

We think before you act.

Quantitative Research Report

Rider Survey

Port Authority

March 2015

Contents

| | |
|---|-----|
| Background and Methodology | 2 |
| Background and Objectives | 2 |
| Methodology..... | 3 |
| Analytical Notes | 5 |
| Executive Summary | 7 |
| Key Findings..... | 7 |
| Detailed Tables by 2010-2014 Comparison | 17 |
| Detailed Tables by Garages..... | 63 |
| Detailed Tables by Demographics | 107 |
| Detailed Tables by Usage | 156 |
| Appendix – 2014 Rider Survey | 202 |

Background and Methodology

Background and Methodology

Background and Objectives

The Port Authority, with no major route changes on the immediate horizon and new organizational leadership, currently is in a far different situation than it has been for a number of years. As a result, they would like to seize this opportunity and invest in the development of their brand in a way that has not been possible in the recent past.

Consequently, Campos Inc was contracted to execute a multi-phased brand strategy project that will ultimately provide the Port Authority with a broad foundation of knowledge and insight that will assist the organization as they plan strategically for the future and set the stage for the development of the Port Authority's brand and public communications going forward.

Since the last Rider Study commissioned by the Port Authority was conducted by Campos Inc in the Fall of 2010, one key component of this overall process, and the subject of the following report, was for Campos Inc to conduct another quantitative study among current riders in Fall/Winter of 2014.

The objectives of the 2014 Rider Study included the following:

- To measure satisfaction with and/or perceptions of the Port Authority overall as well as in terms of on-vehicle experience related factors, timeliness/frequency of service, efficiency/navigability of the system, cost of fares, customer service, etc.
- To determine if customers are likely to continue using Port Authority services in the future and how they feel the current state of the public transportation system in Allegheny County is compared to a year ago.
- To determine awareness, perceptions and/or usage of specific products/initiatives (i.e., Balance Protection, ConnectCard, ConnectRewards, Real-Time vehicle tracking, Trip Planner, etc.).
- To identify reasons for/for not using each of the specific products/initiative noted above as well as discovering factors that would increasing likelihood of use.
- To measure level of interest in prospective fare or payment changes/options (i.e., cell phone payment, flat one-fare system, rolling passes, etc.)
- To develop a profile of customers in terms of demographics (age, gender, ethnic background, county of residence, income, etc.), riding habits (usage, route, payment method, etc.) and other criteria such as alternate transportation available, number of vehicles owned, etc.
- Where possible, to identify changes in key metrics between the 2010 benchmark study and the 2014 follow-up study.

Methodology

As in 2010, a multi-modal data collection methodology was utilized as to accommodate all users of public transportation regardless of their access to technology or technological capabilities. Respondents could participate in the Rider Survey online by registering via text message or email. For those who did not have access/the ability to participate online, a toll-free registration line was created so that they could request to be contacted by phone.

The survey instrument was designed, with input and approval from the Port Authority. While large portions of the survey remained identical to the 2010 survey, in order to track changes in key metrics over time, several sections were either added or eliminated to ensure the survey was reflective of current Port Authority offerings, initiatives and service changes.

Similar to the 2010 study, on-bus signage, street teams and print advertisements were used to promote the survey.

While Campos Inc provided oversight on the overall process, EurekaFacts LLC was responsible for programming and hosting the survey instrument as well as executing all facets of data collection including:

- Setting up the SMS Text, 800-number and email accounts
- Sending all email invitations and conducting all phone interviewing
- Delivering regular updates and the final data files to Campos Inc in an electronic format

In total, 1,941 surveys were conducted between November 10, 2014 and January 20, 2015 and were distributed by registration method as follows:

| Registration Method | Completes |
|--------------------------|--------------|
| Text | 1,717 |
| Email | 149 |
| Phone | 75 |
| Total Respondents | 1,941 |

Based on Port Authority data for fares collected by garage, quotas limits were set prior to launching the survey and the final distribution of completes by garage was as follows:

| Garage (according to route) | Completes | |
|-----------------------------|--------------|------------|
| | Count | % of Total |
| Collier | 240 | 12.4% |
| East Liberty | 645 | 33.2% |
| Ross | 321 | 16.5% |
| South Hills | 294 | 15.1% |
| West Mifflin | 405 | 20.9% |
| <i>Route not specified</i> | 36 | 1.9% |
| Total Respondents | 1,941 | |

On average, the survey required 10 minutes to complete and the sample yielded an overall incidence of 85% based on respondents meeting the following criteria for inclusion:

- 18+ years of age
- Used Port Authority services in the past year

Additionally, those who qualified and completed the survey were eligible to receive a voucher redeemable for a free medium cup of coffee or \$2 off any drink purchase at Crazy Mocha Coffee (limit one voucher per participant) and were given the opportunity to enter themselves into a drawing for a chance to win one of two Port Authority Annual Passes (only one winner per household allowed).

- Campos Inc proved the list of voucher recipients and drawing winners to the Port Authority who then issued them to respondents by mail.

A copy of the 2014 survey instrument can be found in the Appendix. All completed interviews were edited, computer tabulated, and analyzed by Campos Inc.

Analytical Notes

- For this study, the total sample size of 1,941 yielded results with a statistical accuracy of $\pm 2.2\%$ at the 95% confidence level. This means that there is a 1 in 20 chance that the "true" measurement will fall outside of this range.

Sample sizes and statistical accuracy levels for each of the respective garage segments were as follows:

- Collier garage (n=240) – $\pm 6.3\%$
 - East Liberty garage (n=645) – $\pm 3.7\%$
 - Ross garage (n=321) – $\pm 5.5\%$
 - South Hills garage (n=294) – $\pm 5.7\%$
 - West Mifflin garage (n=405) – $\pm 4.9\%$
- Where appropriate, statistical testing was conducted to determine significant differences between the 2010 and 2014 data as well as by garage segment, various usage profile variables and various demographic variables.
 - Due to small sample sizes, caution should be used when interpreting the results of subgroup analysis. While subgroups may be too small to draw statistically valid conclusions, patterns may emerge that can be useful.
 - Throughout the report, percentages may not add to 100% because of rounding and/or multiple responses.
 - The term net is used in some tables in this report. Net is the summary of a group of related responses and represents the percentage of respondents who made one or more comments in that category/group.
 - Base is the number of respondents who were asked a particular question. At times, questions are skipped by some respondents based on their answers to previous questions.
 - A top-two box score refers to the two highest responses on a rating scale (for example, excellent and very good), that have been combined for reporting purposes.
 - Several tables throughout the report show only the most frequently mentioned responses. For a complete listing of responses by individual garage segments (demographics, usage and tracking banners), please refer to respective Detailed Tables for each, furnished under a separate cover.

Executive Summary

Executive Summary

Key Findings

Overall, the findings from the Rider Survey tell a very promising story about the current state of Port Authority ridership. Satisfaction is up considerably since 2010 due to a number of factors; but, more favorable perceptions regarding the on-vehicle experience, such as driver courtesy, seat availability and travel time, appears to be the strongest contributor.

Although there is still some work to be done regarding frequency, timeliness and scheduling of service, addressing these concerns among the riders they effect, while maintaining existing improvements, would likely go a long way in taking the upward trend on satisfaction to an entirely new level.

The diversity of ways in which riders use the Port Authority is increasing as well. What was once almost exclusively a work-related exercise is now becoming a more regularly used resource by many for accessing personal and/or social related activities. However, system improvements made over the past four years have not only improved people's stance on the Port Authority as a viable alternative to other forms of transportation; they have also been very effective in attracting "new" customers—compared to in 2010, riders were 1.5 times more likely to have reported using services for less than 3 years.

Riders are becoming more open to new methods of payment. The ConnectCard's Stored Cash Value option could potentially contend with and/or surpass Monthly Passes as riders' most preferred payment method and those currently using a ConnectCard are extremely satisfied with it. Further, there are indications that additional riders will embrace the ConnectCard if they were simply more educated about the features and benefits of using one—in particular convenience of usage, Balance Protection and the ConnectRewards program.

Customers are also starting to embrace the wider variety of purchasing options that have been made available to them over recent years (i.e., locations other than retail sites, employers, the Downtown Service Center, etc.); however, many riders are still not completely satisfied and feel that new methods of payment and fare products should be offered by the Port Authority. Riders, especially those under 35 years of age, were specifically interested in cell phone payment on vehicles and Rolling Passes.

RIDING HABITS

Mostly work-related, but diversity of use is expanding.

Similar to 2010, the vast majority (83%) of riders indicated that one of the reasons they use Port Authority services is to get to work and the next most common reason, selected by 55% of riders, was getting to and from entertainment events, like concerts or live sports. However, the diversity of use is trending upward. Since 2010, the rate of riders who use the Port Authority for entertainment, personal business, social reasons and shopping have all increased significantly. Indicating that the Port Authority's efforts to re-organize and maximize the efficiency of the public transportation system over the past four years has positively impacted the likelihood of people considering its services as a viable alternative for both personal and social engagements.

When asked to identify their primary motivation for using Port Authority services, riders cited convenience, financial concerns, and necessity most often. Those using routes associated with the South Hills garage were the group most likely to have mentioned convenience as their primary motivating factor, while riders of Collier garage routes were the most likely to have named financial factors as their primary motivator. Since 2014 was the first year that data on primary motivation was collected, it's difficult to directly associate the reason for the observed increase in diversity of usage with any one particular factor. Nevertheless, with the exception of T-riders (South Hills garage), bus riders of routes associated with all other garages identified saving money on gas/parking or no other option as their primary motivator twice as often as convenience. This suggests that over the past few years, financial concerns stemming from instabilities in the job market/economy as well as increases in gas prices and parking rates locally have likely played a major role in motivating people to consider using Port Authority services more often in their personal lives as well.

As was observed in 2010, the vast majority of those surveyed have been using Port Authority services for at least a year and nearly three-quarters indicating that they have been riding for 3 years or more. However, in 2014 riders were 1.5 times more likely to have reported using services for less than 3 years and 14% indicated that they just started riding within the last 12 months—compared to only 9% in 2010. Combined with the fact that nearly all (98%) of these individuals see themselves continuing to use services in the future, the story is clear; system improvements made over the past four years have not only strengthened customer loyalty but also been very effective in attracting “new” riders. The greatest percentage of these “new” customers are riding routes associated with the East Liberty and Ross garages.

Not surprisingly given the frequency of usage for getting to/from work, the majority of customers appear to be “daily” riders. Over half of those surveyed, on average, take 9 or more one-way trips per week with the Port Authority. These findings were similar to those observed in 2010 and once again, “daily” usage, 9+ trips per week, was highest in the South Hills garage segment.

The vast majority (80%) do not require a transfer when using the route they ride most often and this was especially true for riders in the East Liberty and South Hills garage segments. Among those that do, most transfer to a route that originated from the East Liberty garage. However, the in Ross and West Mifflin garage segments, riders typically transfer to routes that originate from the same garage as their primary route.

Nearly all of the riders are currently residents of Allegheny County. As could have been expected, of the few who reside elsewhere, route usage by respective county tended to be most strongly associated with the garage that was located nearest to them geographically:

- Westmoreland County residents: East Liberty or West Mifflin garage routes
- Washington County residents: South Hills garage routes
- Beaver County residents: Collier garage routes
- Butler County residents: Ross Garage routes

Currently, far fewer customers are utilizing Park and Ride lots than had been doing so in the past. Only 16% of riders use a Park and Ride all or most of the time, down from 26% in 2010. Among those who do, South Hills residents are the most committed Park and Ride users as 35% of riders in this garage segment use one all or most of the time. While slightly lower in comparison, 21% of Collier garage riders and 15% of Ross garage riders reported using a Park and Ride all or most of the time.

Overall, very few riders (10%) indicated using other regional transit services in addition to the Port Authority. Of those who did, Westmoreland County Transit Authority (WCTA) and Beaver County Transit Authority (BCTA) were each cited by 14% and 12%, respectively.

- It's important to note that while 41% identified Port Authority of Allegheny County as the "other" transit service they ride, these customers tended to be riders who transferred routes and/or used the Port Authority for multiple reasons. This suggests that they were indicating usage of the system in more ways than simply the route they ride most often. In other words, they use various different routes based the reason they happen to be riding that particular day, which in the end should be considered a positive finding.

PAYMENT METHOD

More ways to pay, and open to innovations.

Although Monthly Pass was once again mentioned most often, purchases among riders are down significantly from 41% in 2010 to 28% in 2014. Cash and tickets as methods of payment are also down significantly—the latter of which declined dramatically from 16% in 2010 to a mere 3% in 2014. Encouragingly however, 23% of riders indicated that Stored Cash Value, a new category on the 2014 survey that resulted from the introduction of the ConnectCard, is their most frequently used form of payment. Based on this information, it would appear that Stored Cash Value could potentially contend with and/or surpass Monthly Passes as riders' most preferred payment option and provide a viable alternative to those who had previously been paying cash.

Riders of South Hills and Collier garage routes are still far more likely to buy Monthly Passes, while those riding Ross and West Mifflin garage routes are most likely to be paying cash. Customers in the West Mifflin garage segment were the least likely of all other riders to have reported adopting the Stored Cash Value payment option.

Compared to 2010, the variety of places where riders who buy Port Authority cards, passes, and tickets make their purchases has increased significantly since 2010. Previously, over 90% of riders bought from only three general places: Giant Eagle/other retailers, Employers, or the Downtown Service Center. These continue to be the top three locations riders are making their purchases in 2014, but this number is now down to 61%. Although 9% are now reportedly making purchases at T and/or Bus Stations and 5% are utilizing ConnectCard Machines (TVM's), the most dramatic change in purchasing conduct was observed with respect to "Other" locations which was cited four times more often in 2014 (23%) than it was in 2010 (6%). While not asked directly, based on their behaviors alone, customers are clearly starting to embrace the wider variety of purchasing options that have been made available to them recently.

However, many riders are still not completely satisfied and feel that new methods of payment and fare products should be offered by the Port Authority. Over half (54%) of riders, with a heavy concentration among those under 35 years of age, said that they would be interested in being able to make cell phone payments on Port Authority vehicles and only 23% indicated that they had no interest in any of the new fare products suggested in the survey. Of the additional fare products considered though, Rolling Passes were most intriguing, particularly among the younger riders and those who made less than \$50k per year in household income. This potentially explains why the Stored Cash Value payment option has become so popular.

CONNECTCARD

Satisfying for those that use it. Those that do not use it need education.

Nearly 70% of riders have used a ConnectCard when riding the Port Authority system with those in the Collier and South Hills garage segments being the most likely to have done so. Their primary locations are being utilized most often for the loading of ConnectCards: 34% fill their card at Giant Eagle/another retail site, 26% use ConnectCard Machines (TVM's), and 21% do so at a T and/or Bus Station.

Of those that have not used a ConnectCard, half (50%) simply said they don't need one and 10% stated that it's because of no reason in particular. Among the 40% who did provide a reason though, it was clear that the major barrier to ConnectCard usage is an overall lack of understanding about how/where to purchase or reload the card as well as the features and benefits it offers to its users: 13% felt as though they did not ride often enough to need a card, 9% didn't see any incentive to do so, 8% thought it was inconvenient to purchase, 6% were concerned about keeping track of their balance/the card or what would happen if they lost it, and 3% didn't know where to reload the card. While there were several other reasons mentioned that were out of the Port Authority's control, if these confused customers were to become more aware of/educated on the details about the ConnectCard program, the likelihood of them converting over would increase dramatically, especially among heavy users.

This knowledge gap is not unique to non-users however, there is an extremely large number of current users who are not fully taking advantage of the features and benefits that they are entitled to by simply owning a ConnectCard: fewer than half (48%) have registered their card for Balance Protection and only 12% of users take advantage of the ConnectRewards program.

- Half of those who have not registered for Balance Protection said it was because they either didn't know about it (33%) or don't know how to register for it (19%), while another one-third (32%) stated that it's because of no reason in particular. Riders under 35 years of age were the least likely group to have registered for Balance Protection.
- The vast majority of those who do not take advantage of the ConnectRewards program said it was because they don't know about it/which retailers participate (70%) or they forget to show their card at time of purchase (18%).

Nevertheless, there is a very high level of satisfaction with the ConnectCard among users—88% said that they were either “satisfied” or “very satisfied.” The most frequently cited reasons for choosing to have a ConnectCard were related to the ease at which they can pay: 77% said they no longer have to worry about fumbling with money or finding exact change to pay their fare, 63% mentioned the quickness with which they can get on or off the bus/transfer between busses, and 56% cited how easy it is to purchase and reload. Thus painting a very clear picture that the ConnectCard satisfies its user, and it does so by overall process of riding public transportation significantly more convenient.

Interestingly, among non-users, at least 50% said that each of the following convenience-related items, which either already exist or are in the development process by the Port Authority, would increase their likelihood of using ConnectCard:

- Ability to reload the card online
- Never worry about losing the value on their card (Balance Protection)
- No longer needing to use exact change
- Ability to purchase a single trip/few trips on their card (Stored Cash Value)

This not only reinforces the fact that in order to convert these customers over to becoming ConnectCard users, they may only need to be made more aware of/educated on the details about the ConnectCard program, but introduces an interesting opportunity for the Port Authority to potentially compile a collection of “user testimonials” regarding their personal experiences with the convenience of having a ConnectCard and make them available to non-users either on the Port Authority's website or through marketing efforts.

That said, the number one way that non-users said they can be persuaded to convert over is not so easy to address: 74% indicated that some type of discount/savings on fares would increase their likelihood to use a ConnectCard in the future.

REAL-TIME TRACKING

An asset that needs to be more openly communicated.

Currently, 69% of riders are aware of Real-Time and among those aware, 68% have used it on their computer or smartphone. Usage of Real-Time was significantly higher among younger riders, especially those under 35 years of age.

It is widely considered to be an easy and convenient feature to use: 83% indicated that it was easy to use and nearly 90% said that it was a helpful. Additionally, among those not aware of Real-Time monitoring, 88% said that they were “likely” or “very likely” to use it now that they know it exists.

Real-Time is clearly something that enhances riders satisfaction with their Port Authority experience and there is an extremely high level of interest in using it. Thus, additional communication is absolutely necessary in order to build awareness of Real-Time tracking and its capabilities.

COMMUNICATIONS

Online use is very high, but not for service change information.

Overall, there has been a significant drop in the number of riders who acquire information about Port Authority service changes in any capacity—12% reported not obtaining this type of information in 2014 vs. 3% in 2010. Accessing the website for this information was once again the method cited most often; however, it was down nearly 20% compared to 2010 (61% to 45% in 2014). On-bus/T communications (32%) and word of mouth (28%) were the only other methods mentioned by at least one-quarter of the riders surveyed, but each of those experienced significant decreases as well.

However, in 2014, monthly visits to the main website remained extremely high (89% visit the site at least on occasion) and monthly usage of the Trip Planner feature is significantly more frequent (39% use the Trip Planner multiple times vs. 26% in 2010). Additionally, while just added for this year’s survey, nearly half of the riders surveyed reported visiting ConnectCard.org, using the Port Authority’s Real-Time system, and/or using mobile apps to access Real-Time vehicle tracking data on a monthly basis.

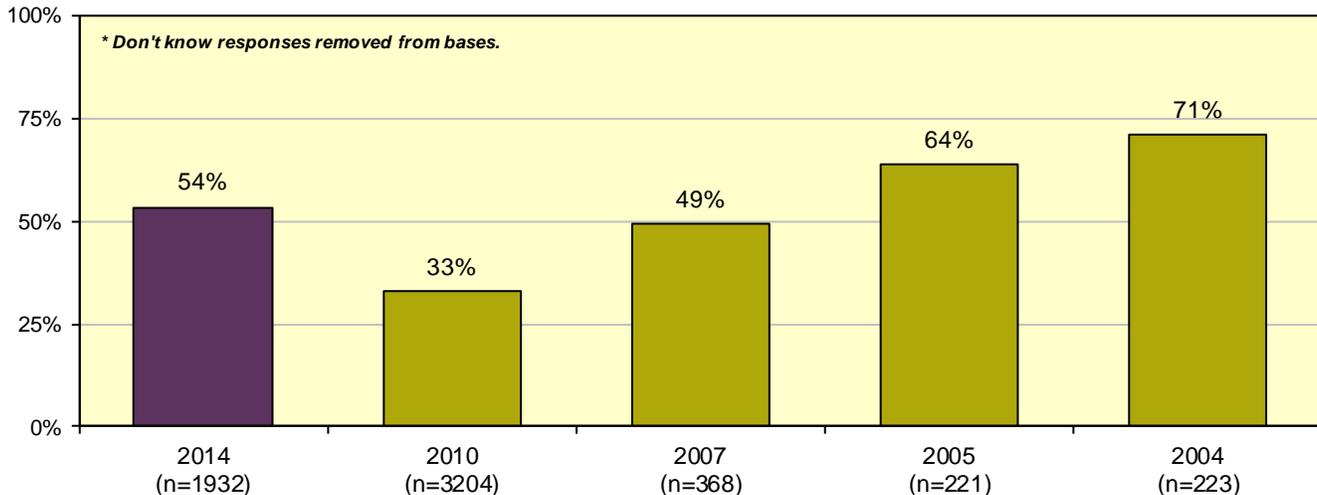
The convergence of these two pieces of data indicates that there may be a declining interest in information related to service changes. Riders are just as, if not more, likely than before to visit the website and utilize the Port Authority’s digital features, but less likely to seek out information on service changes while doing so. This is most likely the results of improvements to the overall communication of service changes by the Port Authority as well as dramatic reductions in the frequency at which service changes are being made compared to in 2010.

SATISFACTION

Trending upward, but still much room for improvement.

Riders are not only far more satisfied with the Port Authority than they were in 2010, but by reaching 54% overall satisfaction is currently at the highest level observed in nearly a decade.

Overall Satisfaction with Port Authority (Top-Two Box)



Significant improvements were also achieved in 2014 on each of the key service areas that have been being tracked for over a decade—most notably, driver courtesy reached 59%, the highest level observed since 2005, and space/seat availability increased 12% since 2010.

Satisfaction with Key Service Areas (Top-Two Box)

| | Nov. 2014 | Nov. 2010 | Fall 2007 | Summer 2005 | Summer 2004 |
|-------------------------------|------------------|------------------|----------------|----------------|----------------|
| Bases:* | 1864-1930 | 3143-3199 | 271-368 | 133-221 | 149-223 |
| Driver courtesy | 59% | 51% | 56% | 63% | 69% |
| Space/seat availability | 42% | 30% | N/A | N/A | N/A |
| On-time arrival and departure | 40% | 35% | 56% | 62% | 67% |
| Vehicle cleanliness | 39% | 33% | 45% | 49% | 56% |
| Cost of fares | 26% | 23% | 33% | 43% | 44% |

* Don't know responses have been removed from the bases.

However, despite these increases there is still considerable room for the Port Authority to improve across the board. With the exception of driver courtesy, fewer than half of the riders surveyed indicated they were highly satisfied with any of the other areas; including those noted above as well as span of service, customer service, website content and frequency of service—which were not shown above because historical data was not available for them.

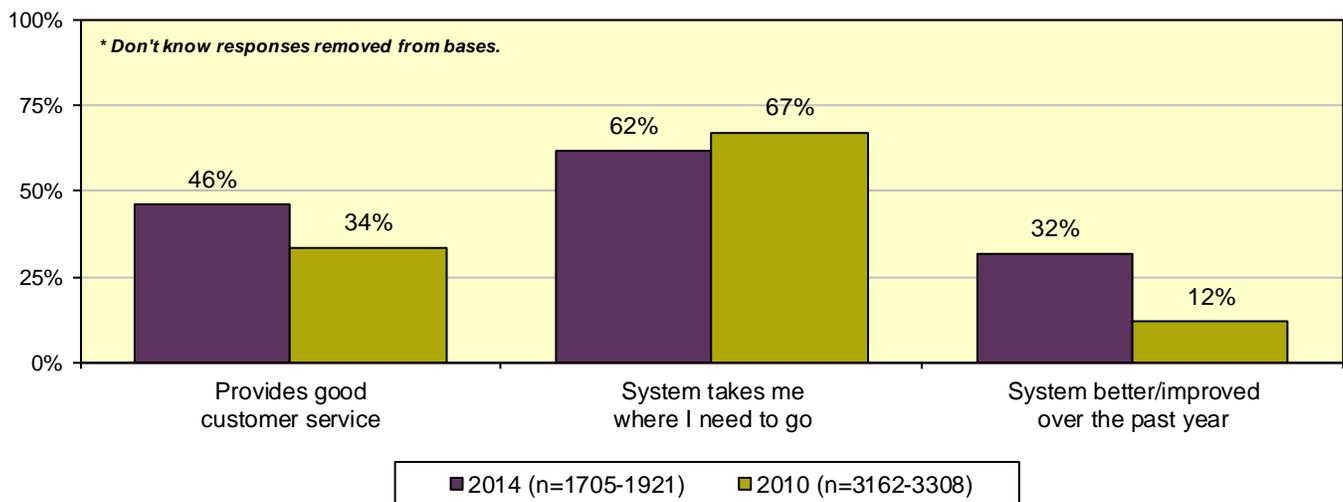
Riders were least satisfied with cost of fares, frequency of service and timeliness of arrival/ departure—at least 33% rated each with a bottom-two box score. This raises a significant comparative issue, where riders are clearly becoming more satisfied with the experience once they get on the vehicle, but still showing significant dissatisfaction with the actual experience of waiting and/or paying for public transportation. As convenience and financial reasons are the most common motivations for using the Port Authority, these issues represent areas that will only become more contentious in the future if not addressed. With respect to fare costs in particular, the value equation must “add up” for these riders otherwise they will eventually seek out and ultimately find alternative transportation options.

PERCEPTIONS

Easy to use and understand, but timeliness and scheduling needs improvement.

Although the specific question wording on the three subjects included in the following graph changed slightly in 2014, each remained similar enough to the 2010 survey for comparisons to be made. Overall, riders’ feelings about the system taking them where they need to go remained fairly stable; however, perceptions on customer service and the current state of the public transportation system in Allegheny County versus a year ago improved significantly.

Perceptions of Port Authority/Public Transportation (Top-Two Box)



Historical trends aside, the major story in terms of perceptions for 2014 is that the majority of riders currently have a highly favorable opinion of the Port Authority with respect to each of the following areas:

- Ability to get to wherever they are going
- Appropriate spacing of stops
- Ease of understanding fares, routes and how to get around the system

The overwhelming sentiment that the Port Authority is easy to use was perhaps most evident in the fact that over 60% strongly agreed with the statements “I can get where I need to go using Port Authority services” and “stops are appropriately spaced along my route.” Riders perceived understanding of how/when to pay their fare, the route system as a whole and, to a slightly lesser extent, the different zone levels was also very strong. This suggests that the Port Authority has clearly done an excellent job of helping people better understand how to use the public transportation system.

Additionally, riders predominantly felt that the Port Authority is an environmentally friendly institution—over 40% agreed with this statement and only 14% disagreed. As this is an area of increasing concern among many segments of the population it should absolutely be leveraged.

On the contrary, riders were less inclined to agree with statements about the Port Authority’s transparency in its decision-making, space on board vehicles, efficient use of resources and coordination of transfers—at least 30% rated each with a bottom-two box score. While transparency and efficiency of resources within the Port Authority may not be items that would ultimately impact customer satisfaction levels, the other two items have a direct, and potentially negative, effect on rider’s day to day experience when using Port Authority services to get around.

As discussed in the previous section on satisfaction, space and seat availability has gotten much better since 2010; however, continued improvement is obviously necessary in order for many riders to perceive it as being adequate and/or satisfactory. The same can be said about vehicle timeliness, riders are not particularly satisfied with the coordination of schedules when transferring from one route to another. Creating a situation where they are left to wait and become increasingly more frustrated with the frequency, or in their case infrequency, of service when they need it most. This feeds into the overall theme developing within the data, which is that customers’ satisfaction with the actual experience of riding public transportation is good, or at least trending upward, while the experience of waiting for a Port Authority vehicle to eventually arrive is causing them to be gradually more dissatisfied.

Despite the gains observed in both perceptions and satisfaction, these issues with frequency and timeliness of service are perhaps the underlying reason as to why over half of all riders believe the current state of the public transportation system in Allegheny County is “about the same” as it was last year. Encouragingly, twice as many riders feel the system has gotten better than gotten worse; however, if enhancements are made to the on-vehicle experience without addressing the issue of how often riders find themselves waiting for service, these factors may end up canceling each other out ultimately fortifying this neutral stance regardless of what efforts that Port Authority makes to improve the system.

Finally, there was widespread support among riders for the idea of a flat, one-fare system, but only if it meant that they would no longer have to pay for transfers and/or pay less for Zone 2 equivalent trips. Riders are admittedly opposed the idea if it resulted in the elimination of the free-fare zone downtown and/or they would have to pay slightly more for Zone 1 trips. Thus, a flat fare system would be met with acceptance by the majority of riders, but only if it did not take away from the benefits they have already come to expect from the Port Authority.

Detailed Tables by 2010-2014 Comparison

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

QS1. Do you, or does anyone in your immediate family, work in the public transportation, marketing research, advertising, or public relations industries?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | - | - |
| No | 1941 100.0% | 3215 100.0% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table QS2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

QS2. In the past year, have you used a Port Authority bus, the T, and/or Incline?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | 1941 100.0% | 3215 100.0% |
| No | - | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table QS3](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

QS3. Are you 18 years of age or older?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | 1941 100.0% | 3215 100.0% |
| No | - | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH1. For what purposes do you ride a Port Authority bus, the T, and/or Incline?

| | WAVE TOTAL | |
|---|--------------------|-------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Work | 1610 82.9% | 2723 84.7% |
| Entertainment (i.e., sporting events, concerts) | 1076 55.4% B | 1546 48.1% |
| Personal business (i.e., bank, haircut, etc.) | 883 45.5% B | 1204 37.4% |
| Social (i.e., visit family or friends) | 796 41.0% B | 1062 33.0% |
| Shopping | 779 40.1% B | 1160 36.1% |
| Medical care/appointments | 582 30.0% | 927 28.8% |
| School/Job Training | 500 25.8% B | 651 20.2% |
| Religious | 174 9.0% | 362 11.3% A |
| Other (i.e., vehicle issues, weather, etc.) | 441 22.7% | 748 23.3% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH1a. Would you say the primary motivating factor as to why you ride a Port Authority bus, the T, and/or Incline is...?

| | WAVE TOTAL | |
|---|----------------|----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Convenience (i.e., avoid parking/traffic, etc.) | 588 30.3% | - |
| Financial (i.e., save money on gas/parking, etc.) | 513 26.4% | - |
| Necessity (i.e., no other option) | 510 26.3% | - |
| Accessibility (i.e., stop close to home/work, etc.) | 230 11.8% | - |
| Environmental (i.e., lower carbon footprint, etc.) | 64 3.3% | - |
| Social (i.e., prefer riding with others, etc.) | 7 0.4% | - |
| Other | 29 1.5% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RH2. How long have you been using the Port Authority services?

| | WAVE TOTAL | |
|--------------------|-------------------|--------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than 6 months | 133 6.9% B | 155 4.8% |
| 6 months to 1 year | 129 6.6% B | 127 4.0% |
| 1 to 2 years | 273 14.1% B | 336 10.5% |
| 3 to 5 years | 425 21.9% B | 598 18.6% |
| 6 to 9 years | 257 13.2% b | 366 11.4% |
| 10 or more years | 724 37.3% | 1633 50.8% A |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RH2a. Do you see yourself continuing to use Port Authority services in the future?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | 1906 98.2% | - |
| No | 35 1.8% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RH3. On average, how many one-way trips do you take each week using Port Authority services? (A trip to and from your destination = 2.)

| | WAVE TOTAL | |
|---------------------------------------|-------------------|--------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than once a week/use on occasion | 260 13.4% | 556 17.3% A |
| 1-2 | 117 6.0% | 166 5.2% |
| 3-4 | 160 8.2% B | 200 6.2% |
| 5-6 | 186 9.6% | 284 8.8% |
| 7-8 | 150 7.7% | 211 6.6% |
| 9-10 | 582 30.0% | 1119 34.8% A |
| 11 or more | 486 25.0% B | 679 21.1% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH5. Which route do you ride most often?

| | WAVE TOTAL | |
|----------------------------------|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| (Net) East Liberty | 645 | 847 |
| | 33.2% | 26.3% |
| | B | |
| -P1 - East Busway-All Stops | 106 | 87 |
| | 5.5% | 2.7% |
| | B | |
| -71A - Negley | 72 | 81 |
| | 3.7% | 2.5% |
| | B | |
| -71B - Highland Park | 44 | - |
| | 2.3% | |
| -75 - Ellsworth | 40 | 12 |
| | 2.1% | 0.4% |
| | B | |
| -87 - Friendship | 37 | 55 |
| | 1.9% | 1.7% |
| -91 - Butler Street | 36 | 45 |
| | 1.9% | 1.4% |
| -61A - North Braddock | 35 | 57 |
| | 1.8% | 1.8% |
| -71C - Point Breeze | 26 | 19 |
| | 1.3% | 0.6% |
| | B | |
| -P12 - Holiday Park Flyer | 24 | 52 |
| | 1.2% | 1.6% |
| -86 - Liberty | 22 | 19 |
| | 1.1% | 0.6% |
| | B | |
| -88 - Penn | 20 | 16 |
| | 1.0% | 0.5% |
| | B | |
| -P10 - Allegheny Valley Flyer | 18 | 45 |
| | 0.9% | 1.4% |
| -P71 - Swissvale Flyer | 17 | 15 |
| | 0.9% | 0.5% |
| | b | |
| -58 - Greenfield | 16 | 29 |
| | 0.8% | 0.9% |
| -64 - Lawrenceville - Waterfront | 16 | 12 |
| | 0.8% | 0.4% |
| | b | |
| -69 - Trafford | 16 | 30 |
| | 0.8% | 0.9% |
| -71D - Hamilton | 16 | 25 |
| | 0.8% | 0.8% |
| -P78 - Oakmont Flyer | 14 | 19 |
| | 0.7% | 0.6% |
| -P16 - Penn Hills Flyer | 13 | 65 |
| | 0.7% | 2.0% |
| | | A |
| -93 - Lawrenceville - Hazlewood | 11 | 13 |
| | 0.6% | 0.4% |
| -28X - Airport Flyer | 10 | 16 |
| | 0.5% | 0.5% |
| -82 - Lincoln | 9 | 16 |
| | 0.5% | 0.5% |
| -P2 - East Busway Short | 5 | 25 |
| | 0.3% | 0.8% |
| | | A |
| -68 - Braddock Hills | 4 | 15 |
| | 0.2% | 0.5% |
| | | a |
| -P69 - Trafford Flyer | 3 | 10 |
| | 0.2% | 0.3% |
| -78 - Oakmont | 3 | 35 |
| | 0.2% | 1.1% |
| | | A |
| -P17 - Lincoln Park Flyer | 3 | 4 |
| | 0.2% | 0.1% |
| -P68 - Braddock Hills Flyer | 3 | 11 |
| | 0.2% | 0.3% |
| -71 - Edgewood Town Center | 2 | 3 |
| | 0.1% | 0.1% |
| -79 - East Hills | 2 | 10 |
| | 0.1% | 0.3% |
| | | a |
| -74 - Homewood-Squirrel Hill | 1 | 6 |
| | 0.1% | 0.2% |
| -89 - Garfield Commons | 1 | - |
| | 0.1% | |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | WAVE TOTAL | |
|---------------------------------|-------------------|------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| (Net) West Mifflin | 405 | 609 |
| | 20.9% b | 18.9% |
| -61D - Murray | 69 | 49 |
| | 3.6% B | 1.5% |
| -51 - Carrick | 57 | 95 |
| | 2.9% | 3.0% |
| -61C - McKeesport-Homestead | 43 | 58 |
| | 2.2% | 1.8% |
| -61B - Braddock-Swissvale | 29 | 26 |
| | 1.5% B | 0.8% |
| -56 - Lincoln Place | 22 | 32 |
| | 1.1% | 1.0% |
| -P3 - East Busway-Oakland | 21 | 26 |
| | 1.1% | 0.8% |
| -Y1 - Large Flyer | 19 | 33 |
| | 1.0% | 1.0% |
| -Y46 - Elizabeth Flyer | 17 | 44 |
| | 0.9% | 1.4% a |
| -59 - Mon Valley | 15 | 13 |
| | 0.8% | 0.4% |
| -P76 - Lincoln Highway Flyer | 15 | 40 |
| | 0.8% | 1.2% a |
| -65 - Squirrel Hill | 14 | 14 |
| | 0.7% | 0.4% |
| -53L - Homestead Park Limited | 13 | 21 |
| | 0.7% | 0.7% |
| -Y49 - Prospect Flyer | 13 | 32 |
| | 0.7% | 1.0% |
| -P7 - McKeesport Flyer | 11 | 10 |
| | 0.6% | 0.3% |
| -57 - Hazelwood | 7 | 15 |
| | 0.4% | 0.5% |
| -Y47 - Curry Flyer | 7 | 15 |
| | 0.4% | 0.5% |
| -83 - Bedford Hill | 6 | 25 |
| | 0.3% | 0.8% A |
| -Y45 - Baldwin Manor Flyer | 6 | 18 |
| | 0.3% | 0.6% |
| -51L - Carrick Limited | 5 | 2 |
| | 0.3% | 0.1% |
| -81 - Oak Hill | 5 | 10 |
| | 0.3% | 0.3% |
| -44 - Knoxville | 4 | 9 |
| | 0.2% | 0.3% |
| -52L - Homeville Limited | 3 | 10 |
| | 0.2% | 0.3% |
| -53 - Homestead Park | 2 | 11 |
| | 0.1% | 0.3% a |
| -55 - Glassport | 2 | - |
| | 0.1% | |
| -60 - Walnut - Crawford Village | - | 1 |
| | | *% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | WAVE TOTAL | |
|---|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| (Net) Ross | 321 | 559 |
| | 16.5% | 17.4% |
| -54 - North Side-Oakland-South Side | 63 | 74 |
| | 3.2% | 2.3% |
| | B | |
| -16 - Brighton | 28 | 47 |
| | 1.4% | 1.5% |
| -13 - Bellevue | 26 | - |
| | 1.3% | |
| -01 - Ross Flyer | 22 | 68 |
| | 1.1% | 2.1% |
| | | A |
| -77 - Penn Hills | 21 | 27 |
| | 1.1% | 0.8% |
| -8 - Perrysville | 19 | 27 |
| | 1.0% | 0.8% |
| -67 - Monroeville | 19 | 42 |
| | 1.0% | 1.3% |
| -14 - Ohio Valley | 17 | 28 |
| | 0.9% | 0.9% |
| -012 - McKnight Flyer | 16 | 58 |
| | 0.8% | 1.8% |
| | | A |
| -2 - Mount Royal | 15 | 22 |
| | 0.8% | 0.7% |
| -4 - Troy Hill | 14 | 8 |
| | 0.7% | 0.2% |
| | B | |
| -12 - McKnight | 13 | 11 |
| | 0.7% | 0.3% |
| -1 - Freeport Road | 10 | 43 |
| | 0.5% | 1.3% |
| | | A |
| -19L - Emsworth Limited | 8 | 14 |
| | 0.4% | 0.4% |
| -6 - Spring Hill | 7 | 7 |
| | 0.4% | 0.2% |
| -P67 - Monroeville Flyer | 7 | 30 |
| | 0.4% | 0.9% |
| | | A |
| -05 - Thompson Run Flyer | 5 | 9 |
| | 0.3% | 0.3% |
| -18 - Manchester | 3 | 16 |
| | 0.2% | 0.5% |
| | | A |
| -11 - Fineview | 2 | 5 |
| | 0.1% | 0.2% |
| -15 - Charles | 2 | 4 |
| | 0.1% | 0.1% |
| -17 - Shadeland | 2 | 8 |
| | 0.1% | 0.2% |
| -7 - Spring Garden | 1 | - |
| | 0.1% | |
| -P13 - Mount Royal Flyer | 1 | 11 |
| | 0.1% | 0.3% |
| | | A |
| (Net) South Hills | 294 | 644 |
| | 15.1% | 20.0% |
| | | A |
| -(RED) - Red Line - Castle Shannon via Beechview | 118 | 200 |
| | 6.1% | 6.2% |
| -(BLLB) - Blue Line - Library via Overbrook | 87 | 196 |
| | 4.5% | 6.1% |
| | | A |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 77 | 219 |
| | 4.0% | 6.8% |
| | | A |
| -Incline - Monongahela Incline | 12 | 29 |
| | 0.6% | 0.9% |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | WAVE TOTAL | |
|---------------------------|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| (Net) Collier | 240 | 511 |
| | 12.4% | 15.9% |
| | | A |
| -G2 - West Busway | 51 | 80 |
| | 2.6% | 2.5% |
| -39 - Brookline | 23 | 58 |
| | 1.2% | 1.8% |
| | | a |
| -48 - Arlington | 21 | 21 |
| | 1.1% | 0.7% |
| -31 - Bridgeville | 18 | 35 |
| | 0.9% | 1.1% |
| -38 - Green Tree | 17 | 37 |
| | 0.9% | 1.2% |
| -41 - Bower Hill | 17 | 21 |
| | 0.9% | 0.7% |
| -G3 - Moon Flyer | 17 | 70 |
| | 0.9% | 2.2% |
| | | A |
| -21 - Coraopolis | 15 | 21 |
| | 0.8% | 0.7% |
| -40 - Mount Washington | 12 | 24 |
| | 0.6% | 0.7% |
| -29 - Robinson | 8 | 14 |
| | 0.4% | 0.4% |
| -24 - West Park | 7 | 19 |
| | 0.4% | 0.6% |
| -36 - Banksville | 7 | 24 |
| | 0.4% | 0.7% |
| | | a |
| -20 - Kennedy | 6 | 20 |
| | 0.3% | 0.6% |
| | | a |
| -26 - Chartiers | 5 | 18 |
| | 0.3% | 0.6% |
| | | a |
| -22 - McCoy | 4 | 6 |
| | 0.2% | 0.2% |
| -27 - Fairywood | 4 | 23 |
| | 0.2% | 0.7% |
| | | A |
| -43 - Bailey | 4 | 13 |
| | 0.2% | 0.4% |
| -G31 - Bridgeville Flyer | 4 | 7 |
| | 0.2% | 0.2% |
| Don't know/Don't remember | 36 | 45 |
| | 1.9% | 1.4% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table RH6](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH6. When using the route you ride most often, do you require a transfer to get to your end destination?

| | WAVE TOTAL | |
|-------|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Yes | 391 | - |
| | 20.1% | |
| No | 1550 | - |
| | 79.9% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH6a. Which route do you transfer to?

| | WAVE TOTAL | |
|----------------------------------|----------------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Transfer | 391 100.0% | - |
| (Net) East Liberty | 162 41.4% | - |
| -71A - Negley | 30 7.7% | - |
| -P1 - East Busway-All Stops | 20 5.1% | - |
| -71B - Highland Park | 16 4.1% | - |
| -91 - Butler Street | 14 3.6% | - |
| -71C - Point Breeze | 12 3.1% | - |
| -61A - North Braddock | 10 2.6% | - |
| -64 - Lawrenceville - Waterfront | 10 2.6% | - |
| -28X - Airport Flyer | 8 2.0% | - |
| -88 - Penn | 6 1.5% | - |
| -71 - Edgewood Town Center | 5 1.3% | - |
| -82 - Lincoln | 5 1.3% | - |
| -71D - Hamilton | 4 1.0% | - |
| -68 - Braddock Hills | 3 0.8% | - |
| -69 - Trafford | 3 0.8% | - |
| -75 - Ellsworth | 3 0.8% | - |
| -86 - Liberty | 3 0.8% | - |
| -87 - Friendship | 3 0.8% | - |
| -58 - Greenfield | 2 0.5% | - |
| -74 - Homewood-Squirrel Hill | 2 0.5% | - |
| -93 - Lawrenceville - Hazlewood | 1 0.3% | - |
| -P2 - East Busway Short | 1 0.3% | - |
| -P12 - Holiday Park Flyer | 1 0.3% | - |
| (Net) West Mifflin | 82 21.0% | - |
| -51 - Carrick | 18 4.6% | - |
| -P3 - East Busway-Oakland | 11 2.8% | - |
| -61D - Murray | 9 2.3% | - |
| -61B - Braddock-Swissvale | 8 2.0% | - |
| -61C - McKeesport-Homestead | 8 2.0% | - |
| -56 - Lincoln Place | 4 1.0% | - |
| -59 - Mon Valley | 4 1.0% | - |
| -81 - Oak Hill | 3 0.8% | - |
| -51L - Carrick Limited | 2 0.5% | - |
| -57 - Hazelwood | 2 0.5% | - |
| -65 - Squirrel Hill | 2 0.5% | - |
| -83 - Bedford Hill | 2 0.5% | - |
| -Y46 - Elizabeth Flyer | 2 0.5% | - |
| -Y49 - Prospect Flyer | 2 0.5% | - |
| -55 - Glassport | 2 0.5% | - |
| -44 - Knoxville | 1 0.3% | - |
| -60 - Walnut - Crawford Village | 1 0.3% | - |
| -Y47 - Curry Flyer | 1 0.3% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH6a. Which route do you transfer to?

| | WAVE TOTAL | |
|---|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Transfer | 391 | - |
| | 100.0% | |
| (Net) Ross | 67 | - |
| | 17.1% | |
| -12 - McKnight | 13 | - |
| | 3.3% | |
| -54 - North Side-Oakland-South Side | 11 | - |
| | 2.8% | |
| -16 - Brighton | 10 | - |
| | 2.6% | |
| -1 - Freeport Road | 5 | - |
| | 1.3% | |
| -14 - Ohio Valley | 5 | - |
| | 1.3% | |
| -67 - Monroeville | 5 | - |
| | 1.3% | |
| -77 - Penn Hills | 5 | - |
| | 1.3% | |
| -13 - Bellevue | 5 | - |
| | 1.3% | |
| -7 - Spring Garden | 2 | - |
| | 0.5% | |
| -4 - Troy Hill | 1 | - |
| | 0.3% | |
| -6 - Spring Hill | 1 | - |
| | 0.3% | |
| -8 - Perrysville | 1 | - |
| | 0.3% | |
| -17 - Shadeland | 1 | - |
| | 0.3% | |
| -18 - Manchester | 1 | - |
| | 0.3% | |
| -P67 - Monroeville Flyer | 1 | - |
| | 0.3% | |
| (Net) Collier | 36 | - |
| | 9.2% | |
| -48 - Arlington | 12 | - |
| | 3.1% | |
| -38 - Green Tree | 6 | - |
| | 1.5% | |
| -29 - Robinson | 4 | - |
| | 1.0% | |
| -36 - Banksville | 3 | - |
| | 0.8% | |
| -G2 - West Busway | 3 | - |
| | 0.8% | |
| -31 - Bridgeville | 2 | - |
| | 0.5% | |
| -21 - Coraopolis | 1 | - |
| | 0.3% | |
| -24 - West Park | 1 | - |
| | 0.3% | |
| -26 - Chartiers | 1 | - |
| | 0.3% | |
| -27 - Fairywood | 1 | - |
| | 0.3% | |
| -41 - Bower Hill | 1 | - |
| | 0.3% | |
| -39 - Brookline | 1 | - |
| | 0.3% | |
| (Net) South Hills | 36 | - |
| | 9.2% | |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 15 | - |
| | 3.8% | |
| -(RED) - Red Line - Castle Shannon via Beechview | 10 | - |
| | 2.6% | |
| -(BLLB) - Blue Line - Library via Overbrook | 7 | - |
| | 1.8% | |
| -Incline - Monongahela Incline | 4 | - |
| | 1.0% | |
| Don't know/Don't remember | 8 | - |
| | 2.0% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
 Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH7. What is your home ZIP code?

| | WAVE TOTAL | |
|-------|----------------|-----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 1 | - | 1 *% |
| 412 | - | 1 *% |
| 1510 | - | 1 *% |
| 1514 | - | 1 *% |
| 2445 | 1 0.1% | - |
| 7040 | 1 0.1% | - |
| 7665 | - | 1 *% |
| 8015 | - | 1 *% |
| 13224 | 1 0.1% | - |
| 15001 | 8 0.4% | 26 0.8% a |
| 15003 | 3 0.2% | 5 0.2% |
| 15005 | 1 0.1% | - |
| 15009 | - | 1 *% |
| 15012 | 1 0.1% | 3 0.1% |
| 15014 | 2 0.1% | 2 0.1% |
| 15017 | 10 0.5% | 20 0.6% |
| 15018 | - | 1 *% |
| 15019 | 1 0.1% | - |
| 15021 | 1 0.1% | - |
| 15022 | 1 0.1% | 3 0.1% |
| 15024 | 1 0.1% | 4 0.1% |
| 15025 | 13 0.7% | 22 0.7% |
| 15026 | - | 3 0.1% |
| 15027 | 1 0.1% | - |
| 15030 | 1 0.1% | 2 0.1% |
| 15033 | - | 1 *% |
| 15034 | 4 0.2% | 2 0.1% |
| 15035 | - | 3 0.1% |
| 15037 | 5 0.3% | 15 0.5% |
| 15044 | 7 0.4% | 13 0.4% |
| 15045 | - | 4 0.1% |
| 15046 | 1 0.1% | - |
| 15047 | 1 0.1% | - |
| 15049 | 1 0.1% | - |
| 15050 | - | 1 *% |
| 15052 | - | 1 *% |
| 15055 | 1 0.1% | 1 *% |
| 15056 | - | 2 0.1% |
| 15057 | 3 0.2% | 6 0.2% |
| 15061 | 1 0.1% | 2 0.1% |
| 15062 | - | 1 *% |
| 15063 | 1 0.1% | 5 0.2% |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | WAVE TOTAL | |
|-------|-----------------|------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 15065 | 2 0.1% | 15 0.5% A |
| 15066 | 3 0.2% | 1 *% |
| 15068 | 6 0.3% | 35 1.1% A |
| 15071 | 5 0.3% | 8 0.2% |
| 15074 | - | 1 *% |
| 15081 | - | 1 *% |
| 15082 | 1 0.1% | - |
| 15084 | 2 0.1% | 3 0.1% |
| 15085 | 2 0.1% | 8 0.2% |
| 15089 | 1 0.1% | 1 *% |
| 15090 | 6 0.3% | 12 0.4% |
| 15101 | 14 0.7% | 27 0.8% |
| 15102 | 41 2.1% | 127 4.0% A |
| 15104 | 13 0.7% | 32 1.0% |
| 15106 | 24 1.2% | 28 0.9% |
| 15108 | 22 1.1% | 69 2.1% A |
| 15110 | 6 0.3% | 16 0.5% |
| 15112 | 5 0.3% | 15 0.5% |
| 15116 | 7 0.4% | 19 0.6% |
| 15120 | 19 1.0% | 43 1.3% |
| 15122 | 8 0.4% | 35 1.1% A |
| 15126 | 2 0.1% | 13 0.4% A |
| 15129 | 16 0.8% | 45 1.4% A |
| 15131 | 1 0.1% | 3 0.1% |
| 15132 | 16 0.8% | 18 0.6% |
| 15133 | 4 0.2% | 7 0.2% |
| 15135 | 1 0.1% | 5 0.2% |
| 15136 | 25 1.3% | 45 1.4% |
| 15137 | 5 0.3% | 14 0.4% |
| 15139 | 7 0.4% | 13 0.4% |
| 15140 | 6 0.3% | 8 0.2% |
| 15142 | 1 0.1% | 2 0.1% |
| 15143 | 11 0.6% | 10 0.3% |
| 15144 | 5 0.3% | 7 0.2% |
| 15145 | 2 0.1% | 10 0.3% a |
| 15146 | 21 1.1% | 63 2.0% A |
| 15147 | 16 0.8% | 44 1.4% a |
| 15148 | 2 0.1% | 1 *% |
| 15201 | 60 3.1% B | 59 1.8% |
| 15202 | 37 1.9% | 49 1.5% |
| 15203 | 35 1.8% b | 39 1.2% |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | WAVE TOTAL | |
|-------|------------------|------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 15204 | 8 0.4% | 24 0.7% |
| 15205 | 22 1.1% | 55 1.7% a |
| 15206 | 112 5.8% B | 126 3.9% |
| 15207 | 30 1.5% | 38 1.2% |
| 15208 | 24 1.2% | 33 1.0% |
| 15209 | 8 0.4% | 9 0.3% |
| 15210 | 61 3.1% | 87 2.7% |
| 15211 | 30 1.5% | 50 1.6% |
| 15212 | 81 4.2% B | 74 2.3% |
| 15213 | 91 4.7% B | 66 2.1% |
| 15214 | 19 1.0% | 35 1.1% |
| 15215 | 9 0.5% | 21 0.7% |
| 15216 | 72 3.7% | 138 4.3% |
| 15217 | 129 6.6% B | 117 3.6% |
| 15218 | 46 2.4% B | 41 1.3% |
| 15219 | 33 1.7% | 44 1.4% |
| 15220 | 19 1.0% | 50 1.6% a |
| 15221 | 57 2.9% | 115 3.6% |
| 15222 | 15 0.8% | 23 0.7% |
| 15223 | 4 0.2% | 13 0.4% |
| 15224 | 72 3.7% B | 52 1.6% |
| 15225 | 2 0.1% | 3 0.1% |
| 15226 | 28 1.4% | 69 2.1% a |
| 15227 | 46 2.4% | 108 3.4% A |
| 15228 | 31 1.6% | 64 2.0% |
| 15229 | 17 0.9% | 29 0.9% |
| 15230 | - | 1 *% |
| 15232 | 98 5.0% B | 42 1.3% |
| 15233 | 10 0.5% | 17 0.5% |
| 15234 | 29 1.5% | 64 2.0% |
| 15235 | 30 1.5% | 87 2.7% A |
| 15236 | 48 2.5% | 82 2.6% |
| 15237 | 17 0.9% | 53 1.6% A |
| 15238 | 2 0.1% | 12 0.4% A |
| 15239 | 11 0.6% | 35 1.1% A |
| 15241 | 14 0.7% | 49 1.5% A |
| 15243 | 13 0.7% | 20 0.6% |
| 15260 | - | 3 0.1% |
| 15275 | 1 0.1% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | WAVE TOTAL | |
|-------|----------------|-----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 15282 | 1 0.1% | - |
| 15289 | 1 0.1% | 1 *% |
| 15301 | 4 0.2% | 10 0.3% |
| 15317 | 9 0.5% | 32 1.0% A |
| 15321 | - | 1 *% |
| 15322 | - | 1 *% |
| 15323 | - | 1 *% |
| 15330 | 1 0.1% | 3 0.1% |
| 15332 | 4 0.2% | 11 0.3% |
| 15342 | - | 2 0.1% |
| 15347 | - | 1 *% |
| 15358 | - | 1 *% |
| 15367 | 4 0.2% | 11 0.3% |
| 15401 | - | 1 *% |
| 15423 | - | 1 *% |
| 15428 | - | 1 *% |
| 15438 | 1 0.1% | - |
| 15486 | 1 0.1% | - |
| 15488 | 1 0.1% | - |
| 15521 | 1 0.1% | 1 *% |
| 15601 | 1 0.1% | 4 0.1% |
| 15613 | 3 0.2% | 3 0.1% |
| 15618 | 2 0.1% | 1 *% |
| 15626 | - | 1 *% |
| 15632 | 2 0.1% | 4 0.1% |
| 15636 | 1 0.1% | 1 *% |
| 15642 | 7 0.4% | 12 0.4% |
| 15644 | 2 0.1% | 5 0.2% |
| 15650 | 1 0.1% | - |
| 15656 | 1 0.1% | 3 0.1% |
| 15662 | - | 1 *% |
| 15668 | 3 0.2% | 9 0.3% |
| 15681 | - | 1 *% |
| 15690 | - | 1 *% |
| 15697 | - | 1 *% |
| 15728 | 1 0.1% | - |
| 15804 | - | 1 *% |
| 15904 | - | 1 *% |
| 16001 | 2 0.1% | 1 *% |
| 16002 | - | 1 *% |
| 16033 | - | 1 *% |
| 16037 | - | 1 *% |
| 16041 | - | 1 *% |
| 16046 | 3 0.2% | 2 0.1% |
| 16055 | 1 0.1% | 2 0.1% |
| 16063 | 1 0.1% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 16066 | 1 0.1% | 5 0.2% |
| 16101 | - | 1 *% |
| 16123 | - | 1 *% |
| 16229 | 1 0.1% | - |
| 16301 | - | 1 *% |
| 16354 | - | 1 *% |
| 16505 | 1 0.1% | - |
| 16693 | - | 1 *% |
| 16870 | - | 1 *% |
| 17201 | - | 1 *% |
| 17331 | 1 0.1% | - |
| 17349 | 1 0.1% | - |
| 18951 | - | 1 *% |
| 19086 | - | 1 *% |
| 19341 | 1 0.1% | - |
| 26003 | - | 1 *% |
| 26034 | - | 1 *% |
| 26035 | - | 1 *% |
| 26062 | - | 1 *% |
| 44408 | - | 1 *% |
| 51212 | - | 1 *% |
| 55555 | - | 1 *% |
| 55812 | 1 0.1% | - |
| 60013 | - | 1 *% |
| 60616 | - | 1 *% |
| 99999 | 4 0.2% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table RH7A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH7a. What is your typical destination ZIP code when using services?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 0 | 2 0.1% | - |
| 12555 | 1 0.1% | - |
| 15000 | 1 0.1% | - |
| 15017 | 1 0.1% | - |
| 15026 | 1 0.1% | - |
| 15045 | 1 0.1% | - |
| 15090 | 1 0.1% | - |
| 15102 | 4 0.2% | - |
| 15108 | 2 0.1% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 15112 | 1 0.1% | - |
| 15114 | 2 0.1% | - |
| 15120 | 7 0.4% | - |
| 15121 | 1 0.1% | - |
| 15122 | 6 0.3% | - |
| 15123 | 2 0.1% | - |
| 15129 | 3 0.2% | - |
| 15132 | 1 0.1% | - |
| 15136 | 3 0.2% | - |
| 15137 | 5 0.3% | - |
| 15140 | 1 0.1% | - |
| 15143 | 5 0.3% | - |
| 15144 | 1 0.1% | - |
| 15146 | 5 0.3% | - |
| 15201 | 12 0.6% | - |
| 15202 | 7 0.4% | - |
| 15203 | 33 1.7% | - |
| 15204 | 2 0.1% | - |
| 15205 | 8 0.4% | - |
| 15206 | 50 2.6% | - |
| 15207 | 4 0.2% | - |
| 15208 | 5 0.3% | - |
| 15209 | 1 0.1% | - |
| 15210 | 6 0.3% | - |
| 15211 | 2 0.1% | - |
| 15212 | 64 3.3% | - |
| 15213 | 222 11.4% | - |
| 15214 | 3 0.2% | - |
| 15215 | 2 0.1% | - |
| 15216 | 8 0.4% | - |
| 15217 | 26 1.3% | - |
| 15218 | 2 0.1% | - |
| 15219 | 299 15.4% | - |
| 15220 | 11 0.6% | - |
| 15221 | 13 0.7% | - |
| 15222 | 547 28.2% | - |
| 15223 | 8 0.4% | - |
| 15224 | 9 0.5% | - |
| 15225 | 3 0.2% | - |
| 15226 | 2 0.1% | - |
| 15227 | 4 0.2% | - |
| 15228 | 6 0.3% | - |
| 15229 | 1 0.1% | - |
| 15230 | 4 0.2% | - |
| 15231 | 2 0.1% | - |
| 15232 | 26 1.3% | - |
| 15233 | 8 0.4% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| 15234 | 4 0.2% | - |
| 15235 | 7 0.4% | - |
| 15236 | 3 0.2% | - |
| 15237 | 6 0.3% | - |
| 15238 | 3 0.2% | - |
| 15241 | 4 0.2% | - |
| 15242 | 1 0.1% | - |
| 15250 | 1 0.1% | - |
| 15252 | 1 0.1% | - |
| 15253 | 1 0.1% | - |
| 15254 | 1 0.1% | - |
| 15258 | 19 1.0% | - |
| 15259 | 21 1.1% | - |
| 15260 | 47 2.4% | - |
| 15261 | 11 0.6% | - |
| 15262 | 9 0.5% | - |
| 15272 | 6 0.3% | - |
| 15275 | 3 0.2% | - |
| 15282 | 12 0.6% | - |
| 15289 | 3 0.2% | - |
| 15312 | 1 0.1% | - |
| 15313 | 1 0.1% | - |
| 15324 | 1 0.1% | - |
| 15666 | 1 0.1% | - |
| 17504 | 1 0.1% | - |
| 19131 | 1 0.1% | - |
| 19222 | 1 0.1% | - |
| 25203 | 1 0.1% | - |
| 52222 | 1 0.1% | - |
| 99999 | 312 16.1% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table RH7B](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH7b. In what county do you reside?

| | WAVE TOTAL | |
|---------------------|----------------|----------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Allegheny County | 1832 94.4% | - |
| Westmoreland County | 30 1.5% | - |
| Washington County | 29 1.5% | - |
| Beaver County | 21 1.1% | - |
| Butler County | 8 0.4% | - |
| Fayette County | 6 0.3% | - |
| Other | 15 0.8% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH8. How often do you use a Park and Ride?

| | WAVE TOTAL | |
|----------------------|--------------------|-------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| All/most of the time | 302 15.6% | 830 25.8% A |
| Occasionally | 248 12.8% B | 335 10.4% |
| Never | 1391 71.7% B | 2050 63.8% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH10

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH10. In addition to the Port Authority, do you ride any other regional transit services?

| | WAVE TOTAL | |
|-------|----------------|----------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | 189 9.7% | - |
| No | 1752 90.3% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH10A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RH10a. What other regional transit service(s) do you use?

| | WAVE TOTAL | |
|--|---------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Ride Other Transit | 189 100.0% | - |
| Port Authority of Allegheny County | 78 41.3% | - |
| Westmoreland County Transit Authority (WCTA) | 26 13.8% | - |
| Beaver County Transit Authority (BCTA) | 22 11.6% | - |
| MidMon Valley Transit Authority (MMTVA) | 15 7.9% | - |
| Washington County Transit Authority (Washington Rides) | 13 6.9% | - |
| Fayette County Transit Authority (FACT) | 5 2.6% | - |
| Butler Transit Authority (BTA) | 2 1.1% | - |
| Other | 71 37.6% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

PM1. What form of payment do you use most often to ride the Port Authority system?

| | WAVE TOTAL | |
|--|-------------------|-------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Monthly Pass | 537 | 1318 |
| | 27.7% | 41.0% A |
| Stored Cash Value | 440 | - |
| | 22.7% | |
| Weekly Pass | 167 | 244 |
| | 8.6% | 7.6% |
| Tickets | 50 | 526 |
| | 2.6% | 16.4% A |
| Annual Pass | 43 | 72 |
| | 2.2% | 2.2% |
| Disability or half-fare pass | 34 | 29 |
| | 1.8% B | 0.9% |
| 10-trip pass | 16 | - |
| | 0.8% | |
| Other | 93 | 110 |
| | 4.8% B | 3.4% |
| (Net) Don't purchase card/pass/tickets | 561 | 916 |
| | 28.9% | 28.5% |
| -Pay cash | 269 | 598 |
| | 13.9% | 18.6% A |
| -Student ID | 260 | 248 |
| | 13.4% B | 7.7% |
| -Senior Citizen Pass (persons 65+) | 32 | 70 |
| | 1.6% | 2.2% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

PM2. Where do you purchase your Port Authority cards, passes or tickets most often?

| | WAVE TOTAL | |
|--|-------------------|-------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Purchase Card/Pass/Tickets | 1380 | 2299 |
| | 100.0% | 100.0% |
| Giant Eagle/other retail site | 336 | 767 |
| | 24.3% | 33.4% A |
| Through employer/work | 311 | 787 |
| | 22.5% | 34.2% A |
| Port Authority Downtown Service Center | 194 | 525 |
| | 14.1% | 22.8% A |
| T and/or Bus station | 122 | - |
| | 8.8% | |
| ConnectCard machines (TVM's) | 70 | - |
| | 5.1% | |
| Issued through a public service agency | 21 | 21 |
| | 1.5% | 0.9% |
| Port Authority Website | 7 | 21 |
| | 0.5% | 0.9% |
| Mail | 5 | 23 |
| | 0.4% | 1.0% A |
| South Hills Village parking garage | - | 22 |
| | | 1.0% |
| Other | 314 | 133 |
| | 22.8% B | 5.8% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

PM3. Which, if any, of the following additional fare products would you like to see the Port Authority offer?

| | WAVE TOTAL | |
|--|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Rolling passes (annual/monthly/weekly) | 870 | - |
| | 44.8% | |
| Special event day/night/weekend passes (unlimited trips) | 706 | - |
| | 36.4% | |
| One-day pass (unlimited trips) | 678 | - |
| | 34.9% | |
| Three-day pass (unlimited trips) | 582 | - |
| | 30.0% | |
| None of the above | 444 | - |
| | 22.9% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

PM4. Would you be interested in cell phone payment on Port Authority vehicles?

| | WAVE TOTAL | |
|-------|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Yes | 1052 | - |
| | 54.2% | |
| No | 889 | - |
| | 45.8% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC1. Have you ever used a ConnectCard to ride the Port Authority system?

| | WAVE TOTAL | |
|-------|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Yes | 1307 | - |
| | 67.3% | |
| No | 634 | - |
| | 32.7% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table CC1A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC1a. Why haven't you used a ConnectCard?

| | WAVE TOTAL | |
|---|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Never Used ConnectCard | 634 | - |
| | 100.0% | |
| Don't feel I ride enough to need one | 83 | - |
| | 13.1% | |
| No incentive/savings for doing so | 56 | - |
| | 8.8% | |
| Don't know enough about it/why I should use it | 53 | - |
| | 8.4% | |
| Not convenient to purchase | 39 | - |
| | 6.2% | |
| Don't want to keep track of card/think I might lose it | 26 | - |
| | 4.1% | |
| Don't know where to reload the card | 23 | - |
| | 3.6% | |
| Don't want to have to keep track of my balance | 22 | - |
| | 3.5% | |
| Don't have enough money to pay ahead for trips | 15 | - |
| | 2.4% | |
| Don't trust it to accurately track my balance/work properly | 12 | - |
| | 1.9% | |
| Don't have a credit/debit card | 8 | - |
| | 1.3% | |
| Other | 55 | - |
| | 8.7% | |
| Don't need one | 319 | - |
| | 50.3% | |
| No reason in particular | 62 | - |
| | 9.8% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table CC2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC2. Where do you load your Port Authority ConnectCard most often?

| | WAVE TOTAL | |
|--|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Used ConnectCard | 1307 | - |
| | 100.0% | |
| Giant Eagle/other retail site | 440 | - |
| | 33.7% | |
| ConnectCard machines (TVM's) | 340 | - |
| | 26.0% | |
| T and/or Bus station | 275 | - |
| | 21.0% | |
| Port Authority Downtown Service Center | 209 | - |
| | 16.0% | |
| Other | 43 | - |
| | 3.3% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC3. Have you registered your ConnectCard for Balance Protection?

| | WAVE TOTAL | |
|-------------------------|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Used ConnectCard | 1307 | - |
| | 100.0% | |
| Yes | 625 | - |
| | 47.8% | |
| No | 682 | - |
| | 52.2% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table CC3A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC3a. Why haven't you registered for the Balance Protection?

| | WAVE TOTAL | |
|--|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Haven't Registered | 682 | - |
| | 100.0% | |
| Don't feel it is necessary | 105 | - |
| | 15.4% | |
| Don't know about it | 226 | - |
| | 33.1% | |
| Don't know how to register for it | 126 | - |
| | 18.5% | |
| Don't want to give out my personal information | 43 | - |
| | 6.3% | |
| Other | 64 | - |
| | 9.4% | |
| No reason in particular | 217 | - |
| | 31.8% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table CC3B](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC3b. Do you take advantage of Port Authority's ConnectRewards program by using/ showing your card to the retailers participating in the program?

| | WAVE TOTAL | |
|-------------------------|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Used ConnectCard | 1307 | - |
| | 100.0% | |
| Yes | 155 | - |
| | 11.9% | |
| No | 1152 | - |
| | 88.1% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC3c. Why don't you take advantage of Port Authority's ConnectRewards program?

| | WAVE TOTAL | |
|--|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Don't Use ConnectRewards | 1156 | - |
| | 100.0% | |
| Don't know about it/what retailers participate | 805 | - |
| | 69.6% | |
| Forget to use/show it at time of purchase | 212 | - |
| | 18.3% | |
| Discounts and offers not valuable to me | 106 | - |
| | 9.2% | |
| Other | 53 | - |
| | 4.6% | |
| No reason in particular | 107 | - |
| | 9.3% | |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table CC4](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC4. How satisfied are you using the ConnectCard to pay your fares?

| | WAVE TOTAL | |
|--|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Don't know | 32 | - |
| | 1.6% | |
| Revised base | 1277 | - |
| | 100.0% | |
| (Net) Top-two box | 1129 | - |
| | 88.4% | |
| -Very satisfied (5) | 769 | - |
| | 60.2% | |
| -Satisfied (4) | 360 | - |
| | 28.2% | |
| Neither satisfied nor dissatisfied (3) | 91 | - |
| | 7.1% | |
| (Net) Bottom-two box | 57 | - |
| | 4.5% | |
| -Not very satisfied (2) | 42 | - |
| | 3.3% | |
| -Not at all satisfied (1) | 15 | - |
| | 1.2% | |
| Mean | 4.4 | - |
| Standard Deviation | 0.9 | |
| Standard Error | 0.0 | |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC4a. What are the major reasons why you use a ConnectCard?

| | WAVE TOTAL | |
|---|-----------------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Used ConnectCard | 1307 100.0% | - |
| Don't have to worry about having the exact amount, fumbling with change, or smoothing out dollars | 1009 77.2% | - |
| Easy/quicker to board/exit or transfer between busses | 828 63.4% | - |
| Easy to purchase and reload | 736 56.3% | - |
| I can simply carry a balance/don't have a commit to an annual, weekly, or monthly pass (Stored Value fare option) | 509 38.9% | - |
| If my card is lost or stolen, I get a new one and don't lose that money (Balance Protection) | 380 29.1% | - |
| Can still purchase an annual, weekly, or monthly pass | 379 29.0% | - |
| Feel safer not having to carry cash | 362 27.7% | - |
| Good for the environment/Not wasting paper like with traditional passes and tickets | 346 26.5% | - |
| Not charged the peak period surcharge when riding the T | 237 18.1% | - |
| Can get deals at local businesses for having one (ConnectRewards Program) | 73 5.6% | - |
| Reduced-fare card available for riders with disabilities | 34 2.6% | - |
| Other | 67 5.1% | - |
| No reason in particular | 52 4.0% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table CC5](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC5. Have you ever used a Connectix card to ride the Port Authority system?

| | WAVE TOTAL | |
|-------|-----------------------|-----------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | 170 8.8% | - |
| No | 1771 91.2% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table CC5A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC5a. Have you ever experienced a problem with either your ConnectCard or Connectix card?

| | WAVE TOTAL | |
|--------------------------------------|-----------------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Used ConnectCard or Connectix | 1314 100.0% | - |
| Yes | 317 24.1% | - |
| No | 997 75.9% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC5b. What have you done/would you do if you experienced a problem with either your ConnectCard or ConnectTix card?

| | WAVE TOTAL | |
|---------------------------------------|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Used ConnectCard or ConnectTix | 1314 | - |
| | 100.0% | |
| Call the Customer Service Department | 498 | - |
| | 37.9% | |
| Visit the Downtown Service Center | 215 | - |
| | 16.4% | |
| Both | 263 | - |
| | 20.0% | |
| Neither | 126 | - |
| | 9.6% | |
| Not sure | 212 | - |
| | 16.1% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-BASE

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC6 (Base Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | WAVE TOTAL | |
|---|------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Never Used ConnectCard/Regular Rider | 496 | - |
| Able to reload the card online | 367 | - |
| Receive some type of discount/savings on fares | 375 | - |
| Ability to purchase a single trip/few trips on my card | 356 | - |
| Having a TVM located at my stop/station | 328 | - |
| No longer need to use exact change | 359 | - |
| Never worry about losing the value on your card by registering for balance protection | 368 | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC6 (Top-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | WAVE TOTAL | |
|---|--------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Never Used ConnectCard/Regular Rider | 496 | - |
| Receive some type of discount/savings on fares | 279 | - |
| | 74.4% | |
| Able to reload the card online | 249 | - |
| | 67.8% | |
| Never worry about losing the value on your card by registering for balance protection | 233 | - |
| | 63.3% | |
| No longer need to use exact change | 223 | - |
| | 62.1% | |
| Ability to purchase a single trip/few trips on my card | 172 | - |
| | 48.3% | |
| Having a TVM located at my stop/station | 146 | - |
| | 44.5% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC6 (Neutral Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | WAVE TOTAL | |
|---|-------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Never Used ConnectCard/Regular Rider | 496 | - |
| Having a TVM located at my stop/station | 52 15.9% | - |
| Ability to purchase a single trip/few trips on my card | 51 14.3% | - |
| Never worry about losing the value on your card by registering for balance protection | 52 14.1% | - |
| Able to reload the card online | 34 9.3% | - |
| No longer need to use exact change | 32 8.9% | - |
| Receive some type of discount/savings on fares | 30 8.0% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table CC6-B2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC6 (Bottom-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | WAVE TOTAL | |
|---|--------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Never Used ConnectCard/Regular Rider | 496 | - |
| Having a TVM located at my stop/station | 130 39.6% | - |
| Ability to purchase a single trip/few trips on my card | 133 37.4% | - |
| No longer need to use exact change | 104 29.0% | - |
| Able to reload the card online | 84 22.9% | - |
| Never worry about losing the value on your card by registering for balance protection | 83 22.6% | - |
| Receive some type of discount/savings on fares | 66 17.6% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table CC6-MEAN](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CC6 (Mean Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | WAVE TOTAL | |
|---|---------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Never Used ConnectCard/Regular Rider | 496 100.0% | - |
| Receive some type of discount/savings on fares | 4.0 | - |
| Able to reload the card online | 3.7 | - |
| Never worry about losing the value on your card by registering for balance protection | 3.6 | - |
| No longer need to use exact change | 3.5 | - |
| Ability to purchase a single trip/few trips on my card | 3.1 | - |
| Having a TVM located at my stop/station | 3.0 | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RT1. Did you know you can now check the arrival time of your bus using your computer or smartphone?

| | WAVE TOTAL | |
|-----------------------------|---------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Ride Real-Time Route | 1234 | 1739 |
| | 100.0% | 100.0% |
| Yes | 847 | - |
| | 68.6% | |
| No | 387 | - |
| | 31.4% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table RT2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RT2. Have you checked the arrival time of your bus using your computer or smartphone?

| | WAVE TOTAL | |
|---------------------------|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Aware of Real-Time | 847 | - |
| | 100.0% | |
| Yes | 576 | - |
| | 68.0% | |
| No | 271 | - |
| | 32.0% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table RT2A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RT2a. Was checking the arrival time of your bus on your computer or smartphone EASY to do?

| | WAVE TOTAL | |
|-----------------------|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Used Real-Time | 576 | - |
| | 100.0% | |
| Yes | 479 | - |
| | 83.2% | |
| No | 97 | - |
| | 16.8% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table RT2B](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

RT2b. Was checking the arrival time of your bus on your computer or smartphone HELPFUL?

| | WAVE TOTAL | |
|-----------------------|---------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Used Real-Time | 576 | - |
| | 100.0% | |
| Yes | 514 | - |
| | 89.2% | |
| No | 62 | - |
| | 10.8% | |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

RT3. Now that you know about real-time monitoring, how likely are you to utilize the service to check the arrival time of your bus?

| | WAVE TOTAL | |
|---------------------------------|---------------|-------------|
| | 2014 (A) | 2010 (B) |
| Base - Not Aware of Real-Time | 387 100.0% | - |
| (Net) Top-two box | 328 84.8% | - |
| -Very likely (5) | 212 54.8% | - |
| -Likely (4) | 116 30.0% | - |
| Neither likely nor unlikely (3) | 35 9.0% | - |
| (Net) Bottom-two box | 24 6.2% | - |
| -Unlikely (2) | 11 2.8% | - |
| -Very unlikely (1) | 13 3.4% | - |
| Mean | 4.3 | - |
| Standard Deviation | 1.0 | |
| Standard Error | 0.0 | |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

OC1. How do you obtain information about Port Authority service changes?

| | WAVE TOTAL | |
|--|-------------------|--------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Port Authority's Website | 864 44.5% | 1967 61.2% A |
| On-bus/T communications/alerts | 619 31.9% | 1200 37.3% A |
| Word of mouth from family/friends/other riders | 547 28.2% | 1479 46.0% A |
| Customer Service Telephone (412) 442-2000 | 259 13.3% | 552 17.2% A |
| T station announcements/signage | 253 13.0% | 468 14.6% |
| Drivers/Operators | 249 12.8% | 650 20.2% A |
| Schedule racks | 242 12.5% | 955 29.7% A |
| TV News | 214 11.0% | 1022 31.8% A |
| Newspapers | 185 9.5% | 943 29.3% A |
| Port Authority Tweets on Twitter | 165 8.5% B | 132 4.1% |
| Downtown Service Center | 119 6.1% | 478 14.9% A |
| Radio | 86 4.4% | 356 11.1% A |
| Port Authority's Facebook Page | 42 2.2% | 60 1.9% |
| Rider Report newsletter | 23 1.2% | 171 5.3% A |
| Port Authority's Transit blog | 19 1.0% | 70 2.2% A |
| Public meetings | 17 0.9% | 86 2.7% A |
| Street Teams (Connect Teams) | 9 0.5% | 36 1.1% A |
| Other | 121 6.2% B | 149 4.6% |
| Don't obtain this type of information | 229 11.8% B | 91 2.8% |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

OC7a. How many times per month, if at all, do you.....?

Use the Port Authority's Trip Planner

| | WAVE TOTAL | |
|----------------------------|-------------------|--------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than once/on occasion | 724 37.3% | 1310 40.7% A |
| 1-2 times | 376 19.4% B | 524 16.3% |
| 3-4 times | 192 9.9% B | 173 5.4% |
| 5 or more times | 198 10.2% B | 167 5.2% |
| Have never | 451 23.2% | 787 24.5% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table OC7B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

OC7b. How many times per month, if at all, do you.....?

Visit www.PortAuthority.org

| | WAVE TOTAL | |
|----------------------------|-------------------|-------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than once/on occasion | 616 31.7% B | 897 27.9% |
| 1-2 times | 523 26.9% | 862 26.8% |
| 3-4 times | 259 13.3% | 598 18.6% A |
| 5 or more times | 322 16.6% | 604 18.8% A |
| Have never | 221 11.4% B | 254 7.9% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table OC7C

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

OC7c. How many times per month, if at all, do you.....?

Visit www.ConnectCard.org

| | WAVE TOTAL | |
|----------------------------|----------------|----------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than once/on occasion | 666 34.3% | - |
| 1-2 times | 109 5.6% | - |
| 3-4 times | 31 1.6% | - |
| 5 or more times | 27 1.4% | - |
| Have never | 1108 57.1% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

OC7d. How many times per month, if at all, do you.....?

****Use the Port Authority's Real-Time vehicle tracking system****

| | WAVE TOTAL | |
|----------------------------|-----------------------|-----------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than once/on occasion | 382 19.7% | - |
| 1-2 times | 150 7.7% | - |
| 3-4 times | 90 4.6% | - |
| 5 or more times | 254 13.1% | - |
| Have never | 1065 54.9% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table OC7E](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

OC7e. How many times per month, if at all, do you.....?

****Use mobile apps to access Real-Time vehicle tracking data****

| | WAVE TOTAL | |
|----------------------------|-----------------------|-----------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Less than once/on occasion | 343 17.7% | - |
| 1-2 times | 159 8.2% | - |
| 3-4 times | 107 5.5% | - |
| 5 or more times | 358 18.4% | - |
| Have never | 974 50.2% | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

S1 (Base Summary). Please rate your level of satisfaction with Port Authority on the following.

| | WAVE TOTAL | |
|--|------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| Overall | 1932 | 3204 |
| On-time arrival and departure | 1921 | 3192 |
| Vehicle cleanliness | 1930 | 3199 |
| Cost of fares | 1864 | 3143 |
| Driver courtesy | 1919 | 3192 |
| Travel time to your destination | 1928 | - |
| Frequency of service | 1930 | - |
| Span of service (early morning through late evening) | 1912 | - |
| Space/seat availability | 1928 | 3196 |
| Customer service | 1712 | - |
| Website content | 1607 | - |
| Service days (number of days per week service is offered on route) | 1908 | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table S1-T2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

S1 (Top-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | WAVE TOTAL | |
|--|---------------------------|----------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| Overall | 1033 53.5% B | 1051 32.8% |
| Service days (number of days per week service is offered on route) | 1179 61.8% | - |
| Travel time to your destination | 1146 59.4% | - |
| Driver courtesy | 1133 59.0% B | 1638 51.3% |
| Span of service (early morning through late evening) | 911 47.6% | - |
| Customer service | 790 46.1% | - |
| Website content | 682 42.4% | - |
| Space/seat availability | 804 41.7% B | 946 29.6% |
| Frequency of service | 803 41.6% | - |
| On-time arrival and departure | 773 40.2% B | 1105 34.6% |
| Vehicle cleanliness | 745 38.6% B | 1052 32.9% |
| Cost of fares | 476 25.5% b | 729 23.2% |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

S1 (Neutral Summary). Please rate your level of satisfaction with Port Authority on the following.

| | WAVE TOTAL | |
|--|--------------------------|---------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 | 3215 |
| Overall | 603 31.2% | 931 29.1% |
| Website content | 645 40.1% | - |
| Customer service | 652 38.1% | - |
| Cost of fares | 627 33.6% B | 889 28.3% |
| Vehicle cleanliness | 645 33.4% B | 851 26.6% |
| Space/seat availability | 540 28.0% B | 602 18.8% |
| Driver courtesy | 514 26.8% | 790 24.7% |
| Travel time to your destination | 493 25.6% | - |
| On-time arrival and departure | 491 25.6% B | 627 19.6% |
| Frequency of service | 464 24.0% | - |
| Span of service (early morning through late evening) | 446 23.3% | - |
| Service days (number of days per week service is offered on route) | 422 22.1% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table S1-B2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

S1 (Bottom-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | WAVE TOTAL | |
|--|---------------------|---------------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 | 3215 |
| Overall | 296 15.3% | 1222 38.1% A |
| Cost of fares | 761 40.8% | 1525 48.5% A |
| Frequency of service | 663 34.4% | - |
| On-time arrival and departure | 657 34.2% | 1460 45.7% A |
| Space/seat availability | 584 30.3% | 1648 51.6% A |
| Span of service (early morning through late evening) | 555 29.0% | - |
| Vehicle cleanliness | 540 28.0% | 1296 40.5% A |
| Website content | 280 17.4% | - |
| Service days (number of days per week service is offered on route) | 307 16.1% | - |
| Customer service | 270 15.8% | - |
| Travel time to your destination | 289 15.0% | - |
| Driver courtesy | 272 14.2% | 764 23.9% A |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

S1 (Mean Summary). Please rate your level of satisfaction with Port Authority on the following.

| | WAVE TOTAL | |
|--|------------|--------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Overall | 3.4 B | 2.8 |
| Service days (number of days per week service is offered on route) | 3.7 | - |
| Driver courtesy | 3.6 B | 3.3 |
| Travel time to your destination | 3.6 | - |
| Customer service | 3.4 | - |
| Website content | 3.3 | - |
| Span of service (early morning through late evening) | 3.2 | - |
| Vehicle cleanliness | 3.1 B | 2.8 |
| Space/seat availability | 3.1 B | 2.5 |
| Frequency of service | 3.1 | - |
| On-time arrival and departure | 3.0 B | 2.7 |
| Cost of fares | 2.8 B | 2.5 |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P1 (Base Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | WAVE TOTAL | |
|--|------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| I can get where I need to go using Port Authority service | 1921 | 3208 |
| If/when transferring, schedules are well coordinated | 1361 | - |
| There is adequate space on board vehicles | 1930 | - |
| It is easy to understand the routes and how to get around the system | 1912 | - |
| It is easy to understand the zone system | 1823 | - |
| It is easy to understand how and when to pay my fare | 1917 | - |
| Stops are appropriately spaced along my route | 1919 | - |
| Port Authority is efficient with its resources | 1666 | - |
| Port Authority is transparent in its decision-making | 1521 | - |
| Port Authority is environmentally friendly | 1688 | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table P1-T2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P1 (Top-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | WAVE TOTAL | |
|--|----------------------|---------------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| I can get where I need to go using Port Authority service | 1188 61.8% | 2147 66.9% A |
| Stops are appropriately spaced along my route | 1155 60.2% | - |
| It is easy to understand how and when to pay my fare | 1049 54.7% | - |
| It is easy to understand the routes and how to get around the system | 971 50.8% | - |
| It is easy to understand the zone system | 826 45.3% | - |
| Port Authority is environmentally friendly | 688 40.8% | - |
| There is adequate space on board vehicles | 692 35.9% | - |
| If/when transferring, schedules are well coordinated | 349 25.6% | - |
| Port Authority is efficient with its resources | 378 22.7% | - |
| Port Authority is transparent in its decision-making | 261 17.2% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P1 (Neutral Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | WAVE TOTAL | |
|--|---------------------|---------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| Port Authority is environmentally friendly | 768 45.5% | - |
| Port Authority is efficient with its resources | 749 45.0% | - |
| If/when transferring, schedules are well coordinated | 604 44.4% | - |
| Port Authority is transparent in its decision-making | 654 43.0% | - |
| There is adequate space on board vehicles | 590 30.6% | - |
| It is easy to understand the routes and how to get around the system | 582 30.4% | - |
| It is easy to understand the zone system | 532 29.2% | - |
| Stops are appropriately spaced along my route | 478 24.9% | - |
| I can get where I need to go using Port Authority service | 456 23.7% | 597 18.6% |
| It is easy to understand how and when to pay my fare | 455 23.7% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table P1-B2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P1 (Bottom-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | WAVE TOTAL | |
|--|---------------------|---------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| Port Authority is transparent in its decision-making | 606 39.8% | - |
| There is adequate space on board vehicles | 648 33.6% | - |
| Port Authority is efficient with its resources | 539 32.4% | - |
| If/when transferring, schedules are well coordinated | 408 30.0% | - |
| It is easy to understand the zone system | 465 25.5% | - |
| It is easy to understand how and when to pay my fare | 413 21.5% | - |
| It is easy to understand the routes and how to get around the system | 359 18.8% | - |
| Stops are appropriately spaced along my route | 286 14.9% | - |
| I can get where I need to go using Port Authority service | 277 14.4% | 464 14.5% |
| Port Authority is environmentally friendly | 232 13.7% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P1 (Mean Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | WAVE TOTAL | |
|--|------------|----------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| I can get where I need to go using Port Authority service | 3.7 | 3.8 A |
| Stops are appropriately spaced along my route | 3.6 | - |
| It is easy to understand how and when to pay my fare | 3.5 | - |
| It is easy to understand the routes and how to get around the system | 3.4 | - |
| Port Authority is environmentally friendly | 3.4 | - |
| It is easy to understand the zone system | 3.3 | - |
| There is adequate space on board vehicles | 3.0 | - |
| If/when transferring, schedules are well coordinated | 2.9 | - |
| Port Authority is efficient with its resources | 2.8 | - |
| Port Authority is transparent in its decision-making | 2.7 | - |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table P2A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P2a. Compared to last year at this time, how would you rate the current state of the public transportation system in Allegheny County?

| | WAVE TOTAL | |
|----------------------|------------|--------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| | 100.0% | 100.0% |
| Don't know | 236 | - |
| | 12.2% | |
| Revised base | 1705 | - |
| | 100.0% | |
| (Net) Top-two box | 542 | - |
| | 31.8% | |
| -Much better (5) | 85 | - |
| | 5.0% | |
| -Somewhat better (4) | 457 | - |
| | 26.8% | |
| About the same (3) | 915 | - |
| | 53.7% | |
| (Net) Bottom-two box | 248 | - |
| | 14.5% | |
| -Somewhat worse (2) | 178 | - |
| | 10.4% | |
| -Much worse (1) | 70 | - |
| | 4.1% | |
| Mean | 3.2 | - |
| Standard Deviation | 0.8 | |
| Standard Error | 0.0 | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P4 (Base Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | WAVE TOTAL | |
|--|------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| Have to pay more for Zone 1 equivalent trips | 1539 | - |
| Have to pay less for Zone 2 equivalent trips | 1328 | - |
| No longer have to pay for transfers | 1386 | - |
| No longer have a downtown free-fare zone | 1522 | - |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table P4-YES](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P4 (Yes Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | WAVE TOTAL | |
|--|---------------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| No longer have to pay for transfers | 983 70.9% | - |
| Have to pay less for Zone 2 equivalent trips | 921 69.4% | - |
| No longer have a downtown free-fare zone | 434 28.5% | - |
| Have to pay more for Zone 1 equivalent trips | 307 19.9% | - |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

[Table P4-NO](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

P4 (No Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | WAVE TOTAL | |
|--|----------------------|------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 | 3215 |
| No longer have to pay for transfers | 403 29.1% | - |
| Have to pay less for Zone 2 equivalent trips | 407 30.6% | - |
| No longer have a downtown free-fare zone | 1088 71.5% | - |
| Have to pay more for Zone 1 equivalent trips | 1232 80.1% | - |

Comparison Groups: AB
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE1. Are you...?

| | WAVE TOTAL | |
|---------------------|------------------------|-----------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Refused | 17 0.9% B | 11 0.3% |
| Revised base | 1924 100.0% | 3204 100.0% |
| Male | 677 35.2% | 1152 36.0% |
| Female | 1247 64.8% | 2052 64.0% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table DE2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE2. Which of the following categories contains your age?

| | WAVE TOTAL | |
|--------------------------|--------------------------|---------------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Refused | 4 0.2% | 3 0.1% |
| Revised base | 1937 100.0% | 3212 100.0% |
| (Net) Less than 25 years | 391 20.2% B | 503 15.7% |
| -15 or younger | - | 6 0.2% |
| -16-17 years | - | 14 0.4% |
| -18-24 years | 391 20.2% B | 483 15.0% |
| 25-34 years | 702 36.2% B | 861 26.8% |
| (Net) 35 to 54 years | 586 30.3% | 1325 41.3% A |
| -35-44 years | 297 15.3% | 608 18.9% A |
| -45-54 years | 289 14.9% | 717 22.3% A |
| (Net) 55 years or older | 258 13.3% | 523 16.3% A |
| -55-64 years | 219 11.3% | 446 13.9% A |
| -65-74 years | 30 1.5% | 56 1.7% |
| -75 years or older | 9 0.5% | 21 0.7% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE3. Which of the following best describes your race/ethnicity?

| | WAVE TOTAL | |
|---|--------------------|-------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Refused | 12 0.6% | 25 0.8% |
| Revised base | 1929 100.0% | 3190 100.0% |
| White/Caucasian | 1636 84.8% B | 2634 82.6% |
| Black/African-American | 182 9.4% | 421 13.2% A |
| (Net) Other | 190 9.8% B | 227 7.1% |
| -East Asian/Chinese/Japanese | 40 2.1% B | 32 1.0% |
| -Hispanic/Latino | 39 2.0% | 57 1.8% |
| -Native American/American Indian/Alaskan Native | 27 1.4% | 45 1.4% |
| -West Asian/Indian/Egyptian | 19 1.0% | 34 1.1% |
| -Native Hawaiian/Pacific Islander | 6 0.3% | 9 0.3% |
| -Other | 67 3.5% B | 76 2.4% |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE3a. Which of the following best describes your primary language?

| | WAVE TOTAL | |
|-------------------------------|----------------|---------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Refused | 10 0.5% | 3215 100.0% A |
| Revised base | 1931 100.0% | - |
| English | 1884 97.6% | - |
| (Net) Other | 47 2.4% | - |
| -Chinese (Cantonese/Mandarin) | 10 0.5% | - |
| -Spanish | 5 0.3% | - |
| -Hindi | 4 0.2% | - |
| -Italian | 4 0.2% | - |
| -Russian | 4 0.2% | - |
| -German | 3 0.2% | - |
| -Japanese | 3 0.2% | - |
| -Arabic | 2 0.1% | - |
| -French | 2 0.1% | - |
| -French Creole | 1 0.1% | - |
| -Other | 9 0.5% | - |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

DE4. Are you a student?

| | WAVE TOTAL | |
|-------|-------------------|--------------------|
| | 2014 (A) | 2010 (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Yes | 425 21.9% B | 583 18.1% |
| No | 1516 78.1% | 2632 81.9% A |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table DE5](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

DE5. Are you attending...?

| | WAVE TOTAL | |
|--------------------|-----------------|-----------------|
| | 2014 (A) | 2010 (B) |
| Base - Student | 425 100.0% | 583 100.0% |
| Middle school | - | 3 0.5% |
| High school | 20 4.7% | 26 4.5% |
| Trade/technical | 16 3.8% | 38 6.5% A |
| College/University | 355 83.5% | 489 83.9% |
| Other | 34 8.0% B | 27 4.6% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table DE6](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISITING ROUTES ONLY) ****

DE6. What is the highest level of education that you have achieved to date?

| | WAVE TOTAL | |
|---|-------------------|-------------------|
| | 2014 (A) | 2010 (B) |
| Base - Adults (18+) | 1921 100.0% | 3186 100.0% |
| Refused | 9 0.5% | 18 0.6% |
| Revised base | 1912 100.0% | 3168 100.0% |
| Less than high-school graduate | 13 0.7% | 22 0.7% |
| High-school graduate | 179 9.4% | 364 11.5% A |
| Some college/Associate degree | 457 23.9% | 905 28.6% A |
| Business or Vocational/Technical school | 51 2.7% | 175 5.5% A |
| College graduate (undergraduate/Bachelor's) | 692 36.2% b | 1069 33.7% |
| Post-graduate work or degree (Masters, Doctorate) | 520 27.2% B | 633 20.0% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE7. Are you currently...?

| | WAVE TOTAL | |
|-----------------------------------|-------------------|--------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Adults (18+) | 1921 100.0% | 3186 100.0% |
| Refused | 10 0.5% b | 6 0.2% |
| Revised base | 1911 100.0% | 3180 100.0% |
| Employed full-time | 1321 69.1% | 2410 75.8% A |
| Employed part-time | 208 10.9% B | 249 7.8% |
| Unemployed but seeking employment | 74 3.9% | 110 3.5% |
| A full-time student | 211 11.0% B | 234 7.4% |
| A stay at home parent | 11 0.6% | 33 1.0% a |
| Retired | 34 1.8% | 56 1.8% |
| Disabled | 52 2.7% | 88 2.8% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table DE8](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE8. What is your marital status?

| | WAVE TOTAL | |
|-----------------------------|-------------------|--------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Adults (18+) | 1921 100.0% | 3186 100.0% |
| Refused | 27 1.4% B | 20 0.6% |
| Revised base | 1894 100.0% | 3166 100.0% |
| Single | 958 50.6% B | 1344 42.5% |
| Married/Living with partner | 770 40.7% | 1474 46.6% A |
| Separated/Divorced | 134 7.1% | 292 9.2% A |
| Widowed | 32 1.7% | 56 1.8% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE9. Are children under the age of 18 living in your household?

| | WAVE TOTAL | |
|---------------------|--------------------|-------------------|
| | 2014 (A) | 2010 (B) |
| Base - Adults (18+) | 1921 100.0% | 3186 100.0% |
| Refused | 35 1.8% B | 19 0.6% |
| Revised base | 1886 100.0% | 3167 100.0% |
| Yes | 407 21.6% | 931 29.4% A |
| No | 1479 78.4% B | 2236 70.6% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table DE10](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

DE10. Which of the following categories contains your annual household income?

| | WAVE TOTAL | |
|----------------------------|-------------------|--------------------|
| | 2014 (A) | 2010 (B) |
| Base - Adults (18+) | 1921 100.0% | 3186 100.0% |
| Refused | 107 5.6% | 149 4.7% |
| Revised base | 1814 100.0% | 3037 100.0% |
| (Net) Less than \$35,000 | 785 43.3% B | 1119 36.8% |
| -Under \$15,000 | 310 17.1% B | 337 11.1% |
| -\$15,000 to \$24,999 | 225 12.4% | 360 11.9% |
| -\$25,000 to \$34,999 | 250 13.8% | 422 13.9% |
| (Net) \$35,000 to \$74,999 | 592 32.6% | 1166 38.4% A |
| -\$35,000 to \$49,999 | 283 15.6% | 520 17.1% |
| -\$50,000 to \$74,999 | 309 17.0% | 646 21.3% A |
| (Net) \$75,000 or more | 437 24.1% | 752 24.8% |
| -\$75,000 to \$99,999 | 202 11.1% | 384 12.6% |
| -\$100,000 or more | 235 13.0% | 368 12.1% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CP1. How many motor vehicles registered and in working condition do you have available for your household's use?

| | WAVE TOTAL | |
|---------------------|-------------------|-------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Adults (18+) | 1921 | 3186 |
| | 100.0% | 100.0% |
| None | 562 | 721 |
| | 29.3% B | 22.6% |
| 1 to 2 | 1219 | 2173 |
| | 63.5% | 68.2% A |
| 3 or more | 140 | 292 |
| | 7.3% | 9.2% A |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CP1a. Do you currently have access to a motorized vehicle in your household?

| | WAVE TOTAL | |
|---------------------------------|------------------|---------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Have Registered Vehicles | 1359 | 2465 |
| | 100.0% | 100.0% |
| Refused | 4 | 7 |
| | 0.3% | 0.3% |
| Revised base | 1355 | 2458 |
| | 100.0% | 100.0% |
| Yes | 1113 | 2055 |
| | 82.1% | 83.6% |
| Sometimes | 129 | 254 |
| | 9.5% | 10.3% |
| No | 113 | 149 |
| | 8.3% B | 6.1% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CP1b. How far do you currently live from the nearest transit stop or station?

| | WAVE TOTAL | |
|---------------------------------|---------------|--------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Have Registered Vehicles | 1359 | 2465 |
| | 100.0% | 100.0% |
| Refused | 1 | 2465 |
| | 0.1% | 100.0% A |
| Revised base | 1358 | - |
| | 100.0% | |
| Less than 1/4 mile | 825 | - |
| | 60.8% | |
| Between 1/4 mile and 1/2 mile | 232 | - |
| | 17.1% | |
| More than 1/2 mile | 301 | - |
| | 22.2% | |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CP2. Please identify any disabilities or physical challenges that apply to you.

| | WAVE TOTAL | |
|---|-----------------|-----------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Refused | 45 2.4% | 64 2.0% |
| Revised base | 1896 100.0% | 3151 100.0% |
| (Net) Disability | 268 14.1% | 454 14.4% |
| -Physically disabled not using a wheelchair | 77 4.1% | 150 4.8% |
| -Vision impaired | 67 3.5% | 116 3.7% |
| -Learning disability | 41 2.2% b | 44 1.4% |
| -Hearing impaired | 34 1.8% | 47 1.5% |
| -Physically disabled using a wheelchair | 6 0.3% | 7 0.2% |
| -Speech disorder | 2 0.1% | 16 0.5% A |
| -Other | 99 5.2% | 162 5.1% |
| None of the above | 1628 85.9% | 2697 85.6% |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CP3. Do you have a...?

| | WAVE TOTAL | |
|--|--------------------|------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| (Net) Have a mobile phone | 1900 97.9% B | 3035 94.4% |
| -Smart Phone (iPhone, Android, etc.) | 1619 83.4% | - |
| -Cell Phone (not an iPhone, Android, etc.) | 281 14.5% | - |
| Neither | 41 2.1% | 180 5.6% A |

Comparison Groups: AB
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

CP3a. From your cell phone or smart phone, do you...?

| | WAVE TOTAL | |
|---------------------------------------|--------------------|-------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Base - Have a Mobile Phone | 1900 100.0% | 3035 100.0% |
| Refused | 66 3.5% | 441 14.5% A |
| Revised base | 1891 100.0% | 3023 100.0% |
| Send/receive text messages | 1783 94.3% B | 2487 82.3% |
| Access the Internet | 1580 83.6% B | 1412 46.7% |
| Send/receive email messages | 1565 82.8% B | 1411 46.7% |
| Use apps such as Facebook and Twitter | 1377 72.8% B | 1073 35.5% |
| Other | 519 27.4% B | 528 17.5% |
| None of the above | 66 3.5% | 441 14.6% A |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table GARAGE](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2010-2014 COMPARISON BANNER (CURRENT/EXISTING ROUTES ONLY) ****

GARAGE (based on RH5). Which route do you ride most often?

| | WAVE TOTAL | |
|------------------|-------------------|-------------------|
| | 2014 | 2010 |
| | (A) | (B) |
| Total | 1941 100.0% | 3215 100.0% |
| Collier | 240 12.4% | 511 15.9% A |
| East Liberty | 645 33.2% B | 847 26.3% |
| Ross | 321 16.5% | 559 17.4% |
| South Hills | 294 15.1% | 644 20.0% A |
| West Mifflin | 405 20.9% b | 609 18.9% |
| Eliminated Route | - | - |
| Don't know | 36 1.9% | 45 1.4% |

Comparison Groups: AB

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Detailed Tables by Garages

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

QS1. Do you, or does anyone in your immediate family, work in the public transportation, marketing research, advertising, or public relations industries?

| | 2014 GARAGES | | | | | |
|-------|----------------|---------------|---------------|---------------|---------------|---------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| Yes | - | - | - | - | - | - |
| No | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table QS2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

QS2. In the past year, have you used a Port Authority bus, the T, and/or Incline?

| | 2014 GARAGES | | | | | |
|-------|----------------|---------------|---------------|---------------|---------------|---------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| Yes | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| No | - | - | - | - | - | - |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table QS3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

QS3. Are you 18 years of age or older?

| | 2014 GARAGES | | | | | |
|-------|----------------|---------------|---------------|---------------|---------------|---------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| Yes | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| No | - | - | - | - | - | - |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH1. For what purposes do you ride a Port Authority bus, the T, and/or Incline?

| | 2014 GARAGES | | | | | |
|---|--------------|--------------|--------------|-------------|---------------|---------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Work | 1610 | 212 | 527 | 264 | 265 | 323 |
| | 82.9% | 88.3% CDF | 81.7% | 82.2% | 90.1% CDF | 79.8% |
| Entertainment (i.e., sporting events, concerts) | 1076 | 124 | 354 | 172 | 193 | 213 |
| | 55.4% | 51.7% | 54.9% | 53.6% | 65.6% BCDF | 52.6% |
| Personal business (i.e., bank, haircut, etc.) | 883 | 93 | 339 | 146 | 81 | 213 |
| | 45.5% | 38.8% E | 52.6% BDE | 45.5% E | 27.6% | 52.6% BdE |
| Social (i.e., visit family or friends) | 796 | 85 | 303 | 144 | 78 | 181 |
| | 41.0% | 35.4% E | 47.0% BE | 44.9% BE | 26.5% | 44.7% BE |
| Shopping | 779 | 76 | 283 | 140 | 70 | 207 |
| | 40.1% | 31.7% E | 43.9% BE | 43.6% BE | 23.8% | 51.1% BCDE |
| Medical care/appointments | 582 | 67 | 211 | 107 | 42 | 153 |
| | 30.0% | 27.9% E | 32.7% E | 33.3% E | 14.3% | 37.8% BcE |
| School/Job Training | 500 | 38 | 207 | 87 | 31 | 136 |
| | 25.8% | 15.8% e | 32.1% BE | 27.1% BE | 10.5% | 33.6% BdE |
| Religious | 174 | 20 | 65 | 31 | 11 | 47 |
| | 9.0% | 8.3% E | 10.1% E | 9.7% E | 3.7% | 11.6% E |
| Other (i.e., vehicle issues, weather, etc.) | 441 | 42 | 157 | 84 | 62 | 90 |
| | 22.7% | 17.5% | 24.3% B | 26.2% B | 21.1% | 22.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH1a. Would you say the primary motivating factor as to why you ride a Port Authority bus, the T, and/or Incline is...?

| | 2014 GARAGES | | | | | |
|---|--------------|---------------|--------------|--------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Convenience (i.e., avoid parking/traffic, etc.) | 588 | 66 | 187 | 79 | 129 | 105 |
| | 30.3% | 27.5% | 29.0% | 24.6% | 43.9% BCDF | 25.9% |
| Financial (i.e., save money on gas/parking, etc.) | 513 | 80 | 170 | 84 | 78 | 95 |
| | 26.4% | 33.3% CdeF | 26.4% | 26.2% | 26.5% | 23.5% |
| Necessity (i.e., no other option) | 510 | 55 | 173 | 113 | 31 | 135 |
| | 26.3% | 22.9% E | 26.8% E | 35.2% BCE | 10.5% | 33.3% BCE |
| Accessibility (i.e., stop close to home/work, etc.) | 230 | 28 | 77 | 30 | 46 | 46 |
| | 11.8% | 11.7% | 11.9% | 9.3% | 15.6% D | 11.4% |
| Environmental (i.e., lower carbon footprint, etc.) | 64 | 6 | 27 | 9 | 6 | 15 |
| | 3.3% | 2.5% | 4.2% e | 2.8% | 2.0% | 3.7% |
| Social (i.e., prefer riding with others, etc.) | 7 | - | 1 | 1 | 1 | 4 |
| | 0.4% | | 0.2% | 0.3% | 0.3% | 1.0% |
| Other | 29 | 5 | 10 | 5 | 3 | 5 |
| | 1.5% | 2.1% | 1.6% | 1.6% | 1.0% | 1.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH2. How long have you been using the Port Authority services?

| | 2014 GARAGES | | | | | |
|--------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than 6 months | 133 | 12 | 48 | 24 | 18 | 26 |
| | 6.9% | 5.0% | 7.4% | 7.5% | 6.1% | 6.4% |
| 6 months to 1 year | 129 | 13 | 51 | 25 | 9 | 24 |
| | 6.6% | 5.4% | 7.9% | 7.8% | 3.1% | 5.9% |
| | | | E | E | | e |
| 1 to 2 years | 273 | 24 | 103 | 38 | 43 | 58 |
| | 14.1% | 10.0% | 16.0% | 11.8% | 14.6% | 14.3% |
| | | | Bd | | | b |
| 3 to 5 years | 425 | 47 | 151 | 68 | 63 | 90 |
| | 21.9% | 19.6% | 23.4% | 21.2% | 21.4% | 22.2% |
| 6 to 9 years | 257 | 39 | 98 | 36 | 36 | 45 |
| | 13.2% | 16.2% | 15.2% | 11.2% | 12.2% | 11.1% |
| | | df | df | | | |
| 10 or more years | 724 | 105 | 194 | 130 | 125 | 162 |
| | 37.3% | 43.8% | 30.1% | 40.5% | 42.5% | 40.0% |
| | | C | | C | C | C |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH2A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH2a. Do you see yourself continuing to use Port Authority services in the future?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1906 | 235 | 632 | 313 | 293 | 398 |
| | 98.2% | 97.9% | 98.0% | 97.5% | 99.7% | 98.3% |
| | | | | | bCDf | |
| No | 35 | 5 | 13 | 8 | 1 | 7 |
| | 1.8% | 2.1% | 2.0% | 2.5% | 0.3% | 1.7% |
| | | e | E | E | | e |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH3](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH3. On average, how many one-way trips do you take each week using Port Authority services? (A trip to and from your destination = 2.)

| | 2014 GARAGES | | | | | |
|---------------------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once a week/use on occasion | 260 | 28 | 76 | 43 | 42 | 51 |
| | 13.4% | 11.7% | 11.8% | 13.4% | 14.3% | 12.6% |
| 1-2 | 117 | 11 | 55 | 21 | 9 | 18 |
| | 6.0% | 4.6% | 8.5% | 6.5% | 3.1% | 4.4% |
| | | | BEF | E | | |
| 3-4 | 160 | 19 | 64 | 25 | 13 | 34 |
| | 8.2% | 7.9% | 9.9% | 7.8% | 4.4% | 8.4% |
| | | e | E | e | | E |
| 5-6 | 186 | 25 | 56 | 40 | 24 | 41 |
| | 9.6% | 10.4% | 8.7% | 12.5% | 8.2% | 10.1% |
| | | | | ce | | |
| 7-8 | 150 | 20 | 51 | 23 | 15 | 39 |
| | 7.7% | 8.3% | 7.9% | 7.2% | 5.1% | 9.6% |
| | | | e | | | E |
| 9-10 | 582 | 79 | 173 | 87 | 132 | 108 |
| | 30.0% | 32.9% | 26.8% | 27.1% | 44.9% | 26.7% |
| | | cf | | | BCDF | |
| 11 or more | 486 | 58 | 170 | 82 | 59 | 114 |
| | 25.0% | 24.2% | 26.4% | 25.5% | 20.1% | 28.1% |
| | | | E | | | E |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH5. Which route do you ride most often?

| | 2014 GARAGES | | | | | |
|----------------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) East Liberty | 645 | - | 645 | - | - | - |
| | 33.2% | | 100.0% | | | |
| -P1 - East Busway-All Stops | 106 | - | 106 | - | - | - |
| | 5.5% | | 16.4% | | | |
| -71A - Negley | 72 | - | 72 | - | - | - |
| | 3.7% | | 11.2% | | | |
| -71B - Highland Park | 44 | - | 44 | - | - | - |
| | 2.3% | | 6.8% | | | |
| -75 - Ellsworth | 40 | - | 40 | - | - | - |
| | 2.1% | | 6.2% | | | |
| -87 - Friendship | 37 | - | 37 | - | - | - |
| | 1.9% | | 5.7% | | | |
| -91 - Butler Street | 36 | - | 36 | - | - | - |
| | 1.9% | | 5.6% | | | |
| -61A - North Braddock | 35 | - | 35 | - | - | - |
| | 1.8% | | 5.4% | | | |
| -71C - Point Breeze | 26 | - | 26 | - | - | - |
| | 1.3% | | 4.0% | | | |
| -P12 - Holiday Park Flyer | 24 | - | 24 | - | - | - |
| | 1.2% | | 3.7% | | | |
| -86 - Liberty | 22 | - | 22 | - | - | - |
| | 1.1% | | 3.4% | | | |
| -88 - Penn | 20 | - | 20 | - | - | - |
| | 1.0% | | 3.1% | | | |
| -P10 - Allegheny Valley Flyer | 18 | - | 18 | - | - | - |
| | 0.9% | | 2.8% | | | |
| -P71 - Swissvale Flyer | 17 | - | 17 | - | - | - |
| | 0.9% | | 2.6% | | | |
| -58 - Greenfield | 16 | - | 16 | - | - | - |
| | 0.8% | | 2.5% | | | |
| -64 - Lawrenceville - Waterfront | 16 | - | 16 | - | - | - |
| | 0.8% | | 2.5% | | | |
| -69 - Trafford | 16 | - | 16 | - | - | - |
| | 0.8% | | 2.5% | | | |
| -71D - Hamilton | 16 | - | 16 | - | - | - |
| | 0.8% | | 2.5% | | | |
| -P78 - Oakmont Flyer | 14 | - | 14 | - | - | - |
| | 0.7% | | 2.2% | | | |
| -P16 - Penn Hills Flyer | 13 | - | 13 | - | - | - |
| | 0.7% | | 2.0% | | | |
| -93 - Lawrenceville - Hazlewood | 11 | - | 11 | - | - | - |
| | 0.6% | | 1.7% | | | |
| -28X - Airport Flyer | 10 | - | 10 | - | - | - |
| | 0.5% | | 1.6% | | | |
| -82 - Lincoln | 9 | - | 9 | - | - | - |
| | 0.5% | | 1.4% | | | |
| -P2 - East Busway Short | 5 | - | 5 | - | - | - |
| | 0.3% | | 0.8% | | | |
| -68 - Braddock Hills | 4 | - | 4 | - | - | - |
| | 0.2% | | 0.6% | | | |
| -P69 - Trafford Flyer | 3 | - | 3 | - | - | - |
| | 0.2% | | 0.5% | | | |
| -78 - Oakmont | 3 | - | 3 | - | - | - |
| | 0.2% | | 0.5% | | | |
| -P17 - Lincoln Park Flyer | 3 | - | 3 | - | - | - |
| | 0.2% | | 0.5% | | | |
| -P68 - Braddock Hills Flyer | 3 | - | 3 | - | - | - |
| | 0.2% | | 0.5% | | | |
| -71 - Edgewood Town Center | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| -79 - East Hills | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| -74 - Homewood-Squirrel Hill | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| -89 - Garfield Commons | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | 2014 GARAGES | | | | | |
|-------------------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) West Mifflin | 405 | - | - | - | - | 405 |
| | 20.9% | | | | | 100.0% |
| -61D - Murray | 69 | - | - | - | - | 69 |
| | 3.6% | | | | | 17.0% |
| -51 - Carrick | 57 | - | - | - | - | 57 |
| | 2.9% | | | | | 14.1% |
| -61C - McKeesport-Homestead | 43 | - | - | - | - | 43 |
| | 2.2% | | | | | 10.6% |
| -61B - Braddock-Swissvale | 29 | - | - | - | - | 29 |
| | 1.5% | | | | | 7.2% |
| -56 - Lincoln Place | 22 | - | - | - | - | 22 |
| | 1.1% | | | | | 5.4% |
| -P3 - East Busway-Oakland | 21 | - | - | - | - | 21 |
| | 1.1% | | | | | 5.2% |
| -Y1 - Large Flyer | 19 | - | - | - | - | 19 |
| | 1.0% | | | | | 4.7% |
| -Y46 - Elizabeth Flyer | 17 | - | - | - | - | 17 |
| | 0.9% | | | | | 4.2% |
| -59 - Mon Valley | 15 | - | - | - | - | 15 |
| | 0.8% | | | | | 3.7% |
| -P76 - Lincoln Highway Flyer | 15 | - | - | - | - | 15 |
| | 0.8% | | | | | 3.7% |
| -65 - Squirrel Hill | 14 | - | - | - | - | 14 |
| | 0.7% | | | | | 3.5% |
| -53L - Homestead Park Limited | 13 | - | - | - | - | 13 |
| | 0.7% | | | | | 3.2% |
| -Y49 - Prospect Flyer | 13 | - | - | - | - | 13 |
| | 0.7% | | | | | 3.2% |
| -P7 - McKeesport Flyer | 11 | - | - | - | - | 11 |
| | 0.6% | | | | | 2.7% |
| -57 - Hazelwood | 7 | - | - | - | - | 7 |
| | 0.4% | | | | | 1.7% |
| -Y47 - Curry Flyer | 7 | - | - | - | - | 7 |
| | 0.4% | | | | | 1.7% |
| -83 - Bedford Hill | 6 | - | - | - | - | 6 |
| | 0.3% | | | | | 1.5% |
| -Y45 - Baldwin Manor Flyer | 6 | - | - | - | - | 6 |
| | 0.3% | | | | | 1.5% |
| -51L - Carrick Limited | 5 | - | - | - | - | 5 |
| | 0.3% | | | | | 1.2% |
| -81 - Oak Hill | 5 | - | - | - | - | 5 |
| | 0.3% | | | | | 1.2% |
| -44 - Knoxville | 4 | - | - | - | - | 4 |
| | 0.2% | | | | | 1.0% |
| -52L - Homeville Limited | 3 | - | - | - | - | 3 |
| | 0.2% | | | | | 0.7% |
| -53 - Homestead Park | 2 | - | - | - | - | 2 |
| | 0.1% | | | | | 0.5% |
| -55 - Glassport | 2 | - | - | - | - | 2 |
| | 0.1% | | | | | 0.5% |
| (Net) Ross | 321 | - | - | 321 | - | - |
| | 16.5% | | | 100.0% | | |
| -54 - North Side-Oakland-South Side | 63 | - | - | 63 | - | - |
| | 3.2% | | | 19.6% | | |
| -16 - Brighton | 28 | - | - | 28 | - | - |
| | 1.4% | | | 8.7% | | |
| -13 - Bellevue | 26 | - | - | 26 | - | - |
| | 1.3% | | | 8.1% | | |
| -O1 - Ross Flyer | 22 | - | - | 22 | - | - |
| | 1.1% | | | 6.9% | | |
| -77 - Penn Hills | 21 | - | - | 21 | - | - |
| | 1.1% | | | 6.5% | | |
| -8 - Perrysville | 19 | - | - | 19 | - | - |
| | 1.0% | | | 5.9% | | |
| -67 - Monroeville | 19 | - | - | 19 | - | - |
| | 1.0% | | | 5.9% | | |
| -14 - Ohio Valley | 17 | - | - | 17 | - | - |
| | 0.9% | | | 5.3% | | |
| -O12 - McKnight Flyer | 16 | - | - | 16 | - | - |
| | 0.8% | | | 5.0% | | |
| -2 - Mount Royal | 15 | - | - | 15 | - | - |
| | 0.8% | | | 4.7% | | |
| -4 - Troy Hill | 14 | - | - | 14 | - | - |
| | 0.7% | | | 4.4% | | |
| -12 - McKnight | 13 | - | - | 13 | - | - |
| | 0.7% | | | 4.0% | | |
| -1 - Freeport Road | 10 | - | - | 10 | - | - |
| | 0.5% | | | 3.1% | | |
| -19L - Emsworth Limited | 8 | - | - | 8 | - | - |
| | 0.4% | | | 2.5% | | |
| -6 - Spring Hill | 7 | - | - | 7 | - | - |
| | 0.4% | | | 2.2% | | |
| -P67 - Monroeville Flyer | 7 | - | - | 7 | - | - |
| | 0.4% | | | 2.2% | | |
| -O5 - Thompson Run Flyer | 5 | - | - | 5 | - | - |
| | 0.3% | | | 1.6% | | |
| -18 - Manchester | 3 | - | - | 3 | - | - |
| | 0.2% | | | 0.9% | | |
| -11 - Fineview | 2 | - | - | 2 | - | - |
| | 0.1% | | | 0.6% | | |
| -15 - Charles | 2 | - | - | 2 | - | - |
| | 0.1% | | | 0.6% | | |
| -17 - Shadeland | 2 | - | - | 2 | - | - |
| | 0.1% | | | 0.6% | | |
| -7 - Spring Garden | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| -P13 - Mount Royal Flyer | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | 2014 GARAGES | | | | | |
|---|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) South Hills | 294 | - | - | - | 294 | - |
| | 15.1% | | | | 100.0% | |
| -(RED) - Red Line - Castle Shannon via Beechview | 118 | - | - | - | 118 | - |
| | 6.1% | | | | 40.1% | |
| -(BLLB) - Blue Line - Library via Overbrook | 87 | - | - | - | 87 | - |
| | 4.5% | | | | 29.6% | |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 77 | - | - | - | 77 | - |
| | 4.0% | | | | 26.2% | |
| -Incline - Monongahela Incline | 12 | - | - | - | 12 | - |
| | 0.6% | | | | 4.1% | |
| (Net) Collier | 240 | 240 | - | - | - | - |
| | 12.4% | 100.0% | | | | |
| -G2 - West Busway | 51 | 51 | - | - | - | - |
| | 2.6% | 21.2% | | | | |
| -39 - Brookline | 23 | 23 | - | - | - | - |
| | 1.2% | 9.6% | | | | |
| -48 - Arlington | 21 | 21 | - | - | - | - |
| | 1.1% | 8.8% | | | | |
| -31 - Bridgeville | 18 | 18 | - | - | - | - |
| | 0.9% | 7.5% | | | | |
| -38 - Green Tree | 17 | 17 | - | - | - | - |
| | 0.9% | 7.1% | | | | |
| -41 - Bower Hill | 17 | 17 | - | - | - | - |
| | 0.9% | 7.1% | | | | |
| -G3 - Moon Flyer | 17 | 17 | - | - | - | - |
| | 0.9% | 7.1% | | | | |
| -21 - Coraopolis | 15 | 15 | - | - | - | - |
| | 0.8% | 6.2% | | | | |
| -40 - Mount Washington | 12 | 12 | - | - | - | - |
| | 0.6% | 5.0% | | | | |
| -29 - Robinson | 8 | 8 | - | - | - | - |
| | 0.4% | 3.3% | | | | |
| -24 - West Park | 7 | 7 | - | - | - | - |
| | 0.4% | 2.9% | | | | |
| -36 - Banksville | 7 | 7 | - | - | - | - |
| | 0.4% | 2.9% | | | | |
| -20 - Kennedy | 6 | 6 | - | - | - | - |
| | 0.3% | 2.5% | | | | |
| -26 - Chartiers | 5 | 5 | - | - | - | - |
| | 0.3% | 2.1% | | | | |
| -22 - McCoy | 4 | 4 | - | - | - | - |
| | 0.2% | 1.7% | | | | |
| -27 - Fairywood | 4 | 4 | - | - | - | - |
| | 0.2% | 1.7% | | | | |
| -43 - Bailey | 4 | 4 | - | - | - | - |
| | 0.2% | 1.7% | | | | |
| -G31 - Bridgeville Flyer | 4 | 4 | - | - | - | - |
| | 0.2% | 1.7% | | | | |
| Don't know/Don't remember | 36 | - | - | - | - | - |
| | 1.9% | | | | | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH6](#)

14-211c - Port Authority Rider Survey

Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH6. When using the route you ride most often, do you require a transfer to get to your end destination?

| | 2014 GARAGES | | | | | |
|-------|--------------|-------------|--------------|--------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 391 | 60 | 94 | 91 | 54 | 89 |
| | 20.1% | 25.0% Ce | 14.6% | 28.3% CEF | 18.4% | 22.0% C |
| No | 1550 | 180 | 551 | 230 | 240 | 316 |
| | 79.9% | 75.0% | 85.4% BDF | 71.7% | 81.6% bD | 78.0% D |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH6a. Which route do you transfer to?

| | 2014 GARAGES | | | | | |
|----------------------------------|--------------|-------------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Transfer | 391 | 60 | 94 | 91 | 54 | 89 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) East Liberty | 162 | 31 | 46 | 25 | 26 | 34 |
| | 41.4% | 51.7% D | 48.9% D | 27.5% | 48.1% D | 38.2% |
| -71A - Negley | 30 | 8 | 8 | 4 | 6 | 4 |
| | 7.7% | 13.3% df | 8.5% | 4.4% | 11.1% | 4.5% |
| -P1 - East Busway-All Stops | 20 | 5 | 8 | 2 | 2 | 3 |
| | 5.1% | 8.3% | 8.5% d | 2.2% | 3.7% | 3.4% |
| -71B - Highland Park | 16 | 3 | 1 | 2 | 6 | 4 |
| | 4.1% | 5.0% | 1.1% | 2.2% | 11.1% CD | 4.5% |
| -91 - Butler Street | 14 | 1 | 4 | 5 | 1 | 3 |
| | 3.6% | 1.7% | 4.3% | 5.5% | 1.9% | 3.4% |
| -71C - Point Breeze | 12 | 2 | 4 | 4 | 1 | 1 |
| | 3.1% | 3.3% | 4.3% | 4.4% | 1.9% | 1.1% |
| -61A - North Braddock | 10 | - | 2 | 1 | 3 | 4 |
| | 2.6% | | 2.1% | 1.1% | 5.6% | 4.5% |
| -64 - Lawrenceville - Waterfront | 10 | - | 6 | - | - | 4 |
| | 2.6% | | 6.4% | | | 4.5% |
| -28X - Airport Flyer | 8 | 3 | 1 | 1 | - | 3 |
| | 2.0% | 5.0% | 1.1% | 1.1% | | 3.4% |
| -88 - Penn | 6 | - | 2 | 1 | 2 | 1 |
| | 1.5% | | 2.1% | 1.1% | 3.7% | 1.1% |
| -71 - Edgewood Town Center | 5 | 2 | 1 | 1 | 1 | - |
| | 1.3% | 3.3% | 1.1% | 1.1% | 1.9% | |
| -82 - Lincoln | 5 | 1 | 1 | 1 | - | 2 |
| | 1.3% | 1.7% | 1.1% | 1.1% | | 2.2% |
| -71D - Hamilton | 4 | 1 | - | 1 | 2 | - |
| | 1.0% | 1.7% | | 1.1% | 3.7% | |
| -68 - Braddock Hills | 3 | - | 1 | - | - | 2 |
| | 0.8% | | 1.1% | | | 2.2% |
| -69 - Trafford | 3 | 2 | - | - | - | 1 |
| | 0.8% | 3.3% | | | | 1.1% |
| -75 - Ellsworth | 3 | - | 2 | - | 1 | - |
| | 0.8% | | 2.1% | | 1.9% | |
| -86 - Liberty | 3 | 1 | - | - | 1 | 1 |
| | 0.8% | 1.7% | | | 1.9% | 1.1% |
| -87 - Friendship | 3 | - | 2 | - | - | 1 |
| | 0.8% | | 2.1% | | | 1.1% |
| -58 - Greenfield | 2 | 1 | 1 | - | - | - |
| | 0.5% | 1.7% | 1.1% | | | |
| -74 - Homewood-Squirrel Hill | 2 | - | 1 | 1 | - | - |
| | 0.5% | | 1.1% | 1.1% | | |
| -93 - Lawrenceville - Hazlewood | 1 | - | 1 | - | - | - |
| | 0.3% | | 1.1% | | | |
| -P2 - East Busway Short | 1 | - | - | 1 | - | - |
| | 0.3% | | | 1.1% | | |
| -P12 - Holiday Park Flyer | 1 | 1 | - | - | - | - |
| | 0.3% | 1.7% | | | | |
| (Net) West Mifflin | 82 | 9 | 20 | 14 | 11 | 26 |
| | 21.0% | 15.0% | 21.3% | 15.4% | 20.4% | 29.2% BD |
| -51 - Carrick | 18 | 3 | 2 | 2 | 5 | 5 |
| | 4.6% | 5.0% | 2.1% | 2.2% | 9.3% cd | 5.6% |
| -P3 - East Busway-Oakland | 11 | - | 6 | 2 | - | 2 |
| | 2.8% | | 6.4% | 2.2% | | 2.2% |
| -61D - Murray | 9 | 1 | 2 | 2 | 1 | 3 |
| | 2.3% | 1.7% | 2.1% | 2.2% | 1.9% | 3.4% |
| -61B - Braddock-Swissvale | 8 | 2 | 1 | 2 | 3 | - |
| | 2.0% | 3.3% | 1.1% | 2.2% | 5.6% | |
| -61C - McKeesport-Homestead | 8 | - | 3 | 2 | 2 | 1 |
| | 2.0% | | 3.2% | 2.2% | 3.7% | 1.1% |
| -56 - Lincoln Place | 4 | - | 4 | - | - | - |
| | 1.0% | | 4.3% | | | |
| -59 - Mon Valley | 4 | - | - | - | - | 4 |
| | 1.0% | | | | | 4.5% |
| -81 - Oak Hill | 3 | 1 | 1 | - | - | 1 |
| | 0.8% | 1.7% | 1.1% | | | 1.1% |
| -51L - Carrick Limited | 2 | - | - | 1 | - | 1 |
| | 0.5% | | | 1.1% | | 1.1% |
| -57 - Hazelwood | 2 | - | - | 1 | - | 1 |
| | 0.5% | | | 1.1% | | 1.1% |
| -65 - Squirrel Hill | 2 | - | 1 | 1 | - | - |
| | 0.5% | | 1.1% | 1.1% | | |
| -83 - Bedford Hill | 2 | 1 | - | 1 | - | - |
| | 0.5% | 1.7% | | 1.1% | | |
| -Y46 - Elizabeth Flyer | 2 | - | - | - | - | 2 |
| | 0.5% | | | | | 2.2% |
| -Y49 - Prospect Flyer | 2 | - | - | - | - | 2 |
| | 0.5% | | | | | 2.2% |
| -55 - Glassport | 2 | - | - | - | - | 2 |
| | 0.5% | | | | | 2.2% |
| -44 - Knoxville | 1 | - | - | - | - | 1 |
| | 0.3% | | | | | 1.1% |
| -60 - Walnut - Crawford Village | 1 | - | - | - | - | 1 |
| | 0.3% | | | | | 1.1% |
| -Y47 - Curry Flyer | 1 | 1 | - | - | - | - |
| | 0.3% | 1.7% | | | | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH6a. Which route do you transfer to?

| | 2014 GARAGES | | | | | |
|---|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Transfer | 391 | 60 | 94 | 91 | 54 | 89 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Ross | 67 | 5 | 14 | 34 | 3 | 11 |
| | 17.1% | 8.3% | 14.9% | 37.4% | 5.6% | 12.4% |
| -12 - McKnight | 13 | - | 3 | 7 | 2 | 1 |
| | 3.3% | | 3.2% | 7.7% | 3.7% | 1.1% |
| -54 - North Side-Oakland-South Side | 11 | - | 3 | 4 | - | 4 |
| | 2.8% | | 3.2% | 4.4% | | 4.5% |
| -16 - Brighton | 10 | - | 1 | 6 | 1 | 2 |
| | 2.6% | | 1.1% | 6.6% | 1.9% | 2.2% |
| -1 - Freeport Road | 5 | - | 1 | 4 | - | - |
| | 1.3% | | 1.1% | 4.4% | | |
| -14 - Ohio Valley | 5 | 4 | - | 1 | - | - |
| | 1.3% | 6.7% | | 1.1% | | |
| -67 - Monroeville | 5 | - | 1 | 4 | - | - |
| | 1.3% | | 1.1% | 4.4% | | |
| -77 - Penn Hills | 5 | 1 | 2 | 2 | - | - |
| | 1.3% | 1.7% | 2.1% | 2.2% | | |
| -13 - Bellevue | 5 | - | - | 4 | - | 1 |
| | 1.3% | | | 4.4% | | 1.1% |
| -7 - Spring Garden | 2 | - | 1 | - | - | 1 |
| | 0.5% | | 1.1% | | | 1.1% |
| -4 - Troy Hill | 1 | - | 1 | - | - | - |
| | 0.3% | | 1.1% | | | |
| -6 - Spring Hill | 1 | - | 1 | - | - | - |
| | 0.3% | | 1.1% | | | |
| -8 - Perrysville | 1 | - | - | - | - | 1 |
| | 0.3% | | | | | 1.1% |
| -17 - Shadeland | 1 | - | - | - | - | 1 |
| | 0.3% | | | | | 1.1% |
| -18 - Manchester | 1 | - | - | 1 | - | - |
| | 0.3% | | | 1.1% | | |
| -P67 - Monroeville Flyer | 1 | - | - | 1 | - | - |
| | 0.3% | | | 1.1% | | |
| (Net) Collier | 36 | 8 | 6 | 10 | 4 | 8 |
| | 9.2% | 13.3% | 6.4% | 11.0% | 7.4% | 9.0% |
| -48 - Arlington | 12 | 2 | 1 | 3 | 3 | 3 |
| | 3.1% | 3.3% | 1.1% | 3.3% | 5.6% | 3.4% |
| -38 - Green Tree | 6 | - | 2 | 2 | 1 | 1 |
| | 1.5% | | 2.1% | 2.2% | 1.9% | 1.1% |
| -29 - Robinson | 4 | 2 | - | 1 | - | 1 |
| | 1.0% | 3.3% | | 1.1% | | 1.1% |
| -36 - Banksville | 3 | 1 | - | 1 | - | 1 |
| | 0.8% | 1.7% | | 1.1% | | 1.1% |
| -G2 - West Busway | 3 | - | - | 1 | - | 2 |
| | 0.8% | | | 1.1% | | 2.2% |
| -31 - Bridgeville | 2 | - | - | 2 | - | - |
| | 0.5% | | | 2.2% | | |
| -21 - Coraopolis | 1 | 1 | - | - | - | - |
| | 0.3% | 1.7% | | | | |
| -24 - West Park | 1 | 1 | - | - | - | - |
| | 0.3% | 1.7% | | | | |
| -26 - Chartiers | 1 | 1 | - | - | - | - |
| | 0.3% | 1.7% | | | | |
| -27 - Fairywood | 1 | - | 1 | - | - | - |
| | 0.3% | | 1.1% | | | |
| -41 - Bower Hill | 1 | - | 1 | - | - | - |
| | 0.3% | | 1.1% | | | |
| -39 - Brookline | 1 | - | 1 | - | - | - |
| | 0.3% | | 1.1% | | | |
| (Net) South Hills | 36 | 5 | 7 | 7 | 9 | 8 |
| | 9.2% | 8.3% | 7.4% | 7.7% | 16.7% | 9.0% |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 15 | 1 | 2 | 4 | 4 | 4 |
| | 3.8% | 1.7% | 2.1% | 4.4% | 7.4% | 4.5% |
| -(RED) - Red Line - Castle Shannon via Beechview | 10 | 2 | 4 | 2 | - | 2 |
| | 2.6% | 3.3% | 4.3% | 2.2% | | 2.2% |
| -(BLLB) - Blue Line - Library via Overbrook | 7 | 1 | 1 | 1 | 2 | 2 |
| | 1.8% | 1.7% | 1.1% | 1.1% | 3.7% | 2.2% |
| -Incline - Monongahela Incline | 4 | 1 | - | - | 3 | - |
| | 1.0% | 1.7% | | | 5.6% | |
| Don't know/Don't remember | 8 | 2 | 1 | 1 | 1 | 2 |
| | 2.0% | 3.3% | 1.1% | 1.1% | 1.9% | 2.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH7. What is your home ZIP code?

| | 2014 GARAGES | | | | | |
|-------|--------------|------------|--------------|-----------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 2445 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 7040 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 13224 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15001 | 8 | 6 | - | 1 | 1 | - |
| | 0.4% | 2.5% DE | | 0.3% | 0.3% | |
| 15003 | 3 | - | - | 3 | - | - |
| | 0.2% | | | 0.9% | | |
| 15005 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 15012 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15014 | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| 15017 | 10 | 9 | - | - | 1 | - |
| | 0.5% | 3.8% E | | | 0.3% | |
| 15019 | 1 | - | - | - | 1 | - |
| | 0.1% | | | | 0.3% | |
| 15021 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15022 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15024 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 15025 | 13 | - | - | - | 4 | 9 |
| | 0.7% | | | | 1.4% | 2.2% |
| 15027 | 1 | - | - | - | 1 | - |
| | 0.1% | | | | 0.3% | |
| 15030 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 15034 | 4 | - | - | - | - | 4 |
| | 0.2% | | | | | 1.0% |
| 15037 | 5 | - | - | - | - | 5 |
| | 0.3% | | | | | 1.2% |
| 15044 | 7 | - | - | 5 | 1 | - |
| | 0.4% | | | 1.6% | 0.3% | |
| 15046 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15047 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15049 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15055 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15057 | 3 | 1 | - | - | 2 | - |
| | 0.2% | 0.4% | | | 0.7% | |
| 15061 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15063 | 1 | - | - | - | 1 | - |
| | 0.1% | | | | 0.3% | |
| 15065 | 2 | - | 1 | 1 | - | - |
| | 0.1% | | 0.2% | 0.3% | | |
| 15066 | 3 | 1 | - | 1 | 1 | - |
| | 0.2% | 0.4% | | 0.3% | 0.3% | |
| 15068 | 6 | - | 4 | 1 | - | 1 |
| | 0.3% | | 0.6% | 0.3% | | 0.2% |
| 15071 | 5 | 4 | - | 1 | - | - |
| | 0.3% | 1.7% | | 0.3% | | |
| 15082 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15084 | 2 | - | 1 | 1 | - | - |
| | 0.1% | | 0.2% | 0.3% | | |
| 15085 | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| 15089 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15090 | 6 | - | - | 2 | 2 | - |
| | 0.3% | | | 0.6% | 0.7% | |
| 15101 | 14 | - | 4 | 9 | - | - |
| | 0.7% | | 0.6% | 2.8% C | | |
| 15102 | 41 | - | - | - | 40 | - |
| | 2.1% | | | | 13.6% | |
| 15104 | 13 | - | 8 | - | - | 5 |
| | 0.7% | | 1.2% | | | 1.2% |
| 15106 | 24 | 24 | - | - | - | - |
| | 1.2% | 10.0% | | | | |
| 15108 | 22 | 17 | 2 | 2 | - | - |
| | 1.1% | 7.1% CD | 0.3% | 0.6% | | |
| 15110 | 6 | - | - | - | - | 6 |
| | 0.3% | | | | | 1.5% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15112 | 5 | - | - | - | - | 5 |
| | 0.3% | | | | | 1.2% |
| 15116 | 7 | - | - | 6 | - | 1 |
| | 0.4% | | | 1.9% | | 0.2% |
| | | | | F | | |
| 15120 | 19 | 1 | 2 | - | - | 16 |
| | 1.0% | 0.4% | 0.3% | | | 4.0% |
| | | | | | | BC |
| 15122 | 8 | - | - | - | - | 8 |
| | 0.4% | | | | | 2.0% |
| 15126 | 2 | 2 | - | - | - | - |
| | 0.1% | 0.8% | | | | |
| 15129 | 16 | - | - | - | 15 | - |
| | 0.8% | | | | 5.1% | |
| 15131 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15132 | 16 | - | 1 | - | - | 15 |
| | 0.8% | | 0.2% | | | 3.7% |
| | | | | | | C |
| 15133 | 4 | - | 1 | - | - | 3 |
| | 0.2% | | 0.2% | | | 0.7% |
| 15135 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15136 | 25 | 22 | 2 | 1 | - | - |
| | 1.3% | 9.2% | 0.3% | 0.3% | | |
| | | CD | | | | |
| 15137 | 5 | - | - | - | - | 5 |
| | 0.3% | | | | | 1.2% |
| 15139 | 7 | - | 7 | - | - | - |
| | 0.4% | | 1.1% | | | |
| 15140 | 6 | - | 6 | - | - | - |
| | 0.3% | | 0.9% | | | |
| 15142 | 1 | - | - | - | - | - |
| | 0.1% | | | | | |
| 15143 | 11 | - | - | 10 | - | - |
| | 0.6% | | | 3.1% | | |
| 15144 | 5 | - | 4 | 1 | - | - |
| | 0.3% | | 0.6% | 0.3% | | |
| 15145 | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| 15146 | 21 | - | 11 | 8 | - | 2 |
| | 1.1% | | 1.7% | 2.5% | | 0.5% |
| | | | F | F | | |
| 15147 | 16 | - | 14 | 1 | - | 1 |
| | 0.8% | | 2.2% | 0.3% | | 0.2% |
| | | | DF | | | |
| 15148 | 2 | 1 | 1 | - | - | - |
| | 0.1% | 0.4% | 0.2% | | | |
| 15201 | 60 | - | 53 | 3 | 2 | 1 |
| | 3.1% | | 8.2% | 0.9% | 0.7% | 0.2% |
| | | | DEF | | | |
| 15202 | 37 | - | - | 30 | 4 | - |
| | 1.9% | | | 9.3% | 1.4% | |
| | | | | E | | |
| 15203 | 35 | 8 | 5 | 5 | 2 | 14 |
| | 1.8% | 3.3% | 0.8% | 1.6% | 0.7% | 3.5% |
| | | CE | | | | CdE |
| 15204 | 8 | 7 | 1 | - | - | - |
| | 0.4% | 2.9% | 0.2% | | | |
| | | C | | | | |
| 15205 | 22 | 22 | - | - | - | - |
| | 1.1% | 9.2% | | | | |
| 15206 | 112 | - | 107 | 2 | - | 3 |
| | 5.8% | | 16.6% | 0.6% | | 0.7% |
| | | | DF | | | |
| 15207 | 30 | - | 12 | - | - | 17 |
| | 1.5% | | 1.9% | | | 4.2% |
| | | | | | | C |
| 15208 | 24 | - | 18 | 3 | - | 3 |
| | 1.2% | | 2.8% | 0.9% | | 0.7% |
| | | | DF | | | |
| 15209 | 8 | - | 1 | 5 | 1 | - |
| | 0.4% | | 0.2% | 1.6% | 0.3% | |
| | | | | C | | |
| 15210 | 61 | 11 | 1 | 11 | 5 | 32 |
| | 3.1% | 4.6% | 0.2% | 3.4% | 1.7% | 7.9% |
| | | Ce | | C | C | bCDE |
| 15211 | 30 | 17 | - | - | 13 | - |
| | 1.5% | 7.1% | | | 4.4% | |
| 15212 | 81 | 1 | 6 | 61 | 5 | 3 |
| | 4.2% | 0.4% | 0.9% | 19.0% | 1.7% | 0.7% |
| | | | | BCEF | | |
| 15213 | 91 | 1 | 56 | 11 | 1 | 21 |
| | 4.7% | 0.4% | 8.7% | 3.4% | 0.3% | 5.2% |
| | | | BDEF | BE | | BE |
| 15214 | 19 | - | - | 19 | - | - |
| | 1.0% | | | 5.9% | | |
| 15215 | 9 | - | 6 | 3 | - | - |
| | 0.5% | | 0.9% | 0.9% | | |
| 15216 | 72 | 14 | - | - | 58 | - |
| | 3.7% | 5.8% | | | 19.7% | |
| | | | | | B | |
| 15217 | 129 | - | 27 | 8 | - | 94 |
| | 6.6% | | 4.2% | 2.5% | | 23.2% |
| | | | | | | CD |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15218 | 46 | - | 27 | - | - | 19 |
| | 2.4% | | 4.2% | | | 4.7% |
| 15219 | 33 | 4 | 11 | 7 | 1 | 9 |
| | 1.7% | 1.7% | 1.7% | 2.2% | 0.3% | 2.2% |
| | | | E | E | | E |
| 15220 | 19 | 16 | 1 | - | 2 | - |
| | 1.0% | 6.7% | 0.2% | | 0.7% | |
| | | CE | | | | |
| 15221 | 57 | - | 39 | 5 | - | 13 |
| | 2.9% | | 6.0% | 1.6% | | 3.2% |
| | | | DF | | | |
| 15222 | 15 | 2 | 6 | 1 | 3 | 2 |
| | 0.8% | 0.8% | 0.9% | 0.3% | 1.0% | 0.5% |
| 15223 | 4 | - | - | 4 | - | - |
| | 0.2% | | | 1.2% | | |
| 15224 | 72 | - | 47 | 23 | - | 1 |
| | 3.7% | | 7.3% | 7.2% | | 0.2% |
| | | | F | F | | |
| 15225 | 2 | 1 | - | - | 1 | - |
| | 0.1% | 0.4% | | | 0.3% | |
| 15226 | 28 | 23 | - | - | 4 | 1 |
| | 1.4% | 9.6% | | | 1.4% | 0.2% |
| | | EF | | | | |
| 15227 | 46 | 1 | - | 1 | 6 | 37 |
| | 2.4% | 0.4% | | 0.3% | 2.0% | 9.1% |
| | | | | | bD | BDE |
| 15228 | 31 | 2 | 1 | - | 28 | - |
| | 1.6% | 0.8% | 0.2% | | 9.5% | |
| | | | | | BC | |
| 15229 | 17 | - | - | 17 | - | - |
| | 0.9% | | | 5.3% | | |
| 15232 | 98 | 1 | 88 | 5 | - | 4 |
| | 5.0% | 0.4% | 13.6% | 1.6% | | 1.0% |
| | | | BDF | | | |
| 15233 | 10 | 1 | 1 | 5 | 1 | - |
| | 0.5% | 0.4% | 0.2% | 1.6% | 0.3% | |
| | | | | C | | |
| 15234 | 29 | 1 | 1 | - | 26 | 1 |
| | 1.5% | 0.4% | 0.2% | | 8.8% | 0.2% |
| | | | | | BCF | |
| 15235 | 30 | - | 17 | 9 | 3 | 1 |
| | 1.5% | | 2.6% | 2.8% | 1.0% | 0.2% |
| | | | eF | F | | |
| 15236 | 48 | 1 | - | - | 21 | 25 |
| | 2.5% | 0.4% | | | 7.1% | 6.2% |
| | | | | | B | B |
| 15237 | 17 | - | - | 16 | - | - |
| | 0.9% | | | 5.0% | | |
| 15238 | 2 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15239 | 11 | - | 8 | 3 | - | - |
| | 0.6% | | 1.2% | 0.9% | | |
| 15241 | 14 | - | 1 | - | 13 | - |
| | 0.7% | | 0.2% | | 4.4% | |
| | | | | | C | |
| 15243 | 13 | 9 | 1 | - | 3 | - |
| | 0.7% | 3.8% | 0.2% | | 1.0% | |
| | | CE | | | | |
| 15275 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15282 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15289 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15301 | 4 | 1 | 1 | - | 2 | - |
| | 0.2% | 0.4% | 0.2% | | 0.7% | |
| 15317 | 9 | - | - | - | 9 | - |
| | 0.5% | | | | 3.1% | |
| 15330 | 1 | - | - | - | 1 | - |
| | 0.1% | | | | 0.3% | |
| 15332 | 4 | - | - | - | 3 | 1 |
| | 0.2% | | | | 1.0% | 0.2% |
| 15367 | 4 | - | - | - | 4 | - |
| | 0.2% | | | | 1.4% | |
| 15438 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15486 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15488 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15521 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15601 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15613 | 3 | - | 3 | - | - | - |
| | 0.2% | | 0.5% | | | |
| 15618 | 2 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15632 | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| 15636 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15642 | 7 | 1 | 2 | - | - | 4 |
| | 0.4% | 0.4% | 0.3% | | | 1.0% |
| 15644 | 2 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | 2014 GARAGES | | | | | |
|-------|----------------|---------------|---------------|---------------|---------------|---------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| 15650 | 1 0.1% | - | 1 0.2% | - | - | - |
| 15656 | 1 0.1% | - | 1 0.2% | - | - | - |
| 15668 | 3 0.2% | - | 2 0.3% | - | - | - |
| 15728 | 1 0.1% | - | - | - | 1 0.3% | - |
| 16001 | 2 0.1% | - | - | 2 0.6% | - | - |
| 16046 | 3 0.2% | - | 1 0.2% | 2 0.6% | - | - |
| 16055 | 1 0.1% | - | - | - | - | 1 0.2% |
| 16063 | 1 0.1% | - | - | - | - | - |
| 16066 | 1 0.1% | - | - | 1 0.3% | - | - |
| 16229 | 1 0.1% | - | 1 0.2% | - | - | - |
| 16505 | 1 0.1% | - | 1 0.2% | - | - | - |
| 17331 | 1 0.1% | - | - | - | - | 1 0.2% |
| 17349 | 1 0.1% | - | - | - | 1 0.3% | - |
| 19341 | 1 0.1% | - | - | - | - | 1 0.2% |
| 55812 | 1 0.1% | - | - | - | - | 1 0.2% |
| 99999 | 4 0.2% | 1 0.4% | - | 2 0.6% | - | 1 0.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH7A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH7a. What is your typical destination ZIP code when using services?

| | 2014 GARAGES | | | | | |
|-------|----------------|---------------|---------------|---------------|---------------|---------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 100.0% | 240 100.0% | 645 100.0% | 321 100.0% | 294 100.0% | 405 100.0% |
| 0 | 2 0.1% | 1 0.4% | - | 1 0.3% | - | - |
| 12555 | 1 0.1% | - | - | - | - | 1 0.2% |
| 15000 | 1 0.1% | - | - | - | - | 1 0.2% |
| 15017 | 1 0.1% | 1 0.4% | - | - | - | - |
| 15026 | 1 0.1% | - | - | - | - | 1 0.2% |
| 15045 | 1 0.1% | - | - | - | - | 1 0.2% |
| 15090 | 1 0.1% | - | - | 1 0.3% | - | - |
| 15102 | 4 0.2% | - | - | - | 4 1.4% | - |
| 15108 | 2 0.1% | 1 0.4% | - | 1 0.3% | - | - |
| 15112 | 1 0.1% | - | 1 0.2% | - | - | - |
| 15114 | 2 0.1% | - | - | - | - | 2 0.5% |
| 15120 | 7 0.4% | 1 0.4% | 1 0.2% | 1 0.3% | - | 4 1.0% |
| 15121 | 1 0.1% | - | 1 0.2% | - | - | - |
| 15122 | 6 0.3% | - | - | - | - | 5 1.2% |
| 15123 | 2 0.1% | - | - | 1 0.3% | - | 1 0.2% |
| 15129 | 3 0.2% | - | - | 2 0.6% | 1 0.3% | - |
| 15132 | 1 0.1% | - | - | - | - | 1 0.2% |
| 15136 | 3 0.2% | 3 1.2% | - | - | - | - |
| 15137 | 5 0.3% | 1 0.4% | - | - | - | 4 1.0% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15140 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15143 | 5 | 1 | - | 4 | - | - |
| | 0.3% | 0.4% | | 1.2% | | |
| 15144 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15146 | 5 | 1 | 2 | 2 | - | - |
| | 0.3% | 0.4% | 0.3% | 0.6% | | |
| 15201 | 12 | 1 | 6 | 3 | - | 2 |
| | 0.6% | 0.4% | 0.9% | 0.9% | | 0.5% |
| 15202 | 7 | 3 | 1 | 3 | - | - |
| | 0.4% | 1.2% | 0.2% | 0.9% | | |
| 15203 | 33 | 3 | 9 | 3 | 6 | 12 |
| | 1.7% | 1.2% | 1.4% | 0.9% | 2.0% | 3.0% |
| | | | | | | D |
| 15204 | 2 | - | 1 | - | 1 | - |
| | 0.1% | | 0.2% | | 0.3% | |
| 15205 | 8 | 3 | 1 | 3 | - | 1 |
| | 0.4% | 1.2% | 0.2% | 0.9% | | 0.2% |
| 15206 | 50 | 4 | 38 | 4 | 2 | 2 |
| | 2.6% | 1.7% | 5.9% | 1.2% | 0.7% | 0.5% |
| | | | BDEF | | | |
| 15207 | 4 | 1 | 1 | - | - | 2 |
| | 0.2% | 0.4% | 0.2% | | | 0.5% |
| 15208 | 5 | - | 3 | 1 | - | 1 |
| | 0.3% | | 0.5% | 0.3% | | 0.2% |
| 15209 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15210 | 6 | 1 | - | 1 | - | 4 |
| | 0.3% | 0.4% | | 0.3% | | 1.0% |
| 15211 | 2 | - | 1 | - | - | 1 |
| | 0.1% | | 0.2% | | | 0.2% |
| 15212 | 64 | 6 | 17 | 19 | 12 | 7 |
| | 3.3% | 2.5% | 2.6% | 5.9% | 4.1% | 1.7% |
| | | | | BCF | f | |
| 15213 | 222 | 10 | 85 | 41 | 15 | 70 |
| | 11.4% | 4.2% | 13.2% | 12.8% | 5.1% | 17.3% |
| | | | BE | BE | | BcdE |
| 15214 | 3 | - | - | 2 | - | - |
| | 0.2% | | | 0.6% | | |
| 15215 | 2 | - | 1 | - | - | 1 |
| | 0.1% | | 0.2% | | | 0.2% |
| 15216 | 8 | 1 | 3 | 1 | 3 | - |
| | 0.4% | 0.4% | 0.5% | 0.3% | 1.0% | |
| 15217 | 26 | - | 7 | 2 | 3 | 14 |
| | 1.3% | | 1.1% | 0.6% | 1.0% | 3.5% |
| | | | | | | CDE |
| 15218 | 2 | - | 1 | - | - | 1 |
| | 0.1% | | 0.2% | | | 0.2% |
| 15219 | 299 | 31 | 92 | 36 | 80 | 55 |
| | 15.4% | 12.9% | 14.3% | 11.2% | 27.2% | 13.6% |
| | | | | | BCDF | |
| 15220 | 11 | 3 | 3 | 3 | 1 | 1 |
| | 0.6% | 1.2% | 0.5% | 0.9% | 0.3% | 0.2% |
| 15221 | 13 | 1 | 8 | 3 | - | 1 |
| | 0.7% | 0.4% | 1.2% | 0.9% | | 0.2% |
| | | | F | | | |
| 15222 | 547 | 101 | 168 | 72 | 103 | 90 |
| | 28.2% | 42.1% | 26.0% | 22.4% | 35.0% | 22.2% |
| | | CDeF | | | CDF | |
| 15223 | 8 | - | 3 | 2 | 2 | 1 |
| | 0.4% | | 0.5% | 0.6% | 0.7% | 0.2% |
| 15224 | 9 | - | 5 | 3 | - | 1 |
| | 0.5% | | 0.8% | 0.9% | | 0.2% |
| 15225 | 3 | 2 | 1 | - | - | - |
| | 0.2% | 0.8% | 0.2% | | | |
| 15226 | 2 | - | 1 | - | - | 1 |
| | 0.1% | | 0.2% | | | 0.2% |
| 15227 | 4 | - | - | - | - | 4 |
| | 0.2% | | | | | 1.0% |
| 15228 | 6 | 1 | - | 2 | 2 | 1 |
| | 0.3% | 0.4% | | 0.6% | 0.7% | 0.2% |
| 15229 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 15230 | 4 | 1 | 1 | 1 | 1 | - |
| | 0.2% | 0.4% | 0.2% | 0.3% | 0.3% | |
| 15231 | 2 | - | 2 | - | - | - |
| | 0.1% | | 0.3% | | | |
| 15232 | 26 | 3 | 11 | 5 | 2 | 5 |
| | 1.3% | 1.2% | 1.7% | 1.6% | 0.7% | 1.2% |
| 15233 | 8 | - | 1 | 4 | 1 | 2 |
| | 0.4% | | 0.2% | 1.2% | 0.3% | 0.5% |
| | | | | c | | |
| 15234 | 4 | - | 1 | - | 2 | 1 |
| | 0.2% | | 0.2% | | 0.7% | 0.2% |
| 15235 | 7 | - | 3 | 3 | - | 1 |
| | 0.4% | | 0.5% | 0.9% | | 0.2% |
| 15236 | 3 | 1 | 1 | - | - | 1 |
| | 0.2% | 0.4% | 0.2% | | | 0.2% |
| 15237 | 6 | - | 1 | 3 | 1 | 1 |
| | 0.3% | | 0.2% | 0.9% | 0.3% | 0.2% |
| 15238 | 3 | - | 2 | 1 | - | - |
| | 0.2% | | 0.3% | 0.3% | | |
| 15241 | 4 | - | 1 | 2 | - | 1 |
| | 0.2% | | 0.2% | 0.6% | | 0.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15242 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15250 | 1 | - | - | - | 1 | - |
| | 0.1% | | | | 0.3% | |
| 15252 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15253 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15254 | 1 | - | - | - | 1 | - |
| | 0.1% | | | | 0.3% | |
| 15258 | 19 | 4 | 4 | 4 | 5 | 2 |
| | 1.0% | 1.7% | 0.6% | 1.2% | 1.7% | 0.5% |
| 15259 | 21 | 2 | 6 | 3 | 9 | 1 |
| | 1.1% | 0.8% | 0.9% | 0.9% | 3.1% | 0.2% |
| | | | | | bCdF | |
| 15260 | 47 | 3 | 20 | 4 | 2 | 18 |
| | 2.4% | 1.2% | 3.1% | 1.2% | 0.7% | 4.4% |
| | | | bDE | | | BDE |
| 15261 | 11 | 1 | 3 | 1 | 2 | 4 |
| | 0.6% | 0.4% | 0.5% | 0.3% | 0.7% | 1.0% |
| 15262 | 9 | 2 | 1 | 3 | 3 | - |
| | 0.5% | 0.8% | 0.2% | 0.9% | 1.0% | |
| 15272 | 6 | 1 | 1 | - | 3 | - |
| | 0.3% | 0.4% | 0.2% | | 1.0% | |
| 15275 | 3 | 1 | - | - | - | 2 |
| | 0.2% | 0.4% | | | | 0.5% |
| 15282 | 12 | 1 | 4 | 4 | - | 3 |
| | 0.6% | 0.4% | 0.6% | 1.2% | | 0.7% |
| 15289 | 3 | - | 2 | 1 | - | - |
| | 0.2% | | 0.3% | 0.3% | | |
| 15312 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 15313 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 15324 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 15666 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 17504 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 19131 | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| 19222 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.3% | | |
| 25203 | 1 | 1 | - | - | - | - |
| | 0.1% | 0.4% | | | | |
| 52222 | 1 | - | - | - | - | 1 |
| | 0.1% | | | | | 0.2% |
| 99999 | 312 | 33 | 115 | 61 | 26 | 66 |
| | 16.1% | 13.8% | 17.8% | 19.0% | 8.8% | 16.3% |
| | | e | E | bE | | E |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH7B](#)

14-211c - Port Authority Rider Survey

Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH7b. In what county do you reside?

| | 2014 GARAGES | | | | | |
|---------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Allegheny County | 1832 | 225 | 618 | 306 | 265 | 386 |
| | 94.4% | 93.8% | 95.8% | 95.3% | 90.1% | 95.3% |
| | | | E | E | | E |
| Westmoreland County | 30 | 1 | 17 | 1 | - | 8 |
| | 1.5% | 0.4% | 2.6% | 0.3% | | 2.0% |
| | | | BD | | | bD |
| Washington County | 29 | 4 | 1 | - | 23 | 1 |
| | 1.5% | 1.7% | 0.2% | | 7.8% | 0.2% |
| | | cf | | | BCF | |
| Beaver County | 21 | 8 | 1 | 6 | 4 | 2 |
| | 1.1% | 3.3% | 0.2% | 1.9% | 1.4% | 0.5% |
| | | CF | | Cf | c | |
| Butler County | 8 | - | 1 | 5 | - | 1 |
| | 0.4% | | 0.2% | 1.6% | | 0.2% |
| | | | | Cf | | |
| Fayette County | 6 | - | 1 | 1 | - | 4 |
| | 0.3% | | 0.2% | 0.3% | | 1.0% |
| Other | 15 | 2 | 6 | 2 | 2 | 3 |
| | 0.8% | 0.8% | 0.9% | 0.6% | 0.7% | 0.7% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH8. How often do you use a Park and Ride?

| | 2014 GARAGES | | | | | |
|----------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| All/most of the time | 302 | 50 | 56 | 48 | 102 | 43 |
| | 15.6% | 20.8% | 8.7% | 15.0% | 34.7% | 10.6% |
| | | CdF | | Cf | BCDF | |
| Occasionally | 248 | 34 | 69 | 40 | 50 | 52 |
| | 12.8% | 14.2% | 10.7% | 12.5% | 17.0% | 12.8% |
| | | | | | C | |
| Never | 1391 | 156 | 520 | 233 | 142 | 310 |
| | 71.7% | 65.0% | 80.6% | 72.6% | 48.3% | 76.5% |
| | | E | BDE | bE | | BE |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH10

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH10. In addition to the Port Authority, do you ride any other regional transit services?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 189 | 33 | 58 | 39 | 17 | 39 |
| | 9.7% | 13.8% | 9.0% | 12.1% | 5.8% | 9.6% |
| | | cE | e | E | | e |
| No | 1752 | 207 | 587 | 282 | 277 | 366 |
| | 90.3% | 86.2% | 91.0% | 87.9% | 94.2% | 90.4% |
| | | | b | | BcDf | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH10A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RH10a. What other regional transit service(s) do you use?

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Ride Other Transit | 189 | 33 | 58 | 39 | 17 | 39 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Port Authority of Allegheny County | 78 | 12 | 24 | 20 | 5 | 16 |
| | 41.3% | 36.4% | 41.4% | 51.3% | 29.4% | 41.0% |
| Westmoreland County Transit Authority (WCTA) | 26 | 4 | 10 | 4 | - | 8 |
| | 13.8% | 12.1% | 17.2% | 10.3% | | 20.5% |
| Beaver County Transit Authority (BCTA) | 22 | 8 | 4 | 6 | 3 | 1 |
| | 11.6% | 24.2% | 6.9% | 15.4% | 17.6% | 2.6% |
| | | CF | | F | | |
| MidMon Valley Transit Authority (MMTVA) | 15 | 2 | 3 | 4 | 2 | 4 |
| | 7.9% | 6.1% | 5.2% | 10.3% | 11.8% | 10.3% |
| Washington County Transit Authority (Washington Rides) | 13 | 4 | - | 1 | 4 | 4 |
| | 6.9% | 12.1% | | 2.6% | 23.5% | 10.3% |
| | | | | | D | |
| Fayette County Transit Authority (FACT) | 5 | 1 | 1 | 2 | - | 1 |
| | 2.6% | 3.0% | 1.7% | 5.1% | | 2.6% |
| Butler Transit Authority (BTA) | 2 | 1 | - | 1 | - | - |
| | 1.1% | 3.0% | | 2.6% | | |
| Other | 71 | 11 | 25 | 17 | 4 | 12 |
| | 37.6% | 33.3% | 43.1% | 43.6% | 23.5% | 30.8% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

PM1. What form of payment do you use most often to ride the Port Authority system?

| | 2014 GARAGES | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Monthly Pass | 537 | 89 | 163 | 78 | 120 | 85 |
| | 27.7% | 37.1% CDF | 25.3% | 24.3% | 40.8% CDF | 21.0% |
| Stored Cash Value | 440 | 66 | 150 | 74 | 72 | 77 |
| | 22.7% | 27.5% F | 23.3% f | 23.1% | 24.5% f | 19.0% |
| Weekly Pass | 167 | 22 | 49 | 31 | 22 | 43 |
| | 8.6% | 9.2% | 7.6% | 9.7% | 7.5% | 10.6% |
| Tickets | 50 | 4 | 16 | 12 | 10 | 8 |
| | 2.6% | 1.7% | 2.5% | 3.7% | 3.4% | 2.0% |
| Annual Pass | 43 | 6 | 9 | 7 | 9 | 12 |
| | 2.2% | 2.5% | 1.4% | 2.2% | 3.1% | 3.0% |
| Disability or half-fare pass | 34 | 3 | 6 | 11 | 2 | 12 |
| | 1.8% | 1.2% | 0.9% | 3.4% bCE | 0.7% | 3.0% CE |
| 10-trip pass | 16 | 4 | 7 | 1 | 2 | 2 |
| | 0.8% | 1.7% | 1.1% | 0.3% | 0.7% | 0.5% |
| Other | 93 | 5 | 23 | 8 | 19 | 23 |
| | 4.8% | 2.1% | 3.6% | 2.5% | 6.5% BcD | 5.7% BD |
| (Net) Don't purchase card/pass/tickets | 561 | 41 | 222 | 99 | 38 | 143 |
| | 28.9% | 17.1% BE | 34.4% BE | 30.8% BE | 12.9% | 35.3% BE |
| -Pay cash | 269 | 24 | 78 | 58 | 26 | 67 |
| | 13.9% | 10.0% | 12.1% | 18.1% BCE | 8.8% | 16.5% BCE |
| -Student ID | 260 | 12 | 133 | 37 | 11 | 65 |
| | 13.4% | 5.0% BDEf | 20.6% BE | 11.5% BE | 3.7% | 16.0% BdE |
| -Senior Citizen Pass (persons 65+) | 32 | 5 | 11 | 4 | 1 | 11 |
| | 1.6% | 2.1% e | 1.7% E | 1.2% | 0.3% | 2.7% E |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

PM2. Where do you purchase your Port Authority cards, passes or tickets most often?

| | 2014 GARAGES | | | | | |
|--|--------------|-------------|--------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Purchase Card/Pass/Tickets | 1380 | 199 | 423 | 222 | 256 | 262 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Giant Eagle/other retail site | 336 | 37 | 118 | 74 | 23 | 84 |
| | 24.3% | 18.6% E | 27.9% BE | 33.3% BE | 9.0% | 32.1% BE |
| Through employer/work | 311 | 40 | 95 | 42 | 77 | 55 |
| | 22.5% | 20.1% | 22.5% | 18.9% | 30.1% BCDF | 21.0% |
| Port Authority Downtown Service Center | 194 | 37 | 60 | 34 | 24 | 38 |
| | 14.1% | 18.6% E | 14.2% e | 15.3% E | 9.4% | 14.5% e |
| T and/or Bus station | 122 | 15 | 32 | 17 | 43 | 14 |
| | 8.8% | 7.5% | 7.6% | 7.7% | 16.8% BCDF | 5.3% |
| ConnectCard machines (TVM's) | 70 | 5 | 12 | 12 | 14 | 16 |
| | 5.1% | 2.5% | 2.8% | 5.4% | 5.5% | 6.1% bc |
| Issued through a public service agency | 21 | 6 | 6 | 4 | 1 | 4 |
| | 1.5% | 3.0% E | 1.4% | 1.8% | 0.4% | 1.5% |
| Port Authority Website | 7 | 2 | 1 | 2 | 2 | - |
| | 0.5% | 1.0% | 0.2% | 0.9% | 0.8% | |
| Mail | 5 | 1 | - | - | 2 | 1 |
| | 0.4% | 0.5% | | | 0.8% | 0.4% |
| South Hills Village parking garage | - | - | - | - | - | - |
| Other | 314 | 56 | 99 | 37 | 70 | 50 |
| | 22.8% | 28.1% DF | 23.4% D | 16.7% | 27.3% DF | 19.1% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

PM3. Which, if any, of the following additional fare products would you like to see the Port Authority offer?

| | 2014 GARAGES | | | | | |
|--|--------------|------------|--------------|------------|--------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Rolling passes (annual/monthly/weekly) | 870 | 106 | 317 | 134 | 127 | 177 |
| | 44.8% | 44.2% | 49.1% Def | 41.7% | 43.2% | 43.7% |
| Special event day/night/weekend passes (unlimited trips) | 706 | 98 | 226 | 105 | 120 | 140 |
| | 36.4% | 40.8% D | 35.0% | 32.7% | 40.8% cDf | 34.6% |
| One-day pass (unlimited trips) | 678 | 77 | 228 | 118 | 113 | 136 |
| | 34.9% | 32.1% | 35.3% | 36.8% | 38.4% | 33.6% |
| Three-day pass (unlimited trips) | 582 | 63 | 222 | 104 | 67 | 123 |
| | 30.0% | 26.2% | 34.4% BE | 32.4% E | 22.8% | 30.4% E |
| None of the above | 444 | 59 | 149 | 70 | 60 | 94 |
| | 22.9% | 24.6% | 23.1% | 21.8% | 20.4% | 23.2% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

PM4. Would you be interested in cell phone payment on Port Authority vehicles?

| | 2014 GARAGES | | | | | |
|-------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1052 | 126 | 366 | 177 | 151 | 211 |
| | 54.2% | 52.5% | 56.7% | 55.1% | 51.4% | 52.1% |
| No | 889 | 114 | 279 | 144 | 143 | 194 |
| | 45.8% | 47.5% | 43.3% | 44.9% | 48.6% | 47.9% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC1. Have you ever used a ConnectCard to ride the Port Authority system?

| | 2014 GARAGES | | | | | |
|-------|--------------|--------------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1307 | 187 | 420 | 222 | 211 | 263 |
| | 67.3% | 77.9% CDF | 65.1% | 69.2% | 71.8% Cf | 64.9% |
| No | 634 | 53 | 225 | 99 | 83 | 142 |
| | 32.7% | 22.1% | 34.9% BE | 30.8% B | 28.2% | 35.1% Be |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC1a. Why haven't you used a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|------------|--------------|------------|-------------|--------------------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Never Used ConnectCard | 634 | 53 | 225 | 99 | 83 | 142 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't feel I ride enough to need one | 83 | 5 | 28 | 17 | 13 | 10 |
| | 13.1% | 9.4% | 12.4% f | 17.2% F | 15.7% f | 7.0% |
| No incentive/savings for doing so | 56 | 7 | 18 | 7 | 10 | 11 |
| | 8.8% | 13.2% | 8.0% | 7.1% | 12.0% | 7.7% |
| Don't know enough about it/why I should use it | 53 | 7 | 17 | 11 | 7 | 10 |
| | 8.4% | 13.2% | 7.6% | 11.1% | 8.4% | 7.0% |
| Not convenient to purchase | 39 | 6 | 16 | 6 | 2 | 6 |
| | 6.2% | 11.3% e | 7.1% e | 6.1% | 2.4% | 4.2% |
| Don't want to keep track of card/think I might lose it | 26 | 2 | 10 | 6 | 2 | 5 |
| | 4.1% | 3.8% | 4.4% | 6.1% | 2.4% | 3.5% |
| Don't know where to reload the card | 23 | 2 | 11 | 2 | 4 | 2 |
| | 3.6% | 3.8% | 4.9% F | 2.0% | 4.8% | 1.4% |
| Don't want to have to keep track of my balance | 22 | 5 | 8 | 2 | 5 | 1 |
| | 3.5% | 9.4% dF | 3.6% F | 2.0% | 6.0% F | 0.7% |
| Don't have enough money to pay ahead for trips | 15 | - | 3 | 6 | 3 | 3 |
| | 2.4% | | 1.3% | 6.1% c | 3.6% | 2.1% |
| Don't trust it to accurately track my balance/work properly | 12 | 2 | 5 | 1 | 2 | 2 |
| | 1.9% | 3.8% | 2.2% | 1.0% | 2.4% | 1.4% |
| Don't have a credit/debit card | 8 | 1 | 2 | - | 2 | 3 |
| | 1.3% | 1.9% | 0.9% | | 2.4% | 2.1% |
| Other | 55 | 3 | 18 | 8 | 9 | 13 |
| | 8.7% | 5.7% | 8.0% | 8.1% | 10.8% | 9.2% |
| Don't need one | 319 | 23 | 129 | 39 | 39 | 84 |
| | 50.3% | 43.4% | 57.3% bD | 39.4% | 47.0% | 59.2% BD _e |
| No reason in particular | 62 | 8 | 14 | 10 | 10 | 9 |
| | 9.8% | 15.1% c | 6.2% | 10.1% | 12.0% | 6.3% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC2. Where do you load your Port Authority ConnectCard most often?

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used ConnectCard | 1307 | 187 | 420 | 222 | 211 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Giant Eagle/other retail site | 440 | 38 | 153 | 100 | 26 | 122 |
| | 33.7% | 20.3% | 36.4% | 45.0% | 12.3% | 46.4% |
| | | E | BE | BCE | | BCE |
| ConnectCard machines (TVM's) | 340 | 54 | 118 | 40 | 75 | 52 |
| | 26.0% | 28.9% | 28.1% | 18.0% | 35.5% | 19.8% |
| | | DF | DF | | cDF | |
| T and/or Bus station | 275 | 48 | 75 | 35 | 83 | 34 |
| | 21.0% | 25.7% | 17.9% | 15.8% | 39.3% | 12.9% |
| | | CDF | f | | BCDF | |
| Port Authority Downtown Service Center | 209 | 37 | 68 | 36 | 22 | 44 |
| | 16.0% | 19.8% | 16.2% | 16.2% | 10.4% | 16.7% |
| | | E | E | e | | E |
| Other | 43 | 10 | 6 | 11 | 5 | 11 |
| | 3.3% | 5.3% | 1.4% | 5.0% | 2.4% | 4.2% |
| | | C | | C | | C |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC3. Have you registered your ConnectCard for Balance Protection?

| | 2014 GARAGES | | | | | |
|-------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used ConnectCard | 1307 | 187 | 420 | 222 | 211 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 625 | 87 | 210 | 106 | 97 | 124 |
| | 47.8% | 46.5% | 50.0% | 47.7% | 46.0% | 47.1% |
| No | 682 | 100 | 210 | 116 | 114 | 139 |
| | 52.2% | 53.5% | 50.0% | 52.3% | 54.0% | 52.9% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC3a. Why haven't you registered for the Balance Protection?

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Haven't Registered | 682 | 100 | 210 | 116 | 114 | 139 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't feel it is necessary | 105 | 14 | 27 | 22 | 22 | 19 |
| | 15.4% | 14.0% | 12.9% | 19.0% | 19.3% | 13.7% |
| Don't know about it | 226 | 22 | 85 | 30 | 43 | 45 |
| | 33.1% | 22.0% | 40.5% | 25.9% | 37.7% | 32.4% |
| | | | BD | | Bd | b |
| Don't know how to register for it | 126 | 21 | 44 | 16 | 25 | 20 |
| | 18.5% | 21.0% | 21.0% | 13.8% | 21.9% | 14.4% |
| | | | d | | | |
| Don't want to give out my personal information | 43 | 3 | 15 | 12 | 5 | 8 |
| | 6.3% | 3.0% | 7.1% | 10.3% | 4.4% | 5.8% |
| | | | b | Be | | |
| Other | 64 | 16 | 16 | 12 | 10 | 10 |
| | 9.4% | 16.0% | 7.6% | 10.3% | 8.8% | 7.2% |
| | | CF | | | | |
| No reason in particular | 217 | 34 | 61 | 37 | 31 | 53 |
| | 31.8% | 34.0% | 29.0% | 31.9% | 27.2% | 38.1% |
| | | | | | | ce |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC3b. Do you take advantage of Port Authority's ConnectRewards program by using/ showing your card to the retailers participating in the program?

| | 2014 GARAGES | | | | | |
|-------------------------|--------------|--------------|--------------|--------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used ConnectCard | 1307 | 187 | 420 | 222 | 211 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 155 | 32 | 43 | 34 | 20 | 26 |
| | 11.9% | 17.1% CEF | 10.2% | 15.3% cef | 9.5% | 9.9% |
| No | 1152 | 155 | 377 | 188 | 191 | 237 |
| | 88.1% | 82.9% | 89.8% Bd | 84.7% | 90.5% Bd | 90.1% Bd |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC3C

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC3c. Why don't you take advantage of Port Authority's ConnectRewards program?

| | 2014 GARAGES | | | | | |
|--|--------------|------------|--------------|--------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Don't Use ConnectRewards | 1156 | 156 | 379 | 188 | 191 | 238 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know about it/what retailers participate | 805 | 108 | 267 | 116 | 140 | 171 |
| | 69.6% | 69.2% | 70.4% D | 61.7% | 73.3% D | 71.8% D |
| Forget to use/show it at time of purchase | 212 | 32 | 80 | 32 | 38 | 30 |
| | 18.3% | 20.5% F | 21.1% F | 17.0% | 19.9% F | 12.6% |
| Discounts and offers not valuable to me | 106 | 16 | 40 | 20 | 15 | 15 |
| | 9.2% | 10.3% | 10.6% f | 10.6% | 7.9% | 6.3% |
| Other | 53 | 9 | 22 | 6 | 6 | 10 |
| | 4.6% | 5.8% | 5.8% | 3.2% | 3.1% | 4.2% |
| No reason in particular | 107 | 12 | 27 | 27 | 13 | 27 |
| | 9.3% | 7.7% | 7.1% | 14.4% BCE | 6.8% | 11.3% ce |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC4

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC4. How satisfied are you using the ConnectCard to pay your fares?

| | 2014 GARAGES | | | | | |
|--|--------------|------------|--------------|--------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know | 32 | 4 | 5 | 10 | 8 | 5 |
| | 1.6% | 1.7% | 0.8% | 3.1% Cf | 2.7% c | 1.2% |
| Revised base | 1277 | 184 | 415 | 212 | 203 | 259 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 1129 | 157 | 368 | 189 | 182 | 230 |
| | 88.4% | 85.3% | 88.7% | 89.2% | 89.7% | 88.8% |
| -Very satisfied (5) | 769 | 101 | 238 | 145 | 127 | 157 |
| | 60.2% | 54.9% | 57.3% | 68.4% BCf | 62.6% | 60.6% |
| -Satisfied (4) | 360 | 56 | 130 | 44 | 55 | 73 |
| | 28.2% | 30.4% D | 31.3% D | 20.8% | 27.1% | 28.2% d |
| Neither satisfied nor dissatisfied (3) | 91 | 19 | 27 | 14 | 12 | 18 |
| | 7.1% | 10.3% | 6.5% | 6.6% | 5.9% | 6.9% |
| (Net) Bottom-two box | 57 | 8 | 20 | 9 | 9 | 11 |
| | 4.5% | 4.3% | 4.8% | 4.2% | 4.4% | 4.2% |
| -Not very satisfied (2) | 42 | 6 | 15 | 5 | 8 | 8 |
| | 3.3% | 3.3% | 3.6% | 2.4% | 3.9% | 3.1% |
| -Not at all satisfied (1) | 15 | 2 | 5 | 4 | 1 | 3 |
| | 1.2% | 1.1% | 1.2% | 1.9% | 0.5% | 1.2% |
| Mean | 4.4 | 4.3 | 4.4 | 4.5 | 4.5 | 4.4 |
| Standard Deviation | 0.9 | 0.9 | 0.9 | 0.9 | 0.8 | 0.8 |
| Standard Error | 0.0 | 0.1 | 0.0 | 0.1 | 0.1 | 0.1 |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC4a. What are the major reasons why you use a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|--------------|---------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used ConnectCard | 1307 | 187 | 420 | 222 | 211 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't have to worry about having the exact amount, fumbling with change, or smoothing out dollars | 1009 | 132 | 351 | 166 | 153 | 204 |
| | 77.2% | 70.6% | 83.6% BDEf | 74.8% | 72.5% | 77.6% b |
| Easy/quicker to board/exit or transfer between busses | 828 | 118 | 276 | 151 | 119 | 164 |
| | 63.4% | 63.1% | 65.7% E | 68.0% E | 56.4% | 62.4% |
| Easy to purchase and reload | 736 | 101 | 244 | 123 | 125 | 143 |
| | 56.3% | 54.0% | 58.1% | 55.4% | 59.2% | 54.4% |
| I can simply carry a balance/don't have a commit to an annual, weekly, or monthly pass (Stored Value fare option) | 509 | 73 | 177 | 85 | 79 | 93 |
| | 38.9% | 39.0% | 42.1% f | 38.3% | 37.4% | 35.4% |
| If my card is lost or stolen, I get a new one and don't lose that money (Balance Protection) | 380 | 44 | 137 | 73 | 53 | 72 |
| | 29.1% | 23.5% | 32.6% BE | 32.9% Be | 25.1% | 27.4% |
| Can still purchase an annual, weekly, or monthly pass | 379 | 47 | 124 | 62 | 68 | 78 |
| | 29.0% | 25.1% | 29.5% | 27.9% | 32.2% | 29.7% |
| Feel safer not having to carry cash | 362 | 51 | 122 | 68 | 56 | 65 |
| | 27.7% | 27.3% | 29.0% | 30.6% | 26.5% | 24.7% |
| Good for the environment/Not wasting paper like with traditional passes and tickets | 346 | 50 | 119 | 62 | 47 | 68 |
| | 26.5% | 26.7% | 28.3% e | 27.9% | 22.3% | 25.9% |
| Not charged the peak period surcharge when riding the T | 237 | 43 | 38 | 26 | 101 | 29 |
| | 18.1% | 23.0% CDF | 9.0% | 11.7% | 47.9% BCDF | 11.0% |
| Can get deals at local businesses for having one (ConnectRewards Program) | 73 | 12 | 21 | 15 | 8 | 17 |
| | 5.6% | 6.4% | 5.0% | 6.8% | 3.8% | 6.5% |
| Reduced-fare card available for riders with disabilities | 34 | 7 | 8 | 11 | 1 | 7 |
| | 2.6% | 3.7% E | 1.9% e | 5.0% cE | 0.5% | 2.7% E |
| Other | 67 | 13 | 24 | 11 | 10 | 9 |
| | 5.1% | 7.0% | 5.7% | 5.0% | 4.7% | 3.4% |
| No reason in particular | 52 | 9 | 11 | 17 | 5 | 9 |
| | 4.0% | 4.8% | 2.6% | 7.7% CEF | 2.4% | 3.4% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC5

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC5. Have you ever used a ConneCTix card to ride the Port Authority system?

| | 2014 GARAGES | | | | | |
|-------|--------------|--------------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 170 | 33 | 52 | 26 | 33 | 26 |
| | 8.8% | 13.8% CDF | 8.1% | 8.1% | 11.2% F | 6.4% |
| No | 1771 | 207 | 593 | 295 | 261 | 379 |
| | 91.2% | 86.2% | 91.9% B | 91.9% B | 88.8% | 93.6% BE |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC5A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC5a. Have you ever experienced a problem with either your ConnectCard or ConneCTix card?

| | 2014 GARAGES | | | | | |
|--------------------------------------|--------------|---------------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used ConnectCard or ConneCTix | 1314 | 189 | 423 | 223 | 212 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 317 | 61 | 102 | 43 | 51 | 59 |
| | 24.1% | 32.3% CDeF | 24.1% | 19.3% | 24.1% | 22.4% |
| No | 997 | 128 | 321 | 180 | 161 | 204 |
| | 75.9% | 67.7% | 75.9% B | 80.7% B | 75.9% b | 77.6% B |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC5b. What have you done/would you do if you experienced a problem with either your ConnectCard or ConnectTix card?

| | 2014 GARAGES | | | | | |
|---------------------------------------|--------------|---------------|--------------|-------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used ConnectCard or ConnectTix | 1314 | 189 | 423 | 223 | 212 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Call the Customer Service Department | 498 | 53 | 173 | 98 | 78 | 96 |
| | 37.9% | 28.0% | 40.9% B | 43.9% Bf | 36.8% b | 36.5% b |
| Visit the Downtown Service Center | 215 | 42 | 66 | 31 | 33 | 41 |
| | 16.4% | 22.2% cDef | 15.6% | 13.9% | 15.6% | 15.6% |
| Both | 263 | 44 | 77 | 46 | 37 | 59 |
| | 20.0% | 23.3% | 18.2% | 20.6% | 17.5% | 22.4% |
| Neither | 126 | 22 | 40 | 21 | 21 | 21 |
| | 9.6% | 11.6% | 9.5% | 9.4% | 9.9% | 8.0% |
| Not sure | 212 | 28 | 67 | 27 | 43 | 46 |
| | 16.1% | 14.8% | 15.8% | 12.1% | 20.3% D | 17.5% d |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-BASE

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC6 (Base Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|---------|--------------|------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 43 | 186 | 76 | 63 | 116 |
| Able to reload the card online | 367 | 34 | 130 | 60 | 55 | 79 |
| Receive some type of discount/savings on fares | 375 | 35 | 130 | 62 | 56 | 83 |
| Ability to purchase a single trip/few trips on my card | 356 | 33 | 129 | 57 | 53 | 75 |
| Having a TVM located at my stop/station | 328 | 31 | 118 | 50 | 47 | 74 |
| No longer need to use exact change | 359 | 33 | 132 | 59 | 48 | 79 |
| Never worry about losing the value on your card by registering for balance protection | 368 | 34 | 131 | 61 | 53 | 80 |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC6 (Top-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|---------|--------------|-------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 43 | 186 | 76 | 63 | 116 |
| Receive some type of discount/savings on fares | 279 | 26 | 95 | 48 | 46 | 58 |
| | 74.4% | 74.3% | 73.1% | 77.4% | 82.1% f | 69.9% |
| Able to reload the card online | 249 | 24 | 95 | 39 | 37 | 47 |
| | 67.8% | 70.6% | 73.1% F | 65.0% | 67.3% | 59.5% |
| Never worry about losing the value on your card by registering for balance protection | 233 | 22 | 81 | 39 | 38 | 51 |
| | 63.3% | 64.7% | 61.8% | 63.9% | 71.7% | 63.8% |
| No longer need to use exact change | 223 | 18 | 87 | 34 | 34 | 45 |
| | 62.1% | 54.5% | 65.9% | 57.6% | 70.8% | 57.0% |
| Ability to purchase a single trip/few trips on my card | 172 | 16 | 62 | 28 | 28 | 34 |
| | 48.3% | 48.5% | 48.1% | 49.1% | 52.8% | 45.3% |
| Having a TVM located at my stop/station | 146 | 16 | 60 | 17 | 20 | 31 |
| | 44.5% | 51.6% | 50.8% D | 34.0% | 42.6% | 41.9% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC6 (Neutral Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|---------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 43 | 186 | 76 | 63 | 116 |
| Having a TVM located at my stop/station | 52 | 7 | 15 | 10 | 9 | 9 |
| | 15.9% | 22.6% | 12.7% | 20.0% | 19.1% | 12.2% |
| Ability to purchase a single trip/few trips on my card | 51 | 4 | 23 | 8 | 8 | 6 |
| | 14.3% | 12.1% | 17.8% F | 14.0% | 15.1% | 8.0% |
| Never worry about losing the value on your card by registering for balance protection | 52 | 6 | 24 | 8 | 6 | 5 |
| | 14.1% | 17.6% | 18.3% F | 13.1% | 11.3% | 6.2% |
| Able to reload the card online | 34 | 5 | 10 | 6 | 5 | 8 |
| | 9.3% | 14.7% | 7.7% | 10.0% | 9.1% | 10.1% |
| No longer need to use exact change | 32 | 3 | 13 | 9 | 1 | 6 |
| | 8.9% | 9.1% | 9.8% E | 15.3% E | 2.1% | 7.6% |
| Receive some type of discount/savings on fares | 30 | 4 | 12 | 4 | 4 | 5 |
| | 8.0% | 11.4% | 9.2% | 6.5% | 7.1% | 6.0% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC6 (Bottom-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|---------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 43 | 186 | 76 | 63 | 116 |
| Having a TVM located at my stop/station | 130 | 8 | 43 | 23 | 18 | 34 |
| | 39.6% | 25.8% | 36.4% | 46.0% b | 38.3% | 45.9% B |
| Ability to purchase a single trip/few trips on my card | 133 | 13 | 44 | 21 | 17 | 35 |
| | 37.4% | 39.4% | 34.1% | 36.8% | 32.1% | 46.7% ce |
| No longer need to use exact change | 104 | 12 | 32 | 16 | 13 | 28 |
| | 29.0% | 36.4% | 24.2% | 27.1% | 27.1% | 35.4% c |
| Able to reload the card online | 84 | 5 | 25 | 15 | 13 | 24 |
| | 22.9% | 14.7% | 19.2% | 25.0% | 23.6% | 30.4% Bc |
| Never worry about losing the value on your card by registering for balance protection | 83 | 6 | 26 | 14 | 9 | 24 |
| | 22.6% | 17.6% | 19.8% | 23.0% | 17.0% | 30.0% e |
| Receive some type of discount/savings on fares | 66 | 5 | 23 | 10 | 6 | 20 |
| | 17.6% | 14.3% | 17.7% | 16.1% | 10.7% | 24.1% E |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-MEAN

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CC6 (Mean Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 GARAGES | | | | | |
|---|--------------|----------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 43 | 186 | 76 | 63 | 116 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Receive some type of discount/savings on fares | 4.0 | 4.1 | 4.0 | 4.2 | 4.3 f | 3.8 |
| Able to reload the card online | 3.7 | 3.9 f | 3.9 F | 3.7 | 3.8 | 3.4 |
| Never worry about losing the value on your card by registering for balance protection | 3.6 | 3.8 | 3.7 | 3.7 | 3.9 | 3.5 |
| No longer need to use exact change | 3.5 | 3.2 | 3.7 | 3.6 | 3.8 | 3.3 |
| Ability to purchase a single trip/few trips on my card | 3.1 | 2.9 | 3.1 | 3.1 | 3.3 | 2.9 |
| Having a TVM located at my stop/station | 3.0 | 3.3 | 3.2 f | 2.8 | 3.0 | 2.7 |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RT1. Did you know you can now check the arrival time of your bus using your computer or smartphone?

| | 2014 GARAGES | | | | | |
|-----------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Ride Real-Time Route | 1234 | 203 | 520 | 240 | - | 271 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| Yes | 847 | 145 | 365 | 158 | - | 179 |
| | 68.6% | 71.4% | 70.2% | 65.8% | | 66.1% |
| No | 387 | 58 | 155 | 82 | - | 92 |
| | 31.4% | 28.6% | 29.8% | 34.2% | | 33.9% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RT2. Have you checked the arrival time of your bus using your computer or smartphone?

| | 2014 GARAGES | | | | | |
|---------------------------|--------------|---------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Aware of Real-Time | 847 | 145 | 365 | 158 | - | 179 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| Yes | 576 | 95 | 262 | 101 | - | 118 |
| | 68.0% | 65.5% | 71.8% d | 63.9% | | 65.9% |
| No | 271 | 50 | 103 | 57 | - | 61 |
| | 32.0% | 34.5% | 28.2% | 36.1% c | | 34.1% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RT2a. Was checking the arrival time of your bus on your computer or smartphone EASY to do?

| | 2014 GARAGES | | | | | |
|-----------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used Real-Time | 576 | 95 | 262 | 101 | - | 118 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| Yes | 479 | 82 | 213 | 88 | - | 96 |
| | 83.2% | 86.3% | 81.3% | 87.1% | | 81.4% |
| No | 97 | 13 | 49 | 13 | - | 22 |
| | 16.8% | 13.7% | 18.7% | 12.9% | | 18.6% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RT2b. Was checking the arrival time of your bus on your computer or smartphone HELPFUL?

| | 2014 GARAGES | | | | | |
|-----------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Used Real-Time | 576 | 95 | 262 | 101 | - | 118 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| Yes | 514 | 82 | 231 | 93 | - | 108 |
| | 89.2% | 86.3% | 88.2% | 92.1% | | 91.5% |
| No | 62 | 13 | 31 | 8 | - | 10 |
| | 10.8% | 13.7% | 11.8% | 7.9% | | 8.5% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

RT3. Now that you know about real-time monitoring, how likely are you to utilize the service to check the arrival time of your bus?

| | 2014 GARAGES | | | | | |
|---------------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Not Aware of Real-Time | 387 | 58 | 155 | 82 | - | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| (Net) Top-two box | 328 | 50 | 132 | 67 | - | 79 |
| | 84.8% | 86.2% | 85.2% | 81.7% | | 85.9% |
| -Very likely (5) | 212 | 28 | 90 | 40 | - | 54 |
| | 54.8% | 48.3% | 58.1% | 48.8% | | 58.7% |
| -Likely (4) | 116 | 22 | 42 | 27 | - | 25 |
| | 30.0% | 37.9% | 27.1% | 32.9% | | 27.2% |
| Neither likely nor unlikely (3) | 35 | 5 | 16 | 7 | - | 7 |
| | 9.0% | 8.6% | 10.3% | 8.5% | | 7.6% |
| (Net) Bottom-two box | 24 | 3 | 7 | 8 | - | 6 |
| | 6.2% | 5.2% | 4.5% | 9.8% | | 6.5% |
| -Unlikely (2) | 11 | 2 | 3 | 4 | - | 2 |
| | 2.8% | 3.4% | 1.9% | 4.9% | | 2.2% |
| -Very unlikely (1) | 13 | 1 | 4 | 4 | - | 4 |
| | 3.4% | 1.7% | 2.6% | 4.9% | | 4.3% |
| Mean | 4.3 | 4.3 | 4.4 | 4.2 | - | 4.3 |
| Standard Deviation | 1.0 | 0.9 | 0.9 | 1.1 | | 1.0 |
| Standard Error | 0.0 | 0.1 | 0.1 | 0.1 | | 0.1 |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

OC1. How do you obtain information about Port Authority service changes?

| | 2014 GARAGES | | | | | |
|--|--------------|-------------|---------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Port Authority's Website | 864 | 117 | 262 | 134 | 164 | 178 |
| | 44.5% | 48.8% Cd | 40.6% | 41.7% | 55.8% CDF | 44.0% |
| On-bus/T communications/alerts | 619 | 83 | 201 | 93 | 114 | 126 |
| | 31.9% | 34.6% | 31.2% | 29.0% | 38.8% CDF | 31.1% |
| Word of mouth from family/friends/other riders | 547 | 65 | 202 | 96 | 64 | 116 |
| | 28.2% | 27.1% | 31.3% E | 29.9% E | 21.8% | 28.6% E |
| Customer Service Telephone (412) 442-2000 | 259 | 31 | 70 | 57 | 28 | 70 |
| | 13.3% | 12.9% | 10.9% | 17.8% CE | 9.5% | 17.3% CE |
| T station announcements/signage | 253 | 33 | 45 | 31 | 108 | 32 |
| | 13.0% | 13.8% CF | 7.0% | 9.7% | 36.7% BCDF | 7.9% |
| Drivers/Operators | 249 | 33 | 77 | 45 | 38 | 55 |
| | 12.8% | 13.8% | 11.9% | 14.0% | 12.9% | 13.6% |
| Schedule racks | 242 | 42 | 71 | 44 | 37 | 47 |
| | 12.5% | 17.5% CF | 11.0% | 13.7% | 12.6% | 11.6% |
| TV News | 214 | 29 | 55 | 44 | 44 | 38 |
| | 11.0% | 12.1% | 8.5% | 13.7% Cf | 15.0% CF | 9.4% |
| Newspapers | 185 | 23 | 63 | 31 | 37 | 27 |
| | 9.5% | 9.6% f | 9.8% f | 9.7% | 12.6% F | 6.7% |
| Port Authority Tweets on Twitter | 165 | 18 | 59 | 22 | 39 | 24 |
| | 8.5% | 7.5% | 9.1% F | 6.9% | 13.3% BcDF | 5.9% |
| Downtown Service Center | 119 | 15 | 26 | 24 | 19 | 34 |
| | 6.1% | 6.2% | 4.0% | 7.5% C | 6.5% | 8.4% C |
| Radio | 86 | 11 | 26 | 20 | 16 | 12 |
| | 4.4% | 4.6% | 4.0% | 6.2% F | 5.4% | 3.0% |
| Port Authority's Facebook Page | 42 | 7 | 11 | 10 | 4 | 9 |
| | 2.2% | 2.9% | 1.7% | 3.1% | 1.4% | 2.2% |
| Rider Report newsletter | 23 | 3 | 6 | 8 | 1 | 5 |
| | 1.2% | 1.2% | 0.9% | 2.5% cE | 0.3% | 1.2% |
| Port Authority's Transit blog | 19 | 3 | 7 | 3 | 2 | 4 |
| | 1.0% | 1.2% | 1.1% | 0.9% | 0.7% | 1.0% |
| Public meetings | 17 | 2 | 7 | 4 | 2 | 2 |
| | 0.9% | 0.8% | 1.1% | 1.2% | 0.7% | 0.5% |
| Street Teams (Connect Teams) | 9 | 1 | 2 | 5 | - | 1 |
| | 0.5% | 0.4% | 0.3% | 1.6% cf | | 0.2% |
| Other | 121 | 15 | 45 | 19 | 12 | 28 |
| | 6.2% | 6.2% | 7.0% e | 5.9% | 4.1% | 6.9% e |
| Don't obtain this type of information | 229 | 18 | 109 | 33 | 20 | 42 |
| | 11.8% | 7.5% | 16.9% BDEF | 10.3% | 6.8% | 10.4% e |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

OC7a. How many times per month, if at all, do you.....?

Use the Port Authority's Trip Planner

| | 2014 GARAGES | | | | | |
|----------------------------|--------------|---------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 724 | 89 | 249 | 112 | 121 | 137 |
| | 37.3% | 37.1% | 38.6% | 34.9% | 41.2% F | 33.8% |
| 1-2 times | 376 | 47 | 124 | 68 | 61 | 73 |
| | 19.4% | 19.6% | 19.2% | 21.2% | 20.7% | 18.0% |
| 3-4 times | 192 | 25 | 52 | 37 | 30 | 48 |
| | 9.9% | 10.4% | 8.1% | 11.5% c | 10.2% | 11.9% C |
| 5 or more times | 198 | 27 | 63 | 36 | 23 | 49 |
| | 10.2% | 11.2% | 9.8% | 11.2% | 7.8% | 12.1% e |
| Have never | 451 | 52 | 157 | 68 | 59 | 98 |
| | 23.2% | 21.7% | 24.3% | 21.2% | 20.1% | 24.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

OC7b. How many times per month, if at all, do you.....?

Visit www.PortAuthority.org

| | 2014 GARAGES | | | | | |
|----------------------------|--------------|------------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 616 | 65 | 187 | 104 | 108 | 136 |
| | 31.7% | 27.1% | 29.0% | 32.4% | 36.7% BC | 33.6% b |
| 1-2 times | 523 | 62 | 188 | 77 | 87 | 104 |
| | 26.9% | 25.8% | 29.1% d | 24.0% | 29.6% | 25.7% |
| 3-4 times | 259 | 40 | 82 | 41 | 44 | 47 |
| | 13.3% | 16.7% f | 12.7% | 12.8% | 15.0% | 11.6% |
| 5 or more times | 322 | 44 | 110 | 65 | 32 | 70 |
| | 16.6% | 18.3% E | 17.1% E | 20.2% E | 10.9% | 17.3% E |
| Have never | 221 | 29 | 78 | 34 | 23 | 48 |
| | 11.4% | 12.1% E | 12.1% E | 10.6% | 7.8% | 11.9% e |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

OC7c. How many times per month, if at all, do you.....?

Visit www.ConnectCard.org

| | 2014 GARAGES | | | | | |
|----------------------------|--------------|-----------|---------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 666 | 77 | 252 | 105 | 96 | 128 |
| | 34.3% | 32.1% | 39.1% bdeF | 32.7% | 32.7% | 31.6% |
| 1-2 times | 109 | 19 | 37 | 17 | 13 | 22 |
| | 5.6% | 7.9% e | 5.7% | 5.3% | 4.4% | 5.4% |
| 3-4 times | 31 | 1 | 15 | 7 | 4 | 3 |
| | 1.6% | 0.4% | 2.3% BF | 2.2% b | 1.4% | 0.7% |
| 5 or more times | 27 | 6 | 8 | 3 | 3 | 7 |
| | 1.4% | 2.5% | 1.2% | 0.9% | 1.0% | 1.7% |
| Have never | 1108 | 137 | 333 | 189 | 178 | 245 |
| | 57.1% | 57.1% | 51.6% | 58.9% C | 60.5% C | 60.5% C |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

OC7d. How many times per month, if at all, do you.....?

Use the Port Authority's Real-Time vehicle tracking system

| | 2014 GARAGES | | | | | |
|----------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 382 | 51 | 121 | 59 | 63 | 79 |
| | 19.7% | 21.2% | 18.8% | 18.4% | 21.4% | 19.5% |
| 1-2 times | 150 | 21 | 54 | 28 | 15 | 29 |
| | 7.7% | 8.8% | 8.4% | 8.7% | 5.1% | 7.2% |
| | | | e | e | | |
| 3-4 times | 90 | 12 | 37 | 13 | 6 | 22 |
| | 4.6% | 5.0% | 5.7% | 4.0% | 2.0% | 5.4% |
| | | e | E | | | E |
| 5 or more times | 254 | 30 | 117 | 39 | 12 | 56 |
| | 13.1% | 12.5% | 18.1% | 12.1% | 4.1% | 13.8% |
| | | E | BDEf | E | | E |
| Have never | 1065 | 126 | 316 | 182 | 198 | 219 |
| | 54.9% | 52.5% | 49.0% | 56.7% | 67.3% | 54.1% |
| | | | | C | BCDF | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table OC7E

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

OC7e. How many times per month, if at all, do you.....?

Use mobile apps to access Real-Time vehicle tracking data

| | 2014 GARAGES | | | | | |
|----------------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 343 | 45 | 114 | 59 | 52 | 66 |
| | 17.7% | 18.8% | 17.7% | 18.4% | 17.7% | 16.3% |
| 1-2 times | 159 | 28 | 47 | 31 | 18 | 32 |
| | 8.2% | 11.7% | 7.3% | 9.7% | 6.1% | 7.9% |
| | | cE | | | | |
| 3-4 times | 107 | 10 | 48 | 16 | 8 | 24 |
| | 5.5% | 4.2% | 7.4% | 5.0% | 2.7% | 5.9% |
| | | | BE | | | E |
| 5 or more times | 358 | 41 | 147 | 52 | 33 | 84 |
| | 18.4% | 17.1% | 22.8% | 16.2% | 11.2% | 20.7% |
| | | e | bDE | e | | E |
| Have never | 974 | 116 | 289 | 163 | 183 | 199 |
| | 50.2% | 48.3% | 44.8% | 50.8% | 62.2% | 49.1% |
| | | | | c | BCDF | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

S1 (Base Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Overall | 1932 | 238 | 641 | 319 | 294 | 405 |
| On-time arrival and departure | 1921 | 237 | 635 | 320 | 292 | 403 |
| Vehicle cleanliness | 1930 | 238 | 641 | 319 | 293 | 404 |
| Cost of fares | 1864 | 237 | 608 | 311 | 292 | 381 |
| Driver courtesy | 1919 | 237 | 640 | 320 | 288 | 400 |
| Travel time to your destination | 1928 | 237 | 639 | 320 | 293 | 404 |
| Frequency of service | 1930 | 237 | 641 | 320 | 293 | 404 |
| Span of service (early morning through late evening) | 1912 | 236 | 636 | 313 | 291 | 402 |
| Space/seat availability | 1928 | 236 | 639 | 319 | 294 | 404 |
| Customer service | 1712 | 219 | 553 | 286 | 261 | 363 |
| Website content | 1607 | 208 | 521 | 272 | 253 | 325 |
| Service days (number of days per week service is offered on route) | 1908 | 236 | 631 | 318 | 290 | 399 |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table S1-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

S1 (Top-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|-------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Overall | 1033 | 123 | 316 | 162 | 187 | 225 |
| | 53.5% | 51.7% | 49.3% | 50.8% | 63.6% | 55.6% |
| | | | | | BCDF | C |
| Service days (number of days per week service is offered on route) | 1179 | 132 | 385 | 181 | 217 | 249 |
| | 61.8% | 55.9% | 61.0% | 56.9% | 74.8% | 62.4% |
| | | | | | BCDF | |
| Travel time to your destination | 1146 | 141 | 358 | 183 | 217 | 226 |
| | 59.4% | 59.5% | 56.0% | 57.2% | 74.1% | 55.9% |
| | | | | | BCDF | |
| Driver courtesy | 1133 | 131 | 369 | 200 | 171 | 250 |
| | 59.0% | 55.3% | 57.7% | 62.5% | 59.4% | 62.5% |
| | | | | b | | b |
| Span of service (early morning through late evening) | 911 | 107 | 294 | 137 | 168 | 189 |
| | 47.6% | 45.3% | 46.2% | 43.8% | 57.7% | 47.0% |
| | | | | | BCDF | |
| Customer service | 790 | 93 | 242 | 151 | 120 | 175 |
| | 46.1% | 42.5% | 43.8% | 52.8% | 46.0% | 48.2% |
| | | | | BC | | |
| Website content | 682 | 93 | 198 | 137 | 100 | 146 |
| | 42.4% | 44.7% | 38.0% | 50.4% | 39.5% | 44.9% |
| | | c | | CE | | C |
| Space/seat availability | 804 | 99 | 256 | 148 | 135 | 144 |
| | 41.7% | 41.9% | 40.1% | 46.4% | 45.9% | 35.6% |
| | | | | cF | cF | |
| Frequency of service | 803 | 101 | 242 | 130 | 152 | 161 |
| | 41.6% | 42.6% | 37.8% | 40.6% | 51.9% | 39.9% |
| | | | | | BCDF | |
| On-time arrival and departure | 773 | 119 | 188 | 130 | 176 | 143 |
| | 40.2% | 50.2% | 29.6% | 40.6% | 60.3% | 35.5% |
| | | CDF | | C | BCDF | C |
| Vehicle cleanliness | 745 | 83 | 245 | 111 | 139 | 154 |
| | 38.6% | 34.9% | 38.2% | 34.8% | 47.4% | 38.1% |
| | | | | | BCDF | |
| Cost of fares | 476 | 73 | 135 | 79 | 78 | 100 |
| | 25.5% | 30.8% | 22.2% | 25.4% | 26.7% | 26.2% |
| | | C | | | | |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

S1 (Neutral Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 GARAGES | | | | | |
|--|--------------|-------------------|-------------------|------------------|-------------------|-------------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Overall | 603 31.2% | 79 33.2% | 210 32.8% | 105 32.9% | 83 28.2% | 115 28.4% |
| Website content | 645 40.1% | 91 43.8% D | 215 41.3% D | 88 32.4% | 105 41.5% D | 132 40.6% D |
| Customer service | 652 38.1% | 97 44.3% DF | 217 39.2% d | 93 32.5% | 101 38.7% | 129 35.5% |
| Cost of fares | 627 33.6% | 80 33.8% | 220 36.2% f | 101 32.5% | 100 34.2% | 118 31.0% |
| Vehicle cleanliness | 645 33.4% | 83 34.9% | 209 32.6% | 110 34.5% | 92 31.4% | 136 33.7% |
| Space/seat availability | 540 28.0% | 68 28.8% | 177 27.7% | 87 27.3% | 74 25.2% | 125 30.9% e |
| Driver courtesy | 514 26.8% | 71 30.0% f | 181 28.3% f | 81 25.3% | 75 26.0% | 92 23.0% |
| Travel time to your destination | 493 25.6% | 64 27.0% E | 186 29.1% E | 81 25.3% E | 45 15.4% | 108 26.7% E |
| On-time arrival and departure | 491 25.6% | 53 22.4% | 156 24.6% | 90 28.1% | 74 25.3% | 106 26.3% |
| Frequency of service | 464 24.0% | 62 26.2% | 151 23.6% | 81 25.3% | 63 21.5% | 99 24.5% |
| Span of service (early morning through late evening) | 446 23.3% | 62 26.3% | 143 22.5% | 82 26.2% | 66 22.7% | 86 21.4% |
| Service days (number of days per week service is offered on route) | 422 22.1% | 53 22.5% | 137 21.7% | 81 25.5% E | 54 18.6% | 84 21.1% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table S1-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

S1 (Bottom-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 GARAGES | | | | | |
|--|--------------|------------------|----------------------|-------------------|------------------|---------------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Overall | 296 15.3% | 36 15.1% E | 115 17.9% E | 52 16.3% E | 24 8.2% | 65 16.0% E |
| Cost of fares | 761 40.8% | 84 35.4% | 253 41.6% b | 131 42.1% | 114 39.0% | 163 42.8% b |
| Frequency of service | 663 34.4% | 74 31.2% | 248 38.7% BE | 109 34.1% E | 78 26.6% | 144 35.6% E |
| On-time arrival and departure | 657 34.2% | 65 27.4% E | 291 45.8% BDEF | 100 31.2% E | 42 14.4% | 154 38.2% BDE |
| Space/seat availability | 584 30.3% | 69 29.2% | 206 32.2% d | 84 26.3% | 85 28.9% | 135 33.4% D |
| Span of service (early morning through late evening) | 555 29.0% | 67 28.4% E | 199 31.3% E | 94 30.0% E | 57 19.6% | 127 31.6% E |
| Vehicle cleanliness | 540 28.0% | 72 30.3% E | 187 29.2% E | 98 30.7% E | 62 21.2% | 114 28.2% E |
| Website content | 280 17.4% | 24 11.5% | 108 20.7% BF | 47 17.3% b | 48 19.0% B | 47 14.5% |
| Service days (number of days per week service is offered on route) | 307 16.1% | 51 21.6% E | 109 17.3% E | 56 17.6% E | 19 6.6% | 66 16.5% E |
| Customer service | 270 15.8% | 29 13.2% | 94 17.0% | 42 14.7% | 40 15.3% | 59 16.3% |
| Travel time to your destination | 289 15.0% | 32 13.5% | 95 14.9% e | 56 17.5% E | 31 10.6% | 70 17.3% E |
| Driver courtesy | 272 14.2% | 35 14.8% | 90 14.1% | 39 12.2% | 42 14.6% | 58 14.5% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

S1 (Mean Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 GARAGES | | | | | |
|--|--------------|-----------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Overall | 3.4 | 3.4 | 3.3 | 3.4 c | 3.7 BCDF | 3.5 C |
| Service days (number of days per week service is offered on route) | 3.7 | 3.6 | 3.6 | 3.6 | 4.1 BCDF | 3.7 |
| Driver courtesy | 3.6 | 3.6 | 3.6 | 3.7 bc | 3.6 | 3.7 |
| Travel time to your destination | 3.6 | 3.6 | 3.5 | 3.6 | 3.9 BCDF | 3.5 |
| Customer service | 3.4 | 3.4 | 3.3 | 3.5 C | 3.4 | 3.5 C |
| Website content | 3.3 | 3.4 CE | 3.2 | 3.4 CE | 3.2 | 3.4 Ce |
| Span of service (early morning through late evening) | 3.2 | 3.2 | 3.1 | 3.2 | 3.6 BCDF | 3.2 |
| Vehicle cleanliness | 3.1 | 3.0 | 3.1 | 3.0 | 3.4 BCDF | 3.1 |
| Space/seat availability | 3.1 | 3.1 | 3.0 | 3.3 bCF | 3.2 cF | 3.0 |
| Frequency of service | 3.1 | 3.1 C | 2.9 | 3.1 C | 3.3 bCDF | 3.1 c |
| On-time arrival and departure | 3.0 | 3.3 CF | 2.7 | 3.1 Cf | 3.6 BCDF | 3.0 C |
| Cost of fares | 2.8 | 2.9 C | 2.7 | 2.7 | 2.8 | 2.8 |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P1 (Base Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| I can get where I need to go using Port Authority service | 1921 | 235 | 637 | 318 | 293 | 403 |
| If/when transferring, schedules are well coordinated | 1361 | 174 | 440 | 242 | 185 | 299 |
| There is adequate space on board vehicles | 1930 | 238 | 641 | 319 | 292 | 405 |
| It is easy to understand the routes and how to get around the system | 1912 | 236 | 635 | 315 | 291 | 401 |
| It is easy to understand the zone system | 1823 | 231 | 596 | 306 | 291 | 367 |
| It is easy to understand how and when to pay my fare | 1917 | 238 | 633 | 319 | 294 | 401 |
| Stops are appropriately spaced along my route | 1919 | 236 | 639 | 319 | 291 | 404 |
| Port Authority is efficient with its resources | 1666 | 219 | 535 | 286 | 252 | 343 |
| Port Authority is transparent in its decision-making | 1521 | 198 | 488 | 260 | 233 | 312 |
| Port Authority is environmentally friendly | 1688 | 215 | 554 | 286 | 260 | 344 |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table P1-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P1 (Top-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 GARAGES | | | | | |
|--|---------------|--------------|--------------|--------------|--------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| I can get where I need to go using Port Authority service | 1188 61.8% | 150 63.8% | 392 61.5% | 190 59.7% | 187 63.8% | 253 62.8% |
| Stops are appropriately spaced along my route | 1155 60.2% | 144 61.0% | 382 59.8% | 193 60.5% | 173 59.5% | 250 61.9% |
| It is easy to understand how and when to pay my fare | 1049 54.7% | 137 57.6% | 340 53.7% | 178 55.8% | 167 56.8% | 215 53.6% |
| It is easy to understand the routes and how to get around the system | 971 50.8% | 131 55.5% | 312 49.1% | 152 48.3% | 153 52.6% | 210 52.4% |
| It is easy to understand the zone system | 826 45.3% | 121 52.4% | 227 38.1% | 137 44.8% | 176 60.5% | 153 41.7% |
| Port Authority is environmentally friendly | 688 40.8% | 85 39.5% | 210 37.9% | 121 42.3% | 124 47.7% | 139 40.4% |
| There is adequate space on board vehicles | 692 35.9% | 86 36.1% | 216 33.7% | 125 39.2% | 120 41.1% | 127 31.4% |
| If/when transferring, schedules are well coordinated | 349 25.6% | 50 28.7% | 93 21.1% | 66 27.3% | 50 27.0% | 88 29.4% |
| Port Authority is efficient with its resources | 378 22.7% | 50 22.8% | 101 18.9% | 71 24.8% | 56 22.2% | 92 26.8% |
| Port Authority is transparent in its decision-making | 261 17.2% | 38 19.2% | 72 14.8% | 53 20.4% | 36 15.5% | 58 18.6% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P1 (Neutral Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 GARAGES | | | | | |
|--|--------------|------------------|-------------------|------------------|------------------|-------------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Port Authority is environmentally friendly | 768 45.5% | 100 46.5% | 242 43.7% | 133 46.5% | 123 47.3% | 151 43.9% |
| Port Authority is efficient with its resources | 749 45.0% | 93 42.5% | 256 47.9% | 132 46.2% | 108 42.9% | 147 42.9% |
| If/when transferring, schedules are well coordinated | 604 44.4% | 73 42.0% | 201 45.7% F | 106 43.8% | 93 50.3% F | 115 38.5% |
| Port Authority is transparent in its decision-making | 654 43.0% | 72 36.4% | 214 43.9% b | 113 43.5% | 101 43.3% | 140 44.9% b |
| There is adequate space on board vehicles | 590 30.6% | 76 31.9% | 202 31.5% | 97 30.4% | 79 27.1% | 126 31.1% |
| It is easy to understand the routes and how to get around the system | 582 30.4% | 62 26.3% | 192 30.2% | 102 32.4% | 92 31.6% | 122 30.4% |
| It is easy to understand the zone system | 532 29.2% | 65 28.1% E | 191 32.0% E | 92 30.1% E | 56 19.2% | 117 31.9% E |
| Stops are appropriately spaced along my route | 478 24.9% | 57 24.2% | 169 26.4% F | 86 27.0% F | 76 26.1% F | 79 19.6% |
| I can get where I need to go using Port Authority service | 456 23.7% | 50 21.3% | 155 24.3% | 78 24.5% | 67 22.9% | 95 23.6% |
| It is easy to understand how and when to pay my fare | 455 23.7% | 61 25.6% | 138 21.8% | 82 25.7% | 62 21.1% | 99 24.7% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table P1-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P1 (Bottom-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 GARAGES | | | | | |
|--|--------------|-------------------|--------------------|------------------|-------------|-------------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Port Authority is transparent in its decision-making | 606 39.8% | 88 44.4% df | 202 41.4% | 94 36.2% | 96 41.2% | 114 36.5% |
| There is adequate space on board vehicles | 648 33.6% | 76 31.9% | 223 34.8% | 97 30.4% | 93 31.8% | 152 37.5% D |
| Port Authority is efficient with its resources | 539 32.4% | 76 34.7% | 178 33.3% | 83 29.0% | 88 34.9% | 104 30.3% |
| If/when transferring, schedules are well coordinated | 408 30.0% | 51 29.3% | 146 33.2% E | 70 28.9% | 42 22.7% | 96 32.1% E |
| It is easy to understand the zone system | 465 25.5% | 45 19.5% | 178 29.9% BE | 77 25.2% | 59 20.3% | 97 26.4% Be |
| It is easy to understand how and when to pay my fare | 413 21.5% | 40 16.8% | 155 24.5% BD | 59 18.5% | 65 22.1% | 87 21.7% |
| It is easy to understand the routes and how to get around the system | 359 18.8% | 43 18.2% | 131 20.6% e | 61 19.4% | 46 15.8% | 69 17.2% |
| Stops are appropriately spaced along my route | 286 14.9% | 35 14.8% | 88 13.8% | 40 12.5% | 42 14.4% | 75 18.6% CD |
| I can get where I need to go using Port Authority service | 277 14.4% | 35 14.9% | 90 14.1% | 50 15.7% | 39 13.3% | 55 13.6% |
| Port Authority is environmentally friendly | 232 13.7% | 30 14.0% E | 102 18.4% DE | 32 11.2% E | 13 5.0% | 54 15.7% dE |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P1 (Mean Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 GARAGES | | | | | |
|--|--------------|------------|--------------|-----------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| I can get where I need to go using Port Authority service | 3.7 | 3.7 | 3.7 | 3.6 | 3.8 | 3.7 |
| Stops are appropriately spaced along my route | 3.6 | 3.7 | 3.7 | 3.7 | 3.6 | 3.6 |
| It is easy to understand how and when to pay my fare | 3.5 | 3.7 C | 3.5 | 3.6 | 3.5 | 3.5 |
| It is easy to understand the routes and how to get around the system | 3.4 | 3.5 C | 3.3 | 3.4 | 3.5 c | 3.5 C |
| Port Authority is environmentally friendly | 3.4 | 3.3 | 3.2 | 3.4 C | 3.6 BCdF | 3.3 c |
| It is easy to understand the zone system | 3.3 | 3.5 CdF | 3.1 | 3.3 C | 3.5 CDF | 3.2 |
| There is adequate space on board vehicles | 3.0 | 3.0 | 2.9 | 3.1 CF | 3.1 CF | 2.9 |
| If/when transferring, schedules are well coordinated | 2.9 | 3.0 c | 2.8 | 3.0 C | 3.0 C | 3.0 C |
| Port Authority is efficient with its resources | 2.8 | 2.8 | 2.8 | 2.9 c | 2.8 | 2.9 C |
| Port Authority is transparent in its decision-making | 2.7 | 2.6 | 2.6 | 2.8 C | 2.6 | 2.7 |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table P2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P2a. Compared to last year at this time, how would you rate the current state of the public transportation system in Allegheny County?

| | 2014 GARAGES | | | | | |
|----------------------|--------------|---------------|--------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know | 236 | 20 | 87 | 44 | 26 | 50 |
| | 12.2% | 8.3% | 13.5% BE | 13.7% Be | 8.8% | 12.3% b |
| Revised base | 1705 | 220 | 558 | 277 | 268 | 355 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 542 | 52 | 194 | 88 | 59 | 142 |
| | 31.8% | 23.6% | 34.8% BE | 31.8% BE | 22.0% | 40.0% BDE |
| -Much better (5) | 85 | 13 | 28 | 11 | 9 | 22 |
| | 5.0% | 5.9% | 5.0% | 4.0% | 3.4% | 6.2% e |
| -Somewhat better (4) | 457 | 39 | 166 | 77 | 50 | 120 |
| | 26.8% | 17.7% | 29.7% BE | 27.8% BE | 18.7% | 33.8% BE |
| About the same (3) | 915 | 121 | 289 | 146 | 179 | 163 |
| | 53.7% | 55.0% F | 51.8% f | 52.7% f | 66.8% BCDF | 45.9% |
| (Net) Bottom-two box | 248 | 47 | 75 | 43 | 30 | 50 |
| | 14.5% | 21.4% CdEF | 13.4% | 15.5% | 11.2% | 14.1% |
| -Somewhat worse (2) | 178 | 36 | 48 | 31 | 23 | 38 |
| | 10.4% | 16.4% CdEf | 8.6% | 11.2% | 8.6% | 10.7% |
| -Much worse (1) | 70 | 11 | 27 | 12 | 7 | 12 |
| | 4.1% | 5.0% | 4.8% e | 4.3% | 2.6% | 3.4% |
| Mean | 3.2 | 3.0 | 3.2 b | 3.2 | 3.1 | 3.3 Be |
| Standard Deviation | 0.8 | 0.9 | 0.9 | 0.8 | 0.7 | 0.9 |
| Standard Error | 0.0 | 0.1 | 0.0 | 0.1 | 0.0 | 0.0 |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P4 (Base Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | 2014 GARAGES | | | | | |
|--|--------------|---------|--------------|------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| Have to pay more for Zone 1 equivalent trips | 1539 | 210 | 483 | 265 | 246 | 311 |
| Have to pay less for Zone 2 equivalent trips | 1328 | 168 | 407 | 238 | 222 | 272 |
| No longer have to pay for transfers | 1386 | 178 | 453 | 240 | 206 | 285 |
| No longer have a downtown free-fare zone | 1522 | 203 | 479 | 251 | 251 | 309 |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table P4-YES](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P4 (Yes Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | 2014 GARAGES | | | | | |
|--|--------------|--------------|--------------------|--------------|-------------------|--------------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| No longer have to pay for transfers | 983 70.9% | 122 68.5% | 337 74.4% de | 162 67.5% | 140 68.0% | 206 72.3% |
| Have to pay less for Zone 2 equivalent trips | 921 69.4% | 114 67.9% | 280 68.8% | 158 66.4% | 163 73.4% d | 195 71.7% |
| No longer have a downtown free-fare zone | 434 28.5% | 51 25.1% | 157 32.8% BE | 68 27.1% | 54 21.5% | 100 32.4% bE |
| Have to pay more for Zone 1 equivalent trips | 307 19.9% | 38 18.1% | 89 18.4% | 50 18.9% | 55 22.4% | 73 23.5% c |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table P4-NO](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

P4 (No Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | 2014 GARAGES | | | | | |
|--|---------------|--------------------|-------------------|------------------|--------------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| No longer have to pay for transfers | 403 29.1% | 56 31.5% | 116 25.6% | 78 32.5% c | 66 32.0% c | 79 27.7% |
| Have to pay less for Zone 2 equivalent trips | 407 30.6% | 54 32.1% | 127 31.2% | 80 33.6% e | 59 26.6% | 77 28.3% |
| No longer have a downtown free-fare zone | 1088 71.5% | 152 74.9% Cf | 322 67.2% | 183 72.9% | 197 78.5% CF | 209 67.6% |
| Have to pay more for Zone 1 equivalent trips | 1232 80.1% | 172 81.9% | 394 81.6% f | 215 81.1% | 191 77.6% | 238 76.5% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE1. Are you...?

| | 2014 GARAGES | | | | | |
|---------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 17 | 3 | 7 | 2 | 1 | 3 |
| | 0.9% | 1.2% | 1.1% | 0.6% | 0.3% | 0.7% |
| Revised base | 1924 | 237 | 638 | 319 | 293 | 402 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Male | 677 | 87 | 223 | 113 | 116 | 127 |
| | 35.2% | 36.7% | 35.0% | 35.4% | 39.6% F | 31.6% |
| Female | 1247 | 150 | 415 | 206 | 177 | 275 |
| | 64.8% | 63.3% | 65.0% | 64.6% | 60.4% | 68.4% E |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE2. Which of the following categories contains your age?

| | 2014 GARAGES | | | | | |
|--------------------------|--------------|-------------|--------------|-------------|--------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 4 | - | - | 2 | 1 | 1 |
| | 0.2% | | | 0.6% | 0.3% | 0.2% |
| Revised base | 1937 | 240 | 645 | 319 | 293 | 404 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Less than 25 years | 391 | 36 | 153 | 70 | 28 | 101 |
| | 20.2% | 15.0% e | 23.7% BE | 21.9% BE | 9.6% | 25.0% BE |
| -15 or younger | - | - | - | - | - | - |
| -16-17 years | - | - | - | - | - | - |
| -18-24 years | 391 | 36 | 153 | 70 | 28 | 101 |
| | 20.2% | 15.0% e | 23.7% BE | 21.9% BE | 9.6% | 25.0% BE |
| 25-34 years | 702 | 85 | 257 | 110 | 116 | 116 |
| | 36.2% | 35.4% f | 39.8% F | 34.5% f | 39.6% F | 28.7% |
| (Net) 35 to 54 years | 586 | 86 | 162 | 90 | 109 | 125 |
| | 30.3% | 35.8% Cd | 25.1% | 28.2% | 37.2% CDf | 30.9% C |
| -35-44 years | 297 | 46 | 85 | 44 | 48 | 64 |
| | 15.3% | 19.2% Cd | 13.2% | 13.8% | 16.4% | 15.8% |
| -45-54 years | 289 | 40 | 77 | 46 | 61 | 61 |
| | 14.9% | 16.7% c | 11.9% | 14.4% | 20.8% CDf | 15.1% |
| (Net) 55 years or older | 258 | 33 | 73 | 49 | 40 | 62 |
| | 13.3% | 13.8% | 11.3% | 15.4% c | 13.7% | 15.3% c |
| -55-64 years | 219 | 29 | 59 | 45 | 37 | 49 |
| | 11.3% | 12.1% | 9.1% | 14.1% C | 12.6% | 12.1% |
| -65-74 years | 30 | 4 | 9 | 3 | 3 | 10 |
| | 1.5% | 1.7% | 1.4% | 0.9% | 1.0% | 2.5% |
| -75 years or older | 9 | - | 5 | 1 | - | 3 |
| | 0.5% | | 0.8% | 0.3% | | 0.7% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE3. Which of the following best describes your race/ethnicity?

| | 2014 GARAGES | | | | | |
|---|--------------|-------------|--------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 12 | - | 4 | 2 | 1 | 4 |
| | 0.6% | | 0.6% | 0.6% | 0.3% | 1.0% |
| Revised base | 1929 | 240 | 641 | 319 | 293 | 401 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| White/Caucasian | 1636 | 209 | 540 | 256 | 274 | 325 |
| | 84.8% | 87.1% DF | 84.2% | 80.3% | 93.5% BCDF | 81.0% |
| Black/African-American | 182 | 19 | 59 | 40 | 9 | 53 |
| | 9.4% | 7.9% E | 9.2% E | 12.5% bE | 3.1% | 13.2% BCE |
| (Net) Other | 190 | 23 | 69 | 36 | 16 | 45 |
| | 9.8% | 9.6% e | 10.8% E | 11.3% E | 5.5% | 11.2% E |
| -East Asian/Chinese/Japanese | 40 | - | 15 | 7 | 3 | 14 |
| | 2.1% | | 2.3% | 2.2% | 1.0% | 3.5% E |
| -Hispanic/Latino | 39 | 5 | 13 | 8 | 6 | 7 |
| | 2.0% | 2.1% | 2.0% | 2.5% | 2.0% | 1.7% |
| -Native American/American Indian/Alaskan Native | 27 | 6 | 5 | 5 | 4 | 7 |
| | 1.4% | 2.5% | 0.8% | 1.6% | 1.4% | 1.7% |
| -West Asian/Indian/Egyptian | 19 | 3 | 7 | 4 | - | 5 |
| | 1.0% | 1.2% | 1.1% | 1.3% | | 1.2% |
| -Native Hawaiian/Pacific Islander | 6 | 2 | 2 | - | 1 | 1 |
| | 0.3% | 0.8% | 0.3% | | 0.3% | 0.2% |
| -Other | 67 | 8 | 28 | 13 | 5 | 13 |
| | 3.5% | 3.3% | 4.4% E | 4.1% e | 1.7% | 3.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE3a. Which of the following best describes your primary language?

| | 2014 GARAGES | | | | | |
|-------------------------------|--------------|---------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 10 | 2 | - | 2 | 2 | 4 |
| | 0.5% | 0.8% | | 0.6% | 0.7% | 1.0% |
| Revised base | 1931 | 238 | 645 | 319 | 292 | 401 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| English | 1884 | 233 | 623 | 314 | 289 | 389 |
| | 97.6% | 97.9% | 96.6% | 98.4% c | 99.0% Cf | 97.0% |
| (Net) Other | 47 | 5 | 22 | 5 | 3 | 12 |
| | 2.4% | 2.1% | 3.4% dE | 1.6% | 1.0% | 3.0% e |
| -Chinese (Cantonese/Mandarin) | 10 | - | 6 | 2 | - | 2 |
| | 0.5% | | 0.9% | 0.6% | | 0.5% |
| -Spanish | 5 | 2 | 3 | - | - | - |
| | 0.3% | 0.8% | 0.5% | | | |
| -Hindi | 4 | - | 2 | - | - | 2 |
| | 0.2% | | 0.3% | | | 0.5% |
| -Italian | 4 | 1 | 1 | - | - | 2 |
| | 0.2% | 0.4% | 0.2% | | | 0.5% |
| -Russian | 4 | - | 2 | - | 1 | 1 |
| | 0.2% | | 0.3% | | 0.3% | 0.2% |
| -German | 3 | 1 | 1 | - | 1 | - |
| | 0.2% | 0.4% | 0.2% | | 0.3% | |
| -Japanese | 3 | - | - | - | 1 | 2 |
| | 0.2% | | | | 0.3% | 0.5% |
| -Arabic | 2 | 1 | 1 | - | - | - |
| | 0.1% | 0.4% | 0.2% | | | |
| -French | 2 | - | 1 | - | - | 1 |
| | 0.1% | | 0.2% | | | 0.2% |
| -French Creole | 1 | - | 1 | - | - | - |
| | 0.1% | | 0.2% | | | |
| -Other | 9 | - | 4 | 3 | - | 2 |
| | 0.5% | | 0.6% | 0.9% | | 0.5% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE4. Are you a student?

| | 2014 GARAGES | | | | | |
|-------|--------------|--------------|--------------|-------------|--------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 425 | 26 | 178 | 82 | 28 | 108 |
| | 21.9% | 10.8% | 27.6% BE | 25.5% BE | 9.5% | 26.7% BE |
| No | 1516 | 214 | 467 | 239 | 266 | 297 |
| | 78.1% | 89.2% CDF | 72.4% | 74.5% | 90.5% CDF | 73.3% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE5

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE5. Are you attending...?

| | 2014 GARAGES | | | | | |
|--------------------|--------------|------------|--------------|-------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Student | 425 | 26 | 178 | 82 | 28 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Middle school | - | - | - | - | - | - |
| High school | 20 | 4 | 3 | 6 | - | 7 |
| | 4.7% | 15.4% c | 1.7% | 7.3% c | | 6.5% c |
| Trade/technical | 16 | 3 | 4 | 1 | - | 8 |
| | 3.8% | 11.5% | 2.2% | 1.2% | | 7.4% cD |
| College/University | 355 | 16 | 160 | 72 | 25 | 80 |
| | 83.5% | 61.5% | 89.9% BF | 87.8% BF | 89.3% BF | 74.1% |
| Other | 34 | 3 | 11 | 3 | 3 | 13 |
| | 8.0% | 11.5% | 6.2% | 3.7% | 10.7% | 12.0% D |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE6

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE6. What is the highest level of education that you have achieved to date?

| | 2014 GARAGES | | | | | |
|---|--------------|-------------|--------------|--------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Adults (18+) | 1921 | 236 | 642 | 315 | 294 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 9 | 2 | 2 | 3 | 1 | 1 |
| | 0.5% | 0.8% | 0.3% | 1.0% | 0.3% | 0.3% |
| Revised base | 1912 | 234 | 640 | 312 | 293 | 397 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than high-school graduate | 13 | - | 1 | 6 | - | 6 |
| | 0.7% | | 0.2% | 1.9% c | | 1.5% c |
| High-school graduate | 179 | 34 | 45 | 36 | 13 | 51 |
| | 9.4% | 14.5% CE | 7.0% e | 11.5% CE | 4.4% | 12.8% CE |
| Some college/Associate degree | 457 | 50 | 146 | 93 | 57 | 108 |
| | 23.9% | 21.4% | 22.8% | 29.8% BCE | 19.5% | 27.2% bE |
| Business or Vocational/Technical school | 51 | 13 | 12 | 9 | 11 | 6 |
| | 2.7% | 5.6% CF | 1.9% | 2.9% | 3.8% f | 1.5% |
| College graduate (undergraduate/Bachelor's) | 692 | 82 | 244 | 101 | 122 | 123 |
| | 36.2% | 35.0% | 38.1% dF | 32.4% | 41.6% DF | 31.0% |
| Post-graduate work or degree (Masters, Doctorate) | 520 | 55 | 192 | 67 | 90 | 103 |
| | 27.2% | 23.5% | 30.0% BD | 21.5% | 30.7% bD | 25.9% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE7. Are you currently...?

| | 2014 GARAGES | | | | | |
|-----------------------------------|--------------|--------------|--------------|--------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Adults (18+) | 1921 | 236 | 642 | 315 | 294 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 10 | 2 | 4 | 3 | - | 1 |
| | 0.5% | 0.8% | 0.6% | 1.0% | | 0.3% |
| Revised base | 1911 | 234 | 638 | 312 | 294 | 397 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Employed full-time | 1321 | 185 | 411 | 199 | 256 | 239 |
| | 69.1% | 79.1% CDF | 64.4% | 63.8% | 87.1% BCDF | 60.2% |
| Employed part-time | 208 | 19 | 73 | 51 | 15 | 48 |
| | 10.9% | 8.1% | 11.4% E | 16.3% BCE | 5.1% | 12.1% E |
| Unemployed but seeking employment | 74 | 7 | 20 | 17 | 5 | 25 |
| | 3.9% | 3.0% | 3.1% | 5.4% E | 1.7% | 6.3% BCE |
| A full-time student | 211 | 10 | 109 | 26 | 10 | 56 |
| | 11.0% | 4.3% | 17.1% BDE | 8.3% BE | 3.4% | 14.1% BDE |
| A stay at home parent | 11 | 2 | - | 3 | 1 | 5 |
| | 0.6% | 0.9% | | 1.0% | 0.3% | 1.3% |
| Retired | 34 | 1 | 13 | 4 | 4 | 10 |
| | 1.8% | 0.4% | 2.0% B | 1.3% | 1.4% | 2.5% B |
| Disabled | 52 | 10 | 12 | 12 | 3 | 14 |
| | 2.7% | 4.3% cE | 1.9% | 3.8% E | 1.0% | 3.5% E |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE8. What is your marital status?

| | 2014 GARAGES | | | | | |
|-----------------------------|--------------|-------------|---------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Adults (18+) | 1921 | 236 | 642 | 315 | 294 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 27 | 5 | 8 | 3 | 5 | 6 |
| | 1.4% | 2.1% | 1.2% | 1.0% | 1.7% | 1.5% |
| Revised base | 1894 | 231 | 634 | 312 | 289 | 392 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Single | 958 | 99 | 377 | 159 | 106 | 205 |
| | 50.6% | 42.9% | 59.5% BDEF | 51.0% bE | 36.7% | 52.3% BE |
| Married/Living with partner | 770 | 108 | 215 | 125 | 157 | 144 |
| | 40.7% | 46.8% CF | 33.9% | 40.1% c | 54.3% bCDF | 36.7% |
| Separated/Divorced | 134 | 20 | 34 | 18 | 23 | 36 |
| | 7.1% | 8.7% | 5.4% | 5.8% | 8.0% | 9.2% Cd |
| Widowed | 32 | 4 | 8 | 10 | 3 | 7 |
| | 1.7% | 1.7% | 1.3% | 3.2% ce | 1.0% | 1.8% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE9. Are children under the age of 18 living in your household?

| | 2014 GARAGES | | | | | |
|---------------------|--------------|------------|---------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Adults (18+) | 1921 | 236 | 642 | 315 | 294 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 35 | 4 | 16 | 3 | 4 | 8 |
| | 1.8% | 1.7% | 2.5% d | 1.0% | 1.4% | 2.0% |
| Revised base | 1886 | 232 | 626 | 312 | 290 | 390 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 407 | 64 | 89 | 76 | 84 | 85 |
| | 21.6% | 27.6% C | 14.2% | 24.4% C | 29.0% CF | 21.8% C |
| No | 1479 | 168 | 537 | 236 | 206 | 305 |
| | 78.4% | 72.4% | 85.8% BDEF | 75.6% | 71.0% | 78.2% E |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE10

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

DE10. Which of the following categories contains your annual household income?

| | 2014 GARAGES | | | | | |
|----------------------------|--------------|-------------|--------------|--------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Adults (18+) | 1921 | 236 | 642 | 315 | 294 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 107 | 16 | 20 | 17 | 19 | 34 |
| | 5.6% | 6.8% C | 3.1% | 5.4% | 6.5% C | 8.5% Cd |
| Revised base | 1814 | 220 | 622 | 298 | 275 | 364 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Less than \$35,000 | 785 | 86 | 278 | 153 | 68 | 194 |
| | 43.3% | 39.1% E | 44.7% E | 51.3% BcE | 24.7% | 53.3% BCE |
| -Under \$15,000 | 310 | 32 | 112 | 63 | 17 | 84 |
| | 17.1% | 14.5% E | 18.0% E | 21.1% BE | 6.2% | 23.1% BcE |
| -\$15,000 to \$24,999 | 225 | 24 | 83 | 42 | 14 | 60 |
| | 12.4% | 10.9% E | 13.3% E | 14.1% E | 5.1% | 16.5% bE |
| -\$25,000 to \$34,999 | 250 | 30 | 83 | 48 | 37 | 50 |
| | 13.8% | 13.6% | 13.3% | 16.1% | 13.5% | 13.7% |
| (Net) \$35,000 to \$74,999 | 592 | 78 | 211 | 93 | 100 | 101 |
| | 32.6% | 35.5% f | 33.9% F | 31.2% | 36.4% F | 27.7% |
| -\$35,000 to \$49,999 | 283 | 44 | 116 | 33 | 41 | 44 |
| | 15.6% | 20.0% DF | 18.6% DF | 11.1% | 14.9% | 12.1% |
| -\$50,000 to \$74,999 | 309 | 34 | 95 | 60 | 59 | 57 |
| | 17.0% | 15.5% | 15.3% | 20.1% c | 21.5% bCf | 15.7% |
| (Net) \$75,000 or more | 437 | 56 | 133 | 52 | 107 | 69 |
| | 24.1% | 25.5% Df | 21.4% | 17.4% | 38.9% BCDF | 19.0% |
| -\$75,000 to \$99,999 | 202 | 28 | 58 | 24 | 43 | 39 |
| | 11.1% | 12.7% d | 9.3% | 8.1% | 15.6% CDf | 10.7% |
| -\$100,000 or more | 235 | 28 | 75 | 28 | 64 | 30 |
| | 13.0% | 12.7% f | 12.1% F | 9.4% | 23.3% BCDF | 8.2% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CP1. How many motor vehicles registered and in working condition do you have available for your household's use?

| | 2014 GARAGES | | | | | |
|---------------------|--------------|-------------|--------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Adults (18+) | 1921 | 236 | 642 | 315 | 294 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| None | 562 | 56 | 211 | 112 | 25 | 157 |
| | 29.3% | 23.7% E | 32.9% BE | 35.6% BE | 8.5% | 39.4% BCE |
| 1 to 2 | 1219 | 162 | 405 | 176 | 228 | 216 |
| | 63.5% | 68.6% DF | 63.1% DF | 55.9% | 77.6% BCDF | 54.3% |
| 3 or more | 140 | 18 | 26 | 27 | 41 | 25 |
| | 7.3% | 7.6% c | 4.0% | 8.6% C | 13.9% BCDF | 6.3% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CP1a. Do you currently have access to a motorized vehicle in your household?

| | 2014 GARAGES | | | | | |
|---------------------------------|--------------|---------|--------------|------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Have Registered Vehicles | 1359 | 180 | 431 | 203 | 269 | 241 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 4 | 2 | 1 | - | 1 | - |
| | 0.3% | 1.1% | 0.2% | | 0.4% | |
| Revised base | 1355 | 178 | 430 | 203 | 268 | 241 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1113 | 146 | 355 | 158 | 231 | 189 |
| | 82.1% | 82.0% | 82.6% | 77.8% | 86.2% DF | 78.4% |
| Sometimes | 129 | 14 | 46 | 26 | 18 | 24 |
| | 9.5% | 7.9% | 10.7% e | 12.8% E | 6.7% | 10.0% |
| No | 113 | 18 | 29 | 19 | 19 | 28 |
| | 8.3% | 10.1% | 6.7% | 9.4% | 7.1% | 11.6% Ce |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CP1b. How far do you currently live from the nearest transit stop or station?

| | 2014 GARAGES | | | | | |
|---------------------------------|--------------|-------------|--------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Have Registered Vehicles | 1359 | 180 | 431 | 203 | 269 | 241 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 1 | 1 | - | - | - | - |
| | 0.1% | 0.6% | | | | |
| Revised base | 1358 | 179 | 431 | 203 | 269 | 241 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than 1/4 mile | 825 | 106 | 300 | 129 | 118 | 159 |
| | 60.8% | 59.2% E | 69.6% BE | 63.5% E | 43.9% | 66.0% E |
| Between 1/4 mile and 1/2 mile | 232 | 28 | 74 | 26 | 56 | 41 |
| | 17.1% | 15.6% | 17.2% | 12.8% | 20.8% D | 17.0% |
| More than 1/2 mile | 301 | 45 | 57 | 48 | 95 | 41 |
| | 22.2% | 25.1% CF | 13.2% | 23.6% Cf | 35.3% BCDF | 17.0% |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CP2. Please identify any disabilities or physical challenges that apply to you.

| | 2014 GARAGES | | | | | |
|---|--------------|-----------|--------------|-------------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 45 | 7 | 23 | 2 | 4 | 8 |
| | 2.4% | 3.0% D | 3.7% DE | 0.6% | 1.4% | 2.0% d |
| Revised base | 1896 | 233 | 622 | 319 | 290 | 397 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Disability | 268 | 33 | 65 | 61 | 38 | 70 |
| | 14.1% | 14.2% | 10.5% | 19.1% CE | 13.1% | 17.6% C |
| -Physically disabled not using a wheelchair | 77 | 12 | 14 | 20 | 8 | 23 |
| | 4.1% | 5.2% c | 2.3% | 6.3% CE | 2.8% | 5.8% CE |
| -Vision impaired | 67 | 8 | 22 | 14 | 6 | 17 |
| | 3.5% | 3.4% | 3.5% | 4.4% | 2.1% | 4.3% e |
| -Learning disability | 41 | 6 | 8 | 9 | 5 | 13 |
| | 2.2% | 2.6% | 1.3% | 2.8% | 1.7% | 3.3% C |
| -Hearing impaired | 34 | 6 | 9 | 6 | 8 | 5 |
| | 1.8% | 2.6% | 1.4% | 1.9% | 2.8% | 1.3% |
| -Physically disabled using a wheelchair | 6 | - | 2 | 3 | 1 | - |
| | 0.3% | | 0.3% | 0.9% | 0.3% | |
| -Speech disorder | 2 | 1 | - | - | - | 1 |
| | 0.1% | 0.4% | | | | 0.3% |
| -Other | 99 | 14 | 23 | 22 | 17 | 22 |
| | 5.2% | 6.0% | 3.7% | 6.9% C | 5.9% | 5.5% |
| None of the above | 1628 | 200 | 557 | 258 | 252 | 327 |
| | 85.9% | 85.8% | 89.5% DF | 80.9% | 86.9% D | 82.4% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CP3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CP3. Do you have a...?

| | 2014 GARAGES | | | | | |
|--|--------------|------------|--------------|--------------|--------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Have a mobile phone | 1900 | 237 | 634 | 303 | 292 | 398 |
| | 97.9% | 98.8% D | 98.3% D | 94.4% | 99.3% D | 98.3% D |
| -Smart Phone (iPhone, Android, etc.) | 1619 | 197 | 550 | 250 | 261 | 327 |
| | 83.4% | 82.1% | 85.3% Df | 77.9% | 88.8% BDF | 80.7% |
| -Cell Phone (not an iPhone, Android, etc.) | 281 | 40 | 84 | 53 | 31 | 71 |
| | 14.5% | 16.7% E | 13.0% | 16.5% E | 10.5% | 17.5% cE |
| Neither | 41 | 3 | 11 | 18 | 2 | 7 |
| | 2.1% | 1.2% | 1.7% | 5.6% BCEF | 0.7% | 1.7% |

Comparison Groups: BCDEF

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

CP3a. From your cell phone or smart phone, do you...?

| | 2014 GARAGES | | | | | |
|---------------------------------------|--------------|---------|--------------|-------------|---------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Base - Have a Mobile Phone | 1900 | 237 | 634 | 303 | 292 | 398 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 66 | 5 | 19 | 20 | 2 | 20 |
| | 3.5% | 2.1% | 3.0% E | 6.6% BCE | 0.7% | 5.0% BE |
| Revised base | 1891 | 236 | 633 | 302 | 292 | 392 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Send/receive text messages | 1783 | 223 | 598 | 277 | 286 | 363 |
| | 94.3% | 94.5% | 94.5% | 91.7% | 97.9% BCDF | 92.6% |
| Access the Internet | 1580 | 191 | 538 | 242 | 255 | 320 |
| | 83.6% | 80.9% | 85.0% d | 80.1% | 87.3% BDF | 81.6% |
| Send/receive email messages | 1565 | 192 | 532 | 239 | 257 | 311 |
| | 82.8% | 81.4% | 84.0% df | 79.1% | 88.0% BcDF | 79.3% |
| Use apps such as Facebook and Twitter | 1377 | 164 | 463 | 220 | 219 | 282 |
| | 72.8% | 69.5% | 73.1% | 72.8% | 75.0% | 71.9% |
| Other | 519 | 52 | 198 | 80 | 93 | 87 |
| | 27.4% | 22.0% | 31.3% BF | 26.5% | 31.8% BF | 22.2% |
| None of the above | 66 | 5 | 19 | 20 | 2 | 20 |
| | 3.5% | 2.1% | 3.0% E | 6.6% BCE | 0.7% | 5.1% BE |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table GARAGE

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 GARAGE BANNER ****

GARAGE (based on RH5). Which route do you ride most often?

| | 2014 GARAGES | | | | | |
|------------------|--------------|---------|--------------|--------|-------------|--------------|
| | 2014 TOTAL | Collier | East Liberty | Ross | South Hills | West Mifflin |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Total | 1941 | 240 | 645 | 321 | 294 | 405 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Collier | 240 | 240 | - | - | - | - |
| | 12.4% | 100.0% | | | | |
| East Liberty | 645 | - | 645 | - | - | - |
| | 33.2% | | 100.0% | | | |
| Ross | 321 | - | - | 321 | - | - |
| | 16.5% | | | 100.0% | | |
| South Hills | 294 | - | - | - | 294 | - |
| | 15.1% | | | | 100.0% | |
| West Mifflin | 405 | - | - | - | - | 405 |
| | 20.9% | | | | | 100.0% |
| Eliminated Route | - | - | - | - | - | - |
| Don't know | 36 | - | - | - | - | - |
| | 1.9% | | | | | |

Comparison Groups: BCDEF
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Detailed Tables by Demographics

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

QS1. Do you, or does anyone in your immediate family, work in the public transportation, marketing research, advertising, or public relations industries?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | - | - | - | - | - | - | - | - | - | - | - |
| No | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table QS2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

QS2. In the past year, have you used a Port Authority bus, the T, and/or Incline?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | - | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table QS3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

QS3. Are you 18 years of age or older?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | - | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH1. For what purposes do you ride a Port Authority bus, the T, and/or Incline?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|--------|------------|-------------|-------------|----------------|------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Work | 1610 | 549 | 1045 | 887 | 512 | 208 | 1320 | 133 | 146 | 858 | 654 |
| | 82.9% | 81.1% | 83.8% | 81.2% | 87.4% DF | 80.6% | 83.8% I | 81.6% | 76.8% | 80.3% | 87.7% J |
| Entertainment (i.e., sporting events, concerts) | 1076 | 393 | 677 | 672 | 291 | 111 | 873 | 92 | 109 | 673 | 356 |
| | 55.4% | 58.1% | 54.3% | 61.5% EF | 49.7% f | 43.0% | 55.4% | 56.4% | 57.4% | 63.0% K | 47.7% |
| Personal business (i.e., bank, haircut, etc.) | 883 | 300 | 577 | 550 | 214 | 118 | 677 | 107 | 97 | 634 | 212 |
| | 45.5% | 44.3% | 46.3% | 50.3% E | 36.5% | 45.7% E | 43.0% | 65.6% GI | 51.1% G | 59.4% K | 28.4% |
| Social (i.e., visit family or friends) | 796 | 275 | 517 | 544 | 170 | 80 | 605 | 94 | 96 | 582 | 181 |
| | 41.0% | 40.6% | 41.5% | 49.8% EF | 29.0% | 31.0% | 38.4% | 57.7% G | 50.5% G | 54.5% K | 24.3% |
| Shopping | 779 | 261 | 512 | 484 | 187 | 106 | 580 | 102 | 95 | 599 | 149 |
| | 40.1% | 38.6% | 41.1% | 44.3% E | 31.9% | 41.1% E | 36.8% | 62.6% GI | 50.0% G | 56.1% K | 20.0% |
| Medical care/appointments | 582 | 175 | 402 | 314 | 171 | 96 | 419 | 89 | 73 | 454 | 107 |
| | 30.0% | 25.8% | 32.2% B | 28.7% | 29.2% | 37.2% DE | 26.6% | 54.6% GI | 38.4% G | 42.5% K | 14.3% |
| School/Job Training | 500 | 164 | 334 | 416 | 61 | 21 | 356 | 59 | 82 | 381 | 85 |
| | 25.8% | 24.2% | 26.8% | 38.1% EF | 10.4% | 8.1% | 22.6% | 36.2% G | 43.2% G | 35.7% K | 11.4% |
| Religious | 174 | 61 | 111 | 69 | 56 | 48 | 101 | 45 | 28 | 144 | 23 |
| | 9.0% | 9.0% | 8.9% | 6.3% D | 9.6% D | 18.6% DE | 6.4% | 27.6% GI | 14.7% G | 13.5% K | 3.1% |
| Other (i.e., vehicle issues, weather, etc.) | 441 | 163 | 274 | 277 | 117 | 46 | 366 | 29 | 45 | 281 | 140 |
| | 22.7% | 24.1% | 22.0% | 25.3% EF | 20.0% | 17.8% | 23.2% h | 17.8% | 23.7% | 26.3% K | 18.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH1a. Would you say the primary motivating factor as to why you ride a Port Authority bus, the T, and/or Incline is...?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|------------|------------|------------|-------------|----------------|-------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Convenience (i.e., avoid parking/traffic, etc.) | 588 | 230 | 354 | 296 | 213 | 77 | 497 | 31 | 54 | 236 | 304 |
| | 30.3% | 34.0% C | 28.4% | 27.1% | 36.3% Df | 29.8% | 31.5% H | 19.0% | 28.4% H | 22.1% | 40.8% J |
| Financial (i.e., save money on gas/parking, etc.) | 513 | 195 | 313 | 292 | 148 | 72 | 441 | 31 | 38 | 249 | 238 |
| | 26.4% | 28.8% c | 25.1% | 26.7% | 25.3% | 27.9% | 28.0% HI | 19.0% | 20.0% | 23.3% | 31.9% J |
| Necessity (i.e., no other option) | 510 | 139 | 366 | 316 | 131 | 62 | 386 | 62 | 61 | 392 | 93 |
| | 26.3% | 20.5% | 29.4% B | 28.9% E | 22.4% | 24.0% | 24.5% | 38.0% G | 32.1% G | 36.7% K | 12.5% |
| Accessibility (i.e., stop close to home/work, etc.) | 230 | 76 | 153 | 140 | 62 | 28 | 169 | 31 | 30 | 140 | 71 |
| | 11.8% | 11.2% | 12.3% | 12.8% | 10.6% | 10.9% | 10.7% | 19.0% G | 15.8% g | 13.1% K | 9.5% |
| Environmental (i.e., lower carbon footprint, etc.) | 64 | 20 | 43 | 33 | 21 | 10 | 56 | 3 | 4 | 29 | 30 |
| | 3.3% | 3.0% | 3.4% | 3.0% | 3.6% | 3.9% | 3.6% | 1.8% | 2.1% | 2.7% | 4.0% |
| Social (i.e., prefer riding with others, etc.) | 7 | 4 | 3 | 2 | 4 | 1 | 5 | 1 | 1 | 4 | 3 |
| | 0.4% | 0.6% | 0.2% | 0.2% | 0.7% | 0.4% | 0.3% | 0.6% | 0.5% | 0.4% | 0.4% |
| Other | 29 | 13 | 15 | 14 | 7 | 8 | 22 | 4 | 2 | 18 | 7 |
| | 1.5% | 1.9% | 1.2% | 1.3% | 1.2% | 3.1% | 1.4% | 2.5% | 1.1% | 1.7% | 0.9% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH2. How long have you been using the Port Authority services?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|--------------------|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than 6 months | 133 | 44 | 89 | 110 | 20 | 3 | 107 | 8 | 18 | 73 | 56 |
| | 6.9% | 6.5% | 7.1% | 10.1% | 3.4% | 1.2% | 6.8% | 4.9% | 9.5% | 6.8% | 7.5% |
| | | | | EF | F | | | | h | | |
| 6 months to 1 year | 129 | 46 | 82 | 93 | 29 | 6 | 101 | 6 | 22 | 76 | 45 |
| | 6.6% | 6.8% | 6.6% | 8.5% | 4.9% | 2.3% | 6.4% | 3.7% | 11.6% | 7.1% | 6.0% |
| | | | | EF | F | | h | | GH | | |
| 1 to 2 years | 273 | 93 | 180 | 207 | 54 | 11 | 230 | 10 | 32 | 165 | 95 |
| | 14.1% | 13.7% | 14.4% | 18.9% | 9.2% | 4.3% | 14.6% | 6.1% | 16.8% | 15.4% | 12.7% |
| | | | | EF | F | | H | | H | k | |
| 3 to 5 years | 425 | 158 | 263 | 325 | 81 | 19 | 359 | 20 | 44 | 241 | 157 |
| | 21.9% | 23.3% | 21.1% | 29.7% | 13.8% | 7.4% | 22.8% | 12.3% | 23.2% | 22.6% | 21.0% |
| | | | | EF | F | | H | | H | | |
| 6 to 9 years | 257 | 104 | 151 | 174 | 63 | 20 | 222 | 12 | 17 | 130 | 108 |
| | 13.2% | 15.4% | 12.1% | 15.9% | 10.8% | 7.8% | 14.1% | 7.4% | 8.9% | 12.2% | 14.5% |
| | | c | | EF | | | HI | | | | |
| 10 or more years | 724 | 232 | 482 | 184 | 339 | 199 | 557 | 107 | 57 | 383 | 285 |
| | 37.3% | 34.3% | 38.7% | 16.8% | 57.8% | 77.1% | 35.3% | 65.6% | 30.0% | 35.9% | 38.2% |
| | | | b | | D | DE | | GI | | | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH2a. Do you see yourself continuing to use Port Authority services in the future?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|-------|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1906 | 666 | 1223 | 1071 | 577 | 254 | 1550 | 155 | 189 | 1047 | 739 |
| | 98.2% | 98.4% | 98.1% | 98.0% | 98.5% | 98.4% | 98.4% | 95.1% | 99.5% | 98.0% | 99.1% |
| | | | | | | | h | | qH | | j |
| No | 35 | 11 | 24 | 22 | 9 | 4 | 26 | 8 | 1 | 21 | 7 |
| | 1.8% | 1.6% | 1.9% | 2.0% | 1.5% | 1.6% | 1.6% | 4.9% | 0.5% | 2.0% | 0.9% |
| | | | | | | | i | qI | | k | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH3. On average, how many one-way trips do you take each week using Port Authority services? (A trip to and from your destination = 2.)

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|---------------------------------------|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once a week/use on occasion | 260 | 75 | 184 | 147 | 86 | 27 | 219 | 18 | 22 | 116 | 123 |
| | 13.4% | 11.1% | 14.8% | 13.4% | 14.7% | 10.5% | 13.9% | 11.0% | 11.6% | 10.9% | 16.5% |
| | | | B | | f | | | | | | J |
| 1-2 | 117 | 48 | 69 | 80 | 28 | 9 | 98 | 6 | 12 | 63 | 47 |
| | 6.0% | 7.1% | 5.5% | 7.3% | 4.8% | 3.5% | 6.2% | 3.7% | 6.3% | 5.9% | 6.3% |
| | | | | EF | | | | | | | |
| 3-4 | 160 | 61 | 97 | 92 | 42 | 26 | 130 | 14 | 16 | 95 | 59 |
| | 8.2% | 9.0% | 7.8% | 8.4% | 7.2% | 10.1% | 8.2% | 8.6% | 8.4% | 8.9% | 7.9% |
| 5-6 | 186 | 70 | 113 | 101 | 60 | 25 | 143 | 21 | 21 | 104 | 64 |
| | 9.6% | 10.3% | 9.1% | 9.2% | 10.2% | 9.7% | 9.1% | 12.9% | 11.1% | 9.7% | 8.6% |
| 7-8 | 150 | 46 | 102 | 78 | 47 | 25 | 110 | 18 | 20 | 84 | 54 |
| | 7.7% | 6.8% | 8.2% | 7.1% | 8.0% | 9.7% | 7.0% | 11.0% | 10.5% | 7.9% | 7.2% |
| 9-10 | 582 | 195 | 382 | 296 | 198 | 85 | 506 | 26 | 46 | 242 | 297 |
| | 30.0% | 28.8% | 30.6% | 27.1% | 33.8% | 32.9% | 32.1% | 16.0% | 24.2% | 22.7% | 39.8% |
| | | | | | D | d | HI | | h | | J |
| 11 or more | 486 | 182 | 300 | 299 | 125 | 61 | 370 | 60 | 53 | 364 | 102 |
| | 25.0% | 26.9% | 24.1% | 27.4% | 21.3% | 23.6% | 23.5% | 36.8% | 27.9% | 34.1% | 13.7% |
| | | | | E | | | | GI | | K | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH5. Which route do you ride most often?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------------|---------------|-----------|-----------|-------------|-----------|----------------|-----------|------------------|------------|------------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) East Liberty | 645 | 223 | 415 | 410 | 162 | 73 | 519 | 53 | 69 | 394 | 228 |
| | 33.2% | 32.9% | 33.3% | 37.5% EF | 27.6% | 28.3% | 32.9% | 32.5% | 36.3% | 36.9% K | 30.6% |
| -P1 - East Busway-All Stops | 106 | 42 | 63 | 62 | 33 | 11 | 82 | 12 | 12 | 50 | 54 |
| | 5.5% | 6.2% | 5.1% | 5.7% | 5.6% | 4.3% | 5.2% | 7.4% | 6.3% | 4.7% | 7.2% J |
| -71A - Negley | 72 | 29 | 42 | 57 | 10 | 5 | 56 | 2 | 13 | 46 | 24 |
| | 3.7% | 4.3% | 3.4% | 5.2% EF | 1.7% | 1.9% | 3.6% H | 1.2% | 6.8% gH | 4.3% | 3.2% |
| -71B - Highland Park | 44 | 20 | 24 | 34 | 7 | 3 | 33 | 2 | 9 | 27 | 14 |
| | 2.3% | 3.0% | 1.9% | 3.1% EF | 1.2% | 1.2% | 2.1% | 1.2% | 4.7% gH | 2.5% | 1.9% |
| -75 - Ellsworth | 40 | 14 | 26 | 35 | 4 | 1 | 35 | 1 | 4 | 30 | 10 |
| | 2.1% | 2.1% | 2.1% | 3.2% EF | 0.7% | 0.4% | 2.2% H | 0.6% | 2.1% | 2.8% K | 1.3% |
| -87 - Friendship | 37 | 9 | 28 | 30 | 6 | 1 | 32 | 3 | 2 | 24 | 11 |
| | 1.9% | 1.3% | 2.2% | 2.7% EF | 1.0% | 0.4% | 2.0% | 1.8% | 1.1% | 2.2% | 1.5% |
| -91 - Butler Street | 36 | 14 | 22 | 21 | 10 | 5 | 31 | 3 | 2 | 27 | 8 |
| | 1.9% | 2.1% | 1.8% | 1.9% | 1.7% | 1.9% | 2.0% | 1.8% | 1.1% | 2.5% K | 1.1% |
| -61A - North Braddock | 35 | 11 | 23 | 23 | 5 | 7 | 22 | 6 | 6 | 29 | 4 |
| | 1.8% | 1.6% | 1.8% | 2.1% E | 0.9% | 2.7% e | 1.4% | 3.7% | 3.2% | 2.7% K | 0.5% |
| -71C - Point Breeze | 26 | 6 | 20 | 19 | 7 | - | 20 | 3 | 3 | 19 | 5 |
| | 1.3% | 0.9% | 1.6% | 1.7% | 1.2% | | 1.3% | 1.8% | 1.6% | 1.8% K | 0.7% |
| -P12 - Holiday Park Flyer | 24 | 12 | 12 | 11 | 9 | 4 | 24 | - | - | 6 | 16 |
| | 1.2% | 1.8% | 1.0% | 1.0% | 1.5% | 1.6% | 1.5% | | | 0.6% | 2.1% J |
| -86 - Liberty | 22 | 4 | 18 | 17 | 3 | 2 | 17 | 3 | 2 | 19 | 3 |
| | 1.1% | 0.6% | 1.4% b | 1.6% E | 0.5% | 0.8% | 1.1% | 1.8% | 1.1% | 1.8% K | 0.4% |
| -88 - Penn | 20 | 8 | 12 | 14 | 5 | 1 | 18 | - | 2 | 13 | 7 |
| | 1.0% | 1.2% | 1.0% | 1.3% f | 0.9% | 0.4% | 1.1% | | 1.1% | 1.2% | 0.9% |
| -P10 - Allegheny Valley Flyer | 18 | 6 | 12 | 7 | 7 | 4 | 16 | - | 1 | 5 | 11 |
| | 0.9% | 0.9% | 1.0% | 0.6% | 1.2% | 1.6% | 1.0% | | 0.5% | 0.5% | 1.5% J |
| -P71 - Swissvale Flyer | 17 | 8 | 9 | 11 | 5 | 1 | 15 | 1 | 1 | 8 | 9 |
| | 0.9% | 1.2% | 0.7% | 1.0% | 0.9% | 0.4% | 1.0% | 0.6% | 0.5% | 0.7% | 1.2% |
| -58 - Greenfield | 16 | 4 | 10 | 5 | 6 | 5 | 13 | - | 3 | 10 | 5 |
| | 0.8% | 0.6% | 0.8% | 0.5% | 1.0% | 1.9% d | 0.8% | | 1.6% | 0.9% | 0.7% |
| -64 - Lawrenceville - Waterfront | 16 | 6 | 10 | 13 | 3 | - | 15 | - | 1 | 10 | 6 |
| | 0.8% | 0.9% | 0.8% | 1.2% | 0.5% | | 1.0% | | 0.5% | 0.9% | 0.8% |
| -69 - Trafford | 16 | 3 | 13 | 8 | 4 | 4 | 13 | 2 | 1 | 12 | 3 |
| | 0.8% | 0.4% | 1.0% | 0.7% | 0.7% | 1.6% | 0.8% | 1.2% | 0.5% | 1.1% k | 0.4% |
| -71D - Hamilton | 16 | 4 | 12 | 9 | 3 | 4 | 13 | 1 | 2 | 10 | 6 |
| | 0.8% | 0.6% | 1.0% | 0.8% | 0.5% | 1.6% | 0.8% | 0.6% | 1.1% | 0.9% | 0.8% |
| -P78 - Oakmont Flyer | 14 | 5 | 8 | 8 | 5 | 1 | 13 | - | - | 7 | 7 |
| | 0.7% | 0.7% | 0.6% | 0.7% | 0.9% | 0.4% | 0.8% | | | 0.7% | 0.9% |
| -P16 - Penn Hills Flyer | 13 | 2 | 10 | 3 | 6 | 4 | 10 | 2 | 1 | 6 | 5 |
| | 0.7% | 0.3% | 0.8% | 0.3% | 1.0% d | 1.6% | 0.6% | 1.2% | 0.5% | 0.6% | 0.7% |
| -93 - Lawrenceville - Hazlewood | 11 | 4 | 7 | 6 | 5 | - | 9 | 1 | 1 | 4 | 7 |
| | 0.6% | 0.6% | 0.6% | 0.5% | 0.9% | | 0.6% | 0.6% | 0.5% | 0.4% | 0.9% |
| -28X - Airport Flyer | 10 | 4 | 6 | 3 | 5 | 2 | 9 | - | 1 | 5 | 5 |
| | 0.5% | 0.6% | 0.5% | 0.3% | 0.9% | 0.8% | 0.6% | | 0.5% | 0.5% | 0.7% |
| -82 - Lincoln | 9 | 1 | 8 | 3 | 4 | 2 | 3 | 6 | - | 9 | - |
| | 0.5% | 0.1% b | 0.6% | 0.3% | 0.7% | 0.8% | 0.2% | 3.7% G | | 0.8% | |
| -P2 - East Busway Short | 5 | 1 | 4 | 3 | 1 | 1 | 4 | 1 | - | 2 | 3 |
| | 0.3% | 0.1% | 0.3% | 0.3% | 0.2% | 0.4% | 0.3% | 0.6% | | 0.2% | 0.4% |
| -68 - Braddock Hills | 4 | 2 | 2 | - | 2 | 2 | 4 | - | - | 2 | 2 |
| | 0.2% | 0.3% | 0.2% | | 0.3% | 0.8% | 0.3% | | | 0.2% | 0.3% |
| -P69 - Trafford Flyer | 3 | - | 3 | 2 | 1 | - | 3 | - | - | 2 | 1 |
| | 0.2% | | 0.2% | 0.2% | 0.2% | | 0.2% | | | 0.2% | 0.1% |
| -78 - Oakmont | 3 | - | 3 | 1 | 1 | 1 | 3 | - | - | 2 | 1 |
| | 0.2% | | 0.2% | 0.1% | 0.2% | 0.4% | 0.2% | | | 0.2% | 0.1% |
| -P17 - Lincoln Park Flyer | 3 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 3 | - |
| | 0.2% | 0.1% | 0.2% | 0.1% | 0.2% | 0.4% | 0.1% | 0.6% | 0.5% | 0.3% | |
| -P68 - Braddock Hills Flyer | 3 | 1 | 2 | 1 | 2 | - | 3 | - | - | 2 | 1 |
| | 0.2% | 0.1% | 0.2% | 0.1% | 0.3% | | 0.2% | | | 0.2% | 0.1% |
| -71 - Edgewood Town Center | 2 | 1 | 1 | - | 1 | 1 | 2 | - | - | 2 | - |
| | 0.1% | 0.1% | 0.1% | | 0.2% | 0.4% | 0.1% | | | 0.2% | |
| -79 - East Hills | 2 | 1 | 1 | 1 | 1 | - | - | 1 | 1 | 2 | - |
| | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | | | 0.6% | 0.5% | 0.2% | |
| -74 - Homewood-Squirrel Hill | 1 | - | 1 | 1 | - | - | - | 1 | - | - | - |
| | 0.1% | | 0.1% | 0.1% | | | | 0.6% | | | |
| -89 - Garfield Commons | 1 | - | 1 | 1 | - | - | - | 1 | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | | 0.6% | | 0.1% | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------------------------------|------------|--------|------------|-----------|-----------|----------------|-----------|------------------|-----------|------------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) West Mifflin | 405 | 127 | 275 | 217 | 125 | 62 | 309 | 47 | 45 | 238 | 126 |
| | 20.9% | 18.8% | 22.1% b | 19.9% | 21.3% | 24.0% | 19.6% | 28.8% G | 23.7% | 22.3% K | 16.9% |
| -61D - Murray | 69 | 18 | 51 | 50 | 12 | 7 | 57 | - | 12 | 47 | 19 |
| | 3.6% | 2.7% | 4.1% b | 4.6% E | 2.0% | 2.7% | 3.6% | | 6.3% | 4.4% K | 2.5% |
| -51 - Carrick | 57 | 22 | 35 | 26 | 25 | 6 | 51 | 2 | 3 | 44 | 10 |
| | 2.9% | 3.2% | 2.8% | 2.4% | 4.3% D | 2.3% | 3.2% H | 1.2% | 1.6% | 4.1% K | 1.3% |
| -61C - McKeesport-Homestead | 43 | 15 | 28 | 31 | 8 | 4 | 28 | 6 | 9 | 26 | 12 |
| | 2.2% | 2.2% | 2.2% | 2.8% E | 1.4% | 1.6% | 1.8% | 3.7% | 4.7% g | 2.4% | 1.6% |
| -61B - Braddock-Swissvale | 29 | 9 | 20 | 18 | 6 | 4 | 19 | 5 | 5 | 17 | 10 |
| | 1.5% | 1.3% | 1.6% | 1.6% | 1.0% | 1.6% | 1.2% | 3.1% | 2.6% | 1.6% | 1.3% |
| -56 - Lincoln Place | 22 | 7 | 15 | 9 | 11 | 2 | 13 | 7 | 1 | 14 | 8 |
| | 1.1% | 1.0% | 1.2% | 0.8% | 1.9% d | 0.8% | 0.8% | 4.3% GI | 0.5% | 1.3% | 1.1% |
| -P3 - East Busway-Oakland | 21 | 8 | 13 | 12 | 9 | - | 17 | 2 | 2 | 7 | 13 |
| | 1.1% | 1.2% | 1.0% | 1.1% | 1.5% | | 1.1% | 1.2% | 1.1% | 0.7% | 1.7% J |
| -Y1 - Large Flyer | 19 | 4 | 15 | 5 | 9 | 5 | 18 | 1 | - | 4 | 8 |
| | 1.0% | 0.6% | 1.2% | 0.5% | 1.5% D | 1.9% d | 1.1% | 0.6% | | 0.4% | 1.1% j |
| -Y46 - Elizabeth Flyer | 17 | 2 | 14 | 6 | 6 | 5 | 13 | 1 | 3 | 5 | 10 |
| | 0.9% | 0.3% | 1.1% B | 0.5% | 1.0% | 1.9% | 0.8% | 0.6% | 1.6% | 0.5% | 1.3% j |
| -59 - Mon Valley | 15 | 5 | 10 | 7 | 5 | 3 | 11 | 2 | 2 | 13 | 1 |
| | 0.8% | 0.7% | 0.8% | 0.6% | 0.9% | 1.2% | 0.7% | 1.2% | 1.1% | 1.2% K | 0.1% |
| -P76 - Lincoln Highway Flyer | 15 | 4 | 10 | 9 | 3 | 3 | 14 | 1 | - | 6 | 5 |
| | 0.8% | 0.6% | 0.8% | 0.8% | 0.5% | 1.2% | 0.9% | 0.6% | | 0.6% | 0.7% |
| -65 - Squirrel Hill | 14 | 7 | 7 | 11 | 1 | 2 | 11 | - | 2 | 6 | 4 |
| | 0.7% | 1.0% | 0.6% | 1.0% E | 0.2% | 0.8% | 0.7% | | 1.1% | 0.6% | 0.5% |
| -53L - Homestead Park Limited | 13 | 2 | 11 | 4 | 6 | 3 | 11 | 1 | 1 | 4 | 7 |
| | 0.7% | 0.3% | 0.9% b | 0.4% | 1.0% | 1.2% | 0.7% | 0.6% | 0.5% | 0.4% | 0.9% |
| -Y49 - Prospect Flyer | 13 | 5 | 8 | 6 | 5 | 2 | 11 | 1 | 1 | 10 | 2 |
| | 0.7% | 0.7% | 0.6% | 0.5% | 0.9% | 0.8% | 0.7% | 0.6% | 0.5% | 0.9% k | 0.3% |
| -P7 - McKeesport Flyer | 11 | 1 | 10 | 2 | 3 | 6 | 6 | 5 | - | 6 | 4 |
| | 0.6% | 0.1% | 0.8% B | 0.2% | 0.5% | 2.3% De | 0.4% | 3.1% G | | 0.6% | 0.5% |
| -57 - Hazelwood | 7 | 3 | 4 | 2 | 4 | 1 | 4 | 1 | 2 | 5 | 2 |
| | 0.4% | 0.4% | 0.3% | 0.2% | 0.7% | 0.4% | 0.3% | 0.6% | 1.1% | 0.5% | 0.3% |
| -Y47 - Curry Flyer | 7 | - | 7 | 3 | 3 | 1 | 4 | 1 | 1 | 2 | 2 |
| | 0.4% | | 0.6% | 0.3% | 0.5% | 0.4% | 0.3% | 0.6% | 0.5% | 0.2% | 0.3% |
| -83 - Bedford Hill | 6 | 3 | 3 | 4 | 2 | - | 2 | 4 | - | 4 | 2 |
| | 0.3% | 0.4% | 0.2% | 0.4% | 0.3% | | 0.1% | 2.5% g | | 0.4% | 0.3% |
| -Y45 - Baldwin Manor Flyer | 6 | 3 | 3 | 2 | 2 | 2 | 6 | - | - | 4 | 2 |
| | 0.3% | 0.4% | 0.2% | 0.2% | 0.3% | 0.8% | 0.4% | | | 0.4% | 0.3% |
| -51L - Carrick Limited | 5 | 2 | 3 | 2 | 1 | 2 | 4 | 1 | - | 2 | 2 |
| | 0.3% | 0.3% | 0.2% | 0.2% | 0.2% | 0.8% | 0.3% | 0.6% | | 0.2% | 0.3% |
| -81 - Oak Hill | 5 | 3 | 2 | 3 | 1 | 1 | 2 | 3 | - | 4 | 1 |
| | 0.3% | 0.4% | 0.2% | 0.3% | 0.2% | 0.4% | 0.1% | 1.8% | | 0.4% | 0.1% |
| -44 - Knoxville | 4 | 1 | 2 | 2 | 1 | 1 | 1 | 3 | - | 3 | 1 |
| | 0.2% | 0.1% | 0.2% | 0.2% | 0.2% | 0.4% | 0.1% | 1.8% g | | 0.3% | 0.1% |
| -52L - Homeville Limited | 3 | - | 3 | 1 | 1 | 1 | 2 | - | 1 | 1 | 1 |
| | 0.2% | | 0.2% | 0.1% | 0.2% | 0.4% | 0.1% | | 0.5% | 0.1% | 0.1% |
| -53 - Homestead Park | 2 | 1 | 1 | - | 1 | 1 | 2 | - | - | 2 | - |
| | 0.1% | 0.1% | 0.1% | | 0.2% | 0.4% | 0.1% | | | 0.2% | |
| -55 - Glassport | 2 | 2 | - | 2 | - | - | 2 | - | - | 2 | - |
| | 0.1% | 0.3% | | 0.2% | | | 0.1% | | | 0.2% | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|------------|-----------|------------|------------|----------------|-------------|------------------|-----------|-----------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Ross | 321 | 113 | 206 | 180 | 90 | 49 | 247 | 36 | 36 | 186 | 112 |
| | 16.5% | 16.7% | 16.5% | 16.5% | 15.4% | 19.0% | 15.7% | 22.1% g | 18.9% | 17.4% | 15.0% |
| -54 - North Side-Oakland-South Side | 63 | 24 | 39 | 45 | 15 | 3 | 53 | 2 | 8 | 48 | 14 |
| | 3.2% | 3.5% | 3.1% | 4.1% eF | 2.6% | 1.2% | 3.4% H | 1.2% | 4.2% h | 4.5% K | 1.9% |
| -16 - Brighton | 28 | 11 | 17 | 17 | 6 | 5 | 24 | 3 | 1 | 19 | 8 |
| | 1.4% | 1.6% | 1.4% | 1.6% | 1.0% | 1.9% | 1.5% | 1.8% | 0.5% | 1.8% | 1.1% |
| -13 - Bellevue | 26 | 14 | 12 | 13 | 8 | 5 | 17 | 5 | 4 | 15 | 8 |
| | 1.3% | 2.1% c | 1.0% | 1.2% | 1.4% | 1.9% | 1.1% | 3.1% | 2.1% | 1.4% | 1.1% |
| -01 - Ross Flyer | 22 | 6 | 16 | 10 | 10 | 2 | 20 | - | 2 | 2 | 19 |
| | 1.1% | 0.9% | 1.3% | 0.9% | 1.7% | 0.8% | 1.3% | | 1.1% | 0.2% | 2.5% J |
| -77 - Penn Hills | 21 | 4 | 17 | 12 | 8 | 1 | 11 | 6 | 4 | 13 | 7 |
| | 1.1% | 0.6% | 1.4% b | 1.1% | 1.4% | 0.4% | 0.7% | 3.7% G | 2.1% | 1.2% | 0.9% |
| -8 - Perrysville | 19 | 8 | 11 | 8 | 7 | 4 | 11 | 6 | 2 | 10 | 6 |
| | 1.0% | 1.2% | 0.9% | 0.7% | 1.2% | 1.6% | 0.7% | 3.7% G | 1.1% | 0.9% | 0.8% |
| -67 - Monroeville | 19 | 6 | 13 | 13 | 3 | 3 | 13 | 5 | 1 | 8 | 8 |
| | 1.0% | 0.9% | 1.0% | 1.2% | 0.5% | 1.2% | 0.8% | 3.1% i | 0.5% | 0.7% | 1.1% |
| -14 - Ohio Valley | 17 | 8 | 9 | 8 | 7 | 2 | 15 | 1 | 1 | 10 | 6 |
| | 0.9% | 1.2% | 0.7% | 0.7% | 1.2% | 0.8% | 1.0% | 0.6% | 0.5% | 0.9% | 0.8% |
| -012 - McKnight Flyer | 16 | 6 | 10 | 5 | 6 | 4 | 12 | - | 2 | 3 | 11 |
| | 0.8% | 0.9% | 0.8% | 0.5% | 1.0% | 1.6% | 0.8% | | 1.1% | 0.3% | 1.5% J |
| -2 - Mount Royal | 15 | 3 | 11 | 8 | 4 | 2 | 9 | 2 | 4 | 12 | 2 |
| | 0.8% | 0.4% | 0.9% | 0.7% | 0.7% | 0.8% | 0.6% | 1.2% | 2.1% | 1.1% K | 0.3% |
| -4 - Troy Hill | 14 | 3 | 11 | 8 | 5 | 1 | 14 | - | - | 8 | 4 |
| | 0.7% | 0.4% | 0.9% | 0.7% | 0.9% | 0.4% | 0.9% | | | 0.7% | 0.5% |
| -12 - McKnight | 13 | 4 | 9 | 7 | 3 | 3 | 10 | 1 | 2 | 6 | 5 |
| | 0.7% | 0.6% | 0.7% | 0.6% | 0.5% | 1.2% | 0.6% | 0.6% | 1.1% | 0.6% | 0.7% |
| -1 - Freeport Road | 10 | 4 | 5 | 3 | 4 | 3 | 10 | - | - | 7 | 3 |
| | 0.5% | 0.6% | 0.4% | 0.3% | 0.7% | 1.2% | 0.6% | | | 0.7% | 0.4% |
| -19L - Emsworth Limited | 8 | 1 | 7 | 7 | 1 | - | 6 | 1 | 1 | 5 | 1 |
| | 0.4% | 0.1% | 0.6% | 0.6% | 0.2% | | 0.4% | 0.6% | 0.5% | 0.5% | 0.1% |
| -6 - Spring Hill | 7 | 2 | 5 | 5 | - | 2 | 4 | 1 | 2 | 5 | 2 |
| | 0.4% | 0.3% | 0.4% | 0.5% | | 0.8% | 0.3% | 0.6% | 1.1% | 0.5% | 0.3% |
| -P67 - Monroeville Flyer | 7 | 3 | 4 | 3 | - | 4 | 6 | - | 1 | 3 | 4 |
| | 0.4% | 0.4% | 0.3% | 0.3% | | 1.6% | 0.4% | | 0.5% | 0.3% | 0.5% |
| -05 - Thompson Run Flyer | 5 | 1 | 4 | 4 | - | 1 | 5 | - | - | 4 | 1 |
| | 0.3% | 0.1% | 0.3% | 0.4% | | 0.4% | 0.3% | | | 0.4% | 0.1% |
| -18 - Manchester | 3 | 1 | 2 | - | 1 | 2 | 2 | 1 | - | 2 | 1 |
| | 0.2% | 0.1% | 0.2% | | 0.2% | 0.8% | 0.1% | 0.6% | | 0.2% | 0.1% |
| -11 - Fineview | 2 | 2 | - | 2 | - | - | 1 | - | 1 | 1 | 1 |
| | 0.1% | 0.3% | | 0.2% | | | 0.1% | | 0.5% | 0.1% | 0.1% |
| -15 - Charles | 2 | 1 | 1 | 1 | - | 1 | 1 | 1 | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.1% | | 0.4% | 0.1% | 0.6% | | 0.1% | 0.1% |
| -17 - Shadeland | 2 | - | 2 | - | 1 | 1 | 1 | 1 | - | 2 | - |
| | 0.1% | | 0.2% | | 0.2% | 0.4% | 0.1% | 0.6% | | 0.2% | |
| -7 - Spring Garden | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | | | 0.2% | | 0.1% | | | 0.1% | |
| -P13 - Mount Royal Flyer | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| (Net) South Hills | 294 | 116 | 177 | 144 | 109 | 40 | 270 | 7 | 16 | 109 | 166 |
| | 15.1% | 17.1% c | 14.2% | 13.2% | 18.6% D | 15.5% | 17.1% HI | 4.3% | 8.4% | 10.2% | 22.3% J |
| -(RED) - Red Line - Castle Shannon via Beechview | 118 | 41 | 77 | 64 | 46 | 8 | 110 | 1 | 7 | 60 | 52 |
| | 6.1% | 6.1% | 6.2% | 5.9% F | 7.8% F | 3.1% | 7.0% HI | 0.6% | 3.7% H | 5.6% | 7.0% |
| -(BLLB) - Blue Line - Library via Overbrook | 87 | 38 | 48 | 33 | 33 | 21 | 80 | - | 6 | 22 | 57 |
| | 4.5% | 5.6% c | 3.8% | 3.0% | 5.6% D | 8.1% D | 5.1% | | 3.2% | 2.1% | 7.6% J |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 77 | 32 | 45 | 39 | 27 | 10 | 70 | 4 | 3 | 21 | 52 |
| | 4.0% | 4.7% | 3.6% | 3.6% | 4.6% | 3.9% | 4.4% I | 2.5% | 1.6% | 2.0% | 7.0% J |
| -Incline - Monongahela Incline | 12 | 5 | 7 | 8 | 3 | 1 | 10 | 2 | - | 6 | 5 |
| | 0.6% | 0.7% | 0.6% | 0.7% | 0.5% | 0.4% | 0.6% | 1.2% | | 0.6% | 0.7% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------------|------------|-----------|--------|-----------|------------|----------------|-----------|------------------|--------|-----------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Collier | 240 | 87 | 150 | 121 | 86 | 33 | 199 | 18 | 23 | 130 | 90 |
| | 12.4% | 12.9% | 12.0% | 11.1% | 14.7% D | 12.8% | 12.6% | 11.0% | 12.1% | 12.2% | 12.1% |
| -G2 - West Busway | 51 | 14 | 36 | 21 | 23 | 7 | 43 | 3 | 5 | 26 | 18 |
| | 2.6% | 2.1% | 2.9% | 1.9% | 3.9% D | 2.7% | 2.7% | 1.8% | 2.6% | 2.4% | 2.4% |
| -39 - Brookline | 23 | 5 | 17 | 12 | 8 | 3 | 20 | 1 | 2 | 10 | 11 |
| | 1.2% | 0.7% | 1.4% | 1.1% | 1.4% | 1.2% | 1.3% | 0.6% | 1.1% | 0.9% | 1.5% |
| -48 - Arlington | 21 | 9 | 12 | 14 | 4 | 3 | 18 | - | 3 | 11 | 7 |
| | 1.1% | 1.3% | 1.0% | 1.3% | 0.7% | 1.2% | 1.1% | - | 1.6% | 1.0% | 0.9% |
| -31 - Bridgeville | 18 | 8 | 10 | 7 | 8 | 3 | 18 | - | - | 12 | 5 |
| | 0.9% | 1.2% | 0.8% | 0.6% | 1.4% | 1.2% | 1.1% | - | - | 1.1% | 0.7% |
| -38 - Green Tree | 17 | 6 | 11 | 13 | 4 | - | 13 | 2 | 2 | 7 | 9 |
| | 0.9% | 0.9% | 0.9% | 1.2% | 0.7% | - | 0.8% | 1.2% | 1.1% | 0.7% | 1.2% |
| -41 - Bower Hill | 17 | 8 | 8 | 6 | 5 | 6 | 15 | 1 | 1 | 7 | 10 |
| | 0.9% | 1.2% | 0.6% | 0.5% | 0.9% | 2.3% d | 1.0% | 0.6% | 0.5% | 0.7% | 1.3% |
| -G3 - Moon Flyer | 17 | 6 | 11 | 6 | 10 | 1 | 14 | - | 3 | 5 | 10 |
| | 0.9% | 0.9% | 0.9% | 0.5% | 1.7% DF | 0.4% | 0.9% | - | 1.6% | 0.5% | 1.3% j |
| -21 - Coraopolis | 15 | 10 | 5 | 7 | 4 | 4 | 9 | 3 | 3 | 10 | 3 |
| | 0.8% | 1.5% C | 0.4% | 0.6% | 0.7% | 1.6% | 0.6% | 1.8% | 1.6% | 0.9% | 0.4% |
| -40 - Mount Washington | 12 | 3 | 9 | 8 | 3 | 1 | 11 | 1 | - | 10 | 1 |
| | 0.6% | 0.4% | 0.7% | 0.7% | 0.5% | 0.4% | 0.7% | 0.6% | - | 0.9% K | 0.1% |
| -29 - Robinson | 8 | 2 | 6 | 5 | 3 | - | 5 | 2 | 1 | 5 | 3 |
| | 0.4% | 0.3% | 0.5% | 0.5% | 0.5% | - | 0.3% | 1.2% | 0.5% | 0.5% | 0.4% |
| -24 - West Park | 7 | 2 | 5 | 6 | 1 | - | 5 | 1 | 1 | 7 | - |
| | 0.4% | 0.3% | 0.4% | 0.5% | 0.2% | - | 0.3% | 0.6% | 0.5% | 0.7% | - |
| -36 - Banksville | 7 | 3 | 4 | 4 | 2 | 1 | 7 | - | - | 2 | 5 |
| | 0.4% | 0.4% | 0.3% | 0.4% | 0.3% | 0.4% | 0.4% | - | - | 0.2% | 0.7% |
| -20 - Kennedy | 6 | 3 | 3 | 2 | 2 | 2 | 4 | 2 | - | 4 | 2 |
| | 0.3% | 0.4% | 0.2% | 0.2% | 0.3% | 0.8% | 0.3% | 1.2% | - | 0.4% | 0.3% |
| -26 - Chartiers | 5 | 1 | 4 | 2 | 3 | - | 4 | 1 | - | 5 | - |
| | 0.3% | 0.1% | 0.3% | 0.2% | 0.5% | - | 0.3% | 0.6% | - | 0.5% | - |
| -22 - McCoy | 4 | 2 | 2 | 4 | - | - | 3 | 1 | - | 4 | - |
| | 0.2% | 0.3% | 0.2% | 0.4% | - | - | 0.2% | 0.6% | - | 0.4% | - |
| -27 - Fairywood | 4 | 3 | 1 | 3 | 1 | - | 3 | - | 1 | - | 3 |
| | 0.2% | 0.4% | 0.1% | 0.3% | 0.2% | - | 0.2% | - | 0.5% | - | 0.4% |
| -43 - Bailey | 4 | - | 4 | - | 3 | 1 | 3 | - | 1 | 3 | 1 |
| | 0.2% | - | 0.3% | - | 0.5% | 0.4% | 0.2% | - | 0.5% | 0.3% | 0.1% |
| -G31 - Bridgeville Flyer | 4 | 2 | 2 | 1 | 2 | 1 | 4 | - | - | 2 | 2 |
| | 0.2% | 0.3% | 0.2% | 0.1% | 0.3% | 0.4% | 0.3% | - | - | 0.2% | 0.3% |
| Don't know/Don't remember | 36 | 11 | 24 | 21 | 14 | 1 | 32 | 2 | 1 | 11 | 24 |
| | 1.9% | 1.6% | 1.9% | 1.9% F | 2.4% F | 0.4% | 2.0% I | 1.2% | 0.5% | 1.0% | 3.2% J |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH6. When using the route you ride most often, do you require a transfer to get to your end destination?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|---------------|------------|------------|--------|--------|----------------|----------------|---------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 391 | 154 | 234 | 208 | 123 | 59 | 281 | 63 | 45 | 296 | 73 |
| | 20.1% | 22.7% C | 18.8% | 19.0% | 21.0% | 22.9% | 17.8% | 38.7% GI | 23.7% g | 27.7% K | 9.8% |
| No | 1550 | 523 | 1013 | 885 | 463 | 199 | 1295 | 100 | 145 | 772 | 673 |
| | 79.9% | 77.3% | 81.2% B | 81.0% | 79.0% | 77.1% | 82.2% Hi | 61.3% | 76.3% H | 72.3% | 90.2% J |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RH6A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH6a. Which route do you transfer to?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------------|---------------|-----------|-----------|-----------|--------|----------------|----------------|---------------------|--------|-----------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Transfer | 391 | 154 | 234 | 208 | 123 | 59 | 281 | 63 | 45 | 296 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) East Liberty | 162 | 61 | 99 | 88 | 48 | 26 | 115 | 25 | 21 | 122 | 31 |
| | 41.4% | 39.6% | 42.3% | 42.3% | 39.0% | 44.1% | 40.9% | 39.7% | 46.7% | 41.2% | 42.5% |
| -71A - Negley | 30 | 12 | 17 | 17 | 5 | 8 | 20 | 5 | 4 | 20 | 7 |
| | 7.7% | 7.8% | 7.3% | 8.2% | 4.1% | 13.6% E | 7.1% | 7.9% | 8.9% | 6.8% | 9.6% |
| -P1 - East Busway-All Stops | 20 | 9 | 10 | 12 | 7 | 1 | 15 | 2 | 3 | 13 | 6 |
| | 5.1% | 5.8% | 4.3% | 5.8% f | 5.7% | 1.7% | 5.3% | 3.2% | 6.7% | 4.4% | 8.2% |
| -71B - Highland Park | 16 | 6 | 10 | 6 | 6 | 4 | 13 | 1 | 2 | 12 | 4 |
| | 4.1% | 3.9% | 4.3% | 2.9% | 4.9% | 6.8% | 4.6% | 1.6% | 4.4% | 4.1% | 5.5% |
| -91 - Butler Street | 14 | 4 | 10 | 7 | 6 | 1 | 11 | 2 | 1 | 13 | 1 |
| | 3.6% | 2.6% | 4.3% | 3.4% | 4.9% | 1.7% | 3.9% | 3.2% | 2.2% | 4.4% k | 1.4% |
| -71C - Point Breeze | 12 | 2 | 10 | 8 | 3 | 1 | 11 | 1 | - | 9 | 2 |
| | 3.1% | 1.3% | 4.3% b | 3.8% | 2.4% | 1.7% | 3.9% | 1.6% | | 3.0% | 2.7% |
| -61A - North Braddock | 10 | 7 | 3 | 6 | 2 | 2 | 10 | - | - | 7 | 3 |
| | 2.6% | 4.5% c | 1.3% | 2.9% | 1.6% | 3.4% | 3.6% | | | 2.4% | 4.1% |
| -64 - Lawrenceville - Waterfront | 10 | 3 | 7 | 5 | 2 | 3 | 7 | 2 | 1 | 9 | - |
| | 2.6% | 1.9% | 3.0% | 2.4% | 1.6% | 5.1% | 2.5% | 3.2% | 2.2% | 3.0% | |
| -28X - Airport Flyer | 8 | 3 | 5 | 4 | 3 | 1 | 5 | 1 | 2 | 5 | 1 |
| | 2.0% | 1.9% | 2.1% | 1.9% | 2.4% | 1.7% | 1.8% | 1.6% | 4.4% | 1.7% | 1.4% |
| -88 - Penn | 6 | 3 | 3 | 5 | 1 | - | 4 | 1 | 1 | 5 | 1 |
| | 1.5% | 1.9% | 1.3% | 2.4% | 0.8% | | 1.4% | 1.6% | 2.2% | 1.7% | 1.4% |
| -71 - Edgewood Town Center | 5 | - | 5 | 2 | 2 | 1 | 3 | 2 | - | 4 | 1 |
| | 1.3% | | 2.1% | 1.0% | 1.6% | 1.7% | 1.1% | 3.2% | | 1.4% | 1.4% |
| -82 - Lincoln | 5 | 1 | 4 | 2 | 1 | 2 | - | 3 | 2 | 5 | - |
| | 1.3% | 0.6% | 1.7% | 1.0% | 0.8% | 3.4% | | 4.8% | 4.4% | 1.7% | |
| -71D - Hamilton | 4 | 3 | 1 | 4 | - | - | 3 | - | 1 | 2 | 1 |
| | 1.0% | 1.9% | 0.4% | 1.9% | | | 1.1% | | 2.2% | 0.7% | 1.4% |
| -68 - Braddock Hills | 3 | - | 3 | - | 1 | 2 | 1 | 1 | 1 | 3 | - |
| | 0.8% | | 1.3% | | 0.8% | 3.4% | 0.4% | 1.6% | 2.2% | 1.0% | |
| -69 - Trafford | 3 | 2 | 1 | 1 | 2 | - | 1 | 1 | 1 | 2 | 1 |
| | 0.8% | 1.3% | 0.4% | 0.5% | 1.6% | | 0.4% | 1.6% | 2.2% | 0.7% | 1.4% |
| -75 - Ellsworth | 3 | 1 | 2 | 1 | 2 | - | 3 | - | - | 3 | - |
| | 0.8% | 0.6% | 0.9% | 0.5% | 1.6% | | 1.1% | | | 1.0% | |
| -86 - Liberty | 3 | - | 3 | 1 | 2 | - | 1 | 1 | 1 | 2 | 1 |
| | 0.8% | | 1.3% | 0.5% | 1.6% | | 0.4% | 1.6% | 2.2% | 0.7% | 1.4% |
| -87 - Friendship | 3 | - | 3 | 1 | 2 | - | 1 | 1 | 1 | 3 | - |
| | 0.8% | | 1.3% | 0.5% | 1.6% | | 0.4% | 1.6% | 2.2% | 1.0% | |
| -58 - Greenfield | 2 | 1 | 1 | 1 | 1 | - | 2 | - | - | 2 | - |
| | 0.5% | 0.6% | 0.4% | 0.5% | 0.8% | | 0.7% | | | 0.7% | |
| -74 - Homewood-Squirrel Hill | 2 | 1 | 1 | 2 | - | - | 1 | 1 | - | 1 | 1 |
| | 0.5% | 0.6% | 0.4% | 1.0% | | | 0.4% | 1.6% | | 0.3% | 1.4% |
| -93 - Lawrenceville - Hazlewood | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.3% | 0.6% | | 0.5% | | | 0.4% | | | 0.3% | |
| -P2 - East Busway Short | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.3% | 0.6% | | 0.5% | | | 0.4% | | | 0.3% | |
| -P12 - Holiday Park Flyer | 1 | 1 | - | 1 | - | - | 1 | - | - | - | 1 |
| | 0.3% | 0.6% | | 0.5% | | | 0.4% | | | | 1.4% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH6a. Which route do you transfer to?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------------------------------------|------------|-----------|--------|-----------|--------|----------------|-----------|------------------|--------|------------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Transfer | 391 | 154 | 234 | 208 | 123 | 59 | 281 | 63 | 45 | 296 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) West Mifflin | 82 | 37 | 44 | 39 | 28 | 15 | 58 | 15 | 8 | 58 | 18 |
| | 21.0% | 24.0% | 18.8% | 18.8% | 22.8% | 25.4% | 20.6% | 23.8% | 17.8% | 19.6% | 24.7% |
| -51 - Carrick | 18 | 7 | 10 | 7 | 8 | 3 | 14 | 3 | - | 15 | 1 |
| | 4.6% | 4.5% | 4.3% | 3.4% | 6.5% | 5.1% | 5.0% | 4.8% | | 5.1% K | 1.4% |
| -P3 - East Busway-Oakland | 11 | 4 | 7 | 6 | 2 | 3 | 9 | 1 | 1 | 7 | 4 |
| | 2.8% | 2.6% | 3.0% | 2.9% | 1.6% | 5.1% | 3.2% | 1.6% | 2.2% | 2.4% | 5.5% |
| -61D - Murray | 9 | 3 | 6 | 7 | 1 | 1 | 7 | - | 2 | 6 | 2 |
| | 2.3% | 1.9% | 2.6% | 3.4% e | 0.8% | 1.7% | 2.5% | | 4.4% | 2.0% | 2.7% |
| -61B - Braddock-Swissvale | 8 | 7 | 1 | 3 | 2 | 3 | 5 | - | 3 | 2 | 6 |
| | 2.0% | 4.5% C | 0.4% | 1.4% | 1.6% | 5.1% | 1.8% | | 6.7% | 0.7% | 8.2% J |
| -61C - McKeesport-Homestead | 8 | 3 | 5 | 4 | 2 | 2 | 6 | 1 | 1 | 5 | 2 |
| | 2.0% | 1.9% | 2.1% | 1.9% | 1.6% | 3.4% | 2.1% | 1.6% | 2.2% | 1.7% | 2.7% |
| -56 - Lincoln Place | 4 | 1 | 3 | 1 | 3 | - | 2 | 2 | - | 4 | - |
| | 1.0% | 0.6% | 1.3% | 0.5% | 2.4% | | 0.7% | 3.2% | | 1.4% | |
| -59 - Mon Valley | 4 | 2 | 2 | 4 | - | - | 3 | 1 | - | 4 | - |
| | 1.0% | 1.3% | 0.9% | 1.9% | | | 1.1% | 1.6% | | 1.4% | |
| -81 - Oak Hill | 3 | 1 | 2 | - | 2 | 1 | - | 3 | - | 3 | - |
| | 0.8% | 0.6% | 0.9% | | 1.6% | 1.7% | | 4.8% | | 1.0% | |
| -51L - Carrick Limited | 2 | - | 2 | 2 | - | - | 1 | 1 | - | 1 | - |
| | 0.5% | | 0.9% | 1.0% | | | 0.4% | 1.6% | | 0.3% | |
| -57 - Hazelwood | 2 | 2 | - | 1 | 1 | - | 2 | - | - | 2 | - |
| | 0.5% | 1.3% | | 0.5% | 0.8% | | 0.7% | | | 0.7% | |
| -65 - Squirrel Hill | 2 | 1 | 1 | - | 1 | 1 | 2 | - | - | - | 2 |
| | 0.5% | 0.6% | 0.4% | | 0.8% | 1.7% | 0.7% | | | | 2.7% |
| -83 - Bedford Hill | 2 | 1 | 1 | 1 | 1 | - | - | 1 | 1 | 2 | - |
| | 0.5% | 0.6% | 0.4% | 0.5% | 0.8% | | | 1.6% | 2.2% | 0.7% | |
| -Y46 - Elizabeth Flyer | 2 | - | 2 | - | 2 | - | 1 | 1 | - | 2 | - |
| | 0.5% | | 0.9% | | 1.6% | | 0.4% | 1.6% | | 0.7% | |
| -Y49 - Prospect Flyer | 2 | 1 | 1 | 1 | 1 | - | 2 | - | - | 2 | - |
| | 0.5% | 0.6% | 0.4% | 0.5% | 0.8% | | 0.7% | | | 0.7% | |
| -55 - Glassport | 2 | 2 | - | 1 | - | 1 | 2 | - | - | 1 | - |
| | 0.5% | 1.3% | | 0.5% | | 1.7% | 0.7% | | | 0.3% | |
| -44 - Knoxville | 1 | 1 | - | - | 1 | - | - | 1 | - | - | 1 |
| | 0.3% | 0.6% | | | 0.8% | | | 1.6% | | | 1.4% |
| -60 - Walnut - Crawford Village | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.3% | | 0.4% | | 0.8% | | 0.4% | | | 0.3% | |
| -Y47 - Curry Flyer | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.3% | 0.6% | | 0.5% | | | 0.4% | | | 0.3% | |
| (Net) Ross | 67 | 24 | 43 | 36 | 18 | 12 | 41 | 17 | 9 | 56 | 8 |
| | 17.1% | 15.6% | 18.4% | 17.3% | 14.6% | 20.3% | 14.6% | 27.0% G | 20.0% | 18.9% k | 11.0% |
| -12 - McKnight | 13 | 4 | 9 | 9 | 2 | 1 | 7 | 4 | 2 | 10 | 1 |
| | 3.3% | 2.6% | 3.8% | 4.3% | 1.6% | 1.7% | 2.5% | 6.3% | 4.4% | 3.4% | 1.4% |
| -54 - North Side-Oakland-South Side | 11 | 3 | 8 | 4 | 4 | 3 | 6 | 3 | 2 | 10 | 1 |
| | 2.8% | 1.9% | 3.4% | 1.9% | 3.3% | 5.1% | 2.1% | 4.8% | 4.4% | 3.4% | 1.4% |
| -16 - Brighton | 10 | 3 | 7 | 4 | 2 | 4 | 7 | 3 | - | 9 | - |
| | 2.6% | 1.9% | 3.0% | 1.9% | 1.6% | 6.8% | 2.5% | 4.8% | | 3.0% | |
| -1 - Freeport Road | 5 | 1 | 4 | 3 | 2 | - | 5 | - | - | 5 | - |
| | 1.3% | 0.6% | 1.7% | 1.4% | 1.6% | | 1.8% | | | 1.7% | |
| -14 - Ohio Valley | 5 | 2 | 3 | 4 | 1 | - | 4 | - | 1 | 5 | - |
| | 1.3% | 1.3% | 1.3% | 1.9% | 0.8% | | 1.4% | | 2.2% | 1.7% | |
| -67 - Monroeville | 5 | 2 | 3 | 4 | - | 1 | 4 | 1 | - | 4 | 1 |
| | 1.3% | 1.3% | 1.3% | 1.9% | | 1.7% | 1.4% | 1.6% | | 1.4% | 1.4% |
| -77 - Penn Hills | 5 | 2 | 3 | 2 | 3 | - | 1 | 4 | - | 5 | - |
| | 1.3% | 1.3% | 1.3% | 1.0% | 2.4% | | 0.4% | 6.3% g | | 1.7% | |
| -13 - Bellevue | 5 | 3 | 2 | 2 | 1 | 2 | 2 | - | 3 | 2 | 3 |
| | 1.3% | 1.9% | 0.9% | 1.0% | 0.8% | 3.4% | 0.7% | | 6.7% | 0.7% | 4.1% |
| -7 - Spring Garden | 2 | 2 | - | 2 | - | - | 1 | - | 1 | 1 | 1 |
| | 0.5% | 1.3% | | 1.0% | | | 0.4% | | 2.2% | 0.3% | 1.4% |
| -4 - Troy Hill | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - |
| | 0.3% | 0.6% | | | 0.8% | | 0.4% | | | 0.3% | |
| -6 - Spring Hill | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.3% | | 0.4% | 0.5% | | | 0.4% | | | 0.3% | |
| -8 - Perrysville | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.3% | | 0.4% | | 0.8% | | 0.4% | | | | 1.4% |
| -17 - Shadeland | 1 | 1 | - | 1 | - | - | - | 1 | - | 1 | - |
| | 0.3% | 0.6% | | 0.5% | | | | 1.6% | | 0.3% | |
| -18 - Manchester | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - |
| | 0.3% | | 0.4% | | 0.8% | | | 1.6% | | 0.3% | |
| -P67 - Monroeville Flyer | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| | 0.3% | | 0.4% | | | 1.7% | 0.4% | | | 0.3% | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH6a. Which route do you transfer to?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|--------|--------|------------|-----------|----------------|------------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Transfer | 391 | 154 | 234 | 208 | 123 | 59 | 281 | 63 | 45 | 296 | 73 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Collier | 36 | 16 | 20 | 17 | 15 | 4 | 30 | 3 | 3 | 27 | 8 |
| | 9.2% | 10.4% | 8.5% | 8.2% | 12.2% | 6.8% | 10.7% h | 4.8% | 6.7% | 9.1% | 11.0% |
| -48 - Arlington | 12 | 7 | 5 | 8 | 4 | - | 11 | - | 1 | 7 | 5 |
| | 3.1% | 4.5% | 2.1% | 3.8% | 3.3% | - | 3.9% | - | 2.2% | 2.4% | 6.8% |
| -38 - Green Tree | 6 | 2 | 4 | 3 | 2 | 1 | 5 | - | 1 | 5 | 1 |
| | 1.5% | 1.3% | 1.7% | 1.4% | 1.6% | 1.7% | 1.8% | - | 2.2% | 1.7% | 1.4% |
| -29 - Robinson | 4 | 1 | 3 | 2 | 2 | - | 3 | 1 | - | 3 | 1 |
| | 1.0% | 0.6% | 1.3% | 1.0% | 1.6% | - | 1.1% | 1.6% | - | 1.0% | 1.4% |
| -36 - Banksville | 3 | 2 | 1 | - | 2 | 1 | 2 | 1 | - | 2 | 1 |
| | 0.8% | 1.3% | 0.4% | - | 1.6% | 1.7% | 0.7% | 1.6% | - | 0.7% | 1.4% |
| -G2 - West Busway | 3 | 1 | 2 | 2 | - | 1 | 2 | - | 1 | 2 | - |
| | 0.8% | 0.6% | 0.9% | 1.0% | - | 1.7% | 0.7% | - | 2.2% | 0.7% | - |
| -31 - Bridgeville | 2 | 1 | 1 | - | 2 | - | 2 | - | - | 2 | - |
| | 0.5% | 0.6% | 0.4% | - | 1.6% | - | 0.7% | - | - | 0.7% | - |
| -21 - Coraopolis | 1 | 1 | - | - | - | 1 | 1 | - | - | 1 | - |
| | 0.3% | 0.6% | - | - | - | 1.7% | 0.4% | - | - | 0.3% | - |
| -24 - West Park | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.3% | - | 0.4% | - | 0.8% | - | 0.4% | - | - | 0.3% | - |
| -26 - Chartiers | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.3% | - | 0.4% | 0.5% | - | - | 0.4% | - | - | 0.3% | - |
| -27 - Fairywood | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.3% | - | 0.4% | 0.5% | - | - | 0.4% | - | - | 0.3% | - |
| -41 - Bower Hill | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.3% | - | 0.4% | - | 0.8% | - | 0.4% | - | - | 0.3% | - |
| -39 - Brookline | 1 | 1 | - | - | 1 | - | - | 1 | - | 1 | - |
| | 0.3% | 0.6% | - | - | 0.8% | - | - | 1.6% | - | 0.3% | - |
| (Net) South Hills | 36 | 13 | 23 | 24 | 11 | 1 | 30 | 3 | 3 | 30 | 4 |
| | 9.2% | 8.4% | 9.8% | 11.5% F | 8.9% F | 1.7% | 10.7% h | 4.8% | 6.7% | 10.1% | 5.5% |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 15 | 6 | 9 | 10 | 5 | - | 11 | 3 | 1 | 12 | 2 |
| | 3.8% | 3.9% | 3.8% | 4.8% | 4.1% | - | 3.9% | 4.8% | 2.2% | 4.1% | 2.7% |
| -(RED) - Red Line - Castle Shannon via Beechview | 10 | 5 | 5 | 5 | 5 | - | 8 | - | 2 | 8 | 2 |
| | 2.6% | 3.2% | 2.1% | 2.4% | 4.1% | - | 2.8% | - | 4.4% | 2.7% | 2.7% |
| -(BLLB) - Blue Line - Library via Overbrook | 7 | 2 | 5 | 5 | 1 | 1 | 7 | - | - | 7 | - |
| | 1.8% | 1.3% | 2.1% | 2.4% | 0.8% | 1.7% | 2.5% | - | - | 2.4% | - |
| -Incline - Monongahela Incline | 4 | - | 4 | 4 | - | - | 4 | - | - | 3 | - |
| | 1.0% | - | 1.7% | 1.9% | - | - | 1.4% | - | - | 1.0% | - |
| Don't know/Don't remember | 8 | 3 | 5 | 4 | 3 | 1 | 7 | - | 1 | 3 | 4 |
| | 2.0% | 1.9% | 2.1% | 1.9% | 2.4% | 1.7% | 2.5% | - | 2.2% | 1.0% | 5.5% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RHZ](#)

14-211c - Port Authority Rider Survey

Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH7. What is your home ZIP code?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|--------|-----------|----------------|-----------|------------------|--------|--------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 2445 | 1 | - | 1 | - | - | 1 | 1 | - | - | - | 1 |
| | 0.1% | - | 0.1% | - | - | 0.4% | 0.1% | - | - | - | 0.1% |
| 7040 | 1 | 1 | - | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | 0.1% | - | 0.1% | - | - | 0.1% | - | - | - | 0.1% |
| 13224 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | - | 0.1% | 0.1% | - | - | 0.1% | - | - | 0.1% | - |
| 15001 | 8 | 4 | 4 | 1 | 6 | 1 | 7 | - | 1 | 3 | 4 |
| | 0.4% | 0.6% | 0.3% | 0.1% | 1.0% D | 0.4% | 0.4% | - | 0.5% | 0.3% | 0.5% |
| 15003 | 3 | - | 3 | 2 | - | 1 | 3 | - | - | 2 | 1 |
| | 0.2% | - | 0.2% | 0.2% | - | 0.4% | 0.2% | - | - | 0.2% | 0.1% |
| 15005 | 1 | 1 | - | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | 0.1% | - | - | 0.2% | - | 0.1% | - | - | - | 0.1% |
| 15012 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | - |
| | 0.1% | - | 0.1% | 0.1% | - | - | 0.1% | - | - | - | - |
| 15014 | 2 | 2 | - | - | 1 | 1 | 2 | - | - | - | 2 |
| | 0.1% | 0.3% | - | - | 0.2% | 0.4% | 0.1% | - | - | - | 0.3% |
| 15017 | 10 | 4 | 6 | 3 | 4 | 3 | 10 | - | - | 4 | 6 |
| | 0.5% | 0.6% | 0.5% | 0.3% | 0.7% | 1.2% | 0.6% | - | - | 0.4% | 0.8% |
| 15019 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | - | 0.1% | - | 0.2% | - | 0.1% | - | - | - | 0.1% |
| 15021 | 1 | 1 | - | - | 1 | - | 1 | - | - | - | - |
| | 0.1% | 0.1% | - | - | 0.2% | - | 0.1% | - | - | - | - |
| 15022 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | - | 0.1% | 0.1% | - | - | 0.1% | - | - | 0.1% | - |
| 15024 | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | - | - | 0.2% | - | 0.1% | - | - | 0.1% | - |
| 15025 | 13 | 4 | 9 | 3 | 7 | 3 | 11 | 2 | - | 3 | 7 |
| | 0.7% | 0.6% | 0.7% | 0.3% | 1.2% d | 1.2% | 0.7% | 1.2% | - | 0.3% | 0.9% j |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15027 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 15030 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | 0.1% | |
| 15034 | 4 | 1 | 3 | 1 | 2 | 1 | 3 | 1 | - | 3 | 1 |
| | 0.2% | 0.1% | 0.2% | 0.1% | 0.3% | 0.4% | 0.2% | 0.6% | | 0.3% | 0.1% |
| 15037 | 5 | 2 | 3 | - | 2 | 3 | 4 | - | 1 | 1 | 3 |
| | 0.3% | 0.3% | 0.2% | | 0.3% | 1.2% | 0.3% | | 0.5% | 0.1% | 0.4% |
| 15044 | 7 | 4 | 3 | 2 | 2 | 3 | 5 | - | 2 | - | 6 |
| | 0.4% | 0.6% | 0.2% | 0.2% | 0.3% | 1.2% | 0.3% | | 1.1% | | 0.8% |
| 15046 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | 0.1% |
| 15047 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15049 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15055 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 15057 | 3 | 1 | 2 | 1 | 1 | 1 | 3 | - | - | - | 2 |
| | 0.2% | 0.1% | 0.2% | 0.1% | 0.2% | 0.4% | 0.2% | | | | 0.3% |
| 15061 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | |
| 15063 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | 0.1% |
| 15065 | 2 | 1 | 1 | 1 | 1 | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | | 0.1% | | | 0.1% | 0.1% |
| 15066 | 3 | - | 3 | 1 | 1 | - | 2 | - | 1 | 2 | 1 |
| | 0.2% | | 0.2% | 0.1% | 0.2% | | 0.1% | | 0.5% | 0.2% | 0.1% |
| 15068 | 6 | 2 | 3 | 2 | 3 | 1 | 6 | - | - | 1 | 5 |
| | 0.3% | 0.3% | 0.2% | 0.2% | 0.5% | 0.4% | 0.4% | | | 0.1% | 0.7% |
| 15071 | 5 | 2 | 3 | 2 | 1 | 2 | 3 | 1 | 1 | 3 | 1 |
| | 0.3% | 0.3% | 0.2% | 0.2% | 0.2% | 0.8% | 0.2% | 0.6% | 0.5% | 0.3% | 0.1% |
| 15082 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15084 | 2 | 1 | 1 | - | 2 | - | 2 | - | - | 2 | - |
| | 0.1% | 0.1% | 0.1% | | 0.3% | | 0.1% | | | 0.2% | |
| 15085 | 2 | - | 2 | - | 1 | 1 | 2 | - | - | - | 2 |
| | 0.1% | | 0.2% | | 0.2% | 0.4% | 0.1% | | | | 0.3% |
| 15089 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | 0.1% |
| 15090 | 6 | 2 | 4 | 2 | 3 | 1 | 6 | - | - | - | 5 |
| | 0.3% | 0.3% | 0.3% | 0.2% | 0.5% | 0.4% | 0.4% | | | | 0.7% |
| 15101 | 14 | 5 | 8 | 6 | 4 | 3 | 10 | - | 2 | 5 | 8 |
| | 0.7% | 0.7% | 0.6% | 0.5% | 0.7% | 1.2% | 0.6% | | 1.1% | 0.5% | 1.1% |
| 15102 | 41 | 20 | 20 | 15 | 14 | 12 | 39 | - | 1 | 9 | 28 |
| | 2.1% | 3.0% | 1.6% | 1.4% | 2.4% | 4.7% | 2.5% | | 0.5% | 0.8% | 3.8% |
| 15104 | 13 | 2 | 9 | 6 | 2 | 5 | 4 | 7 | 2 | 10 | 3 |
| | 0.7% | 0.3% | 0.7% | 0.5% | 0.3% | 1.9% | 0.3% | 4.3% | 1.1% | 0.9% | 0.4% |
| 15106 | 24 | 9 | 15 | 11 | 11 | 2 | 20 | 1 | 3 | 14 | 9 |
| | 1.2% | 1.3% | 1.2% | 1.0% | 1.9% | 0.8% | 1.3% | 0.6% | 1.6% | 1.3% | 1.2% |
| 15108 | 22 | 9 | 13 | 12 | 8 | 2 | 17 | 2 | 3 | 9 | 11 |
| | 1.1% | 1.3% | 1.0% | 1.1% | 1.4% | 0.8% | 1.1% | 1.2% | 1.6% | 0.8% | 1.5% |
| 15110 | 6 | 1 | 5 | 1 | 5 | - | 3 | 2 | 1 | 4 | 1 |
| | 0.3% | 0.1% | 0.4% | 0.1% | 0.9% | | 0.2% | 1.2% | 0.5% | 0.4% | 0.1% |
| 15112 | 5 | - | 5 | 2 | 2 | 1 | 3 | 1 | 1 | 3 | 1 |
| | 0.3% | | 0.4% | 0.2% | 0.3% | 0.4% | 0.2% | 0.6% | 0.5% | 0.3% | 0.1% |
| 15116 | 7 | 1 | 6 | 3 | 4 | - | 5 | 1 | 1 | 4 | 3 |
| | 0.4% | 0.1% | 0.5% | 0.3% | 0.7% | | 0.3% | 0.6% | 0.5% | 0.4% | 0.4% |
| 15120 | 19 | 8 | 11 | 8 | 8 | 3 | 18 | 1 | - | 12 | 6 |
| | 1.0% | 1.2% | 0.9% | 0.7% | 1.4% | 1.2% | 1.1% | 0.6% | | 1.1% | 0.8% |
| 15122 | 8 | 4 | 4 | 1 | 4 | 3 | 5 | 1 | 1 | 4 | 3 |
| | 0.4% | 0.6% | 0.3% | 0.1% | 0.7% | 1.2% | 0.3% | 0.6% | 0.5% | 0.4% | 0.4% |
| 15126 | 2 | 1 | 1 | - | 2 | - | 2 | - | - | 2 | - |
| | 0.1% | 0.1% | 0.1% | | 0.3% | | 0.1% | | | 0.2% | |
| 15129 | 16 | 7 | 9 | 6 | 6 | 4 | 15 | - | 1 | 5 | 11 |
| | 0.8% | 1.0% | 0.7% | 0.5% | 1.0% | 1.6% | 1.0% | | 0.5% | 0.5% | 1.5% |
| 15131 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15132 | 16 | 6 | 10 | 8 | 3 | 5 | 8 | 7 | 1 | 14 | 1 |
| | 0.8% | 0.9% | 0.8% | 0.7% | 0.5% | 1.9% | 0.5% | 4.3% | 0.5% | 1.3% | 0.1% |
| 15133 | 4 | 3 | 1 | 3 | 1 | - | 4 | - | - | 1 | 3 |
| | 0.2% | 0.4% | 0.1% | 0.3% | 0.2% | | 0.3% | | | 0.1% | 0.4% |
| 15135 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15136 | 25 | 9 | 16 | 14 | 8 | 3 | 16 | 6 | 3 | 20 | 3 |
| | 1.3% | 1.3% | 1.3% | 1.3% | 1.4% | 1.2% | 1.0% | 3.7% | 1.6% | 1.9% | 0.4% |
| 15137 | 5 | 1 | 4 | 2 | 1 | 2 | 5 | - | - | 2 | 1 |
| | 0.3% | 0.1% | 0.3% | 0.2% | 0.2% | 0.8% | 0.3% | | | 0.2% | 0.1% |
| 15139 | 7 | 3 | 3 | 4 | 3 | - | 6 | - | - | 5 | 2 |
| | 0.4% | 0.4% | 0.2% | 0.4% | 0.5% | | 0.4% | | | 0.5% | 0.3% |
| 15140 | 6 | 1 | 5 | 2 | 1 | 3 | 5 | 1 | - | 6 | - |
| | 0.3% | 0.1% | 0.4% | 0.2% | 0.2% | 1.2% | 0.3% | 0.6% | | 0.6% | |
| 15142 | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | | 0.1% | | | 0.1% | | | 0.1% | |
| 15143 | 11 | 4 | 6 | 4 | 6 | 1 | 9 | 1 | 1 | 3 | 6 |
| | 0.6% | 0.6% | 0.5% | 0.4% | 1.0% | 0.4% | 0.6% | 0.6% | 0.5% | 0.3% | 0.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|-----------|--------|------------|------------|----------------|------------|------------------|-------------|-----------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15144 | 5 | - | 5 | 3 | 1 | 1 | 4 | - | 1 | 2 | 1 |
| | 0.3% | | 0.4% | 0.3% | 0.2% | 0.4% | 0.3% | | 0.5% | 0.2% | 0.1% |
| 15145 | 2 | - | 2 | 1 | 1 | - | 2 | - | - | - | 1 |
| | 0.1% | | 0.2% | 0.1% | 0.2% | | 0.1% | | | | 0.1% |
| 15146 | 21 | 11 | 10 | 6 | 8 | 7 | 17 | 2 | 2 | 8 | 12 |
| | 1.1% | 1.6% | 0.8% | 0.5% | 1.4% | 2.7% D | 1.1% | 1.2% | 1.1% | 0.7% | 1.6% |
| 15147 | 16 | 3 | 12 | 6 | 6 | 4 | 13 | 3 | - | 9 | 7 |
| | 0.8% | 0.4% | 1.0% | 0.5% | 1.0% | 1.6% | 0.8% | 1.8% | | 0.8% | 0.9% |
| 15148 | 2 | 2 | - | 1 | 1 | - | 2 | - | - | 2 | - |
| | 0.1% | 0.3% | | 0.1% | 0.2% | | 0.1% | | | 0.2% | |
| 15201 | 60 | 24 | 35 | 43 | 12 | 5 | 51 | 5 | 4 | 40 | 19 |
| | 3.1% | 3.5% | 2.8% | 3.9% Ef | 2.0% | 1.9% | 3.2% | 3.1% | 2.1% | 3.7% | 2.5% |
| 15202 | 37 | 14 | 23 | 23 | 12 | 2 | 29 | 3 | 5 | 18 | 15 |
| | 1.9% | 2.1% | 1.8% | 2.1% f | 2.0% | 0.8% | 1.8% | 1.8% | 2.6% | 1.7% | 2.0% |
| 15203 | 35 | 17 | 18 | 24 | 9 | 2 | 31 | - | 3 | 25 | 9 |
| | 1.8% | 2.5% | 1.4% | 2.2% F | 1.5% | 0.8% | 2.0% | | 1.6% | 2.3% k | 1.2% |
| 15204 | 8 | 2 | 6 | 2 | 6 | - | 6 | 1 | 1 | 5 | 2 |
| | 0.4% | 0.3% | 0.5% | 0.2% d | 1.0% | | 0.4% | 0.6% | 0.5% | 0.5% | 0.3% |
| 15205 | 22 | 7 | 14 | 12 | 8 | 2 | 19 | 2 | 1 | 11 | 10 |
| | 1.1% | 1.0% | 1.1% | 1.1% | 1.4% | 0.8% | 1.2% | 1.2% | 0.5% | 1.0% | 1.3% |
| 15206 | 112 | 40 | 71 | 71 | 28 | 13 | 82 | 12 | 17 | 67 | 42 |
| | 5.8% | 5.9% | 5.7% | 6.5% | 4.8% | 5.0% | 5.2% | 7.4% | 8.9% g | 6.3% | 5.6% |
| 15207 | 30 | 11 | 18 | 9 | 18 | 3 | 21 | 4 | 5 | 21 | 7 |
| | 1.5% | 1.6% | 1.4% | 0.8% | 3.1% Df | 1.2% | 1.3% | 2.5% | 2.6% | 2.0% k | 0.9% |
| 15208 | 24 | 7 | 17 | 12 | 4 | 8 | 15 | 9 | - | 12 | 10 |
| | 1.2% | 1.0% | 1.4% | 1.1% | 0.7% | 3.1% dE | 1.0% | 5.5% G | | 1.1% | 1.3% |
| 15209 | 8 | 3 | 5 | 5 | 2 | 1 | 7 | - | 1 | 5 | 2 |
| | 0.4% | 0.4% | 0.4% | 0.5% | 0.3% | 0.4% | 0.4% | | 0.5% | 0.5% | 0.3% |
| 15210 | 61 | 20 | 40 | 27 | 24 | 10 | 46 | 9 | 6 | 44 | 11 |
| | 3.1% | 3.0% | 3.2% | 2.5% d | 4.1% | 3.9% | 2.9% | 5.5% | 3.2% | 4.1% K | 1.5% |
| 15211 | 30 | 9 | 21 | 18 | 10 | 2 | 29 | 1 | - | 21 | 6 |
| | 1.5% | 1.3% | 1.7% | 1.6% | 1.7% | 0.8% | 1.8% h | 0.6% | | 2.0% K | 0.8% |
| 15212 | 81 | 29 | 52 | 48 | 19 | 14 | 67 | 9 | 4 | 53 | 23 |
| | 4.2% | 4.3% | 4.2% | 4.4% | 3.2% | 5.4% | 4.3% i | 5.5% i | 2.1% | 5.0% K | 3.1% |
| 15213 | 91 | 28 | 62 | 82 | 7 | 2 | 68 | 7 | 16 | 63 | 21 |
| | 4.7% | 4.1% | 5.0% | 7.5% EF | 1.2% | 0.8% | 4.3% | 4.3% | 8.4% G | 5.9% K | 2.8% |
| 15214 | 19 | 8 | 11 | 10 | 6 | 3 | 11 | 6 | 2 | 12 | 4 |
| | 1.0% | 1.2% | 0.9% | 0.9% | 1.0% | 1.2% | 0.7% | 3.7% G | 1.1% | 1.1% | 0.5% |
| 15215 | 9 | 2 | 7 | 5 | 2 | 2 | 9 | - | - | 6 | 2 |
| | 0.5% | 0.3% | 0.6% | 0.5% | 0.3% | 0.8% | 0.6% | | | 0.6% | 0.3% |
| 15216 | 72 | 21 | 51 | 45 | 20 | 7 | 69 | 1 | 2 | 43 | 27 |
| | 3.7% | 3.1% | 4.1% | 4.1% | 3.4% | 2.7% | 4.4% HI | 0.6% | 1.1% | 4.0% | 3.6% |
| 15217 | 129 | 39 | 90 | 91 | 24 | 14 | 102 | 1 | 25 | 75 | 43 |
| | 6.6% | 5.8% | 7.2% | 8.3% Ef | 4.1% | 5.4% | 6.5% H | 0.6% | 13.2% GH | 7.0% | 5.8% |
| 15218 | 46 | 16 | 30 | 17 | 17 | 11 | 36 | 8 | 2 | 19 | 25 |
| | 2.4% | 2.4% | 2.4% | 1.6% d | 2.9% D | 4.3% | 2.3% | 4.9% I | 1.1% | 1.8% J | 3.4% |
| 15219 | 33 | 12 | 21 | 24 | 6 | 3 | 20 | 9 | 4 | 23 | 9 |
| | 1.7% | 1.8% | 1.7% | 2.2% e | 1.0% | 1.2% | 1.3% | 5.5% Gi | 2.1% | 2.2% | 1.2% |
| 15220 | 19 | 9 | 10 | 13 | 4 | 2 | 17 | - | 2 | 9 | 9 |
| | 1.0% | 1.3% | 0.8% | 1.2% | 0.7% | 0.8% | 1.1% | | 1.1% | 0.8% | 1.2% |
| 15221 | 57 | 17 | 40 | 30 | 22 | 5 | 42 | 10 | 5 | 38 | 16 |
| | 2.9% | 2.5% | 3.2% | 2.7% | 3.8% | 1.9% | 2.7% | 6.1% g | 2.6% | 3.6% k | 2.1% |
| 15222 | 15 | 6 | 9 | 7 | 4 | 4 | 12 | - | 3 | 9 | 6 |
| | 0.8% | 0.9% | 0.7% | 0.6% | 0.7% | 1.6% | 0.8% | | 1.6% | 0.8% | 0.8% |
| 15223 | 4 | 2 | 2 | 4 | - | - | 3 | - | 1 | 4 | - |
| | 0.2% | 0.3% | 0.2% | 0.4% | | | 0.2% | | 0.5% | 0.4% | |
| 15224 | 72 | 24 | 48 | 57 | 14 | 1 | 63 | 3 | 6 | 51 | 20 |
| | 3.7% | 3.5% | 3.8% | 5.2% EF | 2.4% F | 0.4% | 4.0% h | 1.8% | 3.2% | 4.8% K | 2.7% |
| 15225 | 2 | 1 | 1 | 2 | - | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.2% | | | 0.1% | | | 0.1% | 0.1% |
| 15226 | 28 | 6 | 21 | 14 | 9 | 5 | 24 | 1 | 3 | 10 | 16 |
| | 1.4% | 0.9% | 1.7% | 1.3% | 1.5% | 1.9% | 1.5% | 0.6% | 1.6% | 0.9% | 2.1% J |
| 15227 | 46 | 14 | 32 | 21 | 16 | 9 | 41 | 1 | 4 | 27 | 15 |
| | 2.4% | 2.1% | 2.6% | 1.9% | 2.7% | 3.5% | 2.6% H | 0.6% | 2.1% | 2.5% | 2.0% |
| 15228 | 31 | 18 | 13 | 14 | 14 | 3 | 28 | - | 3 | 13 | 15 |
| | 1.6% | 2.7% C | 1.0% | 1.3% | 2.4% | 1.2% | 1.8% | | 1.6% | 1.2% | 2.0% |
| 15229 | 17 | 4 | 13 | 9 | 6 | 2 | 16 | 1 | - | 8 | 9 |
| | 0.9% | 0.6% | 1.0% | 0.8% | 1.0% | 0.8% | 1.0% | 0.6% | | 0.7% | 1.2% |
| 15232 | 98 | 40 | 58 | 83 | 11 | 4 | 78 | 1 | 19 | 65 | 33 |
| | 5.0% | 5.9% | 4.7% | 7.6% EF | 1.9% | 1.6% | 4.9% H | 0.6% | 10.0% GH | 6.1% | 4.4% |
| 15233 | 10 | 2 | 8 | 3 | 5 | 2 | 5 | 5 | - | 6 | 4 |
| | 0.5% | 0.3% | 0.6% | 0.3% | 0.9% | 0.8% | 0.3% | 3.1% G | | 0.6% | 0.5% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|-----------|-----------|-----------|-----------|----------------|-----------|------------------|-----------|--------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15234 | 29 | 6 | 23 | 16 | 10 | 3 | 28 | - | 1 | 19 | 9 |
| | 1.5% | 0.9% | 1.8% b | 1.5% | 1.7% | 1.2% | 1.8% I | | 0.5% | 1.8% | 1.2% |
| 15235 | 30 | 7 | 23 | 9 | 16 | 5 | 18 | 11 | 1 | 16 | 10 |
| | 1.5% | 1.0% | 1.8% | 0.8% | 2.7% D | 1.9% | 1.1% | 6.7% GI | 0.5% | 1.5% | 1.3% |
| 15236 | 48 | 16 | 31 | 19 | 20 | 8 | 43 | 1 | 3 | 11 | 30 |
| | 2.5% | 2.4% | 2.5% | 1.7% | 3.4% D | 3.1% | 2.7% H | 0.6% | 1.6% | 1.0% | 4.0% J |
| 15237 | 17 | 5 | 12 | 7 | 8 | 2 | 16 | - | 1 | 3 | 14 |
| | 0.9% | 0.7% | 1.0% | 0.6% | 1.4% | 0.8% | 1.0% | | 0.5% | 0.3% | 1.9% J |
| 15238 | 2 | - | 2 | 1 | 1 | - | 2 | - | - | 1 | 1 |
| | 0.1% | | 0.2% | 0.1% | 0.2% | | 0.1% | | | 0.1% | 0.1% |
| 15239 | 11 | 7 | 4 | 8 | 1 | 2 | 10 | - | 1 | 5 | 6 |
| | 0.6% | 1.0% c | 0.3% | 0.7% e | 0.2% | 0.8% | 0.6% | | 0.5% | 0.5% | 0.8% |
| 15241 | 14 | 8 | 6 | 5 | 8 | 1 | 14 | - | - | 1 | 11 |
| | 0.7% | 1.2% | 0.5% | 0.5% | 1.4% d | 0.4% | 0.9% | | | 0.1% | 1.5% J |
| 15243 | 13 | 7 | 5 | 6 | 3 | 4 | 12 | - | 1 | 3 | 10 |
| | 0.7% | 1.0% | 0.4% | 0.5% | 0.5% | 1.6% | 0.8% | | 0.5% | 0.3% | 1.3% J |
| 15275 | 1 | - | 1 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | | 0.6% | | | 0.1% |
| 15282 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15289 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 15301 | 4 | 1 | 3 | 3 | 1 | - | 4 | - | - | 1 | 3 |
| | 0.2% | 0.1% | 0.2% | 0.3% | 0.2% | | 0.3% | | | 0.1% | 0.4% |
| 15317 | 9 | 5 | 4 | 3 | 4 | 2 | 7 | - | 2 | - | 9 |
| | 0.5% | 0.7% | 0.3% | 0.3% | 0.7% | 0.8% | 0.4% | | 1.1% | | 1.2% |
| 15330 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 15332 | 4 | 2 | 2 | 1 | 2 | 1 | 3 | - | 1 | 2 | 2 |
| | 0.2% | 0.3% | 0.2% | 0.1% | 0.3% | 0.4% | 0.2% | | 0.5% | 0.2% | 0.3% |
| 15367 | 4 | 2 | 2 | 1 | 2 | 1 | 3 | - | 1 | - | 3 |
| | 0.2% | 0.3% | 0.2% | 0.1% | 0.3% | 0.4% | 0.2% | | 0.5% | | 0.4% |
| 15438 | 1 | 1 | - | - | - | 1 | 1 | - | - | - | - |
| | 0.1% | 0.1% | | | | 0.4% | 0.1% | | | | |
| 15486 | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | | 0.1% | | | 0.1% | | | 0.1% | |
| 15488 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | |
| 15521 | 1 | - | 1 | 1 | - | - | - | - | 1 | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | | | 0.5% | 0.1% | |
| 15601 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 15613 | 3 | 1 | 2 | 2 | 1 | - | 3 | - | - | - | 3 |
| | 0.2% | 0.1% | 0.2% | 0.2% | 0.2% | | 0.2% | | | | 0.4% |
| 15618 | 2 | 1 | 1 | 1 | 1 | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | | 0.1% | | | 0.1% | 0.1% |
| 15632 | 2 | 2 | - | - | 2 | - | 2 | - | - | - | 1 |
| | 0.1% | 0.3% | | | 0.3% | | 0.1% | | | | 0.1% |
| 15636 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | 0.1% |
| 15642 | 7 | 2 | 5 | 4 | 3 | - | 7 | - | - | 3 | 3 |
| | 0.4% | 0.3% | 0.4% | 0.4% | 0.5% | | 0.4% | | | 0.3% | 0.4% |
| 15644 | 2 | - | 2 | 1 | 1 | - | 1 | - | - | 1 | 1 |
| | 0.1% | | 0.2% | 0.1% | 0.2% | | 0.1% | | | 0.1% | 0.1% |
| 15650 | 1 | 1 | - | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | 0.1% | | 0.1% | | | 0.1% | | | | 0.1% |
| 15656 | 1 | - | 1 | - | - | 1 | - | - | - | - | 1 |
| | 0.1% | | 0.1% | | | 0.4% | | | | | 0.1% |
| 15668 | 3 | 1 | 2 | 2 | 1 | - | 3 | - | - | - | 3 |
| | 0.2% | 0.1% | 0.2% | 0.2% | 0.2% | | 0.2% | | | | 0.4% |
| 15728 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | 0.1% |
| 16001 | 2 | 1 | 1 | 1 | 1 | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | | 0.1% | | | 0.1% | 0.1% |
| 16046 | 3 | 1 | 2 | 2 | - | 1 | 3 | - | - | - | 3 |
| | 0.2% | 0.1% | 0.2% | 0.2% | | 0.4% | 0.2% | | | | 0.4% |
| 16055 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | |
| 16063 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 16066 | 1 | - | 1 | - | 1 | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | | 0.1% |
| 16229 | 1 | - | 1 | - | - | 1 | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | | | 0.4% | 0.1% | | | | 0.1% |
| 16505 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 17331 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 17349 | 1 | 1 | - | 1 | - | - | - | 1 | - | 1 | - |
| | 0.1% | 0.1% | | 0.1% | | | | 0.6% | | 0.1% | |
| 19341 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | 0.1% |
| 55812 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | 0.1% | |
| 99999 | 4 | 1 | 3 | 4 | - | - | 1 | - | 3 | 3 | - |
| | 0.2% | 0.1% | 0.2% | 0.4% | | | 0.1% | | 1.6% q | 0.3% | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH7a. What is your typical destination ZIP code when using services?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|---------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 0 | 2 | 1 | 1 | 2 | - | - | 2 | - | - | 1 | - |
| | 0.1% | 0.1% | 0.1% | 0.2% | | | 0.1% | | | 0.1% | |
| 12555 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | |
| 15000 | 1 | - | 1 | 1 | - | - | - | - | 1 | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | | | 0.5% | 0.1% | |
| 15017 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15026 | 1 | 1 | - | 1 | - | - | - | 1 | - | 1 | - |
| | 0.1% | 0.1% | | 0.1% | | | | 0.6% | | 0.1% | |
| 15045 | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | | 0.1% | | | 0.1% | | | 0.1% | |
| 15090 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | 0.1% | |
| 15102 | 4 | 1 | 3 | 3 | 1 | - | 4 | - | - | 4 | - |
| | 0.2% | 0.1% | 0.2% | 0.3% | 0.2% | | 0.3% | | | 0.4% | |
| 15108 | 2 | 2 | - | 1 | - | 1 | 2 | - | - | 2 | - |
| | 0.1% | 0.3% | | 0.1% | | 0.4% | 0.1% | | | 0.2% | |
| 15112 | 1 | 1 | - | - | - | 1 | - | 1 | - | 1 | - |
| | 0.1% | 0.1% | | | | 0.4% | | 0.6% | | 0.1% | |
| 15114 | 2 | - | 2 | - | 1 | 1 | - | 1 | 1 | 2 | - |
| | 0.1% | | 0.2% | | 0.2% | 0.4% | | 0.6% | 0.5% | 0.2% | |
| 15120 | 7 | 3 | 4 | 4 | 2 | 1 | 4 | 2 | 1 | 5 | 2 |
| | 0.4% | 0.4% | 0.3% | 0.4% | 0.3% | 0.4% | 0.3% | 1.2% | 0.5% | 0.5% | 0.3% |
| 15121 | 1 | - | 1 | - | - | 1 | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | | 0.4% | 0.1% | | | 0.1% | |
| 15122 | 6 | 4 | 2 | 2 | 2 | 2 | 4 | 2 | - | 6 | - |
| | 0.3% | 0.6% | 0.2% | 0.2% | 0.3% | 0.8% | 0.3% | 1.2% | | 0.6% | |
| 15123 | 2 | 2 | - | 2 | - | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.3% | | 0.2% | | | 0.1% | | | 0.1% | 0.1% |
| 15129 | 3 | 2 | 1 | 3 | - | - | 3 | - | - | 3 | - |
| | 0.2% | 0.3% | 0.1% | 0.3% | | | 0.2% | | | 0.3% | |
| 15132 | 1 | 1 | - | - | - | 1 | - | 1 | - | 1 | - |
| | 0.1% | 0.1% | | | | 0.4% | | 0.6% | | 0.1% | |
| 15136 | 3 | 2 | 1 | 1 | 2 | - | 3 | - | - | 2 | 1 |
| | 0.2% | 0.3% | 0.1% | 0.1% | 0.3% | | 0.2% | | | 0.2% | 0.1% |
| 15137 | 5 | 2 | 3 | 2 | - | 3 | 5 | - | - | 2 | 1 |
| | 0.3% | 0.3% | 0.2% | 0.2% | | 1.2% | 0.3% | | | 0.2% | 0.1% |
| 15140 | 1 | 1 | - | - | 1 | - | - | - | 1 | 1 | - |
| | 0.1% | 0.1% | | | 0.2% | | | | 0.5% | 0.1% | |
| 15143 | 5 | 1 | 4 | 4 | 1 | - | 5 | - | - | 4 | 1 |
| | 0.3% | 0.1% | 0.3% | 0.4% | 0.2% | | 0.3% | | | 0.4% | 0.1% |
| 15144 | 1 | - | 1 | 1 | - | - | 1 | - | - | - | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | | |
| 15146 | 5 | 4 | 1 | 1 | 1 | 3 | 4 | 1 | - | 3 | 2 |
| | 0.3% | 0.6% | 0.1% | 0.1% | 0.2% | 1.2% | 0.3% | 0.6% | | 0.3% | 0.3% |
| 15201 | 12 | 4 | 8 | 6 | 5 | 1 | 10 | 1 | 1 | 6 | 6 |
| | 0.6% | 0.6% | 0.6% | 0.5% | 0.9% | 0.4% | 0.6% | 0.6% | 0.5% | 0.6% | 0.8% |
| 15202 | 7 | 1 | 6 | 7 | - | - | 5 | - | 2 | 7 | - |
| | 0.4% | 0.1% | 0.5% | 0.6% | | | 0.3% | | 1.1% | 0.7% | |
| 15203 | 33 | 14 | 18 | 22 | 8 | 3 | 27 | 3 | 1 | 22 | 10 |
| | 1.7% | 2.1% | 1.4% | 2.0% | 1.4% | 1.2% | 1.7% | 1.8% | 0.5% | 2.1% | 1.3% |
| 15204 | 2 | 1 | 1 | 2 | - | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.2% | | | 0.1% | | | 0.1% | 0.1% |
| 15205 | 8 | 2 | 6 | 3 | 3 | 2 | 6 | 2 | - | 8 | - |
| | 0.4% | 0.3% | 0.5% | 0.3% | 0.5% | 0.8% | 0.4% | 1.2% | | 0.7% | |
| 15206 | 50 | 17 | 33 | 29 | 15 | 6 | 37 | 8 | 5 | 41 | 7 |
| | 2.6% | 2.5% | 2.6% | 2.7% | 2.6% | 2.3% | 2.3% | 4.9% | 2.6% | 3.8% | 0.9% |
| 15207 | 4 | 2 | 2 | 1 | 3 | - | 2 | 2 | - | 4 | - |
| | 0.2% | 0.3% | 0.2% | 0.1% | 0.5% | | 0.1% | 1.2% | | 0.4% | |
| 15208 | 5 | 1 | 4 | 5 | - | - | 4 | - | 1 | 5 | - |
| | 0.3% | 0.1% | 0.3% | 0.5% | | | 0.3% | | 0.5% | 0.5% | |
| 15209 | 1 | 1 | - | 1 | - | - | 1 | - | - | - | 1 |
| | 0.1% | 0.1% | | 0.1% | | | 0.1% | | | | 0.1% |
| 15210 | 6 | 2 | 4 | 5 | 1 | - | 5 | 1 | - | 5 | 1 |
| | 0.3% | 0.3% | 0.3% | 0.5% | 0.2% | | 0.3% | 0.6% | | 0.5% | 0.1% |
| 15211 | 2 | 1 | 1 | 1 | 1 | - | 1 | - | 1 | 2 | - |
| | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | | 0.1% | | 0.5% | 0.2% | |
| 15212 | 64 | 26 | 38 | 40 | 15 | 8 | 49 | 8 | 7 | 46 | 18 |
| | 3.3% | 3.8% | 3.0% | 3.7% | 2.6% | 3.1% | 3.1% | 4.9% | 3.7% | 4.3% | 2.4% |
| 15213 | 222 | 79 | 143 | 161 | 42 | 19 | 184 | 7 | 30 | 129 | 83 |
| | 11.4% | 11.7% | 11.5% | 14.7% | 7.2% | 7.4% | 11.7% | 4.3% | 15.8% | 12.1% | 11.1% |
| 15214 | 3 | - | 3 | 1 | 1 | 1 | 3 | - | - | - | 2 |
| | 0.2% | | 0.2% | 0.1% | 0.2% | 0.4% | 0.2% | | | | 0.3% |
| 15215 | 2 | 1 | 1 | - | 2 | - | 2 | - | - | 2 | - |
| | 0.1% | 0.1% | 0.1% | | 0.3% | | 0.1% | | | 0.2% | |
| 15216 | 8 | 3 | 5 | 4 | 3 | 1 | 6 | 1 | 1 | 7 | 1 |
| | 0.4% | 0.4% | 0.4% | 0.4% | 0.5% | 0.4% | 0.4% | 0.6% | 0.5% | 0.7% | 0.1% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|-----------|------------|------------|-------------|----------------|-------------|------------------|-----------|-----------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 15217 | 26 | 10 | 15 | 16 | 5 | 5 | 19 | - | 7 | 22 | 3 |
| | 1.3% | 1.5% | 1.2% | 1.5% | 0.9% | 1.9% | 1.2% | | 3.7% g | 2.1% K | 0.4% |
| 15218 | 2 | 1 | 1 | 2 | - | - | 2 | - | - | 1 | 1 |
| | 0.1% | 0.1% | 0.1% | 0.2% | | | 0.1% | | | 0.1% | 0.1% |
| 15219 | 299 | 90 | 206 | 140 | 104 | 54 | 248 | 26 | 18 | 123 | 160 |
| | 15.4% | 13.3% | 16.5% b | 12.8% | 17.7% D | 20.9% D | 15.7% I | 16.0% i | 9.5% | 11.5% | 21.4% J |
| 15220 | 11 | 4 | 7 | 7 | 3 | 1 | 7 | 3 | 1 | 8 | 2 |
| | 0.6% | 0.6% | 0.6% | 0.6% | 0.5% | 0.4% | 0.4% | 1.8% | 0.5% | 0.7% | 0.3% |
| 15221 | 13 | 5 | 7 | 11 | 1 | 1 | 8 | 4 | 1 | 9 | 3 |
| | 0.7% | 0.7% | 0.6% | 1.0% E | 0.2% | 0.4% | 0.5% | 2.5% | 0.5% | 0.8% | 0.4% |
| 15222 | 547 | 172 | 372 | 256 | 215 | 75 | 470 | 32 | 45 | 223 | 277 |
| | 28.2% | 25.4% | 29.8% B | 23.4% | 36.7% DF | 29.1% d | 29.8% Hi | 19.6% | 23.7% | 20.9% | 37.1% J |
| 15223 | 8 | 1 | 7 | 7 | 1 | - | 7 | 1 | - | 8 | - |
| | 0.4% | 0.1% | 0.6% | 0.6% | 0.2% | | 0.4% | 0.6% | | 0.7% | |
| 15224 | 9 | 4 | 5 | 4 | 5 | - | 8 | 1 | - | 6 | 3 |
| | 0.5% | 0.6% | 0.4% | 0.4% | 0.9% | | 0.5% | 0.6% | | 0.6% | 0.4% |
| 15225 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | - | 1 | 2 | 1 |
| | 0.2% | 0.3% | 0.1% | 0.1% | 0.2% | 0.4% | 0.1% | | 0.5% | 0.2% | 0.1% |
| 15226 | 2 | 2 | - | - | 2 | - | - | 2 | - | 1 | 1 |
| | 0.1% | 0.3% | | | 0.3% | | | 1.2% | | 0.1% | 0.1% |
| 15227 | 4 | - | 4 | 1 | 2 | 1 | 4 | - | - | 4 | - |
| | 0.2% | | 0.3% | 0.1% | 0.3% | 0.4% | 0.3% | | | 0.4% | |
| 15228 | 6 | 5 | 1 | 1 | 3 | 2 | 4 | 2 | - | 5 | 1 |
| | 0.3% | 0.7% c | 0.1% | 0.1% | 0.5% | 0.8% | 0.3% | 1.2% | | 0.5% | 0.1% |
| 15229 | 1 | - | 1 | 1 | - | - | - | 1 | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | | 0.6% | | 0.1% | |
| 15230 | 4 | 2 | 2 | 1 | 3 | - | 3 | - | 1 | 4 | - |
| | 0.2% | 0.3% | 0.2% | 0.1% | 0.5% | | 0.2% | | 0.5% | 0.4% | |
| 15231 | 2 | 1 | 1 | 1 | - | 1 | 1 | - | 1 | 2 | - |
| | 0.1% | 0.1% | 0.1% | 0.1% | | 0.4% | 0.1% | | 0.5% | 0.2% | |
| 15232 | 26 | 13 | 13 | 20 | 5 | 1 | 23 | 2 | 1 | 18 | 7 |
| | 1.3% | 1.9% | 1.0% | 1.8% eF | 0.9% | 0.4% | 1.5% | 1.2% | 0.5% | 1.7% | 0.9% |
| 15233 | 8 | 2 | 6 | 7 | 1 | - | 4 | 3 | 1 | 8 | - |
| | 0.4% | 0.3% | 0.5% | 0.6% | 0.2% | | 0.3% | 1.8% | 0.5% | 0.7% | |
| 15234 | 4 | - | 4 | 2 | 1 | 1 | 4 | - | - | 3 | - |
| | 0.2% | | 0.3% | 0.2% | 0.2% | 0.4% | 0.3% | | | 0.3% | |
| 15235 | 7 | - | 7 | 4 | 3 | - | 2 | 5 | - | 6 | 1 |
| | 0.4% | | 0.6% | 0.4% | 0.5% | | 0.1% | 3.1% G | | 0.6% | 0.1% |
| 15236 | 3 | 1 | 2 | 3 | - | - | 3 | - | - | 3 | - |
| | 0.2% | 0.1% | 0.2% | 0.3% | | | 0.2% | | | 0.3% | |
| 15237 | 6 | 3 | 2 | 3 | 2 | 1 | 3 | 2 | 1 | 5 | - |
| | 0.3% | 0.4% | 0.2% | 0.3% | 0.3% | 0.4% | 0.2% | 1.2% | 0.5% | 0.5% | |
| 15238 | 3 | 1 | 2 | 1 | 2 | - | 3 | - | - | 3 | - |
| | 0.2% | 0.1% | 0.2% | 0.1% | 0.3% | | 0.2% | | | 0.3% | |
| 15241 | 4 | 2 | 2 | 4 | - | - | 2 | 2 | - | 4 | - |
| | 0.2% | 0.3% | 0.2% | 0.4% | | | 0.1% | 1.2% | | 0.4% | |
| 15242 | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | | 0.6% | | 0.1% | |
| 15250 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | 0.1% | |
| 15252 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | 0.1% | |
| 15253 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | 0.1% | | | 0.1% | |
| 15254 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15258 | 19 | 5 | 13 | 8 | 6 | 5 | 16 | 1 | 2 | 1 | 14 |
| | 1.0% | 0.7% | 1.0% | 0.7% | 1.0% | 1.9% | 1.0% | 0.6% | 1.1% | 0.1% | 1.9% J |
| 15259 | 21 | 8 | 13 | 9 | 6 | 6 | 19 | 1 | 1 | 7 | 13 |
| | 1.1% | 1.2% | 1.0% | 0.8% | 1.0% | 2.3% | 1.2% | 0.6% | 0.5% | 0.7% | 1.7% J |
| 15260 | 47 | 16 | 31 | 32 | 14 | 1 | 41 | 1 | 4 | 24 | 21 |
| | 2.4% | 2.4% | 2.5% | 2.9% F | 2.4% F | 0.4% | 2.6% H | 0.6% | 2.1% | 2.2% | 2.8% |
| 15261 | 11 | 4 | 7 | 6 | 3 | 2 | 8 | - | 3 | 6 | 5 |
| | 0.6% | 0.6% | 0.6% | 0.5% | 0.5% | 0.8% | 0.5% | | 1.6% | 0.6% | 0.7% |
| 15262 | 9 | 5 | 4 | 3 | 4 | 2 | 7 | 1 | 1 | 3 | 4 |
| | 0.5% | 0.7% | 0.3% | 0.3% | 0.7% | 0.8% | 0.4% | 0.6% | 0.5% | 0.3% | 0.5% |
| 15272 | 6 | 3 | 3 | 4 | - | 2 | 6 | - | - | - | 4 |
| | 0.3% | 0.4% | 0.2% | 0.4% | | 0.8% | 0.4% | | | | 0.5% |
| 15275 | 3 | 1 | 2 | 1 | 2 | - | 3 | - | - | 2 | 1 |
| | 0.2% | 0.1% | 0.2% | 0.1% | 0.3% | | 0.2% | | | 0.2% | 0.1% |
| 15282 | 12 | 2 | 9 | 10 | 2 | - | 10 | - | 2 | 7 | 4 |
| | 0.6% | 0.3% | 0.7% | 0.9% | 0.3% | | 0.6% | | 1.1% | 0.7% | 0.5% |
| 15289 | 3 | 2 | 1 | 3 | - | - | 3 | - | - | - | 3 |
| | 0.2% | 0.3% | 0.1% | 0.3% | | | 0.2% | | | | 0.4% |
| 15312 | 1 | - | 1 | 1 | - | - | - | 1 | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | | 0.6% | | 0.1% | |
| 15313 | 1 | 1 | - | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | | 0.1% | | | 0.1% | | | 0.1% | |
| 15324 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 15666 | 1 | 1 | - | - | 1 | - | - | - | 1 | - | 1 |
| | 0.1% | 0.1% | | | 0.2% | | | | 0.5% | | 0.1% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|------------|--------|------------|--------|----------------|-----------|------------------|-------------|------------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 17504 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 19131 | 1 | - | 1 | 1 | - | - | - | 1 | - | - | - |
| | 0.1% | | 0.1% | 0.1% | | | | 0.6% | | | |
| 19222 | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | | 0.6% | | 0.1% | |
| 25203 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 52222 | 1 | - | 1 | 1 | - | - | 1 | - | - | 1 | - |
| | 0.1% | | 0.1% | 0.1% | | | 0.1% | | | 0.1% | |
| 99999 | 312 | 124 | 183 | 197 | 73 | 41 | 239 | 27 | 45 | 208 | 78 |
| | 16.1% | 18.3% C | 14.7% | 18.0% E | 12.5% | 15.9% | 15.2% | 16.6% | 23.7% Gh | 19.5% K | 10.5% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH7B](#)

14-211c - Port Authority Rider Survey

Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH7b. In what county do you reside?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------|------------|-----------|--------|------------|--------|----------------|-----------|------------------|--------|------------|-----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Allegheny County | 1832 | 638 | 1178 | 1045 | 542 | 242 | 1482 | 159 | 181 | 1032 | 683 |
| | 94.4% | 94.2% | 94.5% | 95.6% E | 92.5% | 93.8% | 94.0% | 97.5% G | 95.3% | 96.6% K | 91.6% |
| Westmoreland County | 30 | 10 | 19 | 13 | 13 | 4 | 28 | - | - | 7 | 20 |
| | 1.5% | 1.5% | 1.5% | 1.2% | 2.2% | 1.6% | 1.8% | | | 0.7% | 2.7% J |
| Washington County | 29 | 12 | 17 | 12 | 13 | 4 | 25 | - | 4 | 4 | 23 |
| | 1.5% | 1.8% | 1.4% | 1.1% | 2.2% | 1.6% | 1.6% | | 2.1% | 0.4% | 3.1% J |
| Beaver County | 21 | 6 | 15 | 9 | 9 | 2 | 19 | - | 2 | 11 | 8 |
| | 1.1% | 0.9% | 1.2% | 0.8% | 1.5% | 0.8% | 1.2% | | 1.1% | 1.0% | 1.1% |
| Butler County | 8 | 2 | 6 | 5 | 2 | 1 | 8 | - | - | 1 | 6 |
| | 0.4% | 0.3% | 0.5% | 0.5% | 0.3% | 0.4% | 0.5% | | | 0.1% | 0.8% J |
| Fayette County | 6 | 5 | 1 | 2 | 2 | 2 | 5 | 1 | - | 4 | - |
| | 0.3% | 0.7% C | 0.1% | 0.2% | 0.3% | 0.8% | 0.3% | 0.6% | | 0.4% | |
| Other | 15 | 4 | 11 | 7 | 5 | 3 | 9 | 3 | 3 | 9 | 6 |
| | 0.8% | 0.6% | 0.9% | 0.6% | 0.9% | 1.2% | 0.6% | 1.8% | 1.6% | 0.8% | 0.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table RH8](#)

14-211c - Port Authority Rider Survey

Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH8. How often do you use a Park and Ride?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------|------------|--------|--------|-------------|------------|----------------|------------|------------------|--------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| All/most of the time | 302 | 104 | 195 | 104 | 136 | 60 | 257 | 18 | 25 | 86 | 183 |
| | 15.6% | 15.4% | 15.6% | 9.5% | 23.2% D | 23.3% D | 16.3% H | 11.0% | 13.2% | 8.1% | 24.5% J |
| Occasionally | 248 | 82 | 162 | 127 | 75 | 45 | 200 | 24 | 22 | 118 | 114 |
| | 12.8% | 12.1% | 13.0% | 11.6% | 12.8% | 17.4% De | 12.7% | 14.7% | 11.6% | 11.0% | 15.3% J |
| Never | 1391 | 491 | 890 | 862 | 375 | 153 | 1119 | 121 | 143 | 864 | 449 |
| | 71.7% | 72.5% | 71.4% | 78.9% EF | 64.0% | 59.3% | 71.0% | 74.2% | 75.3% | 80.9% K | 60.2% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH10. In addition to the Port Authority, do you ride any other regional transit services?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|------------|------------|----------------|-----------|------------------|--------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 189 | 64 | 123 | 113 | 45 | 29 | 145 | 21 | 23 | 128 | 46 |
| | 9.7% | 9.5% | 9.9% | 10.3% e | 7.7% | 11.2% | 9.2% | 12.9% | 12.1% | 12.0% K | 6.2% |
| No | 1752 | 613 | 1124 | 980 | 541 | 229 | 1431 | 142 | 167 | 940 | 700 |
| | 90.3% | 90.5% | 90.1% | 89.7% | 92.3% d | 88.8% | 90.8% | 87.1% | 87.9% | 88.0% | 93.8% J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH10A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RH10a. What other regional transit service(s) do you use?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|------------|------------|-----------|--------|----------------|-----------|------------------|------------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Ride Other Transit | 189 | 64 | 123 | 113 | 45 | 29 | 145 | 21 | 23 | 128 | 46 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Port Authority of Allegheny County | 78 | 30 | 47 | 51 | 16 | 10 | 53 | 11 | 14 | 53 | 15 |
| | 41.3% | 46.9% | 38.2% | 45.1% | 35.6% | 34.5% | 36.6% | 52.4% | 60.9% G | 41.4% | 32.6% |
| Westmoreland County Transit Authority (WCTA) | 26 | 14 | 12 | 18 | 6 | 2 | 23 | - | 3 | 20 | 6 |
| | 13.8% | 21.9% C | 9.8% | 15.9% | 13.3% | 6.9% | 15.9% | | 13.0% | 15.6% | 13.0% |
| Beaver County Transit Authority (BCTA) | 22 | 8 | 14 | 13 | 6 | 2 | 16 | 1 | 5 | 15 | 6 |
| | 11.6% | 12.5% | 11.4% | 11.5% | 13.3% | 6.9% | 11.0% | 4.8% | 21.7% h | 11.7% | 13.0% |
| MidMon Valley Transit Authority (MMTVA) | 15 | 9 | 6 | 7 | 6 | 2 | 12 | - | 3 | 11 | 3 |
| | 7.9% | 14.1% c | 4.9% | 6.2% | 13.3% | 6.9% | 8.3% | | 13.0% | 8.6% | 6.5% |
| Washington County Transit Authority (Washington Rides) | 13 | 6 | 7 | 11 | 1 | 1 | 11 | 1 | 1 | 9 | 4 |
| | 6.9% | 9.4% | 5.7% | 9.7% E | 2.2% | 3.4% | 7.6% | 4.8% | 4.3% | 7.0% | 8.7% |
| Fayette County Transit Authority (FACT) | 5 | 3 | 2 | 2 | 1 | 2 | 1 | 1 | 3 | 4 | 1 |
| | 2.6% | 4.7% | 1.6% | 1.8% | 2.2% | 6.9% | 0.7% | 4.8% | 13.0% g | 3.1% | 2.2% |
| Butler Transit Authority (BTA) | 2 | 1 | 1 | 2 | - | - | 1 | - | 1 | 2 | - |
| | 1.1% | 1.6% | 0.8% | 1.8% | | | 0.7% | | 4.3% | 1.6% | |
| Other | 71 | 17 | 53 | 42 | 16 | 13 | 54 | 8 | 9 | 48 | 20 |
| | 37.6% | 26.6% | 43.1% B | 37.2% | 35.6% | 44.8% | 37.2% | 38.1% | 39.1% | 37.5% | 43.5% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

PM1. What form of payment do you use most often to ride the Port Authority system?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|--------|------------|-------------|------------|----------------|------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Monthly Pass | 537 | 169 | 361 | 290 | 173 | 74 | 453 | 40 | 40 | 285 | 217 |
| | 27.7% | 25.0% | 28.9% b | 26.5% | 29.5% | 28.7% | 28.7% I | 24.5% | 21.1% | 26.7% | 29.1% |
| Stored Cash Value | 440 | 161 | 276 | 226 | 151 | 62 | 380 | 19 | 38 | 165 | 241 |
| | 22.7% | 23.8% | 22.1% | 20.7% | 25.8% D | 24.0% | 24.1% H | 11.7% | 20.0% H | 15.4% | 32.3% J |
| Weekly Pass | 167 | 65 | 99 | 87 | 60 | 19 | 106 | 40 | 21 | 140 | 21 |
| | 8.6% | 9.6% | 7.9% | 8.0% | 10.2% | 7.4% | 6.7% | 24.5% GI | 11.1% g | 13.1% K | 2.8% |
| Tickets | 50 | 17 | 33 | 21 | 21 | 8 | 40 | 6 | 4 | 20 | 27 |
| | 2.6% | 2.5% | 2.6% | 1.9% | 3.6% d | 3.1% | 2.5% | 3.7% | 2.1% | 1.9% | 3.6% J |
| Annual Pass | 43 | 17 | 26 | 23 | 14 | 5 | 35 | 3 | 5 | 18 | 13 |
| | 2.2% | 2.5% | 2.1% | 2.1% | 2.4% | 1.9% | 2.2% | 1.8% | 2.6% | 1.7% | 1.7% |
| Disability or half-fare pass | 34 | 11 | 23 | 6 | 19 | 9 | 20 | 12 | 2 | 32 | 2 |
| | 1.8% | 1.6% | 1.8% | 0.5% | 3.2% D | 3.5% D | 1.3% | 7.4% GI | 1.1% | 3.0% K | 0.3% |
| 10-trip pass | 16 | 9 | 7 | 8 | 7 | 1 | 15 | - | 1 | 7 | 8 |
| | 0.8% | 1.3% | 0.6% | 0.7% | 1.2% | 0.4% | 1.0% | - | 0.5% | 0.7% | 1.1% |
| Other | 93 | 29 | 63 | 48 | 32 | 13 | 83 | 6 | 3 | 34 | 54 |
| | 4.8% | 4.3% | 5.1% | 4.4% | 5.5% | 5.0% | 5.3% I | 3.7% | 1.6% | 3.2% | 7.2% J |
| (Net) Don't purchase card/pass/tickets | 561 | 199 | 359 | 384 | 109 | 67 | 444 | 37 | 76 | 367 | 163 |
| | 28.9% | 29.4% | 28.8% | 35.1% EF | 18.6% | 26.0% E | 28.2% | 22.7% | 40.0% GH | 34.4% K | 21.8% |
| -Pay cash | 269 | 89 | 178 | 150 | 89 | 30 | 207 | 30 | 31 | 170 | 81 |
| | 13.9% | 13.1% | 14.3% | 13.7% | 15.2% | 11.6% | 13.1% | 18.4% g | 16.3% | 15.9% K | 10.9% |
| -Student ID | 260 | 95 | 164 | 234 | 20 | 5 | 209 | 4 | 44 | 174 | 76 |
| | 13.4% | 14.0% | 13.2% | 21.4% EF | 3.4% | 1.9% | 13.3% H | 2.5% | 23.2% GH | 16.3% K | 10.2% |
| -Senior Citizen Pass (persons 65+) | 32 | 15 | 17 | - | - | 32 | 28 | 3 | 1 | 23 | 6 |
| | 1.6% | 2.2% | 1.4% | | | 12.4% | 1.8% I | 1.8% | 0.5% | 2.2% K | 0.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table PM2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

PM2. Where do you purchase your Port Authority cards, passes or tickets most often?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|-----------|------------|------------|------------|----------------|-------------|------------------|--------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Purchase Card/Pass/Tickets | 1380 | 478 | 888 | 709 | 477 | 191 | 1132 | 126 | 114 | 701 | 583 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Giant Eagle/other retail site | 336 | 120 | 211 | 182 | 102 | 51 | 258 | 41 | 34 | 212 | 107 |
| | 24.3% | 25.1% | 23.8% | 25.7% e | 21.4% | 26.7% | 22.8% | 32.5% G | 29.8% | 30.2% K | 18.4% |
| Through employer/work | 311 | 95 | 212 | 158 | 102 | 51 | 280 | 12 | 16 | 110 | 177 |
| | 22.5% | 19.9% | 23.9% b | 22.3% | 21.4% | 26.7% | 24.7% HI | 9.5% | 14.0% | 15.7% | 30.4% J |
| Port Authority Downtown Service Center | 194 | 66 | 127 | 74 | 81 | 37 | 148 | 26 | 20 | 106 | 74 |
| | 14.1% | 13.8% | 14.3% | 10.4% | 17.0% D | 19.4% D | 13.1% | 20.6% G | 17.5% | 15.1% | 12.7% |
| T and/or Bus station | 122 | 44 | 77 | 70 | 40 | 12 | 108 | 7 | 7 | 61 | 53 |
| | 8.8% | 9.2% | 8.7% | 9.9% f | 8.4% | 6.3% | 9.5% h | 5.6% | 6.1% | 8.7% | 9.1% |
| ConnectCard machines (TVM's) | 70 | 24 | 46 | 42 | 21 | 7 | 55 | 12 | 3 | 34 | 28 |
| | 5.1% | 5.0% | 5.2% | 5.9% | 4.4% | 3.7% | 4.9% | 9.5% gl | 2.6% | 4.9% | 4.8% |
| Issued through a public service agency | 21 | 4 | 17 | 11 | 10 | - | 12 | 4 | 4 | 19 | 1 |
| | 1.5% | 0.8% | 1.9% b | 1.6% | 2.1% | | 1.1% | 3.2% | 3.5% | 2.7% K | 0.2% |
| Port Authority Website | 7 | 5 | 2 | 4 | - | 3 | 5 | - | 2 | 3 | 4 |
| | 0.5% | 1.0% c | 0.2% | 0.6% | | 1.6% | 0.4% | | 1.8% | 0.4% | 0.7% |
| Mail | 5 | 1 | 4 | 2 | 3 | - | 4 | - | 1 | 2 | 3 |
| | 0.4% | 0.2% | 0.5% | 0.3% | 0.6% | | 0.4% | | 0.9% | 0.3% | 0.5% |
| South Hills Village parking garage | - | - | - | - | - | - | - | - | - | - | - |
| Other | 314 | 119 | 192 | 166 | 118 | 30 | 262 | 24 | 27 | 154 | 136 |
| | 22.8% | 24.9% | 21.6% | 23.4% F | 24.7% F | 15.7% | 23.1% | 19.0% | 23.7% | 22.0% | 23.3% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

PM3. Which, if any, of the following additional fare products would you like to see the Port Authority offer?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|------------|------------|-------------|------------|----------------|-------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Rolling passes (annual/monthly/weekly) | 870 | 286 | 576 | 538 | 237 | 95 | 694 | 81 | 92 | 525 | 295 |
| | 44.8% | 42.2% | 46.2% b | 49.2% EF | 40.4% | 36.8% | 44.0% | 49.7% | 48.4% | 49.2% K | 39.5% |
| Special event day/night/weekend passes (unlimited trips) | 706 | 228 | 471 | 413 | 216 | 76 | 566 | 71 | 68 | 432 | 233 |
| | 36.4% | 33.7% | 37.8% b | 37.8% F | 36.9% F | 29.5% | 35.9% | 43.6% g | 35.8% | 40.4% K | 31.2% |
| One-day pass (unlimited trips) | 678 | 236 | 435 | 380 | 202 | 94 | 514 | 71 | 87 | 420 | 219 |
| | 34.9% | 34.9% | 34.9% | 34.8% | 34.5% | 36.4% | 32.6% | 43.6% G | 45.8% G | 39.3% K | 29.4% |
| Three-day pass (unlimited trips) | 582 | 192 | 384 | 338 | 164 | 79 | 430 | 70 | 77 | 408 | 144 |
| | 30.0% | 28.4% | 30.8% | 30.9% | 28.0% | 30.6% | 27.3% | 42.9% G | 40.5% G | 38.2% K | 19.3% |
| None of the above | 444 | 173 | 268 | 232 | 125 | 85 | 387 | 18 | 37 | 181 | 223 |
| | 22.9% | 25.6% C | 21.5% | 21.2% | 21.3% | 32.9% DE | 24.6% Hi | 11.0% | 19.5% H | 16.9% | 29.9% J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

PM4. Would you be interested in cell phone payment on Port Authority vehicles?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|------------|------------|-------------|------------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1052 | 395 | 650 | 694 | 282 | 74 | 856 | 94 | 98 | 572 | 427 |
| | 54.2% | 58.3% C | 52.1% | 63.5% EF | 48.1% F | 28.7% | 54.3% | 57.7% | 51.6% | 53.6% | 57.2% |
| No | 889 | 282 | 597 | 399 | 304 | 184 | 720 | 69 | 92 | 496 | 319 |
| | 45.8% | 41.7% | 47.9% B | 36.5% | 51.9% D | 71.3% DE | 45.7% | 42.3% | 48.4% | 46.4% | 42.8% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC1. Have you ever used a ConnectCard to ride the Port Authority system?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|-------|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1307 | 459 | 837 | 709 | 413 | 182 | 1041 | 130 | 130 | 726 | 490 |
| | 67.3% | 67.8% | 67.1% | 64.9% | 70.5% | 70.5% | 66.1% | 79.8% | 68.4% | 68.0% | 65.7% |
| No | 634 | 218 | 410 | 384 | 173 | 76 | 535 | 33 | 60 | 342 | 256 |
| | 32.7% | 32.2% | 32.9% | 35.1% | 29.5% | 29.5% | 33.9% | 20.2% | 31.6% | 32.0% | 34.3% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC1a. Why haven't you used a ConnectCard?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|---|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Never Used ConnectCard | 634 | 218 | 410 | 384 | 173 | 76 | 535 | 33 | 60 | 342 | 256 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't feel I ride enough to need one | 83 | 30 | 51 | 46 | 31 | 6 | 73 | 3 | 6 | 38 | 34 |
| | 13.1% | 13.8% | 12.4% | 12.0% | 17.9% | 7.9% | 13.6% | 9.1% | 10.0% | 11.1% | 13.3% |
| No incentive/savings for doing so | 56 | 26 | 30 | 32 | 17 | 7 | 48 | 4 | 4 | 29 | 23 |
| | 8.8% | 11.9% | 7.3% | 8.3% | 9.8% | 9.2% | 9.0% | 12.1% | 6.7% | 8.5% | 9.0% |
| Don't know enough about it/why I should use it | 53 | 18 | 35 | 36 | 15 | 2 | 46 | 1 | 6 | 35 | 16 |
| | 8.4% | 8.3% | 8.5% | 9.4% | 8.7% | 2.6% | 8.6% | 3.0% | 10.0% | 10.2% | 6.2% |
| Not convenient to purchase | 39 | 18 | 21 | 26 | 9 | 4 | 34 | - | 5 | 19 | 15 |
| | 6.2% | 8.3% | 5.1% | 6.8% | 5.2% | 5.3% | 6.4% | | 8.3% | 5.6% | 5.9% |
| Don't want to keep track of card/think I might lose it | 26 | 10 | 16 | 16 | 7 | 3 | 21 | 2 | 3 | 15 | 8 |
| | 4.1% | 4.6% | 3.9% | 4.2% | 4.0% | 3.9% | 3.9% | 6.1% | 5.0% | 4.4% | 3.1% |
| Don't know where to reload the card | 23 | 8 | 15 | 17 | 5 | 1 | 17 | 1 | 5 | 15 | 6 |
| | 3.6% | 3.7% | 3.7% | 4.4% | 2.9% | 1.3% | 3.2% | 3.0% | 8.3% | 4.4% | 2.3% |
| Don't want to have to keep track of my balance | 22 | 9 | 13 | 11 | 9 | 2 | 19 | 1 | 2 | 11 | 10 |
| | 3.5% | 4.1% | 3.2% | 2.9% | 5.2% | 2.6% | 3.6% | 3.0% | 3.3% | 3.2% | 3.9% |
| Don't have enough money to pay ahead for trips | 15 | 4 | 11 | 8 | 6 | 1 | 12 | 1 | 2 | 11 | 3 |
| | 2.4% | 1.8% | 2.7% | 2.1% | 3.5% | 1.3% | 2.2% | 3.0% | 3.3% | 3.2% | 1.2% |
| Don't trust it to accurately track my balance/work properly | 12 | 5 | 7 | 3 | 9 | - | 7 | 2 | 3 | 3 | 5 |
| | 1.9% | 2.3% | 1.7% | 0.8% | 5.2% | | 1.3% | 6.1% | 5.0% | 0.9% | 2.0% |
| Don't have a credit/debit card | 8 | 4 | 4 | 3 | 4 | 1 | 5 | 1 | 2 | 4 | 3 |
| | 1.3% | 1.8% | 1.0% | 0.8% | 2.3% | 1.3% | 0.9% | 3.0% | 3.3% | 1.2% | 1.2% |
| Other | 55 | 22 | 32 | 13 | 19 | 23 | 46 | 5 | 3 | 35 | 16 |
| | 8.7% | 10.1% | 7.8% | 3.4% | 11.0% | 30.3% | 8.6% | 15.2% | 5.0% | 10.2% | 6.2% |
| Don't need one | 319 | 99 | 217 | 224 | 58 | 36 | 273 | 10 | 32 | 175 | 130 |
| | 50.3% | 45.4% | 52.9% | 58.3% | 33.5% | 47.4% | 51.0% | 30.3% | 53.3% | 51.2% | 50.8% |
| No reason in particular | 62 | 24 | 38 | 36 | 26 | - | 51 | 8 | 3 | 34 | 27 |
| | 9.8% | 11.0% | 9.3% | 9.4% | 15.0% | | 9.5% | 24.2% | 5.0% | 9.9% | 10.5% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC2. Where do you load your Port Authority ConnectCard most often?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|--|---------------|------------|------------|------------|------------|------------|----------------|------------------|--------|------------|------------|
| | | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Used ConnectCard | 1307 | 459 | 837 | 709 | 413 | 182 | 1041 | 130 | 130 | 726 | 490 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Giant Eagle/other retail site | 440 | 139 | 296 | 241 | 128 | 70 | 333 | 51 | 51 | 274 | 144 |
| | 33.7% | 30.3% | 35.4% b | 34.0% | 31.0% | 38.5% e | 32.0% | 39.2% | 39.2% | 37.7% K | 29.4% |
| ConnectCard machines (TVM's) | 340 | 129 | 209 | 191 | 116 | 33 | 283 | 25 | 32 | 172 | 142 |
| | 26.0% | 28.1% | 25.0% | 26.9% F | 28.1% F | 18.1% | 27.2% H | 19.2% | 24.6% | 23.7% | 29.0% J |
| T and/or Bus station | 275 | 115 | 158 | 163 | 78 | 34 | 234 | 22 | 19 | 135 | 126 |
| | 21.0% | 25.1% C | 18.9% | 23.0% e | 18.9% | 18.7% | 22.5% I | 16.9% | 14.6% | 18.6% | 25.7% J |
| Port Authority Downtown Service Center | 209 | 62 | 145 | 89 | 77 | 41 | 164 | 24 | 20 | 116 | 75 |
| | 16.0% | 13.5% | 17.3% b | 12.6% | 18.6% D | 22.5% D | 15.8% | 18.5% | 15.4% | 16.0% | 15.3% |
| Other | 43 | 14 | 29 | 25 | 14 | 4 | 27 | 8 | 8 | 29 | 3 |
| | 3.3% | 3.1% | 3.5% | 3.5% | 3.4% | 2.2% | 2.6% | 6.2% | 6.2% | 4.0% K | 0.6% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC3. Have you registered your ConnectCard for Balance Protection?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|-------------------------|---------------|------------|------------|-------------|------------|-------------|----------------|------------------|------------|------------|------------|
| | | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Used ConnectCard | 1307 | 459 | 837 | 709 | 413 | 182 | 1041 | 130 | 130 | 726 | 490 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 625 | 201 | 416 | 257 | 242 | 125 | 512 | 62 | 49 | 312 | 262 |
| | 47.8% | 43.8% | 49.7% B | 36.2% | 58.6% D | 68.7% DE | 49.2% I | 47.7% | 37.7% | 43.0% | 53.5% J |
| No | 682 | 258 | 421 | 452 | 171 | 57 | 529 | 68 | 81 | 414 | 228 |
| | 52.2% | 56.2% C | 50.3% | 63.8% EF | 41.4% F | 31.3% | 50.8% | 52.3% | 62.3% G | 57.0% K | 46.5% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC3a. Why haven't you registered for the Balance Protection?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|--|---------------|------------|--------|------------|------------|-------------|----------------|------------------|-------------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Haven't Registered | 682 | 258 | 421 | 452 | 171 | 57 | 529 | 68 | 81 | 414 | 228 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't feel it is necessary | 105 | 48 | 57 | 66 | 24 | 14 | 83 | 6 | 15 | 60 | 39 |
| | 15.4% | 18.6% c | 13.5% | 14.6% | 14.0% | 24.6% de | 15.7% h | 8.8% | 18.5% h | 14.5% | 17.1% |
| Don't know about it | 226 | 87 | 137 | 153 | 54 | 19 | 181 | 21 | 23 | 137 | 79 |
| | 33.1% | 33.7% | 32.5% | 33.8% | 31.6% | 33.3% | 34.2% | 30.9% | 28.4% | 33.1% | 34.6% |
| Don't know how to register for it | 126 | 49 | 76 | 89 | 32 | 5 | 97 | 16 | 13 | 79 | 42 |
| | 18.5% | 19.0% | 18.1% | 19.7% F | 18.7% F | 8.8% | 18.3% | 23.5% | 16.0% | 19.1% | 18.4% |
| Don't want to give out my personal information | 43 | 25 | 18 | 21 | 17 | 4 | 28 | 3 | 10 | 24 | 13 |
| | 6.3% | 9.7% C | 4.3% | 4.6% | 9.9% D | 7.0% | 5.3% | 4.4% | 12.3% gh | 5.8% | 5.7% |
| Other | 64 | 19 | 45 | 34 | 19 | 11 | 48 | 9 | 7 | 39 | 23 |
| | 9.4% | 7.4% | 10.7% | 7.5% | 11.1% | 19.3% D | 9.1% | 13.2% | 8.6% | 9.4% | 10.1% |
| No reason in particular | 217 | 76 | 140 | 157 | 48 | 12 | 172 | 20 | 24 | 124 | 74 |
| | 31.8% | 29.5% | 33.3% | 34.7% F | 28.1% | 21.1% | 32.5% | 29.4% | 29.6% | 30.0% | 32.5% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC3b. Do you take advantage of Port Authority's ConnectRewards program by using/ showing your card to the retailers participating in the program?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------------------------|------------|--------|--------|------------|------------|----------------|------------|------------------|--------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Used ConnectCard | 1307 | 459 | 837 | 709 | 413 | 182 | 1041 | 130 | 130 | 726 | 490 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 155 | 60 | 92 | 66 | 65 | 22 | 111 | 23 | 21 | 106 | 40 |
| | 11.9% | 13.1% | 11.0% | 9.3% | 15.7% D | 12.1% | 10.7% | 17.7% G | 16.2% | 14.6% K | 8.2% |
| No | 1152 | 399 | 745 | 643 | 348 | 160 | 930 | 107 | 109 | 620 | 450 |
| | 88.1% | 86.9% | 89.0% | 90.7% E | 84.3% | 87.9% | 89.3% H | 82.3% | 83.8% | 85.4% | 91.8% J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC3C

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC3c. Why don't you take advantage of Port Authority's ConnectRewards program?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|------------|------------|-------------|------------|----------------|-----------|------------------|------------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Don't Use ConnectRewards | 1156 | 401 | 747 | 646 | 349 | 160 | 933 | 108 | 109 | 622 | 452 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know about it/what retailers participate | 805 | 261 | 541 | 485 | 237 | 82 | 654 | 68 | 79 | 424 | 326 |
| | 69.6% | 65.1% | 72.4% B | 75.1% EF | 67.9% F | 51.2% | 70.1% | 63.0% | 72.5% | 68.2% | 72.1% |
| Forget to use/show it at time of purchase | 212 | 74 | 135 | 112 | 68 | 32 | 176 | 17 | 19 | 113 | 84 |
| | 18.3% | 18.5% | 18.1% | 17.3% | 19.5% | 20.0% | 18.9% | 15.7% | 17.4% | 18.2% | 18.6% |
| Discounts and offers not valuable to me | 106 | 44 | 61 | 56 | 35 | 15 | 86 | 5 | 14 | 55 | 45 |
| | 9.2% | 11.0% | 8.2% | 8.7% | 10.0% | 9.4% | 9.2% H | 4.6% | 12.8% H | 8.8% | 10.0% |
| Other | 53 | 24 | 28 | 19 | 17 | 17 | 40 | 9 | 4 | 33 | 18 |
| | 4.6% | 6.0% | 3.7% | 2.9% | 4.9% | 10.6% DE | 4.3% | 8.3% | 3.7% | 5.3% | 4.0% |
| No reason in particular | 107 | 51 | 54 | 49 | 36 | 22 | 81 | 13 | 12 | 56 | 38 |
| | 9.3% | 12.7% C | 7.2% | 7.6% | 10.3% | 13.8% D | 8.7% | 12.0% | 11.0% | 9.0% | 8.4% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC4. How satisfied are you using the ConnectCard to pay your fares?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know | 32 | 9 | 23 | 14 | 14 | 4 | 23 | 3 | 6 | 18 | 10 |
| | 1.6% | 1.3% | 1.8% | 1.3% | 2.4% | 1.6% | 1.5% | 1.8% | 3.2% | 1.7% | 1.3% |
| Revised base | 1277 | 451 | 815 | 696 | 400 | 178 | 1019 | 128 | 124 | 709 | 481 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 1129 | 398 | 721 | 622 | 353 | 151 | 906 | 116 | 102 | 624 | 427 |
| | 88.4% | 88.2% | 88.5% | 89.4% | 88.2% | 84.8% | 88.9% | 90.6% | 82.3% | 88.0% | 88.8% |
| -Very satisfied (5) | 769 | 275 | 486 | 395 | 260 | 112 | 606 | 90 | 71 | 436 | 282 |
| | 60.2% | 61.0% | 59.6% | 56.8% | 65.0% | 62.9% | 59.5% | 70.3% | 57.3% | 61.5% | 58.6% |
| -Satisfied (4) | 360 | 123 | 235 | 227 | 93 | 39 | 300 | 26 | 31 | 188 | 145 |
| | 28.2% | 27.3% | 28.8% | 32.6% | 23.2% | 21.9% | 29.4% | 20.3% | 25.0% | 26.5% | 30.1% |
| Neither satisfied nor dissatisfied (3) | 91 | 34 | 56 | 49 | 25 | 17 | 72 | 6 | 12 | 52 | 34 |
| | 7.1% | 7.5% | 6.9% | 7.0% | 6.2% | 9.6% | 7.1% | 4.7% | 9.7% | 7.3% | 7.1% |
| (Net) Bottom-two box | 57 | 19 | 38 | 25 | 22 | 10 | 41 | 6 | 10 | 33 | 20 |
| | 4.5% | 4.2% | 4.7% | 3.6% | 5.5% | 5.6% | 4.0% | 4.7% | 8.1% | 4.7% | 4.2% |
| -Not very satisfied (2) | 42 | 11 | 31 | 17 | 18 | 7 | 32 | 3 | 7 | 23 | 15 |
| | 3.3% | 2.4% | 3.8% | 2.4% | 4.5% | 3.9% | 3.1% | 2.3% | 5.6% | 3.2% | 3.1% |
| -Not at all satisfied (1) | 15 | 8 | 7 | 8 | 4 | 3 | 9 | 3 | 3 | 10 | 5 |
| | 1.2% | 1.8% | 0.9% | 1.1% | 1.0% | 1.7% | 0.9% | 2.3% | 2.4% | 1.4% | 1.0% |
| Mean | 4.4 | 4.4 | 4.4 | 4.4 | 4.5 | 4.4 | 4.4 | 4.5 | 4.3 | 4.4 | 4.4 |
| Standard Deviation | 0.9 | 0.9 | 0.8 | 0.8 | 0.9 | 0.9 | 0.8 | 0.9 | 1.0 | 0.9 | 0.8 |
| Standard Error | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | 0.1 | 0.0 | 0.0 |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC4A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC4a. What are the major reasons why you use a ConnectCard?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Used ConnectCard | 1307 | 459 | 837 | 709 | 413 | 182 | 1041 | 130 | 130 | 726 | 490 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't have to worry about having the exact amount, fumbling with change, or smoothing out dollars | 1009 | 342 | 660 | 559 | 303 | 144 | 810 | 98 | 97 | 559 | 384 |
| | 77.2% | 74.5% | 78.9% | 78.8% | 73.4% | 79.1% | 77.8% | 75.4% | 74.6% | 77.0% | 78.4% |
| Easy/quicker to board/exit or transfer between busses | 828 | 293 | 529 | 476 | 242 | 108 | 672 | 78 | 75 | 478 | 299 |
| | 63.4% | 63.8% | 63.2% | 67.1% | 58.6% | 59.3% | 64.6% | 60.0% | 57.7% | 65.8% | 61.0% |
| Easy to purchase and reload | 736 | 277 | 454 | 396 | 230 | 108 | 599 | 66 | 68 | 412 | 274 |
| | 56.3% | 60.3% | 54.2% | 55.9% | 55.7% | 59.3% | 57.5% | 50.8% | 52.3% | 56.7% | 55.9% |
| I can simply carry a balance/don't have a commit to an annual, weekly, or monthly pass (Stored Value fare option) | 509 | 184 | 322 | 262 | 163 | 82 | 420 | 38 | 49 | 253 | 225 |
| | 38.9% | 40.1% | 38.5% | 37.0% | 39.5% | 45.1% | 40.3% | 29.2% | 37.7% | 34.8% | 45.9% |
| If my card is lost or stolen, I get a new one and don't lose that money (Balance Protection) | 380 | 130 | 247 | 170 | 134 | 76 | 301 | 43 | 35 | 210 | 143 |
| | 29.1% | 28.3% | 29.5% | 24.0% | 32.4% | 41.8% | 28.9% | 33.1% | 26.9% | 28.9% | 29.2% |
| Can still purchase an annual, weekly, or monthly pass | 379 | 139 | 235 | 214 | 110 | 54 | 297 | 47 | 34 | 256 | 95 |
| | 29.0% | 30.3% | 28.1% | 30.2% | 26.6% | 29.7% | 28.5% | 36.2% | 26.2% | 35.3% | 19.4% |
| Feel safer not having to carry cash | 362 | 134 | 227 | 187 | 111 | 62 | 280 | 45 | 36 | 230 | 112 |
| | 27.7% | 29.2% | 27.1% | 26.4% | 26.9% | 34.1% | 26.9% | 34.6% | 27.7% | 31.7% | 22.9% |
| Good for the environment/Not wasting paper like with traditional passes and tickets | 346 | 140 | 205 | 185 | 109 | 51 | 269 | 33 | 43 | 203 | 118 |
| | 26.5% | 30.5% | 24.5% | 26.1% | 26.4% | 28.0% | 25.8% | 25.4% | 33.1% | 28.0% | 24.1% |
| Not charged the peak period surcharge when riding the T | 237 | 99 | 136 | 116 | 81 | 40 | 208 | 11 | 18 | 132 | 93 |
| | 18.1% | 21.6% | 16.2% | 16.4% | 19.6% | 22.0% | 20.0% | 8.5% | 13.8% | 18.2% | 19.0% |
| Can get deals at local businesses for having one (ConnectRewards Program) | 73 | 33 | 39 | 30 | 27 | 16 | 46 | 16 | 11 | 52 | 14 |
| | 5.6% | 7.2% | 4.7% | 4.2% | 6.5% | 8.8% | 4.4% | 12.3% | 8.5% | 7.2% | 2.9% |
| Reduced-fare card available for riders with disabilities | 34 | 14 | 20 | 12 | 15 | 7 | 22 | 6 | 6 | 29 | 3 |
| | 2.6% | 3.1% | 2.4% | 1.7% | 3.6% | 3.8% | 2.1% | 4.6% | 4.6% | 4.0% | 0.6% |
| Other | 67 | 21 | 45 | 27 | 27 | 13 | 53 | 6 | 8 | 37 | 21 |
| | 5.1% | 4.6% | 5.4% | 3.8% | 6.5% | 7.1% | 5.1% | 4.6% | 6.2% | 5.1% | 4.3% |
| No reason in particular | 52 | 29 | 23 | 25 | 23 | 4 | 35 | 6 | 11 | 32 | 14 |
| | 4.0% | 6.3% | 2.7% | 3.5% | 5.6% | 2.2% | 3.4% | 4.6% | 8.5% | 4.4% | 2.9% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC5. Have you ever used a ConnectTix card to ride the Port Authority system?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|-------|---------------|------------|------------|--------|--------|--------|----------------|---------------------|--------|------------|------------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 170 | 79 | 90 | 97 | 53 | 19 | 126 | 22 | 22 | 108 | 57 |
| | 8.8% | 11.7% C | 7.2% | 8.9% | 9.0% | 7.4% | 8.0% | 13.5% G | 11.6% | 10.1% K | 7.6% |
| No | 1771 | 598 | 1157 | 996 | 533 | 239 | 1450 | 141 | 168 | 960 | 689 |
| | 91.2% | 88.3% | 92.8% B | 91.1% | 91.0% | 92.6% | 92.0% H | 86.5% | 88.4% | 89.9% | 92.4% I |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table CC5A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC5a. Have you ever experienced a problem with either your ConnectCard or ConnectTix card?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|---------------------------------------|---------------|--------|--------|-------------|------------|------------|----------------|---------------------|------------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Used ConnectCard or ConnectTix | 1314 | 462 | 841 | 713 | 415 | 183 | 1047 | 131 | 130 | 730 | 493 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 317 | 101 | 208 | 152 | 111 | 53 | 233 | 42 | 41 | 182 | 118 |
| | 24.1% | 21.9% | 24.7% | 21.3% | 26.7% D | 29.0% D | 22.3% | 32.1% G | 31.5% G | 24.9% | 23.9% |
| No | 997 | 361 | 633 | 561 | 304 | 130 | 814 | 89 | 89 | 548 | 375 |
| | 75.9% | 78.1% | 75.3% | 78.7% EF | 73.3% | 71.0% | 77.7% HI | 67.9% | 68.5% | 75.1% | 76.1% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

[Table CC5B](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC5b. What have you done/would you do if you experienced a problem with either your ConnectCard or ConnectTix card?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|---------------------------------------|---------------|------------|--------|------------|------------|------------|----------------|---------------------|------------|------------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Used ConnectCard or ConnectTix | 1314 | 462 | 841 | 713 | 415 | 183 | 1047 | 131 | 130 | 730 | 493 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Call the Customer Service Department | 498 | 165 | 328 | 273 | 158 | 66 | 425 | 36 | 36 | 269 | 200 |
| | 37.9% | 35.7% | 39.0% | 38.3% | 38.1% | 36.1% | 40.6% HI | 27.5% | 27.7% | 36.8% | 40.6% |
| Visit the Downtown Service Center | 215 | 73 | 141 | 111 | 73 | 30 | 163 | 21 | 29 | 114 | 80 |
| | 16.4% | 15.8% | 16.8% | 15.6% | 17.6% | 16.4% | 15.6% | 16.0% | 22.3% g | 15.6% | 16.2% |
| Both | 263 | 91 | 171 | 114 | 98 | 51 | 185 | 45 | 33 | 176 | 75 |
| | 20.0% | 19.7% | 20.3% | 16.0% | 23.6% D | 27.9% D | 17.7% | 34.4% G | 25.4% g | 24.1% K | 15.2% |
| Neither | 126 | 42 | 82 | 82 | 24 | 19 | 100 | 18 | 7 | 66 | 50 |
| | 9.6% | 9.1% | 9.8% | 11.5% E | 5.8% | 10.4% e | 9.6% i | 13.7% I | 5.4% | 9.0% | 10.1% |
| Not sure | 212 | 91 | 119 | 133 | 62 | 17 | 174 | 11 | 25 | 105 | 88 |
| | 16.1% | 19.7% C | 14.1% | 18.7% F | 14.9% F | 9.3% | 16.6% H | 8.4% | 19.2% H | 14.4% | 17.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC6 (Base Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|------|--------|-----|-------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 174 | 317 | 300 | 128 | 67 | 413 | 26 | 52 | 282 | 187 |
| Able to reload the card online | 367 | 126 | 237 | 222 | 99 | 45 | 311 | 17 | 35 | 200 | 147 |
| Receive some type of discount/savings on fares | 375 | 129 | 241 | 221 | 106 | 47 | 315 | 17 | 39 | 205 | 150 |
| Ability to purchase a single trip/few trips on my card | 356 | 122 | 230 | 214 | 96 | 45 | 298 | 18 | 36 | 193 | 144 |
| Having a TVM located at my stop/station | 328 | 113 | 211 | 195 | 94 | 38 | 274 | 17 | 33 | 179 | 131 |
| No longer need to use exact change | 359 | 120 | 235 | 220 | 98 | 40 | 299 | 18 | 38 | 197 | 144 |
| Never worry about losing the value on your card by registering for balance protection | 368 | 125 | 239 | 220 | 102 | 45 | 307 | 18 | 39 | 200 | 148 |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC6 (Top-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|--------------|--------------|--------------|--------------------|-------------------|----------------|-------------------|------------------|--------------|--------------|--------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 174 | 317 | 300 | 128 | 67 | 413 | 26 | 52 | 282 | 187 |
| Receive some type of discount/savings on fares | 279 | 98 | 176 | 169 | 77 | 32 | 241 | 10 | 25 | 154 | 110 |
| | 74.4% | 76.0% | 73.0% | 76.5% | 72.6% | 68.1% | 76.5% | 58.8% | 64.1% | 75.1% | 73.3% |
| Able to reload the card online | 249 | 85 | 161 | 164 | 59 | 25 | 218 | 7 | 20 | 136 | 99 |
| | 67.8% | 67.5% | 67.9% | 73.9% EF | 59.6% | 55.6% | 70.1% H | 41.2% | 57.1% | 68.0% | 67.3% |
| Never worry about losing the value on your card by registering for balance protection | 233 | 82 | 149 | 141 | 67 | 24 | 196 | 10 | 25 | 124 | 96 |
| | 63.3% | 65.6% | 62.3% | 64.1% | 65.7% | 53.3% | 63.8% | 55.6% | 64.1% | 62.0% | 64.9% |
| No longer need to use exact change | 223 | 75 | 145 | 144 | 60 | 18 | 185 | 11 | 24 | 126 | 86 |
| | 62.1% | 62.5% | 61.7% | 65.5% F | 61.2% f | 45.0% | 61.9% | 61.1% | 63.2% | 64.0% | 59.7% |
| Ability to purchase a single trip/few trips on my card | 172 | 55 | 115 | 107 | 44 | 20 | 143 | 8 | 17 | 97 | 62 |
| | 48.3% | 45.1% | 50.0% | 50.0% | 45.8% | 44.4% | 48.0% | 44.4% | 47.2% | 50.3% | 43.1% |
| Having a TVM located at my stop/station | 146 | 56 | 90 | 89 | 42 | 14 | 125 | 8 | 12 | 86 | 53 |
| | 44.5% | 49.6% | 42.7% | 45.6% | 44.7% | 36.8% | 45.6% | 47.1% | 36.4% | 48.0% | 40.5% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC6 (Neutral Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|-------------|------------------|-------------|------------------|------------------|----------------|------------------|------------------|------------|-------------|------------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 174 | 317 | 300 | 128 | 67 | 413 | 26 | 52 | 282 | 187 |
| Having a TVM located at my stop/station | 52 15.9% | 19 16.8% | 32 15.2% | 35 17.9% F | 15 16.0% F | 2 5.3% | 42 15.3% | - | 8 24.2% | 22 12.3% | 26 19.8% j |
| Ability to purchase a single trip/few trips on my card | 51 14.3% | 19 15.6% | 32 13.9% | 36 16.8% F | 14 14.6% F | 1 2.2% | 47 15.8% h | 1 5.6% | 3 8.3% | 27 14.0% | 24 16.7% |
| Never worry about losing the value on your card by registering for balance protection | 52 14.1% | 23 18.4% c | 28 11.7% | 37 16.8% F | 12 11.8% | 3 6.7% | 44 14.3% | 1 5.6% | 7 17.9% | 33 16.5% | 19 12.8% |
| Able to reload the card online | 34 9.3% | 14 11.1% | 20 8.4% | 19 8.6% | 13 13.1% f | 2 4.4% | 27 8.7% | 2 11.8% | 5 14.3% | 19 9.5% | 14 9.5% |
| No longer need to use exact change | 32 8.9% | 12 10.0% | 20 8.5% | 25 11.4% F | 6 6.1% | 1 2.5% | 27 9.0% | 1 5.6% | 4 10.5% | 19 9.6% | 12 8.3% |
| Receive some type of discount/savings on fares | 30 8.0% | 14 10.9% | 16 6.6% | 22 10.0% | 8 7.5% | - | 23 7.3% | 1 5.9% | 5 12.8% | 19 9.3% | 10 6.7% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC6 (Bottom-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|--------------|-------------|------------------|-------------|------------------|-------------------|--------------|------------------|-------------|-------------|-------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 174 | 317 | 300 | 128 | 67 | 413 | 26 | 52 | 282 | 187 |
| Having a TVM located at my stop/station | 130 39.6% | 38 33.6% | 89 42.2% | 71 36.4% | 37 39.4% | 22 57.9% De | 107 39.1% | 9 52.9% | 13 39.4% | 71 39.7% | 52 39.7% |
| Ability to purchase a single trip/few trips on my card | 133 37.4% | 48 39.3% | 83 36.1% | 71 33.2% | 38 39.6% | 24 53.3% D | 108 36.2% | 9 50.0% | 16 44.4% | 69 35.8% | 58 40.3% |
| No longer need to use exact change | 104 29.0% | 33 27.5% | 70 29.8% | 51 23.2% | 32 32.7% d | 21 52.5% DE | 87 29.1% | 6 33.3% | 10 26.3% | 52 26.4% | 46 31.9% |
| Able to reload the card online | 84 22.9% | 27 21.4% | 56 23.6% | 39 17.6% | 27 27.3% d | 18 40.0% D | 66 21.2% | 8 47.1% G | 10 28.6% | 45 22.5% | 34 23.1% |
| Never worry about losing the value on your card by registering for balance protection | 83 22.6% | 20 16.0% | 62 25.9% B | 42 19.1% | 23 22.5% | 18 40.0% DE | 67 21.8% | 7 38.9% | 7 17.9% | 43 21.5% | 33 22.3% |
| Receive some type of discount/savings on fares | 66 17.6% | 17 13.2% | 49 20.3% b | 30 13.6% | 21 19.8% | 15 31.9% D | 51 16.2% | 6 35.3% | 9 23.1% | 32 15.6% | 30 20.0% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
 Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CC6 (Mean Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|--------|--------|-----------|----------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Never Used ConnectCard/Regular Rider | 496 | 174 | 317 | 300 | 128 | 67 | 413 | 26 | 52 | 282 | 187 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Receive some type of discount/savings on fares | 4.0 | 4.1 | 4.0 | 4.2 f | 4.0 | 3.6 | 4.1 | 3.4 | 3.8 | 4.1 | 4.0 |
| Able to reload the card online | 3.7 | 3.7 | 3.7 | 3.9 EF | 3.5 | 3.2 | 3.8 h | 2.9 | 3.5 | 3.7 | 3.8 |
| Never worry about losing the value on your card by registering for balance protection | 3.6 | 3.8 | 3.6 | 3.7 f | 3.7 f | 3.1 | 3.7 | 3.3 | 3.8 | 3.6 | 3.7 |
| No longer need to use exact change | 3.5 | 3.6 | 3.5 | 3.7 F | 3.5 F | 2.8 | 3.5 | 3.4 | 3.6 | 3.6 | 3.5 |
| Ability to purchase a single trip/few trips on my card | 3.1 | 3.0 | 3.1 | 3.2 | 3.0 | 2.7 | 3.1 | 2.9 | 3.0 | 3.1 | 3.0 |
| Having a TVM located at my stop/station | 3.0 | 3.2 | 2.9 | 3.1 f | 3.0 | 2.5 | 3.0 | 2.6 | 2.9 | 3.0 | 2.9 |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RT1. Did you know you can now check the arrival time of your bus using your computer or smartphone?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-----------------------------|------------|--------|--------|--------|--------|----------------|------------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Ride Real-Time Route | 1234 | 425 | 797 | 730 | 337 | 164 | 960 | 122 | 144 | 726 | 424 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 847 | 301 | 537 | 491 | 234 | 120 | 650 | 95 | 100 | 505 | 289 |
| | 68.6% | 70.8% | 67.4% | 67.3% | 69.4% | 73.2% | 67.7% | 77.9% G | 69.4% | 69.6% | 68.2% |
| No | 387 | 124 | 260 | 239 | 103 | 44 | 310 | 27 | 44 | 221 | 135 |
| | 31.4% | 29.2% | 32.6% | 32.7% | 30.6% | 26.8% | 32.3% H | 22.1% | 30.6% | 30.4% | 31.8% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RT2. Have you checked the arrival time of your bus using your computer or smartphone?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------------|------------|------------|------------|-------------|------------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Aware of Real-Time | 847 | 301 | 537 | 491 | 234 | 120 | 650 | 95 | 100 | 505 | 289 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 576 | 217 | 354 | 389 | 144 | 41 | 439 | 61 | 74 | 352 | 189 |
| | 68.0% | 72.1% c | 65.9% | 79.2% EF | 61.5% F | 34.2% | 67.5% | 64.2% | 74.0% | 69.7% | 65.4% |
| No | 271 | 84 | 183 | 102 | 90 | 79 | 211 | 34 | 26 | 153 | 100 |
| | 32.0% | 27.9% | 34.1% b | 20.8% | 38.5% D | 65.8% DE | 32.5% | 35.8% | 26.0% | 30.3% | 34.6% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RT2a. Was checking the arrival time of your bus on your computer or smartphone EASY to do?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-----------------------|------------|------------|------------|--------|--------|----------------|-----------|------------------|--------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Used Real-Time | 576 | 217 | 354 | 389 | 144 | 41 | 439 | 61 | 74 | 352 | 189 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 479 | 169 | 305 | 329 | 113 | 36 | 370 | 51 | 56 | 301 | 146 |
| | 83.2% | 77.9% | 86.2% B | 84.6% | 78.5% | 87.8% | 84.3% | 83.6% | 75.7% | 85.5% K | 77.2% |
| No | 97 | 48 | 49 | 60 | 31 | 5 | 69 | 10 | 18 | 51 | 43 |
| | 16.8% | 22.1% C | 13.8% | 15.4% | 21.5% | 12.2% | 15.7% | 16.4% | 24.3% | 14.5% | 22.8% J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RT2b. Was checking the arrival time of your bus on your computer or smartphone HELPFUL?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-----------------------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Used Real-Time | 576 | 217 | 354 | 389 | 144 | 41 | 439 | 61 | 74 | 352 | 189 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 514 | 193 | 316 | 352 | 125 | 35 | 395 | 54 | 63 | 316 | 166 |
| | 89.2% | 88.9% | 89.3% | 90.5% | 86.8% | 85.4% | 90.0% | 88.5% | 85.1% | 89.8% | 87.8% |
| No | 62 | 24 | 38 | 37 | 19 | 6 | 44 | 7 | 11 | 36 | 23 |
| | 10.8% | 11.1% | 10.7% | 9.5% | 13.2% | 14.6% | 10.0% | 11.5% | 14.9% | 10.2% | 12.2% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table RT3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

RT3. Now that you know about real-time monitoring, how likely are you to utilize the service to check the arrival time of your bus?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------------------|------------|--------|--------|-------------|------------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Not Aware of Real-Time | 387 | 124 | 260 | 239 | 103 | 44 | 310 | 27 | 44 | 221 | 135 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 328 | 103 | 224 | 212 | 87 | 29 | 261 | 24 | 38 | 189 | 115 |
| | 84.8% | 83.1% | 86.2% | 88.7% F | 84.5% F | 65.9% | 84.2% | 88.9% | 86.4% | 85.5% | 85.2% |
| -Very likely (5) | 212 | 66 | 145 | 147 | 49 | 16 | 166 | 18 | 26 | 125 | 76 |
| | 54.8% | 53.2% | 55.8% | 61.5% EF | 47.6% | 36.4% | 53.5% | 66.7% | 59.1% | 56.6% | 56.3% |
| -Likely (4) | 116 | 37 | 79 | 65 | 38 | 13 | 95 | 6 | 12 | 64 | 39 |
| | 30.0% | 29.8% | 30.4% | 27.2% | 36.9% d | 29.5% | 30.6% | 22.2% | 27.3% | 29.0% | 28.9% |
| Neither likely nor unlikely (3) | 35 | 13 | 20 | 20 | 9 | 6 | 30 | - | 5 | 21 | 12 |
| | 9.0% | 10.5% | 7.7% | 8.4% | 8.7% | 13.6% | 9.7% | | 11.4% | 9.5% | 8.9% |
| (Net) Bottom-two box | 24 | 8 | 16 | 7 | 7 | 9 | 19 | 3 | 1 | 11 | 8 |
| | 6.2% | 6.5% | 6.2% | 2.9% | 6.8% | 20.5% DE | 6.1% | 11.1% | 2.3% | 5.0% | 5.9% |
| -Unlikely (2) | 11 | 5 | 6 | 4 | 6 | 1 | 9 | 2 | - | 5 | 5 |
| | 2.8% | 4.0% | 2.3% | 1.7% | 5.8% d | 2.3% | 2.9% | 7.4% | | 2.3% | 3.7% |
| -Very unlikely (1) | 13 | 3 | 10 | 3 | 1 | 8 | 10 | 1 | 1 | 6 | 3 |
| | 3.4% | 2.4% | 3.8% | 1.3% | 1.0% | 18.2% DE | 3.2% | 3.7% | 2.3% | 2.7% | 2.2% |
| Mean | 4.3 | 4.3 | 4.3 | 4.5 EF | 4.2 F | 3.6 | 4.3 | 4.4 | 4.4 | 4.3 | 4.3 |
| Standard Deviation | 1.0 | 1.0 | 1.0 | 0.8 | 0.9 | 1.5 | 1.0 | 1.1 | 0.9 | 0.9 | 0.9 |
| Standard Error | 0.0 | 0.1 | 0.1 | 0.1 | 0.1 | 0.2 | 0.1 | 0.2 | 0.1 | 0.1 | 0.1 |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

OC1. How do you obtain information about Port Authority service changes?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|---------------|------------|------------|-------------|------------|----------------|-------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Port Authority's Website | 864 | 271 | 587 | 448 | 293 | 122 | 740 | 57 | 64 | 442 | 364 |
| | 44.5% | 40.0% | 47.1% B | 41.0% | 50.0% D | 47.3% d | 47.0% HI | 35.0% | 33.7% | 41.4% | 48.8% J |
| On-bus/T communications/alerts | 619 | 214 | 402 | 342 | 192 | 85 | 517 | 45 | 55 | 341 | 241 |
| | 31.9% | 31.6% | 32.2% | 31.3% | 32.8% | 32.9% | 32.8% | 27.6% | 28.9% | 31.9% | 32.3% |
| Word of mouth from family/friends/other riders | 547 | 159 | 385 | 328 | 154 | 64 | 440 | 44 | 60 | 322 | 193 |
| | 28.2% | 23.5% | 30.9% B | 30.0% f | 26.3% | 24.8% | 27.9% | 27.0% | 31.6% | 30.1% K | 25.9% |
| Customer Service Telephone (412) 442-2000 | 259 | 79 | 174 | 124 | 97 | 38 | 174 | 51 | 32 | 185 | 55 |
| | 13.3% | 11.7% | 14.0% | 11.3% | 16.6% D | 14.7% | 11.0% | 31.3% GI | 16.8% G | 17.3% K | 7.4% |
| T station announcements/signage | 253 | 104 | 144 | 137 | 85 | 31 | 215 | 16 | 21 | 141 | 106 |
| | 13.0% | 15.4% C | 11.5% | 12.5% | 14.5% | 12.0% | 13.6% | 9.8% | 11.1% | 13.2% | 14.2% |
| Drivers/Operators | 249 | 98 | 149 | 149 | 71 | 29 | 202 | 26 | 20 | 160 | 75 |
| | 12.8% | 14.5% | 11.9% | 13.6% | 12.1% | 11.2% | 12.8% | 16.0% | 10.5% | 15.0% K | 10.1% |
| Schedule racks | 242 | 79 | 158 | 79 | 89 | 72 | 197 | 23 | 21 | 163 | 63 |
| | 12.5% | 11.7% | 12.7% | 7.2% | 15.2% D | 27.9% DE | 12.5% | 14.1% | 11.1% | 15.3% K | 8.4% |
| TV News | 214 | 72 | 140 | 90 | 80 | 44 | 172 | 27 | 12 | 123 | 78 |
| | 11.0% | 10.6% | 11.2% | 8.2% | 13.7% D | 17.1% D | 10.9% I | 16.6% gl | 6.3% | 11.5% | 10.5% |
| Newspapers | 185 | 92 | 93 | 81 | 65 | 39 | 159 | 12 | 14 | 85 | 91 |
| | 9.5% | 13.6% C | 7.5% | 7.4% | 11.1% D | 15.1% D | 10.1% | 7.4% | 7.4% | 8.0% | 12.2% J |
| Port Authority Tweets on Twitter | 165 | 70 | 95 | 125 | 36 | 4 | 148 | 5 | 12 | 89 | 70 |
| | 8.5% | 10.3% c | 7.6% | 11.4% EF | 6.1% F | 1.6% | 9.4% H | 3.1% | 6.3% | 8.3% | 9.4% |
| Downtown Service Center | 119 | 55 | 62 | 43 | 48 | 28 | 82 | 21 | 15 | 83 | 28 |
| | 6.1% | 8.1% C | 5.0% | 3.9% | 8.2% D | 10.9% D | 5.2% | 12.9% G | 7.9% | 7.8% K | 3.8% |
| Radio | 86 | 36 | 48 | 39 | 26 | 21 | 74 | 7 | 4 | 42 | 44 |
| | 4.4% | 5.3% | 3.8% | 3.6% | 4.4% | 8.1% De | 4.7% I | 4.3% | 2.1% | 3.9% | 5.9% i |
| Port Authority's Facebook Page | 42 | 24 | 18 | 27 | 13 | 2 | 37 | 2 | 3 | 26 | 15 |
| | 2.2% | 3.5% C | 1.4% | 2.5% F | 2.2% f | 0.8% | 2.3% | 1.2% | 1.6% | 2.4% | 2.0% |
| Rider Report newsletter | 23 | 9 | 14 | 7 | 10 | 6 | 20 | 2 | 1 | 13 | 10 |
| | 1.2% | 1.3% | 1.1% | 0.6% | 1.7% d | 2.3% d | 1.3% | 1.2% | 0.5% | 1.2% | 1.3% |
| Port Authority's Transit blog | 19 | 11 | 8 | 10 | 7 | 2 | 13 | 3 | 3 | 11 | 8 |
| | 1.0% | 1.6% c | 0.6% | 0.9% | 1.2% | 0.8% | 0.8% | 1.8% | 1.6% | 1.0% | 1.1% |
| Public meetings | 17 | 9 | 8 | 9 | 4 | 4 | 12 | 1 | 4 | 11 | 6 |
| | 0.9% | 1.3% | 0.6% | 0.8% | 0.7% | 1.6% | 0.8% | 0.6% | 2.1% | 1.0% | 0.8% |
| Street Teams (Connect Teams) | 9 | 3 | 6 | 8 | - | 1 | 3 | 4 | 2 | 8 | 1 |
| | 0.5% | 0.4% | 0.5% | 0.7% | | 0.4% | 0.2% | 2.5% g | 1.1% | 0.7% K | 0.1% |
| Other | 121 | 41 | 79 | 70 | 35 | 16 | 93 | 16 | 12 | 82 | 29 |
| | 6.2% | 6.1% | 6.3% | 6.4% | 6.0% | 6.2% | 5.9% | 9.8% | 6.3% | 7.7% K | 3.9% |
| Don't obtain this type of information | 229 | 97 | 132 | 173 | 45 | 10 | 186 | 6 | 35 | 115 | 97 |
| | 11.8% | 14.3% C | 10.6% | 15.8% EF | 7.7% F | 3.9% | 11.8% H | 3.7% | 18.4% GH | 10.8% | 13.0% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

OC7a. How many times per month, if at all, do you.....?

Use the Port Authority's Trip Planner

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------|------------|------------|------------|------------|------------|----------------|-------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 724 | 265 | 452 | 430 | 211 | 83 | 596 | 48 | 76 | 354 | 320 |
| | 37.3% | 39.1% | 36.2% | 39.3% F | 36.0% | 32.2% | 37.8% H | 29.4% | 40.0% H | 33.1% | 42.9% J |
| 1-2 times | 376 | 113 | 259 | 194 | 125 | 55 | 320 | 25 | 27 | 182 | 170 |
| | 19.4% | 16.7% | 20.8% B | 17.7% | 21.3% d | 21.3% | 20.3% hI | 15.3% | 14.2% | 17.0% | 22.8% J |
| 3-4 times | 192 | 52 | 140 | 108 | 60 | 23 | 154 | 20 | 18 | 121 | 56 |
| | 9.9% | 7.7% | 11.2% B | 9.9% | 10.2% | 8.9% | 9.8% | 12.3% | 9.5% | 11.3% K | 7.5% |
| 5 or more times | 198 | 58 | 138 | 112 | 68 | 18 | 151 | 28 | 17 | 146 | 45 |
| | 10.2% | 8.6% | 11.1% b | 10.2% f | 11.6% F | 7.0% | 9.6% | 17.2% GI | 8.9% | 13.7% K | 6.0% |
| Have never | 451 | 189 | 258 | 249 | 122 | 79 | 355 | 42 | 52 | 265 | 155 |
| | 23.2% | 27.9% C | 20.7% | 22.8% | 20.8% | 30.6% DE | 22.5% | 25.8% | 27.4% | 24.8% K | 20.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table OC7B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

OC7b. How many times per month, if at all, do you.....?

Visit www.PortAuthority.org

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------|------------|------------|------------|-------------|------------|----------------|-------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 616 | 215 | 395 | 370 | 173 | 73 | 503 | 44 | 66 | 292 | 279 |
| | 31.7% | 31.8% | 31.7% | 33.9% ef | 29.5% | 28.3% | 31.9% | 27.0% | 34.7% | 27.3% | 37.4% J |
| 1-2 times | 523 | 173 | 346 | 275 | 178 | 68 | 449 | 28 | 42 | 267 | 221 |
| | 26.9% | 25.6% | 27.7% | 25.2% | 30.4% D | 26.4% | 28.5% HI | 17.2% | 22.1% | 25.0% | 29.6% J |
| 3-4 times | 259 | 96 | 162 | 161 | 69 | 28 | 216 | 19 | 23 | 142 | 101 |
| | 13.3% | 14.2% | 13.0% | 14.7% ef | 11.8% | 10.9% | 13.7% | 11.7% | 12.1% | 13.3% | 13.5% |
| 5 or more times | 322 | 98 | 218 | 181 | 104 | 37 | 247 | 42 | 30 | 225 | 84 |
| | 16.6% | 14.5% | 17.5% b | 16.6% | 17.7% | 14.3% | 15.7% | 25.8% GI | 15.8% | 21.1% K | 11.3% |
| Have never | 221 | 95 | 126 | 106 | 62 | 52 | 161 | 30 | 29 | 142 | 61 |
| | 11.4% | 14.0% C | 10.1% | 9.7% | 10.6% | 20.2% DE | 10.2% | 18.4% G | 15.3% q | 13.3% K | 8.2% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

OC7c. How many times per month, if at all, do you.....?

Visit www.ConnectCard.org

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 666 | 224 | 435 | 393 | 195 | 77 | 555 | 49 | 61 | 343 | 289 |
| | 34.3% | 33.1% | 34.9% | 36.0% | 33.3% | 29.8% | 35.2% | 30.1% | 32.1% | 32.1% | 38.7% |
| 1-2 times | 109 | 40 | 69 | 65 | 24 | 20 | 83 | 14 | 11 | 64 | 42 |
| | 5.6% | 5.9% | 5.5% | 5.9% | 4.1% | 7.8% | 5.3% | 8.6% | 5.8% | 6.0% | 5.6% |
| 3-4 times | 31 | 13 | 18 | 23 | 6 | 2 | 21 | 7 | 3 | 24 | 5 |
| | 1.6% | 1.9% | 1.4% | 2.1% | 1.0% | 0.8% | 1.3% | 4.3% | 1.6% | 2.2% | 0.7% |
| 5 or more times | 27 | 16 | 11 | 11 | 14 | 2 | 21 | 2 | 3 | 18 | 9 |
| | 1.4% | 2.4% | 0.9% | 1.0% | 2.4% | 0.8% | 1.3% | 1.2% | 1.6% | 1.7% | 1.2% |
| Have never | 1108 | 384 | 714 | 601 | 347 | 157 | 896 | 91 | 112 | 619 | 401 |
| | 57.1% | 56.7% | 57.3% | 55.0% | 59.2% | 60.9% | 56.9% | 55.8% | 58.9% | 58.0% | 53.8% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

OC7d. How many times per month, if at all, do you.....?

Use the Port Authority's Real-Time vehicle tracking system

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 382 | 142 | 235 | 228 | 102 | 51 | 311 | 32 | 36 | 206 | 161 |
| | 19.7% | 21.0% | 18.8% | 20.9% | 17.4% | 19.8% | 19.7% | 19.6% | 18.9% | 19.3% | 21.6% |
| 1-2 times | 150 | 66 | 83 | 93 | 47 | 10 | 124 | 12 | 14 | 84 | 54 |
| | 7.7% | 9.7% | 6.7% | 8.5% | 8.0% | 3.9% | 7.9% | 7.4% | 7.4% | 7.9% | 7.2% |
| 3-4 times | 90 | 27 | 61 | 59 | 27 | 4 | 73 | 9 | 8 | 50 | 34 |
| | 4.6% | 4.0% | 4.9% | 5.4% | 4.6% | 1.6% | 4.6% | 5.5% | 4.2% | 4.7% | 4.6% |
| 5 or more times | 254 | 111 | 143 | 179 | 57 | 16 | 211 | 16 | 26 | 151 | 91 |
| | 13.1% | 16.4% | 11.5% | 16.4% | 9.7% | 6.2% | 13.4% | 9.8% | 13.7% | 14.1% | 12.2% |
| Have never | 1065 | 331 | 725 | 534 | 353 | 177 | 857 | 94 | 106 | 577 | 406 |
| | 54.9% | 48.9% | 58.1% | 48.9% | 60.2% | 68.6% | 54.4% | 57.7% | 55.8% | 54.0% | 54.4% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
 Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

OC7e. How many times per month, if at all, do you.....?

Use mobile apps to access Real-Time vehicle tracking data

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------|------------|------------|------------|-------------|------------|----------------|------------|------------------|------------|------------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 343 | 115 | 224 | 207 | 95 | 41 | 284 | 24 | 33 | 179 | 148 |
| | 17.7% | 17.0% | 18.0% | 18.9% | 16.2% | 15.9% | 18.0% | 14.7% | 17.4% | 16.8% | 19.8% |
| 1-2 times | 159 | 54 | 104 | 109 | 41 | 9 | 125 | 17 | 17 | 90 | 58 |
| | 8.2% | 8.0% | 8.3% | 10.0% EF | 7.0% F | 3.5% | 7.9% | 10.4% | 8.9% | 8.4% | 7.8% |
| 3-4 times | 107 | 41 | 63 | 74 | 25 | 8 | 87 | 11 | 9 | 61 | 40 |
| | 5.5% | 6.1% | 5.1% | 6.8% EF | 4.3% | 3.1% | 5.5% | 6.7% | 4.7% | 5.7% | 5.4% |
| 5 or more times | 358 | 151 | 206 | 247 | 90 | 19 | 296 | 20 | 41 | 221 | 116 |
| | 18.4% | 22.3% C | 16.5% | 22.6% EF | 15.4% F | 7.4% | 18.8% H | 12.3% | 21.6% H | 20.7% K | 15.5% |
| Have never | 974 | 316 | 650 | 456 | 335 | 181 | 784 | 91 | 90 | 517 | 384 |
| | 50.2% | 46.7% | 52.1% B | 41.7% | 57.2% D | 70.2% DE | 49.7% | 55.8% | 47.4% | 48.4% | 51.5% |

Comparison Groups: BC/DEF/GHI/JK
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

S1 (Base Summary). Please rate your level of satisfaction with Port Authority on the following.

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|---------------|------|--------|------|-------|----------------|----------------|---------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Overall | 1932 | 674 | 1241 | 1087 | 583 | 258 | 1568 | 163 | 189 | 1064 | 743 |
| On-time arrival and departure | 1921 | 672 | 1232 | 1081 | 579 | 257 | 1559 | 163 | 188 | 1057 | 739 |
| Vehicle cleanliness | 1930 | 673 | 1240 | 1086 | 582 | 258 | 1568 | 163 | 187 | 1063 | 743 |
| Cost of fares | 1864 | 648 | 1199 | 1031 | 577 | 252 | 1515 | 160 | 177 | 1021 | 721 |
| Driver courtesy | 1919 | 665 | 1237 | 1081 | 578 | 257 | 1557 | 162 | 188 | 1059 | 736 |
| Travel time to your destination | 1928 | 673 | 1238 | 1086 | 581 | 257 | 1566 | 162 | 188 | 1060 | 743 |
| Frequency of service | 1930 | 671 | 1242 | 1088 | 580 | 258 | 1567 | 162 | 189 | 1064 | 741 |
| Span of service (early morning through late evening) | 1912 | 664 | 1231 | 1079 | 573 | 256 | 1552 | 162 | 186 | 1054 | 737 |
| Space/seat availability | 1928 | 673 | 1238 | 1085 | 583 | 256 | 1567 | 161 | 188 | 1059 | 744 |
| Customer service | 1712 | 589 | 1106 | 925 | 536 | 249 | 1392 | 154 | 157 | 943 | 655 |
| Website content | 1607 | 550 | 1040 | 894 | 502 | 208 | 1324 | 132 | 142 | 864 | 640 |
| Service days (number of days per week service is offered on route) | 1908 | 658 | 1233 | 1074 | 575 | 255 | 1550 | 160 | 186 | 1052 | 733 |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table S1-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

S1 (Top-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|---------------|------------|--------|------------|------------|----------------|----------------|---------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Overall | 1033 | 378 | 652 | 559 | 329 | 141 | 854 | 89 | 85 | 563 | 414 |
| | 53.5% | 56.1% | 52.5% | 51.4% | 56.4% D | 54.7% | 54.5% I | 54.6% i | 45.0% | 52.9% | 55.7% |
| Service days (number of days per week service is offered on route) | 1179 | 395 | 778 | 662 | 357 | 157 | 998 | 85 | 91 | 608 | 490 |
| | 61.8% | 60.0% | 63.1% | 61.6% | 62.1% | 61.6% | 64.4% HI | 53.1% | 48.9% | 57.8% | 66.8% J |
| Travel time to your destination | 1146 | 419 | 718 | 604 | 372 | 167 | 954 | 95 | 93 | 609 | 469 |
| | 59.4% | 62.3% c | 58.0% | 55.6% | 64.0% D | 65.0% D | 60.9% I | 58.6% i | 49.5% | 57.5% | 63.1% J |
| Driver courtesy | 1133 | 403 | 722 | 630 | 327 | 173 | 941 | 86 | 103 | 622 | 445 |
| | 59.0% | 60.6% | 58.4% | 58.3% | 56.6% | 67.3% DE | 60.4% h | 53.1% | 54.8% | 58.7% | 60.5% |
| Span of service (early morning through late evening) | 911 | 329 | 577 | 503 | 282 | 124 | 755 | 74 | 78 | 480 | 380 |
| | 47.6% | 49.5% | 46.9% | 46.6% | 49.2% | 48.4% | 48.6% i | 45.7% | 41.9% | 45.5% | 51.6% J |
| Customer service | 790 | 286 | 497 | 418 | 251 | 120 | 638 | 82 | 69 | 457 | 281 |
| | 46.1% | 48.6% | 44.9% | 45.2% | 46.8% | 48.2% | 45.8% | 53.2% qi | 43.9% | 48.5% K | 42.9% |
| Website content | 682 | 235 | 439 | 355 | 228 | 97 | 555 | 71 | 54 | 375 | 274 |
| | 42.4% | 42.7% | 42.2% | 39.7% D | 45.4% D | 46.6% d | 41.9% | 53.8% GI | 38.0% | 43.4% | 42.8% |
| Space/seat availability | 804 | 310 | 489 | 457 | 238 | 106 | 661 | 63 | 76 | 438 | 322 |
| | 41.7% | 46.1% C | 39.5% | 42.1% | 40.8% | 41.4% | 42.2% | 39.1% | 40.4% | 41.4% | 43.3% |
| Frequency of service | 803 | 286 | 511 | 420 | 265 | 114 | 668 | 67 | 63 | 422 | 325 |
| | 41.6% | 42.6% | 41.1% | 38.6% | 45.7% D | 44.2% | 42.6% I | 41.4% | 33.3% | 39.7% | 43.9% j |
| On-time arrival and departure | 773 | 279 | 489 | 368 | 269 | 135 | 640 | 73 | 57 | 401 | 322 |
| | 40.2% | 41.5% | 39.7% | 34.0% | 46.5% D | 52.5% D | 41.1% I | 44.8% I | 30.3% | 37.9% | 43.6% J |
| Vehicle cleanliness | 745 | 284 | 455 | 444 | 215 | 85 | 612 | 51 | 79 | 409 | 305 |
| | 38.6% | 42.2% C | 36.7% | 40.9% F | 36.9% | 32.9% | 39.0% H | 31.3% | 42.2% H | 38.5% | 41.0% |
| Cost of fares | 476 | 176 | 296 | 253 | 160 | 61 | 394 | 43 | 37 | 247 | 207 |
| | 25.5% | 27.2% | 24.7% | 24.5% | 27.7% | 24.2% | 26.0% | 26.9% | 20.9% | 24.2% | 28.7% J |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

S1 (Neutral Summary). Please rate your level of satisfaction with Port Authority on the following.

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|------------|------------|-------------|------------|----------------|------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Overall | 603 | 191 | 405 | 368 | 155 | 80 | 485 | 50 | 66 | 331 | 225 |
| | 31.2% | 28.3% | 32.6% B | 33.9% E | 26.6% | 31.0% | 30.9% | 30.7% | 34.9% | 31.1% | 30.3% |
| Website content | 645 | 210 | 429 | 365 | 196 | 83 | 542 | 42 | 57 | 342 | 251 |
| | 40.1% | 38.2% | 41.2% | 40.8% | 39.0% | 39.9% | 40.9% H | 31.8% | 40.1% | 39.6% | 39.2% |
| Customer service | 652 | 200 | 448 | 363 | 196 | 92 | 540 | 50 | 57 | 348 | 258 |
| | 38.1% | 34.0% | 40.5% B | 39.2% | 36.6% | 36.9% | 38.8% | 32.5% | 36.3% | 36.9% | 39.4% |
| Cost of fares | 627 | 224 | 400 | 355 | 176 | 95 | 531 | 36 | 56 | 324 | 263 |
| | 33.6% | 34.6% | 33.4% | 34.4% | 30.5% | 37.7% E | 35.0% H | 22.5% | 31.6% h | 31.7% | 36.5% J |
| Vehicle cleanliness | 645 | 221 | 419 | 368 | 193 | 83 | 530 | 52 | 59 | 364 | 238 |
| | 33.4% | 32.8% | 33.8% | 33.9% | 33.2% | 32.2% | 33.8% | 31.9% | 31.6% | 34.2% | 32.0% |
| Space/seat availability | 540 | 187 | 350 | 309 | 156 | 75 | 437 | 44 | 57 | 302 | 198 |
| | 28.0% | 27.8% | 28.3% | 28.5% | 26.8% | 29.3% | 27.9% | 27.3% | 30.3% | 28.5% | 26.6% |
| Driver courtesy | 514 | 174 | 335 | 295 | 167 | 52 | 404 | 48 | 56 | 281 | 193 |
| | 26.8% | 26.2% | 27.1% | 27.3% F | 28.9% F | 20.2% | 25.9% | 29.6% | 29.8% | 26.5% | 26.2% |
| Travel time to your destination | 493 | 168 | 319 | 309 | 128 | 56 | 383 | 47 | 60 | 291 | 168 |
| | 25.6% | 25.0% | 25.8% | 28.5% EF | 22.0% | 21.8% | 24.5% | 29.0% | 31.9% G | 27.5% K | 22.6% |
| On-time arrival and departure | 491 | 187 | 298 | 293 | 128 | 69 | 390 | 39 | 59 | 269 | 190 |
| | 25.6% | 27.8% c | 24.2% | 27.1% E | 22.1% | 26.8% | 25.0% | 23.9% | 31.4% g | 25.4% | 25.7% |
| Frequency of service | 464 | 161 | 300 | 283 | 123 | 58 | 371 | 43 | 49 | 271 | 160 |
| | 24.0% | 24.0% | 24.2% | 26.0% E | 21.2% | 22.5% | 23.7% | 26.5% | 25.9% | 25.5% k | 21.6% |
| Span of service (early morning through late evening) | 446 | 162 | 280 | 260 | 126 | 59 | 360 | 32 | 51 | 240 | 171 |
| | 23.3% | 24.4% | 22.7% | 24.1% | 22.0% | 23.0% | 23.2% | 19.8% | 27.4% h | 22.8% | 23.2% |
| Service days (number of days per week service is offered on route) | 422 | 156 | 261 | 239 | 129 | 54 | 320 | 38 | 61 | 235 | 163 |
| | 22.1% | 23.7% | 21.2% | 22.3% | 22.4% | 21.2% | 20.6% | 23.8% | 32.8% Gh | 22.3% | 22.2% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table S1-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

S1 (Bottom-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|-------|------------|-------------|------------|----------------|-----------|------------------|-------------|------------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Overall | 296 | 105 | 184 | 160 | 99 | 37 | 229 | 24 | 38 | 170 | 104 |
| | 15.3% | 15.6% | 14.8% | 14.7% | 17.0% | 14.3% | 14.6% | 14.7% | 20.1% g | 16.0% | 14.0% |
| Cost of fares | 761 | 248 | 503 | 423 | 241 | 96 | 590 | 81 | 84 | 450 | 251 |
| | 40.8% | 38.3% | 42.0% | 41.0% | 41.8% | 38.1% | 38.9% | 50.6% G | 47.5% G | 44.1% K | 34.8% |
| Frequency of service | 663 | 224 | 431 | 385 | 192 | 86 | 528 | 52 | 77 | 371 | 256 |
| | 34.4% | 33.4% | 34.7% | 35.4% | 33.1% | 33.3% | 33.7% | 32.1% | 40.7% gh | 34.9% | 34.5% |
| On-time arrival and departure | 657 | 206 | 445 | 420 | 182 | 53 | 529 | 51 | 72 | 387 | 227 |
| | 34.2% | 30.7% | 36.1% B | 38.9% EF | 31.4% F | 20.6% | 33.9% | 31.3% | 38.3% | 36.6% K | 30.7% |
| Space/seat availability | 584 | 176 | 399 | 319 | 189 | 75 | 469 | 54 | 55 | 319 | 224 |
| | 30.3% | 26.2% | 32.2% B | 29.4% | 32.4% | 29.3% | 29.9% | 33.5% | 29.3% | 30.1% | 30.1% |
| Span of service (early morning through late evening) | 555 | 173 | 374 | 316 | 165 | 73 | 437 | 56 | 57 | 334 | 186 |
| | 29.0% | 26.1% | 30.4% B | 29.3% | 28.8% | 28.5% | 28.2% | 34.6% | 30.6% | 31.7% K | 25.2% |
| Vehicle cleanliness | 540 | 168 | 366 | 274 | 174 | 90 | 426 | 60 | 49 | 290 | 200 |
| | 28.0% | 25.0% | 29.5% B | 25.2% | 29.9% D | 34.9% D | 27.2% | 36.8% GI | 26.2% | 27.3% | 26.9% |
| Website content | 280 | 105 | 172 | 174 | 78 | 28 | 227 | 19 | 31 | 147 | 115 |
| | 17.4% | 19.1% | 16.5% | 19.5% eF | 15.5% | 13.5% | 17.1% | 14.4% | 21.8% | 17.0% | 18.0% |
| Service days (number of days per week service is offered on route) | 307 | 107 | 194 | 173 | 89 | 44 | 232 | 37 | 34 | 209 | 80 |
| | 16.1% | 16.3% | 15.7% | 16.1% | 15.5% | 17.3% | 15.0% | 23.1% G | 18.3% | 19.9% K | 10.9% |
| Customer service | 270 | 103 | 161 | 144 | 89 | 37 | 214 | 22 | 31 | 138 | 116 |
| | 15.8% | 17.5% | 14.6% | 15.6% | 16.6% | 14.9% | 15.4% | 14.3% | 19.7% | 14.6% | 17.7% |
| Travel time to your destination | 289 | 86 | 201 | 173 | 81 | 34 | 229 | 20 | 35 | 160 | 106 |
| | 15.0% | 12.8% | 16.2% B | 15.9% | 13.9% | 13.2% | 14.6% | 12.3% | 18.6% | 15.1% | 14.3% |
| Driver courtesy | 272 | 88 | 180 | 156 | 84 | 32 | 212 | 28 | 29 | 156 | 98 |
| | 14.2% | 13.2% | 14.6% | 14.4% | 14.5% | 12.5% | 13.6% | 17.3% | 15.4% | 14.7% | 13.3% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

S1 (Mean Summary). Please rate your level of satisfaction with Port Authority on the following.

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|---------------|----------|--------|-----------|----------|----------------|----------------|---------------------|----------|----------|----------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Overall | 3.4 | 3.5 | 3.4 | 3.4 | 3.5 | 3.5 | 3.5 I | 3.5 i | 3.3 | 3.4 | 3.5 |
| Service days (number of days per week service is offered on route) | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 | 3.8 HI | 3.4 | 3.5 | 3.6 | 3.9 J |
| Driver courtesy | 3.6 | 3.7 | 3.6 | 3.6 | 3.6 | 3.8 DE | 3.7 | 3.6 | 3.6 | 3.6 | 3.7 |
| Travel time to your destination | 3.6 | 3.7 C | 3.6 | 3.5 | 3.7 D | 3.8 D | 3.6 I | 3.6 i | 3.4 | 3.6 | 3.7 |
| Customer service | 3.4 | 3.4 | 3.4 | 3.4 | 3.4 | 3.5 | 3.4 | 3.6 gl | 3.3 | 3.5 K | 3.3 |
| Website content | 3.3 | 3.3 | 3.3 | 3.2 | 3.4 D | 3.4 D | 3.3 | 3.5 gl | 3.2 | 3.4 | 3.3 |
| Span of service (early morning through late evening) | 3.2 | 3.3 | 3.2 | 3.2 | 3.3 | 3.3 | 3.3 hi | 3.1 | 3.1 | 3.2 | 3.3 J |
| Vehicle cleanliness | 3.1 | 3.2 C | 3.1 | 3.2 EF | 3.1 | 2.9 | 3.1 H | 2.8 | 3.2 H | 3.1 | 3.2 |
| Space/seat availability | 3.1 | 3.2 C | 3.0 | 3.1 | 3.1 | 3.1 | 3.1 | 3.0 | 3.1 | 3.1 | 3.1 |
| Frequency of service | 3.1 | 3.1 | 3.1 | 3.0 | 3.1 | 3.1 | 3.1 I | 3.1 | 2.9 | 3.0 | 3.1 |
| On-time arrival and departure | 3.0 | 3.1 | 3.0 | 2.9 | 3.2 D | 3.4 DE | 3.1 i | 3.2 I | 2.9 | 3.0 | 3.1 J |
| Cost of fares | 2.8 | 2.8 | 2.7 | 2.7 | 2.8 | 2.8 | 2.8 HI | 2.6 | 2.6 | 2.7 | 2.9 J |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P1 (Base Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|------|--------|------|-------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| I can get where I need to go using Port Authority service | 1921 | 667 | 1237 | 1082 | 580 | 255 | 1561 | 161 | 187 | 1055 | 743 |
| If/when transferring, schedules are well coordinated | 1361 | 483 | 863 | 736 | 422 | 200 | 1058 | 151 | 144 | 845 | 431 |
| There is adequate space on board vehicles | 1930 | 672 | 1241 | 1086 | 583 | 257 | 1568 | 162 | 188 | 1062 | 744 |
| It is easy to understand the routes and how to get around the system | 1912 | 666 | 1229 | 1080 | 576 | 252 | 1551 | 163 | 186 | 1055 | 734 |
| It is easy to understand the zone system | 1823 | 634 | 1172 | 1003 | 567 | 249 | 1481 | 159 | 172 | 998 | 706 |
| It is easy to understand how and when to pay my fare | 1917 | 671 | 1229 | 1079 | 579 | 255 | 1556 | 162 | 187 | 1059 | 736 |
| Stops are appropriately spaced along my route | 1919 | 669 | 1233 | 1079 | 580 | 256 | 1560 | 162 | 186 | 1058 | 738 |
| Port Authority is efficient with its resources | 1666 | 593 | 1057 | 929 | 506 | 227 | 1349 | 145 | 160 | 933 | 628 |
| Port Authority is transparent in its decision-making | 1521 | 526 | 979 | 833 | 477 | 208 | 1238 | 135 | 137 | 844 | 580 |
| Port Authority is environmentally friendly | 1688 | 590 | 1083 | 953 | 510 | 221 | 1367 | 143 | 168 | 946 | 640 |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table P1-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P1 (Top-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|---------------|-------------------|--------------|-------------------|-------------------|--------------------|-------------------|-------------------|------------------|-------------------|-------------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| I can get where I need to go using Port Authority service | 1188 61.8% | 420 63.0% | 758 61.3% | 661 61.1% | 357 61.6% | 166 65.1% | 974 62.4% | 101 62.7% | 105 56.1% | 661 62.7% | 458 61.6% |
| Stops are appropriately spaced along my route | 1155 60.2% | 387 57.8% | 760 61.6% | 665 61.6% e | 331 57.1% | 155 60.5% | 952 61.0% | 91 56.2% | 103 55.4% | 652 61.6% | 432 58.5% |
| It is easy to understand how and when to pay my fare | 1049 54.7% | 356 53.1% | 684 55.7% | 545 50.5% | 328 56.6% D | 174 68.2% DE | 854 54.9% | 96 59.3% i | 93 49.7% | 561 53.0% | 418 56.8% |
| It is easy to understand the routes and how to get around the system | 971 50.8% | 333 50.0% | 629 51.2% | 545 50.5% | 284 49.3% | 140 55.6% e | 792 51.1% | 88 54.0% | 87 46.8% | 556 52.7% k | 353 48.1% |
| It is easy to understand the zone system | 826 45.3% | 310 48.9% C | 511 43.6% | 422 42.1% | 267 47.1% d | 135 54.2% De | 691 46.7% I | 70 44.0% | 62 36.0% | 436 43.7% | 337 47.7% j |
| Port Authority is environmentally friendly | 688 40.8% | 254 43.1% | 431 39.8% | 406 42.6% | 197 38.6% | 83 37.6% | 564 41.3% | 60 42.0% | 63 37.5% | 399 42.2% | 256 40.0% |
| There is adequate space on board vehicles | 692 35.9% | 277 41.2% C | 410 33.0% | 405 37.3% | 201 34.5% | 83 32.3% | 568 36.2% h | 48 29.6% | 72 38.3% h | 389 36.6% | 272 36.6% |
| If/when transferring, schedules are well coordinated | 349 25.6% | 146 30.2% C | 201 23.3% | 194 26.4% | 107 25.4% | 46 23.0% | 264 25.0% | 48 31.8% g | 37 25.7% | 240 28.4% K | 89 20.6% |
| Port Authority is efficient with its resources | 378 22.7% | 126 21.2% | 249 23.6% | 221 23.8% | 109 21.5% | 46 20.3% | 300 22.2% | 41 28.3% | 37 23.1% | 238 25.5% K | 122 19.4% |
| Port Authority is transparent in its decision-making | 261 17.2% | 101 19.2% | 160 16.3% | 155 18.6% | 73 15.3% | 33 15.9% | 206 16.6% | 33 24.4% Gi | 22 16.1% | 183 21.7% K | 73 12.6% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P1 (Neutral Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|--------------|--------------|-------------------|--------------|-------------------|--------------------|--------------|------------------|-------------|--------------|-------------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Port Authority is environmentally friendly | 768 45.5% | 258 43.7% | 500 46.2% | 408 42.8% | 247 48.4% D | 113 51.1% D | 629 46.0% | 60 42.0% | 71 42.3% | 417 44.1% | 302 47.2% |
| Port Authority is efficient with its resources | 749 45.0% | 270 45.5% | 472 44.7% | 421 45.3% | 230 45.5% | 97 42.7% | 613 45.4% | 58 40.0% | 71 44.4% | 402 43.1% | 296 47.1% |
| If/when transferring, schedules are well coordinated | 604 44.4% | 199 41.2% | 398 46.1% b | 310 42.1% | 188 44.5% | 106 53.0% DE | 481 45.5% | 63 41.7% | 57 39.6% | 340 40.2% | 225 52.2% J |
| Port Authority is transparent in its decision-making | 654 43.0% | 217 41.3% | 430 43.9% | 355 42.6% | 213 44.7% | 84 40.4% | 547 44.2% | 50 37.0% | 51 37.2% | 337 39.9% | 274 47.2% J |
| There is adequate space on board vehicles | 590 30.6% | 207 30.8% | 377 30.4% | 339 31.2% | 173 29.7% | 77 30.0% | 471 30.0% | 56 34.6% | 61 32.4% | 320 30.1% | 225 30.2% |
| It is easy to understand the routes and how to get around the system | 582 30.4% | 217 32.6% | 361 29.4% | 329 30.5% | 181 31.4% | 72 28.6% | 470 30.3% | 51 31.3% | 55 29.6% | 311 29.5% | 236 32.2% |
| It is easy to understand the zone system | 532 29.2% | 164 25.9% | 360 30.7% B | 291 29.0% | 170 30.0% | 71 28.5% | 422 28.5% | 49 30.8% | 56 32.6% | 298 29.9% | 202 28.6% |
| Stops are appropriately spaced along my route | 478 24.9% | 168 25.1% | 306 24.8% | 249 23.1% | 166 28.6% D | 63 24.6% | 380 24.4% | 43 26.5% | 55 29.6% | 269 25.4% | 178 24.1% |
| I can get where I need to go using Port Authority service | 456 23.7% | 170 25.5% | 282 22.8% | 271 25.0% | 132 22.8% | 53 20.8% | 367 23.5% | 40 24.8% | 47 25.1% | 250 23.7% | 173 23.3% |
| It is easy to understand how and when to pay my fare | 455 23.7% | 162 24.1% | 288 23.4% | 260 24.1% | 144 24.9% | 51 20.0% | 364 23.4% | 44 27.2% | 44 23.5% | 267 25.2% | 166 22.6% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table P1-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P1 (Bottom-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|--------------|-------------------|-------------------|--------------------|-------------------|------------------|-------------------|------------------|------------------|--------------|-------------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Port Authority is transparent in its decision-making | 606 39.8% | 208 39.5% | 389 39.7% | 323 38.8% | 191 40.0% | 91 43.8% | 485 39.2% | 52 38.5% | 64 46.7% g | 324 38.4% | 233 40.2% |
| There is adequate space on board vehicles | 648 33.6% | 188 28.0% | 454 36.6% B | 342 31.5% | 209 35.8% d | 97 37.7% d | 529 33.7% | 58 35.8% | 55 29.3% | 353 33.2% | 247 33.2% |
| Port Authority is efficient with its resources | 539 32.4% | 197 33.2% | 336 31.8% | 287 30.9% | 167 33.0% | 84 37.0% d | 436 32.3% | 46 31.7% | 52 32.5% | 293 31.4% | 210 33.4% |
| If/when transferring, schedules are well coordinated | 408 30.0% | 138 28.6% | 264 30.6% | 232 31.5% F | 127 30.1% | 48 24.0% | 313 29.6% | 40 26.5% | 50 34.7% | 265 31.4% | 117 27.1% |
| It is easy to understand the zone system | 465 25.5% | 160 25.2% | 301 25.7% | 290 28.9% EF | 130 22.9% f | 43 17.3% | 368 24.8% | 40 25.2% | 54 31.4% g | 264 26.5% | 167 23.7% |
| It is easy to understand how and when to pay my fare | 413 21.5% | 153 22.8% | 257 20.9% | 274 25.4% EF | 107 18.5% F | 30 11.8% | 338 21.7% H | 22 13.6% | 50 26.7% H | 231 21.8% | 152 20.7% |
| It is easy to understand the routes and how to get around the system | 359 18.8% | 116 17.4% | 239 19.4% | 206 19.1% | 111 19.3% | 40 15.9% | 289 18.6% | 24 14.7% | 44 23.7% H | 188 17.8% | 145 19.8% |
| Stops are appropriately spaced along my route | 286 14.9% | 114 17.0% C | 167 13.5% | 165 15.3% | 83 14.3% | 38 14.8% | 228 14.6% | 28 17.3% | 28 15.1% | 137 12.9% | 128 17.3% J |
| I can get where I need to go using Port Authority service | 277 14.4% | 77 11.5% | 197 15.9% B | 150 13.9% | 91 15.7% | 36 14.1% | 220 14.1% | 20 12.4% | 35 18.7% | 144 13.6% | 112 15.1% |
| Port Authority is environmentally friendly | 232 13.7% | 78 13.2% | 152 14.0% | 139 14.6% | 66 12.9% | 25 11.3% | 174 12.7% | 23 16.1% | 34 20.2% G | 130 13.7% | 82 12.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P1 (Mean Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|----------|----------|----------|----------|----------------|-----------|------------------|--------|----------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| I can get where I need to go using Port Authority service | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 i | 3.8 i | 3.5 | 3.7 | 3.7 |
| Stops are appropriately spaced along my route | 3.6 | 3.6 | 3.7 b | 3.6 | 3.6 | 3.7 | 3.7 | 3.6 | 3.6 | 3.7 K | 3.6 |
| It is easy to understand how and when to pay my fare | 3.5 | 3.5 | 3.6 | 3.4 | 3.6 D | 3.9 DE | 3.5 | 3.7 GI | 3.4 | 3.5 | 3.6 |
| It is easy to understand the routes and how to get around the system | 3.4 | 3.4 | 3.4 | 3.4 | 3.4 | 3.5 d | 3.4 | 3.5 | 3.4 | 3.5 k | 3.4 |
| Port Authority is environmentally friendly | 3.4 | 3.4 | 3.3 | 3.4 | 3.3 | 3.4 | 3.4 | 3.3 | 3.2 | 3.4 | 3.4 |
| It is easy to understand the zone system | 3.3 | 3.4 c | 3.2 | 3.2 | 3.3 D | 3.6 DE | 3.3 I | 3.3 i | 3.1 | 3.3 | 3.3 |
| There is adequate space on board vehicles | 3.0 | 3.1 C | 2.9 | 3.0 F | 3.0 | 2.8 | 3.0 | 2.9 | 3.0 | 3.0 | 3.0 |
| If/when transferring, schedules are well coordinated | 2.9 | 3.0 | 2.9 | 2.9 | 2.9 | 3.0 | 2.9 | 3.1 g | 2.9 | 3.0 | 2.9 |
| Port Authority is efficient with its resources | 2.8 | 2.8 | 2.9 | 2.9 f | 2.8 | 2.7 | 2.8 | 2.9 | 2.8 | 2.9 K | 2.8 |
| Port Authority is transparent in its decision-making | 2.7 | 2.7 | 2.7 | 2.7 f | 2.6 | 2.5 | 2.7 | 2.8 | 2.6 | 2.7 K | 2.6 |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table P2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P2a. Compared to last year at this time, how would you rate the current state of the public transportation system in Allegheny County?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------|------------|--------|------------|-------------|------------|----------------|------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know | 236 | 67 | 168 | 177 | 49 | 10 | 187 | 15 | 33 | 138 | 81 |
| | 12.2% | 9.9% | 13.5% B | 16.2% EF | 8.4% F | 3.9% | 11.9% | 9.2% | 17.4% gH | 12.9% | 10.9% |
| Revised base | 1705 | 610 | 1079 | 916 | 537 | 248 | 1389 | 148 | 157 | 930 | 665 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 542 | 208 | 331 | 302 | 168 | 69 | 433 | 54 | 53 | 316 | 196 |
| | 31.8% | 34.1% | 30.7% | 33.0% | 31.3% | 27.8% | 31.2% | 36.5% | 33.8% | 34.0% k | 29.5% |
| -Much better (5) | 85 | 32 | 53 | 46 | 27 | 10 | 62 | 12 | 11 | 56 | 25 |
| | 5.0% | 5.2% | 4.9% | 5.0% | 5.0% | 4.0% | 4.5% | 8.1% | 7.0% | 6.0% K | 3.8% |
| -Somewhat better (4) | 457 | 176 | 278 | 256 | 141 | 59 | 371 | 42 | 42 | 260 | 171 |
| | 26.8% | 28.9% | 25.8% | 27.9% | 26.3% | 23.8% | 26.7% | 28.4% | 26.8% | 28.0% | 25.7% |
| About the same (3) | 915 | 326 | 579 | 509 | 268 | 137 | 765 | 62 | 82 | 473 | 378 |
| | 53.7% | 53.4% | 53.7% | 55.6% E | 49.9% | 55.2% | 55.1% H | 41.9% | 52.2% h | 50.9% | 56.8% J |
| (Net) Bottom-two box | 248 | 76 | 169 | 105 | 101 | 42 | 191 | 32 | 22 | 141 | 91 |
| | 14.5% | 12.5% | 15.7% b | 11.5% | 18.8% D | 16.9% D | 13.8% | 21.6% Gi | 14.0% | 15.2% | 13.7% |
| -Somewhat worse (2) | 178 | 51 | 125 | 82 | 70 | 26 | 138 | 19 | 19 | 97 | 71 |
| | 10.4% | 8.4% | 11.6% B | 9.0% | 13.0% D | 10.5% | 9.9% | 12.8% | 12.1% | 10.4% | 10.7% |
| -Much worse (1) | 70 | 25 | 44 | 23 | 31 | 16 | 53 | 13 | 3 | 44 | 20 |
| | 4.1% | 4.1% | 4.1% | 2.5% | 5.8% D | 6.5% D | 3.8% | 8.8% GI | 1.9% | 4.7% k | 3.0% |
| Mean | 3.2 | 3.2 | 3.2 | 3.2 eF | 3.1 | 3.1 | 3.2 | 3.1 | 3.2 | 3.2 | 3.2 |
| Standard Deviation | 0.8 | 0.8 | 0.8 | 0.8 | 0.9 | 0.9 | 0.8 | 1.0 | 0.8 | 0.9 | 0.8 |
| Standard Error | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | 0.1 | 0.0 | 0.0 |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P4 (Base Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|------------|------|--------|------|-------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| Have to pay more for Zone 1 equivalent trips | 1539 | 545 | 981 | 859 | 467 | 210 | 1231 | 144 | 157 | 850 | 595 |
| Have to pay less for Zone 2 equivalent trips | 1328 | 478 | 836 | 721 | 425 | 181 | 1048 | 134 | 138 | 748 | 489 |
| No longer have to pay for transfers | 1386 | 497 | 876 | 786 | 419 | 180 | 1094 | 144 | 141 | 817 | 486 |
| No longer have a downtown free-fare zone | 1522 | 551 | 957 | 846 | 474 | 199 | 1227 | 139 | 148 | 832 | 596 |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table P4-YES

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P4 (Yes Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|--------------|-------------------|--------------|-------------------|-------------------|----------------|--------------|--------------------|-------------------|-------------------|--------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| No longer have to pay for transfers | 983 70.9% | 344 69.2% | 631 72.0% | 572 72.8% F | 297 70.9% f | 113 62.8% | 750 68.6% | 120 83.3% Gi | 106 75.2% g | 619 75.8% K | 308 63.4% |
| Have to pay less for Zone 2 equivalent trips | 921 69.4% | 324 67.8% | 588 70.3% | 481 66.7% | 313 73.6% D | 126 69.6% | 703 67.1% | 110 82.1% Gi | 101 73.2% | 547 73.1% K | 312 63.8% |
| No longer have a downtown free-fare zone | 434 28.5% | 182 33.0% C | 251 26.2% | 248 29.3% | 135 28.5% | 51 25.6% | 349 28.4% | 34 24.5% | 50 33.8% h | 250 30.0% | 166 27.9% |
| Have to pay more for Zone 1 equivalent trips | 307 19.9% | 137 25.1% C | 170 17.3% | 164 19.1% | 102 21.8% | 41 19.5% | 238 19.3% | 32 22.2% | 37 23.6% | 179 21.1% | 111 18.7% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table P4-NO

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

P4 (No Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--|---------------|--------------|-------------------|-------------------|--------------|-------------------|--------------------|-------------------|------------------|--------------|-------------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| No longer have to pay for transfers | 403 29.1% | 153 30.8% | 245 28.0% | 214 27.2% | 122 29.1% | 67 37.2% De | 344 31.4% Hi | 24 16.7% | 35 24.8% h | 198 24.2% | 178 36.6% J |
| Have to pay less for Zone 2 equivalent trips | 407 30.6% | 154 32.2% | 248 29.7% | 240 33.3% E | 112 26.4% | 55 30.4% | 345 32.9% H | 24 17.9% | 37 26.8% h | 201 26.9% | 177 36.2% J |
| No longer have a downtown free-fare zone | 1088 71.5% | 369 67.0% | 706 73.8% B | 598 70.7% | 339 71.5% | 148 74.4% | 878 71.6% | 105 75.5% i | 98 66.2% | 582 70.0% | 430 72.1% |
| Have to pay more for Zone 1 equivalent trips | 1232 80.1% | 408 74.9% | 811 82.7% B | 695 80.9% | 365 78.2% | 169 80.5% | 993 80.7% | 112 77.8% | 120 76.4% | 671 78.9% | 484 81.3% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE1. Are you...?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--------------|------------|--------|--------|--------|--------|----------------|------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 17 | - | - | 5 | 5 | 7 | 12 | 3 | 1 | 11 | 4 |
| | 0.9% | | | 0.5% | 0.9% | 2.7% De | 0.8% | 1.8% | 0.5% | 1.0% | 0.5% |
| Revised base | 1924 | 677 | 1247 | 1088 | 581 | 251 | 1564 | 160 | 189 | 1057 | 742 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Male | 677 | 677 | - | 370 | 216 | 90 | 547 | 45 | 84 | 337 | 311 |
| | 35.2% | 100.0% | | 34.0% | 37.2% | 35.9% | 35.0% h | 28.1% | 44.4% GH | 31.9% | 41.9% J |
| Female | 1247 | - | 1247 | 718 | 365 | 161 | 1017 | 115 | 105 | 720 | 431 |
| | 64.8% | | 100.0% | 66.0% | 62.8% | 64.1% | 65.0% I | 71.9% qI | 55.6% | 68.1% K | 58.1% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE2. Which of the following categories contains your age?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--------------------------|------------|--------|------------|--------|--------|----------------|------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 4 | 1 | 3 | - | - | - | 3 | - | - | 1 | 1 |
| | 0.2% | 0.1% | 0.2% | | | | 0.2% | | | 0.1% | 0.1% |
| Revised base | 1937 | 676 | 1244 | 1093 | 586 | 258 | 1573 | 163 | 190 | 1067 | 745 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Less than 25 years | 391 | 116 | 274 | 391 | - | - | 308 | 36 | 47 | 285 | 75 |
| | 20.2% | 17.2% | 22.0% B | 35.8% | | | 19.6% | 22.1% | 24.7% | 26.7% K | 10.1% |
| -15 or younger | - | - | - | - | - | - | - | - | - | - | - |
| -16-17 years | - | - | - | - | - | - | - | - | - | - | - |
| -18-24 years | 391 | 116 | 274 | 391 | - | - | 308 | 36 | 47 | 285 | 75 |
| | 20.2% | 17.2% | 22.0% B | 35.8% | | | 19.6% | 22.1% | 24.7% | 26.7% K | 10.1% |
| 25-34 years | 702 | 254 | 444 | 702 | - | - | 584 | 39 | 74 | 396 | 281 |
| | 36.2% | 37.6% | 35.7% | 64.2% | | | 37.1% H | 23.9% | 38.9% H | 37.1% | 37.7% |
| (Net) 35 to 54 years | 586 | 216 | 365 | - | 586 | - | 474 | 56 | 52 | 259 | 281 |
| | 30.3% | 32.0% | 29.3% | | 100.0% | | 30.1% | 34.4% | 27.4% | 24.3% | 37.7% J |
| -35-44 years | 297 | 115 | 179 | - | 297 | - | 242 | 23 | 31 | 136 | 143 |
| | 15.3% | 17.0% | 14.4% | | 50.7% | | 15.4% | 14.1% | 16.3% | 12.7% | 19.2% J |
| -45-54 years | 289 | 101 | 186 | - | 289 | - | 232 | 33 | 21 | 123 | 138 |
| | 14.9% | 14.9% | 15.0% | | 49.3% | | 14.7% | 20.2% qI | 11.1% | 11.5% | 18.5% J |
| (Net) 55 years or older | 258 | 90 | 161 | - | - | 258 | 207 | 32 | 17 | 127 | 108 |
| | 13.3% | 13.3% | 12.9% | | | 100.0% | 13.2% i | 19.6% GI | 8.9% | 11.9% | 14.5% |
| -55-64 years | 219 | 73 | 140 | - | - | 219 | 174 | 27 | 16 | 98 | 100 |
| | 11.3% | 10.8% | 11.3% | | | 84.9% | 11.1% | 16.6% qI | 8.4% | 9.2% | 13.4% J |
| -65-74 years | 30 | 14 | 16 | - | - | 30 | 25 | 4 | 1 | 23 | 6 |
| | 1.5% | 2.1% | 1.3% | | | 11.6% | 1.6% i | 2.5% | 0.5% | 2.2% K | 0.8% |
| -75 years or older | 9 | 3 | 5 | - | - | 9 | 8 | 1 | - | 6 | 2 |
| | 0.5% | 0.4% | 0.4% | | | 3.5% | 0.5% | 0.6% | | 0.6% | 0.3% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE3. Which of the following best describes your race/ethnicity?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|------------|------------|------------|--------|----------------|--------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 12 | 1 | 10 | 5 | 4 | 2 | - | - | - | 4 | 3 |
| | 0.6% | 0.1% | 0.8% B | 0.5% | 0.7% | 0.8% | | | | 0.4% | 0.4% |
| Revised base | 1929 | 676 | 1237 | 1088 | 582 | 256 | 1576 | 163 | 190 | 1064 | 743 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| White/Caucasian | 1636 | 573 | 1051 | 936 | 488 | 209 | 1576 | 12 | 48 | 871 | 667 |
| | 84.8% | 84.8% | 85.0% | 86.0% f | 83.8% | 81.6% | 100.0% HI | 7.4% | 25.3% H | 81.9% | 89.8% J |
| Black/African-American | 182 | 52 | 127 | 88 | 60 | 34 | - | 100.0% I | 19 | 146 | 28 |
| | 9.4% | 7.7% | 10.3% b | 8.1% | 10.3% | 13.3% D | | | 10.0% | 13.7% K | 3.8% |
| (Net) Other | 190 | 84 | 105 | 121 | 52 | 17 | - | - | 190 | 108 | 63 |
| | 9.8% | 12.4% C | 8.5% | 11.1% F | 8.9% | 6.6% | | | 100.0% | 10.2% | 8.5% |
| -East Asian/Chinese/Japanese | 40 | 15 | 25 | 29 | 11 | - | - | - | 40 | 22 | 17 |
| | 2.1% | 2.2% | 2.0% | 2.7% | 1.9% | | | | 21.1% | 2.1% | 2.3% |
| -Hispanic/Latino | 39 | 22 | 17 | 32 | 5 | 2 | - | - | 39 | 28 | 9 |
| | 2.0% | 3.3% C | 1.4% | 2.9% EF | 0.9% | 0.8% | | | 20.5% | 2.6% K | 1.2% |
| -Native American/American Indian/Alaskan Native | 27 | 15 | 12 | 13 | 10 | 4 | - | - | 27 | 20 | 7 |
| | 1.4% | 2.2% C | 1.0% | 1.2% | 1.7% | 1.6% | | | 14.2% | 1.9% k | 0.9% |
| -West Asian/Indian/Egyptian | 19 | 9 | 10 | 17 | 1 | 1 | - | - | 19 | 9 | 8 |
| | 1.0% | 1.3% | 0.8% | 1.6% EF | 0.2% | 0.4% | | | 10.0% | 0.8% | 1.1% |
| -Native Hawaiian/Pacific Islander | 6 | 2 | 3 | 3 | 3 | - | - | - | 6 | 2 | 2 |
| | 0.3% | 0.3% | 0.2% | 0.3% | 0.5% | | | | 3.2% | 0.2% | 0.3% |
| -Other | 67 | 23 | 44 | 32 | 24 | 11 | - | - | 67 | 34 | 20 |
| | 3.5% | 3.4% | 3.6% | 2.9% | 4.1% | 4.3% | | | 35.3% | 3.2% | 2.7% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE3a. Which of the following best describes your primary language?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------------------------------|------------|-----------|------------|-----------|-----------|----------------|------------|------------------|------------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 10 | 2 | 8 | 9 | - | - | 7 | - | 2 | 5 | 4 |
| | 0.5% | 0.3% | 0.6% | 0.8% | | | 0.4% | | 1.1% | 0.5% | 0.5% |
| Revised base | 1931 | 675 | 1239 | 1084 | 586 | 258 | 1569 | 163 | 188 | 1063 | 742 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| English | 1884 | 650 | 1217 | 1053 | 572 | 256 | 1551 | 163 | 159 | 1036 | 724 |
| | 97.6% | 96.3% | 98.2% B | 97.1% | 97.6% | 99.2% De | 98.9% I | 100.0% GI | 84.6% | 97.5% | 97.6% |
| (Net) Other | 47 | 25 | 22 | 31 | 14 | 2 | 18 | - | 29 | 27 | 18 |
| | 2.4% | 3.7% C | 1.8% | 2.9% F | 2.4% f | 0.8% | 1.1% | | 15.4% G | 2.5% | 2.4% |
| -Chinese (Cantonese/Mandarin) | 10 | 4 | 6 | 8 | 1 | 1 | 1 | - | 9 | 6 | 4 |
| | 0.5% | 0.6% | 0.5% | 0.7% e | 0.2% | 0.4% | 0.1% | | 4.8% G | 0.6% | 0.5% |
| -Spanish | 5 | 2 | 3 | 4 | 1 | - | - | - | 5 | 4 | 1 |
| | 0.3% | 0.3% | 0.2% | 0.4% | 0.2% | | | | 2.7% | 0.4% | 0.1% |
| -Hindi | 4 | 3 | 1 | 4 | - | - | - | - | 4 | 3 | 1 |
| | 0.2% | 0.4% | 0.1% | 0.4% | | | | | 2.1% | 0.3% | 0.1% |
| -Italian | 4 | 4 | - | 3 | 1 | - | 3 | - | 1 | 2 | 2 |
| | 0.2% | 0.6% | | 0.3% | 0.2% | | 0.2% | | 0.5% | 0.2% | 0.3% |
| -Russian | 4 | 2 | 2 | 4 | - | - | 4 | - | - | 3 | 1 |
| | 0.2% | 0.3% | 0.2% | 0.4% | | | 0.3% | | | 0.3% | 0.1% |
| -German | 3 | 2 | 1 | 2 | 1 | - | 2 | - | 1 | 2 | 1 |
| | 0.2% | 0.3% | 0.1% | 0.2% | 0.2% | | 0.1% | | 0.5% | 0.2% | 0.1% |
| -Japanese | 3 | 2 | 1 | - | 3 | - | - | - | 3 | - | 3 |
| | 0.2% | 0.3% | 0.1% | | 0.5% | | | | 1.6% | | 0.4% |
| -Arabic | 2 | 1 | 1 | 1 | 1 | - | 1 | - | 1 | - | 2 |
| | 0.1% | 0.1% | 0.1% | 0.1% | 0.2% | | 0.1% | | 0.5% | | 0.3% |
| -French | 2 | - | 2 | 2 | - | - | 2 | - | - | 2 | - |
| | 0.1% | | 0.2% | 0.2% | | | 0.1% | | | 0.2% | |
| -French Creole | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - |
| | 0.1% | 0.1% | | | 0.2% | | 0.1% | | | 0.1% | |
| -Other | 9 | 4 | 5 | 3 | 5 | 1 | 4 | - | 5 | 4 | 3 |
| | 0.5% | 0.6% | 0.4% | 0.3% | 0.9% | 0.4% | 0.3% | | 2.7% G | 0.4% | 0.4% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE4. Are you a student?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-------|------------|--------|--------|-------------|------------|----------------|------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 425 | 144 | 280 | 381 | 36 | 6 | 312 | 38 | 71 | 306 | 85 |
| | 21.9% | 21.3% | 22.5% | 34.9% EF | 6.1% F | 2.3% | 19.8% | 23.3% | 37.4% GH | 28.7% K | 11.4% |
| No | 1516 | 533 | 967 | 712 | 550 | 252 | 1264 | 125 | 119 | 762 | 661 |
| | 78.1% | 78.7% | 77.5% | 65.1% | 93.9% D | 97.7% DE | 80.2% I | 76.7% I | 62.6% | 71.3% | 88.6% J |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE5

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE5. Are you attending...?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|--------------------|------------|--------|--------|--------|--------|----------------|------------|------------------|------------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Student | 425 | 144 | 280 | 381 | 36 | 6 | 312 | 38 | 71 | 306 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Middle school | - | - | - | - | - | - | - | - | - | - | - |
| High school | 20 | 8 | 12 | 20 | - | - | 8 | 6 | 6 | - | - |
| | 4.7% | 5.6% | 4.3% | 5.2% | | | 2.6% | 15.8% G | 8.5% g | | |
| Trade/technical | 16 | 8 | 8 | 13 | 3 | - | 8 | 5 | 3 | 14 | 2 |
| | 3.8% | 5.6% | 2.9% | 3.4% | 8.3% | | 2.6% | 13.2% g | 4.2% | 4.6% | 2.4% |
| College/University | 355 | 115 | 239 | 318 | 30 | 5 | 273 | 21 | 58 | 269 | 73 |
| | 83.5% | 79.9% | 85.4% | 83.5% | 83.3% | 83.3% | 87.5% H | 55.3% | 81.7% H | 87.9% | 85.9% |
| Other | 34 | 13 | 21 | 30 | 3 | 1 | 23 | 6 | 4 | 23 | 10 |
| | 8.0% | 9.0% | 7.5% | 7.9% | 8.3% | 16.7% | 7.4% | 15.8% | 5.6% | 7.5% | 11.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE6

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE6. What is the highest level of education that you have achieved to date?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---|------------|--------|-----------|-------------|------------|----------------|-------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Adults (18+) | 1921 | 669 | 1235 | 1073 | 586 | 258 | 1568 | 157 | 184 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 9 | 3 | 6 | - | 4 | 3 | 6 | - | 2 | 1 | - |
| | 0.5% | 0.4% | 0.5% | | 0.7% | 1.2% | 0.4% | | 1.1% | 0.1% | |
| Revised base | 1912 | 666 | 1229 | 1073 | 582 | 255 | 1562 | 157 | 182 | 1067 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than high-school graduate | 13 | 5 | 8 | 5 | 5 | 3 | 7 | 6 | - | 13 | - |
| | 0.7% | 0.8% | 0.7% | 0.5% | 0.9% | 1.2% | 0.4% | 3.8% G | | 1.2% | |
| High-school graduate | 179 | 63 | 112 | 88 | 60 | 31 | 124 | 36 | 18 | 147 | 26 |
| | 9.4% | 9.5% | 9.1% | 8.2% | 10.3% | 12.2% d | 7.9% | 22.9% GI | 9.9% | 13.8% K | 3.5% |
| Some college/Associate degree | 457 | 153 | 301 | 242 | 133 | 81 | 348 | 65 | 39 | 333 | 106 |
| | 23.9% | 23.0% | 24.5% | 22.6% | 22.9% | 31.8% DE | 22.3% | 41.4% GI | 21.4% | 31.2% K | 14.2% |
| Business or Vocational/Technical school | 51 | 10 | 40 | 15 | 24 | 12 | 37 | 8 | 6 | 31 | 15 |
| | 2.7% | 1.5% | 3.3% B | 1.4% | 4.1% D | 4.7% D | 2.4% | 5.1% | 3.3% | 2.9% | 2.0% |
| College graduate (undergraduate/Bachelor's) | 692 | 245 | 442 | 455 | 180 | 57 | 604 | 28 | 58 | 355 | 301 |
| | 36.2% | 36.8% | 36.0% | 42.4% EF | 30.9% F | 22.4% | 38.7% Hi | 17.8% | 31.9% H | 33.3% | 40.3% J |
| Post-graduate work or degree (Masters, Doctorate) | 520 | 190 | 326 | 268 | 180 | 71 | 442 | 14 | 61 | 188 | 298 |
| | 27.2% | 28.5% | 26.5% | 25.0% | 30.9% D | 27.8% | 28.3% H | 8.9% | 33.5% H | 17.6% | 39.9% J |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE7. Are you currently...?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-----------------------------------|------------|------------|------------|------------|-------------|----------------|-------------|------------------|-------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Adults (18+) | 1921 | 669 | 1235 | 1073 | 586 | 258 | 1568 | 157 | 184 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 10 | 4 | 6 | 2 | 6 | 2 | 8 | - | 2 | 2 | 2 |
| | 0.5% | 0.6% | 0.5% | 0.2% | 1.0% d | 0.8% | 0.5% | | 1.1% | 0.2% | 0.3% |
| Revised base | 1911 | 665 | 1229 | 1071 | 580 | 256 | 1560 | 157 | 182 | 1066 | 744 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Employed full-time | 1321 | 477 | 831 | 682 | 468 | 169 | 1126 | 89 | 97 | 600 | 648 |
| | 69.1% | 71.7% c | 67.6% | 63.7% | 80.7% DF | 66.0% | 72.2% HI | 56.7% | 53.3% | 56.3% | 87.1% J |
| Employed part-time | 208 | 55 | 150 | 125 | 55 | 27 | 153 | 27 | 27 | 161 | 36 |
| | 10.9% | 8.3% | 12.2% B | 11.7% | 9.5% | 10.5% | 9.8% | 17.2% G | 14.8% g | 15.1% K | 4.8% |
| Unemployed but seeking employment | 74 | 32 | 41 | 41 | 21 | 11 | 50 | 13 | 11 | 65 | 7 |
| | 3.9% | 4.8% | 3.3% | 3.8% | 3.6% | 4.3% | 3.2% | 8.3% G | 6.0% | 6.1% K | 0.9% |
| A full-time student | 211 | 67 | 144 | 205 | 6 | - | 162 | 9 | 39 | 162 | 41 |
| | 11.0% | 10.1% | 11.7% | 19.1% E | 1.0% | | 10.4% H | 5.7% | 21.4% GH | 15.2% K | 5.5% |
| A stay at home parent | 11 | 3 | 8 | 7 | 3 | 1 | 8 | 1 | 2 | 8 | 3 |
| | 0.6% | 0.5% | 0.7% | 0.7% | 0.5% | 0.4% | 0.5% | 0.6% | 1.1% | 0.8% | 0.4% |
| Retired | 34 | 15 | 19 | - | 2 | 32 | 25 | 4 | 4 | 21 | 7 |
| | 1.8% | 2.3% | 1.5% | | 0.3% | 12.5% E | 1.6% | 2.5% | 2.2% | 2.0% k | 0.9% |
| Disabled | 52 | 16 | 36 | 11 | 25 | 16 | 36 | 14 | 2 | 49 | 2 |
| | 2.7% | 2.4% | 2.9% | 1.0% | 4.3% D | 6.2% D | 2.3% | 8.9% GI | 1.1% | 4.6% K | 0.3% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE8

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE8. What is your marital status?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|-----------------------------|------------|--------|--------|-------------|-------------|----------------|------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Adults (18+) | 1921 | 669 | 1235 | 1073 | 586 | 258 | 1568 | 157 | 184 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 27 | 8 | 19 | 10 | 12 | 3 | 20 | - | 4 | 7 | 4 |
| | 1.4% | 1.2% | 1.5% | 0.9% | 2.0% d | 1.2% | 1.3% | | 2.2% | 0.7% | 0.5% |
| Revised base | 1894 | 661 | 1216 | 1063 | 574 | 255 | 1548 | 157 | 180 | 1061 | 742 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Single | 958 | 330 | 622 | 704 | 187 | 67 | 758 | 101 | 96 | 720 | 204 |
| | 50.6% | 49.9% | 51.2% | 66.2% EF | 32.6% f | 26.3% | 49.0% | 64.3% GI | 53.3% | 67.9% K | 27.5% |
| Married/Living with partner | 770 | 279 | 484 | 342 | 318 | 109 | 662 | 32 | 70 | 223 | 495 |
| | 40.7% | 42.2% | 39.8% | 32.2% | 55.4% DF | 42.7% D | 42.8% H | 20.4% | 38.9% H | 21.0% | 66.7% J |
| Separated/Divorced | 134 | 43 | 87 | 14 | 60 | 60 | 105 | 19 | 10 | 95 | 37 |
| | 7.1% | 6.5% | 7.2% | 1.3% | 10.5% D | 23.5% DE | 6.8% | 12.1% GI | 5.6% | 9.0% K | 5.0% |
| Widowed | 32 | 9 | 23 | 3 | 9 | 19 | 23 | 5 | 4 | 23 | 6 |
| | 1.7% | 1.4% | 1.9% | 0.3% | 1.6% D | 7.5% DE | 1.5% | 3.2% | 2.2% | 2.2% K | 0.8% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE9. Are children under the age of 18 living in your household?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------|------------|--------|--------|------------|-------------|----------------|-------------|------------------|------------|------------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Adults (18+) | 1921 | 669 | 1235 | 1073 | 586 | 258 | 1568 | 157 | 184 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 35 | 10 | 25 | 20 | 11 | 3 | 27 | 1 | 4 | 10 | 10 |
| | 1.8% | 1.5% | 2.0% | 1.9% | 1.9% | 1.2% | 1.7% | 0.6% | 2.2% | 0.9% | 1.3% |
| Revised base | 1886 | 659 | 1210 | 1053 | 575 | 255 | 1541 | 156 | 180 | 1058 | 736 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 407 | 148 | 254 | 175 | 209 | 21 | 310 | 49 | 47 | 167 | 221 |
| | 21.6% | 22.5% | 21.0% | 16.6% F | 36.3% DF | 8.2% | 20.1% | 31.4% G | 26.1% G | 15.8% | 30.0% J |
| No | 1479 | 511 | 956 | 878 | 366 | 234 | 1231 | 107 | 133 | 891 | 515 |
| | 78.4% | 77.5% | 79.0% | 83.4% E | 63.7% | 91.8% DE | 79.9% Hi | 68.6% | 73.9% | 84.2% K | 70.0% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table DE10

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

DE10. Which of the following categories contains your annual household income?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|----------------------------|------------|------------|------------|-------------|-------------|----------------|-------------|------------------|------------|--------|------------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Adults (18+) | 1921 | 669 | 1235 | 1073 | 586 | 258 | 1568 | 157 | 184 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 107 | 21 | 84 | 36 | 46 | 23 | 87 | 2 | 13 | - | - |
| | 5.6% | 3.1% | 6.8% B | 3.4% | 7.8% D | 8.9% D | 5.5% H | 1.3% | 7.1% H | | |
| Revised base | 1814 | 648 | 1151 | 1037 | 540 | 235 | 1481 | 155 | 171 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Less than \$35,000 | 785 | 252 | 524 | 508 | 185 | 91 | 580 | 115 | 88 | 785 | - |
| | 43.3% | 38.9% | 45.5% B | 49.0% EF | 34.3% | 38.7% | 39.2% | 74.2% GI | 51.5% G | 73.5% | |
| -Under \$15,000 | 310 | 94 | 213 | 211 | 67 | 32 | 214 | 51 | 44 | 310 | - |
| | 17.1% | 14.5% | 18.5% B | 20.3% EF | 12.4% | 13.6% | 14.4% | 32.9% G | 25.7% G | 29.0% | |
| -\$15,000 to \$24,999 | 225 | 78 | 144 | 144 | 47 | 33 | 163 | 38 | 23 | 225 | - |
| | 12.4% | 12.0% | 12.5% | 13.9% E | 8.7% | 14.0% E | 11.0% | 24.5% GI | 13.5% | 21.1% | |
| -\$25,000 to \$34,999 | 250 | 80 | 167 | 153 | 71 | 26 | 203 | 26 | 21 | 250 | - |
| | 13.8% | 12.3% | 14.5% | 14.8% | 13.1% | 11.1% | 13.7% | 16.8% | 12.3% | 23.4% | |
| (Net) \$35,000 to \$74,999 | 592 | 213 | 375 | 339 | 170 | 82 | 509 | 32 | 47 | 283 | 309 |
| | 32.6% | 32.9% | 32.6% | 32.7% | 31.5% | 34.9% | 34.4% Hi | 20.6% | 27.5% | 26.5% | 41.4% J |
| -\$35,000 to \$49,999 | 283 | 85 | 196 | 173 | 74 | 36 | 245 | 16 | 20 | 283 | - |
| | 15.6% | 13.1% | 17.0% B | 16.7% | 13.7% | 15.3% | 16.5% Hi | 10.3% | 11.7% | 26.5% | |
| -\$50,000 to \$74,999 | 309 | 128 | 179 | 166 | 96 | 46 | 264 | 16 | 27 | - | 309 |
| | 17.0% | 19.8% C | 15.6% | 16.0% | 17.8% | 19.6% | 17.8% H | 10.3% | 15.8% | | 41.4% |
| (Net) \$75,000 or more | 437 | 183 | 252 | 190 | 185 | 62 | 392 | 8 | 36 | - | 437 |
| | 24.1% | 28.2% C | 21.9% | 18.3% | 34.3% DF | 26.4% D | 26.5% H | 5.2% | 21.1% H | | 58.6% |
| -\$75,000 to \$99,999 | 202 | 80 | 121 | 98 | 78 | 26 | 181 | 5 | 16 | - | 202 |
| | 11.1% | 12.3% | 10.5% | 9.5% | 14.4% D | 11.1% | 12.2% H | 3.2% | 9.4% H | | 27.1% |
| -\$100,000 or more | 235 | 103 | 131 | 92 | 107 | 36 | 211 | 3 | 20 | - | 235 |
| | 13.0% | 15.9% C | 11.4% | 8.9% | 19.8% D | 15.3% D | 14.2% H | 1.9% | 11.7% H | | 31.5% |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CP1. How many motor vehicles registered and in working condition do you have available for your household's use?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Adults (18+) | 1921 | 669 | 1235 | 1073 | 586 | 258 | 1568 | 157 | 184 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| None | 562 | 190 | 368 | 322 | 155 | 83 | 393 | 88 | 78 | 494 | 49 |
| | 29.3% | 28.4% | 29.8% | 30.0% | 26.5% | 32.2% | 25.1% | 56.1% | 42.4% | 46.3% | 6.6% |
| | | | | | | e | | GI | G | K | |
| 1 to 2 | 1219 | 434 | 772 | 687 | 385 | 145 | 1054 | 64 | 93 | 544 | 597 |
| | 63.5% | 64.9% | 62.5% | 64.0% | 65.7% | 56.2% | 67.2% | 40.8% | 50.5% | 50.9% | 80.0% |
| | | | | F | F | | HI | | h | | J |
| 3 or more | 140 | 45 | 95 | 64 | 46 | 30 | 121 | 5 | 13 | 30 | 100 |
| | 7.3% | 6.7% | 7.7% | 6.0% | 7.8% | 11.6% | 7.7% | 3.2% | 7.1% | 2.8% | 13.4% |
| | | | | | | De | H | | h | | J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CP1a. Do you currently have access to a motorized vehicle in your household?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------------------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Have Registered Vehicles | 1359 | 479 | 867 | 751 | 431 | 175 | 1175 | 69 | 106 | 574 | 697 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 4 | 2 | 2 | - | 2 | 2 | 3 | - | 1 | 1 | 2 |
| | 0.3% | 0.4% | 0.2% | | 0.5% | 1.1% | 0.3% | | 0.9% | 0.2% | 0.3% |
| Revised base | 1355 | 477 | 865 | 751 | 429 | 173 | 1172 | 69 | 105 | 573 | 695 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1113 | 406 | 696 | 584 | 379 | 148 | 970 | 56 | 79 | 428 | 612 |
| | 82.1% | 85.1% | 80.5% | 77.8% | 88.3% | 85.5% | 82.8% | 81.2% | 75.2% | 74.7% | 88.1% |
| | | C | | | D | D | i | | | | J |
| Sometimes | 129 | 44 | 84 | 88 | 26 | 15 | 108 | 5 | 15 | 77 | 43 |
| | 9.5% | 9.2% | 9.7% | 11.7% | 6.1% | 8.7% | 9.2% | 7.2% | 14.3% | 13.4% | 6.2% |
| | | | | E | | | | | | K | |
| No | 113 | 27 | 85 | 79 | 24 | 10 | 94 | 8 | 11 | 68 | 40 |
| | 8.3% | 5.7% | 9.8% | 10.5% | 5.6% | 5.8% | 8.0% | 11.6% | 10.5% | 11.9% | 5.8% |
| | | | B | EF | | | | | | K | |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CP1b. How far do you currently live from the nearest transit stop or station?

| | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | | |
|---------------------------------|------------|--------|--------|--------|--------|----------------|-----------|------------------|--------|--------|--------|
| | 2014 TOTAL | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) |
| Base - Have Registered Vehicles | 1359 | 479 | 867 | 751 | 431 | 175 | 1175 | 69 | 106 | 574 | 697 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - |
| | 0.1% | 0.2% | | | | 0.6% | | | 0.9% | | |
| Revised base | 1358 | 478 | 867 | 751 | 431 | 174 | 1175 | 69 | 105 | 574 | 697 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than 1/4 mile | 825 | 280 | 538 | 520 | 225 | 79 | 710 | 49 | 62 | 404 | 378 |
| | 60.8% | 58.6% | 62.1% | 69.2% | 52.2% | 45.4% | 60.4% | 71.0% | 59.0% | 70.4% | 54.2% |
| | | | | EF | | | | qi | | K | |
| Between 1/4 mile and 1/2 mile | 232 | 82 | 146 | 114 | 88 | 29 | 196 | 11 | 22 | 99 | 115 |
| | 17.1% | 17.2% | 16.8% | 15.2% | 20.4% | 16.7% | 16.7% | 15.9% | 21.0% | 17.2% | 16.5% |
| | | | | | D | | | | | | |
| More than 1/2 mile | 301 | 116 | 183 | 117 | 118 | 66 | 269 | 9 | 21 | 71 | 204 |
| | 22.2% | 24.3% | 21.1% | 15.6% | 27.4% | 37.9% | 22.9% | 13.0% | 20.0% | 12.4% | 29.3% |
| | | | | | D | DE | H | | | | J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CP2. Please identify any disabilities or physical challenges that apply to you.

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|---|---------------|--------|--------|-------------|------------|-------------|----------------|------------------|------------|------------|------------|
| | | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 45 | 19 | 26 | 31 | 12 | 1 | 37 | 3 | 2 | 24 | 15 |
| | 2.4% | 2.9% | 2.1% | 2.9% F | 2.1% F | 0.4% | 2.4% | 1.9% | 1.1% | 2.3% | 2.1% |
| Revised base | 1896 | 658 | 1221 | 1062 | 574 | 257 | 1539 | 160 | 188 | 1044 | 731 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Disability | 268 | 96 | 171 | 114 | 95 | 59 | 198 | 40 | 30 | 196 | 62 |
| | 14.1% | 14.6% | 14.0% | 10.7% D | 16.6% D | 23.0% DE | 12.9% | 25.0% GI | 16.0% | 18.8% K | 8.5% |
| -Physically disabled not using a wheelchair | 77 | 28 | 48 | 16 | 33 | 28 | 51 | 17 | 9 | 58 | 16 |
| | 4.1% | 4.3% | 3.9% | 1.5% D | 5.7% D | 10.9% DE | 3.3% | 10.6% GI | 4.8% | 5.6% K | 2.2% |
| -Vision impaired | 67 | 28 | 39 | 39 | 14 | 14 | 52 | 8 | 7 | 48 | 15 |
| | 3.5% | 4.3% | 3.2% | 3.7% e | 2.4% | 5.4% e | 3.4% | 5.0% | 3.7% | 4.6% K | 2.1% |
| -Learning disability | 41 | 16 | 25 | 21 | 18 | 2 | 28 | 7 | 6 | 36 | 4 |
| | 2.2% | 2.4% | 2.0% | 2.0% f | 3.1% F | 0.8% | 1.8% | 4.4% | 3.2% | 3.4% K | 0.5% |
| -Hearing impaired | 34 | 14 | 20 | 10 | 12 | 12 | 27 | 3 | 4 | 19 | 15 |
| | 1.8% | 2.1% | 1.6% | 0.9% d | 2.1% d | 4.7% De | 1.8% | 1.9% | 2.1% | 1.8% | 2.1% |
| -Physically disabled using a wheelchair | 6 | 2 | 4 | 3 | 2 | 1 | 5 | 1 | - | 6 | - |
| | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.4% | 0.3% | 0.6% | | 0.6% | |
| -Speech disorder | 2 | - | 2 | 2 | - | - | 1 | - | 1 | 2 | - |
| | 0.1% | | 0.2% | 0.2% | | | 0.1% | | 0.5% | 0.2% | |
| -Other | 99 | 34 | 65 | 40 | 36 | 23 | 76 | 14 | 9 | 78 | 19 |
| | 5.2% | 5.2% | 5.3% | 3.8% D | 6.3% D | 8.9% D | 4.9% | 8.8% g | 4.8% | 7.5% K | 2.6% |
| None of the above | 1628 | 562 | 1050 | 948 | 479 | 198 | 1341 | 120 | 158 | 848 | 669 |
| | 85.9% | 85.4% | 86.0% | 89.3% EF | 83.4% F | 77.0% | 87.1% H | 75.0% | 84.0% H | 81.2% | 91.5% J |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CP3. Do you have a...?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|--|---------------|--------|--------|-------------|------------|-------------|----------------|------------------|------------|------------|------------|
| | | Male | Female | <35 | 35-54 | 55+ | Caucasian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Have a mobile phone | 1900 | 661 | 1223 | 1090 | 571 | 236 | 1549 | 158 | 182 | 1044 | 734 |
| | 97.9% | 97.6% | 98.1% | 99.7% EF | 97.4% F | 91.5% | 98.3% i | 96.9% | 95.8% | 97.8% | 98.4% |
| -Smart Phone (iPhone, Android, etc.) | 1619 | 575 | 1033 | 1022 | 460 | 134 | 1326 | 125 | 161 | 858 | 659 |
| | 83.4% | 84.9% | 82.8% | 93.5% EF | 78.5% F | 51.9% | 84.1% H | 76.7% | 84.7% h | 80.3% | 88.3% J |
| -Cell Phone (not an iPhone, Android, etc.) | 281 | 86 | 190 | 68 | 111 | 102 | 223 | 33 | 21 | 186 | 75 |
| | 14.5% | 12.7% | 15.2% | 6.2% D | 18.9% D | 39.5% DE | 14.1% | 20.2% gI | 11.1% | 17.4% K | 10.1% |
| Neither | 41 | 16 | 24 | 3 | 15 | 22 | 27 | 5 | 8 | 24 | 12 |
| | 2.1% | 2.4% | 1.9% | 0.3% D | 2.6% D | 8.5% DE | 1.7% | 3.1% | 4.2% g | 2.2% | 1.6% |

Comparison Groups: BC/DEF/GHI/JK
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

CP3a. From your cell phone or smart phone, do you...?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|---------------------------------------|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Have a Mobile Phone | 1900 | 661 | 1223 | 1090 | 571 | 236 | 1549 | 158 | 182 | 1044 | 734 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 66 | 22 | 43 | 14 | 23 | 29 | 48 | 10 | 8 | 40 | 20 |
| | 3.5% | 3.3% | 3.5% | 1.3% | 4.0% | 12.3% | 3.1% | 6.3% | 4.4% | 3.8% | 2.7% |
| | | | | | D | DE | | | | | |
| Revised base | 1891 | 660 | 1215 | 1085 | 567 | 236 | 1542 | 157 | 182 | 1038 | 732 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Send/receive text messages | 1783 | 620 | 1148 | 1050 | 531 | 199 | 1464 | 142 | 168 | 969 | 701 |
| | 94.3% | 93.9% | 94.5% | 96.8% | 93.7% | 84.3% | 94.9% | 90.4% | 92.3% | 93.4% | 95.8% |
| | | | | EF | F | | h | | | J | |
| Access the Internet | 1580 | 558 | 1011 | 995 | 447 | 135 | 1304 | 120 | 149 | 841 | 645 |
| | 83.6% | 84.5% | 83.2% | 91.7% | 78.8% | 57.2% | 84.6% | 76.4% | 81.9% | 81.0% | 88.1% |
| | | | | EF | F | | H | | | J | |
| Send/receive email messages | 1565 | 552 | 1001 | 982 | 450 | 131 | 1285 | 124 | 149 | 823 | 641 |
| | 82.8% | 83.6% | 82.4% | 90.5% | 79.4% | 55.5% | 83.3% | 79.0% | 81.9% | 79.3% | 87.6% |
| | | | | EF | F | | | | | J | |
| Use apps such as Facebook and Twitter | 1377 | 467 | 903 | 909 | 378 | 87 | 1143 | 99 | 129 | 750 | 551 |
| | 72.8% | 70.8% | 74.3% | 83.8% | 66.7% | 36.9% | 74.1% | 63.1% | 70.9% | 72.3% | 75.3% |
| | | | | EF | F | | H | | | | |
| Other | 519 | 220 | 296 | 357 | 136 | 26 | 432 | 28 | 58 | 291 | 203 |
| | 27.4% | 33.3% | 24.4% | 32.9% | 24.0% | 11.0% | 28.0% | 17.8% | 31.9% | 28.0% | 27.7% |
| | | C | | EF | F | | H | | H | | |
| None of the above | 66 | 22 | 43 | 14 | 23 | 29 | 48 | 10 | 8 | 40 | 20 |
| | 3.5% | 3.3% | 3.5% | 1.3% | 4.1% | 12.3% | 3.1% | 6.4% | 4.4% | 3.9% | 2.7% |
| | | | | | D | DE | | | | | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table GARAGE

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 DEMOGRAPHICS BANNER ****

GARAGE (based on RH5). Which route do you ride most often?

| | 2014 TOTAL | GENDER | | AGE | | | RACE/ETHNICITY | | | INCOME | |
|------------------|---------------|--------|--------|--------|--------|--------|----------------|---------------------|--------|--------|--------|
| | | Male | Female | <35 | 35-54 | 55+ | Cauc- asian | African American | Other | <\$50K | \$50K+ |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 677 | 1247 | 1093 | 586 | 258 | 1576 | 163 | 190 | 1068 | 746 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Collier | 240 | 87 | 150 | 121 | 86 | 33 | 199 | 18 | 23 | 130 | 90 |
| | 12.4% | 12.9% | 12.0% | 11.1% | 14.7% | 12.8% | 12.6% | 11.0% | 12.1% | 12.2% | 12.1% |
| | | | | | D | | | | | | |
| East Liberty | 645 | 223 | 415 | 410 | 162 | 73 | 519 | 53 | 69 | 394 | 228 |
| | 33.2% | 32.9% | 33.3% | 37.5% | 27.6% | 28.3% | 32.9% | 32.5% | 36.3% | 36.9% | 30.6% |
| | | | | EF | | | | | | K | |
| Ross | 321 | 113 | 206 | 180 | 90 | 49 | 247 | 36 | 36 | 186 | 112 |
| | 16.5% | 16.7% | 16.5% | 16.5% | 15.4% | 19.0% | 15.7% | 22.1% | 18.9% | 17.4% | 15.0% |
| | | | | | | | | g | | | |
| South Hills | 294 | 116 | 177 | 144 | 109 | 40 | 270 | 7 | 16 | 109 | 166 |
| | 15.1% | 17.1% | 14.2% | 13.2% | 18.6% | 15.5% | 17.1% | 4.3% | 8.4% | 10.2% | 22.3% |
| | | c | | | D | | HI | | | J | |
| West Mifflin | 405 | 127 | 275 | 217 | 125 | 62 | 309 | 47 | 45 | 238 | 126 |
| | 20.9% | 18.8% | 22.1% | 19.9% | 21.3% | 24.0% | 19.6% | 28.8% | 23.7% | 22.3% | 16.9% |
| | | | b | | | | | G | | K | |
| Eliminated Route | - | - | - | - | - | - | - | - | - | - | - |
| Don't know | 36 | 11 | 24 | 21 | 14 | 1 | 32 | 2 | 1 | 11 | 24 |
| | 1.9% | 1.6% | 1.9% | 1.9% | 2.4% | 0.4% | 2.0% | 1.2% | 0.5% | 1.0% | 3.2% |
| | | | | F | F | | I | | | J | |

Comparison Groups: BC/DEF/GHI/JK

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Detailed Tables by Usage

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

QS1. Do you, or does anyone in your immediate family, work in the public transportation, marketing research, advertising, or public relations industries?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|----------------|---------------|---------------|---------------|----------------|------------------------|------------------------|----------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% |
| Yes | - | - | - | - | - | - | - | - | - | - |
| No | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table QS2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

QS2. In the past year, have you used a Port Authority bus, the T, and/or Incline?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|----------------|---------------|---------------|---------------|----------------|------------------------|------------------------|----------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% |
| Yes | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| No | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table QS3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

QS3. Are you 18 years of age or older?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|----------------|---------------|---------------|---------------|----------------|------------------------|------------------------|----------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% |
| Yes | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| No | - | - | - | - | - | - | - | - | - | - |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH1. For what purposes do you ride a Port Authority bus, the T, and/or Incline?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|-------------------|------------------|--------------------|--------------------|---------------|-------------------|--------------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Work | 1610 82.9% | 193 73.7% | 573 82.1% B | 844 86.0% BC | 356 66.3% | 279 83.0% E | 975 91.3% EF | 1145 91.4% IJ | 204 62.6% | 181 67.3% |
| Entertainment (i.e., sporting events, concerts) | 1076 55.4% | 126 48.1% | 412 59.0% Bd | 538 54.8% b | 288 53.6% | 169 50.3% | 619 58.0% eF | 656 52.4% | 214 65.6% Hj | 157 58.4% h |
| Personal business (i.e., bank, haircut, etc.) | 883 45.5% | 106 40.5% | 301 43.1% | 476 48.5% BC | 231 43.0% | 143 42.6% | 509 47.7% e | 521 41.6% | 191 58.6% Hj | 138 51.3% H |
| Social (i.e., visit family or friends) | 796 41.0% | 99 37.8% | 310 44.4% bD | 387 39.4% | 200 37.2% | 134 39.9% | 462 43.3% E | 479 38.2% | 177 54.3% HJ | 112 41.6% |
| Shopping | 779 40.1% | 94 35.9% | 268 38.4% | 417 42.5% Bc | 186 34.6% | 133 39.6% | 460 43.1% E | 469 37.4% | 178 54.6% HJ | 107 39.8% |
| Medical care/appointments | 582 30.0% | 50 19.1% | 172 24.6% b | 360 36.7% BC | 115 21.4% | 108 32.1% E | 359 33.6% E | 364 29.1% | 119 36.5% Hj | 81 30.1% |
| School/Job Training | 500 25.8% | 93 35.5% D | 236 33.8% D | 171 17.4% | 116 21.6% | 100 29.8% E | 284 26.6% E | 224 17.9% | 208 63.8% HJ | 57 21.2% |
| Religious | 174 9.0% | 20 7.6% | 37 5.3% | 117 11.9% BC | 36 6.7% | 28 8.3% | 110 10.3% E | 114 9.1% | 34 10.4% | 22 8.2% |
| Other (i.e., vehicle issues, weather, etc.) | 441 22.7% | 51 19.5% | 171 24.5% b | 219 22.3% | 129 24.0% | 77 22.9% | 235 22.0% | 266 21.2% | 80 24.5% | 77 28.6% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH1a. Would you say the primary motivating factor as to why you ride a Port Authority bus, the T, and/or Incline is...?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|-------------------|----------------|-------------------|--------------------|--------------------|-------------------|--------------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Convenience (i.e., avoid parking/traffic, etc.) | 588 30.3% | 85 32.4% | 235 33.7% D | 268 27.3% | 189 35.2% fG | 99 29.5% | 300 28.1% | 381 30.4% | 85 26.1% | 84 31.2% |
| Financial (i.e., save money on gas/parking, etc.) | 513 26.4% | 69 26.3% | 185 26.5% | 259 26.4% | 127 23.6% | 76 22.6% | 310 29.0% EF | 357 28.5% J | 84 25.8% J | 39 14.5% |
| Necessity (i.e., no other option) | 510 26.3% | 60 22.9% | 171 24.5% | 279 28.4% bc | 128 23.8% | 89 26.5% | 293 27.4% | 307 24.5% | 103 31.6% H | 86 32.0% H |
| Accessibility (i.e., stop close to home/work, etc.) | 230 11.8% | 33 12.6% | 76 10.9% | 121 12.3% | 56 10.4% | 52 15.5% Eg | 122 11.4% | 149 11.9% | 35 10.7% H | 43 16.0% hi |
| Environmental (i.e., lower carbon footprint, etc.) | 64 3.3% | 11 4.2% | 23 3.3% | 30 3.1% | 19 3.5% | 10 3.0% | 35 3.3% | 39 3.1% | 13 4.0% | 9 3.3% |
| Social (i.e., prefer riding with others, etc.) | 7 0.4% | 2 0.8% | 2 0.3% | 3 0.3% | 5 0.9% G | 1 0.3% | 1 0.1% | 3 0.2% | 2 0.6% | 2 0.7% |
| Other | 29 1.5% | 2 0.8% | 6 0.9% | 21 2.1% bC | 13 2.4% G | 9 2.7% G | 7 0.7% | 17 1.4% | 4 1.2% | 6 2.2% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH2. How long have you been using the Port Authority services?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--------------------|----------------------|----------------|------------|-----------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than 6 months | 133 | 133 | - | - | 41 | 17 | 75 | 66 | 34 | 22 |
| | 6.9% | 50.8% | | | 7.6% | 5.1% | 7.0% | 5.3% | 10.4% H | 8.2% |
| 6 months to 1 year | 129 | 129 | - | - | 38 | 23 | 68 | 78 | 20 | 23 |
| | 6.6% | 49.2% | | | 7.1% | 6.8% | 6.4% | 6.2% | 6.1% | 8.6% |
| 1 to 2 years | 273 | - | 273 | - | 87 | 48 | 138 | 169 | 71 | 21 |
| | 14.1% | | 39.1% | | 16.2% g | 14.3% | 12.9% | 13.5% J | 21.8% HJ | 7.8% |
| 3 to 5 years | 425 | - | 425 | - | 126 | 81 | 218 | 262 | 91 | 54 |
| | 21.9% | | 60.9% | | 23.5% | 24.1% | 20.4% | 20.9% | 27.9% HJ | 20.1% |
| 6 to 9 years | 257 | - | - | 257 | 65 | 37 | 155 | 174 | 36 | 36 |
| | 13.2% | | | 26.2% | 12.1% | 11.0% | 14.5% f | 13.9% | 11.0% | 13.4% |
| 10 or more years | 724 | - | - | 724 | 180 | 130 | 414 | 504 | 74 | 113 |
| | 37.3% | | | 73.8% | 33.5% | 38.7% | 38.8% E | 40.2% I | 22.7% | 42.0% I |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH2a. Do you see yourself continuing to use Port Authority services in the future?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1906 | 258 | 684 | 964 | 523 | 331 | 1052 | 1228 | 324 | 262 |
| | 98.2% | 98.5% | 98.0% | 98.3% | 97.4% | 98.5% | 98.5% | 98.0% | 99.4% Hj | 97.4% |
| No | 35 | 4 | 14 | 17 | 14 | 5 | 16 | 25 | 2 | 7 |
| | 1.8% | 1.5% | 2.0% | 1.7% | 2.6% | 1.5% | 1.5% | 2.0% I | 0.6% | 2.6% I |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH3. On average, how many one-way trips do you take each week using Port Authority services? (A trip to and from your destination = 2.)

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---------------------------------------|----------------------|----------------|------------|------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once a week/use on occasion | 260 | 33 | 101 | 126 | 260 | - | - | 117 | 35 | 90 |
| | 13.4% | 12.6% | 14.5% | 12.8% | 48.4% | | | 9.3% | 10.7% | 33.5% HI |
| 1-2 | 117 | 21 | 49 | 47 | 117 | - | - | 55 | 26 | 30 |
| | 6.0% | 8.0% d | 7.0% d | 4.8% | 21.8% | | | 4.4% | 8.0% H | 11.2% H |
| 3-4 | 160 | 25 | 63 | 72 | 160 | - | - | 76 | 42 | 35 |
| | 8.2% | 9.5% | 9.0% | 7.3% | 29.8% | | | 6.1% | 12.9% H | 13.0% H |
| 5-6 | 186 | 24 | 64 | 98 | - | 186 | - | 115 | 31 | 33 |
| | 9.6% | 9.2% | 9.2% | 10.0% | | 55.4% | | 9.2% | 9.5% | 12.3% |
| 7-8 | 150 | 16 | 65 | 69 | - | 150 | - | 96 | 27 | 18 |
| | 7.7% | 6.1% | 9.3% bd | 7.0% | | 44.6% | | 7.7% | 8.3% | 6.7% |
| 9-10 | 582 | 75 | 193 | 314 | - | - | 582 | 457 | 63 | 32 |
| | 30.0% | 28.6% | 27.7% | 32.0% c | | | 54.5% | 36.5% IJ | 19.3% J | 11.9% |
| 11 or more | 486 | 68 | 163 | 255 | - | - | 486 | 337 | 102 | 31 |
| | 25.0% | 26.0% | 23.4% | 26.0% | | | 45.5% | 26.9% J | 31.3% J | 11.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH5. Which route do you ride most often?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------------|---------------|----------------|------------|-----------|--------------|--------|-----------|-----------------|-----------------|-----------|
| | | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/ Ticket | Special Pass | Cash |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) East Liberty | 645 | 99 | 254 | 292 | 195 | 107 | 343 | 394 | 150 | 78 |
| | 33.2% | 37.8% D | 36.4% D | 29.8% | 36.3% g | 31.8% | 32.1% | 31.4% | 46.0% HJ | 29.0% |
| -P1 - East Busway-All Stops | 106 | 24 | 31 | 51 | 26 | 10 | 70 | 92 | 4 | 8 |
| | 5.5% | 9.2% CD | 4.4% | 5.2% | 4.8% | 3.0% | 6.6% F | 7.3% IJ | 1.2% | 3.0% |
| -71A - Negley | 72 | 14 | 34 | 24 | 25 | 13 | 34 | 20 | 40 | 8 |
| | 3.7% | 5.3% D | 4.9% D | 2.4% | 4.7% | 3.9% | 3.2% | 1.6% | 12.3% HJ | 3.0% |
| -71B - Highland Park | 44 | 6 | 20 | 18 | 12 | 6 | 26 | 18 | 20 | 3 |
| | 2.3% | 2.3% | 2.9% | 1.8% | 2.2% | 1.8% | 2.4% | 1.4% | 6.1% HJ | 1.1% |
| -75 - Ellsworth | 40 | 9 | 21 | 10 | 7 | 10 | 23 | 10 | 24 | 3 |
| | 2.1% | 3.4% D | 3.0% D | 1.0% | 1.3% | 3.0% | 2.2% | 0.8% | 7.4% HJ | 1.1% |
| -87 - Friendship | 37 | 4 | 20 | 13 | 11 | 5 | 21 | 27 | 3 | 7 |
| | 1.9% | 1.5% | 2.9% D | 1.3% | 2.0% | 1.5% | 2.0% | 2.2% i | 0.9% | 2.6% |
| -91 - Butler Street | 36 | 4 | 18 | 14 | 13 | 4 | 19 | 27 | - | 9 |
| | 1.9% | 1.5% | 2.6% | 1.4% | 2.4% | 1.2% | 1.8% | 2.2% | - | 3.3% |
| -61A - North Braddock | 35 | 6 | 11 | 18 | 13 | 9 | 13 | 18 | 11 | 5 |
| | 1.8% | 2.3% | 1.6% | 1.8% | 2.4% | 2.7% | 1.2% | 1.4% | 3.4% h | 1.9% |
| -71C - Point Breeze | 26 | 3 | 11 | 12 | 6 | 4 | 16 | 12 | 13 | 1 |
| | 1.3% | 1.1% | 1.6% | 1.2% | 1.1% | 1.2% | 1.5% | 1.0% | 4.0% HJ | 0.4% |
| -P12 - Holiday Park Flyer | 24 | 2 | 12 | 10 | 7 | 4 | 13 | 23 | - | - |
| | 1.2% | 0.8% | 1.7% | 1.0% | 1.3% | 1.2% | 1.2% | 1.8% | - | - |
| -86 - Liberty | 22 | 4 | 5 | 13 | 4 | 5 | 13 | 17 | 2 | 3 |
| | 1.1% | 1.5% | 0.7% | 1.3% | 0.7% | 1.5% | 1.2% | 1.4% | 0.6% | 1.1% |
| -88 - Penn | 20 | 1 | 10 | 9 | 12 | 4 | 4 | 16 | 1 | 2 |
| | 1.0% | 0.4% | 1.4% b | 0.9% | 2.2% G | 1.2% | 0.4% | 1.3% i | 0.3% | 0.7% |
| -P10 - Allegheny Valley Flyer | 18 | 1 | 7 | 10 | 7 | 5 | 6 | 15 | - | 1 |
| | 0.9% | 0.4% | 1.0% | 1.0% | 1.3% | 1.5% | 0.6% | 1.2% j | - | 0.4% |
| -P71 - Swissvale Flyer | 17 | 3 | 8 | 6 | 3 | 3 | 11 | 16 | - | 1 |
| | 0.9% | 1.1% | 1.1% | 0.6% | 0.6% | 0.9% | 1.0% | 1.3% j | - | 0.4% |
| -58 - Greenfield | 16 | - | 7 | 9 | 8 | 2 | 6 | 6 | 3 | 5 |
| | 0.8% | - | 1.0% | 0.9% | 1.5% | 0.6% | 0.6% | 0.5% | 0.9% | 1.9% |
| -64 - Lawrenceville - Waterfront | 16 | 4 | 6 | 6 | 6 | 1 | 9 | 7 | - | 9 |
| | 0.8% | 1.5% | 0.9% | 0.6% | 1.1% | 0.3% | 0.8% | 0.6% | - | 3.3% H |
| -69 - Trafford | 16 | 3 | 5 | 8 | 5 | 2 | 9 | 6 | 7 | 3 |
| | 0.8% | 1.1% | 0.7% | 0.8% | 0.9% | 0.6% | 0.8% | 0.5% | 2.1% H | 1.1% |
| -71D - Hamilton | 16 | 1 | 7 | 8 | 2 | 4 | 10 | 7 | 7 | - |
| | 0.8% | 0.4% | 1.0% | 0.8% | 0.4% | 1.2% | 0.9% | 0.6% | 2.1% h | - |
| -P78 - Oakmont Flyer | 14 | 3 | 4 | 7 | 2 | 3 | 9 | 13 | 1 | - |
| | 0.7% | 1.1% | 0.6% | 0.7% | 0.4% | 0.9% | 0.8% | 1.0% i | 0.3% | - |
| -P16 - Penn Hills Flyer | 13 | - | 2 | 11 | 3 | 4 | 6 | 12 | 1 | - |
| | 0.7% | - | 0.3% | 1.1% C | 0.6% | 1.2% | 0.6% | 1.0% | 0.3% | - |
| -93 - Lawrenceville - Hazlewood | 11 | 2 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 3 |
| | 0.6% | 0.8% | 0.6% | 0.5% | 0.9% | 0.9% | 0.3% | 0.2% | 1.2% | 1.1% |
| -28X - Airport Flyer | 10 | 2 | 2 | 6 | 5 | - | 5 | 7 | 1 | 2 |
| | 0.5% | 0.8% | 0.3% | 0.6% | 0.9% | - | 0.5% | 0.6% | 0.3% | 0.7% |
| -82 - Lincoln | 9 | 1 | 1 | 7 | 2 | 1 | 6 | 5 | 2 | 2 |
| | 0.5% | 0.4% | 0.1% | 0.7% c | 0.4% | 0.3% | 0.6% | 0.4% | 0.6% | 0.7% |
| -P2 - East Busway Short | 5 | - | 4 | 1 | 4 | - | 1 | 4 | 1 | - |
| | 0.3% | - | 0.6% | 0.1% | 0.7% g | - | 0.1% | 0.3% | 0.3% | - |
| -68 - Braddock Hills | 4 | - | - | 4 | 3 | 1 | - | 1 | 1 | 2 |
| | 0.2% | - | - | 0.4% | 0.6% | 0.3% | - | 0.1% | 0.3% | 0.7% |
| -P69 - Trafford Flyer | 3 | - | 2 | 1 | 1 | - | 2 | 1 | 1 | - |
| | 0.2% | - | 0.3% | 0.1% | 0.2% | - | 0.2% | 0.1% | 0.3% | - |
| -78 - Oakmont | 3 | 1 | - | 2 | - | 1 | 2 | 3 | - | - |
| | 0.2% | 0.4% | - | 0.2% | - | 0.3% | 0.2% | 0.2% | - | - |
| -P17 - Lincoln Park Flyer | 3 | - | 1 | 2 | 1 | 1 | 1 | 2 | 1 | - |
| | 0.2% | - | 0.1% | 0.2% | 0.2% | 0.3% | 0.1% | 0.2% | 0.3% | - |
| -P68 - Braddock Hills Flyer | 3 | - | - | 3 | - | - | 3 | 1 | 1 | 1 |
| | 0.2% | - | - | 0.3% | - | - | 0.3% | 0.1% | 0.3% | 0.4% |
| -71 - Edgewood Town Center | 2 | 1 | - | 1 | 2 | - | - | 1 | 1 | - |
| | 0.1% | 0.4% | - | 0.1% | 0.4% | - | - | 0.1% | 0.3% | - |
| -79 - East Hills | 2 | - | - | 2 | - | 1 | 1 | 2 | - | - |
| | 0.1% | - | - | 0.2% | - | 0.3% | 0.1% | 0.2% | - | - |
| -74 - Homewood-Squirrel Hill | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.1% | - | - | 0.1% | - | - | 0.1% | 0.1% | - | - |
| -89 - Garfield Commons | 1 | - | 1 | - | - | 1 | - | 1 | - | - |
| | 0.1% | - | 0.1% | - | - | 0.3% | - | 0.1% | - | - |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | 2014 TOTAL | | | | | | | | | |
|-------------------------------|----------------|--------|--------|--------------|--------|--------|-----------------|-----------------|--------|--------|
| | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | | |
| | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/ Ticket | Special Pass | Cash | |
| (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) West Mifflin | 405 | 50 | 148 | 207 | 103 | 80 | 222 | 227 | 88 | 67 |
| | 20.9% | 19.1% | 21.2% | 21.1% | 19.2% | 23.8% | 20.8% | 18.1% | 27.0% | 24.9% |
| -61D - Murray | 69 | 16 | 31 | 22 | 24 | 10 | 35 | 18 | 39 | 7 |
| | 3.6% | 6.1% | 4.4% | 2.2% | 4.5% | 3.0% | 3.3% | 1.4% | 12.0% | 2.6% |
| -51 - Carrick | 57 | 7 | 21 | 29 | 16 | 13 | 28 | 39 | 3 | 13 |
| | 2.9% | 2.7% | 3.0% | 3.0% | 3.0% | 3.9% | 2.6% | 3.1% | 0.9% | 4.8% |
| -61C - McKeesport-Homestead | 43 | 5 | 15 | 23 | 17 | 8 | 18 | 15 | 13 | 13 |
| | 2.2% | 1.9% | 2.1% | 2.3% | 3.2% | 2.4% | 1.7% | 1.2% | 4.0% | 4.8% |
| -61B - Braddock-Swissvale | 29 | 5 | 10 | 14 | 7 | 4 | 18 | 13 | 8 | 6 |
| | 1.5% | 1.9% | 1.4% | 1.4% | 1.3% | 1.2% | 1.7% | 1.0% | 2.5% | 2.2% |
| -56 - Lincoln Place | 22 | 1 | 9 | 12 | 3 | 4 | 15 | 20 | 1 | 1 |
| | 1.1% | 0.4% | 1.3% | 1.2% | 0.6% | 1.2% | 1.4% | 1.6% | 0.3% | 0.4% |
| -P3 - East Busway-Oakland | 21 | 3 | 9 | 9 | 6 | 2 | 13 | 5 | 7 | 2 |
| | 1.1% | 1.1% | 1.3% | 0.9% | 1.1% | 0.6% | 1.2% | 0.4% | 2.1% | 0.7% |
| -Y1 - Large Flyer | 19 | 1 | 4 | 14 | 2 | 6 | 11 | 17 | 1 | - |
| | 1.0% | 0.4% | 0.6% | 1.4% | 0.4% | 1.8% | 1.0% | 1.4% | 0.3% | |
| -Y46 - Elizabeth Flyer | 17 | 1 | 5 | 11 | 4 | 2 | 11 | 12 | - | 5 |
| | 0.9% | 0.4% | 0.7% | 1.1% | 0.7% | 0.6% | 1.0% | 1.0% | | 1.9% |
| -59 - Mon Valley | 15 | - | 4 | 11 | 3 | 3 | 9 | 9 | - | 6 |
| | 0.8% | | 0.6% | 1.1% | 0.6% | 0.9% | 0.8% | 0.7% | | 2.2% |
| -P76 - Lincoln Highway Flyer | 15 | 2 | 5 | 8 | 1 | 3 | 11 | 12 | - | 2 |
| | 0.8% | 0.8% | 0.7% | 0.8% | 0.2% | 0.9% | 1.0% | 1.0% | | 0.7% |
| -65 - Squirrel Hill | 14 | 3 | 9 | 2 | 4 | 5 | 5 | 9 | 4 | 1 |
| | 0.7% | 1.1% | 1.3% | 0.2% | 0.7% | 1.5% | 0.5% | 0.7% | 1.2% | 0.4% |
| -53L - Homestead Park Limited | 13 | 1 | 4 | 8 | 2 | 2 | 9 | 9 | 1 | 3 |
| | 0.7% | 0.4% | 0.6% | 0.8% | 0.4% | 0.6% | 0.8% | 0.7% | 0.3% | 1.1% |
| -Y49 - Prospect Flyer | 13 | 2 | 2 | 9 | 2 | 4 | 7 | 11 | 1 | 1 |
| | 0.7% | 0.8% | 0.3% | 0.9% | 0.4% | 1.2% | 0.7% | 0.9% | 0.3% | 0.4% |
| -P7 - McKeesport Flyer | 11 | - | 2 | 9 | 1 | 2 | 8 | 9 | 1 | 1 |
| | 0.6% | | 0.3% | 0.9% | 0.2% | 0.6% | 0.7% | 0.7% | 0.3% | 0.4% |
| -57 - Hazelwood | 7 | - | 4 | 3 | 2 | 1 | 4 | 7 | - | - |
| | 0.4% | | 0.6% | 0.3% | 0.4% | 0.3% | 0.4% | 0.6% | | |
| -Y47 - Curry Flyer | 7 | - | 2 | 5 | 2 | 1 | 4 | 4 | 1 | 1 |
| | 0.4% | | 0.3% | 0.5% | 0.4% | 0.3% | 0.4% | 0.3% | 0.3% | 0.4% |
| -83 - Bedford Hill | 6 | 2 | 2 | 2 | 1 | - | 5 | 3 | 3 | - |
| | 0.3% | 0.8% | 0.3% | 0.2% | 0.2% | | 0.5% | 0.2% | 0.9% | |
| -Y45 - Baldwin Manor Flyer | 6 | - | 3 | 3 | - | 3 | 3 | 6 | - | - |
| | 0.3% | | 0.4% | 0.3% | | 0.9% | 0.3% | 0.5% | | |
| -51L - Carrick Limited | 5 | - | 3 | 2 | 2 | 1 | 2 | 1 | 1 | 2 |
| | 0.3% | | 0.4% | 0.2% | 0.4% | 0.3% | 0.2% | 0.1% | 0.3% | 0.7% |
| -81 - Oak Hill | 5 | - | 3 | 2 | 2 | 2 | 1 | 1 | 3 | 1 |
| | 0.3% | | 0.4% | 0.2% | 0.4% | 0.6% | 0.1% | 0.1% | 0.9% | 0.4% |
| -44 - Knoxville | 4 | - | - | 4 | 1 | 2 | 1 | 3 | - | 1 |
| | 0.2% | | | 0.4% | 0.2% | 0.6% | 0.1% | 0.2% | | 0.4% |
| -52L - Homeville Limited | 3 | 1 | 1 | 1 | - | 1 | 2 | 3 | - | - |
| | 0.2% | 0.4% | 0.1% | 0.1% | | 0.3% | 0.2% | 0.2% | | |
| -53 - Homestead Park | 2 | - | - | 2 | 1 | - | 1 | - | 1 | - |
| | 0.1% | | | 0.2% | 0.2% | | 0.1% | | 0.3% | |
| -55 - Glassport | 2 | - | - | 2 | - | 1 | 1 | 1 | - | 1 |
| | 0.1% | | | 0.2% | | 0.3% | 0.1% | 0.1% | | 0.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | YEARS OF USAGE | | | | | | | | | |
|---|----------------------|------------|------------|--------------|-----------|------------|----------------|------------------------|------------------------|-------------|
| | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | | |
| | 2014 TOTAL (A) | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Ross | 321 | 49 | 106 | 166 | 89 | 63 | 169 | 203 | 52 | 58 |
| | 16.5% | 18.7% | 15.2% | 16.9% | 16.6% | 18.8% | 15.8% | 16.2% | 16.0% | 21.6% Hi |
| -54 - North Side-Oakland-South Side | 63 | 8 | 31 | 24 | 26 | 11 | 26 | 17 | 27 | 16 |
| | 3.2% | 3.1% | 4.4% D | 2.4% | 4.8% G | 3.3% | 2.4% | 1.4% | 8.3% H | 5.9% H |
| -16 - Brighton | 28 | 4 | 7 | 17 | 7 | 3 | 18 | 19 | 3 | 6 |
| | 1.4% | 1.5% | 1.0% | 1.7% | 1.3% | 0.9% | 1.7% | 1.5% | 0.9% | 2.2% |
| -13 - Bellevue | 26 | 5 | 4 | 17 | 8 | 7 | 11 | 19 | 1 | 6 |
| | 1.3% | 1.9% | 0.6% C | 1.7% | 1.5% | 2.1% | 1.0% | 1.5% I | 0.3% | 2.2% I |
| -01 - Ross Flyer | 22 | 2 | 6 | 14 | 3 | 4 | 15 | 18 | 1 | 2 |
| | 1.1% | 0.8% | 0.9% | 1.4% | 0.6% | 1.2% | 1.4% e | 1.4% I | 0.3% | 0.7% |
| -77 - Penn Hills | 21 | - | 6 | 15 | 5 | 2 | 14 | 15 | 1 | 5 |
| | 1.1% | | 0.9% | 1.5% | 0.9% | 0.6% | 1.3% | 1.2% I | 0.3% | 1.9% i |
| -8 - Perrysville | 19 | 2 | 5 | 12 | 2 | 9 | 8 | 15 | 2 | 2 |
| | 1.0% | 0.8% | 0.7% | 1.2% | 0.4% | 2.7% EG | 0.7% | 1.2% | 0.6% | 0.7% |
| -67 - Monroeville | 19 | 1 | 10 | 8 | 5 | 2 | 12 | 11 | 6 | 1 |
| | 1.0% | 0.4% | 1.4% b | 0.8% | 0.9% | 0.6% | 1.1% | 0.9% | 1.8% j | 0.4% |
| -14 - Ohio Valley | 17 | 2 | 8 | 7 | 2 | 7 | 8 | 13 | 2 | 1 |
| | 0.9% | 0.8% | 1.1% | 0.7% | 0.4% | 2.1% E | 0.7% | 1.0% | 0.6% | 0.4% |
| -012 - McKnight Flyer | 16 | 3 | 6 | 7 | 2 | 2 | 12 | 14 | - | 1 |
| | 0.8% | 1.1% | 0.9% | 0.7% | 0.4% | 0.6% | 1.1% e | 1.1% | | 0.4% |
| -2 - Mount Royal | 15 | 5 | 5 | 5 | 6 | 3 | 6 | 10 | 1 | 4 |
| | 0.8% | 1.9% | 0.7% | 0.5% | 1.1% | 0.9% | 0.6% | 0.8% | 0.3% | 1.5% |
| -4 - Troy Hill | 14 | 2 | 3 | 9 | 4 | 3 | 7 | 8 | 1 | 5 |
| | 0.7% | 0.8% | 0.4% | 0.9% | 0.7% | 0.9% | 0.7% | 0.6% | 0.3% | 1.9% i |
| -12 - McKnight | 13 | 6 | 2 | 5 | 7 | 2 | 4 | 9 | - | 4 |
| | 0.7% | 2.3% Cd | 0.3% | 0.5% | 1.3% g | 0.6% | 0.4% | 0.7% | | 1.5% |
| -1 - Freeport Road | 10 | 3 | 3 | 4 | 4 | 2 | 4 | 6 | 1 | 3 |
| | 0.5% | 1.1% | 0.4% | 0.4% | 0.7% | 0.6% | 0.4% | 0.5% | 0.3% | 1.1% |
| -19L - Emsworth Limited | 8 | 2 | - | 6 | 2 | 1 | 5 | 7 | - | - |
| | 0.4% | 0.8% | | 0.6% | 0.4% | 0.3% | 0.5% | 0.6% | | |
| -6 - Spring Hill | 7 | 2 | 3 | 2 | 2 | 2 | 3 | 5 | 1 | 1 |
| | 0.4% | 0.8% | 0.4% | 0.2% | 0.4% | 0.6% | 0.3% | 0.4% | 0.3% | 0.4% |
| -P67 - Monroeville Flyer | 7 | 1 | 2 | 4 | - | 1 | 6 | 5 | 2 | - |
| | 0.4% | 0.4% | 0.3% | 0.4% | | 0.3% | 0.6% | 0.4% | 0.6% | |
| -05 - Thompson Run Flyer | 5 | - | 3 | 2 | 2 | - | 3 | 5 | - | - |
| | 0.3% | | 0.4% | 0.2% | 0.4% | | 0.3% | 0.4% | | |
| -18 - Manchester | 3 | - | - | 3 | - | 1 | 2 | 2 | 1 | - |
| | 0.2% | | | 0.3% | | 0.3% | 0.2% | 0.2% | 0.3% | |
| -11 - Fineview | 2 | 1 | - | 1 | - | - | 2 | 1 | 1 | - |
| | 0.1% | 0.4% | | 0.1% | | | 0.2% | 0.1% | 0.3% | |
| -15 - Charles | 2 | - | - | 2 | 1 | - | 1 | 1 | - | 1 |
| | 0.1% | | | 0.2% | 0.2% | | 0.1% | 0.1% | | 0.4% |
| -17 - Shadeland | 2 | - | - | 2 | 1 | - | 1 | 1 | 1 | - |
| | 0.1% | | | 0.2% | 0.2% | | 0.1% | 0.1% | 0.3% | |
| -7 - Spring Garden | 1 | - | 1 | - | - | 1 | - | 1 | - | - |
| | 0.1% | | 0.1% | | | 0.3% | | 0.1% | | |
| -P13 - Mount Royal Flyer | 1 | - | 1 | - | - | - | 1 | 1 | - | - |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | |
| (Net) South Hills | 294 | 27 | 106 | 161 | 64 | 39 | 191 | 235 | 14 | 26 |
| | 15.1% | 10.3% | 15.2% B | 16.4% B | 11.9% | 11.6% | 17.9% EF | 18.8% IJ | 4.3% | 9.7% I |
| -(RED) - Red Line - Castle Shannon via Beechview | 118 | 17 | 39 | 62 | 21 | 12 | 85 | 95 | 7 | 6 |
| | 6.1% | 6.5% | 5.6% | 6.3% | 3.9% | 3.6% | 8.0% EF | 7.6% IJ | 2.1% | 2.2% |
| -(BLLB) - Blue Line - Library via Overbrook | 87 | 3 | 29 | 55 | 16 | 13 | 58 | 73 | 3 | 8 |
| | 4.5% | 1.1% | 4.2% B | 5.6% B | 3.0% | 3.9% | 5.4% E | 5.8% IJ | 0.9% | 3.0% i |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 77 | 7 | 30 | 40 | 19 | 14 | 44 | 61 | 3 | 7 |
| | 4.0% | 2.7% | 4.3% | 4.1% | 3.5% | 4.2% | 4.1% | 4.9% IJ | 0.9% | 2.6% |
| -Incline - Monongahela Incline | 12 | - | 8 | 4 | 8 | - | 4 | 6 | 1 | 5 |
| | 0.6% | | 1.1% | 0.4% | 1.5% G | | 0.4% | 0.5% | 0.3% | 1.9% i |

Comparison Groups: BCD/EFJ/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH5. Which route do you ride most often?

| | 2014 USAGE BANNER | | | | | | | | | |
|---------------------------|----------------------|----------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Collier | 240 | 25 | 71 | 144 | 58 | 45 | 137 | 191 | 20 | 24 |
| | 12.4% | 9.5% | 10.2% | 14.7% BC | 10.8% | 13.4% | 12.8% | 15.2% J | 6.1% | 8.9% |
| -G2 - West Busway | 51 | 6 | 15 | 30 | 11 | 10 | 30 | 47 | 3 | 1 |
| | 2.6% | 2.3% | 2.1% | 3.1% | 2.0% | 3.0% | 2.8% | 3.8% J | 0.9% | 0.4% |
| -39 - Brookline | 23 | 1 | 9 | 13 | 4 | 6 | 13 | 17 | 4 | 2 |
| | 1.2% | 0.4% | 1.3% | 1.3% b | 0.7% | 1.8% | 1.2% | 1.4% | 1.2% | 0.7% |
| -48 - Arlington | 21 | 3 | 7 | 11 | 11 | 5 | 5 | 13 | 1 | 6 |
| | 1.1% | 1.1% | 1.0% | 1.1% | 2.0% G | 1.5% | 0.5% | 1.0% j | 0.3% | 2.2% i |
| -31 - Bridgeville | 18 | 2 | 4 | 12 | 2 | 2 | 14 | 14 | 2 | 2 |
| | 0.9% | 0.8% | 0.6% | 1.2% | 0.4% | 0.6% | 1.3% E | 1.1% | 0.6% | 0.7% |
| -38 - Green Tree | 17 | 5 | 6 | 6 | 3 | 2 | 12 | 12 | 1 | 3 |
| | 0.9% | 1.9% | 0.9% | 0.6% | 0.6% | 0.6% | 1.1% | 1.0% | 0.3% | 1.1% |
| -41 - Bower Hill | 17 | - | 4 | 13 | - | 5 | 12 | 15 | - | 1 |
| | 0.9% | | 0.6% | 1.3% | | 1.5% | 1.1% | 1.2% j | | 0.4% |
| -G3 - Moon Flyer | 17 | 1 | 7 | 9 | 4 | 2 | 11 | 16 | - | 1 |
| | 0.9% | 0.4% | 1.0% | 0.9% | 0.7% | 0.6% | 1.0% | 1.3% j | | 0.4% |
| -21 - Coraopolis | 15 | 1 | 7 | 7 | 5 | 4 | 6 | 12 | 1 | 2 |
| | 0.8% | 0.4% | 1.0% | 0.7% | 0.9% | 1.2% | 0.6% | 1.0% | 0.3% | 0.7% |
| -40 - Mount Washington | 12 | 1 | 4 | 7 | 4 | 2 | 6 | 9 | 1 | 1 |
| | 0.6% | 0.4% | 0.6% | 0.7% | 0.7% | 0.6% | 0.6% | 0.7% | 0.3% | 0.4% |
| -29 - Robinson | 8 | 4 | 1 | 3 | 4 | 1 | 3 | 4 | 2 | 1 |
| | 0.4% | 1.5% c | 0.1% | 0.3% | 0.7% | 0.3% | 0.3% | 0.3% | 0.6% | 0.4% |
| -24 - West Park | 7 | - | 1 | 6 | 3 | 1 | 3 | 4 | - | 3 |
| | 0.4% | | 0.1% | 0.6% | 0.6% | 0.3% | 0.3% | 0.3% | | 1.1% |
| -36 - Banksville | 7 | - | - | 7 | 2 | - | 5 | 6 | 1 | - |
| | 0.4% | | | 0.7% | 0.4% | | 0.5% | 0.5% | 0.3% | |
| -20 - Kennedy | 6 | - | 1 | 5 | 2 | 1 | 3 | 3 | 2 | 1 |
| | 0.3% | | 0.1% | 0.5% | 0.4% | 0.3% | 0.3% | 0.2% | 0.6% | 0.4% |
| -26 - Chartiers | 5 | 1 | - | 4 | 1 | 1 | 3 | 3 | 2 | - |
| | 0.3% | 0.4% | | 0.4% | 0.2% | 0.3% | 0.3% | 0.2% | 0.6% | |
| -22 - McCoy | 4 | - | - | 4 | 2 | - | 2 | 4 | - | - |
| | 0.2% | | | 0.4% | 0.4% | | 0.2% | 0.3% | | |
| -27 - Fairywood | 4 | - | 3 | 1 | - | 1 | 3 | 4 | - | - |
| | 0.2% | | 0.4% | 0.1% | | 0.3% | 0.3% | 0.3% | | |
| -43 - Bailey | 4 | - | 1 | 3 | - | 1 | 3 | 4 | - | - |
| | 0.2% | | 0.1% | 0.3% | | 0.3% | 0.3% | 0.3% | | |
| -G31 - Bridgeville Flyer | 4 | - | 1 | 3 | - | 1 | 3 | 4 | - | - |
| | 0.2% | | 0.1% | 0.3% | | 0.3% | 0.3% | 0.3% | | |
| Don't know/Don't remember | 36 | 12 | 13 | 11 | 28 | 2 | 6 | 3 | 2 | 16 |
| | 1.9% | 4.6% cD | 1.9% | 1.1% | 5.2% FG | 0.6% | 0.6% | 0.2% | 0.6% | 5.9% HI |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table RH6](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH6. When using the route you ride most often, do you require a transfer to get to your end destination?

| | 2014 USAGE BANNER | | | | | | | | | |
|-------|----------------------|----------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 391 | 37 | 125 | 229 | 94 | 71 | 226 | 228 | 71 | 79 |
| | 20.1% | 14.1% | 17.9% | 23.3% BC | 17.5% | 21.1% | 21.2% e | 18.2% | 21.8% | 29.4% HI |
| No | 1550 | 225 | 573 | 752 | 443 | 265 | 842 | 1025 | 255 | 190 |
| | 79.9% | 85.9% D | 82.1% D | 76.7% | 82.5% g | 78.9% | 78.8% | 81.8% J | 78.2% J | 70.6% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH6a. Which route do you transfer to?

| | 2014 USAGE BANNER | | | | | | | | | |
|----------------------------------|----------------------|----------------|------------|------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Base - Transfer | 391 | 37 | 125 | 229 | 94 | 71 | 226 | 228 | 71 | 79 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) East Liberty | 162 | 9 | 54 | 99 | 35 | 32 | 95 | 84 | 42 | 29 |
| | 41.4% | 24.3% | 43.2% B | 43.2% B | 37.2% | 45.1% | 42.0% | 36.8% | 59.2% HJ | 36.7% |
| -71A - Negley | 30 | 1 | 12 | 17 | 4 | 4 | 22 | 11 | 14 | 4 |
| | 7.7% | 2.7% | 9.6% b | 7.4% | 4.3% | 5.6% | 9.7% e | 4.8% | 19.7% HJ | 5.1% |
| -P1 - East Busway-All Stops | 20 | 2 | 6 | 12 | 3 | 5 | 12 | 14 | 2 | 4 |
| | 5.1% | 5.4% | 4.8% | 5.2% | 3.2% | 7.0% | 5.3% | 6.1% | 2.8% | 5.1% |
| -71B - Highland Park | 16 | 2 | 4 | 10 | 3 | 4 | 9 | 10 | 4 | - |
| | 4.1% | 5.4% | 3.2% | 4.4% | 3.2% | 5.6% | 4.0% | 4.4% | 5.6% | |
| -91 - Butler Street | 14 | - | 6 | 8 | 5 | 2 | 7 | 10 | 1 | 3 |
| | 3.6% | | 4.8% | 3.5% | 5.3% | 2.8% | 3.1% | 4.4% | 1.4% | 3.8% |
| -71C - Point Breeze | 12 | 1 | 2 | 9 | 1 | 3 | 8 | 6 | 3 | 2 |
| | 3.1% | 2.7% | 1.6% | 3.9% | 1.1% | 4.2% | 3.5% | 2.6% | 4.2% | 2.5% |
| -61A - North Braddock | 10 | - | 7 | 3 | 2 | 2 | 6 | 1 | 5 | 3 |
| | 2.6% | | 5.6% d | 1.3% | 2.1% | 2.8% | 2.7% | 0.4% | 7.0% H | 3.8% |
| -64 - Lawrenceville - Waterfront | 10 | 1 | 2 | 7 | 2 | 1 | 7 | 3 | 3 | 4 |
| | 2.6% | 2.7% | 1.6% | 3.1% | 2.1% | 1.4% | 3.1% | 1.3% | 4.2% | 5.1% |
| -28X - Airport Flyer | 8 | 1 | 5 | 2 | 4 | 1 | 3 | 7 | - | 1 |
| | 2.0% | 2.7% | 4.0% d | 0.9% | 4.3% | 1.4% | 1.3% | 3.1% | | 1.3% |
| -88 - Penn | 6 | - | 1 | 5 | 1 | 2 | 3 | 5 | - | 1 |
| | 1.5% | | 0.8% | 2.2% | 1.1% | 2.8% | 1.3% | 2.2% | | 1.3% |
| -71 - Edgewood Town Center | 5 | 1 | - | 4 | 1 | 1 | 3 | - | 4 | 1 |
| | 1.3% | 2.7% | | 1.7% | 1.1% | 1.4% | 1.3% | | 5.6% | 1.3% |
| -82 - Lincoln | 5 | - | 1 | 4 | 1 | 3 | 1 | 4 | - | 1 |
| | 1.3% | | 0.8% | 1.7% | 1.1% | 4.2% | 0.4% | 1.8% | | 1.3% |
| -71D - Hamilton | 4 | - | 2 | 2 | 1 | - | 3 | 1 | 1 | - |
| | 1.0% | | 1.6% | 0.9% | 1.1% | | 1.3% | 0.4% | 1.4% | |
| -68 - Braddock Hills | 3 | - | - | 3 | 2 | 1 | - | 1 | 2 | - |
| | 0.8% | | | 1.3% | 2.1% | 1.4% | | 0.4% | 2.8% | |
| -69 - Trafford | 3 | - | 2 | 1 | 1 | 2 | - | 1 | - | 2 |
| | 0.8% | | 1.6% | 0.4% | 1.1% | 2.8% | | 0.4% | | 2.5% |
| -75 - Ellsworth | 3 | - | - | 3 | - | - | 3 | 1 | - | 2 |
| | 0.8% | | | 1.3% | | | 1.3% | 0.4% | | 2.5% |
| -86 - Liberty | 3 | - | - | 3 | 1 | 1 | 1 | 1 | 2 | - |
| | 0.8% | | | 1.3% | 1.1% | 1.4% | 0.4% | 0.4% | 2.8% | |
| -87 - Friendship | 3 | - | 1 | 2 | 2 | - | 1 | 3 | - | - |
| | 0.8% | | 0.8% | 0.9% | 2.1% | | 0.4% | 1.3% | | |
| -58 - Greenfield | 2 | - | - | 2 | - | - | 2 | 1 | - | 1 |
| | 0.5% | | | 0.9% | | | 0.9% | 0.4% | | 1.3% |
| -74 - Homewood-Squirrel Hill | 2 | - | 2 | - | 1 | - | 1 | 1 | 1 | - |
| | 0.5% | | 1.6% | | 1.1% | | 0.4% | 0.4% | 1.4% | |
| -93 - Lawrenceville - Hazlewood | 1 | - | 1 | - | - | - | 1 | 1 | - | - |
| | 0.3% | | 0.8% | | | | 0.4% | 0.4% | | |
| -P2 - East Busway Short | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.3% | | | 0.4% | | | 0.4% | 0.4% | | |
| -P12 - Holiday Park Flyer | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.3% | | | 0.4% | | | 0.4% | 0.4% | | |
| (Net) West Mifflin | 82 | 7 | 22 | 53 | 16 | 17 | 49 | 42 | 12 | 25 |
| | 21.0% | 18.9% | 17.6% | 23.1% | 17.0% | 23.9% | 21.7% | 18.4% | 16.9% | 31.6% HI |
| -51 - Carrick | 18 | 2 | 6 | 10 | 3 | 1 | 14 | 11 | 1 | 6 |
| | 4.6% | 5.4% | 4.8% | 4.4% | 3.2% | 1.4% | 6.2% F | 4.8% i | 1.4% | 7.6% i |
| -P3 - East Busway-Oakland | 11 | 2 | 4 | 5 | 2 | 2 | 7 | 5 | 3 | 2 |
| | 2.8% | 5.4% | 3.2% | 2.2% | 2.1% | 2.8% | 3.1% | 2.2% | 4.2% | 2.5% |
| -61D - Murray | 9 | - | 3 | 6 | 2 | 2 | 5 | 3 | 1 | 5 |
| | 2.3% | | 2.4% | 2.6% | 2.1% | 2.8% | 2.2% | 1.3% | 1.4% | 6.3% h |
| -61B - Braddock-Swissvale | 8 | 2 | 2 | 4 | 1 | 2 | 5 | 2 | 2 | 2 |
| | 2.0% | 5.4% | 1.6% | 1.7% | 1.1% | 2.8% | 2.2% | 0.9% | 2.8% | 2.5% |
| -61C - McKeesport-Homestead | 8 | - | 2 | 6 | 2 | 1 | 5 | 7 | 1 | - |
| | 2.0% | | 1.6% | 2.6% | 2.1% | 1.4% | 2.2% | 3.1% | 1.4% | |
| -56 - Lincoln Place | 4 | - | 1 | 3 | - | 1 | 3 | 4 | - | - |
| | 1.0% | | 0.8% | 1.3% | | 1.4% | 1.3% | 1.8% | | |
| -59 - Mon Valley | 4 | - | 2 | 2 | - | 2 | 2 | 1 | - | 3 |
| | 1.0% | | 1.6% | 0.9% | | 2.8% | 0.9% | 0.4% | | 3.8% |
| -81 - Oak Hill | 3 | - | - | 3 | 1 | 2 | - | - | 2 | 1 |
| | 0.8% | | | 1.3% | 1.1% | 2.8% | | | 2.8% | 1.3% |
| -51L - Carrick Limited | 2 | - | 2 | - | 1 | 1 | - | - | 1 | 1 |
| | 0.5% | | 1.6% | | 1.1% | 1.4% | | | 1.4% | 1.3% |
| -57 - Hazelwood | 2 | - | - | 2 | - | 1 | 1 | 2 | - | - |
| | 0.5% | | | 0.9% | | 1.4% | 0.4% | 0.9% | | |
| -65 - Squirrel Hill | 2 | - | - | 2 | 2 | - | - | - | 1 | 1 |
| | 0.5% | | | 0.9% | 2.1% | | | | 1.4% | 1.3% |
| -83 - Bedford Hill | 2 | - | - | 2 | 1 | 1 | - | 1 | - | 1 |
| | 0.5% | | | 0.9% | 1.1% | 1.4% | | 0.4% | | 1.3% |
| -Y46 - Elizabeth Flyer | 2 | - | - | 2 | - | - | 2 | 1 | - | 1 |
| | 0.5% | | | 0.9% | | | 0.9% | 0.4% | | 1.3% |
| -Y49 - Prospect Flyer | 2 | - | - | 2 | - | - | 2 | 2 | - | - |
| | 0.5% | | | 0.9% | | | 0.9% | 0.9% | | |
| -55 - Glassport | 2 | - | - | 2 | - | - | 2 | 1 | - | 1 |
| | 0.5% | | | 0.9% | | | 0.9% | 0.4% | | 1.3% |
| -44 - Knoxville | 1 | - | - | 1 | 1 | - | - | 1 | - | - |
| | 0.3% | | | 0.4% | 1.1% | | | 0.4% | | |
| -60 - Walnut - Crawford Village | 1 | 1 | - | - | - | 1 | - | - | - | 1 |
| | 0.3% | 2.7% | | | | 1.4% | | | | 1.3% |
| -Y47 - Curry Flyer | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.3% | | | 0.4% | | | 0.4% | 0.4% | | |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH6a. Which route do you transfer to?

| | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | | |
|---|----------------|------------|------------|--------------|------------|--------|----------------|--------------|--------------|--------|
| | 2014 TOTAL | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/Ticket | Special Pass | Cash |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Base - Transfer | 391 | 37 | 125 | 229 | 94 | 71 | 226 | 228 | 71 | 79 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Ross | 67 | 11 | 16 | 40 | 22 | 14 | 31 | 42 | 11 | 12 |
| | 17.1% | 29.7% C | 12.8% | 17.5% | 23.4% G | 19.7% | 13.7% | 18.4% | 15.5% | 15.2% |
| -12 - McKnight | 13 | 1 | 4 | 8 | 4 | 2 | 7 | 9 | 1 | 3 |
| | 3.3% | 2.7% | 3.2% | 3.5% | 4.3% | 2.8% | 3.1% | 3.9% | 1.4% | 3.8% |
| -54 - North Side-Oakland-South Side | 11 | - | 1 | 10 | 3 | 4 | 4 | 4 | 5 | 2 |
| | 2.8% | | 0.8% | 4.4% C | 3.2% | 5.6% | 1.8% | 1.8% | 7.0% h | 2.5% |
| -16 - Brighton | 10 | 2 | 2 | 6 | 3 | 1 | 6 | 9 | - | 1 |
| | 2.6% | 5.4% | 1.6% | 2.6% | 3.2% | 1.4% | 2.7% | 3.9% | | 1.3% |
| -1 - Freeport Road | 5 | 1 | 1 | 3 | 1 | 1 | 3 | 4 | 1 | - |
| | 1.3% | 2.7% | 0.8% | 1.3% | 1.1% | 1.4% | 1.3% | 1.8% | 1.4% | |
| -14 - Ohio Valley | 5 | - | 2 | 3 | 3 | 1 | 1 | 4 | 1 | - |
| | 1.3% | | 1.6% | 1.3% | 3.2% | 1.4% | 0.4% | 1.8% | 1.4% | |
| -67 - Monroeville | 5 | - | 3 | 2 | 2 | 1 | 2 | 3 | - | 1 |
| | 1.3% | | 2.4% | 0.9% | 2.1% | 1.4% | 0.9% | 1.3% | | 1.3% |
| -77 - Penn Hills | 5 | 1 | 1 | 3 | 2 | - | 3 | 5 | - | - |
| | 1.3% | 2.7% | 0.8% | 1.3% | 2.1% | | 1.3% | 2.2% | | |
| -13 - Bellevue | 5 | 4 | - | 1 | 1 | 3 | 1 | 1 | - | 3 |
| | 1.3% | 10.8% D | | 0.4% | 1.1% | 4.2% | 0.4% | 0.4% | | 3.8% |
| -7 - Spring Garden | 2 | 1 | 1 | - | 1 | - | 1 | - | 1 | 1 |
| | 0.5% | 2.7% | 0.8% | | 1.1% | | 0.4% | | 1.4% | 1.3% |
| -4 - Troy Hill | 1 | 1 | - | - | 1 | - | - | 1 | - | - |
| | 0.3% | 2.7% | | | 1.1% | | | 0.4% | | |
| -6 - Spring Hill | 1 | - | - | 1 | 1 | - | - | - | - | 1 |
| | 0.3% | | | 0.4% | 1.1% | | | | | 1.3% |
| -8 - Perrysville | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.3% | | | 0.4% | | | 0.4% | 0.4% | | |
| -17 - Shadeland | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.3% | | | 0.4% | | | 0.4% | 0.4% | | |
| -18 - Manchester | 1 | - | 1 | - | - | - | 1 | - | 1 | - |
| | 0.3% | | 0.8% | | | | 0.4% | | 1.4% | |
| -P67 - Monroeville Flyer | 1 | - | - | 1 | - | 1 | - | - | 1 | - |
| | 0.3% | | | 0.4% | | 1.4% | | | 1.4% | |
| (Net) Collier | 36 | 6 | 12 | 18 | 6 | 5 | 25 | 28 | 3 | 5 |
| | 9.2% | 16.2% | 9.6% | 7.9% | 6.4% | 7.0% | 11.1% | 12.3% i,j | 4.2% | 6.3% |
| -48 - Arlington | 12 | 1 | 6 | 5 | 3 | 3 | 6 | 11 | 1 | - |
| | 3.1% | 2.7% | 4.8% | 2.2% | 3.2% | 4.2% | 2.7% | 4.8% i | 1.4% | |
| -38 - Green Tree | 6 | 2 | 1 | 3 | - | - | 6 | 6 | - | - |
| | 1.5% | 5.4% | 0.8% | 1.3% | | | 2.7% | 2.6% | | |
| -29 - Robinson | 4 | 1 | 1 | 2 | 1 | - | 3 | 4 | - | - |
| | 1.0% | 2.7% | 0.8% | 0.9% | 1.1% | | 1.3% | 1.8% | | |
| -36 - Banksville | 3 | - | 2 | 1 | - | 1 | 2 | 2 | 1 | - |
| | 0.8% | | 1.6% | 0.4% | | 1.4% | 0.9% | 0.9% | 1.4% | |
| -G2 - West Busway | 3 | - | 1 | 2 | - | - | 3 | 2 | - | 1 |
| | 0.8% | | 0.8% | 0.9% | | | 1.3% | 0.9% | | 1.3% |
| -31 - Bridgeville | 2 | 1 | - | 1 | 1 | - | 1 | 1 | - | 1 |
| | 0.5% | 2.7% | | 0.4% | 1.1% | | 0.4% | 0.4% | | 1.3% |
| -21 - Coraopolis | 1 | - | - | 1 | - | 1 | - | - | - | 1 |
| | 0.3% | | | 0.4% | | 1.4% | | | | 1.3% |
| -24 - West Park | 1 | - | - | 1 | - | - | 1 | - | - | 1 |
| | 0.3% | | | 0.4% | | | 0.4% | | | 1.3% |
| -26 - Chartiers | 1 | 1 | - | - | 1 | - | - | - | 1 | - |
| | 0.3% | 2.7% | | | 1.1% | | | | 1.4% | |
| -27 - Fairywood | 1 | - | 1 | - | - | - | 1 | 1 | - | - |
| | 0.3% | | 0.8% | | | | 0.4% | 0.4% | | |
| -41 - Bower Hill | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.3% | | | 0.4% | | | 0.4% | 0.4% | | |
| -39 - Brookline | 1 | - | - | 1 | - | - | 1 | - | - | 1 |
| | 0.3% | | | 0.4% | | | 0.4% | | | 1.3% |
| (Net) South Hills | 36 | 4 | 19 | 13 | 13 | 2 | 21 | 27 | 2 | 6 |
| | 9.2% | 10.8% | 15.2% D | 5.7% | 13.8% F | 2.8% | 9.3% F | 11.8% I | 2.8% | 7.6% |
| -(BLSV) - Blue Line - South Hills Village via Overbrook | 15 | 3 | 7 | 5 | 3 | - | 12 | 12 | - | 2 |
| | 3.8% | 8.1% | 5.6% | 2.2% | 3.2% | | 5.3% | 5.3% | | 2.5% |
| -(RED) - Red Line - Castle Shannon via Beechview | 10 | - | 6 | 4 | 3 | 1 | 6 | 7 | 2 | 1 |
| | 2.6% | | 4.8% | 1.7% | 3.2% | 1.4% | 2.7% | 3.1% | 2.8% | 1.3% |
| -(BLLB) - Blue Line - Library via Overbrook | 7 | 1 | 4 | 2 | 4 | 1 | 2 | 6 | - | 1 |
| | 1.8% | 2.7% | 3.2% | 0.9% | 4.3% | 1.4% | 0.9% | 2.6% | | 1.3% |
| -Incline - Monongahela Incline | 4 | - | 2 | 2 | 3 | - | 1 | 2 | - | 2 |
| | 1.0% | | 1.6% | 0.9% | 3.2% | | 0.4% | 0.9% | | 2.5% |
| Don't know/Don't remember | 8 | - | 2 | 6 | 2 | 1 | 5 | 5 | 1 | 2 |
| | 2.0% | | 1.6% | 2.6% | 2.1% | 1.4% | 2.2% | 2.2% | 1.4% | 2.5% |

Comparison Groups: BCD/EFH/IJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH7. What is your home ZIP code?

| | 2014 TOTAL | | | | | | | | | |
|-------|----------------|------------|-----------|--------------|-----------|--------|-----------------|-----------------|--------|--------|
| | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | | |
| | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/ Ticket | Special Pass | Cash | |
| (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 2445 | 1 | - | - | 1 | 1 | - | - | 1 | - | - |
| | 0.1% | | | 0.1% | 0.2% | | | 0.1% | | |
| 7040 | 1 | - | 1 | - | 1 | - | - | - | 1 | - |
| | 0.1% | | 0.1% | | 0.2% | | | | 0.3% | |
| 13224 | 1 | - | 1 | - | - | - | 1 | 1 | - | - |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | |
| 15001 | 8 | - | 2 | 6 | 1 | 2 | 5 | 6 | 1 | 1 |
| | 0.4% | | 0.3% | 0.6% | 0.2% | 0.6% | 0.5% | 0.5% | 0.3% | 0.4% |
| 15003 | 3 | - | 2 | 1 | 1 | 1 | 1 | 2 | - | 1 |
| | 0.2% | | 0.3% | 0.1% | 0.2% | 0.3% | 0.1% | 0.2% | | 0.4% |
| 15005 | 1 | - | - | 1 | - | - | 1 | - | - | - |
| | 0.1% | | | 0.1% | | | 0.1% | | | |
| 15012 | 1 | - | 1 | - | - | 1 | - | 1 | - | - |
| | 0.1% | | 0.1% | | | 0.3% | | 0.1% | | |
| 15014 | 2 | - | 1 | 1 | 1 | 1 | - | 1 | - | - |
| | 0.1% | | 0.1% | 0.1% | 0.2% | 0.3% | | 0.1% | | |
| 15017 | 10 | - | 3 | 7 | 1 | 1 | 8 | 9 | 1 | - |
| | 0.5% | | 0.4% | 0.7% | 0.2% | 0.3% | 0.7% e | 0.7% | 0.3% | |
| 15019 | 1 | - | - | 1 | - | - | 1 | - | - | 1 |
| | 0.1% | | | 0.1% | | | 0.1% | | | 0.4% |
| 15021 | 1 | - | - | 1 | 1 | - | - | - | - | 1 |
| | 0.1% | | | 0.1% | 0.2% | | | | | 0.4% |
| 15022 | 1 | 1 | - | - | 1 | - | - | - | - | 1 |
| | 0.1% | 0.4% | | | 0.2% | | | | | 0.4% |
| 15024 | 1 | - | - | 1 | 1 | - | - | - | - | 1 |
| | 0.1% | | | 0.1% | 0.2% | | | | | 0.4% |
| 15025 | 13 | - | 3 | 10 | 1 | 2 | 10 | 11 | - | 2 |
| | 0.7% | | 0.4% | 1.0% | 0.2% | 0.6% | 0.9% E | 0.9% | | 0.7% |
| 15027 | 1 | - | - | 1 | 1 | - | - | - | - | - |
| | 0.1% | | | 0.1% | 0.2% | | | | | |
| 15030 | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.1% | | | 0.1% | | | 0.1% | 0.1% | | |
| 15034 | 4 | - | 2 | 2 | 1 | - | 3 | 4 | - | - |
| | 0.2% | | 0.3% | 0.2% | 0.2% | | 0.3% | 0.3% | | |
| 15037 | 5 | - | - | 5 | 1 | - | 4 | 3 | 1 | 1 |
| | 0.3% | | | 0.5% | 0.2% | | 0.4% | 0.2% | 0.3% | 0.4% |
| 15044 | 7 | 1 | 3 | 3 | 4 | - | 3 | 4 | - | 2 |
| | 0.4% | 0.4% | 0.4% | 0.3% | 0.7% | | 0.3% | 0.3% | | 0.7% |
| 15046 | 1 | - | 1 | - | - | - | 1 | 1 | - | - |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | |
| 15047 | 1 | - | 1 | - | - | - | 1 | 1 | - | - |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | |
| 15049 | 1 | - | 1 | - | - | 1 | - | 1 | - | - |
| | 0.1% | | 0.1% | | | 0.3% | | 0.1% | | |
| 15055 | 1 | - | - | 1 | - | 1 | - | 1 | - | - |
| | 0.1% | | | 0.1% | | 0.3% | | 0.1% | | |
| 15057 | 3 | - | 1 | 2 | 2 | 1 | - | 2 | - | 1 |
| | 0.2% | | 0.1% | 0.2% | 0.4% | 0.3% | | 0.2% | | 0.4% |
| 15061 | 1 | 1 | - | - | 1 | - | - | 1 | - | - |
| | 0.1% | 0.4% | | | 0.2% | | | 0.1% | | |
| 15063 | 1 | - | - | 1 | 1 | - | - | - | 1 | - |
| | 0.1% | | | 0.1% | 0.2% | | | | 0.3% | |
| 15065 | 2 | 1 | 1 | - | 1 | 1 | - | 1 | - | 1 |
| | 0.1% | 0.4% | 0.1% | | 0.2% | 0.3% | | 0.1% | | 0.4% |
| 15066 | 3 | 1 | 1 | 1 | 1 | - | 2 | 2 | - | 1 |
| | 0.2% | 0.4% | 0.1% | 0.1% | 0.2% | | 0.2% | 0.2% | | 0.4% |
| 15068 | 6 | 1 | 3 | 2 | 3 | 1 | 2 | 6 | - | - |
| | 0.3% | 0.4% | 0.4% | 0.2% | 0.6% | 0.3% | 0.2% | 0.5% | | |
| 15071 | 5 | 1 | 1 | 3 | 2 | 1 | 2 | 3 | 2 | - |
| | 0.3% | 0.4% | 0.1% | 0.3% | 0.4% | 0.3% | 0.2% | 0.2% | 0.6% | |
| 15082 | 1 | - | - | 1 | - | - | 1 | - | 1 | - |
| | 0.1% | | | 0.1% | | | 0.1% | | 0.3% | |
| 15084 | 2 | - | 2 | - | - | 1 | 1 | 1 | 1 | - |
| | 0.1% | | 0.3% | | | 0.3% | 0.1% | 0.1% | 0.3% | |
| 15085 | 2 | 1 | - | 1 | - | 1 | 1 | 1 | - | - |
| | 0.1% | 0.4% | | 0.1% | | 0.3% | 0.1% | 0.1% | | |
| 15089 | 1 | - | - | 1 | - | - | 1 | 1 | - | - |
| | 0.1% | | | 0.1% | | | 0.1% | 0.1% | | |
| 15090 | 6 | 1 | 4 | 1 | 4 | 1 | 1 | 1 | 1 | 3 |
| | 0.3% | 0.4% | 0.6% | 0.1% | 0.7% g | 0.3% | 0.1% | 0.1% | 0.3% | 1.1% |
| 15101 | 14 | 6 | 4 | 4 | 5 | - | 9 | 9 | 2 | 2 |
| | 0.7% | 2.3% cD | 0.6% | 0.4% | 0.9% | | 0.8% | 0.7% | 0.6% | 0.7% |
| 15102 | 41 | 1 | 10 | 30 | 6 | 5 | 30 | 37 | 1 | 1 |
| | 2.1% | 0.4% | 1.4% b | 3.1% BC | 1.1% | 1.5% | 2.8% E | 3.0% IJ | 0.3% | 0.4% |
| 15104 | 13 | 2 | 1 | 10 | 6 | 3 | 4 | 7 | 4 | 2 |
| | 0.7% | 0.8% | 0.1% | 1.0% C | 1.1% | 0.9% | 0.4% | 0.6% | 1.2% | 0.7% |
| 15106 | 24 | 4 | 9 | 11 | 4 | 5 | 15 | 21 | - | 2 |
| | 1.2% | 1.5% | 1.3% | 1.1% | 0.7% | 1.5% | 1.4% | 1.7% | | 0.7% |

Comparison Groups: BCD/EF/G/H/I/J
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | YEARS OF USAGE | | | | | | | | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------|----------------|-----------|------------|------------|-----------|-----------|------------|-------------|--------------|------------|--------------|--|--|----------------|--|--|
| | 2014 TOTAL | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/Ticket | Special Pass | Cash | | | | | | |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 | | | | | | |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| 15108 | 22 | 2 | 8 | 12 | 6 | 2 | 14 | 16 | 4 | 1 | | | | | | |
| | 1.1% | 0.8% | 1.1% | 1.2% | 1.1% | 0.6% | 1.3% | 1.3% | 1.2% | 0.4% | | | | | | |
| 15110 | 6 | - | 1 | 5 | - | - | 6 | 6 | - | - | | | | | | |
| | 0.3% | | 0.1% | 0.5% | | | 0.6% | 0.5% | | | | | | | | |
| 15112 | 5 | - | 1 | 4 | 3 | 1 | 1 | 4 | - | 1 | | | | | | |
| | 0.3% | | 0.1% | 0.4% | 0.6% | 0.3% | 0.1% | 0.3% | | 0.4% | | | | | | |
| 15116 | 7 | - | 3 | 4 | 3 | 1 | 3 | 6 | 1 | - | | | | | | |
| | 0.4% | | 0.4% | 0.4% | 0.6% | 0.3% | 0.3% | 0.5% | 0.3% | | | | | | | |
| 15120 | 19 | 2 | 6 | 11 | 4 | 2 | 13 | 9 | 4 | 6 | | | | | | |
| | 1.0% | 0.8% | 0.9% | 1.1% | 0.7% | 0.6% | 1.2% | 0.7% | 1.2% | 2.2% | | | | | | |
| 15122 | 8 | - | 2 | 6 | 2 | 1 | 5 | 4 | 1 | 3 | | | | | | |
| | 0.4% | | 0.3% | 0.6% | 0.4% | 0.3% | 0.5% | 0.3% | 0.3% | 1.1% | | | | | | |
| 15126 | 2 | - | - | 2 | 1 | - | 1 | 2 | - | - | | | | | | |
| | 0.1% | | | 0.2% | 0.2% | | 0.1% | 0.2% | | | | | | | | |
| 15129 | 16 | 2 | 6 | 8 | 3 | 3 | 10 | 13 | - | 3 | | | | | | |
| | 0.8% | 0.8% | 0.9% | 0.8% | 0.6% | 0.9% | 0.9% | 1.0% | | 1.1% | | | | | | |
| 15131 | 1 | - | - | 1 | - | 1 | - | 1 | - | - | | | | | | |
| | 0.1% | | | 0.1% | | 0.3% | | 0.1% | | | | | | | | |
| 15132 | 16 | 1 | 5 | 10 | 2 | 4 | 10 | 11 | 1 | 3 | | | | | | |
| | 0.8% | 0.4% | 0.7% | 1.0% | 0.4% | 1.2% | 0.9% | 0.9% | 0.3% | 1.1% | | | | | | |
| 15133 | 4 | - | 1 | 3 | 1 | 1 | 2 | 4 | - | - | | | | | | |
| | 0.2% | | 0.1% | 0.3% | 0.2% | 0.3% | 0.2% | 0.3% | | | | | | | | |
| 15135 | 1 | - | 1 | - | - | - | 1 | 1 | - | - | | | | | | |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | | | | | | | |
| 15136 | 25 | 1 | 4 | 20 | 7 | 4 | 14 | 19 | 2 | 4 | | | | | | |
| | 1.3% | 0.4% | 0.6% | 2.0% BC | 1.3% | 1.2% | 1.3% | 1.5% | 0.6% | 1.5% | | | | | | |
| 15137 | 5 | - | - | 5 | - | 2 | 3 | 2 | - | 3 | | | | | | |
| | 0.3% | | | 0.5% | | 0.6% | 0.3% | 0.2% | | 1.1% | | | | | | |
| 15139 | 7 | 2 | 3 | 2 | 2 | 2 | 3 | 7 | - | - | | | | | | |
| | 0.4% | 0.8% | 0.4% | 0.2% | 0.4% | 0.6% | 0.3% | 0.6% | | | | | | | | |
| 15140 | 6 | - | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | |
| | 0.3% | | 0.4% | 0.3% | 0.4% | 0.6% | 0.2% | 0.2% | 0.6% | 0.7% | | | | | | |
| 15142 | 1 | 1 | - | - | - | 1 | - | - | - | - | | | | | | |
| | 0.1% | 0.4% | | | | 0.3% | | | | | | | | | | |
| 15143 | 11 | 2 | 5 | 4 | 4 | 4 | 3 | 7 | 1 | 1 | | | | | | |
| | 0.6% | 0.8% | 0.7% | 0.4% | 0.7% | 1.2% | 0.3% | 0.6% | 0.3% | 0.4% | | | | | | |
| 15144 | 5 | 1 | 1 | 3 | 3 | 1 | 1 | 3 | - | 2 | | | | | | |
| | 0.3% | 0.4% | 0.1% | 0.3% | 0.6% | 0.3% | 0.1% | 0.2% | | 0.7% | | | | | | |
| 15145 | 2 | - | - | 2 | 1 | - | 1 | 2 | - | - | | | | | | |
| | 0.1% | | | 0.2% | 0.2% | | 0.1% | 0.2% | | | | | | | | |
| 15146 | 21 | 1 | 8 | 12 | 1 | - | 20 | 16 | 2 | 1 | | | | | | |
| | 1.1% | 0.4% | 1.1% | 1.2% | 0.2% | | 1.9% E | 1.3% | 0.6% | 0.4% | | | | | | |
| 15147 | 16 | 4 | 3 | 9 | 2 | 2 | 12 | 11 | 3 | 1 | | | | | | |
| | 0.8% | 1.5% | 0.4% | 0.9% | 0.4% | 0.6% | 1.1% e | 0.9% | 0.9% | 0.4% | | | | | | |
| 15148 | 2 | - | 1 | 1 | 1 | - | 1 | 1 | - | 1 | | | | | | |
| | 0.1% | | 0.1% | 0.1% | 0.2% | | 0.1% | 0.1% | | 0.4% | | | | | | |
| 15201 | 60 | 7 | 20 | 33 | 19 | 8 | 33 | 39 | 4 | 14 | | | | | | |
| | 3.1% | 2.7% | 2.9% | 3.4% | 3.5% | 2.4% | 3.1% | 3.1% | 1.2% | 5.2% | | | | | | |
| 15202 | 37 | 8 | 6 | 23 | 8 | 11 | 18 | 21 | 2 | 8 | | | | | | |
| | 1.9% | 3.1% C | 0.9% | 2.3% C | 1.5% | 3.3% | 1.7% | 1.7% | 0.6% | 3.0% | | | | | | |
| 15203 | 35 | 6 | 17 | 12 | 13 | 9 | 13 | 22 | 4 | 7 | | | | | | |
| | 1.8% | 2.3% | 2.4% d | 1.2% | 2.4% | 2.7% | 1.2% | 1.8% | 1.2% | 2.6% | | | | | | |
| 15204 | 8 | 1 | 3 | 4 | 2 | 1 | 5 | 8 | - | - | | | | | | |
| | 0.4% | 0.4% | 0.4% | 0.4% | 0.4% | 0.3% | 0.5% | 0.6% | | | | | | | | |
| 15205 | 22 | 4 | 5 | 13 | 6 | 4 | 12 | 20 | 1 | - | | | | | | |
| | 1.1% | 1.5% | 0.7% | 1.3% | 1.1% | 1.2% | 1.1% | 1.6% I | 0.3% | | | | | | | |
| 15206 | 112 | 18 | 35 | 59 | 31 | 14 | 67 | 62 | 33 | 12 | | | | | | |
| | 5.8% | 6.9% | 5.0% | 6.0% | 5.8% | 4.2% | 6.3% | 4.9% | 10.1% HJ | 4.5% | | | | | | |
| 15207 | 30 | 1 | 14 | 15 | 8 | 8 | 14 | 20 | 5 | 2 | | | | | | |
| | 1.5% | 0.4% | 2.0% B | 1.5% B | 1.5% | 2.4% | 1.3% | 1.6% | 1.5% | 0.7% | | | | | | |
| 15208 | 24 | - | 7 | 17 | 7 | 2 | 15 | 14 | 5 | 2 | | | | | | |
| | 1.2% | | 1.0% | 1.7% | 1.3% | 0.6% | 1.4% | 1.1% | 1.5% | 0.7% | | | | | | |
| 15209 | 8 | 1 | 4 | 3 | 3 | 1 | 4 | 5 | 1 | 2 | | | | | | |
| | 0.4% | 0.4% | 0.6% | 0.3% | 0.6% | 0.3% | 0.4% | 0.4% | 0.3% | 0.7% | | | | | | |
| 15210 | 61 | 5 | 15 | 41 | 17 | 13 | 31 | 37 | 7 | 14 | | | | | | |
| | 3.1% | 1.9% | 2.1% | 4.2% BC | 3.2% | 3.9% | 2.9% | 3.0% | 2.1% | 5.2% i | | | | | | |
| 15211 | 30 | 1 | 17 | 12 | 8 | 4 | 18 | 25 | 2 | 2 | | | | | | |
| | 1.5% | 0.4% | 2.4% Bd | 1.2% | 1.5% | 1.2% | 1.7% | 2.0% Ij | 0.6% | 0.7% | | | | | | |
| 15212 | 81 | 13 | 28 | 40 | 27 | 16 | 38 | 50 | 5 | 21 | | | | | | |
| | 4.2% | 5.0% | 4.0% | 4.1% | 5.0% | 4.8% | 3.6% | 4.0% I | 1.5% | 7.8% HI | | | | | | |
| 15213 | 91 | 17 | 58 | 16 | 40 | 17 | 34 | 28 | 51 | 12 | | | | | | |
| | 4.7% | 6.5% D | 8.3% D | 1.6% | 7.4% G | 5.1% | 3.2% | 2.2% | 15.6% HJ | 4.5% h | | | | | | |
| 15214 | 19 | 2 | 5 | 12 | 1 | 7 | 11 | 16 | 3 | - | | | | | | |
| | 1.0% | 0.8% | 0.7% | 1.2% | 0.2% | 2.1% E | 1.0% E | 1.3% | 0.9% | | | | | | | |
| 15215 | 9 | 2 | 5 | 2 | 4 | - | 5 | 6 | 2 | 1 | | | | | | |
| | 0.5% | 0.8% | 0.7% | 0.2% | 0.7% | | 0.5% | 0.5% | 0.6% | 0.4% | | | | | | |
| 15216 | 72 | 10 | 22 | 40 | 15 | 8 | 49 | 66 | 3 | 3 | | | | | | |
| | 3.7% | 3.8% | 3.2% | 4.1% | 2.8% | 2.4% | 4.6% eF | 5.3% IJ | 0.9% | 1.1% | | | | | | |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | YEARS OF USAGE | | | | | | | | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------|----------------|------------|-----------|-----------|-----------|-----------|------------|-------------|--------------|------------|--------------|--|--|----------------|--|--|
| | 2014 TOTAL | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/Ticket | Special Pass | Cash | | | | | | |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 | | | | | | |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| 15217 | 129 | 24 | 53 | 52 | 44 | 20 | 65 | 47 | 53 | 19 | | | | | | |
| | 6.6% | 9.2% D | 7.6% d | 5.3% | 8.2% | 6.0% | 6.1% | 3.8% | 16.3% HJ | 7.1% H | | | | | | |
| 15218 | 46 | 6 | 10 | 30 | 9 | 7 | 30 | 31 | 7 | 7 | | | | | | |
| | 2.4% | 2.3% | 1.4% | 3.1% C | 1.7% | 2.1% | 2.8% | 2.5% | 2.1% | 2.6% | | | | | | |
| 15219 | 33 | 9 | 10 | 14 | 7 | 7 | 19 | 17 | 5 | 11 | | | | | | |
| | 1.7% | 3.4% cd | 1.4% | 1.4% | 1.3% | 2.1% | 1.8% | 1.4% | 1.5% | 4.1% Hi | | | | | | |
| 15220 | 19 | 2 | 7 | 10 | 3 | 2 | 14 | 14 | 3 | 2 | | | | | | |
| | 1.0% | 0.8% | 1.0% | 1.0% | 0.6% | 0.6% | 1.3% | 1.1% | 0.9% | 0.7% | | | | | | |
| 15221 | 57 | 8 | 19 | 30 | 14 | 12 | 31 | 37 | 10 | 8 | | | | | | |
| | 2.9% | 3.1% | 2.7% | 3.1% | 2.6% | 3.6% | 2.9% | 3.0% | 3.1% | 3.0% | | | | | | |
| 15222 | 15 | 5 | 6 | 4 | 7 | 4 | 4 | 7 | 3 | 2 | | | | | | |
| | 0.8% | 1.9% d | 0.9% | 0.4% | 1.3% g | 1.2% | 0.4% | 0.6% | 0.9% | 0.7% | | | | | | |
| 15223 | 4 | 2 | 2 | - | 2 | 1 | 1 | 2 | 1 | 1 | | | | | | |
| | 0.2% | 0.8% | 0.3% | | 0.4% | 0.3% | 0.1% | 0.2% | 0.3% | 0.4% | | | | | | |
| 15224 | 72 | 11 | 37 | 24 | 28 | 14 | 30 | 39 | 15 | 15 | | | | | | |
| | 3.7% | 4.2% | 5.3% D | 2.4% | 5.2% G | 4.2% | 2.8% | 3.1% | 4.6% | 5.6% h | | | | | | |
| 15225 | 2 | - | 2 | - | 2 | - | - | 1 | - | 1 | | | | | | |
| | 0.1% | | 0.3% | | 0.4% | | | 0.1% | | 0.4% | | | | | | |
| 15226 | 28 | 1 | 11 | 16 | 4 | 7 | 17 | 22 | 4 | 2 | | | | | | |
| | 1.4% | 0.4% | 1.6% B | 1.6% B | 0.7% | 2.1% | 1.6% | 1.8% | 1.2% | 0.7% | | | | | | |
| 15227 | 46 | 4 | 15 | 27 | 11 | 9 | 26 | 35 | 4 | 6 | | | | | | |
| | 2.4% | 1.5% | 2.1% | 2.8% | 2.0% | 2.7% | 2.4% | 2.8% I | 1.2% | 2.2% | | | | | | |
| 15228 | 31 | 4 | 11 | 16 | 5 | 3 | 23 | 24 | 4 | 1 | | | | | | |
| | 1.6% | 1.5% | 1.6% | 1.6% | 0.9% | 0.9% | 2.2% Ef | 1.9% J | 1.2% | 0.4% | | | | | | |
| 15229 | 17 | 3 | 3 | 11 | 3 | 3 | 11 | 13 | 1 | 3 | | | | | | |
| | 0.9% | 1.1% | 0.4% | 1.1% c | 0.6% | 0.9% | 1.0% | 1.0% i | 0.3% | 1.1% | | | | | | |
| 15232 | 98 | 19 | 43 | 36 | 25 | 10 | 63 | 53 | 34 | 6 | | | | | | |
| | 5.0% | 7.3% D | 6.2% D | 3.7% | 4.7% | 3.0% | 5.9% F | 4.2% j | 10.4% HJ | 2.2% | | | | | | |
| 15233 | 10 | 1 | 1 | 8 | 4 | 1 | 5 | 4 | 1 | 4 | | | | | | |
| | 0.5% | 0.4% | 0.1% | 0.8% C | 0.7% | 0.3% | 0.5% | 0.3% | 0.3% | 1.5% | | | | | | |
| 15234 | 29 | 1 | 12 | 16 | 6 | 3 | 20 | 27 | 1 | - | | | | | | |
| | 1.5% | 0.4% | 1.7% B | 1.6% B | 1.1% | 0.9% | 1.9% | 2.2% I | 0.3% | | | | | | | |
| 15235 | 30 | 4 | 5 | 21 | 5 | 9 | 16 | 22 | 2 | 6 | | | | | | |
| | 1.5% | 1.5% | 0.7% | 2.1% C | 0.9% | 2.7% e | 1.5% | 1.8% I | 0.6% | 2.2% | | | | | | |
| 15236 | 48 | 3 | 14 | 31 | 11 | 8 | 29 | 42 | 1 | 4 | | | | | | |
| | 2.5% | 1.1% | 2.0% | 3.2% B | 2.0% | 2.4% | 2.7% | 3.4% IJ | 0.3% | 1.5% | | | | | | |
| 15237 | 17 | 1 | 5 | 11 | 4 | 3 | 10 | 15 | - | 2 | | | | | | |
| | 0.9% | 0.4% | 0.7% | 1.1% | 0.7% | 0.9% | 0.9% | 1.2% | | 0.7% | | | | | | |
| 15238 | 2 | - | 2 | - | 1 | 1 | - | - | - | - | | | | | | |
| | 0.1% | | 0.3% | | 0.2% | 0.3% | | | | | | | | | | |
| 15239 | 11 | 1 | 6 | 4 | 3 | 4 | 4 | 8 | 2 | 1 | | | | | | |
| | 0.6% | 0.4% | 0.9% | 0.4% | 0.6% | 1.2% | 0.4% | 0.6% | 0.6% | 0.4% | | | | | | |
| 15241 | 14 | 2 | 9 | 3 | 3 | 2 | 9 | 11 | 2 | 1 | | | | | | |
| | 0.7% | 0.8% | 1.3% D | 0.3% | 0.6% | 0.6% | 0.8% | 0.9% | 0.6% | 0.4% | | | | | | |
| 15243 | 13 | - | 4 | 9 | 1 | 4 | 8 | 9 | - | 1 | | | | | | |
| | 0.7% | | 0.6% | 0.9% | 0.2% | 1.2% | 0.7% e | 0.7% | | 0.4% | | | | | | |
| 15275 | 1 | 1 | - | - | - | - | 1 | 1 | - | - | | | | | | |
| | 0.1% | 0.4% | | | | | 0.1% | 0.1% | | | | | | | | |
| 15282 | 1 | - | 1 | - | - | 1 | - | 1 | - | - | | | | | | |
| | 0.1% | | 0.1% | | | 0.3% | | 0.1% | | | | | | | | |
| 15289 | 1 | 1 | - | - | 1 | - | - | - | 1 | - | | | | | | |
| | 0.1% | 0.4% | | | 0.2% | | | | 0.3% | | | | | | | |
| 15301 | 4 | - | 3 | 1 | - | 1 | 3 | 2 | 1 | 1 | | | | | | |
| | 0.2% | | 0.4% | 0.1% | | 0.3% | 0.3% | 0.2% | 0.3% | 0.4% | | | | | | |
| 15317 | 9 | - | 2 | 7 | 1 | - | 8 | 8 | - | - | | | | | | |
| | 0.5% | | 0.3% | 0.7% | 0.2% | | 0.7% e | 0.6% | | | | | | | | |
| 15330 | 1 | - | - | 1 | 1 | - | - | - | - | 1 | | | | | | |
| | 0.1% | | | 0.1% | 0.2% | | | | | 0.4% | | | | | | |
| 15332 | 4 | - | 2 | 2 | - | - | 4 | 3 | - | 1 | | | | | | |
| | 0.2% | | 0.3% | 0.2% | | | 0.4% | 0.2% | | 0.4% | | | | | | |
| 15367 | 4 | - | 1 | 3 | 2 | 2 | - | 3 | 1 | - | | | | | | |
| | 0.2% | | 0.1% | 0.3% | 0.4% | 0.6% | | 0.2% | 0.3% | | | | | | | |
| 15438 | 1 | - | 1 | - | - | 1 | - | - | 1 | - | | | | | | |
| | 0.1% | | 0.1% | | | 0.3% | | | 0.3% | | | | | | | |
| 15486 | 1 | - | 1 | - | - | - | 1 | 1 | - | - | | | | | | |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | | | | | | | |
| 15488 | 1 | - | - | 1 | - | 1 | - | - | - | - | | | | | | |
| | 0.1% | | | 0.1% | | 0.3% | | | | | | | | | | |
| 15521 | 1 | - | - | 1 | - | 1 | - | 1 | - | - | | | | | | |
| | 0.1% | | | 0.1% | | 0.3% | | 0.1% | | | | | | | | |
| 15601 | 1 | - | 1 | - | - | - | 1 | 1 | - | - | | | | | | |
| | 0.1% | | 0.1% | | | | 0.1% | 0.1% | | | | | | | | |
| 15613 | 3 | - | 2 | 1 | 1 | - | 2 | 3 | - | - | | | | | | |
| | 0.2% | | 0.3% | 0.1% | 0.2% | | 0.2% | 0.2% | | | | | | | | |
| 15618 | 2 | 1 | - | 1 | 1 | - | 1 | 1 | - | 1 | | | | | | |
| | 0.1% | 0.4% | | 0.1% | 0.2% | | 0.1% | 0.1% | | 0.4% | | | | | | |
| 15632 | 2 | - | - | 2 | - | 1 | 1 | 2 | - | - | | | | | | |
| | 0.1% | | | 0.2% | | 0.3% | 0.1% | 0.2% | | | | | | | | |

Comparison Groups: BCD/EFH/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7. What is your home ZIP code?

| | 2014 USAGE BANNER | | | | | | | | | |
|-------|-------------------|----------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|---------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| 15636 | 1 0.1% | - | 1 0.1% | - | 1 0.2% | - | - | 1 0.1% | - | - |
| 15642 | 7 0.4% | 2 0.8% | 4 0.6% | 1 0.1% | 4 0.7% | 1 0.3% | 2 0.2% | 5 0.4% | - | 1 0.4% |
| 15644 | 2 0.1% | - | - | 2 0.2% | 2 0.4% | - | - | - | - | 1 0.4% |
| 15650 | 1 0.1% | 1 0.4% | - | - | 1 0.2% | - | - | 1 0.1% | - | - |
| 15656 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | 1 0.1% | - | - |
| 15668 | 3 0.2% | - | 1 0.1% | 2 0.2% | 2 0.4% | 1 0.3% | - | 2 0.2% | - | - |
| 15728 | 1 0.1% | - | 1 0.1% | - | 1 0.2% | - | - | 1 0.1% | - | - |
| 16001 | 2 0.1% | 1 0.4% | - | 1 0.1% | - | 1 0.3% | 1 0.1% | 2 0.2% | - | - |
| 16046 | 3 0.2% | 3 1.1% | - | - | 1 0.2% | 1 0.3% | 1 0.1% | - | - | 2 0.7% |
| 16055 | 1 0.1% | - | 1 0.1% | - | - | - | 1 0.1% | 1 0.1% | - | - |
| 16063 | 1 0.1% | 1 0.4% | - | - | - | - | 1 0.1% | - | - | - |
| 16066 | 1 0.1% | - | 1 0.1% | - | 1 0.2% | - | - | - | - | 1 0.4% |
| 16229 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | 1 0.1% | - | - |
| 16505 | 1 0.1% | - | 1 0.1% | - | - | 1 0.3% | - | - | 1 0.3% | - |
| 17331 | 1 0.1% | - | 1 0.1% | - | 1 0.2% | - | - | - | 1 0.3% | - |
| 17349 | 1 0.1% | 1 0.4% | - | - | 1 0.2% | - | - | - | - | - |
| 19341 | 1 0.1% | - | 1 0.1% | - | 1 0.2% | - | - | - | 1 0.3% | - |
| 55812 | 1 0.1% | - | 1 0.1% | - | - | 1 0.3% | - | 1 0.1% | - | - |
| 99999 | 4 0.2% | 2 0.8% | 2 0.3% | - | 2 0.4% | 1 0.3% | 1 0.1% | 3 0.2% | - | 1 0.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table RH7A](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH7a. What is your typical destination ZIP code when using services?

| | 2014 USAGE BANNER | | | | | | | | | |
|-------|-------------------|----------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|---------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| 0 | 2 0.1% | - | - | 2 0.2% | 1 0.2% | - | 1 0.1% | 1 0.1% | - | 1 0.4% |
| 12555 | 1 0.1% | - | 1 0.1% | - | - | 1 0.3% | - | 1 0.1% | - | - |
| 15000 | 1 0.1% | 1 0.4% | - | - | - | - | 1 0.1% | - | 1 0.3% | - |
| 15017 | 1 0.1% | - | 1 0.1% | - | - | 1 0.3% | - | 1 0.1% | - | - |
| 15026 | 1 0.1% | - | 1 0.1% | - | - | - | 1 0.1% | 1 0.1% | - | - |
| 15045 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | 1 0.1% | - | - |
| 15090 | 1 0.1% | 1 0.4% | - | - | - | - | 1 0.1% | 1 0.1% | - | - |
| 15102 | 4 0.2% | - | 2 0.3% | 2 0.2% | 1 0.2% | 1 0.3% | 2 0.2% | 4 0.3% | - | - |
| 15108 | 2 0.1% | 1 0.4% | - | 1 0.1% | 1 0.2% | 1 0.3% | - | 1 0.1% | - | 1 0.4% |
| 15112 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.4% |
| 15114 | 2 0.1% | - | - | 2 0.2% | 2 0.4% | - | - | 1 0.1% | 1 0.3% | - |
| 15120 | 7 0.4% | - | 2 0.3% | 5 0.5% | 2 0.4% | 1 0.3% | 4 0.4% | 4 0.3% | 1 0.3% | 2 0.7% |
| 15121 | 1 0.1% | - | - | 1 0.1% | 1 0.2% | - | - | - | 1 0.3% | - |
| 15122 | 6 0.3% | - | 1 0.1% | 5 0.5% | 1 0.2% | - | 5 0.5% | 5 0.4% | - | 1 0.4% |
| 15123 | 2 0.1% | - | 2 0.3% | - | 1 0.2% | - | 1 0.1% | 1 0.1% | 1 0.3% | - |
| 15129 | 3 0.2% | 2 0.8% | - | 1 0.1% | - | 1 0.3% | 2 0.2% | 3 0.2% | - | - |
| 15132 | 1 0.1% | - | - | 1 0.1% | - | 1 0.3% | - | - | - | 1 0.4% |
| 15136 | 3 0.2% | - | 1 0.1% | 2 0.2% | 2 0.4% | - | 1 0.1% | - | - | 3 1.1% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | YEARS OF USAGE | | | | | | | | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------|----------------|--------|-------------|-------------|------------|--------|------------|-------------|--------------|------------|--------------|--|--|----------------|--|--|
| | 2014 TOTAL | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/Ticket | Special Pass | Cash | | | | | | |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 | | | | | | |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| 15137 | 5 | - | 1 | 4 | 1 | - | 4 | 2 | - | 3 | | | | | | |
| | 0.3% | - | 0.1% | 0.4% | 0.2% | - | 0.4% | 0.2% | - | 1.1% | | | | | | |
| 15140 | 1 | - | 1 | - | - | 1 | - | - | - | 1 | | | | | | |
| | 0.1% | - | 0.1% | - | - | 0.3% | - | - | - | 0.4% | | | | | | |
| 15143 | 5 | - | 2 | 3 | 2 | 2 | 1 | 3 | 1 | 1 | | | | | | |
| | 0.3% | - | 0.3% | 0.3% | 0.4% | 0.6% | 0.1% | 0.2% | 0.3% | 0.4% | | | | | | |
| 15144 | 1 | - | - | 1 | 1 | - | - | - | - | 1 | | | | | | |
| | 0.1% | - | - | 0.1% | 0.2% | - | - | - | - | 0.4% | | | | | | |
| 15146 | 5 | - | - | 5 | 2 | - | 3 | 4 | - | 1 | | | | | | |
| | 0.3% | - | - | 0.5% | 0.4% | - | 0.3% | 0.3% | - | 0.4% | | | | | | |
| 15201 | 12 | 3 | 6 | 3 | 6 | 2 | 4 | 5 | 1 | 6 | | | | | | |
| | 0.6% | 1.1% | 0.9% | 0.3% | 1.1% | 0.6% | 0.4% | 0.4% | 0.3% | 2.2% HI | | | | | | |
| 15202 | 7 | 2 | 1 | 4 | 2 | 2 | 3 | 5 | - | 2 | | | | | | |
| | 0.4% | 0.8% | 0.1% | 0.4% | 0.4% | 0.6% | 0.3% | 0.4% | - | 0.7% | | | | | | |
| 15203 | 33 | 3 | 13 | 17 | 7 | 6 | 20 | 23 | 6 | 4 | | | | | | |
| | 1.7% | 1.1% | 1.9% | 1.7% | 1.3% | 1.8% | 1.9% | 1.8% | 1.8% | 1.5% | | | | | | |
| 15204 | 2 | 1 | 1 | - | - | - | 2 | 2 | - | - | | | | | | |
| | 0.1% | 0.4% | 0.1% | - | - | - | 0.2% | 0.2% | - | - | | | | | | |
| 15205 | 8 | - | 1 | 7 | - | 1 | 7 | 6 | 1 | 1 | | | | | | |
| | 0.4% | - | 0.1% | 0.7% c | - | 0.3% | 0.7% | 0.5% | 0.3% | 0.4% | | | | | | |
| 15206 | 50 | 9 | 15 | 26 | 11 | 7 | 32 | 23 | 17 | 9 | | | | | | |
| | 2.6% | 3.4% | 2.1% | 2.7% | 2.0% | 2.1% | 3.0% | 1.8% | 5.2% H | 3.3% | | | | | | |
| 15207 | 4 | - | 1 | 3 | - | 1 | 3 | 4 | - | - | | | | | | |
| | 0.2% | - | 0.1% | 0.3% | - | 0.3% | 0.3% | 0.3% | - | - | | | | | | |
| 15208 | 5 | - | 3 | 2 | 2 | - | 3 | 2 | 1 | 1 | | | | | | |
| | 0.3% | - | 0.4% | 0.2% | 0.4% | - | 0.3% | 0.2% | 0.3% | 0.4% | | | | | | |
| 15209 | 1 | - | 1 | - | - | - | 1 | 1 | - | - | | | | | | |
| | 0.1% | - | 0.1% | - | - | - | 0.1% | 0.1% | - | - | | | | | | |
| 15210 | 6 | - | 2 | 4 | 4 | - | 2 | 3 | - | 3 | | | | | | |
| | 0.3% | - | 0.3% | 0.4% | 0.7% | - | 0.2% | 0.2% | - | 1.1% | | | | | | |
| 15211 | 2 | 1 | - | 1 | 2 | - | - | 1 | - | 1 | | | | | | |
| | 0.1% | 0.4% | - | 0.1% | 0.4% | - | - | 0.1% | - | 0.4% | | | | | | |
| 15212 | 64 | 10 | 15 | 39 | 22 | 7 | 35 | 44 | 5 | 11 | | | | | | |
| | 3.3% | 3.8% | 2.1% | 4.0% c | 4.1% f | 2.1% | 3.3% | 3.5% i | 1.5% | 4.1% i | | | | | | |
| 15213 | 222 | 23 | 105 | 94 | 53 | 43 | 126 | 64 | 110 | 19 | | | | | | |
| | 11.4% | 8.8% | 15.0% BD | 9.6% | 9.9% | 12.8% | 11.8% | 5.1% | 33.7% HJ | 7.1% | | | | | | |
| 15214 | 3 | 1 | 1 | 1 | - | 1 | 2 | 2 | - | - | | | | | | |
| | 0.2% | 0.4% | 0.1% | 0.1% | - | 0.3% | 0.2% | 0.2% | - | - | | | | | | |
| 15215 | 2 | - | 1 | 1 | - | - | 2 | 2 | - | - | | | | | | |
| | 0.1% | - | 0.1% | 0.1% | - | - | 0.2% | 0.2% | - | - | | | | | | |
| 15216 | 8 | - | 2 | 6 | 2 | 2 | 4 | 7 | - | 1 | | | | | | |
| | 0.4% | - | 0.3% | 0.6% | 0.4% | 0.6% | 0.4% | 0.6% | - | 0.4% | | | | | | |
| 15217 | 26 | 3 | 7 | 16 | 16 | 4 | 6 | 9 | 11 | 6 | | | | | | |
| | 1.3% | 1.1% | 1.0% | 1.6% | 3.0% fG | 1.2% | 0.6% | 0.7% | 3.4% H | 2.2% | | | | | | |
| 15218 | 2 | 1 | 1 | - | 1 | - | 1 | 1 | 1 | - | | | | | | |
| | 0.1% | 0.4% | 0.1% | - | 0.2% | - | 0.1% | 0.1% | 0.3% | - | | | | | | |
| 15219 | 299 | 25 | 115 | 159 | 66 | 53 | 180 | 252 | 7 | 27 | | | | | | |
| | 15.4% | 9.5% | 16.5% B | 16.2% B | 12.3% | 15.8% | 16.9% E | 20.1% IJ | 2.1% | 10.0% I | | | | | | |
| 15220 | 11 | 2 | 3 | 6 | 3 | 1 | 7 | 8 | - | 3 | | | | | | |
| | 0.6% | 0.8% | 0.4% | 0.6% | 0.6% | 0.3% | 0.7% | 0.6% | - | 1.1% | | | | | | |
| 15221 | 13 | - | 4 | 9 | 3 | 5 | 5 | 9 | 2 | 2 | | | | | | |
| | 0.7% | - | 0.6% | 0.9% | 0.6% | 1.5% | 0.5% | 0.7% | 0.6% | 0.7% | | | | | | |
| 15222 | 547 | 64 | 184 | 299 | 140 | 94 | 313 | 457 | 20 | 53 | | | | | | |
| | 28.2% | 24.4% | 26.4% | 30.5% Bc | 26.1% | 28.0% | 29.3% | 36.5% IJ | 6.1% | 19.7% I | | | | | | |
| 15223 | 8 | 3 | 2 | 3 | 5 | 1 | 2 | 6 | - | 2 | | | | | | |
| | 0.4% | 1.1% | 0.3% | 0.3% | 0.9% g | 0.3% | 0.2% | 0.5% | - | 0.7% | | | | | | |
| 15224 | 9 | - | 3 | 6 | 4 | 1 | 4 | 6 | 2 | 1 | | | | | | |
| | 0.5% | - | 0.4% | 0.6% | 0.7% | 0.3% | 0.4% | 0.5% | 0.6% | 0.4% | | | | | | |
| 15225 | 3 | 2 | 1 | - | 1 | 2 | - | 3 | - | - | | | | | | |
| | 0.2% | 0.8% | 0.1% | - | 0.2% | 0.6% | - | 0.2% | - | - | | | | | | |
| 15226 | 2 | - | - | 2 | 1 | - | 1 | 1 | - | 1 | | | | | | |
| | 0.1% | - | - | 0.2% | 0.2% | - | 0.1% | 0.1% | - | 0.4% | | | | | | |
| 15227 | 4 | 1 | - | 3 | 3 | - | 1 | 2 | - | 1 | | | | | | |
| | 0.2% | 0.4% | - | 0.3% | 0.6% | - | 0.1% | 0.2% | - | 0.4% | | | | | | |
| 15228 | 6 | 1 | 2 | 3 | 1 | 3 | 2 | 4 | 1 | 1 | | | | | | |
| | 0.3% | 0.4% | 0.3% | 0.3% | 0.2% | 0.9% | 0.2% | 0.3% | 0.3% | 0.4% | | | | | | |
| 15229 | 1 | - | - | 1 | - | - | 1 | 1 | - | - | | | | | | |
| | 0.1% | - | - | 0.1% | - | - | 0.1% | 0.1% | - | - | | | | | | |
| 15230 | 4 | 1 | 1 | 2 | 2 | - | 2 | 2 | - | 2 | | | | | | |
| | 0.2% | 0.4% | 0.1% | 0.2% | 0.4% | - | 0.2% | 0.2% | - | 0.7% | | | | | | |
| 15231 | 2 | 1 | 1 | - | 1 | - | 1 | 1 | - | 1 | | | | | | |
| | 0.1% | 0.4% | 0.1% | - | 0.2% | - | 0.1% | 0.1% | - | 0.4% | | | | | | |
| 15232 | 26 | 3 | 11 | 12 | 5 | 6 | 15 | 12 | 8 | 6 | | | | | | |
| | 1.3% | 1.1% | 1.6% | 1.2% | 0.9% | 1.8% | 1.4% | 1.0% | 2.5% h | 2.2% | | | | | | |
| 15233 | 8 | 2 | 2 | 4 | 1 | 3 | 4 | 5 | 1 | 2 | | | | | | |
| | 0.4% | 0.8% | 0.3% | 0.4% | 0.2% | 0.9% | 0.4% | 0.4% | 0.3% | 0.7% | | | | | | |
| 15234 | 4 | - | 3 | 1 | 1 | - | 3 | 3 | - | - | | | | | | |
| | 0.2% | - | 0.4% | 0.1% | 0.2% | - | 0.3% | 0.2% | - | - | | | | | | |
| 15235 | 7 | 1 | 2 | 4 | 1 | 2 | 4 | 7 | - | - | | | | | | |
| | 0.4% | 0.4% | 0.3% | 0.4% | 0.2% | 0.6% | 0.4% | 0.6% | - | - | | | | | | |
| 15236 | 3 | - | 2 | 1 | 2 | - | 1 | 2 | - | 1 | | | | | | |
| | 0.2% | - | 0.3% | 0.1% | 0.4% | - | 0.1% | 0.2% | - | 0.4% | | | | | | |
| 15237 | 6 | 1 | 3 | 2 | 1 | - | 5 | 6 | - | - | | | | | | |
| | 0.3% | 0.4% | 0.4% | 0.2% | 0.2% | - | 0.5% | 0.5% | - | - | | | | | | |
| 15238 | 3 | - | - | 3 | - | - | 3 | 3 | - | - | | | | | | |
| | 0.2% | - | - | 0.3% | - | - | 0.3% | 0.2% | - | - | | | | | | |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

RH7a. What is your typical destination ZIP code when using services?

| | 2014 USAGE | | | | | | | | | |
|-------|-------------------|-------------------|-------------------|-----------------|-------------------|------------------|-----------------|------------------------|------------------------|------------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| 15241 | 4 0.2% | 1 0.4% | 1 0.1% | 2 0.2% | - | - | 4 0.4% | 2 0.2% | 1 0.3% | 1 0.4% |
| 15242 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | 1 0.1% | - | - |
| 15250 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.4% |
| 15252 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | 1 0.1% | - | - |
| 15253 | 1 0.1% | - | - | 1 0.1% | - | 1 0.3% | - | 1 0.1% | - | - |
| 15254 | 1 0.1% | - | 1 0.1% | - | - | - | 1 0.1% | 1 0.1% | - | - |
| 15258 | 19 1.0% | - | 3 0.4% | 16 1.6% C | 4 0.7% | 1 0.3% | 14 1.3% F | 17 1.4% J | 1 0.3% | 1 0.4% |
| 15259 | 21 1.1% | - | 8 1.1% | 13 1.3% | 3 0.6% | 3 0.9% | 15 1.4% e | 20 1.6% | - | - |
| 15260 | 47 2.4% | 8 3.1% | 21 3.0% | 18 1.8% | 11 2.0% | 7 2.1% | 29 2.7% | 1 0.1% | 32 9.8% HJ | 2 0.7% |
| 15261 | 11 0.6% | 2 0.8% | 2 0.3% | 7 0.7% | 2 0.4% | 1 0.3% | 8 0.7% | 1 0.1% | 6 1.8% H | - |
| 15262 | 9 0.5% | - | 2 0.3% | 7 0.7% | 3 0.6% | 3 0.9% | 3 0.3% | 9 0.7% | - | - |
| 15272 | 6 0.3% | 1 0.4% | 3 0.4% | 2 0.2% | - | - | 6 0.6% | 5 0.4% | - | - |
| 15275 | 3 0.2% | - | 1 0.1% | 2 0.2% | 1 0.2% | - | 2 0.2% | 3 0.2% | - | - |
| 15282 | 12 0.6% | 4 1.5% | 5 0.7% | 3 0.3% | 2 0.4% | - | 10 0.9% | 11 0.9% | 1 0.3% | - |
| 15289 | 3 0.2% | 1 0.4% | 1 0.1% | 1 0.1% | 3 0.6% | - | - | - | 3 0.9% | - |
| 15312 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.4% |
| 15313 | 1 0.1% | - | 1 0.1% | - | - | - | 1 0.1% | - | 1 0.3% | - |
| 15324 | 1 0.1% | - | 1 0.1% | - | - | - | 1 0.1% | 1 0.1% | - | - |
| 15666 | 1 0.1% | - | - | 1 0.1% | - | 1 0.3% | - | 1 0.1% | - | - |
| 17504 | 1 0.1% | 1 0.4% | - | - | - | - | 1 0.1% | 1 0.1% | - | - |
| 19131 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | 1 0.1% | - | - |
| 19222 | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.1% | - | - | 1 0.4% |
| 25203 | 1 0.1% | - | 1 0.1% | - | 1 0.2% | - | - | - | - | 1 0.4% |
| 52222 | 1 0.1% | - | 1 0.1% | - | - | 1 0.3% | - | 1 0.1% | - | - |
| 99999 | 312 16.1% | 75 28.6% CD | 116 16.6% D | 121 12.3% | 120 22.3% G | 61 18.2% G | 131 12.3% | 147 11.7% | 81 24.8% H | 77 28.6% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table RH7B](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH7b. In what county do you reside?

| | 2014 USAGE | | | | | | | | | |
|---------------------|-------------------|-----------------|-------------------|-------------------|-----------------|---------------|--------------------|------------------------|------------------------|----------------|
| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Allegheny County | 1832 94.4% | 240 91.6% | 662 94.8% b | 930 94.8% b | 496 92.4% | 315 93.8% | 1021 95.6% E | 1186 94.7% | 314 96.3% J | 249 92.6% |
| Westmoreland County | 30 1.5% | 6 2.3% | 10 1.4% | 14 1.4% | 14 2.6% G | 5 1.5% | 11 1.0% | 24 1.9% | - | 3 1.1% |
| Washington County | 29 1.5% | 1 0.4% | 9 1.3% | 19 1.9% B | 9 1.7% | 4 1.2% | 16 1.5% | 18 1.4% | 3 0.9% | 7 2.6% |
| Beaver County | 21 1.1% | 3 1.1% | 6 0.9% | 12 1.2% | 5 0.9% | 6 1.8% | 10 0.9% | 13 1.0% i | 1 0.3% | 5 1.9% i |
| Butler County | 8 0.4% | 5 1.9% cD | 2 0.3% | 1 0.1% | 2 0.4% | 2 0.6% | 4 0.4% | 3 0.2% | - | 3 1.1% |
| Fayette County | 6 0.3% | 2 0.8% | 2 0.3% | 2 0.2% | 3 0.6% | 2 0.6% | 1 0.1% | 3 0.2% | 2 0.6% | - |
| Other | 15 0.8% | 5 1.9% d | 7 1.0% d | 3 0.3% | 8 1.5% g | 2 0.6% | 5 0.5% | 6 0.5% | 6 1.8% h | 2 0.7% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH8. How often do you use a Park and Ride?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------|----------------------|----------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| All/most of the time | 302 | 34 | 89 | 179 | 51 | 58 | 193 | 259 | 11 | 16 |
| | 15.6% | 13.0% | 12.8% | 18.2% BC | 9.5% | 17.3% E | 18.1% E | 20.7% IJ | 3.4% | 5.9% |
| Occasionally | 248 | 28 | 79 | 141 | 80 | 50 | 118 | 166 | 25 | 45 |
| | 12.8% | 10.7% | 11.3% | 14.4% bc | 14.9% G | 14.9% g | 11.0% | 13.2% I | 7.7% | 16.7% I |
| Never | 1391 | 200 | 530 | 661 | 406 | 228 | 757 | 828 | 290 | 208 |
| | 71.7% | 76.3% D | 75.9% D | 67.4% | 75.6% FG | 67.9% | 70.9% | 66.1% | 89.0% HJ | 77.3% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH10

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH10. In addition to the Port Authority, do you ride any other regional transit services?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------|----------------------|----------------|------------|-----------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 189 | 29 | 67 | 93 | 61 | 42 | 86 | 117 | 33 | 31 |
| | 9.7% | 11.1% | 9.6% | 9.5% | 11.4% G | 12.5% G | 8.1% | 9.3% | 10.1% | 11.5% |
| No | 1752 | 233 | 631 | 888 | 476 | 294 | 982 | 1136 | 293 | 238 |
| | 90.3% | 88.9% | 90.4% | 90.5% | 88.6% | 87.5% | 91.9% EF | 90.7% | 89.9% | 88.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RH10A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RH10a. What other regional transit service(s) do you use?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Base - Ride Other Transit | 189 | 29 | 67 | 93 | 61 | 42 | 86 | 117 | 33 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Port Authority of Allegheny County | 78 | 15 | 32 | 31 | 20 | 20 | 38 | 51 | 14 | 10 |
| | 41.3% | 51.7% d | 47.8% d | 33.3% | 32.8% | 47.6% | 44.2% | 43.6% | 42.4% | 32.3% |
| Westmoreland County Transit Authority (WCTA) | 26 | 4 | 7 | 15 | 8 | 6 | 12 | 18 | 3 | 3 |
| | 13.8% | 13.8% | 10.4% | 16.1% | 13.1% | 14.3% | 14.0% | 15.4% | 9.1% | 9.7% |
| Beaver County Transit Authority (BCTA) | 22 | 3 | 4 | 15 | 6 | 6 | 10 | 17 | 2 | 2 |
| | 11.6% | 10.3% | 6.0% | 16.1% C | 9.8% | 14.3% | 11.6% | 14.5% | 6.1% | 6.5% |
| MidMon Valley Transit Authority (MMTVA) | 15 | 2 | 6 | 7 | 4 | 2 | 9 | 13 | 1 | 1 |
| | 7.9% | 6.9% | 9.0% | 7.5% | 6.6% | 4.8% | 10.5% | 11.1% ij | 3.0% | 3.2% |
| Washington County Transit Authority (Washington Rides) | 13 | 1 | 3 | 9 | 3 | 1 | 9 | 10 | 1 | 2 |
| | 6.9% | 3.4% | 4.5% | 9.7% | 4.9% | 2.4% | 10.5% F | 8.5% | 3.0% | 6.5% |
| Fayette County Transit Authority (FACT) | 5 | 2 | - | 3 | - | 1 | 4 | 5 | - | - |
| | 2.6% | 6.9% | | 3.2% | | 2.4% | 4.7% | 4.3% | | |
| Butler Transit Authority (BTA) | 2 | - | - | 2 | - | - | 2 | 2 | - | - |
| | 1.1% | | | 2.2% | | | 2.3% | 1.7% | | |
| Other | 71 | 9 | 27 | 35 | 25 | 12 | 34 | 38 | 14 | 16 |
| | 37.6% | 31.0% | 40.3% | 37.6% | 41.0% | 28.6% | 39.5% | 32.5% | 42.4% | 51.6% h |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

PM1. What form of payment do you use most often to ride the Port Authority system?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|-------------|--------------|-------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Monthly Pass | 537 | 59 | 180 | 298 | 70 | 56 | 411 | 537 | - | - |
| | 27.7% | 22.5% | 25.8% | 30.4% BC | 13.0% | 16.7% | 38.5% EF | 42.9% | | |
| Stored Cash Value | 440 | 51 | 170 | 219 | 133 | 101 | 206 | 440 | - | - |
| | 22.7% | 19.5% | 24.4% b | 22.3% | 24.8% G | 30.1% eG | 19.3% | 35.1% | | |
| Weekly Pass | 167 | 21 | 50 | 96 | 20 | 29 | 118 | 167 | - | - |
| | 8.6% | 8.0% | 7.2% c | 9.8% c | 3.7% | 8.6% E | 11.0% E | 13.3% | | |
| Tickets | 50 | 4 | 13 | 33 | 16 | 15 | 19 | 50 | - | - |
| | 2.6% | 1.5% | 1.9% bc | 3.4% bc | 3.0% | 4.5% G | 1.8% | 4.0% | | |
| Annual Pass | 43 | 6 | 16 | 21 | 4 | 4 | 35 | 43 | - | - |
| | 2.2% | 2.3% | 2.3% | 2.1% | 0.7% | 1.2% | 3.3% EF | 3.4% | | |
| Disability or half-fare pass | 34 | 2 | 6 | 26 | 17 | 7 | 10 | - | 34 | - |
| | 1.8% | 0.8% | 0.9% | 2.7% BC | 3.2% G | 2.1% | 0.9% | | 10.4% | |
| 10-trip pass | 16 | 3 | 2 | 11 | 5 | 6 | 5 | 16 | - | - |
| | 0.8% | 1.1% | 0.3% C | 1.1% C | 0.9% | 1.8% g | 0.5% | 1.3% | | |
| Other | 93 | 19 | 30 | 44 | 31 | 16 | 46 | - | - | - |
| | 4.8% | 7.3% c | 4.3% | 4.5% | 5.8% | 4.8% | 4.3% | | | |
| (Net) Don't purchase card/pass/tickets | 561 | 97 | 231 | 233 | 241 | 102 | 218 | - | 292 | 269 |
| | 28.9% | 37.0% D | 33.1% D | 23.8% | 44.9% FG | 30.4% G | 20.4% | | 89.6% | 100.0% I |
| -Pay cash | 269 | 45 | 75 | 149 | 155 | 51 | 63 | - | - | 269 |
| | 13.9% | 17.2% C | 10.7% | 15.2% C | 28.9% FG | 15.2% G | 5.9% | | | 100.0% |
| -Student ID | 260 | 52 | 151 | 57 | 75 | 42 | 143 | - | 260 | - |
| | 13.4% | 19.8% D | 21.6% D | 5.8% | 14.0% | 12.5% | 13.4% | | 79.8% | |
| -Senior Citizen Pass (persons 65+) | 32 | - | 5 | 27 | 11 | 9 | 12 | - | 32 | - |
| | 1.6% | | 0.7% | 2.8% C | 2.0% | 2.7% q | 1.1% | | 9.8% | |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

PM2. Where do you purchase your Port Authority cards, passes or tickets most often?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|-------------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Base - Purchase Card/Pass/Tickets | 1380 | 165 | 467 | 748 | 296 | 234 | 850 | 1253 | 34 | - |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | |
| Giant Eagle/other retail site | 336 | 52 | 111 | 173 | 87 | 60 | 189 | 319 | 10 | - |
| | 24.3% | 31.5% cD | 23.8% | 23.1% | 29.4% G | 25.6% | 22.2% | 25.5% | 29.4% | |
| Through employer/work | 311 | 27 | 109 | 175 | 39 | 41 | 231 | 284 | - | - |
| | 22.5% | 16.4% | 23.3% B | 23.4% B | 13.2% | 17.5% | 27.2% EF | 22.7% | | |
| Port Authority Downtown Service Center | 194 | 18 | 48 | 128 | 49 | 34 | 111 | 180 | 9 | - |
| | 14.1% | 10.9% | 10.3% | 17.1% BC | 16.6% | 14.5% | 13.1% | 14.4% | 26.5% | |
| T and/or Bus station | 122 | 18 | 49 | 55 | 35 | 29 | 58 | 118 | 1 | - |
| | 8.8% | 10.9% | 10.5% d | 7.4% | 11.8% G | 12.4% G | 6.8% | 9.4% I | 2.9% | |
| ConnectCard machines (TVM's) | 70 | 16 | 24 | 30 | 21 | 13 | 36 | 25 | 5 | - |
| | 5.1% | 9.7% cD | 5.1% | 4.0% | 7.1% g | 5.6% | 4.2% | 2.0% | 14.7% H | |
| Issued through a public service agency | 21 | 2 | 5 | 14 | 7 | 5 | 9 | 14 | 4 | - |
| | 1.5% | 1.2% | 1.1% | 1.9% | 2.4% | 2.1% | 1.1% | 1.1% | 11.8% h | |
| Port Authority Website | 7 | 2 | 3 | 2 | 4 | 1 | 2 | 7 | - | - |
| | 0.5% | 1.2% | 0.6% | 0.3% | 1.4% | 0.4% | 0.2% | 0.6% | | |
| Mail | 5 | 1 | 1 | 3 | 1 | - | 4 | 5 | - | - |
| | 0.4% | 0.6% | 0.2% | 0.4% | 0.3% | | 0.5% | 0.4% | | |
| South Hills Village parking garage | - | - | - | - | - | - | - | - | - | - |
| Other | 314 | 29 | 117 | 168 | 53 | 51 | 210 | 301 | 5 | - |
| | 22.8% | 17.6% | 25.1% B | 22.5% | 17.9% | 21.8% | 24.7% E | 24.0% | 14.7% | |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

PM3. Which, if any, of the following additional fare products would you like to see the Port Authority offer?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|-------------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Rolling passes (annual/monthly/weekly) | 870 | 128 | 325 | 417 | 201 | 146 | 523 | 598 | 115 | 126 |
| | 44.8% | 48.9% d | 46.6% d | 42.5% | 37.4% | 43.5% e | 49.0% Ef | 47.7% I | 35.3% | 46.8% I |
| Special event day/night/weekend passes (unlimited trips) | 706 | 83 | 263 | 360 | 213 | 130 | 363 | 407 | 131 | 130 |
| | 36.4% | 31.7% | 37.7% b | 36.7% | 39.7% G | 38.7% | 34.0% | 32.5% | 40.2% H | 48.3% HI |
| One-day pass (unlimited trips) | 678 | 67 | 233 | 378 | 191 | 125 | 362 | 423 | 118 | 105 |
| | 34.9% | 25.6% | 33.4% B | 38.5% BC | 35.6% | 37.2% | 33.9% | 33.8% | 36.2% | 39.0% |
| Three-day pass (unlimited trips) | 582 | 60 | 205 | 317 | 145 | 112 | 325 | 331 | 129 | 95 |
| | 30.0% | 22.9% | 29.4% B | 32.3% B | 27.0% | 33.3% E | 30.4% | 26.4% | 39.6% H | 35.3% H |
| None of the above | 444 | 58 | 157 | 229 | 130 | 75 | 239 | 299 | 83 | 33 |
| | 22.9% | 22.1% | 22.5% | 23.3% | 24.2% | 22.3% | 22.4% | 23.9% J | 25.5% J | 12.3% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

PM4. Would you be interested in cell phone payment on Port Authority vehicles?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1052 | 160 | 449 | 443 | 310 | 182 | 560 | 673 | 168 | 164 |
| | 54.2% | 61.1% D | 64.3% D | 45.2% | 57.7% G | 54.2% | 52.4% | 53.7% | 51.5% | 61.0% HI |
| No | 889 | 102 | 249 | 538 | 227 | 154 | 508 | 580 | 158 | 105 |
| | 45.8% | 38.9% | 35.7% | 54.8% BC | 42.3% | 45.8% | 47.6% E | 46.3% J | 48.5% J | 39.0% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC1. Have you ever used a ConnectCard to ride the Port Authority system?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|------------|------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1307 | 157 | 465 | 685 | 284 | 238 | 785 | 1092 | 91 | 91 |
| | 67.3% | 59.9% | 66.6% b | 69.8% B | 52.9% | 70.8% E | 73.5% E | 87.2% IJ | 27.9% | 33.8% |
| No | 634 | 105 | 233 | 296 | 253 | 98 | 283 | 161 | 235 | 178 |
| | 32.7% | 40.1% cD | 33.4% | 30.2% | 47.1% FG | 29.2% | 26.5% | 12.8% | 72.1% H | 66.2% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC1a. Why haven't you used a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|-------------------------------|-------------|-------------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Never Used ConnectCard | 634 | 105 | 233 | 296 | 253 | 98 | 283 | 161 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't feel I ride enough to need one | 83 | 12 | 31 | 40 | 74 | 5 | 4 | 5 | 3 | 68 |
| | 13.1% | 11.4% | 13.3% | 13.5% | 29.2% FG | 5.1% | 1.4% | 3.1% | 1.3% | 38.2% HI |
| No incentive/savings for doing so | 56 | 6 | 21 | 29 | 24 | 6 | 26 | 22 | 3 | 28 |
| | 8.8% | 5.7% | 9.0% | 9.8% | 9.5% | 6.1% | 9.2% | 13.7% I | 1.3% | 15.7% I |
| Don't know enough about it/why I should use it | 53 | 11 | 16 | 26 | 29 | 6 | 18 | 9 | 6 | 36 |
| | 8.4% | 10.5% | 6.9% | 8.8% | 11.5% fG | 6.1% | 6.4% | 5.6% | 2.6% | 20.2% HI |
| Not convenient to purchase | 39 | 5 | 14 | 20 | 21 | 2 | 16 | 14 | 1 | 23 |
| | 6.2% | 4.8% | 6.0% | 6.8% | 8.3% F | 2.0% | 5.7% f | 8.7% I | 0.4% | 12.9% I |
| Don't want to keep track of card/think I might lose it | 26 | 4 | 8 | 14 | 15 | 3 | 8 | 5 | 8 | 12 |
| | 4.1% | 3.8% | 3.4% | 4.7% | 5.9% g | 3.1% | 2.8% | 3.1% | 3.4% | 6.7% |
| Don't know where to reload the card | 23 | 3 | 11 | 9 | 14 | 1 | 8 | 2 | - | 20 |
| | 3.6% | 2.9% | 4.7% | 3.0% | 5.5% F | 1.0% | 2.8% | 1.2% | | 11.2% H |
| Don't want to have to keep track of my balance | 22 | 1 | 8 | 13 | 8 | 5 | 9 | 11 | - | 11 |
| | 3.5% | 1.0% | 3.4% | 4.4% B | 3.2% | 5.1% | 3.2% | 6.8% | | 6.2% |
| Don't have enough money to pay ahead for trips | 15 | 2 | 5 | 8 | 5 | 6 | 4 | 3 | - | 12 |
| | 2.4% | 1.9% | 2.1% | 2.7% | 2.0% | 6.1% g | 1.4% | 1.9% | | 6.7% H |
| Don't trust it to accurately track my balance/work properly | 12 | - | 2 | 10 | 4 | 2 | 6 | 5 | - | 7 |
| | 1.9% | | 0.9% | 3.4% C | 1.6% | 2.0% | 2.1% | 3.1% | | 3.9% |
| Don't have a credit/debit card | 8 | 1 | 2 | 5 | 3 | 3 | 2 | 2 | 1 | 5 |
| | 1.3% | 1.0% | 0.9% | 1.7% | 1.2% | 3.1% | 0.7% | 1.2% | 0.4% | 2.8% i |
| Other | 55 | 3 | 11 | 41 | 12 | 12 | 31 | 27 | 15 | 10 |
| | 8.7% | 2.9% | 4.7% | 13.9% BC | 4.7% | 12.2% E | 11.0% E | 16.8% IJ | 6.4% | 5.6% |
| Don't need one | 319 | 53 | 143 | 123 | 79 | 48 | 192 | 79 | 196 | 2 |
| | 50.3% | 50.5% | 61.4% bD | 41.6% | 31.2% | 49.0% E | 67.8% EF | 49.1% J | 83.4% HJ | 1.1% |
| No reason in particular | 62 | 11 | 16 | 35 | 34 | 14 | 14 | 16 | 6 | 34 |
| | 9.8% | 10.5% | 6.9% | 11.8% C | 13.4% G | 14.3% G | 4.9% | 9.9% I | 2.6% | 19.1% HI |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC2. Where do you load your Port Authority ConnectCard most often?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Base - Used ConnectCard | 1307 | 157 | 465 | 685 | 284 | 238 | 785 | 1092 | 91 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Giant Eagle/other retail site | 440 | 65 | 142 | 233 | 101 | 75 | 264 | 346 | 43 | 40 |
| | 33.7% | 41.4% Cd | 30.5% | 34.0% | 35.6% | 31.5% | 33.6% | 31.7% | 47.3% H | 44.0% H |
| ConnectCard machines (TVM's) | 340 | 36 | 124 | 180 | 50 | 60 | 230 | 313 | 14 | 12 |
| | 26.0% | 22.9% | 26.7% | 26.3% | 17.6% | 25.2% E | 29.3% E | 28.7% IJ | 15.4% | 13.2% |
| T and/or Bus station | 275 | 34 | 110 | 131 | 77 | 50 | 148 | 225 | 17 | 18 |
| | 21.0% | 21.7% | 23.7% d | 19.1% | 27.1% G | 21.0% | 18.9% | 20.6% | 18.7% | 19.8% |
| Port Authority Downtown Service Center | 209 | 19 | 69 | 121 | 50 | 41 | 118 | 177 | 13 | 16 |
| | 16.0% | 12.1% | 14.8% | 17.7% b | 17.6% | 17.2% | 15.0% | 16.2% | 14.3% | 17.6% |
| Other | 43 | 3 | 20 | 20 | 6 | 12 | 25 | 31 | 4 | 5 |
| | 3.3% | 1.9% | 4.3% b | 2.9% | 2.1% | 5.0% e | 3.2% | 2.8% | 4.4% | 5.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC3. Have you registered your ConnectCard for Balance Protection?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------------------------|----------------------|----------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Base - Used ConnectCard | 1307 | 157 | 465 | 685 | 284 | 238 | 785 | 1092 | 91 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 625 | 38 | 203 | 384 | 131 | 116 | 378 | 561 | 26 | 23 |
| | 47.8% | 24.2% | 43.7% B | 56.1% BC | 46.1% | 48.7% | 48.2% | 51.4% IJ | 28.6% | 25.3% |
| No | 682 | 119 | 262 | 301 | 153 | 122 | 407 | 531 | 65 | 68 |
| | 52.2% | 75.8% CD | 56.3% D | 43.9% | 53.9% | 51.3% | 51.8% | 48.6% | 71.4% H | 74.7% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC3a. Why haven't you registered for the Balance Protection?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|-------------|------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Base - Haven't Registered | 682 | 119 | 262 | 301 | 153 | 122 | 407 | 531 | 65 | 68 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't feel it is necessary | 105 | 9 | 59 | 37 | 31 | 21 | 53 | 75 | 14 | 13 |
| | 15.4% | 7.6% | 22.5% BD | 12.3% | 20.3% G | 17.2% | 13.0% | 14.1% | 21.5% | 19.1% |
| Don't know about it | 226 | 53 | 84 | 89 | 57 | 43 | 126 | 172 | 23 | 27 |
| | 33.1% | 44.5% CD | 32.1% | 29.6% | 37.3% | 35.2% | 31.0% | 32.4% | 35.4% | 39.7% |
| Don't know how to register for it | 126 | 22 | 52 | 52 | 24 | 23 | 79 | 112 | 5 | 6 |
| | 18.5% | 18.5% | 19.8% | 17.3% | 15.7% | 18.9% | 19.4% | 21.1% IJ | 7.7% | 8.8% |
| Don't want to give out my personal information | 43 | 7 | 16 | 20 | 5 | 10 | 28 | 33 | 5 | 5 |
| | 6.3% | 5.9% | 6.1% | 6.6% | 3.3% | 8.2% e | 6.9% e | 6.2% | 7.7% | 7.4% |
| Other | 64 | 11 | 14 | 39 | 18 | 8 | 38 | 48 | 6 | 6 |
| | 9.4% | 9.2% | 5.3% | 13.0% C | 11.8% | 6.6% | 9.3% | 9.0% | 9.2% | 8.8% |
| No reason in particular | 217 | 31 | 87 | 99 | 41 | 40 | 136 | 171 | 18 | 22 |
| | 31.8% | 26.1% | 33.2% | 32.9% | 26.8% | 32.8% | 33.4% | 32.2% | 27.7% | 32.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC3b. Do you take advantage of Port Authority's ConnectRewards program by using/ showing your card to the retailers participating in the program?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|-------------------------|-------------------|-------------------|-------------------|------------------|---------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Used ConnectCard | 1307 100.0% | 157 100.0% | 465 100.0% | 685 100.0% | 284 100.0% | 238 100.0% | 785 100.0% | 1092 100.0% |
| Yes | 155 11.9% | 17 10.8% | 36 7.7% | 102 14.9% C | 25 8.8% | 38 16.0% E | 92 11.7% | 138 12.6% j | 9 9.9% | 7 7.7% |
| No | 1152 88.1% | 140 89.2% | 429 92.3% D | 583 85.1% | 259 91.2% F | 200 84.0% | 693 88.3% | 954 87.4% | 82 90.1% | 84 92.3% h |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC3C

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC3c. Why don't you take advantage of Port Authority's ConnectRewards program?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|---------------------------------|-------------------|------------------|---------------|---------------|-------------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Don't Use ConnectRewards | 1156 100.0% | 140 100.0% | 431 100.0% | 585 100.0% | 259 100.0% | 201 100.0% | 696 100.0% | 956 100.0% |
| Don't know about it/what retailers participate | 805 69.6% | 103 73.6% D | 325 75.4% D | 377 64.4% | 178 68.7% | 133 66.2% | 494 71.0% | 677 70.8% i | 49 59.0% | 54 63.5% |
| Forget to use/show it at time of purchase | 212 18.3% | 21 15.0% | 74 17.2% | 117 20.0% | 48 18.5% | 28 13.9% | 136 19.5% f | 187 19.6% i | 9 10.8% | 13 15.3% |
| Discounts and offers not valuable to me | 106 9.2% | 14 10.0% | 35 8.1% | 57 9.7% | 29 11.2% | 17 8.5% | 60 8.6% | 89 9.3% | 9 10.8% | 5 5.9% |
| Other | 53 4.6% | 3 2.1% | 17 3.9% | 33 5.6% B | 14 5.4% | 10 5.0% | 29 4.2% | 29 3.0% | 15 18.1% Hj | 7 8.2% h |
| No reason in particular | 107 9.3% | 7 5.0% | 35 8.1% | 65 11.1% B | 26 10.0% | 23 11.4% | 58 8.3% | 79 8.3% | 10 12.0% | 16 18.8% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC4. How satisfied are you using the ConnectCard to pay your fares?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't know | 32 | 4 | 8 | 20 | 6 | 7 | 19 | 17 | 4 | 8 |
| | 1.6% | 1.5% | 1.1% | 2.0% | 1.1% | 2.1% | 1.8% | 1.4% | 1.2% | 3.0% |
| Revised base | 1277 | 153 | 458 | 666 | 278 | 232 | 767 | 1076 | 87 | 84 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 1129 | 139 | 406 | 584 | 248 | 200 | 681 | 976 | 71 | 60 |
| | 88.4% | 90.8% | 88.6% | 87.7% | 89.2% | 86.2% | 88.8% | 90.7% IJ | 81.6% | 71.4% |
| -Very satisfied (5) | 769 | 95 | 272 | 402 | 161 | 136 | 472 | 667 | 49 | 41 |
| | 60.2% | 62.1% | 59.4% | 60.4% | 57.9% | 58.6% | 61.5% | 62.0% J | 56.3% | 48.8% |
| -Satisfied (4) | 360 | 44 | 134 | 182 | 87 | 64 | 209 | 309 | 22 | 19 |
| | 28.2% | 28.8% | 29.3% | 27.3% | 31.3% | 27.6% | 27.2% | 28.7% | 25.3% | 22.6% |
| Neither satisfied nor dissatisfied (3) | 91 | 8 | 37 | 46 | 16 | 20 | 55 | 66 | 10 | 11 |
| | 7.1% | 5.2% | 8.1% | 6.9% | 5.8% | 8.6% | 7.2% | 6.1% | 11.5% | 13.1% h |
| (Net) Bottom-two box | 57 | 6 | 15 | 36 | 14 | 12 | 31 | 34 | 6 | 13 |
| | 4.5% | 3.9% | 3.3% | 5.4% c | 5.0% | 5.2% | 4.0% | 3.2% | 6.9% | 15.5% Hi |
| -Not very satisfied (2) | 42 | 2 | 11 | 29 | 9 | 7 | 26 | 25 | 6 | 8 |
| | 3.3% | 1.3% | 2.4% | 4.4% Bc | 3.2% | 3.0% | 3.4% | 2.3% | 6.9% h | 9.5% H |
| -Not at all satisfied (1) | 15 | 4 | 4 | 7 | 5 | 5 | 5 | 9 | - | 5 |
| | 1.2% | 2.6% | 0.9% | 1.1% | 1.8% | 2.2% | 0.7% | 0.8% | | 6.0% H |
| Mean | 4.4 | 4.5 | 4.4 | 4.4 | 4.4 | 4.4 | 4.5 | 4.5 IJ | 4.3 J | 4.0 |
| Standard Deviation | 0.9 | 0.9 | 0.8 | 0.9 | 0.9 | 0.9 | 0.8 | 0.8 | 0.9 | 1.2 |
| Standard Error | 0.0 | 0.1 | 0.0 | 0.0 | 0.1 | 0.1 | 0.0 | 0.0 | 0.1 | 0.1 |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table CC4A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC4a. What are the major reasons why you use a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|----------------|------------|-------------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Base - Used ConnectCard | 1307 | 157 | 465 | 685 | 284 | 238 | 785 | 1092 | 91 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Don't have to worry about having the exact amount, fumbling with change, or smoothing out dollars | 1009 | 130 | 374 | 505 | 229 | 188 | 592 | 853 | 69 | 59 |
| | 77.2% | 82.8% D | 80.4% D | 73.7% | 80.6% g | 79.0% | 75.4% | 78.1% J | 75.8% | 64.8% |
| Easy/quicker to board/exit or transfer between busses | 828 | 102 | 311 | 415 | 179 | 148 | 501 | 705 | 55 | 47 |
| | 63.4% | 65.0% | 66.9% D | 60.6% | 63.0% | 62.2% | 63.8% | 64.6% J | 60.4% | 51.6% |
| Easy to purchase and reload | 736 | 79 | 273 | 384 | 163 | 125 | 448 | 649 | 44 | 25 |
| | 56.3% | 50.3% | 58.7% b | 56.1% | 57.4% | 52.5% | 57.1% | 59.4% IJ | 48.4% J | 27.5% |
| I can simply carry a balance/don't have a commit to an annual, weekly, or monthly pass (Stored Value fare option) | 509 | 52 | 192 | 265 | 138 | 87 | 284 | 440 | 32 | 22 |
| | 38.9% | 33.1% | 41.3% b | 38.7% | 48.6% FG | 36.6% | 36.2% | 40.3% J | 35.2% | 24.2% |
| If my card is lost or stolen, I get a new one and don't lose that money (Balance Protection) | 380 | 26 | 129 | 225 | 80 | 60 | 240 | 335 | 18 | 19 |
| | 29.1% | 16.6% | 27.7% B | 32.8% Bc | 28.2% | 25.2% | 30.6% f | 30.7% IJ | 19.8% | 20.9% |
| Can still purchase an annual, weekly, or monthly pass | 379 | 46 | 130 | 203 | 68 | 48 | 263 | 342 | 15 | 18 |
| | 29.0% | 29.3% | 28.0% | 29.6% | 23.9% | 20.2% | 33.5% EF | 31.3% IJ | 16.5% | 19.8% |
| Feel safer not having to carry cash | 362 | 51 | 113 | 198 | 70 | 57 | 235 | 309 | 24 | 20 |
| | 27.7% | 32.5% c | 24.3% | 28.9% c | 24.6% | 23.9% | 29.9% ef | 28.3% | 26.4% | 22.0% |
| Good for the environment/Not wasting paper like with traditional passes and tickets | 346 | 33 | 130 | 183 | 72 | 56 | 218 | 298 | 23 | 17 |
| | 26.5% | 21.0% | 28.0% b | 26.7% | 25.4% | 23.5% | 27.8% | 27.3% J | 25.3% | 18.7% |
| Not charged the peak period surcharge when riding the T | 237 | 19 | 83 | 135 | 51 | 41 | 145 | 214 | 8 | 12 |
| | 18.1% | 12.1% | 17.8% b | 19.7% B | 18.0% | 17.2% | 18.5% | 19.6% Ij | 8.8% | 13.2% |
| Can get deals at local businesses for having one (ConnectRewards Program) | 73 | 5 | 20 | 48 | 11 | 20 | 42 | 60 | 6 | 5 |
| | 5.6% | 3.2% | 4.3% | 7.0% BC | 3.9% | 8.4% E | 5.4% | 5.5% | 6.6% | 5.5% |
| Reduced-fare card available for riders with disabilities | 34 | 2 | 10 | 22 | 8 | 5 | 21 | 20 | 13 | 1 |
| | 2.6% | 1.3% | 2.2% | 3.2% b | 2.8% | 2.1% | 2.7% | 1.8% | 14.3% HJ | 1.1% |
| Other | 67 | 4 | 21 | 42 | 10 | 6 | 51 | 58 | 6 | 1 |
| | 5.1% | 2.5% | 4.5% | 6.1% B | 3.5% | 2.5% | 6.5% EF | 5.3% J | 6.6% j | 1.1% |
| No reason in particular | 52 | 7 | 13 | 32 | 11 | 14 | 27 | 30 | 5 | 15 |
| | 4.0% | 4.5% | 2.8% | 4.7% c | 3.9% | 5.9% | 3.4% | 2.7% | 5.5% | 16.5% HI |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC5. Have you ever used a Connectix card to ride the Port Authority system?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|------------|-----------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 170 | 19 | 62 | 89 | 25 | 38 | 107 | 152 | 6 | 12 |
| | 8.8% | 7.3% | 8.9% | 9.1% | 4.7% | 11.3% E | 10.0% E | 12.1% IJ | 1.8% | 4.5% i |
| No | 1771 | 243 | 636 | 892 | 512 | 298 | 961 | 1101 | 320 | 257 |
| | 91.2% | 92.7% | 91.1% | 90.9% | 95.3% FG | 88.7% | 90.0% | 87.9% | 98.2% Hj | 95.5% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC5A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC5a. Have you ever experienced a problem with either your ConnectCard or Connectix card?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|--------------------------------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Used ConnectCard or Connectix | 1314 | 158 | 467 | 689 | 286 | 240 | 788 | 1099 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 317 | 24 | 95 | 198 | 57 | 55 | 205 | 274 | 10 | 27 |
| | 24.1% | 15.2% | 20.3% | 28.7% BC | 19.9% | 22.9% | 26.0% E | 24.9% I | 11.0% | 29.7% I |
| No | 997 | 134 | 372 | 491 | 229 | 185 | 583 | 825 | 81 | 64 |
| | 75.9% | 84.8% D | 79.7% D | 71.3% | 80.1% G | 77.1% | 74.0% | 75.1% | 89.0% HJ | 70.3% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC5B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC5b. What have you done/would you do if you experienced a problem with either your ConnectCard or Connectix card?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--------------------------------------|----------------------|--------------------------------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Used ConnectCard or Connectix | 1314 | 158 | 467 | 689 | 286 | 240 | 788 | 1099 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Call the Customer Service Department | 498 | 62 | 176 | 260 | 128 | 81 | 289 | 413 | 41 | 30 |
| | 37.9% | 39.2% | 37.7% | 37.7% | 44.8% FG | 33.8% | 36.7% | 37.6% | 45.1% j | 33.0% |
| Visit the Downtown Service Center | 215 | 25 | 78 | 112 | 45 | 37 | 133 | 186 | 6 | 17 |
| | 16.4% | 15.8% | 16.7% | 16.3% | 15.7% | 15.4% | 16.9% | 16.9% I | 6.6% | 18.7% I |
| Both | 263 | 21 | 70 | 172 | 47 | 49 | 167 | 221 | 22 | 16 |
| | 20.0% | 13.3% | 15.0% | 25.0% BC | 16.4% | 20.4% | 21.2% e | 20.1% | 24.2% | 17.6% |
| Neither | 126 | 17 | 46 | 63 | 20 | 27 | 79 | 107 | 3 | 14 |
| | 9.6% | 10.8% | 9.9% | 9.1% | 7.0% | 11.2% e | 10.0% | 9.7% I | 3.3% | 15.4% I |
| Not sure | 212 | 33 | 97 | 82 | 46 | 46 | 120 | 172 | 19 | 14 |
| | 16.1% | 20.9% D | 20.8% D | 11.9% | 16.1% | 19.2% | 15.2% | 15.7% | 20.9% | 15.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC6 (Base Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|---|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Never Used ConnectCard/Regular Rider | 496 | 79 | 188 | 229 | 115 | 98 | 283 | 143 |
| Able to reload the card online | 367 | 50 | 146 | 171 | 85 | 73 | 209 | 113 | 138 | 89 |
| Receive some type of discount/savings on fares | 375 | 53 | 144 | 178 | 88 | 77 | 210 | 119 | 139 | 90 |
| Ability to purchase a single trip/few trips on my card | 356 | 50 | 135 | 171 | 87 | 71 | 198 | 111 | 133 | 87 |
| Having a TVM located at my stop/station | 328 | 45 | 129 | 154 | 77 | 63 | 188 | 102 | 122 | 81 |
| No longer need to use exact change | 359 | 49 | 143 | 167 | 84 | 72 | 203 | 108 | 139 | 88 |
| Never worry about losing the value on your card by registering for balance protection | 368 | 52 | 142 | 174 | 88 | 73 | 207 | 115 | 139 | 89 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC6 (Top-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|---|-------------------|--------------|--------------|-------------|--------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Never Used ConnectCard/Regular Rider | 496 | 79 | 188 | 229 | 115 | 98 | 283 | 143 |
| Receive some type of discount/savings on fares | 279 74.4% | 41 77.4% | 109 75.7% | 129 72.5% | 62 70.5% | 55 71.4% | 162 77.1% | 93 78.2% I | 93 66.9% | 75 83.3% I |
| Able to reload the card online | 249 67.8% | 40 80.0% D | 105 71.9% D | 104 60.8% | 60 70.6% | 49 67.1% | 140 67.0% | 74 65.5% | 92 66.7% | 68 76.4% h |
| Never worry about losing the value on your card by registering for balance protection | 233 63.3% | 32 61.5% | 92 64.8% | 109 62.6% | 55 62.5% | 46 63.0% | 132 63.8% | 74 64.3% | 86 61.9% | 64 71.9% |
| No longer need to use exact change | 223 62.1% | 35 71.4% d | 91 63.6% | 97 58.1% | 55 65.5% | 44 61.1% | 124 61.1% | 57 52.8% | 92 66.2% H | 63 71.6% H |
| Ability to purchase a single trip/few trips on my card | 172 48.3% | 28 56.0% | 63 46.7% | 81 47.4% | 48 55.2% | 34 47.9% | 90 45.5% | 43 38.7% | 66 49.6% h | 53 60.9% Hi |
| Having a TVM located at my stop/station | 146 44.5% | 24 53.3% | 58 45.0% | 64 41.6% | 37 48.1% | 30 47.6% | 79 42.0% | 44 43.1% | 51 41.8% | 44 54.3% i |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-NEUTRAL

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC6 (Neutral Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|---|-------------|-------------|------------------|------------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Never Used ConnectCard/Regular Rider | 496 | 79 | 188 | 229 | 115 | 98 | 283 | 143 |
| Having a TVM located at my stop/station | 52 15.9% | 6 13.3% | 22 17.1% | 24 15.6% | 14 18.2% | 7 11.1% | 31 16.5% | 19 18.6% | 20 16.4% | 12 14.8% |
| Ability to purchase a single trip/few trips on my card | 51 14.3% | 5 10.0% | 23 17.0% | 23 13.5% | 15 17.2% | 15 21.1% G | 21 10.6% | 16 14.4% | 18 13.5% | 15 17.2% |
| Never worry about losing the value on your card by registering for balance protection | 52 14.1% | 10 19.2% | 22 15.5% | 20 11.5% | 13 14.8% | 11 15.1% | 28 13.5% | 15 13.0% | 16 11.5% | 14 15.7% |
| Able to reload the card online | 34 9.3% | 5 10.0% | 13 8.9% | 16 9.4% | 11 12.9% | 7 9.6% | 16 7.7% | 11 9.7% | 12 8.7% | 10 11.2% |
| No longer need to use exact change | 32 8.9% | 4 8.2% | 11 7.7% | 17 10.2% | 8 9.5% | 12 16.7% G | 12 5.9% | 11 10.2% | 8 5.8% | 10 11.4% |
| Receive some type of discount/savings on fares | 30 8.0% | 6 11.3% | 12 8.3% | 12 6.7% | 13 14.8% G | 7 9.1% | 10 4.8% | 10 8.4% | 13 9.4% | 7 7.8% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC6 (Bottom-2 Box Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|-------------------|---|-------------------|--------------------|--------------|--------------|--------------------|------------------------|------------------------|--------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Never Used ConnectCard/Regular Rider | 496 | 79 | 188 | 229 | 115 | 98 | 283 | 143 |
| Having a TVM located at my stop/station | 130 | 15 | 49 | 66 | 26 | 26 | 78 | 39 | 51 | 25 |
| | 39.6% | 33.3% | 38.0% | 42.9% | 33.8% | 41.3% | 41.5% | 38.2% | 41.8% | 30.9% |
| Ability to purchase a single trip/few trips on my card | 133 | 17 | 49 | 67 | 24 | 22 | 87 | 52 | 49 | 19 |
| | 37.4% | 34.0% | 36.3% | 39.2% | 27.6% | 31.0% | 43.9% EF | 46.8% J | 36.8% J | 21.8% |
| No longer need to use exact change | 104 | 10 | 41 | 53 | 21 | 16 | 67 | 40 | 39 | 15 |
| | 29.0% | 20.4% | 28.7% | 31.7% b | 25.0% | 22.2% | 33.0% f | 37.0% J | 28.1% J | 17.0% |
| Able to reload the card online | 84 | 5 | 28 | 51 | 14 | 17 | 53 | 28 | 34 | 11 |
| | 22.9% | 10.0% | 19.2% b | 29.8% BC | 16.5% | 23.3% | 25.4% e | 24.8% J | 24.6% J | 12.4% |
| Never worry about losing the value on your card by registering for balance protection | 83 | 10 | 28 | 45 | 20 | 16 | 47 | 26 | 37 | 11 |
| | 22.6% | 19.2% | 19.7% | 25.9% | 22.7% | 21.9% | 22.7% | 22.6% j | 26.6% J | 12.4% |
| Receive some type of discount/savings on fares | 66 | 6 | 23 | 37 | 13 | 15 | 38 | 16 | 33 | 8 |
| | 17.6% | 11.3% | 16.0% | 20.8% b | 14.8% | 19.5% | 18.1% | 13.4% | 23.7% HJ | 8.9% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CC6-MEAN

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CC6 (Mean Summary). How much of an impact would each of the following have on increasing the likelihood of you using a ConnectCard?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|-------------------|---|---------------|---------------|---------------|---------------|---------------|------------------------|------------------------|---------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Never Used ConnectCard/Regular Rider | 496 | 79 | 188 | 229 | 115 | 98 | 283 | 143 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Receive some type of discount/savings on fares | 4.0 | 4.2 | 4.1 | 4.0 | 4.0 | 4.0 | 4.1 | 4.2 I | 3.8 | 4.4 I |
| Able to reload the card online | 3.7 | 4.1 D | 3.9 D | 3.5 | 3.9 | 3.7 | 3.7 | 3.7 | 3.7 | 4.0 i |
| Never worry about losing the value on your card by registering for balance protection | 3.6 | 3.7 | 3.7 | 3.6 | 3.7 | 3.6 | 3.6 | 3.6 | 3.5 | 4.0 hI |
| No longer need to use exact change | 3.5 | 3.9 d | 3.6 | 3.4 | 3.6 | 3.7 | 3.5 | 3.2 | 3.6 | 4.0 Hi |
| Ability to purchase a single trip/few trips on my card | 3.1 | 3.3 | 3.1 | 3.0 | 3.3 G | 3.2 | 2.9 | 2.8 | 3.1 | 3.6 HI |
| Having a TVM located at my stop/station | 3.0 | 3.3 | 3.0 | 2.9 | 3.2 | 3.0 | 2.9 | 3.0 | 2.9 | 3.3 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RT1. Did you know you can now check the arrival time of your bus using your computer or smartphone?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|-----------------------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Ride Real-Time Route | 1234 | 180 | 437 | 617 | 348 | 226 | 660 | 751 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 847 | 115 | 297 | 435 | 242 | 151 | 454 | 494 | 198 | 116 |
| | 68.6% | 63.9% | 68.0% | 70.5% | 69.5% | 66.8% | 68.8% | 65.8% | 71.5% h | 75.3% H |
| No | 387 | 65 | 140 | 182 | 106 | 75 | 206 | 257 | 79 | 38 |
| | 31.4% | 36.1% | 32.0% | 29.5% | 30.5% | 33.2% | 31.2% | 34.2% iJ | 28.5% | 24.7% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RT2. Have you checked the arrival time of your bus using your computer or smartphone?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|---------------------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Aware of Real-Time | 847 | 115 | 297 | 435 | 242 | 151 | 454 | 494 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 576 | 93 | 225 | 258 | 164 | 102 | 310 | 321 | 149 | 77 |
| | 68.0% | 80.9% D | 75.8% D | 59.3% | 67.8% | 67.5% | 68.3% | 65.0% | 75.3% Hi | 66.4% |
| No | 271 | 22 | 72 | 177 | 78 | 49 | 144 | 173 | 49 | 39 |
| | 32.0% | 19.1% | 24.2% | 40.7% BC | 32.2% | 32.5% | 31.7% | 35.0% I | 24.7% | 33.6% i |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RT2a. Was checking the arrival time of your bus on your computer or smartphone EASY to do?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|-----------------------|------------|-----------|--------------|-------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Used Real-Time | 576 | 93 | 225 | 258 | 164 | 102 | 310 | 321 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 479 | 80 | 185 | 214 | 132 | 93 | 254 | 264 | 123 | 69 |
| | 83.2% | 86.0% | 82.2% | 82.9% | 80.5% | 91.2% EG | 81.9% | 82.2% | 82.6% | 89.6% h |
| No | 97 | 13 | 40 | 44 | 32 | 9 | 56 | 57 | 26 | 8 |
| | 16.8% | 14.0% | 17.8% | 17.1% | 19.5% F | 8.8% | 18.1% F | 17.8% j | 17.4% | 10.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RT2b. Was checking the arrival time of your bus on your computer or smartphone HELPFUL?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|-----------------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Used Real-Time | 576 | 93 | 225 | 258 | 164 | 102 | 310 | 321 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 514 | 82 | 205 | 227 | 150 | 93 | 271 | 279 | 134 | 74 |
| | 89.2% | 88.2% | 91.1% | 88.0% | 91.5% | 91.2% | 87.4% | 86.9% | 89.9% | 96.1% Hi |
| No | 62 | 11 | 20 | 31 | 14 | 9 | 39 | 42 | 15 | 3 |
| | 10.8% | 11.8% | 8.9% | 12.0% | 8.5% | 8.8% | 12.6% | 13.1% J | 10.1% i | 3.9% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table RT3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

RT3. Now that you know about real-time monitoring, how likely are you to utilize the service to check the arrival time of your bus?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---------------------------------|----------------------|-------------------------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Not Aware of Real-Time | 387 | 65 | 140 | 182 | 106 | 75 | 206 | 257 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Top-two box | 328 | 54 | 124 | 150 | 90 | 66 | 172 | 215 | 70 | 33 |
| | 84.8% | 83.1% | 88.6% | 82.4% | 84.9% | 88.0% | 83.5% | 83.7% | 88.6% | 86.8% |
| -Very likely (5) | 212 | 39 | 87 | 86 | 50 | 45 | 117 | 138 | 49 | 17 |
| | 54.8% | 60.0% d | 62.1% D | 47.3% | 47.2% | 60.0% e | 56.8% | 53.7% | 62.0% i | 44.7% |
| -Likely (4) | 116 | 15 | 37 | 64 | 40 | 21 | 55 | 77 | 21 | 16 |
| | 30.0% | 23.1% | 26.4% | 35.2% bc | 37.7% G | 28.0% | 26.7% | 30.0% | 26.6% | 42.1% i |
| Neither likely nor unlikely (3) | 35 | 8 | 13 | 14 | 8 | 5 | 22 | 26 | 4 | 4 |
| | 9.0% | 12.3% | 9.3% | 7.7% | 7.5% | 6.7% | 10.7% | 10.1% | 5.1% | 10.5% |
| (Net) Bottom-two box | 24 | 3 | 3 | 18 | 8 | 4 | 12 | 16 | 5 | 1 |
| | 6.2% | 4.6% | 2.1% | 9.9% C | 7.5% | 5.3% | 5.8% | 6.2% | 6.3% | 2.6% |
| -Unlikely (2) | 11 | 2 | 1 | 8 | 3 | 2 | 6 | 9 | 2 | - |
| | 2.8% | 3.1% | 0.7% | 4.4% C | 2.8% | 2.7% | 2.9% | 3.5% | 2.5% | |
| -Very unlikely (1) | 13 | 1 | 2 | 10 | 5 | 2 | 6 | 7 | 3 | 1 |
| | 3.4% | 1.5% | 1.4% | 5.5% bC | 4.7% | 2.7% | 2.9% | 2.7% | 3.8% | 2.6% |
| Mean | 4.3 | 4.4 | 4.5 D | 4.1 | 4.2 | 4.4 | 4.3 | 4.3 | 4.4 | 4.3 |
| Standard Deviation | 1.0 | 0.9 | 0.8 | 1.1 | 1.0 | 0.9 | 1.0 | 1.0 | 1.0 | 0.9 |
| Standard Error | 0.0 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 | 0.1 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

OC1. How do you obtain information about Port Authority service changes?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|---------------|----------------|-------------|-------------|--------------|------------|-------------|-----------------|-----------------|------------|
| | | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/ Ticket | Special Pass | Cash |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Port Authority's Website | 864 | 83 | 292 | 489 | 218 | 154 | 492 | 616 | 103 | 107 |
| | 44.5% | 31.7% | 41.8% B | 49.8% BC | 40.6% | 45.8% | 46.1% E | 49.2% IJ | 31.6% | 39.8% I |
| On-bus/T communications/alerts | 619 | 52 | 214 | 353 | 120 | 108 | 391 | 434 | 106 | 51 |
| | 31.9% | 19.8% | 30.7% B | 36.0% BC | 22.3% | 32.1% E | 36.6% E | 34.6% J | 32.5% J | 19.0% |
| Word of mouth from family/friends/other riders | 547 | 54 | 202 | 291 | 136 | 90 | 321 | 359 | 94 | 73 |
| | 28.2% | 20.6% | 28.9% B | 29.7% B | 25.3% | 26.8% | 30.1% E | 28.7% | 28.8% | 27.1% |
| Customer Service Telephone (412) 442-2000 | 259 | 28 | 63 | 168 | 53 | 59 | 147 | 195 | 21 | 39 |
| | 13.3% | 10.7% | 9.0% | 17.1% BC | 9.9% | 17.6% E | 13.8% E | 15.6% I | 6.4% | 14.5% I |
| T station announcements/signage | 253 | 29 | 83 | 141 | 54 | 38 | 161 | 203 | 23 | 15 |
| | 13.0% | 11.1% | 11.9% | 14.4% | 10.1% | 11.3% | 15.1% Ef | 16.2% IJ | 7.1% | 5.6% |
| Drivers/Operators | 249 | 27 | 86 | 136 | 53 | 49 | 147 | 184 | 23 | 29 |
| | 12.8% | 10.3% | 12.3% | 13.9% | 9.9% | 14.6% E | 13.8% E | 14.7% Ij | 7.1% | 10.8% |
| Schedule racks | 242 | 17 | 54 | 171 | 56 | 33 | 153 | 172 | 31 | 25 |
| | 12.5% | 6.5% | 7.7% | 17.4% BC | 10.4% | 9.8% | 14.3% EF | 13.7% IJ | 9.5% | 9.3% |
| TV News | 214 | 15 | 54 | 145 | 57 | 38 | 119 | 148 | 25 | 29 |
| | 11.0% | 5.7% | 7.7% | 14.8% BC | 10.6% | 11.3% | 11.1% | 11.8% I | 7.7% | 10.8% |
| Newspapers | 185 | 13 | 56 | 116 | 56 | 29 | 100 | 129 | 27 | 20 |
| | 9.5% | 5.0% | 8.0% b | 11.8% BC | 10.4% | 8.6% | 9.4% | 10.3% | 8.3% | 7.4% |
| Port Authority Tweets on Twitter | 165 | 15 | 77 | 73 | 37 | 23 | 105 | 124 | 20 | 13 |
| | 8.5% | 5.7% | 11.0% BD | 7.4% | 6.9% | 6.8% | 9.8% Ef | 9.9% IJ | 6.1% | 4.8% |
| Downtown Service Center | 119 | 10 | 28 | 81 | 26 | 19 | 74 | 90 | 11 | 16 |
| | 6.1% | 3.8% | 4.0% | 8.3% BC | 4.8% | 5.7% | 6.9% e | 7.2% I | 3.4% | 5.9% |
| Radio | 86 | 6 | 28 | 52 | 25 | 13 | 48 | 56 | 13 | 14 |
| | 4.4% | 2.3% | 4.0% | 5.3% B | 4.7% | 3.9% | 4.5% | 4.5% | 4.0% | 5.2% |
| Port Authority's Facebook Page | 42 | 6 | 16 | 20 | 11 | 7 | 24 | 28 | 6 | 6 |
| | 2.2% | 2.3% | 2.3% | 2.0% | 2.0% | 2.1% | 2.2% | 2.2% | 1.8% | 2.2% |
| Rider Report newsletter | 23 | 2 | 1 | 20 | 5 | 3 | 15 | 17 | 1 | 3 |
| | 1.2% | 0.8% | 0.1% | 2.0% bC | 0.9% | 0.9% | 1.4% | 1.4% I | 0.3% | 1.1% |
| Port Authority's Transit blog | 19 | 1 | 7 | 11 | 6 | 3 | 10 | 14 | 2 | 3 |
| | 1.0% | 0.4% | 1.0% | 1.1% | 1.1% | 0.9% | 0.9% | 1.1% | 0.6% | 1.1% |
| Public meetings | 17 | 1 | 5 | 11 | 5 | 3 | 9 | 12 | 2 | 2 |
| | 0.9% | 0.4% | 0.7% | 1.1% | 0.9% | 0.9% | 0.8% | 1.0% | 0.6% | 0.7% |
| Street Teams (Connect Teams) | 9 | - | 3 | 6 | 3 | - | 6 | 8 | - | 1 |
| | 0.5% | | 0.4% | 0.6% | 0.6% | | 0.6% | 0.6% | | 0.4% |
| Other | 121 | 13 | 52 | 56 | 37 | 21 | 63 | 67 | 28 | 20 |
| | 6.2% | 5.0% | 7.4% | 5.7% | 6.9% | 6.2% | 5.9% | 5.3% | 8.6% h | 7.4% |
| Don't obtain this type of information | 229 | 74 | 101 | 54 | 87 | 40 | 102 | 112 | 66 | 41 |
| | 11.8% | 28.2% CD | 14.5% D | 5.5% | 16.2% fG | 11.9% | 9.6% | 8.9% | 20.2% H | 15.2% H |

Comparison Groups: BCD/EF/FG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

OC7a. How many times per month, if at all, do you.....?

Use the Port Authority's Trip Planner

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------|----------------------|-------------------|--------------------|-------------------|-------------------|------------------|-------------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Less than once/on occasion | 724 37.3% | 82 31.3% | 288 41.3% BD | 354 36.1% | 200 37.2% | 111 33.0% | 413 38.7% f | 483 38.5% J | 120 36.8% | 85 31.6% |
| 1-2 times | 376 19.4% | 47 17.9% | 127 18.2% | 202 20.6% | 100 18.6% | 69 20.5% | 207 19.4% | 249 19.9% I | 49 15.0% | 55 20.4% i |
| 3-4 times | 192 9.9% | 23 8.8% | 72 10.3% | 97 9.9% | 43 8.0% | 35 10.4% | 114 10.7% e | 138 11.0% | 27 8.3% | 23 8.6% |
| 5 or more times | 198 10.2% | 24 9.2% | 58 8.3% | 116 11.8% C | 41 7.6% | 36 10.7% | 121 11.3% E | 141 11.3% I | 19 5.8% | 33 12.3% I |
| Have never | 451 23.2% | 86 32.8% CD | 153 21.9% | 212 21.6% | 153 28.5% G | 85 25.3% G | 213 19.9% | 242 19.3% | 111 34.0% Hi | 73 27.1% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table OC7B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

OC7b. How many times per month, if at all, do you.....?

Visit www.PortAuthority.org

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------|----------------------|-------------------|--------------------|--------------------|--------------------|------------------|-------------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Less than once/on occasion | 616 31.7% | 74 28.2% | 243 34.8% Bd | 299 30.5% | 207 38.5% FG | 92 27.4% | 317 29.7% | 377 30.1% | 114 35.0% h | 90 33.5% |
| 1-2 times | 523 26.9% | 67 25.6% | 181 25.9% | 275 28.0% | 127 23.6% | 92 27.4% | 304 28.5% E | 349 27.9% | 80 24.5% | 65 24.2% |
| 3-4 times | 259 13.3% | 33 12.6% | 100 14.3% | 126 12.8% | 67 12.5% | 41 12.2% | 151 14.1% | 193 15.4% IJ | 31 9.5% | 25 9.3% |
| 5 or more times | 322 16.6% | 38 14.5% | 97 13.9% | 187 19.1% bC | 57 10.6% | 66 19.6% E | 199 18.6% E | 235 18.8% I | 39 12.0% | 42 15.6% |
| Have never | 221 11.4% | 50 19.1% CD | 77 11.0% | 94 9.6% | 79 14.7% G | 45 13.4% G | 97 9.1% | 99 7.9% | 62 19.0% H | 47 17.5% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table OC7C

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

OC7c. How many times per month, if at all, do you.....?

Visit www.ConnectCard.org

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------|----------------------|-------------------|-------------------|---------------|-------------------|---------------|----------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Less than once/on occasion | 666 34.3% | 75 28.6% | 259 37.1% B | 332 33.8% | 173 32.2% | 109 32.4% | 384 36.0% | 507 40.5% IJ | 80 24.5% | 57 21.2% |
| 1-2 times | 109 5.6% | 16 6.1% | 35 5.0% | 58 5.9% | 24 4.5% | 20 6.0% | 65 6.1% | 87 6.9% IJ | 9 2.8% | 11 4.1% |
| 3-4 times | 31 1.6% | 4 1.5% | 14 2.0% | 13 1.3% | 8 1.5% | 6 1.8% | 17 1.6% | 21 1.7% | 5 1.5% | 5 1.9% |
| 5 or more times | 27 1.4% | 4 1.5% | 9 1.3% | 14 1.4% | 5 0.9% | 6 1.8% | 16 1.5% | 24 1.9% Ij | 1 0.3% | 2 0.7% |
| Have never | 1108 57.1% | 163 62.2% C | 381 54.6% | 564 57.5% | 327 60.9% G | 195 58.0% | 586 54.9% | 614 49.0% | 231 70.9% H | 194 72.1% H |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

OC7d. How many times per month, if at all, do you.....?

Use the Port Authority's Real-Time vehicle tracking system

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------|---------------|----------------|------------|-------------|--------------|-----------|-------------|-----------------|-----------------|------------|
| | | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/ Ticket | Special Pass | Cash |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 382 | 50 | 142 | 190 | 111 | 57 | 214 | 246 | 63 | 55 |
| | 19.7% | 19.1% | 20.3% | 19.4% | 20.7% | 17.0% | 20.0% | 19.6% | 19.3% | 20.4% |
| 1-2 times | 150 | 18 | 66 | 66 | 61 | 27 | 62 | 91 | 26 | 28 |
| | 7.7% | 6.9% | 9.5% D | 6.7% | 11.4% fG | 8.0% | 5.8% | 7.3% | 8.0% | 10.4% |
| 3-4 times | 90 | 16 | 35 | 39 | 26 | 25 | 39 | 56 | 22 | 10 |
| | 4.6% | 6.1% | 5.0% | 4.0% | 4.8% | 7.4% G | 3.7% | 4.5% | 6.7% j | 3.7% |
| 5 or more times | 254 | 39 | 111 | 104 | 41 | 37 | 176 | 155 | 65 | 15 |
| | 13.1% | 14.9% d | 15.9% D | 10.6% | 7.6% | 11.0% | 16.5% EF | 12.4% J | 19.9% HJ | 5.6% |
| Have never | 1065 | 139 | 344 | 582 | 298 | 190 | 577 | 705 | 150 | 161 |
| | 54.9% | 53.1% | 49.3% | 59.3% bC | 55.5% | 56.5% | 54.0% | 56.3% I | 46.0% | 59.9% I |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table OC7E

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

OC7e. How many times per month, if at all, do you.....?

Use mobile apps to access Real-Time vehicle tracking data

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------|---------------|----------------|------------|-------------|--------------|-------------|-------------|-----------------|-----------------|------------|
| | | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/ Ticket | Special Pass | Cash |
| | | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than once/on occasion | 343 | 44 | 133 | 166 | 113 | 49 | 181 | 221 | 53 | 54 |
| | 17.7% | 16.8% | 19.1% | 16.9% | 21.0% Fq | 14.6% | 16.9% | 17.6% | 16.3% | 20.1% |
| 1-2 times | 159 | 20 | 60 | 79 | 54 | 33 | 72 | 97 | 27 | 30 |
| | 8.2% | 7.6% | 8.6% | 8.1% | 10.1% G | 9.8% q | 6.7% | 7.7% | 8.3% | 11.2% h |
| 3-4 times | 107 | 20 | 50 | 37 | 28 | 34 | 45 | 61 | 24 | 17 |
| | 5.5% | 7.6% D | 7.2% D | 3.8% | 5.2% | 10.1% EG | 4.2% | 4.9% | 7.4% | 6.3% |
| 5 or more times | 358 | 55 | 156 | 147 | 65 | 53 | 240 | 220 | 85 | 31 |
| | 18.4% | 21.0% D | 22.3% D | 15.0% | 12.1% | 15.8% | 22.5% EF | 17.6% J | 26.1% HJ | 11.5% |
| Have never | 974 | 123 | 299 | 552 | 277 | 167 | 530 | 654 | 137 | 137 |
| | 50.2% | 46.9% | 42.8% | 56.3% BC | 51.6% | 49.7% | 49.6% | 52.2% I | 42.0% | 50.9% I |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

S1 (Base Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| Overall | 1932 | 259 | 693 | 980 | 530 | 336 | 1066 | 1248 | 325 | 267 |
| On-time arrival and departure | 1921 | 256 | 689 | 976 | 523 | 336 | 1062 | 1243 | 323 | 264 |
| Vehicle cleanliness | 1930 | 258 | 695 | 977 | 528 | 336 | 1066 | 1247 | 325 | 266 |
| Cost of fares | 1864 | 241 | 662 | 961 | 514 | 322 | 1028 | 1245 | 269 | 268 |
| Driver courtesy | 1919 | 258 | 689 | 972 | 528 | 332 | 1059 | 1238 | 325 | 265 |
| Travel time to your destination | 1928 | 260 | 692 | 976 | 529 | 335 | 1064 | 1242 | 325 | 268 |
| Frequency of service | 1930 | 258 | 693 | 979 | 530 | 336 | 1064 | 1247 | 324 | 267 |
| Span of service (early morning through late evening) | 1912 | 251 | 689 | 972 | 521 | 334 | 1057 | 1240 | 321 | 261 |
| Space/seat availability | 1928 | 259 | 694 | 975 | 530 | 336 | 1062 | 1244 | 325 | 267 |
| Customer service | 1712 | 219 | 602 | 891 | 459 | 307 | 946 | 1133 | 257 | 241 |
| Website content | 1607 | 187 | 573 | 847 | 437 | 277 | 893 | 1079 | 229 | 222 |
| Service days (number of days per week service is offered on route) | 1908 | 257 | 681 | 970 | 522 | 332 | 1054 | 1230 | 323 | 264 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table S1-T2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

S1 (Top-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|--------------------|-------------------|--------------------|--------------------|-------------------|--------------------|------------------------|------------------------|--------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| Overall | 1033 | 154 | 372 | 507 | 278 | 182 | 573 | 680 | 174 | 131 |
| | 53.5% | 59.5% D | 53.7% | 51.7% | 52.5% | 54.2% | 53.8% | 54.5% | 53.5% | 49.1% |
| Service days (number of days per week service is offered on route) | 1179 | 165 | 436 | 578 | 310 | 193 | 676 | 788 | 200 | 133 |
| | 61.8% | 64.2% | 64.0% d | 59.6% | 59.4% | 58.1% | 64.1% ef | 64.1% J | 61.9% J | 50.4% |
| Travel time to your destination | 1146 | 176 | 387 | 583 | 300 | 202 | 644 | 757 | 192 | 144 |
| | 59.4% | 67.7% CD | 55.9% | 59.7% | 56.7% | 60.3% | 60.5% | 61.0% J | 59.1% | 53.7% |
| Driver courtesy | 1133 | 160 | 410 | 563 | 294 | 186 | 653 | 758 | 182 | 139 |
| | 59.0% | 62.0% | 59.5% | 57.9% | 55.7% | 56.0% | 61.7% Ef | 61.2% iJ | 56.0% | 52.5% |
| Span of service (early morning through late evening) | 911 | 139 | 330 | 442 | 242 | 154 | 515 | 598 | 154 | 117 |
| | 47.6% | 55.4% CD | 47.9% | 45.5% | 46.4% | 46.1% | 48.7% | 48.2% | 48.0% | 44.8% |
| Customer service | 790 | 109 | 276 | 405 | 220 | 140 | 430 | 514 | 129 | 110 |
| | 46.1% | 49.8% | 45.8% | 45.5% | 47.9% | 45.6% | 45.5% | 45.4% | 50.2% | 45.6% |
| Website content | 682 | 69 | 229 | 384 | 191 | 122 | 369 | 473 | 90 | 91 |
| | 42.4% | 36.9% | 40.0% | 45.3% BC | 43.7% | 44.0% | 41.3% | 43.8% | 39.3% | 41.0% |
| Space/seat availability | 804 | 121 | 297 | 386 | 242 | 154 | 408 | 490 | 133 | 138 |
| | 41.7% | 46.7% D | 42.8% | 39.6% | 45.7% G | 45.8% G | 38.4% | 39.4% | 40.9% | 51.7% HI |
| Frequency of service | 803 | 117 | 293 | 393 | 209 | 143 | 451 | 526 | 120 | 115 |
| | 41.6% | 45.3% | 42.3% | 40.1% | 39.4% | 42.6% | 42.4% | 42.2% i | 37.0% | 43.1% |
| On-time arrival and departure | 773 | 95 | 260 | 418 | 207 | 135 | 431 | 524 | 106 | 108 |
| | 40.2% | 37.1% | 37.7% | 42.8% bC | 39.6% | 40.2% | 40.6% | 42.2% I | 32.8% | 40.9% I |
| Vehicle cleanliness | 745 | 137 | 280 | 328 | 227 | 124 | 394 | 461 | 147 | 100 |
| | 38.6% | 53.1% CD | 40.3% D | 33.6% | 43.0% fG | 36.9% | 37.0% | 37.0% | 45.2% Hi | 37.6% |
| Cost of fares | 476 | 69 | 183 | 224 | 137 | 66 | 273 | 318 | 75 | 60 |
| | 25.5% | 28.6% d | 27.6% D | 23.3% | 26.7% F | 20.5% | 26.6% F | 25.5% | 27.9% | 22.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

S1 (Neutral Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|------------------|--------------------|-------------------|-------------------|-------------------|--------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| Overall | 603 31.2% | 79 30.5% | 217 31.3% | 307 31.3% | 174 32.8% | 107 31.8% | 322 30.2% | 385 30.8% | 98 30.2% | 91 34.1% |
| Website content | 645 40.1% | 72 38.5% | 240 41.9% | 333 39.3% | 169 38.7% | 111 40.1% | 365 40.9% | 420 38.9% | 104 45.4% h | 89 40.1% |
| Customer service | 652 38.1% | 81 37.0% | 239 39.7% | 332 37.3% | 182 39.7% | 118 38.4% | 352 37.2% | 439 38.7% | 90 35.0% | 96 39.8% |
| Cost of fares | 627 33.6% | 84 34.9% | 236 35.6% | 307 31.9% | 167 32.5% | 106 32.9% | 354 34.4% | 389 31.2% | 121 45.0% HJ | 89 33.2% |
| Vehicle cleanliness | 645 33.4% | 70 27.1% | 241 34.7% B | 334 34.2% B | 179 33.9% | 124 36.9% | 342 32.1% | 421 33.8% | 101 31.1% | 96 36.1% |
| Space/seat availability | 540 28.0% | 82 31.7% d | 201 29.0% | 257 26.4% | 159 30.0% | 88 26.2% | 293 27.6% | 322 25.9% | 109 33.5% H | 85 31.8% h |
| Driver courtesy | 514 26.8% | 70 27.1% | 186 27.0% | 258 26.5% | 158 29.9% G | 102 30.7% G | 254 24.0% | 315 25.4% | 92 28.3% | 86 32.5% H |
| Travel time to your destination | 493 25.6% | 52 20.0% | 200 28.9% Bd | 241 24.7% b | 147 27.8% | 82 24.5% | 264 24.8% | 287 23.1% | 96 29.5% H | 86 32.1% H |
| On-time arrival and departure | 491 25.6% | 73 28.5% | 169 24.5% | 249 25.5% | 146 27.9% | 84 25.0% | 261 24.6% | 306 24.6% | 81 25.1% | 81 30.7% H |
| Frequency of service | 464 24.0% | 64 24.8% | 167 24.1% | 233 23.8% | 142 26.8% G | 94 28.0% G | 228 21.4% | 288 23.1% | 84 25.9% | 75 28.1% h |
| Span of service (early morning through late evening) | 446 23.3% | 54 21.5% | 165 23.9% | 227 23.4% | 122 23.4% | 80 24.0% | 244 23.1% | 278 22.4% | 80 24.9% | 67 25.7% |
| Service days (number of days per week service is offered on route) | 422 22.1% | 61 23.7% | 148 21.7% | 213 22.0% | 128 24.5% G | 89 26.8% G | 205 19.4% | 249 20.2% | 71 22.0% | 80 30.3% HI |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table S1-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

S1 (Bottom-2 Box Summary). Please rate your level of satisfaction with Port Authority on the following.

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|-------------------|--------------------|--------------------|--------------|-------------------|--------------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| Overall | 296 15.3% | 26 10.0% | 104 15.0% B | 166 16.9% B | 78 14.7% | 47 14.0% | 171 16.0% | 183 14.7% | 53 16.3% | 45 16.9% |
| Cost of fares | 761 40.8% | 88 36.5% | 243 36.7% | 430 44.7% BC | 210 40.9% | 150 46.6% G | 401 39.0% | 538 43.2% I | 73 27.1% | 119 44.4% I |
| Frequency of service | 663 34.4% | 77 29.8% | 233 33.6% | 353 36.1% b | 179 33.8% | 99 29.5% | 385 36.2% F | 433 34.7% j | 120 37.0% J | 77 28.8% |
| On-time arrival and departure | 657 34.2% | 88 34.4% | 260 37.7% D | 309 31.7% | 170 32.5% | 117 34.8% | 370 34.8% | 413 33.2% | 136 42.1% HJ | 75 28.4% |
| Space/seat availability | 584 30.3% | 56 21.6% | 196 28.2% B | 332 34.1% BC | 129 24.3% | 94 28.0% | 361 34.0% EF | 432 34.7% IJ | 83 25.5% J | 44 16.5% |
| Span of service (early morning through late evening) | 555 29.0% | 58 23.1% | 194 28.2% | 303 31.2% B | 157 30.1% | 100 29.9% | 298 28.2% | 364 29.4% | 87 27.1% | 77 29.5% |
| Vehicle cleanliness | 540 28.0% | 51 19.8% b | 174 25.0% BC | 315 32.2% BC | 122 23.1% | 88 26.2% | 330 31.0% Ef | 365 29.3% I | 77 23.7% | 70 26.3% |
| Website content | 280 17.4% | 46 24.6% cD | 104 18.2% | 130 15.3% | 77 17.6% | 44 15.9% | 159 17.8% | 186 17.2% | 35 15.3% | 42 18.9% |
| Service days (number of days per week service is offered on route) | 307 16.1% | 31 12.1% | 97 14.2% | 179 18.5% BC | 84 16.1% | 50 15.1% | 173 16.4% | 193 15.7% | 52 16.1% | 51 19.3% |
| Customer service | 270 15.8% | 29 13.2% | 87 14.5% | 154 17.3% | 57 12.4% | 49 16.0% | 164 17.3% E | 180 15.9% | 38 14.8% | 35 14.5% |
| Travel time to your destination | 289 15.0% | 32 12.3% | 105 15.2% | 152 15.6% | 82 15.5% | 51 15.2% | 156 14.7% | 198 15.9% I | 37 11.4% | 38 14.2% |
| Driver courtesy | 272 14.2% | 28 10.9% | 93 13.5% | 151 15.5% B | 76 14.4% | 44 13.3% | 152 14.4% | 165 13.3% | 51 15.7% | 40 15.1% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
 Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

S1 (Mean Summary). Please rate your level of satisfaction with Port Authority on the following.

| | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | | |
|--|----------------|-------------------|------------------|-------------------|------------------|-------------------|------------------|------------------|-------------------|-------------------|
| | 2014 TOTAL | <1 | 1-5 | 6+ | <5 | 5-8 | 9+ | Pass/Ticket | Special Pass | Cash |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Overall | 3.4 | 3.6 _{cD} | 3.5 | 3.4 | 3.5 | 3.5 | 3.4 | 3.5 | 3.4 | 3.4 |
| Service days (number of days per week service is offered on route) | 3.7 | 3.8 _D | 3.7 _d | 3.6 | 3.7 | 3.7 | 3.7 | 3.7 _J | 3.7 _J | 3.5 |
| Driver courtesy | 3.6 | 3.8 _D | 3.6 | 3.6 | 3.6 | 3.6 | 3.7 | 3.7 _i | 3.6 | 3.6 |
| Travel time to your destination | 3.6 | 3.8 _{Cd} | 3.6 | 3.6 | 3.6 | 3.6 | 3.6 | 3.6 | 3.6 | 3.6 |
| Customer service | 3.4 | 3.5 | 3.4 | 3.4 | 3.5 | 3.4 | 3.4 | 3.4 | 3.5 | 3.4 |
| Website content | 3.3 | 3.1 | 3.3 | 3.4 _{Bc} | 3.3 | 3.4 | 3.3 | 3.3 | 3.3 | 3.3 |
| Span of service (early morning through late evening) | 3.2 | 3.5 _{CD} | 3.3 | 3.2 | 3.2 | 3.2 | 3.3 | 3.2 | 3.3 | 3.2 |
| Vehicle cleanliness | 3.1 | 3.4 _{CD} | 3.2 _D | 3.0 | 3.2 _G | 3.1 | 3.0 | 3.1 | 3.3 _H | 3.1 |
| Space/seat availability | 3.1 | 3.3 _{CD} | 3.1 _D | 3.0 | 3.3 _G | 3.2 _G | 3.0 | 3.0 | 3.1 _H | 3.4 _{HI} |
| Frequency of service | 3.1 | 3.2 _D | 3.1 | 3.0 | 3.0 | 3.2 _{eG} | 3.0 | 3.1 | 3.0 | 3.2 _I |
| On-time arrival and departure | 3.0 | 3.0 | 3.0 | 3.1 _C | 3.1 | 3.1 | 3.0 | 3.1 _I | 2.8 | 3.2 _I |
| Cost of fares | 2.8 | 2.9 _D | 2.9 _D | 2.7 | 2.8 _F | 2.6 | 2.8 _f | 2.7 | 3.0 _{HJ} | 2.6 |

Comparison Groups: BCD/EFG/HIJ
 T-Test for Means, Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P1 (Base Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|---------------|----------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (A) | 1-5 (B) | 6+ (C) | <5 (D) | 5-8 (E) | 9+ (F) | Pass/ Ticket (G) | Special Pass (H) | Cash (I) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| I can get where I need to go using Port Authority service | 1921 | 258 | 690 | 973 | 525 | 334 | 1062 | 1240 | 323 | 266 |
| If/when transferring, schedules are well coordinated | 1361 | 161 | 464 | 736 | 375 | 247 | 739 | 858 | 232 | 216 |
| There is adequate space on board vehicles | 1930 | 258 | 695 | 977 | 530 | 335 | 1065 | 1245 | 324 | 268 |
| It is easy to understand the routes and how to get around the system | 1912 | 256 | 687 | 969 | 525 | 333 | 1054 | 1233 | 323 | 264 |
| It is easy to understand the zone system | 1823 | 239 | 640 | 944 | 499 | 317 | 1007 | 1208 | 272 | 260 |
| It is easy to understand how and when to pay my fare | 1917 | 254 | 690 | 973 | 527 | 328 | 1062 | 1245 | 316 | 267 |
| Stops are appropriately spaced along my route | 1919 | 256 | 691 | 972 | 526 | 331 | 1062 | 1241 | 325 | 263 |
| Port Authority is efficient with its resources | 1666 | 210 | 595 | 861 | 455 | 294 | 917 | 1079 | 266 | 243 |
| Port Authority is transparent in its decision-making | 1521 | 181 | 525 | 815 | 421 | 270 | 830 | 987 | 234 | 232 |
| Port Authority is environmentally friendly | 1688 | 219 | 609 | 860 | 461 | 303 | 924 | 1097 | 279 | 237 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table P1-T2](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P1 (Top-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|---------------|----------------|--------------|--------------|--------------|--------------|--------------|------------------------|------------------------|--------------|
| | | <1 (A) | 1-5 (B) | 6+ (C) | <5 (D) | 5-8 (E) | 9+ (F) | Pass/ Ticket (G) | Special Pass (H) | Cash (I) |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| I can get where I need to go using Port Authority service | 1188 | 166 | 433 | 589 | 293 | 204 | 691 | 772 | 221 | 142 |
| | 61.8% | 64.3% | 62.8% | 60.5% | 55.8% | 61.1% | 65.1% | 62.3% | 68.4% | 53.4% |
| Stops are appropriately spaced along my route | 1155 | 165 | 436 | 554 | 315 | 200 | 640 | 746 | 208 | 157 |
| | 60.2% | 64.5% | 63.1% | 57.0% | 59.9% | 60.4% | 60.3% | 60.1% | 64.0% | 59.7% |
| It is easy to understand how and when to pay my fare | 1049 | 121 | 356 | 572 | 259 | 187 | 603 | 764 | 132 | 117 |
| | 54.7% | 47.6% | 51.6% | 58.8% | 49.1% | 57.0% | 56.8% | 61.4% | 41.8% | 43.8% |
| It is easy to understand the routes and how to get around the system | 971 | 109 | 350 | 512 | 252 | 165 | 554 | 642 | 170 | 121 |
| | 50.8% | 42.6% | 50.9% | 52.8% | 48.0% | 49.5% | 52.6% | 52.1% | 52.6% | 45.8% |
| It is easy to understand the zone system | 826 | 99 | 283 | 444 | 196 | 146 | 484 | 623 | 83 | 88 |
| | 45.3% | 41.4% | 44.2% | 47.0% | 39.3% | 46.1% | 48.1% | 51.6% | 30.5% | 33.8% |
| Port Authority is environmentally friendly | 688 | 94 | 249 | 345 | 183 | 121 | 384 | 443 | 113 | 98 |
| | 40.8% | 42.9% | 40.9% | 40.1% | 39.7% | 39.9% | 41.6% | 40.4% | 40.5% | 41.4% |
| There is adequate space on board vehicles | 692 | 99 | 265 | 328 | 225 | 131 | 336 | 417 | 129 | 117 |
| | 35.9% | 38.4% | 38.1% | 33.6% | 42.5% | 39.1% | 31.5% | 33.5% | 39.8% | 43.7% |
| If/when transferring, schedules are well coordinated | 349 | 47 | 122 | 180 | 97 | 76 | 176 | 220 | 63 | 57 |
| | 25.6% | 29.2% | 26.3% | 24.5% | 25.9% | 30.8% | 23.8% | 25.6% | 27.2% | 26.4% |
| Port Authority is efficient with its resources | 378 | 63 | 148 | 167 | 102 | 79 | 197 | 230 | 72 | 60 |
| | 22.7% | 30.0% | 24.9% | 19.4% | 22.4% | 26.9% | 21.5% | 21.3% | 27.1% | 24.7% |
| Port Authority is transparent in its decision-making | 261 | 46 | 100 | 115 | 73 | 51 | 137 | 158 | 44 | 50 |
| | 17.2% | 25.4% | 19.0% | 14.1% | 17.3% | 18.9% | 16.5% | 16.0% | 18.8% | 21.6% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P1 (Neutral Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|-------------------|-------------------|-------------------|--------------------|--------------|--------------|------------------------|------------------------|--------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| Port Authority is environmentally friendly | 768 45.5% | 91 41.6% | 278 45.6% | 399 46.4% | 216 46.9% | 138 45.5% | 414 44.8% | 507 46.2% | 120 43.0% | 109 46.0% |
| Port Authority is efficient with its resources | 749 45.0% | 100 47.6% | 285 47.9% D | 364 42.3% | 211 46.4% | 133 45.2% | 405 44.2% | 486 45.0% | 121 45.5% | 109 44.9% |
| If/when transferring, schedules are well coordinated | 604 44.4% | 65 40.4% | 197 42.5% | 342 46.5% | 190 50.7% FG | 101 40.9% | 313 42.4% | 367 42.8% | 101 43.5% | 113 52.3% Hi |
| Port Authority is transparent in its decision-making | 654 43.0% | 90 49.7% D | 228 43.4% | 336 41.2% | 187 44.4% | 112 41.5% | 355 42.8% | 439 44.5% j | 101 43.2% | 89 38.4% |
| There is adequate space on board vehicles | 590 30.6% | 84 32.6% | 217 31.2% | 289 29.6% | 175 33.0% | 103 30.7% | 312 29.3% | 358 28.8% | 104 32.1% | 97 36.2% H |
| It is easy to understand the routes and how to get around the system | 582 30.4% | 91 35.5% cd | 200 29.1% | 291 30.0% | 160 30.5% | 107 32.1% | 315 29.9% | 380 30.8% | 87 26.9% | 84 31.8% |
| It is easy to understand the zone system | 532 29.2% | 69 28.9% | 188 29.4% | 275 29.1% | 152 30.5% | 96 30.3% | 284 28.2% | 322 26.7% | 90 33.1% H | 91 35.0% H |
| Stops are appropriately spaced along my route | 478 24.9% | 68 26.6% | 148 21.4% | 262 27.0% C | 126 24.0% | 85 25.7% | 267 25.1% | 309 24.9% | 72 22.2% | 67 25.5% |
| I can get where I need to go using Port Authority service | 456 23.7% | 55 21.3% | 171 24.8% | 230 23.6% | 145 27.6% FG | 72 21.6% | 239 22.5% | 302 24.4% i | 62 19.2% | 74 27.8% i |
| It is easy to understand how and when to pay my fare | 455 23.7% | 75 29.5% CD | 156 22.6% | 224 23.0% | 137 26.0% | 79 24.1% | 239 22.5% | 276 22.2% | 70 22.2% | 82 30.7% Hi |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Table P1-B2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P1 (Bottom-2 Box Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|------------------|-------------------|--------------------|--------------------|-------------------|--------------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 | 326 | 269 |
| Port Authority is transparent in its decision-making | 606 39.8% | 45 24.9% | 197 37.5% B | 364 44.7% BC | 161 38.2% | 107 39.6% | 338 40.7% | 390 39.5% | 89 38.0% | 93 40.1% |
| There is adequate space on board vehicles | 648 33.6% | 75 29.1% | 213 30.6% | 360 36.8% BC | 130 24.5% | 101 30.1% e | 417 39.2% EF | 470 37.8% IJ | 91 28.1% J | 54 20.1% |
| Port Authority is efficient with its resources | 539 32.4% | 47 22.4% | 162 27.2% | 330 38.3% BC | 142 31.2% | 82 27.9% | 315 34.4% F | 363 33.6% i | 73 27.4% | 74 30.5% |
| If/when transferring, schedules are well coordinated | 408 30.0% | 49 30.4% | 145 31.2% | 214 29.1% | 88 23.5% | 70 28.3% | 250 33.8% E | 271 31.6% J | 68 29.3% J | 46 21.3% |
| It is easy to understand the zone system | 465 25.5% | 71 29.7% d | 169 26.4% | 225 23.8% | 151 30.3% FG | 75 23.7% | 239 23.7% | 263 21.8% | 99 36.4% H | 81 31.2% H |
| It is easy to understand how and when to pay my fare | 413 21.5% | 58 22.8% | 178 25.8% D | 177 18.2% | 131 24.9% Fg | 62 18.9% | 220 20.7% | 205 16.5% | 114 36.1% HJ | 68 25.5% H |
| It is easy to understand the routes and how to get around the system | 359 18.8% | 56 21.9% d | 137 19.9% | 166 17.1% | 113 21.5% g | 61 18.3% | 185 17.6% | 211 17.1% | 66 20.4% | 59 22.3% h |
| Stops are appropriately spaced along my route | 286 14.9% | 23 9.0% | 107 15.5% B | 156 16.0% B | 85 16.2% | 46 13.9% | 155 14.6% | 186 15.0% | 45 13.8% | 39 14.8% |
| I can get where I need to go using Port Authority service | 277 14.4% | 37 14.3% | 86 12.5% | 154 15.8% c | 87 16.6% G | 58 17.4% G | 132 12.4% | 166 13.4% | 40 12.4% | 50 18.8% Hi |
| Port Authority is environmentally friendly | 232 13.7% | 34 15.5% | 82 13.5% | 116 13.5% | 62 13.4% | 44 14.5% | 126 13.6% | 147 13.4% | 46 16.5% | 30 12.7% |

Comparison Groups: BCD/EFG/HIJ

T-Test for Means, Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P1 (Mean Summary). Thinking about the Port Authority, how much do you agree or disagree with the following statements?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|---------------|---------------|---------------|---------------|----------------|------------------------|------------------------|---------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| I can get where I need to go using Port Authority service | 3.7 | 3.8 d | 3.7 | 3.6 | 3.6 | 3.6 | 3.8 E | 3.7 J | 3.8 J | 3.5 |
| Stops are appropriately spaced along my route | 3.6 | 3.8 D | 3.7 d | 3.6 | 3.6 | 3.7 | 3.7 | 3.6 | 3.8 | 3.6 |
| It is easy to understand how and when to pay my fare | 3.5 | 3.4 | 3.4 | 3.6 BC | 3.4 | 3.6 E | 3.6 E | 3.7 IJ | 3.1 | 3.4 I |
| It is easy to understand the routes and how to get around the system | 3.4 | 3.3 | 3.4 | 3.5 B | 3.4 | 3.4 | 3.5 e | 3.5 j | 3.5 | 3.3 |
| Port Authority is environmentally friendly | 3.4 | 3.4 | 3.4 | 3.3 | 3.3 | 3.4 | 3.4 | 3.4 | 3.3 | 3.4 |
| It is easy to understand the zone system | 3.3 | 3.1 | 3.2 | 3.3 B | 3.2 | 3.3 e | 3.3 E | 3.4 IJ | 2.9 | 3.0 |
| There is adequate space on board vehicles | 3.0 | 3.1 D | 3.1 D | 2.9 | 3.2 G | 3.1 G | 2.8 | 2.9 | 3.1 H | 3.3 HI |
| If/when transferring, schedules are well coordinated | 2.9 | 3.0 | 3.0 | 2.9 | 3.0 G | 3.0 G | 2.9 | 2.9 | 3.0 | 3.1 H |
| Port Authority is efficient with its resources | 2.8 | 3.1 D | 3.0 D | 2.7 | 2.9 | 3.0 G | 2.8 | 2.8 | 3.0 H | 2.9 |
| Port Authority is transparent in its decision-making | 2.7 | 3.0 CD | 2.7 D | 2.5 | 2.7 | 2.7 | 2.6 | 2.7 | 2.7 | 2.7 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table P2A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P2a. Compared to last year at this time, how would you rate the current state of the public transportation system in Allegheny County?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------|----------------------|--------------------|--------------------|-------------------|-------------------|---------------|-------------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Don't know | 236 12.2% | 152 58.0% CD | 45 6.4% D | 39 4.0% | 81 15.1% Fg | 30 8.9% | 125 11.7% | 134 10.7% | 54 16.6% H | 37 13.8% |
| Revised base | 1705 100.0% | 110 100.0% | 653 100.0% | 942 100.0% | 456 100.0% | 306 100.0% | 943 100.0% | 1119 100.0% | 272 100.0% | 232 100.0% |
| (Net) Top-two box | 542 31.8% | 47 42.7% CD | 209 32.0% | 286 30.4% | 131 28.7% | 92 30.1% | 319 33.8% e | 347 31.0% | 99 36.4% hJ | 64 27.6% |
| -Much better (5) | 85 5.0% | 12 10.9% CD | 28 4.3% | 45 4.8% | 20 4.4% | 13 4.2% | 52 5.5% | 54 4.8% | 15 5.5% | 13 5.6% |
| -Somewhat better (4) | 457 26.8% | 35 31.8% | 181 27.7% | 241 25.6% | 111 24.3% | 79 25.8% | 267 28.3% | 293 26.2% | 84 30.9% J | 51 22.0% |
| About the same (3) | 915 53.7% | 44 40.0% | 381 58.3% BD | 490 52.0% B | 258 56.6% g | 170 55.6% | 487 51.6% | 605 54.1% | 143 52.6% | 131 56.5% |
| (Net) Bottom-two box | 248 14.5% | 19 17.3% C | 63 9.6% | 166 17.6% C | 67 14.7% | 44 14.4% | 137 14.5% | 167 14.9% i | 30 11.0% | 37 15.9% |
| -Somewhat worse (2) | 178 10.4% | 16 14.5% C | 47 7.2% | 115 12.2% C | 48 10.5% | 31 10.1% | 99 10.5% | 117 10.5% i | 20 7.4% | 29 12.5% i |
| -Much worse (1) | 70 4.1% | 3 2.7% | 16 2.5% | 51 5.4% C | 19 4.2% | 13 4.2% | 38 4.0% | 50 4.5% | 10 3.7% | 8 3.4% |
| Mean | 3.2 | 3.3 d | 3.2 D | 3.1 | 3.1 | 3.2 | 3.2 | 3.2 | 3.3 | 3.1 |
| Standard Deviation | 0.8 | 1.0 | 0.7 | 0.9 | 0.8 | 0.8 | 0.9 | 0.8 | 0.8 | 0.8 |
| Standard Error | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P4 (Base Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| Have to pay more for Zone 1 equivalent trips | 1539 | 188 | 527 | 824 | 401 | 264 | 874 | 1068 | 197 | 218 |
| Have to pay less for Zone 2 equivalent trips | 1328 | 160 | 460 | 708 | 348 | 230 | 750 | 921 | 170 | 192 |
| No longer have to pay for transfers | 1386 | 165 | 488 | 733 | 378 | 244 | 764 | 908 | 206 | 219 |
| No longer have a downtown free-fare zone | 1522 | 182 | 532 | 808 | 411 | 266 | 845 | 1043 | 202 | 215 |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table P4-YES](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P4 (Yes Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|----------------|-------------------|-------------------|--------------|--------------|--------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| No longer have to pay for transfers | 983 70.9% | 116 70.3% | 344 70.5% | 523 71.4% | 275 72.8% | 173 70.9% | 535 70.0% | 610 67.2% | 169 82.0% H | 168 76.7% H |
| Have to pay less for Zone 2 equivalent trips | 921 69.4% | 94 58.8% | 319 69.3% B | 508 71.8% B | 234 67.2% | 155 67.4% | 532 70.9% | 642 69.7% | 119 70.0% | 130 67.7% |
| No longer have a downtown free-fare zone | 434 28.5% | 44 24.2% | 152 28.6% | 238 29.5% | 111 27.0% | 70 26.3% | 253 29.9% | 289 27.7% | 75 37.1% HJ | 57 26.5% |
| Have to pay more for Zone 1 equivalent trips | 307 19.9% | 28 14.9% | 109 20.7% b | 170 20.6% b | 83 20.7% | 53 20.1% | 171 19.6% | 203 19.0% | 41 20.8% | 49 22.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

[Table P4-NO](#)

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

P4 (No Summary). Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|--------------------|--------------|--------------|--------------|--------------|--------------|------------------------|------------------------|-------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| No longer have to pay for transfers | 403 29.1% | 49 29.7% | 144 29.5% | 210 28.6% | 103 27.2% | 71 29.1% | 229 30.0% | 298 32.8% JJ | 37 18.0% | 51 23.3% |
| Have to pay less for Zone 2 equivalent trips | 407 30.6% | 66 41.2% CD | 141 30.7% | 200 28.2% | 114 32.8% | 75 32.6% | 218 29.1% | 279 30.3% | 51 30.0% | 62 32.3% |
| No longer have a downtown free-fare zone | 1088 71.5% | 138 75.8% | 380 71.4% | 570 70.5% | 300 73.0% | 196 73.7% | 592 70.1% | 754 72.3% I | 127 62.9% | 158 73.5% I |
| Have to pay more for Zone 1 equivalent trips | 1232 80.1% | 160 85.1% cd | 418 79.3% | 654 79.4% | 318 79.3% | 211 79.9% | 703 80.4% | 865 81.0% | 156 79.2% | 169 77.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE1. Are you...?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--------------|----------------------|----------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 17 | 1 | 4 | 12 | 3 | 5 | 9 | 13 | 1 | 2 |
| | 0.9% | 0.4% | 0.6% | 1.2% | 0.6% | 1.5% | 0.8% | 1.0% | 0.3% | 0.7% |
| Revised base | 1924 | 261 | 694 | 969 | 534 | 331 | 1059 | 1240 | 325 | 267 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Male | 677 | 90 | 251 | 336 | 184 | 116 | 377 | 438 | 121 | 89 |
| | 35.2% | 34.5% | 36.2% | 34.7% | 34.5% | 35.0% | 35.6% | 35.3% | 37.2% | 33.3% |
| Female | 1247 | 171 | 443 | 633 | 350 | 215 | 682 | 802 | 204 | 178 |
| | 64.8% | 65.5% | 63.8% | 65.3% | 65.5% | 65.0% | 64.4% | 64.7% | 62.8% | 66.7% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE2

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE2. Which of the following categories contains your age?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--------------------------|----------------------|----------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 4 | 1 | 1 | 2 | - | - | 4 | 3 | 1 | - |
| | 0.2% | 0.4% | 0.1% | 0.2% | - | - | 0.4% | 0.2% | 0.3% | - |
| Revised base | 1937 | 261 | 697 | 979 | 537 | 336 | 1064 | 1250 | 325 | 269 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Less than 25 years | 391 | 99 | 227 | 65 | 126 | 71 | 194 | 201 | 136 | 49 |
| | 20.2% | 37.9% D | 32.6% D | 6.6% | 23.5% G | 21.1% | 18.2% | 16.1% | 41.8% HJ | 18.2% |
| -15 or younger | - | - | - | - | - | - | - | - | - | - |
| -16-17 years | - | - | - | - | - | - | - | - | - | - |
| -18-24 years | 391 | 99 | 227 | 65 | 126 | 71 | 194 | 201 | 136 | 49 |
| | 20.2% | 37.9% D | 32.6% D | 6.6% | 23.5% G | 21.1% | 18.2% | 16.1% | 41.8% HJ | 18.2% |
| 25-34 years | 702 | 104 | 305 | 293 | 193 | 108 | 401 | 454 | 104 | 101 |
| | 36.2% | 39.8% D | 43.8% D | 29.9% | 35.9% | 32.1% | 37.7% f | 36.3% | 32.0% | 37.5% |
| (Net) 35 to 54 years | 586 | 49 | 135 | 402 | 156 | 107 | 323 | 426 | 39 | 89 |
| | 30.3% | 18.8% | 19.4% | 41.1% BC | 29.1% | 31.8% | 30.4% | 34.1% I | 12.0% | 33.1% I |
| -35-44 years | 297 | 23 | 82 | 192 | 89 | 50 | 158 | 206 | 24 | 52 |
| | 15.3% | 8.8% | 11.8% | 19.6% BC | 16.6% | 14.9% | 14.8% | 16.5% I | 7.4% | 19.3% I |
| -45-54 years | 289 | 26 | 53 | 210 | 67 | 57 | 165 | 220 | 15 | 37 |
| | 14.9% | 10.0% | 7.6% | 21.5% BC | 12.5% | 17.0% e | 15.5% e | 17.6% I | 4.6% | 13.8% I |
| (Net) 55 years or older | 258 | 9 | 30 | 219 | 62 | 50 | 146 | 169 | 46 | 30 |
| | 13.3% | 3.4% | 4.3% | 22.4% BC | 11.5% | 14.9% | 13.7% | 13.5% | 14.2% | 11.2% |
| -55-64 years | 219 | 9 | 25 | 185 | 49 | 40 | 130 | 167 | 13 | 27 |
| | 11.3% | 3.4% | 3.6% | 18.9% BC | 9.1% | 11.9% | 12.2% e | 13.4% I | 4.0% | 10.0% I |
| -65-74 years | 30 | - | 5 | 25 | 9 | 9 | 12 | 1 | 25 | 3 |
| | 1.5% | - | 0.7% | 2.6% C | 1.7% | 2.7% g | 1.1% | 0.1% | 7.7% HJ | 1.1% |
| -75 years or older | 9 | - | - | 9 | 4 | 1 | 4 | 1 | 8 | - |
| | 0.5% | - | - | 0.9% | 0.7% | 0.3% | 0.4% | 0.1% | 2.5% H | - |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE3. Which of the following best describes your race/ethnicity?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|-------------------|--------------------|--------------------|-------------------|-------------------|-------------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Refused | 12 0.6% | - | 3 0.4% | 9 0.9% | 2 0.4% | 3 0.9% | 7 0.7% | 7 0.6% | 3 0.9% | 1 0.4% |
| Revised base | 1929 100.0% | 262 100.0% | 695 100.0% | 972 100.0% | 535 100.0% | 333 100.0% | 1061 100.0% | 1246 100.0% | 323 100.0% | 268 100.0% |
| White/Caucasian | 1636 84.8% | 217 82.8% | 616 88.6% BD | 803 82.6% | 462 86.4% F | 261 78.4% | 913 86.1% F | 1068 85.7% j | 267 82.7% | 217 81.0% |
| Black/African-American | 182 9.4% | 17 6.5% | 34 4.9% | 131 13.5% BC | 43 8.0% | 43 12.9% Eg | 96 9.0% | 119 9.6% | 23 7.1% | 33 12.3% i |
| (Net) Other | 190 9.8% | 40 15.3% cD | 76 10.9% D | 74 7.6% | 50 9.3% | 41 12.3% | 99 9.3% | 109 8.7% | 47 14.6% H | 31 11.6% |
| -East Asian/Chinese/Japanese | 40 2.1% | 11 4.2% D | 16 2.3% | 13 1.3% | 12 2.2% | 8 2.4% | 20 1.9% | 16 1.3% | 20 6.2% HJ | 3 1.1% |
| -Hispanic/Latino | 39 2.0% | 11 4.2% D | 18 2.6% D | 10 1.0% | 9 1.7% | 9 2.7% | 21 2.0% | 24 1.9% | 8 2.5% | 7 2.6% |
| -Native American/American Indian/Alaskan Native | 27 1.4% | 3 1.1% | 10 1.4% | 14 1.4% | 4 0.7% | 5 1.5% | 18 1.7% e | 19 1.5% | 3 0.9% | 4 1.5% |
| -West Asian/Indian/Egyptian | 19 1.0% | 5 1.9% | 9 1.3% | 5 0.5% | 4 0.7% | 4 1.2% | 11 1.0% | 11 0.9% | 6 1.9% j | 1 0.4% |
| -Native Hawaiian/Pacific Islander | 6 0.3% | - | 5 0.7% d | 1 0.1% | - | 2 0.6% | 4 0.4% | 4 0.3% | 2 0.6% | - |
| -Other | 67 3.5% | 11 4.2% | 21 3.0% | 35 3.6% | 22 4.1% | 16 4.8% | 29 2.7% | 41 3.3% | 10 3.1% | 16 6.0% hi |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE3A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE3a. Which of the following best describes your primary language?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------------------------------|----------------------|-----------------|-----------------|--------------------|-------------------|---------------|-----------------|------------------------|------------------------|--------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Refused | 10 0.5% | 1 0.4% | 6 0.9% | 3 0.3% | 3 0.6% | 1 0.3% | 6 0.6% | 6 0.5% | 2 0.6% | 2 0.7% |
| Revised base | 1931 100.0% | 261 100.0% | 692 100.0% | 978 100.0% | 534 100.0% | 335 100.0% | 1062 100.0% | 1247 100.0% | 324 100.0% | 267 100.0% |
| English | 1884 97.6% | 249 95.4% | 670 96.8% | 965 98.7% BC | 527 98.7% G | 326 97.3% | 1031 97.1% | 1223 98.1% i | 302 93.2% | 266 99.6% HI |
| (Net) Other | 47 2.4% | 12 4.6% D | 22 3.2% D | 13 1.3% | 7 1.3% | 9 2.7% | 31 2.9% E | 24 1.9% J | 22 6.8% HJ | 1 0.4% |
| -Chinese (Cantonese/Mandarin) | 10 0.5% | 2 0.8% | 8 1.2% | - | 2 0.4% | 3 0.9% | 5 0.5% | 5 0.4% | 5 1.5% | - |
| -Spanish | 5 0.3% | 2 0.8% | 2 0.3% | 1 0.1% | - | 3 0.9% | 2 0.2% | 3 0.2% | 2 0.6% | - |
| -Hindi | 4 0.2% | 1 0.4% | 2 0.3% | 1 0.1% | - | - | 4 0.4% | 1 0.1% | 3 0.9% | - |
| -Italian | 4 0.2% | 1 0.4% | 2 0.3% | 1 0.1% | - | - | 4 0.4% | 3 0.2% | 1 0.3% | - |
| -Russian | 4 0.2% | 1 0.4% | 2 0.3% | 1 0.1% | 1 0.2% | - | 3 0.3% | 1 0.1% | 2 0.6% | 1 0.4% |
| -German | 3 0.2% | - | 2 0.3% | 1 0.1% | - | 1 0.3% | 2 0.2% | 1 0.1% | 2 0.6% | - |
| -Japanese | 3 0.2% | - | 1 0.1% | 2 0.2% | 2 0.4% | - | 1 0.1% | - | 3 0.9% | - |
| -Arabic | 2 0.1% | - | 1 0.1% | 1 0.1% | - | 1 0.3% | 1 0.1% | 1 0.1% | 1 0.3% | - |
| -French | 2 0.1% | 1 0.4% | - | 1 0.1% | - | - | 2 0.2% | 1 0.1% | 1 0.3% | - |
| -French Creole | 1 0.1% | 1 0.4% | - | - | 1 0.2% | - | - | 1 0.1% | - | - |
| -Other | 9 0.5% | 3 1.1% | 2 0.3% | 4 0.4% | 1 0.2% | 1 0.3% | 7 0.7% | 7 0.6% | 2 0.6% | - |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE4. Are you a student?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----|----------------------|----------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 425 | 91 | 226 | 108 | 121 | 83 | 221 | 156 | 217 | 46 |
| | 21.9% | 34.7% D | 32.4% D | 11.0% | 22.5% | 24.7% | 20.7% | 12.5% | 66.6% HJ | 17.1% h |
| No | 1516 | 171 | 472 | 873 | 416 | 253 | 847 | 1097 | 109 | 223 |
| | 78.1% | 65.3% | 67.6% | 89.0% BC | 77.5% | 75.3% | 79.3% | 87.5% ij | 33.4% | 82.9% i |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE5

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE5. Are you attending...?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--------------------|----------------------|----------------|------------|-----------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Student | 425 | 91 | 226 | 108 | 121 | 83 | 221 | 156 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Middle school | - | - | - | - | - | - | - | - | - | - |
| High school | 20 | 4 | 14 | 2 | 3 | 6 | 11 | 19 | - | 1 |
| | 4.7% | 4.4% | 6.2% D | 1.9% | 2.5% | 7.2% | 5.0% | 12.2% J | | 2.2% |
| Trade/technical | 16 | 6 | 7 | 3 | 4 | 3 | 9 | 12 | - | 4 |
| | 3.8% | 6.6% | 3.1% | 2.8% | 3.3% | 3.6% | 4.1% | 7.7% | | 8.7% |
| College/University | 355 | 75 | 190 | 90 | 103 | 67 | 185 | 115 | 203 | 34 |
| | 83.5% | 82.4% | 84.1% | 83.3% | 85.1% | 80.7% | 83.7% | 73.7% | 93.5% HJ | 73.9% |
| Other | 34 | 6 | 15 | 13 | 11 | 7 | 16 | 10 | 14 | 7 |
| | 8.0% | 6.6% | 6.6% | 12.0% | 9.1% | 8.4% | 7.2% | 6.4% | 6.5% | 15.2% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE6

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE6. What is the highest level of education that you have achieved to date?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|---------------------|------------|------------|--------------|-------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Adults (18+) | 1921 | 258 | 684 | 979 | 534 | 330 | 1057 | 1234 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 9 | 1 | 2 | 6 | 2 | 3 | 4 | 8 | - | - |
| | 0.5% | 0.4% | 0.3% | 0.6% | 0.4% | 0.9% | 0.4% | 0.6% | | |
| Revised base | 1912 | 257 | 682 | 973 | 532 | 327 | 1053 | 1226 | 326 | 268 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than high-school graduate | 13 | 2 | 1 | 10 | 4 | 5 | 4 | 6 | 2 | 5 |
| | 0.7% | 0.8% | 0.1% | 1.0% C | 0.8% | 1.5% | 0.4% | 0.5% | 0.6% | 1.9% |
| High-school graduate | 179 | 31 | 41 | 107 | 48 | 36 | 95 | 113 | 32 | 32 |
| | 9.4% | 12.1% C | 6.0% | 11.0% C | 9.0% | 11.0% | 9.0% | 9.2% | 9.8% | 11.9% |
| Some college/Associate degree | 457 | 48 | 155 | 254 | 117 | 94 | 246 | 281 | 87 | 78 |
| | 23.9% | 18.7% | 22.7% | 26.1% B | 22.0% | 28.7% Eg | 23.4% | 22.9% | 26.7% | 29.1% H |
| Business or Vocational/Technical school | 51 | 1 | 13 | 37 | 9 | 12 | 30 | 39 | 3 | 7 |
| | 2.7% | 0.4% | 1.9% B | 3.8% BC | 1.7% | 3.7% e | 2.8% | 3.2% I | 0.9% | 2.6% |
| College graduate (undergraduate/Bachelor's) | 692 | 103 | 279 | 310 | 200 | 97 | 395 | 473 | 93 | 91 |
| | 36.2% | 40.1% D | 40.9% D | 31.9% | 37.6% F | 29.7% | 37.5% F | 38.6% I | 28.5% | 34.0% |
| Post-graduate work or degree (Masters, Doctorate) | 520 | 72 | 193 | 255 | 154 | 83 | 283 | 314 | 109 | 55 |
| | 27.2% | 28.0% | 28.3% | 26.2% | 28.9% | 25.4% | 26.9% | 25.6% j | 33.4% HJ | 20.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE7. Are you currently...?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----------------------------------|---------------|----------------|------------|-------------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (A) | 1-5 (B) | 6+ (C) | <5 (D) | 5-8 (E) | 9+ (F) | Pass/ Ticket (G) | Special Pass (H) | Cash (I) |
| Base - Adults (18+) | 1921 | 258 | 684 | 979 | 534 | 330 | 1057 | 1234 | 326 | 268 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 10 | - | 3 | 7 | 2 | 3 | 5 | 7 | 3 | - |
| | 0.5% | | 0.4% | 0.7% | 0.4% | 0.9% | 0.5% | 0.6% | 0.9% | |
| Revised base | 1911 | 258 | 681 | 972 | 532 | 327 | 1052 | 1227 | 323 | 268 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Employed full-time | 1321 | 150 | 451 | 720 | 339 | 198 | 784 | 982 | 85 | 171 |
| | 69.1% | 58.1% | 66.2% B | 74.1% BC | 63.7% | 60.6% | 74.5% EF | 80.0% IJ | 26.3% | 63.8% I |
| Employed part-time | 208 | 33 | 71 | 104 | 62 | 46 | 100 | 121 | 35 | 49 |
| | 10.9% | 12.8% | 10.4% | 10.7% | 11.7% | 14.1% G | 9.5% | 9.9% | 10.8% | 18.3% HI |
| Unemployed but seeking employment | 74 | 13 | 20 | 41 | 30 | 19 | 25 | 39 | 6 | 25 |
| | 3.9% | 5.0% | 2.9% | 4.2% | 5.6% G | 5.8% G | 2.4% | 3.2% | 1.9% | 9.3% HI |
| A full-time student | 211 | 58 | 123 | 30 | 63 | 40 | 108 | 45 | 152 | 12 |
| | 11.0% | 22.5% D | 18.1% D | 3.1% | 11.8% | 12.2% | 10.3% | 3.7% | 47.1% HJ | 4.5% |
| A stay at home parent | 11 | 2 | 2 | 7 | 4 | 3 | 4 | 8 | - | 3 |
| | 0.6% | 0.8% | 0.3% | 0.7% | 0.8% | 0.9% | 0.4% | 0.7% | | 1.1% |
| Retired | 34 | - | 7 | 27 | 14 | 9 | 11 | 7 | 22 | 4 |
| | 1.8% | | 1.0% | 2.8% C | 2.6% G | 2.8% g | 1.0% | 0.6% | 6.8% HJ | 1.5% |
| Disabled | 52 | 2 | 7 | 43 | 20 | 12 | 20 | 25 | 23 | 4 |
| | 2.7% | 0.8% | 1.0% | 4.4% BC | 3.8% G | 3.7% | 1.9% | 2.0% | 7.1% HJ | 1.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE8

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE8. What is your marital status?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----------------------------|---------------|----------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (A) | 1-5 (B) | 6+ (C) | <5 (D) | 5-8 (E) | 9+ (F) | Pass/ Ticket (G) | Special Pass (H) | Cash (I) |
| Base - Adults (18+) | 1921 | 258 | 684 | 979 | 534 | 330 | 1057 | 1234 | 326 | 268 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 27 | 4 | 5 | 18 | 8 | 5 | 14 | 19 | 6 | 1 |
| | 1.4% | 1.6% | 0.7% | 1.8% C | 1.5% | 1.5% | 1.3% | 1.5% J | 1.8% j | 0.4% |
| Revised base | 1894 | 254 | 679 | 961 | 526 | 325 | 1043 | 1215 | 320 | 267 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Single | 958 | 152 | 409 | 397 | 274 | 163 | 521 | 554 | 222 | 144 |
| | 50.6% | 59.8% D | 60.2% D | 41.3% | 52.1% | 50.2% | 50.0% | 45.6% | 69.4% HJ | 53.9% H |
| Married/Living with partner | 770 | 85 | 242 | 443 | 215 | 136 | 419 | 549 | 73 | 103 |
| | 40.7% | 33.5% | 35.6% | 46.1% BC | 40.9% | 41.8% | 40.2% | 45.2% IJ | 22.8% | 38.6% I |
| Separated/Divorced | 134 | 16 | 23 | 95 | 30 | 19 | 85 | 94 | 17 | 15 |
| | 7.1% | 6.3% c | 3.4% | 9.9% BC | 5.7% | 5.8% | 8.1% e | 7.7% i | 5.3% | 5.6% |
| Widowed | 32 | 1 | 5 | 26 | 7 | 7 | 18 | 18 | 8 | 5 |
| | 1.7% | 0.4% | 0.7% | 2.7% BC | 1.3% | 2.2% | 1.7% | 1.5% | 2.5% | 1.9% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE9. Are children under the age of 18 living in your household?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---------------------|---------------|----------------|------------|-------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (A) | 1-5 (B) | 6+ (C) | <5 (D) | 5-8 (E) | 9+ (F) | Pass/ Ticket (G) | Special Pass (H) | Cash (I) |
| Base - Adults (18+) | 1921 | 258 | 684 | 979 | 534 | 330 | 1057 | 1234 | 326 | 268 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 35 | 4 | 10 | 21 | 13 | 8 | 14 | 24 | 4 | 5 |
| | 1.8% | 1.6% | 1.5% | 2.1% | 2.4% | 2.4% | 1.3% | 1.9% | 1.2% | 1.9% |
| Revised base | 1886 | 254 | 674 | 958 | 521 | 322 | 1043 | 1210 | 322 | 263 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 407 | 45 | 119 | 243 | 109 | 79 | 219 | 287 | 32 | 70 |
| | 21.6% | 17.7% | 17.7% | 25.4% BC | 20.9% | 24.5% | 21.0% | 23.7% I | 9.9% | 26.6% I |
| No | 1479 | 209 | 555 | 715 | 412 | 243 | 824 | 923 | 290 | 193 |
| | 78.4% | 82.3% D | 82.3% D | 74.6% | 79.1% | 75.5% | 79.0% | 76.3% | 90.1% HJ | 73.4% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table DE10

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

DE10. Which of the following categories contains your annual household income?

| | 2014 TOTAL | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|----------------------------|---------------|----------------|------------|------------|--------------|-------------|------------|------------------------|------------------------|-------------|
| | | <1 (A) | 1-5 (B) | 6+ (C) | <5 (D) | 5-8 (E) | 9+ (F) | Pass/ Ticket (G) | Special Pass (H) | Cash (I) |
| Base - Adults (18+) | 1921 | 258 | 684 | 979 | 534 | 330 | 1057 | 1234 | 326 | 268 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 107 | 8 | 26 | 73 | 31 | 24 | 52 | 72 | 13 | 17 |
| | 5.6% | 3.1% | 3.8% | 7.5% BC | 5.8% | 7.3% | 4.9% | 5.8% | 4.0% | 6.3% |
| Revised base | 1814 | 250 | 658 | 906 | 503 | 306 | 1005 | 1162 | 313 | 251 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| (Net) Less than \$35,000 | 785 | 115 | 295 | 375 | 198 | 147 | 440 | 440 | 192 | 134 |
| | 43.3% | 46.0% | 44.8% | 41.4% | 39.4% | 48.0% E | 43.8% e | 37.9% | 61.3% Hj | 53.4% H |
| -Under \$15,000 | 310 | 58 | 109 | 143 | 84 | 69 | 157 | 156 | 98 | 56 |
| | 17.1% | 23.2% CD | 16.6% | 15.8% | 16.7% | 22.5% EG | 15.6% | 13.4% | 31.3% HJ | 22.3% H |
| -\$15,000 to \$24,999 | 225 | 28 | 88 | 109 | 59 | 38 | 128 | 125 | 53 | 41 |
| | 12.4% | 11.2% | 13.4% | 12.0% | 11.7% | 12.4% | 12.7% | 10.8% | 16.9% H | 16.3% H |
| -\$25,000 to \$34,999 | 250 | 29 | 98 | 123 | 55 | 40 | 155 | 159 | 41 | 37 |
| | 13.8% | 11.6% | 14.9% | 13.6% | 10.9% | 13.1% | 15.4% E | 13.7% | 13.1% | 14.7% |
| (Net) \$35,000 to \$74,999 | 592 | 71 | 221 | 300 | 161 | 95 | 336 | 408 | 76 | 72 |
| | 32.6% | 28.4% | 33.6% | 33.1% | 32.0% | 31.0% | 33.4% | 35.1% IJ | 24.3% | 28.7% |
| -\$35,000 to \$49,999 | 283 | 34 | 111 | 138 | 76 | 41 | 166 | 195 | 37 | 36 |
| | 15.6% | 13.6% | 16.9% | 15.2% | 15.1% | 13.4% | 16.5% | 16.8% I | 11.8% | 14.3% |
| -\$50,000 to \$74,999 | 309 | 37 | 110 | 162 | 85 | 54 | 170 | 213 | 39 | 36 |
| | 17.0% | 14.8% | 16.7% | 17.9% | 16.9% | 17.6% | 16.9% | 18.3% I | 12.5% | 14.3% |
| (Net) \$75,000 or more | 437 | 64 | 142 | 231 | 144 | 64 | 229 | 314 | 45 | 45 |
| | 24.1% | 25.6% | 21.6% | 25.5% c | 28.6% FG | 20.9% | 22.8% | 27.0% IJ | 14.4% | 17.9% |
| -\$75,000 to \$99,999 | 202 | 35 | 71 | 96 | 60 | 28 | 114 | 144 | 22 | 18 |
| | 11.1% | 14.0% | 10.8% | 10.6% | 11.9% | 9.2% | 11.3% | 12.4% IJ | 7.0% | 7.2% |
| -\$100,000 or more | 235 | 29 | 71 | 135 | 84 | 36 | 115 | 170 | 23 | 27 |
| | 13.0% | 11.6% | 10.8% | 14.9% C | 16.7% FG | 11.8% | 11.4% | 14.6% Ij | 7.3% | 10.8% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CP1. How many motor vehicles registered and in working condition do you have available for your household's use?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-----------|----------------------|---------------------|------------|-------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Adults (18+) | 1921 | 258 | 684 | 979 | 534 | 330 | 1057 | 1234 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| None | 562 | 65 | 173 | 324 | 116 | 110 | 336 | 342 | 125 | 80 |
| | 29.3% | 25.2% | 25.3% | 33.1% BC | 21.7% | 33.3% E | 31.8% E | 27.7% | 38.3% HJ | 29.9% |
| 1 to 2 | 1219 | 171 | 462 | 586 | 371 | 201 | 647 | 803 | 181 | 166 |
| | 63.5% | 66.3% d | 67.5% D | 59.9% | 69.5% FG | 60.9% | 61.2% | 65.1% I | 55.5% | 61.9% |
| 3 or more | 140 | 22 | 49 | 69 | 47 | 19 | 74 | 89 | 20 | 22 |
| | 7.3% | 8.5% | 7.2% | 7.0% | 8.8% f | 5.8% | 7.0% | 7.2% | 6.1% | 8.2% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1A

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CP1a. Do you currently have access to a motorized vehicle in your household?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--------------|----------------------|---------------------------------|------------|-----------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Have Registered Vehicles | 1359 | 193 | 511 | 655 | 418 | 220 | 721 | 892 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 4 | - | 2 | 2 | - | 2 | 2 | 4 | - | - |
| | 0.3% | | 0.4% | 0.3% | | 0.9% | 0.3% | 0.4% | | |
| Revised base | 1355 | 193 | 509 | 653 | 418 | 218 | 719 | 888 | 201 | 188 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Yes | 1113 | 153 | 418 | 542 | 353 | 175 | 585 | 745 | 146 | 149 |
| | 82.1% | 79.3% | 82.1% | 83.0% | 84.4% | 80.3% | 81.4% | 83.9% I | 72.6% | 79.3% |
| Sometimes | 129 | 25 | 49 | 55 | 27 | 30 | 72 | 76 | 32 | 19 |
| | 9.5% | 13.0% d | 9.6% | 8.4% | 6.5% | 13.8% E | 10.0% E | 8.6% | 15.9% Hj | 10.1% |
| No | 113 | 15 | 42 | 56 | 38 | 13 | 62 | 67 | 23 | 20 |
| | 8.3% | 7.8% | 8.3% | 8.6% | 9.1% | 6.0% | 8.6% | 7.5% | 11.4% | 10.6% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP1B

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CP1b. How far do you currently live from the nearest transit stop or station?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|-------------------------------|----------------------|---------------------------------|------------|------------|--------------|------------|------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Have Registered Vehicles | 1359 | 193 | 511 | 655 | 418 | 220 | 721 | 892 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 1 | - | - | 1 | - | 1 | - | 1 | - | - |
| | 0.1% | | | 0.2% | | 0.5% | | 0.1% | | |
| Revised base | 1358 | 193 | 511 | 654 | 418 | 219 | 721 | 891 | 201 | 188 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Less than 1/4 mile | 825 | 118 | 328 | 379 | 264 | 130 | 431 | 513 | 149 | 116 |
| | 60.8% | 61.1% | 64.2% D | 58.0% | 63.2% | 59.4% | 59.8% | 57.6% | 74.1% HJ | 61.7% |
| Between 1/4 mile and 1/2 mile | 232 | 43 | 75 | 114 | 73 | 39 | 120 | 159 | 27 | 35 |
| | 17.1% | 22.3% C | 14.7% | 17.4% | 17.5% | 17.8% | 16.6% | 17.8% | 13.4% | 18.6% |
| More than 1/2 mile | 301 | 32 | 108 | 161 | 81 | 50 | 170 | 219 | 25 | 37 |
| | 22.2% | 16.6% | 21.1% | 24.6% B | 19.4% | 22.8% | 23.6% e | 24.6% I | 12.4% | 19.7% i |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CP2. Please identify any disabilities or physical challenges that apply to you.

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---|----------------------|-------------------|-------------------|--------------------|-------------------|-------------------|-------------------|------------------------|------------------------|------------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| Refused | 45 2.4% | 9 3.6% d | 22 3.3% D | 14 1.4% | 17 3.3% g | 10 3.1% | 18 1.7% | 26 2.1% | 8 2.5% | 8 3.1% |
| Revised base | 1896 100.0% | 253 100.0% | 676 100.0% | 967 100.0% | 520 100.0% | 326 100.0% | 1050 100.0% | 1227 100.0% | 318 100.0% | 261 100.0% |
| (Net) Disability | 268 14.1% | 29 11.5% | 79 11.7% | 160 16.5% BC | 70 13.5% | 66 20.2% EG | 132 12.6% | 144 11.7% | 66 20.8% H | 45 17.2% H |
| -Physically disabled not using a wheelchair | 77 4.1% | 4 1.6% | 18 2.7% | 55 5.7% BC | 21 4.0% | 21 6.4% G | 35 3.3% | 37 3.0% | 30 9.4% HJ | 9 3.4% |
| -Vision impaired | 67 3.5% | 10 4.0% | 27 4.0% | 30 3.1% | 18 3.5% | 14 4.3% | 35 3.3% | 30 2.4% | 17 5.3% H | 15 5.7% H |
| -Learning disability | 41 2.2% | 7 2.8% c | 6 0.9% | 28 2.9% C | 13 2.5% | 9 2.8% | 19 1.8% | 25 2.0% I | 2 0.6% | 13 5.0% HI |
| -Hearing impaired | 34 1.8% | 6 2.4% | 8 1.2% | 20 2.1% | 4 0.8% | 13 4.0% EG | 17 1.6% | 25 2.0% J | 4 1.3% | 2 0.8% |
| -Physically disabled using a wheelchair | 6 0.3% | - | 1 0.1% | 5 0.5% | 3 0.6% | 1 0.3% | 2 0.2% | 3 0.2% | 3 0.9% | - |
| -Speech disorder | 2 0.1% | - | - | 2 0.2% | - | - | 2 0.2% | 1 0.1% | 1 0.3% | - |
| -Other | 99 5.2% | 9 3.6% | 27 4.0% | 63 6.5% BC | 25 4.8% | 19 5.8% | 55 5.2% | 58 4.7% | 23 7.2% | 11 4.2% |
| None of the above | 1628 85.9% | 224 88.5% D | 597 88.3% D | 807 83.5% | 450 86.5% F | 260 79.8% | 918 87.4% F | 1083 88.3% IJ | 252 79.2% | 216 82.8% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table CP3

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CP3. Do you have a...?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|--|----------------------|-------------------|--------------------|--------------------|---------------|---------------|----------------|------------------------|------------------------|---------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | | | | | | | | | |
| Total | 1941 100.0% | 262 100.0% | 698 100.0% | 981 100.0% | 537 100.0% | 336 100.0% | 1068 100.0% | 1253 100.0% | 326 100.0% | 269 100.0% |
| (Net) Have a mobile phone | 1900 97.9% | 257 98.1% | 696 99.7% bD | 947 96.5% | 526 98.0% | 327 97.3% | 1047 98.0% | 1227 97.9% | 319 97.9% | 262 97.4% |
| -Smart Phone (iPhone, Android, etc.) | 1619 83.4% | 242 92.4% D | 640 91.7% D | 737 75.1% | 443 82.5% | 274 81.5% | 902 84.5% | 1049 83.7% | 267 81.9% | 221 82.2% |
| -Cell Phone (not an iPhone, Android, etc.) | 281 14.5% | 15 5.7% | 56 8.0% | 210 21.4% BC | 83 15.5% | 53 15.8% | 145 13.6% | 178 14.2% | 52 16.0% | 41 15.2% |
| Neither | 41 2.1% | 5 1.9% c | 2 0.3% | 34 3.5% C | 11 2.0% | 9 2.7% | 21 2.0% | 26 2.1% | 7 2.1% | 7 2.6% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

CP3a. From your cell phone or smart phone, do you...?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|---------------------------------------|----------------------|----------------------------|------------|------------|--------------|------------|-----------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Base - Have a Mobile Phone | 1900 | 257 | 696 | 947 | 526 | 327 | 1047 | 1227 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Refused | 66 | 7 | 13 | 46 | 18 | 13 | 35 | 38 | 17 | 9 |
| | 3.5% | 2.7% | 1.9% | 4.9% bC | 3.4% | 4.0% | 3.3% | 3.1% | 5.3% h | 3.4% |
| Revised base | 1891 | 256 | 690 | 945 | 523 | 324 | 1044 | 1222 | 318 | 259 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Send/receive text messages | 1783 | 242 | 666 | 875 | 495 | 300 | 988 | 1167 | 286 | 243 |
| | 94.3% | 94.5% | 96.5% D | 92.6% | 94.6% | 92.6% | 94.6% | 95.5% I | 89.9% | 93.8% i |
| Access the Internet | 1580 | 232 | 616 | 732 | 438 | 267 | 875 | 1027 | 257 | 215 |
| | 83.6% | 90.6% D | 89.3% D | 77.5% | 83.7% | 82.4% | 83.8% | 84.0% | 80.8% | 83.0% |
| Send/receive email messages | 1565 | 229 | 609 | 727 | 430 | 265 | 870 | 1019 | 257 | 209 |
| | 82.8% | 89.5% D | 88.3% D | 76.9% | 82.2% | 81.8% | 83.3% | 83.4% | 80.8% | 80.7% |
| Use apps such as Facebook and Twitter | 1377 | 206 | 545 | 626 | 379 | 230 | 768 | 889 | 231 | 186 |
| | 72.8% | 80.5% D | 79.0% D | 66.2% | 72.5% | 71.0% | 73.6% | 72.7% | 72.6% | 71.8% |
| Other | 519 | 82 | 207 | 230 | 142 | 89 | 288 | 318 | 113 | 65 |
| | 27.4% | 32.0% D | 30.0% D | 24.3% | 27.2% | 27.5% | 27.6% | 26.0% | 35.5% HJ | 25.1% |
| None of the above | 66 | 7 | 13 | 46 | 18 | 13 | 35 | 38 | 17 | 9 |
| | 3.5% | 2.7% | 1.9% | 4.9% bC | 3.4% | 4.0% | 3.4% | 3.1% | 5.3% h | 3.5% |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Table GARAGE

14-211c - Port Authority Rider Survey
Prepared by: Campos Inc

**** 2014 USAGE BANNER ****

GARAGE (based on RH5). Which route do you ride most often?

| | 2014 TOTAL (A) | YEARS OF USAGE | | | WEEKLY TRIPS | | | PAYMENT METHOD | | |
|------------------|----------------------|----------------|------------|-------------|--------------|------------|-------------|------------------------|------------------------|-------------|
| | | <1 (B) | 1-5 (C) | 6+ (D) | <5 (E) | 5-8 (F) | 9+ (G) | Pass/ Ticket (H) | Special Pass (I) | Cash (J) |
| | | Total | 1941 | 262 | 698 | 981 | 537 | 336 | 1068 | 1253 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Collier | 240 | 25 | 71 | 144 | 58 | 45 | 137 | 191 | 20 | 24 |
| | 12.4% | 9.5% | 10.2% | 14.7% BC | 10.8% | 13.4% | 12.8% | 15.2% IJ | 6.1% | 8.9% |
| East Liberty | 645 | 99 | 254 | 292 | 195 | 107 | 343 | 394 | 150 | 78 |
| | 33.2% | 37.8% D | 36.4% D | 29.8% | 36.3% g | 31.8% | 32.1% | 31.4% | 46.0% HJ | 29.0% |
| Ross | 321 | 49 | 106 | 166 | 89 | 63 | 169 | 203 | 52 | 58 |
| | 16.5% | 18.7% | 15.2% | 16.9% | 16.6% | 18.8% | 15.8% | 16.2% | 16.0% | 21.6% Hi |
| South Hills | 294 | 27 | 106 | 161 | 64 | 39 | 191 | 235 | 14 | 26 |
| | 15.1% | 10.3% | 15.2% B | 16.4% B | 11.9% | 11.6% | 17.9% EF | 18.8% IJ | 4.3% | 9.7% I |
| West Mifflin | 405 | 50 | 148 | 207 | 103 | 80 | 222 | 227 | 88 | 67 |
| | 20.9% | 19.1% | 21.2% | 21.1% | 19.2% | 23.8% | 20.8% | 18.1% | 27.0% H | 24.9% H |
| Eliminated Route | - | - | - | - | - | - | - | - | - | - |
| Don't know | 36 | 12 | 13 | 11 | 28 | 2 | 6 | 3 | 2 | 16 |
| | 1.9% | 4.6% cD | 1.9% | 1.1% | 5.2% FG | 0.6% | 0.6% | 0.2% | 0.6% | 5.9% HI |

Comparison Groups: BCD/EFG/HIJ
T-Test for Means, Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.
Lowercase letters indicate significance at the 90% level.

Appendix – 2014 Rider Survey

Introduction

INTRO.

2014 Public Transportation Study

Thank you for agreeing to participate in our study among residents of Southwestern Pennsylvania. The purpose of the study is to gain a better understanding of peoples' perceptions and behaviors regarding public transportation.

If you qualify and complete the survey, you will be eligible to receive a **voucher** redeemable for a **free medium cup of coffee** or **\$2 off any drink purchase** at **Crazy Mocha Coffee** (vouchers will be distributed by mail to the first 2,000 eligible participants who complete the Transit Survey, limit one voucher per participant, allow 2-3 weeks for delivery) **AND** you will be given the opportunity to enter yourself into a **drawing** for a chance to win **one of two Port Authority Annual Passes** (everyone 18 or older is eligible to enter, only one winner per household). The drawing for the annual passes will be conducted on **March 2, 2015**.

We assure you, your opinions are strictly confidential and your name and/or any other personally identifiable information will **not** be associated with your responses to the survey.

Simply click on the **NEXT** button below to begin.

Screening Questions

- S1. **Do you, or does anyone in your immediate family, work in the public transportation, marketing research, advertising, or public relations industries?**
 Yes..... 1 **TERMINATE**
 No 2 **CONTINUE**

- S2. **In the past year, have you used a Port Authority bus, the T, and/or Incline?**
 Yes..... 1
 No 2 **TERMINATE**

- S3. **Are you 18 years of age or older?**
 Yes..... 1
 No 2 **TERMINATE**

Riding Habits

- RH1. **For what purposes do you ride a Port Authority bus, the T, and/or Incline? Select all that apply.**
 Work 1
 School/Job Training 2
 Medical care/appointments 3
 Personal business (i.e., bank, haircut, etc.) 4
 Shopping..... 5
 Entertainment (i.e., sporting events, concerts)..... 6
 Social (i.e., visit family or friends) 7
 Religious 8
 Other (i.e., vehicle issues, weather, etc.) 9

- RH1a. Would you say the primary motivating factor as to why you ride a Port Authority bus, the T, and/or Incline is...? Select one.**
- Accessibility (i.e., stop close to home/work, etc.)..... 1
 - Convenience (i.e., avoid parking/traffic, etc.)2
 - Environmental (i.e., lower carbon footprint, etc.).....3
 - Financial (i.e., save money on gas/parking, etc.).....4
 - Necessity (i.e., no other option)5
 - Social (i.e., prefer riding with others, etc.).....6
 - Other.....7
- RH2. How long have you been using the Port Authority services?**
- Less than 6 months..... 1
 - 6 months to 1 year2
 - 1 to 2 years3
 - 3 to 5 years4
 - 6 to 9 years5
 - 10 or more years.....6
- RH2a. Do you see yourself continuing to use Port Authority services in the future?**
- Yes..... 1
 - No2
- RH3. On average, how many one-way trips do you take each week using Port Authority services? (A trip to and from your destination = 2.)**
- Less than once a week/use on occasion 1
 - 1-2.....2
 - 3-4.....3
 - 5-6.....4
 - 7-8.....5
 - 9-10.....6
 - 11 or more7
- RH5. Which route do you ride most often?**
(Please see the list at end of the survey for both CODES & QUOTAS.)
- RH6. When using the route you ride most often, do you require a transfer to get to your end destination?**
- Yes.....1
 - No2 **Go to RH7**
- RH6a. Which route do you transfer to?**
(Please see the list at end of the survey for CODES.)
- RH7. What is your home ZIP code? _____**
- RH7a. What is your typical destination ZIP code when using services? _____**

RH7b. In what county do you reside?

| | |
|--------------------------|---|
| Allegheny County..... | 1 |
| Beaver County..... | 2 |
| Butler County..... | 3 |
| Fayette County..... | 4 |
| Washington County..... | 5 |
| Westmoreland County..... | 6 |
| Other..... | 7 |

RH8. How often do you use a Park and Ride?

| | |
|---------------------------|---|
| All/most of the time..... | 1 |
| Occasionally..... | 2 |
| Never..... | 3 |

RH10. In addition to the Port Authority, do you ride any other regional transit services?

| | |
|----------|-------------|
| Yes..... | 1 |
| No..... | 2 GO TO PM1 |

RH10a What other regional transit service(s) do you use? Select all that apply.

| | |
|---|---|
| Beaver County Transit Authority (BCTA)..... | 1 |
| Butler Transit Authority (BTA)..... | 2 |
| Fayette County Transit Authority (FACT)..... | 3 |
| MidMon Valley Transit Authority (MMTVA)..... | 4 |
| Port Authority of Allegheny County..... | 5 |
| Washington County Transit Authority (Washington Rides)..... | 6 |
| Westmoreland County Transit Authority (WCTA)..... | 7 |
| Other..... | 8 |

Payment Method

PM1. What form of payment do you use most often to ride the Port Authority system?

| | |
|--|-------------|
| Annual Pass..... | 5 |
| Monthly Pass..... | 1 |
| Weekly Pass..... | 2 |
| Tickets..... | 3 |
| Stored Cash Value..... | 10 |
| 10-trip pass..... | 11 |
| Student ID..... | 8 GO TO PM3 |
| Senior Citizen Pass (persons 65+)..... | 4 GO TO PM3 |
| Disability or half-fare pass..... | 6 |
| Pay cash..... | 7 GO TO PM3 |
| Other..... | 9 |

PM2. Where do you purchase your Port Authority cards, passes or tickets most often?

| | |
|---|---|
| Port Authority Downtown Service Center..... | 1 |
| Through employer/work..... | 2 |
| Giant Eagle/other retail site..... | 3 |
| Issued through a public service agency..... | 4 |
| Port Authority Website..... | 5 |
| T and/or Bus station..... | 6 |
| Mail..... | 7 |
| ConnectCard machines (TVM's)..... | 9 |
| Other..... | 8 |

PM3. Which, if any, of the following additional fare products would you like to see the Port Authority offer? Select all that apply.

- Rolling passes (annual/monthly/weekly) 1
- One-day pass (unlimited trips) 2
- Three-day pass (unlimited trips) 3
- Special event day/night/weekend passes (unlimited trips)..... 4
- (EXCL)** None of the above..... 5

PM4. Would you be interested in cell phone payment on Port Authority vehicles?

- Yes..... 1
- No2

ConnectCard

CC1. Have you ever used a ConnectCard to ride the Port Authority system?

- Yes..... 1 **GO TO CC2**
- No2

CC1a. Why haven't you used a ConnectCard? Select all that apply.

- Don't want to keep track of card/think I might lose it..... 01
- Don't feel I ride enough to need one 02
- Don't have a credit/debit card 03
- Don't have enough money to pay ahead for trips..... 04
- Don't know enough about it/why I should use it 05
- Don't want to have to keep track of my balance..... 06
- No incentive/savings for doing so 07
- Not convenient to purchase 08
- Don't know where to reload the card..... 09
- Don't trust it to accurately track my balance/work properly 10
- Other..... 11
- (EXCL)** Don't need one (use student ID to ride, already get passes or tickets through work/from social service agency, part of Job Perks, etc.).. 12
- (EXCL)** No reason in particular..... 13

[Programmer Note: If Yes (1) selected in CC1, ask CC2; otherwise, GO TO CC5.]

CC2. Where do you load your Port Authority ConnectCard most often?

- Port Authority Downtown Service Center..... 1
- T and/or Bus station.....2
- Giant Eagle/other retail site.....3
- ConnectCard machines (TVM's).....4
- Other.....5

CC3. Have you registered your ConnectCard for Balance Protection.

- Yes..... 1 **GO TO CC3b**
- No2

CC3a. Why haven't you registered for the Balance Protection? Select all that apply.

- Don't feel it is necessary 1
- Don't know about it 2
- Don't know how to register for it..... 3
- Don't want to give out my personal information 4
- Other..... 5

(EXCL) No reason in particular..... 6

CC3b. Do you take advantage of Port Authority's ConnectRewards program by using/showing your card to the retailers participating in the program?

- Yes..... 1 **GO TO CC4**
- No 2

CC3c. Why don't you take advantage of Port Authority's ConnectRewards program? Select all that apply.

- Discounts and offers not valuable to me 1
- Don't know about it/what retailers participate..... 2
- Forget to use/show it at time of purchase 3
- Other..... 4

(EXCL) No reason in particular..... 5

CC4. How satisfied are you using the ConnectCard to pay your fares?

(Programmer Note: Create Grid where, 5=very satisfied, 3=neither satisfied nor dissatisfied and 1=not at all satisfied — 6=DK).

CC4a. What are the major reasons why you use a ConnectCard? Select all that apply.

- Can get deals at local businesses for having one
(ConnectRewards Program) 01
- Can still purchase an annual, weekly, or monthly pass 02
- Don't have to worry about having the exact amount,
fumbling with change, or smoothing out dollars 03
- Easy to purchase and reload..... 04
- Easy/quicker to board/exit or transfer between busses 05
- Feel safer not having to carry cash..... 06
- Good for the environment/Not wasting paper like with
traditional passes and tickets..... 07
- I can simply carry a balance/don't have a commit to an annual,
weekly, or monthly pass (Stored Value fare option)..... 08
- If my card is lost or stolen, I get a new one and don't lose
that money (Balance Protection)..... 09
- Not charged the peak period surcharge when riding the T 10
- Reduced-fare card available for riders with disabilities 11
- Other 12

(EXCL) No reason in particular 13

CC5. Have you ever used a Connectix card to ride the Port Authority system?

- Yes..... 1
- No 2

[Programmer Note: If No (2) selected in BOTH CC1 & CC5, GO TO CC6.]

CC5a. Have you ever experienced a problem with either your ConnectCard or ConnectTix card?

- Yes..... 1
- No 2

CC5b. What have you done/would you do if you experienced a problem with either your ConnectCard or ConnectTix card?

- Call the Customer Service Department..... 1
- Visit the Downtown Service Center..... 2
- Both 3
- Neither 4
- Not sure 5

[Programmer Note: If No (2) selected in CC1 BUT “regular” rider (RH3=2-7), ask CC6; otherwise, GO TO RT1.]

CC6. On a scale of 1 to 5, where 1=not much at all and 5=a lot, how of an impact would each of the following have on increasing the likelihood of you using a ConnectCard? (Programmer Note: Create Grid (6=DK/NA) & Randomize.)

- a. Able to reload the card online
- b. Receive some type of discount/savings on fares
- c. Ability to purchase a single trip/few trips on my card
- d. Having a TVM located at my stop/station
- e. No longer need to use exact change
- f. Never have to worry about losing the value on your card if it’s lost, damaged or stolen by registering it for balance protection

Real-Time

[Programmer Note: If “Route” selected in RH5 is one that “Real-Time” is currently available for (Please see the list at end of the survey), ask RT1; otherwise, GO TO OC1.]

RT1. Did you know you can now check the arrival time of your bus using your computer or smartphone?

- Yes..... 1
- No 2 **GO TO RT3**

RT2. Have you checked the arrival time of your bus using your computer or smartphone?

- Yes..... 1
- No 2 **GO TO OC1**

RT2a. Was checking the arrival time of your bus on your computer or smartphone easy to do?

- Yes..... 1
- No 2

RT2b. Was checking the arrival time of your bus on your computer or smartphone helpful?

- Yes..... 1 **GO TO OC1**
- No 2 **GO TO OC1**

RT3. Now that you know about real-time monitoring, how likely are you to utilize the service to check the arrival time of your bus?

- Very Likely 1
- Likely.....2
- Neither likely or unlikely3
- Unlikely4
- Very Unlikely5

Overall Communication

OC1. How do you obtain information about Port Authority service changes?

Select all that apply.

- Customer Service Telephone (412) 442-2000 01
- Downtown Service Center 02
- Drivers/Operators..... 03
- On-bus/T communications/alerts 04
- Port Authority’s Facebook Page 05
- Port Authority’s Transit blog 06
- Port Authority Tweets on Twitter 07
- Port Authority’s Website..... 08
- Public meetings 09
- Rider Report newsletter 10
- Schedule racks 11
- Street Teams (Connect Teams)..... 12
- T station announcements/signage 13
- Newspapers 14
- Radio 15
- TV News 16
- Word of mouth from family/friends/other riders 17
- Other..... 18

(EXCL) Don’t obtain this type of information..... 19

OC7. How many times per month, if at all, do you do each of the following?

(Programmer Note: Create Grid where; 1= Less than once/on occasion, 2= 1-2, 3= 3-4, 4= 5 or more, 5= Have never & Randomize.)

- a. Use the Port Authority’s Trip Planner
- b. Visit www.PortAuthority.org
- c. Visit www.ConnectCard.org
- d. Use the Port Authority’s Real-Time vehicle tracking system
- e. Use mobile apps to access Real-Time vehicle tracking data

Satisfaction

- S1. Please rate your level of satisfaction with Port Authority on the following using a scale from 1 to 5, where 5=very satisfied, 3=neither satisfied nor dissatisfied and 1=not satisfied. (Programmer Note: Create Grid (6=DK) & Randomize except "I." is always last.)**
- a. On-time arrival and departure
 - b. Vehicle cleanliness
 - c. Cost of fares
 - d. Driver courtesy
 - e. Travel time to your destination
 - f. Frequency of service
 - g. Span of service (early morning through late evening)
 - h. Space/seat availability
 - i. Customer service
 - j. Website content
 - k. Service days (number of days per week service is offered on route)
 - l. Overall

Perceptions

- P1. Thinking about the Port Authority, how much do you agree or disagree with the following statements using a scale from 1 to 5 where 1=disagree completely, 3=neutral and 5=agree completely. (Programmer Note: Create Grid (6=DK/NA) & Randomize.)**
- a. I can get where I need to go using Port Authority service
 - b. If/when transferring, schedules are well coordinated
 - c. There is adequate space on board vehicles
 - d. It is easy to understand the routes and how to get around the system
 - e. It is easy to understand the zone system
 - f. It is easy to understand how and when to pay my fare
 - g. Stops are appropriately spaced along my route
 - h. Port Authority is efficient with its resources
 - i. Port Authority is transparent in its decision-making
 - j. Port Authority is environmentally friendly
- P2a. Compared to last year at this time, how would you rate the current state of the public transportation system in Allegheny County?**
- | | |
|----------------------|---|
| Much better..... | 5 |
| Somewhat better..... | 4 |
| About the same..... | 3 |
| Somewhat worse..... | 2 |
| Much worse..... | 1 |
| Don't know..... | 6 |

- P4. Would you be in favor of the Port Authority moving to a flat, one-fare system if that meant you might....?** (*Programmer Note: Create Grid where; 1=Yes, 2=No, 3=DK/NA & Randomize.*)
- a. Have to pay more for Zone 1 equivalent trips
 - b. Have to pay less for Zone 2 equivalent trips
 - c. No longer have to pay for transfers
 - d. No longer have a downtown free-fare zone

Demographics/Customer Profile (**program as not required*)

***DE1. Are you...?**

| | |
|-------------|---|
| Male..... | 1 |
| Female..... | 2 |

***DE2. Which of the following categories contains your age?**

| | |
|------------------|---|
| 18–24..... | 3 |
| 25–34..... | 4 |
| 35–44..... | 5 |
| 45–54..... | 6 |
| 55–64..... | 7 |
| 65–74..... | 8 |
| 75 or older..... | 9 |

***DE3. Which of the following best describes your race/ethnicity? (Select all that apply)**

| | |
|--|---|
| White/Caucasian..... | 1 |
| Black/African-American..... | 2 |
| Hispanic/Latino | 3 |
| East Asian/Chinese/Japanese | 4 |
| West Asian/Indian/Egyptian | 5 |
| Native American/American Indian/Alaskan Native | 6 |
| Native Hawaiian/Pacific Islander..... | 7 |
| Other..... | 8 |

***DE3a. Which of the following best describes your primary language?**

| | |
|------------------------------------|----|
| Arabic..... | 01 |
| Chinese (Cantonese/Mandarin) | 02 |
| English | 03 |
| French..... | 04 |
| French Creole | 05 |
| German..... | 06 |
| Hindi..... | 07 |
| Italian | 08 |
| Japanese | 09 |
| Korean | 10 |
| Polish | 11 |
| Portuguese | 12 |
| Russian..... | 13 |
| Spanish..... | 14 |
| Tagalog..... | 15 |
| Vietnamese..... | 16 |
| Other..... | 17 |

| | | |
|---|---|------------------|
| DE4. Are you a student? | | |
| Yes..... | 1 | |
| No | 2 | GO TO DE6 |
| DE5. Are you attending...? | | |
| Middle school..... | 1 | GO TO CP2 |
| High school | 2 | GO TO CP2 |
| Trade/technical | 3 | |
| College/University | 4 | |
| Other..... | 5 | |
| *DE6. What is the highest level of education that you have achieved to date? | | |
| Less than high-school graduate..... | 1 | |
| High-school graduate..... | 2 | |
| Some college/Associate degree | 3 | |
| Business or Vocational/Technical school..... | 4 | |
| College graduate (undergraduate/Bachelor's) | 5 | |
| Post-graduate work or degree (Masters, Doctorate) | 6 | |
| *DE7. Are you currently...? | | |
| Employed full-time | 1 | |
| Employed part-time..... | 2 | |
| Unemployed but seeking employment..... | 3 | |
| A full-time student | 4 | |
| A stay at home parent..... | 5 | |
| Retired | 6 | |
| Disabled..... | 7 | |
| *DE8. What is your marital status? | | |
| Single..... | 1 | |
| Married/Living with partner..... | 2 | |
| Separated/Divorced | 3 | |
| Widowed..... | 4 | |
| *DE9. Are children under the age of 18 living in your household? | | |
| Yes..... | 1 | |
| No | 2 | |
| *DE10. Which of the following categories contains your annual household income? | | |
| Under \$15,000 | 1 | |
| \$15,000 to \$24,999 | 2 | |
| \$25,000 to \$34,999 | 3 | |
| \$35,000 to \$49,999 | 4 | |
| \$50,000 to \$74,999 | 5 | |
| \$75,000 to \$99,999 | 6 | |
| \$100,000 or more..... | 7 | |
| CP1. How many motor vehicles registered and in working condition do you have available for your household's use? | | |
| None | 1 | GO TO CP2 |
| 1-2..... | 2 | |
| 3 or more | 3 | |

***CP1a. Do you currently have access to a motorized vehicle in your household?**

- Yes.....1
- Sometimes.....2
- No3

***CP1b. How far do you currently live from the nearest transit stop or station?**

- Less than a ¼ mile.....1
- Between ¼ mile and ½ mile.....2
- More than ½ mile3

***CP2. Please identify any disabilities or physical challenges that apply to you. Select all that apply.**

- Vision impaired1
- Hearing impaired2
- Physically disabled using a wheelchair.....3
- Physically disabled not using a wheelchair4
- Learning disability5
- Speech disorder.....6
- Other.....7

(EXCL) None of the above.....8

CP3. Do you have a...?

- Smart Phone (iPhone, Android, etc.)1
- Cell Phone (not iPhone, Android, etc.).....2
- Neither3

GO TO CMC

***CP3a. From your cell phone or smart phone, do you...? Select all that apply.**

- Send/receive email messages1
- Send/receive text messages2
- Access the Internet3
- Use apps such as Facebook and Twitter4
- Other.....5

(EXCL) None of the above.....6

CMC. The first 2,000 people who complete this survey are eligible to receive a **voucher** redeemable for a **free medium cup of coffee** or **\$2 off any drink purchase** at **Crazy Mocha Coffee** (limit one voucher per participant), would you like to receive this voucher?

- Yes.....1
- No2

PAT. Would you like to enter yourself into the **drawing** for a chance to win **one of two Port Authority Annual Passes** (everyone 18 or older is eligible to enter, limit of one winner per household)?

- Yes.....1
- No2

[Programmer Note: If “YES” selected in either CMC and/or PAT, ask END; otherwise, skip to CLOSE.]

END. So that we can provide you with your **Crazy Mocha Coffee voucher** and/or enter you into the **drawing** for **one of two Port Authority Annual Passes**, please provide the following contact information:

Again, your name and/or any other personally identifiable information will **not** be associated with your responses.

Name: _____

Address: _____

City/State/ZIP: _____

Email _____

Phone number _____

CLOSE.

**That completes our survey.
Thank you for your help and cooperation.**

RH5 & RH6a. (Answer list)

| GARAGE | ROUTE | CODE |
|---------------|------------------------------------|-------------|
| Ross | 1 - Freeport Road | 1 |
| Ross | 2 - Mount Royal | 2 |
| Ross | 4 - Troy Hill | 4 |
| Ross | 6 - Spring Hill | 6 |
| Ross | 7 - Spring Garden | 7 |
| Ross | 8 - Perrysville | 8 |
| Ross | 11 - Fineview | 10 |
| Ross | 12 - McKnight | 11 |
| Ross | 13 - Bellevue | 133 |
| Ross | 14 - Ohio Valley | 16 |
| Ross | 15 - Charles | 17 |
| Ross | 16 - Brighton | 18 |
| Ross | 17 - Shadeland | 19 |
| Ross | 18 - Manchester | 20 |
| Ross | 19L - Emsworth Limited | 21 |
| Collier | 20 - Kennedy | 22 |
| Collier | 21 - Coraopolis | 23 |
| Collier | 22 - McCoy | 24 |
| Collier | 24 - West Park | 25 |
| Collier | 26 - Chartiers | 27 |
| Collier | 27 - Fairywood | 28 |
| East | 28X - Airport Flyer | 29 |
| Collier | 29 - Robinson | 30 |
| Collier | 31 - Bridgeville | 31 |
| Collier | 36 - Banksville | 34 |
| Collier | 38 - Green Tree | 36 |
| Collier | 39 - Brookline | 39 |
| Collier | 40 - Mount Washington | 37 |
| Collier | 41 - Bower Hill | 38 |
| Collier | 43 - Bailey | 41 |
| WM | 44 - Knoxville | 42 |
| Collier | 48 - Arlington | 43 |
| WM | 51 - Carrick | 45 |
| WM | 51L - Carrick Limited | 49 |
| WM | 52L - Homeville Limited | 47 |
| WM | 53 - Homestead Park | 48 |
| WM | 53L - Homestead Park Limited | 50 |
| Ross | 54 - North Side-Oakland-South Side | 51 |
| WM | 55 - Glassport | 136 |
| WM | 56 - Lincoln Place | 53 |
| WM | 57 - Hazelwood | 54 |
| East | 58 - Greenfield | 55 |
| WM | 59 - Mon Valley | 56 |
| WM | 60 - Walnut - Crawford Village | 57 |
| East | 61A - North Braddock | 59 |
| WM | 61B - Braddock-Swissvale | 60 |
| WM | 61C - McKeesport-Homestead | 61 |
| WM | 61D - Murray | 62 |

| | | |
|---------------|---|-----|
| East----- | 64 - Lawrenceville - Waterfront | 65 |
| WM ----- | 65 - Squirrel Hill | 67 |
| Ross----- | 67 - Monroeville | 68 |
| East----- | 68 - Braddock Hills..... | 71 |
| East----- | 69 - Trafford | 75 |
| East----- | 71 - Edgewood Town Center | 77 |
| East----- | 71A - Negley | 78 |
| East----- | 71B - Highland Park..... | 134 |
| East----- | 71C - Point Breeze | 79 |
| East----- | 71D - Hamilton | 80 |
| East----- | 74 - Homewood-Squirrel Hill | 82 |
| East----- | 75 - Ellsworth | 84 |
| Ross----- | 77 - Penn Hills | 85 |
| East----- | 78 - Oakmont | 86 |
| East----- | 79 - East Hills..... | 87 |
| WM ----- | 81 - Oak Hill | 88 |
| East----- | 82 - Lincoln | 89 |
| WM ----- | 83 - Bedford Hill | 90 |
| East----- | 86 - Liberty..... | 92 |
| East----- | 87 - Friendship..... | 93 |
| East----- | 88 - Penn | 94 |
| East----- | 89 - Garfield Commons..... | 95 |
| East----- | 91 - Butler Street..... | 96 |
| East----- | 93 - Lawrenceville - Hazlewood | 97 |
| Collier ----- | G2 - West Busway | 102 |
| Collier ----- | G3 - Moon Flyer..... | 104 |
| Collier ----- | G31 - Bridgeville Flyer | 105 |
| Ross----- | O1 - Ross Flyer..... | 15 |
| Ross----- | O5 - Thompson Run Flyer | 107 |
| Ross----- | O12 - McKnight Flyer | 12 |
| East----- | P1 - East Busway-All Stops | 99 |
| East----- | P2 - East Busway Short | 100 |
| WM ----- | P3 - East Busway-Oakland | 113 |
| WM ----- | P7 - McKeesport Flyer | 116 |
| East----- | P10 - Allegheny Valley Flyer | 108 |
| East----- | P12 - Holiday Park Flyer | 110 |
| Ross----- | P13 - Mount Royal Flyer | 119 |
| East----- | P16 - Penn Hills Flyer | 111 |
| East----- | P17 - Lincoln Park Flyer..... | 112 |
| Ross----- | P67 - Monroeville Flyer | 114 |
| East----- | P68 - Braddock Hills Flyer | 115 |
| East----- | P69 - Trafford Flyer..... | 73 |
| East----- | P71 - Swissvale Flyer | 117 |
| WM ----- | P76 - Lincoln Highway Flyer | 74 |
| East----- | P78 - Oakmont Flyer..... | 118 |
| WM ----- | Y1 - Large Flyer | 121 |
| WM ----- | Y45 - Baldwin Manor Flyer..... | 122 |
| WM ----- | Y46 - Elizabeth Flyer..... | 123 |
| WM ----- | Y47 - Curry Flyer | 124 |
| WM ----- | Y49 - Prospect Flyer | 125 |
| South----- | (BLLB) - Blue Line - Library via Overbrook | 128 |
| South----- | (BLSV) - Blue Line - South Hills Village via Overbrook..... | 127 |

| | | |
|------------|---|----------------|
| South----- | (RED) - Red Line - Castle Shannon via Beechview | 126 |
| South----- | Incline - Monongahela Incline | 130 |
| | | 131 |
| | Don't know/Don't remember..... | 132 |

[Programmer Note: Ask Real-Time (RT) question series if selected in RH5.]

MAXIMUM QUOTAS. (overall and by garage)

| | | |
|-----------------------------------|---------------------|---------|
| <u>Overall Total</u> | <u>2,000</u> | |
| Collier..... | 240 | (12.0%) |
| East Liberty | 645 | (32.2%) |
| Ross..... | 320 | (16.0%) |
| South Hills Village | 295 | (14.8%) |
| West Mifflin | 500 | (25.0%) |