



2023/2024 Socio-Economic Survey Report January 2025

A Socio-Economic Survey was conducted on the fixed-route system for Metro. The staff from the Kalamazoo Area Transportation Study along with the Transit Planner distributed survey forms at random times and survey boxes were also distributed to fixed-route buses. Surveys were collected by drivers and customer service staff as well.

In 2023, a survey was completed using Survey Monkey and through distribution on bus routes. A total of 414 samples were collected. In October and November 2024, a similar survey was distributed to passengers with 285 surveys collected through both paper form and online surveys taken by passengers. For the purposes of this socio-economic report, the two surveys were combined to compare data to 2017, the last collection report for the socio-economic information. The 2023 and 2024 surveys were reviewed and percentages compared to determine if either sample period was skewed due to sampling techniques or other factors such as time of year – Spring/Summer vs. Fall. Neither sample year showed higher percentages from 2023 to 2024. With this, the total 2023 and 2024 samples were combined into this one report.

New questions were added to the 2024 survey to ask passengers about their use of fare media as Metro examines new fare payment methods for the fixed route system. The remaining questions in the survey were the same as previous years.

Highlights from 2023 Data

- When asked what the purpose of the trip was, passenger reported work purposes as the top response at 41.06%, followed by school (15.72%) and shopping (14.09%).
- Passengers took the bus more than 6 or more times per week 47.94% of time. 20.43% took the bus 3-4 times per week, followed by 15.6% taking the bus 5 times a week.
- When asked what days a week riders used the bus, passengers reported Monday – Friday consistently through the survey. No single day stood out. 12.34% reported riding on Saturday and 8.65% reported riding on Sundays.
- Passengers gave the bus route they were on a 10 out of 10 39.58% of the time. Looking at a rating of 7 or higher, 78.06% of the riders gave the route a 7 or higher. Looking at the low scale of the ratings, 5.83% gave the Metro route a 3 or less grade.
- 70.88% of riders use a transfer.
- 4.6% percent of riders use a ramp or lift to board the bus.

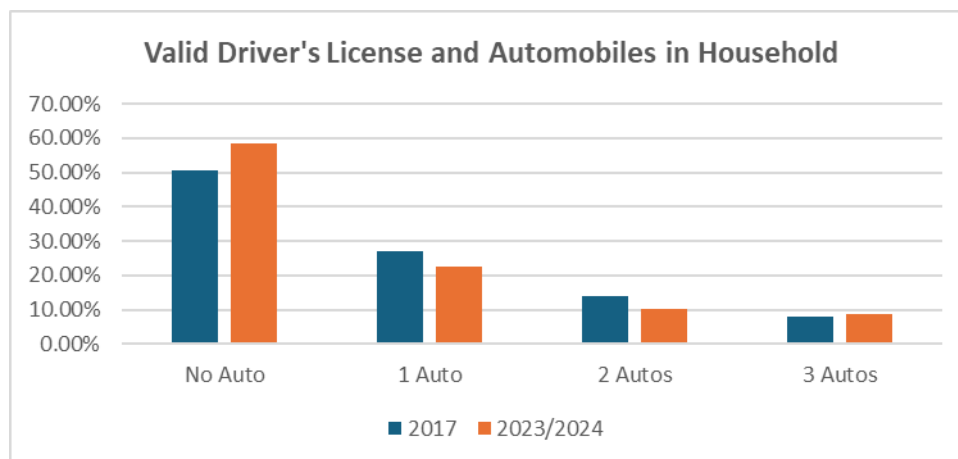
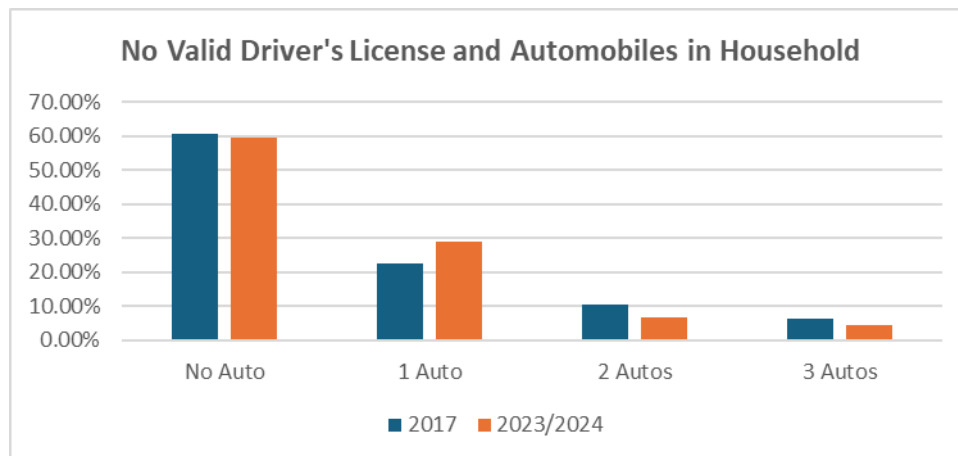
- Passenger did not have a car available for the trip with 77.62% answering No to whether a car was available for the trip they were on.
- When asked what they would do if Metro wasn't available, 65.79% reported they would have no other way to travel, 24.93% stated Metro was the best choice even though they had other options to travel, and 9.28% stated they use other types of transportation but occasionally ride the bus.
- 59.40% stated they don't have a valid driver's license.
- 48.52% of responses indicated they were female and 46.88% were male.
- The highest level of school completed was some college (36.54%) followed by 9- 12 grade (35.78%).
- 27.08% of surveys reported working full time, followed by 19.77% working part-time. 21.66% reported being a student.
- Of the surveys returned, 40.25% were between 23-42 years old followed by 27.50% were 43-61 years old.
- Survey responses noted passengers at White (48.77%) and Black (27.99%). 6.64% reported being Asian and 6.35% were bi-racial/multi-racial.
- 65.15% of the households don't have a working automobile in the household, followed by 21.91% having one working vehicle.
- Most surveys responded that they have one person in the household (33.08%), followed closely by two people (26.47%) and 3-4 people (28.72%).
- 27.8% reported household income of less than \$5,000 a year. 15.46% of responses was recorded for \$10,000 – 14,999 and 14.97% for \$15,000 – 24,999. 11.18% reported household income of \$5,000 – 9,999.
- A new question for 2024 including the type of fare payment passenger use and prefer. Most passengers use cash or tokens to pay for fare. 18.8% use a phone app to pay (Token Transit). Looking to the future payment options, 12.3% stated they would use a debit/credit card, 16.8% would use an app, and 20% would use a token or continue to use cash.

Analysis of Data

Of the 2023/2024 responses that indicated that did not have a valid driver’s license, 59.7% also did not have a working automobile in the household to take the trip. 29.1% of those without a license indicated that there was one working automobile in the household.

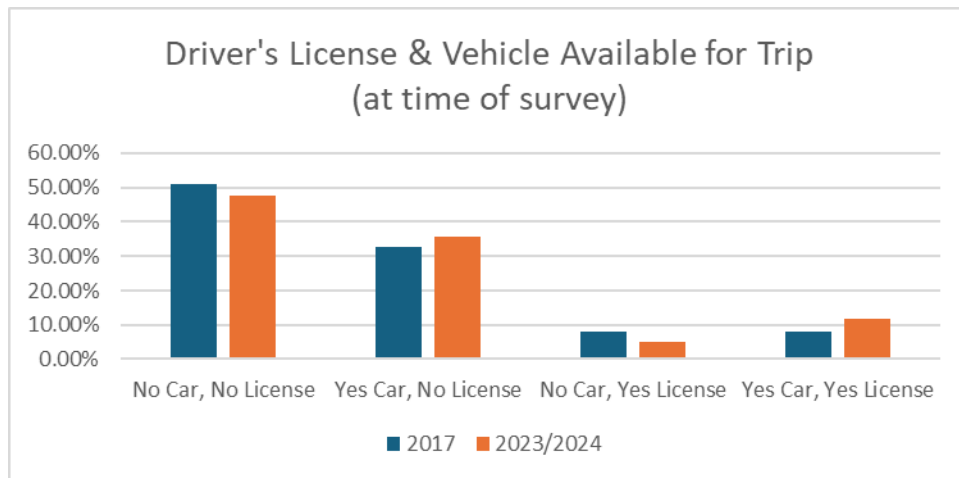
In looking at those with valid driver’s licenses, 58.62% did not have a working automobile and 22.41% had one working automobile in the household.

Comparing the 2023/2024 data to 2017 when the last survey was conducted, there was an increase in the number of those who had an automobile available at home but did not have a valid driver’s license. There was a slight increase in the number of those with a driver’s license and no automobile available.

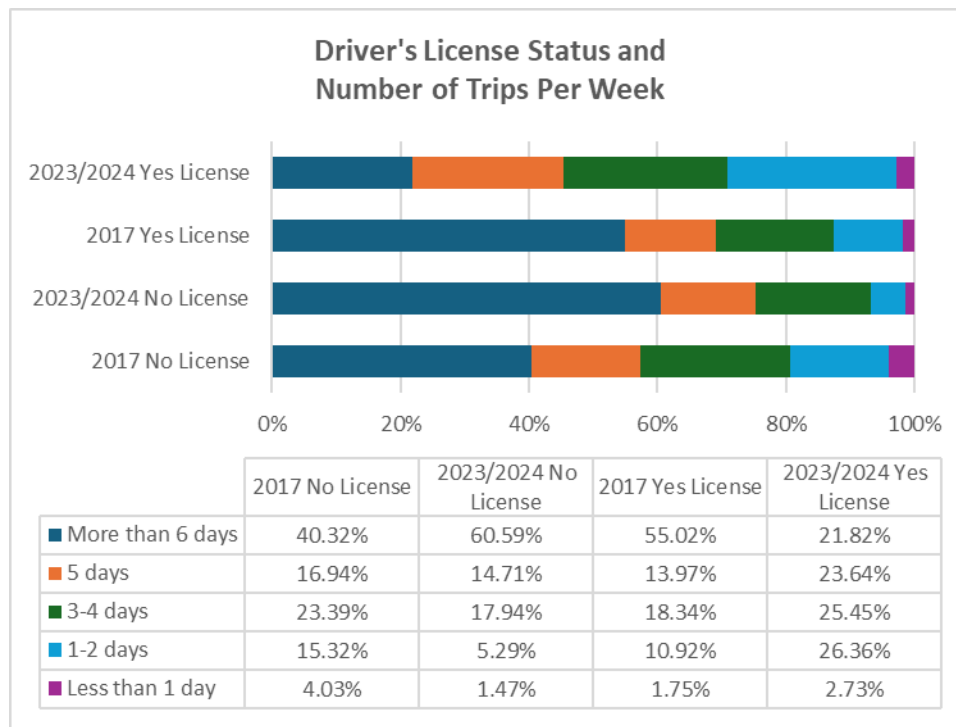


In looking at passengers who didn't have an automobile and no driver's license, 47.62% of passengers reported this to be the case. 35.50% of passengers reported having a car available but no license. 11.69% reported having an automobile and license.

There was a slight decrease in the number of passengers lacking an automobile and license as well as an automobile and no driver's license when looking at 2017 data compared to 2023/2024 data.



In looking at how many trips were taken by those without a valid driver's licenses and those with, 60.59% of those without a valid license took more than 6 trips per week while 21.82% of those with valid license took more than 6 trips.

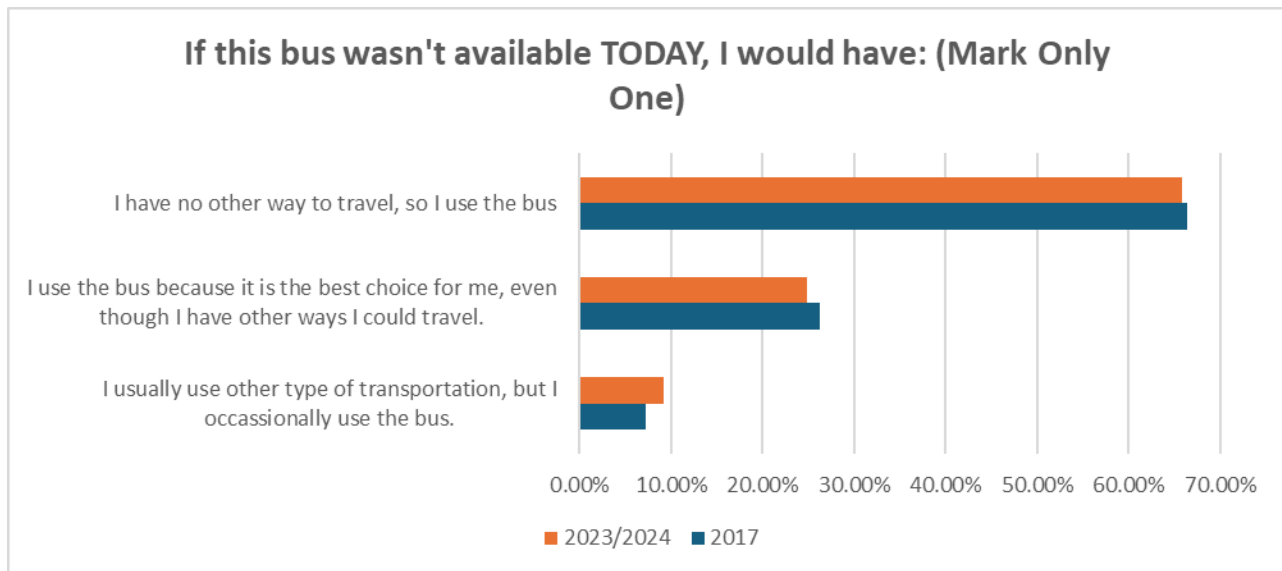


We asked riders if the bus wasn't available on the date of the survey, what they would use instead to get to their destination. 28.37% said they would walk and 22.35% said they would ask someone for a ride. 20.78% of surveys said they wouldn't have taken the trip.

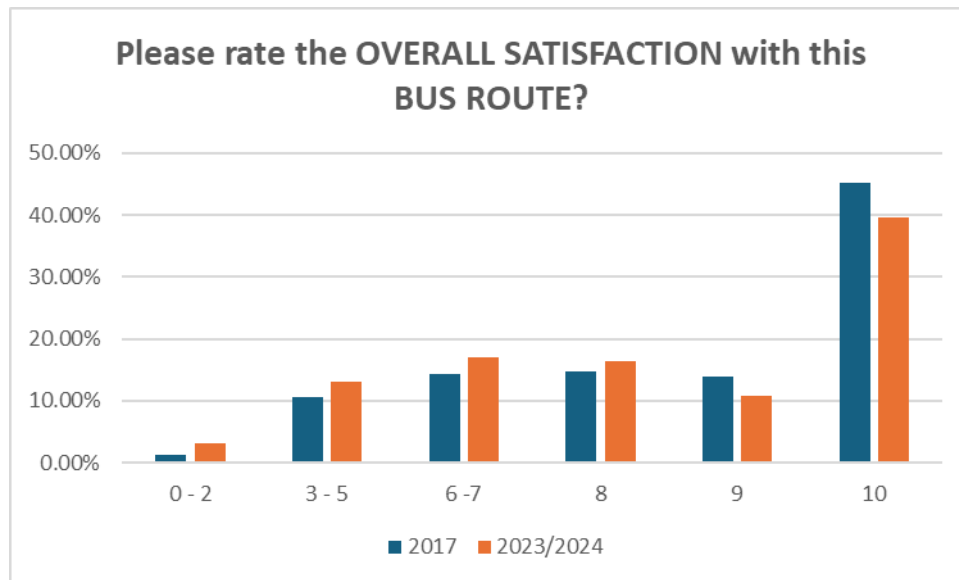
When comparing this to 2017, less reported walking and more reporting using a taxi or Uber/Lyft service (11.26% compared to 16.73%).

We also asked about their choice to use Metro Transit's fixed route system. 65.79% said they had no other means of travel so they used the bus, 24.93% said they use the bus because it is the best choice even though they had other ways they could travel, and 9.28% said they usually take another type of transportation but occasionally take the bus.

Looking at 2017 when this question was first asked to passenger, the percent of passengers stating they had no other way of travel is similar (66.39% compared to 65.79%), identifying riders that have no other means except Metro to travel in the community.



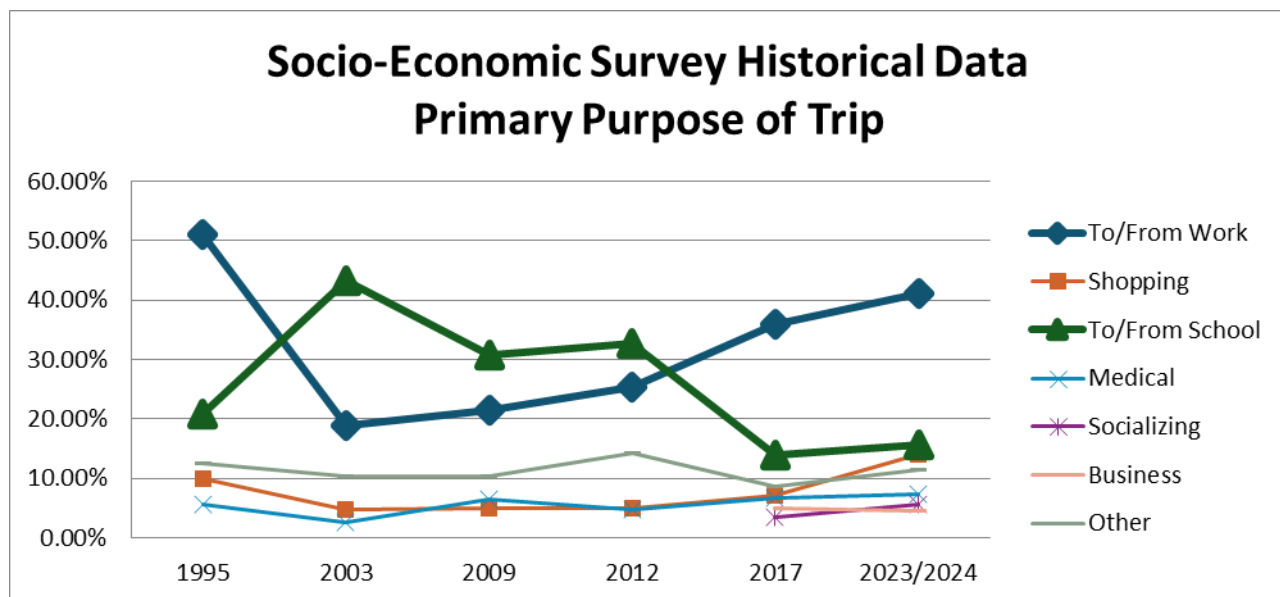
We asked riders to give us feedback on the route they were on when they took the survey form. 39.58% of passengers gave Metro a 10 with 66.81% scoring Metro 8 or higher out of 10 points. 13.06% of passengers gave Metro a 3-5 score and 3.19% gave the system a 2 or less. Compared to 2017 passengers, there is a slight decrease in scores of 9 and 10 and an increase in 3-8 score range.



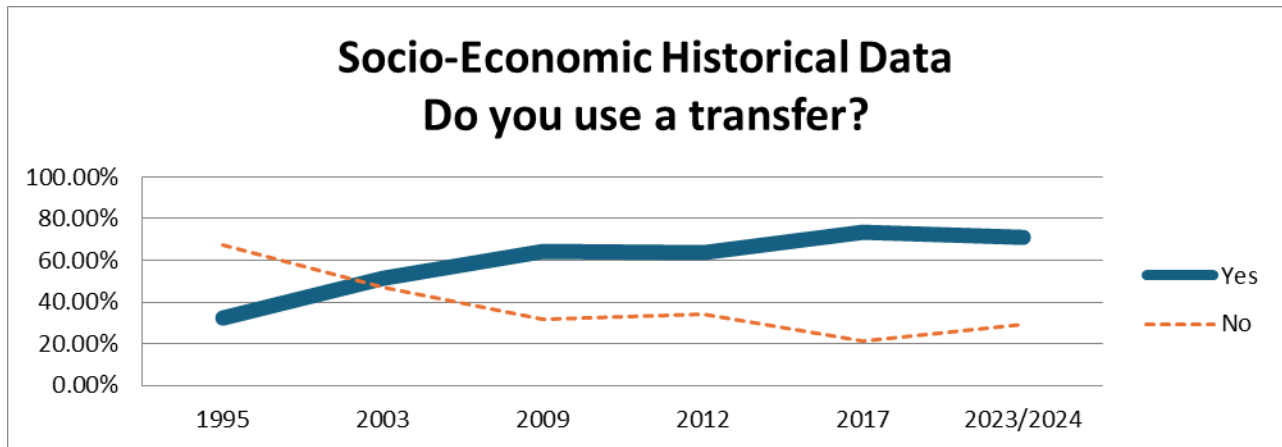
Previous Survey Comparisons

Previous surveys were completed by the Kalamazoo Area Transportation Study (KATS), the Metropolitan Planning Organization for the Kalamazoo Urbanized Area. Surveys were completed by KATS in 1995, 2003, 2009, and 2012. In 2017, Metro completed a survey internally. Similar questions were asked as part of the survey in order to identify changes in the system users.

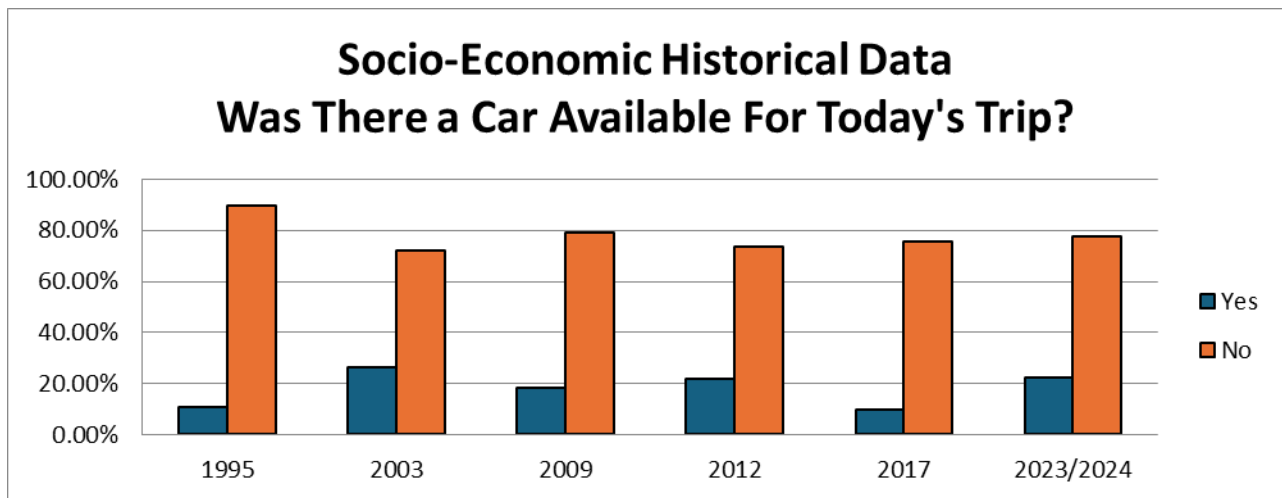
Metro continues to provide transportation for work trips as well as to schools such as Western Michigan University, Kalamazoo College, Kalamazoo Valley Community College, and local schools. There was an increase in shopping trips indicating the bus being used for daily life for many passengers.

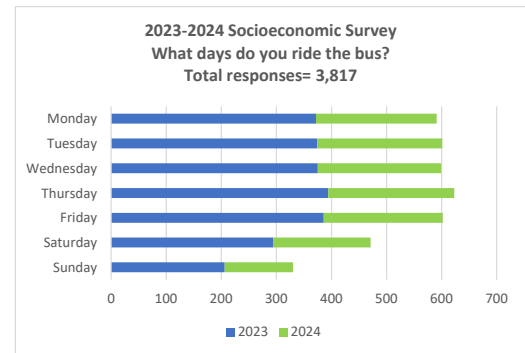
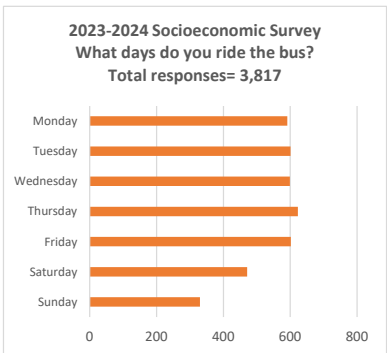
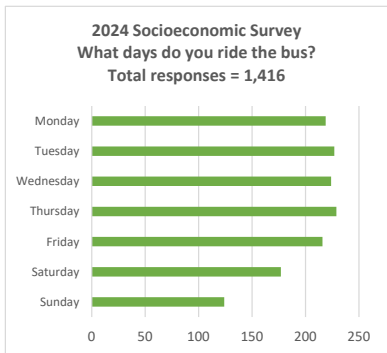
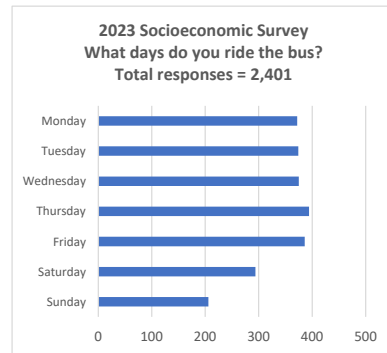
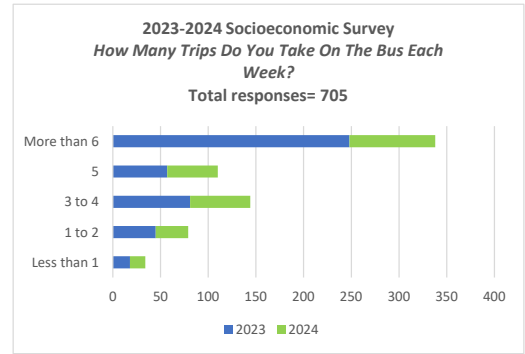
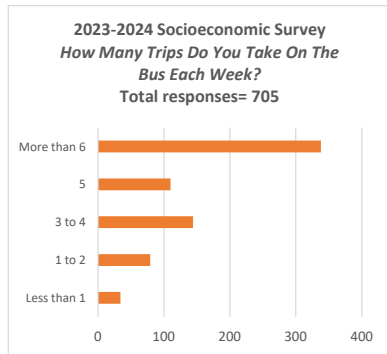
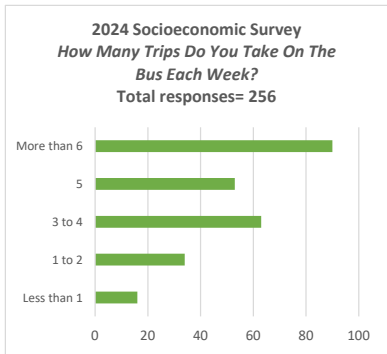
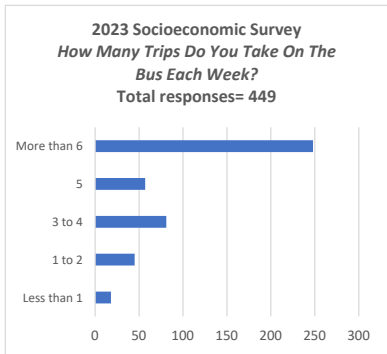
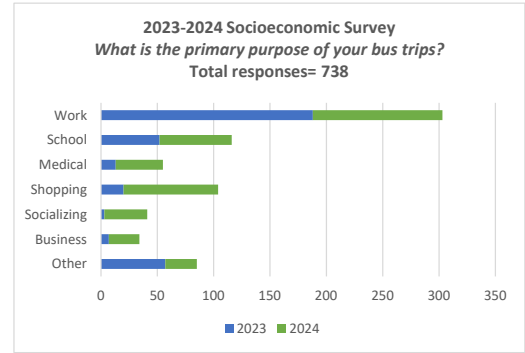
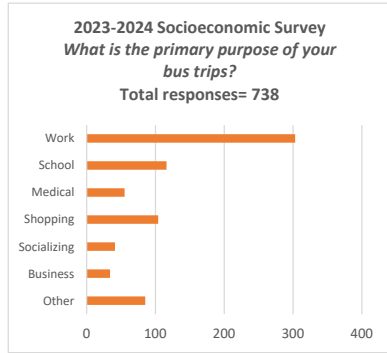
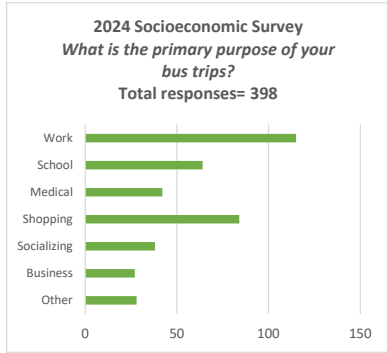
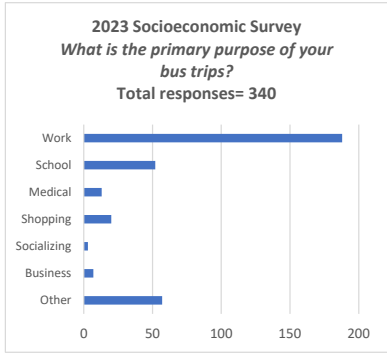


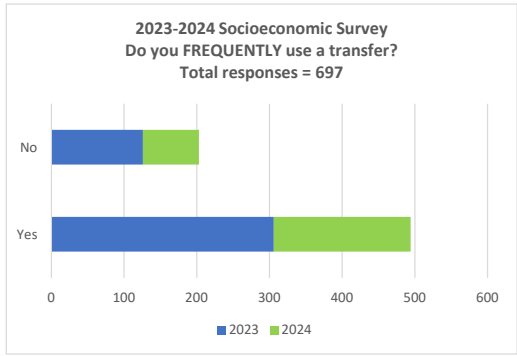
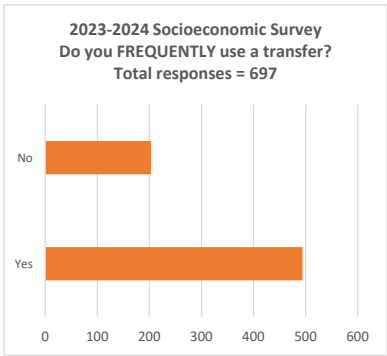
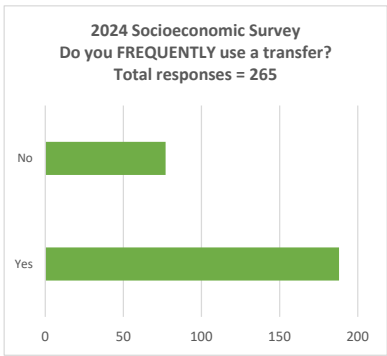
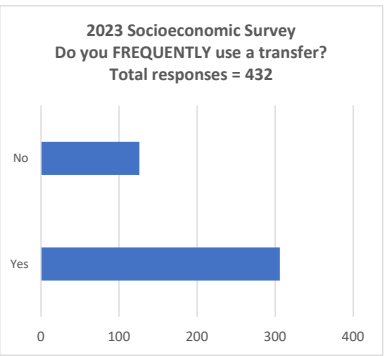
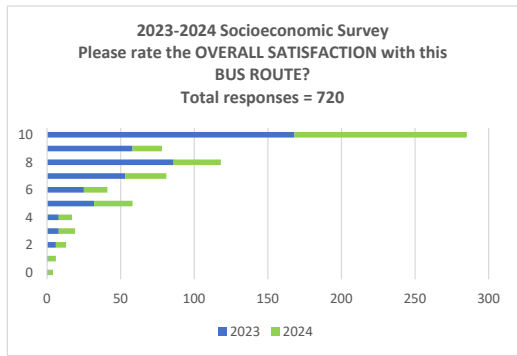
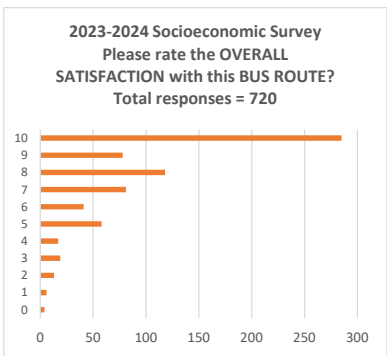
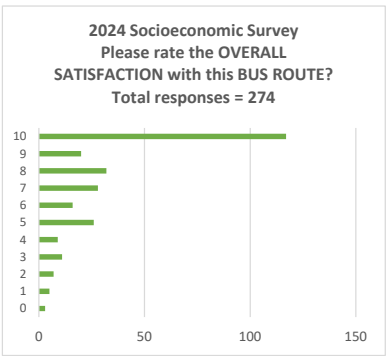
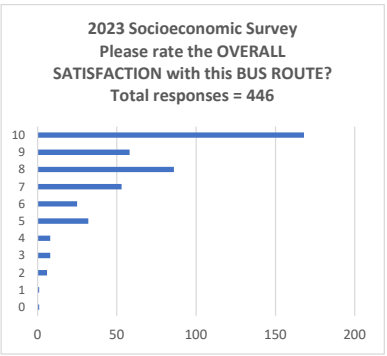
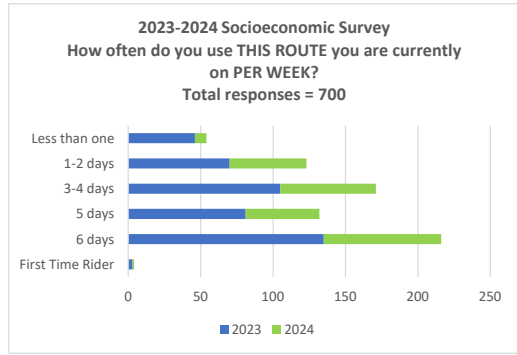
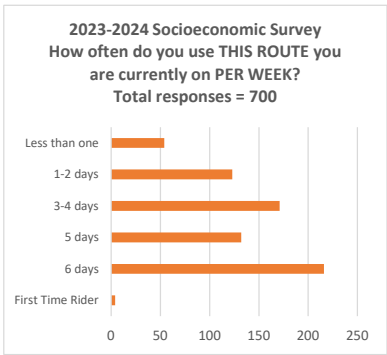
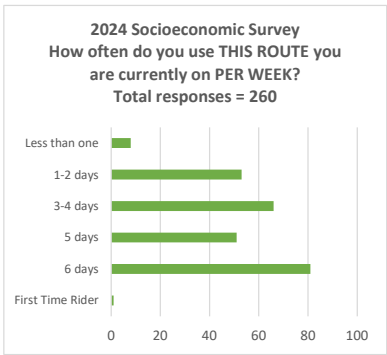
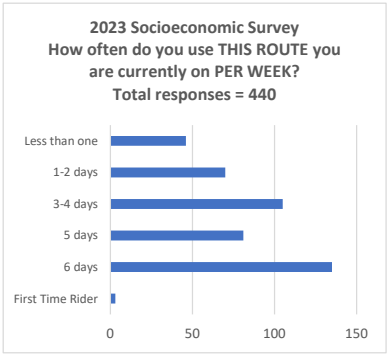
Riders continue to use transfers when riding Metro Transit’s fixed route system. From 1995 to 2024, passengers use transfers 70.88% of the time when riding, reflecting the need to use more than one bus to reach destinations.

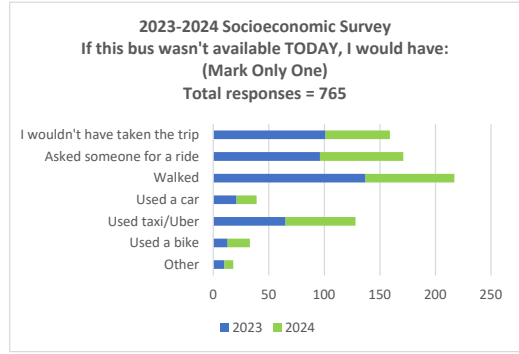
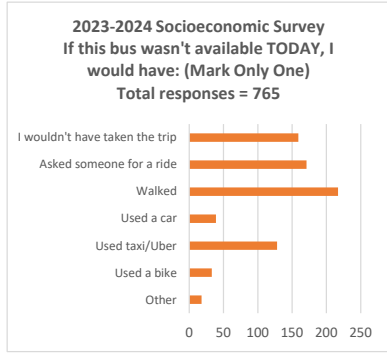
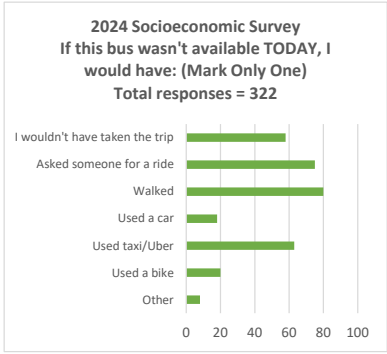
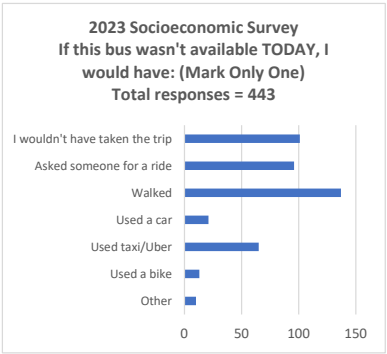
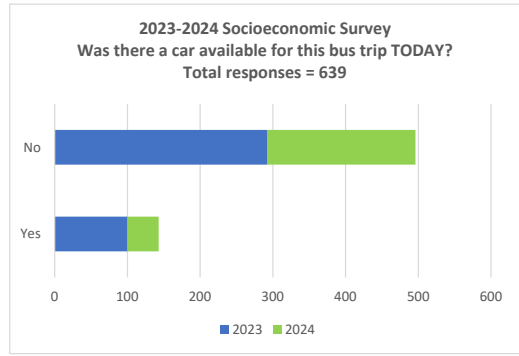
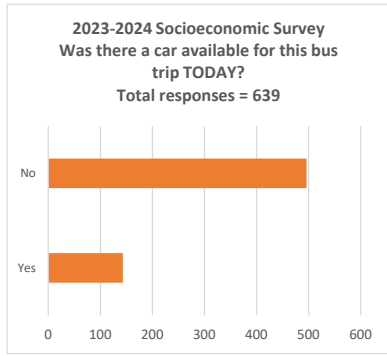
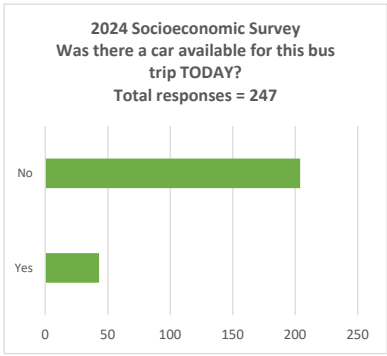
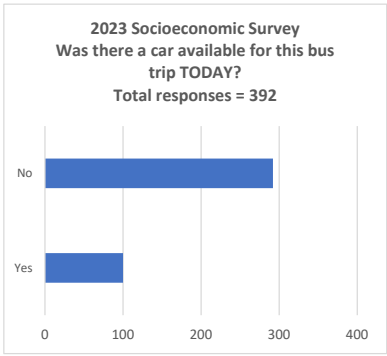
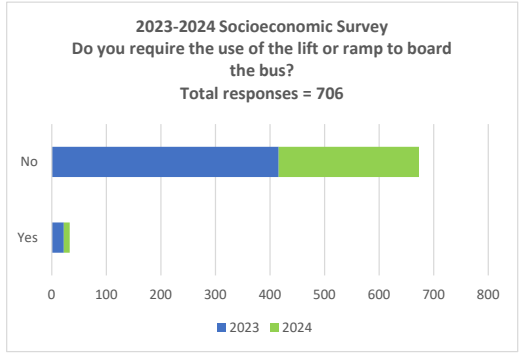
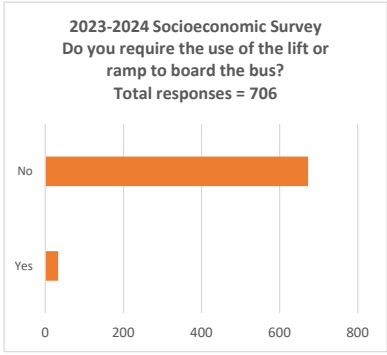
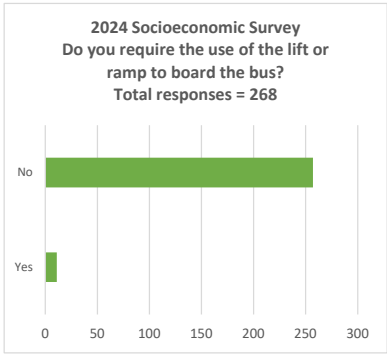
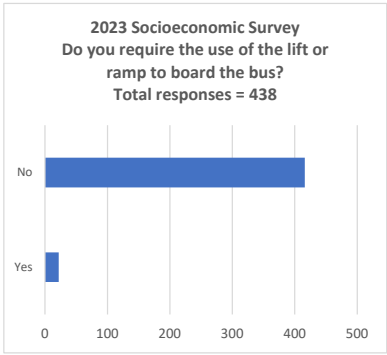


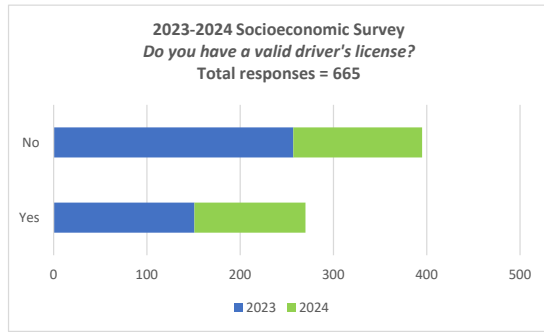
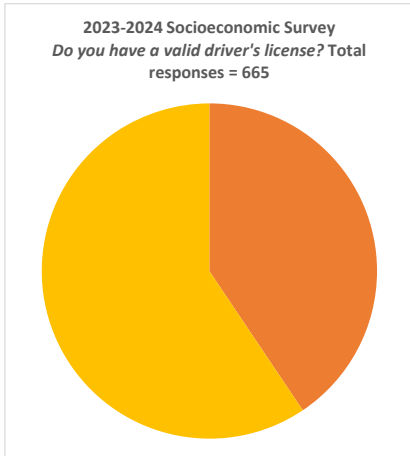
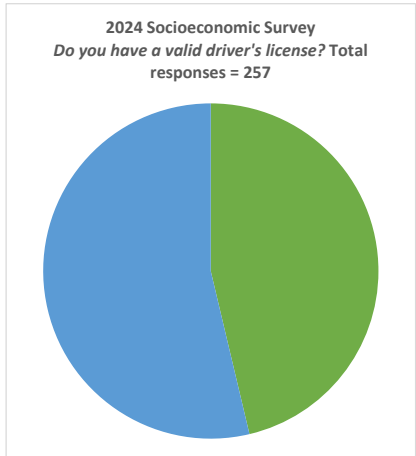
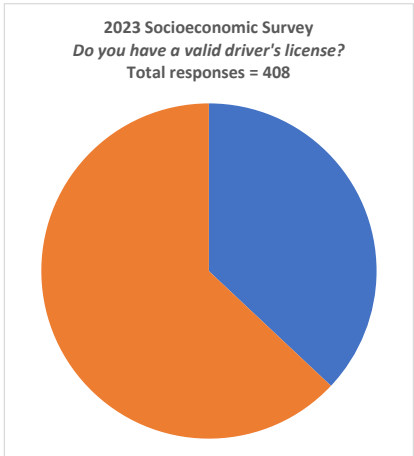
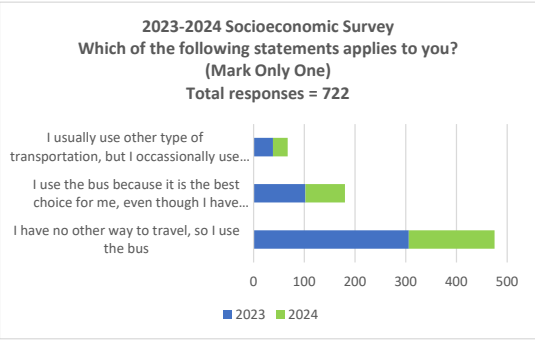
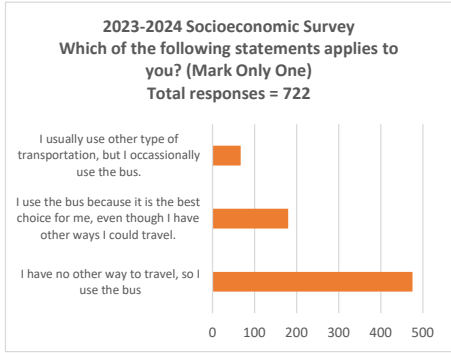
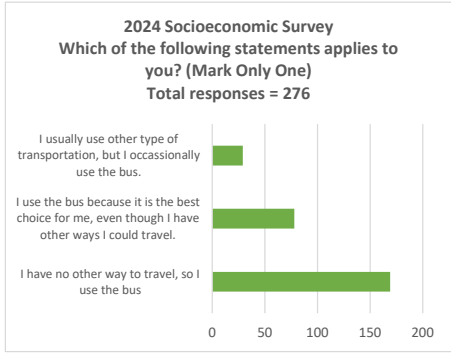
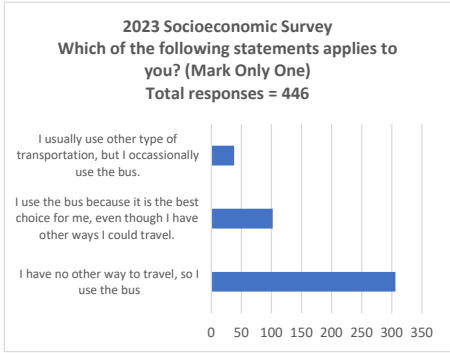
The number of automobiles being available to passengers has remained steady since 2012, ranging from 73.61% in 2012 to 77.62% in 2023/2024.

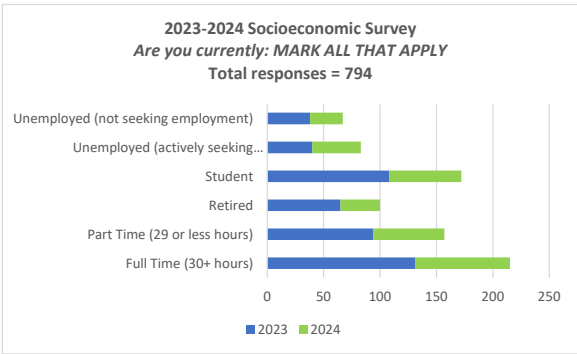
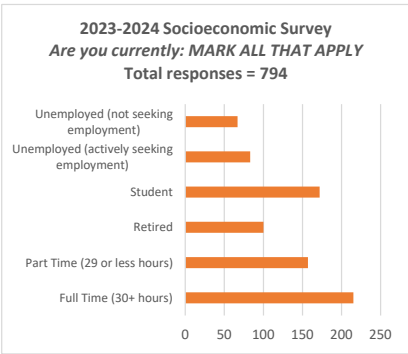
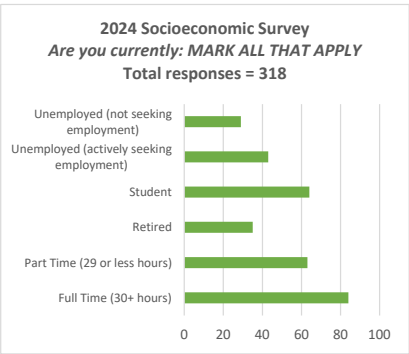
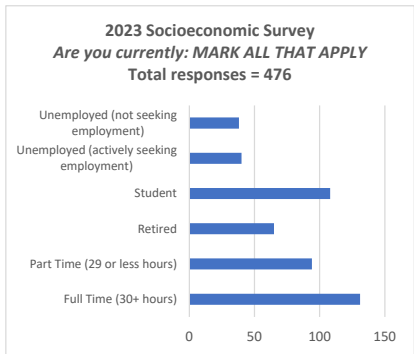
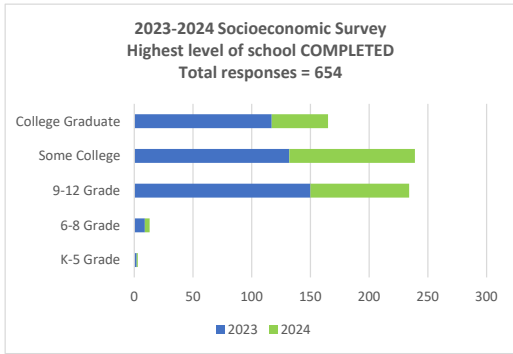
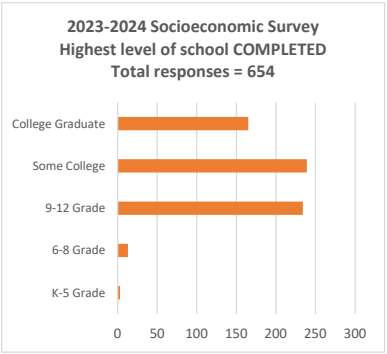
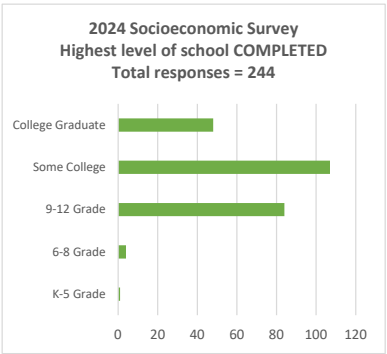
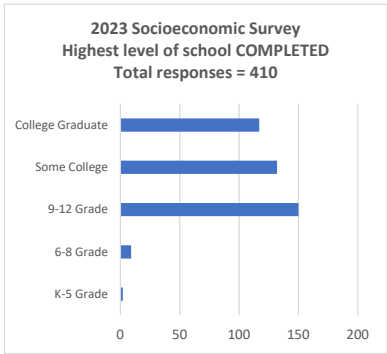
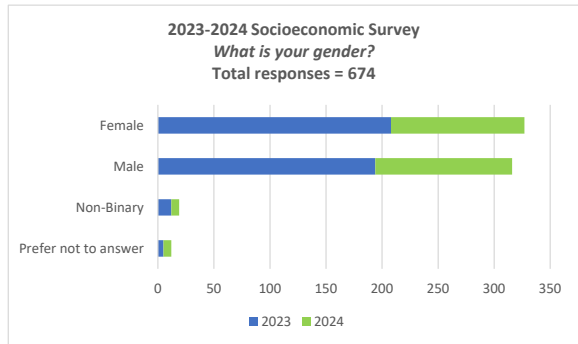
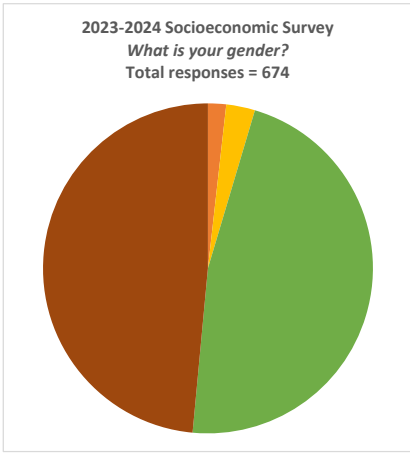
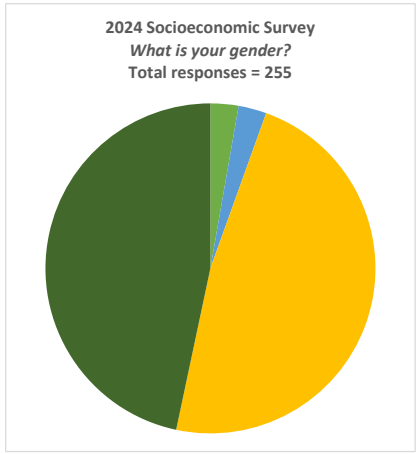
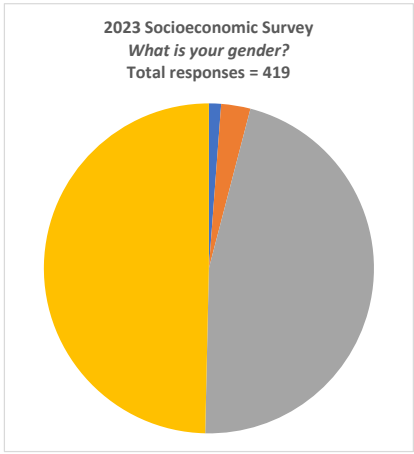


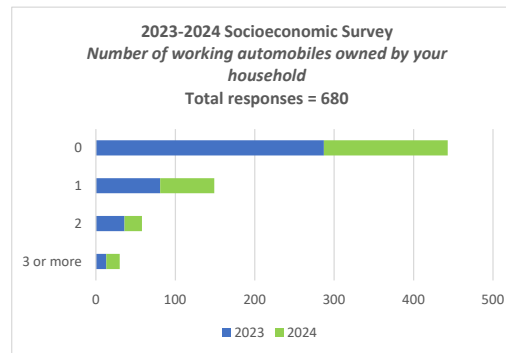
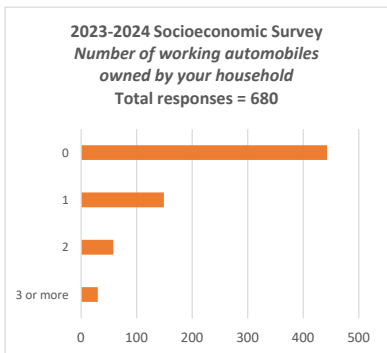
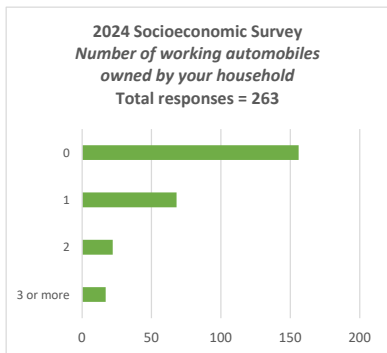
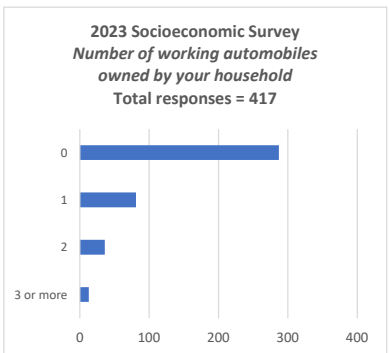
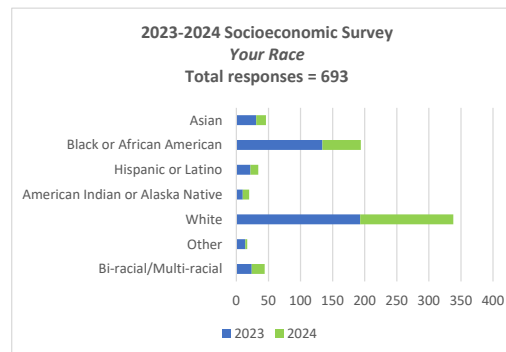
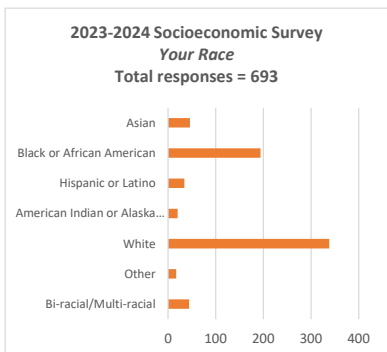
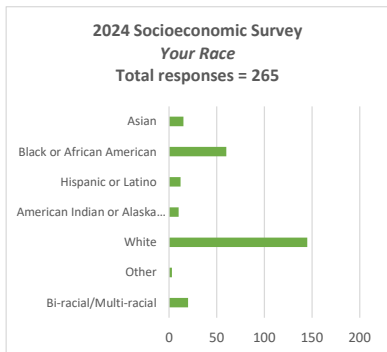
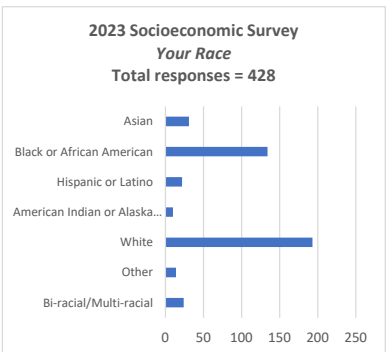
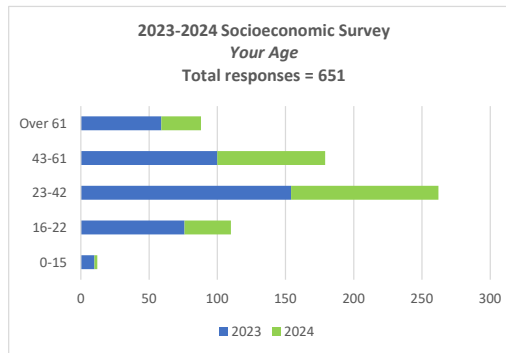
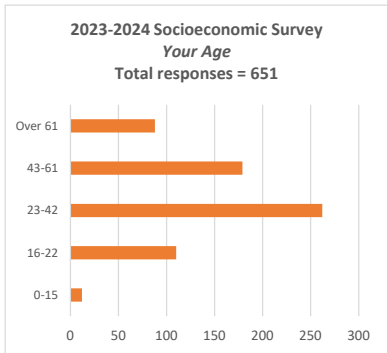
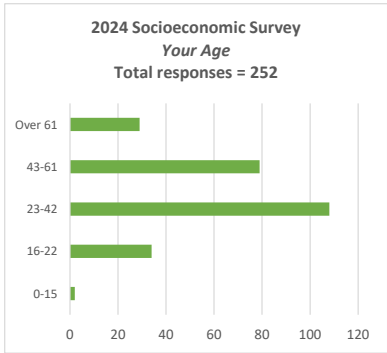
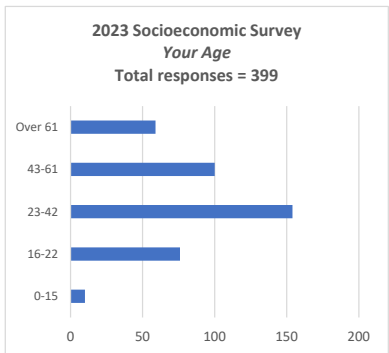


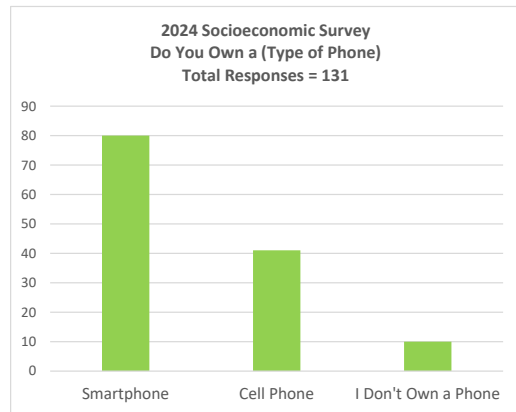
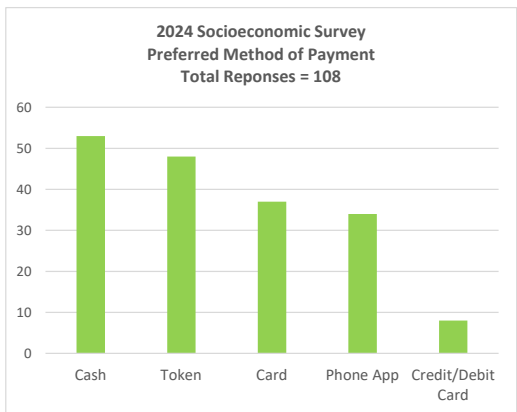
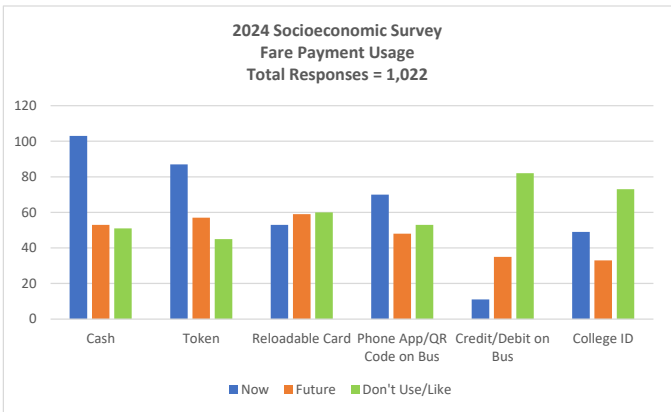
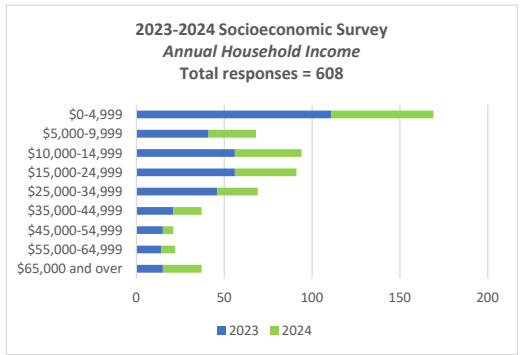
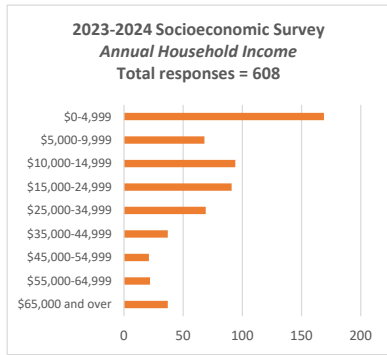
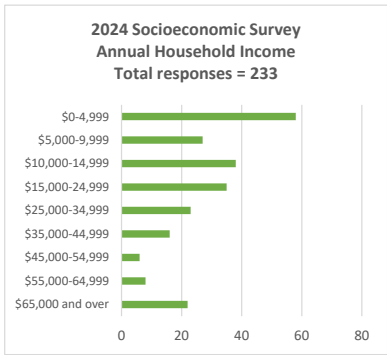
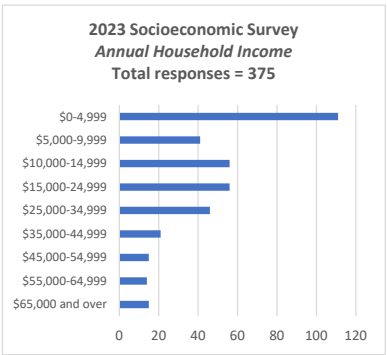
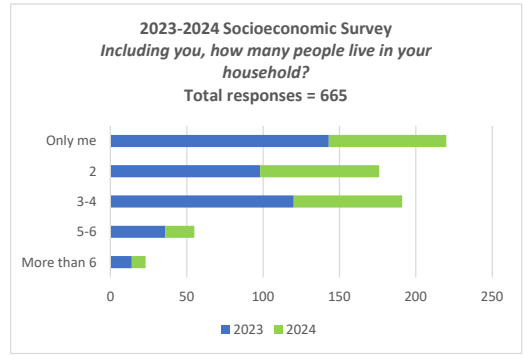
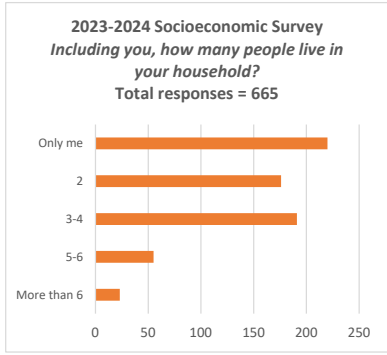
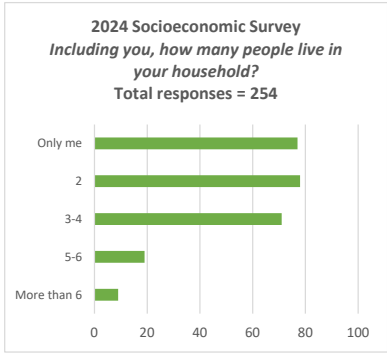
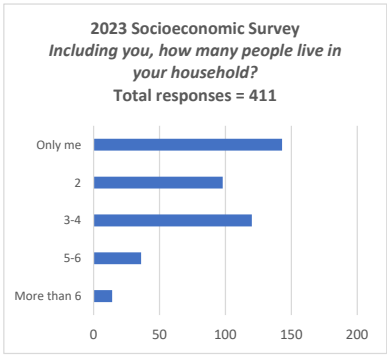


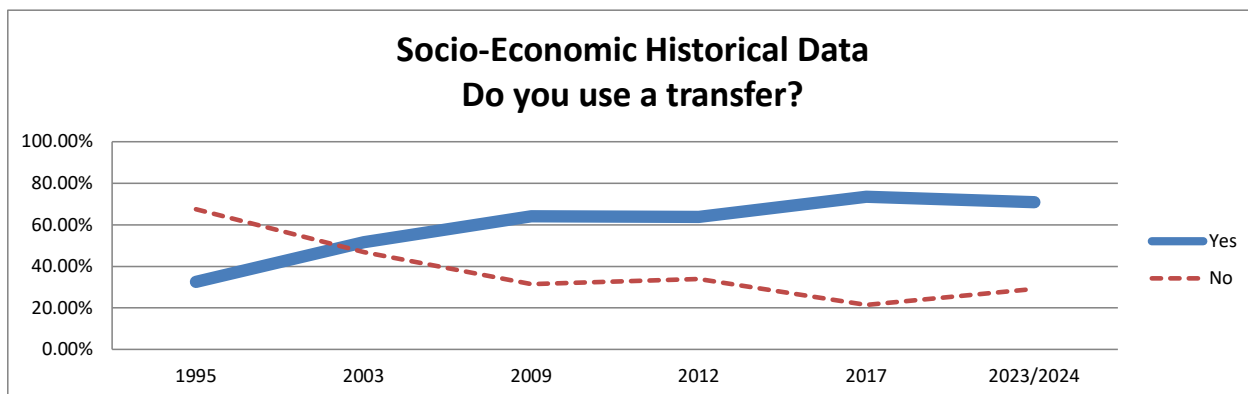
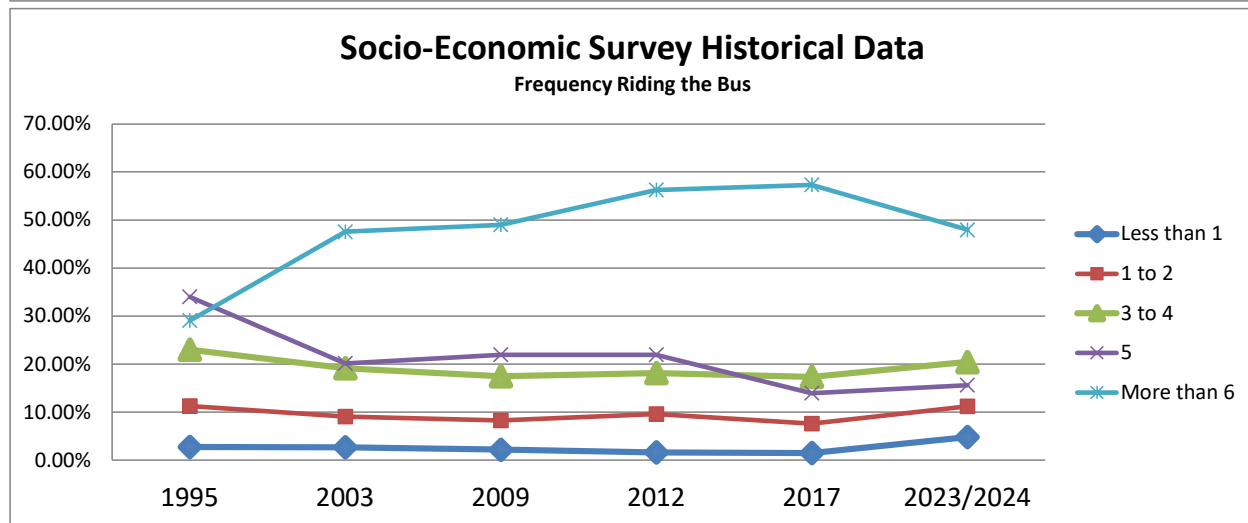
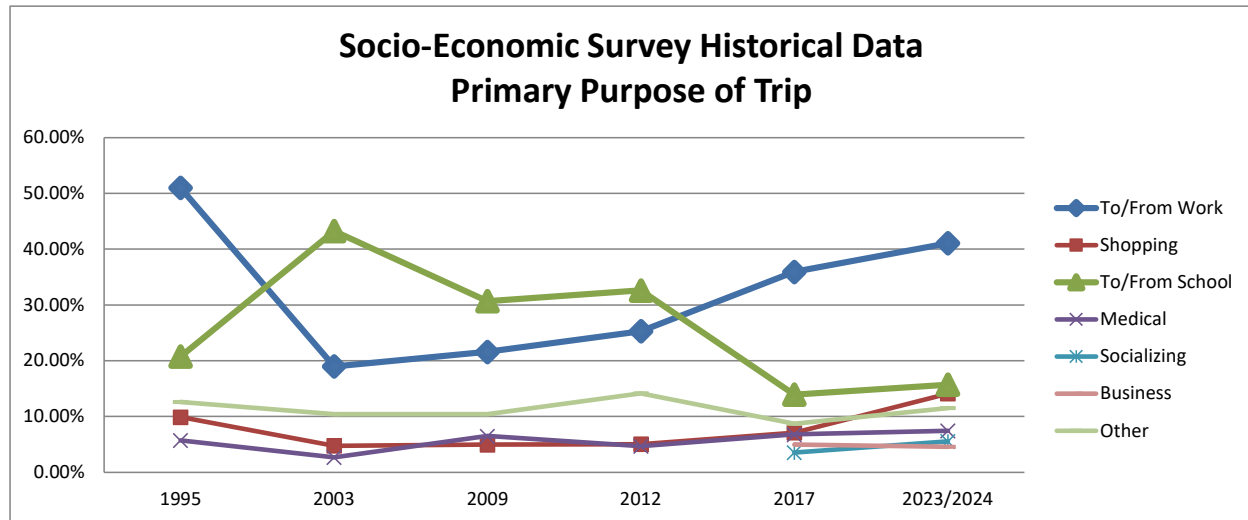


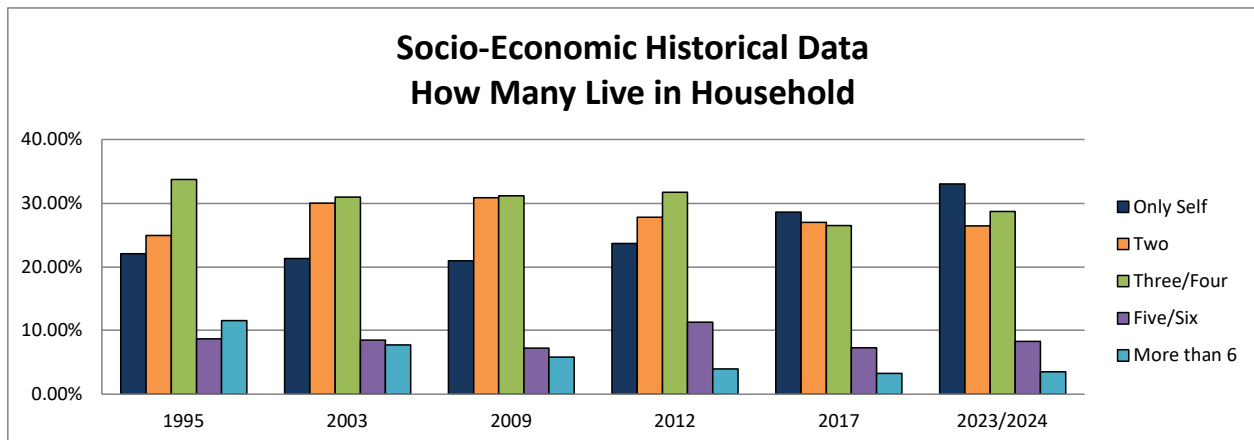
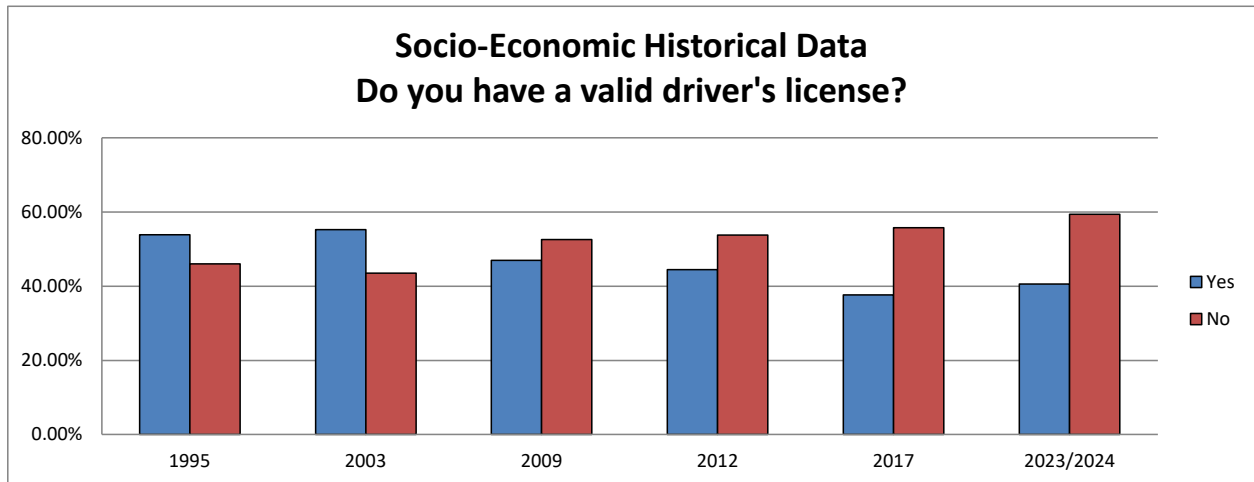
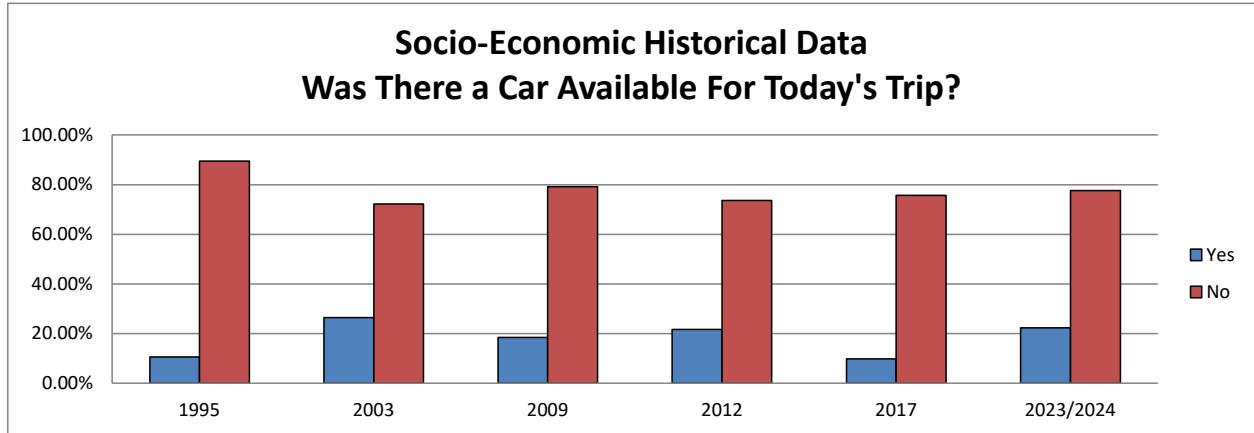


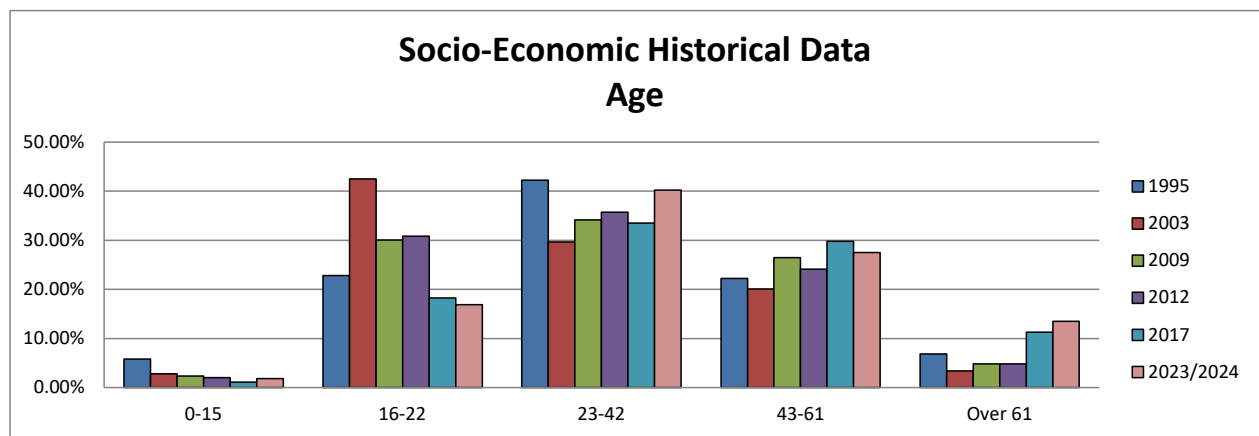
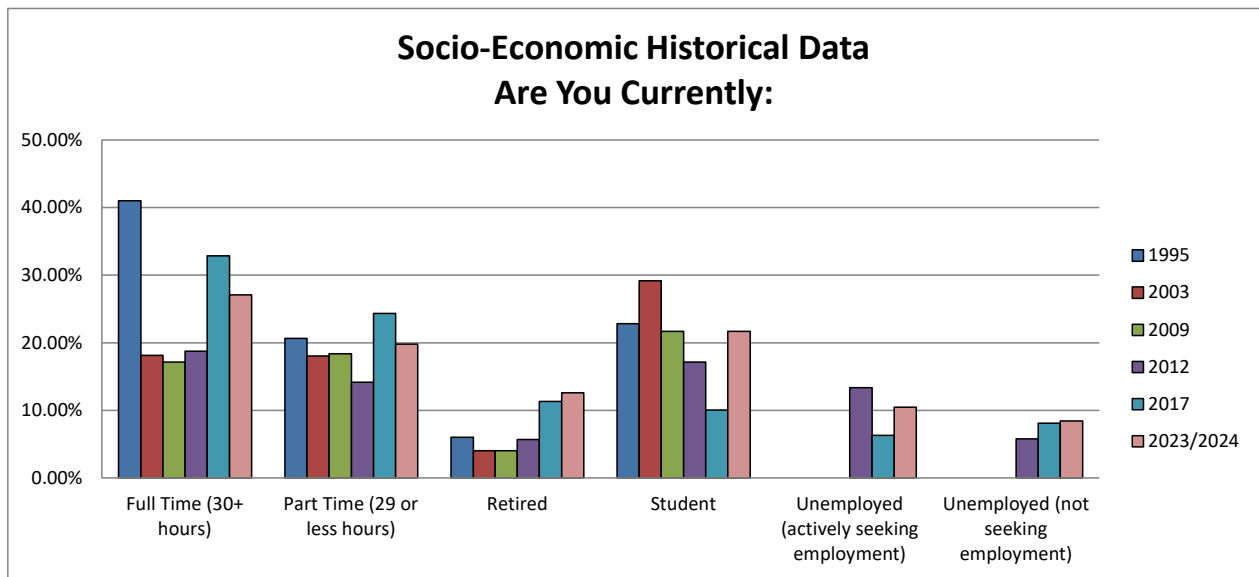
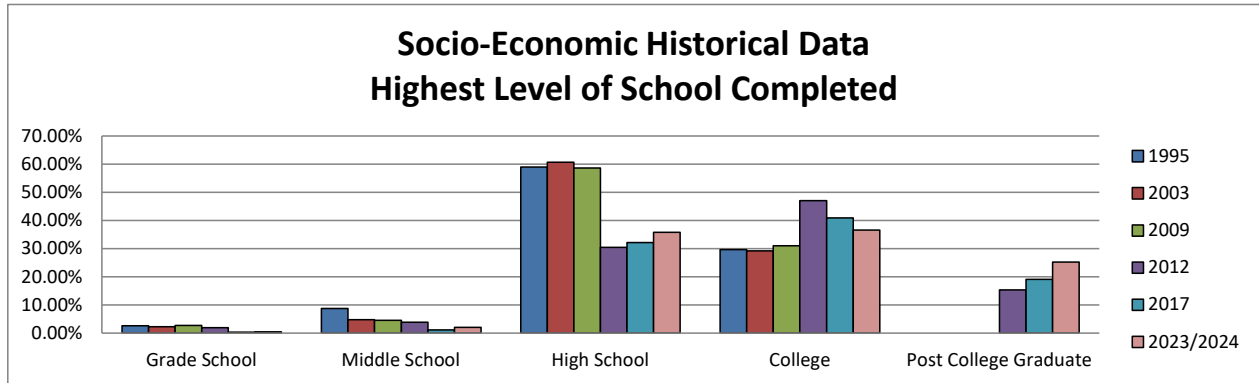


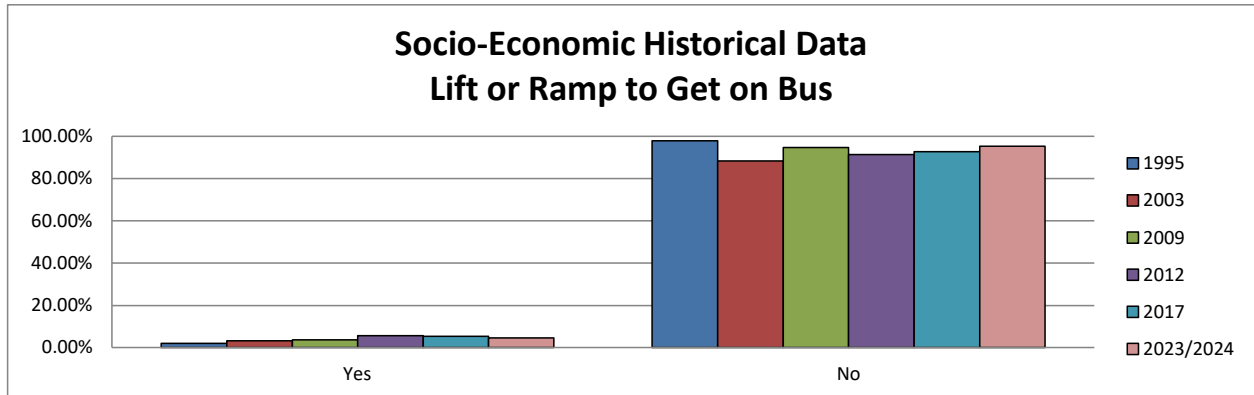
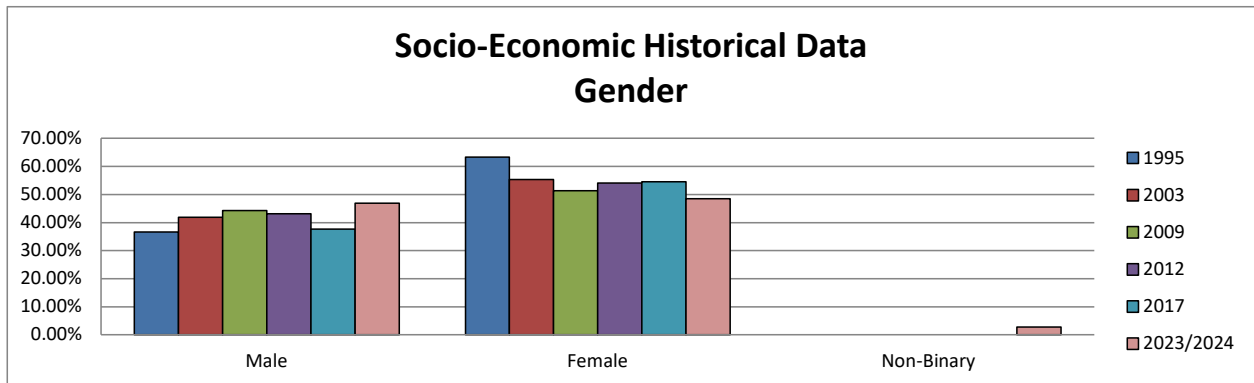
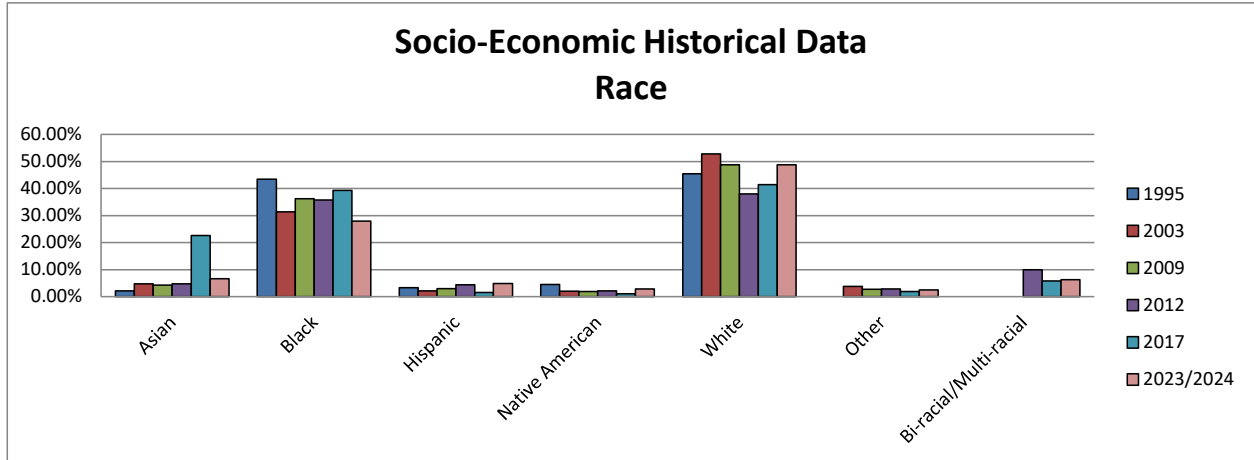












I hate driving, carpooling allows me to save time and focus me to be early

Can you please schedule bus times that match to go after night lab closes at Parkview 9:20 pm Even there is a bus at 9:45 pm there is no bus to go to 58 West apartments (16 route) when 9:45 Parkview bus reach

Satisfied

Best system around

I like bus service here!

East Main should run more frequently. W Centre bus doesn't come back to Centre. Also should go further.

Thank you

I think all the buses should leave bus station at the same time. Some leave, some leave late. I wish they would imply rules more on music and noise on bus people playing phone loud. They should be more courteous when stops with construction because you have to walk.

There are days where the bus is late and barely make it to the Romence bus and its not only once it can happen frequent and I can be late for work on these days when the bus is taking so long

Why didn't I get bus tokens for answering this survey?

Bus drivers always late and rude

Wish you had two buses for the Paterson route instead of one

The bus helps me a lot and without it, I don't know what I'd do.

Disabled

We need one free day of service. Sunday-Sunday bus should be 24 hour or make bus fare \$1.00

I wished Sundays were longer hours

This is actually one of the best bus routes. I'm waiting for Paterson to get its own bus back.

I feel like there should be a way to use the bus with a card especially everyone doesn't carry cash

Route 16 is late most days if not everyday other than that no other comments

My favorite bus driver is Mike.

Drivers are cool.

I love kmetro!

Drivers are great!

My family really appreciates Metro and its drivers!

Bus should run later every day. When people wave bus they should stop and left rider on.

I'm grateful to be able to use the bus. Don't know what I'd do without it, as taxi is expensive.

Please put bench at Deer Run Apartments on Duke Street

Drivers always welcoming, drive safe and pay attention to their surroundings.

It would be helpful if Route 6 Parchment ran later past 7:00 pm on Saturday and if Route 12 Duke ran all day and weekends.

Would prefer if the bus was every half hour.

Great drivers and very reliable transportation. Brittany

Some drivers do a terrific job. There are some that need to be ridden with. Their driving skills are not the best!

I would like to see more bus huts! Is it possible to sit on the bus at the KTC while waiting for next bus?

My best drivers are Linda and Marieo. The morning shift is a good guy and the night shift is a woman named Linda. They are good people.

Bus stops should be at every light not two blocks away

It is unusual that Oakland is on time in the afternoon like it was today. I am disappointed this route is only one bus hourly. This is my home route bus.

Some of the drivers (not Oakland) are speed demons whipping corners.

Need 4 Westnedge buses and 2 East Main/Paterson buses

Make buses fareless

Larry is great guy and he puts safety first. Thank you, kind sir.

The bus is good in the morning but is late a lot when I get off work at 4:30 pm which makes me miss my connecting bus and I get home between 6:30 and 7:00 pm. However it seems to be doing a little better.

I ride this bus almost everyday. Love the driver. I would trust her with my life. (Gull Road 8:00 PM)

Michael H. morning milwood driver is 1 of the best drivers. Javon Evening driver milwood is also 1 of the best. Both are very kind and considerate. They are my favorites!

I ride the bus because it is convenient and the second shift driver is always polite and helpful if it weren't for him, I'd probably drive. (Milwood)

I ride Westnedge and Stadium 2x a day, 6 days a week. Stadium is hardly ever late and never over crowded. The Westnedge bus is almost always over crowded and running late the majority of time. I have to run at station to catch the Stadium bus.

More hours for Sunday please.

Please don't discontinue bus service to my area.

It is too costly to take a cab. I'm on a limited income. The bus is very valuable to me and making sure I get to and from places I need to go. Work, Store, Dr. Appointments, Michigan Works, Social Security Building and others.

Drivers shouldn't be using phone while driving or eating

The majority of bus drivers for Kalamazoo Metro Transit do a great job. A+++ . This driver in particular: 11/25/24 on East Main (East Main 12:17 PM)

I love Paterson. It should have its own personal bus.

I'm a kid

The bus drivers are rude. Please be mindful as well as just driving by a stop because you are early. I'm from Chicago so it frustrating. The simple fact of buses not showing up/driving past you.

I wish the bus would run more frequently especially on Sunday. I hope the transit teams are unionized!

It sucks that transfers only last 1 hour when just about half the ime is one the same bus that you get it from

Work hard use what God gave you

The driver in the AM on Burdick she's a B(*&%!

Best driver

Hate the idea of waiting for bus. Howevern when I do have to take it I can always count on Gull Road to be here when its suppose to be. Blessings.

Tonight bus driver is awesome! (Alamo 11/26/24 7:11 PM)

Mike is the best bus driver to have. He connects with the people. (East Main 12:25 PM)

Need bus stops on both sides on the corner Miller and Fulford.

Drivers are all excellent drivers and do a beautiful job. Mike is one of the best drivers. (East Main 9:21 AM)

We really need the bus system for everyone who uses it.

I think it should be easier to make it for people that use it to go to the hospital.

Stadium needs two buses for students and people with kids to work.

Keep at least two buses running per route

Bus driver was very helpful finding us closer stop. Saved us a 4 mile walk. (Centre 8:55 PM)

Nora is a wonderful driver. I feel safe when she's driving. She waits at Milham Meadows when Oakland is always late. (Centre)

Noreen is the best driver around (Centre 9:33 AM)

The driver blessed with good care and kept all safety rule. (Portage 3:14 PM)

I would like the Duke bus to run all day and have a stop put on Helen Avenue. Thank you.

The bus has made making it to prenatal appointments easier. Past ride were fun loving going on adventures.

Bus driver with mask and glasses is rude. Drove past met twice. Whoever was on the phone with downtown hung up on me. Metro Transit hates me!!!!
(Lovell 8:10 AM)

Some drivers need to be reminded they are driving their own personal vehicle. But a public transportation with other people (lives) in their (hands).
(Portage)

Some bus drivers are got good attitudes and some don't

Great transportation

I think I need to be paid for my ideas I have. At each bus stop there should be a sign that lights up for what side of the street the bus is on. And a sign that shows where the bus is at on the route. Amanda B.

I feel like buses all should run on Sunday and run a little later than 5:15 so people can get home from work easier.

Bus drivers are very nice. Julie P.

The stops are not super easy to get to. More stops or make them easier to get to. More buses on route so we don't wait so long. Staff isn't always nice. Teach them kindness.

These buses don't leave downtown ontime. Socializing late for work

This driver sucks (1057). She stops wherever to get food or kenos and a b*&^%. (Burdick)

I like Kalamazoo has Metro Transit. It helps people with disabilities getting people where they need to go.

I admire Metro bus service especially in winter.

I use the bus system a lot and thankful for its services. Please don't discontinue or cut any routes because I don't drive and bus is its only means for transportation.

Why don't the bus drivers buy their meals before they drive the bus or after. They leave from the work because they can anything and is a problem to the passengers. They eat food while they're driving the bus in front of passengers.

Wish it goes to the va more offen

Good

I wish the Parchment bus would go back to later hours and I would like to see the buses cleaner. Same stain on the bus seat the next day. Please crack down on non-service dogs on bus. Thanks.

I got sick from the mold on the floor from your bus yesterday from bus 1 in nov 29.

Am disconcerted by the removal of stops in central business district/downtown major routes. Many stops are no longer available from outbound Water St, (former(Radisson Stop; no stops near Westnedge downtown anymore; no stop at Walgreens at Stadium, inbound (Lovell St). Removed stop at Corner of Walnut and Rose all without notice. 530 Apts will not have stop anymore. Why are downtown stops being Removed or not made?

Bus driver frequently ignores stops and blows right by them. It's good to know if you don't ring the bell (which you cannot find any directions for on the app or the website) the bus driver won't come back to that stop for an hour

Disabled rider, and some drivers need to learn that a ANYONE can request the ramp, not just wheelchairs. I shouldn't have ever been told by a driver to lift my walker when I was unable. To physically do. So

The African American man who drives Route 27 in the morning is disgustingly rude. He is the first person I see in the morning and he will drive right past your stop and claim he hasn't seen you even though you're wearing reflective gear.

I love our bus system. Convenient and affordable

Need better ways to pay

I know finding is necessary but having more frequent bus schedules would go a long way to making bus travel more viable in this city!

Bus always comes late and the drivers drive buses so wild

I think it's kind of confusing that the bus number does not correspond to its bay number at the transit center.

Please fix myStop. The app is buggy and constantly crashes. Every time I load the app I have deselected and reselect all of my routes for tracking information to actually show up.

The bus tracking app sometimes lags and won't show bus icon. Also I catch the bus home on South St, the 2bus will sometimes avoid the traffic and go straight on rose and come the opposite side from the bus on South without warning. It's anxiety inducing to figure out last minute if that bus will come to the right stop or I have to run across the street cause it changed. Maybe just move the stop to In front of wmed school then?

Would be so much nicer if West Centre bus would run more than once an hour!

I LOVE ROBERT HES THE BEST BUS DRIVER GIVE HIM A RAISE

I would love for a day pass to be available. I either have to buy a lot of single passes or pay for a 9 day pass or month pass and I barely use it.

Add more trips on the Oakland and Westledge routes!

I wish the Parchment bus would run later on Saturdays

Hourly runs are not convenient and discourage bus trips. Cannot linger anywhere.

Some drivers seem to view departure times as suggestions.

Please remind drivers not to let passengers board until departing passengers have exited

It would be helpful if the routes operate every 30 minutes and until midnight like before

More busses on the route please.

busses need to run more frequently on sundays. especially in the winter. otherwise my only options are to be 40 minutes early to work or 40 minutes late.

Some drivers are not clear on route specifics, specifically: West Main Rte (Oshtemo Library stop) Lovell Bus Rte (detour stops) Other drivers are consistently late, focusing on other things while driving, or taking unplanned stops in the middle of the road for meals or conversations. The folks that drive W Michigan are great Starting at 7:45am or 8:15am on a Sunday would really help with my work schedule, I've had to walk miles of pay \$30+ to get to work since a car accident. I cannot afford a car. (Lovell Rte especially)

I love metro but one thing I dislike is how the western bus #16 Lovell stops after 5pm on weekdays. It's harder when there's only one bus after 5pm

I'm so grateful for this service, also, the drivers are so helpful and friendly.

The single biggest improvement opportunity would be to allow people to use Metro Link to cross zones when buses are running late, or coming up with another solution that would help riders make their transfers downtown. A slow bus driver being 1 minute late can mean someone has to waste an hour sitting downtown waiting for the next departure.

I would love to work for metro down the road.

I am actively trying to reduce my reliance and ownership of a car. One thing I would love is if the COA final routes would be implemented. I could get everywhere I need to go on a bus or through metro link. I work walking distance from home but if my reporting location changes, the updated routes would better connect me to work in portage than currently.

Ideally I would board Bus 16 to get to downtown and board Bus 8 on my way home. HOWEVER, BUS 16 IS ALWAYS LATE. As a result, I couldn't get to Bus 8 on time and I would have to wait another hour just to get home.

Need more operating bus on the same route instead of just 1 or 2. For example: having 4 operating buses can reduce the wait time between each bus to 15 minutes, instead of waiting 1 hour or 30 minutes for the next available bus!!

This route has gotten worse day by day when I get on it always takes so long to catch the other bus and I have to get off the bus to walk to the other side of the road in order to not miss the bus and i think they need people who actually can drive on time and especially people with wheelchairs and etc should get a separate bus because it takes more time for more stops

It would be helpful if Route 6 runs until 10:00 p.m. on Saturday and Route 12 runs all day and on weekends

I use route 13 and route 4 . Route 13 can be unreliable as it is often late and causes missed transfers 😞

Looking forward to the implementation of the COA routes, of I had that and buses every half hour i would move to bus as a primary mode of

Thank you for your great service the drivers are very kind and helpful.

It's a good bus company

We need #21 bus Solon/Kendall, #25 bus Parkview and #19 bus Ring Rd on the weekends/holidays. We have to walk without them and it gets cold in the winters. Would be nice if they would also run during american holidays. Most of the foreign students cannot go home during these times. It's too expensive. We have no way of getting around the campus area. We still go to study on the main campus and floyd halls during these times.

Thank you to all the operators and everyone else who makes KMetro so great!

I'm trying to drive less. I bike more, and I would ride the bus more if the busses ran more often so it was more convenient and we could get from one neighborhood to another without going downtown and back out. How about a route from vine commercial area to Edison commercial area or Oakwood commercial area, etc. The wheel and spoke model adds so much to travel times.

It would be nice to see Route 13 run every half hour, like it used to. This construction on Westnedge has been a royal pain, not being able to use the Westnedge bus due to construction because we never make it downtown in time to make our transfers. Sometimes it's even hard on regular days when it's non-construction! There needs to be a better way for that bus to be on time. Makes it harder to connect to south Burdick to get home!

I love Metro. It's convenient to and from my destination. Thank you staff and drivers for a job well done. Blessings to you for all you do for those in need. Route 16 needs better drivers who are not late every day

If busses ran later in the evening it would open up my opportunities for work and study. The Westnedge busses are also constantly late by >15 minutes, meaning I often cannot get places I need to.

I appreciate the Metro system. I wish routes would run a little later on the weekends and had half hour services on Saturday. Expanded half hour services for Gull and Westnedge would be nice. Westnedge could probably use three routes per hour with how busy it always is. Also a lot of times the Portage bus doesn't leave the station until 5-10 minutes after the other buses. I have to plan on leaving a half hour early just to make sure I make it on time because the drivers don't keep on schedule

Please add more frequency to many busses that fill up often and add normal service on Sundays. Busses should operate until 11pm to facilitate Amtrak transfers due to trains being 10-20 minutes late fairly often.

Oakland bus should run every 30 minutes Westnedge should run every 30 minutes on weekends

Bus driver should have id so passenger can see them.

I would like duke to run all day and a stop put on Helen Ave



Metro Bus Survey



337-8222

All information shared will be confidential.

For questions relating to this survey or to have it in an alternate format, please call (269) 337-8222.

Your answers should be based on how you ride the bus **MOST FREQUENTLY**. Please complete only **one survey form**.

Bus Route You Are On: _____ Time You Boarded : am pm

Where Did You **GET ON** the Bus? _____

Where Will You **GET OFF** the Bus? _____

What is the PRIMARY purpose of your bus trips? MARK ONLY ONE

WORK SCHOOL MEDICAL SHOPPING SOCIALIZING BUSINESS
 OTHER _____

How many trips do you take on the bus EACH WEEK? Less than one 1-2 3-4 5-6 more than 6

IN ONE DAY? 1-2 3-4 5-6 more than 6

What days do you ride the bus? MARK ALL THAT APPLY

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

How often do you use THIS ROUTE you are currently on PER WEEK:

Less than once 1-2 days 3-4 days 5 days 6 days First time riding bus

Please rate the OVERALL SATISFACTION with this BUS ROUTE:

<u>Not Acceptable</u>					<u>Acceptable</u>					<u>Excellent</u>
0	1	2	3	4	5	6	7	8	9	10

Do you FREQUENTLY use a transfer? Yes No

Do you require a lift or ramp to board the bus? Yes No

Was there a car available for this bus trip TODAY? Yes No

If this bus wasn't available TODAY, I would have: MARK ONLY ONE

Used a car Walked Asked someone for ride Used taxi/Uber Used a bike
 I wouldn't have taken this trip Other _____

Which of the following statements applies to you? MARK ONLY ONE

I have no other way to travel, so I use the bus.
 I use the bus because it's the best choice for me, even though I have other ways I could travel.
 I usually use another type of transportation, but I occasionally take the bus.

Your Bus Trips

PLEASE COMPLETE SIDE 2



Fare Payment	2023/2024 Socio-Economic Report	January 2025						22	
	Please Answer How You Would Pay for Bus Fare Now and In Future	Use Now	Use in Future	Don't Like/Don't Use		Use Now	Use in Future	Don't Like/Don't Use	
	Cash				Pay by Phone/QR Code				
	Token				Pay with Credit/Debit Card				
	Reloadable Card				University/College/School ID				
	Preferred Method (MARK ONLY ONE)								
	<input type="checkbox"/> Cash <input type="checkbox"/> Token <input type="checkbox"/> Card <input type="checkbox"/> Phone App <input type="checkbox"/> Credit/Debit Card								
	Do You Own a (MARK ONLY ONE) <input type="checkbox"/> Smartphone <input type="checkbox"/> Cell Phone <input type="checkbox"/> I Don't Own a Phone								
About You	Do you have a valid driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No								
	Your gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Non-Binary <input type="checkbox"/> Prefer not to answer <input type="checkbox"/> Prefer to self describe: _____								
	Highest level of school COMPLETED: <u>MARK ONLY ONE</u>								
	<input type="checkbox"/> K-5 grade <input type="checkbox"/> 6-8 grade <input type="checkbox"/> 9-12 grade <input type="checkbox"/> some college <input type="checkbox"/> college graduate								
	I am: <u>MARK ALL THAT APPLY</u>								
	<input type="checkbox"/> working full time (30+ hours)				<input type="checkbox"/> working part-time (29 or less hours)				
	<input type="checkbox"/> retired				<input type="checkbox"/> a student				
	<input type="checkbox"/> unemployed (actively seeking)				<input type="checkbox"/> unemployed (not seeking)				
	Your age: <u>MARK ONLY ONE</u> <input type="checkbox"/> under 15 <input type="checkbox"/> 16-22 <input type="checkbox"/> 23-42 <input type="checkbox"/> 43-61 <input type="checkbox"/> over 61								
	Your race: <u>MARK ALL THAT APPLY</u>								
	<input type="checkbox"/> Asian		<input type="checkbox"/> Black or African American		<input type="checkbox"/> Hispanic or Latino				
	<input type="checkbox"/> American Indian or Alaska Native				<input type="checkbox"/> White				
	<input type="checkbox"/> Bi-racial/Multi-racial				<input type="checkbox"/> Prefer not to answer				
	<input type="checkbox"/> Other _____								
Your Household	Number of WORKING automobiles owned by your household? <u>MARK ONLY ONE</u>								
	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 or more								
	Including you, how many people live in your household? <u>MARK ONLY ONE</u>								
	<input type="checkbox"/> Only me <input type="checkbox"/> 2 <input type="checkbox"/> 3-4 <input type="checkbox"/> 5-6 <input type="checkbox"/> more than 6 people								
	Annual household income: <u>MARK ONLY ONE</u>								
	<input type="checkbox"/> \$0-4,999		<input type="checkbox"/> \$5,000-9,999		<input type="checkbox"/> \$10,000-14,999		<input type="checkbox"/> \$15,000-24,999		<input type="checkbox"/> \$25,000-34,999
	<input type="checkbox"/> \$35,000-44,999		<input type="checkbox"/> \$45,999-54,999		<input type="checkbox"/> \$55,000-\$64,999		<input type="checkbox"/> \$65,000 and over		
Comments									

THANK YOU FOR COMPLETING THIS SURVEY!

Return to Metro, 530 North Rose Street, Kalamazoo MI 49007 or to Kalamazoo Transportation Center.