



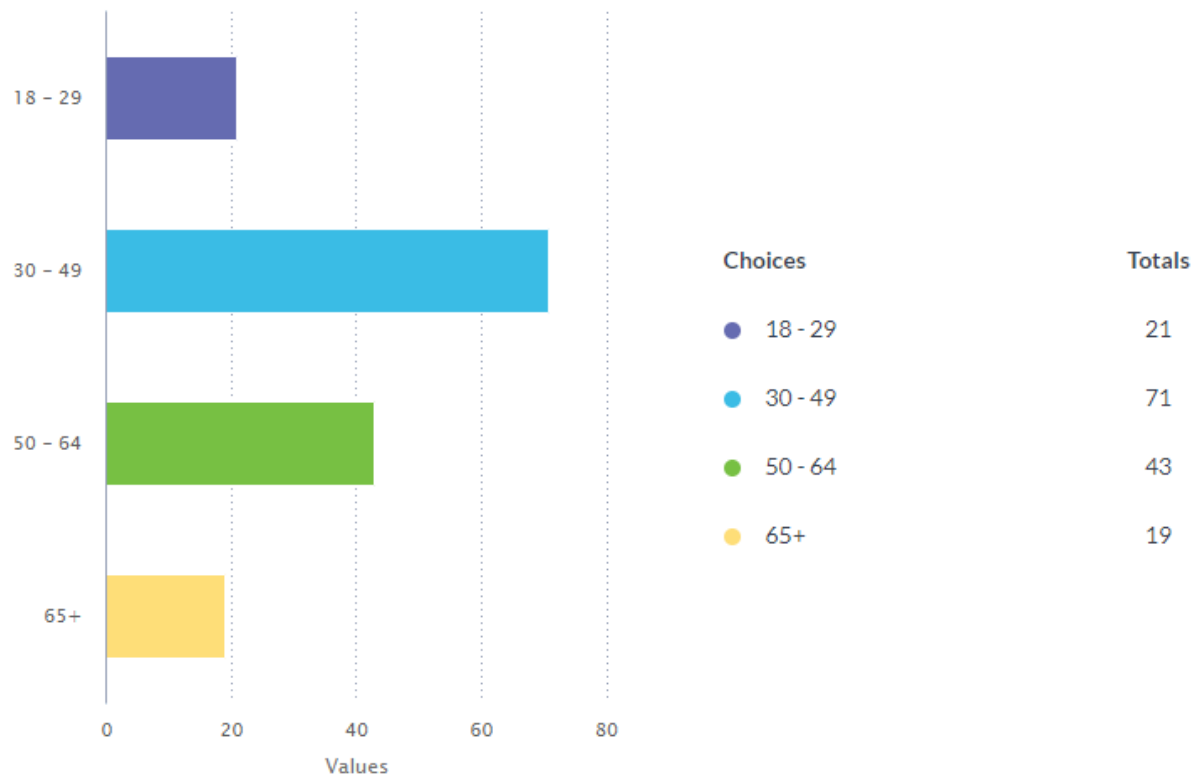
2018 SFMPO COORDINATED PLAN

USER SURVEY RESULTS

Q1

What age group are you in?

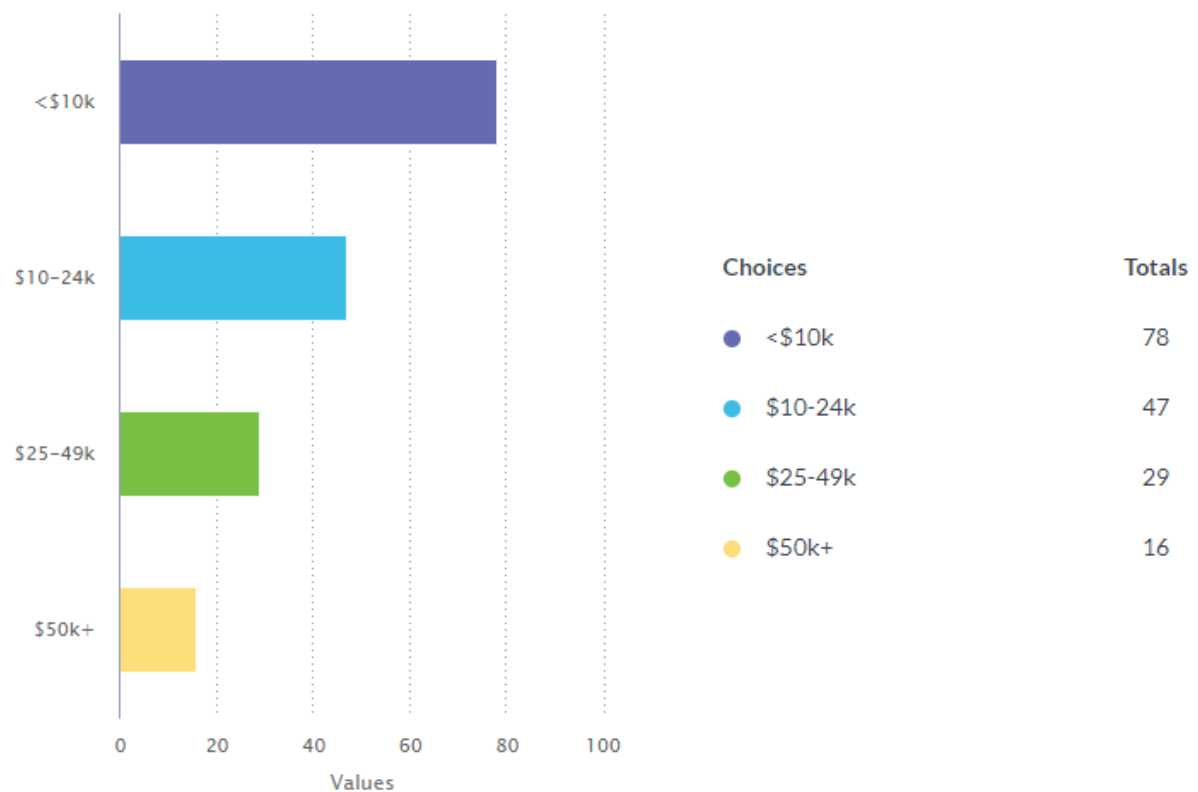
Multiple Choice



Q2

What is you estimated annual income?

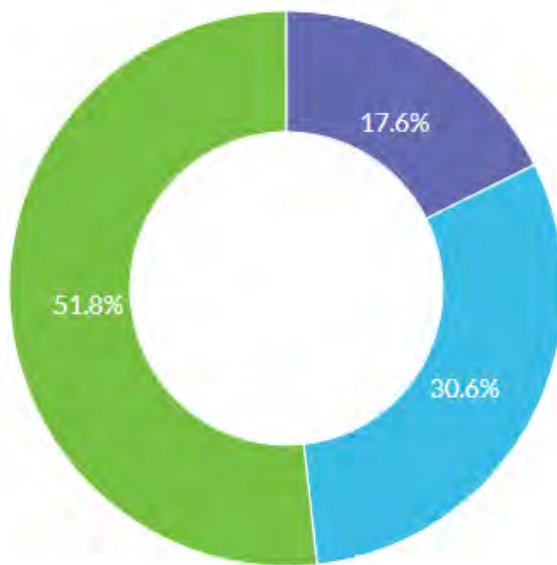
Multiple Choice



Q3

Please select the following which best describes you:

Multiple Choice



Choices

Totals

I have a valid drivers
license and no car

30

I have a valid drivers
license and a car

52

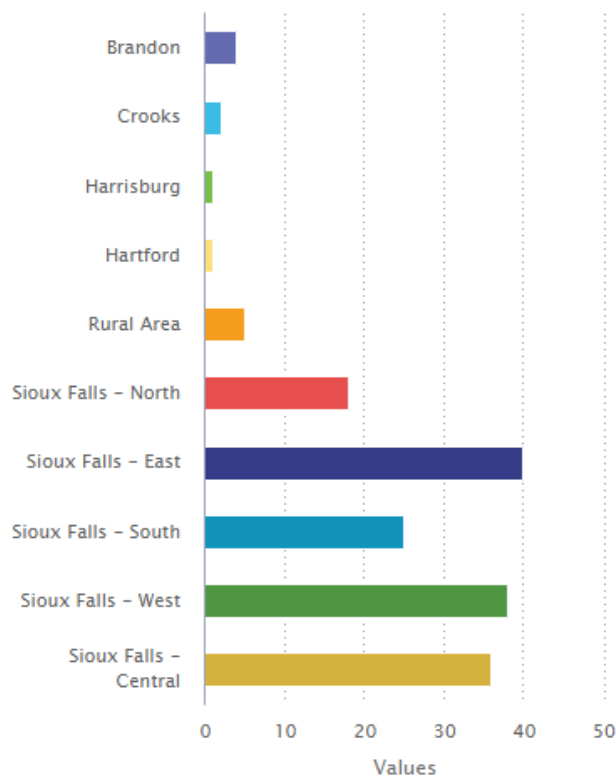
I have neither

88

Q4

What area do you live in?

Multiple Choice



Choices

Totals

Brandon

4

Crooks

2

Harrisburg

1

Hartford

1

Rural Area

5

Sioux Falls - North

18

Sioux Falls - East

40

Sioux Falls - South

25

Sioux Falls - West

38

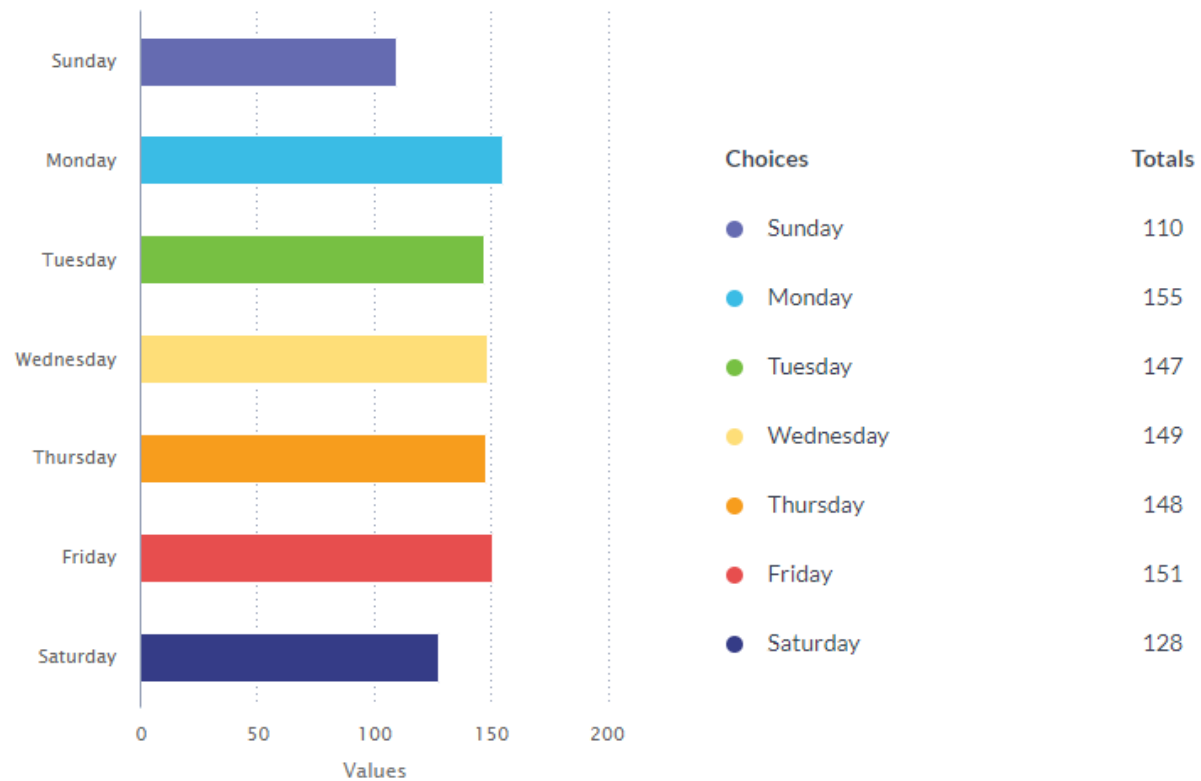
Sioux Falls - Central

36

Q5

What days of the week do you typically need transportation?

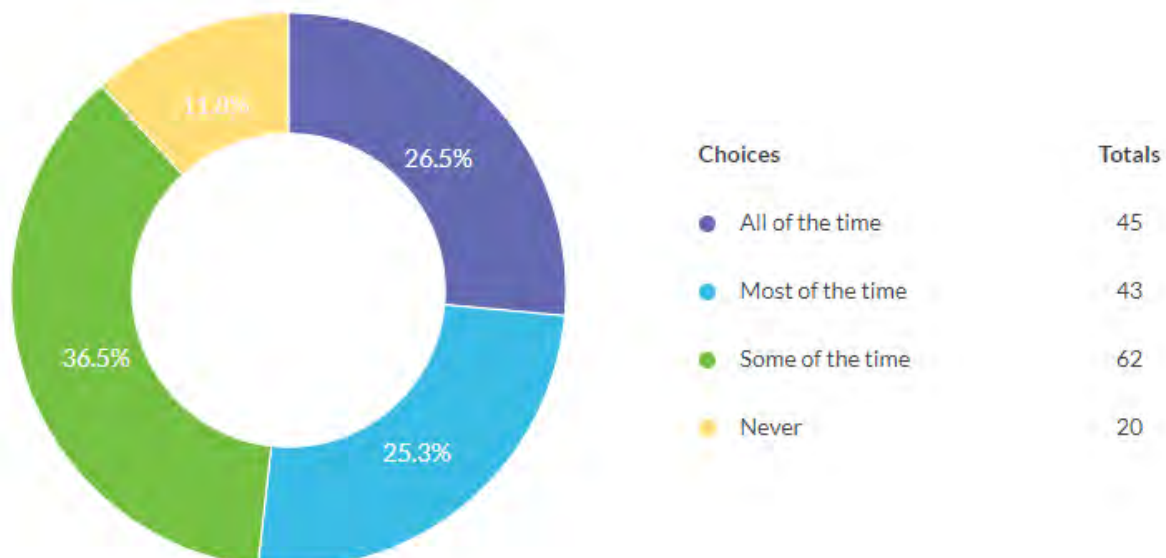
Multiple Choice



Q6

How often are you able to utilize transportation services that fit your travel needs?

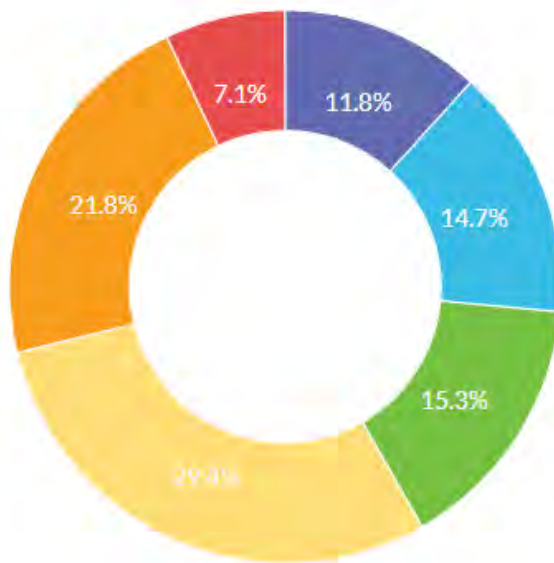
Multiple Choice



Q7

Overall, how would you rate the transportation services within the MPO area?

Rating

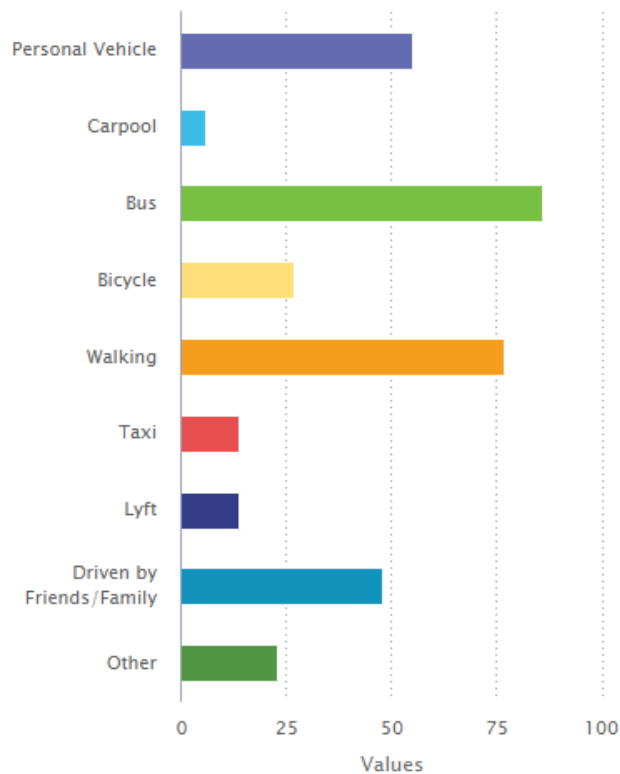


Choices	Totals	Ratings
1 - Very Unsatisfied	20	20
2 - Unsatisfied	25	50
3 - Somewhat Unsatisfied	26	78
4 - Somewhat Satisfied	50	200
5 - Satisfied	37	185
6 - Very Satisfied	12	72

Q8

What is/are your primary modes of transportation?

Multiple Choice

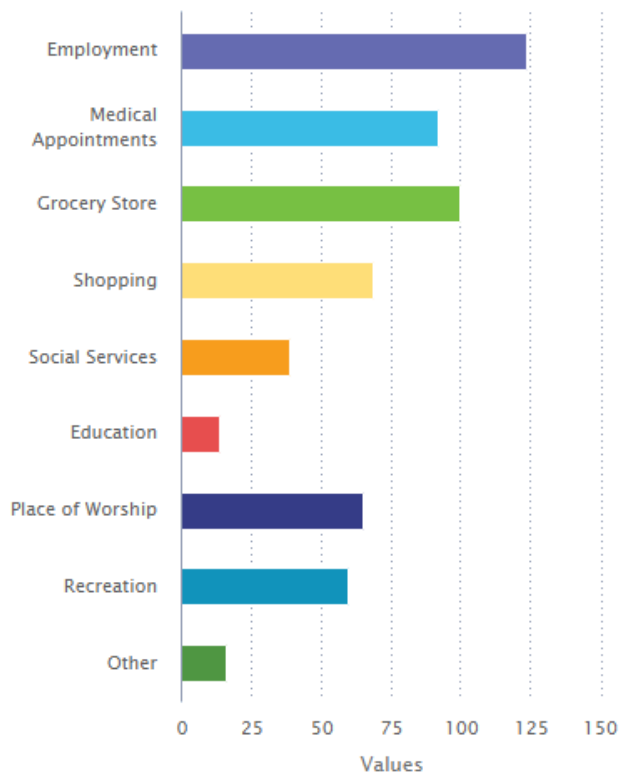


Choices	Totals
Personal Vehicle	55
Carpool	6
Bus	86
Bicycle	27
Walking	77
Taxi	14
Lyft	14
Driven by Friends/Family	48
Other	23

Q9

Most common travel destinations:

Multiple Choice



Choices

- Employment
- Medical Appointments
- Grocery Store
- Shopping
- Social Services
- Education
- Place of Worship
- Recreation
- Other

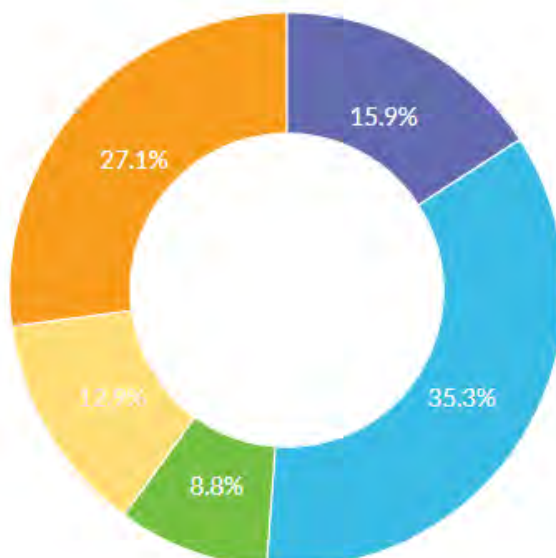
Totals

124
92
100
69
39
14
65
60
16

Q10

About how often do you use public transportation? (Sioux Area Metro, Brandon Transit Bus, Hartford Area Transit)

Multiple Choice



Choices

- A few times/week
- More than a few times/week
- A few times/month
- A few times/year
- Never

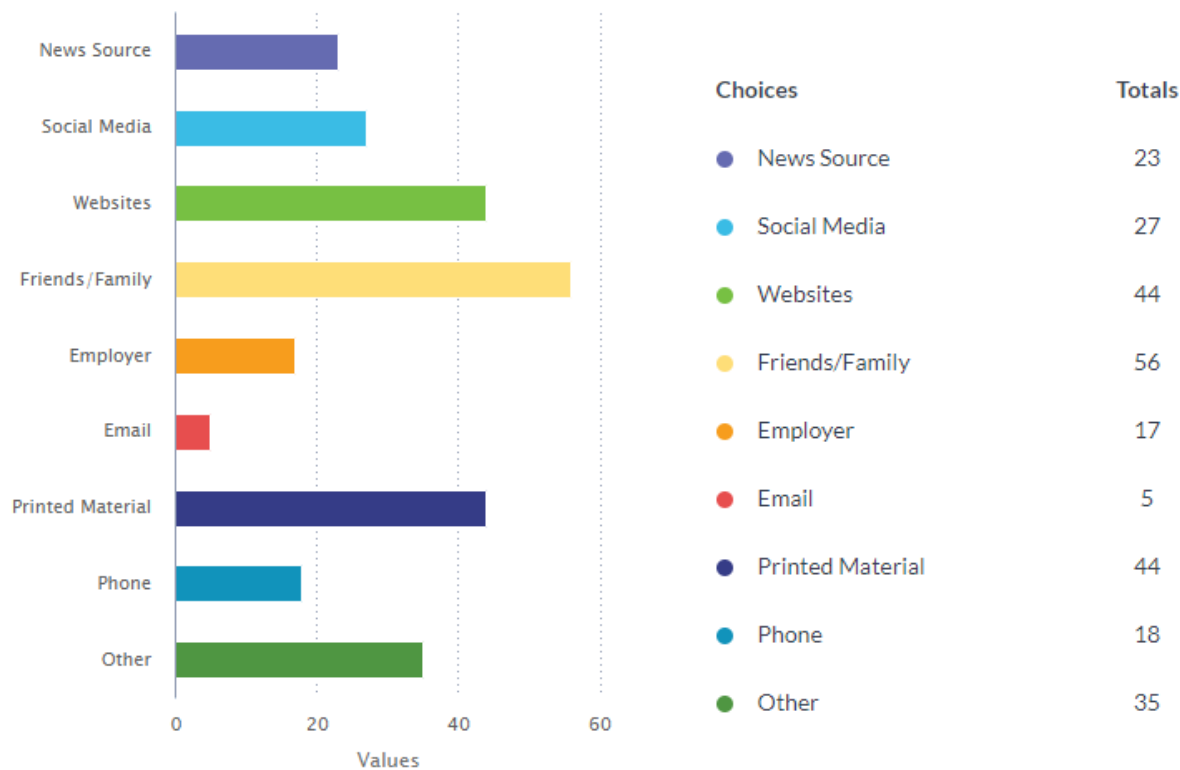
Totals

27
60
15
22
46

Q11

Where do you get your information about public transportation?

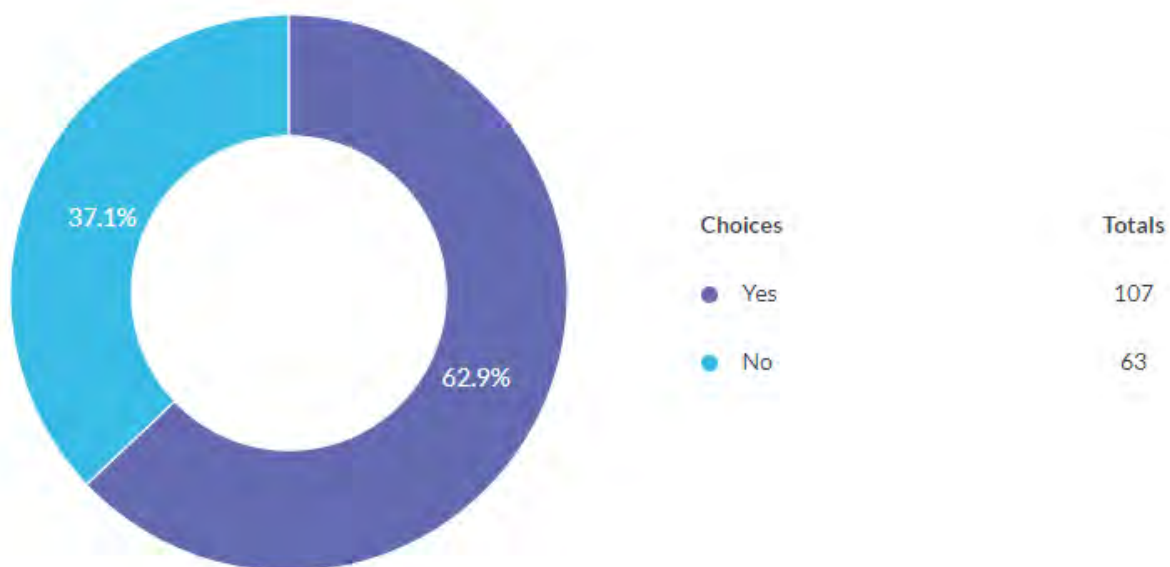
Multiple Choice



Q12

Is information on public transit easy to access and understand?

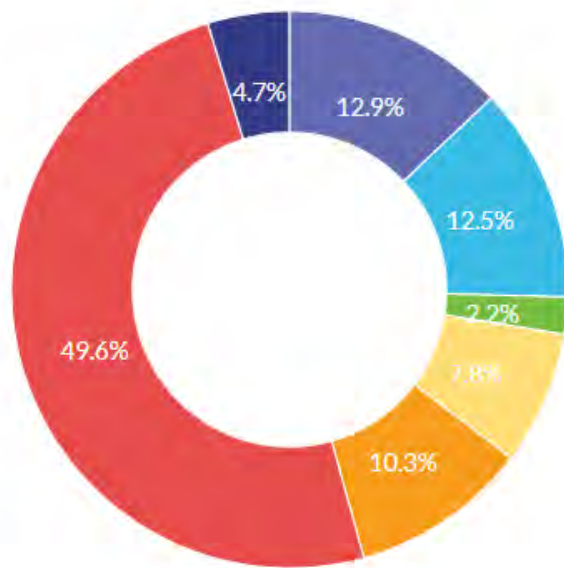
Multiple Choice



Q13

Do you require any of the following accessibility accommodations?

Multiple Choice



Choices

Totals

Help getting in/out of vehicle

30

Loading/unloading items

29

Space for a fold up wheelchair

5

Wheelchair ramp or lift

18

Door-to-door escort

24

None

115

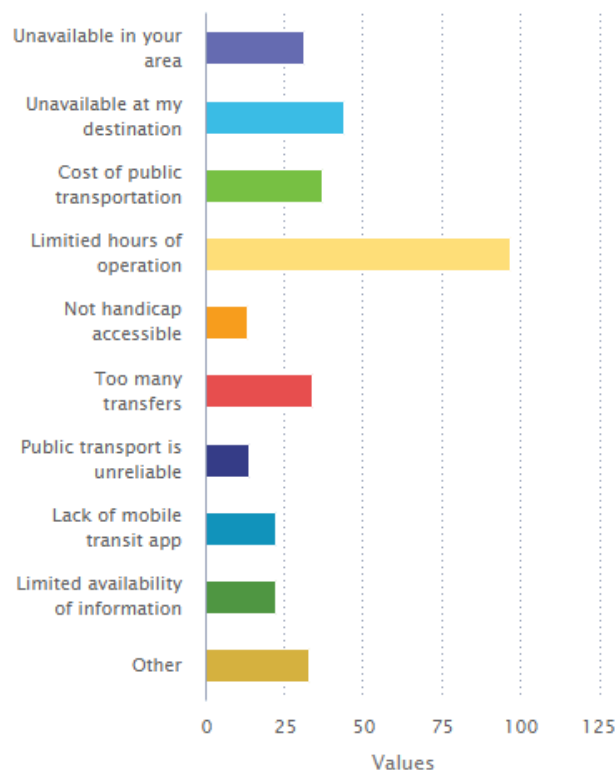
Other

11

Q14

Are any of the following choices keeping you from using public transportation? (You may select multiple choices)

Multiple Choice



Choices

Totals

Unavailable in your area

31

Unavailable at my destination

44

Cost of public transportation

37

Limited hours of operation

97

Not handicap accessible

13

Too many transfers

34

Public transport is unreliable

14

Lack of mobile transit app

22

Limited availability of information

22

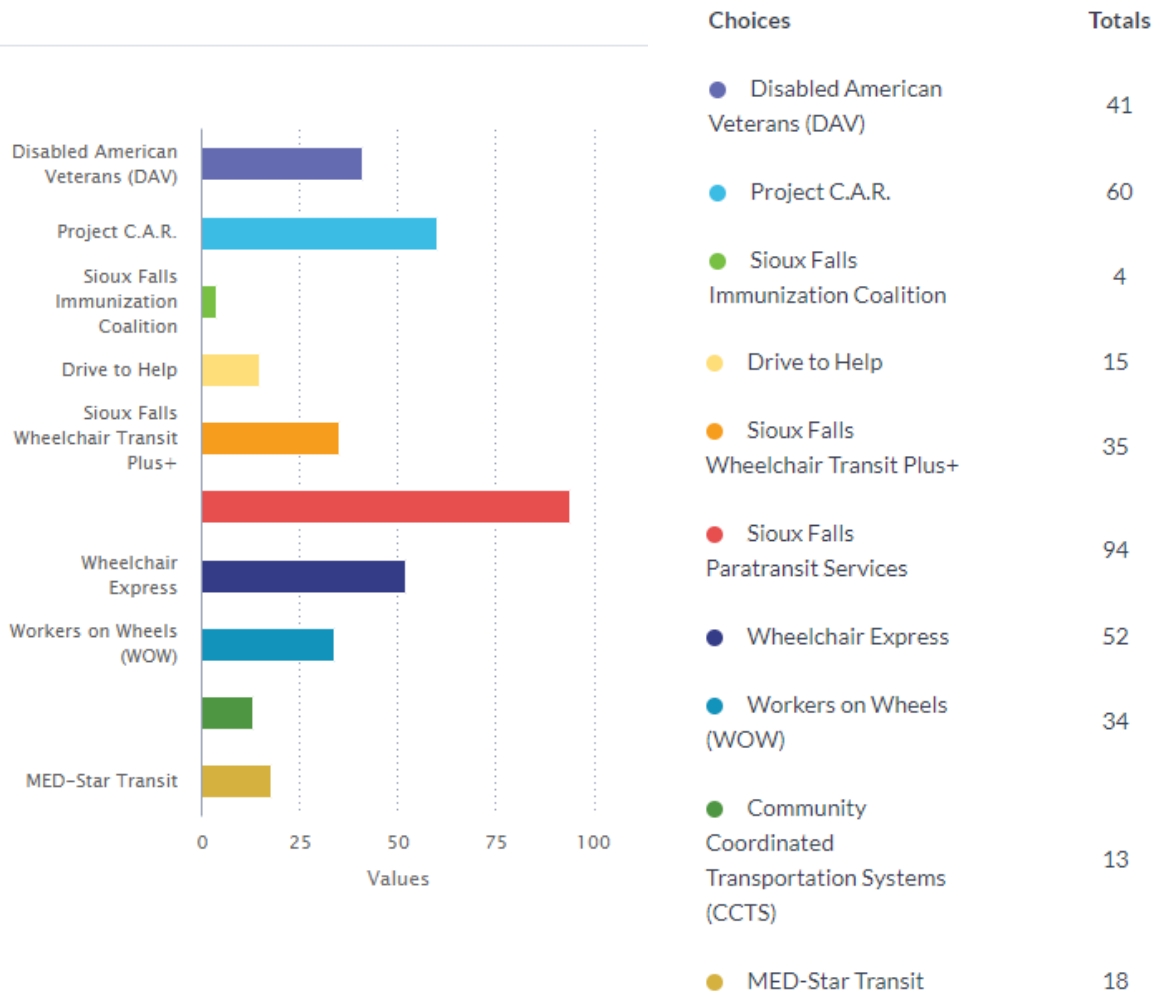
Other

33

Q15

Are you familiar with any of the following transportation services?

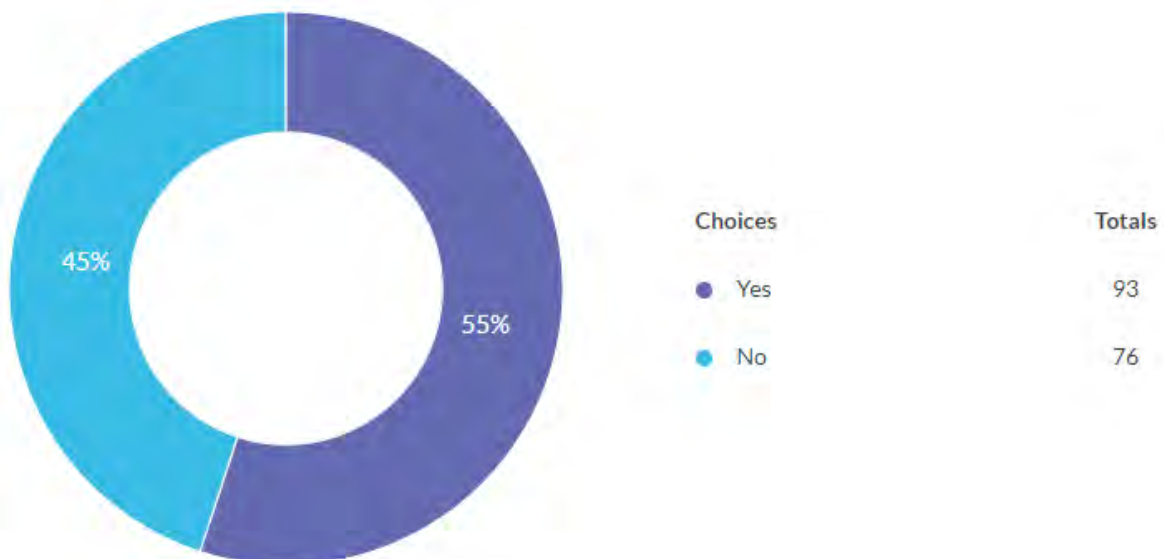
Multiple Choice



Q16

Would you use transportation services between the city of Sioux Falls and the other MPO communities? (Brandon, Crooks, Harrisburg, Hartford, Tea)

Multiple Choice



Summary of question 17:

Are there any comments or suggestions you have on possible improvements to the MPO area transportation services?

- 24/7 Service (add-on Weekend buses)
- Extended Routes in and out of Sioux Falls
- Run more buses to cut down on wait time
- Reduce the cost of passes and make it easier to transfer
- Make information more accessible at bus stops
- Don't make cuts to Paratransit
- Make the bus more accessible
- More bus stop covers

- Extend services to tea, brandon I like the bus stop that's 1/2 block from where I live
- As the city grows, need to cover more areas. Need more shelters.
- More stop covers for bad weather
- Would be nice to run on Sundays!
- You guys do a good job. Thanks for driving me to and from work :) Have a good day :)
- Would be nice to have buses run on Sundays like they do on Saturdays
- We need services on 69th, 85th, and 57th street across the city East side and also on West side. I want to move to a safer area but can't. Sad. Please consider my situation and many others.
- Very satisfied already
- The bus system needs to be more convenient and user friendly. I use my car now because it's much faster and it's not easy for me to look up where the bus stop is, when the bus is going to be there, and which routes to take.
- PR campaigns need to address that using Public Transportation is the FUN thing to do; the Right thing to do; the TRENDY thing to do and so on. If more buses were in existence, I think more people would ride them.
- There are not very many Taxi Companies operating versus one year ago and Lyft is not always willing to take us a short distance. Can we bring back more of the traditional Taxi cab companies in the future a lot of us dependent on them.
- Routes on Sundays
- Hours on Sundays, but overall very good for me.
- It would take 15 minutes to get to work (DSS), but over an hour to get home. This is the main reason I don't use public transit. Instead, I made sure to purchase a fuel-efficient vehicle. I'd like to see more buses driving shorter back/forth routes.
- more routes are needed. there are huge areas of the city the bus doesn't go. get a clue!
- Access to areas on the South and SE end of town. There are no services that go to the Louise and 69th for the Avera Heart Hospital and behavioral health. Also areas around Walmart at 85th and Minnesota.
- In order for expanded services, either services to Paratransit need to be modified for a period of time, so fixed route can expand to areas not even being covered (south of Lincoln High School for example). Then Paratransit can be expanded to ADA.
- Routes running at least twice an hour. Service on Sundays. Service to Avera Behavioral Health. Use of transfers again.
- Extend services to tea, brandon

- Offer night/overnight transportation and Sundays. Offer routes to other small towns.
- People cannot rely in this current system. If you miss it you have to wait almost 1hour for the next. Needs to be at least every 20 minutes or less to be considered a reliable service. Larger Assisted living of needs to provide their ride services.
- Cost is important. Having options
- Reduce single pass costs, analyze the regional trends. quick searches show Omaha charges less then sioux falls for single passes. Minneapolis charges reduced rates downtown, allowing for increased foot traffic during prime hours when parking is poor
- We need a stronger public transit system that provides easy directions, increased frequency of routes, travel to more locations, faster travel with fewer wait times and SIDEWALKS for people to walk in between public transit stops. More bike friendly
- Please, start running on Sundays, the buses!
- Show routes (SAM) and when/where they change for construction. Show routes online or app for phone.
- It is too far to walk to the bus station to or from 6th st./Phillips Ave. There needs to be more downtown route service and transfer papers from one bus to another to get to a destination. Too expensive for bus fare.
- For people who don't have wheelchairs can make doctor appointment do to the fact, some appointment, when your done with your appointment you can't use a taxi or public transportation so you can't get home.
- It is hard to go to a bus shelter and figure out what time the bus will be there.
- 24 hours every day of the week. Extend destination area. For example, many people go to the Grand Falls casino and Avera Psychiatry.
- 24 hours every day of the week
- Having transportation to and from behavioral health. At least limited Sunday service. A few more shelters instead of just benches or signs and make them easy to see and identify. I like the fact that buses run often and are usually on time.
- The bus stops are not cleared in the winter time. The curbs are too tall. There should be shelters at all bus stops.
- Should keep it open all night like the big cities do. Need to keep snow paths cleared of snow before someone gets hurt. From bus stop sign to where entering the bus. Snow piles way too big to be jumping from there to bus.
- More hours and Saturday. North #8 bus
- Friendly bus drivers