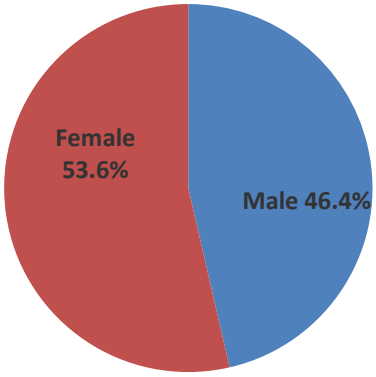
Citylink Edmond Survey 2011

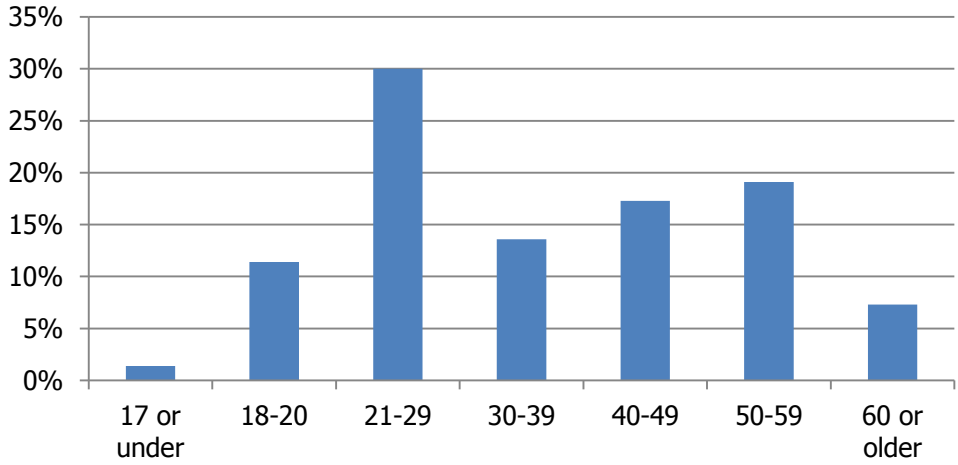
1. Are you male or female?

Answer Options	Response Percent	Response Count
Male	46.4%	102
Female	53.6%	118
	answered question	**220**
	skipped question	**0**

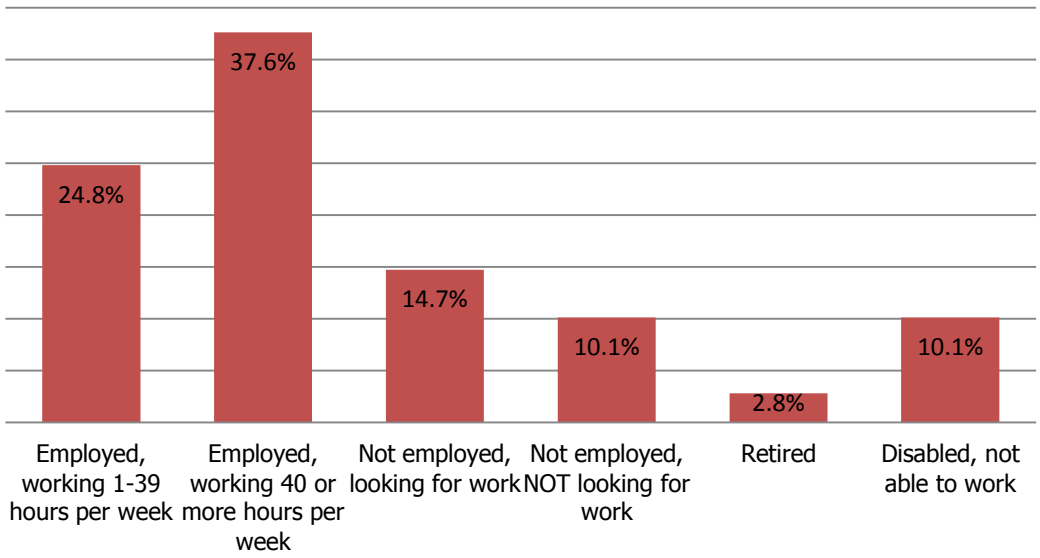


2. Which category below includes your age?

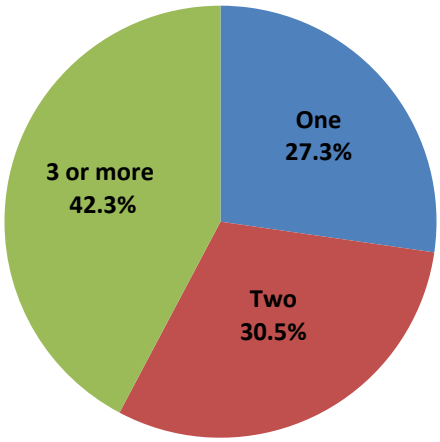
Answer Options	Response Percent	Response Count
17 or under	1.4%	3
18-20	11.4%	25
21-29	30.0%	66
30-39	13.6%	30
40-49	17.3%	38
50-59	19.1%	42
60 or older	7.3%	16
	answered question	**220**
	skipped question	**0**



3. Which of the following categories best describes your employment status?		
Answer Options	**Response Percent**	**Response Count**
Employed, working 1-39 hours per week	24.8%	54
Employed, working 40 or more hours per week	37.6%	82
Not employed, looking for work	14.7%	32
Not employed, NOT looking for work	10.1%	22
Retired	2.8%	6
Disabled, not able to work	10.1%	22
	answered question	**218**
	skipped question	**2**



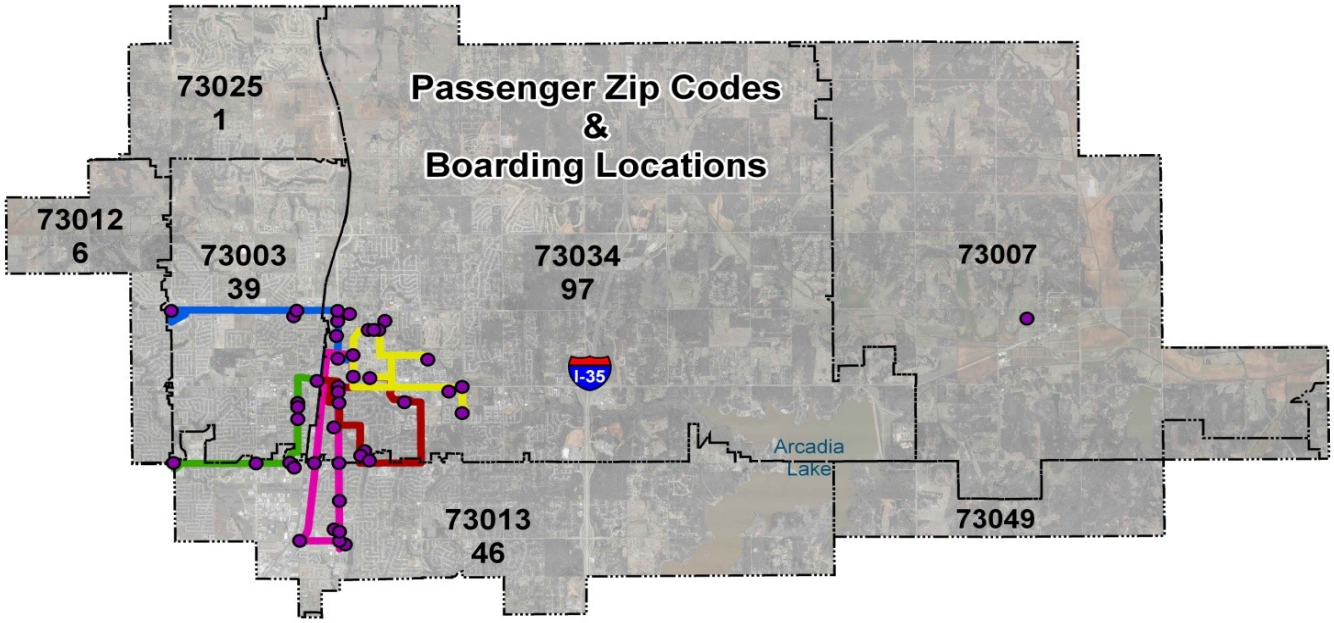
4. How many people live in your household?		
Answer Options	**Response Percent**	**Response Count**
One	27.3%	60
Two	30.5%	67
3 or more	42.3%	93
	answered question	**220**
	skipped question	**0**



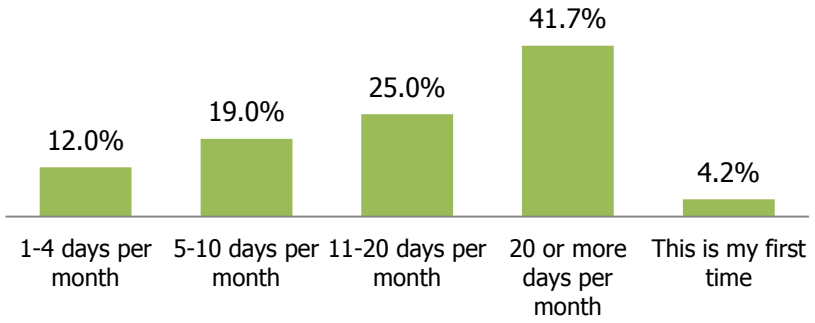
5. What zip code do you live in?	
City/Town	**Response 214**
Edmond	189
Oklahoma City	15
Cashion	2
Del City	1
Guthrie	2
Norman	1
Warr Acres	2
Yukon	1
Long Beach, CA	1
answered question	**214**
skipped question	**6**

See Map Below

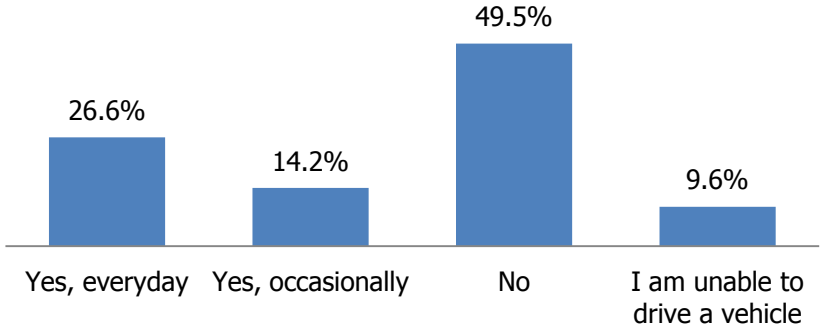
6. Where did you board the bus today? (e.g. "33rd and Broadway" or "Bryant Place Apartments")	
	Response Count 210
answered question	**210**
skipped question	**10**

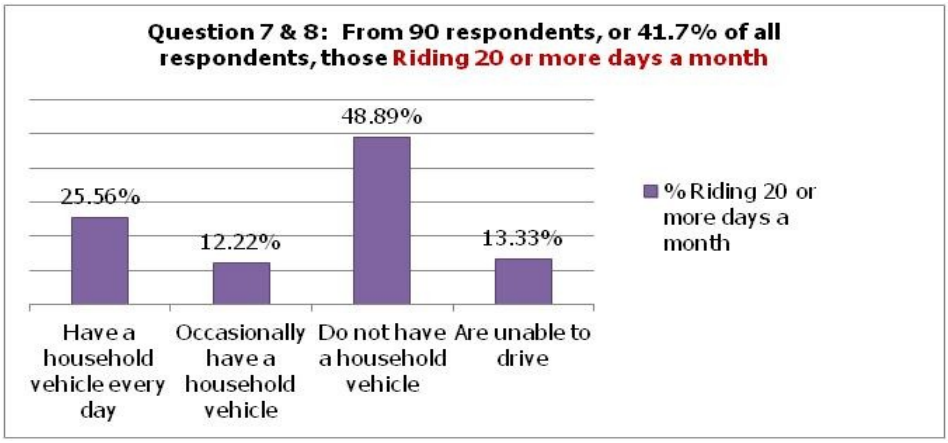


7. How often do you ride Citylink?		
Answer Options	**Response Percent**	**Response Count**
1-4 days per month	12.0%	26
5-10 days per month	19.0%	41
11-20 days per month	25.0%	54
20 or more days per month	41.7%	90
This is my first time	4.2%	9
	answered question	**216**
	skipped question	**4**



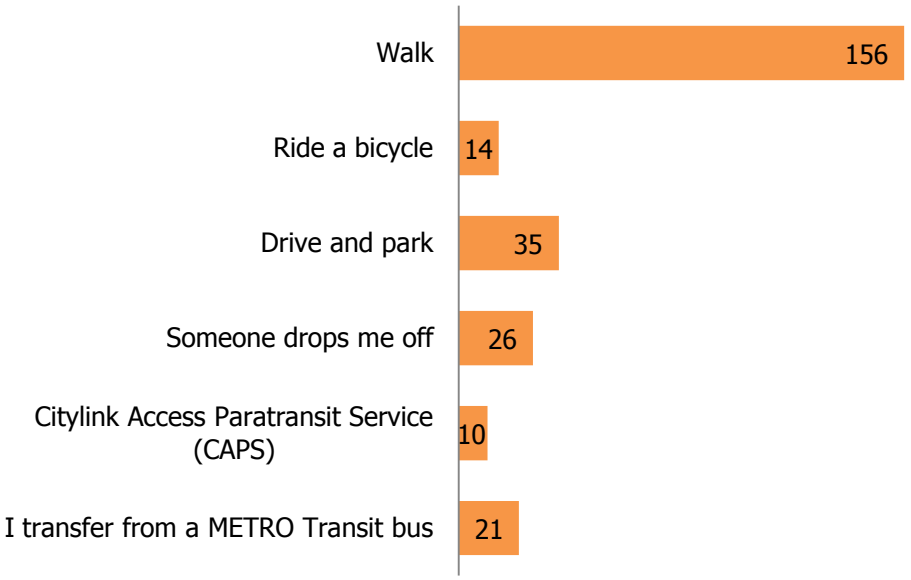
8. Do you have a household vehicle available to you to make this trip?		
Answer Options	**Response Percent**	**Response Count**
Yes, everyday	26.6%	58
Yes, occasionally	14.2%	31
No	49.5%	108
I am unable to drive a vehicle	9.6%	21
	answered question	**218**
	skipped question	**2**





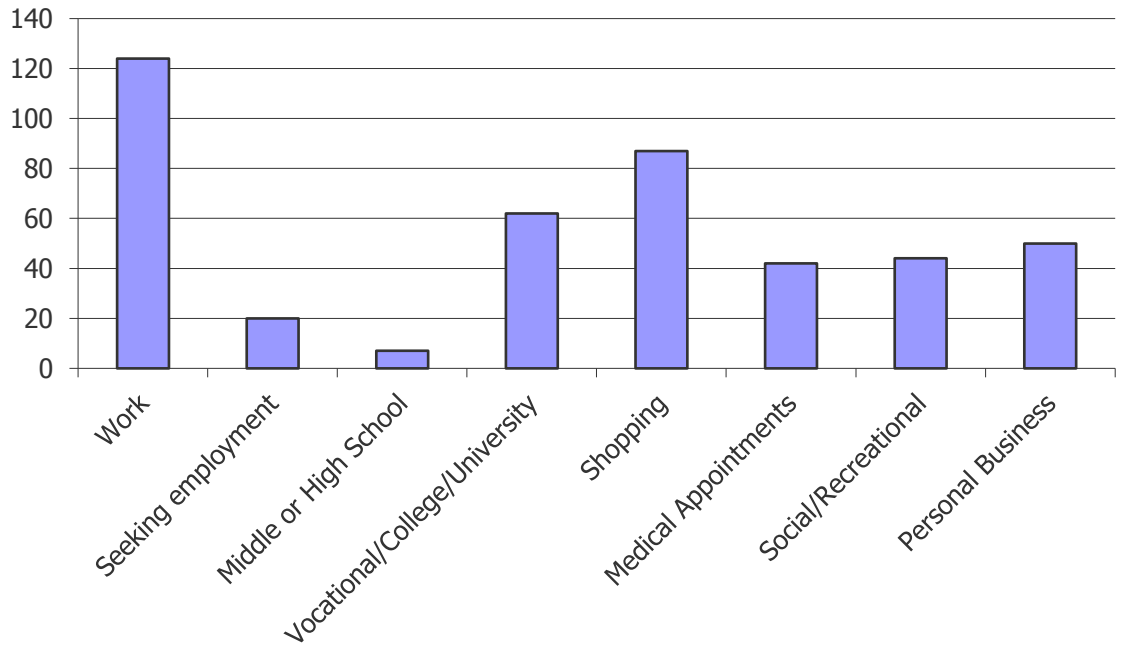
9. How do you typically get to the bus?		
Answer Options	**Please check all that apply:**	**Response Count**
Walk		156
Ride a bicycle		14
Drive and park		35
Someone drops me off		26
Citylink Access Paratransit Service (CAPS)		10
I transfer from a METRO Transit bus		21
Other (please specify)		9
	answered question	**211**
	skipped question	**9**

Other (as specified)	**Response Count**
Wheelchair or power scooter	6
Doorstep at home or work (paratransit)	2
Transfer from CTA bus	1
	9

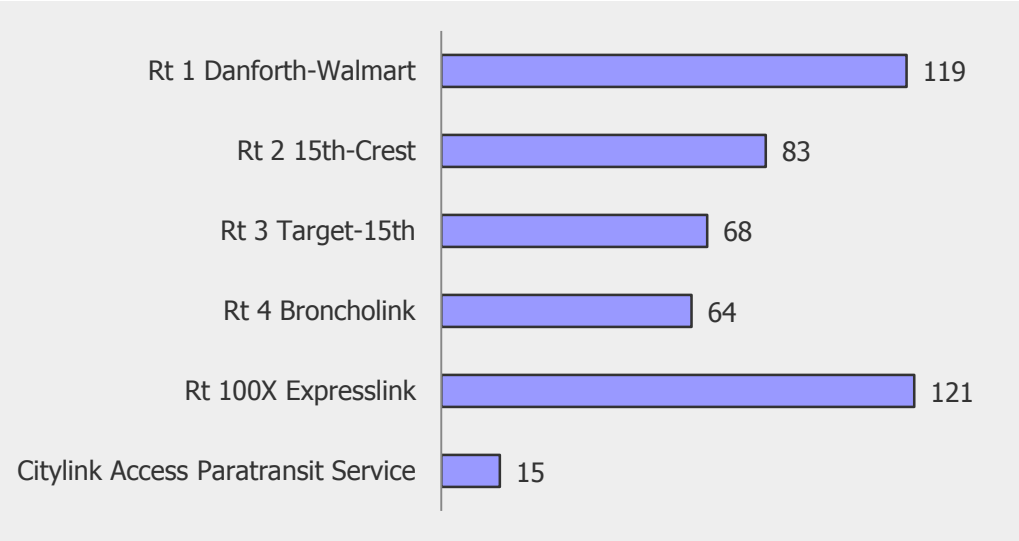


10. What is/are your destination(s) when using Citylink?		
Answer Options	**Please check all that apply:**	**Response Count**
Work	124	124
Seeking employment	20	20
Middle or High School	7	7
Vocational/College/University	62	62
Shopping	87	87
Medical Appointments	42	42
Social/Recreational	44	44
Personal Business	50	50
Other (please specify)		14
	answered question	**215**
	skipped question	**5**

Other Responses	**Response Count**
Home	7
Usually the library or home.	1
Looking for a job in Edmond, so I can move back to Edmond and be close to my mom and my daughter goes to Santa Fe of Edmond.	1
Ex's to home & Vice Versa	1
UCO	1
I used to take it to work but can't anymore since you don't go down Broadway anymore.	1
Meetings	1
Warner Bros	1
	14



11. Which Citylink routes do you ride?		
Answer Options	**Please check all that apply:**	**Response Count**
Rt 1 Danforth-Walmart		119
Rt 2 15th-Crest		83
Rt 3 Target-15th		68
Rt 4 Broncholink		64
Rt 100X Expresslink		121
Citylink Access Paratransit Service		15
	answered question	**215**
	skipped question	**5**



NOT PART OF SURVEY:

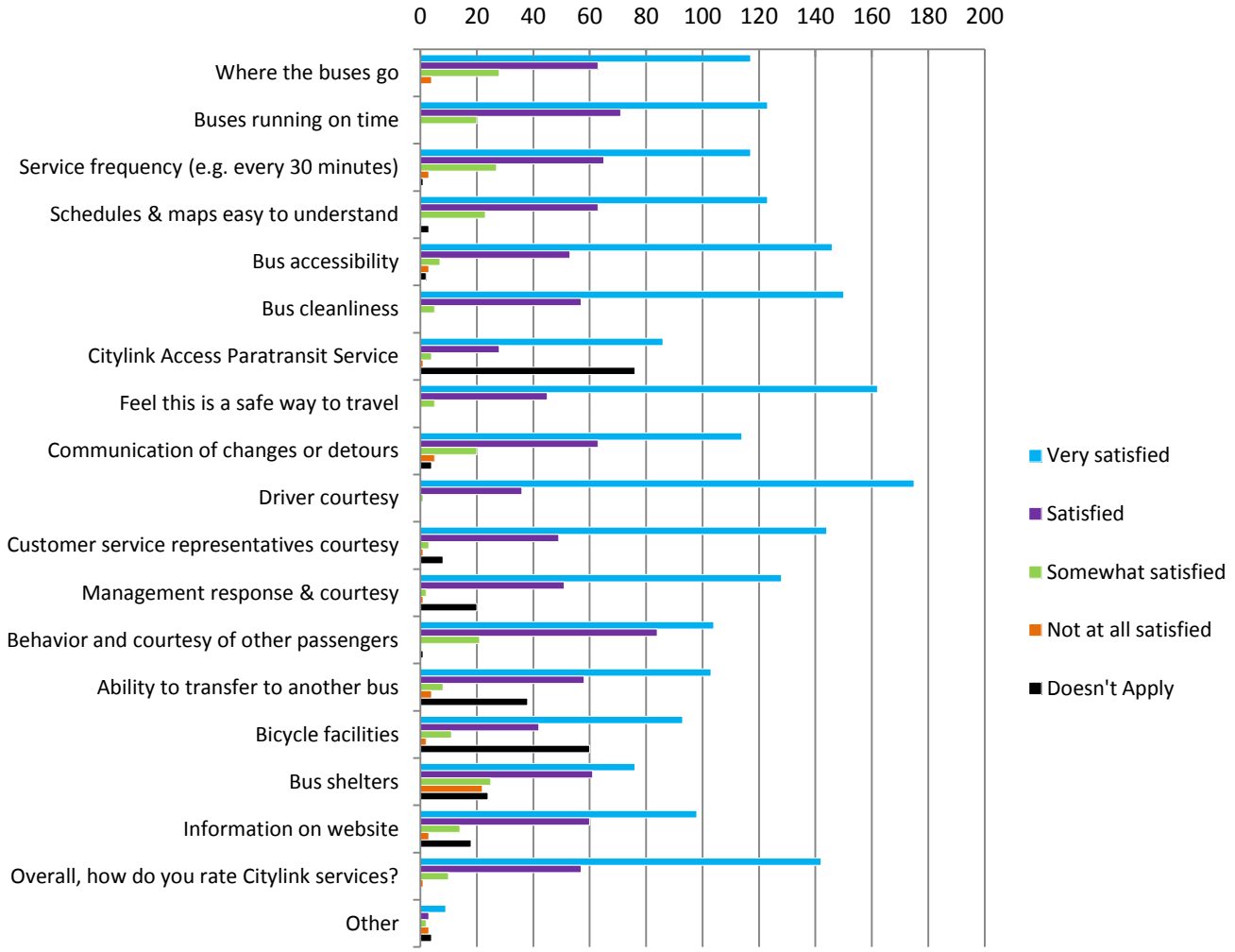
Recorded Wheelchair and Bicycle Boardings by Route

2010-2011	Wheelchairs	Bicycles
Rt. 1	846	467
Rt. 2	420	489
Rt. 3	16	64
Rt. 4	245	170
100X	180	1037
CAPS	726	0
Total	**2433**	**2227**

2011-12 1st Quarter (July -Sept)	Wheelchairs	Bicycles
Rt. 1	389	238
Rt. 2	308	181
Rt. 3	34	29
Rt. 4	46	64
100X	24	441
CAPS	249	0
YTD Total	**1050**	**953**

12. How do you rate the following aspects of Citylink service?

Answer Options	Very satisfied	Satisfied	Somewhat satisfied	Not at all satisfied	Doesn't Apply	Response Count
Where the buses go	117	63	28	4	0	212
Buses running on time	123	71	20	0	0	213
Service frequency (e.g. every 30 minutes)	117	65	27	3	1	212
Schedules & maps easy to understand	123	63	23	0	3	212
Bus accessibility	146	53	7	3	2	211
Bus cleanliness	150	57	5	0	0	212
Citylink Access Paratransit Service	86	28	4	1	76	194
Feel this is a safe way to travel	162	45	5	0	0	212
Communication of changes or detours	114	63	20	5	4	206
Driver courtesy	175	36	1	0	0	212
Customer service representatives courtesy	144	49	3	1	8	205
Management response & courtesy	128	51	2	1	20	202
Behavior and courtesy of other passengers	104	84	21	0	1	210
Ability to transfer to another bus	103	58	8	4	38	211
Bicycle facilities	93	42	11	2	60	205
Bus shelters	76	61	25	22	24	208
Information on website	98	60	14	3	18	192
Overall, how do you rate Citylink services?	142	57	10	1	0	210
Other	9	3	2	3	4	21
(please specify)						20
					answered question	**215**
					skipped question	**5**

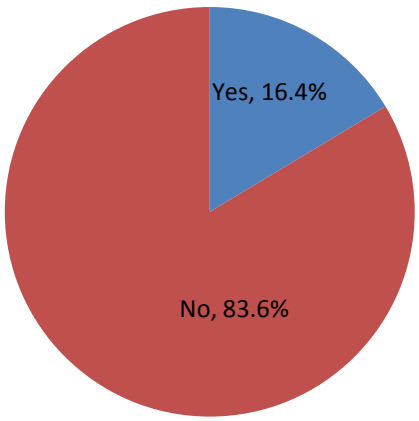


12. Continued. How do you rate the following aspects of Citylink?

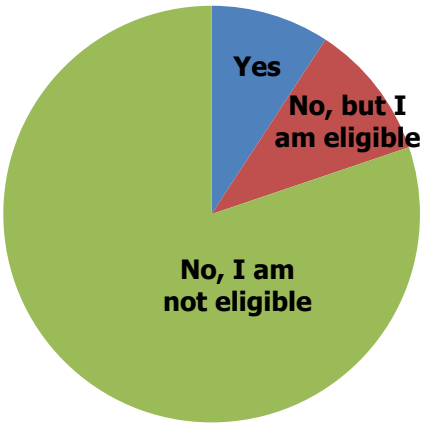
Comments specified as Other:

1. Would like shelter on west side of street across from Mardels for morning commute.
2. I hope the bus stop at Stonewall & 10th St., also stop at VA hospital.
3. Marsha is your best Driver
4. Need Sat to OKC
5. I would like buses on Saturday
6. Should work during the weekend
7. Some passengers are undersirable!
8. 1.There are no shelters at named spots on Edmond route. 2. OKC is under construction. 3. There are some characters that yack and there was a couple of fighting verbally 50% of times.
9. Very Pleasant , Great Drivers
10. Nice drivers
11. Needs to close later.
12. Great drivers
13. Need bus stop shelters
14. It would be nice if the Rt 4 Broncholink bus could run every 15-25 minutes; therefore allowing students to get to campus in a timely manner, opposed to waiting for a whole 30 minutes if not longer. Also, it would be great if the Rt 4 Broncholink bus would run until 10:00pm (last run), that would allow students that have night classes or stay to participate in campus events, can catch the bus back to their office campus housing at Bryant Place. Therefore they do not have to walk in the dark streets, because they don't have cars and they are unable to get rides from others.
15. They are all friendly.
16. I LOVE ALL YOUR PEOPLE.
17. Only thing I wish is that it would go on Broadway.
18. I would like to thank all who helped me track down my wallet!
19. Bus shelter at Ayers is trashy.
20. Want Saturday bus service

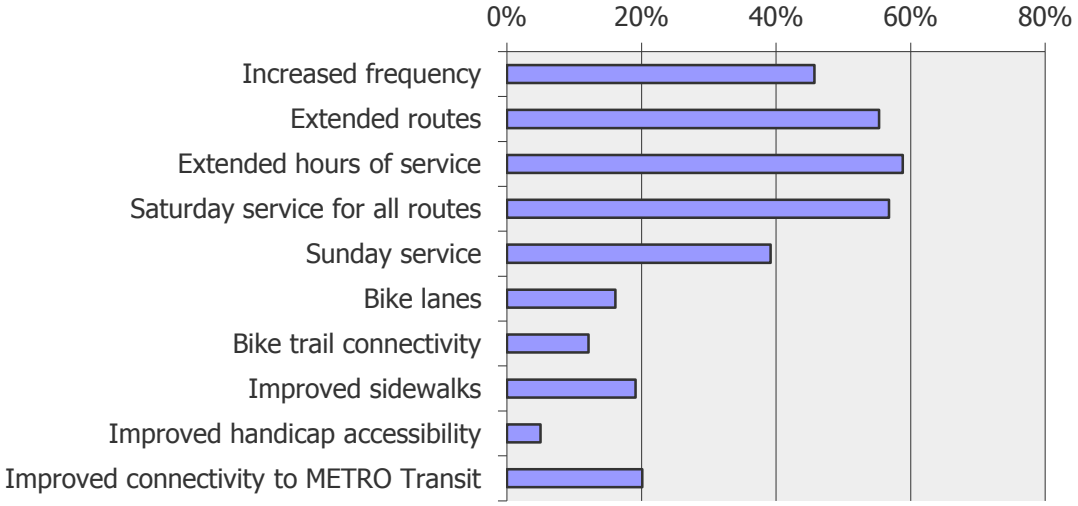
13. Have you utilized the bicycle racks on the buses?		
Answer Options	**Response Percent**	**Response Count**
Yes	16.4%	35
No	83.6%	179
	answered question	**214**
	skipped question	**6**



14. Have you utilized the Citylink Access Paratransit Service (CAPS) which is for Edmond residents with functional disabilities?		
Answer Options	**Response Percent**	**Response Count**
Yes	9.2%	19
No, but I am eligible.	10.6%	22
No, I am not eligible.	80.2%	166
	answered question	**207**
	skipped question	**13**



15. What system enhancements would YOU utilize?		
Answer Options	**Response Percent**	**Response Count**
Increased frequency	45.7%	91
Extended routes	55.3%	110
Extended hours of service	58.8%	117
Saturday service for all routes	56.8%	113
Sunday service	39.2%	78
Bike lanes	16.1%	32
Bike trail connectivity	12.1%	24
Improved sidewalks	19.1%	38
Improved handicap accessibility	5.0%	10
Improved connectivity to METRO Transit	20.1%	40
Other enhancements:	36	36
	answered question	**199**
	skipped question	**21**

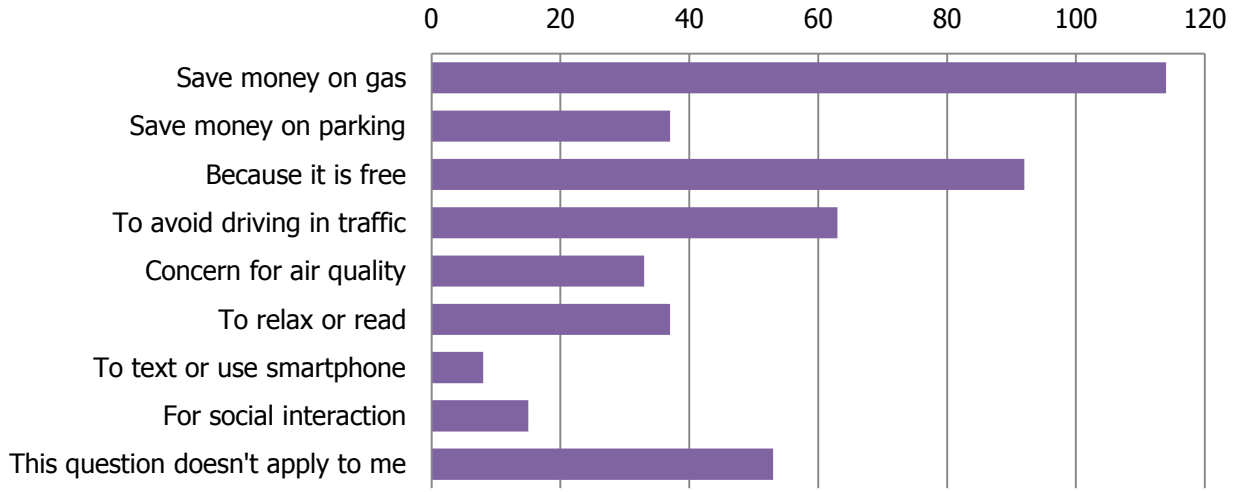


15. Continued. What system enhancements would YOU utilize?

Comments specified as Other Enhancements:

1. For future buses, NO reclining seats.
2. Perhaps with more ridership more buses (or larger buses) could run.
3. Better and more shelters.
4. Stop at Stonewall and VA Hospital.
5. Need a route that goes to Bricktown on Friday & Saturday nights. To pick me up from the bar at 2:30AM.
6. Room for more bikes to carry
7. The 100X bus being more connected to Metro Bus times, I have had to wait 1hr. at UCO and 1 -2 hrs in downtown to get home. aalso at least 2 -3 more times stopped in downtown ALot of people use this bus. From UCO @ 2PM - 6 PM. I take 2 buses to and f rom Del City to go to class 3 times a week. This bus has saved my life. It not for this bus I would not still be enrolled in college at UCO. If citylink ever decides to charge, I think UCO students should just be able to show their ID and it be free. (Just like OU with Cart.) I think the 100X, Walmart-Danforth, and Broncolink are the most important bus routes that should run later. Alot of students use 100X to commute!!!
8. Go all the way to end of Kickingbird Apts.
9. If all busses wold meet at the same time at Univ and Ayers! and a bus would go to 33rd all day.
10. Need you during the weekend
11. Bench at every stop
12. Guys, just keep up the excellent job. Way to go!
13. 1. Bike route down Eastern - Ed to OKC 2. Bike lane on 50th. 3. Bike lane of Lincoln. 4. Bike lane on 4th. 5. Shuttle between turn @ capital. 6. Fix bumpy roads on east side of capital.
14. OKC route on Saturday's and Sunday's.
15. bus stop shelters
16. Ability to get to work M-F early in the morning.
17. To see more bus stops for CityLink. I appreciate the CityLink, it is the only transportation that I have and depend on while here in Edmond attending College. Making connectivity and timing from one citylink bus to another is sometimes difficult. I don't stay on the college campus, so being able to catch the CityLink bus is good.
18. Very satisfied! I'm so glad that Edmond has this service.
19. More bus shelters on routes
20. Please bring Broadway back.
21. Sunday service
22. Wheelchair lift is very noisy.
23. Bus Shelters
24. Improved streets
25. Sunday service for church please.
26. Increased frequency to OKC and Sat. service. Better communication between Citylink and MetroLink.
27. I know it's the weekend but people still have things to do in the city on Sat.
28. Serves my purpose as is.
29. Everything is good.
30. Pay for services, feel guilty when the driver says not fee. Or the ability to donate.
31. I will be moving to Penn and 167th (La Sonata). There are LOTS of homes being built there, and I would like the option of bus service if possible.
32. Connectivity between route 2 and express bus - currently can't ride route 2 and transfer to express and make it to work in Downtown OKC by 8 a.m.?
33. Covered waiting area at 33rd & Broadway.
34. And hire Romon McClain and train for CBL to drive for ya'll.
35. Ability of riders to track location of bus by smart phone app.
36. Improve connectivity to Red Line at Franklin St

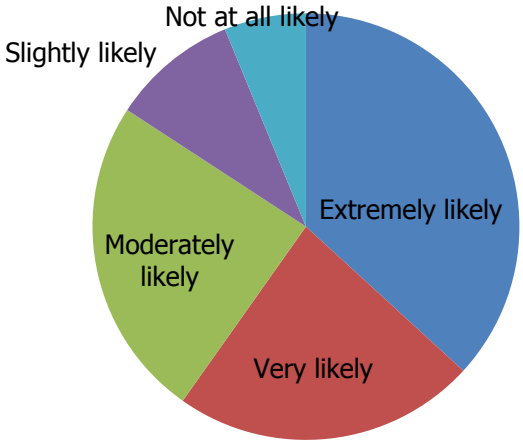
16. If you can drive or have reliable transportation options already, why do you use Citylink?		
Answer Options	**Please check TOP THREE choices:**	**Response Count**
Save money on gas	114	114
Save money on parking	37	37
Because it is free	92	92
To avoid driving in traffic	63	63
Concern for air quality	33	33
To relax or read	37	37
To text or use smartphone	8	8
For social interaction	15	15
This question doesn't apply to me	53	53
Other reasons (please specify)		18
	answered question	**194**
	skipped question	**26**



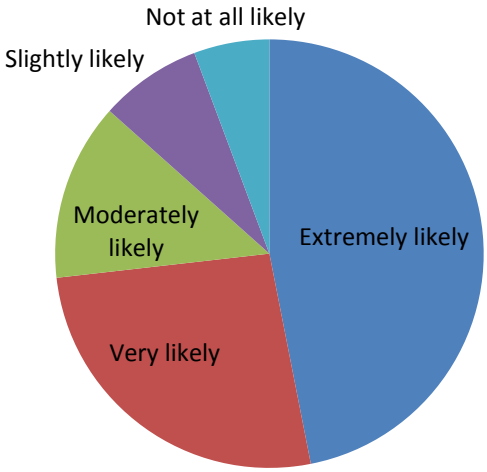
Other reasons specified:

1. When my car is not running right, I ride the citylink
2. Have time to think
3. One Car
4. Car out of Service
5. I don't have a car.
6. Go to work/Class
7. I don't drive
8. I suffer from Road Rage when driving
9. Broke College Student
10. I do not drive. I do not want to ask my friends everytime.
11. Don't have a car.
12. I don't have a license or car.
13. To assist with bike commuting to or from work.
14. No DL or car.
15. All the above!
16. To avoid wear and tear on my car.
17. Close to my home and work
18. I am an amputee and cannot drive.

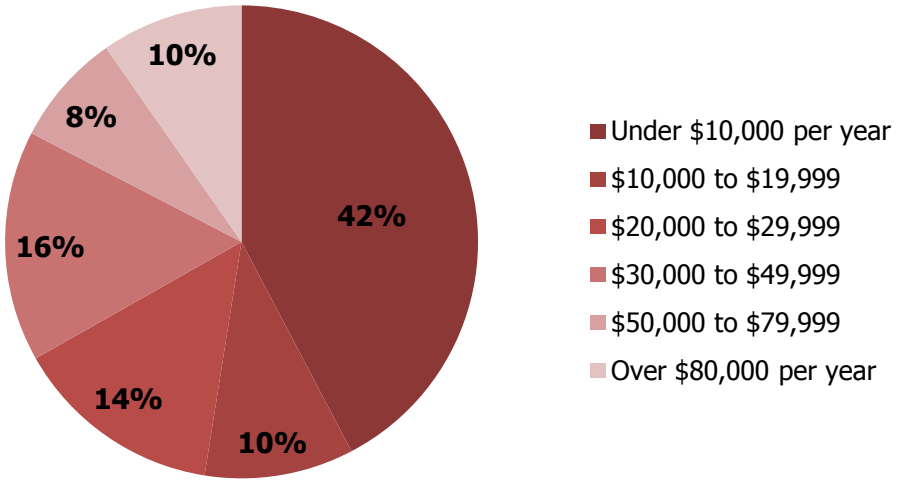
17. How likely would you be to use a regional bus transit system that serves the Oklahoma City metro area?		
Answer Options	**Response Percent**	**Response Count**
Extremely likely	36.8%	77
Very likely	23.0%	48
Moderately likely	24.4%	51
Slightly likely	9.6%	20
Not at all likely	6.2%	13
	answered question	**209**
	skipped question	**11**



18. How likely would you be to use a commuter rail service to and from Edmond, Oklahoma City, Norman, and Midwest City?		
Answer Options	**Response Percent**	**Response Count**
Extremely likely	46.9%	98
Very likely	26.3%	55
Moderately likely	13.4%	28
Slightly likely	7.7%	16
Not at all likely	5.7%	12
	answered question	**209**
	skipped question	**11**



19. What is your annual household income?		
Answer Options	**Response Percent**	**Response Count**
Under $10,000 per year	42.3%	83
$10,000 to $19,999	10.2%	20
$20,000 to $29,999	14.3%	28
$30,000 to $49,999	15.8%	31
$50,000 to $79,999	7.7%	15
Over $80,000 per year	9.7%	19
	answered question	**196**
	skipped question	**24**



20. Additional comments or suggestions to improve Citylink service:	
Answer Options	**Response Count**
	69
answered question	**69**
skipped question	**151**

1. Commuter rail would be great! Please think about a bus to and from Norman and Edmond.
2. Thank you for taking over for Metro Transit! Much friendlier, timelier and cleaner than Metro Transit.
3. More notice on route changes. When you have buses detailed, don't let them use the staff that makes the floors slick. Drivers are all courteous and helpful. Keep big buses running. Smaller buses are too small for the number of people we have riding. Also smaller buses are more dangerous when you have so many having to stand or sit in exit doorway.
4. Stop at Stonewall and VA Hospital.
5. When the small bus was used for the 100X route people often had to stand. The big bus is needed for this route in the mornings and evenings. The drivers are awesome and the buses are always clean. I LOVE riding the bus.
6. I just love Christy.
7. Needs to go to all of 2nd St. from Coltrane to Western.
8. Wish bus had later hours.
9. I HATE to see a person with a bike have to wait over an hour for another bus becasue both bike slots are occupied. ANd perhaps the next bus has the same situation. Now the person is waiting extra long! I don't ride a bike but I do think its unfortunate and puts bike riders at a slight disadvantage. P.S Ivory is an extremely considerate driver.
10. I need to eat on the ha ha, but Thank you for your service

11 Free is wonderful. Sat. and evening would ge great
12 No
13 Love the Service
14 Thank you. Great Job!!
15 I think a bench with a roof would be nice for the elderly and other riders maybe even two benches along the Danofrth and Boulevard area, due to children and other people standing awhile. I think too that people that are drunk and or too loud on their mobile phones should be told they can't ride or their being too loud. They need to be courteous. Children shouldn't be allowed to eat on the bus. I may use the bicycle transfer or transport at another date. Some people should use the Paratransit that won't or don't. In my opinion, if I can spell correctly, the Drivers are good congenial and on time with traffic permitting. they do a very good job and most of the people respect them and City Link. Thank you for the Service. I have felt unessy around certain riders but that doesn't happen often. I really appreciate the Free Ride and I hope they continue. If I could be a Driver I would apply. Thank you very much.

16 Great workers, good drivers and just what I wrote on the other page -Other page: Enid, Tulsa, Guthrie, Edmond, OKC, MWC, Norman, Lawton into TX - all conntected by rail would open up OK more for people and open up schools or jobs. More and more people in OK are beginning to use public transportation. I have heard this more then 5-10 times from people. We NEED this for Oklahoma.

17 Increased routes
18 I am very pleased to have access to citylink, bringing me to Edmond to work a little and returning me to downtown OKC. I love Edmond. You all have set a wondrful example of how city serivde can empower others. My friends in Edmond also have high esteem for Edmond's services. I feel that Edmond is the finest City to live in and work in of all other cities in Oklahoma. Thank you! Dana PS: Citylink bus drivers are courteous and professional. I am so pleased with them!
19 Come to end of Kickingbird Apts. Don is the Best Driver!
20 Extended Hours
21 Of all buses would meet at the same time at Ayers and Univ. And a bus would go down Broadway to 33rd all day. I do more walking trying to get to a bus than I do riding.
22 Saturday Service and increase hours to 7:30 pm.
23 Thank you so much
24 Good job so far! Thank you
25 Don't make us download a PDF everytime we want to check the schedule online. It is annoying and unneccessary
26 1. Excellent drive courtesy!!! 2. Have higher bus frequency and/or more routes; Perhaps include a route to QS Mall for shopping and connectivity to northern OKC - metro routes (like route 5) 3. Extend service to evenings/weekends.
27 N/A
28 Please create a bus stop at NE 140 & N Eastern Ave (between 33rd & Memorail on N Eastern)
29 Att for Clifton!
30 The buses help.
31 Hassn't haappened in a while, but keep the drunks off!
32 Thank you
33 Need Sunday route
34 Frequency (from 30 to 15min) and close later (7pm).
35 Question 19 is none of your bizness!! :)
36 I'm a student, I have no income. If you have extended hours, that would be great, esp between 5-7pm. Overall, I am so pleased with your service; I am so happy that its Free! Thank you!
37 Love this service
38 More sheltered stops
39 bus stop shelters
40 Some drivers need to learn to be nice.
41 I would prefer the bus service Express to NW Expressway too so that it could be easier to shop in a mall.
42 Mall service
43 Thanks for the ride! The driver was very courteous. Roads were very bumpy while taking this survey.
44 Citylink has been a good way to get around Edmond. Thank you~

45 The bus drivers are very comm. and friendly (love it).
46 Sunday service. Saturday run every 30 minutes.
47 Bus on Route 4 needs new shocks & a tune up. I really like being able to ride the bus, but they don't get very good gas mileage.
48 Thank you. I appreciate the service you provide.
49 Have the system run by Oklahoman.
50 Extend route to 2nd & Coltrane
51 Route to Homeland and Kickingbird Square
52 Keep up the good work!
53 Thanks.
54 Love Marsha!
55 Light rail is the way to go!
56 I really like Kristi she is very nice.
57 I would like for the bus to go on Broadway.
58 1. Keep it free. 2. Allow the radio back on for the ride to and from the Downtown Area.
59 Great job you all do. Thank you. Great driver!!
60 From Edmond to Norman by rail sounds exciting (commuter rail).
61 none
62 Route 2 passes my house on 15th Street - why can't route 2 start earlier so that I can transfer to the express bus and ride to downtown OKC - for work - BEFORE 8 a.m.
63 I greatly appreciate the service that Citylink and the City of Edmond provides.
64 To cover more of Edmond.
65 Change bus schedule to everyday from 5am to 11pm
66 More satisfied
67 Thanks for the service.
68 I rode the Citylink bus one time to work to see how well the system worked for me. I work at ODOT by the State Capitol. I would use this bus service often if I had a safe way to bike the five miles from 164th and Penn to the Festival marketplace stop. For now, driving five miles to catch the bus for a 13 mile commute kind of defeats the purpose. There is no multi-modal vision or actual progress for multi-modal improvements in this part of the city, even as the roads are being improved (Penn, Western, 164, etc.) making West Edmond one of the most dangerous places to bicycle and I bike all over the city. Thanks for seeking feedback.
69 I would use citylink often if I had a safe way to bike to the main edmond terminal from 164th and Penn. Kind of defeats the purpose having to drive 5 miles to pick up the bus for a 13 mile commute.