title VI Circular 4702.1B:

> *The [Disparate Impact] policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The Disparate Impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The Disparate Impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

The Disparate Impact for Fare Changes Policy defines measures for determination of potential disparate impact on minority populations resulting from any changes in fares.

C. Adverse Effects and Disparate Impact Analysis

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders. Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

Policy: Disparate Impact for Fare Changes		**Number: 711**
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 4 of 4

D. Avoid, Minimize, Mitigate, or Justify

Upon determination of a disparate impact, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disparate impacts, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the project or program goals.

Approved By:

General Manager

5/16/17
Effective Date

Policy: Disproportionate Burden for Fare Changes		Number: 712
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 1 of 3

712.01 PURPOSE

A. The Disproportionate Burden for Fare Change Policy establishes a threshold for determining whether a change in fares has a potential disproportionate burden on low-income populations.

B. In the course of performing a Title VI equity analysis for possible disproportionate burden, SAMTD will analyze how the proposed fare change could impact low-income populations, as compared to non-low-income populations.

712.02 APPLICATION

All matters related to guide the management of fare changes and the requirement for a Disproportionate Burden Analysis as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

712.03 DEFINITIONS

A. Fare change

1. See Policy #710 "Fare Changes" for a definition.

Policy: Disproportionate Burden for Fare Changes		**Number: 712**
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 2 of 3

B. Disproportionate Burden

From the Title VI Circular 4702.1B:

> *The [Disproportionate Burden] policy shall establish a threshold for determining when adverse effects of fare/ service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.. The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission....*

1. In the event the proposed action has an adverse impact that affects low-income populations more than non-low-income populations at a level that exceeds the thresholds established in the adopted Disproportionate Burden for Fare Changes Policy, or that restricts the benefits of the fare change to protected populations, the finding would be considered as a potential disproportionate burden.

2. Given a potential disproportionate burden, SAMTD will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, SAMTD will take measures to minimize or mitigate the adverse impact of the proposed action.

3. The Disproportionate Burden for Fare Changes Policy defines measures for determination of potential disproportionate burden on low-income populations resulting from any changes in fares.

Policy: Disproportionate Burden for Fare Changes		Number: 712
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective date: 05/16/17	Page 3 of 3

C. Adverse Effects and Disproportionate Burden Analysis

For fare changes, a potential disproportionate burden is noted when the percentage of trips by low-income riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-low-income riders. Differences in the use of fare options between low-income populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

D. Avoid, Minimize, Mitigate, or Justify

Upon determination of a disparate impact, SAMTD will either:

a. Alter the service proposal to avoid, minimize, or mitigate potential disproportionate burdens, or;

b. Provide a substantial legitimate justification for keeping the proposal as-is, and show that there are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish the project or program goals.

Approved By:

General Manager

5/16/17
Effective Date

SALEM AREA MASS TRANSIT DISTRICT

Cherriots

2024 Onboard Origin Destination Survey

JUNE 2024

PREPARED BY ETC INSTITUTE

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SALEM AREA MASS TRANSIT DISTRICT
2024
ONBOARD ORIGIN-DESTINATION SURVEY

EXECUTIVE SUMMARY

In Spring of 2024, the Salem Area Mass Transit District (dba, Cherriots) conducted an onboard, Origin-Destination Transit Survey, aimed to examine the highly traveled regions of Salem, Oregon. The purpose of the study was to collect and establish the patterns and trip-making decisions of weekday and weekend transit passengers to assist the transit agency in their planning process as well as for use in Cherriots's regional travel model. ETC Institute was contracted to manage and execute the onboard surveying of Cherriots Local and Regional Express bus services.

The coverage area for Cherriots is shown in Figure 1.

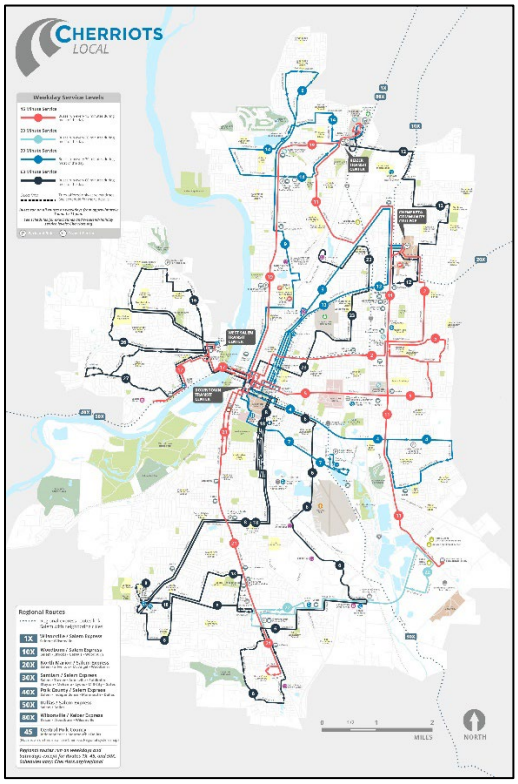
Objectives

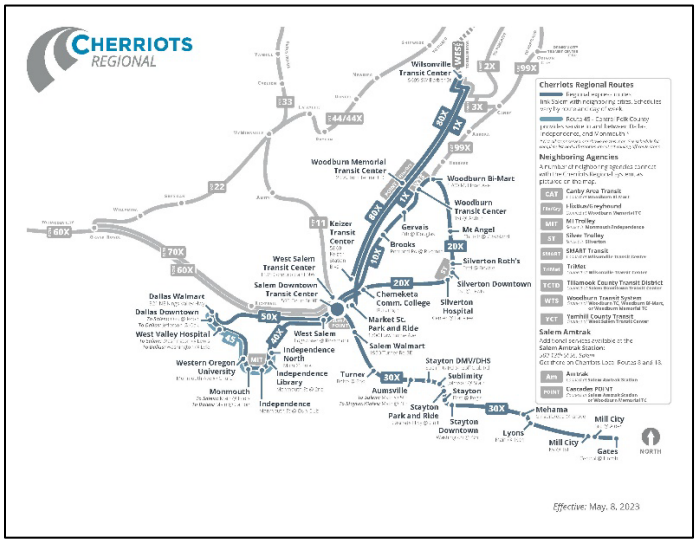
The primary objectives for the survey were as follows:

- Compile statistically accurate information about transit passengers and how they use transit in the region.
- Generate reliable linked Origin-Destination (OD) data needed by the transit agency to aid in the design of the transit system to match the needs of existing and potential users; and to support travel demand modeling and transportation network simulation activities used for regional long-range transportation planning.
- Assess changes in trip characteristics and rider profiles by comparing the 2024 survey results with data collected previously.
- Collect recent travel pattern data to be used in applications for Federal Transit Authority (FTA) grant programs.
- Meet the Title VI Civil Rights requirements per the latest FTA guidance. This includes providing data that supports requirements to collect and report demographic data, monitor transit service, and evaluate service and fare changes.

Survey Coverage

FIGURE 1: COVERAGE AREA FOR CHERRIOTS





Survey Instrument

Representatives from Cherriots worked to develop a survey instrument that met the goals of the survey effort. The survey focused on collecting (1) all elements of the "one-way" trip including trip purpose, origin, and destination addresses, boarding and alighting locations, access and egress modes, and transfers made; (2) information needed for travel demand modeling and transit planning, including person and household demographics; and (3) Title VI information to be used for transit agency compliance.

TABLE 1: SURVEY DATA ELEMENTS

Data Elements Captured During the Survey	
Elements of the "One-way Trip"	**Other Trip Characteristics/Title VI/Demos**
Respondents' Primary Residence (Home Location)	Fare Type and Duration
Respondents' Origin Type and Location	Frequency of Transit Usage
Respondents' Destination Type and Location	Age, Race/Ethnicity, Gender
Route Respondent Currently Riding	Household Income and No. of Household Vehicles
Transfer Routes Used During One-way Trip	Employment/Student Status
Boarding and Alighting Stops/Locations	English Proficiency
Mode Used by Respondents' to Access/Egress Transit	Size of Household and No. of Employed Household Members

Surveys Collected

The survey project aimed to collect 10% of the weekday ridership for all routes. The target sample sizes across all bus routes amounted to 1,465 completed weekday surveys. The actual number of completed weekday surveys was 1,714. The following table documents the weekday ridership, target sample size, and actual number of surveys collected for the agency's bus systems.

TABLE 2: SYSTEM SURVEYS BY MODE

SAMTD (Cherriots)	Average Daily Ridership (ADR)	Target Sample Size	Percent of ADR Sampling Plan	Surveys Collected	Percent ADR Captured
Cherriots total	**9,765**	**1,465**	**14.91%**	**1,714**	**17.55%**

Survey Methodology

ETC interviewers conducted the Origin-Destination survey on local and express bus routes by intercept interviews of passengers. Interviewers randomly selected passengers to participate in the interview throughout the duration of the trip. If the passenger agreed, the interviewer conducted the survey using a tablet personal computer (tablet), recording responses in real-time. The tablet computers had on-screen mapping features that allowed for geocoding of addresses based on feedback from the passenger. The interviewer was available to answer any passenger questions to ensure the accuracy of the data collected. To provide the passenger with more privacy, respondents could also select responses to demographic questions directly on the tablet themselves. For express routes, some surveys were conducted via paper intercepts and followed with rider debriefs to confirm completion and accuracy. This was done to maximize survey collection during the brief windows of the service.

For non-English speaking riders, ETC employed multilingual interviewers. While ETC interviewers can speak various languages such as Chinese, Vietnamese, French, and Arabic, the majority of non-English interviews were conducted in Spanish.

Rider Profile

TABLE 3: OD SURVEY RIDER PROFILE

2024 Cherriots OD Survey Demographics (% Weighted Value)			
Age		**Ethnicity/Race**	
65+	8.1%	White	56.7%
55-64	12.4%	Hispanic / Latino	27.0%
45-54	11.5%	Black / African American	6.2%
35-44	14.9%	American Indian / Alaska Native	5.1%
25-34	21.3%	Native Hawaiian / Pacific Islander	2.9%
18-24	15.6%	Asian	2.6%
Under 18	15.4%	Prefer not to say	2.5%
Gender		**Household Income**	
Female	41.6%	Less than $10,000	11.5%
Male	55.7%	$10,000 - $14,999	8.4%
Other	1.3%	$15,000 - $19,999	5.3%
Prefer not to say	1.3%	$20,000 - $24,999	5.8%
Household Size		$25,000 - $29,999	6.8%
1	19.9%	$30,000 - $34,999	5.5%
2	26.4%	$35,000 - $39,999	3.5%
3	19.4%	$40,000 - $44,999	4.3%
4	13.3%	$45,000 - $49,999	2.3%
5	11.0%	$50,000 - $74,999	5.9%
6	4.8%	$75,000 - $99,999	1.9%
7	1.9%	$100,000 - $149,999	1.9%
8+	1.1%	$150,000 or more	.5%
Student Status		Refused/No Answer	36.7%
Not a student	76.0%	**Available Vehicles To Household**	
Yes - 9-12th grade	12.2%	None (0)	50.2%
Yes - Full-time college / university	5.6%	One (1)	26.9%
Yes - Part-time college / university	5.1%	Two (2)	15.3%
Yes - K-8th grade	0.7%	Three (3)	4.6%
Yes - Vocational / technical / trade school	0.5%	Four (4)+	2.9%

Age

- 36.2% of riders are between 25 and 44 years old.
- 32% of riders are older than 44 years old.

Gender

- 55.7% of riders are male.
- 41.6 of riders are female.

Household Size

- 46.3% of riders live in a household by themselves or with one other person.
- 53.7% of riders live with at least two other people.

Ethnicity/Race

- 56.7% of riders are White.
- 27.0% of riders are Hispanic or Latino
- 6.2% of riders are Black or African American

Student Status

- 76% of riders said they were not students.

Household Income

- One-fourth (25.2%) of riders have a household income of less than $20,000 per year.
- 22.4% of riders have a household income between $25,000 and $49,999 per year.
- 10.2% of riders have a household income of $50,000 or more per year

Available Vehicles at Home

- 50.2% of riders do not have an available vehicle at home.
- 26.9% of riders have one available vehicle at home.

Trip Profile

TABLE 4: OD SURVEY TRIP PROFILE

2024 Cherriots OD Trip Profile (% Weighted Value)			
Origin		**Destination**	
Your HOME	42.9%	Your HOME	43.8%
Your usual Workplace/Place of Employment	18.2%	Your usual Workplace/Place of Employment	15.8%
Shopping	9.7%	Shopping	10.7%
Personal Business (bank, post office)	7.8%	Personal Business (bank, post office)	8.9%
Social Visit (friends/relatives)	6.9%	Social Visit (friends/relatives)	5.5%
Medical/Hospital Services	3.4%	Medical/Hospital Services	3.6%
K-12 school (students only)	2.8%	College / University (students only)	2.9%
College / University (students only)	2.7%	Recreation/Sightseeing/Sporting Event	2.8%
Other	3.6%	Other	6.0%
Previous Transfers		**Boarding Time**	
None (0)	73.0%	6:00 am - 7:00 am	2.2%
One (1)	26.0%	7:00 am - 8:00 am	4.7%
Two or More (2+)	1.0%	8:00 am - 9:00 am	5.7%
Next Transfers		9:00 am - 10:00 am	5.7%
None (0)	88.2%	10:00 am - 11:00 am	7.3%
One (1)	11.6%	11:00 am - 12:00 pm	6.1%
Two or More (2+)	0.3%	12:00 pm - 1:00 pm	7.4%
Fare Category		1:00 pm - 2:00 pm	9.2%
Full Fare	64.8%	2:00 pm - 3:00 pm	8.3%
Reduced	19.3%	3:00 pm - 4:00 pm	11.6%
Youth Fare (Free)	14.5%	4:00 pm - 5:00 pm	9.2%
Group Pass (Free)	1.3%	5:00 pm - 6:00 pm	6.2%
Fare Type		6:00 pm - 7:00 pm	7.3%
One Day Pass	45.2%	7:00 pm - 8:00 pm	4.9%
Monthly Pass	22.3%	8:00 pm - 9:00 pm	2.6%
30 Day Pass	17.2%	9:00 pm - 10:00 pm	1.1%
One Ride	12.3%	After 10:00 pm	2.2%

Origin

- 42.9% of surveys were conducted with riders who started their trip at home.
- 18.2% of riders began their one-way trip at their usual workplace.
- 9.7% of riders began their one-way trip at a shopping or dining location.

Previous Transfers

- 73% of riders were surveyed on the first or only bus of their one-way trip.
- 26% of respondents had transferred from one other bus before getting on the transit vehicle on which they were surveyed.

Fare Category

- 64.8% of respondents purchased a Full Fare for the trip in which they were surveyed.
- 19.3% of respondents purchased a Reduced Fare for their one-way trip.
- 14.5% of riders utilized the Youth fare for their one-way trip.

Destination

- 43.8% of riders were making a trip home when they were surveyed.
- 15.8% of riders were on their way to their usual workplace when they were surveyed.

Next Transfers

- 88.2% of riders were surveyed on their final or only bus of their one-way trip.
- 11.6% of riders would transfer to one more bus after they were surveyed before reaching their destination.

Boarding Time

- 20.8% of riders were surveyed on a bus that they boarded between 3:00 pm and 4:59 pm.
- 31.7% of riders were surveyed on a bus that they boarded between 6:00 am and 11:59 am.

Report Organization

The first three chapters of this report present the main details of the survey covering Survey Development, Survey Administration, and Survey Weighting and Expansion.

Results of the Origin-Destination Survey are presented in Chapter 4. The appendices contain reference items including survey instruments, data definition tables, and sampling plans.

CHAPTER 1: SURVEY DEVELOPMENT

Survey Development

This transit onboard survey project consisted of two major elements. The On-to-Off survey element is intended to identify boarding and alighting patterns of transit riders as well as provide a basis for expanding the results of the main Origin-Destination (OD) survey. The OD Survey element consisted of detailed surveys of riders conducted on-board bus routes. This chapter will discuss development of the sampling plan, survey instrument and the general survey implementation of both elements.

Sampling Plan

Salem Area Mass Transit District (Cherriots) and ETC Institute established sampling goals for all bus routes. The distribution of completed surveys mirrored the population distribution of riders on the region's major transit systems. Table 5 shows the time periods for the weekday collection of this survey.

TABLE 5: PROJECT TIME PERIODS

Time Range	Time Period
Before 9am	AM Peak
9am-1159am	AM Off
12pm-259pm	Midday
3:00 PM - 5:59 PM	PM Peak
After 6:00 PM	Evening

Sampling Plan for O2O Counts and OD Survey

On-to-Off (O2O) counts are collected to capture passenger boarding and alighting pairs; each boarding and alighting pair contains the stop an individual passenger boarded onto and then the stop they alighted off the transit line). O2O counts are necessary in expanding bus data by segmenting station on and off points. The sampling plan for the O2O counts for the Cherriots Regional On-Board Survey was designed to cover each block of each bus route.

Origin-Destination Sampling Plan Creation

ETC established route level, direction, time of day, and station level sample sizes using sampling strata, by calculating the average ridership numbers from each bus line.

The overall Origin-Destination (OD) goal was to collect 10% of the weekday ridership for all routes. Cherriots applied the 10% sampling rate to the total average weekday ridership for all bus lines to come up with the total number of completed surveys (1,465). ETC then developed an OD sample plan from the route level strata ensuring the completion of at least 1,465 OD surveys across all bus lines. Route level goals were created by ETC and Cherriots which used the aforementioned strata from DFPathway Counts. Cell level goals were created by route, direction, and time-of-day by utilizing Cherriots' ridership data and DFPathway counts. The cell level goals were created from a combination of cell level (route/direction/time-of-day) boarding percentages. The full Sampling Plan is listed in Appendix C.

Survey Instrument Development Process

The survey instrument development process began by having representatives from Cherriots review the data requirements for the transit onboard survey. The survey focused on collecting (1) all elements of the "one-way" trip including trip purpose, origin, and destination addresses, boarding and alighting locations, access and egress modes, and transfers made; (2) information needed for travel demand modeling and transit planning, including person and household demographics; and (3) Title VI information to be used for transit agency compliance.

Among the data requested from the questionnaire are the following:

- Home address
- One-Way Trip:
    - Origin and Destination addresses
    - Boarding and Alighting Locations
    - Access and Egress mode
    - Trip purpose
    - Number of transfers
    - Transfer routes
    - Time of Day trip was completed
    - Direction of travel
- Frequency of transit use
- Fare
    - Fare Category
    - Fare Type
- Household Demographics
    - Number of household occupants
    - Number of vehicles available to the household

  - Number of members of the household who are employed
  - Household Income
  - Languages other than English spoken in the household
- Person Demographics
  - Age
  - Race/Ethnicity
  - Gender
  - English language ability
  - Employment status
  - Student status
  - Driver's license status

The survey instrument was included in the Pilot Test described in the next section to determine if users had any difficulties understanding the questions or options. The final version of the paper questionnaire is included in Appendix A.

Spring 2024 Pilot Test

Pilot Details

ETC Institute conducted a pilot test of the survey from March 25, 2024 through March 26, 2024. The pilot test involved the administration of Origin-Destination (OD) surveys as a test to the survey instrument. It also replicated all tasks that would be conducted for the administration of the full OD survey to test the process from sampling and data collection to downloading and cleaning the data. The primary goals for the pilot test were as follows:

(1) Assess the full sampling and survey methodology with tablet interview with ETC's smart programming and built in Quality Assurance Quality Control (QA/QC)-logic.

(2) Evaluate the process for selecting respondents and data collection procedures.

(3) Evaluate methods used to ensure that customers selected for the survey can participate regardless of disability or English language proficiency.

(4) Evaluate response rates and factors that contribute to non-response.

(5) Assess real-time geocoding procedures as well as transfer feasibility, distance ratio checks, and all other QA/QC, both in field and post-survey.

(6) Assess the questions included in the survey instrument and make recommendations for streamlining/modifying questions to improve the clarity and ability to administer the survey in a timely manner.

(7) Assess survey length and make recommendations on shortening or lengthening the survey by service type, etc.

(8) Check that all the responses are making it successfully into the database file of the instrument and no data is lost.

The routes included in the pilot plan were chosen based on the need to test the survey instrument, tablet programming, and methods on various transit riders and conditions. Routes sampled included a mix of low and high-volume routes and representation of all service types. The final route list included in the pilot test were Route 3, Route 11, and Route 19.

TABLE 6: SPRING 2024 PILOT SURVEY ROUTES

Route Name	Route Type	Pilot Surveys
3	Fixed Route Bus	OD
11	Fixed Route Bus	OD
19	Fixed Route Bus	OD

Response Statistics

The pilot test involved the administration of OD surveys through on-bus intercept targeting. The goal was to obtain approximately 100 surveys usable for modeling purposes as described in the contract scope. The 100 usable surveys were collected across the three listed pilot routes of the 3, 11, and 19.

A total of 163 riders were asked to participate. Of those 163 riders, 114 (69.9%) riders indicated they had time to complete the survey with the interviewer; 49 riders (30.1%) refused.

Nearly all surveys (93.8%) were completed on the bus with the interviewer and 6.2% of surveys were completed off the bus with the interviewer; these were started on the bus but completed off the bus due to a lack of time on the bus. Out of the 114 riders who initially completed the survey, 79 gave a follow-up phone number/email. The completed surveys were run through the QA/QC process and 102 were deemed usable.

Survey Length

On average, the survey took 5.50 minutes to complete, with the longest survey length being over 9.5 minutes and the shortest survey being under 5 minutes to complete via Tablet PC. Survey lengths were based on completed surveys.

The average time to complete the first half of the survey was 3.25 minutes; the first half of the survey included trip elements from Origin to Destination. The average time to complete the second half of the survey was 2.25 minutes; the second half of the survey included sections covering other trip information, fare, and demographics.

Geocoding statistics

All addresses (Origin, Destination, Boarding, Alighting) were geocoded in real-time on the Tablet PC's. Ninety percent (90%) of the pilot records were deemed "Useable" after a visual review and post-processing of the dataset. One reason this can happen is that despite what is presented in the map and geocoding, the rider is unwilling to provide complete or exact details of their trip such as origin and destination type of places.

TABLE 7: SPRING 2024 PILOT SURVEYS COMPLETED

Route Name	Route Type	Surveys Completed
11	Fixed Route Bus	55
19	Fixed Route Bus	28
3	Fixed Route Bus	19

CHAPTER 2: SURVEY ADMINISTRATION

Data Collection Activities

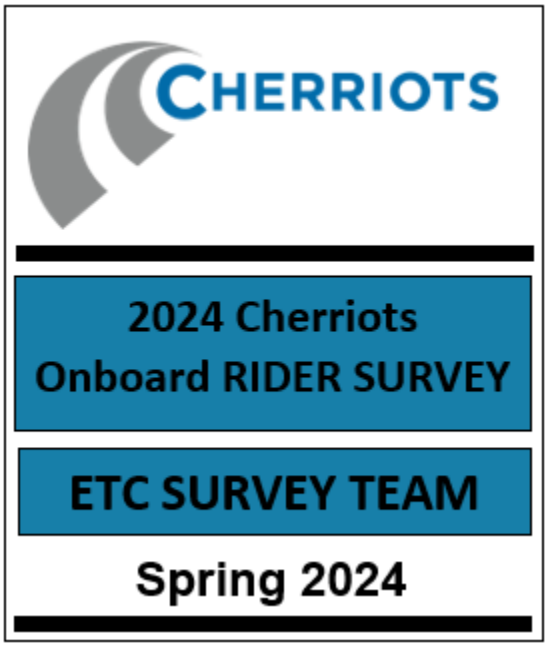
Labor Recruitment and Training

Assembling a team of high-quality survey staff was one of the most important steps in the OD administration process. ETC collaborated with the staffing firm ANIK to provide interviewers for the OD survey.

ETC conducted two training sessions for data collection. When additional surveyors were needed for the OD survey, there were additional training sessions conducted throughout the data collection process with smaller groups. Training sessions focused on the study's purpose and objectives, the survey instruments, scripts on how to respond to passengers' questions, how to use data collection tools, instructions on how to conduct themselves when working with the public, and safety training. ETC provided in-depth project-specific training to ensure successful data collection. The training reviewed project specifics and field procedures and provided training on how to actively engage customers (passengers). Key highlights in the training included courtesy, professionalism, and person-to-person interactions.

The survey staff were instructed to understand that while they were not Cherriots employees, they were representing the agency while on transit vehicles or property and they needed to act in a manner that reflected positively. Maximizing participation and legitimizing the survey among passengers depended on the public response to the survey staff. For that purpose, ETC imposed strict dress code standards that required survey staff to wear clean appropriate clothing to present a casual, yet neat, appearance that ensured professionalism and comfort. Survey staff were provided with surveyor badges and vests, identifying interviewers from other transit agency staff and passengers; the badges used are pictured in Figure 2.

FIGURE 2: SURVEY TEAM BADGE FOR SPRING DATA COLLECTION



Training OD Interviewers

The ETC field manager created the necessary training materials and conducted the Origin-Destination (OD) Survey training that is consistent with classroom training and field training. The classroom training session included a PowerPoint presentation to explain the purpose and objectives of the survey, questionnaire content, interviewer procedures and requirements, survey logistics, how to maximize response rates (including hard-to-survey passengers), and the data collection process in a step-by-step format. Other goals of the training included building interview staff confidence, helping interview staff feel that they are an important part of the survey's success, and helping them understand the importance of the survey and its benefits to the community.

ETC ensures that the training addressed the following details:

- Tips on intercepting/interacting with passengers with disabilities
- Tips on intercepting/interacting with limited English proficiency passengers
- Cultural sensitivity
- Importance of understanding the intent of the questions

- Importance of random selection and properly recording all refusals
- Importance of data confidentiality
- Overview of the participating transit systems
- Overview of the topics covered in tablet questionnaire
- How to manage passenger comments and complaints
- Instructions on conveying the purpose of the survey to passengers
- Safety training

Toward the end of training, interviewers conducted mock interviews using the tablets. This exercise allowed ETC staff to gauge each interviewer's comprehension of the survey instrument and provide feedback as needed. Following classroom training, interviewers conducted live interviews with passengers under the supervision of ETC staff. ETC supervisors oversaw interviewers and provided feedback on performance throughout the remainder of the training day.

Interviewers who were conducting the survey properly began field training. Interviewers who needed more help, but showed promise, were asked to spend a second day in the field under direct supervision. During the field training period, the interviewer's productivity and data quality were assessed by ETC staff.

DirectionFinderPathway©

The method that was used to collect On-to-Off bus surveys with ETC's DirectionFinderPathway© process. This was implemented on all routes to get 100% ridership data. Rather than using surveyors to observe boardings and alightings, DFPathway© uses a small camera to record continuous video of everyone boarding and alighting at all doors on a vehicle. To protect the privacy of passengers, the cameras only capture video below the rider's knee. The devices are also equipped with highly accurate GPS and high-resolution cameras that take images of each passenger's footwear as they board and alight the vehicle. Each high-resolution image is tagged with the location (stop name &

latitude/longitude coordinates), time of day, direction of movement (boarding or alighting) and more. An image of ETC's DFPathway© counting equipment is shown below in Figure 3.

FIGURE 3: ETC DFPATHWAY COUNTER



OD Survey Administration

OD Survey Interviewer Roles

For the OD Survey, interviewers boarded their assigned bus and selected riders at random to participate in the survey. While conducting the interview, interviewers asked the respondent each question from the survey tablet and recorded each response provided to them by the passenger.

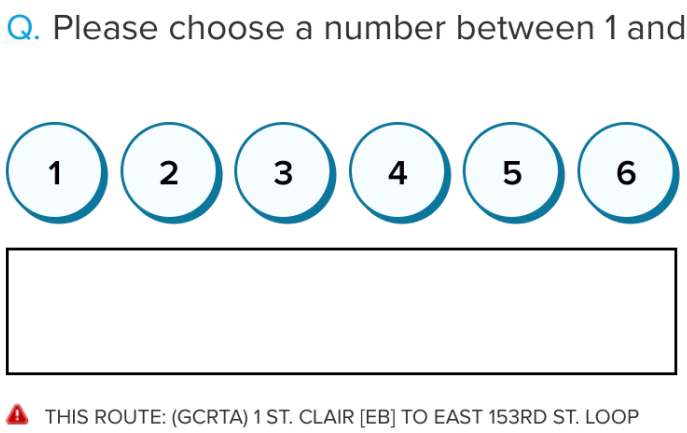
Selection of Participants

For the OD tablet surveys, a random number generator was used to determine which passengers were asked to participate in the survey after boarding the surveying bus as shown in Figure 4.

If four people boarded a bus, the surveyor would press 4 on the tablet, and the tablet randomly generated a number from 1 to 4 (see example below). If the answer was 2, the second person who boarded the bus was asked to participate in the survey. If the answer was 1, the first person was asked to participate in the survey, and so forth.

The selection was limited to the first six people who boarded a bus at any given stop to ensure the interviewer could keep track of the passengers as they boarded. For example, if 20 people boarded a bus, the surveyor would press 6 and the tablet program would randomly pick one of the first six people for the survey.

FIGURE 4: OD SURVEY RANDOM NUMBER GENERATOR



If the interview is refused by the randomly selected rider, then the rider who boarded before the rider selected would be approached. For some express/commuter routes, hard copy questionnaires were administered to all boarding passengers to maximize the number of returned complete surveys.

Respondents who did not have time to complete the survey during their trip or spoke a language other than the interviewers were given the option of providing their contact information to conduct the survey at another time. Those who provided their phone numbers for call back ability were then contacted by ETC's call center to complete the survey. Those interviewers that did speak the foreign language of the rider translated the English tablet version and indicated which language the interview was conducted in. Fewer than ten surveys were completed with this method.

ETC tried to maintain bilingual (English/Spanish) interviewer staff throughout the entire project. At least 50% of the interview staff were bilingual. In addition to the English/Spanish interview staff, there were interviewers that spoke other languages such as French, Korean, Vietnamese, Chinese, Arabic, and other languages. The majority of interviews were conducted in English.

OD Survey Procedure

All routes that were classified as fixed bus routes were surveyed using tablets. Interviewers selected people for the survey in accordance with the sampling procedures described earlier in this subsection. Once an interviewer had selected a person for the survey, the interviewer did the following tasks:

- Approached the person who was selected and asked them to participate in the survey.
- If the person refused, the interviewer ended the survey.
- If the person agreed to participate, the interviewer asked the respondent if they had at least 5 minutes to complete the survey.
- If the person did not have at least 5 minutes on the bus, the interviewer asked the person to provide their name and contact information to send a link to a self-administered online version. A link was emailed or texted after the interviewer collected the passenger's information. If the passenger did not complete the survey, a phone interviewer from ETC's call center contacted the respondent and asked them to provide the information by phone. This methodology ensured that people who completed short trips on public transit were well represented. The majority of passengers were able to complete the surveys onboard.
- If the person had at least 5 minutes on the bus, the interviewer began administering the survey to the respondent as a face-to-face interview using a tablet computer to record the answers.

In-Field Quality Assurance/Quality Control

Every day, ETC's field supervisors reviewed each interviewer's data for the following issues to assess whether the employee was conducting the survey properly:

- Distribution of surveys by demographics
- Distribution of surveys by trip characteristics
- Length of each survey in minutes
- Percentage of refusals
- Percentage of short trips

ETC's field supervisors also conducted checks on the locations where the interviews took place by viewing the surveys in real time using a mapping visualization tool. The survey is programmed to project the location of where five of the survey's questions are asked which populates an "S" in the survey when viewing the mapping visualization tool. These checks ensured data integrity and identified if an interviewer was not onboard their vehicle conducting interviews.

Data Collection Dashboard

ETC created a dashboard for Cherriots to view both collection productivity and demographics collected by route. ETC Supervisors monitored the data collection with a similar dashboard to monitor collection goals and conduct quality control on interviewers' data.

Data Quality Assurance and Processing

Many of the processes described in previous sections of this report were elements of the overall QA/QC process that was implemented throughout survey administration. The establishment of sampling goals and procedures ensured that a representative sample was obtained from each bus route. Training of interviewers and the high levels of oversight provided by the field manager and the field supervisors ensured that the survey was administered properly. Also, the use of the latest geocoding tools such as ETC's tablet survey with an embedded Google map search, ETC Elvis program, and Caliper® Maptitude

Geographic Information System (GIS) software contributed to the high quality of geocoding accuracy that was achieved. The following subsections describe the QA/QC processes that were implemented before and after the data were collected.

OD Quality Assurance/ Quality Control Plan

Pre-Processing Distance Checks

A series of distance and ratio checks are preprogrammed into the Field Supervisor's online visual review tool in order to allow for ETC Institute's Transit Review Team (TRT) to take a more systematic approach in reviewing complete records. The TRT process for editing surveys is described in a later section. Note: The distance and ratio checks described are meant to alert the reviewer that closer evaluation is needed. It does not necessarily indicate that the record is inaccurate or unusable. *The distances used for the checks are created using the great-circle distance formula which is based on a straight line from point A to point B that takes into account the curvature of the earth.*

Access/Egress Mode Distance Check

Table 8 shows the distance checks for access (Origin to Boarding of the 1st Transit Vehicle) and egress modes (Alighting from the last Transit Vehicle to Destination).

TABLE 8: ACCESS/EGRESS MODE DISTANCE CHECKS

Distance Check Name	Check	Condition 1	Condition 2	Flag?
Origin to Boarding	Origin to Boarding distance is greater than 1.75 miles	Access Mode - **ANY USE OF A VEHICLE** (ie, dropped off, rode with others, drove, taxi...)		No
		Access Mode - Walk/Wheelchair/Skateboard	There is at least one transfer from origin to boarding	No
		Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	Yes
	Origin to Boarding distance is less than .2 miles	Access Mode - **ANY USE OF A VEHICLE** (ie, dropped off, rode with others, drove, taxi...)		Yes
		Access Mode - Every mode	There is at least one transfer from origin to boarding	Yes
		Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	No
Alighting to Destination	Alighting to Destination distance is greater than 1.75 miles	Egress Mode - ANY USE OF A VEHICLE (ie, will get picked up, ride with others, drive, taxi...)		No
		Egress Mode - Walk/Wheelchair/Skateboard	There is at least one transfer from alighting to destination	No
		Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	Yes
	Alighting to Destination distance is less than .2 miles	Egress Mode - **ANY USE OF A VEHICLE** (ie, will get picked up, ride with others, drive, taxi...)		Yes
		Egress Mode - Every mode	There is at least one transfer from alighting to destination	Yes
		Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	No

*1.75 mile is used because it is a straight-line distance so it ends up being closer to 2 miles with actual street travel.

Origin to Destination Distance Check

Table 9 shows the distance checks based on the origin and Destination Type of Places.

TABLE 9: ORIGIN TO DESTINATION DISTANCE CHECKS

Distance Check Name	Check	Flag Record
Origin to Destination	Origin equals the Destination	Yes
	Origin to Destination is greater than 50 miles	Yes
	Origin to Destination is less than .25 miles	Yes

Boarding and Alighting Distance Check

Table 10 shows the distance checks based on the boarding and alighting locations.

TABLE 10: BOARDING AND ALIGHTING DISTANCE CHECKS

Distance Check Name	Check	Flag Record
Boarding to Alighting	Boarding equals the Alighting	Yes
	Boarding to Alighting is less than .25 miles	Yes

Pre-Processing Ratio Checks

After all transfer checks are completed, the next step in this process involves the application of a series of QA/QC Ratio Checks.

Three ratio checks are conducted for each record. First, the distance between boarding and alighting is divided by the distance between origin and destination. If the rider has a high ratio, then the rider is on the bus for an extensive time compared to the origin to destination distance. If the check created an extremely low ratio, the use of transit seemed unnecessary.

Second, the distance between origin and boarding is divided by the distance between origin and destination. If the rider has a high ratio, the origin to boarding distance is excessive compared to the origin to destination.

Third, the distance between alighting and destination is divided by the distance between origin and destination. If the rider has a high ratio, the alighting to destination distance is excessive compared to the origin to destination. ***Table 11*** describes in more detail the ratio checks used, and the conditions in which a record would be flagged.

TABLE 11: RATIO CHECKS

Ratio Checks	Check	Result of Formula	Condition 1	Condition 2	Flag?
Boarding to Alighting distance divided by Origin to Destination distance	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is 1.5 or greater			Yes
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	Access and Egress modes are both Walk/Wheelchair/Skateboard	There are NO transfers involved in the trip	Yes
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	Access or Egress mode - **ANY USE OF A VEHICLE**		No
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	There is at least one transfer involved in the trip		No
Origin to Boarding distance divided by Origin to Destination distance	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	there is at least one transfer from origin to boarding		No
	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Access Mode - **ANY USE OF A VEHICLE** (ie, dropped off, rode with others, drove, taxi...)		No
	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	Yes
Alighting to Destination divided by Origin to Destination	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	there is at least one transfer from alighting to destination		No
	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Egress Mode - **ANY USE OF A VEHICLE** (ie, will get picked up, ride with others, drive, taxi...)		No
	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	Yes

Transit Review Team (TRT)

ETC Institute has a dedicated team whose priority is reviewing and editing completed records through the use of an online visual review tool. One of their other key responsibilities is the process of calling and completing "Callback" surveys. Callback surveys are surveys that are unable to be completed in the field. The "Callback" is conducted within a few days of when the initial survey began so that the information of the trip can be more easily recalled by the respondent.

The TRT reviews all complete records collected for the survey, paying special attention to records that are automatically flagged by the online visual review tool. Prior to making edits to any survey, they first attempt to contact the respondent to clarify any questionable answer choices regarding the trip. If no contact is made, or if contact is not possible, the following actions are taken as shown in Tables 12 and Table 13.

Pre-Processing General Issues and Actions

Table 12 below describes the general issues that could occur within a trip where changes may have been appropriate.

TABLE 12: PRE-PROCESSING GENERAL ISSUES

Issue	Description of Issue	Action
Origin/Destination Issue - 1	Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected	If for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected.
Origin/Destination Issue - 2	Origin/Destination appears to have been geocoded to the incorrect city/state	If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the surveyor selects the wrong choice from the list of possible address choices that appear in the online survey instrument, then the appropriate address information will be inserted.
Access/Egress Mode	Access/Egress Mode seems illogical based on trip	If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than .2 miles then the access/egress mode is recoded to walk/walked and that change will be reflected in the database. Unless the terrain of the area makes walking unlikely.
Directionality of Record	Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the surveyor.	Change Direction of Route Selected and if necessary update boarding and alighting locations based on appropriate direction.

Transfer Issues and Actions

Table 13 below describes the transfer issues that could occur within a trip where changes may have been appropriate.

TABLE 13: TRANSFER ISSUES AND ACTIONS

Issue #	Description of Issue	Action
Transfer Issue - 1	The transfer(s) seems illogical based on either the origin to boarding or alighting to destination	If the transfer appears to have been selected incorrectly based on surveyor misselection/passenger error then an appropriate transfer(s) will be inserted based on the geocoded points of the trip, the time of day of the trip and the direction of travel. If no appropriate transfers can be found, then the record will be removed from the database.
Transfer Issue - 2	The transfer(s) seems unnessary based on either the origin to boarding or alighting to destination	If the transfer(s) appears to be unnecessary because the distance from the origin to boarding or alighting to destination is less than 0.2 miles then the trip will be reviewed in further detail to determine if the transfer(s) are inappropriate. Aspects that wil determine appropriateness are: the terrain (0.1 miles for example is a very short distance but a river inbetween the origin and boarding location could require an individual to use a transfer as opposed to being able to walk), disability, age, and alternate access/egress modes (IE if someone indicates walking 1 mile from origin to boarding but then indicates taking 2 transfers from alighting to destination to travel a total of 0.1 miles they have likely indicated transfers for a future trip later in the day). *NOTE: The 0.2 distance is only used as guideline to create a flag for closer review. Typically only extreme distances have transfers removed.*
Transfer Issue - 3	The passenger indicated that they did not use a transfer but based on their access/egress mode and the distance between either the origin to boarding or alighting to destination suggests that a transfer was likely used.	If the access/egress mode is "walked/walk" and no transfer is indicated, and the distance between either origin to boarding or alighting to destination is greater than 2 miles, then an appropriate transfer(s) will be inserted based on the geocoded points of the trip, the time of day of the trip and the direction of travel. If no appropriate transfers can be found, then the record will be removed from the database.
Transfer Issue - 4	Duplicate Transfers in the Route Path	If duplicate transfers exist in the route path, the path is reviewed to determine which route(s) were incorrectly entered. If a review of the record suggests that the transfer route(s) is/are unneccesary then they will be removed. If the transfers suggest that trip is a round trip and not a one-way trip then the record will be removed from the database.

Post-Processing Additional Checks

After all records are reviewed by the TRT, the next step in this process involves the application of a series of QA/QC "non-trip" checks. Non-trip checks are described as anything not pertaining to the respondent's actual trip, i.e. demographic information.

Non-trip related checks included:

- Ensuring the respondents who indicated that they are employed also reported that at least one member of their household is employed.
- Ensuring the time of day a survey is completed is reasonable given the published operating schedule for the route.
- Ensuring that the appropriate fare type is used in response to the age of respondent.
- Checking that there is a representative demographic distribution based on age, gender, and income status.
- Removing any personal contact information used for quality control purposes during the data collection portion of the project in order to protect the anonymity of the respondents.

Once all records go through the pre-processing and post-processing QA/QC checks, those that are deemed complete and usable are then used to update the completion report used by the FS to ensure that all contractual goals have been met. After the final high-level review is completed, metadata (a codebook) is created in order to suitably explain the data in the database.

Process for Identifying Complete Records

To classify a survey as being complete, the record must contain all elements of the one-way trip, including complete answers to the following:

- Route/direction
- Time of trip
- All transfer routes used
- Home address
- Origin address
- Destination address
- Origin place type
- Destination place type
- Access mode
- Egress mode
- Boarding location
- Alighting location

In addition to the required trip data questions, a survey must be marked as complete by the online survey program, which occurs only if the interviewer has navigated through every required question on the online survey instrument including demographic questions.

CHAPTER 3: SURVEY WEIGHTING AND EXPANSION

The Cherriots regional transit interviews were expanded by route, direction, time-of-day, boarding location, and alighting location from O2O data. The following sections describe the methodology that was used to develop the unlinked expansion factors. Unlinked expansion factors are weights that, when summed up, match the daily ridership of the system.

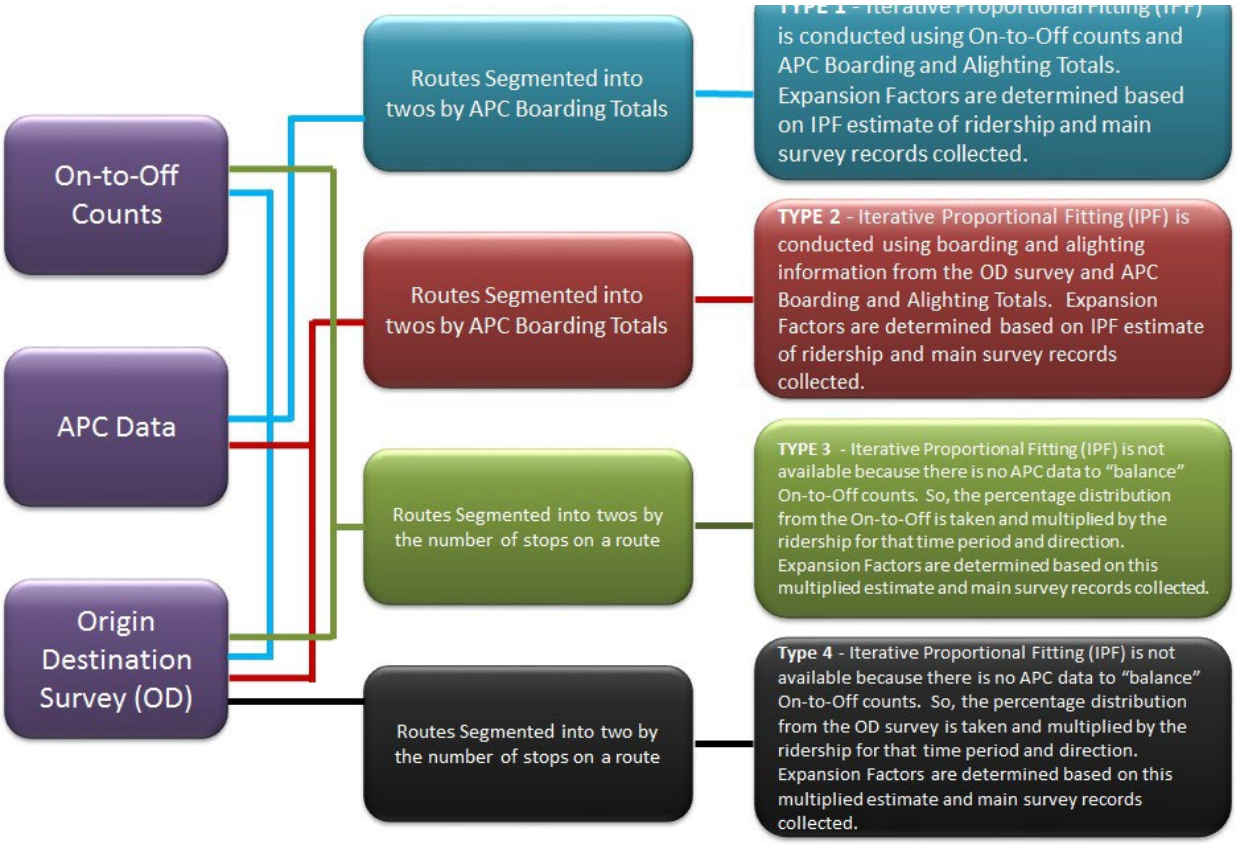
Data Expansion Overview

When survey quantity goals are created, they are typically based upon a percentage of the average weekday ridership for the routes in the system and desired confidence levels. These are further broken down by time periods and directions. If the route has been deemed a circular or loop route, the ridership is broken down into time periods only, as directional components cannot be obtained accurately. The five time periods for this survey, shown in Table 5, were created based on the specific needs of Cherriots. Once a sample percentage is agreed upon, the goals for the survey collection are based on the ridership for each route by time period and direction then multiplied by the sampling percentage. The purpose of developing survey quantity goals is to collect an appropriate number of survey records that will be expanded to represent the total average weekday ridership of each route by time period and direction.

Types of Data Expansion

The type of data expansion conducted depended on the data available for the specific route. There were two types of data that created the combinations that guided the type of expansion used: O2O counts data (collected by ETC), and OD Survey Data (collected by ETC). Figure 5 shows the data combinations, the corresponding route segmentation, and type of expansion used.

FIGURE 5- TYPES OF DATA EXPANSION



Type 3 Expansion: Bus Routes with O2O Counts and OD Survey Data, but without Stop-Level Ridership/APC Data

Expansion Type 3 is used for routes where O2O counts are collected but Stop-Level Ridership/APC Data is not available. Routes without Stop-Level Ridership/APC Data are segmented into three segments based on the number of stops along a route. These segments were then appended to the O2O and OD Survey databases. The expansion method is less complex than the other types of expansion involving APC data. ***Type 3 expansion was used for this project based on Ride Check/O2O Counts.***

General Rule for Expansion Factors

While there are no specific guidelines for the expansion factor values, ETC tries to keep expansion factors below three times the average expansion factor. This adjustment is made to keep any one record from representing a markedly high number of riders in the system. The formula for determining this guideline is:

Guideline Weight Factor = 1 / (Sampling percent) × 3

If the expansion factor for a boarding segment to alighting segment pair is greater than three times the average expansion factor, then it is aggregated into the adjacent boarding-to-alighting segment where it will have the least impact on the previously existing expansion factors. This guideline is used for all the expansion types.

The data expansion above produces the unlinked weight factor for each record. The unlinked weight factor matches the daily ridership on the system.

Linked Trip Expansion Factors for All Records

While the unlinked weight factor counts each boarding as a separate trip regardless of transfers, the linked-trip weight factor requires transfers be included in the trip, which helps to account for the number of transfers that were made by each passenger reducing the daily ridership because a single passenger can account for multiple unlinked ridership. Linked expansion factors are generated after the unlinked expansion factors are created.

Linked Trip Multiplying Factor

First, you must calculate the Multiplying Factor for each survey record which is related to the number of transfers in the corresponding record. The equation to create the Multiplying Factor is shown below:

Linked Trip Multiplying Factor = [1 / (1 + # of transfers)]

If a passenger did not make a transfer, the linked trip multiplying factor would be 1.0 because the person would have only boarded one vehicle. If a person made two transfers, the linked trip expansion factor would be 0.33 because the person would have boarded three transit vehicles during his/her one-way trip. An example of how the linked trip expansion factors were calculated is provided in Figure 16.

FIGURE 6: SAMPLE CALCULATIONS OF LINKED TRIP MULTIPLYING FACTORS

Number of Transfers	Calculation [1/(1+Number of Transfers)]	Linked Trip Multiplying Factor
0	[1/(1+0)]	1
1	[1/(1+1)]	0.5
2	[1/(1+2)]	0.33
3	[1/(1+3)]	0.25

Linked Trip Weight Factor

Once the linked trip multiplying factor of a survey record is determined, one can calculate the linked trip weight factor. The linked trip weight factor is found by multiplying the product of the unlinked trip weight factor by the linked trip Multiplying Factor and is shown in the equation below.

Linked Trip Weight Factor = Unlinked Trip Weight Factor x Linked Trip Multiplying Factor

CHAPTER 4: Weighted Origin-Destination Survey Results

The following chapter highlights demographic and trip-related survey findings from the project for riders surveyed on all Cherriots services that were part of the 2024 Cherriots Onboard Origin-Destination Survey. Two major categories of survey findings are presented: ridership profile and trip profile. Weekend Origin-Destination Survey results are listed separately from weekday results in the following section.

The findings in this section were expanded using the Unlinked Weight Factors in the database.

Weekday Ridership Profile

This section lists tables for weekday data for rider characteristics across all Cherriots fixed routes .

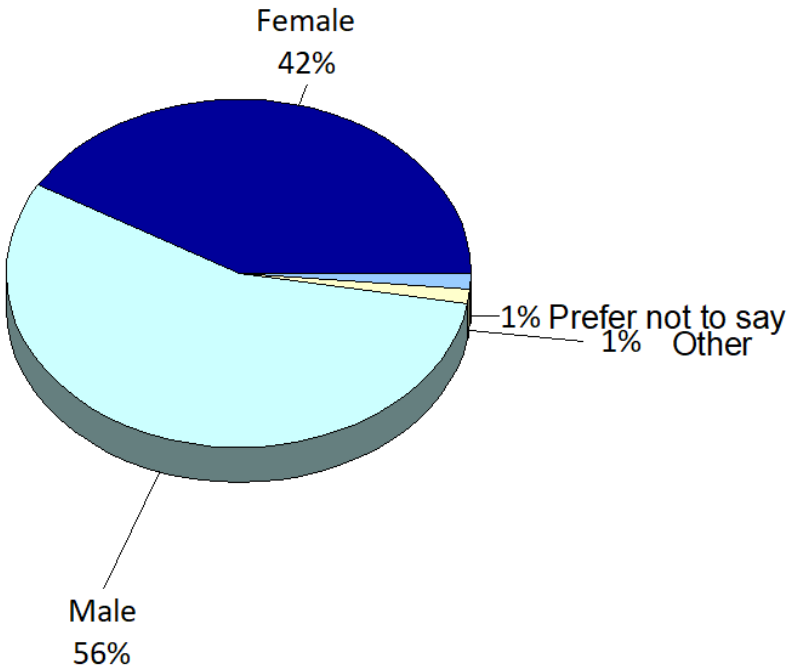
Gender

TABLE 14: GENDER - WEEKDAY

Gender		
Female	3623.4	41.6%
Male	4853.2	55.7%
Other	116.4	1.3%
Prefer not to say	115.6	1.3%
Grand Total	**8708.4**	**100.0%**

Surveyed ridership is approximately 56% male and 42% female. 3% identified as something other than male or female or refused to answer.

FIGURE 7: GENDER - WEEKDAY



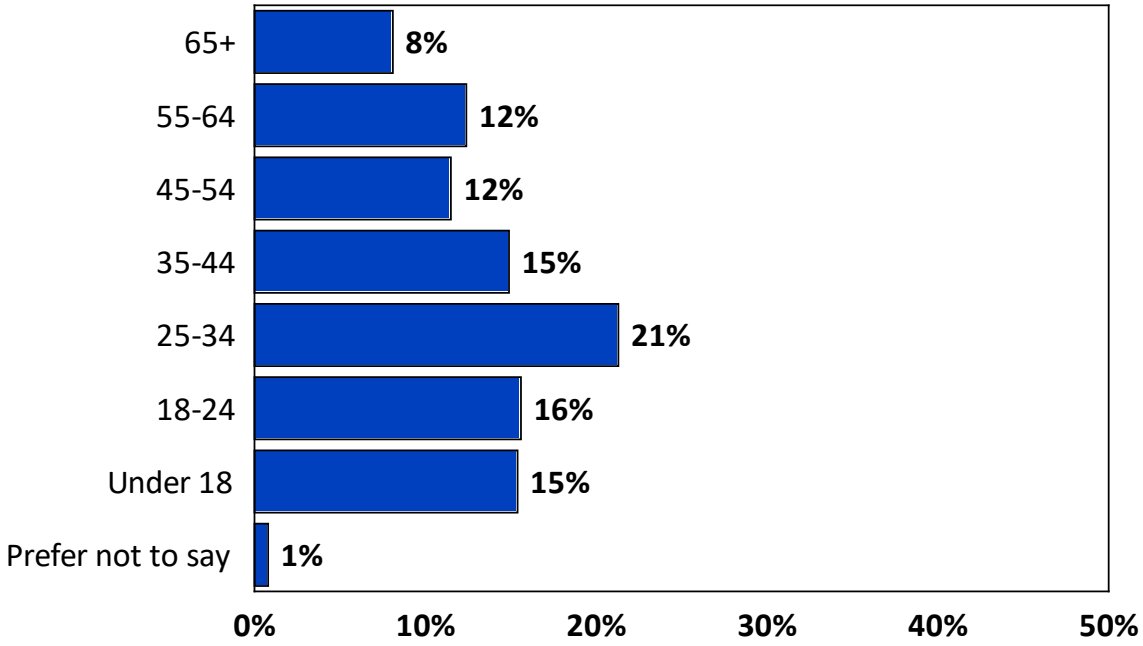
Age

TABLE 15: AGE - WEEKDAY

Age		
65+	707.9	8.1%
55-64	908.9	12.4%
45-54	1005.4	11.5%
35-44	1300	14.9%
25-34	2013	21.3%
18-24	1357	15.6%
Under 18	1344.8	15.4%
Prefer not to say	71.5	0.8%
Grand Total	**8708.4**	**100.0%**

Most respondents are between the ages of 25 – 34 (21.3%) followed by 15.6% of riders between 18-24 years of age, 15.4% under the age of 18, and 14.9% between the ages of 35 - 44. The rest of the age categories had less than 13% selection.

FIGURE 8: AGE - WEEKDAY



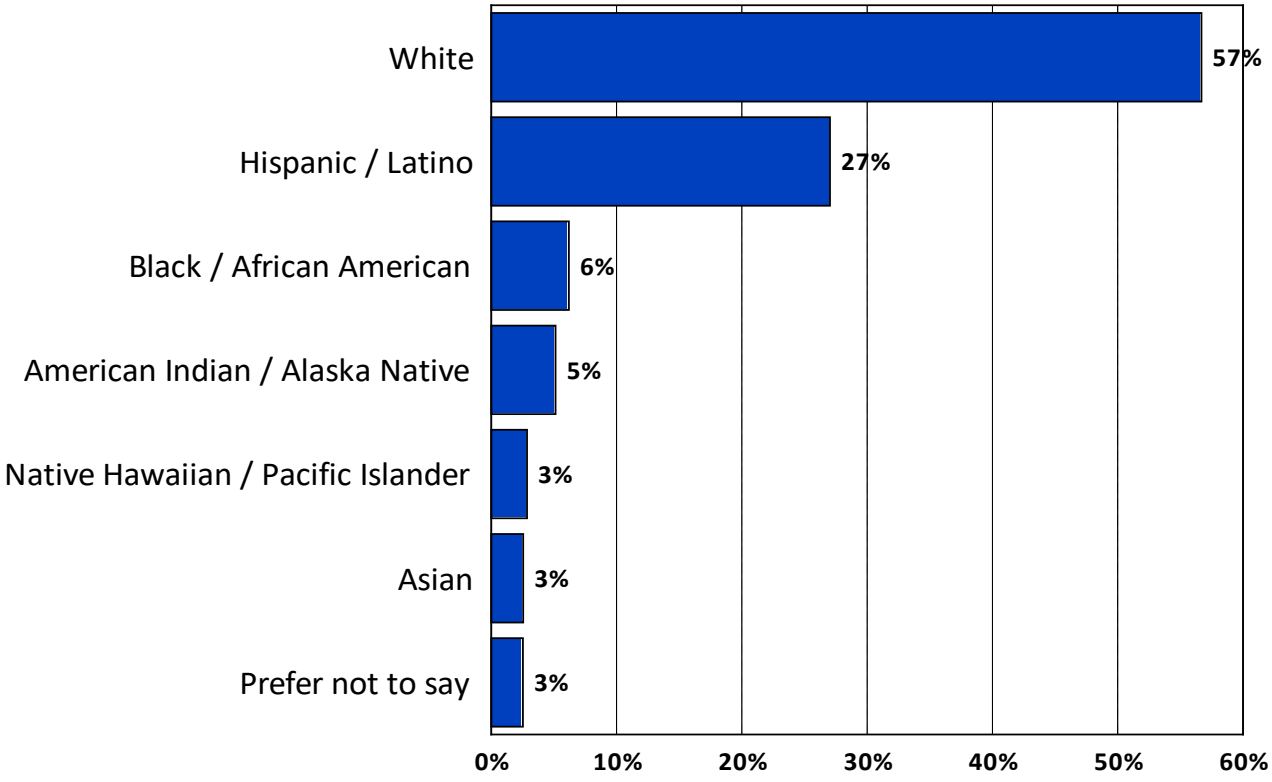
Ethnicity/Race

TABLE 16: ETHNICITY/RACE - WEEKDAY

Ethnicity/Race		
White	4935.7	56.7%
Hispanic / Latino	2354.3	27.0%
Black / African American	539.0	6.2%
American Indian / Alaska Native	446.4	5.1%
Native Hawaiian / Pacific Islander	248.4	2.9%
Asian	221.9	2.6%
Prefer not to say	219.1	2.5%
Grand Total	**8965.0**	**102.9%**

More than half of respondents (56.7%) identify themselves as White, 27% identify as Hispanic/ Latino, 6.2% Black/ African American, and 5.1% American Indian/ Alaska Native.

FIGURE 9: ETHNICITY/RACE – WEEKDAY



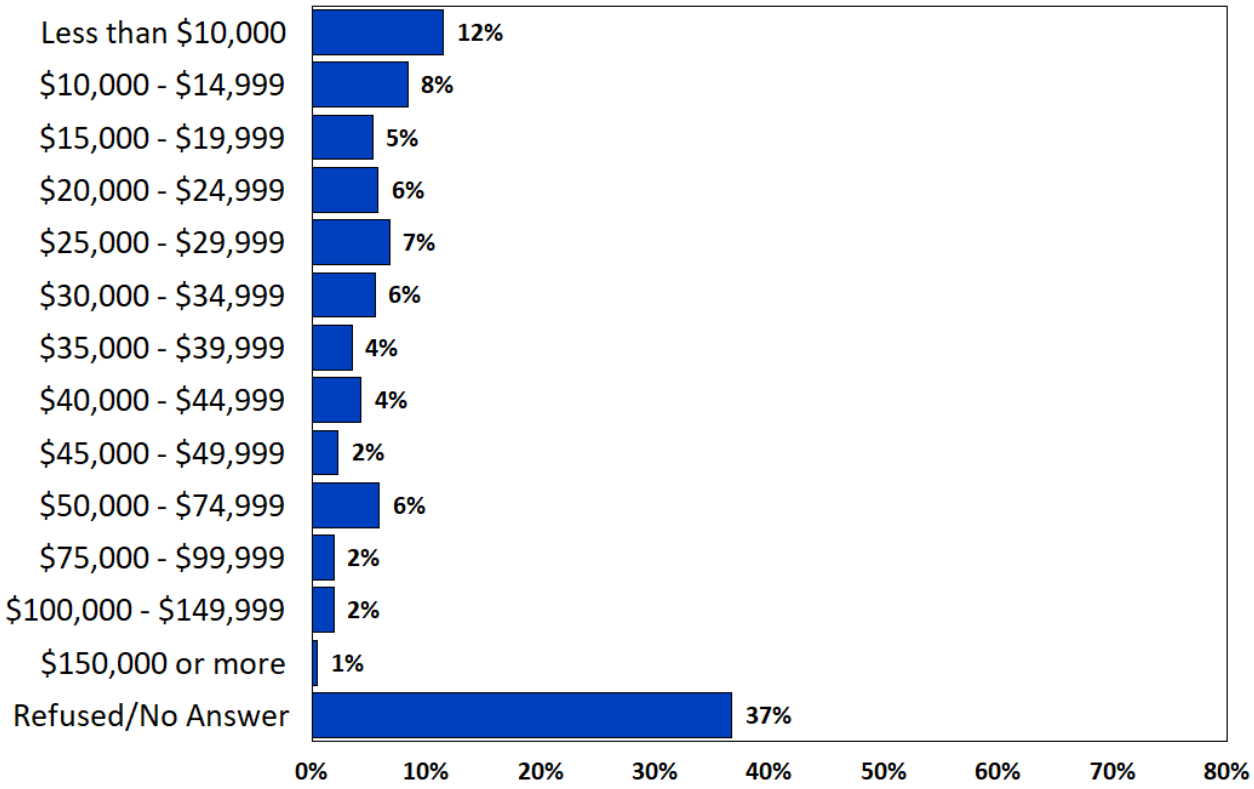
Household Income

TABLE 17: HOUSEHOLD INCOME - WEEKDAY

Household Income		
Less than $10,000	999.5	11.5%
$10,000 - $14,999	728.7	8.4%
$15,000 - $19,999	462.2	5.3%
$20,000 - $24,999	503.9	5.8%
$25,000 - $29,999	589.7	6.8%
$30,000 - $34,999	478.3	5.5%
$35,000 - $39,999	301.2	3.5%
$40,000 - $44,999	376.5	4.3%
$45,000 - $49,999	197.3	2.3%
$50,000 - $74,999	509.7	5.9%
$75,000 - $99,999	161.9	1.9%
$100,000 - $149,999	165.6	1.9%
$150,000 or more	41.1	0.5%
Refused/No Answer	3192.9	36.7%
Grand Total	**8708.4**	**100.0%**

When asked “Which of the following BEST describes your total household income in 2022 before taxes?” 11.5% of surveyed riders indicated their annual household income was less than $10,000 dollars per year.

FIGURE 10: HOUSEHOLD INCOME - WEEKDAY



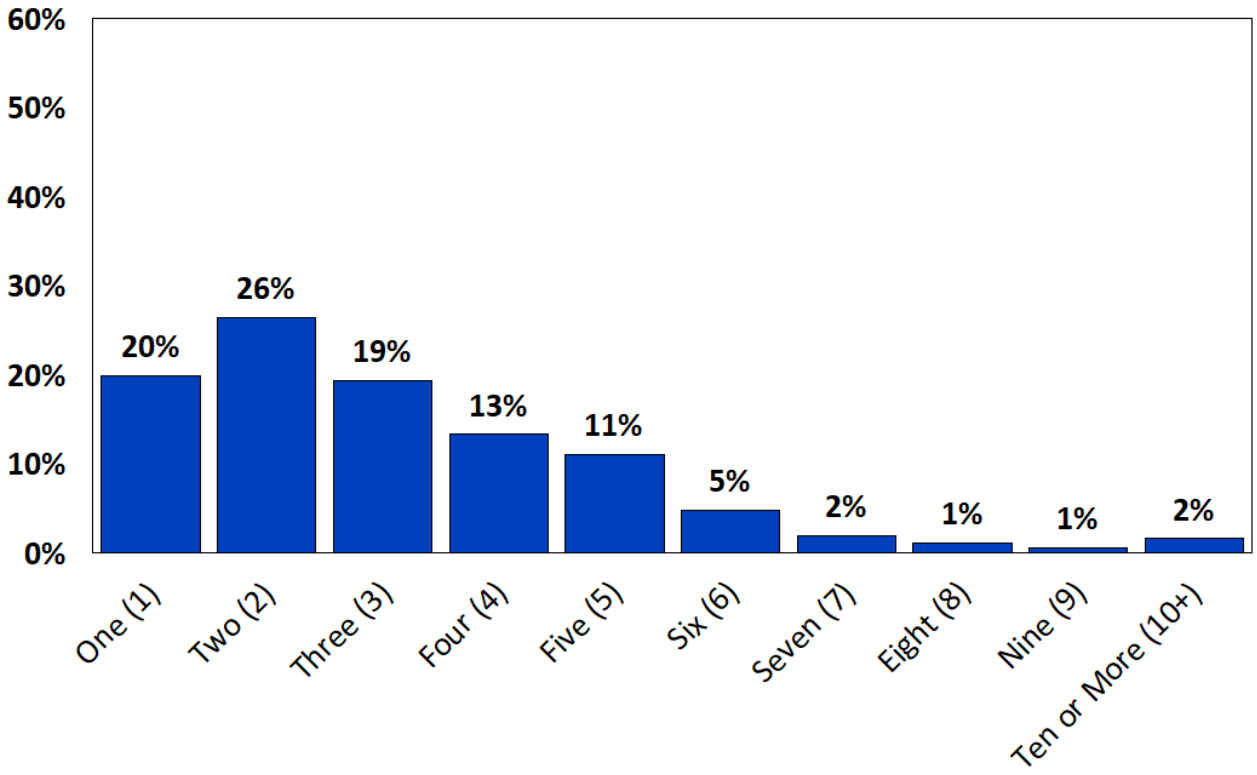
Household Size

TABLE 18: HOUSEHOLD SIZE - WEEKDAY

Household Size		
One (1)	1728.9	19.9%
Two (2)	2296.9	26.4%
Three (3)	1691.6	19.4%
Four (4)	1161.2	13.3%
Five (5)	961.3	11.0%
Six (6)	418.4	4.8%
Seven (7)	163.4	1.9%
Eight (8)	96.2	1.1%
Nine (9)	51.6	0.6%
Ten or More (10+)	138.9	1.6%
Grand Total	**8708.4**	**100.0%**

The largest group of respondents (26.4%) indicated they live in a household with two people (including themselves) while 19.9% of respondents shared that they live in a household alone. A combined 32% of respondents lived in a home with 3-4 members.

FIGURE 11: HOUSEHOLD SIZE - WEEKDAY



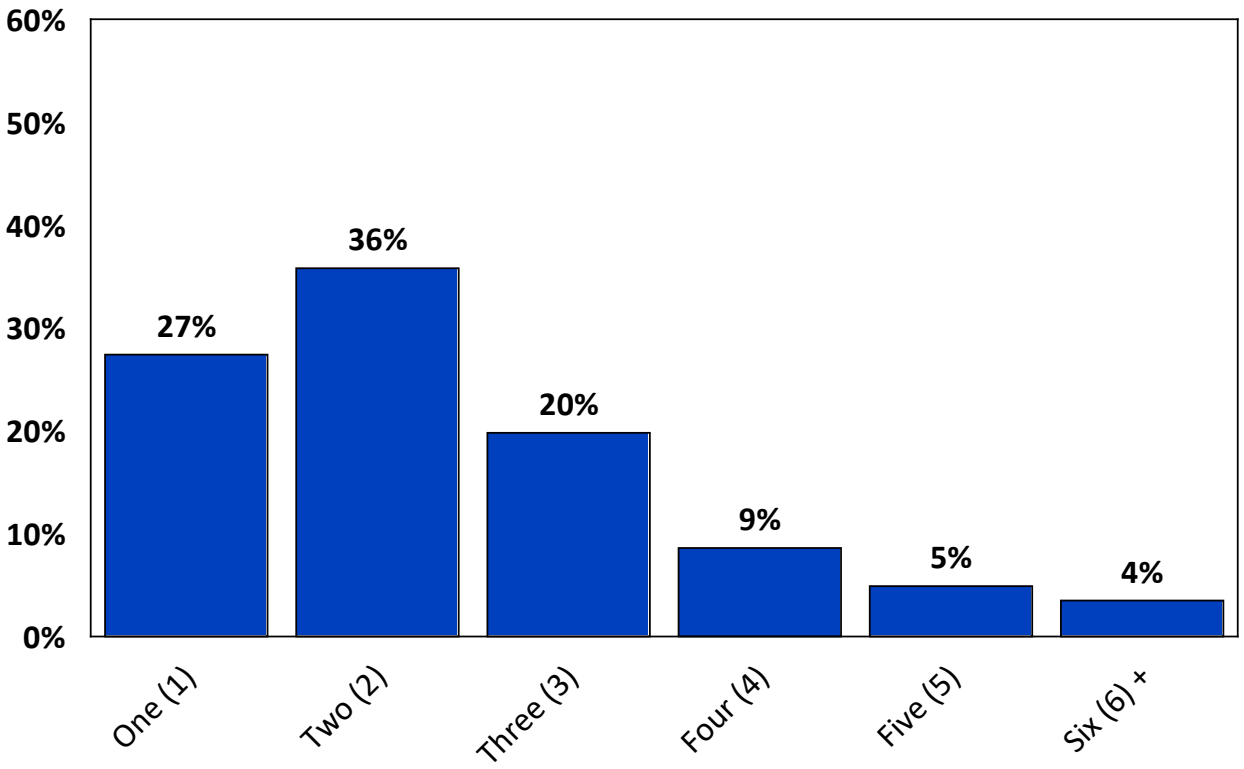
16+ Household Members

TABLE 19: AGE 16+ HOUSEHOLD SIZE- WEEKDAY

Age 16+ Household Size		
One (1)	2388.7	27.4%
Two (2)	3120.9	35.8%
Three (3)	1724.7	19.8%
Four (4)	745.6	8.6%
Five (5)	424.7	4.9%
Six (6)	303.9	3.5%
Grand Total	**8708.4**	**100.0%**

The percentage of respondents living in a household with one member being 16 years old or older is 27.4%. Households that include two individuals 16 years of age or older are 35.8%.

FIGURE 12: AGE 16+ HOUSEHOLD SIZE



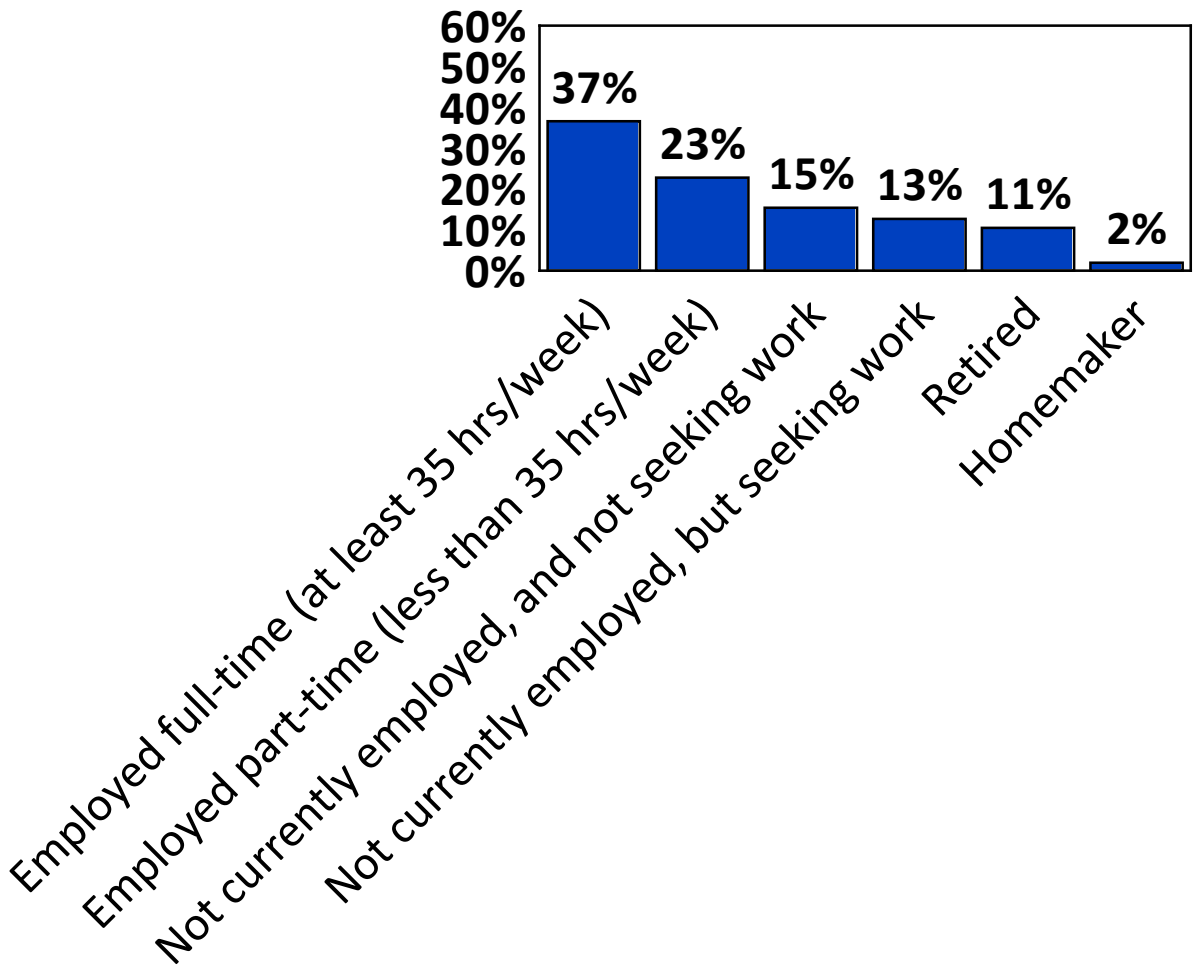
Employment Status

TABLE 20: EMPLOYMENT STATUS - WEEKDAY

Employment Status		
Employed full-time (at least 35 hrs/week)	3188.0	36.6%
Employed part-time (less than 35 hrs/week)	1987.4	22.8%
Not currently employed, and not seeking work	1344.2	15.4%
Not currently employed, but seeking work	1102.4	12.7%
Retired	915.0	10.5%
Homemaker	171.4	2.0%
Grand Total	**8708.4**	**100.0%**

Most respondents indicated that they are employed full-time (36.6%) while 22.8% shared that they are employed part-time.

FIGURE 13: EMPLOYMENT STATUS - WEEKDAY



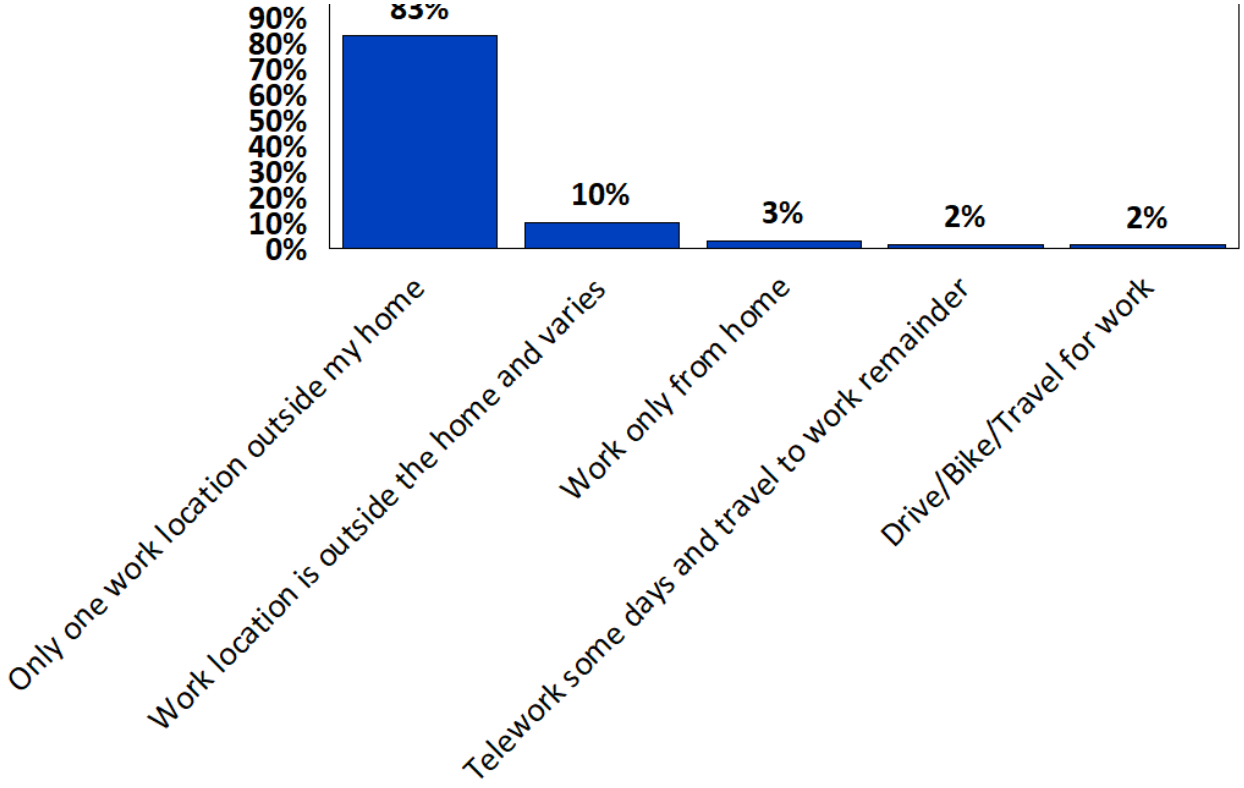
Work Location

TABLE 21: PRIMARY WORK LOCATION

Work Location		
Only one work location outside my home	4303.0	83.1%
Work location is outside the home and regularly varies (different offices/job sites)	539.3	10.4%
Work only from home	163.6	3.2%
Telework some days and travel to work the remainder	86.0	1.7%
Drive/Bike/Travel for work (driver, sales, deliveries)	83.4	1.6%
Grand Total	**5175.4**	**100.0%**

The majority of respondents (83.1%) have only one work location outside of the home.

FIGURE 14: PRIMARY WORK LOCATION



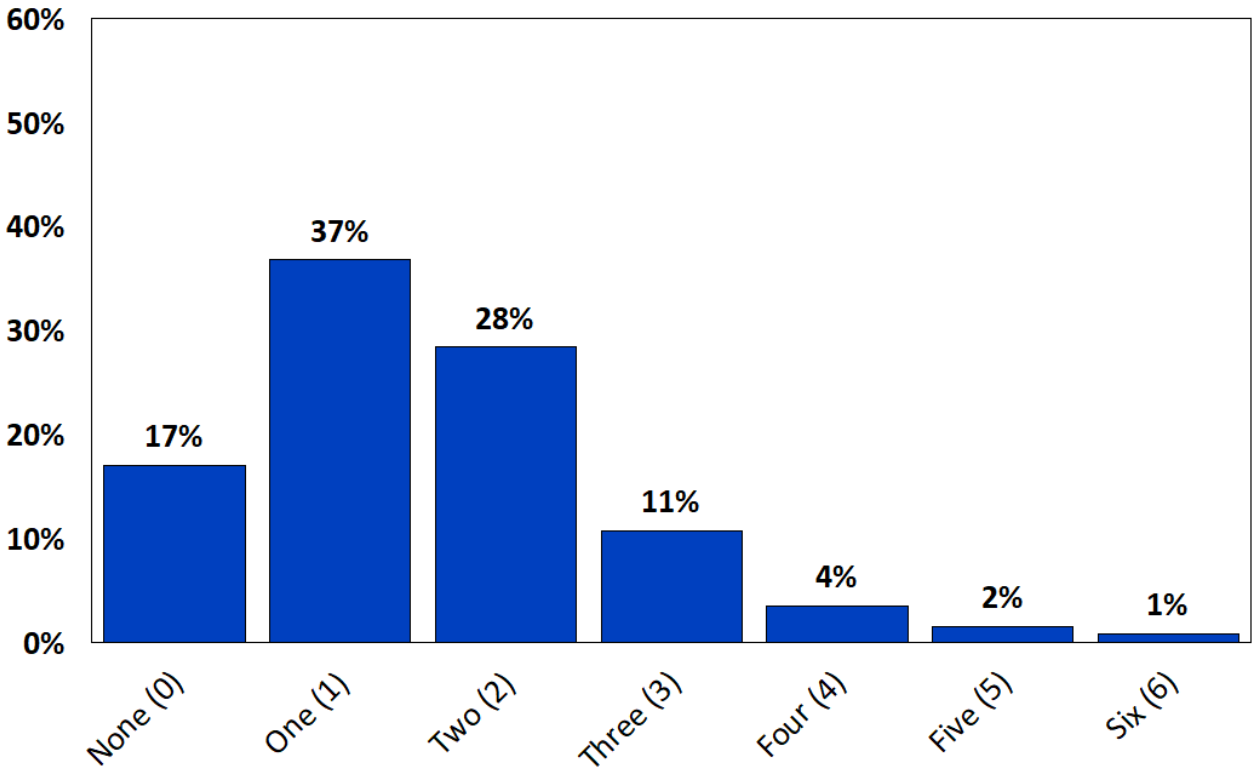
Household Employment

TABLE 22: ADULTS EMPLOYED IN RESPONDENT HOUSEHOLDS - WEEKDAY

Employed in Household		
None (0)	1477.4	17.0%
One (1)	3201.8	36.8%
Two (2)	2470.2	28.4%
Three (3)	943.3	10.8%
Four (4)	307.8	3.5%
Five (5)	141.4	1.6%
Six (6)	82.6	0.9%
Seven (7)	17.6	0.2%
Eight (8)	9.9	0.1%
Nine (9)	11.8	0.1%
Ten or More (10+)	44.7	0.5%
Grand Total	**8708.4**	**100.0%**

More than one-third (36.8%) of the respondents revealed one person within their household was employed either part- or full-time; 28.4% of surveyed riders came from households with two employed individuals; 10.8% indicated they had three working people in their household; 17.0% of riders lived in households with no employment.

FIGURE 15: NUMBER EMPLOYED IN RESPONDENTS HOUSEHOLD



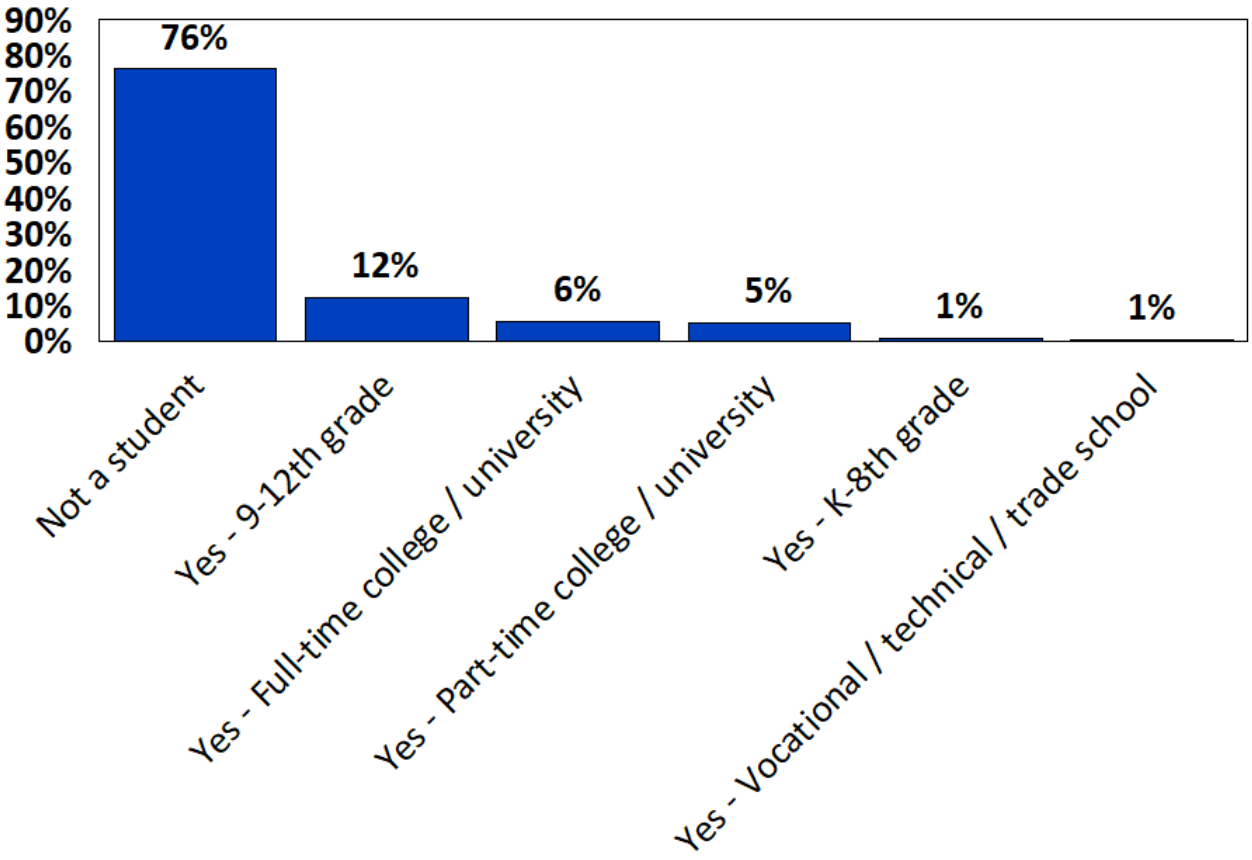
Student Status

TABLE 23: STUDENT STATUS - WEEKDAY

Student Status		
Not a student	6614.3	76.0%
Yes - 9-12th grade	1059.9	12.2%
Yes - Full-time college / university	485.8	5.6%
Yes - Part-time college / university	441.7	5.1%
Yes - K-8th grade	61.0	0.7%
Yes - Vocational / technical / trade school	45.6	0.5%
Grand Total	**8708.4**	**100.0%**

Seventy-six percent of respondents indicated that they were not students. Those in grades 9-12 made up 12.2% and 10.7% attend a college or university either full or part time.

FIGURE 16: STUDENT STATUS



Language Spoken at Home Other Than English

TABLE 24: HOUSEHOLDS THAT SPEAK LANGUAGES OTHER THAN ENGLISH - WEEKDAY

Other Language at Home		
Yes	2584.8	29.7%
No	6123.7	70.3%
Grand Total	**8708.4**	**100.0%**

Roughly 70% of respondents speak only English in their home and about 30% speak a language other than English at home.

Languages Spoken at Home

TABLE 25: OTHER LANGUAGES SPOKEN AT HOME - WEEKDAY

Other Language Spoken at Home		
Spanish	1885.5	72.9%
Russian	105.8	4.1%
American Sign Language (ASL)	104.4	4.0%
Marshallese	53.8	2.1%
Other	45.2	1.7%
French	42.1	1.6%
Old Spanish	37.2	1.4%
Tongan	29.0	1.1%
German	27.0	1.0%
Hindi	25.5	1.0%
Chinese	24.1	0.9%
Japanese	21.3	0.8%
Filipino	20.2	0.8%
Chuukese	16.6	0.6%
Aranes	15.6	0.6%
Romanian	14.3	0.6%
Pitjantjatjara	11.0	0.4%
Swahili	10.8	0.4%
Danish	10.7	0.4%
Korean	9.7	0.4%
Turkish	8.5	0.3%
Dutch	6.8	0.3%
Old Irish	6.4	0.2%
Hebrew	6.2	0.2%
Amharic	5.8	0.2%
Vietnamese	5.6	0.2%
Polish	5.5	0.2%
Chamorro	4.8	0.2%
Thai	3.7	0.1%
Somali	3.7	0.1%
Akkadian	3.6	0.1%
Portuguese	3.4	0.1%
Old Persian	3.3	0.1%

Punjabi	2.1	0.1%
Nepali	1.6	0.1%
Palauan	1.4	0.1%
Twents	1.0	0.0%
Khmer	1.0	0.0%
Micronesian	0.7	0.0%
Grand Total	**2584.8**	**100.0%**

Respondents who indicated they did speak another language besides English were asked which specific language they spoke -72.9% of these riders indicated they spoke Spanish in their home.

English Speaking Ability

TABLE 26: ENGLISH SPEAKING ABILITY - WEEKDAY

English Speaking Ability		
Very well	1621.4	62.7%
Well	481.7	18.6%
Not well	339.1	13.1%
Not at all	142.6	5.5%
Grand Total	**2584.8**	**100.0%**

Of those who indicated that they speak a language besides English at home 62.7% said that they speak English very well.

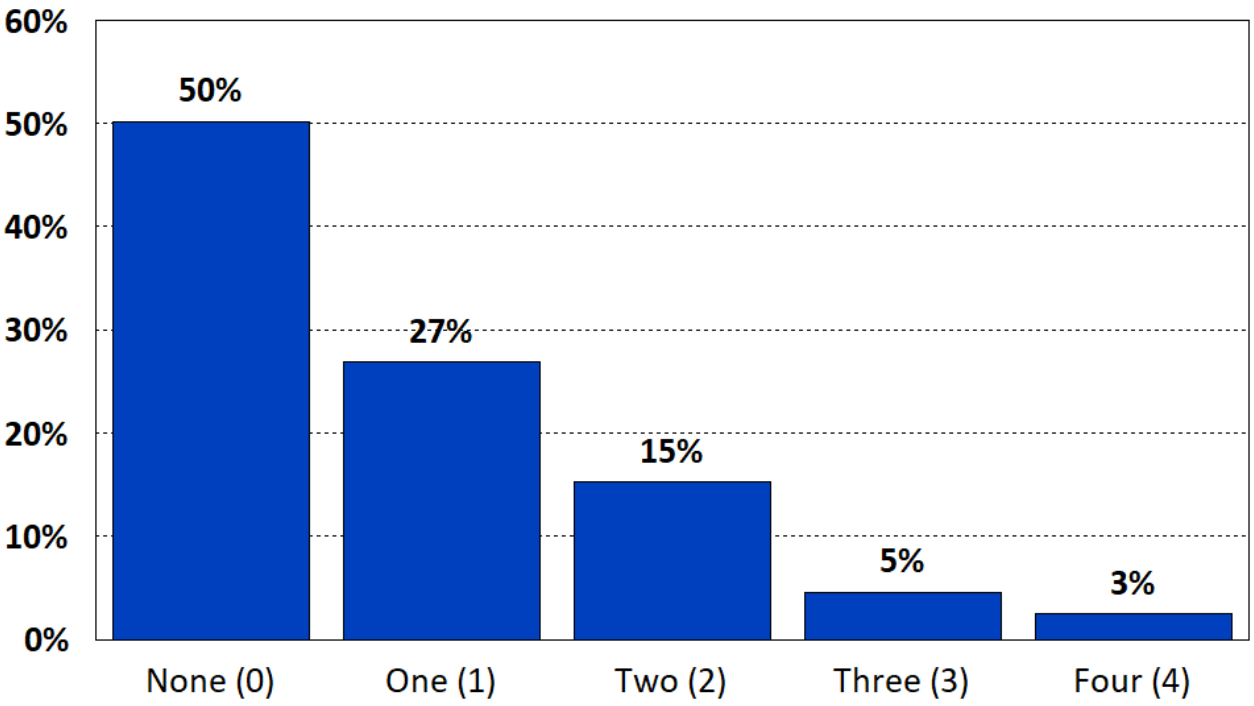
Household Vehicles

TABLE 27: VEHICLES AVAILABLE TO HOUSEHOLD - WEEKDAY

Vehicles Available to Household		
None (0)	4368.9	50.2%
One (1)	2343.1	26.9%
Two (2)	1335.6	15.3%
Three (3)	403.5	4.6%
Four (4)	213.6	2.5%
Five (5)	8.7	0.1%
Six (6)	12.9	0.1%
Seven (7)	10.4	0.1%
Eight (8)	11.8	0.1%
Grand Total	**8708.4**	**100.0%**

Half of respondents indicated that they do not have a vehicle available to them at their household while 26.9% said that they have one available vehicle at their household.

FIGURE 17: VEHICLES AVAILABLE TO HOUSEHOLD - WEEKDAY



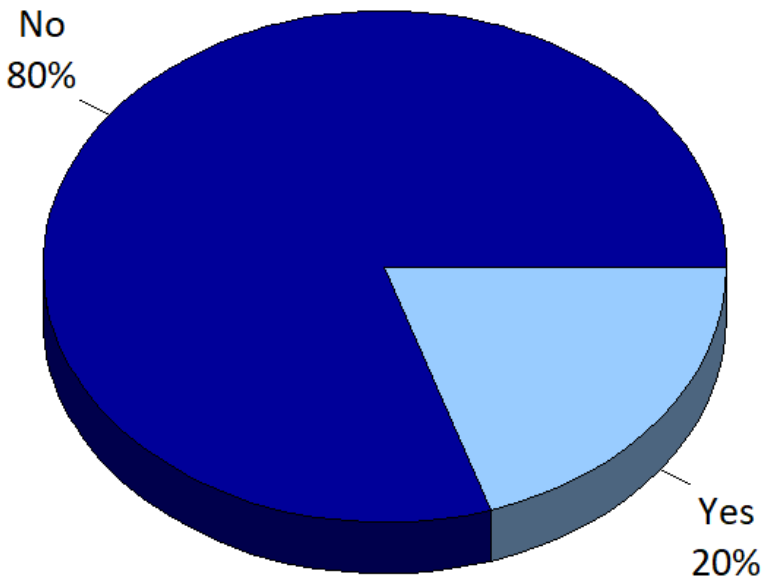
Household Vehicle for Trip

TABLE 28: RESPONDENTS WHO COULD HAVE USED HOUSEHOLD VEHICLE - WEEKDAY

Could Have Used Vehicle For Trip		
No	3468.7	79.9%
Yes	870.9	20.1%
Grand Total	**4339.5**	**100.0%**

Only 20.1% of respondents who indicated that they have at least one available vehicle at their household said they could have used it for their trip.

FIGURE 18: RESPONDENTS WHO COULD HAVE USED HOUSEHOLD VEHICLE - WEEKDAY



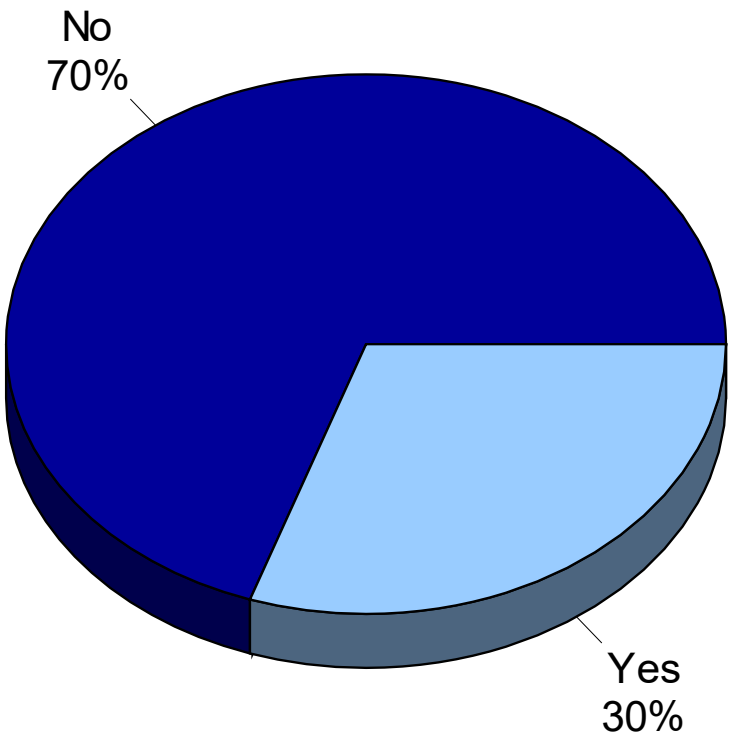
Driver's License

TABLE 29: VALID DRIVER'S LICENSE - WEEKDAY

Valid Driver's License		
No	6089.1	69.9%
Yes	2619.4	30.1%
Grand Total	**8708.4**	**100.0%**

Nearly 70% of respondents indicated that they do not have a valid driver's license.

FIGURE 19: DRIVER'S LICENSE



Weekday Trip Profile

This section lists tables of data for trip characteristics across all Cherriots fixed routes .

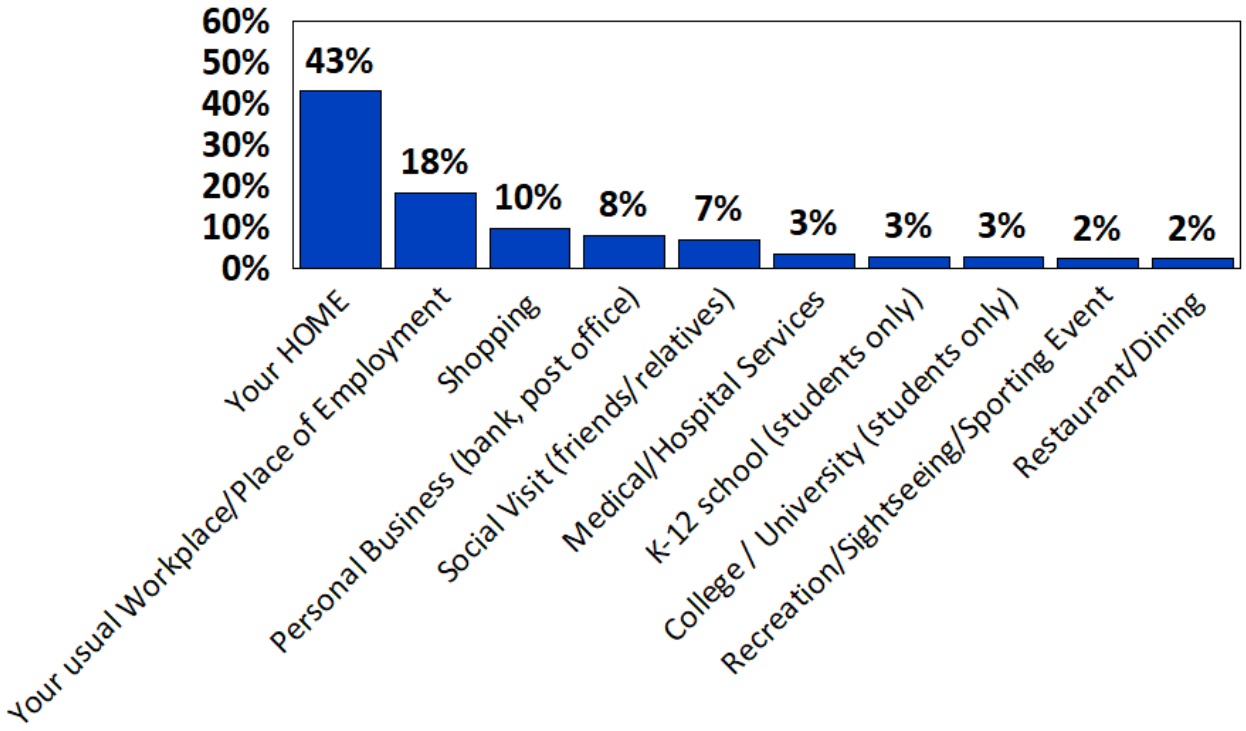
Origin

TABLE 30: ORIGIN - WEEKDAY

Origin		
Your HOME	3736.6	42.9%
Your usual Workplace/Place of Employment	1581.5	18.2%
Shopping	846.8	9.7%
Personal Business (bank, post office)	676.2	7.8%
Social Visit (friends/relatives)	605.0	6.9%
Medical/Hospital Services	293.0	3.4%
K-12 school (students only)	240.7	2.8%
College / University (students only)	234.2	2.7%
Recreation/Sightseeing/Sporting Event	191.8	2.2%
Restaurant/Dining	192.6	2.2%
Other work-related place	53.5	0.6%
Hotel/Convention Center	24.6	0.3%
Greyhound/Amtrak/etc. (travelers only)	20.6	0.2%
Other	11.2	0.1%
Grand Total	**8708.4**	**100.0%**

Respondents indicated that their home or usual place of work were the most common places of origin for their trip at 42.9% and 18.2% respectively.

FIGURE 20: ORIGIN - WEEKDAY



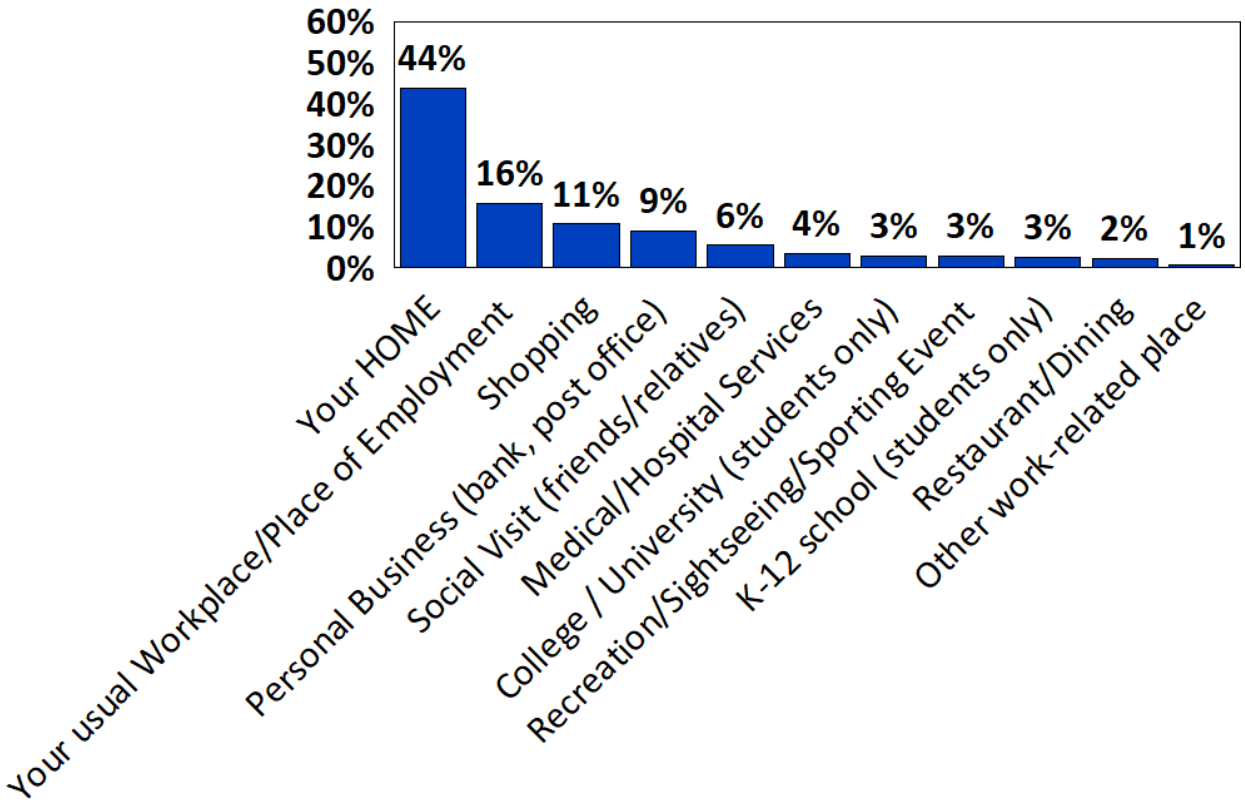
Destination

TABLE 31: DESTINATION - WEEKDAY

Destination		
Your HOME	3814.5	43.8%
Your usual Workplace/Place of Employment	1374.8	15.8%
Shopping	934.3	10.7%
Personal Business (bank, post office)	779.3	8.9%
Social Visit (friends/relatives)	483.1	5.5%
Medical/Hospital Services	311.9	3.6%
College / University (students only)	254.9	2.9%
Recreation/Sightseeing/Sporting Event	240.4	2.8%
K-12 school (students only)	217.9	2.5%
Restaurant/Dining	205.3	2.4%
Other work-related place	51.1	0.6%
Greyhound/Amtrak/etc. (travelers only)	15.9	0.2%
Other	19.9	0.2%
Hotel/Convention Center	5.0	0.1%
Grand Total	**8708.4**	**100.0%**

Likewise, 43.8% of respondents said that their home was the destination of their trip and 15.8% said that their usual workplace was their destination.

FIGURE 21: DESTINATION - WEEKDAY



Access Mode

TABLE 32: ACCESS MODE - WEEKDAY

Mode of Access		
Walked	8442.9	97.0%
Rode with others and was dropped off	84.4	1.0%
Used personal bike	97.1	1.1%
Wheelchair or other mobility device (scooter, etc)	60.9	0.7%
Drove or rode with others and parked	7.6	0.1%
Drove alone and parked	9.0	0.1%
Rode in an Uber / Lyft / Taxi / etc. vehicle	6.5	0.1%
Grand Total	**8708.4**	**100.0%**

Nearly all respondents said that they walked from their Origin to the first bus of their one-way trip.

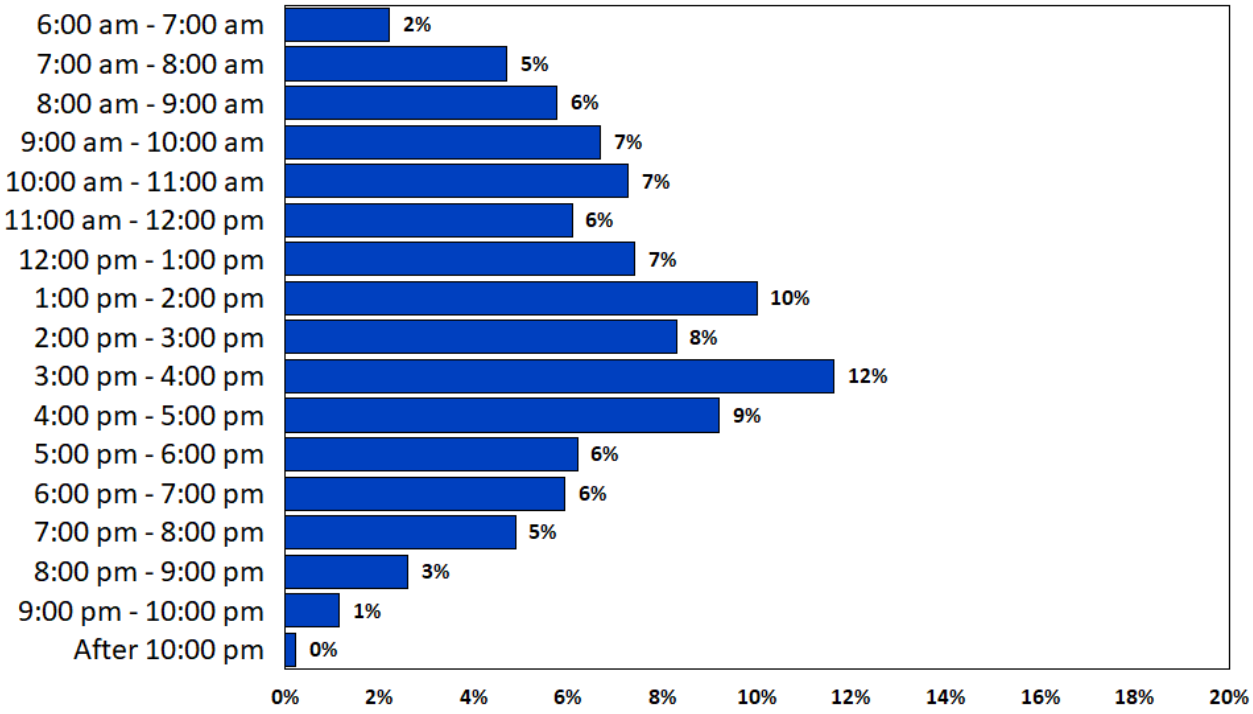
Boarding Time

TABLE 33: BOARDING TIME - WEEKDAY

Boarding Time		
6:00 am - 7:00 am	191.8	2.2%
7:00 am - 8:00 am	408.0	4.7%
8:00 am - 9:00 am	500.1	5.7%
9:00 am - 10:00 am	581.1	6.7%
10:00 am - 11:00 am	631.9	7.3%
11:00 am - 12:00 pm	528.2	6.1%
12:00 pm - 1:00 pm	643.7	7.4%
1:00 pm - 2:00 pm	870.0	10.0%
2:00 pm - 3:00 pm	720.9	8.3%
3:00 pm - 4:00 pm	1012.9	11.6%
4:00 pm - 5:00 pm	800.1	9.2%
5:00 pm - 6:00 pm	537.8	6.2%
6:00 pm - 7:00 pm	515.7	5.9%
7:00 pm - 8:00 pm	423.8	4.9%
8:00 pm - 9:00 pm	224.4	2.6%
9:00 pm - 10:00 pm	98.8	1.1%
After 10:00 pm	19.2	0.2%
Grand Total	**8708.4**	**100.0%**

The highest volume of boarding occurred between 1:00 p.m. and 5:00 p.m. with the peak volume occurring between 3:00 p.m. and 4:00 p.m.

FIGURE 22: BOARDING TIME - WEEKDAY



Egress Mode

TABLE 34: EGRESS MODE - WEEKDAY

Mode of Egress		
Walked	8447.8	97.0%
Used personal bike	95.0	1.1%
Wheelchair or other mobility device (scooter, etc)	60.9	0.7%
Rode with others and was dropped off	41.5	0.5%
Rode in an Uber / Lyft / Taxi / etc. vehicle	26.5	0.3%
Drove or rode with others and parked	18.8	0.2%
Drove alone and parked	13.6	0.2%
Other	4.5	0.1%
Grand Total	**8708.4**	**100.0%**

As with mode of access, 96.5% of respondents said that they walked to their destination after deboarding their bus .

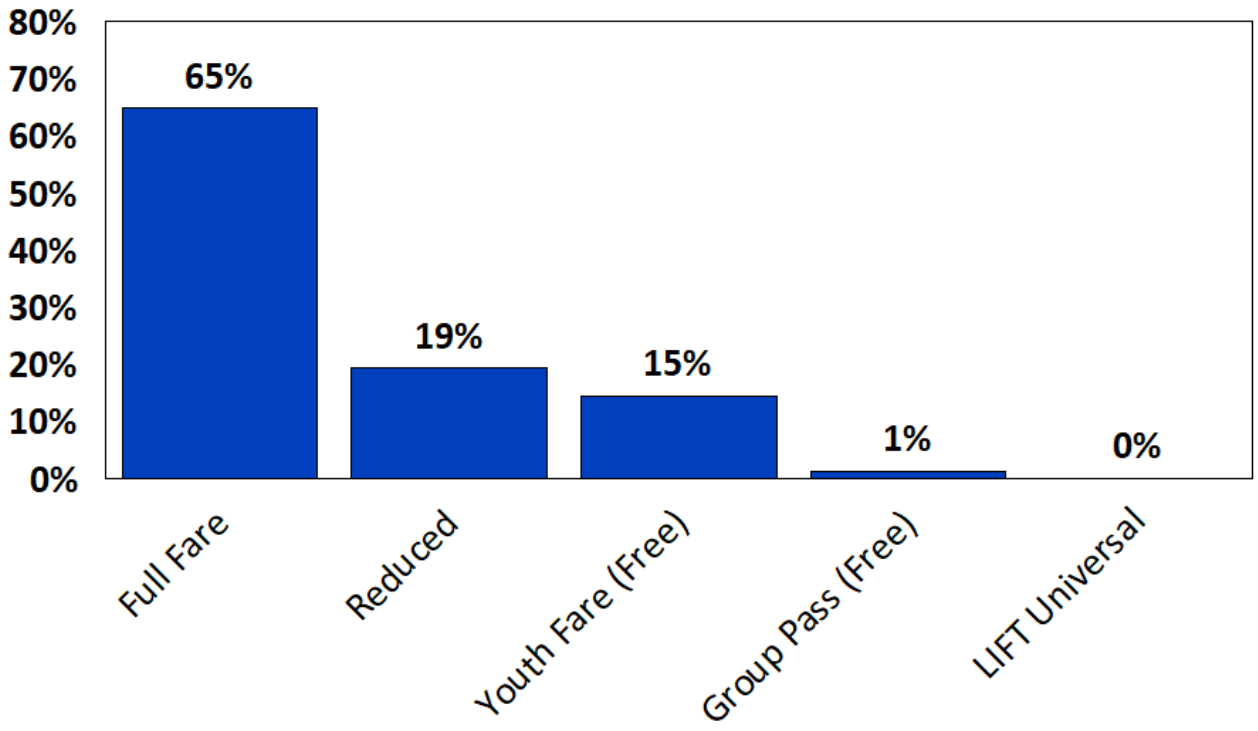
Fare Category

TABLE 35: FARE CATEGORY-WEEKDAY

Fare Category		
Full Fare	5646.8	64.8%
Reduced	1682.4	19.3%
Youth Fare (Free)	1266.1	14.5%
Group Pass (Free)	112.5	1.3%
LIFT Universal	0.7	0.0%
Grand Total	**8708.4**	**100.0%**

Most respondents indicated that they paid the Full Fare category for their trip (64.8%).

FIGURE 23: FARE CATEGORY- WEEKDAY



Fare Type

TABLE 36: FARE TYPE - WEEKDAY

Fare Type		
One Day Pass	3312.7	45.2%
Monthly Pass	1635.9	22.3%
30 Day Pass	1261.2	17.2%
One Ride	904.3	12.3%
Annual Pass	211.4	2.9%
Universal Lift Monthly Pass	4.5	0.1%
Grand Total	**7329.9**	**100.0%**

Forty-five percent of respondents indicated they used a Day Pass for the trip in which they were surveyed. This was the most common fare type used.

FIGURE 24: FARE TYPE - WEEKDAY

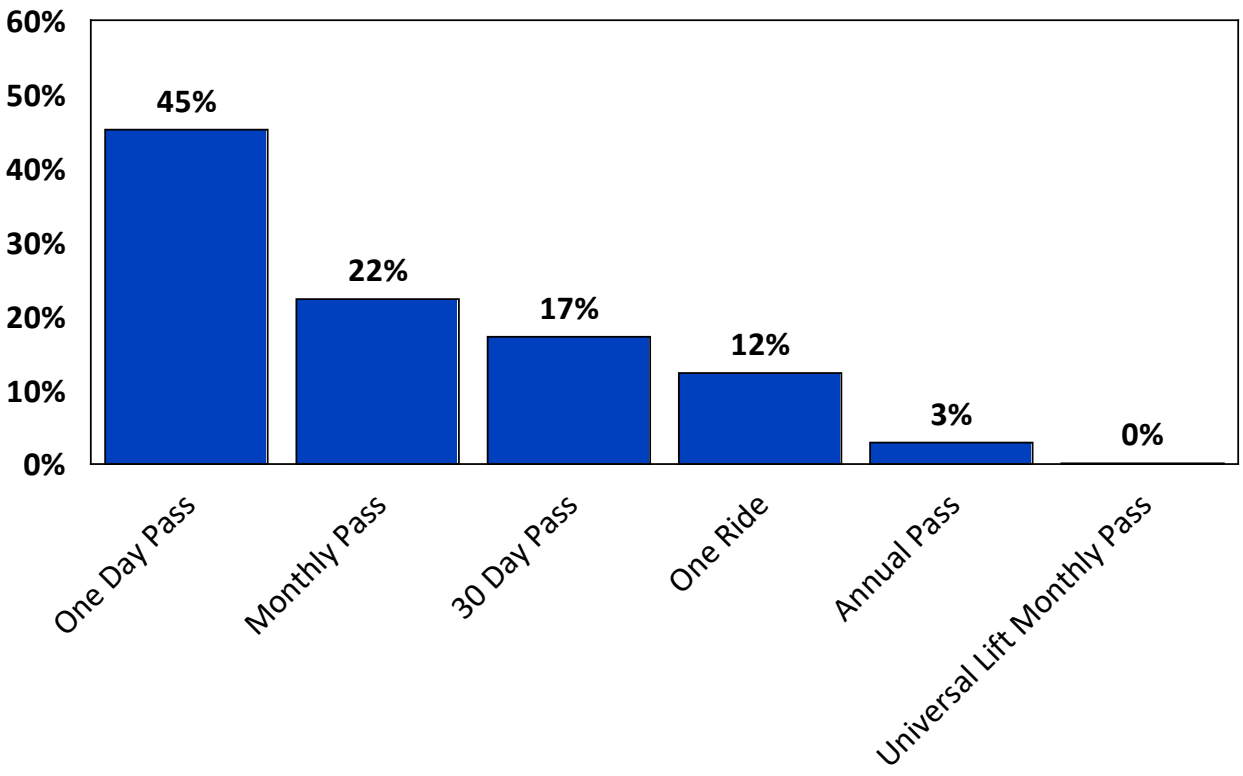
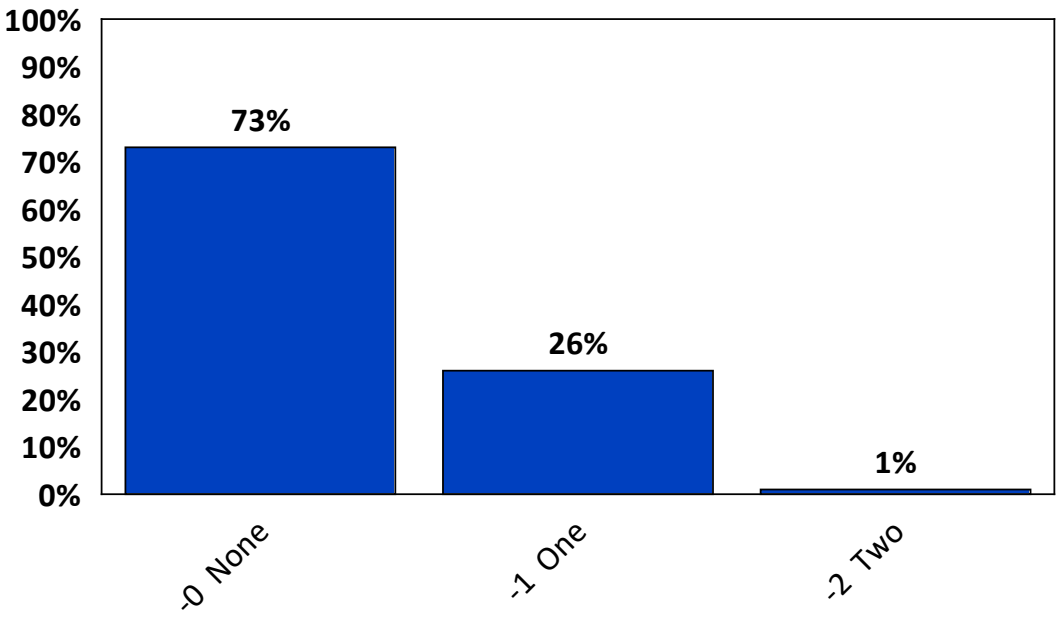


TABLE 37: PREVIOUS TRANSFERS - WEEKDAY

Previous Transfers		
(0) None	4527.5	73.0%
(1) One	2377.1	26.0%
(2) Two	107.8	1.0%
Grand Total	**7012.4**	**100.0%**

Almost three-fourths of respondents (73%) were surveyed on the first or only bus of their one-way trip and 26% of respondents had ridden one bus prior to transferring to the bus on which they were surveyed.

FIGURE 25: PREVIOUS TRANSFERS - WEEKDAY



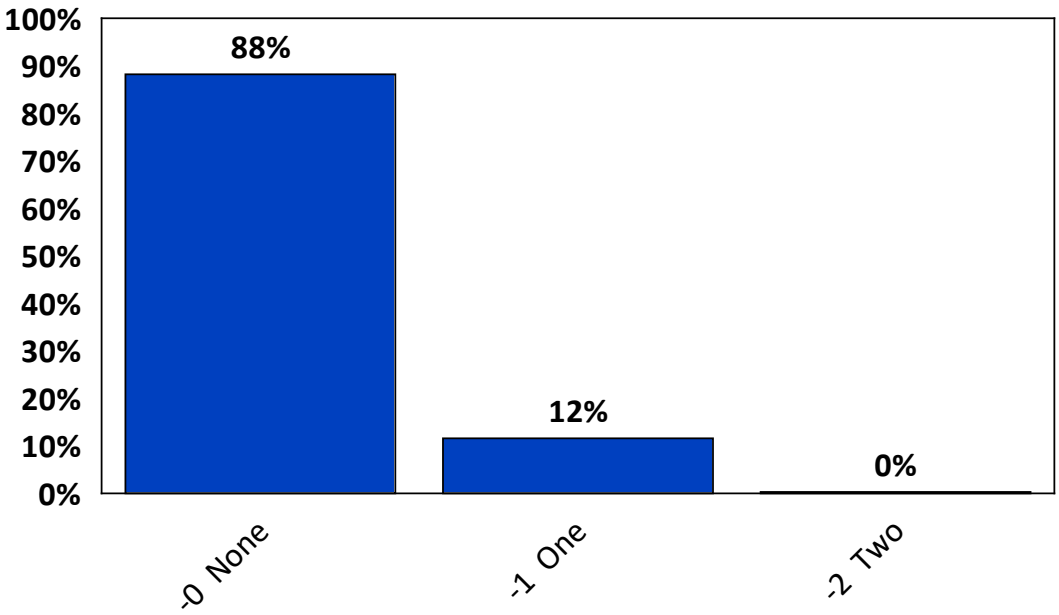
Next Transfers

TABLE 38: NEXT TRANSFERS - WEEKDAY

Next Transfers		
(0) None	6086.4	88.2%
(1) One	902.5	11.6%
(2) Two	23.5	0.3%
Grand Total	**7012.4**	**100.0%**

Almost 90% of respondents were surveyed on the final or only bus of their one-way trip and 11.6% of respondents would transfer to one more bus after they completed a survey.

FIGURE 26: NEXT TRANSFERS - WEEKDAY



Trip in Opposite Direction

TABLE 39: TRIP IN OPPOSITE DIRECTION - WEEKDAY

Trip in Opposite Direction		
No	3587.3	41.2%
Yes	5121.2	58.8%
Grand Total	**8708.4**	**100.0%**

Almost 60% of respondents indicated that they did or will make the exact trip in which they were surveyed in the opposite direction at some point that day.

Previous School Trip

TABLE 40: PREVIOUS SCHOOL TRIP - WEEKDAY

Trip to school after leaving home		
No	1019.2	88.8%
Yes	128.2	11.2%
Grand Total	**1147.4**	**100.0%**

At the time they were surveyed, 88.8% of student respondents said they had not made a trip to school since leaving their home.

Will You Make a School Trip

TABLE 41: WILL YOU MAKE A SCHOOL TRIP - WEEKDAY

Trip to school before arriving home		
No	1074.3	93.6%
Yes	73.0	6.4%
Grand Total	**1147.4**	**100.0%**

Most student respondents did not plan to make a trip to school before arriving at their home (93.6%).

Service Improvement Questions

TABLE 42: WHICH WOULD YOU CHOOSE FOR CHERRIOTS TO IMPROVE SERVICES ON? - WEEKDAY

Service Improvement	Total	Percent Total
Increase weekend coverage	3485.8	55.5%
Increase route frequency	1768.0	28.2%
Increase span of service	1025.0	16.3%
Grand Total	**6277.8**	**100.00%**

More than half of weekday respondents would choose to increase weekend coverage (55.5%) followed by an increase in route frequency (28.2%).

FIGURE 27: SERVICE IMPROVEMENTS- WEEKDAY

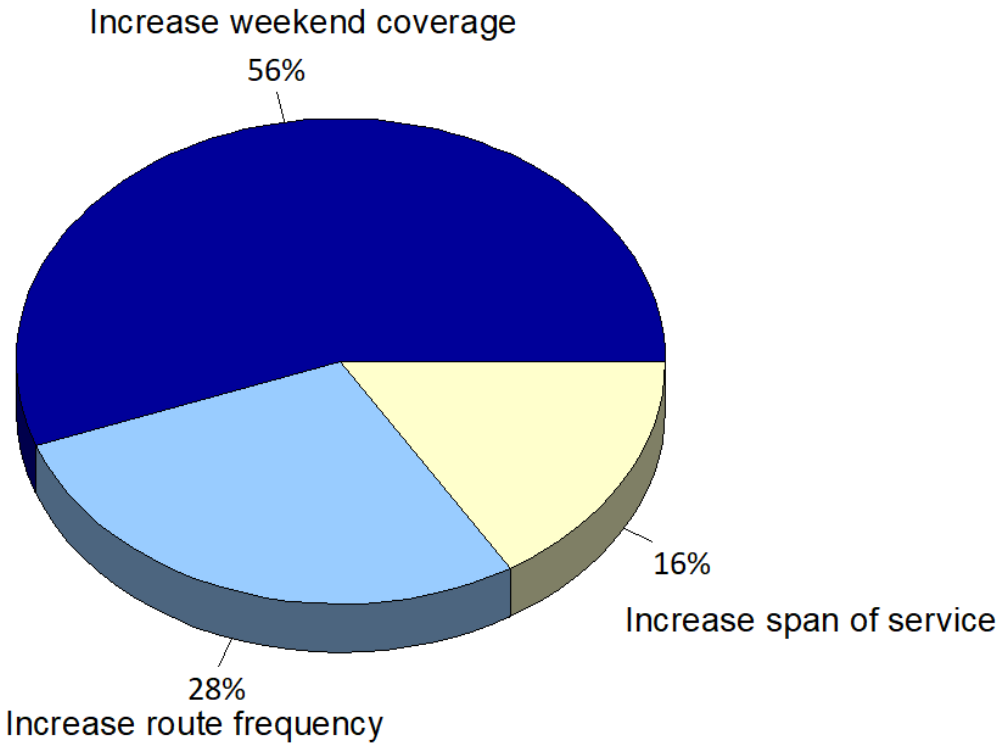


TABLE 43: INCREASE WEEKEND COVERAGE- WEEKDAY

Weekend coverage	Total	Percent Total
Increase weekend coverage	**3484.8**	**100.0%**
SAL_2_11	800.2	23.0%
SAL_2_21	477.2	13.7%
SAL_2_19	321.8	9.2%
SAL_2_05	272.8	7.8%
SAL_2_02	218.7	6.3%
SAL_2_17	209.1	6.0%

SAL_2_09	200.2	5.7%
SAL_2_13	188.0	5.4%
SAL_2_03	182.5	5.2%
SAL_2_04	173.7	5.0%
SAL_2_40X	109.9	3.2%
SAL_2_08	76.9	2.2%
SAL_2_23	53.9	1.5%
SAL_2_18	46.7	1.3%
SAL_2_07	37.1	1.1%
SAL_2_12	25.6	0.7%
SAL_2_16	21.0	0.6%
SAL_2_14	17.0	0.5%
SAL_2_50X	15.0	0.4%
SAL_2_26	11.5	0.3%
SAL_2_27	8.3	0.2%
SAL_2_06	6.5	0.2%
SAL_2_01X	5.0	0.1%
SAL_2_20X	4.5	0.1%
SAL_2_30X	1.8	0.1%
Grand Total	**3484.8**	**100.0%**

Of weekday riders that selected increased weekend coverage; 23% of riders would like to see increased service of route 11, followed by route 21 (13.7%).

TABLE 44: ROUTE FREQUENCY - WEEKDAY

Route Frequency	Total	Percent Total
SAL_2_11	424	24.0%
SAL_2_19	156	8.8%
SAL_2_02	132	7.5%
SAL_2_05	118	6.7%
SAL_2_13	111	6.3%
SAL_2_08	107	6.1%
SAL_2_04	102	5.8%
SAL_2_21	92	5.2%
SAL_2_18	91	5.1%
SAL_2_03	81	4.6%

SAL_2_09	51	2.9%
SAL_2_17	44	2.5%
SAL_2_12	39	2.2%
SAL_2_16	39	2.2%
SAL_2_30X	34	1.9%
SAL_2_40X	32	1.8%
SAL_2_06	29	1.6%
SAL_2_07	27	1.5%
SAL_2_23	18	1.0%
SAL_2_14	11	0.6%
SAL_2_27	9	0.5%
SAL_2_10X	9	0.5%
SAL_2_01X	6	0.4%
SAL_2_26	5	0.3%
SAL_2_20X	2	0.1%
Grand Total	**1768.0**	**100.0%**

Of weekday riders that selected increased route frequency, approximately a quarter of riders (24%) would like to see increased frequency to route 11, followed by route 19 (8.8%).

TABLE 45: SPAN OF SERVICE- WEEKDAY

Increase span of service					
Earlier service	**396.9**	**38.7%**	**Later service**	**628.1**	**61.3%**
SAL_2_21	96.0	9.4%	SAL_2_11	130.8	12.8%
SAL_2_05	48.5	4.7%	SAL_2_21	110.9	10.8%
SAL_2_08	45.3	4.4%	SAL_2_03	60.0	5.9%
SAL_2_09	43.2	4.2%	SAL_2_19	59.3	5.8%
SAL_2_19	27.4	2.7%	SAL_2_17	52.4	5.1%
SAL_2_11	27.3	2.7%	SAL_2_02	51.5	5.0%
SAL_2_04	19.1	1.9%	SAL_2_08	37.1	3.6%
SAL_2_03	16.7	1.6%	SAL_2_23	31.8	3.1%
SAL_2_17	15.6	1.5%	SAL_2_18	23.9	2.3%
SAL_2_07	12.2	1.2%	SAL_2_04	13.8	1.3%
SAL_2_40X	11.0	1.1%	SAL_2_13	10.9	1.1%
SAL_2_02	10.7	1.0%	SAL_2_07	9.1	0.9%
SAL_2_13	8.8	0.9%	SAL_2_09	8.9	0.9%

SAL_2_18	4.6	0.5%	SAL_2_05	8.8	0.9%
SAL_2_16	3.0	0.3%	SAL_2_12	8.1	0.8%
SAL_2_10X	2.5	0.2%	SAL_2_14	7.3	0.7%
SAL_2_12	2.3	0.2%	SAL_2_06	2.5	0.2%
SAL_2_30X	1.8	0.2%	SAL_2_27	0.7	0.1%
SAL_2_26	1.0	0.1%	SAL_2_40X	0.3	0.0%
Grand Total				**1025.0**	**100.0%**

Weekday riders that selected increased span of service had a higher request for later services (61.3%) than for earlier services (38.7). Routes 11 and 21 were the most selected routes for later service with 12.8% and 10.8%. The most selected routes for earlier service were the 21 and 5 with 9.4% and 4.7%.

Weekend Ridership Profile

This section lists tables of weekend data for rider characteristics across all Cherriots fixed routes .

Age

- 24.7% of riders are under the age of 18.
- 20.8% of riders are between the ages 25-34.

Gender

- 55.5% of riders are male.
- 41.8% of riders are female.

Household Size

- 46.1% of riders live in a household by themselves or with one other person.
- 53.9% of riders live with at least two other people.

Ethnicity/Race

- 56.8% of riders are White.
- 27.1% of riders are Hispanic or Latino
- 5.7% of riders are Black or African American

Student Status

- 63.8% of riders said they were not students.

- 19.9% of weekend riders are in 9-12th grade.

Household Income

- One-fifth (20.7%) of riders have a household income of less than $20,000 per year.
- 13.3% of riders have a household income between $25,000 and $49,999 per year.
- 8.1% of riders have a household income of $50,000 or more per year.

Available Vehicles at Home

- 55.9% of riders do not have an available vehicle at home.
- 26.6% of riders have one available vehicle at home.

Origin

- 46.8% of surveys were conducted with riders who started their trip at home.
- 12.3% of riders began their one-way trip at their usual workplace.
- 21.9% of riders began their one-way trip at a shopping or dining location.

Previous Transfers

- 64.6% of riders were surveyed on the first or only bus of their one-way trip.
- 33.9% of respondents had transferred from one other bus before getting on the transit vehicle on which they were surveyed.

Fare Category

- 51.6% of respondents purchased a Full Fare for the trip in which they were surveyed.
- 23.7% of respondents purchased a Reduced Fare for their one-way trip.
- 23.3% of riders utilized the Youth fare for their one-way trip.

Destination

- 46.8% of riders were making a trip home when they were surveyed.
- 10.5% of riders were on their way to their usual workplace when they were surveyed.

Next Transfers

- 86.8% of riders were surveyed on their final or only bus of their one-way trip.

- 12.9% of riders would transfer to one more bus after they were surveyed before reaching their destination.

Boarding Time

- 21.5% of riders were surveyed on a bus that they boarded between 4:00 pm and 5:59 pm.
- 28.3% of riders were surveyed on a bus that they boarded between 6:00 am and 11:59 am.

TABLE 46: GENDER - WEEKEND

Gender		
Female	2933	41.8%
Male	3892	55.5%
Other	109	1.6%
Prefer not to say	78	1.1%
Grand Total	**7012.4**	**100.0%**

Surveyed ridership is approximately 42% male and 56% female. 2.7% identified as something other than male or female or refused to answer.

TABLE 47: AGE - WEEKEND

Age		
65+	506.0	7.2%
55-64	577.6	8.2%
45-54	1148.3	16.4%
35-44	623.4	8.9%
25-34	1456.1	20.8%
18-24	923.3	13.2%
Under 18	1735.2	24.7%
Prefer not to say	42.4	0.6%
Grand Total	**7012.4**	**100.0%**

Most respondents under the age of 18 (24.7%) followed by 15.6% of riders between the ages of 25 – 34 years of age, 16.4% between the ages of 35 - 44. The rest of the age categories had less than 15% selection.

TABLE 48: ETHNICITY/RACE - WEEKEND

Ethnicity/Race		
White	3981.1	56.8%
Hispanic / Latino	1902.3	27.1%
Black / African American	401.8	5.7%
American Indian / Alaska Native	356.6	5.1%
Prefer not to say	199.1	2.8%
Native Hawaiian / Pacific Islander	143.0	2.0%
Asian	106.5	1.5%
Grand Total	**7090.4**	**101.0%**

More than half of respondents (56.8%) identify themselves as White, 27.1% identify as Hispanic/ Latino, 5.7% Black/ African American, and 5.1% American Indian/ Alaska Native.

TABLE 49: HOUSEHOLD INCOME - WEEKEND

Household Income		
Less than $10,000	793.9	11.3%
$10,000 - $14,999	516.4	7.4%
$15,000 - $19,999	139.1	2.0%
$20,000 - $24,999	191.0	2.7%
$25,000 - $29,999	206.0	2.9%
$30,000 - $34,999	277.0	3.9%
$35,000 - $39,999	178.0	2.5%
$40,000 - $44,999	168.5	2.4%

$45,000 - $49,999	113.5	1.6%
$50,000 - $74,999	222.8	3.2%
$75,000 - $99,999	231.5	3.3%
$100,000 - $149,999	61.8	0.9%
$150,000 or more	46.8	0.7%
Refused/No Answer	3866.0	55.1%
Grand Total	**7012.4**	**100.0%**

When asked "Which of the following BEST describes your total household income in 2022 before taxes?" 11.3% of surveyed riders indicated their annual household income was less than $10,000 dollars per year.

TABLE 50: HOUSEHOLD SIZE - WEEKEND

Household Size		
One (1)	1684.5	24.0%
Two (2)	1546.7	22.1%
Three (3)	1238.0	17.7%
Four (4)	1190.2	17.0%
Five (5)	603.2	8.6%
Six (6)	345.5	4.9%
Seven (7)	156.0	2.2%
Eight (8)	39.2	0.6%
Nine (9)	37.4	0.5%
Ten or More (10+)	171.6	2.4%
Grand Total	**7012.4**	**100.00%**

The largest group of respondents (24%) indicated they live in a household alone while 22.1% of respondents shared that they live in a household with two people (including themselves). A combined 34.7% of respondents lived in a home with 3-4 members.

TABLE 51: AGE 16+ HOUSEHOLD SIZE - WEEKEND

Age 16+ Household Size		
One (1)	2133.0	30.4%

Two (2)	2357.8	33.6%
Three (3)	1126.8	16.1%
Four (4)	805.6	11.5%
Five (5)	281.1	4.0%
Six (6)	75.3	1.1%
Seven (7)	49.5	0.7%
Eight (8)	20.7	0.3%
Nine (9)	16.3	0.2%
Ten or More (10+)	146.3	2.1%
Grand Total	**7012.4**	**100.0%**

The percentage of respondents living in a household with one member being 16 years of age or older is 30.4%. Households that include two individuals 16 years of age or older is 33.6%.

TABLE 52: EMPLOYMENT STATUS - WEEKEND

Employment Status		
Employed full-time (at least 35 hrs/week)	2220.9	31.7%
Employed part-time (less than 35 hrs/week)	1357.4	19.4%
Not currently employed, and not seeking work	1790.3	25.5%
Not currently employed, but seeking work	803.9	11.5%
Retired	704.6	10.0%
Homemaker	135.5	1.9%
Grand Total	**7012.4**	**100.0%**

Most of respondents indicated that they are employed full-time (31.7%) while 19.4% shared that they are employed part-time.

TABLE 53: PRIMARY WORK LOCATION-WEEKEND

Work Location		
Only one work location outside my home	2805.0	78.4%
Work location is outside the home and regularly varies (different offices/job sites)	292.8	8.2%
Work only from home	285.6	8.0%
Telework some days and travel to work the remainder	150.1	4.2%

Drive/Bike/Travel for work (driver, sales, deliveries)	44.9	1.3%
Grand Total	**3578.2**	**100.0%**

The majority of respondents (78.4%) have only one work location outside of the home.

TABLE 54: HOUSEHOLD EMPLOYMENT - WEEKEND

Employed in Household		
None (0)	1456.7	20.8%
One (1)	2480.1	35.4%
Two (2)	1760.7	25.1%
Three (3)	780.5	11.1%
Four (4)	339.6	4.8%
Five (5)	122.7	1.7%
Six (6)	17.2	0.2%
Seven (7)	27.3	0.4%
Eight (8)	14.0	0.2%
Ten or More (10+)	13.7	0.2%
Grand Total	**7012.4**	**100.0%**

More than one-third (35.4%) of the respondents revealed one person within their household was employed either part- or full-time; 25.1% of surveyed riders came from households with two employed individuals; 11.1% indicated they had three working people in their household; 20.8% of riders lived in households with no employment.

TABLE 55: STUDENT STATUS - WEEKEND

Student Status		
Not a student	4474.4	63.8%
Yes - 9-12th grade	1397.6	19.9%
Yes - Full-time college / university	341.5	4.9%
Yes - Part-time college / university	457.8	6.5%

Yes - K-8th grade	183.7	2.6%
Yes - Vocational / technical / trade school	157.5	2.2%
Grand Total	**7012.43**	**100.0%**

Approximately sixty- four percent of respondents indicated that they were not students. Those in grades 9-12 made up 19.9% and 11.4% attend a college or university either full or part time

TABLE 56: LANGUAGES SPOKEN AT HOME OTHER THAN ENGLISH - WEEKEND

Other Language at Home		
Yes	1949.8	27.8%
No	5062.6	72.2%
Grand Total	**7012.4**	**100.0%**

More than 70% of respondents speak only English in their home and about 30% speak a language other than English at home.

TABLE 57: LANGUAGES SPOKEN AT HOME - WEEKEND

Other Language Spoken at Home		
Spanish	1693.3	86.8%
American Sign Language (ASL)	71.5	3.7%
German	52.2	2.7%
Tagalog	48.1	2.5%
Romanian	30.6	1.6%
Marshallese	16.7	0.9%
Korean	14.0	0.7%
Chinese, Mandarin	8.1	0.4%
Dutch	7.8	0.4%
Other	5.0	0.3%
Japanese	2.5	0.1%
Grand Total	**1949.8**	**100.0%**

Respondents who indicated they did speak another language besides English were asked which specific language they spoke -86.8% of these riders indicated they spoke Spanish in their home.

TABLE 58: ENGLISH SPEAKING ABILITY – WEEKEND

English Speaking Ability		
Very well	1419.7	72.8%
Well	337.2	17.3%
Not well	148.4	7.6%
Not at all	44.5	2.3%
Grand Total	**1949.8**	**100.0%**

Of those who indicated that they speak a language besides English at home 72.8% said that they speak English very well.

TABLE 59: AVAILABLE VEHICLES - WEEKEND

Vehicles Available to Household		
None (0)	3918.3	55.9%
One (1)	1867.3	26.6%
Two (2)	856.8	12.2%
Three (3)	218.1	3.1%
Four (4)	94.9	1.4%
Five (5)	7.9	0.1%
Six (6)	49.1	0.7%
Grand Total	**7012.4**	**100.0%**

More than half of respondents (55.9%) indicated that they do not have a vehicle available to them at their household while 26.6% said that they have one available vehicle at their household.

TABLE 60: ABILITY TO USE HOUSEHOLD VEHICLE FOR TRIP - WEEKEND

Could Have Used Vehicle For Trip		
No	2071.6	67.0%
Yes	1022.5	33.0%
Grand Total	**3094.1**	**100.0%**

Only 33% of respondents who indicated that they have at least one available vehicle at their household said they could have used it for their trip.

TABLE 61: VALID DRIVER'S LICENSE - WEEKEND

Valid Driver's License		
No	4943.0	70.5%
Yes	2069.4	29.5%
Grand Total	**7012.4**	**100.0%**

About 70% of respondents indicated that they do not have a valid driver's license.

Weekend Trip Profile

TABLE 62: ORIGIN - WEEKEND

Origin		
Your HOME	3279.7	46.8%
Your usual Workplace/Place of Employment	862.0	12.3%
Shopping	1535.8	21.9%
Personal Business (bank, post office)	209.3	3.0%
Social Visit (friends/relatives)	705.1	10.1%
Medical/Hospital Services	48.2	0.7%
Recreation/Sightseeing/Sporting Event	194.5	2.8%
Restaurant/Dining	171.6	2.4%
Greyhound/Amtrak/etc. (travelers only)	6.2	0.1%
Grand Total	**7012.4**	**100.0%**

Respondents indicated that their home or a shopping location are the most common places of origin for their trip at 46.8% and 21.9% respectively.

TABLE 63: DESTINATION - WEEKEND

Destination		
Your HOME	2077.9	46.8%
Your usual Workplace/Place of Employment	467.8	10.5%
Shopping	865.5	19.5%
Personal Business (bank, post office)	191.8	4.3%
Social Visit (friends/relatives)	461.2	10.4%
Medical/Hospital Services	120.6	2.7%
College / University (students only)	7.3	0.2%
Recreation/Sightseeing/Sporting Event	115.8	2.6%
K-12 school (students only)	14.8	0.3%
Restaurant/Dining	80.2	1.8%
Other work-related place	26.8	0.6%
Greyhound/Amtrak/etc. (travelers only)	15.0	0.3%
Grand Total	**4444.6**	**100.0%**

Likewise, 46.8% of respondents stated that their home was the destination of their trip and 10.5% stated that their usual workplace was their destination.

TABLE 64: ACCESS MODE - WEEKEND

Mode of Access		
Walked	6817.2	97.2%
Rode with others and was dropped off	29.5	0.4%
Used personal bike	31.1	0.4%
Wheelchair or other mobility device (scooter, etc)	120.5	1.7%
Drove or rode with others and parked	11.0	0.2%
Rode in an Uber / Lyft / Taxi / etc. vehicle	3.1	0.0%
Grand Total	**7012.4**	**100.0%**

Nearly all respondents (97.2%) said that they walked from their Origin to the first bus of their one-way trip.

TABLE 65: BOARDING TIME - WEEKEND

Boarding Time		
6:00 am - 7:00 am	11.3	0.2%
7:00 am - 8:00 am	286.2	4.1%
8:00 am - 9:00 am	317.1	4.5%
9:00 am - 10:00 am	401.7	5.7%
10:00 am - 11:00 am	415.9	5.9%
11:00 am - 12:00 pm	554.7	7.9%
12:00 pm - 1:00 pm	589.3	8.4%
1:00 pm - 2:00 pm	642.1	9.2%
2:00 pm - 3:00 pm	695.1	9.9%
3:00 pm - 4:00 pm	582.3	8.3%
4:00 pm - 5:00 pm	746.0	10.6%

5:00 pm - 6:00 pm	767.7	10.9%
6:00 pm - 7:00 pm	512.7	7.3%
7:00 pm - 8:00 pm	349.4	5.0%
8:00 pm - 9:00 pm	79.1	1.1%
9:00 pm - 10:00 pm	53.4	0.8%
After 10:00 pm	8.3	0.1%
Grand Total	**7012.4**	**100.0%**

The highest volume of boarding occurred between 3:00 p.m. and 6:00 p.m. with the peak volume occurring between 5:00 p.m. and 6:00 p.m.

TABLE 66: EGRESS MODE - WEEKEND

Mode of Egress		
Walked	6775.9	96.6%
Used personal bike	74.7	1.1%
Wheelchair or other mobility device (scooter, etc)	135.5	1.9%
Rode with others and was dropped off	16.1	0.2%
Drove alone and parked	10.3	0.1%
Grand Total	**7012.4**	**100.0%**

As with mode of access, 96.6% of respondents said that they walked to their destination after deboarding their bus .

TABLE 67: FARE CATEGORY - WEEKEND

Fare Category		
Full Fare	3620.0	51.6%
Reduced	1662.3	23.7%
Youth Fare (Free)	1636.9	23.3%
Group Pass (Free)	93.3	1.3%
Grand Total	**7012.4**	**100.0%**

Most respondents indicated that they paid the Full Fare category for their trip (51.6%).

TABLE 68: FARE TYPE - WEEKEND

Fare Type		
One Day Pass	2361.7	44.7%
Monthly Pass	1188.4	22.5%
30 Day Pass	925.5	17.5%
One Ride	610.7	11.6%
Annual Pass	184.0	3.5%
Universal Lift Monthly Pass	12.0	0.2%
Grand Total	**5282.3**	**100.0%**

Approximately forty-five percent of respondents indicated they used a Day Pass for the trip in which they were surveyed. This was the most common fare type used.

TABLE 69: PREVIOUS TRANSFERS - WEEKEND

Previous Transfers		
(0) None	4527.5	64.6%
(1) One	2377.1	33.9%
(2) Two	107.8	1.5%
Grand Total	**7012.4**	**100.0%**

The majority of respondents (64.6%) were surveyed on the first or only bus of their one-way trip and 33.9% of respondents had ridden one bus prior to transferring to the bus on which they were surveyed.

TABLE 70: NEXT TRANSFERS - WEEKEND

Egress Transfers		
(0) None	6086.4	86.8%
(1) One	902.5	12.9%
(2) Two	23.5	0.3%
Grand Total	**7012.4**	**100.0%**

Almost 90% of respondents were surveyed on the final or only bus of their one-way trip and 12.9% of respondents would transfer to one more bus after they completed a survey.

Table 71: Trip In Opposite Direction - Weekend

Trip in Opposite Direction		
No	2518.5	35.9%
Yes	4493.9	64.1%
Grand Total	**7012.4**	**100.0%**

More than 60% of respondents indicated that they did or will make the exact trip in which they were surveyed in the opposite direction at some point that day.

Table 72: Previous School Trip - Weekend

Go to school prior		
No	2465.0	98.2%
Yes	46.1	1.8%
Grand Total	**2511.1**	**100.0%**

At the time they were surveyed, 98.2% of student respondents said they had not made a trip to school since leaving their home.

Table 73: Will You Make a School Trip - Weekend

Go to school after		
No	2511.1	100.0%
Grand Total	**2511.1**	**100.0%**

All student respondents did not plan to make a trip to school before arriving at their home (100%).

Service Improvement Questions

TABLE 74: WHICH WOULD YOU CHOOSE FOR CHERRIOTS TO IMPROVE SERVICES ON? - WEEKEND

Service Improvement	Total	Percent Total
Increase weekend coverage	2738.8	53.7%
Increase span of service	1203.3	23.6%
Increase route frequency	1157.6	22.7%
Grand Total	**5099.7**	**100.0%**

More than half of weekend respondents would choose to increase weekend coverage (53.7%) followed by an increasing the span of services (23.6%).

TABLE 75: INCREASE WEEKEND COVERAGE - WEEKEND

Weekend Coverage	Total	Percent Total
SAL_2_19	428.0	15.6%
SAL_2_11	288.2	10.5%
SAL_2_21	280.7	10.2%
SAL_2_09	226.0	8.3%
SAL_2_03	201.1	7.3%
SAL_2_05	192.8	7.0%
SAL_2_08	190.3	6.9%
SAL_2_17	177.5	6.5%
SAL_2_13	157.1	5.7%
SAL_2_02	155.7	5.7%
SAL_2_04	143.8	5.3%
SAL_2_18	103.3	3.8%
SAL_2_07	83.3	3.0%
SAL_2_06	43.3	1.6%

SAL_2_16	40.7	1.5%
SAL_2_40X	27.0	1.0%
Grand Total	**2738.8**	**100.0%**

Of weekend riders that selected increase weekend coverage, 15.6% of riders would like to see increased service of route 19, followed by route 11 (10.5%).

TABLE 76: ROUTE FREQUENCY - WEEKEND

Route Frequency	Total	Percent Total
SAL_2_11	256.0	22.1%
SAL_2_19	134.7	11.6%
SAL_2_21	109.8	9.5%
SAL_2_05	105.8	9.1%
SAL_2_09	82.1	7.1%
SAL_2_04	81.8	7.1%
SAL_2_08	79.7	6.9%
SAL_2_03	75.7	6.5%
SAL_2_02	74.9	6.5%
SAL_2_06	37.0	3.2%
SAL_2_20X	29.0	2.5%
SAL_2_10X	27.0	2.3%
SAL_2_13	19.1	1.6%
SAL_2_16	17.3	1.5%
SAL_2_07	17.0	1.5%
SAL_2_17	10.8	0.9%
Grand Total	**1157.6**	**100.0%**

Of weekend riders that selected increase route frequency, the highest number of riders (22.1%) would like to see increased frequency to route 11 followed by route 19 (11.6%).

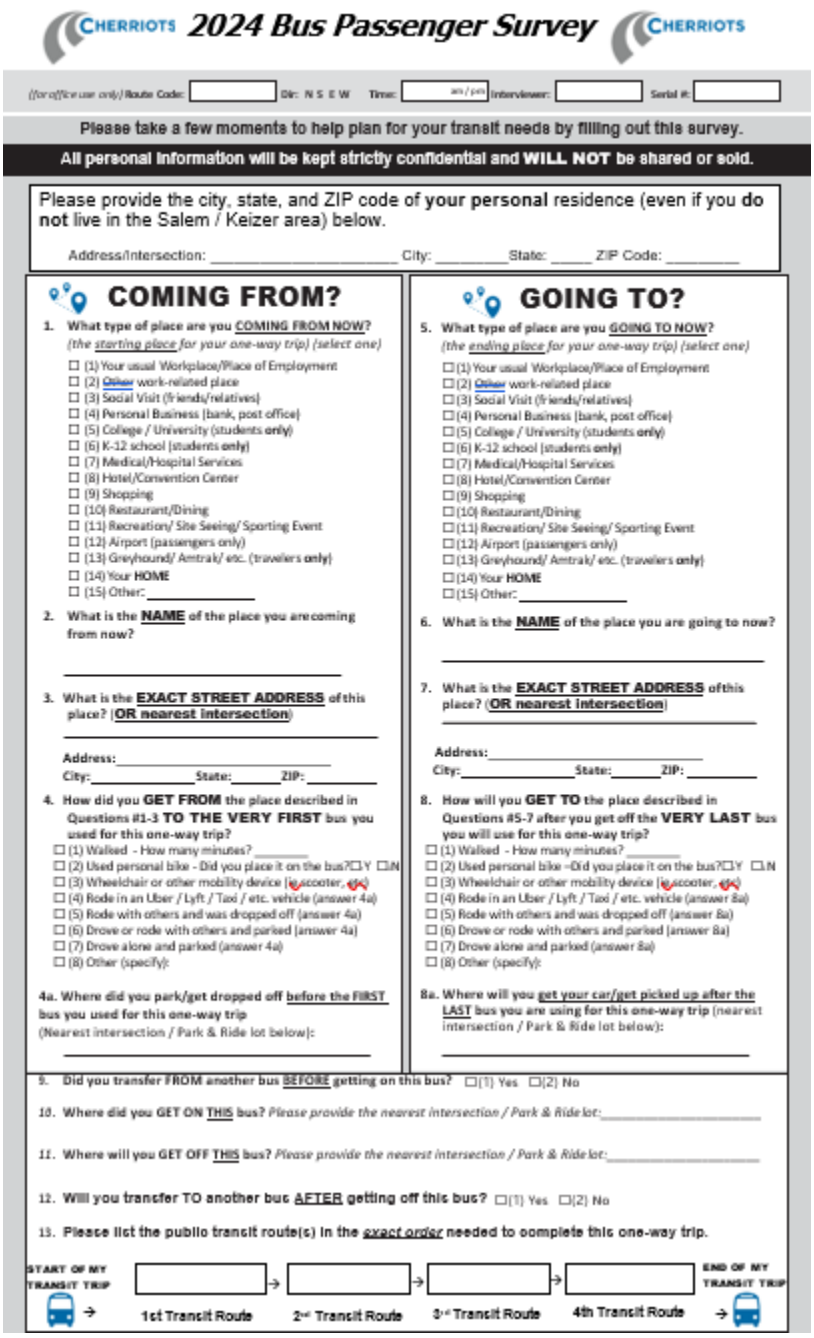
TABLE 77: INCREASE SPAN OF SERVICES - WEEKEND

Increase Span of Service					
Earlier Service	**535.7**	**45.4%**	**Later Service**	**645.3**	**54.6%**
SAL_2_02	96.8	8.2%	SAL_2_19	114.4	9.7%
SAL_2_19	85.3	7.2%	SAL_2_09	109.9	9.3%
SAL_2_11	66.2	5.6%	SAL_2_05	82.8	7.0%
SAL_2_21	63.9	5.4%	SAL_2_17	75.3	6.4%
SAL_2_40X	61.0	5.2%	SAL_2_21	62.3	5.3%
SAL_2_18	43.7	3.7%	SAL_2_11	45.7	3.9%
SAL_2_05	34.7	2.9%	SAL_2_08	39.7	3.4%
SAL_2_09	27.7	2.3%	SAL_2_02	35.0	3.0%
SAL_2_08	25.5	2.2%	SAL_2_03	32.0	2.7%
SAL_2_04	11.5	1.0%	SAL_2_13	31.3	2.6%
SAL_2_03	8.1	0.7%	SAL_2_04	10.7	0.9%
SAL_2_17	6.2	0.5%	SAL_2_07	6.3	0.5%
SAL_2_13	5.1	0.4%			
Grand Total				**1181.0**	**100.0%**

Weekend riders that selected increased span of service had a higher request for later services (54.6%) compared to earlier services (45.4%). Routes 1 and 9 were the most selected for later service with 9.7% and 9.3%. The most selected routes for earlier service were the 2 and 19 with 8.2% and 7.2%.

APPENDIX A: Survey Instrument (Paper)

FIGURE 28: CHERRIOTS ON-BOARD PAPER SURVEY PT. 1



CHERRIOTS 2024 Bus Passenger Survey CHERRIOTS

(for office use only) Route Code: ____ Dir: N S E W Time: ____ am / pm Interviewer: ____ Serial #: ____

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and WILL NOT be shared or sold.

Please provide the city, state, and ZIP code of your personal residence (even if you do not live in the Salem / Keizer area) below.

Address/Intersection: _____ City: _____ State: _____ ZIP Code: _____

COMING FROM?

1. What type of place are you COMING FROM NOW? *(the starting place for your one-way trip) (select one)*
   - ☐ (1) Your usual Workplace/Place of Employment
   - ☐ (2) Other work-related place
   - ☐ (3) Social Visit (friends/relatives)
   - ☐ (4) Personal Business (bank, post office)
   - ☐ (5) College / University (students only)
   - ☐ (6) K-12 school (students only)
   - ☐ (7) Medical/Hospital Services
   - ☐ (8) Hotel/Convention Center
   - ☐ (9) Shopping
   - ☐ (10) Restaurant/Dining
   - ☐ (11) Recreation/ Site Seeing/ Sporting Event
   - ☐ (12) Airport (passengers only)
   - ☐ (13) Greyhound/ Amtrak/ etc. (travelers only)
   - ☐ (14) Your HOME
   - ☐ (15) Other: _____
2. What is the NAME of the place you are coming from now?
   _____
3. What is the EXACT STREET ADDRESS of this place? (OR nearest intersection)
   _____
   Address: _____
   City: _____ State: _____ ZIP: _____
4. How did you GET FROM the place described in Questions #1-3 TO THE VERY FIRST bus you used for this one-way trip?
   - ☐ (1) Walked - How many minutes? _____
   - ☐ (2) Used personal bike - Did you place it on the bus? ☐Y ☐N
   - ☐ (3) Wheelchair or other mobility device (e.scooter, etc)
   - ☐ (4) Rode in an Uber / Lyft / Taxi / etc. vehicle (answer 4a)
   - ☐ (5) Rode with others and was dropped off (answer 4a)
   - ☐ (6) Drove or rode with others and parked (answer 4a)
   - ☐ (7) Drove alone and parked (answer 4a)
   - ☐ (8) Other (specify):

4a. Where did you park/get dropped off before the FIRST bus you used for this one-way trip (Nearest intersection / Park & Ride lot below):
_____

GOING TO?

5. What type of place are you GOING TO NOW? *(the ending place for your one-way trip) (select one)*
   - ☐ (1) Your usual Workplace/Place of Employment
   - ☐ (2) Other work-related place
   - ☐ (3) Social Visit (friends/relatives)
   - ☐ (4) Personal Business (bank, post office)
   - ☐ (5) College / University (students only)
   - ☐ (6) K-12 school (students only)
   - ☐ (7) Medical/Hospital Services
   - ☐ (8) Hotel/Convention Center
   - ☐ (9) Shopping
   - ☐ (10) Restaurant/Dining
   - ☐ (11) Recreation/ Site Seeing/ Sporting Event
   - ☐ (12) Airport (passengers only)
   - ☐ (13) Greyhound/ Amtrak/ etc. (travelers only)
   - ☐ (14) Your HOME
   - ☐ (15) Other: _____
6. What is the NAME of the place you are going to now?
   _____
7. What is the EXACT STREET ADDRESS of this place? (OR nearest intersection)
   _____
   Address: _____
   City: _____ State: _____ ZIP: _____
8. How will you GET TO the place described in Questions #5-7 after you get off the VERY LAST bus you will use for this one-way trip?
   - ☐ (1) Walked - How many minutes? _____
   - ☐ (2) Used personal bike - Did you place it on the bus? ☐Y ☐N
   - ☐ (3) Wheelchair or other mobility device (e.scooter, etc)
   - ☐ (4) Rode in an Uber / Lyft / Taxi / etc. vehicle (answer 8a)
   - ☐ (5) Rode with others and was dropped off (answer 8a)
   - ☐ (6) Drove or rode with others and parked (answer 8a)
   - ☐ (7) Drove alone and parked (answer 8a)
   - ☐ (8) Other (specify):

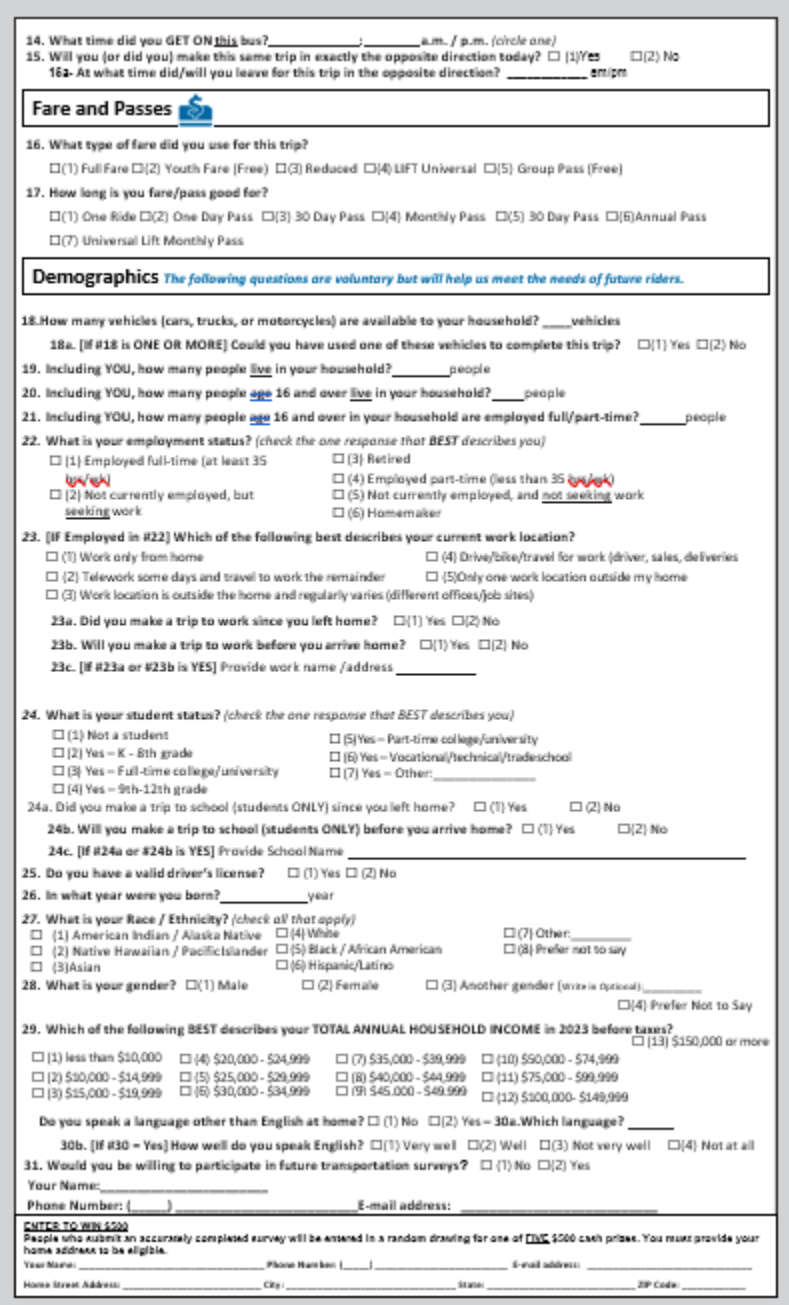
8a. Where will you get your car/get picked up after the LAST bus you are using for this one-way trip (nearest intersection / Park & Ride lot below):
_____

9. Did you transfer FROM another bus BEFORE getting on this bus? ☐(1) Yes ☐(2) No
10. Where did you GET ON THIS bus? *Please provide the nearest intersection / Park & Ride lot:* _____
11. Where will you GET OFF THIS bus? *Please provide the nearest intersection / Park & Ride lot:* _____
12. Will you transfer TO another bus AFTER getting off this bus? ☐(1) Yes ☐(2) No
13. Please list the public transit route(s) in the *exact order* needed to complete this one-way trip.

START OF MY TRANSIT TRIP → [ ] → [ ] → [ ] → [ ] → END OF MY TRANSIT TRIP

1st Transit Route | 2nd Transit Route | 3rd Transit Route | 4th Transit Route

FIGURE 29: CHERRIOTS ON-BOARD PAPER SURVEY PT. 2



14. What time did you GET ON this bus?_____:_____a.m. / p.m. *(circle one)*
15. Will you (or did you) make this same trip in exactly the opposite direction today? ☐ (1)Yes ☐(2) No
16a. At what time did/will you leave for this trip in the opposite direction? _____ am/pm

Fare and Passes

16. What type of fare did you use for this trip?
☐(1) Full Fare ☐(2) Youth Fare (Free) ☐(3) Reduced ☐(4) LIFT Universal ☐(5) Group Pass (Free)
17. How long is you fare/pass good for?
☐(1) One Ride ☐(2) One Day Pass ☐(3) 30 Day Pass ☐(4) Monthly Pass ☐(5) 30 Day Pass ☐(6)Annual Pass
☐(7) Universal Lift Monthly Pass

Demographics *The following questions are voluntary but will help us meet the needs of future riders.*

18. How many vehicles (cars, trucks, or motorcycles) are available to your household? ____vehicles
18a. [If #18 is ONE OR MORE] Could you have used one of these vehicles to complete this trip? ☐(1) Yes ☐(2) No
19. Including YOU, how many people live in your household?_____people
20. Including YOU, how many people age 16 and over live in your household?____people
21. Including YOU, how many people age 16 and over in your household are employed full/part-time?_____people
22. What is your employment status? *(check the one response that BEST describes you)*
☐ (1) Employed full-time (at least 35 hrs/wk)
☐ (2) Not currently employed, but seeking work
☐ (3) Retired
☐ (4) Employed part-time (less than 35 hrs/wk)
☐ (5) Not currently employed, and not seeking work
☐ (6) Homemaker
23. [IF Employed in #22] Which of the following best describes your current work location?
☐ (1) Work only from home
☐ (2) Telework some days and travel to work the remainder
☐ (3) Work location is outside the home and regularly varies (different offices/job sites)
☐ (4) Drive/bike/travel for work (driver, sales, deliveries
☐ (5)Only one work location outside my home
23a. Did you make a trip to work since you left home? ☐(1) Yes ☐(2) No
23b. Will you make a trip to work before you arrive home? ☐(1) Yes ☐(2) No
23c. [If #23a or #23b is YES] Provide work name /address _____
24. What is your student status? *(check the one response that BEST describes you)*
☐ (1) Not a student
☐ (2) Yes – K - 8th grade
☐ (3) Yes – Full-time college/university
☐ (4) Yes – 9th-12th grade
☐ (5) Yes – Part-time college/university
☐ (6) Yes – Vocational/technical/tradeschool
☐ (7) Yes – Other:_____
24a. Did you make a trip to school (students ONLY) since you left home? ☐ (1) Yes ☐ (2) No
24b. Will you make a trip to school (students ONLY) before you arrive home? ☐ (1) Yes ☐(2) No
24c. [If #24a or #24b is YES] Provide School Name _____
25. Do you have a valid driver's license? ☐ (1) Yes ☐ (2) No
26. In what year were you born?_____year
27. What is your Race / Ethnicity? *(check all that apply)*
☐ (1) American Indian / Alaska Native
☐ (2) Native Hawaiian / Pacificislander
☐ (3)Asian
☐ (4) White
☐ (5) Black / African American
☐ (6) Hispanic/Latino
☐ (7) Other:_____
☐ (8) Prefer not to say
28. What is your gender? ☐(1) Male ☐ (2) Female ☐ (3) Another gender (Write in Optional):_____
☐(4) Prefer Not to Say
29. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?
☐ (1) less than $10,000
☐ (2) $10,000 - $14,999
☐ (3) $15,000 - $19,999
☐ (4) $20,000 - $24,999
☐ (5) $25,000 - $29,999
☐ (6) $30,000 - $34,999
☐ (7) $35,000 - $39,999
☐ (8) $40,000 - $44,999
☐ (9) $45,000 - $49,999
☐ (10) $50,000 - $74,999
☐ (11) $75,000 - $99,999
☐ (12) $100,000- $149,999
☐ (13) $150,000 or more
Do you speak a language other than English at home? ☐ (1) No ☐(2) Yes – 30a.Which language? _____
30b. [If #30 = Yes] How well do you speak English? ☐(1) Very well ☐(2) Well ☐(3) Not very well ☐(4) Not at all
31. Would you be willing to participate in future transportation surveys? ☐ (1) No ☐(2) Yes
Your Name:_____
Phone Number: (_____) _____E-mail address: _____

ENTER TO WIN $200
People who submit an accurately completed survey will be entered in a random drawing for one of FIVE $200 cash prizes. You must provide your home address to be eligible.
Your Name: _____ Phone Number: (____) _____ E-mail address: _____
Home Street Address: _____ City: _____ State: _____ ZIP Code: _____

APPENDIX B: Survey Instrument (Tablet)

FIGURE 30: CHERRIOTS ON-BOARD SURVEY - ROUTE SELECTION

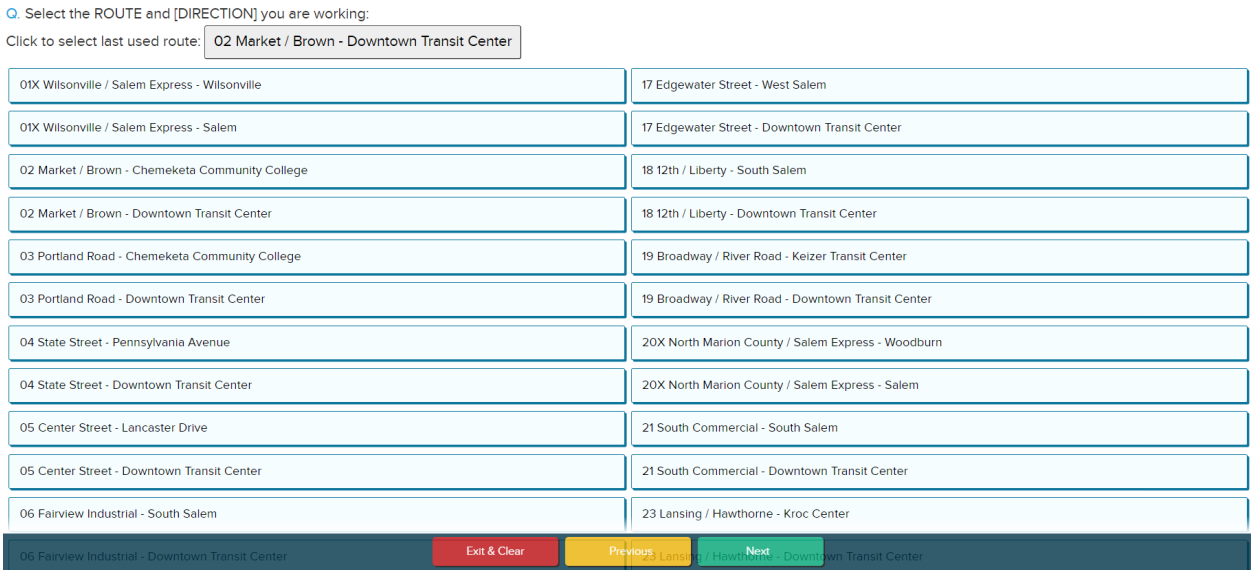


FIGURE 31: CHERRIOTS ON-BOARD SURVEY - RANDOM NUMBER

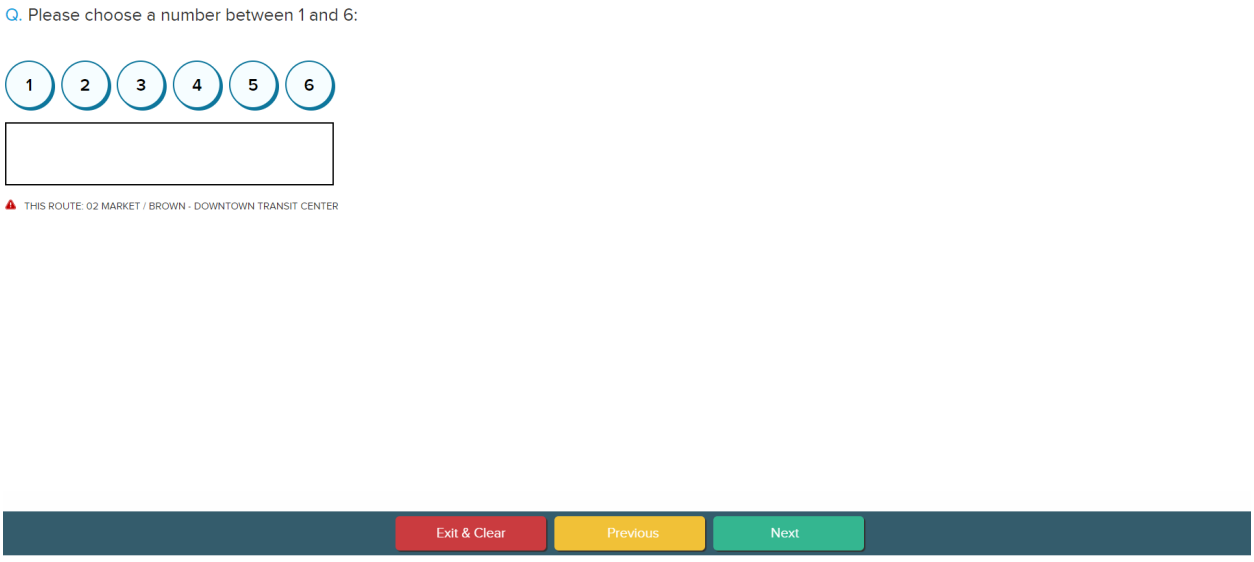


FIGURE 32: CHERRIOTS ON-BOARD SURVEY - PARTICIPATION

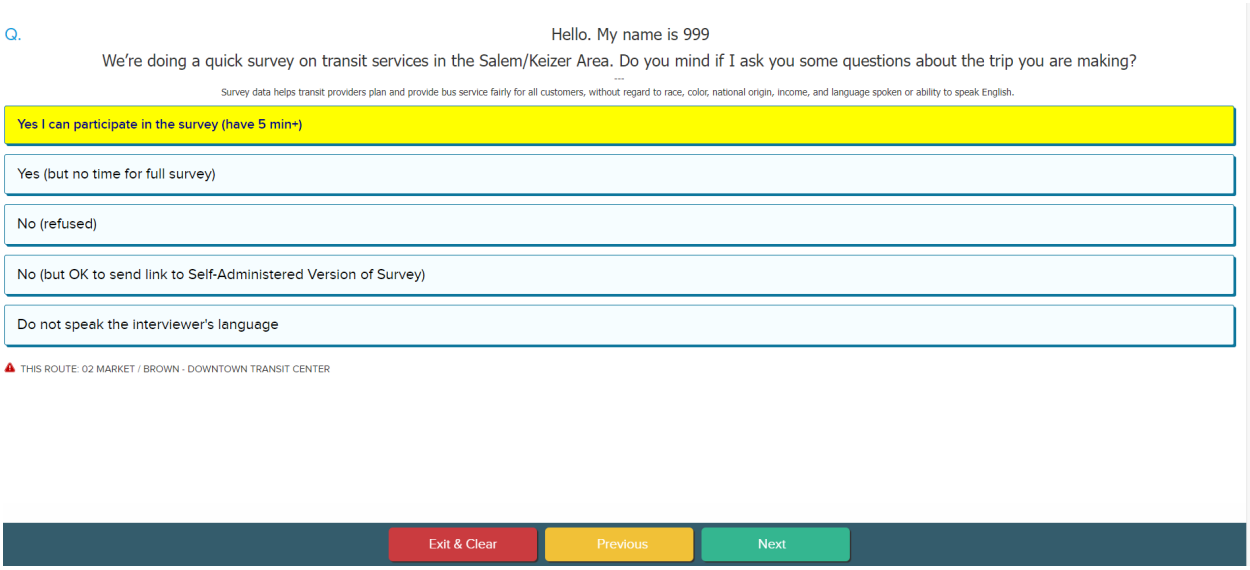


FIGURE 33: CHERRIOTS ON-BOARD SURVEY - EMAIL OPTION

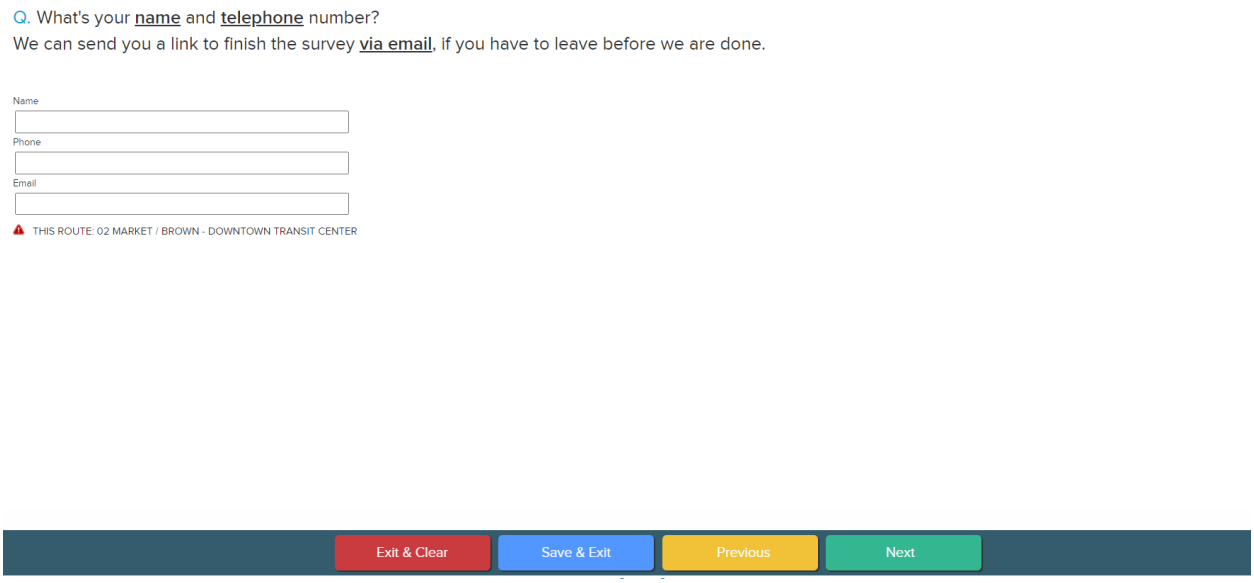


FIGURE 34: CHERRIOTS ON-BOARD SURVEY - DEMOGRAPHIC OBSERVATIONS



FIGURE 35: CHERRIOTS ON-BOARD SURVEY - LANGUAGE SELECTION



FIGURE 36: CHERRIOTS ON-BOARD SURVEY - OTHER LANGUAGE OPTION

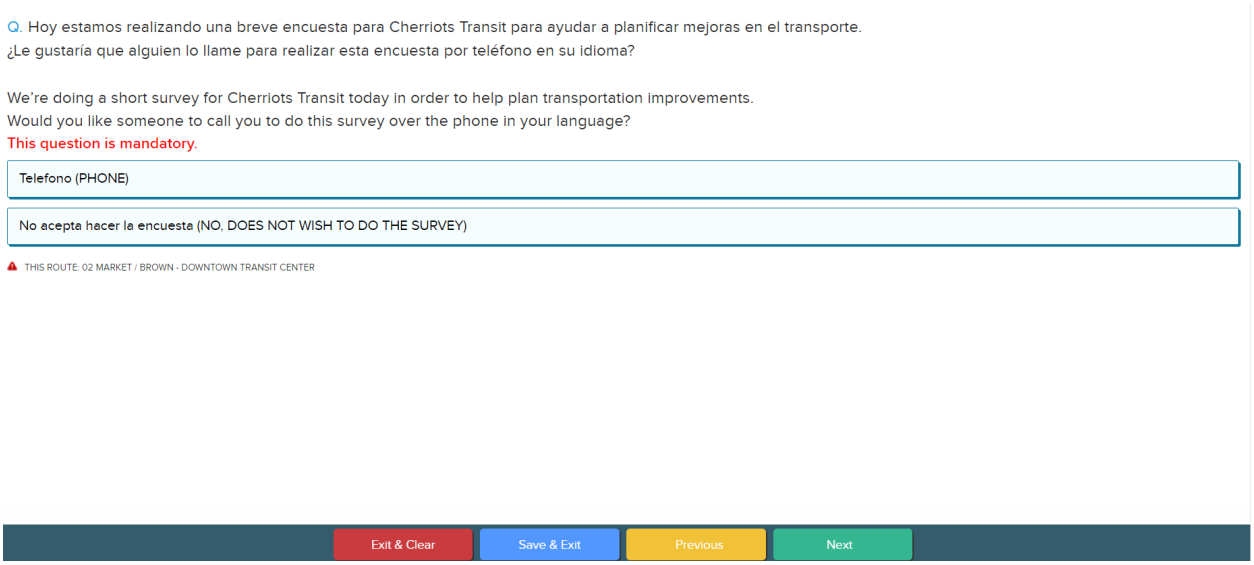


FIGURE 37: CHERRIOTS ON-BOARD SURVEY - HOME ADDRESS

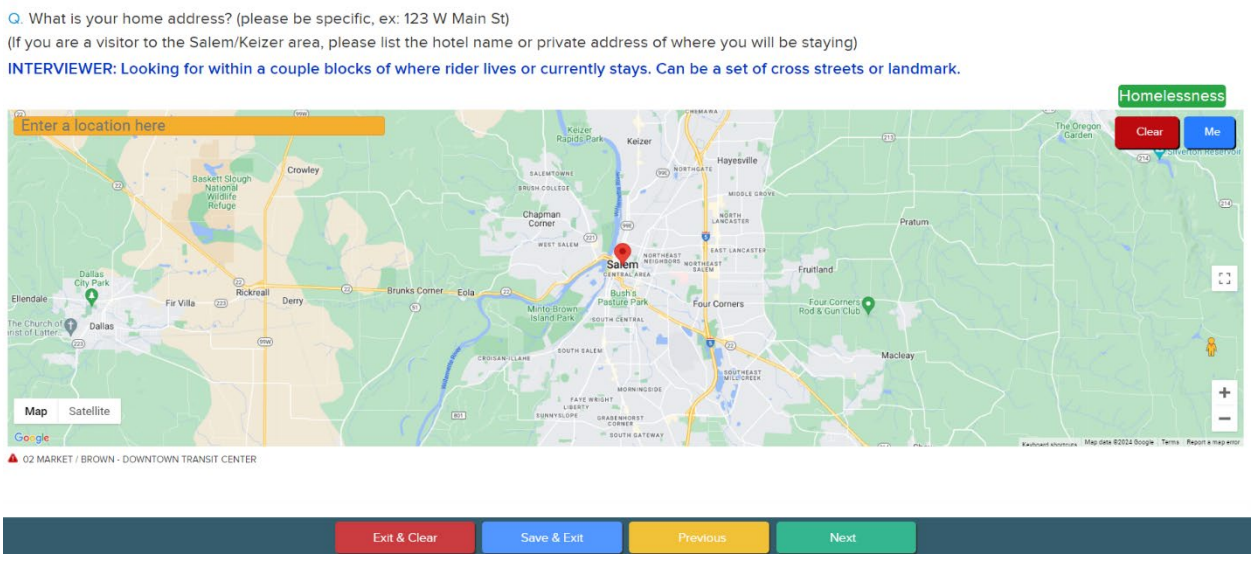


FIGURE 38: CHERRIOTS ON-BOARD SURVEY - ORIGIN PLACE TYPE

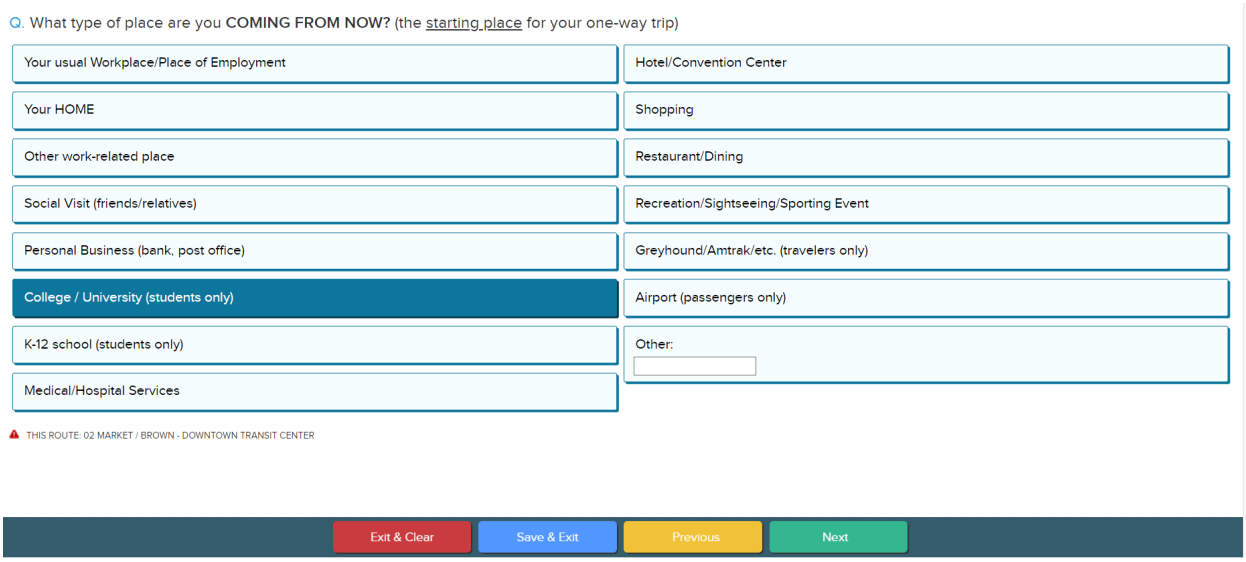


FIGURE 39: CHERRIOTS ON-BOARD SURVEY - ORIGIN NAME

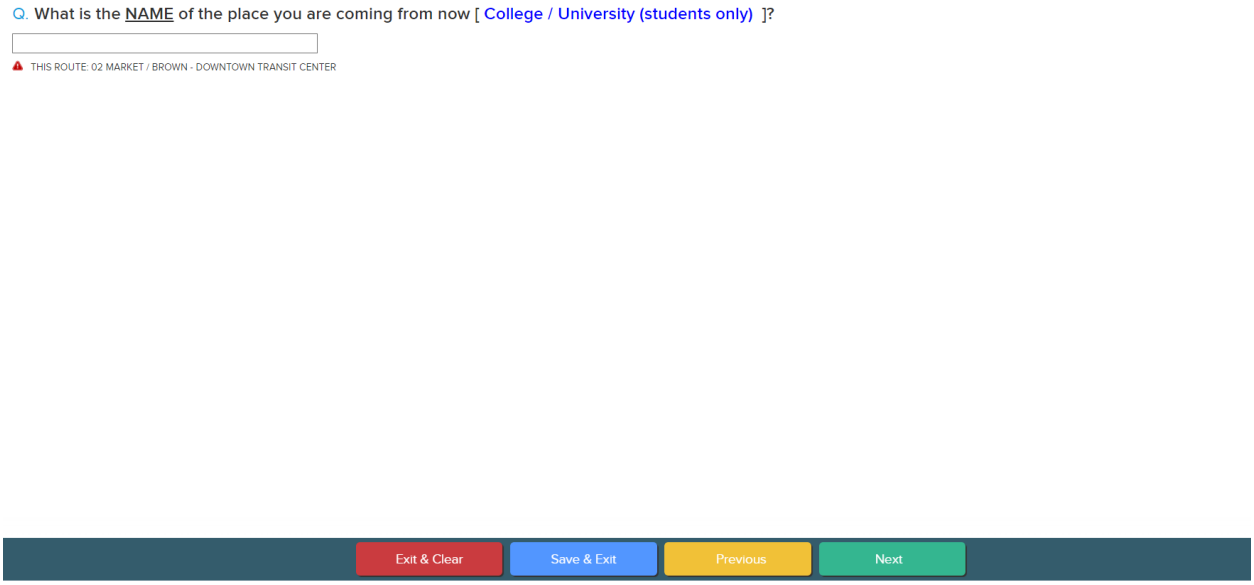


FIGURE 40: CHERRIOTS ON-BOARD SURVEY - ORIGIN LOCATION

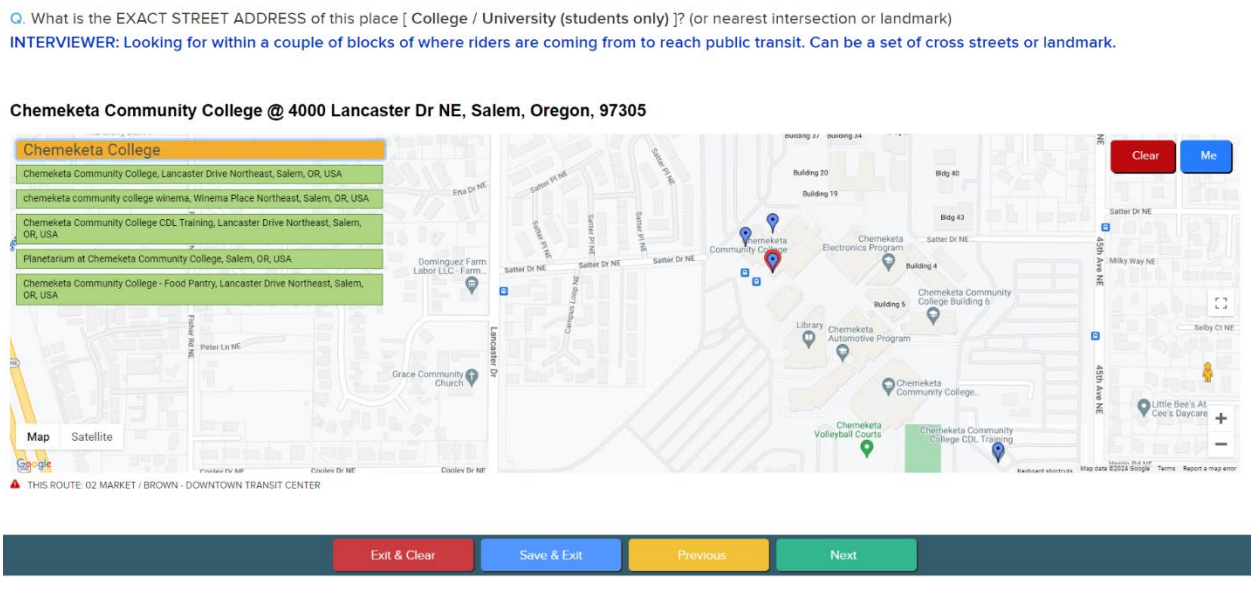


FIGURE 41: CHERRIOTS ON-BOARD SURVEY - PREVIOUS TRANSFERS

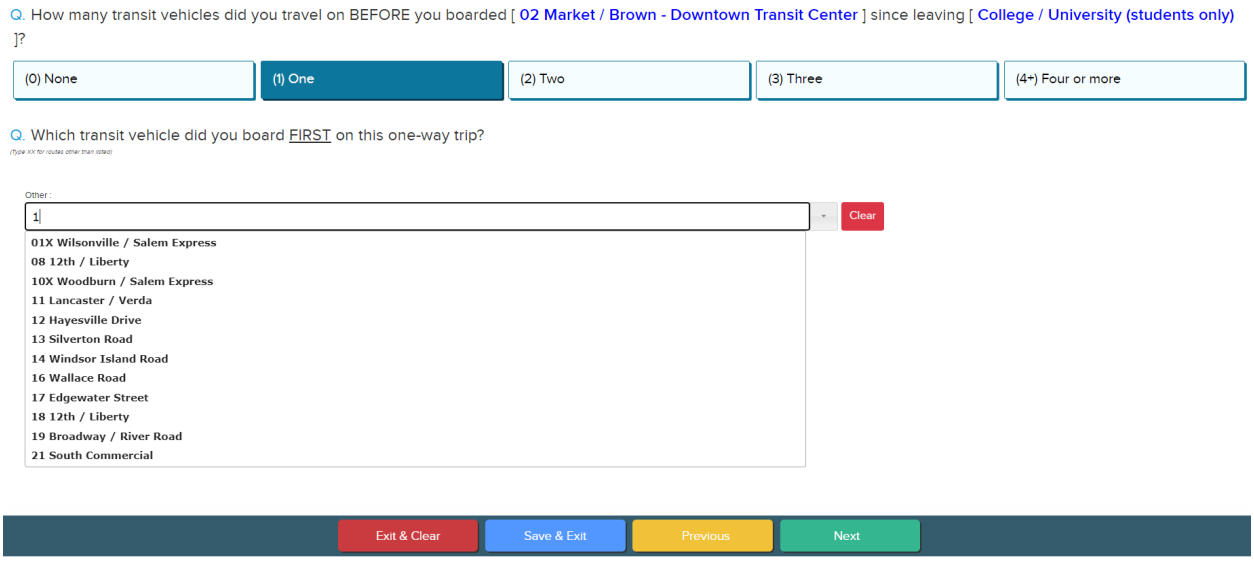


FIGURE 42: CHERRIOTS ON-BOARD SURVEY - ACCESS MODE

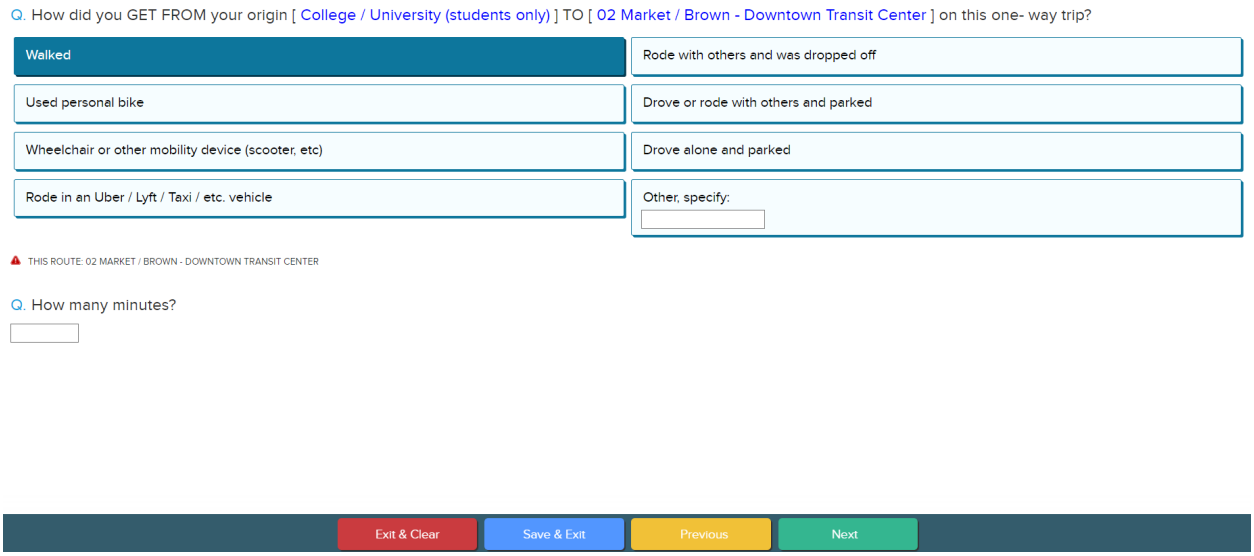


FIGURE 43: CHERRIOTS ON-BOARD SURVEY - DESTINATION PLACE TYPE

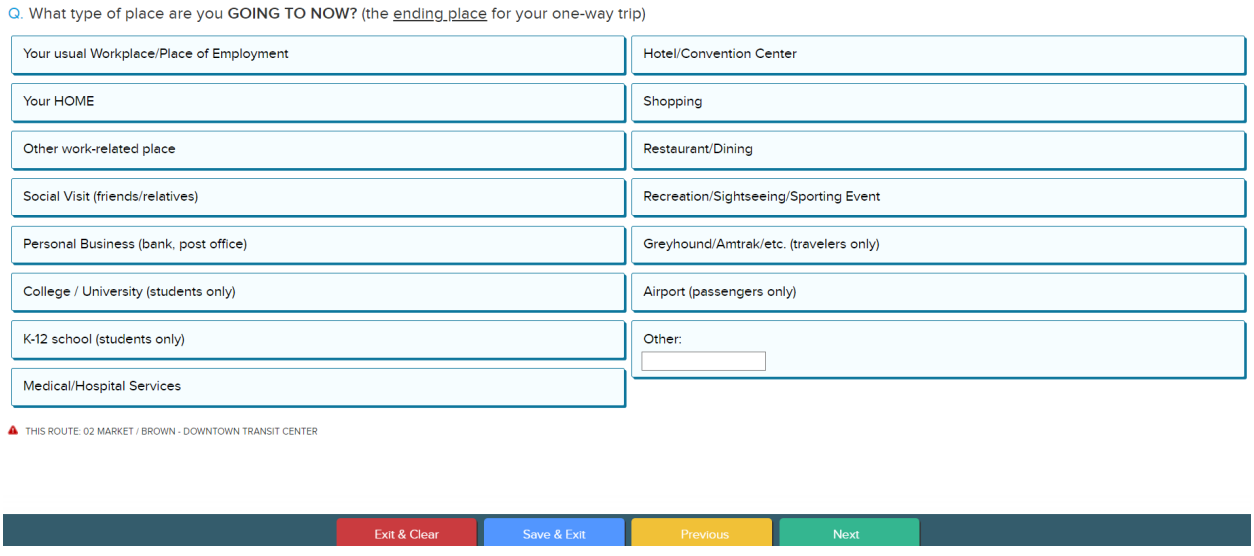


FIGURE 44: CHERRIOTS ON-BOARD SURVEY - NEXT TRANSFERS

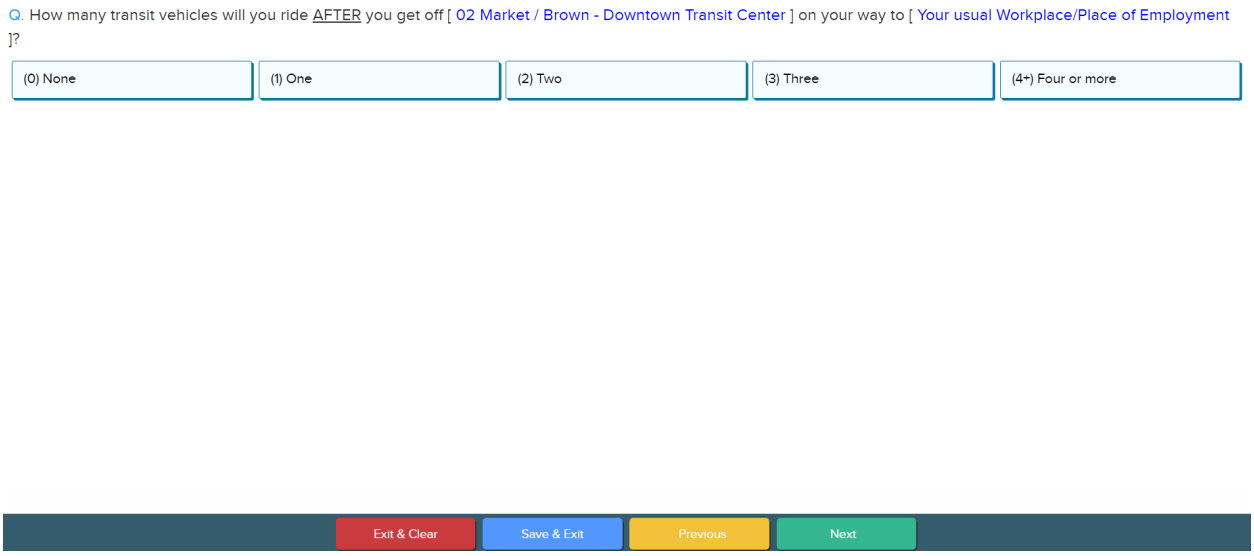


FIGURE 45: CHERRIOTS ON-BOARD SURVEY - EGRESS MODE

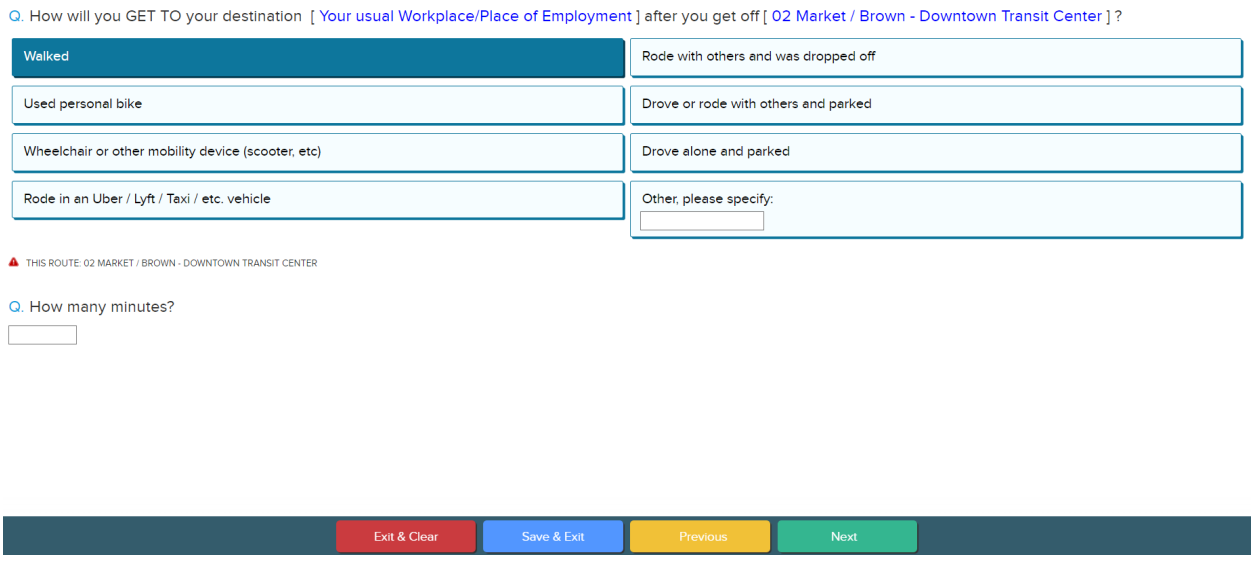


FIGURE 46: CHERRIOTS ON-BOARD SURVEY - BOARDING LOCATION

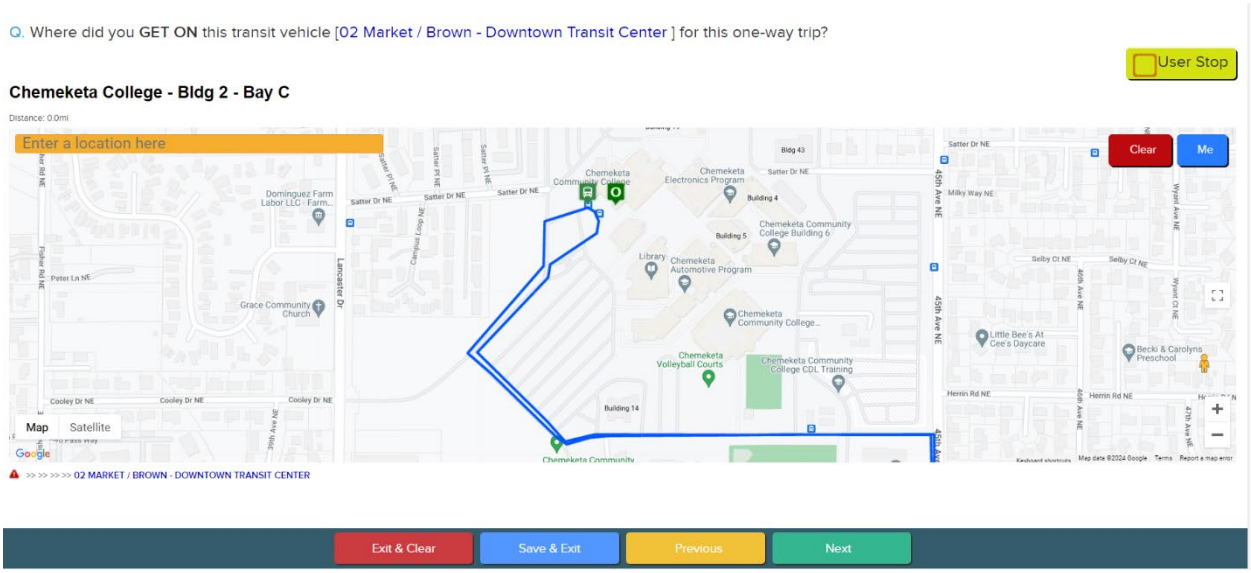


FIGURE 47: CHERRIOTS ON-BOARD SURVEY - ALIGHTING LOCATION

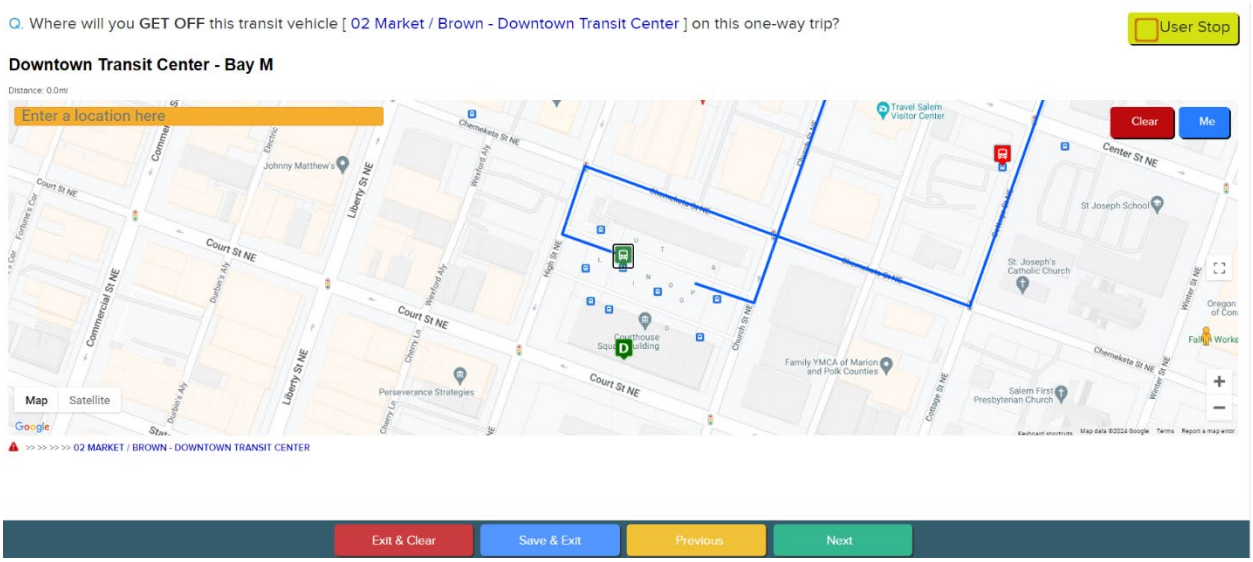


FIGURE 48: CHERRIOTS ON-BOARD SURVEY - SUMMARY PAGE

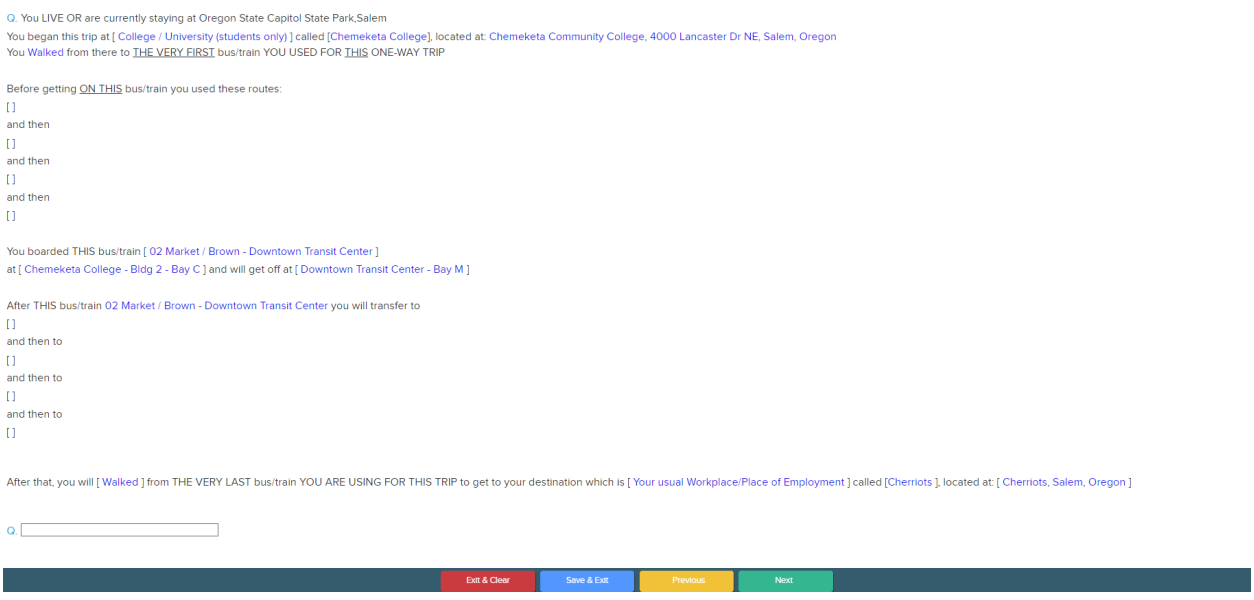


FIGURE 49: CHERRIOTS ON-BOARD SURVEY - BOARDING TIME

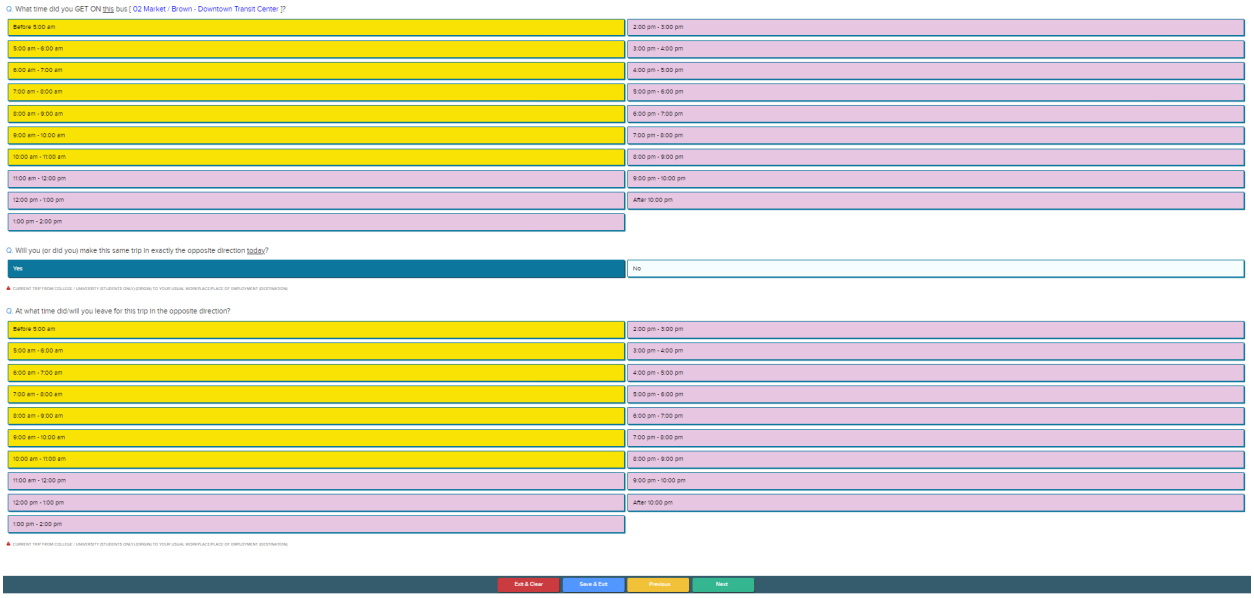


FIGURE 50: CHERRIOTS ON-BOARD SURVEY - FARES

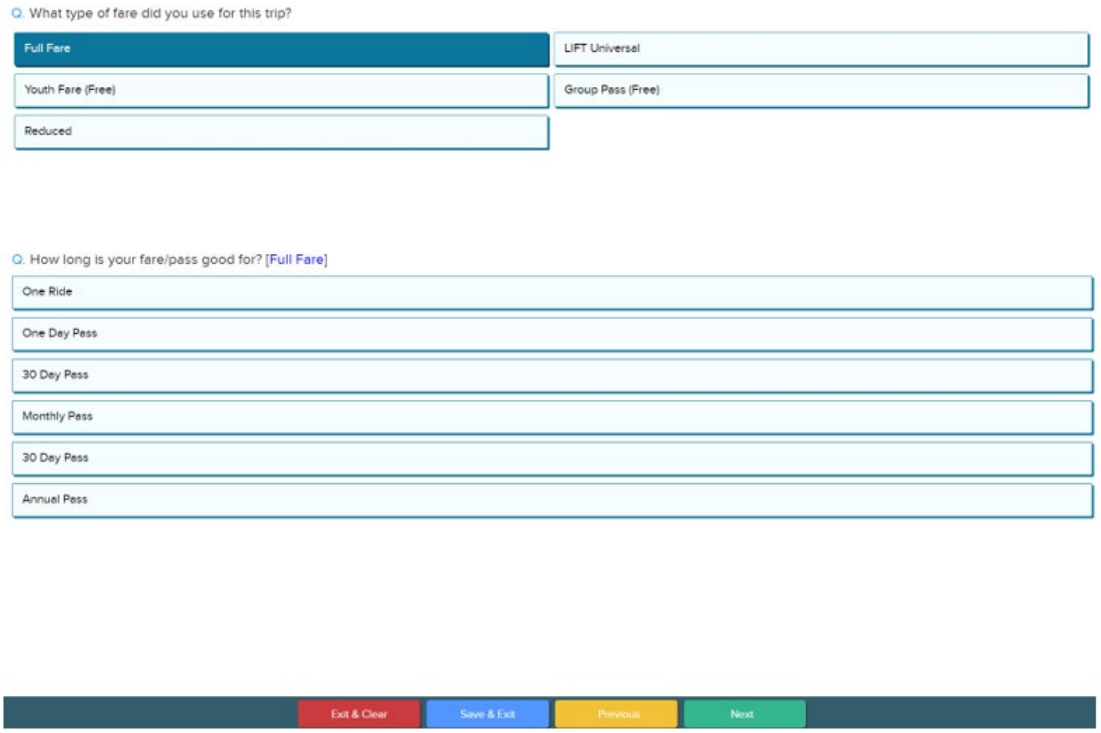


FIGURE 51: CHERRIOTS ON-BOARD SURVEY – HOUSEHOLD VEHICLES

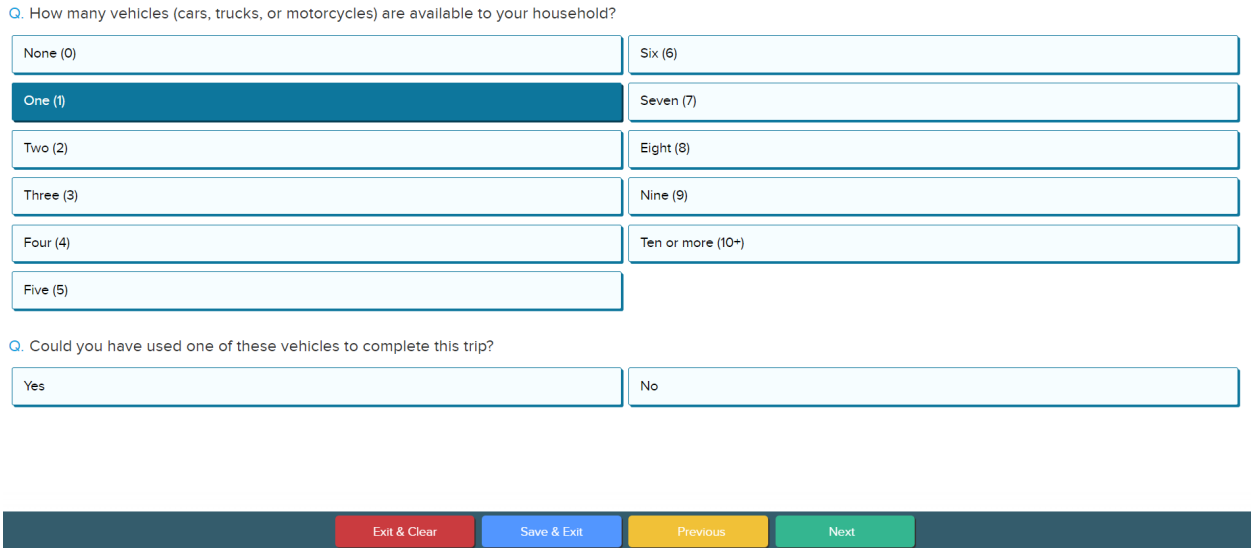


FIGURE 52: CHERRIOTS ON-BOARD SURVEY – HOUSEHOLD SIZE

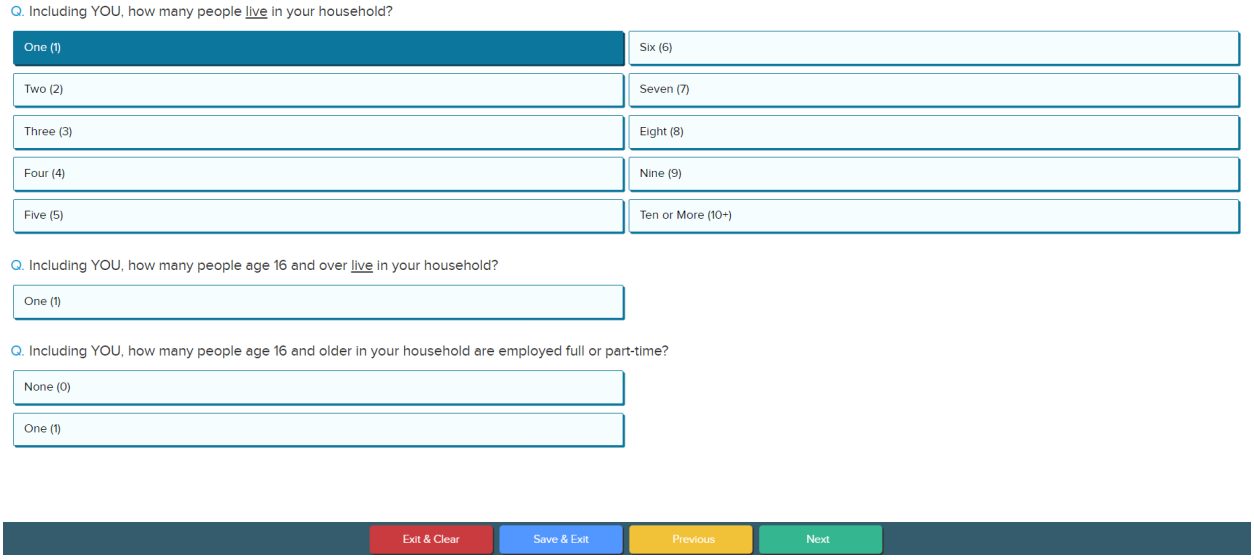


FIGURE 53: CHERRIOTS ON-BOARD SURVEY – EMPLOYMENT STATUS

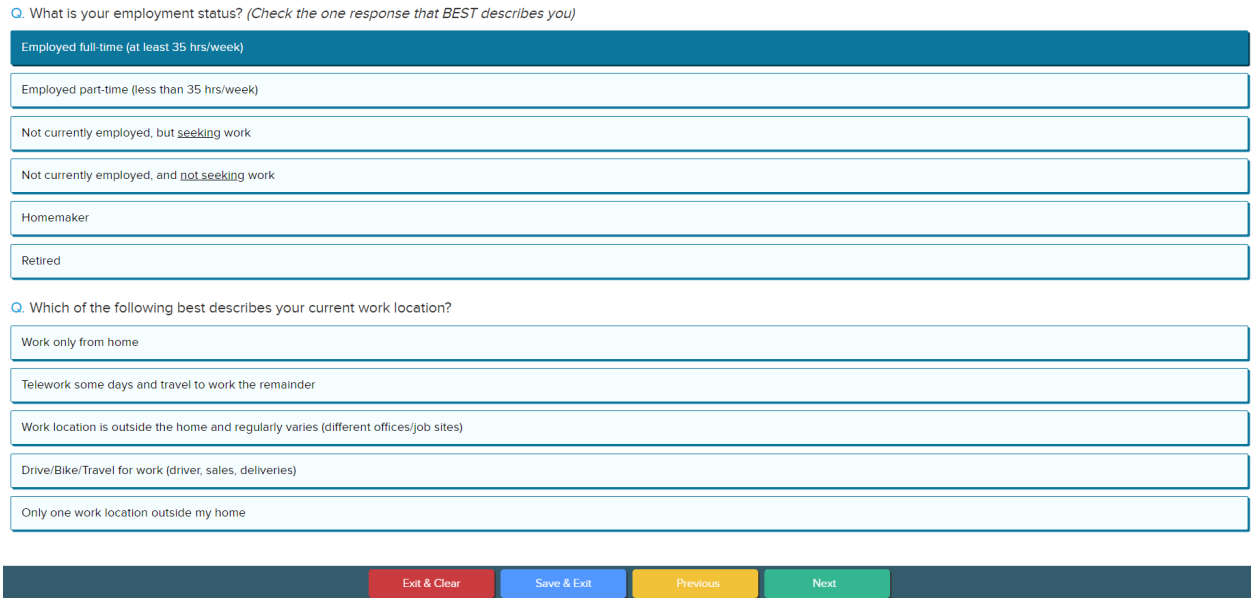


FIGURE 54: CHERRIOTS ON-BOARD SURVEY - EDUCATION STATUS

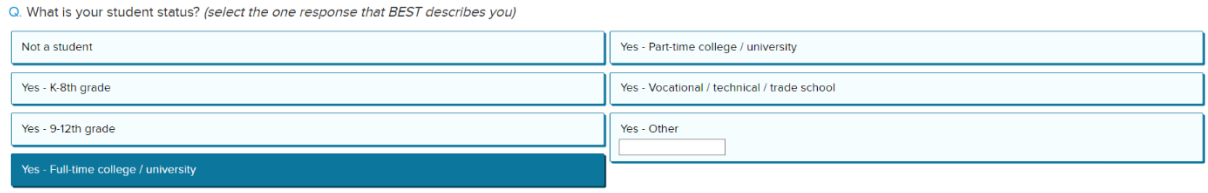


FIGURE 55: CHERRIOTS ON-BOARD SURVEY – AGE/ RACE/ ETHNICITY/ GENDER

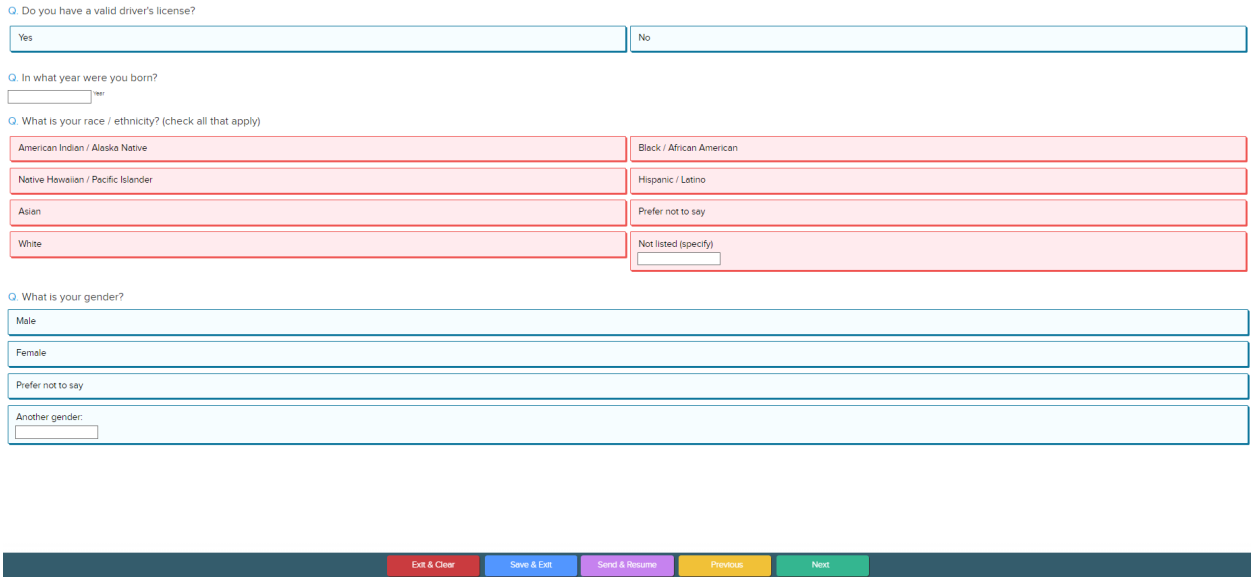


FIGURE 56: CHERRIOTS ON-BOARD SURVEY -HOUSEHOLD INCOME

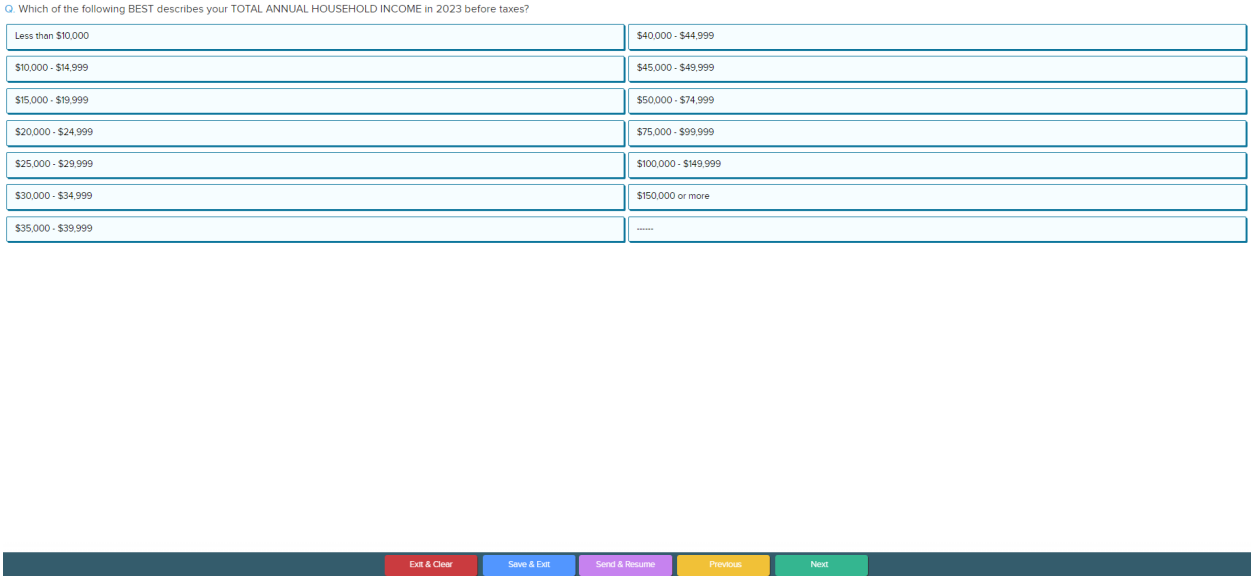
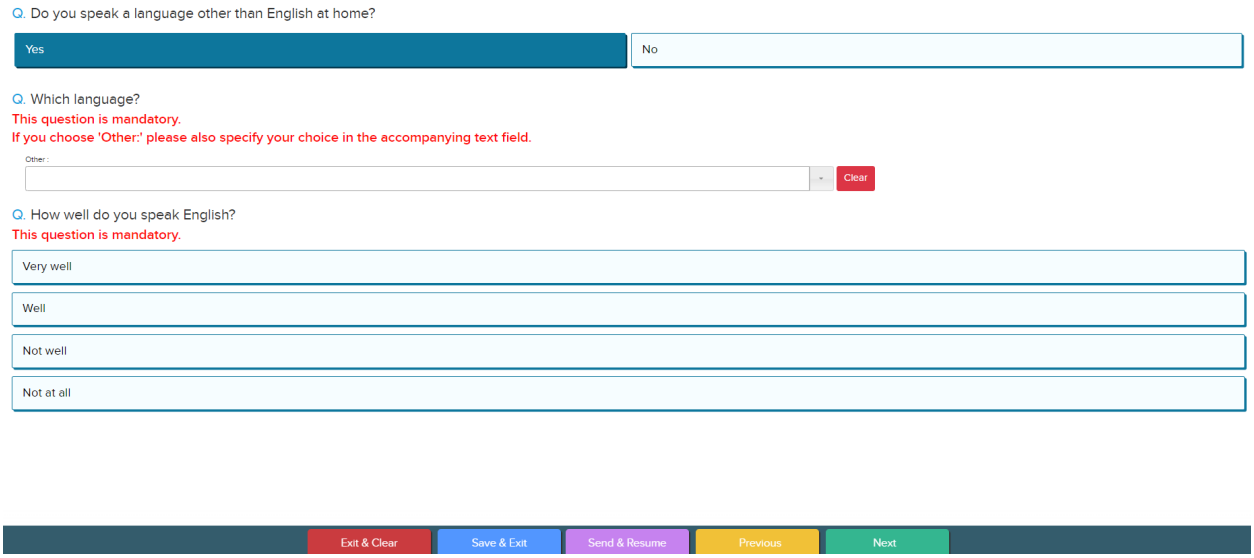


FIGURE 57: CHERRIOTS ON-BOARD SURVEY – OTHER LANGUAGE



APPENDIX C: Weekday Sampling Plan

Route	Before 9am	9am-1159am	12pm-259pm	3pm-559pm	After 6pm	Survey Total
2	11	19	23	26	13	91
3	11	12	16	18	12	69
4	9	13	20	15	9	67
5	11	21	23	29	17	102
6	5	2	2	3	2	13
7	5	4	6	6	4	24
8	7	12	15	12	9	55
9	11	12	14	15	9	60
11	33	64	85	85	65	332
12	3	3	6	5	3	21
13	8	15	14	18	14	68
14	2	3	1	3	3	12
16	3	1	4	2	3	12
17	8	13	27	16	6	69
18	6	9	12	11	6	43

19	24	37	48	38	12	160
21	21	39	39	56	29	184
23	3	4	4	6	3	19
26	0	1	0	2	1	4
27	1	2	1	1	1	6
1X	2	0	2	2	1	5
10X	2	0	0	2	0	5
20X	1	1	2	1	0	5
30X	1	2	1	1	0	6
40X	6	5	7	8	3	29
45X	0	0	0	1	0	2
50X	1	0	0	1	0	2
80X	0	0	0	0	0	2
	197	**291**	**369**	**382**	**225**	**1465**

APPENDIX D: Fixed Route Data Dictionary

FIELD NAME	DESCRIPTION	CODE VALUES
ID	Unique Identifier for each record	Actual Value
DATE_COMPLETED	Date survey was marked completed on	Actual Value
DAY_TYPE	Date type survey was marked completed on	Actual Value
ROUTE_DIRECTION	Route survey was conducted on	Actual Value
HOME_ADDRESS [CITY]	Respondent's home city	Actual Value
HOME_ADDRESS [STATE]	Respondent's home state	Actual Value
HOME_ADDRESS [ZIP]	Respondent's home zip code	Actual Value

HOME_ADDRESS [LAT]	Respondent's home latitude	Actual Value
HOME_ADDRESS [LONG]	Respondent's home longitude	Actual Value
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	1 = Your usual Workplace/Place of Employment
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	2 = Your HOME
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	5 = College / University (students only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	6 = K-12 school (students only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	7 = Other work-related place
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	8 = Social Visit (friends/relatives)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	9 = Personal Business (bank, post office)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	10 = Medical/Hospital Services
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	11 = Hotel/Convention Center

ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	12 = Airport (passengers only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	13 = Shopping
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	14 = Restaurant/Dining
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	15 = Recreation/Sightseeing/Sporting Event
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	16 = Greyhound/Amtrak/etc. (travelers only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	22 = Non-destination Trip
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	98 = Other
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	99 = Refused/No Answer
ORIGIN_ADDRESS [CITY]	Respondent's origin city	Actual Value
ORIGIN_ADDRESS [STATE]	Respondent's origin state	Actual Value
ORIGIN_ADDRESS [ZIP]	Respondent's origin zip code	Actual Value

ORIGIN_ADDRESS [LAT]	Respondent's origin latitude	Actual Value
ORIGIN_ADDRESS [LONG]	Respondent's origin longitude	Actual Value
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	0 = (0) None
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	1 = (1) One
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	2 = (2) Two
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	3 = (3) Three
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	4 = (4+) Four or more
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	98 = Other
PREV_TRANSFERS	How many transit vehicles did you travel on BEFORE you boarded	99 = Refused/No Answer
TRIP_FIRST_ROUTE	First transfer respondent took from origin	Actual Value
TRIP_SECOND_ROUTE	Second transfer respondent took from origin	Actual Value
TRIP_THIRD_ROUTE	Third transfer respondent took from origin	Actual Value
TRIP_FOURTH_ROUTE	Fourth transfer respondent took from origin	Actual Value
ORIGIN_TRANSPORT	How did you GET FROM your origin	1 = Walked
ORIGIN_TRANSPORT	How did you GET FROM your origin	2 = Used personal bike

ORIGIN_TRANSPORT	How did you GET FROM your origin	3 = Wheelchair or other mobility device (scooter, etc)
ORIGIN_TRANSPORT	How did you GET FROM your origin	4 = Rode in an Uber / Lyft / Taxi / etc. vehicle
ORIGIN_TRANSPORT	How did you GET FROM your origin	5 = Rode with others and was dropped off
ORIGIN_TRANSPORT	How did you GET FROM your origin	6 = Drove or rode with others and parked
ORIGIN_TRANSPORT	How did you GET FROM your origin	7 = Drove alone and parked
ORIGIN_TRANSPORT	How did you GET FROM your origin	98 = Other
ORIGIN_TRANSPORT	How did you GET FROM your origin	99 = Refused/No Answer
ACCESS_WALK_TIME	How many minutes?	98 = Other
ACCESS_WALK_TIME	How many minutes?	99 = Refused/No Answer
ACCESS_BIKE_ONBUS	Did you place it on the bus?	1 = Yes
ACCESS_BIKE_ONBUS	Did you place it on the bus?	2 = No

ACCESS_BIKE_ONBUS	Did you place it on the bus?	98 = Other
ACCESS_BIKE_ONBUS	Did you place it on the bus?	99 = Refused/No Answer
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	1 = Your usual Workplace/Place of Employment
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	2 = Your HOME
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	5 = College / University (students only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	6 = K-12 school (students only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	7 = Other work-related place
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	8 = Social Visit (friends/relatives)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	9 = Personal Business (bank, post office)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	10 = Medical/Hospital Services
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	11 = Hotel/Convention Center

DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	12 = Airport (passengers only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	13 = Shopping
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	14 = Restaurant/Dining
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	15 = Recreation/Sightseeing/Sporting Event
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	16 = Greyhound/Amtrak/etc. (travelers only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	98 = Other
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	99 = Refused/No Answer
DESTIN_ADDRESS [CITY]	Respondent's destination city	Actual Value
DESTIN_ADDRESS [STATE]	Respondent's destination state	Actual Value
DESTIN_ADDRESS [ZIP]	Respondent's destination zip code	Actual Value
DESTIN_ADDRESS [LAT]	Respondent's destination latitude	Actual Value

DESTIN_ADDRESS [LONG]	Respondent's destination longitude	Actual Value
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	0 = (0) None
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	1 = (1) One
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	2 = (2) Two
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	3 = (3) Three
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	4 = (4+) Four or more
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	98 = Other
NEXT_TRANSFERS	How many transit vehicles will you ride AFTER you get off	99 = Refused/No Answer
TRIP_NEXT_ROUTE	First transfer respondent took to destination	Actual Value
TRIP_AFTER_ROUTE	Second transfer respondent took to destination	Actual Value
TRIP_3RD_ROUTE	Third transfer respondent took to destination	Actual Value
TRIP_LAST4TH_RTE	Fourth transfer respondent took to destination	Actual Value
DESTIN_TRANSPORT	How will you GET TO your destination	1 = Walked
DESTIN_TRANSPORT	How will you GET TO your destination	2 = Used personal bike
DESTIN_TRANSPORT	How will you GET TO your destination	3 = Wheelchair or other mobility device (scooter, etc)

DESTIN_TRANSPORT	How will you GET TO your destination	4 = Rode in an Uber / Lyft / Taxi / etc. vehicle
DESTIN_TRANSPORT	How will you GET TO your destination	5 = Rode with others and was dropped off
DESTIN_TRANSPORT	How will you GET TO your destination	6 = Drove or rode with others and parked
DESTIN_TRANSPORT	How will you GET TO your destination	7 = Drove alone and parked
DESTIN_TRANSPORT	How will you GET TO your destination	98 = Other
DESTIN_TRANSPORT	How will you GET TO your destination	99 = Refused/No Answer
EGRESS_WALK_TIME	How many minutes?	98 = Other
EGRESS_WALK_TIME	How many minutes?	99 = Refused/No Answer
EGRESS_BIKE_ONBUS	Will you place it on the bus?	1 = Yes
EGRESS_BIKE_ONBUS	Will you place it on the bus?	2 = No
EGRESS_BIKE_ONBUS	Will you place it on the bus?	98 = Other

EGRESS_BIKE_ONBUS	Will you place it on the bus?	99 = Refused/No Answer
STOP_ON [ADDR]	Respondent's boarding address	Actual Value
STOP_ON [CLNTID]	Stop ID of respondent's boarding address	Actual Value
STOP_ON [LAT]	Latitude for respondent's boarding address	Actual Value
STOP_ON [LONG]	Longitude for respondent's boarding address	Actual Value
STOP_OFF [ADDR]	Respondent's alighting address	Actual Value
STOP_OFF [CLNTID]	Stop ID of respondent's alighting address	Actual Value
STOP_OFF [LAT]	Latitude for respondent's alighting address	Actual Value
STOP_OFF [LONG]	Longitude for respondent's alighting address	Actual Value
PREV_TRAN_1_ON_BUS [LAT]	Latitude of respondent's boarding location for their first transfer from origin	Actual Value
PREV_TRAN_1_ON_BUS [LONG]	Longitude of respondent's boarding location for their first transfer from origin	Actual Value
PREV_TRAN_1_OFF_BUS [LAT]	Latitude of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_1_OFF_BUS [LONG]	Longitude of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_2_ON_BUS [LAT]	Latitude of respondent's boarding location for their second transfer from origin	Actual Value

PREV_TRAN_2_ON_BUS [LONG]	Longitude of respondent's boarding location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [LAT]	Latitude of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [LONG]	Longitude of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [LAT]	Latitude of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [LONG]	Longitude of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [LAT]	Latitude of respondent's alighting location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [LONG]	Longitude of respondent's alighting location for their third transfer from origin	Actual Value
PREV_TRAN_4_ON_BUS [LAT]	Latitude of respondent's boarding location for their fourth transfer from origin	Actual Value
PREV_TRAN_4_ON_BUS [LONG]	Longitude of respondent's boarding location for their fourth transfer from origin	Actual Value
PREV_TRAN_4_OFF_BUS [LAT]	Latitude of respondent's alighting location for their fourth transfer from origin	Actual Value
PREV_TRAN_4_OFF_BUS [LONG]	Longitude of respondent's alighting location for their fourth transfer from origin	Actual Value

NEXT_TRAN_1_ON_BUS [LAT]	Latitude of respondent's boarding location for their first transfer to destination	Actual Value
NEXT_TRAN_1_ON_BUS [LONG]	Longitude of respondent's boarding location for their first transfer to destination	Actual Value
NEXT_TRAN_1_OFF_BUS [LAT]	Latitude of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_1_OFF_BUS [LONG]	Longitude of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [LAT]	Latitude of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [LONG]	Longitude of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [LAT]	Latitude of respondent's alighting location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [LONG]	Longitude of respondent's alighting location for their second transfer to destination	Actual Value
NEXT_TRAN_3_ON_BUS [LAT]	Latitude of respondent's boarding location for their third transfer to destination	Actual Value
NEXT_TRAN_3_ON_BUS [LONG]	Longitude of respondent's boarding location for their third transfer to destination	Actual Value
NEXT_TRAN_3_OFF_BUS [LAT]	Latitude of respondent's alighting location for their third transfer to destination	Actual Value

NEXT_TRAN_3_OFF_BUS [LONG]	Longitude of respondent's alighting location for their third transfer to destination	Actual Value
NEXT_TRAN_4_ON_BUS [LAT]	Latitude of respondent's boarding location for their fourth transfer to destination	Actual Value
NEXT_TRAN_4_ON_BUS [LONG]	Longitude of respondent's boarding location for their fourth transfer to destination	Actual Value
NEXT_TRAN_4_OFF_BUS [LAT]	Latitude of respondent's alighting location for their fourth transfer to destination	Actual Value
NEXT_TRAN_4_OFF_BUS [LONG]	Longitude of respondent's alighting location for their fourth transfer to destination	Actual Value
TIME_ON	What time did you GET ON this bus	98 = Other
TIME_ON	What time did you GET ON this bus	99 = Refused/No Answer
TIME_ON	What time did you GET ON this bus	AM1 = Before 5:00 am
TIME_ON	What time did you GET ON this bus	AM2 = 5:00 am - 6:00 am
TIME_ON	What time did you GET ON this bus	AM3 = 6:00 am - 7:00 am
TIME_ON	What time did you GET ON this bus	MID1 = 7:00 am - 8:00 am
TIME_ON	What time did you GET ON this bus	MID2 = 8:00 am - 9:00 am
TIME_ON	What time did you GET ON this bus	MID3 = 10:00 am - 11:00 am
TIME_ON	What time did you GET ON this bus	MID4 = 11:00 am - 12:00 pm
TIME_ON	What time did you GET ON this bus	MID5 = 12:00 pm - 1:00 pm

TIME_ON	What time did you GET ON this bus	MID6 = 1:00 pm - 2:00 pm
TIME_ON	What time did you GET ON this bus	MID7 = 9:00 am - 10:00 am
TIME_ON	What time did you GET ON this bus	PM1 = 2:00 pm - 3:00 pm
TIME_ON	What time did you GET ON this bus	PM2 = 3:00 pm - 4:00 pm
TIME_ON	What time did you GET ON this bus	PM3 = 4:00 pm - 5:00 pm
TIME_ON	What time did you GET ON this bus	PM4 = 5:00 pm - 6:00 pm
TIME_ON	What time did you GET ON this bus	PM5 = 6:00 pm - 7:00 pm
TIME_ON	What time did you GET ON this bus	PM6 = 7:00 pm - 8:00 pm
TIME_ON	What time did you GET ON this bus	PM7 = 8:00 pm - 9:00 pm
TIME_ON	What time did you GET ON this bus	PM8 = 9:00 pm - 10:00 pm
TIME_ON	What time did you GET ON this bus	PM9 = After 10:00 pm
TIME_PERIOD	Time period respondent boarded this bus/rail	98 = Other
TIME_PERIOD	Time period respondent boarded this bus/rail	99 = Refused/No Answer
TIME_PERIOD	Time period respondent boarded this bus/rail	Actual Value
TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	1 = Yes
TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	2 = No
TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	98 = Other

TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	99 = Refused/No Answer
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	98 = Other
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	99 = Refused/No Answer
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	AM1 = Before 5:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	AM2 = 5:00 am - 6:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	AM3 = 6:00 am - 7:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID1 = 7:00 am - 8:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID2 = 8:00 am - 9:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID3 = 10:00 am - 11:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID4 = 11:00 am - 12:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID5 = 12:00 pm - 1:00 pm

OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID6 = 1:00 pm - 2:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID7 = 9:00 am - 10:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM1 = 2:00 pm - 3:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM2 = 3:00 pm - 4:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM3 = 4:00 pm - 5:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM4 = 5:00 pm - 6:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM5 = 6:00 pm - 7:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM6 = 7:00 pm - 8:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM7 = 8:00 pm - 9:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM8 = 9:00 pm - 10:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM9 = After 10:00 pm

TYPE_OF_FARE	What type of fare did you use for this trip?	1 = Full Fare
TYPE_OF_FARE	What type of fare did you use for this trip?	2 = Youth Fare (Free)
TYPE_OF_FARE	What type of fare did you use for this trip?	3 = Reduced
TYPE_OF_FARE	What type of fare did you use for this trip?	4 = LIFT Universal
TYPE_OF_FARE	What type of fare did you use for this trip?	5 = Group Pass (Free)
TYPE_OF_FARE	What type of fare did you use for this trip?	98 = Other
TYPE_OF_FARE	What type of fare did you use for this trip?	99 = Refused/No Answer
HOW_LONG_FARE	How long is your fare/pass good for?	1 = One Ride
HOW_LONG_FARE	How long is your fare/pass good for?	2 = One Day Pass
HOW_LONG_FARE	How long is your fare/pass good for?	3 = 30 Day Pass
HOW_LONG_FARE	How long is your fare/pass good for?	4 = Monthly Pass
HOW_LONG_FARE	How long is your fare/pass good for?	5 = 30 Day Pass
HOW_LONG_FARE	How long is your fare/pass good for?	6 = Annual Pass
HOW_LONG_FARE	How long is your fare/pass good for?	7 = Universal Lift Monthly Pass
HOW_LONG_FARE	How long is your fare/pass good for?	98 = Other
HOW_LONG_FARE	How long is your fare/pass good for?	99 = Refused/No Answer
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	0 = None (0)

COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	1 = One (1)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	2 = Two (2)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	3 = Three (3)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	4 = Four (4)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	5 = Five (5)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	6 = Six (6)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	7 = Seven (7)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	8 = Eight (8)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	9 = Nine (9)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	10 = Ten or more (10+)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	98 = Other

COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	99 = Refused/No Answer
USED_VEH_TRIP	Could you have used one of these vehicles to complete this trip?	98 = Other
USED_VEH_TRIP	Could you have used one of these vehicles to complete this trip?	99 = Refused/No Answer
USED_VEH_TRIP	Could you have used one of these vehicles to complete this trip?	NO = No
USED_VEH_TRIP	Could you have used one of these vehicles to complete this trip?	YES = Yes
HH_SIZE	Including YOU, how many people live in your household?	1 = One (1)
HH_SIZE	Including YOU, how many people live in your household?	2 = Two (2)
HH_SIZE	Including YOU, how many people live in your household?	3 = Three (3)
HH_SIZE	Including YOU, how many people live in your household?	4 = Four (4)
HH_SIZE	Including YOU, how many people live in your household?	5 = Five (5)
HH_SIZE	Including YOU, how many people live in your household?	6 = Six (6)
HH_SIZE	Including YOU, how many people live in your household?	7 = Seven (7)
HH_SIZE	Including YOU, how many people live in your household?	8 = Eight (8)
HH_SIZE	Including YOU, how many people live in your household?	9 = Nine (9)
HH_SIZE	Including YOU, how many people live in your household?	10 = Ten or more (10+)
HH_SIZE	Including YOU, how many people live in your household?	98 = Other
HH_SIZE	Including YOU, how many people live in your household?	99 = Refused/No Answer

HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	1 = One (1)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	2 = Two (2)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	3 = Three (3)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	4 = Four (4)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	5 = Five (5)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	6 = Six (6)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	7 = Seven (7)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	8 = Eight (8)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	9 = Nine (9)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	10 = Ten or more (10+)
HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	98 = Other

HH_SIZE_16UP	Including YOU, how many people age 16 and over live in your household?	99 = Refused/No Answer
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	0 = None (0)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	1 = One (1)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	2 = Two (2)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	3 = Three (3)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	4 = Four (4)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	5 = Five (5)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	6 = Six (6)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	7 = Seven (7)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	8 = Eight (8)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	9 = Nine (9)

EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	10 = Ten or more (10+)
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	98 = Other
EMPLOYED_IN_HH	Including YOU, how many people age 16 and older in your household are employed full or part-time?	99 = Refused/No Answer
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	1 = Employed full-time (at least 35 hrs/week)
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	2 = Employed part-time (less than 35 hrs/week)
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	3 = Not currently employed, but seeking work
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	4 = Not currently employed, and not seeking work
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	5 = Homemaker
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	6 = Retired
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	98 = Other
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	99 = Refused/No Answer

DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	1 = Work only from home
DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	2 = Telework some days and travel to work the remainder
DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	3 = Work location is outside the home and regularly varies (different offices/job sites)
DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	4 = Drive/Bike/Travel for work (driver, sales, deliveries)
DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	5 = Only one work location outside my home
DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	98 = Other
DESCRIBE_WORK_LOC	Which of the following best describes your current work location?	99 = Refused/No Answer
DID_U_GO2WORK	Did you make a trip to work since you left home?	1 = Yes
DID_U_GO2WORK	Did you make a trip to work since you left home?	2 = No
DID_U_GO2WORK	Did you make a trip to work since you left home?	98 = Other
DID_U_GO2WORK	Did you make a trip to work since you left home?	99 = Refused/No Answer
WILL_GO2WORK	Will you make a trip to work before you arrive home?	1 = Yes
WILL_GO2WORK	Will you make a trip to work before you arrive home?	2 = No
WILL_GO2WORK	Will you make a trip to work before you arrive home?	98 = Other

WILL_GO2WORK	Will you make a trip to work before you arrive home?	99 = Refused/No Answer
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	1 = Not a student
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	2 = Yes - K-8th grade
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	3 = Yes - Full-time college / university
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	4 = Yes - Vocational / technical / trade school
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	5 = Yes - 9-12th grade
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	6 = Yes - Part-time college / university
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	98 = Other
STUDENT_STATUS	What is your student status? (select the one response that BEST describes you)	99 = Refused/No Answer
DID_GO_TO_SCHOOL	Did you make a trip to school since you left home?	1 = Yes
DID_GO_TO_SCHOOL	Did you make a trip to school since you left home?	2 = No

DID_GO_TO_SCHOOL	Did you make a trip to school since you left home?	98 = Other
DID_GO_TO_SCHOOL	Did you make a trip to school since you left home?	99 = Refused/No Answer
WILL_GO_TO_SCHOOL	Will you make a trip to school before you will arrive home?	1 = Yes
WILL_GO_TO_SCHOOL	Will you make a trip to school before you will arrive home?	2 = No
WILL_GO_TO_SCHOOL	Will you make a trip to school before you will arrive home?	98 = Other
WILL_GO_TO_SCHOOL	Will you make a trip to school before you will arrive home?	99 = Refused/No Answer
DRIVERS_LICENSE	Do you have a valid driver's license?	1 = Yes
DRIVERS_LICENSE	Do you have a valid driver's license?	2 = No
DRIVERS_LICENSE	Do you have a valid driver's license?	98 = Other
DRIVERS_LICENSE	Do you have a valid driver's license?	99 = Refused/No Answer
YEAR_BORN	What is your year of birth?	Actual Value
RACE [1]	What is your race / ethnicity? (check all that apply)...American Indian / Alaska Native	Actual Value
RACE [2]	What is your race / ethnicity? (check all that apply)...Native Hawaiian / Pacific Islander	Actual Value

RACE [3]	What is your race / ethnicity? (check all that apply)...Asian	Actual Value
RACE [4]	What is your race / ethnicity? (check all that apply)...White	Actual Value
RACE [5]	What is your race / ethnicity? (check all that apply)...Black / African American	Actual Value
RACE [6]	What is your race / ethnicity? (check all that apply)...Hispanic / Latino	Actual Value
RACE [8]	What is your race / ethnicity? (check all that apply)...Prefer not to say	Actual Value
YOUR_GENDER	What is your gender?	1 = Male
YOUR_GENDER	What is your gender?	2 = Female
YOUR_GENDER	What is your gender?	4 = Prefer not to say
YOUR_GENDER	What is your gender?	98 = Other
YOUR_GENDER	What is your gender?	99 = Refused/No Answer
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	1 = Less than $10,000
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	2 = $10,000 - $14,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	3 = $15,000 - $19,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	4 = $20,000 - $24,999

INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	5 = $25,000 - $29,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	6 = $30,000 - $34,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	7 = $35,000 - $39,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	8 = $40,000 - $44,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	9 = $45,000 - $49,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	10 = $50,000 - $74,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	11 = $75,000 - $99,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	12 = $100,000 - $149,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	13 = $150,000 or more
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	98 = Other
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2023 before taxes?	99 = Refused/No Answer

HOME_LANG	Do you speak a language other than English at home?	1 = Yes
HOME_LANG	Do you speak a language other than English at home?	2 = No
HOME_LANG	Do you speak a language other than English at home?	98 = Other
HOME_LANG	Do you speak a language other than English at home?	99 = Refused/No Answer
HOME_OTHER_LANG	Language respondent speaks at home other than English	Actual Value
ENGLISH_ABILITY	How well do you speak English?	1 = Very well
ENGLISH_ABILITY	How well do you speak English?	2 = Well
ENGLISH_ABILITY	How well do you speak English?	3 = Not well
ENGLISH_ABILITY	How well do you speak English?	4 = Not at all
ENGLISH_ABILITY	How well do you speak English?	98 = Other
ENGLISH_ABILITY	How well do you speak English?	99 = Refused/No Answer
IMPROVE_SERVICE	Which one of the following things would you choose for Cherriots to improve service?	1 = Increase route frequency
IMPROVE_SERVICE	Which one of the following things would you choose for Cherriots to improve service?	2 = Increase span of service
IMPROVE_SERVICE	Which one of the following things would you choose for Cherriots to improve service?	3 = Increase weekend coverage
IMPROVE_SERVICE	Which one of the following things would you choose for Cherriots to improve service?	98 = Other

IMPROVE_SERVICE	Which one of the following things would you choose for Cherriots to improve service?	99 = Refused/No Answer
WEEKDAY_WEEKEND	Weekday or weekend? (Choose only one)	1 = Weekday
WEEKDAY_WEEKEND	Weekday or weekend? (Choose only one)	2 = Weekend
WEEKDAY_WEEKEND	Weekday or weekend? (Choose only one)	98 = Other
WEEKDAY_WEEKEND	Weekday or weekend? (Choose only one)	99 = Refused/No Answer
EARLIER_LATER	Earlier in the morning or later in the evening?	1 = Earlier
EARLIER_LATER	Earlier in the morning or later in the evening?	2 = Later
EARLIER_LATER	Earlier in the morning or later in the evening?	98 = Other
EARLIER_LATER	Earlier in the morning or later in the evening?	99 = Refused/No Answer
ROUTE	Route survey was conducted on (Route Only)	Actual Value
ROUTE_DIR_TIME_CODE	ID given for specific route/direction/time period	Actual Value
UNLINKED_WGHT_FCTR	Weight factor given to each record based off expansion	Actual Value
SYSTEM_TRANSFERS	Total number of in-system transfers	Actual Value

LINKED_MULTP	Mulitplier used to get the linked weight factor	Actual Value
LINKED_WGHT_FCTR	Linked weight factor given to each record based off unlinked weight factor and multiplier	Actual Value



SALEM, OR

SALEM AREA MASS TRANSIT DISTRICT (SAMTD)

2025 Origin-Destination Survey

February 2026

www.etcinstitute.com

(913) 829-1215

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SALEM AREA MASS TRANSIT DISTRICT
2025
ONBOARD ORIGIN-DESTINATION SURVEY

EXECUTIVE SUMMARY

In the Fall of 2025, the Salem Area Mass Transit District (dba, Cherriots) conducted an onboard, Origin-Destination Transit Survey, aimed to examine public transportation usage in Salem, Oregon. The purpose of the study was to collect and establish the patterns and trip-making decisions of weekday and weekend transit passengers to assist the transit agency in their planning process as well as for use in Cherriots regional travel model. ETC Institute was contracted to manage and execute the onboard surveys of Cherriots Local and Regional Express bus services.

Additionally, an onboard On-to-Off (O2O) 100% Ride Check Survey (described later) was conducted in November 2025.

The coverage area for Cherriots is shown in Figure 1.

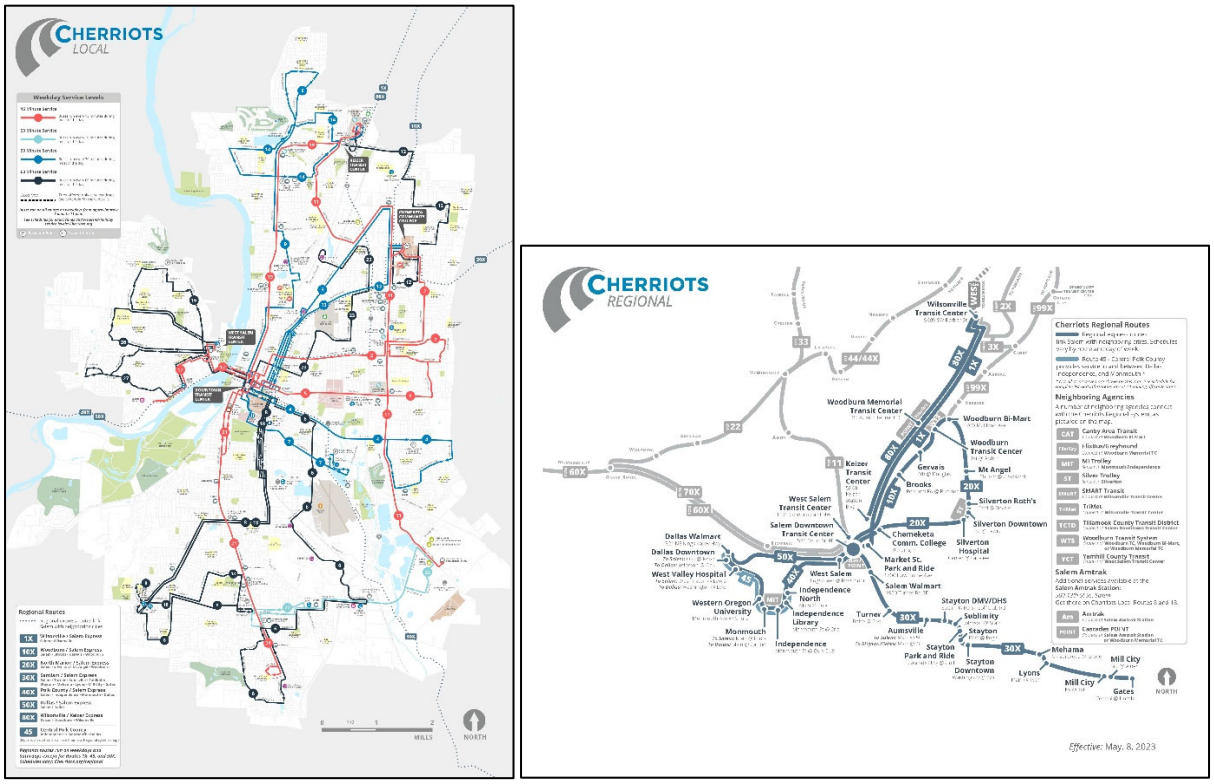
Objectives

The primary objectives for the survey were as follows:

- Compile statistically accurate information about transit passengers and how they use transit in the region.
- Generate reliable linked Origin-Destination (OD) data needed by the transit agency to aid in the design of the transit system to match the needs of existing and potential users; and to support travel demand modeling and transportation network simulation activities used for regional long-range transportation planning.
- Assess changes in trip characteristics and rider profiles by comparing the 2025 survey results with data collected previously.
- Collect recent travel pattern data to be used in applications for Federal Transit Authority (FTA) grant programs.
- Meet the Title VI Civil Rights requirements per the latest FTA guidance. This includes providing data that supports requirements to collect and report demographic data, monitor transit service, and evaluate service and fare changes.

Survey Coverage

FIGURE 1: COVERAGE AREA FOR CHERRIOTS



Survey Instrument

In 2024, representatives from Cherriots worked with ETC to develop a survey instrument that met the goals of the survey effort. The survey focused on collecting (1) all elements of the rider's "one-way" trip including trip purpose, origin and destination addresses, boarding and alighting locations, access and egress modes, and transfers made; (2) information needed for travel demand modeling and transit planning, including personal and household demographics; and (3) Title VI information to be used for transit agency compliance. The 2025 survey closely mirrored the survey used during the 2024 study to ensure results would be comparable.

TABLE 1: SURVEY DATA ELEMENTS

Data Elements Captured During the Survey	
Elements of the "One-way Trip"	**Other Trip Characteristics/Title VI/Demos**
Respondents' Primary Residence (Home Location)	Fare Type and Duration
Respondents' Origin Type and Location	Frequency of Transit Usage
Respondents' Destination Type and Location	Age, Race/Ethnicity, Gender
Route Respondent Currently Riding	Household Income and No. of Household Vehicles
Transfer Routes Used During One-way Trip	Employment/Student Status
Boarding and Alighting Stops/Locations	English Proficiency
Mode Used by Respondents to Access/Egress Transit	Size of Household and No. of Employed Household Members

Surveys Collected

The survey project goal was to collect 15% of the weekday ridership for all routes. The target sample sizes across all bus routes amounted to 1,500 completed weekday surveys. The actual number of completed weekday surveys was 1,544. The following table documents the weekday ridership, target sample size, and actual number of surveys collected for the agency's bus systems.

TABLE 2: SYSTEM SURVEYS BY MODE

SAMTD (Cherriots)	Average Daily Ridership (ADR)	Target Sample Size	Percent of ADR Sampling Plan	Surveys Collected	Percent ADR Captured
Cherriots total	**9,765**	**1,500**	**15.4%**	**1,544**	**15.8%**

Survey Methodology

ETC interviewers conducted the Origin-Destination survey on local and express bus routes by intercept interviews of passengers selected at random. If the passenger selected agreed to participate, the interviewer conducted the survey using a personal tablet computer (tablet), recording responses in real time. The tablet computers had on-screen mapping features that allowed for geocoding of addresses based on responses from the passenger. The interviewer was available to answer any passenger questions to ensure the accuracy of the data collected. To provide the passenger with more privacy, respondents could also select responses to demographic questions directly on the tablet themselves.

For non-English speaking riders, ETC employed multilingual interviewers and provided call back options and text messaging for the respondent to complete the survey in their preferred language. While ETC interviewers speak various languages, most non-English interviews were conducted in Spanish.

On-to-Off (O2O) 100% Ride Check Survey

In addition to the OD survey, ETC Institute conducted an onboard On-to-Off (O2O) 100% Ride Check Survey for the Salem Area Mass Transit District (SAMTD) during November 2025. The purpose of the O2O Ride Check Survey was to count the number of boardings and alightings at stops on each sampled route to facilitate NTD reporting requirements and plan future transportation services for the region.

The 2025 Ride Check survey was conducted using ETC Institute's ***DirectionFinder Pathway®*** (***DFPathway®***), which was the same method used in the 2024 study. The ***DFPathway®*** system employs a small camera to record continuous video of everyone boarding and alighting at all doors of the vehicle. To protect the privacy of passengers, the cameras only capture video below the rider's knee. ***DFPathway®*** integrates proprietary technology into the traditional ride check process to accomplish the following objectives:

- Ensure all NTD requirements are met, especially the need to observe 100% of the boardings and alightings on the vehicles being sampled
- Increase the accuracy of the data collected
- Reduce the labor hours required to conduct a ride check
- Provide a way to link the boarding location for each rider's trip

Rider Profile

TABLE 3: OD SURVEY RIDER PROFILE

2025 Cherriots OD Survey Demographics (% Weighted Value)			
Age		**Ethnicity/Race**	
65+	7.8%	White/Caucasian alone, non-Hispanic	59.2%
55-64	10.9%	Hispanic, any race	24.3%
45-54	11.0%	Asian alone, non-Hispanic	3.3%
35-44	19.2%	Black/African American alone, non-Hispanic	3.2%
25-34	23.8%	Mixed Race, non-Hispanic	3.2%
18-24	21.4%	American Indian/Alaskan Native alone, non-Hispanic	2.2%
Under 18	6.0%	Native Hawaiian/Pacific Islander alone, non-Hispanic	0.7%
Gender		Prefer not to say	3.9%
Male	57.6%	**Household Income**	
Female	40.7%	Less than $10,000	11.3%
Prefer not to say	1.7%	$10,000 - $14,999	3.8%
Household Size		$15,000 - $19,999	6.0%
1	21.4%	$20,000 - $24,999	6.6%
2	21.6%	$25,000 - $29,999	8.0%
3	20.8%	$30,000 - $34,999	9.0%
4	17.6%	$35,000 - $39,999	7.9%
5	9.9%	$40,000 - $44,999	6.7%
6	5.5%	$45,000 - $49,999	6.8%
7	2.3%	$50,000 - $74,999	7.9%
8+	1.0%	$75,000 - $99,999	3.6%
Student Status		$100,000 - $149,999	1.0%
Not a student	78.2%	$150,000 or more	0.4%
Yes - 9-12th grade	8.3%	Refused/No Answer	21.1%
Yes - Full-time college / university	7.6%	**Available Vehicles To Household**	
Yes - Part-time college / university	5.7%	None (0)	51.0%
Drivers License		One (1)	25.8%
No	60.0%	Two (2)	16.6%
Yes	40.0%	Three (3) +	6.4%

Rider Demographics

AGE



- **43.0%** of riders are between 25 and 44 years old.
- **29.7%** of riders **older than 44** years old.

GENDER



- **57.6%** of riders are **male.**
- **40.7%** of riders are **female.**

HOUSEHOLD SIZE



- **43.0%** of riders live in a household by themselves or with one other person.
- **57.1%** of riders live with at least two other people.

ETHNICITY / RACE



- **59.2%** of riders are **White.**
- **24.3%** of riders are **Hispanic.**
- **3.3%** of riders are **Asian.**

STUDENT STATUS



- **78.2%** of riders said they were not students.
- **13.2%** of riders are college students, either full or part time.
- **8.3%** of riders are in **9-12th grade.**

HOUSEHOLD INCOME

- **27.7%** of riders have a household income of **under $25,000** per year.
- **38.4%** of riders have a household income between **$25,000** and **$49,999** per year.
- **12.9%** of riders have a household income of **$50,000** or more per year.

VEHICLE AVAILABILITY

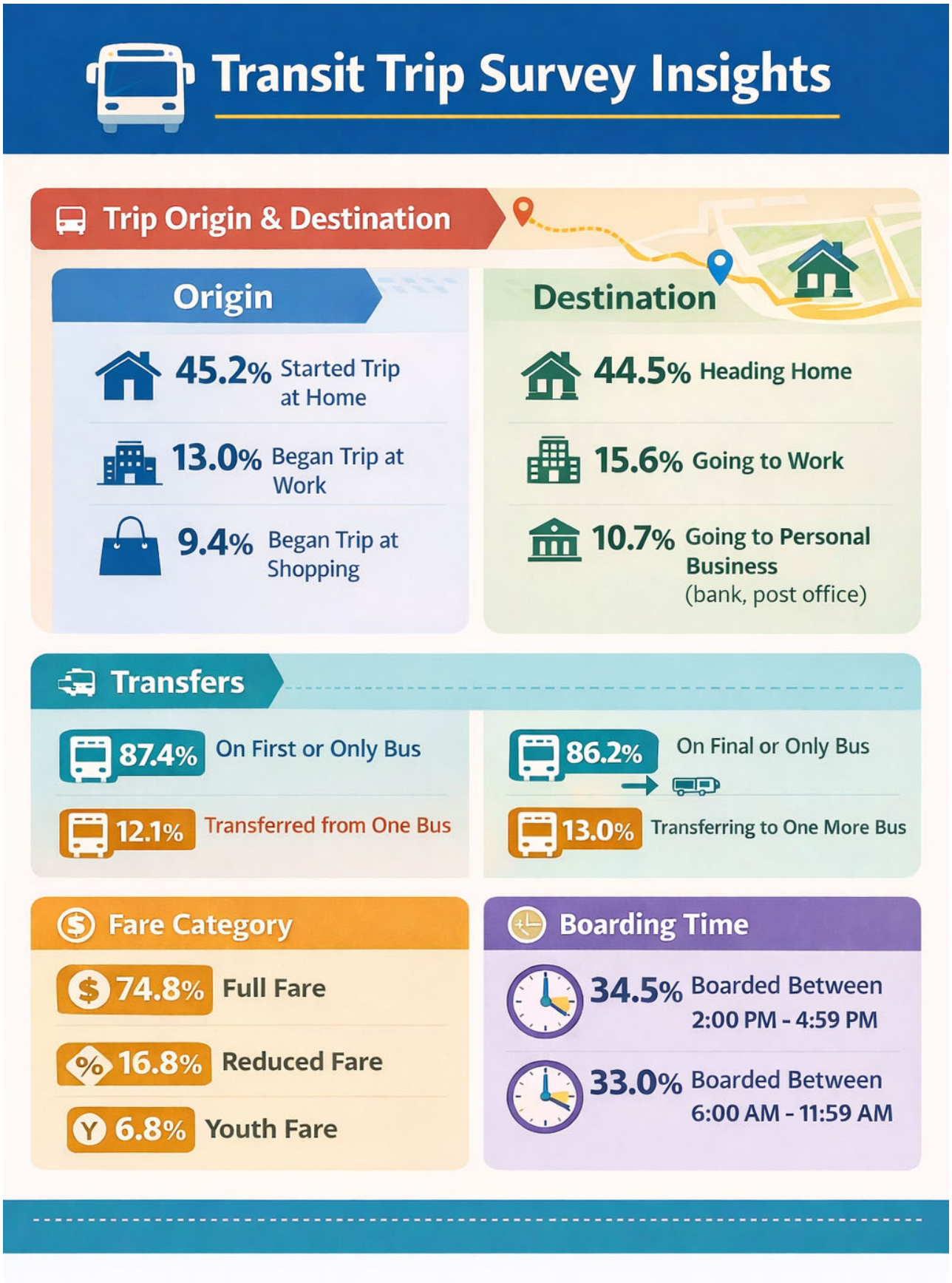
- **51.0%** of riders do not have an available vehicle at home.
- **25.8%** of riders have an available vehicle at home.



Trip Profile

TABLE 4: OD SURVEY TRIP PROFILE

2025 Cherriots OD Trip Profile (% Weighted Value)			
Origin		**Destination**	
Your HOME	45.2%	Your HOME	44.5%
Your usual Workplace/Place of employment	13.0%	Your usual Workplace/Place of employment	15.6%
Shopping	9.4%	Personal Business (bank, post office)	10.7%
Personal Business (bank, post office)	9.1%	Shopping	9.9%
College / University (students only)	5.4%	Social Visit (friends/relatives)	4.6%
Social Visit (friends/relatives)	4.5%	College / University (students only)	4.2%
Other work-related place	3.6%	Medical/Hospital Services	3.1%
Medical/Hospital Services	3.5%	Restaurant/Dining	2.1%
K-12 school (students only)	3.7%	Other	5.1%
Previous Transfers		**Boarding Time**	
None (0)	87.4%	Before 6:00 am	0.90%
One (1)	12.1%	6:00 am - 7:00 am	3.20%
Two or More (2+)	0.6%	7:00 am - 8:00 am	6.00%
Next Transfers		8:00 am - 9:00 am	5.00%
None (0)	86.2%	9:00 am - 10:00 am	7.60%
One (1)	13.0%	10:00 am - 11:00 am	4.90%
Two or More (2+)	0.8%	11:00 am - 12:00 pm	6.30%
Fare Category		12:00 pm - 1:00 pm	6.80%
Full Fare	74.8%	1:00 pm - 2:00 pm	7.40%
Reduced	16.8%	2:00 pm - 3:00 pm	11.60%
Youth Fare (Free)	6.8%	3:00 pm - 4:00 pm	11.90%
Group Pass (Free)	1.6%	4:00 pm - 5:00 pm	11.00%
Fare Type		5:00 pm - 6:00 pm	6.10%
One Day Pass	30.4%	6:00 pm - 7:00 pm	3.50%
Monthly Pass	30.1%	7:00 pm - 8:00 pm	4.50%
30 Day Pass	16.2%	8:00 pm - 9:00 pm	1.90%
One Ride	14.6%	9:00 pm - 10:00 pm	1.50%


Transit Trip Survey Insights
Trip Origin & Destination
Origin
45.2% Started Trip at Home
13.0% Began Trip at Work
9.4% Began Trip at Shopping
Destination
44.5% Heading Home
15.6% Going to Work
10.7% Going to Personal Business (bank, post office)
Transfers
87.4% On First or Only Bus
12.1% Transferred from One Bus
86.2% On Final or Only Bus
13.0% Transferring to One More Bus
Fare Category
74.8% Full Fare
16.8% Reduced Fare
6.8% Youth Fare
Boarding Time
34.5% Boarded Between 2:00 PM - 4:59 PM
33.0% Boarded Between 6:00 AM - 11:59 AM

Report Organization

The first three chapters of this report present the main details of the survey covering Survey Development, Survey Administration, and Survey Weighting and Expansion.

Results of the Origin-Destination Survey are presented in Chapter 4. The appendices contain reference items including survey instruments, data definition tables, and sampling plans.

CHAPTER 1: SURVEY DEVELOPMENT

Survey Development

The 2025 Salem Area Mass Transit District (SAMTD) transit onboard survey project consisted of two major elements. The On-to-Off (O2O) 100% Ride Check Survey element identified boarding and alighting patterns of transit riders and provided a foundational basis for expanding the results of the main Origin-Destination (OD) survey. The onboard OD Survey element collected detailed rider surveys designed to assist SAMTD in their planning process and to facilitate development of Cherriots' regional travel model by revealing current travel patterns, trip-making decisions and demographic rider profiles.

Sampling Plan

Salem Area Mass Transit District (SAMTD - Cherriots) and ETC Institute established sampling goals for all bus routes. The distribution of completed surveys mirrored the population distribution of riders on each route of the transit system. Table 5 shows the time periods for the weekday collection of the survey.

TABLE 5: PROJECT TIME PERIODS

Time Range	Time Period
Before 9:00am	AM Peak
9:00am-11:59am	AM Off
12:00pm-2:59pm	Midday
3:00pm-5:59pm	PM Peak
After 6:00pm	Evening

Sampling Plan for O2O Counts and OD Survey

On-to-Off (O2O) 100% Ride Check Survey counts captured passenger boarding and alighting pairs; each pair is comprised of the rider's boarding and alighting stops on their current one-way trip. These O2O counts were used to expand bus routes data by segmenting station on and off points. The sampling plan for the O2O

counts for the Cherriots Regional On-Board Survey was designed to cover each block of each bus route sampled.

Origin-Destination Sampling Plan Creation

ETC established route level, direction, time of day, and station level sample sizes using sampling strata, by calculating the average ridership numbers from each bus line.

The overall Origin-Destination (OD) goal was to collect 15% of the weekday ridership for all routes. ETC applied the 15% sampling rate to the total average weekday ridership for all bus lines to come up with the total number of completed surveys (1,500). ETC then developed an OD sample plan from the route level strata ensuring the completion of at least 1,500 OD surveys across all bus lines. Route level goals were created by ETC and Cherriots which used the aforementioned strata from the O2O DFPathway Counts. Cell-level goals were created by route, direction, and time-of-day by utilizing both Cherriots ridership data and O2O DFPathway counts. The cell-level goals were created from a combination of cell-level (route/direction/time-of-day) boarding percentages. The full Sampling Plan is listed in Appendix C.

Survey Instrument Development Process

In 2024, Cherriots worked with ETC to create a survey instrument that met the system's data requirements while facilitating their planning process and regional travel model development. The OD survey focused on collecting: (1) all elements of the rider's "one-way" trip, including trip purpose, origin and destination addresses, boarding and alighting locations, access and egress modes and transfers made; (2) information needed for travel demand modeling and transit planning, including personal and household demographics; and (3) Title VI information to be used for transit agency compliance. The survey used in this study closely mirrored the survey used in 2024 to ensure result comparisons could be made.

Among the data requested from the questionnaire are the following:

- Home address
- One-Way Trip:
    - Origin and Destination addresses
    - Boarding and Alighting Locations
    - Access and Egress mode
    - Trip purpose
    - Number of transfers
    - Transfer routes
    - Time of Day trip was completed
    - Direction of travel
- Frequency of transit use
- Fare

  - Fare Category
  - Fare Type
- Household Demographics
  - Number of household occupants
  - Number of vehicles available to the household
  - Number of members of the household who are employed
  - Household Income
  - Languages other than English spoken in the household
- Personal Demographics
  - Age
  - Race/Ethnicity
  - Gender
  - English language ability
  - Employment status
  - Student status
  - Driver's license status

A Pilot Test of the survey instrument was conducted (described in the next section) to determine if users had any difficulty understanding the questions or options.

Fall 2025 Pilot Test

Pilot Details

ETC Institute conducted a pilot test of the Origin-Destination (OD) survey during October 29-30, 2025.

All elements of the full OD Survey were tested onboard buses, from survey administration and random sampling of riders to quality assurance/control and cleaning of the data collected. The primary goals for the pilot test were as follows:

(1) Assess the full sampling and survey methodology by conducting onboard tablet interviews using ETC's smart programming and built-in Quality Assurance/Quality Control (QA/QC)-logic.

(2) Evaluate ETC's process for randomly selecting respondents and onboard data collection procedures.

(3) Evaluate methods used to ensure that customers selected for the survey can participate regardless of disability or English language proficiency.

(4) Evaluate response rates and factors that contribute to non-response.

(5) Assess real-time geocoding procedures as well as transfer feasibility, distance ratio checks, and all other QA/QC issues, both in-field and post-survey.

(6) Assess the questions included in the survey instrument and make recommendations for streamlining/modifying questions to improve clarity and the ability to administer the survey in a timely manner, if necessary.

(7) Assess survey length and make recommendations on shortening or lengthening the survey by service type, etc.

(8) Check that all the responses are downloaded successfully into the database and no data is lost.

The routes included in the pilot sampling plan were chosen to test the survey instrument, tablet programming and methodology on various transit riders and under a variety of onboard conditions. Routes sampled included a mix of low and high-volume routes which represented all service types. Bus routes sampled during the pilot test were Route 2, Route 5, Route 19, and Route 21.

TABLE 6: SPRING 2025 PILOT SURVEY ROUTES

Route Name	Route Type	Pilot Surveys
2	Fixed Route Bus	OD
5	Fixed Route Bus	OD
19	Fixed Route Bus	OD
21	Fixed Route Bus	OD

Response Statistics

The goal of the pilot test was to collect at least 100 surveys on the three pilot routes usable for modeling purposes as described in the contract scope.

A total of 160 riders were asked to participate. Of those 160 riders, 126 (78.8%) riders indicated they had time to complete the survey with the interviewer; 34 riders (21.3%) refused.

Nearly all surveys (95.2%) were completed on the bus with the interviewer and 4.8% of surveys were completed off the bus with the interviewer; these were started on the bus but completed off the bus due to a lack of time on the bus. The completed surveys were run through the QA/QC process and 113 (89.6%) were deemed usable.

Survey Length

On average, riders completed the survey in five minutes and forty-five seconds. The longest survey duration was more than eight minutes and thirty seconds and the shortest required less than five minutes to complete via Tablet PC. Average survey duration was calculated for completed surveys only.

The average time to complete the first half of the survey – which is comprised of trip elements from Origin to Destination – was three minutes and thirty seconds. The average time to complete the second half of the survey was two minutes and fifteen seconds. The second half of the survey included sections covering other trip information, fare options and demographics.

Geocoding statistics

All addresses (Origin, Destination, Boarding, Alighting) were geocoded in real-time on the Tablet PCs. Ninety percent (90%) of the pilot records were deemed "useable" after a visual review and post-processing of the dataset. Some records were excluded if the rider failed to provide complete or exact details of their trip, including the correct locations of essential trip elements.

TABLE 7: SPRING 2024 PILOT SURVEYS COMPLETED

Route Name	Route Type	Surveys Completed
2	Fixed Route Bus	23
5	Fixed Route Bus	14
19	Fixed Route Bus	43
21	Fixed Route Bus	57

CHAPTER 2: SURVEY ADMINISTRATION

Labor Recruitment and Training

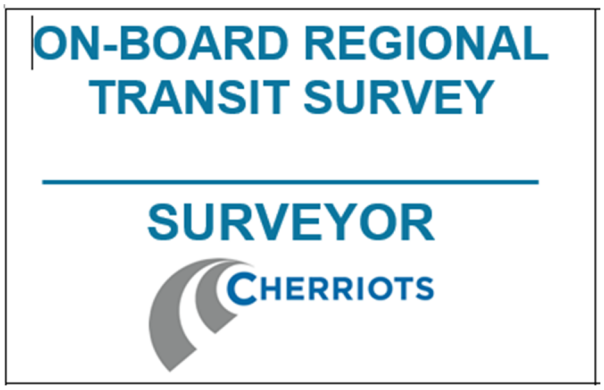
Assembling a team of high-quality survey staff is one of the most important steps in the OD administration process. ETC collaborated with the staffing firm ANIK to provide qualified interviewers for the OD survey.

Training OD Survey Interviewers

ETC conducted two training sessions on October 28th and October 29th, 2025, for OD survey interviewer candidates. When additional surveyors were needed throughout the project, supplemental training sessions were conducted with smaller candidate groups. Training sessions focused on the study's purpose and objectives, effective use of the survey instrument, random sampling protocols, passenger interaction techniques, and expectations for professional conduct, procedural consistency and production. Project-specific safety training was also provided. Interviewer candidates attended both classroom and in-field training sessions and were required to demonstrate a complete understanding of all field collection procedures and protocols before they were allowed to conduct onboard surveys. Candidates who failed to demonstrate sufficient understanding of project requirements were removed from the staff roster.

Interviewers were instructed that while they were not Cherriots employees, they were representing the agency while on transit vehicles or system property and were required to conduct themselves in a professional manner. Maximizing participation and legitimizing the survey from the passengers' perspective depended largely on public response to the survey operation and staff. To that end, ETC prescribed a business casual dress-code for all interviewers, prohibited the wearing of headphones or earbuds while working, restricted personal phone use to break times and provided all interviewers with reflective vests marked "SURVEYOR" and identification badges (pictured in Figure 2) which were worn at all times while working.

FIGURE 2: SURVEY TEAM BADGE FOR FALL DATA COLLECTION



Classroom Training Sessions

ETC's classroom training materials included a comprehensive PowerPoint presentation in a step-by-step format which explained all procedures, objectives, expectations and requirements of the onboard OD survey. Classroom training also included mock trips conducted by field supervisors, mock trips conducted by and among trainees, candidate participation in demonstration of random sampling protocols and hypothetical scenarios designed to address how interviewers should handle potentially problematic questions and passenger resistance with techniques shown to minimize passenger anxiety and establish interviewer/respondent rapport and trust.

Field Training Sessions

Upon successful completion of classroom training, all interviewer candidates participated in small group field training, during which ETC field supervisors accompanied 3-5 trainees each on one of several bus routes while they conducted practice surveys. Each trainee was given the opportunity to conduct a few surveys on their own, while the supervisor and other trainees observed. After each survey was completed, the supervisor reviewed the trainee's performance and answered questions from the group. Once each trainee had sufficient practice time, the group returned to the training location and each trip record was reviewed using data review techniques described in detail later in this chapter.

The entire training process was designed to build interviewer confidence, help field staff understand the important role they play in the survey's ultimate success, and to emphasize the importance of the survey and its benefits to the community.

Specific objectives of all ETC OD survey training include:

- Provide instruction on intercepting/interacting with passengers with disabilities
- Provide instruction on intercepting/interacting with limited English proficiency passengers
- Cultural sensitivity
- Importance of understanding the intent of the questions
- Importance of random selection and properly recording all refusals
- Importance of data confidentiality
- Overview of the transit system
- Overview of the topics covered in the tablet questionnaire
- How to manage passenger comments and complaints
- Instructions on conveying the purpose of the survey to passengers
- Safety training

OD Survey Field Collection

ETC Interviewers boarded their assigned bus route and selected riders at random to participate in the OD survey. While conducting the interview, interviewers asked the respondent each question from the survey tablet and recorded each response provided to them by the passenger.

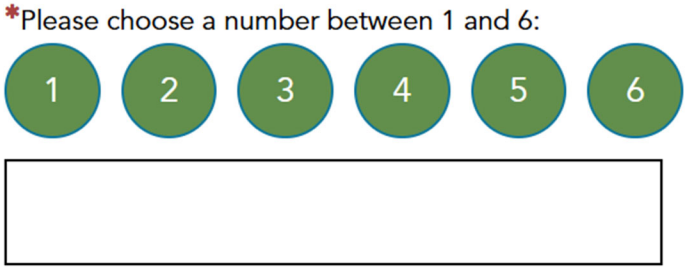
Selection of Participants: Random Sampling Protocols

At the beginning of each OD tablet survey, a random number generator was used to determine which passengers would be asked to participate in the survey as shown in Figure 4.

For example, if four people boarded the bus, the surveyor selected 4 on the tablet, and the tablet randomly generated a number from 1 to 4 (see example below). If the output was 2, the second person who boarded the bus was asked to participate in the survey. If the output was 1, the first person was asked to participate in the survey, and so forth.

The selection was limited to the first six people who boarded a bus at any given stop to ensure the interviewer could keep track of the passengers as they boarded. For example, if 20 people boarded a bus, the surveyor would press 6 and the tablet program would randomly pick one of the first six people to be approached by the interviewer.

FIGURE 3: OD SURVEY RANDOM NUMBER GENERATOR



If the interview was refused by the randomly selected rider, the rider who boarded after the rider initially selected was then approached.

Refusals and Language Barriers

When a rider refused to participate in the survey, the refusal was recorded in the tablet program, and the interviewer thanked the rider for their time.

Respondents who did not have time to complete the survey during their current trip or spoke a language not spoken by the interviewer were given the option of providing their contact information so they could participate in the survey at another time. Those who provided their phone numbers were contacted by ETC's call center to complete the survey. Non-English speakers were called by an ETC call center interviewer who spoke the primary language of the rider.

If the interviewer in the field spoke the primary language of a non-English speaking respondent, the interviewer conducted the survey by translating tablet survey questions from English into the rider's primary language. At the end of such surveys, the interviewer would indicate in which non-English language the survey was conducted.

ETC prioritizes the hiring of qualified bilingual and multilingual interviewers for the Cherriots OD survey project. At least 50% of the interview staff were bilingual/multilingual throughout the field collection period.

OD Survey Collection Methodology

All bus routes were surveyed using tablets. Participants were selected using random sampling procedures described earlier in this subsection. The interviewer process continued in the following sequence:

- The randomly selected passenger was approached and asked to participate in the survey.
- If the person refused, the interviewer ended the survey.
- If the person agreed to participate, the interviewer asked the respondent if they had at least 5 minutes to complete the survey.
- If the person did not have at least 5 minutes on the bus, the interviewer asked the person to provide their name and contact information so that ETC could send them a link to a self-administered online version of the survey. A link was emailed or texted based on the information provided.
- If the passenger agreed to participate but could not complete the survey during their trip, a phone interviewer from ETC's call center contacted the respondent and asked them to complete the survey by phone. This methodology ensured that people who completed short trips on public transit were adequately represented.
- A large majority of passengers were able to complete the surveys onboard in a face-to-face interview conducted via tablet.

Data Quality Assurance and Processing

ETC ensures data validity and quality through a continuous and stringent data review process which functions on two levels: in-field review by project field supervisors on a daily and weekly basis, and post-collection data review by ETC's Travel Review Team (TRT). The former provides an immediate picture of what is happening in the field in real time, which affords supervisors the opportunity to correct mistakes and provide immediate supplemental training to interviewers as needed. The latter allows for a much broader and more in-depth analysis of all data collected, ensuring only correct and complete records are included in the final database.

Quality Assurance/Quality Control: Daily Field Review

Throughout the Cherriots OD survey collection period, ETC field supervisors conducted daily reviews of each interviewer's data for the following issues to assess whether the employee is conducting the survey properly:

- Distribution of surveys by key demographics
- Distribution of surveys by trip characteristics
- Durations of each survey in minutes
- Percentage of refusals
- Percentage of short trips

ETC field supervisors also conducted checks on interview locations using a mapping visualization tool which allowed them to view the complete trip path in real time. These checks ensured data integrity and quickly identified any interviewer attempting to complete a survey in a location other than onboard their assigned route.

Data Collection Dashboard

ETC created a dashboard for Cherriots to view both collection productivity and demographics collected by route. ETC Supervisors monitored the data collection with a similar dashboard to assess collection levels and conduct quality control checks on interviewer data. Field supervisors performed daily checks on key demographic indicators which could reveal any irregularities in data collection patterns. Checks were conducted on route, time of day and interviewer levels. In some cases, newer, inexperienced interviewers who failed to meet project expectations regarding procedural integrity and/or production were given supplemental training and a probationary period. In other cases, interviewers who failed to meet the project standards were removed from the staff roster.

Quality Assurance/Quality Control: Comprehensive Post-Collection Data Review

Many of the processes described in previous sections of this report are elements of the overall QA/QC process that was implemented throughout survey administration. The establishment of sampling goals and

procedures ensures that a representative sample is obtained from each bus route. In addition to comprehensive training procedures and high levels of oversight, ETC employs several geocoding tools to ensure data accuracy including a Google map search function embedded in the tablet program, ETC's Elvis survey review program, and Caliper® Maptitude.

OD Survey QAQC Summary

The following summarizes the key Quality Assurance and Quality Control (QAQC) procedures applied to Origin-Destination (OD) survey data. These checks ensure that responses are internally consistent, geographically logical, and demographically sound, enabling higher-quality expansion and reporting. The process is grouped into several categories: Transfer Checks, Distance-Based Checks, Demographic Consistency Checks, Manual Review Procedures, and Final Record Validation.

Record Completion Criteria

To ensure meaningful results, ETC Institute applies a consistent set of criteria to determine whether a survey record is considered complete. For a record to qualify, it must include valid trip elements such as origin and destination addresses, boarding and alighting points, route and direction, trip time, and transfer details. It must also include a full set of demographic responses. Incomplete records are either flagged for review or excluded from submittal, depending on which elements are missing.

These checks do not automatically mean there is a problem. They are simply useful tools for flagging trips that might need another look, ensuring the data reflects realistic travel patterns.

To classify a survey as complete, the record must contain all elements of the one-way trip, including complete answers to the following:

- Route/direction
- Time of trip
- All transfer routes used
- Home address
- Origin address
- Destination address
- Origin place type
- Destination place type
- Access mode
- Egress mode
- Boarding location
- Alighting location

In addition to the required trip data questions, a survey must be designated complete by the online survey program, which occurs only if the interviewer navigates through every required question on the online survey instrument including demographic questions.

Transfer Checks

Transfer checks are used to make sure that previous and subsequent bus transfers reported by riders follow a logical order and make geographic sense. ETC Institute starts by cleaning up duplicate route paths to ensure each trip reflects a unique sequence of events, then compares the recorded transfers to the route names provided by the rider, checking whether the number of previous and subsequent transfers make sense based on the route codes.

To confirm valid connections, ETC calculates the distance between transfer points using their latitude and longitude. If the spacing falls within a reasonable range, it is deemed a "good" transfer. This helps confirm that the rider's story aligns with how the transit system works.

ETC closely monitors two types of distance: on-route distance, where the boarding and alighting points should be far enough apart to indicate a real trip segment—not just a short hop between nearby stops, and between-route distance, where the distance between getting off one bus and getting on the next should be short enough to indicate a believable transfer. These checks ensure the transfers reported in the survey reflect real-world rider behavior.

Transfer Issues and Actions

Table 8 on the following page describes the transfer issues that could occur within a trip where changes may have been appropriate.

TABLE 8: TRANSFER ISSUES AND ACTIONS

Issue #	Description of Issue	Action
Transfer Issue - 1	The transfer(s) seems illogical based on either the origin to boarding or alighting to destination	If the transfer appears to have been selected incorrectly based on surveyor misselection/passenger error then an appropriate transfer(s) will be inserted based on the geocoded points of the trip, the time of day of the trip and the direction of travel. If no appropriate transfers can be found, then the record will be removed from the database.
Transfer Issue - 2	The transfer(s) seems unnessary based on either the origin to boarding or alighting to destination	If the transfer(s) appears to be unnecessary because the distance from the origin to boarding or alighting to destination is less than 0.2 miles then the trip will be reviewed in further detail to determine if the transfer(s) are inappropriate. Aspects that wil determine appropriateness are: the terrain (0.1 miles for example is a very short distance but a river inbetween the origin and boarding location could require an individual to use a transfer as opposed to being able to walk), disability, age, and alternate access/egress modes (IE if someone indicates walking 1 mile from origin to boarding but then indicates taking 2 transfers from alighting to destination to travel a total of 0.1 miles they have likely indicated transfers for a future trip later in the day). *NOTE: The 0.2 distance is only used as guideline to create a flag for closer review. Typically only extreme distances have transfers removed.*
Transfer Issue - 3	The passenger indicated that they did not use a transfer but based on their access/egress mode and the distance between either the origin to boarding or alighting to destination suggests that a transfer was likely used.	If the access/egress mode is "walked/walk" and no transfer is indicated, and the distance between either origin to boarding or alighting to destination is greater than 2 miles, then an appropriate transfer(s) will be inserted based on the geocoded points of the trip, the time of day of the trip and the direction of travel. If no appropriate transfers can be found, then the record will be removed from the database.
Transfer Issue - 4	Duplicate Transfers in the Route Path	If duplicate transfers exist in the route path, the path is reviewed to determine which route(s) were incorrectly entered. If a review of the record suggests that the transfer route(s) is/are unneccesary then they will be removed. If the transfers suggest that trip is a round trip and not a one-way trip then the record will be removed from the database.

Distance-Based Checks

Distance-based checks help determine whether a rider's trip makes sense geographically based on the stops and addresses they have reported. They are especially useful for spotting unusual patterns or potential errors, like a stop that seems too far from home or a trip that is oddly short or overly complicated.

ETC begins by calculating key distances using latitude and longitude from the survey—things like how far someone traveled from home to their boarding stop, how long they stayed on the bus or train, and how far they went after getting off. These measurements provide a sense of the full trip shape—from origin to destination—and whether everything lines up logically.

Distance check red flags include:

- Trips that start with an unusually long walk or end with a very short car ride
- Multiple transfers used for a short trip
- Extremely short or long travel distances that seem unlikely given the elements of the trip

ETC also examines ratios to understand how the trip breaks down, for example, how much of the trip was on transit compared to walking or biking. If someone walked a long way just to board or has only a short distance between stops, that might suggest something was mis-entered or misunderstood.

Access/Egress Mode Distance Check

Table 9 shows the distance checks for access (Origin to Boarding of the 1st Transit Vehicle) and egress modes (Alighting from the last Transit Vehicle to Destination).

TABLE 9: ACCESS/EGRESS MODE DISTANCE CHECKS

Distance Check Name	Check	Condition 1	Condition 2	Flag?
Origin to Boarding	Origin to Boarding distance is greater than 1.75 miles	Access Mode - **ANY USE OF A VEHICLE** (ie, dropped off, rode with others, drove, taxi...)		No
		Access Mode - Walk/Wheelchair/Skateboard	There is at least one transfer from origin to boarding	No
		Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	Yes
	Origin to Boarding distance is less than .2 miles	Access Mode - **ANY USE OF A VEHICLE** (ie, dropped off, rode with others, drove, taxi...)		Yes
		Access Mode - Every mode	There is at least one transfer from origin to boarding	Yes
		Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	No
Alighting to Destination	Alighting to Destination distance is greater than 1.75 miles	Egress Mode - ANY USE OF A VEHICLE (ie, will get picked up, ride with others, drive, taxi...)		No
		Egress Mode - Walk/Wheelchair/Skateboard	There is at least one transfer from alighting to destination	No
		Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	Yes
	Alighting to Destination distance is less than .2 miles	Egress Mode - **ANY USE OF A VEHICLE** (ie, will get picked up, ride with others, drive, taxi...)		Yes
		Egress Mode - Every mode	There is at least one transfer from alighting to destination	Yes
		Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	No

*1.75 mile is used because it is a straight-line distance, so it ends up being closer to 2 miles with actual street travel.

Origin to Destination Distance Check

Table 10 shows the distance checks based on the origin and Destination Type of Places.

TABLE 10: ORIGIN TO DESTINATION DISTANCE CHECKS

Distance Check Name	Check	Flag Record
Origin to Destination	Origin equals the Destination	Yes
	Origin to Destination is greater than 50 miles	Yes
	Origin to Destination is less than .25 miles	Yes

Boarding and Alighting Distance Check

Table 11 shows the distance checks based on the boarding and alighting locations.

TABLE 11: BOARDING AND ALIGHTING DISTANCE CHECKS

Distance Check Name	Check	Flag Record
Boarding to Alighting	Boarding equals the Alighting	Yes
	Boarding to Alighting is less than .25 miles	Yes

Travel Review and Mapping Tools: Travel Review Team (TRT)

While automated checks can catch many issues in the data, some responses require a closer look. That is where ETC Institute's Travel Review Team comes in. This team focuses on survey records that do not quite make sense on their own; the geography does not line up, or the trip path seems overly complicated. Often, it's a combination of small flags that suggest something is not quite right, even if no one error stands out.

To investigate these cases, the team uses custom-built mapping and QA platforms that visually display the respondent's entire trip. This includes boarding and alighting points, transfer segments, and overall trip direction. These tools make it easier to spot inconsistencies and confirm whether a reported trip matches real-world transit service.

When possible, the team updates the trip to reflect the most likely journey a rider could have taken, using local knowledge, route schedules, and trip planning tools. If a record can't be confidently corrected, it may be set aside from submittal.

This process ensures that questionable records are thoughtfully reviewed, giving us greater confidence that the final dataset reflects realistic rider behavior across the system. The following actions are taken as shown in Tables 12.

Pre-Processing General Issues and Actions

Table 12 below describes the general issues that could occur within a trip where changes may have been appropriate.

TABLE 12: PRE- PROCESSING GENERAL ISSUES

Issue	Description of Issue	Action
Origin/Destination Issue - 1	Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected	If for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected.
Origin/Destination Issue - 2	Origin/Destination appears to have been geocoded to the incorrect city/state	If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the surveyor selects the wrong choice from the list of possible address choices that appear in the online survey instrument, then the appropriate address information will be inserted.
Access/Egress Mode	Access/Egress Mode seems illogical based on trip	If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than .2 miles then the access/egress mode is recoded to walk/walked and that change will be reflected in the database. Unless the terrain of the area makes walking unlikely.
Directionality of Record	Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the surveyor.	Change Direction of Route Selected and if necessary update boarding and alighting locations based on appropriate direction.

Demographic Consistency Checks

Review of various demographic indicators ensures that the information respondents provide about their household, employment, student status, and fare usage make sense when viewed together.

For example, if someone indicates they are using a student fare or reports their trip purpose as school-related, they would be expected to identify as a student. Similarly, if someone selects a work-related fare or trip purpose, it is reasonable to expect that they report being employed.

These checks also help flag other inconsistencies that might not immediately stand out. For instance, if the reported household size is smaller than the number of people in the household travel group or those marked as employed, it may prompt further review. Similarly, if a very young respondent reports having a driver's license or indicates they live alone, that could raise questions. ETC also checks whether a respondent's age aligns with certain fare types or school-related answers. While these situations do not automatically mean the data is incorrect, they help identify records that may need a closer look before being included in the final submittal.

Pre-Processing Ratio Checks

In the next step in the process, QA/QC Ratio Checks are conducted for each record. First, the distance between boarding and alighting is divided by the distance between origin and destination. If the record has a high ratio, the rider was on the bus for an extensive time compared to the origin-to-destination distance. If the check resulted in an extremely low ratio, the use of transit might appear unnecessary.

Second, the distance between origin and boarding is divided by the distance between origin and destination. If the record has a high ratio, the origin-to-boarding distance is excessive compared to the distance from origin to destination.

Third, the distance between alighting and destination is divided by the distance between origin and destination. If the record has a high ratio, the alighting-to-destination distance is excessive compared to the distance from origin to destination. ***Table 13*** describes in more detail the ratio checks used, and the conditions in which a record would be flagged.

TABLE 13: RATIO CHECKS

Ratio Checks	Check	Result of Formula	Condition 1	Condition 2	Flag?
Boarding to Alighting distance divided by Origin to Destination distance	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is 1.5 or greater			Yes
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	Access and Egress modes are both Walk/Wheelchair/Skateboard	There are NO transfers involved in the trip	Yes
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	Access or Egress mode - **ANY USE OF A VEHICLE**		No
	Boarding to Alighting Distance/Origin to Destination Distance	the result of this formula is less than .3	There is at least one transfer involved in the trip		No
Origin to Boarding distance divided by Origin to Destination distance	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	there is at least one transfer from origin to boarding		No
	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Access Mode - **ANY USE OF A VEHICLE** (ie, dropped off, rode with others, drove, taxi...)		No
	Origin to Boarding Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Access Mode - Walk/Wheelchair/Skateboard	There are no transfers from origin to boarding	Yes
Alighting to Destination divided by Origin to Destination	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	there is at least one transfer from alighting to destination		No
	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Egress Mode - **ANY USE OF A VEHICLE** (ie, will get picked up, ride with others, drive, taxi...)		No
	Alighting to Destination Distance/Origin to Destination Distance	the result of this formula is 1 or greater	Egress Mode - Walk/Wheelchair/Skateboard	There are no transfers from alighting to destination	Yes

Post-Processing Additional Checks

After all records are reviewed by the TRT, the next step in this process involves the application of a series of QA/QC "non-trip" checks. Non-trip checks are defined as anything not pertaining to the respondent's actual trip, i.e. additional demographic information.

Non-trip related checks include:

- Ensuring the respondents who indicated that they are employed also reported that at least one member of their household is employed.
- Ensuring the time of day a survey is completed is reasonable given the published operating schedule for the route.
- Ensuring that the appropriate fare type is selected in relation to the age of respondent.
- Checking that there is a representative demographic distribution based on age, gender, and income status.
- Removing any personal contact information used for quality control purposes during the data collection portion of the project in order to protect the anonymity of the respondents.

Once all records go through the pre-processing and post-processing QA/QC checks, those that are deemed complete and usable are then used to update the field completion report prepared by the field manager to ensure all contractual goals have been met. After the final high-level review is completed, a codebook is created in order to suitably explain the data in the database.

Final Dataset Preparation and Delivery

Once all trip path logic and demographic checks have been completed, ETC Institute prepares the final dataset for client use. This stage focuses on formatting and ensuring consistency across key variables such as time-of-day fields, fare codes, and travel modes. Any personal identifiable information is removed to protect respondent privacy.

The data is then organized into a clean and structured format that includes the finalized survey responses, corresponding survey questions, and a comprehensive data dictionary. This ensures that everything is clearly documented and ready for analysis, reporting, or internal review by the client.

CHAPTER 3: SURVEY WEIGHTING AND EXPANSION

The Cherriots regional transit interviews were expanded by route, direction, time-of-day, boarding location, and alighting location from O2O data. The following sections describe the methodology that was used to develop the unlinked and linked expansion factors.

Purpose of Expansion

Transit onboard surveys are an essential tool for understanding how people use public transportation. By capturing trip details and rider characteristics such as fare types and demographics, OD survey data provides a comprehensive view of system usage and valuable insights into the evolving needs of the people who rely on public transit in their everyday lives. Because it is not feasible to survey every rider, ETC Institute relies on expansion techniques to scale up the results from the sample to reflect the full ridership of the system. Each completed survey is assigned a weight so that when all values are summed, they match the actual number of trips recorded by other data sources.

There are two core goals in using expansion factors:
1. To scale the sample data to accurately reflect total ridership.
2. To maintain proportional representation across different routes, directions and time periods.

In doing this, ETC Institute uses two types of weighting: unlinked and linked.

Unlinked weights treat each boarding as a separate trip. If a rider takes two buses and a train to complete their journey, they may appear in the dataset on three separate routes, with each boarding counted individually. This approach is ideal when the focus is on route-level performance, evaluating boardings by route, time of day, or direction. Because each boarding is given equal emphasis, unlinked weights are most appropriate for operational analysis and service planning.

Linked weights group all boardings within a single continuous trip into one unit. This helps account for transfer activity and ensures riders who transfer multiple times are not overrepresented. Linked weighting is particularly useful when the focus is on understanding people rather than boardings, capturing full trip patterns, trip purposes, demographics and fare types. Linked weighting is the preferred method for equity assessments, fare policy evaluations, and regional travel behavior studies where the rider, not the route, is the unit of interest.

Expansion Framework

The way ETC Institute expands survey data depends on the kind of information available for each route. Typically, that determination relies on three main sources: Origin Destination (OD) survey data, On-to-Off (O2O) counts, and Automated Passenger Count (APC) data. Each of these plays a role in helping ETC estimate how many people are riding, where they are boarding and alighting, and how those patterns shift throughout the day.

Route Segmentation

A critical part of this process is route segmentation. Segments are groups of stops that help ETC understand the flow of trips between different portions of a route. Rather than expanding every stop individually, ETC uses these route segments to reflect major patterns of travel. Segments are commonly created using cumulative boarding and alighting totals.

If a route has a total ridership of 100, that means there are 100 boardings and 100 alightings—resulting in 200 total events. To split the route into two segments, ETC looks for the point along the stop sequence where the cumulative sum of boardings and alightings reaches 100, which represents 50% of total events as shown in **Figure 5.** For three segments, the breakpoints would occur where cumulative totals reach approximately 66 and 132, corresponding to 33% and 66% of the total flow respectively as demonstrated in **Figure 6.**

While segmentation often begins with a data-driven approach based on cumulative boardings and alightings, it is not always practical to rely on numbers alone. In many cases, geographic logic and local context should guide final segment boundaries. A segment break may naturally occur at a major transit center, a neighborhood boundary, or near a key landmark like a freeway, university, or commercial district. These real-world dividers often better reflect how riders experience the system.

To support this flexibility, a segmenting tool can be used by agencies to adjust or override the default data-based breakpoints. This tool allows planners to manually group stops into segments using their knowledge of the service area, operational characteristics, or planning goals. The result is a hybrid segmentation approach, anchored in data but refined by geography. This produces more meaningful and interpretable segments for use in expansion and analysis. By combining automated thresholds with manual adjustments, agencies can ensure that expansion factors are applied in a way that accurately reflects how people travel through the system.

FIGURE 5: TWO PART SEGMENTATION EXAMPLE

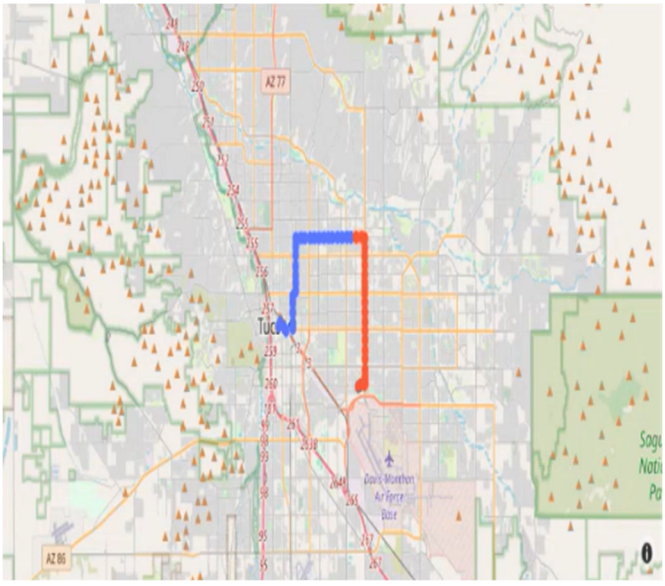
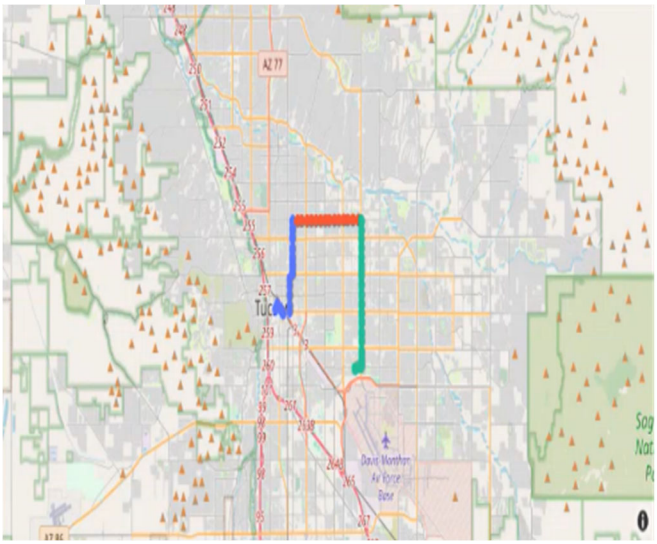


FIGURE 6: THREE PART SEGMENTATION EXAMPLE



Types of Unlinked Trip Expansion

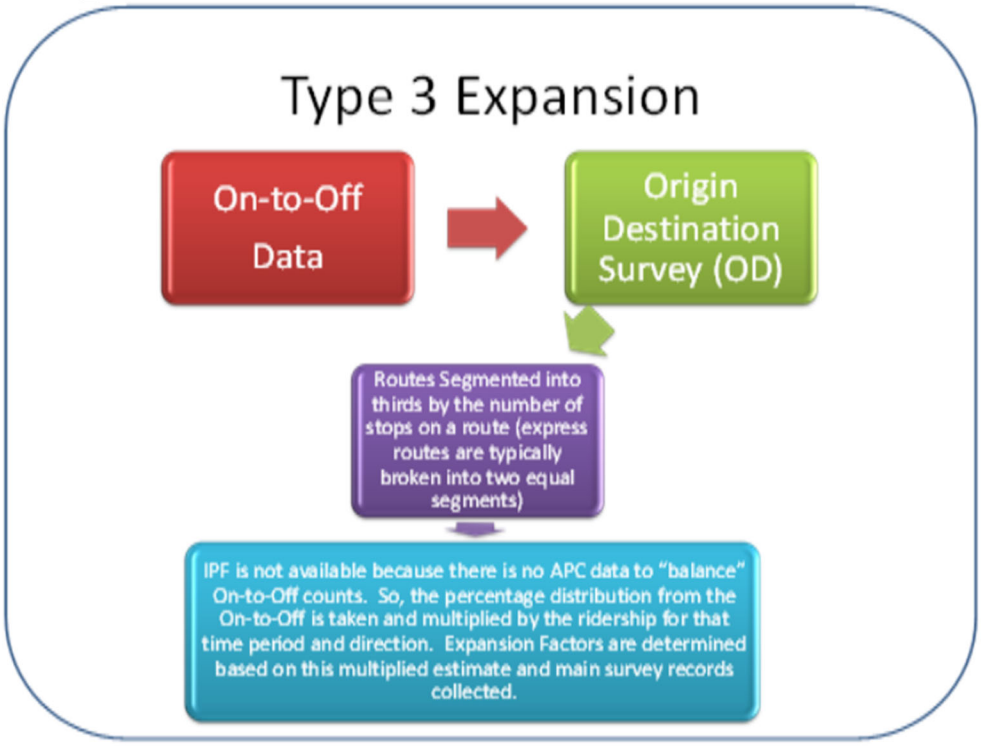
The way ETC Institute expands survey data depends on the kind of supporting information available for each route. In most cases, ETC Institute works with a combination of three primary data sources: automatic passenger counter (APC) data, On-to-Off (O2O) counts, and OD survey responses. In cases when APC data is not available, ETC Institute will use farebox data as a backup to estimate total ridership.

The combination of these data sources determines which of four expansion methods ETC Institute will use: Type 1 (Full Data Available); Type 2 (No O2O Data Available); Type 3 (No APC Data Available) or Type 4 (Only OD Survey Results Available). For the 2025 Cherriots OD survey project, Type 3 Trip Expansion was deemed the appropriate expansion method.

Type 3 Expansion – No APC Data

Type 3 expansion is used when ETC Institute has On-to-Off (O2O) counts and OD survey data, but no APC data. ETC Institute will normalize the O2O counts using farebox data or another reliable source of total ridership. This helps ensure the expansion still reflects actual system usage, even without APC totals. ETC uses the O2O data to determine the segments along the route. These estimated flows are then scaled to align with total observed ridership for the route, direction, and time-period. Once normalized, ETC divides each segment-to-segment flow by the number of OD surveys collected in that pair to produce the final expansion weights. This method allows ETC to maintain a high level of accuracy by combining detailed trip pattern data from the O2O counts with overall ridership estimates from farebox data. It is an effective approach when APC data is not available, but robust count and survey data are.

FIGURE 9: TYPE 3 EXPANSION



Expansion Factor Calibration and Control

After generating initial expansion weights, ETC Institute applies quality control measures to ensure no single record carries an outsized influence on the results. Because survey coverage can vary slightly across routes, directions, or time periods, records in low-density segments can generate disproportionately high weight factors compared to those segments with higher ridership density. To maintain appropriate balance and prevent distortion, ETC sets a dynamic threshold for review which employs a calculation of a maximum allowable weight factor using the formula:

(1 / sampling rate) × 3.

This ensures that even in areas with lower survey density, individual records do not disproportionately skew the dataset. If a record exceeds the threshold, ETC reviews the record in context to determine if the weight is appropriate. When an adjustment is necessary, ETC Institute minimizes its influence by grouping it with a nearby segment. This step does not reflect a deficiency in the survey; it is a deliberate safeguard to ensure statistical integrity and proportionate representation across the dataset. This calibration process reinforces the reliability of the expanded data and helps ensure that final insights derived from the data collected reflect the broader ridership.

Linked Trip Expansion

After the unlinked expansion is complete, ETC Institute adjusts for linked trips. This step is especially important in systems where transfers are common. ETC calculates a 'linked trip multiplier' for each rider based on how many vehicles they have used for a single trip. The equation to create the Multiplying Factor is shown below:

Linked Trip Multiplier = 1 / (1 + number of transfers)

If someone made no transfers, their multiplier is 1. If they transferred twice, their multiplier would be 1/3. This multiplier is then applied to the rider's unlinked weight to get the linked trip weight. By linking trip weight ETC Institute avoids overcounting riders who transfer multiple times. The linked trip gives a clearer view of how many unique trips are happening. This makes linked weights ideal for understanding full journey patterns, demographics, and system-wide behavior, providing insights at an individual level rather than just the trip level.

TABLE 14: SAMPLE CALCULATIONS OF LINKED TRIP MULTIPLYING FACTORS

Number of Transfers	Calculation [1/(1+Number of Transfers)]	Linked Trip Multiplying Factor
0	[1/(1+0)]	1
1	[1/(1+1)]	0.5
2	[1/(1+2)]	0.33
3	[1/(1+3)]	0.25

Decomposition Analysis

Decomposition analysis is used to assess how well the survey-based expansion aligns with actual observed ridership across all routes in the system. The decomposition analysis approach considers the boardings that occurred on the surveyed route and the additional boardings captured through reported transfers both before and after the surveyed segment.

Each survey response is evaluated to identify the full travel sequence. Boardings are attributed to the appropriate routes based on that path. Once all responses are processed, total estimated boardings by route using summed linked weights are compared directly to observed ridership data, from APC or farebox systems. This method provides a powerful validation tool.

When the sum of linked boardings closely match observed totals, the decomposition analysis confirms that the survey weighting and linked trip logic are performing accurately. In well-executed surveys, ETC Institute sees a systemwide total difference near or at 0%, indicating a high degree of alignment between expanded survey results and real-world ridership.

In addition to measuring accuracy, decomposition also highlights the importance of capturing transfer activity. A meaningful share of total boardings comes from trips that began or continued on other routes, which are identified through survey questions about prior and subsequent travel. These transfer boardings are essential to representing the full scope of system usage and understanding how riders move across the network, not just on the route on which they were surveyed. Some minor route-level discrepancies are expected, especially on low-ridership routes where small sample sizes can lead to larger percentage differences. However, these differences tend to balance out at the system level when a comprehensive survey and robust weighting method are applied.

Decomposition analysis not only confirms internal consistency between survey expansion and observed ridership but also serves as a quality assurance tool that can inform post-survey improvements and strengthen client and stakeholder trust.

CHAPTER 4: Weighted Origin-Destination Survey Results

The following chapter highlights demographic and trip-related survey findings from the project for riders surveyed on all Cherriots services who were part of the 2025 Cherriots Onboard Origin-Destination Survey. Select questions provide trend comparisons to results from the 2024 Cherriots Origin-Destination Survey. Two major categories of survey findings are presented: ridership profile and trip profile. Weekday Origin-Destination Survey results are presented separately from weekend results in the following section.

The findings in this section were expanded using the Linked Weight Factors in the database.

Weekday Ridership Profile

This section lists tables for weekday data for rider characteristics across all Cherriots fixed routes .

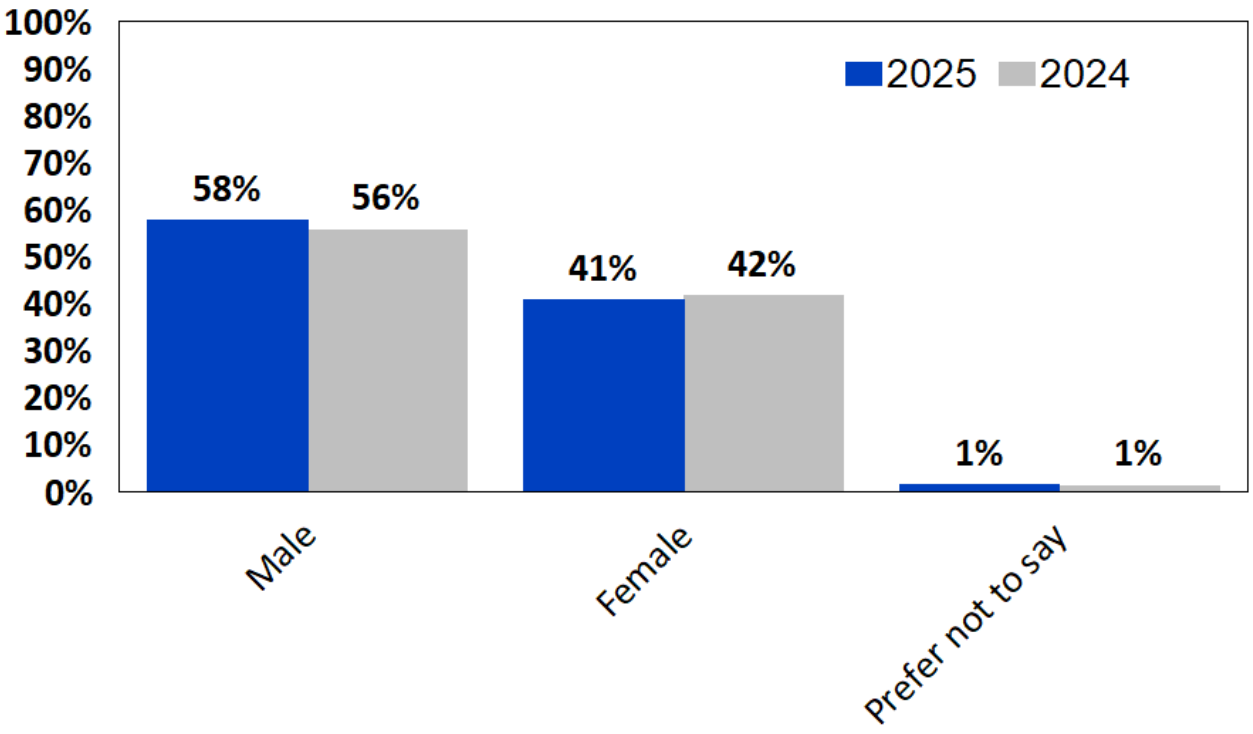
Gender

TABLE 15: GENDER - WEEKDAY

Gender	2025	2025	2024	2024
Male	5182.9	57.6%	4853.2	56.5%
Female	3659.2	40.7%	3623.4	42.2%
Prefer not to say	157.4	1.7%	115.6	1.3%
Grand Total	**8999.5**	**100.0%**	**8592.1**	**100.0%**

Surveyed ridership is approximately 57.6% male and 40.7% female. 1.7% of respondents preferred not to answer.

FIGURE 4: GENDER - WEEKDAY



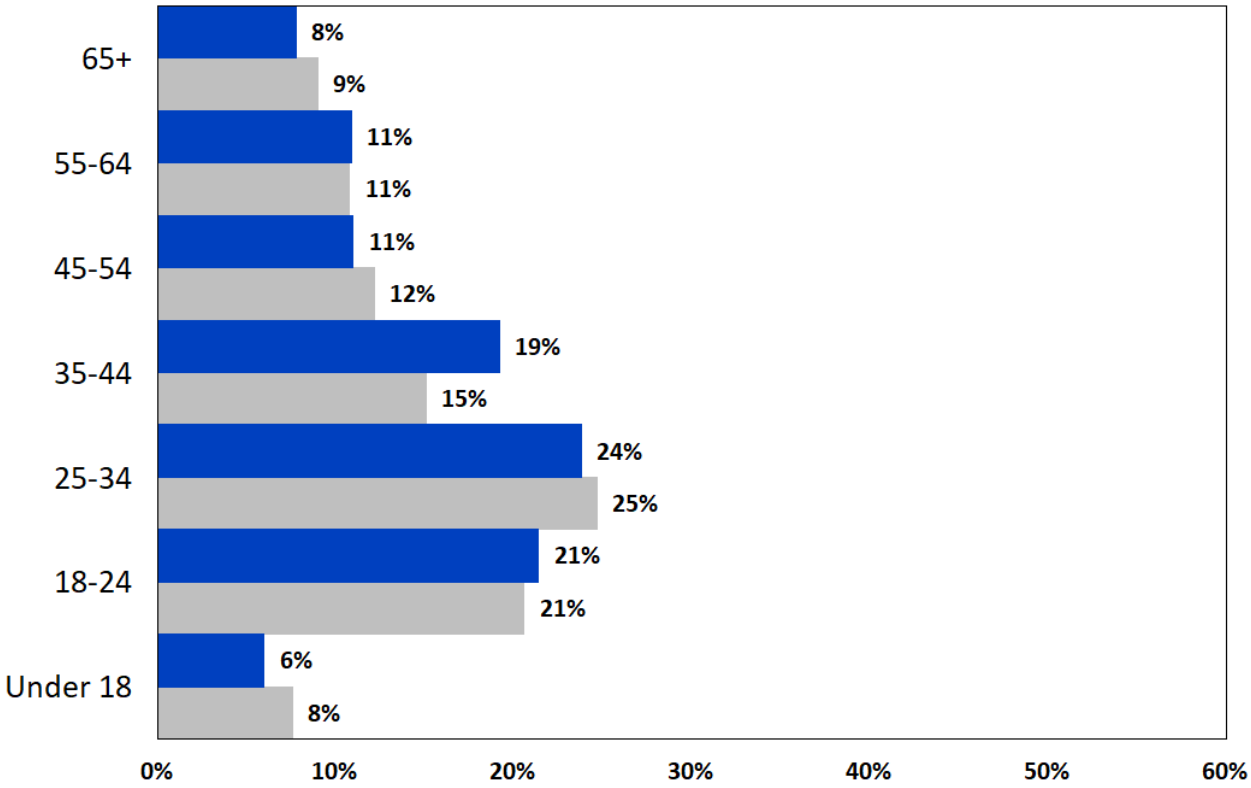
Age

TABLE 16: AGE - WEEKDAY

Age	2025	2025	2024	2024
65+	697.9	7.8%	775.4	9.0%
55-64	981.9	10.9%	934.4	10.8%
45-54	990.6	11.0%	1052.1	12.2%
35-44	1723.9	19.2%	1308.1	15.1%
25-34	2138	23.8%	2134.3	24.7%
18-24	1927.5	21.4%	1779.7	20.6%
Under 18	539.7	6.0%	653.0	7.6%
Grand Total	**8999.5**	**100.0%**	**8637.0**	**100.0%**

The largest age group of survey respondents are between the ages of 25 – 34 (23.8%), followed by 21.4% of riders between 18-24 years of age, and 19.2% between the ages of 35 - 44. The rest of the age categories comprise less than 11% of all records.

FIGURE 5: AGE - WEEKDAY



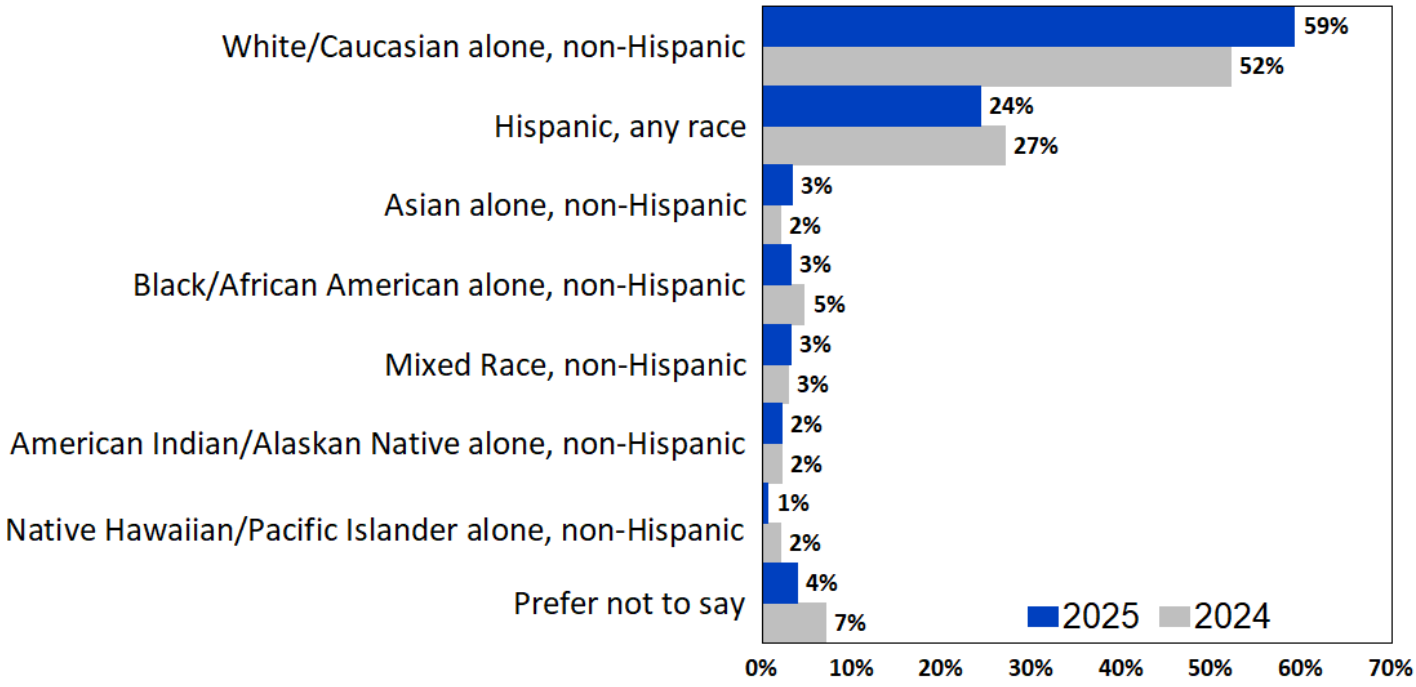
Ethnicity/Race

TABLE 17: ETHNICITY/RACE - WEEKDAY

Ethnicity/Race	2025	2025	2024	2024
White/Caucasian alone, non-Hispanic	5324.0	59.2%	4534.0	52.1%
Hispanic, any race	2187.0	24.3%	2354.0	27.0%
Asian alone, non-Hispanic	295.0	3.3%	178.0	2.0%
Black/African American alone, non-Hispanic	287.0	3.2%	410.0	4.7%
Mixed Race, non-Hispanic	292.0	3.2%	254.0	2.9%
American Indian/Alaskan Native alone, non-Hispanic	201.0	2.2%	254.0	2.2%
Native Hawaiian/Pacific Islander alone, non-Hispanic	14.0	0.7%	174.0	2.0%
Prefer not to say	3400.0	3.9%	549.0	7.1%
Grand Total	**9000.0**	**100.0%**	**8708.0**	**100.0%**

More than half of respondents (59.4%) identify themselves as White/Caucasian alone, 24.3% identify as Hispanic, any race, 3.3% Asian alone, and 3.2% identify as Black/African American alone.

FIGURE 6: ETHNICITY/RACE – WEEKDAY



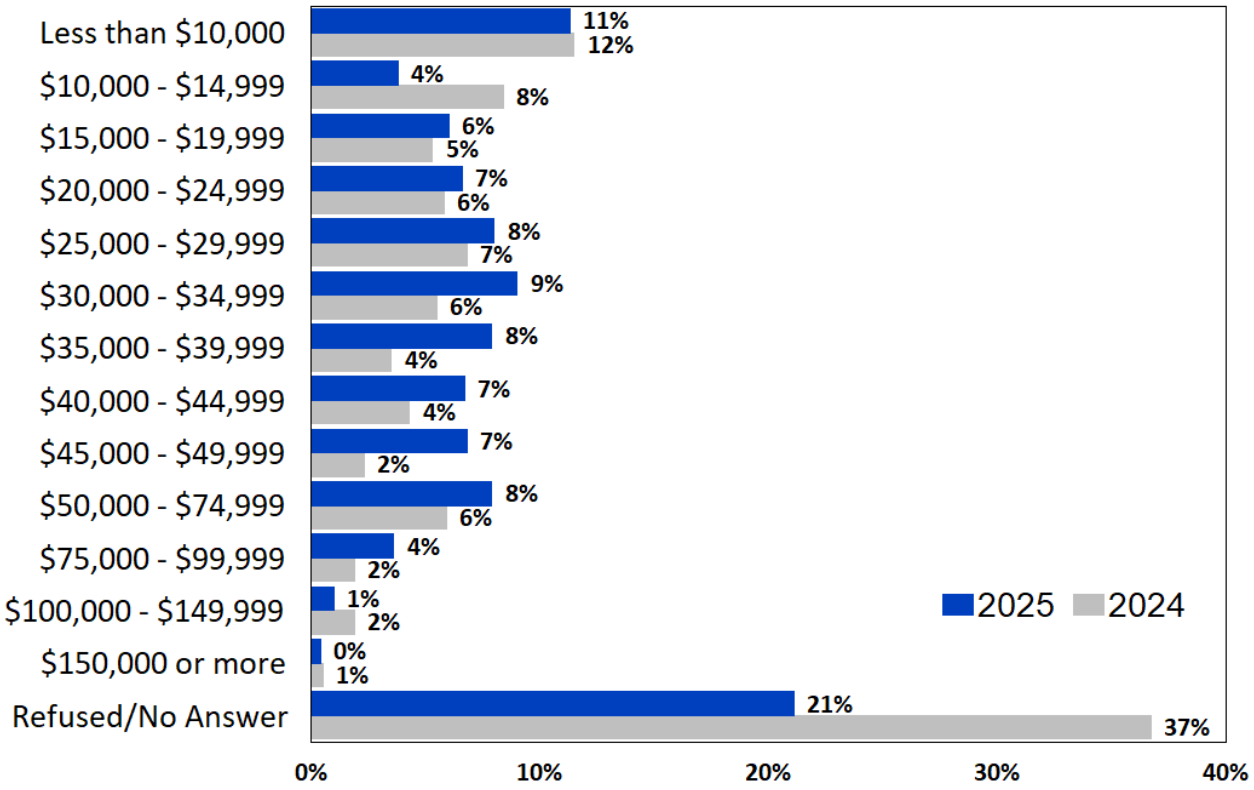
Household Income

TABLE 18: HOUSEHOLD INCOME - WEEKDAY

Income	2025	2025	2024	2024
Less than $10,000	1015.0	11.3%	999.5	11.5%
$10,000 - $14,999	343.6	3.8%	728.7	8.4%
$15,000 - $19,999	540.1	6.0%	462.2	5.3%
$20,000 - $24,999	593.4	6.6%	503.9	5.8%
$25,000 - $29,999	717	8.0%	589.7	6.8%
$30,000 - $34,999	810.6	9.0%	478.3	5.5%
$35,000 - $39,999	706.5	7.9%	301.2	3.5%
$40,000 - $44,999	599.7	6.7%	376.5	4.3%
$45,000 - $49,999	609	6.8%	197.3	2.3%
$50,000 - $74,999	712.8	7.9%	509.7	5.9%
$75,000 - $99,999	327.9	3.6%	161.9	1.9%
$100,000 - $149,999	92.7	1.0%	165.6	1.9%
$150,000 or more	33.5	0.4%	41.1	0.5%
Refused/No Answer	1897.8	21.1%	3192.9	36.7%
Grand Total	**8999.5**	**100.0%**	**8708.4**	**100.0%**

When asked “Which of the following BEST describes your total household income in 2024 before taxes?” 11.3% of surveyed riders indicated their annual household income was less than $10,000 dollars per year. More than one-fifth of respondents (21.1%) indicated their annual household income was less than $20,000.

FIGURE 7: HOUSEHOLD INCOME - WEEKDAY



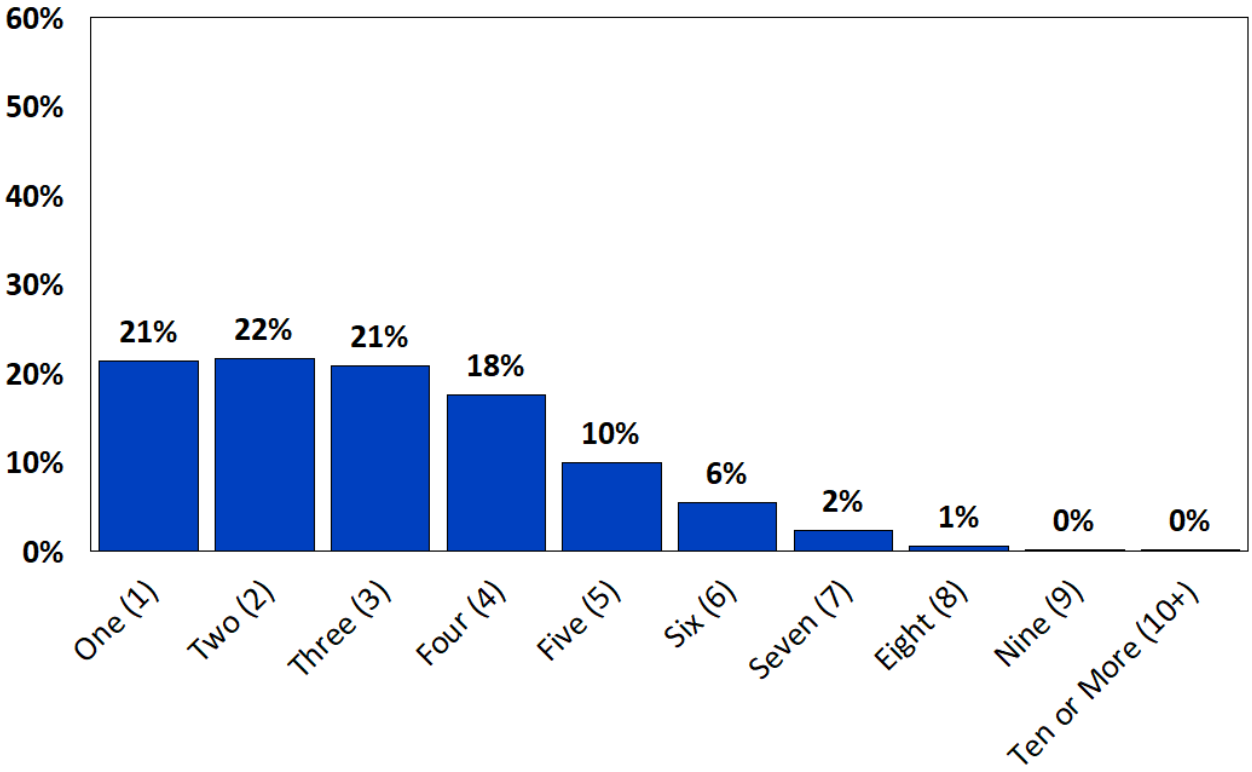
Household Size

TABLE 19: HOUSEHOLD SIZE - WEEKDAY

Household Size		
One (1)	1924.0	21.4%
Two (2)	1947.0	21.6%
Three (3)	1870.2	20.8%
Four (4)	1582.2	17.6%
Five (5)	894.4	9.9%
Six (6)	496.7	5.5%
Seven (7)	205.5	2.3%
Eight (8)	50.1	0.6%
Nine (9)	15.0	0.2%
Ten or More (10+)	14.3	0.2%
Grand Total	**8999.5**	**100.0%**

Forty-three percent of respondents indicated they live in a household alone or with one other individual while 20.8% of respondents shared that they live in a household with three people (including themselves). A combined 27.5% of respondents lived in a home with 4-5 members.

FIGURE 8: HOUSEHOLD SIZE - WEEKDAY



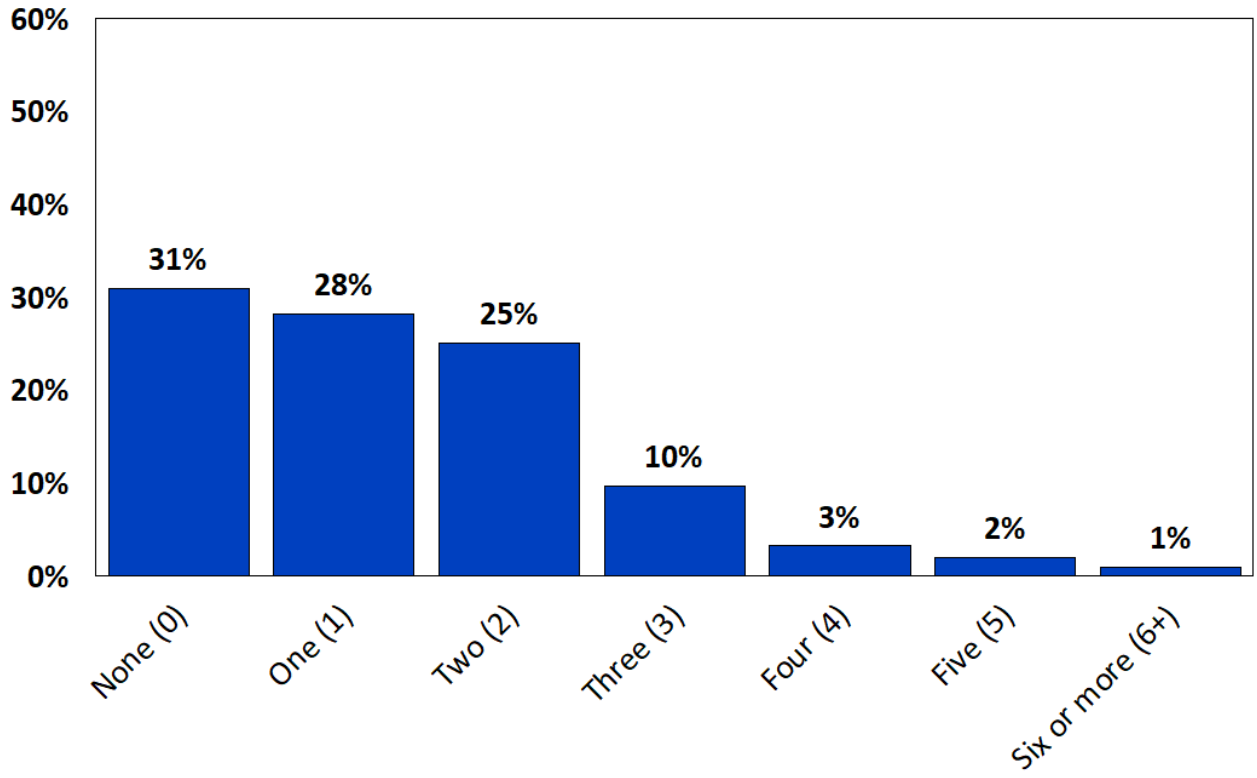
16+ Household Members

TABLE 20: AGE 16+ HOUSEHOLD SIZE- WEEKDAY

Age 16+ Household Size		
One (1)	2779.5	30.9%
Two (2)	2539.0	28.2%
Three (3)	2261.8	25.1%
Four (4)	871.8	9.7%
Five (5)	289.3	3.2%
Six (6)	183.4	2.0%
Seven (7)	33.1	0.4%
Eight (8)	26.4	0.3%
Nine (9)	5.4	0.1%
Ten or more (10+)	9.8	0.1%
Grand Total	**8999.5**	**100.0%**

The percentage of respondents living in a household with one member being 16 years old or older is 30.9%. Households that include two individuals 16 years of age or older is 28.2%.

FIGURE 9: AGE 16+ HOUSEHOLD SIZE



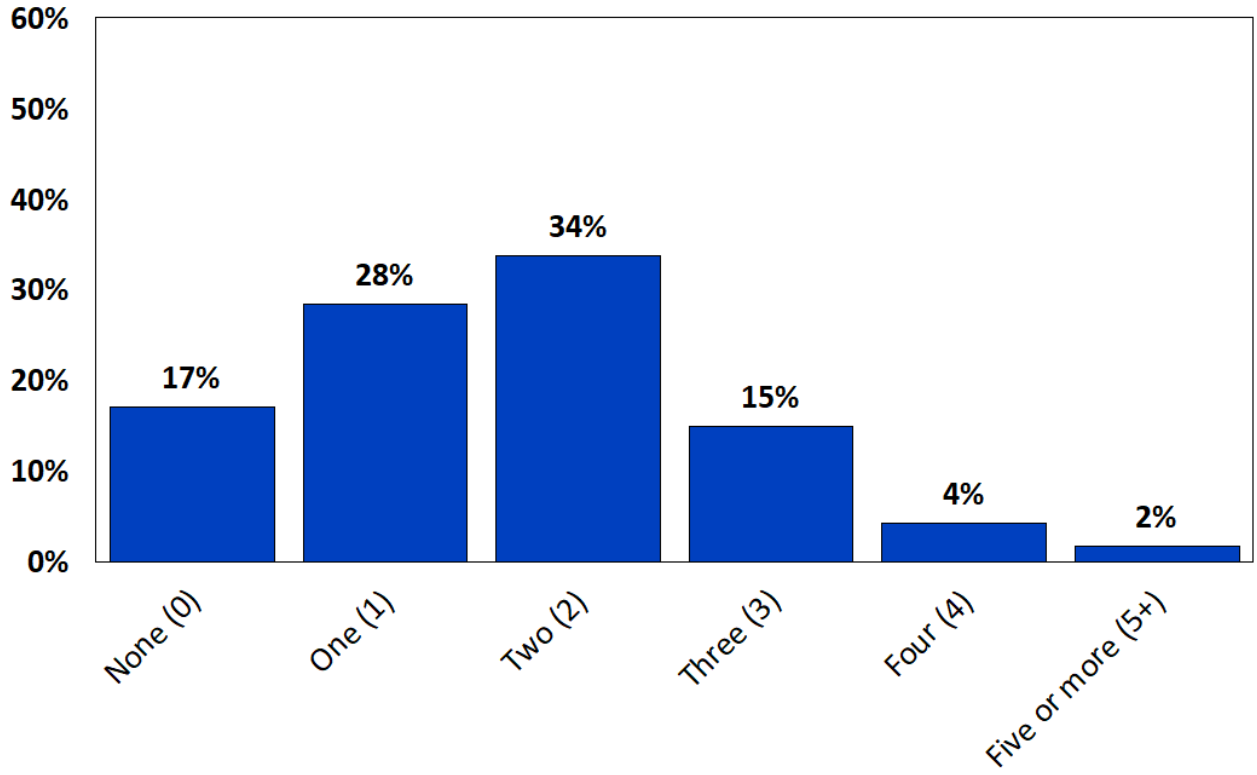
Household Employment

TABLE 21: ADULTS EMPLOYED IN RESPONDENT HOUSEHOLDS - WEEKDAY

Employed in Household		
None (0)	1536.4	17.1%
One (1)	2558.6	28.4%
Two (2)	3030.9	33.7%
Three (3)	1339.8	14.9%
Four (4)	375.2	4.2%
Five (5)	111.8	1.2%
Six (6)	16.3	0.2%
Seven or more (7+)	31.0	0.3%
Grand Total	**8999.5**	**100.0%**

Approximately twenty-eight percent of the respondents revealed one person within their household is employed either part-time or full-time; 33.7% of surveyed riders came from households with two employed individuals; 14.9% indicated they had three working people in their household; 17.1% of riders live in households with no employment.

FIGURE 10: NUMBER EMPLOYED IN RESPONDENTS HOUSEHOLD



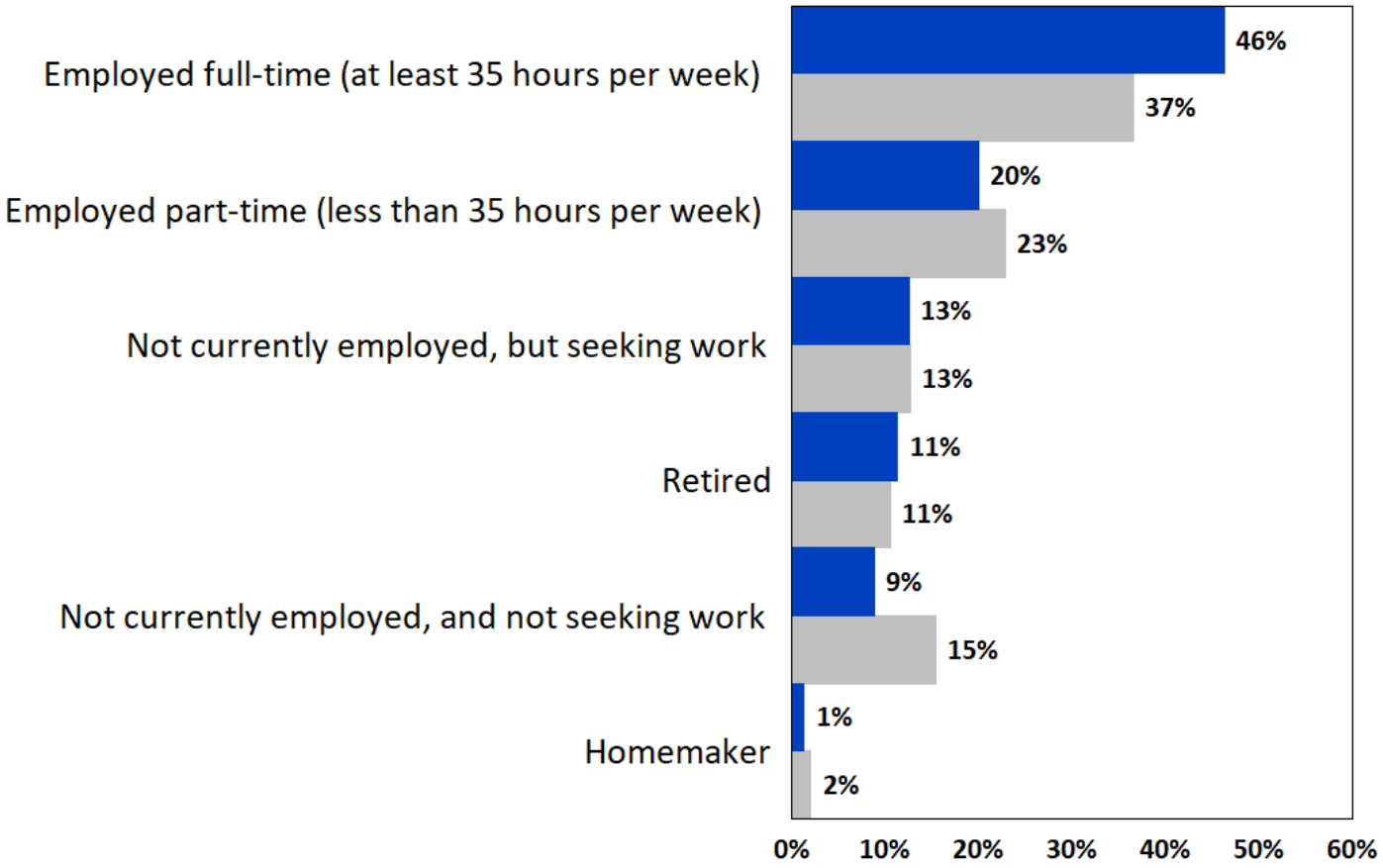
Employment Status

TABLE 22: EMPLOYMENT STATUS - WEEKDAY

Employment Status	2025	2025	2024	2024
Employed full-time (at least 35 hours per week)	4157.1	46.2%	3188.0	36.6%
Employed part-time (less than 35 hours per week)	1795.1	19.9%	1987.4	22.8%
Not currently employed, but seeking work	1122.8	12.5%	1102.4	12.7%
Retired	1017.3	11.3%	915.0	10.5%
Not currently employed, and not seeking work	794.6	8.8%	1344.2	15.4%
Homemaker	112.6	1.3%	171.4	2.0%
Grand Total	**8999.5**	**100.0%**	**8708.4**	**100.0%**

Nearly half of respondents (46.2%) indicated that they are employed full-time, while 19.9% shared that they are employed part-time.

FIGURE 11: EMPLOYMENT STATUS - WEEKDAY



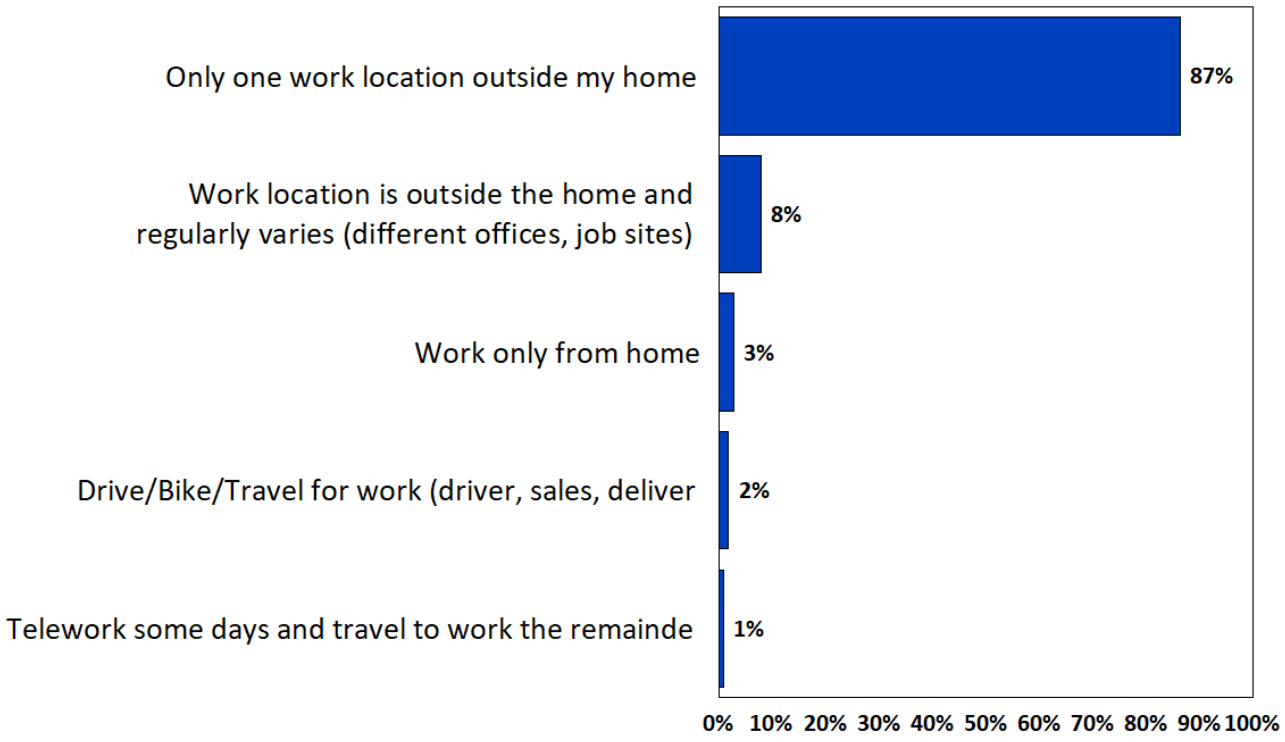
Work Location

TABLE 23: PRIMARY WORK LOCATION

Work Location		
Only one work location outside my home	5115.6	86.5%
Work location is outside the home and regularly varies (different offices, job sites)	468.1	7.9%
Work only from home	163.7	2.8%
Drive/Bike/Travel for work (driver, sales, deliveries)	110.5	1.9%
Telework some days and travel to work the remainder	55.5	0.9%
Grand Total	**5913.3**	**100.0%**

A majority of employed respondents (86.5%) have only one work location outside of the home.

FIGURE 12: PRIMARY WORK LOCATION



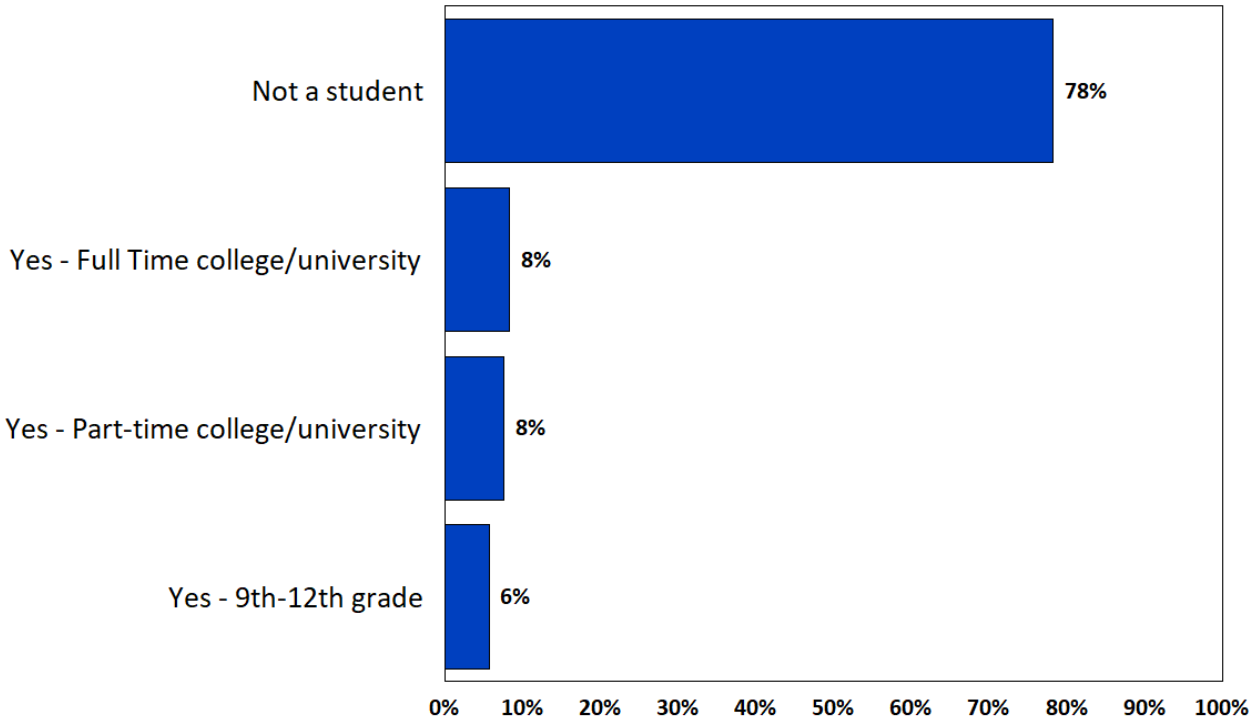
Student Status

TABLE 24: STUDENT STATUS - WEEKDAY

Student Status		
Not a student	7040.1	78.2%
Yes - Full Time college/university	751.0	8.3%
Yes - Part-time college/university	681.0	7.6%
Yes - 9th-12th grade	509.2	5.7%
Yes – Other	18.3	0.2%
Grand Total	**8999.5**	**100.0%**

Seventy-eight percent of respondents indicated that they are not students. Those in grades 9-12 make up 5.7% and 15.9% attend a college or university either full or part time.

FIGURE 13: STUDENT STATUS



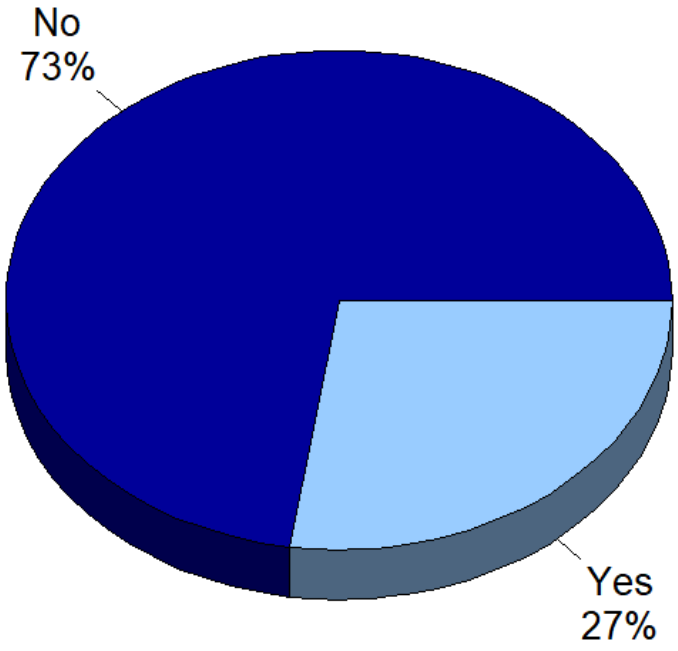
Language Spoken at Home Other Than English

TABLE 25: HOUSEHOLDS THAT SPEAK LANGUAGES OTHER THAN ENGLISH - WEEKDAY

Other Language at Home		
No	6538.4	72.7%
Yes	2461.2	27.3%
Grand Total	**8999.5**	**100.0%**

72.7% of respondents speak only English in their home and 27.3% speak a language other than English at home.

FIGURE 14: HOUSEHOLDS THAT SPEAK LANGUAGES OTHER THAN ENGLISH - WEEKDAY



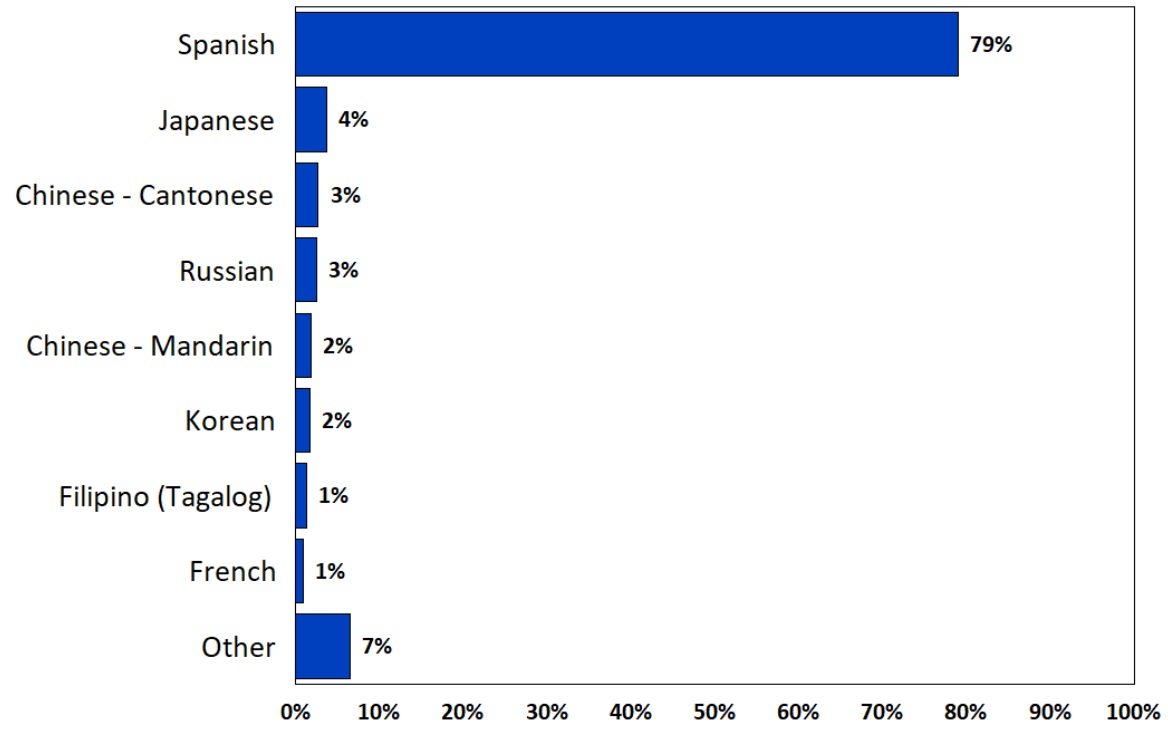
Languages Spoken at Home

TABLE 26: OTHER LANGUAGES SPOKEN AT HOME - WEEKDAY

Other Language Spoken at Home		
Spanish	1943.2	79.0%
Japanese	89.9	3.7%
Chinese – Cantonese	66.6	2.7%
Russian	60.6	2.5%
Chinese – Mandarin	45.0	1.8%
Korean	40.7	1.7%
Filipino (Tagalog)	31.4	1.3%
French	22.5	0.9%
Vietnamese	7.6	0.3%
Other	153.7	6.2%
Grand Total	**2461.2**	**100.0%**

Respondents who indicated they speak another language besides English were asked which specific language they spoke. Seventy-nine percent of these riders indicated they speak Spanish in their home.

FIGURE 15: OTHER LANGUAGE SPOKEN AT HOME - WEEKDAY



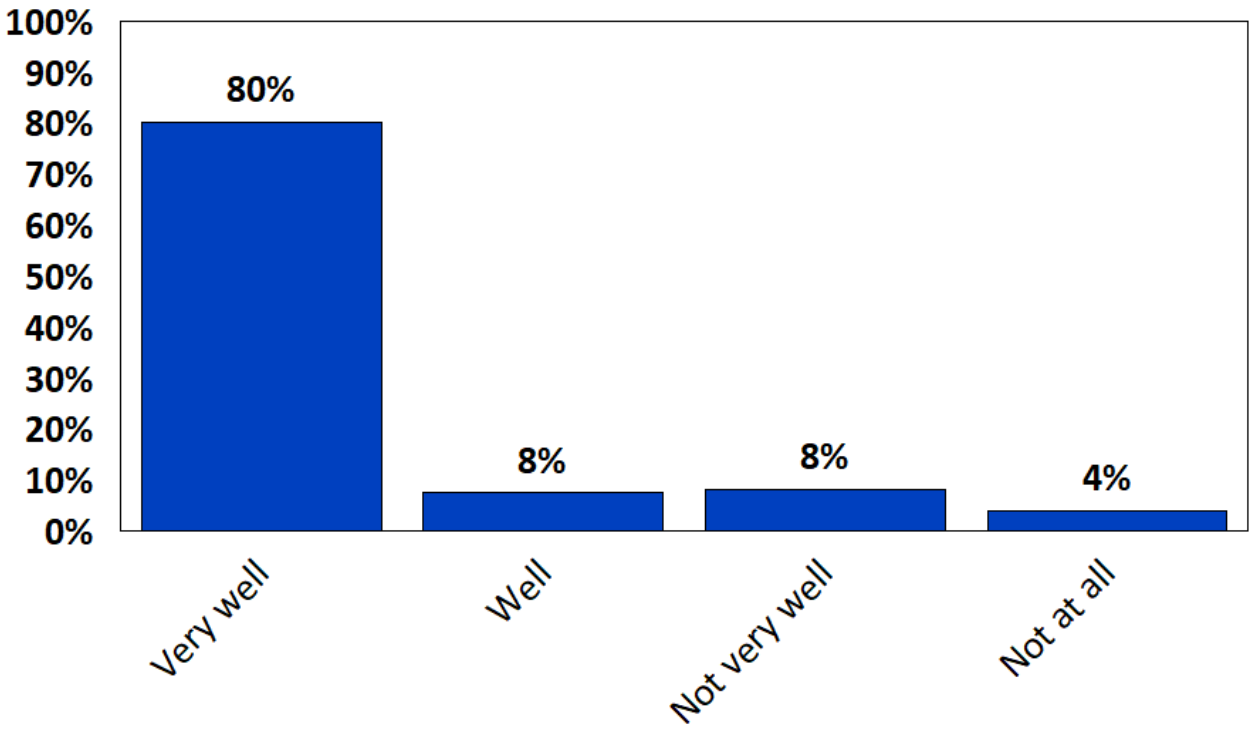
English Speaking Ability

TABLE 27: ENGLISH SPEAKING ABILITY - WEEKDAY

English Speaking Ability		
Very well	1248.1	80.2%
Well	117.8	7.6%
Not very well	127.0	8.2%
Not at all	63.2	4.1%
Grand Total	**1556.1**	**100.0%**

Of those who indicated that they speak a language besides English at home, 80.2% said that they speak English very well.

FIGURE 16: ENGLISH SPEAKING ABILITY - WEEKDAY



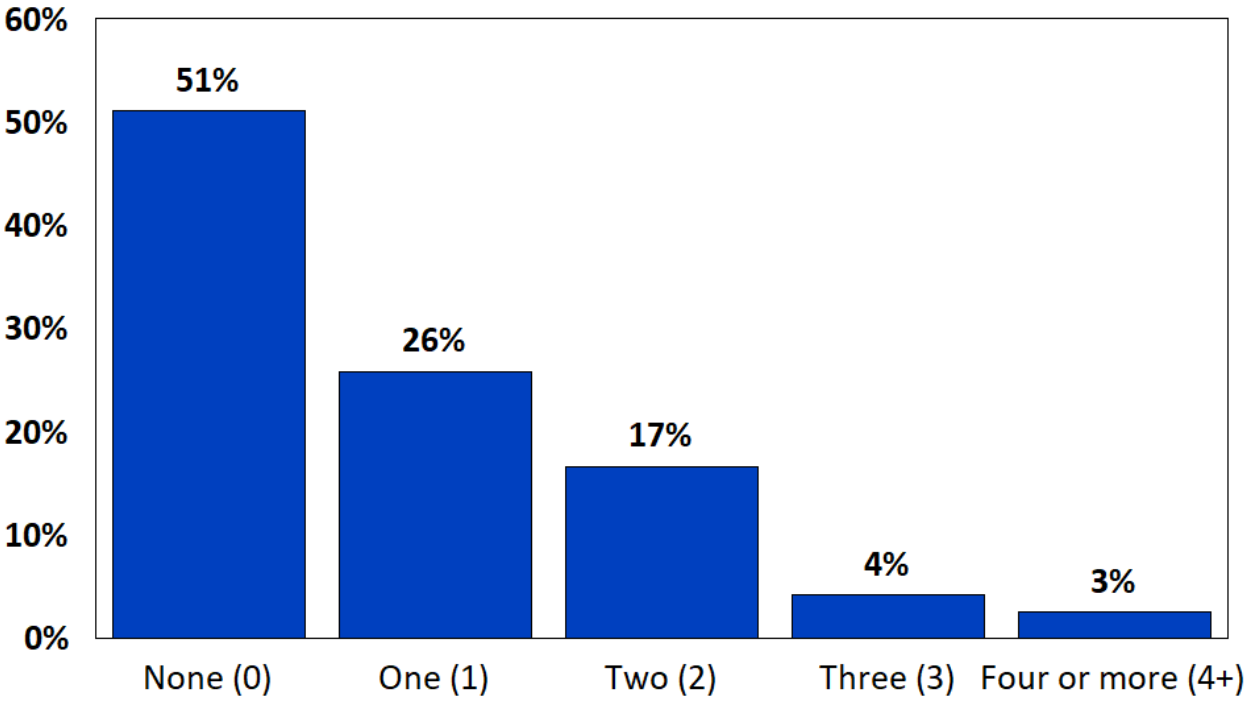
Household Vehicles

TABLE 28: VEHICLES AVAILABLE TO HOUSEHOLD - WEEKDAY

Vehicles Available to Household		
None (0)	4593.3	51.0%
One (1)	2326.0	25.8%
Two (2)	1498.1	16.6%
Three (3)	373.0	4.1%
Four or more (4+)	209.1	2.5%
Grand Total	**8999.5**	**100.0%**

Over half of respondents (51.0%) indicated that they do not have a vehicle available to them at their household while 25.8% said that they have one available vehicle at their household.

FIGURE 17: VEHICLES AVAILABLE TO HOUSEHOLD - WEEKDAY



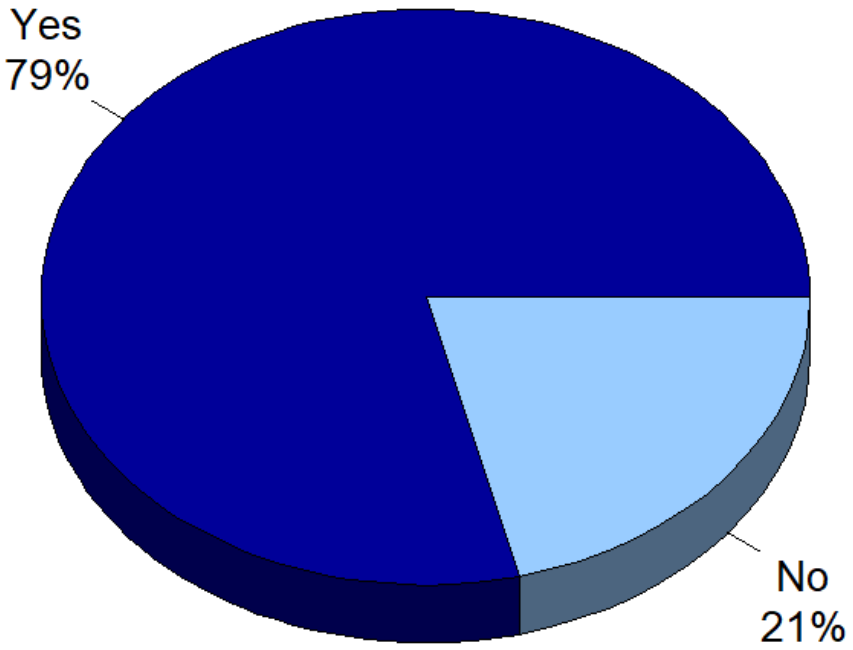
Household Vehicle for Trip

TABLE 29: RESPONDENTS WHO COULD HAVE USED HOUSEHOLD VEHICLE - WEEKDAY

Could Have Used Vehicle For Trip		
No	3471.1	78.8%
Yes	935.0	21.2%
Grand Total	**4406.2**	**100.0%**

Only 21.2% of respondents who indicated that they have at least one available vehicle at their household said they could have used it for their trip.

FIGURE 18: RESPONDENTS WHO COULD HAVE USED HOUSEHOLD VEHICLE - WEEKDAY



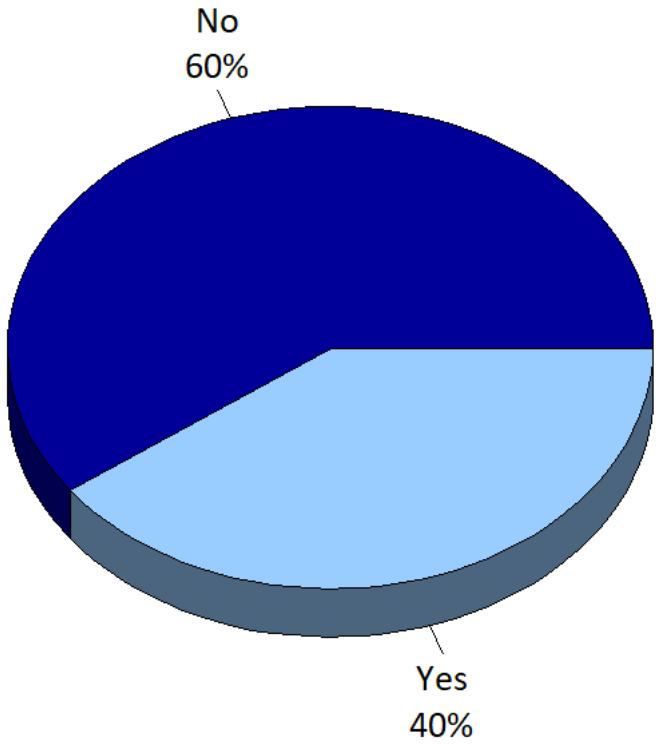
Driver's License

TABLE 30: VALID DRIVER'S LICENSE - WEEKDAY

Valid Driver's License		
No	5399.5	60.0%
Yes	3600.0	40.0%
Grand Total	**8999.5**	**100.0%**

Sixty percent of respondents indicated that they do not have a valid driver's license.

FIGURE 19: DRIVER'S LICENSE



Weekday Trip Profile

This section lists tables of data for trip characteristics across all Cherriots fixed routes.

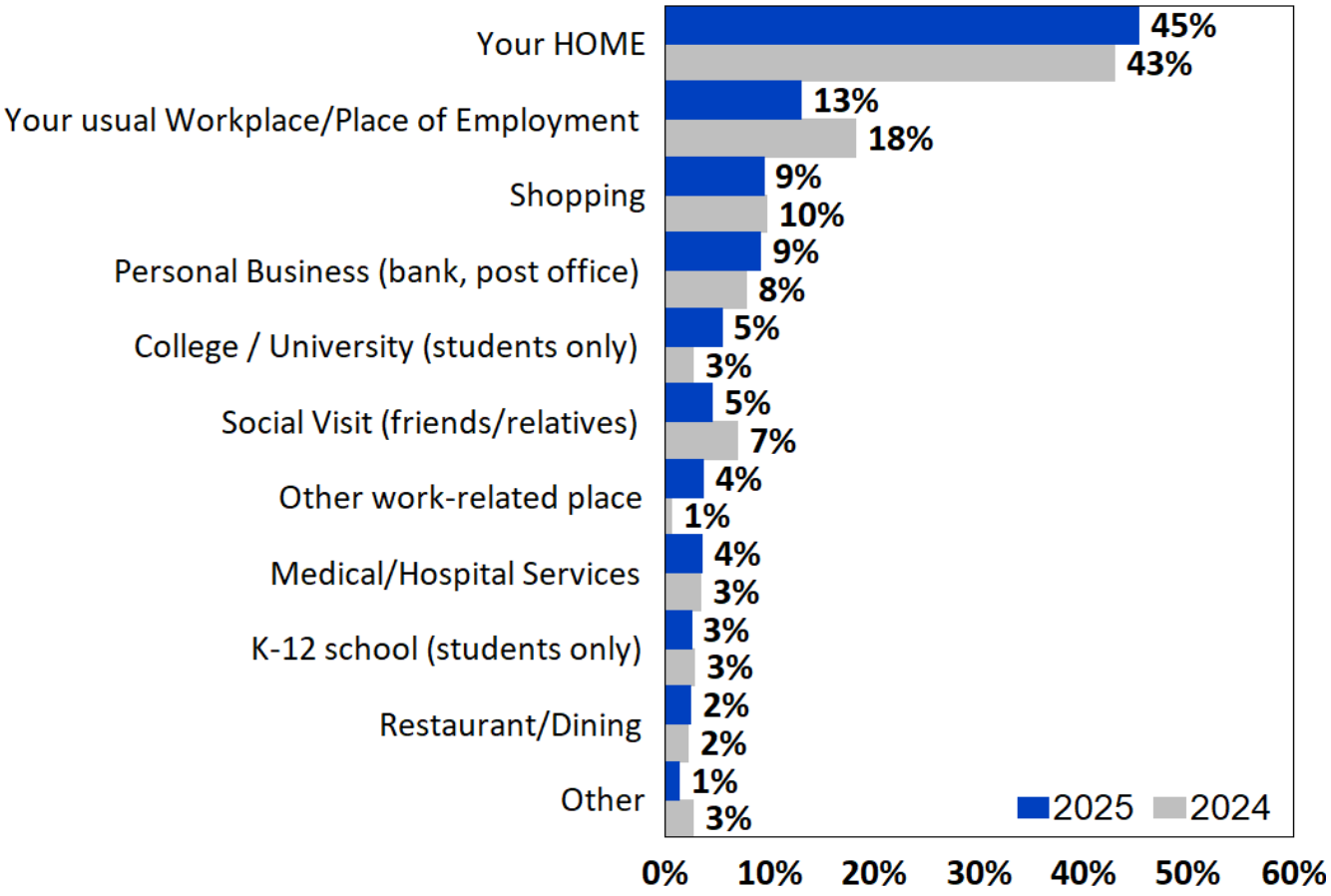
Origin

TABLE 31: ORIGIN - WEEKDAY

Origin	2025	2025	2024	2024
Your HOME	4069.4	45.2%	3736.6	42.9%
Your usual Workplace/Place of Employment	1173.1	13.0%	1581.5	18.2%
Shopping	844.5	9.4%	846.8	9.7%
Personal Business (bank, post office)	815.0	9.1%	676.2	7.8%
College / University (students only)	486.2	5.4%	234.2	2.7%
Social Visit (friends/relatives)	408.0	4.5%	605	6.9%
Other work-related place	320.6	3.6%	53.5	0.6%
Medical/Hospital Services	317.0	3.5%	293	3.4%
K-12 school (students only)	229.2	2.5%	240.7	2.8%
Restaurant/Dining	214.2	2.4%	192.6	2.2%
Recreation/Sightseeing/Sporting Event	91.9	1.0%	191.8	2.2%
Hotel/Convention Center	28.7	0.3%	24.6	0.3%
Greyhound/Amtrak/etc. (travelers only)	1.7	0.0%	20.6	0.2%
Grand Total	**8999.5**	**100.0%**	**8708.4**	**100.0%**

Respondents indicated that their home or usual place of work were the most common places of origin for their trip at 45.2% and 13.0%, respectively.

FIGURE 20: ORIGIN - WEEKDAY



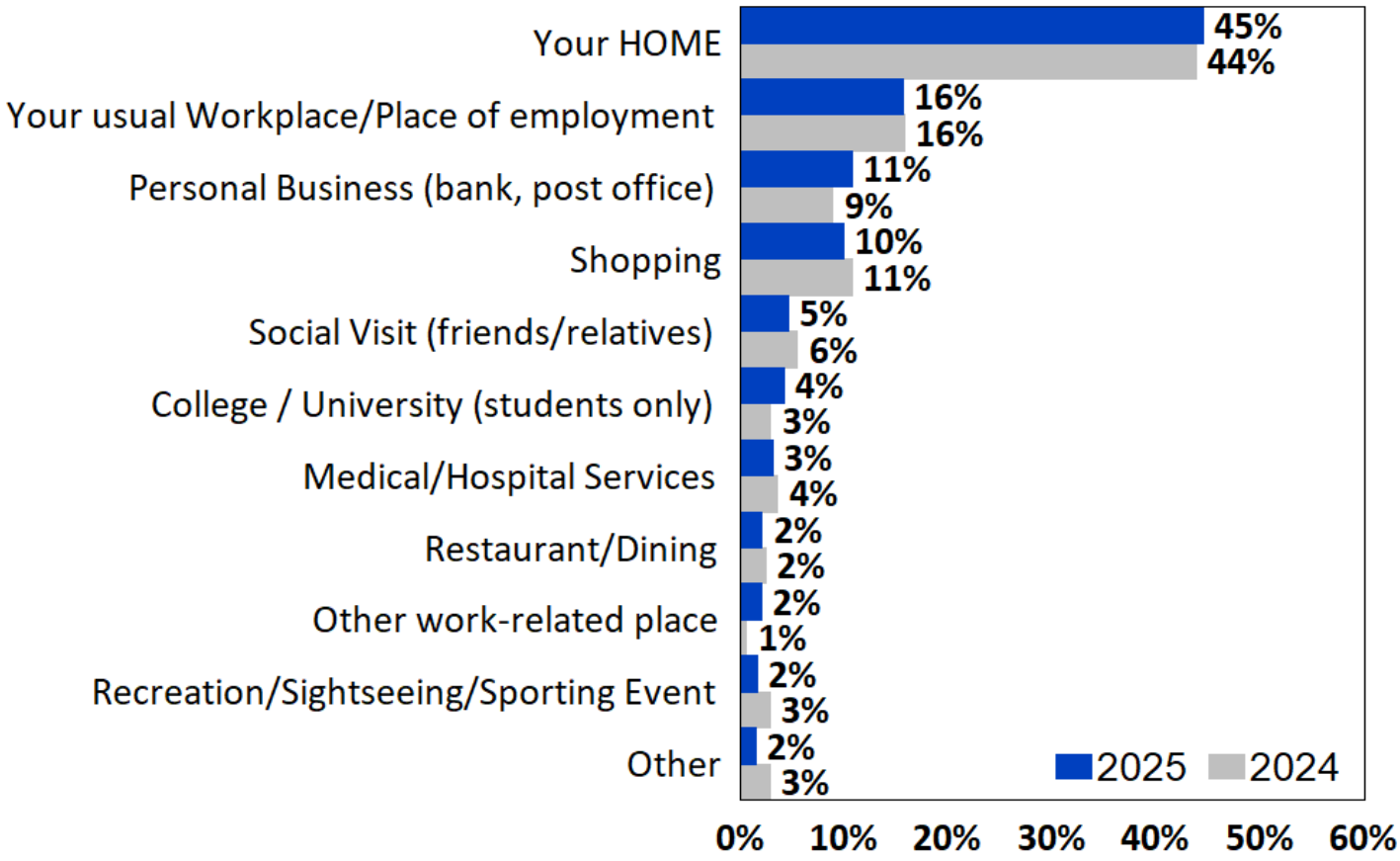
Destination

TABLE 32: DESTINATION - WEEKDAY

Destination	2025	2025	2024	2024
Your HOME	4009.1	44.5%	3814.5	43.8%
Your usual Workplace/Place of employment	1405.9	15.6%	1374.8	15.8%
Personal Business (bank, post office)	966.8	10.7%	779.3	8.9%
Shopping	895.4	9.9%	934.3	10.7%
Social Visit (friends/relatives)	411.4	4.6%	483.1	5.5%
College / University (students only)	376.4	4.2%	254.9	2.9%
Medical/Hospital Services	275.8	3.1%	311.9	3.6%
Restaurant/Dining	191.9	2.1%	205.3	2.4%
Other work-related place	184.0	2.0%	51.1	0.6%
Recreation/Sightseeing/Sporting Event	146.4	1.6%	240.4	2.8%
School K-12 (students only)	88.1	1.0%	217.9	2.5%
Hotel/Convention Center	37.6	0.4%	5	0.1%
Greyhound/Amtrak/etc. (travelers only)	10.9	0.1%	15.9	0.2%
Grand Total	**8999.5**	**100.0%**	**8708.4**	**100.0%**

Likewise, 44.5% of respondents said that their home was the destination of their trip and 15.6% said that their usual workplace was their destination.

FIGURE 21: DESTINATION - WEEKDAY



Access Mode

TABLE 33: ACCESS MODE - WEEKDAY

Mode of Access		
Walk	8212.4	91.3%
Used personal bike	355.5	4.0%
Wheelchair or other mobility device (e.g. scooter, etc)	154.5	1.7%
Rode with others and was dropped off	154.3	1.7%
Rode in an Uber/Lyft/Taxi/etc vehicle	61.9	0.7%
Drove or rode with others and parked	50.1	0.6%
Drove alone and parked	10.9	0.1%
Grand Total	**8999.5**	**100.0%**

Approximately ninety-one percent of respondents said that they walked from their Origin to the first bus of their one-way trip.

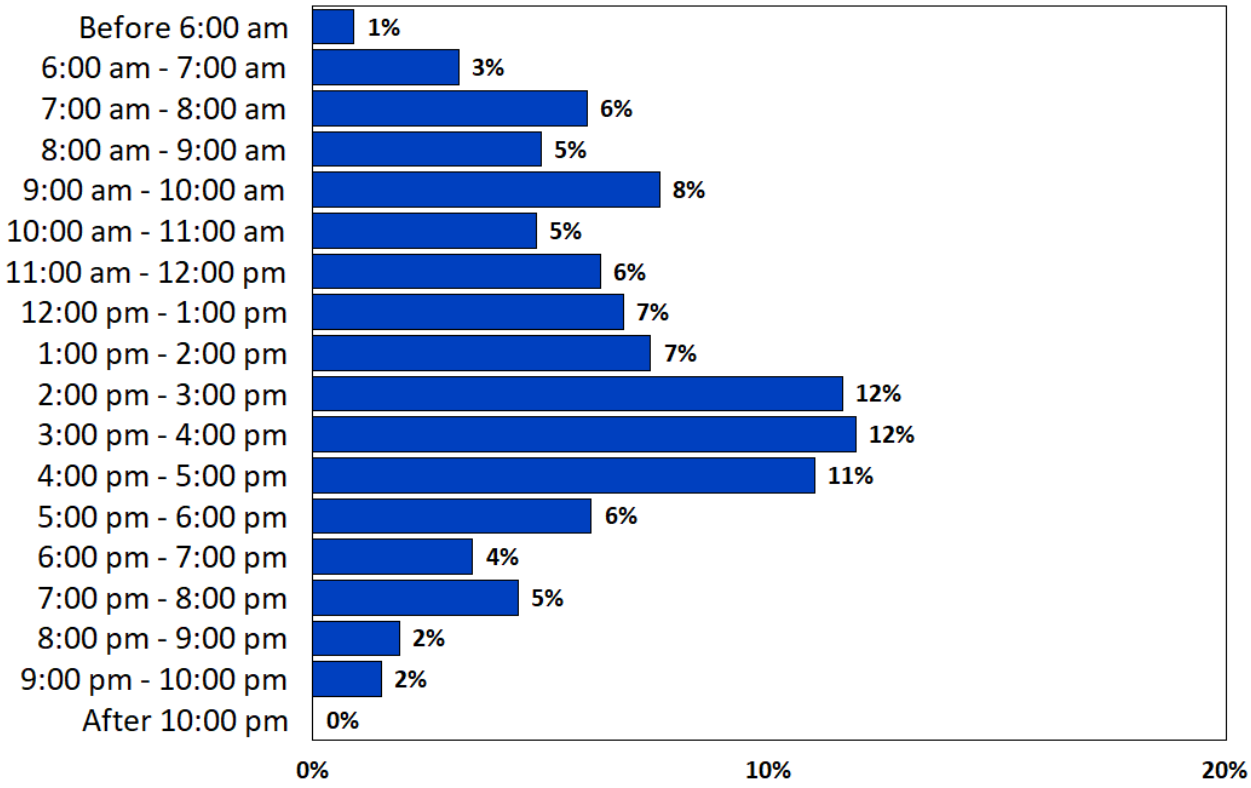
Boarding Time

TABLE 34: BOARDING TIME - WEEKDAY

Boarding Time		
Before 6:00 am	78.3	0.9%
6:00 am - 7:00 am	279.7	3.2%
7:00 am - 8:00 am	545.3	6.0%
8:00 am - 9:00 am	449.6	5.0%
9:00 am - 10:00 am	685.9	7.6%
10:00 am - 11:00 am	443.7	4.9%
11:00 am - 12:00 pm	566.1	6.3%
12:00 pm - 1:00 pm	612.7	6.8%
1:00 pm - 2:00 pm	664.7	7.4%
2:00 pm - 3:00 pm	1047.4	11.6%
3:00 pm - 4:00 pm	1063.8	11.9%
4:00 pm - 5:00 pm	986.3	11.0%
5:00 pm - 6:00 pm	543.2	6.1%
6:00 pm - 7:00 pm	321.1	3.5%
7:00 pm - 8:00 pm	402.2	4.5%
8:00 pm - 9:00 pm	174.2	1.9%
9:00 pm - 10:00 pm	134.4	1.5%
After 10:00 pm	1.0	0.0%
Grand Total	**8999.5**	**100.0%**

The highest volume of boarding occurred between 2:00 p.m. and 5:00 p.m. with the peak volume occurring between 3:00 p.m. and 4:00 p.m.

FIGURE 22: BOARDING TIME - WEEKDAY



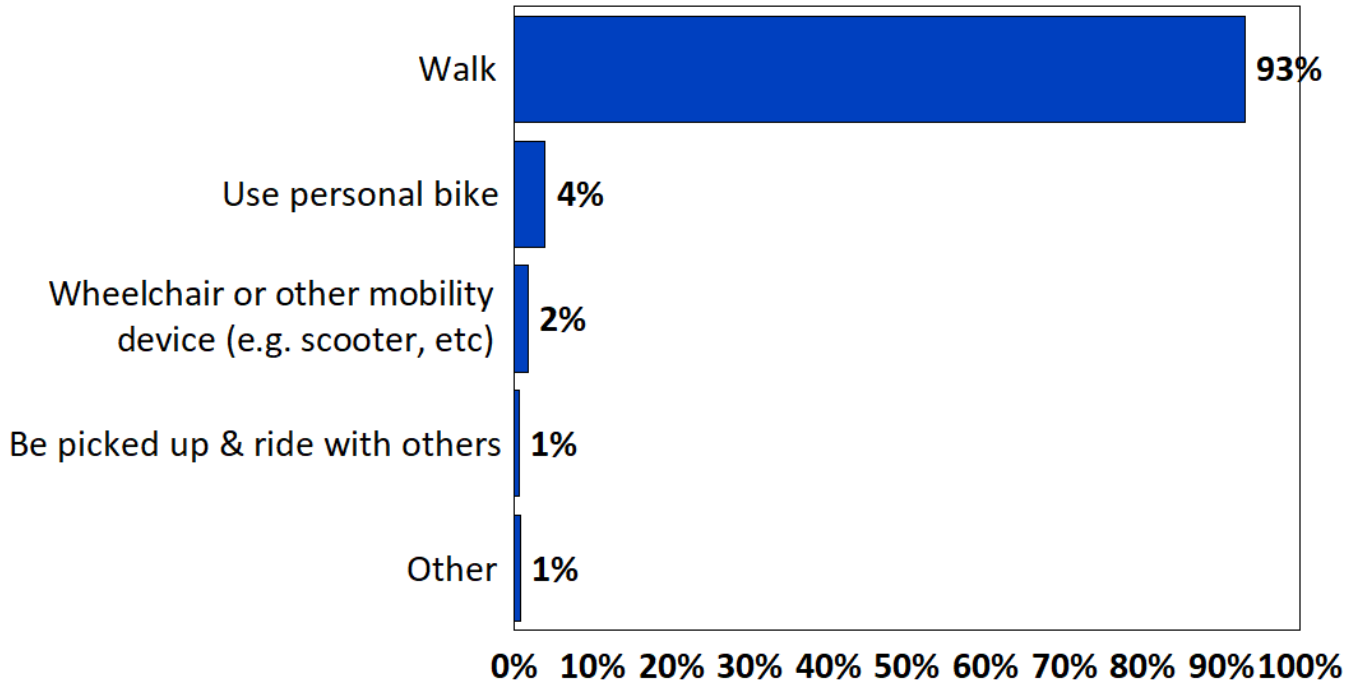
Egress Mode

TABLE 35: EGRESS MODE - WEEKDAY

Mode of Egress		
Walk	8370.2	93.0%
Use personal bike	347.1	3.9%
Wheelchair or other mobility device (e.g. scooter, etc)	154.5	1.7%
Be picked up & ride with others	56.9	0.6%
Drove or rode with others and parked	35.8	0.4%
Ride in an Uber/Lyft/Taxi/etc vehicle	24.4	0.3%
Drove alone and parked	10.8	0.1%
Grand Total	**8999.5**	**100.0%**

As with mode of access, 93.0% of respondents said that they walked to their destination after deboarding their bus.

FIGURE 23: EGRESS MODE - WEEKDAY



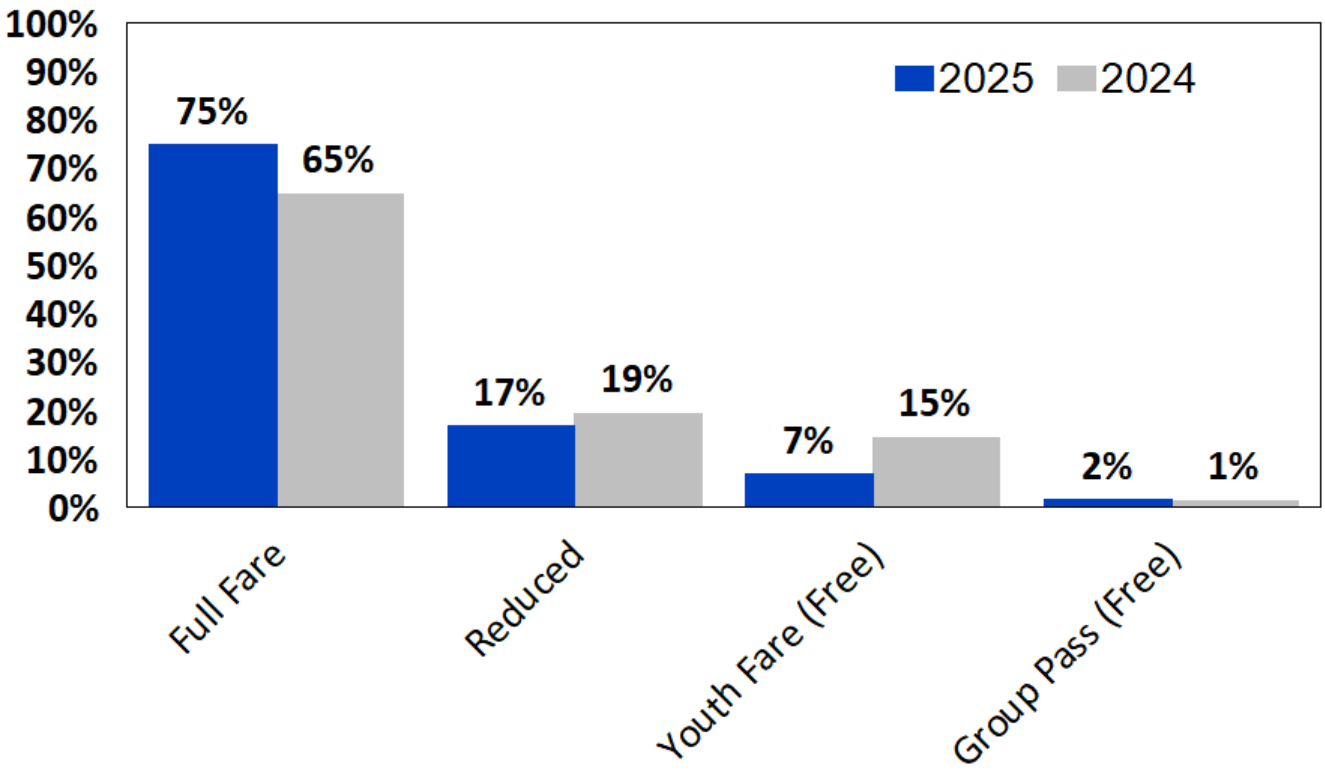
Fare Category

TABLE 36: FARE CATEGORY-WEEKDAY

Destination	2025	2025	2024	2024
Full Fare	6721.5	74.8%	5646.8	64.8%
Reduced	1513.4	16.8%	1682.4	19.3%
Youth Fare (free)	613.7	6.8%	1266.1	14.5%
Group Pass (free)	142.0	1.6%	112.5	1.3%
Grand Total	**8990.5**	**100.0%**	**8708.4**	**100.0%**

Most respondents indicated that they paid the Full Fare category for their trip (74.8%).

FIGURE 24: FARE CATEGORY- WEEKDAY



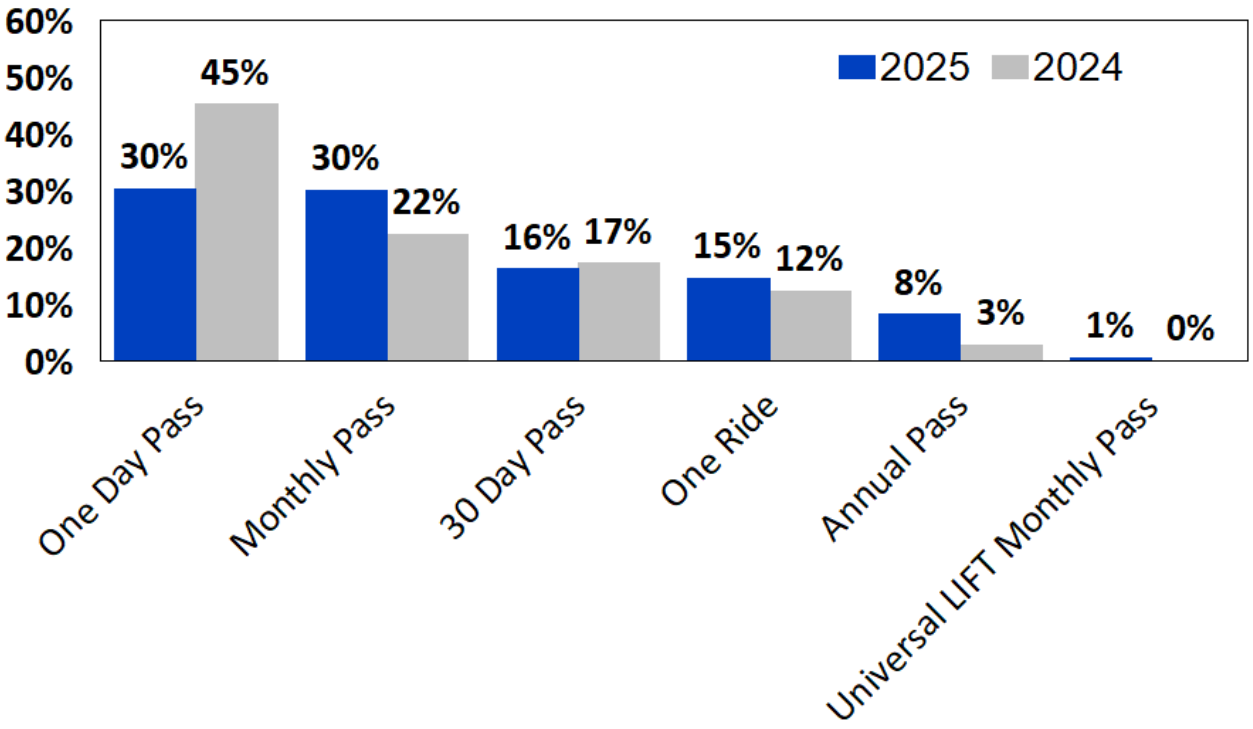
Fare Type

TABLE 37: FARE TYPE - WEEKDAY

Destination	2025	2025	2024	2024
One Day Pass	2738.9	30.4%	3312.7	45.2%
Monthly Pass	2706.9	30.1%	1635.9	22.3%
30 Day Pass	1461.2	16.2%	1261.2	17.2%
One Ride	1311.0	14.6%	904.3	12.3%
Annual Pass	735.7	8.2%	211.4	2.9%
Universal LIFT Monthly Pass	45.9	0.5%	4.5	0.1%
Grand Total	**8999.5**	**100.0%**	**7329.9**	**100.0%**

Approximately thirty percent of respondents indicated they used a Day Pass for the trip in which they were surveyed. This was the most common fare type used.

FIGURE 25: FARE TYPE - WEEKDAY



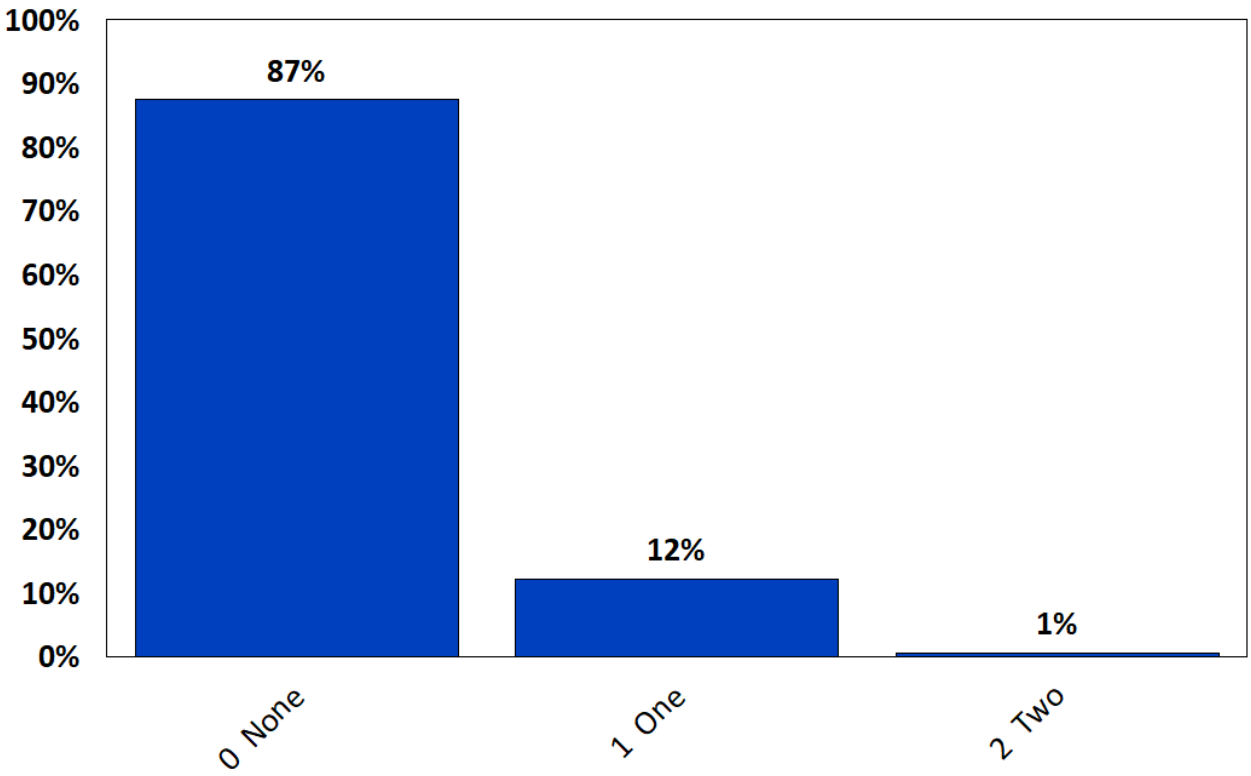
Previous Transfers

TABLE 38: PREVIOUS TRANSFERS - WEEKDAY

Previous Transfers		
(0) None	7863.2	87.4%
(1) One	1084.6	12.1%
(2) Two	51.8	0.6%
Grand Total	**8999.5**	**100.0%**

Most respondents (87.4%) were surveyed on the first or only bus of their one-way trip and 12.1% of respondents had ridden one bus prior to transferring to the bus on which they were surveyed.

FIGURE 26: PREVIOUS TRANSFERS - WEEKDAY



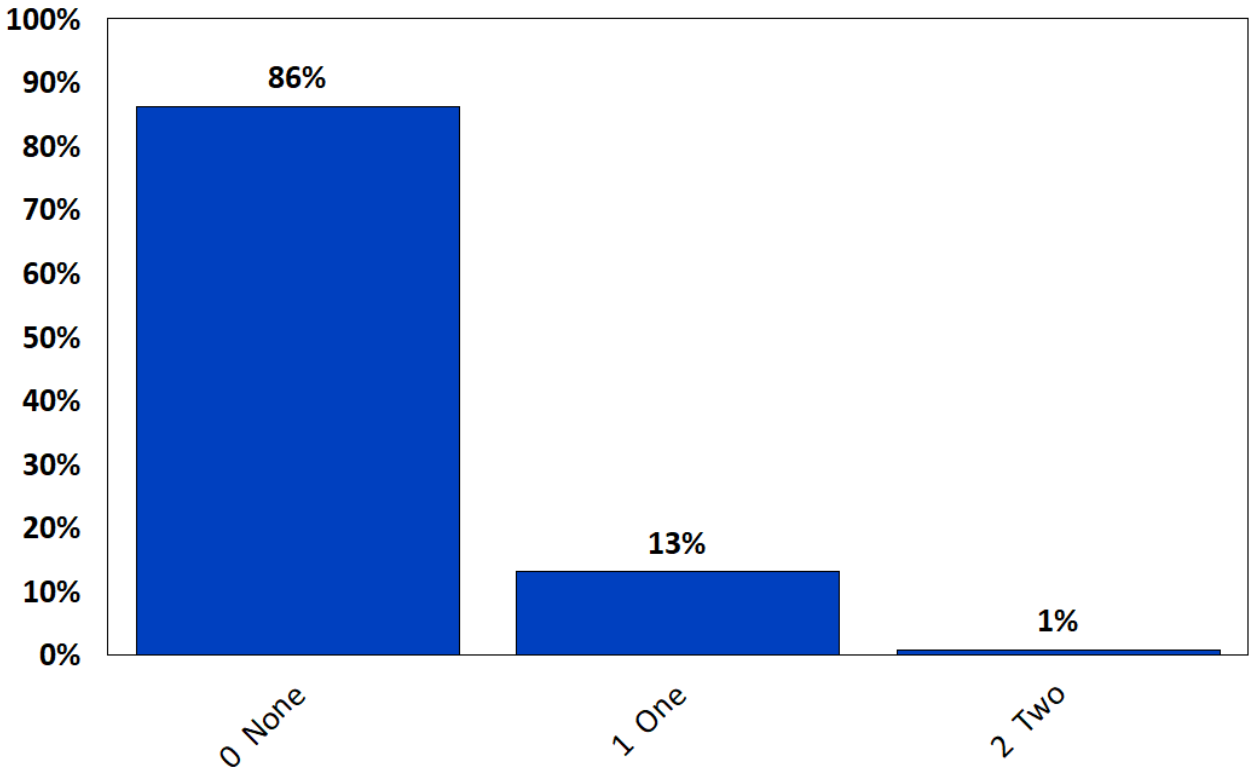
Next Transfers

TABLE 39: NEXT TRANSFERS - WEEKDAY

Next Transfers		
(0) None	7760.8	86.2%
(1) One	1166.3	13.0%
(2) Two	72.5	0.8%
Grand Total	**8999.5**	**100.0%**

86.2% of respondents were surveyed on the final or only bus of their one-way trip and 13.0% of respondents would transfer to one more bus after they completed a survey.

FIGURE 27: NEXT TRANSFERS - WEEKDAY



Trip in Opposite Direction

TABLE 40: TRIP IN OPPOSITE DIRECTION - WEEKDAY

Trip in Opposite Direction		
No	5452.8	60.6%
Yes	3546.7	39.4%
Grand Total	**8999.5**	**100.0%**

Over 60% of respondents indicated that they did not / will not make the exact trip in which they were surveyed in the opposite direction at some point that day.

Previous School Trip

TABLE 41: PREVIOUS SCHOOL TRIP - WEEKDAY

Trip to school after leaving home		
No	403.9	82.8%
Yes	84.1	17.2%
Grand Total	**488.0**	**100.0%**

At the time they were surveyed, 82.8% of student respondents said they had not made a trip to school since leaving their home.

Will You Make a School Trip

TABLE 42: WILL YOU MAKE A SCHOOL TRIP - WEEKDAY

Trip to school before arriving home		
No	505.0	93.7%
Yes	34.0	6.3%
Grand Total	**539.0**	**100.0%**

Most student respondents did not plan to make a trip to school before arriving at their home (93.7%).

Previous Work Trip

TABLE 43: PREVIOUS WORK TRIP - WEEKDAY

Trip to work after leaving home		
No	1829.5	95.7%
Yes	83.1	4.3%
Grand Total	**1912.6**	**100.0%**

At the time they were surveyed, 95.7% of employed respondents said they had not made a trip to work since leaving their home.

Will You Make a Work Trip

TABLE 44: WILL YOU MAKE A WORK TRIP - WEEKDAY

Trip to work before arriving home		
No	1839.1	92.6%
Yes	147.3	7.4%
Grand Total	**1986.4**	**100.0%**

Most employed respondents did not plan to make a trip to work before arriving home (92.6%).

Weekend Ridership Profile

This section lists tables of weekend data for rider characteristics across all Cherriots routes.

Age

- 21.0% of riders are between the ages 25-34.
- 17.9% of riders are between the ages of 35-44.

Gender

- 56.2% of riders are male.
- 42.1% of riders are female.

Household Size

- 51.2% of riders live in a household by themselves or with one other person.
- 17.0% of riders live with at least two other people.

Ethnicity/Race

- 60.4% of riders are White/ Caucasian alone.
- 23.3% of riders are Hispanic, any race.
- 5.7% of riders are Black/ African American alone.

Student Status

- 86.1% of riders said they were not students.
- 5.8% of weekend riders are in 9-12th grade.

Household Income

- Over one-fourth (27.1%) of riders have a household income of less than $20,000 per year.
- 33.0% of riders have a household income between $25,000 and $49,999 per year.
- 9.0% of riders have a household income of $50,000 or more per year.

Available Vehicles at Home

- 63.3% of riders do not have an available vehicle at home.
- 20.2% of riders have one available vehicle at home.

TABLE 45: GENDER - WEEKEND

Gender		
Male	3353.0	56.2%
Female	2511.9	42.1%
Prefer not to say	104.4	1.7%
Grand Total	**5969.4**	**100.0%**

Surveyed ridership is 56.2% male and 42.1% female. 1.7% of respondents preferred not to say.

TABLE 46: AGE - WEEKEND

Age		
65+	619.3	10.4%
55-64	933.9	15.6%
45-54	780.6	13.1%
35-44	1068	17.9%
25-34	1252.8	21.0%
18-24	992.7	16.6%
Under 18	322.2	5.4%
Grand Total	**5969.4**	**100.0%**

Twenty-one percent of respondents are between the ages of 25 – 34, followed by 17.9% between the ages of 35 – 44, 16.6% between the ages of 18 – 24, and 15.6% between 55 – 64 years of age. The rest of the age categories combined comprised less than 15% of surveys collected.

TABLE 47: ETHNICITY/RACE - WEEKEND

Ethnicity/Race		
White/Caucasian alone, non-Hispanic	3604.0	60.4%
Hispanic, any race	1389.0	23.3%
Black/African American alone, non-Hispanic	339.0	5.7%
Mixed Race, non-Hispanic	224.0	3.8%
American Indian/Alaskan Native alone, non-Hispanic	140.0	2.3%
Native Hawaiian/Pacific Islander alone, non-Hispanic	87.0	1.5%
Asian alone, non-Hispanic	77.0	1.3%
Prefer not to say	109.0	1.7%
Grand Total	**5969.0**	**100.0%**

More than half of respondents (60.4%) identify themselves as White/Caucasian alone, 23.3% identify as Hispanic, any race, 5.7% Black/ African American alone, and 3.8% identify as Mixed Race.

TABLE 48: HOUSEHOLD INCOME - WEEKEND

Household Income		
Less than $10,000	860.3	14.4%
$10,000 - $14,999	297.1	5.0%
$15,000 - $19,999	462.3	7.7%
$20,000 - $24,999	355.4	6.0%
$25,000 - $29,999	449.7	7.5%
$30,000 - $34,999	518.2	8.7%
$35,000 - $39,999	565.2	9.5%
$40,000 - $44,999	246.3	4.1%
$45,000 - $49,999	193.3	3.2%
$50,000 - $74,999	460.7	7.7%
$75,000 - $99,999	71.9	1.2%
$100,000 - $149,999	5.0	0.1%
Refused/No Answer	1484.1	24.9%
Grand Total	**5969.4**	**100.0%**

When asked “Which of the following BEST describes your total household income in 2024 before taxes?” 14.4% of surveyed riders indicated their annual household income was less than $10,000 dollars per year.

TABLE 49: HOUSEHOLD SIZE - WEEKEND

Household Size		
One (1)	1544.8	25.9%
Two (2)	1508.9	25.3%
Three (3)	1013.7	17.0%
Four (4)	994.4	16.7%
Five (5)	412.2	6.9%
Six (6)	283.3	4.7%
Seven (7)	126.3	2.1%
Eight (8)	28.5	0.5%
Nine (9)	6.5	0.1%
Ten or More (10+)	50.7	0.8%
Grand Total	**5969.4**	**100.0%**

The largest group of respondents (25.9%) indicated they live alone while 25.3% of respondents shared that they live in a household with one other person. A combined 33.7% of respondents lived in a home with 3-4 members.

TABLE 50: AGE 16+ HOUSEHOLD SIZE - WEEKEND

Age 16+ Household Size		
One (1)	1987.3	33.3%
Two (2)	1889.0	31.6%
Three (3)	1212.7	20.3%
Four (4)	544.3	9.1%
Five (5)	169.0	2.8%
Six (6)	88.4	1.5%
Seven (7)	20.2	0.3%
Eight (8)	15.0	0.3%
Ten or more (10+)	43.5	0.7%
Grand Total	**5969.4**	**100.0%**

The percentage of respondents living in a household in which they are the only person 16 years old or older is 33.3%. Households that include two individuals 16 years of age or older make up 31.6% of the responses.

TABLE 51: ADULTS EMPLOYED IN RESPONDENTS HOUSEHOLD

Adults Employed in Household		
None (0)	1318.7	22.1%
One (1)	1857.8	31.1%
Two (2)	1775.2	29.7%
Three (3)	675.2	11.3%
Four (4)	269.0	4.5%
Five (5)	26.6	0.4%
Six (6)	30.1	0.5%
Seven (7)	7.5	0.1%
Eight (8)	2.0	0.0%
Ten or more (10+)	7.1	0.1%
Grand Total	**5969.4**	**100.0%**

Nearly one-third (31.1%) of the respondents revealed one person within their household is employed either part-time or full-time; 29.7% of surveyed riders came from households with two employed individuals; 11.3% indicated they had three working people in their household; 22.1% of riders live in households with no employment.

TABLE 52: EMPLOYMENT STATUS - WEEKEND

Employment Status		
Employed full-time (at least 35 hours per week)	2675.7	44.8%
Employed part-time (less than 35 hours per week)	1112.9	18.6%
Retired	913.8	15.3%
Not currently employed, but seeking work	785.1	13.2%
Not currently employed, and not seeking work	456.6	7.6%
Homemaker	25.3	0.4%
Grand Total	**5969.4**	**100.0%**

Almost half of respondents (44.8%) indicated that they are employed full-time while 18.6% said they are employed part-time.

TABLE 53: PRIMARY WORK LOCATION-WEEKEND

Work Location		
Only one work location outside my home	3342.6	88.5%
Work location is outside the home and regularly varies (different offices, job sites)	298.7	7.9%
Telework some days and travel to work the remainder	63.7	1.7%
Work only from home	43.8	1.2%
Drive/Bike/Travel for work (driver, sales, deliveries)	27.1	0.7%
Grand Total	**3775.9**	**100.0%**

Most employed respondents (88.5%) have only one work location outside of the home.

TABLE 54: STUDENT STATUS - WEEKEND

Student Status		
Not a student	5141.9	86.1%
Yes - 9th-12th grade	344.5	5.8%
Yes - Part-time college/university	271.1	4.5%
Yes - Full Time college/university	211.9	3.5%
Grand Total	**5969.4**	**100.0%**

Approximately eighty-six percent of respondents indicated that they were not students. Those in college or university either full or part time make up 8.0%, and respondents who attend grades 9-12 made up 5.8%.

TABLE 55: LANGUAGES SPOKEN AT HOME OTHER THAN ENGLISH - WEEKEND

Other Language at Home		
No	4783.6	80.1%
Yes	1185.7	19.9%
Grand Total	**5969.4**	**100.0%**

Approximately 80% of respondents speak only English in their home and about 20% speak a language other than English at home.

TABLE 56: LANGUAGES SPOKEN AT HOME - WEEKEND

Other Language Spoken at Home		
Spanish	990.4	83.5%
Russian	29.7	2.5%
Filipino (Tagalog)	25.0	2.1%
Korean	15.6	1.3%
Chinese - Cantonese	9.6	0.8%
French	8.8	0.7%
Chinese - Mandarin	2.8	0.2%
Other	103.9	8.8%
Grand Total	**1185.7**	**100.0%**

Respondents who indicated they did speak another language besides English were asked which specific language they spoke. Most of these riders (83.5%) indicated they speak Spanish in their home.

TABLE 57: ENGLISH SPEAKING ABILITY – WEEKEND

English Speaking Ability		
Very well	550.9	77.3%
Well	106.5	14.9%
Not very well	36.3	5.1%
Not at all	19.0	2.7%
Grand Total	**712.7**	**100.0%**

Of those who indicated that they speak a language besides English at home, 77.3% said that they speak English very well.

TABLE 58: AVAILABLE VEHICLES - WEEKEND

Vehicles Available to Household		
None (0)	3776.7	63.3%
One (1)	1207.7	20.2%
Two (2)	618.6	10.4%
Three (3)	302.1	5.1%
Four (4)	53.8	0.9%
Seven (7)	10.4	0.2%
Grand Total	**5969.4**	**100.0%**

More than half of respondents (63.3%) indicated that they do not have a vehicle available to them at their household while 20.2% said that they have one available vehicle at their household.

TABLE 59: ABILITY TO USE HOUSEHOLD VEHICLE FOR TRIP - WEEKEND

Could Have Used Vehicle For Trip		
No	1719.7	78.4%
Yes	473.0	21.6%
Grand Total	**2192.6**	**100.0%**

Only 21.6% of respondents who indicated that they have at least one available vehicle at their household said they could have used it for their trip.

TABLE 60: VALID DRIVER'S LICENSE - WEEKEND

Valid Driver's License		
No	3871.4	64.9%
Yes	2098.0	35.1%
Grand Total	**5969.4**	**100.0%**

About 65% of respondents indicated that they do not have a valid driver’s license.

Weekend Trip Profile

This section lists tables of weekend data for trip characteristics across all Cherriots routes.

Origin

- 51.0% of surveys were conducted with riders who started their trip at home.
- 11.6% of riders began their one-way trip at their usual workplace.
- 11.5% of riders began their one-way trip at a shopping location.

Previous Transfers

- 86.1% of riders were surveyed on the first or only bus of their one-way trip.
- 13.9% of respondents had transferred from one other bus before getting on the transit vehicle on which they were surveyed.

Fare Category

- 78.0% of respondents purchased a Full Fare for the trip in which they were surveyed.
- 16.8% of respondents purchased a Reduced Fare for their one-way trip.
- 4.0% of riders utilized the Youth fare for their one-way trip.

Destination

- 42.2% of riders were making a trip home when they were surveyed.
- 15.9% of riders were on their way to their usual workplace when they were surveyed.

Next Transfers

- 86.3% of riders were surveyed on their final or only bus of their one-way trip.
- 13.6% of riders would transfer to one more bus after they were surveyed before reaching their destination.

Boarding Time

- 25.9% of riders were surveyed on a bus that they boarded between 12:00 pm and 2:59 pm.
- 22.3% of riders were surveyed on a bus that they boarded between 9:00 am and 11:59 am.

TABLE 61: ORIGIN - WEEKEND

Origin		
Your HOME	3041.8	51.0%
Your usual Workplace/Place of employment	693.2	11.6%
Shopping	683.8	11.5%
Personal Business (bank, post office)	584.0	9.8%
Social Visit (friends/relatives)	291.6	4.9%
Restaurant/Dining	254.1	4.3%
Other work-related place	135.3	2.3%
Recreation/Sightseeing/Sporting Event	131.2	2.2%
Medical/Hospital Services	86.8	1.5%
College / University (students only)	38.3	0.6%
School K-12 (students only)	25.0	0.4%
Greyhound/Amtrak/etc. (travelers only)	4.3	0.1%
Grand Total	**5969.4**	**100.0%**

Respondents indicated that their home or usual workplace are the most common places of origin for their trip at 51.0% and 11.6% respectively.

TABLE 62: DESTINATION - WEEKEND

Destination		
Your HOME	2516.2	42.2%
Your usual Workplace/Place of employment	948.0	15.9%
Shopping	730.9	12.2%
Personal Business (bank, post office)	717.2	12.0%
Social Visit (friends/relatives)	372.8	6.2%
Restaurant/Dining	192.1	3.2%
Recreation/Sightseeing/Sporting Event	180.9	3.0%
Other work-related place	105.9	1.8%
College / University (students only)	87.0	1.5%
Medical/Hospital Services	79.4	1.3%
Hotel/Convention Center	39.0	0.7%
Grand Total	**5969.4**	**100.0%**

Likewise, 42.2% of respondents stated that their home was the destination of their trip and 15.9% stated that their usual workplace was their destination.

TABLE 63: ACCESS MODE - WEEKEND

Mode of Access		
Walk	5581.4	93.5%
Used personal bike	242.7	4.1%
Wheelchair or other mobility device (e.g. scooter, etc)	106.3	1.8%
Rode with others and was dropped off	24.3	0.4%
Rode in an Uber/Lyft/Taxi/etc vehicle	11.6	0.2%
Drove alone and parked	3.1	0.1%
Grand Total	**5969.4**	**100.0%**

Most respondents (93.5%) said that they walked from their Origin to the first bus of their one-way trip.

TABLE 64: BOARDING TIME - WEEKEND

Boarding Time		
Before 6:00am	3.1	0.1%
6:00 am - 7:00 am	51.6	0.9%
7:00 am - 8:00 am	336.4	5.6%
8:00 am - 9:00 am	284.9	4.8%
9:00 am - 10:00 am	546.1	9.1%
10:00 am - 11:00 am	496.9	8.3%
11:00 am - 12:00 pm	290.8	4.9%
12:00 pm - 1:00 pm	566.3	9.5%
1:00 pm - 2:00 pm	579.2	9.7%
2:00 pm - 3:00 pm	401.5	6.7%
3:00 pm - 4:00 pm	534.6	9.0%
4:00 pm - 5:00 pm	448.6	7.5%
5:00 pm - 6:00 pm	621.2	10.4%
6:00 pm - 7:00 pm	336.4	5.6%
7:00 pm - 8:00 pm	210.0	3.5%
8:00 pm - 9:00 pm	163.2	2.7%
9:00 pm - 10:00 pm	87.1	1.5%
After 10:00 pm	11.3	0.2%
Grand Total	**5696.4**	**100.0%**

The highest volume of boarding occurred between 3:00 p.m. and 6:00 p.m. (26.9%) with the peak volume occurring between 5:00 p.m. and 6:00 p.m. (10.4%).

TABLE 65: EGRESS MODE - WEEKEND

Mode of Egress		
Walk	5574.6	93.4%
Use personal bike	223.8	3.7%
Wheelchair or other mobility device (e.g. scooter, etc)	106.3	1.8%
Ride in an Uber/Lyft/Taxi/etc vehicle	31.0	0.5%
Be picked up & ride with others	26.4	0.4%
Drove or rode with others and parked	7.3	0.1%
Grand Total	**5969.4**	**100.0%**

93.4% of respondents said that they walked to their destination after deboarding their bus.

TABLE 66: FARE CATEGORY - WEEKEND

Fare Category		
Full Fare	4653.7	78.0%
Reduced	1003.3	16.8%
Youth Fare (free)	236.4	4.0%
Group Pass (free)	76.0	1.3%
Grand Total	**5969.4**	**100.0%**

Most respondents indicated that they paid the Full Fare category for their trip (78.0%).

TABLE 67: FARE TYPE - WEEKEND

Fare Type		
One Day Pass	2394.0	40.1%
Monthly Pass	1899.6	31.8%
One Ride	681.2	11.4%
30 Day Pass	530.3	8.9%
Annual Pass	453.9	7.6%
Universal LIFT Monthly Pass	10.5	0.2%
Grand Total	**5969.4**	**100.0%**

Approximately forty percent of respondents indicated they used a One Day Pass for the trip in which they were surveyed.

TABLE 68: PREVIOUS TRANSFERS - WEEKEND

Previous Transfers		
(0) None	5137.8	86.1%
(1) One	831.6	13.9%
Grand Total	**5969.4**	**100.0%**

The majority of respondents (86.1%) were surveyed on the first or only bus of their one-way trip, and 13.9% of respondents had ridden one bus prior to transferring to the bus on which they were surveyed.

Table 69: Next Transfers - Weekend

Egress Transfers		
(0) None	5150.6	86.3%
(1) One	810.6	13.6%
(2) Two	8.3	0.1%
Grand Total	**5969.4**	**100.0%**

Approximately 86% of respondents were surveyed on the final or only bus of their one-way trip and 13.6% of respondents would transfer to one more bus after they completed a survey.

Table 70: Trip In Opposite Direction - Weekend

Trip in Opposite Direction		
No	3716.5	62.3%
Yes	2252.8	37.7%
Grand Total	**5969.4**	**100.0%**

More than 60% of respondents indicated that they did not/will not make the exact trip in which they were surveyed in the opposite direction at some point that day.

Table 71: Previous School Trip - Weekend

Go to school prior		
No	316.6	97.7%
Yes	7.6	2.3%
Grand Total	**324.2**	**100.0%**

At the time they were surveyed, 97.7% of student respondents said they had not made a trip to school since leaving their home.

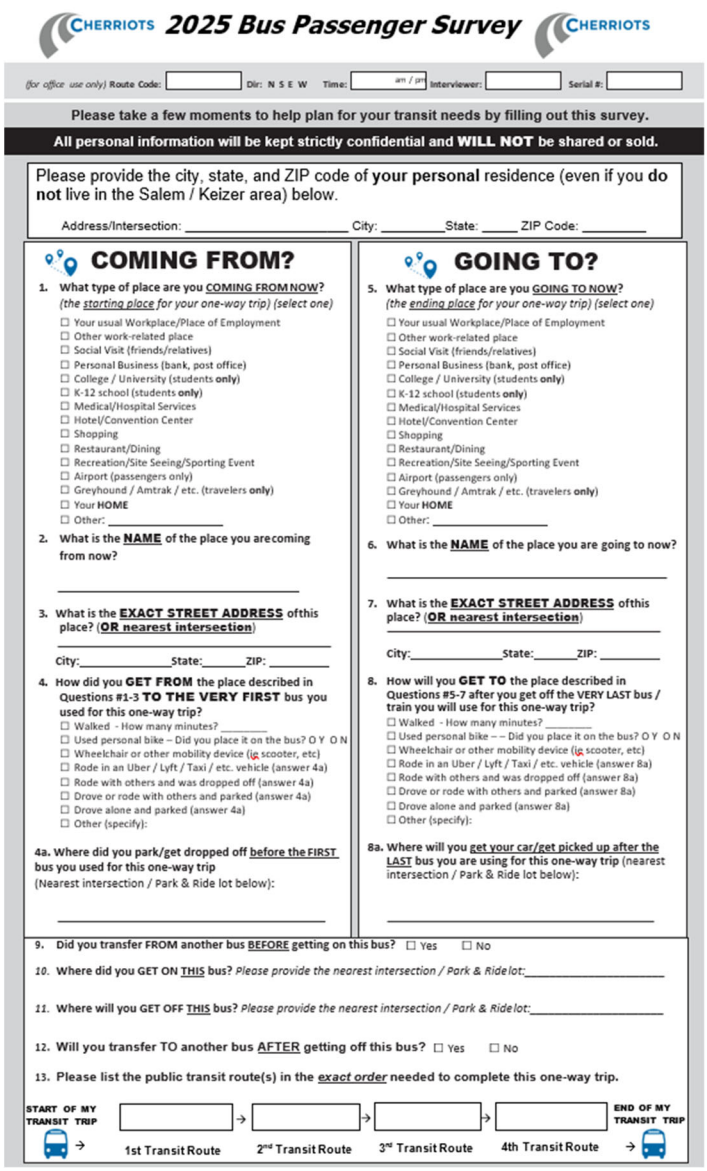
TABLE 72: WILL YOU MAKE A SCHOOL TRIP - WEEKEND

Go to school after		
No	438.7	95.0%
Yes	23.1	5.0%
Grand Total	**461.8**	**100.0%**

Most student respondents did not plan to make a trip to school before arriving at their home (95.0%).

APPENDIX A: Survey Instrument (Paper)

FIGURE 28: CHERRIOTS ON-BOARD PAPER SURVEY PT. 1



CHERRIOTS **2025 Bus Passenger Survey** CHERRIOTS

(for office use only) Route Code: ____ Dir: N S E W Time: ____ am / pm Interviewer: ____ Serial #: ____

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and WILL NOT be shared or sold.

Please provide the city, state, and ZIP code of **your personal** residence (even if you **do not** live in the Salem / Keizer area) below.

Address/Intersection: _____ City: _____ State: _____ ZIP Code: _____

COMING FROM?

1. What type of place are you COMING FROM NOW? *(the starting place for your one-way trip) (select one)*
   - ☐ Your usual Workplace/Place of Employment
   - ☐ Other work-related place
   - ☐ Social Visit (friends/relatives)
   - ☐ Personal Business (bank, post office)
   - ☐ College / University (students **only**)
   - ☐ K-12 school (students **only**)
   - ☐ Medical/Hospital Services
   - ☐ Hotel/Convention Center
   - ☐ Shopping
   - ☐ Restaurant/Dining
   - ☐ Recreation/Site Seeing/Sporting Event
   - ☐ Airport (passengers only)
   - ☐ Greyhound / Amtrak / etc. (travelers **only**)
   - ☐ Your **HOME**
   - ☐ Other: _____
2. What is the **NAME** of the place you are coming from now?
   _____
3. What is the **EXACT STREET ADDRESS** of this place? (**OR nearest intersection**)
   _____
   City: _____ State: _____ ZIP: _____
4. How did you **GET FROM** the place described in Questions #1-3 **TO THE VERY FIRST** bus you used for this one-way trip?
   - ☐ Walked - How many minutes? _____
   - ☐ Used personal bike – Did you place it on the bus? O Y O N
   - ☐ Wheelchair or other mobility device (ie. scooter, etc)
   - ☐ Rode in an Uber / Lyft / Taxi / etc. vehicle (answer 4a)
   - ☐ Rode with others and was dropped off (answer 4a)
   - ☐ Drove or rode with others and parked (answer 4a)
   - ☐ Drove alone and parked (answer 4a)
   - ☐ Other (specify):

4a. Where did you park/get dropped off before the FIRST bus you used for this one-way trip (Nearest intersection / Park & Ride lot below):
_____

GOING TO?

5. What type of place are you GOING TO NOW? *(the ending place for your one-way trip) (select one)*
   - ☐ Your usual Workplace/Place of Employment
   - ☐ Other work-related place
   - ☐ Social Visit (friends/relatives)
   - ☐ Personal Business (bank, post office)
   - ☐ College / University (students **only**)
   - ☐ K-12 school (students **only**)
   - ☐ Medical/Hospital Services
   - ☐ Hotel/Convention Center
   - ☐ Shopping
   - ☐ Restaurant/Dining
   - ☐ Recreation/Site Seeing/Sporting Event
   - ☐ Airport (passengers only)
   - ☐ Greyhound / Amtrak / etc. (travelers **only**)
   - ☐ Your **HOME**
   - ☐ Other: _____
6. What is the **NAME** of the place you are going to now?
   _____
7. What is the **EXACT STREET ADDRESS** of this place? (**OR nearest intersection**)
   _____
   City: _____ State: _____ ZIP: _____
8. How will you **GET TO** the place described in Questions #5-7 after you get off the VERY LAST bus / train you will use for this one-way trip?
   - ☐ Walked - How many minutes? _____
   - ☐ Used personal bike – – Did you place it on the bus? O Y O N
   - ☐ Wheelchair or other mobility device (ie. scooter, etc)
   - ☐ Rode in an Uber / Lyft / Taxi / etc. vehicle (answer 8a)
   - ☐ Rode with others and was dropped off (answer 8a)
   - ☐ Drove or rode with others and parked (answer 8a)
   - ☐ Drove alone and parked (answer 8a)
   - ☐ Other (specify):

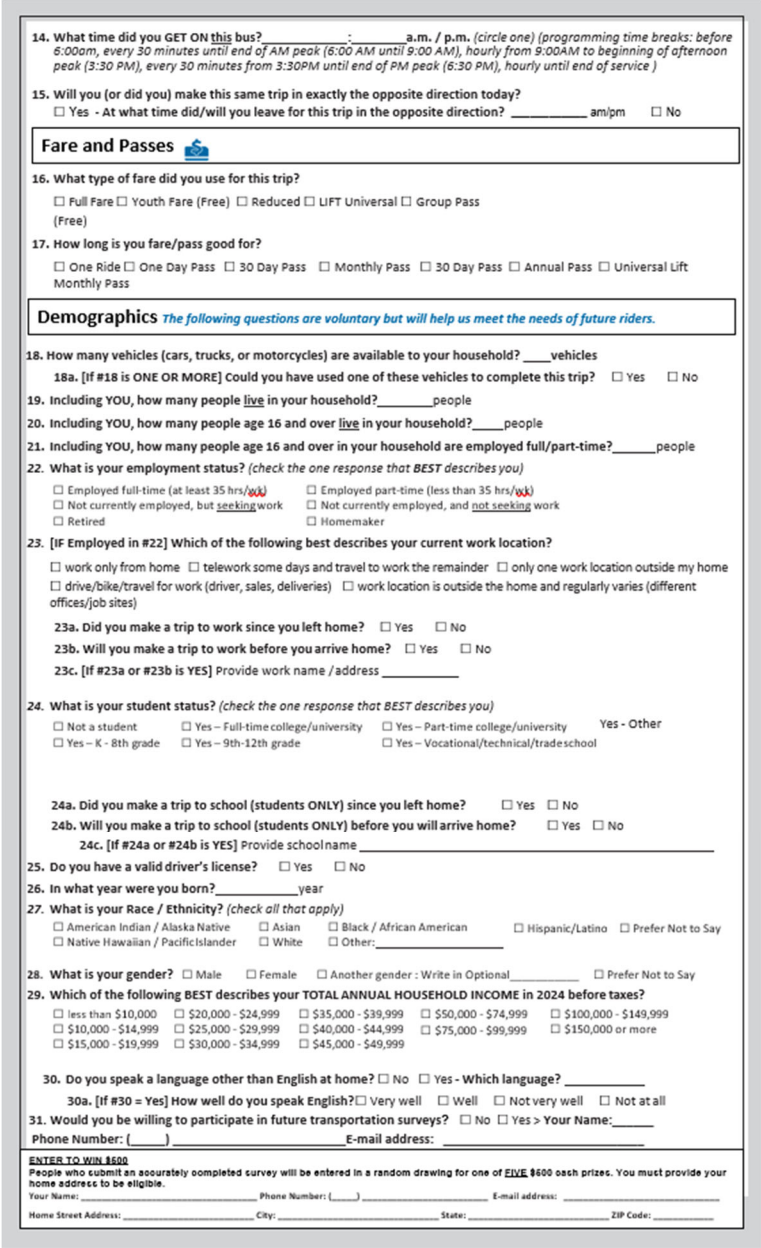
8a. Where will you get your car/get picked up after the LAST bus you are using for this one-way trip (nearest intersection / Park & Ride lot below):
_____

9. Did you transfer FROM another bus BEFORE getting on this bus? ☐ Yes ☐ No
10. Where did you GET ON THIS bus? *Please provide the nearest intersection / Park & Ride lot:* _____
11. Where will you GET OFF THIS bus? *Please provide the nearest intersection / Park & Ride lot:* _____
12. Will you transfer TO another bus AFTER getting off this bus? ☐ Yes ☐ No
13. Please list the public transit route(s) in the *exact order* needed to complete this one-way trip.

START OF MY TRANSIT TRIP → [ ] → [ ] → [ ] → [ ] END OF MY TRANSIT TRIP

1st Transit Route 2nd Transit Route 3rd Transit Route 4th Transit Route

FIGURE 29: CHERRIOTS ON-BOARD PAPER SURVEY PT. 2



14. What time did you GET ON this bus?_____:_____a.m. / p.m. *(circle one) (programming time breaks: before 6:00am, every 30 minutes until end of AM peak (6:00 AM until 9:00 AM), hourly from 9:00AM to beginning of afternoon peak (3:30 PM), every 30 minutes from 3:30PM until end of PM peak (6:30 PM), hourly until end of service)*

15. Will you (or did you) make this same trip in exactly the opposite direction today?
☐ Yes - At what time did/will you leave for this trip in the opposite direction? _____ am/pm ☐ No

Fare and Passes

16. What type of fare did you use for this trip?
☐ Full Fare ☐ Youth Fare (Free) ☐ Reduced ☐ LIFT Universal ☐ Group Pass (Free)

17. How long is you fare/pass good for?
☐ One Ride ☐ One Day Pass ☐ 30 Day Pass ☐ Monthly Pass ☐ 30 Day Pass ☐ Annual Pass ☐ Universal Lift Monthly Pass

Demographics *The following questions are voluntary but will help us meet the needs of future riders.*

18. How many vehicles (cars, trucks, or motorcycles) are available to your household? ____vehicles
18a. [If #18 is ONE OR MORE] Could you have used one of these vehicles to complete this trip? ☐ Yes ☐ No

19. Including YOU, how many people live in your household?_____people

20. Including YOU, how many people age 16 and over live in your household?____people

21. Including YOU, how many people age 16 and over in your household are employed full/part-time?_____people

22. What is your employment status? *(check the one response that BEST describes you)*
☐ Employed full-time (at least 35 hrs/wk) ☐ Employed part-time (less than 35 hrs/wk)
☐ Not currently employed, but seeking work ☐ Not currently employed, and not seeking work
☐ Retired ☐ Homemaker

23. [IF Employed in #22] Which of the following best describes your current work location?
☐ work only from home ☐ telework some days and travel to work the remainder ☐ only one work location outside my home
☐ drive/bike/travel for work (driver, sales, deliveries) ☐ work location is outside the home and regularly varies (different offices/job sites)
23a. Did you make a trip to work since you left home? ☐ Yes ☐ No
23b. Will you make a trip to work before you arrive home? ☐ Yes ☐ No
23c. [If #23a or #23b is YES] Provide work name /address _____

24. What is your student status? *(check the one response that BEST describes you)*
☐ Not a student ☐ Yes – Full-time college/university ☐ Yes – Part-time college/university Yes - Other
☐ Yes – K - 8th grade ☐ Yes – 9th-12th grade ☐ Yes – Vocational/technical/trade school
24a. Did you make a trip to school (students ONLY) since you left home? ☐ Yes ☐ No
24b. Will you make a trip to school (students ONLY) before you will arrive home? ☐ Yes ☐ No
24c. [If #24a or #24b is YES] Provide school name _____

25. Do you have a valid driver's license? ☐ Yes ☐ No

26. In what year were you born?_____year

27. What is your Race / Ethnicity? *(check all that apply)*
☐ American Indian / Alaska Native ☐ Asian ☐ Black / African American ☐ Hispanic/Latino ☐ Prefer Not to Say
☐ Native Hawaiian / Pacific Islander ☐ White ☐ Other:_____

28. What is your gender? ☐ Male ☐ Female ☐ Another gender : Write in Optional_____ ☐ Prefer Not to Say

29. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?
☐ less than $10,000 ☐ $20,000 - $24,999 ☐ $35,000 - $39,999 ☐ $50,000 - $74,999 ☐ $100,000 - $149,999
☐ $10,000 - $14,999 ☐ $25,000 - $29,999 ☐ $40,000 - $44,999 ☐ $75,000 - $99,999 ☐ $150,000 or more
☐ $15,000 - $19,999 ☐ $30,000 - $34,999 ☐ $45,000 - $49,999

30. Do you speak a language other than English at home? ☐ No ☐ Yes - Which language? _____
30a. [If #30 = Yes] How well do you speak English? ☐ Very well ☐ Well ☐ Not very well ☐ Not at all

31. Would you be willing to participate in future transportation surveys? ☐ No ☐ Yes > Your Name:_____
Phone Number: (_____) _____ E-mail address: _____

ENTER TO WIN $600
People who submit an accurately completed survey will be entered in a random drawing for one of FIVE $600 cash prizes. You must provide your home address to be eligible.
Your Name: _____ Phone Number: (____) _____ E-mail address: _____
Home Street Address: _____ City: _____ State: _____ ZIP Code: _____

APPENDIX B: Survey Instrument (Tablet)

FIGURE 30: CHERRIOTS ON-BOARD SURVEY - ROUTE SELECTION

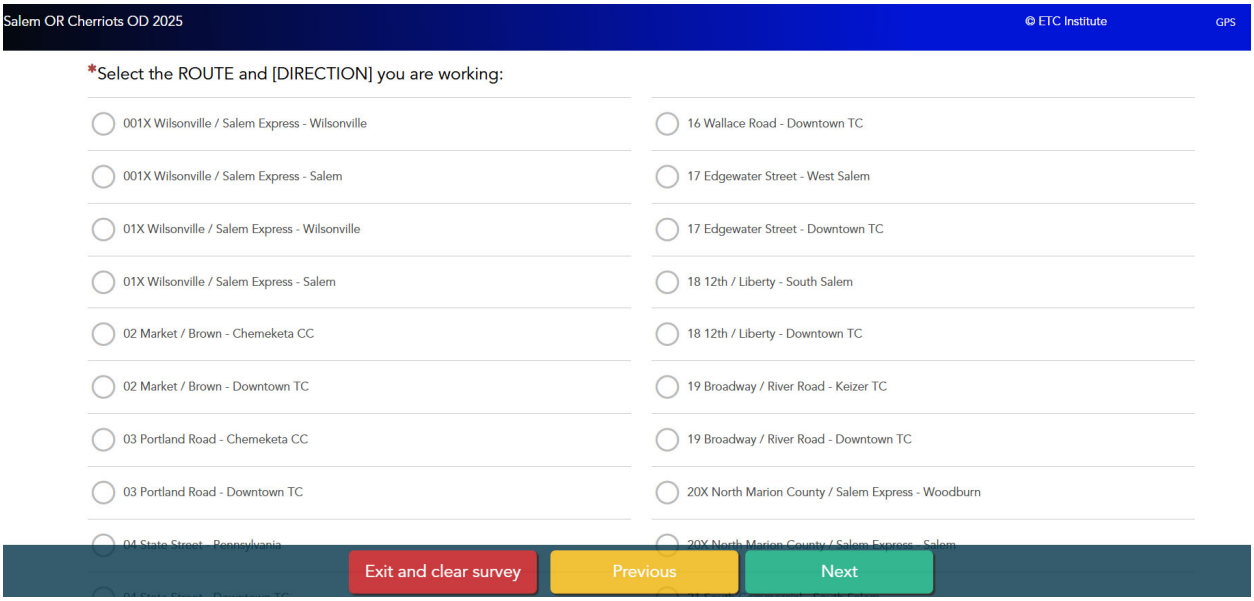


FIGURE 31: CHERRIOTS ON-BOARD SURVEY - RANDOM NUMBER

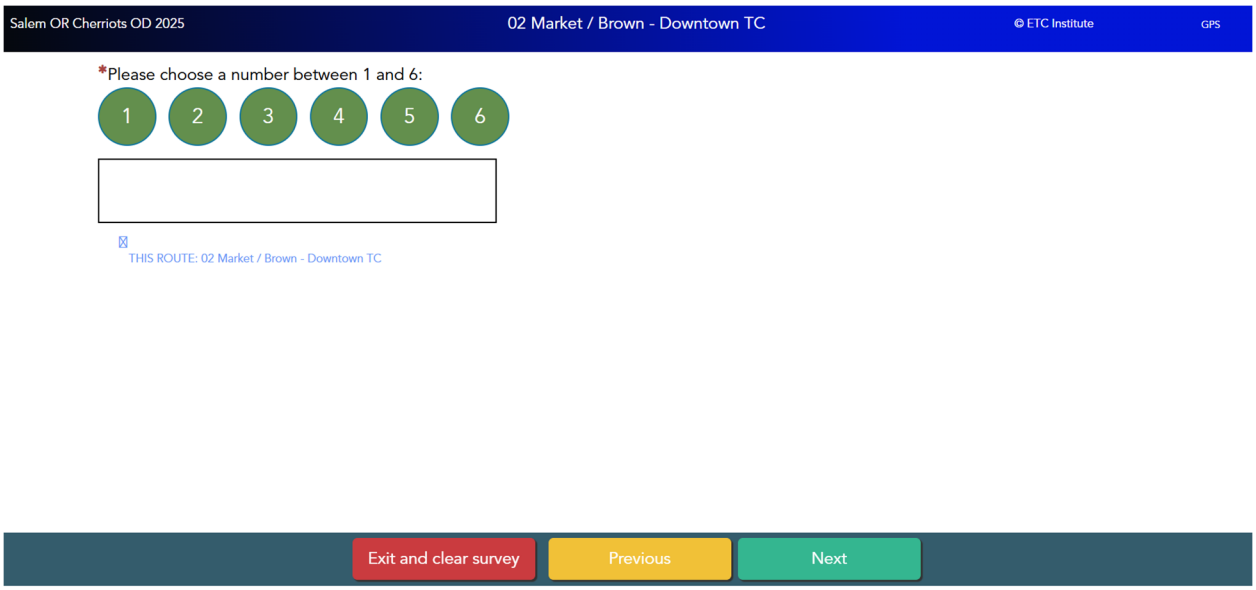


FIGURE 32: CHERRIOTS ON-BOARD SURVEY - PARTICIPATION

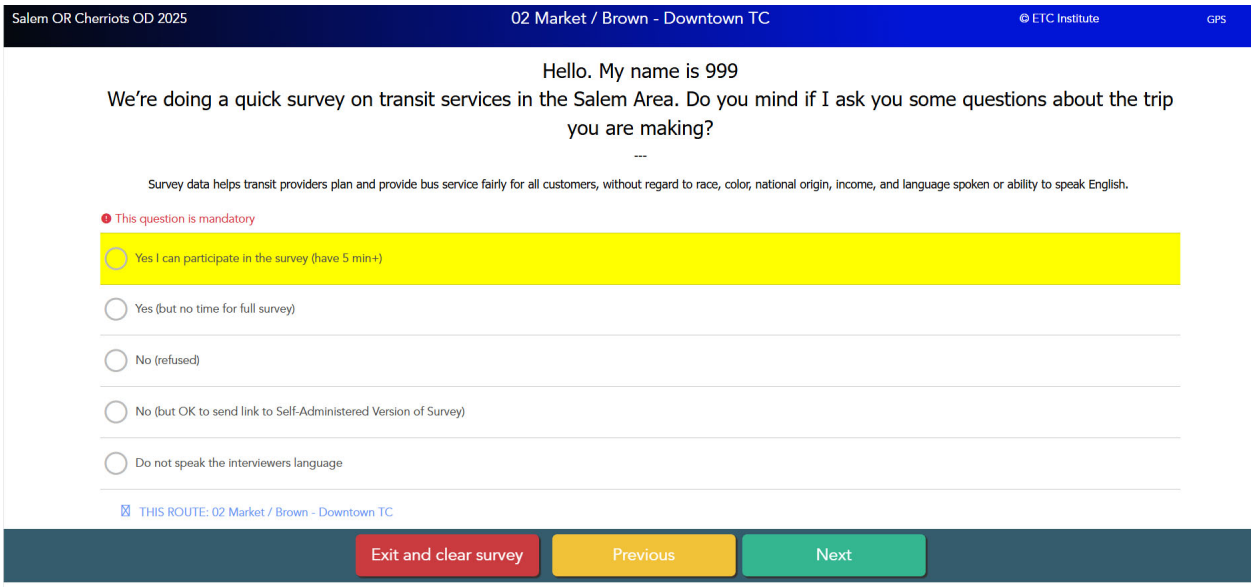


FIGURE 33: CHERRIOTS ON-BOARD SURVEY - EMAIL OPTION

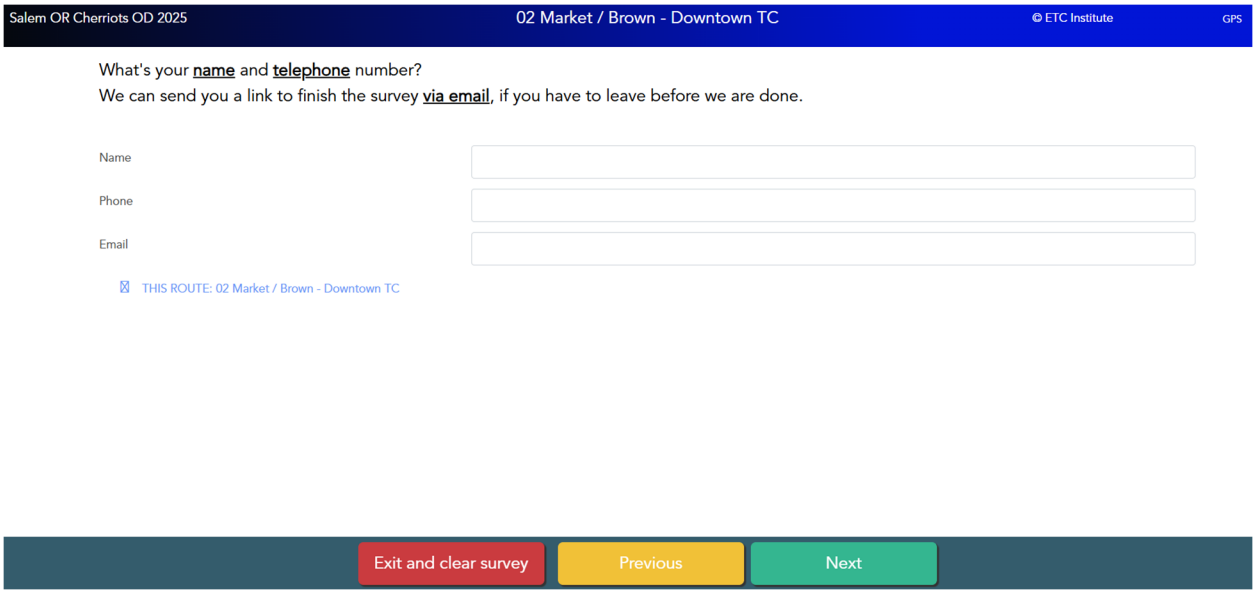


FIGURE 34: CHERRIOTS ON-BOARD SURVEY - DEMOGRAPHIC OBSERVATIONS

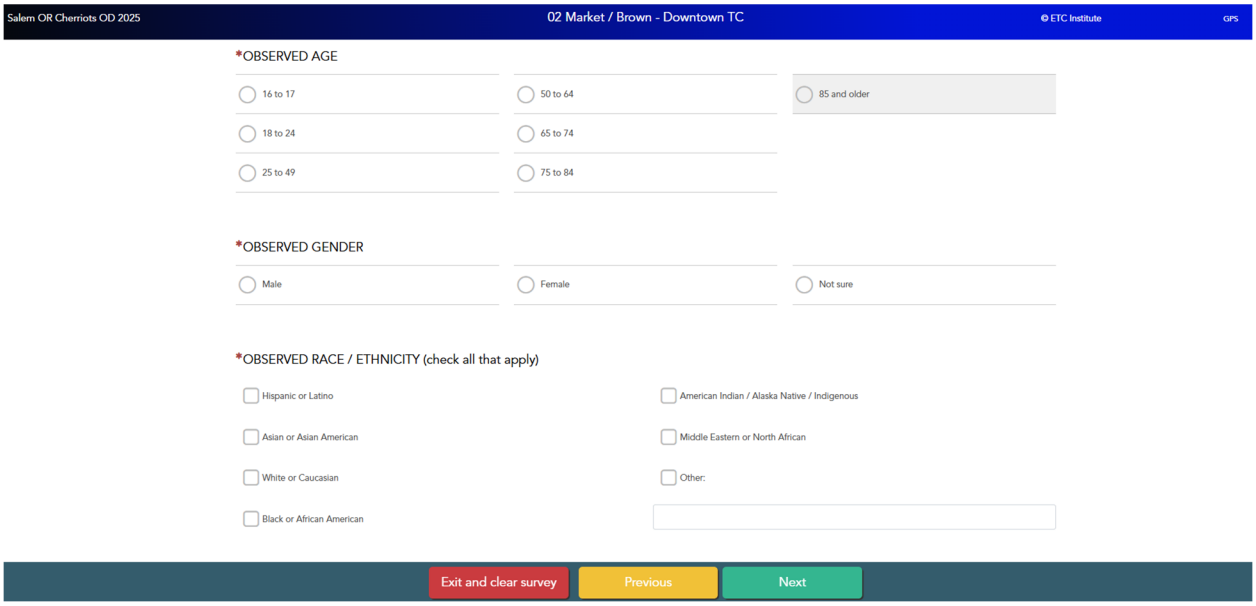


FIGURE 35: CHERRIOTS ON-BOARD SURVEY - LANGUAGE SELECTION

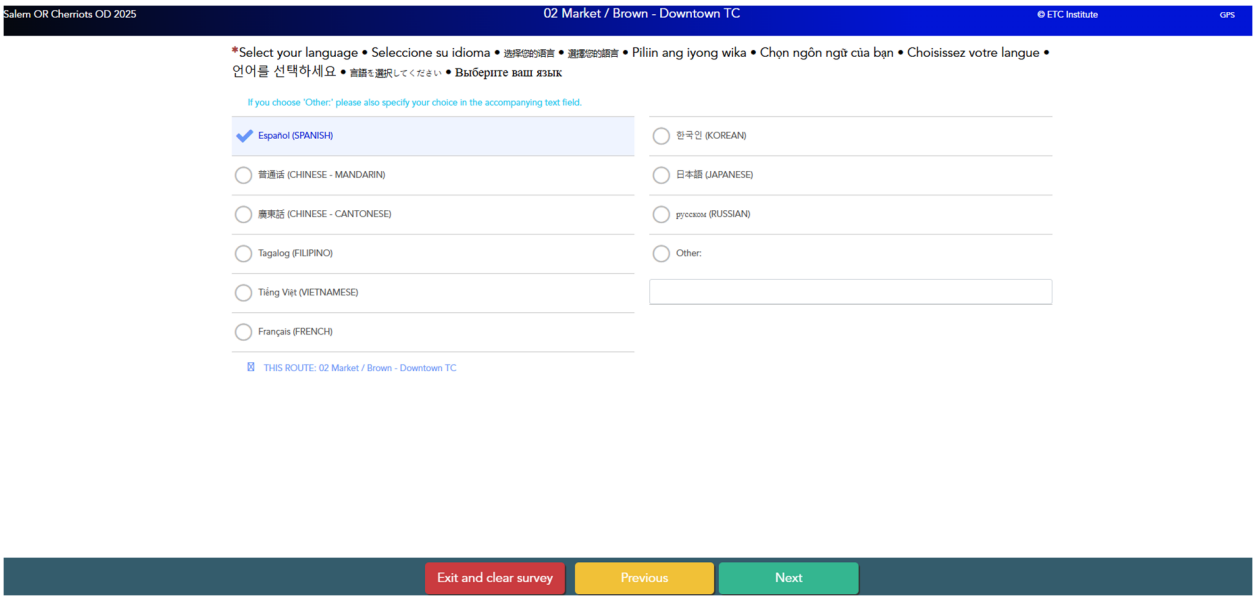


FIGURE 36: CHERRIOTS ON-BOARD SURVEY - OTHER LANGUAGE OPTION

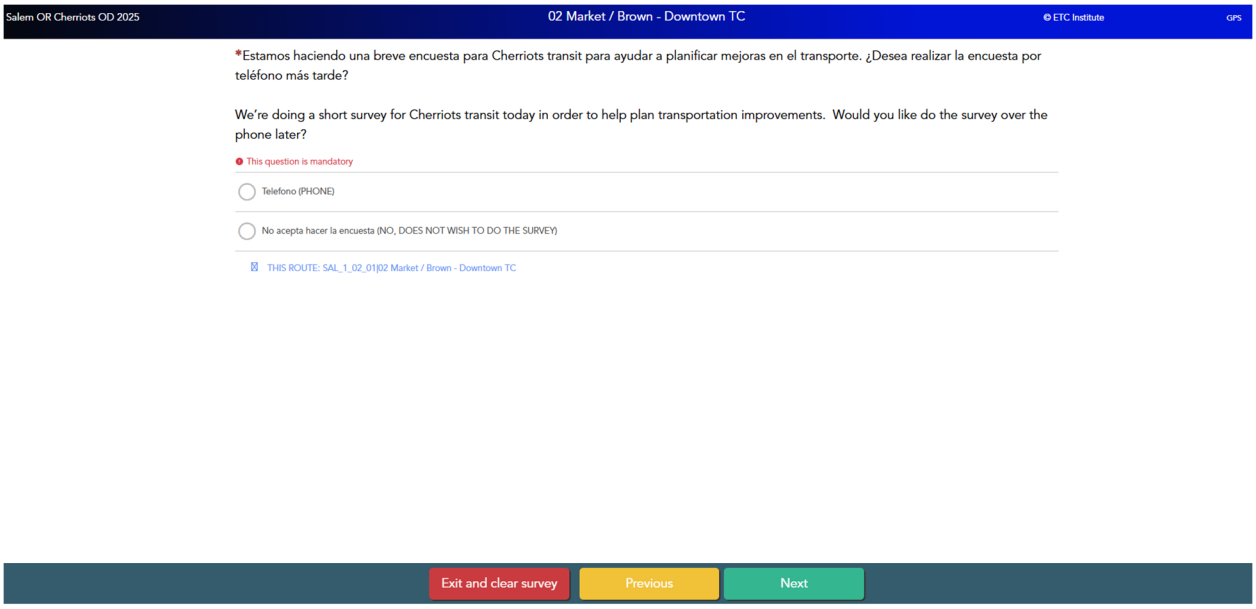


FIGURE 37: CHERRIOTS ON-BOARD SURVEY - HOME ADDRESS

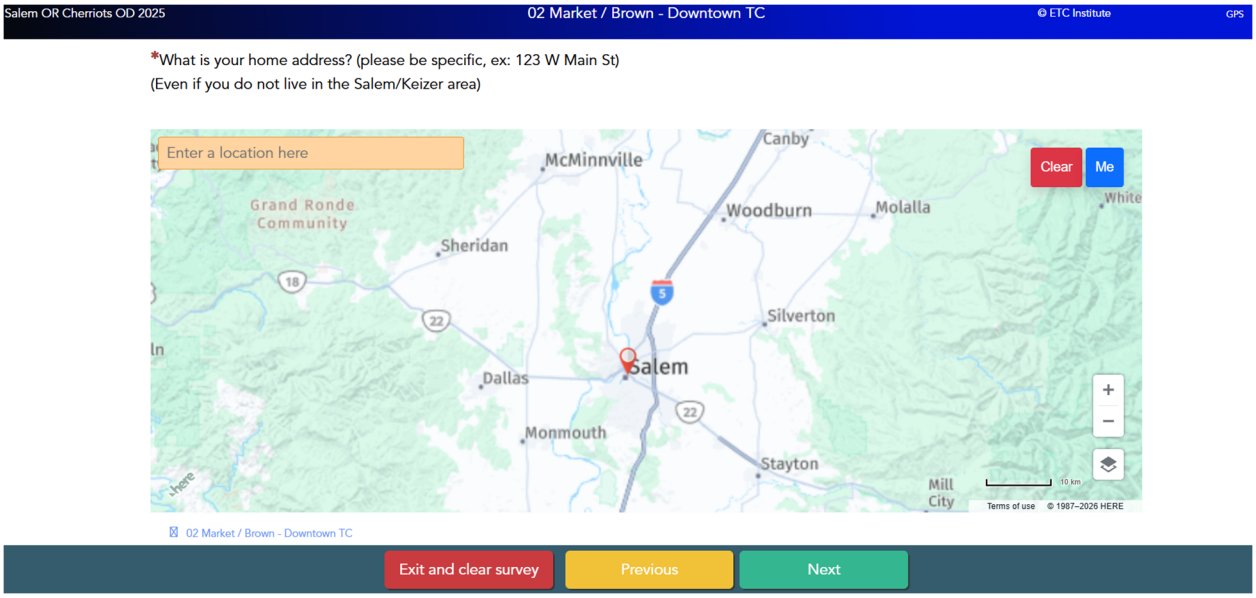


FIGURE 38: CHERRIOTS ON-BOARD SURVEY - ORIGIN PLACE TYPE

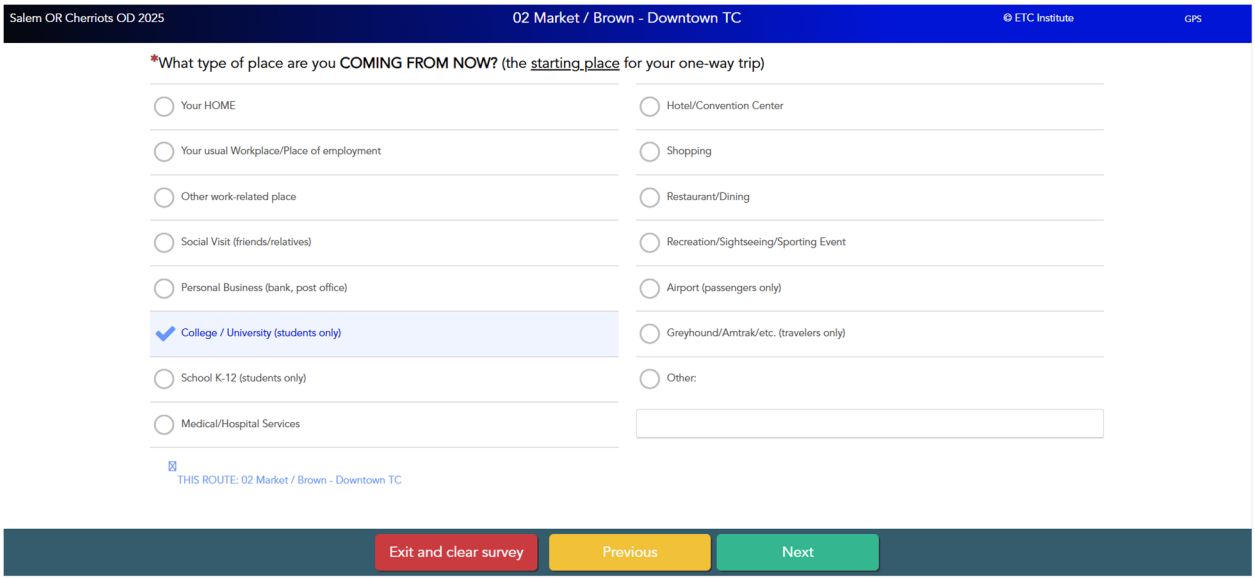


FIGURE 39: CHERRIOTS ON-BOARD SURVEY - ORIGIN NAME

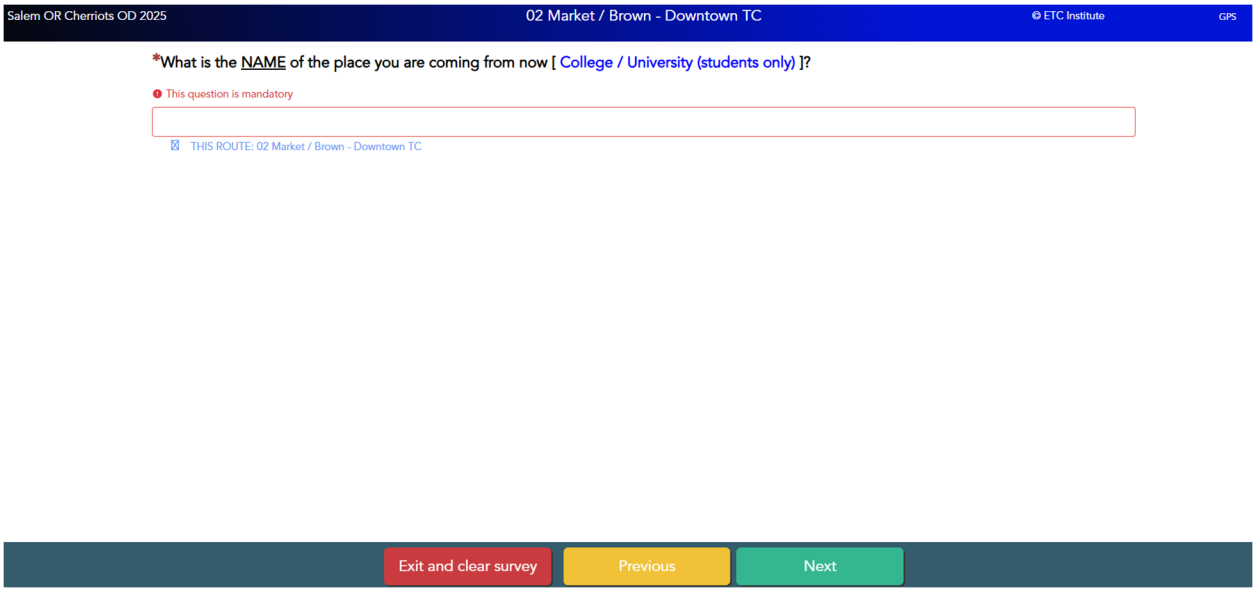


FIGURE 40: CHERRIOTS ON-BOARD SURVEY - ORIGIN LOCATION

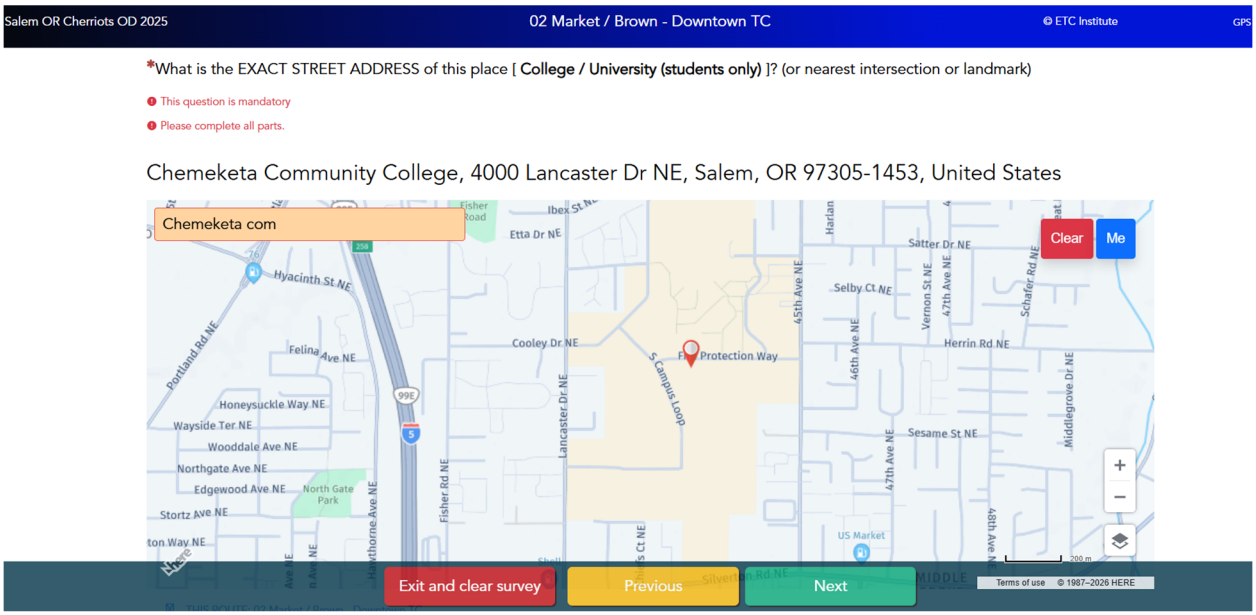


FIGURE 41: CHERRIOTS ON-BOARD SURVEY - PREVIOUS TRANSFERS

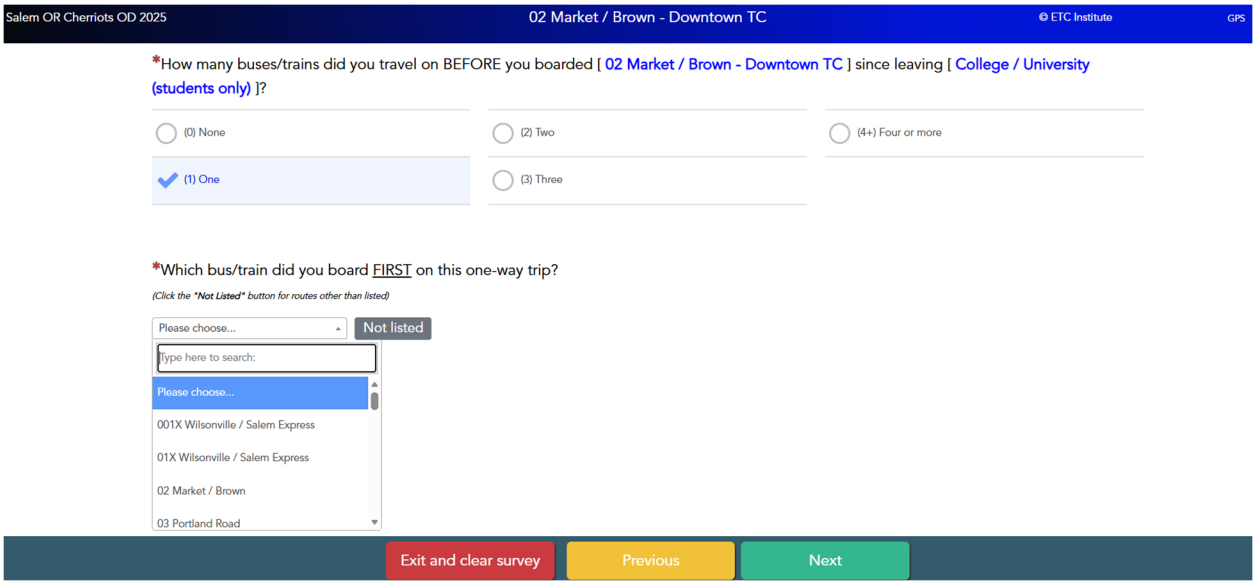


FIGURE 42: CHERRIOTS ON-BOARD SURVEY - ACCESS MODE

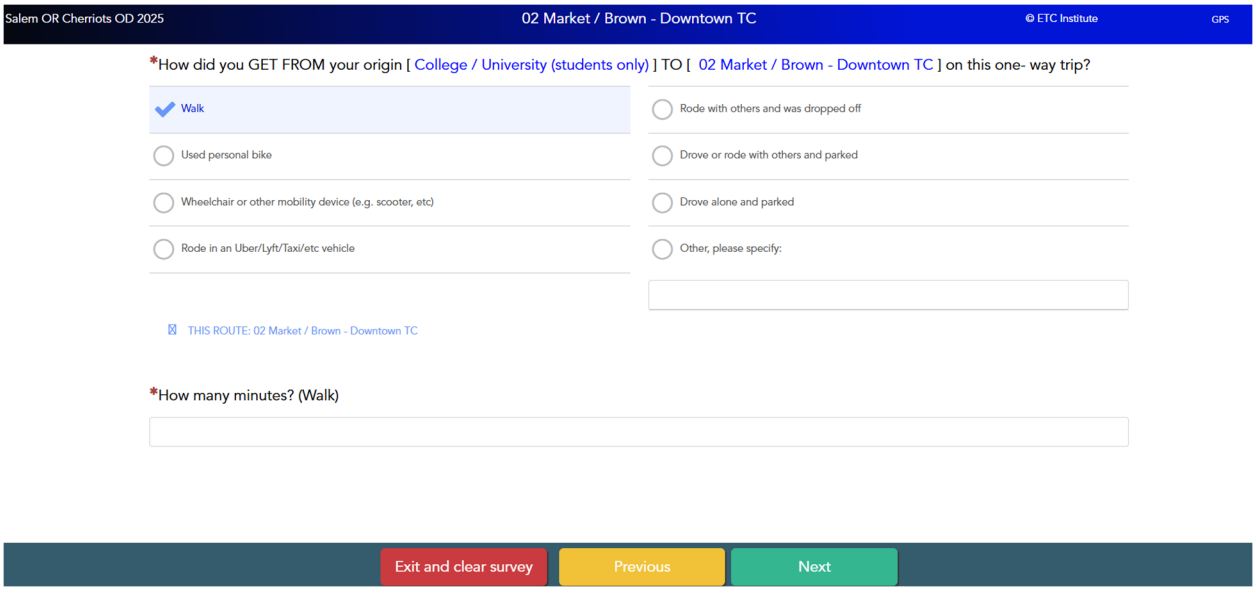


FIGURE 43: CHERRIOTS ON-BOARD SURVEY - DESTINATION PLACE TYPE

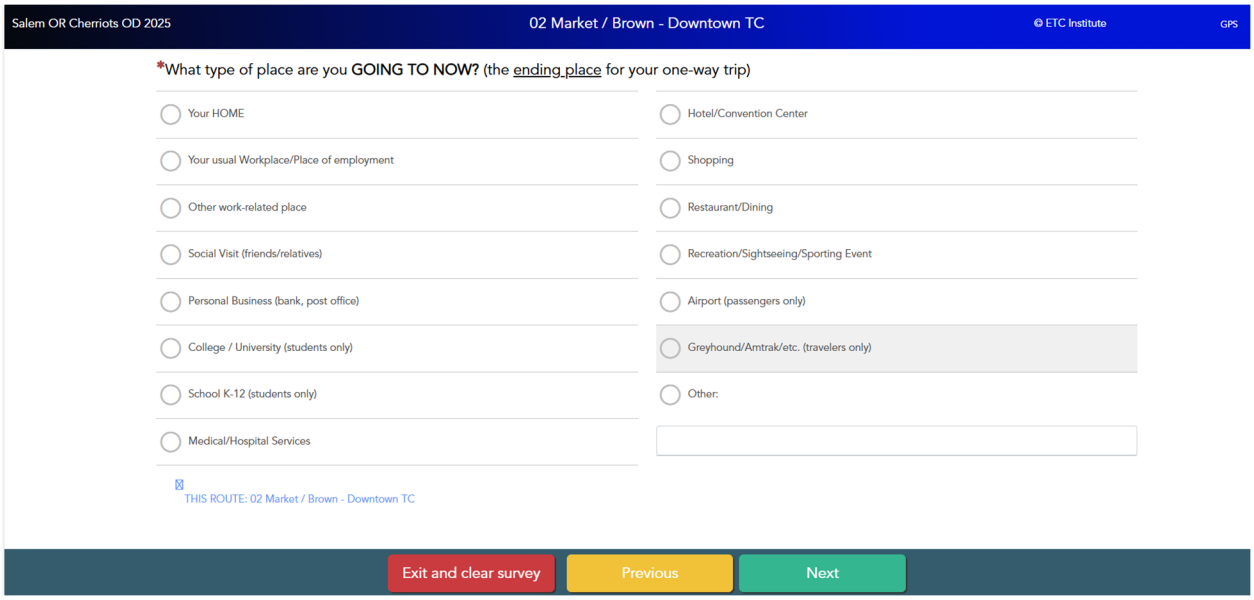


FIGURE 44: CHERRIOTS ON-BOARD SURVEY - NEXT TRANSFERS

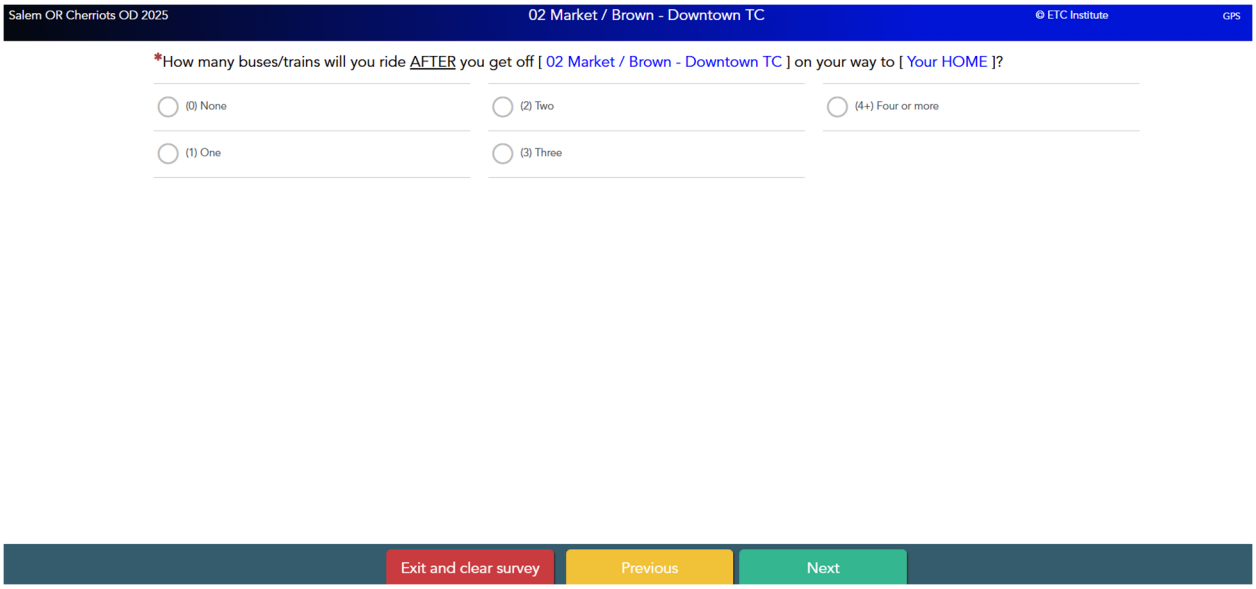


FIGURE 45: CHERRIOTS ON-BOARD SURVEY - EGRESS MODE

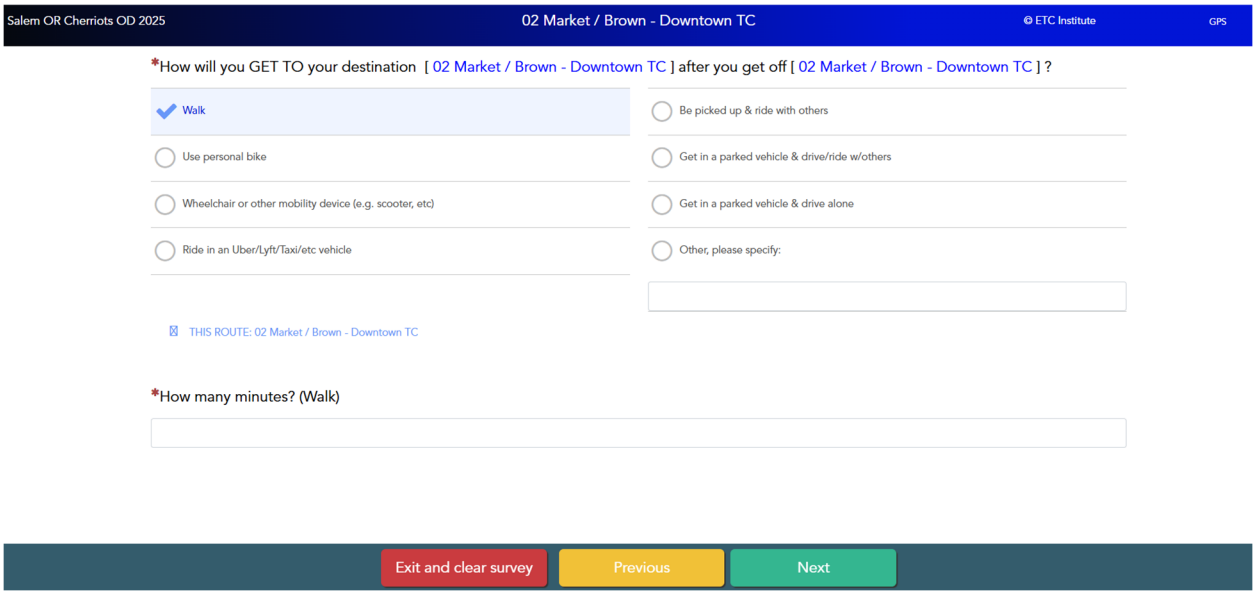


FIGURE 46: CHERRIOTS ON-BOARD SURVEY - BOARDING LOCATION

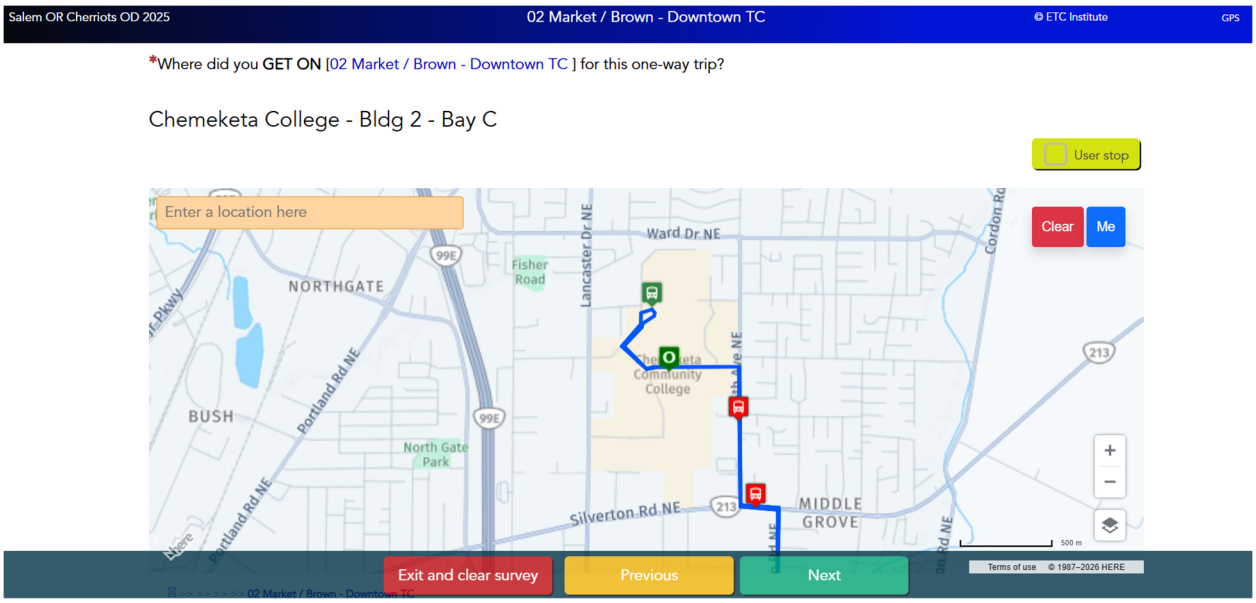


FIGURE 47: CHERRIOTS ON-BOARD SURVEY - ALIGHTING LOCATION

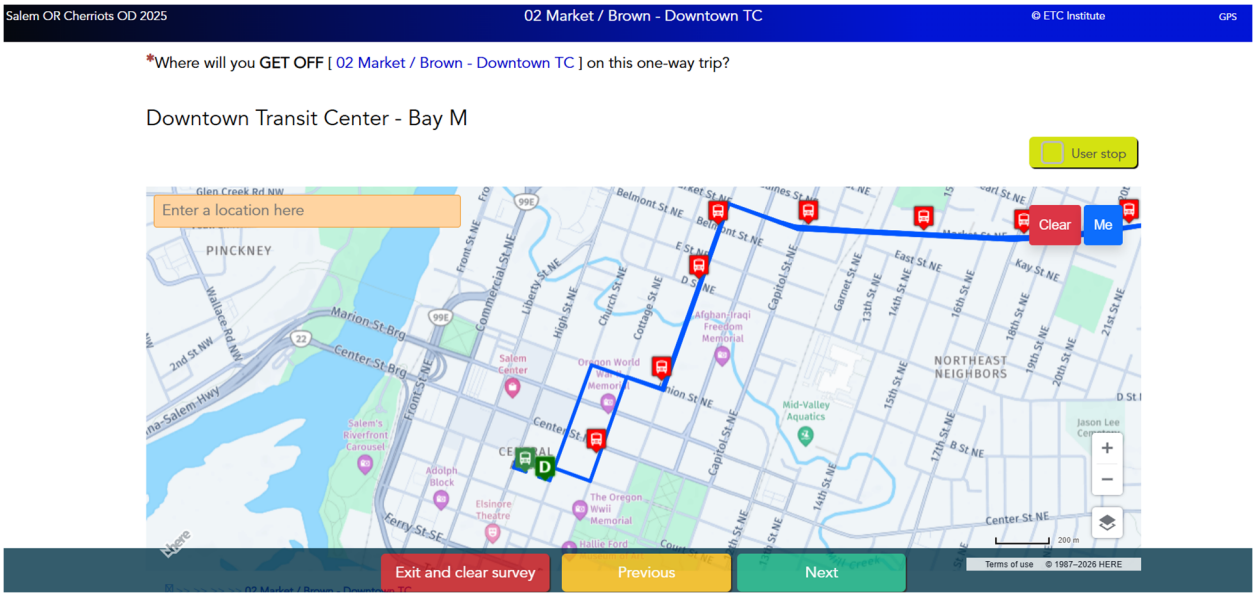


FIGURE 48: CHERRIOTS ON-BOARD SURVEY - SUMMARY PAGE



FIGURE 49: CHERRIOTS ON-BOARD SURVEY - BOARDING TIME

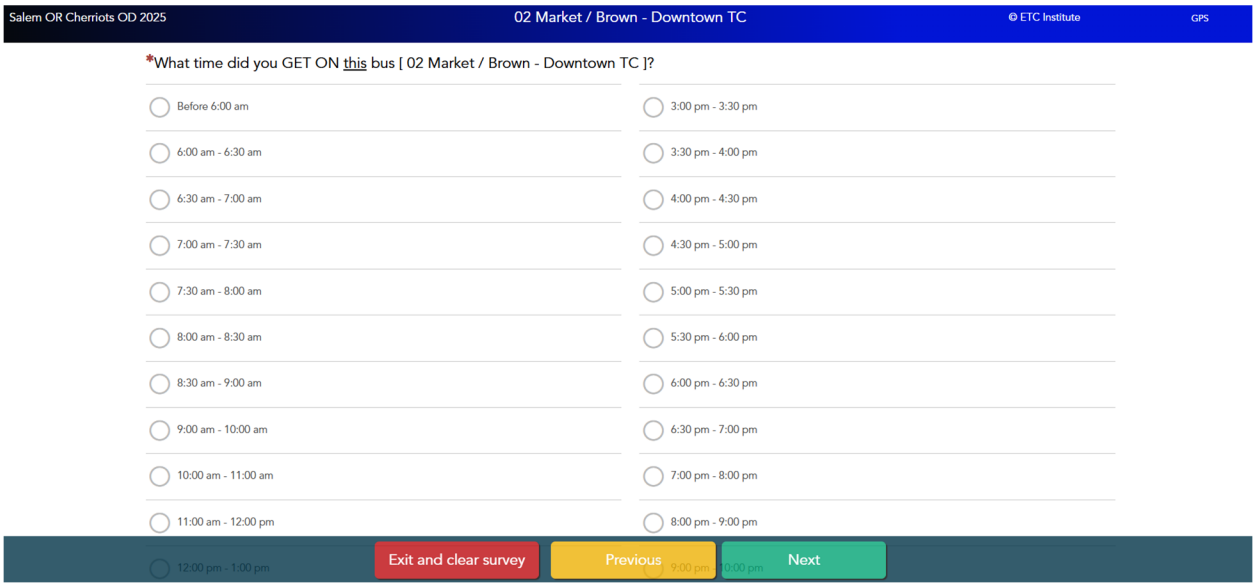


FIGURE 50: CHERRIOTS ON-BOARD SURVEY - FARES

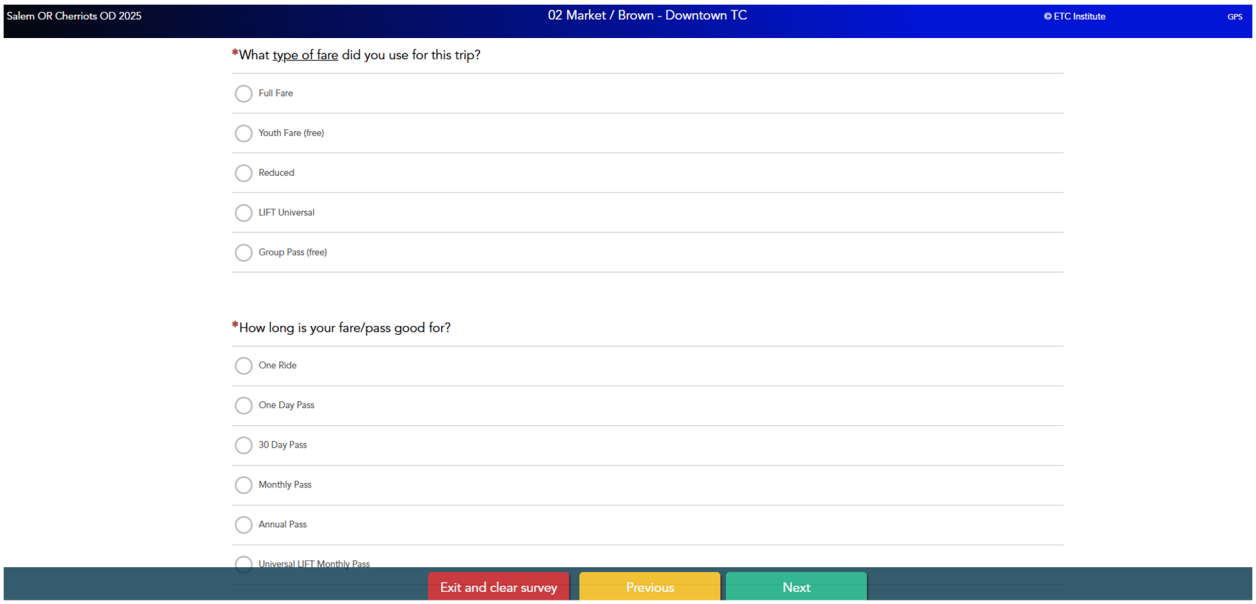


FIGURE 51: CHERRIOTS ON-BOARD SURVEY – HOUSEHOLD VEHICLES

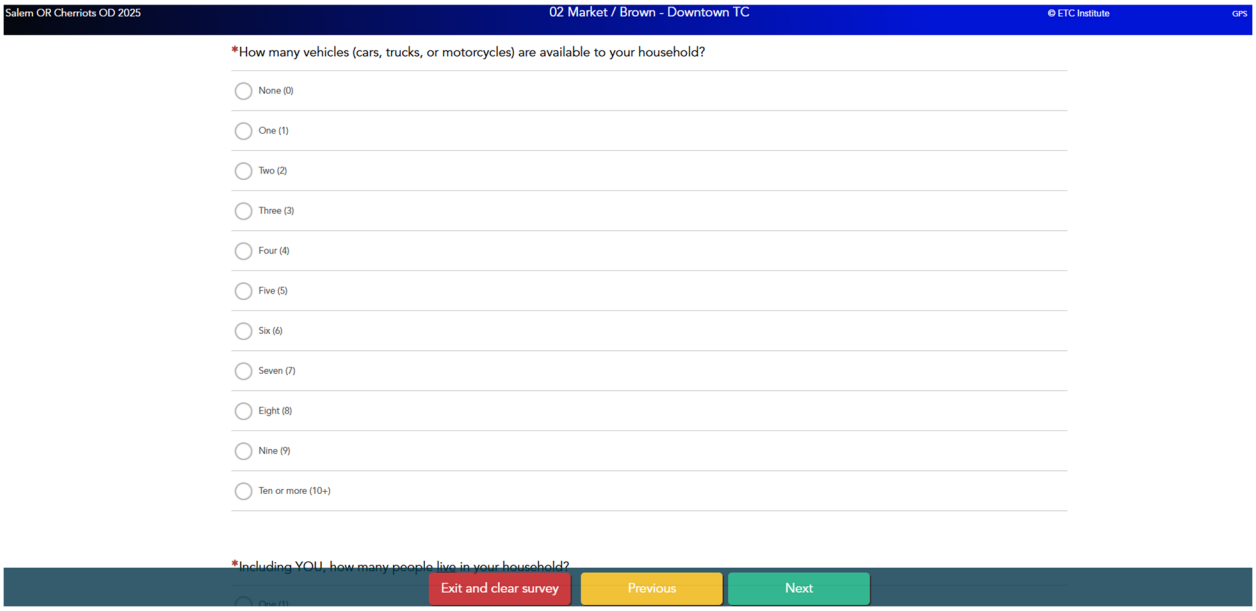


FIGURE 52: CHERRIOTS ON-BOARD SURVEY – HOUSEHOLD SIZE

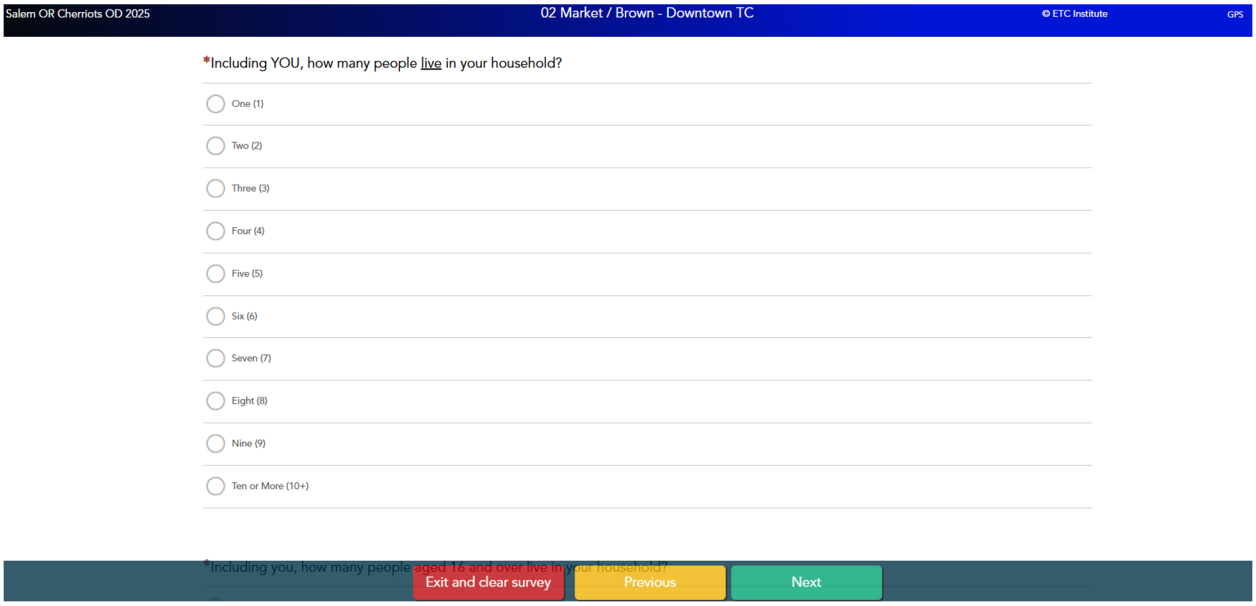


FIGURE 53: CHERRIOTS ON-BOARD SURVEY – EMPLOYMENT STATUS

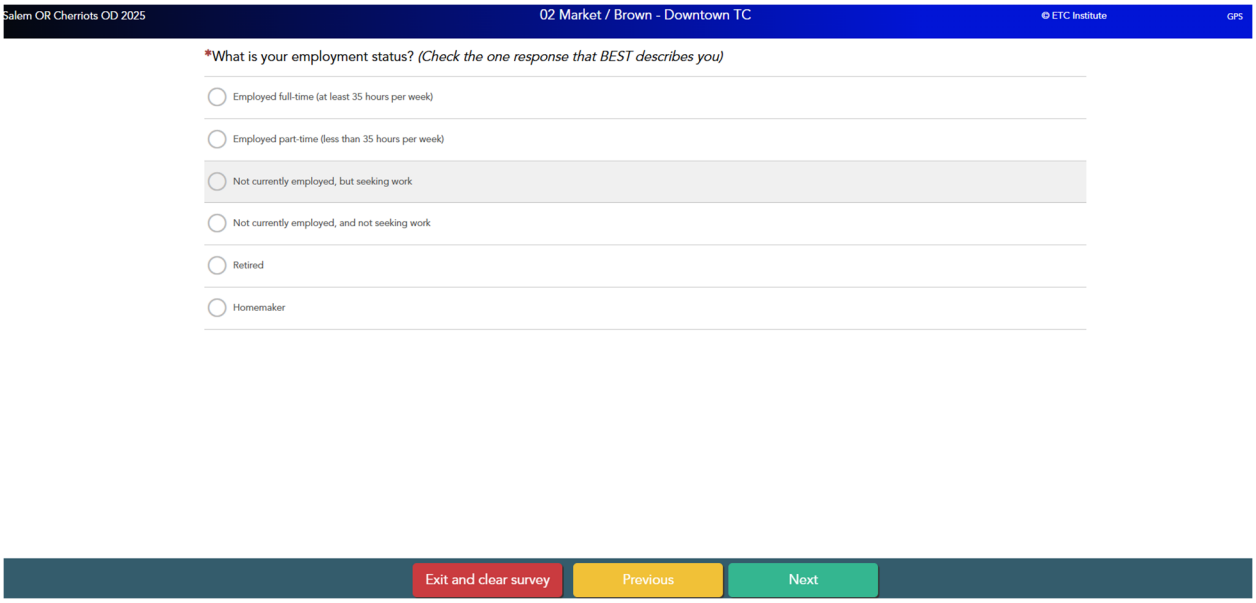


FIGURE 54: CHERRIOTS ON-BOARD SURVEY - EDUCATION STATUS

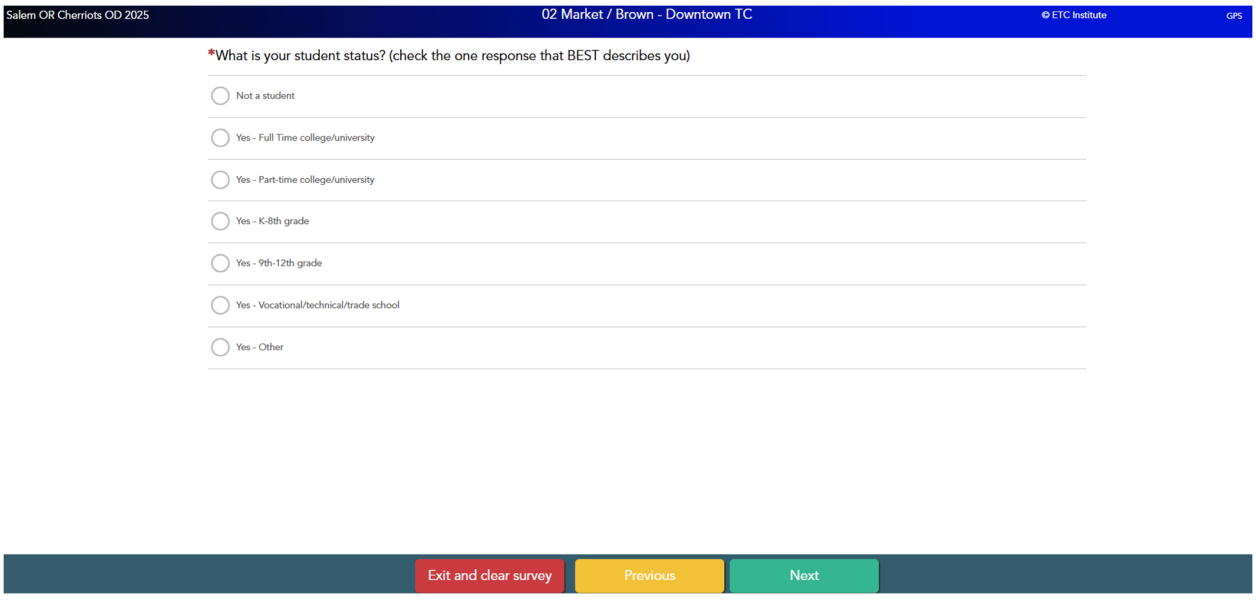


FIGURE 55: CHERRIOTS ON-BOARD SURVEY – AGE/ RACE/ ETHNICITY/ GENDER

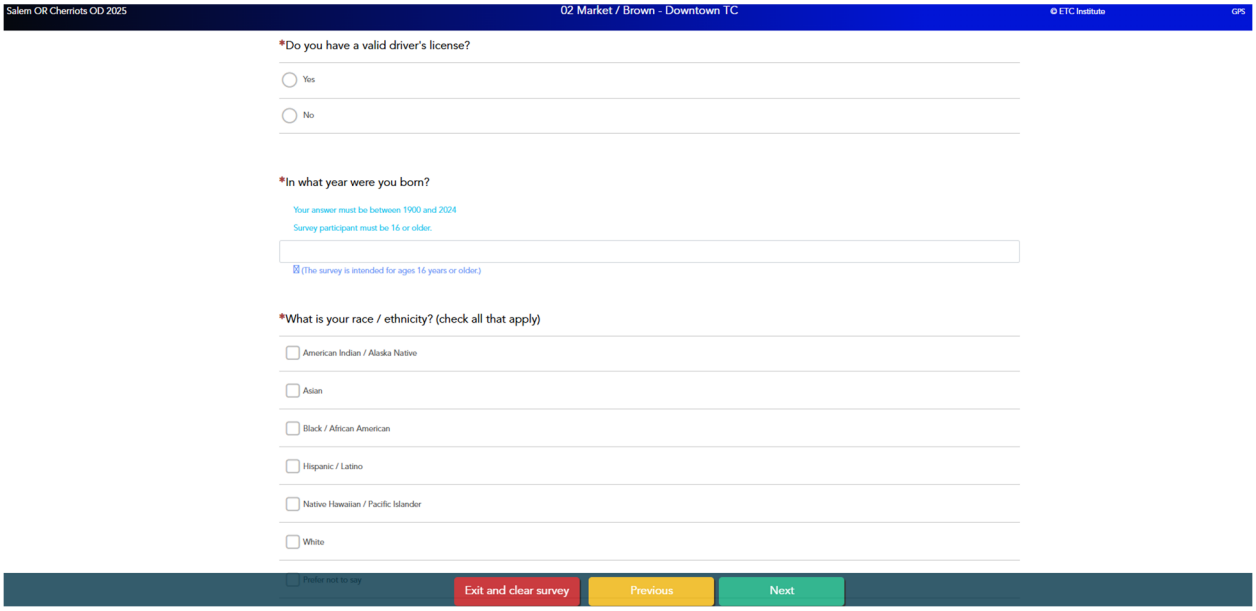


FIGURE 56: CHERRIOTS ON-BOARD SURVEY -HOUSEHOLD INCOME

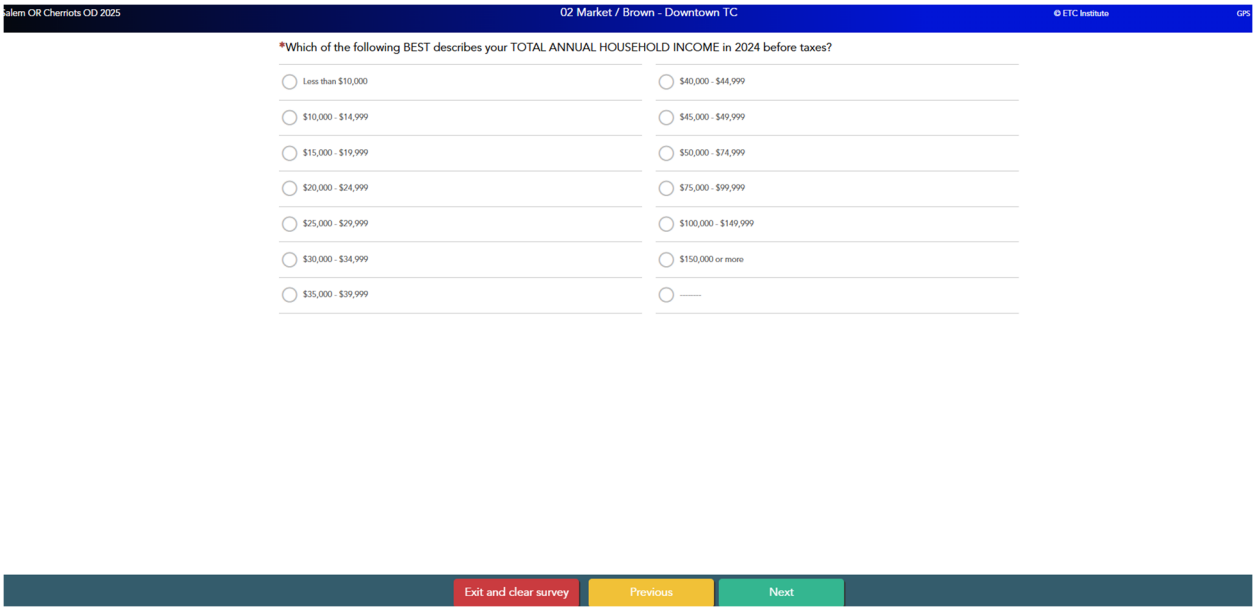
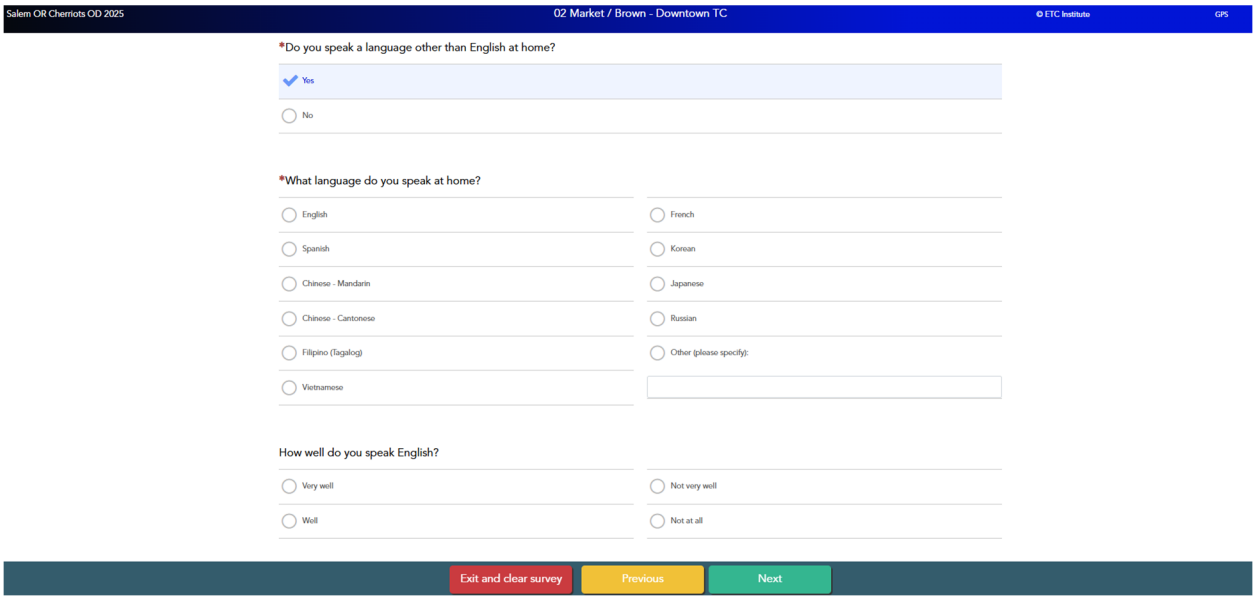


FIGURE 57: CHERRIOTS ON-BOARD SURVEY – OTHER LANGUAGE



APPENDIX C: Weekday Sampling Plan

ROUTE_SURVEYED[Code]	ROUTE_SURVEYED	Sample Goal					
		1 = E AM [Before 9:00 am]	2 = AM [9:00 am - 12:00 pm]	3 = MID [12:00 pm - 3:00 pm]	4 = PM [3:00 pm - 6:00 pm]	5 = EVE [After 6:00 pm]	Route Total
SAL_1_01X	01X Wilsonville / Salem Express	2	0	2	2	1	5
SAL_1_02	02 Market / Brown	11	19	23	26	13	91
SAL_1_03	03 Portland Road	11	12	16	18	12	69
SAL_1_04	04 State Street	9	13	20	15	9	67
SAL_1_05	05 Center Street	11	21	23	29	17	102
SAL_1_06	06 Fairview Industrial	5	2	2	3	2	13
SAL_1_07	07 Mission Street	5	4	6	6	4	24
SAL_1_08	08 12th / Liberty	7	12	15	12	9	55
SAL_1_09	09 Cherry / River Road	11	12	14	15	9	60
SAL_1_10X	10X Woodburn / Salem Express	2	0	0	2	0	5
SAL_1_11	11 Lancaster / Verda	33	64	85	85	65	332
SAL_1_12	12 Hayesville Drive	3	3	6	5	3	21
SAL_1_13	13 Silverton Road	8	15	14	18	14	68
SAL_1_14	14 Windsor Island Road	2	3	1	3	3	12
SAL_1_16	16 Wallace Road	3	1	4	2	3	12
SAL_1_17	17 Edgewater Street	8	13	27	16	6	69
SAL_1_18	18 12th / Liberty	6	9	12	11	6	43
SAL_1_19	19 Broadway / River Road	24	37	48	38	12	160
SAL_1_20X	20X North Marion County / Salem Express	1	1	2	1	0	5
SAL_1_21	21 South Commercial	21	39	39	56	29	184
SAL_1_22	22 Kuebler Link	7	7	7	7	7	35
SAL_1_23	23 Lansing / Hawthorne	3	4	4	6	3	19
SAL_1_26	26 Glen Creek / Orchard Heights	0	1	0	2	1	4
SAL_1_27	27 Glen Creek / Eola	1	2	1	1	1	6
SAL_1_30X	30X Santiam / Salem Express	1	2	1	1	0	6
SAL_1_40X	40X Polk County / Salem Express	6	5	7	8	3	29
SAL_1_45	45 Central Polk County	0	0	0	1	0	2
SAL_1_50X	50X Dallas / Salem Express	1	0	0	1	0	2

SAL_1_80X	80X Wilsonville / Keizer Express	0	0	0	0	0	2

APPENDIX D: Fixed Route Data Dictionary

FIELD NAME	DESCRIPTION	CODE VALUES
ID	Unique Identifier for each record	Actual Value
DATE_COMPLETED	Date survey was marked completed on	Actual Value
DATE_TYPE	Whether the record is weekday or weekend collection	Actual Value
ROUTE	Route survey was conducted on	Actual Value
ROUTE_DIRECTION	Route/Direction survey was conducted on	Actual Value
HOME_ADDRESS [CITY]	Respondent's home city	Actual Value
HOME_ADDRESS [STATE]	Respondent's home state	Actual Value
HOME_ADDRESS [ZIP]	Respondent's home zip code	Actual Value
HOME_ADDRESS [LAT]	Respondent's home latitude	Actual Value
HOME_ADDRESS [LONG]	Respondent's home longitude	Actual Value
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	1 = Your usual Workplace/Place of employment
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	2 = Your HOME
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	3 = Other work-related place
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	4 = Greyhound/Amtrak/etc. (travelers only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	5 = College / University (students only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	6 = School K-12 (students only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	7 = Medical/Hospital Services
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	8 = Shopping
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	9 = Personal Business (bank, post office)

ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	10 = Hotel/Convention Center
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	11 = Restaurant/Dining
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	12 = Airport (passengers only)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	13 = Recreation/Sightseeing/Sporting Event
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	14 = Social Visit (friends/relatives)
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	98 = Other
ORIGIN_PLACE_TYPE	What type of place are you COMING FROM NOW? (the starting place for your one-way trip)	99 = Refused/No Answer
ORIGIN_ADDRESS [CITY]	Respondent's origin city	Actual Value
ORIGIN_ADDRESS [STATE]	Respondent's origin state	Actual Value
ORIGIN_ADDRESS [ZIP]	Respondent's origin zip code	Actual Value
ORIGIN_ADDRESS [LAT]	Respondent's origin latitude	Actual Value
ORIGIN_ADDRESS [LONG]	Respondent's origin longitude	Actual Value
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	0 = (0) None
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	1 = (1) One
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	2 = (2) Two
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	3 = (3) Three
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	4 = (4+) Four or more
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	98 = Other
PREV_TRANSFERS	How many buses did you travel on BEFORE you boarded	99 = Refused/No Answer
TRIP_FIRST_ROUTE	First transfer respondent took from origin	Actual Value
TRIP_SECOND_ROUTE	Second transfer respondent took from origin	Actual Value
TRIP_THIRD_ROUTE	Third transfer respondent took from origin	Actual Value
TRIP_FOURTH_ROUTE	Fourth transfer respondent took from origin	Actual Value
ORIGIN_TRANSPORT	How did you GET FROM your origin	1 = Walk

ORIGIN_TRANSPORT	How did you GET FROM your origin	2 = Used personal bike
ORIGIN_TRANSPORT	How did you GET FROM your origin	3 = Wheelchair or other mobility device (e.g. scooter, etc)
ORIGIN_TRANSPORT	How did you GET FROM your origin	4 = Rode in an Uber/Lyft/Taxi/etc vehicle
ORIGIN_TRANSPORT	How did you GET FROM your origin	5 = Rode with others and was dropped off
ORIGIN_TRANSPORT	How did you GET FROM your origin	6 = Drove or rode with others and parked
ORIGIN_TRANSPORT	How did you GET FROM your origin	7 = Drove alone and parked
ORIGIN_TRANSPORT	How did you GET FROM your origin	98 = Other
ORIGIN_TRANSPORT	How did you GET FROM your origin	99 = Refused/No Answer
ACCESS_BIKE	Did you place it on the bus?	1 = Yes
ACCESS_BIKE	Did you place it on the bus?	2 = No
ACCESS_BIKE	Did you place it on the bus?	98 = Other
ACCESS_BIKE	Did you place it on the bus?	99 = Refused/No Answer
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	1 = Your usual Workplace/Place of employment
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	2 = Your HOME
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	3 = Other work-related place
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	4 = Greyhound/Amtrak/etc. (travelers only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	5 = College / University (students only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	6 = School K-12 (students only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	7 = Medical/Hospital Services
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	8 = Shopping

DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	9 = Personal Business (bank, post office)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	10 = Hotel/Convention Center
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	11 = Restaurant/Dining
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	12 = Airport (passengers only)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	13 = Recreation/Sightseeing/Sporting Event
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	14 = Social Visit (friends/relatives)
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	98 = Other
DESTIN_PLACE_TYPE	What type of place are you GOING TO NOW? (the ending place for your one-way trip)	99 = Refused/No Answer
DESTIN_ADDRESS [CITY]	Respondent's destination city	Actual Value
DESTIN_ADDRESS [STATE]	Respondent's destination state	Actual Value
DESTIN_ADDRESS [ZIP]	Respondent's destination zip code	Actual Value
DESTIN_ADDRESS [LAT]	Respondent's destination latitude	Actual Value
DESTIN_ADDRESS [LONG]	Respondent's destination longitude	Actual Value
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	0 = (0) None
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	1 = (1) One
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	2 = (2) Two
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	3 = (3) Three
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	4 = (4+) Four or more
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	98 = Other
NEXT_TRANSFERS	How many buses will you ride AFTER you get off	99 = Refused/No Answer
TRIP_NEXT_ROUTE	First transfer respondent took to destination	Actual Value
TRIP_AFTER_ROUTE	Second transfer respondent took to destination	Actual Value
TRIP_3RD_ROUTE	Third transfer respondent took to destination	Actual Value

TRIP_LAST4TH_RTE	Fourth transfer respondent took to destination	Actual Value
DESTIN_TRANSPORT	How will you GET TO your destination	1 = Walk
DESTIN_TRANSPORT	How will you GET TO your destination	2 = Use personal bike
DESTIN_TRANSPORT	How will you GET TO your destination	3 = Wheelchair or other mobility device (e.g. scooter, etc)
DESTIN_TRANSPORT	How will you GET TO your destination	4 = Ride in an Uber/Lyft/Taxi/etc vehicle
DESTIN_TRANSPORT	How will you GET TO your destination	5 = Be picked up & ride with others
DESTIN_TRANSPORT	How will you GET TO your destination	6 = Get in a parked vehicle & drive/ride w/others
DESTIN_TRANSPORT	How will you GET TO your destination	7 = Get in a parked vehicle & drive alone
DESTIN_TRANSPORT	How will you GET TO your destination	98 = Other
DESTIN_TRANSPORT	How will you GET TO your destination	99 = Refused/No Answer
EGRESS_BIKE	Did you place it on the bus?	1 = Yes
EGRESS_BIKE	Did you place it on the bus?	2 = No
EGRESS_BIKE	Did you place it on the bus?	98 = Other
EGRESS_BIKE	Did you place it on the bus?	99 = Refused/No Answer
STOP_ON [ADDR]	Respondent's boarding address	Actual Value
STOP_ON [CLNTID]	Stop ID of respondent's boarding address	Actual Value
STOP_ON [LONG]	Longitude for respondent's boarding address	Actual Value
STOP_ON [LAT]	Latitude for respondent's boarding address	Actual Value
STOP_OFF [ADDR]	Respondent's alighting address	Actual Value
STOP_OFF [CLNTID]	Stop ID of respondent's alighting address	Actual Value
STOP_OFF [LAT]	Latitude for respondent's alighting address	Actual Value
STOP_OFF [LONG]	Longitude for respondent's alighting address	Actual Value
PREV_TRAN_1_ON_BUS [LAT]	Latitude of respondent's boarding location for their first transfer from origin	Actual Value
PREV_TRAN_1_ON_BUS [LONG]	Longitude of respondent's boarding location for their first transfer from origin	Actual Value

PREV_TRAN_1_OFF_BUS [LAT]	Latitude of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_1_OFF_BUS [LONG]	Longitude of respondent's alighting location for their first transfer from origin	Actual Value
PREV_TRAN_2_ON_BUS [LAT]	Latitude of respondent's boarding location for their second transfer from origin	Actual Value
PREV_TRAN_2_ON_BUS [LONG]	Longitude of respondent's boarding location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [LAT]	Latitude of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_2_OFF_BUS [LONG]	Longitude of respondent's alighting location for their second transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [LAT]	Latitude of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_ON_BUS [LONG]	Longitude of respondent's boarding location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [LAT]	Latitude of respondent's alighting location for their third transfer from origin	Actual Value
PREV_TRAN_3_OFF_BUS [LONG]	Longitude of respondent's alighting location for their third transfer from origin	Actual Value
PREV_TRAN_4_ON_BUS [LAT]	Latitude of respondent's boarding location for their fourth transfer from origin	Actual Value
PREV_TRAN_4_ON_BUS [LONG]	Longitude of respondent's boarding location for their fourth transfer from origin	Actual Value
PREV_TRAN_4_OFF_BUS [LAT]	Latitude of respondent's alighting location for their fourth transfer from origin	Actual Value
PREV_TRAN_4_OFF_BUS [LONG]	Longitude of respondent's alighting location for their fourth transfer from origin	Actual Value
NEXT_TRAN_1_ON_BUS [LAT]	Latitude of respondent's boarding location for their first transfer to destination	Actual Value
NEXT_TRAN_1_ON_BUS [LONG]	Longitude of respondent's boarding location for their first transfer to destination	Actual Value

NEXT_TRAN_1_OFF_BUS [LAT]	Latitude of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_1_OFF_BUS [LONG]	Longitude of respondent's alighting location for their first transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [LAT]	Latitude of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_ON_BUS [LONG]	Longitude of respondent's boarding location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [LAT]	Latitude of respondent's alighting location for their second transfer to destination	Actual Value
NEXT_TRAN_2_OFF_BUS [LONG]	Longitude of respondent's alighting location for their second transfer to destination	Actual Value
NEXT_TRAN_3_ON_BUS [LAT]	Latitude of respondent's boarding location for their third transfer to destination	Actual Value
NEXT_TRAN_3_ON_BUS [LONG]	Longitude of respondent's boarding location for their third transfer to destination	Actual Value
NEXT_TRAN_3_OFF_BUS [LAT]	Latitude of respondent's alighting location for their third transfer to destination	Actual Value
NEXT_TRAN_3_OFF_BUS [LONG]	Longitude of respondent's alighting location for their third transfer to destination	Actual Value
NEXT_TRAN_4_ON_BUS [LAT]	Latitude of respondent's boarding location for their fourth transfer to destination	Actual Value
NEXT_TRAN_4_ON_BUS [LONG]	Longitude of respondent's boarding location for their fourth transfer to destination	Actual Value
NEXT_TRAN_4_OFF_BUS [LAT]	Latitude of respondent's alighting location for their fourth transfer to destination	Actual Value
NEXT_TRAN_4_OFF_BUS [LONG]	Longitude of respondent's alighting location for their fourth transfer to destination	Actual Value
TIME_ON	What time did you GET ON this bus	98 = Other
TIME_ON	What time did you GET ON this bus	99 = Refused/No Answer
TIME_ON	What time did you GET ON this bus	PM9 = 5:30 pm - 6:00 pm
TIME_ON	What time did you GET ON this bus	PM8 = 5:00 pm - 5:30 pm

TIME_ON	What time did you GET ON this bus	PM7 = 4:30 pm - 5:00 pm
TIME_ON	What time did you GET ON this bus	PM6 = 4:00 pm - 4:30 pm
TIME_ON	What time did you GET ON this bus	PM5 = 3:30 pm - 4:00 pm
TIME_ON	What time did you GET ON this bus	PM4 = 3:00 pm - 3:30 pm
TIME_ON	What time did you GET ON this bus	PM3 = 2:00 pm - 3:00 pm
TIME_ON	What time did you GET ON this bus	PM2 = 1:00 pm - 2:00 pm
TIME_ON	What time did you GET ON this bus	PM15 = After 10:00 pm
TIME_ON	What time did you GET ON this bus	PM14 = 9:00 pm - 10:00 pm
TIME_ON	What time did you GET ON this bus	PM13 = 8:00 pm - 9:00 pm
TIME_ON	What time did you GET ON this bus	PM12 = 7:00 pm - 8:00 pm
TIME_ON	What time did you GET ON this bus	PM11 = 6:30 pm - 7:00 pm
TIME_ON	What time did you GET ON this bus	PM10 = 6:00 pm - 6:30 pm
TIME_ON	What time did you GET ON this bus	PM1 = 12:00 pm - 1:00 pm
TIME_ON	What time did you GET ON this bus	MID7 = 8:00 am - 8:30 am
TIME_ON	What time did you GET ON this bus	MID6 = 11:00 am - 12:00 pm
TIME_ON	What time did you GET ON this bus	MID5 = 10:00 am - 11:00 am
TIME_ON	What time did you GET ON this bus	MID4 = 9:00 am - 10:00 am
TIME_ON	What time did you GET ON this bus	MID3 = 8:30 am - 9:00 am
TIME_ON	What time did you GET ON this bus	MID2 = 7:30 am - 8:00 am
TIME_ON	What time did you GET ON this bus	MID1 = 7:00 am - 7:30 am
TIME_ON	What time did you GET ON this bus	AM3 = 6:30 am - 7:00 am
TIME_ON	What time did you GET ON this bus	AM2 = 6:00 am - 6:30 am
TIME_ON	What time did you GET ON this bus	AM1 = Before 6:00 am
TIME_PERIOD	Time period respondent boarded this bus	98 = Other
TIME_PERIOD	Time period respondent boarded this bus	99 = Refused/No Answer
TIME_PERIOD	Time period respondent boarded this bus	Actual Value
TIME_PERIOD	Time period respondent boarded this bus	Actual Value
TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	1 = Yes
TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	2 = No

TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	98 = Other
TRIP_IN_OPPO_DIR	Will you (or did you) make this same trip in exactly the opposite direction today?	99 = Refused/No Answer
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	98 = Other
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	99 = Refused/No Answer
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM9 = 5:30 pm - 6:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM8 = 5:00 pm - 5:30 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM7 = 4:30 pm - 5:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM6 = 4:00 pm - 4:30 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM5 = 3:30 pm - 4:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM4 = 3:00 pm - 3:30 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM3 = 2:00 pm - 3:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM2 = 1:00 pm - 2:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM15 = After 10:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM14 = 9:00 pm - 10:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM13 = 8:00 pm - 9:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM12 = 7:00 pm - 8:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM11 = 6:30 pm - 7:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM10 = 6:00 pm - 6:30 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	PM1 = 12:00 pm - 1:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID7 = 8:00 am - 8:30 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID6 = 11:00 am - 12:00 pm
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID5 = 10:00 am - 11:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID4 = 9:00 am - 10:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID3 = 8:30 am - 9:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID2 = 7:30 am - 8:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	MID1 = 7:00 am - 7:30 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	AM3 = 6:30 am - 7:00 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	AM2 = 6:00 am - 6:30 am
OPPO_DIR_TRIP_TIME	At what time did/will you leave for this trip in the opposite direction?	AM1 = Before 6:00 am

FARE_TYPE	What type of fare did you use for this trip?	1 = Full Fare
FARE_TYPE	What type of fare did you use for this trip?	2 = Youth Fare (free)
FARE_TYPE	What type of fare did you use for this trip?	3 = Reduced
FARE_TYPE	What type of fare did you use for this trip?	4 = LIFT Universal
FARE_TYPE	What type of fare did you use for this trip?	5 = Group Pass (free)
FARE_TYPE	What type of fare did you use for this trip?	98 = Other
FARE_TYPE	What type of fare did you use for this trip?	99 = Refused/No Answer
HOW_LONG_PASS	How long is your fare/pass good for?	1 = One Ride
HOW_LONG_PASS	How long is your fare/pass good for?	2 = One Day Pass
HOW_LONG_PASS	How long is your fare/pass good for?	3 = 30 Day Pass
HOW_LONG_PASS	How long is your fare/pass good for?	4 = Monthly Pass
HOW_LONG_PASS	How long is your fare/pass good for?	5 = Annual Pass
HOW_LONG_PASS	How long is your fare/pass good for?	6 = Universal LIFT Monthly Pass
HOW_LONG_PASS	How long is your fare/pass good for?	98 = Other
HOW_LONG_PASS	How long is your fare/pass good for?	99 = Refused/No Answer
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	0 = None (0)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	1 = One (1)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	2 = Two (2)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	3 = Three (3)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	4 = Four (4)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	5 = Five (5)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	6 = Six (6)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	7 = Seven (7)

COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	8 = Eight (8)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	9 = Nine (9)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	10 = Ten or more (10+)
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	98 = Other
COUNT_VH_HH	How many vehicles (cars, trucks, or motorcycles) are available to your household?	99 = Refused/No Answer
USE_VEHICLE	Could you have used one of these vehicles to complete this trip?	1 = Yes
USE_VEHICLE	Could you have used one of these vehicles to complete this trip?	2 = No
USE_VEHICLE	Could you have used one of these vehicles to complete this trip?	98 = Other
USE_VEHICLE	Could you have used one of these vehicles to complete this trip?	99 = Refused/No Answer
HHSIZE	Including YOU, how many people live in your household?	1 = One (1)
HHSIZE	Including YOU, how many people live in your household?	2 = Two (2)
HHSIZE	Including YOU, how many people live in your household?	3 = Three (3)
HHSIZE	Including YOU, how many people live in your household?	4 = Four (4)
HHSIZE	Including YOU, how many people live in your household?	5 = Five (5)
HHSIZE	Including YOU, how many people live in your household?	6 = Six (6)
HHSIZE	Including YOU, how many people live in your household?	7 = Seven (7)
HHSIZE	Including YOU, how many people live in your household?	8 = Eight (8)
HHSIZE	Including YOU, how many people live in your household?	9 = Nine (9)
HHSIZE	Including YOU, how many people live in your household?	10 = Ten or more (10+)
HHSIZE	Including YOU, how many people live in your household?	98 = Other
HHSIZE	Including YOU, how many people live in your household?	99 = Refused/No Answer
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	1 = None (0)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	2 = One (1)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	3 = Two (2)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	4 = Three (3)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	5 = Four (4)

HH_16_OVER	Including you, how many people aged 16 and over live in your household?	6 = Five (5)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	7 = Six (6)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	8 = Seven (7)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	9 = Eight (8)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	10 = Nine (9)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	11 = Ten or more (10+)
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	98 = Other
HH_16_OVER	Including you, how many people aged 16 and over live in your household?	99 = Refused/No Answer
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	1 = None (0)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	2 = One (1)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	3 = Two (2)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	4 = Three (3)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	5 = Four (4)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	6 = Five (5)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	7 = Six (6)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	8 = Seven (7)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	9 = Eight (8)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	10 = Nine (9)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	11 = Ten or more (10+)
HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	98 = Other

HH_16_EMP	Including YOU, how many people age 16 and over in your household are employed full/part-time?	99 = Refused/No Answer
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	1 = Employed full-time (at least 35 hours per week)
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	2 = Employed part-time (less than 35 hours per week)
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	3 = Not currently employed, but seeking work
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	4 = Not currently employed, and not seeking work
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	5 = Retired
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	6 = Homemaker
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	98 = Other
EMPLOYMENT_STATUS	What is your employment status? (Check the one response that BEST describes you)	99 = Refused/No Answer
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	1 = Work only from home
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	2 = Telework some days and travel to work the remainder
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	3 = Only one work location outside my home
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	4 = Drive/Bike/Travel for work (driver, sales, deliveries)
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	5 = Work location is outside the home and regularly varies (different offices, job sites)
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	98 = Other
WORK_LOCATION_TYPE	Which of the following best describes your current work location?	99 = Refused/No Answer
DID_MAKE_WORK_TRIP	Did you make a trip to work since you left home?	1 = Yes
DID_MAKE_WORK_TRIP	Did you make a trip to work since you left home?	2 = No

DID_MAKE_WORK_TRIP	Did you make a trip to work since you left home?	98 = Other
DID_MAKE_WORK_TRIP	Did you make a trip to work since you left home?	99 = Refused/No Answer
WILL_MAKE_WORK_TRIP	Will you make a trip to work before you arrive home?	1 = Yes
WILL_MAKE_WORK_TRIP	Will you make a trip to work before you arrive home?	2 = No
WILL_MAKE_WORK_TRIP	Will you make a trip to work before you arrive home?	98 = Other
WILL_MAKE_WORK_TRIP	Will you make a trip to work before you arrive home?	99 = Refused/No Answer
WORK_ADDRESS [CITY]	Respondent's workplace city	Actual Value
WORK_ADDRESS [STATE]	Respondent's workplace state	Actual Value
WORK_ADDRESS [ZIP]	Respondent's workplace zip code	Actual Value
WORK_ADDRESS [LAT]	Respondent's workplace latitude	Actual Value
WORK_ADDRESS [LONG]	Respondent's workplace longitude	Actual Value
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	1 = Not a student
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	2 = Yes - Full Time college/university
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	3 = Yes - Part-time college/university
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	4 = Yes - K-8th grade
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	5 = Yes - 9th-12th grade
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	6 = Yes - Vocational/technical/trade school
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	7 = Yes - Other
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	98 = Other
STUDENT_STATUS	What is your student status? (check the one response that BEST describes you)	99 = Refused/No Answer
DID_MAKE_SCHOOL_TRIP	Did you make a trip to school since you left home?	1 = Yes
DID_MAKE_SCHOOL_TRIP	Did you make a trip to school since you left home?	2 = No
DID_MAKE_SCHOOL_TRIP	Did you make a trip to school since you left home?	98 = Other

DID_MAKE_SCHOOL_TRIP	Did you make a trip to school since you left home?	99 = Refused/No Answer
WILL_MAKE_SCHOOL_TRIP	Will you make a trip to school before you arrive home?	1 = Yes
WILL_MAKE_SCHOOL_TRIP	Will you make a trip to school before you arrive home?	2 = No
WILL_MAKE_SCHOOL_TRIP	Will you make a trip to school before you arrive home?	98 = Other
WILL_MAKE_SCHOOL_TRIP	Will you make a trip to school before you arrive home?	99 = Refused/No Answer
SCHOOL_ADDRESS [CITY]	Respondent's school city	Actual Value
SCHOOL_ADDRESS [STATE]	Respondent's school state	Actual Value
SCHOOL_ADDRESS [ZIP]	Respondent's school zip code	Actual Value
SCHOOL_ADDRESS [LAT]	Respondent's school latitude	Actual Value
SCHOOL_ADDRESS [LONG]	Respondent's school longitude	Actual Value
DRIVER_LICENSE	Do you have a valid driver's license?	1 = Yes
DRIVER_LICENSE	Do you have a valid driver's license?	2 = No
DRIVER_LICENSE	Do you have a valid driver's license?	98 = Other
DRIVER_LICENSE	Do you have a valid driver's license?	99 = Refused/No Answer
YEAR_BORN	What is your year of birth?	Actual Value
RACE_6	What is your race / ethnicity? (check all that apply)...American Indian / Alaska Native	Actual Value
RACE_2	What is your race / ethnicity? (check all that apply)...Asian	Actual Value
RACE_4	What is your race / ethnicity? (check all that apply)...Black / African American	Actual Value
RACE_1	What is your race / ethnicity? (check all that apply)...Hispanic / Latino	Actual Value
RACE_5	What is your race / ethnicity? (check all that apply)...Native Hawaiian / Pacific Islander	Actual Value
RACE_3	What is your race / ethnicity? (check all that apply)...White	Actual Value
RACE_8	What is your race / ethnicity? (check all that apply)...Prefer not to say	Actual Value
YOUR_GENDER	What is your gender? (select one that best describes your current gender identity)	1 = Male
YOUR_GENDER	What is your gender? (select one that best describes your current gender identity)	2 = Female
YOUR_GENDER	What is your gender? (select one that best describes your current gender identity)	3 = Prefer not to say

YOUR_GENDER	What is your gender? (select one that best describes your current gender identity)	98 = Other
YOUR_GENDER	What is your gender? (select one that best describes your current gender identity)	99 = Refused/No Answer
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	1 = Less than $10,000
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	2 = $10,000 - $14,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	3 = $15,000 - $19,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	4 = $20,000 - $24,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	5 = $25,000 - $29,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	6 = $30,000 - $34,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	7 = $35,000 - $39,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	8 = $40,000 - $44,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	9 = $45,000 - $49,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	10 = $50,000 - $74,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	11 = $75,000 - $99,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	12 = $100,000 - $149,999
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	13 = $150,000 or more
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	99 = Refused/No Answer

INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	98 = Other
INCOME	Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?	99 = Refused/No Answer
HOME_LANG_SPOKEN	Do you speak a language other than English at home?	01 = Yes
HOME_LANG_SPOKEN	Do you speak a language other than English at home?	02 = No
HOME_LANG_SPOKEN	Do you speak a language other than English at home?	98 = Other
HOME_LANG_SPOKEN	Do you speak a language other than English at home?	99 = Refused/No Answer
HOME_LANG_OTHER	Language respondent speaks at home other than English	Actual Value
ENGLISH_ABILITY	How well do you speak English?	1 = Very well
ENGLISH_ABILITY	How well do you speak English?	2 = Well
ENGLISH_ABILITY	How well do you speak English?	3 = Not very well
ENGLISH_ABILITY	How well do you speak English?	4 = Not at all
ENGLISH_ABILITY	How well do you speak English?	98 = Other
ENGLISH_ABILITY	How well do you speak English?	99 = Refused/No Answer
ROUTE_DIR_TIME_CODE	ID given for specific route/direction/time period	Actual Value
UNLINKED_WGHT_FCTR	Weight factor given to each record based off expansion	Actual Value
SYSTEM_TRANSFERS	Total number of in-system transfers	Actual Value
LINKED_MULTP	Mulitplier used to get the linked weight factor	Actual Value
LINKED_WGHT_FCTR	Linked weight factor given to each record based off unlinked weight factor and multiplier	Actual Value