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Quantitative Research Report

Rider Survey

Port Authority

March 2015

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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.

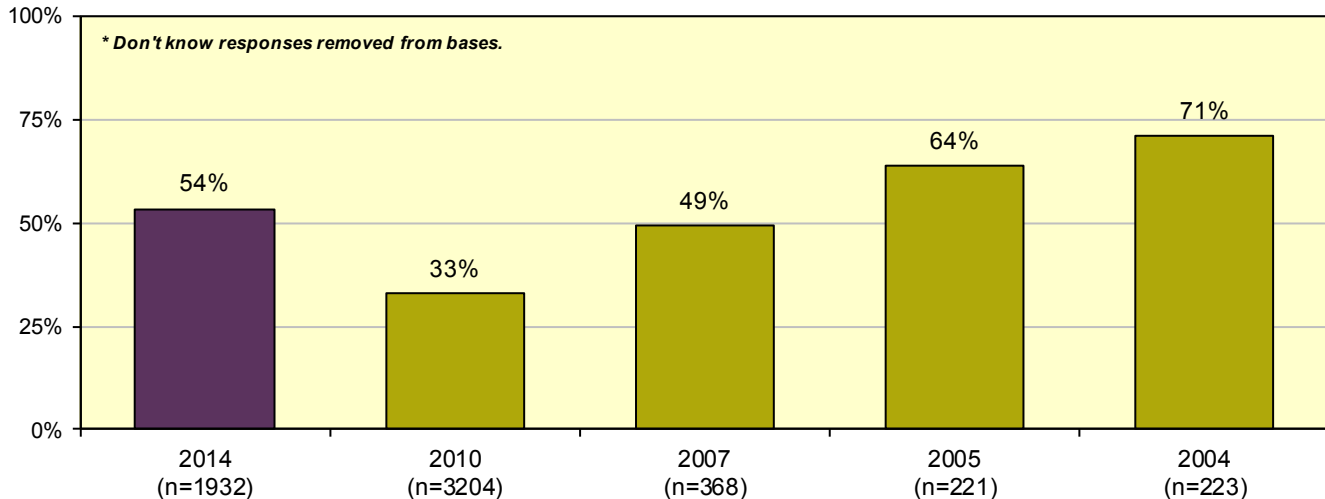
The convergence of these two pieces of data indicates that there may be a declining interest in information related to service changes. Riders are just as, if not more, likely than before to visit the website and utilize the Port Authority’s digital features, but less likely to seek out information on 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.

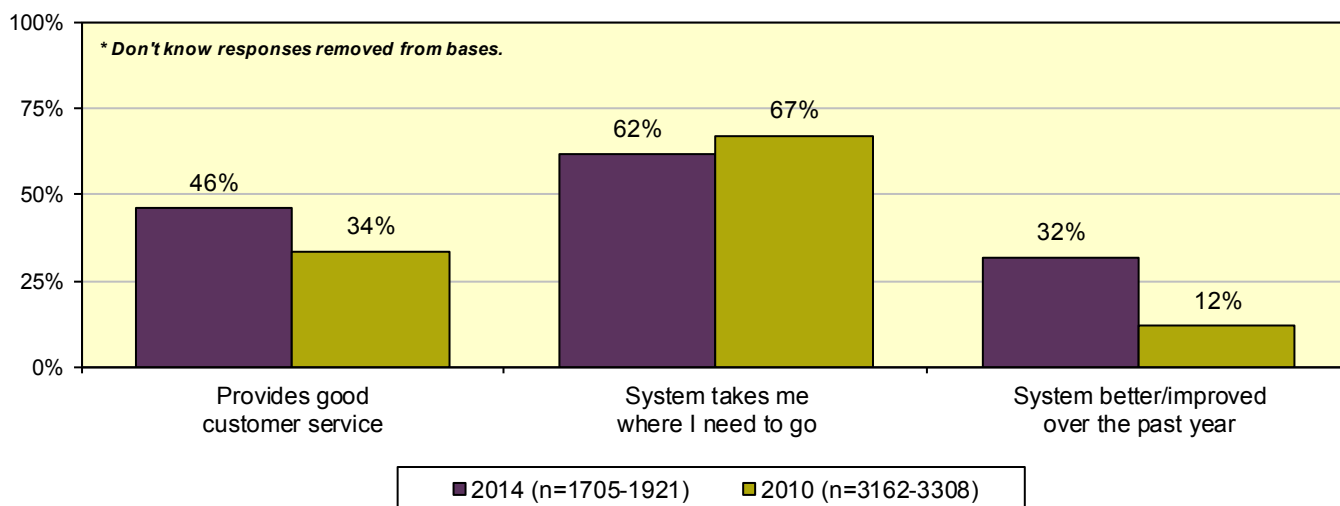
Riders were least satisfied with cost of fares, frequency of service and timeliness of arrival/ departure—at least 33% rated each with a bottom-two box score. This raises a significant comparative issue, where riders are clearly becoming more satisfied with the experience once they get on the vehicle, 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/EXISITING 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/EXISITING 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/EXISITING 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 (A)	2010 (B)
Total	1941 100.0%	3215 100.0%
(Net) East Liberty	645 33.2% B	847 26.3%
-P1 - East Busway-All Stops	106 5.5% B	87 2.7%
-71A - Negley	72 3.7% B	81 2.5%
-71B - Highland Park	44 2.3%	-
-75 - Ellsworth	40 2.1% B	12 0.4%
-87 - Friendship	37 1.9%	55 1.7%
-91 - Butler Street	36 1.9%	45 1.4%
-61A - North Braddock	35 1.8%	57 1.8%
-71C - Point Breeze	26 1.3% B	19 0.6%
-P12 - Holiday Park Flyer	24 1.2%	52 1.6%
-86 - Liberty	22 1.1% B	19 0.6%
-88 - Penn	20 1.0% B	16 0.5%
-P10 - Allegheny Valley Flyer	18 0.9%	45 1.4%
-P71 - Swissvale Flyer	17 0.9% b	15 0.5%
-58 - Greenfield	16 0.8%	29 0.9%
-64 - Lawrenceville - Waterfront	16 0.8% b	12 0.4%
-69 - Trafford	16 0.8%	30 0.9%
-71D - Hamilton	16 0.8%	25 0.8%
-P78 - Oakmont Flyer	14 0.7%	19 0.6%
-P16 - Penn Hills Flyer	13 0.7%	65 2.0% A
-93 - Lawrenceville - Hazlewood	11 0.6%	13 0.4%
-28X - Airport Flyer	10 0.5%	16 0.5%
-82 - Lincoln	9 0.5%	16 0.5%
-P2 - East Busway Short	5 0.3%	25 0.8% A
-68 - Braddock Hills	4 0.2%	15 0.5% a
-P69 - Trafford Flyer	3 0.2%	10 0.3%
-78 - Oakmont	3 0.2%	35 1.1% A
-P17 - Lincoln Park Flyer	3 0.2%	4 0.1%
-P68 - Braddock Hills Flyer	3 0.2%	11 0.3%
-71 - Edgewood Town Center	2 0.1%	3 0.1%
-79 - East Hills	2 0.1%	10 0.3% a
-74 - Homewood-Squirrel Hill	1 0.1%	6 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	2010
	(A)	(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	2010
	(A)	(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	2010
	(A)	(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	2010
	(A)	(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.

Table PM2

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

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	2010
	(A)	(B)
Base - Adults (18+)	1921	3186
	100.0%	100.0%
Refused	107	149
	5.6%	4.7%
Revised base	1814	3037
	100.0%	100.0%
(Net) Less than \$35,000	785	1119
	43.3%	36.8%
	B	
-Under \$15,000	310	337
	17.1%	11.1%
	B	
-\$15,000 to \$24,999	225	360
	12.4%	11.9%
-\$25,000 to \$34,999	250	422
	13.8%	13.9%
(Net) \$35,000 to \$74,999	592	1166
	32.6%	38.4%
		A
-\$35,000 to \$49,999	283	520
	15.6%	17.1%
-\$50,000 to \$74,999	309	646
	17.0%	21.3%
		A
(Net) \$75,000 or more	437	752
	24.1%	24.8%
-\$75,000 to \$99,999	202	384
	11.1%	12.6%
-\$100,000 or more	235	368
	13.0%	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%	81.7%	82.2%	90.1%	79.8%
		CDF			CDF	
Entertainment (i.e., sporting events, concerts)	1076	124	354	172	193	213
	55.4%	51.7%	54.9%	53.6%	65.6%	52.6%
					BCDF	
Personal business (i.e., bank, haircut, etc.)	883	93	339	146	81	213
	45.5%	38.8%	52.6%	45.5%	27.6%	52.6%
		E	BDE	E		BdE
Social (i.e., visit family or friends)	796	85	303	144	78	181
	41.0%	35.4%	47.0%	44.9%	26.5%	44.7%
		E	BE	BE		BE
Shopping	779	76	283	140	70	207
	40.1%	31.7%	43.9%	43.6%	23.8%	51.1%
		E	BE	BE		BCDE
Medical care/appointments	582	67	211	107	42	153
	30.0%	27.9%	32.7%	33.3%	14.3%	37.8%
		E	E	E		BcE
School/Job Training	500	38	207	87	31	136
	25.8%	15.8%	32.1%	27.1%	10.5%	33.6%
		e	BE	BE		BdE
Religious	174	20	65	31	11	47
	9.0%	8.3%	10.1%	9.7%	3.7%	11.6%
		E	E	E		E
Other (i.e., vehicle issues, weather, etc.)	441	42	157	84	62	90
	22.7%	17.5%	24.3%	26.2%	21.1%	22.2%
			B	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.

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%	25.9%
					BCDF	
Financial (i.e., save money on gas/parking, etc.)	513	80	170	84	78	95
	26.4%	33.3%	26.4%	26.2%	26.5%	23.5%
		CdeF				
Necessity (i.e., no other option)	510	55	173	113	31	135
	26.3%	22.9%	26.8%	35.2%	10.5%	33.3%
		E	E	BCE		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%	11.4%
					D	
Environmental (i.e., lower carbon footprint, etc.)	64	6	27	9	6	15
	3.3%	2.5%	4.2%	2.8%	2.0%	3.7%
			e			
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

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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

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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

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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%	43.9%	36.8%	36.5%
			B	Bf	b	b
Visit the Downtown Service Center	215	42	66	31	33	41
	16.4%	22.2%	15.6%	13.9%	15.6%	15.6%
		cDef				
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%	17.5%
					D	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%	69.9%
					f	
Able to reload the card online	249	24	95	39	37	47
	67.8%	70.6%	73.1%	65.0%	67.3%	59.5%
			F			
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%	34.0%	42.6%	41.9%
			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 ****

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

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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.

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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

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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

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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% BCDF	55.6% 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% BCDF	62.4%
Travel time to your destination	1146	141	358	183	217	226
	59.4%	59.5%	56.0%	57.2%	74.1% BCDF	55.9%
Driver courtesy	1133	131	369	200	171	250
	59.0%	55.3%	57.7%	62.5% b	59.4%	62.5% 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% BCDF	47.0%
Customer service	790	93	242	151	120	175
	46.1%	42.5%	43.8%	52.8% BC	46.0%	48.2%
Website content	682	93	198	137	100	146
	42.4%	44.7% c	38.0%	50.4% CE	39.5%	44.9% C
Space/seat availability	804	99	256	148	135	144
	41.7%	41.9%	40.1%	46.4% cF	45.9% cF	35.6%
Frequency of service	803	101	242	130	152	161
	41.6%	42.6%	37.8%	40.6%	51.9% BCDF	39.9%
On-time arrival and departure	773	119	188	130	176	143
	40.2%	50.2% CDF	29.6%	40.6% C	60.3% BCDF	35.5% C
Vehicle cleanliness	745	83	245	111	139	154
	38.6%	34.9%	38.2%	34.8%	47.4% BCDF	38.1%
Cost of fares	476	73	135	79	78	100
	25.5%	30.8% C	22.2%	25.4%	26.7%	26.2%

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 ****

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% f	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%	25.5%	9.5%	26.7%
			BE	BE		BE
No	1516	214	467	239	266	297
	78.1%	89.2%	72.4%	74.5%	90.5%	73.3%
		CDF			CDF	

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%	1.7%	7.3%		6.5%
		c		c		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%	87.8%	89.3%	74.1%
			BF	BF	BF	
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%		1.5%
				C		C
High-school graduate	179	34	45	36	13	51
	9.4%	14.5%	7.0%	11.5%	4.4%	12.8%
		CE	e	CE		CE
Some college/Associate degree	457	50	146	93	57	108
	23.9%	21.4%	22.8%	29.8%	19.5%	27.2%
				BCE		bE
Business or Vocational/Technical school	51	13	12	9	11	6
	2.7%	5.6%	1.9%	2.9%	3.8%	1.5%
		CF			f	
College graduate (undergraduate/Bachelor's)	692	82	244	101	122	123
	36.2%	35.0%	38.1%	32.4%	41.6%	31.0%
			dF		DF	
Post-graduate work or degree (Masters, Doctorate)	520	55	192	67	90	103
	27.2%	23.5%	30.0%	21.5%	30.7%	25.9%
			BD		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.

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%	6.6%	0.7%	5.0%
			E	BCE		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%	92.6%
					BCDF	
Access the Internet	1580	191	538	242	255	320
	83.6%	80.9%	85.0%	80.1%	87.3%	81.6%
			d		BDF	
Send/receive email messages	1565	192	532	239	257	311
	82.8%	81.4%	84.0%	79.1%	88.0%	79.3%
			df		BcDF	
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%	26.5%	31.8%	22.2%
			BF		BF	
None of the above	66	5	19	20	2	20
	3.5%	2.1%	3.0%	6.6%	0.7%	5.1%
			E	BCE		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

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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

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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

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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

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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

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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

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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+	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	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+	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) 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%	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%	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%	0.4%	1.4%	1.6%	5.1%	1.8%		6.7%	0.7%	8.2%
-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%	20.0%	18.9%	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%		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

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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

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[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

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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 100.0%	677 100.0%	1247 100.0%	1093 100.0%	586 100.0%	258 100.0%	1576 100.0%	163 100.0%	190 100.0%	1068 100.0%	746 100.0%
15234	29 1.5%	6 0.9%	23 1.8% b	16 1.5%	10 1.7%	3 1.2%	28 1.8% I	-	1 0.5%	19 1.8%	9 1.2%
15235	30 1.5%	7 1.0%	23 1.8%	9 0.8%	16 2.7% D	5 1.9%	18 1.1%	11 6.7% GI	1 0.5%	16 1.5%	10 1.3%
15236	48 2.5%	16 2.4%	31 2.5%	19 1.7%	20 3.4% D	8 3.1%	43 2.7% H	1 0.6%	3 1.6%	11 1.0%	30 4.0% J
15237	17 0.9%	5 0.7%	12 1.0%	7 0.6%	8 1.4%	2 0.8%	16 1.0%	-	1 0.5%	3 0.3%	14 1.9% J
15238	2 0.1%	-	2 0.2%	1 0.1%	1 0.2%	-	2 0.1%	-	-	1 0.1%	1 0.1%
15239	11 0.6%	7 1.0% c	4 0.3%	8 0.7% e	1 0.2%	2 0.8%	10 0.6%	-	1 0.5%	5 0.5%	6 0.8%
15241	14 0.7%	8 1.2%	6 0.5%	5 0.5%	8 1.4% d	1 0.4%	14 0.9%	-	-	1 0.1%	11 1.5% J
15243	13 0.7%	7 1.0%	5 0.4%	6 0.5%	3 0.5%	4 1.6%	12 0.8%	-	1 0.5%	3 0.3%	10 1.3% J
15275	1 0.1%	-	1 0.1%	1 0.1%	-	-	-	1 0.6%	-	-	1 0.1%
15282	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	-
15289	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
15301	4 0.2%	1 0.1%	3 0.2%	3 0.3%	1 0.2%	-	4 0.3%	-	-	1 0.1%	3 0.4%
15317	9 0.5%	5 0.7%	4 0.3%	3 0.3%	4 0.7%	2 0.8%	7 0.4%	-	2 1.1%	-	9 1.2%
15330	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
15332	4 0.2%	2 0.3%	2 0.2%	1 0.1%	2 0.3%	1 0.4%	3 0.2%	-	1 0.5%	2 0.2%	2 0.3%
15367	4 0.2%	2 0.3%	2 0.2%	1 0.1%	2 0.3%	1 0.4%	3 0.2%	-	1 0.5%	-	3 0.4%
15438	1 0.1%	1 0.1%	-	-	-	1 0.4%	1 0.1%	-	-	-	-
15486	1 0.1%	1 0.1%	-	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	-
15488	1 0.1%	-	1 0.1%	-	1 0.2%	-	1 0.1%	-	-	-	-
15521	1 0.1%	-	1 0.1%	1 0.1%	-	-	-	-	1 0.5%	1 0.1%	-
15601	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
15613	3 0.2%	1 0.1%	2 0.2%	2 0.2%	1 0.2%	-	3 0.2%	-	-	-	3 0.4%
15618	2 0.1%	1 0.1%	1 0.1%	1 0.1%	1 0.2%	-	2 0.1%	-	-	1 0.1%	1 0.1%
15632	2 0.1%	2 0.3%	-	-	2 0.3%	-	2 0.1%	-	-	-	1 0.1%
15636	1 0.1%	-	1 0.1%	-	1 0.2%	-	1 0.1%	-	-	-	1 0.1%
15642	7 0.4%	2 0.3%	5 0.4%	4 0.4%	3 0.5%	-	7 0.4%	-	-	3 0.3%	3 0.4%
15644	2 0.1%	-	2 0.2%	1 0.1%	1 0.2%	-	1 0.1%	-	-	1 0.1%	1 0.1%
15650	1 0.1%	1 0.1%	-	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
15656	1 0.1%	-	1 0.1%	-	-	1 0.4%	-	-	-	-	1 0.1%
15668	3 0.2%	1 0.1%	2 0.2%	2 0.2%	1 0.2%	-	3 0.2%	-	-	-	3 0.4%
15728	1 0.1%	-	1 0.1%	-	1 0.2%	-	1 0.1%	-	-	-	1 0.1%
16001	2 0.1%	1 0.1%	1 0.1%	1 0.1%	1 0.2%	-	2 0.1%	-	-	1 0.1%	1 0.1%
16046	3 0.2%	1 0.1%	2 0.2%	2 0.2%	-	1 0.4%	3 0.2%	-	-	-	3 0.4%
16055	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	-
16063	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
16066	1 0.1%	-	1 0.1%	-	1 0.2%	-	1 0.1%	-	-	-	1 0.1%
16229	1 0.1%	-	1 0.1%	-	-	1 0.4%	1 0.1%	-	-	-	1 0.1%
16505	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
17331	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
17349	1 0.1%	1 0.1%	-	1 0.1%	-	-	-	1 0.6%	-	1 0.1%	-
19341	1 0.1%	-	1 0.1%	1 0.1%	-	-	1 0.1%	-	-	-	1 0.1%
55812	1 0.1%	-	1 0.1%	-	1 0.2%	-	1 0.1%	-	-	1 0.1%	-
99999	4 0.2%	1 0.1%	3 0.2%	4 0.4%	-	-	1 0.1%	-	3 1.6% g	3 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%
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.

Table PM4

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?

	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	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.

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?

	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 - 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+	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%
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.

Table OC7D

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+	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%
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% J	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% D	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% D	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% F	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+	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%
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%	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%	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%	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%	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%	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%	18.9% D	39.5% DE	14.1%	20.2% gl	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%	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...?

	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 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% D	12.3% DE	3.1%	6.3%	4.4%	3.8%	2.7%
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% EF	93.7% F	84.3%	94.9% h	90.4%	92.3%	93.4%	95.8% J
Access the Internet	1580	558	1011	995	447	135	1304	120	149	841	645
	83.6%	84.5%	83.2%	91.7% EF	78.8% F	57.2%	84.6% H	76.4%	81.9%	81.0%	88.1% J
Send/receive email messages	1565	552	1001	982	450	131	1285	124	149	823	641
	82.8%	83.6%	82.4%	90.5% EF	79.4% F	55.5%	83.3%	79.0%	81.9%	79.3%	87.6% 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% EF	66.7% F	36.9%	74.1% H	63.1%	70.9%	72.3%	75.3%
Other	519	220	296	357	136	26	432	28	58	291	203
	27.4%	33.3% C	24.4%	32.9% EF	24.0% F	11.0%	28.0% H	17.8%	31.9% H	28.0%	27.7%
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% D	12.3% DE	3.1%	6.4%	4.4%	3.9%	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 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?

	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%
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%
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%
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%
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
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%
Eliminated Route	-	-	-	-	-	-	-	-	-	-	-
Don't know	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.

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)	(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) 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?

	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%
(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%
									H	H
-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%
		D	D						HJ	
-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%
								I		I
-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%
					g				H	H
-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%
							e	IJ		
-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%
									H	
-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%	
				bc		e		I		
-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%
							E			
-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%
			D							
-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%
				c						
-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%
				c			e			
-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?

	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)
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/EF/G/H/I
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/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 ****

RH7. What is your home ZIP code?

	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%
2445	1 0.1%	-	-	1 0.1%	1 0.2%	-	-	1 0.1%	-	-
7040	1 0.1%	-	1 0.1%	-	1 0.2%	-	-	-	1 0.3%	-
13224	1 0.1%	-	1 0.1%	-	-	-	1 0.1%	1 0.1%	-	-
15001	8 0.4%	-	2 0.3%	6 0.6%	1 0.2%	2 0.6%	5 0.5%	6 0.5%	1 0.3%	1 0.4%
15003	3 0.2%	-	2 0.3%	1 0.1%	1 0.2%	1 0.3%	1 0.1%	2 0.2%	-	1 0.4%
15005	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	-	-	-
15012	1 0.1%	-	1 0.1%	-	-	1 0.3%	-	1 0.1%	-	-
15014	2 0.1%	-	1 0.1%	1 0.1%	1 0.2%	1 0.3%	-	1 0.1%	-	-
15017	10 0.5%	-	3 0.4%	7 0.7%	1 0.2%	1 0.3%	8 0.7% e	9 0.7%	1 0.3%	-
15019	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	-	-	1 0.4%
15021	1 0.1%	-	-	1 0.1%	1 0.2%	-	-	-	-	1 0.4%
15022	1 0.1%	1 0.4%	-	-	1 0.2%	-	-	-	-	1 0.4%
15024	1 0.1%	-	-	1 0.1%	1 0.2%	-	-	-	-	1 0.4%
15025	13 0.7%	-	3 0.4%	10 1.0%	1 0.2%	2 0.6%	10 0.9% E	11 0.9%	-	2 0.7%
15027	1 0.1%	-	-	1 0.1%	1 0.2%	-	-	-	-	-
15030	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	1 0.1%	-	-
15034	4 0.2%	-	2 0.3%	2 0.2%	1 0.2%	-	3 0.3%	4 0.3%	-	-
15037	5 0.3%	-	-	5 0.5%	1 0.2%	-	4 0.4%	3 0.2%	1 0.3%	1 0.4%
15044	7 0.4%	1 0.4%	3 0.4%	3 0.3%	4 0.7%	-	3 0.3%	4 0.3%	-	2 0.7%
15046	1 0.1%	-	1 0.1%	-	-	-	1 0.1%	1 0.1%	-	-
15047	1 0.1%	-	1 0.1%	-	-	-	1 0.1%	1 0.1%	-	-
15049	1 0.1%	-	1 0.1%	-	-	1 0.3%	-	1 0.1%	-	-
15055	1 0.1%	-	-	1 0.1%	-	1 0.3%	-	1 0.1%	-	-
15057	3 0.2%	-	1 0.1%	2 0.2%	2 0.4%	1 0.3%	-	2 0.2%	-	1 0.4%
15061	1 0.1%	1 0.4%	-	-	1 0.2%	-	-	1 0.1%	-	-
15063	1 0.1%	-	-	1 0.1%	1 0.2%	-	-	-	1 0.3%	-
15065	2 0.1%	1 0.4%	1 0.1%	-	1 0.2%	1 0.3%	-	1 0.1%	-	1 0.4%
15066	3 0.2%	1 0.4%	1 0.1%	1 0.1%	1 0.2%	-	2 0.2%	2 0.2%	-	1 0.4%
15068	6 0.3%	1 0.4%	3 0.4%	2 0.2%	3 0.6%	1 0.3%	2 0.2%	6 0.5%	-	-
15071	5 0.3%	1 0.4%	1 0.1%	3 0.3%	2 0.4%	1 0.3%	2 0.2%	3 0.2%	2 0.6%	-
15082	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	-	1 0.3%	-
15084	2 0.1%	-	2 0.3%	-	-	1 0.3%	1 0.1%	1 0.1%	1 0.3%	-
15085	2 0.1%	1 0.4%	-	1 0.1%	-	1 0.3%	1 0.1%	1 0.1%	-	-
15089	1 0.1%	-	-	1 0.1%	-	-	1 0.1%	1 0.1%	-	-
15090	6 0.3%	1 0.4%	4 0.6%	1 0.1%	4 0.7% g	1 0.3%	1 0.1%	1 0.1%	1 0.3%	3 1.1%
15101	14 0.7%	6 2.3% cD	4 0.6%	4 0.4%	5 0.9%	-	9 0.8%	9 0.7%	2 0.6%	2 0.7%
15102	41 2.1%	1 0.4%	10 1.4% b	30 3.1% BC	6 1.1%	5 1.5%	30 2.8% E	37 3.0% IJ	1 0.3%	1 0.4%
15104	13 0.7%	2 0.8%	1 0.1%	10 1.0% C	6 1.1%	3 0.9%	4 0.4%	7 0.6%	4 1.2%	2 0.7%
15106	24 1.2%	4 1.5%	9 1.3%	11 1.1%	4 0.7%	5 1.5%	15 1.4%	21 1.7%	-	2 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%						

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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 DATA									
	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%
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 DATA									
	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%
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		
		(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%
15241	4	1	1	2	-	-	4	2	1	1
	0.2%	0.4%	0.1%	0.2%			0.4%	0.2%	0.3%	0.4%
15242	1	-	-	1	-	-	1	1	-	-
	0.1%			0.1%			0.1%	0.1%		
15250	1	-	-	1	-	-	1	-	-	1
	0.1%			0.1%			0.1%			0.4%
15252	1	-	-	1	-	-	1	1	-	-
	0.1%			0.1%			0.1%	0.1%		
15253	1	-	-	1	-	1	-	1	-	-
	0.1%			0.1%		0.3%		0.1%		
15254	1	-	1	-	-	-	1	1	-	-
	0.1%		0.1%				0.1%	0.1%		
15258	19	-	3	16	4	1	14	17	1	1
	1.0%		0.4%	1.6%	0.7%	0.3%	1.3%	1.4%	0.3%	0.4%
			C				F	IJ		
15259	21	-	8	13	3	3	15	20	-	-
	1.1%		1.1%	1.3%	0.6%	0.9%	1.4%	1.6%		
							e			
15260	47	8	21	18	11	7	29	1	32	2
	2.4%	3.1%	3.0%	1.8%	2.0%	2.1%	2.7%	0.1%	9.8%	0.7%
									HJ	
15261	11	2	2	7	2	1	8	1	6	-
	0.6%	0.8%	0.3%	0.7%	0.4%	0.3%	0.7%	0.1%	1.8%	
									H	
15262	9	-	2	7	3	3	3	9	-	-
	0.5%		0.3%	0.7%	0.6%	0.9%	0.3%	0.7%		
15272	6	1	3	2	-	-	6	5	-	-
	0.3%	0.4%	0.4%	0.2%			0.6%	0.4%		
15275	3	-	1	2	1	-	2	3	-	-
	0.2%		0.1%	0.2%	0.2%		0.2%	0.2%		
15282	12	4	5	3	2	-	10	11	1	-
	0.6%	1.5%	0.7%	0.3%	0.4%		0.9%	0.9%	0.3%	
15289	3	1	1	1	3	-	-	-	3	-
	0.2%	0.4%	0.1%	0.1%	0.6%				0.9%	
15312	1	-	-	1	-	-	1	-	-	1
	0.1%			0.1%			0.1%			0.4%
15313	1	-	1	-	-	-	1	-	1	-
	0.1%		0.1%				0.1%		0.3%	
15324	1	-	1	-	-	-	1	1	-	-
	0.1%		0.1%				0.1%	0.1%		
15666	1	-	-	1	-	1	-	1	-	-
	0.1%			0.1%		0.3%		0.1%		
17504	1	1	-	-	-	-	1	1	-	-
	0.1%	0.4%					0.1%	0.1%		
19131	1	-	-	1	-	-	1	1	-	-
	0.1%			0.1%			0.1%	0.1%		
19222	1	-	-	1	-	-	1	-	-	1
	0.1%			0.1%			0.1%			0.4%
25203	1	-	1	-	1	-	-	-	-	1
	0.1%		0.1%		0.2%					0.4%
52222	1	-	1	-	-	1	-	1	-	-
	0.1%		0.1%			0.3%		0.1%		
99999	312	75	116	121	120	61	131	147	81	77
	16.1%	28.6%	16.6%	12.3%	22.3%	18.2%	12.3%	11.7%	24.8%	28.6%
		CD	D		G	G			H	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		
		(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%
Allegheny County	1832	240	662	930	496	315	1021	1186	314	249
	94.4%	91.6%	94.8%	94.8%	92.4%	93.8%	95.6%	94.7%	96.3%	92.6%
			b	b			E		J	
Westmoreland County	30	6	10	14	14	5	11	24	-	3
	1.5%	2.3%	1.4%	1.4%	2.6%	1.5%	1.0%	1.9%		1.1%
					G					
Washington County	29	1	9	19	9	4	16	18	3	7
	1.5%	0.4%	1.3%	1.9%	1.7%	1.2%	1.5%	1.4%	0.9%	2.6%
				B						
Beaver County	21	3	6	12	5	6	10	13	1	5
	1.1%	1.1%	0.9%	1.2%	0.9%	1.8%	0.9%	1.0%	0.3%	1.9%
								i		i
Butler County	8	5	2	1	2	2	4	3	-	3
	0.4%	1.9%	0.3%	0.1%	0.4%	0.6%	0.4%	0.2%		1.1%
		cD								
Fayette County	6	2	2	2	3	2	1	3	2	-
	0.3%	0.8%	0.3%	0.2%	0.6%	0.6%	0.1%	0.2%	0.6%	
Other	15	5	7	3	8	2	5	6	6	2
	0.8%	1.9%	1.0%	0.3%	1.5%	0.6%	0.5%	0.5%	1.8%	0.7%
		d	d		g				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 ****

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
	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/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.

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
	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/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.

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
	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% ij	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/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.

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	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%
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% q	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.

Table PM2

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	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)
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% q	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 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%
Rolling passes (annual/monthly/weekly)	870 44.8%	128 48.9% d	325 46.6% d	417 42.5%	201 37.4%	146 43.5% e	523 49.0% Ef	598 47.7% I	115 35.3%	126 46.8% I
Special event day/night/weekend passes (unlimited trips)	706 36.4%	83 31.7%	263 37.7% b	360 36.7%	213 39.7% G	130 38.7%	363 34.0%	407 32.5%	131 40.2% H	130 48.3% HI
One-day pass (unlimited trips)	678 34.9%	67 25.6%	233 33.4% B	378 38.5% BC	191 35.6%	125 37.2%	362 33.9%	423 33.8%	118 36.2%	105 39.0%
Three-day pass (unlimited trips)	582 30.0%	60 22.9%	205 29.4% B	317 32.3% B	145 27.0%	112 33.3% E	325 30.4%	331 26.4%	129 39.6% H	95 35.3% H
None of the above	444 22.9%	58 22.1%	157 22.5%	229 23.3%	130 24.2%	75 22.3%	239 22.4%	299 23.9% J	83 25.5% J	33 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 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%
Yes	1052 54.2%	160 61.1% D	449 64.3% D	443 45.2%	310 57.7% G	182 54.2%	560 52.4%	673 53.7%	168 51.5%	164 61.0% HI
No	889 45.8%	102 38.9%	249 35.7%	538 54.8% BC	227 42.3%	154 45.8%	508 47.6% E	580 46.3% J	158 48.5% J	105 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
	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
	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
	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	157	465	685	284	238	785	1092
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	155	17	36	102	25	38	92	138	9	7
	11.9%	10.8%	7.7%	14.9% C	8.8%	16.0% E	11.7%	12.6% j	9.9%	7.7%
No	1152	140	429	583	259	200	693	954	82	84
	88.1%	89.2%	92.3% D	85.1%	91.2% F	84.0%	88.3%	87.4%	90.1%	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	140	431	585	259	201	696	956
	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	103	325	377	178	133	494	677	49	54
	69.6%	73.6% D	75.4% D	64.4%	68.7%	66.2%	71.0%	70.8% i	59.0%	63.5%
Forget to use/show it at time of purchase	212	21	74	117	48	28	136	187	9	13
	18.3%	15.0%	17.2%	20.0%	18.5%	13.9%	19.5% f	19.6% i	10.8%	15.3%
Discounts and offers not valuable to me	106	14	35	57	29	17	60	89	9	5
	9.2%	10.0%	8.1%	9.7%	11.2%	8.5%	8.6%	9.3%	10.8%	5.9%
Other	53	3	17	33	14	10	29	29	15	7
	4.6%	2.1%	3.9%	5.6% B	5.4%	5.0%	4.2%	3.0%	18.1% Hj	8.2% h
No reason in particular	107	7	35	65	26	23	58	79	10	16
	9.3%	5.0%	8.1%	11.1% B	10.0%	11.4%	8.3%	8.3%	12.0%	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%	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%	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%
(Net) Bottom-two box	57	6	15	36	14	12	31	34	6	13
	4.5%	3.9%	3.3%	5.4%	5.0%	5.2%	4.0%	3.2%	6.9%	15.5%
-Not very satisfied (2)	42	2	11	29	9	7	26	25	6	8
	3.3%	1.3%	2.4%	4.4%	3.2%	3.0%	3.4%	2.3%	6.9%	9.5%
-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%
Mean	4.4	4.5	4.4	4.4	4.4	4.4	4.5	4.5	4.3	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%	80.4%	73.7%	80.6%	79.0%	75.4%	78.1%	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%	60.6%	63.0%	62.2%	63.8%	64.6%	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%	56.1%	57.4%	52.5%	57.1%	59.4%	48.4%	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%	38.7%	48.6%	36.6%	36.2%	40.3%	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%	32.8%	28.2%	25.2%	30.6%	30.7%	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%	31.3%	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%	24.3%	28.9%	24.6%	23.9%	29.9%	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%	26.7%	25.4%	23.5%	27.8%	27.3%	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%	19.7%	18.0%	17.2%	18.5%	19.6%	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%	3.9%	8.4%	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%	2.8%	2.1%	2.7%	1.8%	14.3%	1.1%
Other	67	4	21	42	10	6	51	58	6	1
	5.1%	2.5%	4.5%	6.1%	3.5%	2.5%	6.5%	5.3%	6.6%	1.1%
No reason in particular	52	7	13	32	11	14	27	30	5	15
	4.0%	4.5%	2.8%	4.7%	3.9%	5.9%	3.4%	2.7%	5.5%	16.5%

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 ****

CC5. Have you ever used a ConnectTix 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 ConnectTix 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 ConnectTix	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 ConnectTix 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 ConnectTix	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 39.6%	15 33.3%	49 38.0%	66 42.9%	26 33.8%	26 41.3%	78 41.5%	39 38.2%	51 41.8%	25 30.9%
Ability to purchase a single trip/few trips on my card	133 37.4%	17 34.0%	49 36.3%	67 39.2%	24 27.6%	22 31.0%	87 43.9% EF	52 46.8% J	49 36.8% J	19 21.8%
No longer need to use exact change	104 29.0%	10 20.4%	41 28.7%	53 31.7% b	21 25.0%	16 22.2%	67 33.0% f	40 37.0% J	39 28.1% J	15 17.0%
Able to reload the card online	84 22.9%	5 10.0%	28 19.2% b	51 29.8% BC	14 16.5%	17 23.3%	53 25.4% e	28 24.8% J	34 24.6% J	11 12.4%
Never worry about losing the value on your card by registering for balance protection	83 22.6%	10 19.2%	28 19.7%	45 25.9%	20 22.7%	16 21.9%	47 22.7%	26 22.6% j	37 26.6% J	11 12.4%
Receive some type of discount/savings on fares	66 17.6%	6 11.3%	23 16.0%	37 20.8% b	13 14.8%	15 19.5%	38 18.1%	16 13.4%	33 23.7% HJ	8 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	496 100.0%	79 100.0%	188 100.0%	229 100.0%	115 100.0%	98 100.0%	283 100.0%	143 100.0%
Receive some type of discount/savings on fares	4.0	4.2 I	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/G/H/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 ****

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% Hj	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	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
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	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
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	326	269
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	326	269
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	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
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	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
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
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
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 (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	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 (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	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	319	262
	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	326	269
	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
- No 2

ConnectCard

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

- Yes..... 1 **GO TO CC2**
- No 2

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**
- No 2

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%)