

2012

County Connection

2012 Passenger Study

Draft
Methodology

Conducted by:
Redhill Group, Inc.
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*The County
Connection*



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Project Overview

In spring of 2012, Redhill Group was tasked with conducting surveys for Central Contra Costa County Transit (CCCTA) and three Sonoma County transit agencies: Sonoma County Transit, Petaluma Transit and Santa Rosa CityBus. The project included the development of a sampling plan, onboard data collection of rider contact information, and subsequent telephone surveying using real-time trip mapping to provide fully valid and logical trip summaries that include GIS data for origin, destination, boarding, alighting, and transfer points. The onboard data collection phase was conducted by Dikita Management Services, and all other project tasks were conducted by Redhill Group. In addition to GIS data, the telephone survey also addressed access and egress modes, distance to and from bus stops, fare media, discounts, traditional demographics and supplemental information to support Title VI reporting. The surveys also included four transit property-specific questions as requested by each property. This report presents the findings from the CCCTA study.

Communications Summary

Field Survey Communications: Redhill Group coordinated with CCCTA's point of contact, Laramie Bowron. Communications began by explaining the surveying methodology and process. We then worked with Mr. Bowron to secure both ridership and operations information to facilitate the survey sampling plan and the daily scheduling process.

Redhill Group worked with Mr. Bowron to establish the surveying schedule and provided CCCTA with announcement information including a sample notice poster for drivers, a sample notice poster for patrons, and sample multimedia messages for Facebook, Twitter, head signs, electronic boards, and customer service center and onboard announcements. These documents are attached as Appendix A: Survey Announcement Documents. The final field survey dates were established as May 12th to May 18th 2012 with May 19th as a possible clean up date for Saturday service.

Redhill Group also provided Mr. Bowron with a copy of a sample badge which was presented to drivers to help them identify field surveyors.

Phone Survey Communications: Redhill Group provided Mr. Bowron with a copy of the telephone survey instrument and noted that each transit property was invited to include four custom questions that could be added at the end of the survey. Mr. Bowron

requested four questions addressing: 1) how riders would have made their trip if CCCTA was not available, 2) how often they ride CCCTA, 3) the service improvement they would most like to see, and 4) if they have access to the internet through a smart phone, tablet, or traditional computer. Redhill Group also worked with Mr. Bowron to ensure that the fare-type and discount questions were logical given CCCTA's fare system. Design of these questions included two rounds of revisions to ensure that they were clear and logical, and met the needs of both CCCTA and the MTC.

Redhill Group provided a final copy of the phone survey and received approval from CCCTA on May 11th. Throughout the survey process, Mr. Bowron was cooperative and supportive of the project.

Detailed Sampling Plan

The sampling plan was developed to collect completed surveys from 5% of average weekday boardings. Since most riders ride round-trip each day and a significant portion must transfer on each one-way trip, 5% of boardings are assumed to approximate 15% or more of all riders. Another factor to be considered is that reported boarding counts used for sampling include all riders regardless of age. Since survey distribution is limited to riders that appear to be 16 years of age or older, this further increases the proportion of eligible riders that are being surveyed.

County Connection has approximately 12,500 riders per weekday and 2,700 riders per weekend day, spread over 55 routes. A five percent sample of all riders produces a target of 625 weekday and 135 weekend telephone surveys, for a total of 760. The weekday sample was distributed to provide survey targets in proportion to route ridership by time of day. The weekend sampling plan was distributed solely in proportion to route ridership.

Targets were also provided by direction within each route. Sampling tables are provided over the next few pages including: Table 1: Sampling Plan – Weekday Boardings by Route and Direction, Table 2: Sampling Plan – Weekend Boardings by Route and Direction, Table 4: Field Sampling Targets Weekday by Route, Direction and Daypart, Table 5: Field Sampling Targets by Route and Direction - Saturday Service, and Table 6: Field Weekday Sampling Target Summary by Time of day. The total sample target changes slightly from 760 to 747 due to rounding at the route level.

Table 1: Sampling Plan – Weekday Boardings by Route and Direction

Route	Avg. Boardings	% Boardings	Phone Surveys
Total	12,501	100%	619
1NB - Rossmoor/Shadelands	232	1.9%	11
1SB - Rossmoor/Shadelands	178	1.4%	9
2NB - Rudgear/BART Walnut Creek	29	0.2%	1
2SB - Rudgear/BART Walnut Creek	44	0.4%	2
4NB - Broadway Plaza/BART Walnut Creek	524	4.2%	25
4SB - Broadway Plaza/BART Walnut Creek	537	4.3%	28
5NB - Creekside/BART Walnut Creek	30	0.2%	1
5SB - Creekside/BART Walnut Creek	41	0.3%	2
6EB - Lafayette/Moraga/Orinda	259	2.1%	13
6WB - Lafayette/Moraga/Orinda	262	2.1%	12
7 CW - Shadelands/BART PH/BART WC	146	1.2%	8
7 CC - Shadelands/BART PH/BART WC	123	1.0%	6
9NB - DVC/BART Walnut Creek	341	2.7%	16
9SB - DVC/BART Walnut Creek	308	2.5%	16
10EB - BART Concord/Clayton	531	4.2%	26
10WB - BART Concord/Clayton	520	4.2%	26
11EB - BART Concord/BART Pleasant Hill	180	1.4%	10
11WB - BART Concord/BART Pleasant Hill	195	1.6%	10
14NB - Monument Blvd	329	2.6%	17
14SB - Monument Blvd	322	2.6%	17
15EB - Treat Blvd	278	2.2%	14
15WB - Treat Blvd	255	2.0%	13
16NB - AMTRAK/BART Concord	368	2.9%	18
16SB - AMTRAK/BART Concord	369	3.0%	18
17NB - BART Concord/North Concord	102	0.8%	5
17SB - BART Concord/North Concord	129	1.0%	7
18NB - AMTRAK/BART Pleasant Hill	244	2.0%	12
18SB - AMTRAK/BART Pleasant Hill	253	2.0%	12
19NB - AMTRAK/BART Concord	85	0.7%	5
19SB - AMTRAK/BART Concord	82	0.7%	4
20EB - DVC/BART Concord	631	5.0%	32
20WB - DVC/BART Concord	424	3.4%	21
21NB - BART Walnut Creek/San Ramon	270	2.2%	13
21SB - BART Walnut Creek/San Ramon	342	2.7%	18
25EB - BART Lafayette/BART Walnut Creek	33	0.3%	0
25WB - BART Lafayette/BART Walnut Creek	33	0.3%	2
28EB - BART North Concord/Martinez	157	1.3%	7

Route	Avg. Boardings	% Boardings	Phone Surveys
28WB - BART North Concord/Martinez	170	1.4%	9
35NB - BART Dublin/San Ramon	176	1.4%	8
35SB - BART Dublin/San Ramon	176	1.4%	8
36NB - San Ramon/BART Dublin	135	1.1%	6
36SB - San Ramon/BART Dublin	137	1.1%	8
91X EB - Concord Commuter Express	13	0.1%	0
92X NB - ACE Express	98	0.8%	5
92X SB - ACE Express	103	0.8%	6
93X EB - Kirker Pass Express	112	0.9%	6
93X WB - Kirker Pass Express	110	0.9%	6
95X NB - San Ramon/BART Walnut Creek	117	0.9%	5
95X SB - San Ramon/BART Walnut Creek	70	0.6%	3
96X NB - BART Walnut Creek/Bishop Ranch	194	1.6%	10
96X SB - BART Walnut Creek/Bishop Ranch	320	2.6%	16
97X NB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	63	0.5%	2
97X SB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	42	0.3%	2
98X NB - Martinez/BART Walnut Creek	194	1.6%	10
98X SB - Martinez/BART Walnut Creek	183	1.5%	9
601NB - Rossmoor/WCI	12	0.1%	0
601SB - Rossmoor/WCI	55	0.4%	2
602NB - Trotter/WCI	3	0.0%	0
602SB - Trotter/WCI	79	0.6%	4
603EB - Saint Mary's College/Campolindo High	6	0.0%	0
603WB - Saint Mary's College/Campolindo High	11	0.1%	1
605NB - Creekside/WCI	0	0.0%	0
605SB - Creekside/WCI	48	0.4%	3
606EB - Miramonte High/Orinda Intermediate	100	0.8%	5
606WB - Miramonte High/Orinda Intermediate	128	1.0%	6
608EB - DVC/College Park High/Valley View Middle	6	0.0%	0
608WB - DVC/College Park High/Valley View Middle	7	0.1%	0
609EB - Northgate High/Foothill Middle	0	0.0%	0
609WB - Northgate High/Foothill Middle	8	0.1%	0
610EB - Diablo Valley Middle	8	0.1%	0
610WB - Diablo Valley Middle	5	0.0%	0
611EB - Oak Grove Middle	25	0.2%	1
611WB - Oak Grove Middle	21	0.2%	1
612EB - Pine Hollow Middle	11	0.1%	1

Route	Avg. Boardings	% Boardings	Phone Surveys
612WB - Pine Hollow Middle	20	0.2%	1
613NB - Oak Grove Middle	21	0.2%	1
613SB - Oak Grove Middle	0	0.0%	0
614EB - Pine Hollow Middle	17	0.1%	1
614WB - Pine Hollow Middle	24	0.2%	1
615EB - Concord High/Olympic High/El Dorado Middle	20	0.2%	1
615WB - Concord High/Olympic High/El Dorado Middle	0	0.0%	0
616EB - Oak Grove Middle	6	0.0%	0
616WB - Oak Grove Middle	7	0.1%	0
619EB - Oak Grove Middle	0	0.0%	0
619WB - Oak Grove Middle	13	0.1%	1
622NB - California High/Pine Valley Middle	24	0.2%	1
622SB - California High/Pine Valley Middle	0	0.0%	0
623NB - Monte Vista High	0	0.0%	0
623SB - Monte Vista High	42	0.3%	2
625EB - Acalandes High	12	0.1%	1
625WB - Acalandes High	16	0.1%	1
626EB - Saint Mary's College/Stanley Middle	9	0.1%	0
626WB - Saint Mary's College/Stanley Middle	19	0.2%	1
627EB - Mason Circle/BART N Concord	22	0.2%	1
627WB - Mason Circle/BART N Concord	6	0.0%	0
635NB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	12	0.1%	1
635SB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	0	0.0%	0
636NB - California High/Pine Valley Middle	30	0.2%	2
636SB - California High/Pine Valley Middle	47	0.4%	3
649EB - DVC-ITT Tech	2	0.0%	0
649WB - DVC-ITT Tech	0	0.0%	0
Total	12,501	100%	619

Table 2: Sampling Plan – Weekend Boardings by Route and Direction

Route	Avg. Boardings	% Boardings	Phone Surveys
4NB - BroadwayPlaza/BART Walnut Creek	267	9.9%	13
4SB - Broadway Plaza/BART Walnut Creek	304	11.2%	15
6EB - Lafayette/Moraga/Orinda	49	1.8%	2
6WB - Lafayette/Moraga/Orinda	63	2.3%	3
301NB - Rossmoor/Ygnacio Valley	47	1.7%	1
301SB - Rossmoor/Ygnacio Valley	36	1.3%	1
310EB - Clayton Rd/BART Concord	192	7.1%	9
310WB - Clayton Rd/BART Concord	189	7.0%	9
311EB - BART Concord/BART PH/BART WC	85	3.1%	5
311WB - BART Concord/BART PH/BART WC	91	3.4%	4
314EB - Clayton Rd/Monument Rd	325	12.0%	16
314WB - Clayton Rd/Monument Rd	271	10.0%	12
315EB - BART Concord/Landana	21	0.8%	1
315WB - BART Concord/Landana	28	1.0%	1
316NB - Martinez AMTRAK/BART Pleasant Hill	158	5.8%	8
316SB - Martinez AMTRAK/BART Pleasant Hill	137	5.1%	7
320EB - DVC/BART Concord	107	4.0%	6
320WB - DVC/BART Concord	109	4.0%	5
321NB - Walnut Creek BART/San Ramon	92	3.4%	4
321SB - Walnut Creek BART/San Ramon	132	4.9%	6
Total	2,703	100%	128

A total sample size of 747 provides statistical accuracy of $\pm 3.5\%$ at a 95% confidence level for a target universe of 15,200 (12,500 weekday and 2,700 weekend boardings).

The estimated field response rate was then used to develop the field sampling plan. The estimated projected response rate was based on estimates for three variables:

1. Percent of riders responding to the survey. This is an estimate, based on a previous pretest performed in an earlier task. It was estimated that 45% of the CCCTA local riders will return the survey. Due to the short length of the questionnaire, the projected 45% response rate was projected to be higher than normal for traditional onboard surveys. The actual overall response rate achieved was higher at about 50%.

2. Percent of surveys that appear complete (i.e. the rider provided a 10 digit phone number). We estimated that 80% of the responses would appear to be complete (although not necessarily valid). The overall rate was 99%.
3. Percent of valid surveys with valid phone numbers that would participate during the second stage of the process. We estimated that we should collect 2.5 times the total number of completed phone surveys needed. For example, if the goal was to complete 50 valid phone surveys, then the goal was to collect 125 apparently complete field survey records for subsequent calling.

Using the response rate calculations above, we estimated the following:

- Total weekday passenger trips = 5% of 12,500 is approximately 625 valid surveys needed on weekdays.
- Total Saturday passenger trips = 5% of 2,700 is approximately 135 valid surveys needed on Saturdays.
- Total number of weekday field surveys to collect is approximately 1,562 surveys (2.5 times 625)
- The total number of Saturday field surveys to collect is approximately 338 surveys (2.5 times 135)
- Total number of passengers needed to intercept on weekdays is approx. 4,339 (1,562/45%/80%).
- Total number of passengers needed to intercept on Saturdays is approx. 939 (338/45%/80%).

Table 3: Expected Response Rates

Variable	Estimated	Actual
Sample Size (Boardings) (a)	100%	100%
Response % (b)	45%	50%
Validated Surveys (%) (c)	80%	99%
% Valid - Goal (d)	100% x 45% x 80% = 36%	100% x 50% x 99% = 49%

- (a) Total boardings. Each passenger over the age of 16 is offered a survey. There is no random sampling involved in the distribution of the instruments.
- (b) Response rate refers to the expected percentage of actual returned surveys from everyone who was offered a survey, which is a percentage of boardings since everyone is offered a survey.
- (c) Validated surveys are a percentage of the returned surveys that appear to have valid phone numbers.

(d) The goal for percentage of apparently valid field surveys needed to provide for telephone interviewing. In other words, this factor is used to determine the quantity of surveys needed (qualified by field observation) to help predict the number of valid surveys that will be able to be reached by phone and provide a full geocodable trip. This rate was used to determine how many passengers must be approached in order to arrive at the necessary number of apparently valid surveys that will become part of the final field survey sample. In this example, if 1,562 surveys are needed, then $1,562/36\%$ or 4,339 passengers need to be approached.

Once the overall sample size was determined, a stratified sampling method was used to calculate the number of surveys needed for each route. The target surveys for each route were determined using the percentage of average passenger trips per route and distributed in proportion to ridership across the following time periods, as provided by CCCTA.

EARLY AM	Before 6:00 AM
AM PEAK	6:00 AM to 8:59 AM
MIDDAY	9:00 AM to 2:29 PM
EARLY PM	2:30 PM to 3:59 PM
PM PEAK	3:00 PM to 7:59 PM
NIGHT	8:00 PM to 9:00 PM

Table 4: Field Sampling Targets Weekday by Route, Direction and Daypart

Weekday Routes Targets	Early AM	AM Peak	Midday	Early PM	PM Peak	Night	Total Surveys
Total	30	351	491	262	394	34	1,562
1NB - Rossmoor/Shadelands	0	6	13	6	4	0	29
1SB - Rossmoor/Shadelands	1	6	10	2	4	0	23
2NB - Rudgear/BART Walnut Creek	0	2	1	0	0	0	3
2SB - Rudgear/BART Walnut Creek	0	1	2	1	2	0	6
4NB - BroadwayPlaza/BART Walnut Creek	0	3	23	13	23	2	64
4SB - Broadway Plaza/BART Walnut Creek	0	7	32	9	18	2	68
5NB - Creekside/BART Walnut Creek	0	2	1	0	0	0	3
5SB - Creekside/BART Walnut Creek	0	2	1	0	2	0	5
6EB - Lafayette/Moraga/Orinda	0	7	7	5	12	1	32
6WB - Lafayette/Moraga/Orinda	1	8	9	6	8	0	32
7 CW - Shadelands/BART PH/BART WC	0	9	2	0	8	0	19
7 CC - Shadelands/BART PH/BART WC	0	7	1	2	6	0	16
9NB - DVC/BART Walnut Creek	0	9	15	6	11	2	43
9SB - DVC/BART Walnut Creek	1	10	10	7	9	2	39
10EB - BART Concord/Clayton	0	8	23	9	21	4	65
10WB - BART Concord/Clayton	1	19	24	8	12	2	66
11EB - BART Concord/BART Pleasant Hill	0	6	7	4	5	0	22
11WB - BART Concord/BART Pleasant Hill	0	10	8	2	5	0	25
14NB - Monument Blvd	1	10	14	5	10	1	41
14SB - Monument Blvd	0	9	15	5	10	1	40
15EB - Treat Blvd	1	7	16	3	7	0	34
15WB - Treat Blvd	3	7	14	3	5	0	32
16NB - AMTRAK/BART Concord	0	8	21	5	10	2	46

Weekday Routes Targets	Early AM	AM Peak	Midday	Early PM	PM Peak	Night	Total Surveys
16SB - AMTRAK/BART Concord	2	7	22	6	9	1	47
17NB - BART Concord/North Concord	0	5	3	1	4	0	13
17SB - BART Concord/North Concord	0	5	5	4	3	0	17
18NB - AMTRAK/BART Pleasant Hill	0	7	12	4	7	1	31
18SB - AMTRAK/BART Pleasant Hill	1	6	12	6	7	0	32
19NB - AMTRAK/BART Concord	0	3	5	1	2	0	11
19SB - AMTRAK/BART Concord	0	2	5	0	3	0	10
20EB - DVC/BART Concord	0	8	30	14	22	5	79
20WB - DVC/BART Concord	0	15	22	5	8	2	52
21NB - BART Walnut Creek/San Ramon	0	7	11	6	8	2	34
21SB - BART Walnut Creek/San Ramon	1	13	15	7	7	1	44
25EB - BART Lafayette/BART Walnut Creek	0	1	1	1	1	0	4
25WB - BART Lafayette/BART Walnut Creek	0	0	2	0	1	0	3
28EB - BART North Concord/Martinez	1	3	8	2	5	0	19
28WB - BART North Concord/Martinez	1	4	9	2	4	1	21
35NB - BART Dublin/San Ramon	0	6	6	4	6	0	22
35SB - BART Dublin/San Ramon	0	6	6	4	6	0	22
36NB - San Ramon/BART Dublin	0	4	6	1	5	1	17
36SB - San Ramon/BART Dublin	0	4	8	1	4	0	17
91X EB - Concord Commuter Express	0	0	0	1	0	1	2
92X NB - ACE Express	0	7	0	0	5	0	12
92X SB - ACE Express	2	4	0	3	4	0	13
93X EB - Kirker Pass Express	0	0	0	2	12	0	14
93X WB - Kirker Pass Express	10	4	0	0	0	0	14
95X NB - San Ramon/BART Walnut Creek	0	3	0	0	11	0	14

Weekday Routes Targets	Early AM	AM Peak	Midday	Early PM	PM Peak	Night	Total Surveys
95X SB - San Ramon/BART Walnut Creek	0	5	0	0	4	0	9
96X NB - BART Walnut Creek/Bishop Ranch	0	2	1	7	14	0	24
96X SB - BART Walnut Creek/Bishop Ranch	2	29	2	1	6	0	40
97X NB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	0	6	0	0	1	0	7
97X SB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	0	0	0	0	5	0	5
98X NB - Martinez/BART Walnut Creek	0	5	9	3	7	0	24
98X SB - Martinez/BART Walnut Creek	1	5	9	3	4	0	22
601NB - Rossmoor/WCI	0	1	0	0	0	0	1
601SB - Rossmoor/WCI	0	1	0	6	0	0	7
602NB - Trotter/WCI	0	0	0	0	0	0	0
602SB - Trotter/WCI	0	0	0	10	0	0	10
603EB - Saint Mary's College/Campolindo High	0	0	0	0	1	0	1
603WB - Saint Mary's College/Campolindo High	0	0	0	1	0	0	1
605NB - Creekside/WCI	0	0	0	0	0	0	0
605SB - Creekside/WCI	0	0	0	4	2	0	6
606EB - Miramonte High/Orinda Intermediate	0	0	0	0	13	0	13
606WB - Miramonte High/Orinda Intermediate	0	0	0	16	0	0	16
608EB - DVC/College Park High/Valley View Middle	0	0	0	0	1	0	1
608WB - DVC/College Park High/Valley View Middle	0	0	0	1	0	0	1
609EB - Northgate High/Foothill Middle	0	0	0	0	0	0	0
609WB - Northgate High/Foothill Middle	0	0	0	1	0	0	1
610EB - Diablo Valley Middle	0	1	0	0	0	0	1
610WB - Diablo Valley Middle	0	0	0	1	0	0	1
611EB - Oak Grove Middle	0	0	3	0	0	0	3
611WB - Oak Grove Middle	0	3	0	0	0	0	3

Weekday Routes Targets	Early AM	AM Peak	Midday	Early PM	PM Peak	Night	Total Surveys
612EB - Pine Hollow Middle	0	1	0	0	0	0	1
612WB - Pine Hollow Middle	0	0	1	2	0	0	3
613NB - Oak Grove Middle	0	0	3	0	0	0	3
613SB - Oak Grove Middle	0	0	0	0	0	0	0
614EB - Pine Hollow Middle	0	2	0	0	0	0	2
614WB - Pine Hollow Middle	0	0	1	2	0	0	3
615EB - Concord High/Olympic High/El Dorado Middle	0	0	1	2	0	0	3
615WB - Concord High/Olympic High/El Dorado Middle	0	0	0	0	0	0	0
616EB - Oak Grove Middle	0	0	1	0	0	0	1
616WB - Oak Grove Middle	0	1	0	0	0	0	1
619EB - Oak Grove Middle	0	0	0	0	0	0	0
619WB - Oak Grove Middle	0	0	2	0	0	0	2
622NB - California High/Pine Valley Middle	0	0	0	3	0	0	3
622SB - California High/Pine Valley Middle	0	0	0	0	0	0	0
623NB - Monte Vista High	0	0	0	0	0	0	0
623SB - Monte Vista High	0	0	0	5	0	0	5
625EB - Acalandes High	0	1	0	0	0	0	1
625WB - Acalandes High	0	0	0	2	0	0	2
626EB - Saint Mary's College/Stanley Middle	0	0	0	1	0	0	1
626WB - Saint Mary's College/Stanley Middle	0	0	0	2	0	0	2
627EB - Mason Circle/BART N Concord	0	0	0	3	0	0	3
627WB - Mason Circle/BART N Concord	0	1	0	0	0	0	1
635NB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	0	0	0	1	0	0	1
635SB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	0	0	0	0	0	0	0
636NB - California High/Pine Valley Middle	0	0	0	4	0	0	4

Weekday Routes Targets	Early AM	AM Peak	Midday	Early PM	PM Peak	Night	Total Surveys
636SB - California High/Pine Valley Middle	0	0	1	5	0	0	6
649EB - DVC-ITT Tech	0	0	0	0	0	0	0
649WB - DVC-ITT Tech	0	0	0	0	0	0	0
Total	30	351	491	262	394	34	1,562

Table 5: Field Sampling Targets by Route and Direction - Saturday Service

Saturday Routes- Targets	Field Target
4NB - BroadwayPlaza/BART Walnut Creek	34
4SB - Broadway Plaza/BART Walnut Creek	38
6EB - Lafayette/Moraga/Orinda	6
6WB - Lafayette/Moraga/Orinda	8
301NB - Rossmoor/Ygnacio Valley	3
301SB - Rossmoor/Ygnacio Valley	3
310EB - Clayton Rd/BART Concord	24
310WB - Clayton Rd/BART Concord	24
311EB - BART Concord/BART PH/BART WC	14
311WB - BART Concord/BART PH/BART WC	11
314EB - Clayton Rd/Monument Rd	41
314WB - Clayton Rd/Monument Rd	32
315EB - BART Concord/Landana	3
315WB - BART Concord/Landana	3
316NB - Martinez AMTRAK/BART Pleasant Hill	22
316SB - Martinez AMTRAK/BART Pleasant Hill	19
320EB - DVC/BART Concord	16
320WB - DVC/BART Concord	14
321NB - Walnut Creek BART/San Ramon	12
321SB - Walnut Creek BART/San Ramon	17
Total	344

Table 6: Field Weekday Sampling Target Summary by Time of day

Time of Day	Field Target
Early AM	30
AM Peak	351
Midday	491
Early PM	262
PM Peak	394
Night	34
Total	1,562

Weekday trips were scheduled by route and time of day. In order to logistically schedule trips efficiently, assignments were created to follow the driver’s paddles when possible. Trips in the AM were typically sequential trips that pulled out of the garage. Trips that could not originate out of the garage were scheduled in block order from

common transfer points, but usually at the beginning of the trips. All surveys were collected on whole trips, rather than partial trips, to avoid any bias that might result if boardings and/or alightings for some portion of the trip were systematically excluded.

There were no time of day targets established for Saturday service.

Survey Instruments

Field Survey: The field survey instrument for CCCTA was identical to the survey employed in the second round of pretest of AC Transit with the only changes being the change of operator name and logo. The survey was printed on 8"x 10" inch double-sided card stock with one side in English and the other side in Spanish. A smaller number of surveys contained Chinese on the reverse side. The survey included six questions, graphics to aid the passenger with directions on completing and returning the survey, and a description of incentives to support participation.

The questions included:

- The rider's current route
- Origin-type
- Destination-type
- Name
- Phone number and type (mobile/home/work), and
- Best week-part (weekday or weekend) and time of day to reach them

The bottom two inches of the survey was perforated to allow the participant to detach and save. It had space for the route and date to help the passenger remember where they were intercepted, and to remind them of the drawing.

The survey also included a unique identifier (serial number) to track every survey to a date, route, trip, vehicle, and surveyor. The surveys were organized in decks and the decks included up to 25 surveys each. Each survey within a deck is sequentially organized.

A copy of the final survey is attached as Appendix B: Field Survey Instrument.

Telephone Survey: The telephone survey instrument was based on the telephone survey instrument used in the second phase of the AC Transit survey, but modified to incorporate modifications requested by MTC, and to bypass asking respondents about

confirmation of boarding and alighting points, since these points were not captured electronically for this survey.

The modifications to the survey included:

- Adding: dining/coffee, escorting others (children, elderly), and maintenance (dry-cleaning, picking up repaired car, etc.) as additional precodes for the origin and destination type questions.
- Adding County Connection, Petaluma Transit, Sonoma County Transit, and Santa Rosa CityBus to all transit agency questions and adding precoded route questions for each of these agencies.
- Updating all transit agency precoded lines to reflect changes in route designations.
- Including two language questions, asking riders if they speak a language other than English at home, and if yes, which language that is.
- Adjusting potential transfer agency names and routes to incorporate agencies intersecting CCCTA that did not intersect AC Transit.

In addition to revisions made to the core survey instrument, the survey included four new custom questions requested by CCCTA addressing:

- How riders would have made their trip if CCCTA was not available.
- How often they ride CCCTA
- The service improvements they would most like to see
- Availability of access to the internet through a smart phone, tablet, or traditional computer.

The survey first asks for the respondent's origin and destination types. It then asks if they had any intermediate stops between their origin point and transit boarding point. This sometimes identifies a new, more valid origin-type based on new information such as stopping to get coffee, to drop off cleaning, etc. The interviewer then captures the rider's access mode to their first transit boarding point as well as the minutes (if walked) or miles (if non-pedestrian mode) from their origin to the boarding point.

The interviewer then determines if the transit trip where the rider was initially surveyed, was the first leg of their transit trip, or if they were transferring from another transit trip. The survey allows up to four transit segments prior to the trip where they were surveyed, as well as four segments following this segment of their trip. For each trip segment, the respondent identifies the relevant transit operator and route, and the boarding and alighting points are captured.

The rider is subsequently asked about their egress mode and minutes or miles from their last transit alighting point to their destination. Riders that do not have work or school as part of their trip are also asked if they work or are students, so that it is clear whether each respondent works, is a student, is both or neither. Their work and school locations are also captured if this was not part of their trip. If the respondent does work or go to school, and this was not part of their transit trip, then they are asked if they went to work or school that day before or after the transit trip where they were surveyed.

All riders regardless of work and student status are asked what time they left home prior to the trip where they were surveyed and when they returned home after this trip.

Finally, respondents were asked about their fare media type and discount, if any, the four customized operator-specific questions, demographics and Title VI questions including:

- If they have a driver's license,
- The number of people that live in their household that work,
- The number of drivable vehicles available to people living in their household,
- The year they were born,
- If they are of Hispanic or Latino origin,
- Race (White, African American, Asian, American Indian or Alaska Native, native Hawaiian or Pacific Islander, or other),
- If they speak a language other than English at home, and if so, which language,
- Income, and
- Gender (observed, not asked).

A copy of the telephone survey is attached as Appendix C: Telephone Survey Instrument

Data Collection - Field Surveys

Recruiting, Hiring and Training Field Surveyors: The surveyors were locally recruited by Express Employment Professionals and trained by Dikita. A total of 12 surveyors were initially trained at the offices of CCCTA. Of these four were bilingual in English and Spanish. One surveyor was trained in the field. During the training session, CCCTA staff allowed surveyors to tour the facilities as well as board a non-revenue service bus as a

part of training. CCCTA also spoke to the group about safety, routes and general bus operations.

The field project management and supervisory team were supplied by Dikita. A total of two seasoned supervisors staffed the project on a daily basis. The supervisors were highly skilled in transit data collection routines and had significant field experience with similar projects. There were standard minimum job qualifications for the surveyors as shown in Figure 1: Field Surveyor Qualifications.

Figure 1: Field Surveyor Qualifications

Minimum age, 18	Must not exhibit any extremes in hair style, clothing, jewelry or makeup
Minimum Education – HS Diploma or GED	
Must have a car or other means of reliable transportation that provides the ability to get you to your report location	Surveyors are expected to wear a plain white or solid colored shirt or blouse (no tank tops, no t-shirts, no logos, nothing printed on the blouse/shirt); neatly ironed pants, khakis or jeans (no holes), no shorts and no short skirts. Rubber soled shoes are recommended, flip flops are not allowed
Must be reliable, attendance and punctuality are critical	
Must be able to continuously observe and legibly record information	Must be able to ride without motion sickness or incontinence
Must be able to recognize where they are at all times while riding the bus	Must have a watch; using a cell phone to tell time could be cumbersome, and cell phones should not be used while working, unless you are communicating with your DIKITA Survey Supervisor
Must be self-motivated, have a positive attitude, and be customer service oriented	
Must be assertive without being a nuisance	Bilingual a plus
Must be presentable and professional	

Recruitment: In order to obtain the best team possible, we began recruiting as soon as possible for temporaries with the above qualifications. We interviewed 15 prospective team members and hired 13. We continued to recruit and we hired more people during the course of the survey. Four of the survey team members were bilingual.

Training: We conducted a 4.5 hour training session at the CCCTA facilities. The training occurred on May 11, the day before the survey began. Classroom training included manual instruction about the various aspects of the project and the tasks; technical and non-technical information was explained, including the reason and significance of the survey. Basic training included training on the purpose and objective of the study, the procedures and techniques for collecting the surveys, bus operations, safety, transit terminology and practices, and general employment information. Surveyors practiced

the necessary daily procedures, learned how to catch the correct bus, practiced onboard procedures, including how to greet passengers, completing trip logs and ending the job. The supervisors also received additional training as customary when adapting to the current conditions.

In addition to the classroom training, a tour of the CCCTA facility and a typical bus was provided by CCCTA operation.

The field surveying training manual is attached as Appendix D: Field Training Manual.

Data Collection Procedure: Surveyors boarded the bus at the beginning of the trips and distributed surveys to each passenger boarding the bus. If a passenger refused, the surveyor tracked the refusal by marking it in the trip log. Once a passenger completed a survey, the surveyor collected it before the passenger alighted. The passenger was also advised of the incentive for completing the survey. The incentive was very successful in enticing passengers to complete the survey, providing their name and phone number.

Each trip had a pre-printed log form and a designated envelope. The surveyor used the log form to track all surveys distributed and any refusals. At the end of each trip the surveyor tallied the number of surveys distributed and refusals, and safely secured all returned surveys in the envelopes provided. If the surveyor encountered any problems or issues that they felt may have had an effect on the completion of the survey, such as bus breakdown or a major traffic delay, they described the incident on their trip log.

As a quality control measure, all surveyors reported to the garage prior to being dispatched to the field. They met with their supervisors, picked up their material and assignments, and were paired with their drivers. In cases where they did not depart from the garage with the driver, they were shuttled to their beginning location. With the excellent cooperation of the dispatch and operations staff, this system worked well.

There were instances where the bus was directed to another route in emergency situations. The supervisors at the garage were notified and adjustments were made to get the surveyor back to the garage.

Early evening of each survey day, the supervisors took the surveys to the local FedEx and scanned the completed surveys to transfer to the Dikita main office for processing. Each morning the data was retrieved by Dikita office staff and processed. After processing and validating the data, the scanned forms and Excel formatted data details

were sent to the Redhill Group to complete the phone surveys and corresponding trip geocoding.

Results: The target number of total surveys to be collected for the telephone survey was estimated at 2.5 times the amount of the final survey expectations resulting in a system-wide target of 1,906. The total number of surveys actually collected was 2,228, which exceeded the target by 17 percent. There were many instances of oversampling, which is to be expected especially on interlined routes.

The field survey response rate was 49%. The response rate was calculated as the percentage of total of apparently valid surveys divided by the total boardings on surveyed buses. Said another way, 49% of everyone who boarded the bus completed a survey that contained information and phone numbers that appeared correct to send to the phone call phase.

The combined total boarding count on the trips we surveyed was 4,528, or approximately one quarter of all average weekday boardings. A total of 47% of the boarding passengers refused to take the survey while 53% accepted the survey. Of the surveys distributed, after processing, 2,228 cards were sent to CATI. Both the summary and detailed results are provided in Table 7: Field Survey Distribution and Refusals, Table 8: Field Survey Results Weekday – By Route, and Table 9: Field Survey Results Saturday – By Route. These tables provide both the expected number of surveys (E) and the total number of surveys collected (C) for each route, direction, and daypart, as applicable.

Summary of Distribution and Results

Table 7: Field Survey Distribution and Refusals

Total Boarded	Total Refused	Total Distributed	Total Collected	Total Uploaded to CATI
4,528	2,109	2,419	2,228	2,228
100%	47%	53%	49%	49%

Table 8: Field Survey Results Weekday - By Route and Time of Day

Route	Early AM		AM Peak		Midday		Early PM		PM Peak		Night		Total	
	E	C	E	C	E	C	E	C	E	C	E	C	E	C
Total	30	13	351	505	491	600	262	162	394	419	34	40	1,562	1,749
1NB - Rossmoor/Shadelands	0	0	6	5	13	14	6	10	4	3	0	0	29	32
1SB - Rossmoor/Shadelands	1	0	6	1	10	23	2	0	4	7	0	0	23	31
2NB - Rudgear/BART Walnut Creek	0	0	2	1	1	3	0	0	0	0	0	0	3	4
2SB - Rudgear/BART Walnut Creek	0	0	1	3	2	2	1	0	2	3	0	0	6	8
4NB - BroadwayPlaza/BART Walnut Creek	0	0	3	2	23	21	13	1	23	24	2	3	64	51
4SB - Broadway Plaza/BART Walnut Creek	0	0	7	5	32	28	9	0	18	23	2	3	68	59
5NB - Creekside/BART Walnut Creek	0	0	2	2	1	0	0	0	0	0	0	0	3	2
5SB - Creekside/BART Walnut Creek	0	0	2	0	1	2	0	0	2	6	0	0	5	8
6EB - Lafayette/Moraga/Orinda	0	0	7	11	7	15	5	0	12	18	1	1	32	45
6WB - Lafayette/Moraga/Orinda	1	0	8	10	9	16	6	7	8	17	0	0	32	50
7 CW - Shadelands/BART PH/BART WC	0	0	9	14	2	0	0	0	8	7	0	0	19	21
7 CC - Shadelands/BART PH/BART WC	0	0	7	13	1	5	2	4	6	6	0	0	16	28
9NB - DVC/BART Walnut Creek	0	0	9	3	15	20	6	3	11	1	2	6	43	33
9SB - DVC/BART Walnut Creek	1	0	10	4	10	21	7	1	9	4	2	1	39	31
10EB - BART Concord/Clayton	0	1	8	18	23	9	9	12	21	32	4	1	65	73
10WB - BART Concord/Clayton	1	0	19	22	24	22	8	14	12	15	2	1	66	74
11EB - BART Concord/BART Pleasant Hill	0	0	6	8	7	0	4	0	5	3	0	0	22	11
11WB - BART Concord/BART Pleasant Hill	0	0	10	6	8	7	2	0	5	6	0	0	25	19
14NB - Monument Blvd	1	0	10	15	14	10	5	0	10	10	1	4	41	39
14SB - Monument Blvd	0	1	9	14	15	13	5	7	10	3	1	1	40	39
15EB - Treat Blvd	1	0	7	11	16	7	3	2	7	7	0	0	34	27
15WB - Treat Blvd	3	0	7	12	14	12	3	0	5	7	0	0	32	31
16NB - AMTRAK/BART Concord	0	0	8	13	21	20	5	2	10	9	2	1	46	45

Route	Early AM		AM Peak		Midday		Early PM		PM Peak		Night		Total	
16SB - AMTRAK/BART Concord	2	0	7	5	22	22	6	0	9	11	1	3	47	41
17NB - BART Concord/North Concord	0	0	5	9	3	8	1	2	4	1	0	0	13	20
17SB - BART Concord/North Concord	0	0	5	7	5	2	4	1	3	4	0	0	17	14
18NB - AMTRAK/BART Pleasant Hill	0	0	7	14	12	20	4	10	7	7	1	0	31	51
18SB - AMTRAK/BART Pleasant Hill	1	0	6	8	12	16	6	0	7	3	0	0	32	27
19NB - AMTRAK/BART Concord	0	0	3	1	5	6	1	4	2	0	0	0	11	11
19SB - AMTRAK/BART Concord	0	0	2	5	5	1	0	0	3	3	0	0	10	9
20EB - DVC/BART Concord	0	0	8	9	30	36	14	3	22	28	5	13	79	89
20WB - DVC/BART Concord	0	0	15	26	22	48	5	11	8	11	2	2	52	98
21NB - BART Walnut Creek/San Ramon	0	0	7	12	11	10	6	12	8	8	2	0	34	42
21SB - BART Walnut Creek/San Ramon	1	0	13	34	15	4	7	12	7	9	1	0	44	59
25EB - BART Lafayette/BART Walnut Creek	0	0	1	0	1	1	1	0	1	2	0	0	4	3
25WB - BART Lafayette/BART Walnut Creek	0	0	0	3	2	3	0	0	1	4	0	0	3	10
28EB - BART North Concord/Martinez	1	0	3	5	8	7	2	2	5	1	0	0	19	15
28WB - BART North Concord/Martinez	1	0	4	9	9	17	2	0	4	2	1	0	21	28
35NB - BART Dublin/San Ramon	0	0	6	14	6	29	4	7	6	0	0	0	22	50
35SB - BART Dublin/San Ramon	0	0	6	33	6	19	4	0	6	0	0	0	22	52
36NB - San Ramon/BART Dublin	0	0	4	8	6	10	1	0	5	0	1	0	17	18
36SB - San Ramon/BART Dublin	0	0	4	17	8	14	1	0	4	0	0	0	17	31
91X EB - Concord Commuter Express	0	0	0	9	0	0	1	8	0	0	1	0	2	17
91X WB - Concord Commuter Express	0	0	0	0	0	1	0	0	0	0	0	0	0	1
92X NB - ACE Express	0	0	7	0	0	0	0	0	5	8	0	0	12	8
92X SB - ACE Express	2	0	4	0	0	0	3	0	4	10	0	0	13	10
93X EB - Kirker Pass Express	0	0	0	0	0	0	2	0	12	17	0	0	14	17
93X WB - Kirker Pass Express	10	0	4	19	0	0	0	0	0	0	0	0	14	19
95X NB - San Ramon/BART Walnut Creek	0	0	3	0	0	0	0	0	11	33	0	0	14	33

Route	Early AM		AM Peak		Midday		Early PM		PM Peak		Night		Total	
95X SB - San Ramon/BART Walnut Creek	0	0	5	0	0	0	0	0	4	0	0	0	9	0
96X NB - BART Walnut Creek/Bishop Ranch	0	0	2	8	1	7	7	0	14	0	0	0	24	15
96X SB - BART Walnut Creek/Bishop Ranch	2	11	29	36	2	3	1	0	6	0	0	0	40	50
97X NB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	0	0	6	0	0	0	0	0	1	17	0	0	7	17
97X SB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	0	0	0	0	0	0	0	0	5	14	0	0	5	14
98X NB - Martinez/BART Walnut Creek	0	0	5	0	9	19	3	2	7	5	0	0	24	26
98X SB - Martinez/BART Walnut Creek	1	0	5	0	9	27	3	0	4	10	0	0	22	37
601NB - Rossmoor/WCI	0	0	1	0	0	0	0	0	0	0	0	0	1	0
601SB - Rossmoor/WCI	0	0	1	0	0	0	6	0	0	0	0	0	7	0
602NB - Trotter/WCI	0	0	0	0	0	0	0	1	0	0	0	0	0	1
602SB - Trotter/WCI	0	0	0	0	0	0	10	0	0	0	0	0	10	0
603EB - Saint Mary's College/Campolindo High	0	0	0	0	0	0	0	0	1	0	0	0	1	0
603WB - Saint Mary's College/Campolindo High	0	0	0	0	0	0	1	2	0	0	0	0	1	2
605NB - Creekside/WCI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
605SB - Creekside/WCI	0	0	0	0	0	0	4	0	2	0	0	0	6	0
606EB - Miramonte High/Orinda Intermediate	0	0	0	0	0	0	0	0	13	0	0	0	13	0
606WB - Miramonte High/Orinda Intermediate	0	0	0	0	0	0	16	1	0	0	0	0	16	1
608EB - DVC/College Park High/Valley View Middle	0	0	0	1	0	0	0	0	1	0	0	0	1	1
608WB - DVC/College Park High/Valley View Middle	0	0	0	0	0	0	1	0	0	0	0	0	1	0
609EB - Northgate High/Foothill Middle	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Route	Early AM		AM Peak		Midday		Early PM		PM Peak		Night		Total	
609WB - Northgate High/Foothill Middle	0	0	0	0	0	0	1	0	0	0	0	0	1	0
610EB - Diablo Valley Middle	0	0	1	0	0	0	0	0	0	0	0	0	1	0
610WB - Diablo Valley Middle	0	0	0	0	0	0	1	0	0	0	0	0	1	0
611EB - Oak Grove Middle	0	0	0	0	3	0	0	0	0	0	0	0	3	0
611WB - Oak Grove Middle	0	0	3	0	0	0	0	0	0	0	0	0	3	0
612EB - Pine Hollow Middle	0	0	1	0	0	0	0	0	0	0	0	0	1	0
612WB - Pine Hollow Middle	0	0	0	0	1	0	2	0	0	0	0	0	3	0
613NB - Oak Grove Middle	0	0	0	0	3	0	0	0	0	0	0	0	3	0
613SB - Oak Grove Middle	0	0	0	0	0	0	0	0	0	0	0	0	0	0
614EB - Pine Hollow Middle	0	0	2	0	0	0	0	0	0	0	0	0	2	0
614WB - Pine Hollow Middle	0	0	0	0	1	0	2	0	0	0	0	0	3	0
615EB - Concord High/Olympic High/El Dorado Middle	0	0	0	0	1	0	2	0	0	0	0	0	3	0
615WB - Concord High/Olympic High/El Dorado Middle	0	0	0	0	0	0	0	0	0	0	0	0	0	0
616EB - Oak Grove Middle	0	0	0	0	1	0	0	0	0	0	0	0	1	0
616WB - Oak Grove Middle	0	0	1	0	0	0	0	0	0	0	0	0	1	0
619EB - Oak Grove Middle	0	0	0	0	0	0	0	0	0	0	0	0	0	0
619WB - Oak Grove Middle	0	0	0	0	2	0	0	0	0	0	0	0	2	0
622NB - California High/Pine Valley Middle	0	0	0	0	0	0	3	13	0	0	0	0	3	13
622SB - California High/Pine Valley Middle	0	0	0	0	0	0	0	0	0	0	0	0	0	0
623NB - Monte Vista High	0	0	0	0	0	0	0	0	0	0	0	0	0	0
623SB - Monte Vista High	0	0	0	0	0	0	5	13	0	0	0	0	5	13
625EB - Acalandes High	0	0	1	2	0	0	0	0	0	0	0	0	1	2
625WB - Acalandes High	0	0	0	0	0	0	2	0	0	0	0	0	2	0
626EB - Saint Mary's College/Stanley Middle	0	0	0	0	0	0	1	2	0	0	0	0	1	2

Route	Early AM		AM Peak		Midday		Early PM		PM Peak		Night		Total	
626WB - Saint Mary's College/Stanley Middle	0	0	0	0	0	0	2	0	0	0	0	0	2	0
627EB - Mason Circle/BART N Concord	0	0	0	16	0	0	3	0	0	0	0	0	3	16
627WB - Mason Circle/BART N Concord	0	0	1	2	0	0	0	1	0	0	0	0	1	3
635NB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	0	0	0	0	0	0	1	0	0	0	0	0	1	0
635SB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	0	0	0	0	0	0	0	0	0	0	0	0	0	0
636NB - California High/Pine Valley Middle	0	0	0	0	0	0	4	0	0	0	0	0	4	0
636SB - California High/Pine Valley Middle	0	0	0	0	1	0	5	2	0	0	0	0	6	2
649EB - DVC-ITT Tech	0	0	0	0	0	0	0	0	0	0	0	0	0	0
649WB - DVC-ITT Tech	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	30	13	351	505	491	600	262	162	394	419	34	40	1,562	1,749

Table 9: Field Survey Results Saturday - By Route

Route	Total	
	Expected	Collected
4NB - BroadwayPlaza/BART Walnut Creek	34	9
4SB - Broadway Plaza/BART Walnut Creek	38	44
6EB - Lafayette/Moraga/Orinda	6	14
6WB - Lafayette/Moraga/Orinda	8	18
301NB - Rossmoor/Ygnacio Valley	3	4
301SB - Rossmoor/Ygnacio Valley	3	14
310EB - Clayton Rd/BART Concord	24	53
310WB - Clayton Rd/BART Concord	24	31
311EB - BART Concord/BART PH/BART WC	14	30
311WB - BART Concord/BART PH/BART WC	11	25
314EB - Clayton Rd/Monument Rd	41	46
314WB - Clayton Rd/Monument Rd	32	58
315EB - BART Concord/Landana	3	11
315WB - BART Concord/Landana	3	10
316NB - Martinez AMTRAK/BART Pleasant Hill	22	14
316SB - Martinez AMTRAK/BART Pleasant Hill	19	22
320EB - DVC/BART Concord	16	21
320WB - DVC/BART Concord	14	21
321NB - Walnut Creek BART/San Ramon	12	18
321SB - Walnut Creek BART/San Ramon	17	16
Total	344	479

Weekday surveys were also distributed in proportion to ridership by time of day. Table 10: Field Survey Results by Time of Day (Weekday) shows that while the overall goal for surveys collected exceeded the established quota, Early AM, Early PM, and Night targets were not met.

Table 10: Field Survey Results by Time of Day (Weekday)

Time of Day	Field Surveys	
	Expected	Collected
Early AM	30	13
AM Peak	351	505
Midday	491	600
Early PM	262	172
PM Peak	394	419
Night	34	40
Total	1,562	1,749

There were no established quotas by daypart for Saturday service.

Table 11: Phone Survey Results by Route Weekday

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from S. Target
Total	1,562	1,749	187	619	676	57
1NB - Rossmoor/Shadelands	29	32	3	11	11	0
1SB - Rossmoor/Shadelands	23	31	8	9	10	1
2NB - Rudgear/BART Walnut Creek	3	4	1	1	3	2
2SB - Rudgear/BART Walnut Creek	6	8	2	2	4	2
4NB - BroadwayPlaza/BART Walnut Creek	64	51	-13	25	24	-1
4SB - Broadway Plaza/BART Walnut Creek	68	59	-9	28	19	-9
5NB - Creekside/BART Walnut Creek	3	2	-1	1	1	0
5SB - Creekside/BART Walnut Creek	5	8	3	2	4	2
6EB - Lafayette/Moraga/Orinda	32	45	13	13	25	12
6WB - Lafayette/Moraga/Orinda	32	50	18	12	27	15
7 CW - Shadelands/BART PH/BART WC	19	21	2	8	10	2
7 CC - Shadelands/BART PH/BART WC	16	28	12	6	14	8

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from S. Target
9NB - DVC/BART Walnut Creek	43	33	-10	16	11	-5
9SB - DVC/BART Walnut Creek	39	31	-8	16	19	3
10EB - BART Concord/Clayton	65	73	8	26	25	-1
10WB - BART Concord/Clayton	66	74	8	26	27	1
11EB - BART Concord/BART Pleasant Hill	22	11	-11	10	5	-5
11WB - BART Concord/BART Pleasant Hill	25	19	-6	10	5	-5
14NB - Monument Blvd	41	39	-2	17	20	3
14SB - Monument Blvd	40	39	-1	17	14	-3
15EB - Treat Blvd	34	27	-7	14	10	-4
15WB - Treat Blvd	32	31	-1	13	16	3
16NB - AMTRAK/BART Concord	46	45	-1	18	17	-1
16SB - AMTRAK/BART Concord	47	41	-6	18	17	-1
17NB - BART Concord/North Concord	13	20	7	5	7	2
17SB - BART Concord/North Concord	17	14	-3	7	5	-2
18NB - AMTRAK/BART Pleasant Hill	31	51	20	12	14	2
18SB - AMTRAK/BART Pleasant Hill	32	27	-5	12	10	-2
19NB - AMTRAK/BART Concord	11	11	0	5	4	-1
19SB - AMTRAK/BART Concord	10	9	-1	4	5	1
20EB - DVC/BART Concord	79	89	10	32	22	-10
20WB - DVC/BART Concord	52	98	46	21	32	11
21NB - BART Walnut Creek/San Ramon	34	42	8	13	12	-1
21SB - BART Walnut Creek/San Ramon	44	59	15	18	19	1
25EB - BART Lafayette/BART Walnut Creek	4	3	-1	0	1	1
25WB - BART Lafayette/BART Walnut Creek	3	10	7	2	4	2
28EB - BART North Concord/Martinez	19	15	-4	7	6	-1
28WB - BART North Concord/Martinez	21	28	7	9	10	1
35NB - BART Dublin/San Ramon	22	50	28	8	19	11
35SB - BART Dublin/San Ramon	22	52	30	8	18	10
36NB - San Ramon/BART Dublin	17	18	1	6	6	0
36SB - San Ramon/BART Dublin	17	31	14	8	12	4

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from S. Target
91X EB - Concord Commuter Express	2	17	15	0	10	10
91X WB - Concord Commuter Express	0	1	1	0	1	1
92X NB - ACE Express	12	8	-4	5	2	-3
92X SB - ACE Express	13	10	-3	6	6	0
93X EB - Kirker Pass Express	14	17	3	6	7	1
93X WB - Kirker Pass Express	14	19	5	6	6	0
95X NB - San Ramon/BART Walnut Creek	14	33	19	5	13	8
95X SB - San Ramon/BART Walnut Creek	9	0	-9	3	0	-3
96X NB - BART Walnut Creek/Bishop Ranch	24	15	-9	10	6	-4
96X SB - BART Walnut Creek/Bishop Ranch	40	50	10	16	29	13
97X NB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	7	17	10	2	6	4
97X SB - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	5	14	9	2	3	1
98X NB - Martinez/BART Walnut Creek	24	26	2	10	10	0
98X SB - Martinez/BART Walnut Creek	22	37	15	9	12	3
601NB - Rossmoor/WCI	1	0	-1	0	0	0
601SB - Rossmoor/WCI	7	0	-7	2	0	-2
602NB - Trotter/WCI	0	1	1	0	0	0
602SB - Trotter/WCI	10	0	-10	4	0	-4
603EB - Saint Mary's College/Campolindo High	1	0	-1	0	0	0
603WB - Saint Mary's College/Campolindo High	1	2	1	1	1	0
605NB - Creekside/WCI	0	0	0	0	0	0
605SB - Creekside/WCI	6	0	-6	3	0	-3
606EB - Miramonte High/Orinda Intermediate	13	0	-13	5	0	-5
606WB - Miramonte High/Orinda Intermediate	16	1	-15	6	1	-5
608EB - DVC/College Park High/Valley View Middle	1	1	0	0	0	0

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from S. Target
608WB - DVC/College Park High/Valley View Middle	1	0	-1	0	0	0
609EB - Northgate High/Foothill Middle	0	0	0	0	0	0
609WB - Northgate High/Foothill Middle	1	0	-1	0	0	0
610EB - Diablo Valley Middle	1	0	-1	0	0	0
610WB - Diablo Valley Middle	1	0	-1	0	0	0
611EB - Oak Grove Middle	3	0	-3	1	0	-1
611WB - Oak Grove Middle	3	0	-3	1	0	-1
612EB - Pine Hollow Middle	1	0	-1	1	0	-1
612WB - Pine Hollow Middle	3	0	-3	1	0	-1
613NB - Oak Grove Middle	3	0	-3	1	0	-1
613SB - Oak Grove Middle	0	0	0	0	0	0
614EB - Pine Hollow Middle	2	0	-2	1	0	-1
614WB - Pine Hollow Middle	3	0	-3	1	0	-1
615EB - Concord High/Olympic High/El Dorado Middle	3	0	-3	1	0	-1
615WB - Concord High/Olympic High/El Dorado Middle	0	0	0	0	0	0
616EB - Oak Grove Middle	1	0	-1	0	0	0
616WB - Oak Grove Middle	1	0	-1	0	0	0
619EB - Oak Grove Middle	0	0	0	0	0	0
619WB - Oak Grove Middle	2	0	-2	1	0	-1
622NB - California High/Pine Valley Middle	3	13	10	1	6	5
622SB - California High/Pine Valley Middle	0	0	0	0	0	0
623NB - Monte Vista High	0	0	0	0	0	0
623SB - Monte Vista High	5	13	8	2	7	5
625EB - Acalandes High	1	2	1	1	1	0
625WB - Acalandes High	2	0	-2	1	0	-1
626EB - Saint Mary's College/Stanley Middle	1	2	1	0	0	0
626WB - Saint Mary's College/Stanley Middle	2	0	-2	1	0	-1
627EB - Mason Circle/BART N Concord	3	16	13	1	1	0
627WB - Mason Circle/BART N Concord	1	3	2	0	3	3

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from S. Target
635NB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	1	0	-1	1	0	-1
635SB - Dougherty Valley High/Gale Ranch Middle/Windermere Ranch	0	0	0	0	0	0
636NB - California High/Pine Valley Middle	4	0	-4	2	0	-2
636SB - California High/Pine Valley Middle	6	2	-4	3	1	-2
649EB - DVC-ITT Tech	0	0	0	0	0	0
649WB - DVC-ITT Tech	0	0	0	0	0	0
Total	1,562	1,749	187	619	676	57

Table 12: Phone Survey Results by Route Saturday

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from P. Target
4NB - BroadwayPlaza/BART Walnut Creek	34	9	-25	13	3	-10
4SB - Broadway Plaza/BART Walnut Creek	38	44	6	15	16	1
6EB - Lafayette/Moraga/Orinda	6	14	8	2	0	-2
6WB - Lafayette/Moraga/Orinda	8	18	10	3	1	-2
10EB - BART Concord/Clayton	0	0	0	0	0	0
10WB - BART Concord/Clayton	0	0	0	0	0	0
16NB - AMTRAK/BART Concord	0	0	0	0	0	0
16SB - AMTRAK/BART Concord	0	0	0	0	0	0
301NB - Rossmoor/Ygnacio Valley	3	4	1	1	0	-1
301SB - Rossmoor/Ygnacio Valley	3	14	11	1	7	6
310EB - Clayton Rd/BART Concord	24	53	29	9	14	5
310WB - Clayton Rd/BART Concord	24	31	7	9	18	9
311EB - BART Concord/BART PH/BART WC	14	30	16	5	10	5
311WB - BART Concord/BART PH/BART WC	11	25	14	4	9	5
314EB - Clayton Rd/Monument Rd	41	46	5	16	18	2

Route	Field Target	Field Surveys	Variance from F. Target	Phone Survey Target	Phone Surveys	Variance from P. Target
314WB - Clayton Rd/Monument Rd	32	58	26	12	17	5
315EB - BART Concord/Landana	3	11	8	1	4	3
315WB - BART Concord/Landana	3	10	7	1	3	2
316NB - Martinez AMTRAK/BART Pleasant Hill	22	14	-8	8	4	-4
316SB - Martinez AMTRAK/BART Pleasant Hill	19	22	3	7	11	4
320EB - DVC/BART Concord	16	21	5	6	7	1
320WB - DVC/BART Concord	14	21	7	5	8	3
321NB - Walnut Creek BART/San Ramon	12	18	6	4	7	3
321SB - Walnut Creek BART/San Ramon	17	16	-1	6	5	-1
Total	344	479	135	128	162	34

A total of 838 telephone surveys were completed exceeding the overall target by 10%. Saturday telephone surveys were not tracked by time of day.

Table 13: Phone Survey Results by Time of Day (Weekday) indicate that the target goals for all dayparts were achieved other than where the field target was not met: Early AM, Early PM, and Night. To fulfill route quota requirements, over-quota routes with completed surveys from riders that transferred to or from an under-quota route were adjusted to shift the transfer into the surveyed route which resulted in completed surveys on routes where on-board surveys were under-represented.

Table 13: Phone Survey Results by Time of Day – (Weekday)

Time of Day	Phone Surveys	
	Expected	Collected
Early AM	9	8
AM Peak	139	209
Midday	194	219
Early PM	105	57
PM Peak	157	173
Night	15	10
Total	619	676

A total of 162 Saturday telephone surveys were collected for a total count of 838 completed telephone surveys.

Data Collection - Real-Time GIS Telephone Surveys

Surveyor Recruitment: Interviewers were hired through targeted outreach efforts to the University of California at Irvine and California State University at Long Beach to hire upper-level and graduate students. At the University of California at Irvine the MURP (Master's in Urban and Regional Planning) program, engineering, and transportation departments, were contacted for referrals. At California State University at Long Beach the Geography program and GIS Certification programs were approached for qualified candidates. A special effort was made to recruit multi-lingual candidates.

Candidates were interviewed using rigorous standards to yield the most technologically qualified candidates who also possessed superior communications skills. A group of 25 interviewers was hired. The group was supplemented by qualified senior interviewers from Redhill Group staff which yielded a total complement of 30 interviewers that were available to conduct the in-depth personal interviews with riders.

The knowledge, skills and abilities of the team included:

- Six Master's candidates in urban planning/geography
- Five geography majors with either baccalaureates or upper division status
- Eleven with specific GIS training including five GIS certifications
- Fourteen upper division level civil engineers

Additional language capabilities included:

- Spanish
- Mandarin
- Cantonese
- Vietnamese
- Japanese
- Indonesian
- Urdu
- German

Training: The selected staff received a 20-hour training program which consisted of classroom and practical training. The training included the following modules:

- A comprehensive review of research methodology
- Project overview and goals
- Project location information
 - Demographic
 - Cultural
 - Economic
- Transit system overview:
 - Modes and services
 - Transfers
 - Fares
 - Routes
 - Day parts
- Survey Methodology
- Interviewing protocol
- Spatial perspectives
- Mapping
- Data integrity
- Privacy and confidentiality
- Customer service

Interviewers were required to spend a minimum of 12 hours on practical application using geographic/spatial relations software to demonstrate their proficiency in conducting route related interviews with transit riders.

Throughout the duration of the project quality assurance staff observed and reviewed all data collection efforts to ensure the highest level of data integrity.

File Receipt and Loading: Files were provided by Dikita on a daily basis (weekdays) with information collected over the previous time period with a lag from field data collection ranging from one to three business days. Upon receipt of the files, they were converted into Redhill's internal CATI system format and added to the calling list for the project.

Survey Scheduling: Calling was conducted across all seven days of the week and all records were called within 48 hours of being loaded into the calling list; most were contacted within 24 hours. However, many of the potential respondents were not able to be reached for up to three weeks and required several call attempts. If an answering machine was reached on a first call attempt, a message was left indicating the purpose

of the call and providing Redhill Group’s toll-free number in case the respondent preferred to proactively call us to complete the survey.

A summary of calling statistics is detailed in Table 14: Call Statistics.

Table 14: Call Statistics

Status	Records	Percent
Complete	838	38%
Refused	386	17%
Answering Machine/Voicemail	485	22%
No Answer	89	4%
Disconnected	308	14%
Wrong Number	76	3%
Not Called - Quota Reached	46	2%
Total	2,228	100%

Data Collection Procedure: Prior to contacting respondents, surveyors familiarized themselves with major streets, landmarks, and transit agencies in the surveyed region by reviewing the area in mapping software. Figure 2: Complete County Connection Route, displays the complete bus route on which the sample respondent was surveyed.

Once familiar with the region, surveyors used Redhill Group’s proprietary Computer Aided Telephone Interviewing (CATI) software and mapping software to administer the survey.

Surveyors first requested an address or intersection for each geographic location (origin, boarding, transfer, alighting, and destination). If the surveyor was unable to locate the address or intersection provided, multiple steps were taken to secure a geocodable point, including asking for the spelling of cross streets and nearby landmarks.

Surveyors used information about access and egress modes as well as travel time or distance between points to assist in searching for origin/destination points with respect to boarding/alighting points. This assured that access and egress mode, time, and distance logic and accuracy. In the completed sample survey included in this section, the respondent walked 10 minutes from her home to the first boarding point at the Downtown Berkeley BART station. Figure 3: Search for Origin Location near Boarding Point, illustrates the process of identifying the origin point by searching for an address and comparing distance to the known boarding point.

To further ensure the accuracy and logic of geographic and spatial information, surveyors confirmed that the respondent's boarding and alighting points fell along the routes they took. Figure 4: Transfer Point from BART to Bus Route, illustrates the identification of the transfer point between BART and the surveyed bus route by displaying both the bus route and the reported transfer point on the map.

Figure 5: Alighting and Destination Points, illustrates the confirmation of the respondent's alighting point and destination by displaying the bus route, the reported alighting point, and the reported destination address on the map.

When a geographic point (origin, boarding, transfer, alighting, or destination) was located, surveyors coded it within the mapping software. This coding included the location of the point, which point on the trip the location corresponded to (origin, boarding, transfer, alighting, or destination), and whether the point was on the surveyed route, a transferred route, or no route.

Once all relevant points along the respondent's trip had been recorded, surveyors reviewed the entire trip to ensure a logical progression from origin to destination, and clarified points with the respondent when necessary. Figure 6: Complete Trip Map, illustrates the respondent's entire trip, including transfers. The trip follows a logical progression from Berkeley to Concord.

After confirming the accuracy and logic of the points recorded, surveyors captured demographic and attitudinal information in the CATI software as described in the telephone survey instrument in Appendix C: Telephone Survey Instrument.

Figure 3: Search for Origin Location near Boarding Point

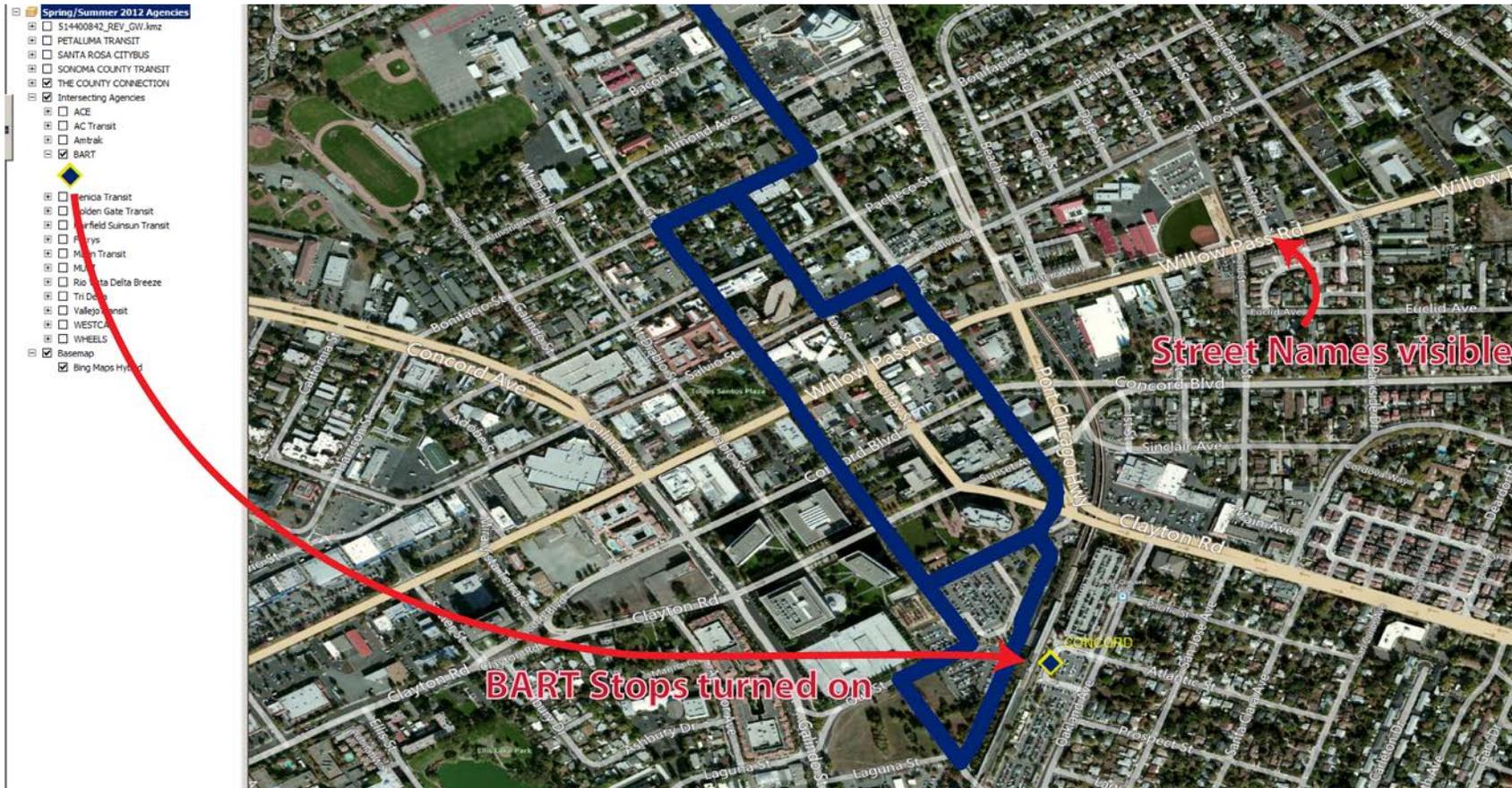
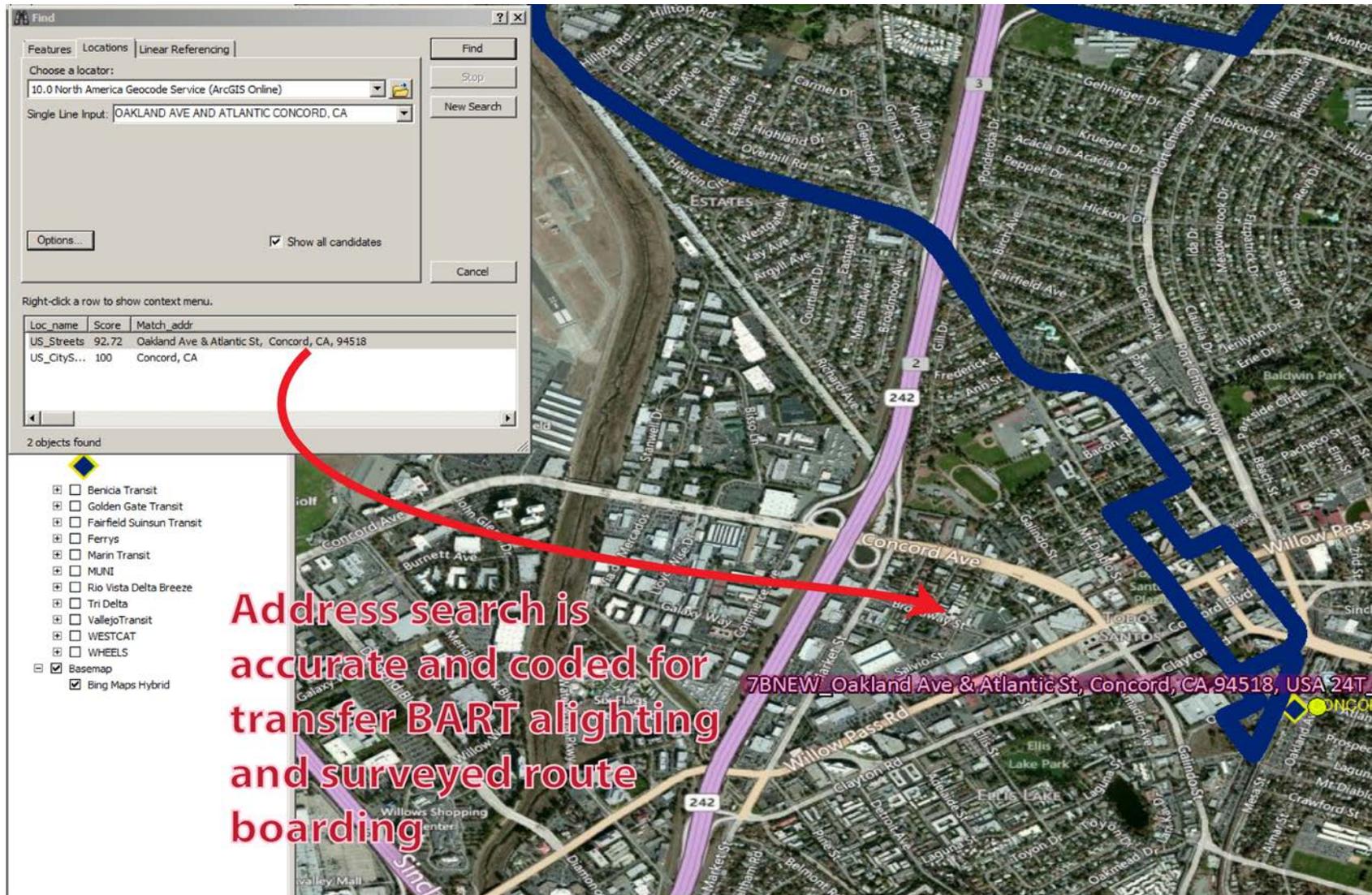


Figure 4: Transfer Point from BART to Bus Route



Address search is accurate and coded for transfer BART alighting and surveyed route boarding

Figure 5: Lighting and Destination Points

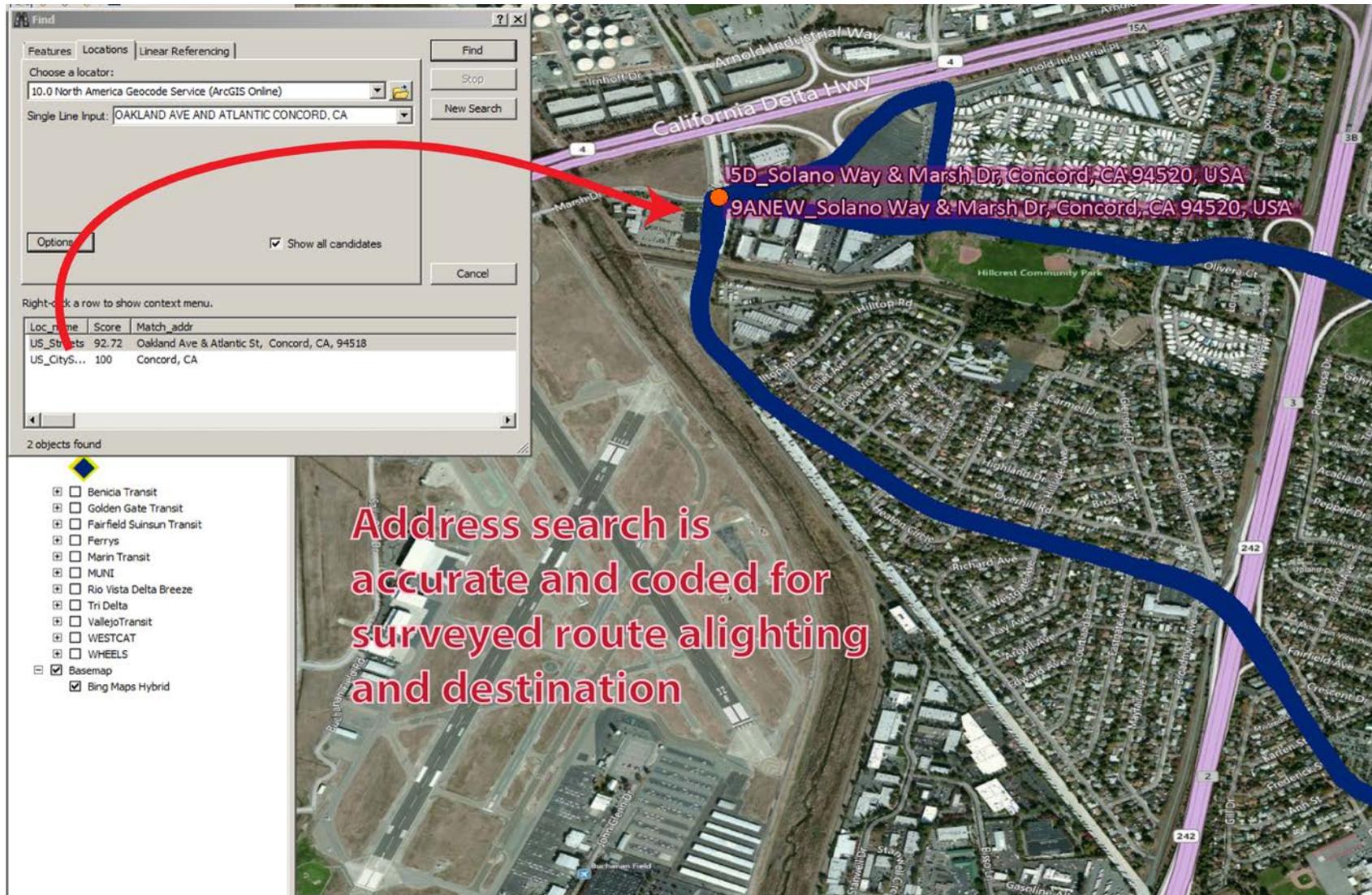
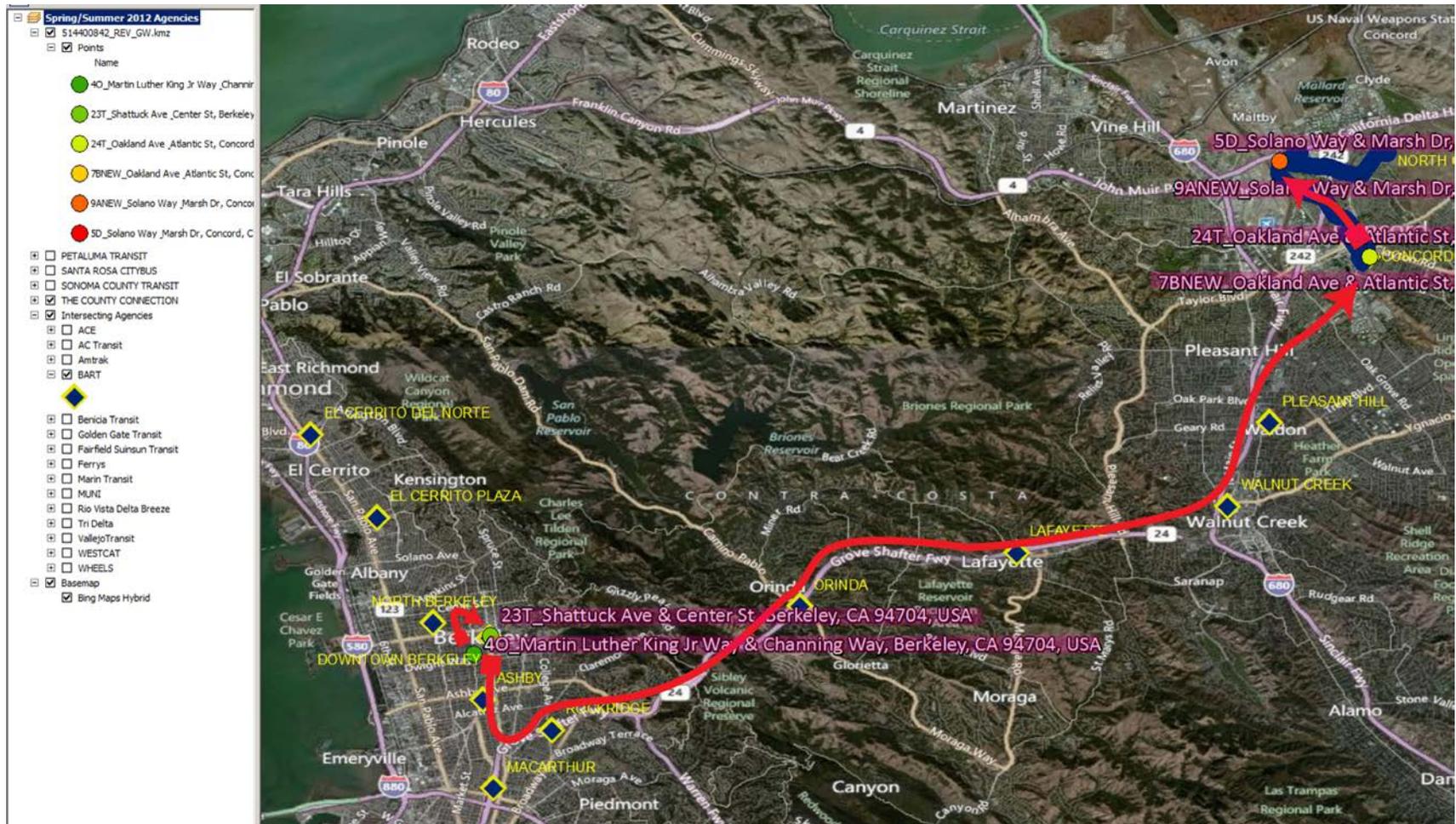


Figure 6: Complete Trip Map



Quota Tracking and Management: The number of completed surveys was tracked by line and daypart throughout data collection. When insufficient progress was being made towards a quota goal, the following steps were taken to ensure the achievement of sampling targets.

First, if a number was disconnected or reached and determined to be a wrong number (no one by that name at the number provided), the original survey record was reviewed to determine if the original number provided could be off due to legibility or ambiguity for one or more of the digits provided. If it appeared possible that the number could be different, all feasible variations were attempted.

If all phone numbers for a particular line were exhausted and the target had still not been met, then all survey records where a transfer to this line was feasible were reviewed to determine if this route was used to reach or continue their trip from the route where the respondent was surveyed. If this was the case, and there were “extra” surveys for the other route, the record was converted to the desired route, adjusting the survey so that the desired route was the survey route, and the original route and any other transfers were converted to the appropriate preceding or subsequent trip segments. Since this is a complex and labor intensive process, it was only employed when it appeared that data collection would fall significantly short of sampling target goals.

Data Cleaning and Weighting

Data Weighting:

Data weighting was performed to avoid over or underrepresentation of specific routes or dayparts where surveys were completed in excess of the desired target level. Weights were developed based on daypart categories provided by MTC.

EARLY AM	Before 6:00 AM
AM PEAK	6:00 AM to 9:59 AM
MIDDAY	10:00 AM to 2:59 PM
PM PEAK	3:00 PM to 6:59 PM
NIGHT	7:00 PM to 9:00 PM

The weights were calculated by dividing the ridership for each route and daypart by the number of completed surveys in the route and daypart combination. Saturday surveys were only weighted by route, since daypart categories were not tracked. For example, the number of

boardings for Route 1 in the PM Peak for an average weekday was 109. Dividing this by the eight completed surveys with riders on trips beginning in the PM Peak period for Route 1 produces the weight for this Route-daypart cell of 13.625 as shown in the Route 1 – PM Peak cell of Table 15: Weights - Weekday. Where this calculation would produce a disproportionately large weight for a small number of surveys, multiple daypart categories for a single route were combined, weighted as a group, and the weight was applied to all included categories. Route-Daypart combinations with no collected phone surveys did not receive a weight, and are indicated with “NA” in Table 15: Weights – Weekday and Table 16: Weights - Saturday.

Table 15: Weights – Weekday

Route	Daypart				
	Early AM	AM Peak	Midday	PM Peak	Night
1 - Rossmoor/Shadelands	NA	23.846	23.846	13.625	NA
2 - Rudgear/BART Walnut Creek	NA	10.667	5.333	25	NA
4 - BroadwayPlaza/BART Walnut Creek	NA	25.833	26.059	24.65	NA
5 - Creekside/BART Walnut Creek	NA	32	18	7.333	NA
6 - Lafayette/Moraga/Orinda	NA	10.333	14.556	9.619	3.286
7 - Shadelands/BART PH/BART WC	NA	9.733	NA	14.111	NA
9 - DVC/BART Walnut Creek	NA	24.857	20.619	20.619	27.5
10 - BART Concord/Clayton	13	11.826	35.2	28.273	13.143
11 - BART Concord/BART Pleasant Hill	NA	34.857	NA	43.667	NA
14 - Monument Blvd	NA	11	35.143	25.857	11.667
15 - Treat Blvd	NA	11.733	52	20.857	NA
16 - AMTRAK/BART Concord	NA	12.313	56.2	16.917	59
17 - BART Concord/North Concord	NA	11.625	28	41.5	NA
18 - AMTRAK/BART Pleasant Hill	NA	11.462	30.167	35	29
19 - AMTRAK/BART Concord	NA	17.667	32.5	11.75	NA
20 - DVC/BART Concord	NA	16.357	16.958	25.75	23.5
21 - BART Walnut Creek/San Ramon	NA	17.231	23.8	23.8	16.667
25 - BART Lafayette/BART Walnut Creek	NA	8	22	14.5	NA
28 - BART North Concord/Martinez	NA	23.111	17.286	23.111	NA
35 - BART Dublin/San Ramon	NA	5.7	14.118	NA	NA
36 - San Ramon/BART Dublin	NA	5.4	65	NA	NA
91X - Concord Commuter Express	NA	NA	NA	1.182	NA
92X - ACE Express	NA	NA	NA	25.25	NA
93X - Kirker Pass Express	NA	18.333	NA	16.286	NA
95X - San Ramon/BART Walnut Creek	NA	NA	NA	14.385	NA
96X - BART Walnut Creek/Bishop Ranch	2.714	10.32	78	NA	NA

Route	Daypart				
	Early AM	AM Peak	Midday	PM Peak	Night
97X - Dublin /Pleasanton BART to San Ramon to Dublin/Pleasanton BART	NA	NA	NA	11.556	NA
98X - Martinez/BART Walnut Creek	NA	NA	13.895	37.667	NA
603 - Saint Mary's College/Campolindo High	NA	NA	NA	34	NA
606 - Miramonte High/Orinda Intermediate	NA	NA	NA	436	NA
622 - California High/Pine Valley Middle	NA	NA	NA	7.667	NA
623 - Monte Vista High	NA	NA	NA	11.571	NA
625 - Acalandes High	NA	55	NA	NA	NA
627 - Mason Circle/BART N Concord	NA	4	NA	44	NA
636 - California High/Pine Valley Middle	NA	NA	NA	147	NA

Table 16: Weights - Saturday

Route	Weight
4 – Broadway Plaza/BART Walnut Creek	34.632
6 - Lafayette/Moraga/Orinda	125
301 - Rossmoor/Ygnacio Valley	23
310 - Clayton Rd/BART Concord	11.781
311 - BART Concord/BART PH/BART WC	8.158
314 - Clayton Rd/Monument Rd	11.486
315 - BART Concord/Landana	20.286
316 - Martinez AMTRAK/BART Pleasant Hill	10.867
320 - DVC/BART Concord	21
321 - Walnut Creek BART/San Ramon	16.833

Data Cleaning and File Preparation:

All data cleaning was conducted by staff that had first-hand experience collecting MTC data to assure the deepest understanding of the surveying process, survey instrument, and logical trip progression. All surveys underwent multiple phases of cleaning to assure all survey data was complete and all trips followed a logical progression.

Each survey was reviewed by a quality assurance team member for four primary criteria to ensure the logic and accuracy of the captured geographic information.

1. Boarding and alighting points must be located along the appropriate bus route.
2. All points must be labeled with their position along the trip. Labels include Origin, Boarding, Transfer, Alighting, and Destination.

3. The distance between the respondent's origin point and first boarding point as determined by the mapping software must be consistent with the access mode and the distance or walk time reported by the respondent during the survey. Similarly, the distance between the respondent's last alighting point and destination point as determined by the mapping software must be consistent with the egress mode and distance or walk time reported by the respondent during the survey.
4. Each point must have a complete address or set of cross streets recorded to allow for accurate future geocoding.

Through custom programming, the final data file was reviewed for systematic errors which were either corrected or flagged for additional research or a callback. In the few cases where the cleaning process revealed the need for additional information or clarification from a respondent, the respondent was called back and the revised or supplementary data was collected and added into the geographic, CATI, or combined data file as appropriate.

The data is provided in two separate files, the CATI survey data is provided with a single record for each respondent with 235 fields for all questions which are detailed in the survey presented in Appendix C: Telephone Survey Instrument. The GIS data is provided with one record for each physical location to facilitate use of the data file to more easily load the data points. The CATI survey data is provided in an Excel file labeled "County Connection 2012 CATI Data.xlsx." The GIS data file is provided in an Excel file labeled "County Connection 2012 GIS Data.xlsx."

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APPENDIX A: SURVEY ANNOUNCEMENT DOCUMENTS

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Notice to Drivers: Customer Onboard Survey

To:

From:

Date:

Between **ENTER SURVEY DATES**, CCCTA will be conducting an onboard survey of its passengers to gather on its services. The information that is collected in individual surveys is confidential and the survey results in aggregate will be used to plan services to serve our customers.

On behalf of CCCTA, Dikita Enterprises, a subcontractor of Redhill Group, Inc., will be collecting names and phone numbers of passengers who agree to participate in an in-depth phone survey at a later date. Surveying will take place throughout the service day during the noted surveying dates. Interviewers will either board buses at the garages or at stops throughout the system. They will also assist passengers in filling out surveys if assistance is requested.

Interview staff will be easily identifiable. They will be displaying badges designating them as “surveyors” (sample below). Interviewers who are wearing badges are not required to pay a fare while riding the bus.

Interviewers should not interfere with the regular operation of the route. Please notify your supervisor immediately if you have any questions or encounter a problem.

We value feedback from our customers and appreciate your help in making this project a success.

Sample Surveyor Identification:



Gigi Ann Quiggle
Surveyor



Notice to Patrons: Customer Onboard Survey

How are we doing?
Your opinion is important to us!

CCCTA is conducting a survey with our customers who are riding the buses
between **ENTER SURVEY DATES**.

*Your participation
will help plan services
to better serve the community.*

Each survey takes a minute to complete and
all information is confidential.

When you are asked to participate, we hope that you can take
the time to share your opinions with us.

Thank you for your help!

Notice to Patrons

We are suggesting that the website, Facebook page and/or Twitter, if used, inform passenger of the survey.

Suggested text:

*How are we doing? Your opinion is important to us! CCCTA is conducting a survey with our customers who are riding the buses between **ENTER SURVEY DATES**. The results of the survey will be used to help plan services to better serve the community. Each survey takes a minute to fill in and will be completed over the phone at a time that best suits you. All information is confidential we hope that you can take the time to share how you use CCCTA. Thank you for your help!*

Head Signs/Electronic message Boards/Recorded Onboard Announcement

For the electronic message boards at stops/transit centers (if available), programmed announcements, or head signs (if possible) the following text is suggested.

*“Survey Week – Your Opinion is Important to us.” or
“Survey Week – We appreciate your feedback.”*

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APPENDIX B: FIELD SURVEY INSTRUMENT

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Please tell us about this **ONE-WAY TRIP**

401000

ON



1. What route are you on right now? _____

2. Where are you coming FROM now? (Mark best answer)
- | | |
|--|--|
| <input type="radio"/> Work | <input type="radio"/> School (K-12) (student only) |
| <input type="radio"/> Business Appointment | <input type="radio"/> College or University (student only) |
| <input type="radio"/> My Home | <input type="radio"/> Airport (airline passenger only) |
| <input type="radio"/> Social or Recreational | <input type="radio"/> Medical/Dental |
| <input type="radio"/> Shopping | <input type="radio"/> Other _____ |

3. Where are you going TO now? (Mark best answer)
- | | |
|--|--|
| <input type="radio"/> Work | <input type="radio"/> School (K-12) (student only) |
| <input type="radio"/> Business Appointment | <input type="radio"/> College or University (student only) |
| <input type="radio"/> My Home | <input type="radio"/> Airport (airline passenger only) |
| <input type="radio"/> Social or Recreational | <input type="radio"/> Medical/Dental |
| <input type="radio"/> Shopping | <input type="radio"/> Other _____ |

So we can learn more about your use of Central Contra Costa Transit Authority, please provide us with your name, phone number and best time to call you.

Upon completion of the phone survey, your name will be entered into a drawing for \$1,000 in PRIZES, including an iPad and Visa gift cards.

Your personal information is confidential and will not be shared.

4. Name:

5. Phone: Cell / Mobile
 Landline - Home
 Landline - Work

() -

6. When is the best day and time to call you? (Mark all that apply)

- Weekday - before 6:00 PM
- Weekday - after 6:00 PM
- Weekend - before 6:00 PM
- Weekend - after 6:00 PM

The County Connection

Transit Survey

1 Fill out survey



2 Return when exiting



Thank you!



OFF



Español →

TEAR HERE



We will call you within a week in order to learn more about your use of Central Contra Costa Transit Authority. Please retain this coupon and record the information below for your reference. You could win an iPad or a Visa gift card.

Today's date: _____

What route are you on right now? _____

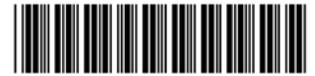
Time you boarded this bus? _____

Survey ID 401000

Por favor cuéntenos acerca de ESTE VIAJE de IDA

401000

ON



1. ¿En cuál ruta de autobús está usted ahora mismo? _____

2. ¿De dónde VIENE usted en este momento? (Escoja la mejor respuesta)

- | | |
|---|--|
| <input type="radio"/> Trabajo | <input type="radio"/> Escuela (K-12) (estudiantes solamente) |
| <input type="radio"/> Cita de negocios | <input type="radio"/> Colegio o Universidad(estudiantes) |
| <input type="radio"/> Casa | <input type="radio"/> Aeropuerto (pasajeros solamente) |
| <input type="radio"/> Social o Recreativo | <input type="radio"/> Citas médicas / Dental |
| <input type="radio"/> De Compras | <input type="radio"/> Otra opción _____ |

3. ¿A dónde VA usted ahora? (Escoja la mejor respuesta)

- | | |
|---|--|
| <input type="radio"/> Trabajo | <input type="radio"/> Escuela (K-12) (estudiantes solamente) |
| <input type="radio"/> Cita de negocios | <input type="radio"/> Colegio o Universidad(estudiantes) |
| <input type="radio"/> Casa | <input type="radio"/> Aeropuerto (pasajeros solamente) |
| <input type="radio"/> Social o Recreativo | <input type="radio"/> Citas médicas / Dental |
| <input type="radio"/> De Compras | <input type="radio"/> Otra opción _____ |

Para aprender más acerca de su uso de Central Contra Costa Transit Authority, por favor déjenos su nombre, número de teléfono, y un buen tiempo para llamarle.

Al finalizar la encuesta telefónica, su nombre sera incluido en un sorteo de premios valorados a \$1,000 incluyendo: un iPad y tarjetas de regalo de Visa

Su información personal es confidencial y no será compartida

4. Nombre:

5. Número de teléfono: Teléfono Celular/Móvil

() -

Línea Fija de Casa

Línea Fija de Trabajo

6. ¿Cuál sería el mejor día y hora para llamarle a usted?

(Marquen todas las respuestas que apliquen)

Día de la semana - antes 6:00 PM

Día de la semana - después 6:00 PM

Fin de semana - antes 6:00 PM

Fin de semana - después 6:00 PM

The County Connection

Encuesta de Transporte Público

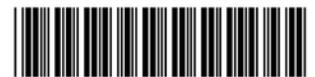
1 Llénela



2 Déjala al salir



¡Gracias!



OFF



English →

Rompa Aquí

Por favor quédese con este cupón y llene la información de abajo para su información. Le llamaremos dentro de una semana para aprender más de su uso de Central Contra Costa Transit Authority. ¡Podría ganar un iPad o una tarjeta de regalo de Visa!

Fecha de hoy: _____

¿En cuál ruta estas ahora? _____

¿Hora que bordó este autobús? _____

Survey ID 401000



Please tell us about this **ONE-WAY TRIP**

403151

ON



1. What route are you on right now? _____

2. Where are you coming FROM now? (Mark best answer)
- | | |
|--|--|
| <input type="radio"/> Work | <input type="radio"/> School (K-12) (student only) |
| <input type="radio"/> Business Appointment | <input type="radio"/> College or University (student only) |
| <input type="radio"/> My Home | <input type="radio"/> Airport (airline passenger only) |
| <input type="radio"/> Social or Recreational | <input type="radio"/> Medical/Dental |
| <input type="radio"/> Shopping | <input type="radio"/> Other _____ |

3. Where are you going TO now? (Mark best answer)
- | | |
|--|--|
| <input type="radio"/> Work | <input type="radio"/> School (K-12) (student only) |
| <input type="radio"/> Business Appointment | <input type="radio"/> College or University (student only) |
| <input type="radio"/> My Home | <input type="radio"/> Airport (airline passenger only) |
| <input type="radio"/> Social or Recreational | <input type="radio"/> Medical/Dental |
| <input type="radio"/> Shopping | <input type="radio"/> Other _____ |

So we can learn more about your use of Central Contra Costa Transit Authority, please provide us with your name, phone number and best time to call you.

Upon completion of the phone survey, your name will be entered into a drawing for \$1,000 in PRIZES, including an iPad and Visa gift cards.

Your personal information is confidential and will not be shared.

4. Name:

5. Phone: Cell / Mobile
 Landline - Home
 Landline - Work

() -

6. When is the best day and time to call you? (Mark all that apply)

- Weekday - before 6:00 PM
- Weekday - after 6:00 PM
- Weekend - before 6:00 PM
- Weekend - after 6:00 PM



Transit Survey

1 Fill out survey



2 Return when exiting



Thank you!



OFF



漢語 →

TEAR HERE



We will call you within a week in order to learn more about your use of Central Contra Costa Transit Authority. Please retain this coupon and record the information below for your reference. You could win an iPad or a Visa gift card.

Today's date: _____

What route are you on right now? _____

Time you boarded this bus? _____

Survey ID 403151

請告訴我們您此次的乘坐情況

403151

ON



1. 您正在乘坐幾號公交線路? _____

2. 在您坐上本次公交車前您從哪裏來? (請選取最合適的選項)

- 工作
- 工作相關的地點
- 家
- 購物
- 社交活動或者娛樂活動
- 學校 (K-12) (僅學生)
- 學院或大學 (僅學生)
- 機場 (僅航班乘客)
- 醫生/牙科
- 其他 _____

3. 現在您要去哪裏? (請選取最合適的選項)

- 工作
- 工作相關的地點
- 家
- 購物
- 社交活動或者娛樂活動
- 學校 (K-12) (僅學生)
- 學院或大學 (僅學生)
- 機場 (僅航班乘客)
- 醫生/牙科
- 其他 _____

請您留下您的姓名, 電話號碼, 以及聯系您的最佳時間, 這樣我們可以更多的了解到您對於 **Central Contra Costa Transit Authority**, 的使用情況。

一旦完成電話採訪, 您將能夠參與抽獎活動, 獎品的總金額價值\$1,000, 您可能得到iPad平板電腦或者是Visa購物卡。

您的個人信息是保密的, 我們不會告知任何人。

4. 姓名

5. 電話號碼 手機/移動電話

() -

家庭電話

工作電話

6. 什麼日期和 時間您最方便接電話? (請選取所有適用的選項)

- 工作日—下午6:00以前
- 工作日—下午6:00以後
- 周末—下午6:00以前
- 周末—下午6:00以後

The County Connection

公交調查

1 填寫調查卡



2 下車時將調查卡返還



謝謝!



OFF



English →

沿此處撕下

我們將會在一周以內致電您了解更多您對於 **Central Contra Costa Transit Authority** 的使用情況。

請您保留此券, 並且記錄以下信息作為您的參考
您將會有機會贏得iPad平板電腦或者Visa購物卡。

今天的日期 _____

您正在乘坐幾號公交線路? _____

您坐上本趟公交線路的時間 _____

Survey ID 403151



APPENDIX C: TELEPHONE SURVEY INSTRUMENT

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QUESTIONNAIRE WITH SKIP PATTERNS

(15:31:03 22 AUG 2012)

QUESTIONNAIRE = CCCTAA
VERSION : 0

*
* _____ APPROVED AS IS *
*
* _____ APPROVED WITH CHANGES AS NOTED *
*
* _____ SEND ANOTHER DRAFT *
*
* _____ *
* SIGNATURE *

1. OK, WE WOULD LIKE TO GET MORE DETAILED INFORMATION ABOUT THE TRIP YOU MADE ON <<DAY>>, THE <<DATE>> WHICH INCLUDED RIDING ON <<OPERATOR>>, ROUTE <<ROUTE>>.

YOU INDICATED ON THE SURVEY THAT YOU WERE COMING FROM <<ORIGIN-TYPE>> AND GOING TO <<DESTINATION-TYPE>>. IS THAT CORRECT ?

COMING FROM . . .

- 1. WORK
2. BUSINESS APPOINTMENT
3. YOUR HOME
4. SOCIAL OR RECREATIONAL
5. SHOPPING
6. SCHOOL (K-12) (STUDENT ONLY)
7. COLLEGE OR UNIVERSITY (STUDENT ONLY)
8. AIRPORT (AIRLINE PASSENGER ONLY)
9. MEDICAL/DENTAL
10. DINING/COFFEE
11. ESCORTING OTHERS (CHILDREN, ELDERLY)
12. MAINTENANCE (DRYCLEANING, PICKING UP REPAIRED CAR, ETC.)
13. OTHER

OTHER LINE = 250

2. GOING TO . . .

1. WORK
2. BUSINESS APPOINTMENT
3. YOUR HOME
4. SOCIAL OR RECREATIONAL
5. SHOPPING
6. SCHOOL (K-12) (STUDENT ONLY)
7. COLLEGE OR UNIVERSITY (STUDENT ONLY)
8. AIRPORT (AIRLINE PASSENGER ONLY)
9. MEDICAL/DENTAL
10. DINING/COFFEE
11. ESCORTING OTHERS (CHILDREN, ELDERLY)
12. MAINTENANCE (DRYCLEANING, PICKING UP REPAIRED CAR, ETC.)
13. OTHER

OTHER LINE = 251

3. YOU INDICATED THAT YOU ARE BOTH COMING FROM <<ORIGIN-TYPE>>
AND GOING TO <<DESTINATION-TYPE>>.

IS THAT YOUR ROUND-TRIP? OR A ONE-WAY TRIP?

[IF "ROUND-TRIP" GO BACK TO Q1 (VIA LASTQ) AND RE-ENTER CORRECTED ANSWERS.

IF "ONE-WAY" TRIP: PROVIDE EXPLANATION WHY THIS IS LOGICAL.]

4. CAN YOU PLEASE TELL ME THE ADDRESS OR THE CLOSEST INTERSECTION TO
<<ORIGIN-TYPE>> ?

[GEOCODE LOCATION]: 4O_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

1. YES
2. NO

5. CAN YOU PLEASE TELL ME THE ADDRESS OR THE CLOSEST INTERSECTION TO
<<DESTINATION TYPE>> ?

[GEOCODE LOCATION]: 5D_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

1. YES
2. NO

SKIP AFTER Q5 GO 7

6. DID YOU, IN FACT, GET ON <<OPERATOR>>, <<ROUTE>> AT
<<BOARDING INTERSECTION>> ?

- 1. YES
- 2. NO

SKIP AFTER Q6 IF Q<6> EQ 1 THEN GO 8

7. AT WHICH INTERSECTION DID YOU GET ON THE <<OPERATOR>>,
<<ROUTE>>?

[GEOCODE BOARDING LOCATION]: 7BNEW_INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

SKIP AFTER Q7 GO 9

8. AND DID YOU GET OFF <<OPERATOR>>, <<ROUTE>> AT
<<ALIGHTING INTERSECTION>> ?

- 1. YES
- 2. NO

SKIP AFTER Q8 IF Q<8> EQ 1 THEN GO 10

9. WHAT INTERSECTION DID YOU GET OFF THE <<OPERATOR>>, <<ROUTE>> ?

[GEOCODE ALIGHTING LOCATION]: 9ANEW_INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

10. DID YOU STOP ANYWHERE ELSE ON YOUR WAY FROM <<ORIGIN
TYPE>> TO YOUR <<DESTINATION TYPE>> ?

[IF YES, THIS BECOMES THE NEW ORIGIN OR DESTINATION, DEPENDING
ON ITS PROXIMITY TO BOARDING OR ALIGHTING.]

- 1. YES
- 2. NO

SKIP AFTER Q10 IF Q<10> EQ 2 THEN GO 14

11. WAS THAT BEFORE OR AFTER YOU RODE THE <<OPERATOR>>, ROUTE
<<ROUTE>> ?

1. BEFORE - [NEW ORIGIN]
2. AFTER - [NEW DESTINATION]

12. WHAT WAS THAT STOP ?

1. WORK
2. BUSINESS APPOINTMENT
3. YOUR HOME
4. SOCIAL OR RECREATIONAL
5. SHOPPING
6. SCHOOL (K-12) (STUDENT ONLY)
7. COLLEGE OR UNIVERSITY (STUDENT ONLY)
8. AIRPORT (AIRLINE PASSENGER ONLY)
9. MEDICAL/DENTAL
10. DINING/COFFEE
11. ESCORTING OTHERS (CHILDREN, ELDERLY)
12. MAINTENANCE (DRYCLEANING, PICKING UP REPAIRED CAR, ETC.)
13. OTHER

OTHER LINE = 252

13. MAY I HAVE THE ADDRESS OR INTERSECTION OF THAT STOP ?

[GEOCODE LOCATION]: 13NEW_ADDRESS/INTERSECTION OR
13DNEW_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

1. YES
2. NO

14. OK, PLEASE TELL ME ABOUT YOUR COMPLETE TRIP FROM <<ORIGIN-TYPE>>
TO <<DESTINATION-TYPE>>, INCLUDING THE NUMBER OF BUSES,
BART LINES, OR OTHER TYPES OF PUBLIC TRANSIT YOU USED.

[LISTEN FOR: 1) # OF DIFFERENT PUBLIC TRANSIT LEG FOR ONE-WAY TRIP
2) AGENCY NAME AND LINE FOR EACH LEG IN SEQUENTIAL ORDER
3) ACCESS MODE TO FIRST TRANSIT BOARDING POINT
4) EGRESS MODE FROM LAST PUBLIC TRANSIT LEG TO DESTINATION]

17. HOW MANY MILES WAS IT FROM YOUR <<ORIGIN TYPE>>
TO YOUR FIRST BOARDING POINT ?

- | | | | |
|--------|--------|--------|-----------|
| 1. 1 | 21. 21 | 41. 41 | 61. 61 |
| 2. 2 | 22. 22 | 42. 42 | 62. 62 |
| 3. 3 | 23. 23 | 43. 43 | 63. 63 |
| 4. 4 | 24. 24 | 44. 44 | 64. 64 |
| 5. 5 | 25. 25 | 45. 45 | 65. 65 |
| 6. 6 | 26. 26 | 46. 46 | 66. 66 |
| 7. 7 | 27. 27 | 47. 47 | 67. 67 |
| 8. 8 | 28. 28 | 48. 48 | 68. 68 |
| 9. 9 | 29. 29 | 49. 49 | 69. 69 |
| 10. 10 | 30. 30 | 50. 50 | 70. 70 |
| 11. 11 | 31. 31 | 51. 51 | 71. 71 |
| 12. 12 | 32. 32 | 52. 52 | 72. 72 |
| 13. 13 | 33. 33 | 53. 53 | 73. 73 |
| 14. 14 | 34. 34 | 54. 54 | 74. 74 |
| 15. 15 | 35. 35 | 55. 55 | 75. 75 |
| 16. 16 | 36. 36 | 56. 56 | 76. 76 |
| 17. 17 | 37. 37 | 57. 57 | 77. 77 |
| 18. 18 | 38. 38 | 58. 58 | 78. 78 |
| 19. 19 | 39. 39 | 59. 59 | 79. 79 |
| 20. 20 | 40. 40 | 60. 60 | 80. 80 |
| | | | 81. 0 |
| | | | 82. OTHER |

OTHER LINE = 254

18. IS THIS WHERE YOU GOT ON <<OPERATOR>>, ROUTE <<ROUTE>> ?

1. YES
2. NO

SKIP AFTER Q18 IF Q<18> EQ 1 THEN GO 110

19. WHAT AGENCY AND LINE DID YOU GET ON FIRST?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER

SKIP AFTER Q19 IF Q<19> EQ 2 THEN GO 27
SKIP AFTER Q19 IF Q<19> EQ 3 THEN GO 23
SKIP AFTER Q19 IF Q<19> EQ 4 THEN GO 34
SKIP AFTER Q19 IF Q<19> EQ 5 THEN GO 26
SKIP AFTER Q19 IF Q<19> EQ 6 THEN GO 29
SKIP AFTER Q19 IF Q<19> EQ 7 THEN GO 38
SKIP AFTER Q19 IF Q<19> EQ 8 THEN GO 30
SKIP AFTER Q19 IF Q<19> EQ 9 THEN GO 25
SKIP AFTER Q19 IF Q<19> EQ 10 THEN GO 33
SKIP AFTER Q19 IF Q<19> EQ 11 THEN GO 35
SKIP AFTER Q19 IF Q<19> EQ 12 THEN GO 36
SKIP AFTER Q19 IF Q<19> EQ 13 THEN GO 37
SKIP AFTER Q19 IF Q<19> EQ 14 THEN GO 31
SKIP AFTER Q19 IF Q<19> EQ 15 THEN GO 31

20. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q20 IF Q<20> EQ 2 THEN GO 22

21. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 255

SKIP AFTER Q21 GO 39

22. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 256

SKIP AFTER Q22 GO 39

23. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 23T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

24. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 24T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q24 GO 41

25. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER FROM?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 257

SKIP AFTER Q25 GO 39

26. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER FROM?

- 1. 2 - SAN FRANCISCO - MARIN HEADLANDS
- 2. 4 - SAN FRANCISCO - MILL VALLEY
- 3. 8 - SAN FRANCISCO - TIBURON
- 4. 10 - SAN FRANCISCO - STRAWBERRY
- 5. 17 - MARIN CITY - SAN RAFAEL
- 6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
- 7. 19 - MARIN CITY - TIBURON
- 8. 22 - SAUSALITO - SAN RAFAEL
- 9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
- 10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
- 11. 27 - SAN FRANCISCO - SAN ANSELMO
- 12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
- 13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
- 14. 36 - MARIN CITY - CANAL
- 15. 38 - SAN FRANCISCO - TERRA LINDA
- 16. 40 - SAN RAFAEL - DEL NORTE BART STATION
- 17. 42 - SAN RAFAEL - DEL NORTE BART STATION
- 18. 44 - SAN FRANCISCO - LUCAS VALLEY
- 19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
- 20. 49 - SAN RAFAEL - NOVATO
- 21. 49K - SAN RAFAEL - NOVATO
- 22. 51 - IGNACIO - SAN MARIN
- 23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
- 24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
- 25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
- 26. 70 - SAN FRANCISCO - SANTA ROSA
- 27. 71 - SAN FRANCISCO - SANTA ROSA
- 28. 72 - SAN FRANCISCO - SANTA ROSA
- 29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
- 30. 76 - SAN FRANCISCO - EAST PETALUMA
- 31. 80 - SAN FRANCISCO - SANTA ROSA
- 32. 92 - SAN FRANCISCO - MARIN CITY
- 33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
- 34. 97 - SAN FRANCISCO
- 35. 101 - SAN FRANCISCO - SANTA ROSA
- 36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
- 37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
- 38. 125 - LAGUNITAS
- 39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
- 40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
- 41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
- 42. OTHER

OTHER LINE = 258

SKIP AFTER Q26 GO 39

27. WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON?

[GEOCODE BOARDING LOCATION]: 27T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

28. WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT?

[GEOCODE ALIGHTING LOCATION]: 28T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q28 GO 41

29. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER FROM?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 259

SKIP AFTER Q29 GO 39

30. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 260

SKIP AFTER Q30 GO 39

31. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER FROM?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE FERRY)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK FERRY)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEMBER

OTHER LINE = 261

SKIP AFTER Q31 IF Q<31> EQ 40 THEN GO END

 32. WHICH ROUTE OR LINE DID YOU TRANSFER FROM ?

SKIP AFTER Q32 GO 39

33. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - EXPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 262

SKIP AFTER Q33 GO 39

34. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER FROM?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 263

SKIP AFTER Q34 GO 39

35. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER FROM?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 264

SKIP AFTER Q35 GO 39

36. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER FROM?

- 1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
- 2. 2 - NORTHEAST VALLEJO - DOWNTOWN
- 3. 3 - GLEN COVE - GEORGIA STREET
- 4. 4 - TUOLUMNE STREET - DOWNTOWN
- 5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 6. 6 - TENNESSEE STREET - BEVERLY HILLS
- 7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 8. 78 - WALNUT CREEK BART
- 9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
- 10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
- 11. OTHER

OTHER LINE = 265

SKIP AFTER Q36 GO 39

37. WHAT WESTCAT ROUTE DID YOU TRANSFER FROM?

- 1. 10 - GEMS AND BIRDS (HERCULES)
- 2. 11 - CROCKETT/RODEO/HERCULES
- 3. 12 - TREES AND FLOWERS (HERCULES)
- 4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
- 5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
- 6. 17 - BAYVIEW/RPTC
- 7. 18 - TARA HILLS/RPTC/HILLTOP MALL
- 8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
- 9. 30Z - HTC/MARTINEZ/BART
- 10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
- 11. JR/JL - HTC/PINOLE/RICHMOND/BART
- 12. JX/JPX - HTC/PINOLE VALLEY/BART
- 13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
- 14. OTHER

OTHER LINE = 266

SKIP AFTER Q37 GO 39

38. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- | | | | | |
|-----------|---------|----------|-----------------------------------|------------------------------|
| 1. F | 21. 6 | 41. 28 | 61. 47 | 81. CABLE CAR - POWELL HYDE |
| 2. J | 22. 8AX | 42. 28L | 62. 48 | 82. CABLE CAR - POWELL MASON |
| 3. K | 23. 8BX | 43. 29 | 63. 49 | 83. OTHER |
| 4. K-OWL | 24. 8X | 44. 30 | 64. 52 | |
| 5. L | 25. 9 | 45. 30X | 65. 54 | |
| 6. L-OWL | 26. 9L | 46. 31 | 66. 56 | |
| 7. M | 27. 10 | 47. 31AX | 67. 66 | |
| 8. M-OWL | 28. 12 | 48. 31BX | 68. 67 | |
| 9. N | 29. 14 | 49. 33 | 69. 71 | |
| 10. N-OWL | 30. 14L | 50. 35 | 70. 71L | |
| 11. NX | 31. 14X | 51. 36 | 71. 76 | |
| 12. S | 32. 16X | 52. 37 | 72. 80X | |
| 13. T | 33. 17 | 53. 38AX | 73. 81X | |
| 14. T-OWL | 34. 18 | 54. 38BX | 74. 82X | |
| 15. 1 | 35. 19 | 55. 38L | 75. 88 | |
| 16. 1AX | 36. 21 | 56. 39 | 76. 90 | |
| 17. 1BX | 37. 22 | 57. 41 | 77. 91 | |
| 18. 2 | 38. 23 | 58. 43 | 78. 95 | |
| 19. 3 | 39. 24 | 59. 44 | 79. 108 | |
| 20. 5 | 40. 27 | 60. 45 | 80. CABLE CAR - CALIFORNIA STREET | |

OTHER LINE = 267

39. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR1>> ROUTE <<ROUTE1>> ?

[GEOCODE BOARDING LOCATION]: 39T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

40. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR1>> ROUTE <<ROUTE1>> ?

[GEOCODE ALIGHTING LOCATION]: 40T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

41. IS THIS WHERE YOU GOT ON <<OPERATOR>>, ROUTE <<ROUTE>> ?

- 1. YES
- 2. NO

SKIP AFTER Q41 IF Q<41> EQ 1 THEN GO 110

42. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER
16. TAXI

SKIP AFTER Q42 IF Q<42> EQ 2 THEN GO 50
SKIP AFTER Q42 IF Q<42> EQ 3 THEN GO 46
SKIP AFTER Q42 IF Q<42> EQ 4 THEN GO 57
SKIP AFTER Q42 IF Q<42> EQ 5 THEN GO 49
SKIP AFTER Q42 IF Q<42> EQ 6 THEN GO 52
SKIP AFTER Q42 IF Q<42> EQ 7 THEN GO 61
SKIP AFTER Q42 IF Q<42> EQ 8 THEN GO 53
SKIP AFTER Q42 IF Q<42> EQ 9 THEN GO 48
SKIP AFTER Q42 IF Q<42> EQ 10 THEN GO 56
SKIP AFTER Q42 IF Q<42> EQ 11 THEN GO 58
SKIP AFTER Q42 IF Q<42> EQ 12 THEN GO 59
SKIP AFTER Q42 IF Q<42> EQ 13 THEN GO 60
SKIP AFTER Q42 IF Q<42> EQ 14 THEN GO 54
SKIP AFTER Q42 IF Q<42> EQ 15 THEN GO 54
SKIP AFTER Q42 IF Q<42> EQ 16 THEN GO 62

43. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q43 IF Q<43> EQ 2 THEN GO 45

44. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 268

SKIP AFTER Q44 GO 62

45. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 269

SKIP AFTER Q45 GO 62

46. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 46T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

47. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 47T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q47 GO 64

48. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER FROM?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 270

SKIP AFTER Q48 GO 62

49. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 271

SKIP AFTER Q49 GO 62

50. WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 50T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

51. WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 51T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q51 GO 64

52. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER FROM?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 272

SKIP AFTER Q52 GO 62

53. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 273

SKIP AFTER Q53 GO 62

54. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER FROM?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEBER

OTHER LINE = 274

SKIP AFTER Q54 IF Q<54> EQ 40 THEN GO END

 55. WHICH ROUTE OR LINE DID YOU TRANSFER FROM ?

SKIP AFTER Q55 GO 62

56. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - EXPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 275

SKIP AFTER Q56 GO 62

57. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER FROM?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 276

SKIP AFTER Q57 GO 62

58. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER FROM?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 277

SKIP AFTER Q58 GO 62

59. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER FROM?

- 1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
- 2. 2 - NORTHEAST VALLEJO - DOWNTOWN
- 3. 3 - GLEN COVE - GEORGIA STREET
- 4. 4 - TUOLUMNE STREET - DOWNTOWN
- 5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 6. 6 - TENNESSEE STREET - BEVERLY HILLS
- 7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 8. 78 - WALNUT CREEK BART
- 9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
- 10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
- 11. OTHER

OTHER LINE = 278

SKIP AFTER Q59 GO 62

60. WHAT WESTCAT ROUTE DID YOU TRANSFER FROM?

- 1. 10 - GEMS AND BIRDS (HERCULES)
- 2. 11 - CROCKETT/RODEO/HERCULES
- 3. 12 - TREES AND FLOWERS (HERCULES)
- 4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
- 5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
- 6. 17 - BAYVIEW/RPTC
- 7. 18 - TARA HILLS/RPTC/HILLTOP MALL
- 8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
- 9. 30Z - HTC/MARTINEZ/BART
- 10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
- 11. JR/JL - HTC/PINOLE/RICHMOND/BART
- 12. JX/JPX - HTC/PINOLE VALLEY/BART
- 13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
- 14. OTHER

OTHER LINE = 279

SKIP AFTER Q60 GO 62

61. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- 1. F 21. 6 41. 28 61. 47 81. CABLE CAR - POWELL HYDE
- 2. J 22. 8AX 42. 28L 62. 48 82. CABLE CAR - POWELL MASON
- 3. K 23. 8BX 43. 29 63. 49 83. OTHER
- 4. K-OWL 24. 8X 44. 30 64. 52
- 5. L 25. 9 45. 30X 65. 54
- 6. L-OWL 26. 9L 46. 31 66. 56
- 7. M 27. 10 47. 31AX 67. 66
- 8. M-OWL 28. 12 48. 31BX 68. 67
- 9. N 29. 14 49. 33 69. 71
- 10. N-OWL 30. 14L 50. 35 70. 71L
- 11. NX 31. 14X 51. 36 71. 76
- 12. S 32. 16X 52. 37 72. 80X
- 13. T 33. 17 53. 38AX 73. 81X
- 14. T-OWL 34. 18 54. 38BX 74. 82X
- 15. 1 35. 19 55. 38L 75. 88
- 16. 1AX 36. 21 56. 39 76. 90
- 17. 1BX 37. 22 57. 41 77. 91
- 18. 2 38. 23 58. 43 78. 95
- 19. 3 39. 24 59. 44 79. 108
- 20. 5 40. 27 60. 45 80. CABLE CAR - CALIFORNIA STREET

OTHER LINE = 280

62. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR2>> ROUTE <<ROUTE2>> ?

[GEOCODE BOARDING LOCATION]: 62T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

63. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR2>> ROUTE <<ROUTE2>> ?

[GEOCODE ALIGHTING LOCATION]: 63T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

64. IS THIS WHERE YOU GOT ON <<OPERATOR>>, ROUTE <<ROUTE>> ?

- 1. YES
- 2. NO

SKIP AFTER Q64 IF Q<64> EQ 1 THEN GO 110

65. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER
16. TAXI

SKIP AFTER Q65 IF Q<65> EQ 2 THEN GO 73
SKIP AFTER Q65 IF Q<65> EQ 3 THEN GO 69
SKIP AFTER Q65 IF Q<65> EQ 4 THEN GO 80
SKIP AFTER Q65 IF Q<65> EQ 5 THEN GO 72
SKIP AFTER Q65 IF Q<65> EQ 6 THEN GO 75
SKIP AFTER Q65 IF Q<65> EQ 7 THEN GO 84
SKIP AFTER Q65 IF Q<65> EQ 8 THEN GO 76
SKIP AFTER Q65 IF Q<65> EQ 9 THEN GO 71
SKIP AFTER Q65 IF Q<65> EQ 10 THEN GO 79
SKIP AFTER Q65 IF Q<65> EQ 11 THEN GO 81
SKIP AFTER Q65 IF Q<65> EQ 12 THEN GO 82
SKIP AFTER Q65 IF Q<65> EQ 13 THEN GO 83
SKIP AFTER Q65 IF Q<65> EQ 14 THEN GO 77
SKIP AFTER Q65 IF Q<65> EQ 15 THEN GO 77
SKIP AFTER Q65 IF Q<65> EQ 16 THEN GO 85

66. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q66 IF Q<66> EQ 2 THEN GO 68

67. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 281

SKIP AFTER Q67 GO 85

68. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 282

SKIP AFTER Q68 GO 85

69. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 69T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

70. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 70T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q70 GO 87

71. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER FROM?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 283

SKIP AFTER Q71 GO 85

72. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 284

SKIP AFTER Q72 GO 85

73. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 73T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

74. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 74T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q74 GO 87

75. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER FROM?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 285

SKIP AFTER Q75 GO 85

76. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 286

SKIP AFTER Q76 GO 85

77. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER FROM?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEBER

OTHER LINE = 287

SKIP AFTER Q77 IF Q<77> EQ 40 THEN GO END

78. WHICH ROUTE OR LINE DID YOU TRANSFER FROM ?

SKIP AFTER Q78 GO 85

79. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - EXPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 288

SKIP AFTER Q79 GO 85

80. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER FROM?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 289

SKIP AFTER Q80 GO 85

81. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER FROM?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 290

SKIP AFTER Q81 GO 85

82. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER FROM?

- 1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
- 2. 2 - NORTHEAST VALLEJO - DOWNTOWN
- 3. 3 - GLEN COVE - GEORGIA STREET
- 4. 4 - TUOLUMNE STREET - DOWNTOWN
- 5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 6. 6 - TENNESSEE STREET - BEVERLY HILLS
- 7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 8. 78 - WALNUT CREEK BART
- 9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
- 10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
- 11. OTHER

OTHER LINE = 291

SKIP AFTER Q82 GO 85

83. WHAT WESTCAT ROUTE DID YOU TRANSFER FROM?

- 1. 10 - GEMS AND BIRDS (HERCULES)
- 2. 11 - CROCKETT/RODEO/HERCULES
- 3. 12 - TREES AND FLOWERS (HERCULES)
- 4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
- 5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
- 6. 17 - BAYVIEW/RPTC
- 7. 18 - TARA HILLS/RPTC/HILLTOP MALL
- 8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
- 9. 30Z - HTC/MARTINEZ/BART
- 10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
- 11. JR/JL - HTC/PINOLE/RICHMOND/BART
- 12. JX/JPX - HTC/PINOLE VALLEY/BART
- 13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
- 14. OTHER

OTHER LINE = 292

SKIP AFTER Q83 GO 85

84. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- 1. F 21. 6 41. 28 61. 47 81. CABLE CAR - POWELL HYDE
- 2. J 22. 8AX 42. 28L 62. 48 82. CABLE CAR - POWELL MASON
- 3. K 23. 8BX 43. 29 63. 49 83. OTHER
- 4. K-OWL 24. 8X 44. 30 64. 52
- 5. L 25. 9 45. 30X 65. 54
- 6. L-OWL 26. 9L 46. 31 66. 56
- 7. M 27. 10 47. 31AX 67. 66
- 8. M-OWL 28. 12 48. 31BX 68. 67
- 9. N 29. 14 49. 33 69. 71
- 10. N-OWL 30. 14L 50. 35 70. 71L
- 11. NX 31. 14X 51. 36 71. 76
- 12. S 32. 16X 52. 37 72. 80X
- 13. T 33. 17 53. 38AX 73. 81X
- 14. T-OWL 34. 18 54. 38BX 74. 82X
- 15. 1 35. 19 55. 38L 75. 88
- 16. 1AX 36. 21 56. 39 76. 90
- 17. 1BX 37. 22 57. 41 77. 91
- 18. 2 38. 23 58. 43 78. 95
- 19. 3 39. 24 59. 44 79. 108
- 20. 5 40. 27 60. 45 80. CABLE CAR - CALIFORNIA STREET

OTHER LINE = 293

85. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR3>> ROUTE <<ROUTE3>> ?

[GEOCODE BOARDING LOCATION]: 85T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

86. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR3>> ROUTE <<ROUTE3>> ?

[GEOCODE ALIGHTING LOCATION]: 86T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

87. IS THIS WHERE YOU GOT ON <<OPERATOR>>, ROUTE <<ROUTE>> ?

- 1. YES
- 2. NO

SKIP AFTER Q87 IF Q<87> EQ 1 THEN GO 110

88. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER
16. TAXI

SKIP AFTER Q88 IF Q<88> EQ 2 THEN GO 96
SKIP AFTER Q88 IF Q<88> EQ 3 THEN GO 92
SKIP AFTER Q88 IF Q<88> EQ 4 THEN GO 103
SKIP AFTER Q88 IF Q<88> EQ 5 THEN GO 95
SKIP AFTER Q88 IF Q<88> EQ 6 THEN GO 98
SKIP AFTER Q88 IF Q<88> EQ 7 THEN GO 107
SKIP AFTER Q88 IF Q<88> EQ 8 THEN GO 99
SKIP AFTER Q88 IF Q<88> EQ 9 THEN GO 94
SKIP AFTER Q88 IF Q<88> EQ 10 THEN GO 102
SKIP AFTER Q88 IF Q<88> EQ 11 THEN GO 104
SKIP AFTER Q88 IF Q<88> EQ 12 THEN GO 105
SKIP AFTER Q88 IF Q<88> EQ 13 THEN GO 106
SKIP AFTER Q88 IF Q<88> EQ 14 THEN GO 100
SKIP AFTER Q88 IF Q<88> EQ 15 THEN GO 100
SKIP AFTER Q88 IF Q<88> EQ 16 THEN GO 108

89. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q89 IF Q<89> EQ 2 THEN GO 91

90. WHICH AC TRANSIT ROUTE DID YOU TRANSFER FROM ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 294

SKIP AFTER Q90 GO 108

91. WHICH AC TRANSIT ROUTE DID YOUR TRANSFER FROM ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 295

SKIP AFTER Q91 GO 108

92. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 92T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

93. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 93T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q93 GO 110

94. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER FROM?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 296

SKIP AFTER Q94 GO 108

95. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 297

SKIP AFTER Q95 GO 108

96. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 96T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

97. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 97T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q97 GO 110

98. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER FROM?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 298

SKIP AFTER Q98 GO 108

99. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 299

SKIP AFTER Q99 GO 108

100. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER FROM?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEMBER

OTHER LINE = 300

SKIP AFTER Q100 IF Q<100> EQ 40 THEN GO END

101. WHICH ROUTE OR LINE DID YOU TAKE ?

SKIP AFTER Q101 GO 108

102. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - ESPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 301

SKIP AFTER Q102 GO 108

103. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER FROM?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 302

SKIP AFTER Q103 GO 108

104. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER FROM?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 303

SKIP AFTER Q104 GO 108

105. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER FROM?

1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
2. 2 - NORTHEAST VALLEJO - DOWNTOWN
3. 3 - GLEN COVE - GEORGIA STREET
4. 4 - TUOLUMNE STREET - DOWNTOWN
5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
6. 6 - TENNESSEE STREET - BEVERLY HILLS
7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
8. 78 - WALNUT CREEK BART
9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
11. OTHER

OTHER LINE = 304

SKIP AFTER Q105 GO 108

106. WHAT WESTCAT ROUTE DID YOU TRANSFER FROM?

1. 10 - GEMS AND BIRDS (HERCULES)
2. 11 - CROCKETT/RODEO/HERCULES
3. 12 - TREES AND FLOWERS (HERCULES)
4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
6. 17 - BAYVIEW/RPTC
7. 18 - TARA HILLS/RPTC/HILLTOP MALL
8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
9. 30Z - HTC/MARTINEZ/BART
10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
11. JR/JL - HTC/PINOLE/RICHMOND/BART
12. JX/JPX - HTC/PINOLE VALLEY/BART
13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
14. OTHER

OTHER LINE = 305

SKIP AFTER Q106 GO 108

107. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- | | | | | |
|-----------|---------|----------|-----------------------------------|------------------------------|
| 1. F | 21. 6 | 41. 28 | 61. 47 | 81. CABLE CAR - POWELL HYDE |
| 2. J | 22. 8AX | 42. 28L | 62. 48 | 82. CABLE CAR - POWELL MASON |
| 3. K | 23. 8BX | 43. 29 | 63. 49 | 83. OTHER |
| 4. K-OWL | 24. 8X | 44. 30 | 64. 52 | |
| 5. L | 25. 9 | 45. 30X | 65. 54 | |
| 6. L-OWL | 26. 9L | 46. 31 | 66. 56 | |
| 7. M | 27. 10 | 47. 31AX | 67. 66 | |
| 8. M-OWL | 28. 12 | 48. 31BX | 68. 67 | |
| 9. N | 29. 14 | 49. 33 | 69. 71 | |
| 10. N-OWL | 30. 14L | 50. 35 | 70. 71L | |
| 11. NX | 31. 14X | 51. 36 | 71. 76 | |
| 12. S | 32. 16X | 52. 37 | 72. 80X | |
| 13. T | 33. 17 | 53. 38AX | 73. 81X | |
| 14. T-OWL | 34. 18 | 54. 38BX | 74. 82X | |
| 15. 1 | 35. 19 | 55. 38L | 75. 88 | |
| 16. 1AX | 36. 21 | 56. 39 | 76. 90 | |
| 17. 1BX | 37. 22 | 57. 41 | 77. 91 | |
| 18. 2 | 38. 23 | 58. 43 | 78. 95 | |
| 19. 3 | 39. 24 | 59. 44 | 79. 108 | |
| 20. 5 | 40. 27 | 60. 45 | 80. CABLE CAR - CALIFORNIA STREET | |

OTHER LINE = 306

108. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR4>> ROUTE <<ROUTE4>> ?

[GEOCODE BOARDING LOCATION]: 108T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

109. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR4>> ROUTE <<ROUTE4>> ?

[GEOCODE ALIGHTING LOCATION]: 109T_ADDRESS INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

110. DID YOU TRANSFER TO ANY OTHER LINE AFTER YOU GOT OFF
<<OPERATOR>>, <<ROUTE>> TO GET TO <<DESTINATION TYPE>> ?

1. YES
2. NO

SKIP AFTER Q110 IF Q<110> EQ 2 THEN GO 202

111. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER
16. TAXI

SKIP AFTER Q111 IF Q<111> EQ 2 THEN GO 119
SKIP AFTER Q111 IF Q<111> EQ 3 THEN GO 115
SKIP AFTER Q111 IF Q<111> EQ 4 THEN GO 126
SKIP AFTER Q111 IF Q<111> EQ 5 THEN GO 118
SKIP AFTER Q111 IF Q<111> EQ 6 THEN GO 121
SKIP AFTER Q111 IF Q<111> EQ 7 THEN GO 130
SKIP AFTER Q111 IF Q<111> EQ 8 THEN GO 122
SKIP AFTER Q111 IF Q<111> EQ 9 THEN GO 117
SKIP AFTER Q111 IF Q<111> EQ 10 THEN GO 125
SKIP AFTER Q111 IF Q<111> EQ 11 THEN GO 127
SKIP AFTER Q111 IF Q<111> EQ 12 THEN GO 128
SKIP AFTER Q111 IF Q<111> EQ 13 THEN GO 129
SKIP AFTER Q111 IF Q<111> EQ 14 THEN GO 123
SKIP AFTER Q111 IF Q<111> EQ 15 THEN GO 123
SKIP AFTER Q111 IF Q<111> EQ 16 THEN GO 131

112. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q112 IF Q<112> EQ 2 THEN GO 114

113. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 307

SKIP AFTER Q113 GO 131

114. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 308

SKIP AFTER Q114 GO 131

115. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 115T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

116. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 116T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q116 GO 133

117. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER TO?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 309

SKIP AFTER Q117 GO 131

118. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER TO?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 310

SKIP AFTER Q118 GO 131

119. AT WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 119T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

120. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 120T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q120 GO 133

121. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER TO?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 311

SKIP AFTER Q121 GO 131

122. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER TO?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 312

SKIP AFTER Q122 GO 131

123. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER TO?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEMBER

OTHER LINE = 313

SKIP AFTER Q123 IF Q<123> EQ 40 THEN GO END

124. WHICH ROUTE OR LINE DID YOU TAKE ?

SKIP AFTER Q124 GO 131

125. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER TO?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - ESPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 314

SKIP AFTER Q125 GO 131

126. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER TO?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 315

SKIP AFTER Q126 GO 131

127. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER TO?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 316

SKIP AFTER Q127 GO 131

128. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER TO?

1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
2. 2 - NORTHEAST VALLEJO - DOWNTOWN
3. 3 - GLEN COVE - GEORGIA STREET
4. 4 - TUOLUMNE STREET - DOWNTOWN
5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
6. 6 - TENNESSEE STREET - BEVERLY HILLS
7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
8. 78 - WALNUT CREEK BART
9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
11. OTHER

OTHER LINE = 317

SKIP AFTER Q128 GO 131

129. WHAT WESTCAT ROUTE DID YOU TRANSFER TO?

1. 10 - GEMS AND BIRDS (HERCULES)
2. 11 - CROCKETT/RODEO/HERCULES
3. 12 - TREES AND FLOWERS (HERCULES)
4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
6. 17 - BAYVIEW/RPTC
7. 18 - TARA HILLS/RPTC/HILLTOP MALL
8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
9. 30Z - HTC/MARTINEZ/BART
10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
11. JR/JL - HTC/PINOLE/RICHMOND/BART
12. JX/JPX - HTC/PINOLE VALLEY/BART
13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
14. OTHER

OTHER LINE = 318

SKIP AFTER Q129 GO 131

130. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- 1. F 21. 6 41. 28 61. 47 81. CABLE CAR - POWELL HYDE
- 2. J 22. 8AX 42. 28L 62. 48 82. CABLE CAR - POWELL MASON
- 3. K 23. 8BX 43. 29 63. 49 83. OTHER
- 4. K-OWL 24. 8X 44. 30 64. 52
- 5. L 25. 9 45. 30X 65. 54
- 6. L-OWL 26. 9L 46. 31 66. 56
- 7. M 27. 10 47. 31AX 67. 66
- 8. M-OWL 28. 12 48. 31BX 68. 67
- 9. N 29. 14 49. 33 69. 71
- 10. N-OWL 30. 14L 50. 35 70. 71L
- 11. NX 31. 14X 51. 36 71. 76
- 12. S 32. 16X 52. 37 72. 80X
- 13. T 33. 17 53. 38AX 73. 81X
- 14. T-OWL 34. 18 54. 38BX 74. 82X
- 15. 1 35. 19 55. 38L 75. 88
- 16. 1AX 36. 21 56. 39 76. 90
- 17. 1BX 37. 22 57. 41 77. 91
- 18. 2 38. 23 58. 43 78. 95
- 19. 3 39. 24 59. 44 79. 108
- 20. 5 40. 27 60. 45 80. CABLE CAR - CALIFORNIA STREET

OTHER LINE = 319

131. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR6>> ROUTE <<ROUTE6>> ?

[GEOCODE BOARDING LOCATION]: 131T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

132. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR6>> ROUTE <<ROUTE6>> ?

[GEOCODE ALIGHTING LOCATION]: 132T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

133. IS THAT WHERE YOU REACHED YOUR DESTINATION ?

- 1. YES
- 2. NO

SKIP AFTER Q133 IF Q<133> EQ 1 THEN GO 202

134. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

- 1. AC TRANSIT
- 2. AMTRAK - CAPITOL CORRIDOR
- 3. BART
- 4. THE COUNTY CONNECTION (CCCTA)
- 5. GOLDEN GATE TRANSIT
- 6. MARIN TRANSIT
- 7. MUNI
- 8. PETALUMA TRANSIT
- 9. SANTA ROSA CITYBUS
- 10. SONOMA COUNTY TRANSIT
- 11. TRI DELTA TRANSIT
- 12. VALLEJO TRANSIT
- 13. WESTCAT
- 14. ANOTHER AGENCY
- 15. DONT REMEMBER
- 16. TAXI

SKIP AFTER Q134 IF Q<134> EQ 2 THEN GO 142
 SKIP AFTER Q134 IF Q<134> EQ 3 THEN GO 138
 SKIP AFTER Q134 IF Q<134> EQ 4 THEN GO 149
 SKIP AFTER Q134 IF Q<134> EQ 5 THEN GO 141
 SKIP AFTER Q134 IF Q<134> EQ 6 THEN GO 144
 SKIP AFTER Q134 IF Q<134> EQ 7 THEN GO 153
 SKIP AFTER Q134 IF Q<134> EQ 8 THEN GO 145
 SKIP AFTER Q134 IF Q<134> EQ 9 THEN GO 140
 SKIP AFTER Q134 IF Q<134> EQ 10 THEN GO 148
 SKIP AFTER Q134 IF Q<134> EQ 11 THEN GO 150
 SKIP AFTER Q134 IF Q<134> EQ 12 THEN GO 151
 SKIP AFTER Q134 IF Q<134> EQ 13 THEN GO 152
 SKIP AFTER Q134 IF Q<134> EQ 14 THEN GO 146
 SKIP AFTER Q134 IF Q<134> EQ 15 THEN GO 146
 SKIP AFTER Q134 IF Q<134> EQ 16 THEN GO 154

135. AC TRANSIT ROUTE

- 1. BELOW 400
- 2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q135 IF Q<135> EQ 2 THEN GO 137

136. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 320

SKIP AFTER Q136 GO 154

137. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 321

SKIP AFTER Q137 GO 154

138. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 138T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

139. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 139T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q139 GO 156

140. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER TO?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 322

SKIP AFTER Q140 GO 154

141. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER TO?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 323

SKIP AFTER Q141 GO 154

142. AT WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 142T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

143. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 143T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q143 GO 156

144. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER TO?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 324

SKIP AFTER Q144 GO 154

145. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER TO?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 325

SKIP AFTER Q145 GO 154

146. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER TO?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEMBER

OTHER LINE = 326

SKIP AFTER Q146 IF Q<146> EQ 40 THEN GO END

147. WHICH ROUTE OR LINE DID YOU TAKE ?

SKIP AFTER Q147 GO 154

148. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER TO?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - ESPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 327

SKIP AFTER Q148 GO 154

149. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER TO?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 328

SKIP AFTER Q149 GO 154

150. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER TO?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 329

SKIP AFTER Q150 GO 154

151. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER TO?

1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
2. 2 - NORTHEAST VALLEJO - DOWNTOWN
3. 3 - GLEN COVE - GEORGIA STREET
4. 4 - TUOLUMNE STREET - DOWNTOWN
5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
6. 6 - TENNESSEE STREET - BEVERLY HILLS
7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
8. 78 - WALNUT CREEK BART
9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
11. OTHER

OTHER LINE = 330

SKIP AFTER Q151 GO 154

152. WHAT WESTCAT ROUTE DID YOU TRANSFER TO?

1. 10 - GEMS AND BIRDS (HERCULES)
2. 11 - CROCKETT/RODEO/HERCULES
3. 12 - TREES AND FLOWERS (HERCULES)
4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
6. 17 - BAYVIEW/RPTC
7. 18 - TARA HILLS/RPTC/HILLTOP MALL
8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
9. 30Z - HTC/MARTINEZ/BART
10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
11. JR/JL - HTC/PINOLE/RICHMOND/BART
12. JX/JPX - HTC/PINOLE VALLEY/BART
13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
14. OTHER

OTHER LINE = 331

SKIP AFTER Q152 GO 154

153. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- 1. F 21. 6 41. 28 61. 47 81. CABLE CAR - POWELL HYDE
- 2. J 22. 8AX 42. 28L 62. 48 82. CABLE CAR - POWELL MASON
- 3. K 23. 8BX 43. 29 63. 49 83. OTHER
- 4. K-OWL 24. 8X 44. 30 64. 52
- 5. L 25. 9 45. 30X 65. 54
- 6. L-OWL 26. 9L 46. 31 66. 56
- 7. M 27. 10 47. 31AX 67. 66
- 8. M-OWL 28. 12 48. 31BX 68. 67
- 9. N 29. 14 49. 33 69. 71
- 10. N-OWL 30. 14L 50. 35 70. 71L
- 11. NX 31. 14X 51. 36 71. 76
- 12. S 32. 16X 52. 37 72. 80X
- 13. T 33. 17 53. 38AX 73. 81X
- 14. T-OWL 34. 18 54. 38BX 74. 82X
- 15. 1 35. 19 55. 38L 75. 88
- 16. 1AX 36. 21 56. 39 76. 90
- 17. 1BX 37. 22 57. 41 77. 91
- 18. 2 38. 23 58. 43 78. 95
- 19. 3 39. 24 59. 44 79. 108
- 20. 5 40. 27 60. 45 80. CABLE CAR - CALIFORNIA STREET

OTHER LINE = 332

154. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR7>> ROUTE <<ROUTE7>> ?

[GEOCODE BOARDING LOCATION]: 154T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

155. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR7>> ROUTE <<ROUTE7>> ?

[GEOCODE ALIGHTING LOCATION]: 155T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

156. IS THAT WHERE YOU REACHED YOUR DESTINATION ?

- 1. YES
- 2. NO

SKIP AFTER Q156 IF Q<156> EQ 1 THEN GO 202

157. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER
16. TAXI

SKIP AFTER Q157 IF Q<157> EQ 2 THEN GO 165
 SKIP AFTER Q157 IF Q<157> EQ 3 THEN GO 161
 SKIP AFTER Q157 IF Q<157> EQ 4 THEN GO 172
 SKIP AFTER Q157 IF Q<157> EQ 5 THEN GO 164
 SKIP AFTER Q157 IF Q<157> EQ 6 THEN GO 167
 SKIP AFTER Q157 IF Q<157> EQ 7 THEN GO 176
 SKIP AFTER Q157 IF Q<157> EQ 8 THEN GO 168
 SKIP AFTER Q157 IF Q<157> EQ 9 THEN GO 163
 SKIP AFTER Q157 IF Q<157> EQ 10 THEN GO 171
 SKIP AFTER Q157 IF Q<157> EQ 11 THEN GO 173
 SKIP AFTER Q157 IF Q<157> EQ 12 THEN GO 174
 SKIP AFTER Q157 IF Q<157> EQ 13 THEN GO 175
 SKIP AFTER Q157 IF Q<157> EQ 14 THEN GO 169
 SKIP AFTER Q157 IF Q<157> EQ 15 THEN GO 169
 SKIP AFTER Q157 IF Q<157> EQ 16 THEN GO 177

158. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q158 IF Q<158> EQ 2 THEN GO 160

159. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 333

SKIP AFTER Q159 GO 177

160. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 334

SKIP AFTER Q160 GO 177

161. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 161T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

162. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 162T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q162 GO 179

163. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER TO?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 335

SKIP AFTER Q163 GO 177

164. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER TO?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 336

SKIP AFTER Q164 GO 177

165. AT WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 165T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

166. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 166T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q166 GO 179

167. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER TO?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 337

SKIP AFTER Q167 GO 177

168. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER TO?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 338

SKIP AFTER Q168 GO 177

169. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER TO?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEMBER

OTHER LINE = 339

SKIP AFTER Q169 IF Q<169> EQ 40 THEN GO END

170. WHICH ROUTE OR LINE DID YOU TAKE ?

SKIP AFTER Q170 GO 177

171. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER TO?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - ESPRESSO: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 340

SKIP AFTER Q171 GO 177

172. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER TO?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 341

SKIP AFTER Q172 GO 177

173. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER TO?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 342

SKIP AFTER Q173 GO 177

174. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER TO?

- 1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
- 2. 2 - NORTHEAST VALLEJO - DOWNTOWN
- 3. 3 - GLEN COVE - GEORGIA STREET
- 4. 4 - TUOLUMNE STREET - DOWNTOWN
- 5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 6. 6 - TENNESSEE STREET - BEVERLY HILLS
- 7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 8. 78 - WALNUT CREEK BART
- 9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
- 10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
- 11. OTHER

OTHER LINE = 343

SKIP AFTER Q174 GO 177

175. WHAT WESTCAT ROUTE DID YOU TRANSFER TO?

- 1. 10 - GEMS AND BIRDS (HERCULES)
- 2. 11 - CROCKETT/RODEO/HERCULES
- 3. 12 - TREES AND FLOWERS (HERCULES)
- 4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
- 5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
- 6. 17 - BAYVIEW/RPTC
- 7. 18 - TARA HILLS/RPTC/HILLTOP MALL
- 8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
- 9. 30Z - HTC/MARTINEZ/BART
- 10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
- 11. JR/JL - HTC/PINOLE/RICHMOND/BART
- 12. JX/JPX - HTC/PINOLE VALLEY/BART
- 13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
- 14. OTHER

OTHER LINE = 344

SKIP AFTER Q175 GO 177

176. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- 1. F 21. 6 41. 28 61. 47 81. CABLE CAR - POWELL HYDE
- 2. J 22. 8AX 42. 28L 62. 48 82. CABLE CAR - POWELL MASON
- 3. K 23. 8BX 43. 29 63. 49 83. OTHER
- 4. K-OWL 24. 8X 44. 30 64. 52
- 5. L 25. 9 45. 30X 65. 54
- 6. L-OWL 26. 9L 46. 31 66. 56
- 7. M 27. 10 47. 31AX 67. 66
- 8. M-OWL 28. 12 48. 31BX 68. 67
- 9. N 29. 14 49. 33 69. 71
- 10. N-OWL 30. 14L 50. 35 70. 71L
- 11. NX 31. 14X 51. 36 71. 76
- 12. S 32. 16X 52. 37 72. 80X
- 13. T 33. 17 53. 38AX 73. 81X
- 14. T-OWL 34. 18 54. 38BX 74. 82X
- 15. 1 35. 19 55. 38L 75. 88
- 16. 1AX 36. 21 56. 39 76. 90
- 17. 1BX 37. 22 57. 41 77. 91
- 18. 2 38. 23 58. 43 78. 95
- 19. 3 39. 24 59. 44 79. 108
- 20. 5 40. 27 60. 45 80. CABLE CAR - CALIFORNIA STREET

OTHER LINE = 345

177. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR8>> ROUTE <<ROUTE8>> ?

[GEOCODE BOARDING LOCATION]: 177T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

178. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR8>> ROUTE <<ROUTE8>> ?

[GEOCODE ALIGHTING LOCATION]: 178T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

179. IS THAT WHERE YOU REACHED YOUR DESTINATION ?

- 1. YES
- 2. NO

SKIP AFTER Q179 IF Q<179> EQ 1 THEN GO 202

180. WHAT AGENCY AND LINE DID YOU GET ON NEXT?

1. AC TRANSIT
2. AMTRAK - CAPITOL CORRIDOR
3. BART
4. THE COUNTY CONNECTION (CCCTA)
5. GOLDEN GATE TRANSIT
6. MARIN TRANSIT
7. MUNI
8. PETALUMA TRANSIT
9. SANTA ROSA CITYBUS
10. SONOMA COUNTY TRANSIT
11. TRI DELTA TRANSIT
12. VALLEJO TRANSIT
13. WESTCAT
14. ANOTHER AGENCY
15. DONT REMEMBER
16. TAXI

SKIP AFTER Q180 IF Q<180> EQ 2 THEN GO 188
SKIP AFTER Q180 IF Q<180> EQ 3 THEN GO 184
SKIP AFTER Q180 IF Q<180> EQ 4 THEN GO 195
SKIP AFTER Q180 IF Q<180> EQ 5 THEN GO 187
SKIP AFTER Q180 IF Q<180> EQ 6 THEN GO 190
SKIP AFTER Q180 IF Q<180> EQ 7 THEN GO 199
SKIP AFTER Q180 IF Q<180> EQ 8 THEN GO 191
SKIP AFTER Q180 IF Q<180> EQ 9 THEN GO 186
SKIP AFTER Q180 IF Q<180> EQ 10 THEN GO 194
SKIP AFTER Q180 IF Q<180> EQ 11 THEN GO 196
SKIP AFTER Q180 IF Q<180> EQ 12 THEN GO 197
SKIP AFTER Q180 IF Q<180> EQ 13 THEN GO 198
SKIP AFTER Q180 IF Q<180> EQ 14 THEN GO 192
SKIP AFTER Q180 IF Q<180> EQ 15 THEN GO 192
SKIP AFTER Q180 IF Q<180> EQ 16 THEN GO 200

181. AC TRANSIT ROUTE

1. BELOW 400
2. ABOVE 400 OR LETTER ROUTE

SKIP AFTER Q181 IF Q<181> EQ 2 THEN GO 183

182. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | |
|--------|---------|---------|-----------|
| 1. 1 | 21. 48 | 41. 75 | 61. 242 |
| 2. 1R | 22. 49 | 42. 76 | 62. 251 |
| 3. 7 | 23. 51A | 43. 83 | 63. 264 |
| 4. 11 | 24. 51B | 44. 85 | 64. 275 |
| 5. 12 | 25. 52 | 45. 86 | 65. 314 |
| 6. 14 | 26. 54 | 46. 88 | 66. 332 |
| 7. 18 | 27. 57 | 47. 89 | 67. 333 |
| 8. 20 | 28. 58L | 48. 93 | 68. 339 |
| 9. 21 | 29. 60 | 49. 94 | 69. 345 |
| 10. 22 | 30. 62 | 50. 95 | 70. 350 |
| 11. 25 | 31. 65 | 51. 97 | 71. 356 |
| 12. 26 | 32. 67 | 52. 98 | 72. 376 |
| 13. 31 | 33. 68 | 53. 99 | 73. 386 |
| 14. 32 | 34. 70 | 54. 210 | 74. 391 |
| 15. 37 | 35. 71 | 55. 212 | 75. OTHER |
| 16. 39 | 36. 72 | 56. 215 | |
| 17. 40 | 37. 72M | 57. 216 | |
| 18. 45 | 38. 72R | 58. 217 | |
| 19. 46 | 39. 73 | 59. 232 | |
| 20. 47 | 40. 74 | 60. 239 | |

OTHER LINE = 346

SKIP AFTER Q182 GO 200

183. WHICH AC TRANSIT ROUTE DID YOU TRANSFER TO ?

- | | | | | |
|---------|---------|---------|---------|-----------|
| 1. 604 | 21. 641 | 41. 669 | 61. 851 | 81. NX1 |
| 2. 605 | 22. 642 | 42. 670 | 62. B | 82. NX2 |
| 3. 606 | 23. 643 | 43. 671 | 63. C | 83. NX3 |
| 4. 607 | 24. 646 | 44. 672 | 64. CB | 84. NX4 |
| 5. 609 | 25. 648 | 45. 673 | 65. DA | 85. NXC |
| 6. 611 | 26. 649 | 46. 674 | 66. DB | 86. O |
| 7. 614 | 27. 650 | 47. 675 | 67. DB1 | 87. OX |
| 8. 618 | 28. 651 | 48. 676 | 68. DB3 | 88. P |
| 9. 620 | 29. 652 | 49. 677 | 69. E | 89. S |
| 10. 621 | 30. 653 | 50. 679 | 70. F | 90. SB |
| 11. 623 | 31. 654 | 51. 680 | 71. FS | 91. U |
| 12. 624 | 32. 655 | 52. 681 | 72. G | 92. V |
| 13. 625 | 33. 657 | 53. 682 | 73. H | 93. W |
| 14. 626 | 34. 658 | 54. 684 | 74. J | 94. Z |
| 15. 627 | 35. 660 | 55. 688 | 75. L | 95. OTHER |
| 16. 628 | 36. 662 | 56. 800 | 76. LA | |
| 17. 629 | 37. 663 | 57. 801 | 77. LC | |
| 18. 631 | 38. 664 | 58. 802 | 78. M | |
| 19. 638 | 39. 667 | 59. 805 | 79. NL | |
| 20. 640 | 40. 668 | 60. 840 | 80. NX | |

OTHER LINE = 347

SKIP AFTER Q183 GO 200

184. WHICH STATION DID YOU GET ON BART?

[GEOCODE BOARDING LOCATION]: 184T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

185. WHICH STATION DID YOU GET OFF BART?

[GEOCODE ALIGHTING LOCATION]: 185T_BART STATION

- | | |
|--------------------------------|------------------------------------|
| 1. 12TH ST OAKLAND CITY CENTER | 23. LAFAYETTE |
| 2. 16TH ST MISSION (SF) | 24. LAKE MERRITT (OAK) |
| 3. 19TH ST OAKLAND | 25. MACARTHUR (OAK) |
| 4. 24TH ST MISSION (SF) | 26. MILLBRAE |
| 5. ASHBY (BERKELEY) | 27. MONTGOMERY ST (SF) |
| 6. BALBOA PARK (SF) | 28. NORTH BERKELEY |
| 7. BAY FAIR (SAN LEANDRO) | 29. NORTH CONCORD/MARTINEZ |
| 8. CASTRO VALLEY | 30. ORINDA |
| 9. CIVIC CENTER/UN PLAZA (SF) | 31. PITTSBURG/BAY POINT |
| 10. COLISEUM/OAKLAND AIRPORT | 32. PLEASANT HILL/CONTRA COSTA CTR |
| 11. COLMA | 33. POWELL ST (SF) |
| 12. CONCORD | 34. RICHMOND |
| 13. DALY CITY | 35. ROCKRIDGE (OAK) |
| 14. DOWNTOWN BERKELEY | 36. SAN BRUNO |
| 15. DUBLIN/PLEASANTON | 37. SAN FRANCISCO INT'L AIRPORT |
| 16. EL CERRITO DEL NORTE | 38. SAN LEANDRO |
| 17. EL CERRITO PLAZA | 39. SOUTH HAYWARD |
| 18. EMBARCADERO (SF) | 40. SOUTH SAN FRANCISCO |
| 19. FREMONT | 41. UNION CITY |
| 20. FRUITVALE | 42. WALNUT CREEK |
| 21. GLEN PARK | 43. WEST DUBLIN/PLEASANTON |
| 22. HAYWARD | 44. WEST OAKLAND |

SKIP AFTER Q185 GO 202

186. WHICH SANTA ROSA CITYBUS ROUTE DID YOU TRANSFER TO?

1. 1 - MENDOCINO AVENUE
2. 2 - BENNETT VALLEY
3. 3 - WEST NINTH STREET
4. 4 - RINCON VALLEY
5. 5 - SANTA ROSA AVENUE
6. 6 - WEST THIRD STREET
7. 7 - MONTGOMERY VILLAGE/RINCON VALLEY
8. 8 - SONOMA AVENUE
9. 9 - SEBASTOPOL ROAD
10. 10 - CODDINGTOWN
11. 11 - FULTON ROAD
12. 12 - ROSELAND
13. 14 - COUNTY CENTER
14. 15 - STONY POINT ROAD
15. 16 - OAKMONT SHUTTLE WEST
16. 16 - OAKMONT SHUTTLE EAST
17. 17 - PINER RD
18. 18 - SOUTHEAST CIRCULATOR
19. 19 - SOUTH CITY CONNECTOR
20. OTHER

OTHER LINE = 348

SKIP AFTER Q186 GO 200

187. WHICH GOLDEN GATE TRANSIT ROUTE DID YOU TRANSFER TO?

1. 2 - SAN FRANCISCO - MARIN HEADLANDS
2. 4 - SAN FRANCISCO - MILL VALLEY
3. 8 - SAN FRANCISCO - TIBURON
4. 10 - SAN FRANCISCO - STRAWBERRY
5. 17 - MARIN CITY - SAN RAFAEL
6. 18 - SAN FRANCISCO - COLLEGE OF MARIN
7. 19 - MARIN CITY - TIBURON
8. 22 - SAUSALITO - SAN RAFAEL
9. 23 - FAIRFAX/MANOR - SAN ANSELMO/SAN RAFAEL
10. 24 - SAN FRANCISCO - SAN ANSELMO, FAIRFAX
11. 27 - SAN FRANCISCO - SAN ANSELMO
12. 29 - COLLEGE OF MARIN, SAN ANSELMO, MANOR - SAN RAFAEL
13. 35 - TO CANAL - TO SAN RAFAEL TRANSIT CENTER
14. 36 - MARIN CITY - CANAL
15. 38 - SAN FRANCISCO - TERRA LINDA
16. 40 - SAN RAFAEL - DEL NORTE BART STATION
17. 42 - SAN RAFAEL - DEL NORTE BART STATION
18. 44 - SAN FRANCISCO - LUCAS VALLEY
19. 45 - SAN RAFAEL - KAISER HOSPITAL (45K)/NORTHGATE (45,45K)
20. 49 - SAN RAFAEL - NOVATO
21. 49K - SAN RAFAEL - NOVATO
22. 51 - IGNACIO - SAN MARIN
23. 54 - SAN FRANCISCO - NOVATO/SAN MARIN
24. 56 - SAN FRANCISCO - SAN MARIN/NOVATO
25. 58 - SAN FRANCISCO - HAMILTON/NOVATO
26. 70 - SAN FRANCISCO - SANTA ROSA
27. 71 - SAN FRANCISCO - SANTA ROSA
28. 72 - SAN FRANCISCO - SANTA ROSA
29. 74 - SAN FRANCISCO - PETALUMA, SANTA ROSA
30. 76 - SAN FRANCISCO - EAST PETALUMA
31. 80 - SAN FRANCISCO - SANTA ROSA
32. 92 - SAN FRANCISCO - MARIN CITY
33. 93 - SAN FRANCISCO - GOLDEN GATE BRIDGE TOLL PLAZA
34. 97 - SAN FRANCISCO
35. 101 - SAN FRANCISCO - SANTA ROSA
36. 113 - DOHERTY DRIVE TO REDWOOD - PARADISE CAY
37. 117 - DOHERTY DRIVE TO HALL AND NEIL CUMMINS - SAN CLEMENTE PARK
38. 125 - LAGUNITAS
39. 126 - SLEEPY HOLLOW VIA BROOKSIDE TO SAN RAFAEL TRANSIT CENTER
40. 127 - WHITE HILL VIA BROOKSIDE - SLEEPY HOLLOW
41. 139 - LUCAS VALLEY - NOVA ALBION WAY/TERRA LINDA
42. OTHER

OTHER LINE = 349

SKIP AFTER Q187 GO 200

188. AT WHICH AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET ON ?

[GEOCODE BOARDING LOCATION]: 188T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

189. WHAT AMTRAK-CAPITOL CORRIDOR STATION DID YOU GET OFF AT ?

[GEOCODE ALIGHTING LOCATION]: 189T_AMTRAK STATION

1. AUBURN
2. ROCKLIN
3. ROSEVILLE
4. SACRAMENTO
5. DAVIS
6. SUISAN/FAIRFIELD
7. MARTINEZ
8. RICHMOND
9. BERKELEY
10. EMERYVILLE
11. OAKLAND-JACK LONDON
12. OAKLAND COLISEUM
13. HAYWARD
14. FREMONT-CENTERVILLE
15. SANTA CLARA/GREAT AMERICA
16. SAN JOSE/DIRIDON

SKIP AFTER Q189 GO 202

190. WHICH MARIN TRANSIT ROUTE DID YOU TRANSFER TO?

- | | |
|-------------------|------------------------|
| 1. 17 | 14. 68 STAGE |
| 2. 19 | 15. 71 |
| 3. 22 | 16. 113 |
| 4. 23 | 17. 117 |
| 5. 29 | 18. 125 |
| 6. 35 | 19. 126 |
| 7. 36 | 20. 127 |
| 8. 45 | 21. 139 |
| 9. 49 | 22. 222 |
| 10. 51 | 23. 233 |
| 11. 52 | 24. 257 |
| 12. 61 STAGE | 25. 259 |
| 13. 66 MUIR WOODS | 26. NOVATO DIAL-A-RIDE |
| | 27. OTHER |

OTHER LINE = 350

SKIP AFTER Q190 GO 200

191. WHICH PETALUMA TRANSIT ROUTE DID YOU TRANSFER TO?

1. 1 - CHERRY VALLEY PETALUMA BOULEVARD
2. 1T - CHERRY VALLEY TRIPPER
3. 2 - NORTH MCDOWELL
4. 3 - SONOMA MOUNTAIN PARKWAY/ELY
5. 11 - EAST WASHINGTON/DOWNTOWN
6. 24 - LAKEVILLE
7. 33 - ELY/SONOMA MOUNTAIN PARKWAY
8. OTHER

OTHER LINE = 351

SKIP AFTER Q191 GO 200

192. WHICH OTHER TRANSIT AGENCY DID YOU TRANSFER TO?

1. AC TRANSIT
2. ACE (ALTAMONT COMMUTER EXPRESS)
3. AIR - BART
4. ALAMEDA (SAN FRANCISCO BAY FERRY)
5. ALAMEDA HARBOR BAY (SAN FRANCISCO BAY FERRY)
6. AMERICAN CANYON TRANSIT
7. AMTRAK - CAPITOL CORRIDOR
8. AMTRAK - SAN JOAQUIN
9. BART
10. BENICIA BREEZE
11. CALISTOGA HANDY VAN
12. CALTRAIN
13. THE COUNTY CONNECTION (CCCTA)
14. DELTA BREEZE
15. EMERY GO - ROUND
16. FAST
17. GOLDEN GATE TRANSIT
18. HEALDSBURG TRANSIT
19. LARKSPUR (GOLDEN GATE)
20. MARGUERITE SHUTTLE
21. MARIN TRANSIT
22. MUNI
23. OAKLAND (SAN FRANCISCO BAY FERRY)
24. PETALUMA TRANSIT
25. SAMTRANS
26. SANTA ROSA CITYBUS
27. SAUSALITO (GOLDEN GATE)
28. SONOMA COUNTY TRANSIT
29. TRI DELTA
30. UNION CITY TRANSIT
31. VACAVILLE CITY COACH
32. VALLEJO (BAYLINK)
33. VALLEJO TRANSIT
34. VINE/SAN LEANDRO LINKS
35. VTA
36. WEST BERKELEY SHUTTLE
37. WESTCAT
38. YOUNTVILLE SHUTTLE
39. OTHER
40. DONT REMEMBER

OTHER LINE = 352

SKIP AFTER Q192 IF Q<192> EQ 40 THEN GO END

193. WHICH ROUTE OR LINE DID YOU TAKE?

SKIP AFTER Q193 GO 200

194. WHICH SONOMA COUNTY TRANSIT ROUTE DID YOU TRANSFER TO?

1. 10 - ROHNERT PARK - COTATI - SSU
2. 12 - NORTHERN ROHNERT PARK
3. 14 - NORTHERN ROHNERT PARK
4. 20 - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
5. 20X - RUSSIAN RIVER AREA - SEBASTOPOL - SANTA ROSA
6. 22 - SANTA ROSA - SEBASTOPOL
7. 24 - SEBASTOPOL LOCAL
8. 26 - SEBASTOPOL - ROHNERT PARK - SSU
9. 28 - RUSSIAN RIVER AREA
10. 30 - SANTA ROSA - SONOMA VALLEY
11. 30X - ESPRESS: SANTA ROSA - SONOMA VALLEY
12. 32 - SONOMA VALLEY LOCAL
13. 34 - EXPRESS: SANTA ROSA - SONOMA
14. 38 - SONOMA - SAN RAFAEL
15. 40 - SONOMA - PETALUMA
16. 42 - SANTA ROSA INDUSTRY WEST PARK
17. 44 - PETALUMA - SANTA ROSA
18. 46 - SSU - SANTA ROSA
19. 48 - PETALUMA - SANTA ROSA
20. 48X - EXPRESS: PETALUMA - SANTA ROSA
21. 60 - CLOVERDALE - HEALDSBURG - WINDSOR - SANTA ROSA
22. 60X - EXPRESS: CLOVERDALE - HEALDSBURG - SANTA ROSA
23. 62 - SANTA ROSA - SONOMA COUNTY AIRPORT - WINDSOR
24. 66 - WINDSOR LOCAL
25. 68 - CLOVERDALE
26. OTHER

OTHER LINE = 353

SKIP AFTER Q194 GO 200

195. WHICH OF THE COUNTY CONNECTION (CCCTA) ROUTES DID YOU TRANSFER TO?

- | | | |
|--------|---------|-----------|
| 1. 1 | 20. 35 | 39. 610 |
| 2. 2 | 21. 36 | 40. 611 |
| 3. 4 | 22. 91X | 41. 612 |
| 4. 5 | 23. 92X | 42. 613 |
| 5. 6 | 24. 93X | 43. 614 |
| 6. 7 | 25. 95X | 44. 615 |
| 7. 9 | 26. 96X | 45. 616 |
| 8. 10 | 27. 97X | 46. 619 |
| 9. 11 | 28. 98X | 47. 622 |
| 10. 14 | 29. 250 | 48. 623 |
| 11. 15 | 30. 260 | 49. 625 |
| 12. 16 | 31. 601 | 50. 626 |
| 13. 17 | 32. 602 | 51. 627 |
| 14. 18 | 33. 603 | 52. 635 |
| 15. 19 | 34. 605 | 53. 636 |
| 16. 20 | 35. 606 | 54. 639 |
| 17. 21 | 36. 607 | 55. 649 |
| 18. 25 | 37. 608 | 56. OTHER |
| 19. 28 | 38. 609 | |

OTHER LINE = 354

SKIP AFTER Q195 GO 200

196. WHICH OF THE TRI DELTA TRANSIT ROUTES DID YOU TRANSFER TO?

1. 200 MARTINEZ/PITTSBURG BART
2. 201 PITTSBURG BART TO CONCORD BART
3. 300 PITTSBURG BART/BRENTWOOD PARK AND RIDE
4. 379 HILLCREST PARK AND RIDE/KAISER
5. 380 PITTSBURG BART/ANTIOCH
6. 383 HILLCREST PARK AND RIDE/OAKLEY
7. 384 BRENTWOOD
8. 385 ANTIOCH/BRENTWOOD VIA HILLCREST
9. 386 BRENTWOOD/DISCOVERY BAY/BYRON
10. 387 PITTSBURG BART/ANTIOCH
11. 388 PITTSBURG BART/HILLCREST PARK AND RIDE
12. 389 PITTSBURG BART/BAY POINT
13. 390 PITTSBURG BART/HILLCREST PARK AND RIDE
14. 391 PITTSBURG BART/BRENTWOOD PARK AND RIDE
15. OTHER

OTHER LINE = 355

SKIP AFTER Q196 GO 200

197. WHICH VALLEJO TRANSIT ROUTE DID YOU TRANSFER TO?

- 1. 1 - SOUTH VALLEJO - RANCHO VALLEJO
- 2. 2 - NORTHEAST VALLEJO - DOWNTOWN
- 3. 3 - GLEN COVE - GEORGIA STREET
- 4. 4 - TUOLUMNE STREET - DOWNTOWN
- 5. 5 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 6. 6 - TENNESSEE STREET - BEVERLY HILLS
- 7. 7 - REDWOOD PARKWAY - GATEWAY PLAZA - SPRINGS ROAD
- 8. 78 - WALNUT CREEK BART
- 9. 80 - VALLEJO - EL CERRITO DEL NORTE BART
- 10. 85 - VALLEJO - FAIRFIELD - SOLANO COLLEGE
- 11. OTHER

OTHER LINE = 356

SKIP AFTER Q197 GO 200

198. WHAT WESTCAT ROUTE DID YOU TRANSFER TO?

- 1. 10 - GEMS AND BIRDS (HERCULES)
- 2. 11 - CROCKETT/RODEO/HERCULES
- 3. 12 - TREES AND FLOWERS (HERCULES)
- 4. 15 - RODEO/HERCULES (VIEWPOINTE/NORTH SHORE BUISNESS PARK)
- 5. 16 - PINOLE VALLEY/OLD TOWN PINOLE/RPTC
- 6. 17 - BAYVIEW/RPTC
- 7. 18 - TARA HILLS/RPTC/HILLTOP MALL
- 8. 19 - HERCULES/PINOLE/RPTC/HILLTOP MALL
- 9. 30Z - HTC/MARTINEZ/BART
- 10. C3 - HTC/PINOLE/CONTRA COSTA COLLEGE
- 11. JR/JL - HTC/PINOLE/RICHMOND/BART
- 12. JX/JPX - HTC/PINOLE VALLEY/BART
- 13. LYNX - RODEO/HERCULES/SAN FRANCISCO TRANSBAY TERMINAL
- 14. OTHER

OTHER LINE = 357

SKIP AFTER Q198 GO 200

199. WHICH MUNI ROUTE DID YOU TRANSFER FROM?

- 1. F 21. 6 41. 28 61. 47 81. CABLE CAR - POWELL HYDE
- 2. J 22. 8AX 42. 28L 62. 48 82. CABLE CAR - POWELL MASON
- 3. K 23. 8BX 43. 29 63. 49 83. OTHER
- 4. K-OWL 24. 8X 44. 30 64. 52
- 5. L 25. 9 45. 30X 65. 54
- 6. L-OWL 26. 9L 46. 31 66. 56
- 7. M 27. 10 47. 31AX 67. 66
- 8. M-OWL 28. 12 48. 31BX 68. 67
- 9. N 29. 14 49. 33 69. 71
- 10. N-OWL 30. 14L 50. 35 70. 71L
- 11. NX 31. 14X 51. 36 71. 76
- 12. S 32. 16X 52. 37 72. 80X
- 13. T 33. 17 53. 38AX 73. 81X
- 14. T-OWL 34. 18 54. 38BX 74. 82X
- 15. 1 35. 19 55. 38L 75. 88
- 16. 1AX 36. 21 56. 39 76. 90
- 17. 1BX 37. 22 57. 41 77. 91
- 18. 2 38. 23 58. 43 78. 95
- 19. 3 39. 24 59. 44 79. 108
- 20. 5 40. 27 60. 45 80. CABLE CAR - CALIFORNIA STREET

OTHER LINE = 358

200. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT ON <<OPERATOR9>> ROUTE <<ROUTE9>> ?

[GEOCODE BOARDING LOCATION]: 200T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

201. WHAT IS THE ADDRESS OR CLOSEST INTERSECTION TO WHERE YOU GOT OFF <<OPERATOR9>> ROUTE <<ROUTE9>> ?

[GEOCODE ALIGHTING LOCATION]: 201T_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

202. HOW DID YOU GET FROM YOUR LAST STOP TO <<DESTINATION-TYPE>> ?

1. WALKED ALL THE WAY (INCLUDES SKATEBOARD)
2. BICYCLED
3. DROVE ALONE AND PARKED
4. DROVE WITH OTHERS AND PARKED
5. PICKED UP BY SOMEONE
6. MOTORCYCLE/SCOOTER/MOPED

SKIP AFTER Q202 IF Q<202> GT 1 THEN GO 204

203. HOW MANY MINUTES WAS YOUR WALK FROM WHERE YOU GOT OFF
TO <<DESTINATION-TYPE>> ?

- | | | | |
|--------|--------|--------|-----------|
| 1. 1 | 21. 21 | 41. 41 | 61. 61 |
| 2. 2 | 22. 22 | 42. 42 | 62. 62 |
| 3. 3 | 23. 23 | 43. 43 | 63. 63 |
| 4. 4 | 24. 24 | 44. 44 | 64. 64 |
| 5. 5 | 25. 25 | 45. 45 | 65. 65 |
| 6. 6 | 26. 26 | 46. 46 | 66. 66 |
| 7. 7 | 27. 27 | 47. 47 | 67. 67 |
| 8. 8 | 28. 28 | 48. 48 | 68. 68 |
| 9. 9 | 29. 29 | 49. 49 | 69. 69 |
| 10. 10 | 30. 30 | 50. 50 | 70. 70 |
| 11. 11 | 31. 31 | 51. 51 | 71. 71 |
| 12. 12 | 32. 32 | 52. 52 | 72. 72 |
| 13. 13 | 33. 33 | 53. 53 | 73. 73 |
| 14. 14 | 34. 34 | 54. 54 | 74. 74 |
| 15. 15 | 35. 35 | 55. 55 | 75. 75 |
| 16. 16 | 36. 36 | 56. 56 | 76. 76 |
| 17. 17 | 37. 37 | 57. 57 | 77. 77 |
| 18. 18 | 38. 38 | 58. 58 | 78. 78 |
| 19. 19 | 39. 39 | 59. 59 | 79. 79 |
| 20. 20 | 40. 40 | 60. 60 | 80. 80 |
| | | | 81. 0 |
| | | | 82. OTHER |

OTHER LINE = 359

SKIP AFTER Q203 GO 205

204. HOW MANY MILES WAS IT FROM WHERE YOU GOT OFF TO
<<DESTINATION-TYPE>> ?

- | | | | |
|--------|--------|--------|-----------|
| 1. 1 | 21. 21 | 41. 41 | 61. 61 |
| 2. 2 | 22. 22 | 42. 42 | 62. 62 |
| 3. 3 | 23. 23 | 43. 43 | 63. 63 |
| 4. 4 | 24. 24 | 44. 44 | 64. 64 |
| 5. 5 | 25. 25 | 45. 45 | 65. 65 |
| 6. 6 | 26. 26 | 46. 46 | 66. 66 |
| 7. 7 | 27. 27 | 47. 47 | 67. 67 |
| 8. 8 | 28. 28 | 48. 48 | 68. 68 |
| 9. 9 | 29. 29 | 49. 49 | 69. 69 |
| 10. 10 | 30. 30 | 50. 50 | 70. 70 |
| 11. 11 | 31. 31 | 51. 51 | 71. 71 |
| 12. 12 | 32. 32 | 52. 52 | 72. 72 |
| 13. 13 | 33. 33 | 53. 53 | 73. 73 |
| 14. 14 | 34. 34 | 54. 54 | 74. 74 |
| 15. 15 | 35. 35 | 55. 55 | 75. 75 |
| 16. 16 | 36. 36 | 56. 56 | 76. 76 |
| 17. 17 | 37. 37 | 57. 57 | 77. 77 |
| 18. 18 | 38. 38 | 58. 58 | 78. 78 |
| 19. 19 | 39. 39 | 59. 59 | 79. 79 |
| 20. 20 | 40. 40 | 60. 60 | 80. 80 |
| | | | 81. 0 |
| | | | 82. OTHER |

OTHER LINE = 360

205. [NOT TO BE READ OUT LOUD] ENTER "1" IF YOU HAVE CHECKED
TRIP'S LOGICAL PROGRESSION.

206. WORK WAS NOT LISTED AS EITHER END OF YOUR TRANSIT TRIP.
ARE YOU CURRENTLY EMPLOYED EITHER FULL-TIME OR PART-TIME ?

1. YES
2. NO

CUSTOM SKIP: IF WORK IN Q1/Q2/Q12 THEN SKIP TO Q208

SKIP AFTER Q206 IF Q<206> EQ 2 THEN GO 208

207. CAN YOU PLEASE TELL ME THE ADDRESS OR CLOSEST INTERSECTION TO
YOUR WORKPLACE ?

[GEOCODE LOCATION]: 207W_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

1. YES
2. NO

SKIP AFTER Q207 GO 208

208. ARE YOU EITHER A FULL-TIME OR PART-TIME STUDENT ?

- 1. YES
- 2. NO

NOTE: CUSTOM SKIP IF Q1/Q2/Q12 ARE SCHOOL THEN SKIP BEFORE TO Q210

SKIP AFTER Q208 IF Q<208> EQ 2 THEN GO 210

209. CAN YOU PLEASE TELL ME THE ADDRESS OR CLOSEST INTERSECTION TO YOUR SCHOOL ?

[GEOCODE LOCATION]: 209S_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

210. CAN YOU PLEASE GIVE ME AN ADDRESS OR NEARBY INTERSECTION FOR YOUR HOME LOCATION ?

[GEOCODE LOCATION]: 210H_ADDRESS/INTERSECTION

[LOCATION CAPTURED?]

- 1. YES
- 2. NO

NOTE: CUSTOM SKIP IF ORIGIN/DESTINATION HOME SKIP TO Q211

211. DID YOU GO TO WORK THAT SAME DAY BEFORE OR AFTER YOU COMPLETED YOUR BUS TRIP FROM <<ORIGIN-TYPE>> TO <<DESTINATION-TYPE>> ?

- 1. YES - BEFORE
- 2. YES - AFTER
- 3. NO

SKIP AFTER Q211 GO 214

212. DID YOU GO BACK TO WORK THAT SAME DAY AFTER YOUR BUS TRIP FROM <<ORIGIN-TYPE>> TO <<DESTINATION-TYPE>> ?

- 1. YES
- 2. NO

SKIP AFTER Q212 GO 214

213. DID YOU GO TO WORK THAT SAME DAY BEFORE YOU MADE YOUR BUS TRIP FROM <<ORIGIN-TYPE>> TO <<DESTINATION-TYPE>> ?

- 1. YES
- 2. NO

214. AND APPROXIMATELY WHAT TIME DID YOU LEAVE HOME BEFORE YOU MADE YOUR TRANSIT TRIP ON THE DAY YOU COMPLETED YOUR SURVEY ?

ENTER TIME HH:MM

215. AM OR PM ?

- 1. AM
- 2. PM

216. AND APPROXIMATELY WHAT TIME DID YOU RETURN HOME AFTER MAKING THIS TRANSIT TRIP ?

ENTER TIME HH:MM

217. AM OR PM ?

- 1. AM
- 2. PM

218. AND HOW DID YOU PAY YOUR FARE FOR THE BUS TRIP WHERE YOU WERE SURVEYED ?

- 1. BART TRANSFER
- 2. CASH
- 3. MONTHLY PASS
- 4. MONTHLY EXPRESS PASS
- 5. 12-RIDE PUNCH/PASS
- 6. 12-RIDE EXPRESS PASS
- 7. COMMUTER CARD
- 8. RTC (REGIONAL TRANSIT CONNECTION) CARD
- 9. COUNTY CONNECTION TRANSFER
- 10. OTHER

OTHER LINE = 361

219. WAS THAT A FULL, ADULT FARE OR A DISCOUNT FARE?

- 1. ADULT FARE
- 2. YOUTH/STUDENT DISCOUNT
- 3. SENIOR DISCOUNT
- 4. DISABLED DISCOUNT
- 5. OTHER

OTHER LINE = 362

220. IF THE COUNTY CONNECTION BUS YOU RODE WAS NOT AVAILABLE, HOW WOULD YOU HAVE MADE YOUR TRIP?

- 1. WOULD NOT HAVE MADE TRIP
- 2. WOULD HAVE DRIVEN ALONE
- 3. SOMEONE WOULD HAVE DRIVEN ME
- 4. I WOULD HAVE CARPOOLED OR VANPOOLED
- 5. I WOULD HAVE TAKEN A TAXI
- 6. I WOULD HAVE WALKED
- 7. I WOULD HAVE BIKED
- 8. OTHER

OTHER LINE = 369

221. HOW OFTEN DO YOU RIDE COUNTY CONNECTION?

- 1. 5 OR MORE DAYS A WEEK
- 2. 3-4 DAYS A WEEK
- 3. 1-2 DAYS A WEEK
- 4. 1-3 DAYS A MONTH
- 5. LESS THAN ONCE A MONTH
- 6. LESS THAN ONCE A YEAR
- 7. FIRST TIME

222. NOW I AM GOING TO READ YOU FIVE DIFFERENT WAYS THAT COUNTY CONNECTION SERVICE COULD BE IMPROVED. PLEASE TELL ME WHICH OF THE FIVE IMPROVEMENTS YOU WOULD MOST LIKE TO SEE. THE FIVE OPTIONS ARE . . . ?

- 1. MORE FREQUENT BUS SERVICE
- 2. LATER EVENING SERVICE
- 3. EARLIER MORNING SERVICE
- 4. FEWER TRANSFERS TO MAKE YOUR TRIP, OR
- 5. BUSES BEING MORE CONSISTENTLY ON TIME
- 6. DON'T KNOW/OTHER

OTHER LINE = 370

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

223. DO YOU HAVE ACCESS TO THE INTERNET THROUGH A SMART PHONE, TABLET, OR TRADITIONAL COMPUTER ?

- 1. YES - SMART PHONE
- 2. YES - TABLET / IPAD
- 3. YES - TRADITIONAL COMPUTER
- 4. NO

(Multiple Response)

224. OK, WE ARE JUST ABOUT DONE. WE JUST HAVE A FEW DEMOGRAPHIC QUESTIONS TO ENSURE THAT WE HAVE A BALANCED SAMPLE AND TO HELP SECURE FEDERAL FUNDING FOR LOCAL TRANSPORTATION SERVICES.

DO YOU CURRENTLY HAVE A DRIVERS' LICENSE ?

- 1. YES
- 2. NO

225. HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD THAT WORK EITHER FULL-TIME OR PART-TIME ?

- 1. 1
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 6. 6
- 7. 7
- 8. 8
- 9. 9
- 10. 10
- 11. 11
- 12. 12
- 13. 13
- 14. 14
- 15. 15
- 16. NONE
- 17. OTHER

OTHER LINE = 365

226. HOW MANY DRIVABLE VEHICLES ARE AVAILABLE TO YOUR HOUSEHOLD ?
(INCLUDES TRUCKS/MOTORCYCLES/VANS, BUT NOT RVs)

- 1. 1
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 6. 6
- 7. 7
- 8. 8
- 9. 9
- 10. 10
- 11. 11
- 12. 12
- 13. 13
- 14. 14
- 15. 15
- 16. NONE
- 17. OTHER

OTHER LINE = 366

227. IN WHAT YEAR WERE YOU BORN ? 19_ _

ENTER YEAR "XX" BETWEEN "10" AND "99" OR "1" FOR REFUSED.

228. ARE YOU HISPANIC, LATINO OR OF SPANISH ORIGIN ?

- 1. YES
- 2. NO
- 3. REFUSED

229. WHICH OF THE FOLLOWING DO YOU IDENTIFY WITH . . . ?

- 1. WHITE
- 2. AFRICAN AMERICAN
- 3. ASIAN
- 4. AMERICAN INDIAN OR ALASKA NATIVE
- 5. NATIVE HAWIIAN OR PACIFIC ISLANDER
- 6. OTHER

OTHER LINE = 367

230. DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

- 1. YES
- 2. NO

SKIP AFTER Q230 IF Q<230> EQ 2 THEN GO 232

231. WHAT LANGUAGE DO YOU SPEAK AT HOME?

1. SPANISH
2. CHINESE
3. VIETNAMESE
4. KOREAN
5. TAGALOG
6. RUSSIAN
7. PORTUGUESE
8. FRENCH
9. FRENCH CREOLE
10. POLIISH
11. OTHER

OTHER LINE = 368

232. AND IS YOUR TOTAL HOUSEHOLD INCOME . . . ?

1. UNDER \$35,000, OR
2. \$35,000 OR OVER
3. REFUSED

SKIP AFTER Q232 IF Q<232> EQ 3 THEN GO 235

SKIP AFTER Q232 IF Q<232> EQ 2 THEN GO 234

233. PLEASE STOP ME WHEN I REACH THE CATEGORY THAT BEST DESCRIBES

TOTAL HOUSEHOLD INCOME:

1. UNDER \$10,000
2. \$10,000 - \$24,999, OR
3. \$25,000 - \$34,999
4. REFUSED

SKIP AFTER Q233 GO 235

234. OK, PLEASE STOP ME WHEN I REACH THE CATEGORY THAT BEST

DESCRIBES TOTAL HOUSEHOLD INCOME:

1. \$35,000 - \$49,999
2. \$50,000 - \$74,999
3. \$75,000 - \$99,999
4. \$100,000 - \$149,999, OR
5. \$150,000 OR OVER
6. REFUSED

235. GENDER

1. MALE
2. FEMALE

APPENDIX D: FIELD TRAINING MANUAL

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MANAGEMENT SERVICES, INC.

***DATA COLLECTION TRAINING
MANUAL***



In connection with survey services for:

***The County Connection (operated by the Central
Contra Costa Transit Authority)***

**SURVEY AND
DATA COLLECTION TRAINING MANUAL**

This guide is designed to answer any questions you may have about why you're here, what we expect of you, how to do your job, and to familiarize you with the materials you will use to accurately complete your assignment.

GENERAL INFORMATION

Who is Dikita and what is their relationship to Central Contra Costa Transit Authority?

Dikita Enterprises, Inc. dba Dikita Management Services (DMS). DMS has conducted market research and data collection projects for transit agencies all over the US for more than 25 years. Our projects have included bus, light rail, and commuter rail.

We will work with Central Contra Costa Transit Authority(CCCTA) that operates the County Connection that provides fixed-route and paratransit bus service throughout the communities of Concord, Pleasant Hill, Martinez, Walnut Creek, Clayton, Lafayette, Orinda, Moraga, Danville, San Ramon, as well as unincorporated communities in Central Contra Costa County.

CCCTA operates 24 weekday routes, 7 Express routes, and 10 weekend routes. Service frequency on most routes is between 30 and 90 minutes. CCCTA fixed-route service is fully accessible.

Who do you work for?

You are employees of the Express Employment Professionals (5356 Clayton Road, Ste 101B, Concord, Ca.) that hired you. You do not work for DMS or Central Contra Costa Transit. DMS has contracted with Express Employment Professionals for your services.

What data are we collecting?

All passenger transit agencies collect certain trip level data to assist them in service planning and improvement. As a normal practice, CCCTA want to know where people are coming from, where they are going, where they got on and off the bus, how often they take the bus, if they had a choice of transit options, how many times they transferred, and certain demographic data.

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We are conducting an onboard survey to simply collect their trip purpose, the route they were on when we gave them the survey and their name and phone number.

We are collecting their name and phone so that they may be called to answer questions about their trip and collect the other information. Our questionnaire (survey) is only 6 questions. **The most important element we will collect is their phone number and the route we intercepted them on.** A survey is considered incomplete if these two elements are not present.

After we have collected the completed surveys, a company we are partnered with will call them within 36-48 hours to gather more information about their trip. Since we are collecting information about their trip, **it is perfectly acceptable for the same person to complete the survey multiple times.** This survey is about the trip.

JOB DESCRIPTION

Although the specific daily procedures are discussed elsewhere, your basic job involves boarding the buses at specific locations (usually at the garage or at a relief point, with some minor exceptions), and

- handing out surveys to all the passengers **getting ON** the bus;
- collecting completed surveys; and recording the number of passengers who refuse surveys.

When will the data be collected?

Data will be collected from certain randomly selected trips on each route operated by the CCCTA. We will work from as early as 4:30 AM to 9 or 10PM on Monday thru Friday and Saturday (7AM to 9PM).

Each surveyor will normally have a 4-8 hour work assignment each day. Some workdays may be shorter or longer; and most assignments will be split shifts between AM peak and PM peak hours.

Surveyors

Each of you will participate in collecting this data. Your title is Surveyor. You will ride buses handing out surveys to all the passengers **getting ON** the bus; collecting completed surveys; and recording the number of passengers who refused to be surveyed. It is important that you master what we are teaching

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you today because the accuracy of the data you collect and the subsequent data collected in the telephone interview is very important for decision making.

Your attention to detail is critical. You must record all that refused as well as get track of the surveys you distributed. Since we are sampling, it is important to get accurate counts of the people who boarded the bus during the trip. Any data we collect must be collected from working a full trip. We hope you keep that in mind as you distribute, collect and track the refusals and the surveys you distributed for each trip.

The ideal surveyor is someone who records data accurately, who is flexible, reliable, assertive, eager to work, available anytime, prompt and who even arrives extra early. We often refer to this individual as an "A" performer. Recording data accurately, convincing the passenger to complete the survey and being prompt/reliable are the top three characteristics everyone who works on this project must possess.

Before describing what you will actually do during the survey, it is important to first explain some general rules and requirements. These are things that you should keep in mind as you prepare to be involved with this project.

Surveyor Qualifications

Minimum age, 18

Minimum Education – HS Diploma or GED

Must have a car or other means of reliable transportation that provides the ability to get you to your report location

Must be reliable, attendance and punctuality are critical

Must be able to continuously observe and legibly record information

Must be able to recognize where he is at all times while riding the bus

Must be self motivated, have a positive attitude, and be customer service oriented

Must be assertive without being a nuisance

Must be presentable and professional

Must **not** exhibit any extremes in hair style, clothing, jewelry or makeup.

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Surveyors **are expected to wear a plain white or solid colored shirt or blouse** (**no** Tank Tops, **no** T-shirts, **no** logos, **nothing** printed on the blouse/shirt); neatly ironed pants, khakis or jeans (**no** holes), **no** shorts and **no** short skirts. Rubber soled shoes are recommended, flip flops are not allowed

Must be able to ride without motion sickness or incontinence

Must have a watch; using a cell phone to tell time could be cumbersome, and cell phones should not be used while working, unless you are communicating with your DIKITA Survey Supervisor.

Paid Training

You will be paid for attending this classroom training ONLY if you successfully complete the training class, and successfully complete at least one assignment.

DIKITA Survey Supervisors

There will be a DIKITA Survey Supervisor on duty during all shifts. Your DIKITA Survey Supervisor will meet you at the garage to supply you with your work assignments and materials, and to collect any paperwork after your shift is complete.

Although the DIKITA Survey Supervisor on duty may not be present during your entire shift, he/she will spot check regularly to resolve any problems that may arise. Your DIKITA Survey Supervisor is the person you should talk to regarding any problems. Your DIKITA Survey Supervisor may ride with you from time to time to review your work and ensure that you are following the required survey procedures. You will always report to the garage to begin your shift. You may or may not pull out or back in with your bus or bus driver.

Punctuality and Absenteeism

It is essential that you report to work at your scheduled **REPORT TIME**, which is typically 15-20 minutes prior to your scheduled **START TIME**, and that you meet your bus or bus driver as scheduled; you will be paid for this time. If you fail to show up or are late, it will be noted on your record and will affect your job security. Those who fail to report on time more than once may be dismissed. If you are **late two times** during the project, you will be terminated. If you **are absent without proper notification more than once**, you may be subject to disciplinary measures, including termination. If you have difficulty making your scheduled assignment, you must notify your

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DIKITA Survey Supervisor within 24 hours prior to your scheduled **Report Time**. If you are sick the day you are scheduled, you must notify your DIKITA Survey Supervisor immediately.

Audio Devices

The use of iPods, MP3 players, CD players, or any other distractions are disallowed. Your DIKITA Survey Supervisor is authorized to take these instruments and return them at the end of the assignment or at the next scheduled meeting. Violation of this rule may result in disciplinary action.

Distractions and Alertness

Often passengers will want to converse with you. Although, we do not want to appear inhospitable, it is important not to be distracted from doing your job accurately. Please refrain from carrying on extensive conversations with anyone, including the bus operator, friends or passengers. It is certainly acceptable to help them to understand the questions on the survey.

In addition to being distracted by people, you may be surprised at how easy it may be to fall asleep during periods of slow activity. If you find yourself falling asleep and cannot continue, get in touch with your DIKITA Survey Supervisor and let him/her know you cannot continue. You cannot continue working if you cannot stay alert. You will not be penalized for being proactive. You will, however, be penalized if you have been reported asleep while on duty. Keep in mind that today's technology typically includes onboard cameras. It's better to make the work up at a later time than to inaccurately record data.

Use of the collected information

It is against the policy of the federal privacy act, the transit agency and DMS to collect information through federally funded projects for personal use. The information, especially phone numbers, is private information for the strict use of gathering their trip information from a specific trip. Any other use of this information is strictly prohibited and will be considered a violation. **YOU ARE PROHIBITED FROM PERSONALLY USING OR KEEPING ANY PASSENGER DATA INCLUDING PHONE NUMBERS OR NAMES. ANY SUCH VIOLATION WILL RESULT IN TERMINATION.**

Use of Cell Phones

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Use of cell phone while working is prohibited, unless communicating with your DIKITA Survey Supervisor or for emergency purposes. **Cell phones should be programmed to vibrate only while on the bus.**

Personal Breaks

Longer assignments may have built in meal breaks. Take your break when the operator takes his/hers. Onboard a bus, the operator may or may not take a formal break and if he/she does, it may not be more than 10 minutes. Ask him/her up front when you leave the garage. Bathroom breaks can be taken at times when the operator takes breaks. You should also get this information up front. Remember, the bus operator is the captain of the ship and he can make your assignment easier if you are courteous and cooperative.

Other Rules to Remember

- Don't give passengers directions or answer questions about the bus or its schedules. It is not your job. Refer them to the bus operator.
- Don't sit in a seat if there are no seats available for paying passengers
- Don't ever help passengers with their strollers, wheelchairs or anything they carry on or off the bus. Though your inclination is to be helpful, there are liability issues associated with these actions. Refer to the driver.
- Don't bring anything onboard that is against safety and security rules.
- Don't read a book, play a game, or do anything that distracts you from your task at hand, even though you may not pick up or let off any passengers for several stops in a row. It is important that you refrain from doing things that distract your attention from the bus's arrival at the next stop.
- Don't leave personal items in your seat or leave them unattended. Keep them to a minimum and keep them with you at all times. We advise women not to bring their purses as it is easy to lose them while working.

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TERMINOLOGY/GLOSSARY

Some terms we frequently use are defined below. Please become familiar with them.

Arrival Time – The time the bus arrives at a stop

Assignment – A surveyor’s schedule of work for the day

Boarding Location – It is a bus stop or transit station where a passenger starts their trip or **gets on** the bus

Bus Stop - Pre-defined location for passengers to board and/or alight the bus, typically at the curb, or in a median, sometimes a Park-n-Ride or Transit station

Cross Street – Is the street that the bus is intersecting; i.e. Fourth Avenue and Main Street, Main Street is the Cross Street. When referring to an intersection, the cross street is listed second.

Deadhead (Miles and Hours) - The miles and hours that a transit vehicle travels when out of revenue service. Deadhead includes:

- Leaving or returning to the garage or yard facility
- Changing routes
- When there is no expectation of carrying revenue passengers

Departure Time – The time the bus leaves the bus stop

Direction – The direction of a route; for example, north, south, east, or west. Sometimes the direction is referred to as inbound or outbound. A route that goes in a loop is said to go clockwise or counterclockwise

Dispatcher – the person at the garage who gives the drivers there assignments and tells them which bus they are driving. He or she is the central point of communication with the drivers in the field and in the garage.

End Location – The place, usually a garage or dispatch location where a surveyor completes their assignment.

End Time – The **time** a surveyor will stop distributing surveys and recording data at the end of their assignment

Flag Stop – When a customer hails an approaching bus; this is similar to hailing a cab a major metropolitan city.

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Passenger – An individual at least 16-years old who is on board, boarding or de-boarding a revenue service vehicle. This excludes operators, transit employees and contractors

Pullout – The time the bus pulls out of the garage

Pull In – The time the bus pulls into the garage

Relief – a driver or surveyor who relieves another driver or surveyor during the normal duty of a block. In other words, if a bus is out for 18 hours, it may have 2 or 3 relief drivers.

Report Time - The time a surveyor will report to work for their assignment; pay usually begins at this time.

Report End Time - The time the surveyor is officially off the clock; pay usually ends at this time.

Report End Location – The place where you will hand over your paperwork to your DIKITA Survey Supervisor, the garage in mostly all cases.

Report Location – The place a surveyor reports to work for their assignment; The garage in most cases.

Route - The geographical path followed by a bus from start to finish for a given trip. A route may have many runs

Route Number – The number assigned to a specific route. Look for this number to locate your bus

Run -A schedule of bus trips that are considered an operator's assignment for the day. A run has many trips. For survey purposes, a run may be your assignment. A run may have several routes.

Run Street – Is the street that the bus is traveling on; i.e. Fourth Avenue and Main Street, Fourth Avenue is the Run Street. This is the most important concept you will learn. When referring to an intersection, the run street is listed first.

Start Time – The **time** the bus officially either leaves the garage if pulling out. If not pulling out of the garage, the start time is the time it leaves from the bus stop at a relief point.

Trip - A one-way movement of a bus from the beginning of a route to the end of the same route. A trip has many bus stops

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Trip Envelope – The envelope containing your *Trip Cover Sheet* for each trip. Each trip on your run will have an envelope to put your collected surveys into. It is important that you put the right surveys into the right trip envelope. This is your work product. You will have a separate trip envelope for each assignment, typically between 2 to 6.

Vehicle Number – A unique number painted on the outside of the bus, used for identification.

INTRODUCTION TO MILITARY TIME

It is important to understand how to convert standard to military time. Note that the chart below shows Midnight as 0000 **not** 2400

Regular Time	Military Time		Regular Time	Military Time
Midnight	0000		Noon	1200
1:00 a.m.	0100		1:00 p.m.	1300
2:00 a.m.	0200		2:00 p.m.	1400
3:00 a.m.	0300		3:00 p.m.	1500
4:00 a.m.	0400		4:00 p.m.	1600
5:00 a.m.	0500		5:00 p.m.	1700
6:00 a.m.	0600		6:00 p.m.	1800
7:00 a.m.	0700		7:00 p.m.	1900
8:00 a.m.	0800		8:00 p.m.	2000
9:00 a.m.	0900		9:00 p.m.	2100
10:00 a.m.	1000		10:00 p.m.	2200
11:00 a.m.	1100		11:00 p.m.	2300

An easy way to remember military time is to remember that the morning is just as you know it, i.e., 11:00 is 1100 (eleven hundred hours). The afternoon requires you to add 12 to the time. For example 1:00 PM is 1 plus 12 or 1300 (thirteen hundred hours) and 6PM is 6 plus 12 or 1800 (eighteen hundred hours).

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Frequent terms we will use.

Assignment Sheet. Your Assignment Sheet contains the information you need, to know when and how to work. The assignment sheet contains the following information:

- Block Number (Run number)
- Assignment Number (Run number plus AM or PM depending on trip start)
- Worked Time (1st trip start till last trip end)
- Assignment ID (internal use only)
- Run No
- Scheduled Time (Time from report time to trip end without any adjustments)
- Report Time (Time to be IN GARAGE or at report location)
- Start Time and Location (time when you began to hand out surveys; 1st trip begin time)
- End Time and Location (end time of last trip; work ends here)
- Route Number(s)
- Direction
- Start (Trip start time) and Location (trip start times)
- End (Trip end time) and Location (trip end times)
- Event ID (internal use)
- Schedule Date
- Week (internal use only)
- Car (n/a)
- Surveyor (you)
- Pay Adj (adjustments based upon lunch breaks and/or deadheads after last trip ends)

Pay Time (actual time sent to temp agency, unless you are doing another assignment) Schedule Description (Start and/or End Exceptions, Meal Breaks, etc.)

Trip Envelope. There is a trip envelope for every trip you will take. The envelope is a white 10X13 envelope with a see-thru panel.

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Trip Cover Sheet. Your trip cover sheet is the **most important item** in your envelope other than the surveys themselves. There is a trip cover sheet inside the trip envelope for every trip you are assigned to survey. The trip cover sheet helps us identify:

1. The route and trip the enclosed surveys were collected from
2. Who collected the surveys
3. The date and time they were collected
4. The number of surveys distributed
5. The number of surveys collected
6. The number of people who refused
7. The total number of people who boarded

It contains fields that have been completed for you and others that require you to complete. **The items that are completed for you just require your verification. These include:**

1. Assignment number
2. Block Num (for CCCTA, the run number)
3. Route
4. Date
5. Trip Time (Start and End)
6. Surveyor

The information you must complete on your trip cover sheet include:

- 1. Vehicle Number (the number painted on the bus)**
- 2. Deck 1, 2 and 3 – begin and end serial #**
- 3. Final # of surveys enclosed**
- 4. Refused Survey tick marks ###(indicates five)**
- 5. # of surveys refused (count tick marks)**
- 6. Comments**

Vehicle number. There is a number painted on the bus that identifies the vehicle. When you board, write it down on each trip cover sheet for the trips you take.

Deck. Decks are prepackaged stacks of 25 survey bundles that have been carefully organized in sequential order. Each “fresh” bundle should start with a number whose last digit is a one or a six. And the last serial number in a “fresh” bundle would end in a five or zero. For instance, the serial number on

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top may be 2501 and the last serial number in the bundle is 2525. The next bundle may begin with 2526 and end with 2550. The bundles you receive do not have to be sequential, **but the serial numbers of each survey within the bundle must be in sequential order.**

As the survey progresses, there may be surveys left over from different bundles. In this case, the supervisor may have you complete a smaller bundle (deck) before opening a "fresh" deck. For instance, if a surveyor brought back a bundle with only 12 surveys left, say serial numbers 15014 thru 15025, then your first deck would begin with 15014.

Survey. The surveys are the questionnaires we are distributing. They are our work product. Every survey is a part of a bundle. Keeping track of the survey and which bundle from which trip it came from is vital.

Refusal. As much as we would like each person to complete the survey, there will be people who refuse to accept it. Every time we have a person who turns down the survey, you are to **record it on the trip cover sheet** by using "tick marks". If you later have a refusal come back and what to complete the survey, write a "minus" and tick marks at the bottom of the refusal box.

Boarding Counts. We are calculating the boarding counts by counting the difference between serial numbers distributed and adding that to the number of refusals. For example, at the end of the trip you opened 2 fresh decks of 25 surveys each, say 351-375 and 901-925 and used them all, plus a 3rd deck with serial numbers 526 and ending with an unused serial number of 530. The total number distributed would be 54. If there were 13 people who refused, then the total number of people who boarded the bus from the beginning of the trip till the end was 67.

What are we asking the passengers anyway?

Please see the survey form in the back of the manual. We are not personally asking them questions. We are handing them the survey and a pencil to complete. There are 6 questions that are quite simple. The biggest challenge will be to get them to give us their name and phone number.

Question 1. Asks them to name their route they are currently riding. It can be the route name or number or both.

Question 2. Asks them where are they coming from now. So if they were coming from work, then they would color in the circle for work, even if they had

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to transfer from another bus. If they stopped along the way from work and went to mall, then they are coming from mall.

Question 3. Asks them where they are going to now. So if they are going home from work, then they would color in the circle for home, even if they have to transfer to another bus. If they planned on stopping at the mall before they went home, then they would be going to the mall rather than home.

Question 4. Ask their name\

Question 5. Ask them for a phone number. This number should be the best number to reach them so that the telephone interviewers can call them. There is also a spot to indicate the type of phone it is. **IF THIS ANSWER IS BLANK, THEN THIS SURVEY IS INVALID. HOWEVER, YOU MUST RETURN IT IN YOUR ENVELOPE.**

Question 6. Ask them the best time to call and to mark all that apply. The telephone interviewers will call them within 48 hours. The telephone interview will only take 10 minutes.

In order to recall the trip when the telephone interviewers call, encourage them to tear the bottom off and complete it before storing it safely in their wallet. If they return it with bottom still attached, tear off and give it back to them. Ask them to complete while it is fresh in their mind.

We are offering an incentive for their time. We will be having a drawing in June for all the people who completed the telephone survey. The drawing will be at least one iPad and Visa gift cards. The total drawing worth \$1,000 in prizes. There will be several winners.

The passenger may take the survey as many times as he was presented the survey. We are surveying the trip, not necessarily the passenger. Every trip is unique.

What do I need to do my job?

You will need the following in order to complete your assignment:

- Watch (you must provide yourself)
- Your Backpack
- Your Assignment Sheet
- Your Trip Envelope
- Your Trip Cover Sheet
- Photo ID (government issued ID)

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- Badge (this is your ID needed to board a bus and work)
- Deck(s) of Surveys
- Pencils
- A Clipboard
- An apron

Where do I report each day?

Most of your assignments will begin and/or end at the BART stations; Your DIKITA Survey Supervisor will provide individual instructions about parking and other transportation for those that do not begin and/or end at the garage. We expect that there may be times when you may have to catch a BART train to get to your starting location once you have picked up your material. In that case, we will issue passes to allow you to get on a train. **Your badge will not allow you to ride BART, only CCCTA buses.**

If for some reason you are unable to come to work you must immediately

Call your DIKITA Survey Supervisor Anita at 773-814-5295.

It is **CRITICAL** that you notify your DIKITA Survey Supervisor as early as possible if you cannot report for work.

What do I do when I arrive?

- You should immediately find your DIKITA Survey Supervisor,
- sign in,
- verify your name and the assignment, date, start and end times, pick up your material.
- Synchronize your watch with the DIKITA Survey Supervisor's watch.
- Locate your bus/driver. The DIKITA Survey Supervisor will assist you. Your bus will display the route number and the route name as well as a unique vehicle number.

Be aware that **bus drivers sometimes leave early**. For this reason you should report to work by your scheduled report time ready to head directly to the bus. Visiting with other surveyors, and trips to the vending machine or restroom should be made before you report for your shift.

If your assignment does not begin at the garage, your bus will be at a specific bus stop at a specified time (for example at the transit mall in downtown Santa

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Rosa). It is important that you know your assignment each day and what route you are working. Keep your Assignment Sheet handy.

If you must catch the bus at a stop, we will adjust your report time to allow you to catch a bus or ride to get to your start location.

It is very important that you board the bus to which you are assigned. Remember that data collected on a bus other than the one to which you are assigned is of no value to this survey, and you will be deemed as not following instructions.

To make certain that you are boarding the right bus, show the driver your assignment sheet to verify that the *Run Number*, the *Route Number*, and the *Trip Time* agrees with your assigned trip times.

After you have found the right bus, verify the bus number. The bus number may be seen in several places on the exterior of the bus. The bus number will usually be a four digit number.

Check In with Driver - Gaining the cooperation of the bus driver will greatly help you in conducting the surveys. When you are boarding the bus, politely introduce yourself, and explain who you are.

Be sure to wear your identification badge where it can easily be seen. **You will not be provided with passes; your badges and will serve as your identification and fare.**

The best seat to conduct the survey from is a seat located on the same side as the driver, opposite side of both the front and back doors, between front and back doors. While it is to your advantage to obtain this seat, not getting it does not excuse you from completing your work accurately. If someone is in the ideal seat; take an available seat as close to mid to the front and conduct the survey from there until the side seat becomes available. Note that you do not have a right to any particular seat and that Surveyors who approach passengers sitting in the "ideal" seat will be disciplined.

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What do I do once I've gotten on bus?

1. Verify everything on your assignment sheet
2. Choose a deck of surveys for your first trip. You should have several.
3. Open the trip envelope and complete the trip cover sheet. (You will need the vehicle ID #).
4. Locate the first serial number (the lowest number in the rubber band bundle) and enter it on the trip sheet as the beginning number of Deck 1.
5. Clip your trip sheet and envelope to your clip board.
6. Make sure your survey are facing upward, English side up, showing the lowest number in the deck.
7. If passengers are on the bus before you get on, quickly approach them to hand them a survey. If you had an opportunity to distribute surveys while you waited with them for **the bus assigned to you**, then you may begin to distribute surveys on the platform. **You can only distribute surveys at the bus stop or on the platform if you are sure they will be getting on with you.**
8. As passengers board, greet them quickly and ask them to complete a survey to help improve transportation. Hand them a pencil and a survey from the top of the Deck. If a passenger refuses to take the survey, record a "tick" mark in the box labeled "Refused Survey Tick marks" on your Trip Cover Sheet. Once the bus departs, from the stop, make sure you have embraced yourself so that you do not fall. Then, if you were unable to offer everyone a survey and recall who got pass you, approach them and ask them to take the survey. If they refuse, make them as a refusal.
9. As people get off, ask for the completed survey and the pencil back. Collect pencils and completed surveys from passengers before they get off the bus. Put the completed surveys on your clipboard underneath your trip cover sheet until you have an opportunity during the trip to put them into the trip envelope.
10. **At the end of your trip** in the box labeled **Ending Serial Number** under Deck 1 or 2 or 3, record the serial number of the last survey in you gave out (hint: if you have an incomplete deck, the last serial number you handed out is one less than the one you see still in your deck). If you hand out all surveys in a deck, then record the serial number of the last survey handed out in that deck. Open a new deck and record the **Beginning Serial Number** of that deck in the box under the next Deck (2 or 3) on your Trip Cover Sheet.

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Count the number of surveys received (whether completed or not) and record that number in the box labeled **# of Surveys Enclosed**. Place the completed surveys with the Trip Cover Sheet on top in the Trip Envelope.

REPEAT STEPS 2 THRU 9

EVERY OPPORTUNITY YOU HAVE TO VISIT WITH PASSENGERS TO ENCOURAGE THEM TO COMPLETE THEIR SURVEYS, PLEASE DO THIS.

ONBOARD SAFETY

While onboard any bus, please note the following for a safer and more enjoyable trip:

- Use seat backs and handrails while walking through a moving bus
- Watch your step when boarding and de-boarding the bus
- Be sure to step over the gap between the bus and curb
- Wear shoes with rubber soles
- Never attempt to board or exit a moving bus

FREQUENTLY ASKED QUESTIONS

What if the bus breaks down?

If your bus breaks down and another is sent to relieve it,

- Record the time of the break down and the length of the delay on the Trip Cover Sheet in the **Comments** section
- Collect all of your materials
- Call your DIKITA Survey Supervisor
- Board the relief bus and continue with your surveying
- Always follow the driver; if he goes back to the garage, you go with him
- Record the vehicle number of the relief vehicle on your Trip Cover Sheet

What if I miss a trip?

If you miss your assigned bus or an assigned trip because you're assigned bus does not come to the location it was supposed to, or because the bus you rode to get to your *Report Location* is so late that you cannot make your connection, call the DIKITA Survey Supervisor for instructions.

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What if I need help during my assignment?

Call the DIKITA Survey Supervisor.

What do I do if it is raining?

You are expected to report for your assignment regardless of weather conditions.

What if I have an emergency?

If you are on assignment and have an emergency that will affect the completion of your assignment, immediately contact the DIKITA Survey Supervisor.

If you have an emergency and are not going to be able to come to work, please call the DIKITA Survey Supervisor as soon as you know you are going to miss your assignment, EVEN IF IT IS DURING THE NIGHT.

NOTES

See Exhibits:

- A – Assignment Sheet
- B – Trip Cover Sheet & Trip Envelope
- C - Survey
- D - Sign In Sheet