

Are you a visitor or resident of the City of Durango?					
	2019	2018	2017	2016	2015
Visitor/Tourist	7.26%	4.96%	4.8%	3.62%	3.31%
Year-round Resident	62.90%	60.28%	57.2%	49.69%	52.49%
La Plata County Resident	18.55%	22.70%	22.1%	26.85%	24.31%
Seasonal Resident	4.84%	4.96%	4.8%		
College Student	6.45%	7.09%	10.7%	18.83%	19.89%
Second Homeowner	0.00%	0.00%	0.4%	0.31%	1.10%
Other	0.00%	0.00%	0.0%	NA	NA
If you are a resident, please select the nearest neighborhood to your residence:					
	2019	2018	2017		
Downtown	12.37%	20.00%	14.9%		
Fort Lewis College/Skyridge/Hillcrest	17.53%	13.64%	8.0%		
Escalante Neighborhood	1.03%	0.91%	0.4%		
North Main Avenue	35.05%	28.18%	21.4%		
West Avenues	3.09%	1.82%	2.3%		
Florida Road	13.40%	13.64%	13.7%		
Three Springs	1.03%	1.82%	6.9%		
Riverview Neighborhood	3.09%	6.36%	1.9%		
HWY 160 West	5.15%	4.55%	6.9%		
Crestview Neighborhood	8.25%	9.09%	9.5%		
Other	0.00%	0.00%	14.1%		
How often do you ride the bus?					
	2019	2018	2017	2016	2015
Daily	76.86%	62.86%	72.2%	62.46%	72.51%
Weekly	17.36%	23.57%	20.4%	31.72%	25.15%
Monthly	3.31%	7.86%	3.0%	5.83%	6.43%
A few times a year	2.48%	5.71%	4.4%	NA	NA
What is your gender?					
	2019	2018	2017	2016	2015
M	57.02%	43.26%	54.9%	58.72%	46.63%
F	42.98%	56.74%	45.1%	41.28%	37.08%
What is your age?					
	2019	2018	2017	2016	2015
Under 18	4.03%	2.84%	7.4%	6.40%	3.37%
18-24	12.10%	17.73%	22.3%	34.34%	34.27%
25-40	36.29%	24.82%	32.7%	29.36%	29.21%
41-60	28.23%	29.79%	21.6%	18.18%	21.35%
over 60	19.35%	24.82%	16.0%	11.45%	10.67%
Do you have a disability?					
	2019	2018	2017	2016	2015
Yes	21.49%	23.74%	20.9%	14.34%	23.03%
No	78.51%	76.26%	79.1%	85.66%	76.97%
Was a vehicle available for you to use on this trip instead of taking the bus?					
	2019	2018	2017	2016	2015
Yes	21.31%	16.79%	28.7%	29.04%	23.86%
No	78.69%	83.21%	71.3%	70.96%	76.14%

The combined Total Annual Income of all members of my household is:

	2019	2018	2017	2016	2015
Less than \$25,000/year	61.16%	64.23%	63.1%	56.83%	66.67%
\$25,000 - \$50,000/year	23.97%	21.17%	22.2%	26.57%	22.22%
\$50,000 - \$75,000/year	9.92%	8.76%	10.3%	8.12%	6.54%
\$75,000 - \$100,000/year	3.31%	2.92%	3.2%	4.80%	3.27%
More than \$100,000/year	1.65%	2.92%	1.2%	3.69%	1.31%

What is your ethnicity?					
	2019	2018	2017	2016	2015
American Indian/Alaskan Native	25.22%	25.36%	18.7%	23%	19.43%
Asian	0.87%	1.45%	1.9%	1.05%	1.71%
Pacific Islander	0.00%	0.00%	0.4%	0.35%	1.14%
Black/African American	4.35%	3.62%	2.6%	3.48%	4%
White	64.35%	59.42%	64.4%	60.63%	67.43%
Hispanic/Latino	5.22%	10.14%	8.2%	8.36%	9.14%
Other (please specify)	0.00%	0.00%	3.7%	3.14%	5.14%
What is your occupation?					
	2019	2018	2017	2016	2015
Homemaker	3.57%	4.46%	0.4%	3.13%	2.26%
College Student	9.82%	11.61%	13.7%	27.08%	24.29%
Secondary Student	0.00%	1.79%	2.2%	1.74%	0.56%
Hotel/Restaurant/Bar/Service	16.96%	23.21%	20.4%	15.63%	18.08%
Managerial/Professional	11.61%	0.89%	4.4%	2.78%	6.21%
College Employee	0.89%	0.89%	2.2%	2.08%	NA
Laborer	13.39%	11.61%	7.4%	6.94%	5.08%
Trade/Vocational Worker	4.46%	2.68%	3.0%	4.51%	3.39%
Medical	1.79%	1.79%	3.0%	0.69%	0
Sales	11.61%	16.07%	6.7%	6.25%	7.91%
Technical/Administration	2.68%	89.00%	0.4%	3.13%	0
Retired	15.18%	16.07%	12.2%	7.64%	10.17%
Unemployed	8.04%	8.04%	8.9%	5.90%	10.17%
Other (please specify)	0.00%	0.00%	15.2%	12.50%	11.86%
What are your reasons for riding Durango Transit? (Select up to 3)					
	2019	2018	2017		
Can't drive or have difficulties driving	21.37%	24.03%	20.4%		
Don't like to drive in poor weather (rainy, snowy)	9.40%	10.85%	7.0%		
No access to a vehicle	55.56%	65.89%	45.9%		
Can't get a ride from others or don't want to	15.38%	26.36%	17.8%		
Save money	35.04%	34.11%	33.7%		
Convenience	45.30%	36.43%	36.7%		
Save energy & protect air quality	28.21%	26.36%	25.2%		
Have a disability or limited ability to travel other ways	7.69%	7.75%	8.9%		
Traffic is bad	4.27%	12.40%	4.8%		
Avoid drinking and driving	6.84%	7.74%	4.8%		
Parking is an issue Other	5.98%	10.85%	6.7%		
Other (please specify)	0.00%	0.00%	6.3%		
What are your trip purposes when riding Durango Transit? (Select up to 3)					
	2019	2018	2017		
Work	68.27%	67.97%	60.3%		
School, college, job training	20.19%	29.10%	34.0%		
Volunteering	9.62%	14.93%	11.1%		
Family, personal business	26.92%	26.87%	21.4%		
Social, recreational	38.46%	31.34%	32.4%		
Shopping, errands	46.15%	52.99%	39.7%		
Medical appointments, health care, dental services Other	36.54%	34.33%	21.8%		
Other (please specify)	0.00%	0.00%	5.0%		
Why is it important to have public transit in Durango? (Select up to 3)					
	2019	2018	2017		
Options for seniors and persons with disabilities	60.00%	64.80%	59.0%		
Options for those who choose not to drive	47.62%	54.40%	45.1%		
Option for people that cannot afford to drive	64.76%	68.00%	72.5%		
Option for saving on cost of transportation	41.90%	32.80%	39.8%		
Walking is difficult in my community	24.76%	28.00%	14.3%		
I do not think it is important to have transit service	3.81%	0.00%	1.2%		

Reduce energy consumption and protect air quality	47.62%	36.80%	45.9%
Other (please specify)	0.00%	0.00%	0.4%

Rate your level of satisfaction with Durango Transit with 10 being the most satisfied.

	2019	2018	2017	2016	2015
1	0.93%	0.78%	0.4%	0.68%	0.57%
2	1.85%	3.13%	0.0%	0.34%	0.57%
3	1.85%	11.72%	0.4%	0.68%	0.57%
4	0.93%	4.69%	0.8%	0.34%	1.15%
5	1.85%	6.25%	1.6%	2.36%	5.17%
6	1.85%	6.25%	2.8%	3.38%	13.79%
7	9.26%	9.38%	6.0%	10.47%	28.74%
8	27.78%	23.31%	16.5%	21.62%	49.43%
9	19.44%	15.63%	20.2%	24.32%	0
10	34.26%	21.88%	51.2%	35.81%	0.00%
Weighted Average rating	8.39	7.17	8.98	8.6	5.86

Feedback on Durango Transit service (Select up to 3)

	2019	2018	2017
The reservation process is easy.	5.66%	6.56%	9.3%
The bus arrives within expected arrival window.	54.72%	26.23%	45.7%
Drivers are helpful and friendly.	70.75%	68.85%	70.4%
I feel safe riding the transit service.	51.89%	42.62%	44.1%
Transit vehicles are clean.	46.23%	34.43%	44.1%
Transit vehicles are comfortable.	26.42%	20.49%	25.1%
I can go where I need to go.	53.77%	56.56%	57.1%
The fare I pay is an appropriate amount for my trips.	50.00%	35.25%	37.2%
Other (please specify)	0.00%	0.00%	0.0%

How did you get to this bus?

	2019	2018	2017	2016	2015
Walked	85.32%	85.37%	88.5%	81.93%	86.19%
Wheelchair	0.00%	0.00%	0.8%	0	0.55%
Dropped off	0.92%	2.44%	2.0%	2.49%	2.21%
Drove and parked in city lot or meter	0.92%	0.81%	0.0%	9.35%	1.66%
Transfer from another Durango bus	3.67%	6.50%	3.2%	0.31%	4.42%
Transfer from Road Runner	0.00%	0.81%	0.0%	NA	NA
Bicycle	9.17%	4.07%	4.0%	4.67%	7.18%
Other (please specify)	0.00%	0.00%	1.6%	0.62%	1.66%

Did you experience any sidewalk or bus stop-related barriers that interfered with your access to this bus?

	2019	2018	2017	2016	2015
No	80.37%	91.20%	91.5%	93.06%	92.09%
Yes	19.63%	8.80%	7.3%	6.94%	7.91%
If yes, please explain			8.5%		

How did you first hear about Durango Transit?

	2019	2018	2017	2016	2015
Bus stop sign	28.00%	32.74%	25.0%	14.24%	21.11%
Advertisement	4.00%	1.77%	2.0%	3.16%	6.11%
Hotel Worker	2.00%	0.00%	0.8%	1.27%	0.56%
Saw a bus	24.00%	24.78%	21.7%	18.99%	30.56%
Word of Mouth	26.00%	22.12%	27.5%	22.15%	NA
Saw Rider's Guide	0.00%	4.42%	3.3%	2.22%	7.78%
Friend/Coworker	8.00%	3.54%	8.2%	5.06%	16.11%
School/College	8.00%	10.62%	5.7%	20.57%	NA
Other (please specify)	0.00%	0.00%	5.7%	12.34%	23.33%

How do you prefer to receive bus schedules and other information about Durango Transit?

	2019	2018	2017	2016	2015
DurangoTransit.com	11.00%	19.83%	26.1%	21.40%	
Facebook/Twitter	2.00%	2.59%	3.4%	4.67%	
Printed Brochure	31.00%	33.62%	25.6%	30.35%	

Telephone	2.00%	3.45%	4.2%	2.33%	NA
Internet	12.00%	6.03%	10.9%	7%	
Mobile App	26.00%	8.62%	10.1%	7.39%	
Information Posted at Transit Stops	16.00%	25.86%	17.6%	23.74%	
Other (please specify)	0.00%	0.00%	2.1%	3.11%	

