

SIoux FALLS MPO AREA COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

November 9, 2023

Acknowledgments:

This document was prepared by:
The South Eastern Council of Governments,
the Cities of Brandon, Crooks, Harrisburg, Hartford, Sioux Falls and Tea,
Lincoln and Minnehaha Counties,
and the
South Dakota Department of Transportation

In cooperation with:
The Federal Highway Administration
and the Federal Transit Administration of the
United States Department of Transportation

The Sioux Falls Metropolitan Planning Organization (MPO) provides services without regard to race, color, gender, religion, national origin, age or disability, according to the provisions contained in SDCL 20-13, Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990 and Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994.

Any person who has questions concerning this policy or who believes they have been discriminated against should contact the Sioux Falls MPO at 605-367-5390.

"The preparation of this report has been financed in part through grant[s] from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the State Planning and Research Program, Section 505 [or Metropolitan Planning Program, Section 104(f)] of Title 23, U.S. Code. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation."

EXECUTIVE SUMMARY

PURPOSE OF THE PLAN

The purpose of the *Sioux Falls MPO Area Coordinated Public Transit – Human Services Transportation Plan* is to:

1. Identify the unmet transportation needs for seniors and individuals with disabilities; and
2. Develop strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.

This plan corresponds with current federal transportation policy which requires that a locally-developed, coordinated public transit/human services planning process be undertaken as a condition of receiving funding from the Federal Transit Administration (FTA) program directed at meeting the needs of the plan’s target populations: seniors and individuals with disabilities.

In recent years, coordination efforts have focused on mobility management, a term that represents a transportation strategy that focuses more on the customers and their needs, and meeting those needs through the coordinated use of variety providers.

MOBILITY MANAGEMENT

The National Center for Mobility Management (NCMM) notes that mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network – public transit, human services agencies, private operators, volunteer drivers, and others – work together with customers, planners, and stakeholders to deliver transportation options that best meet the community’s needs. Mobility management encourages:

1. Innovation and flexibility to reach the “right fit” solution for customers;
2. Plans for sustainability
3. Strives for easy access to information and referral to assist customers in learning about and using services; and
4. Continuously incorporates customer feedback as services are evaluated and adjusted.

The customized approach of mobility management means no two programs are exactly alike, and a variety of entities, including urban public transit providers and the Sioux Falls MPO, could serve as a mobility manager in a community. Some components commonly found in a mobility management program include, but are not limited to:

1. Partnerships between multiple agencies and organizations;

2. Customer-driven, market-based approach that provides customers with a variety of transportation options through individualized trip planning;
3. One-stop travel information and trip planning centers that provide information on available transportation options and coordinate requests for transportation services. Locally, Helpline Center is a central call center for customers to gain information on available transportation options.

COMPONENTS OF THE COORDINATED PLAN

A variety of tools were utilized to build awareness and solicit input from the public and transportation stakeholders throughout the planning process.

Public Participation and Outreach

A variety of tools were utilized to build awareness and solicit input from the public and transportation stakeholders throughout the planning process. Public participation efforts included:

- A providers and user survey;
- Provider and stakeholder meetings with key community members, including the Public Transit Advisory Board (PTAB), the Urbanized Development Commission (UDC), and the Transportation Coordination Committee (TCC);
- Community presentations, such as stakeholder meetings and open houses, to provide information and gather feedback; and
- Utilization of the Sioux Falls MPO website.

Needs Assessment and Program Design

Coupled with community outreach, successful mobility management practices are sensitive to local and regional transportation needs and build their program around these needs by:

- Listening to the local community;
- Conducting ongoing needs assessments; and
- Designing services and programs to fit the identified needs

Program Evaluation and Assessment

Monitoring and evaluation are important considerations for any mobility management program, especially as funding continues to be constrained for transportation projects and services. Frequent evaluation and assessment is vital to ensure that mobility management programs are addressing the main needs of the community and that funding is going towards the appropriate programming.

Summary of Transportation Services

One of the first steps in this planning process was to collect information on existing transportation services from agencies and organizations that serve the plan's target populations, either through direct transportation services or through the provision of other services. The purpose was to gain a better understanding of the mobility services available to the target populations as well as their unmet transportation needs.

Summary of Strategies

Using the above processes, information is collected on existing transit services, inviting new resources to the table, and gathering survey and feedback from the community, with the goal of assessing the plan's target populations, will help determine transportation gaps and/or needs.

A primary task in the development of the Sioux Falls Coordinated Public Transit-Human Services Transportation Plan was the identification of strategies for seniors and individuals with disabilities. Needs were primarily identified based on information provided by the providers and stakeholders through various means including surveys and meetings. The identified strategies included:

- ✓ Support the Transit Development Plan drafted and approved by the City of Sioux Falls, allowing improved routes, enhances coverage area through implementation on On-Demand transit;
- ✓ Implement transit focused technology for statistics of trip frequency and bus stop frequency, scheduling, fare collection, location tracking, and increased efficiencies;
- ✓ Market and deploy training programs to engage the community and encourage ridership;
- ✓ Engage with community through Social Media venues where available;
- ✓ Encourage State and Regional Transit Systems to help provide options to outlying MPO communities to access transit services within the region;
- ✓ Collaborate with local providers and agencies, such as the Helpline Center, to maintain a current and consistently updated database of transportation options available. Such as:
 - Public Transit System;
 - Volunteer driver/car programs;
 - Non-profit human service providers;
 - Non-profit transportation providers;
 - Private transportation providers; and
 - State focused collaborations to determine transportation gaps.
- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services;

- ✓ Implement a community-wide volunteer driver program that agencies can access as a volunteer driver resource;
- ✓ Develop an agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit;
- ✓ Provide guidance to state and local policy-makers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs;
- ✓ Start a statewide Human Services Transportation Coordination process. The goals of a statewide coordination process would provide the benefits for all involved in the process.

PLAN APPROVAL

The update to the Sioux Falls MPO Area Coordinated Public Transit – Human Services Transportation Plan was approved by the Urbanized Development Commission of the Sioux Falls MPO on November 9, 2023. The South Dakota Department of Transportation subsequently approved the Plan on _____, 2023. The approval letter can be found in Appendix A.

PURPOSE AND BACKGROUND OF THE COORDINATED PLAN

BACKGROUND

There are numerous different entities in the Sioux Falls metropolitan area, including public agencies, human service agencies, residential facilities, and private companies, involved with planning, funding, and providing transportation services. These services provide necessary mobility and access to employment, education, medical services, recreation/social engagements, and retail services to the region's residents.

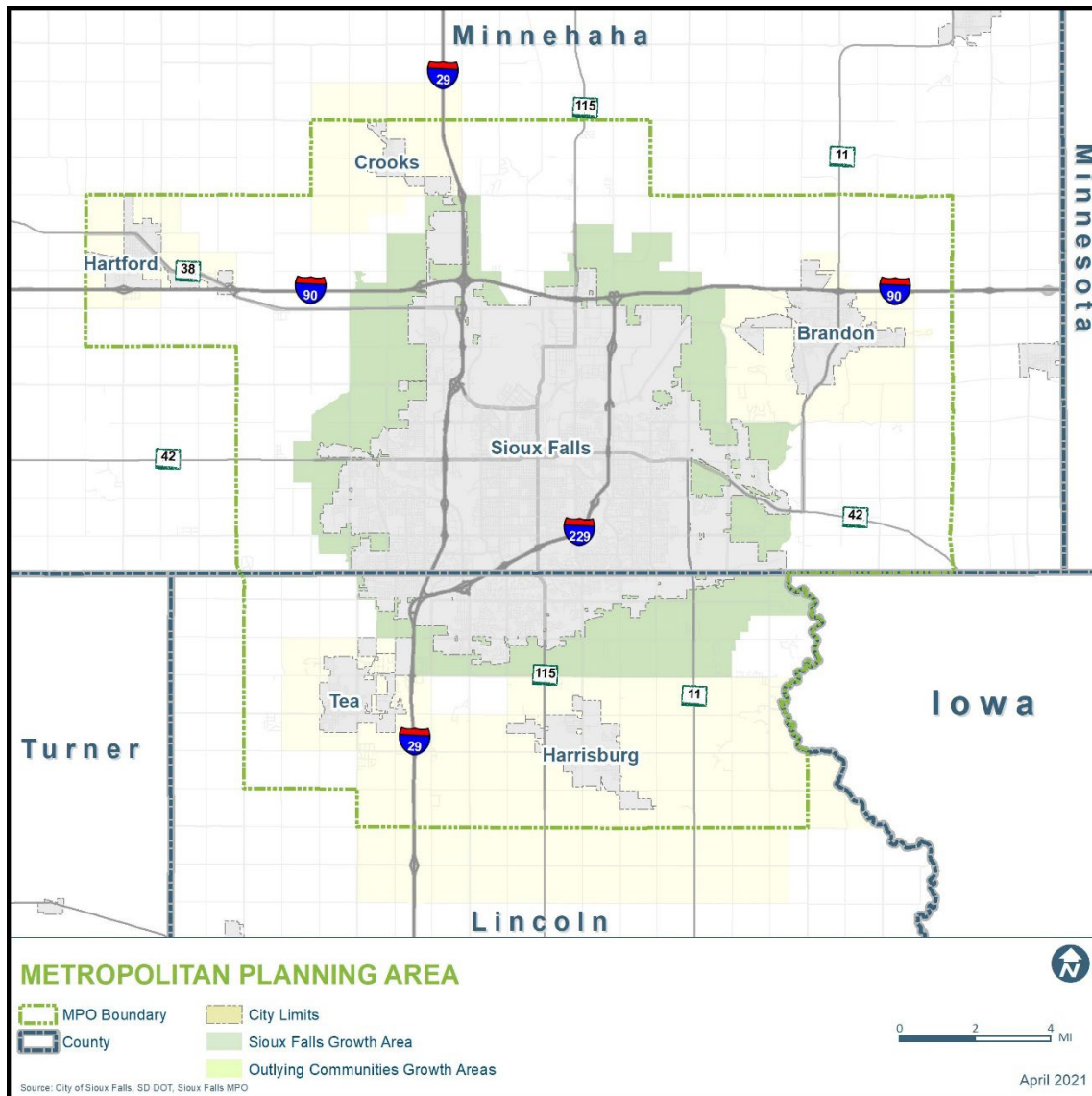
With so many entities involved in transportation services, often serving a specific rider population and purpose, it is common for there to be a duplication of services, underutilization of capital, or inefficient use of resources. Frequently the result is that there are areas and populations of a community that are underserved.

, The Sioux Falls Area Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) was last updated in 2018. The plan provided guidance with priorities for coordinated transportation projects including funding decisions for FTA 5310 grants.

This 2023 update to the Coordinated Plan was undertaken to refine the 2018 priorities based upon the results of provider and user surveys completed and analyzed in 2023, the stakeholder and provider meetings held in June 2023 and September 2023, and the public open house held in October 2023.

REGIONAL PROFILE

This Sioux Falls Metropolitan Planning Organization (MPO) planning area includes approximately 321 square miles in southeastern South Dakota, including the Cities of Brandon, Crooks, Harrisburg, Hartford, Sioux Falls, and Tea, as well as portions of Lincoln and Minnehaha Counties.



Regional Population Characteristics

One of the greatest determinants of transportation need is total population and population concentration or density. According to the 2020 Census, the total population of the Sioux Falls MPO region is 233,818. The population in the MPO region represents 26% of the total population of the State of South Dakota.

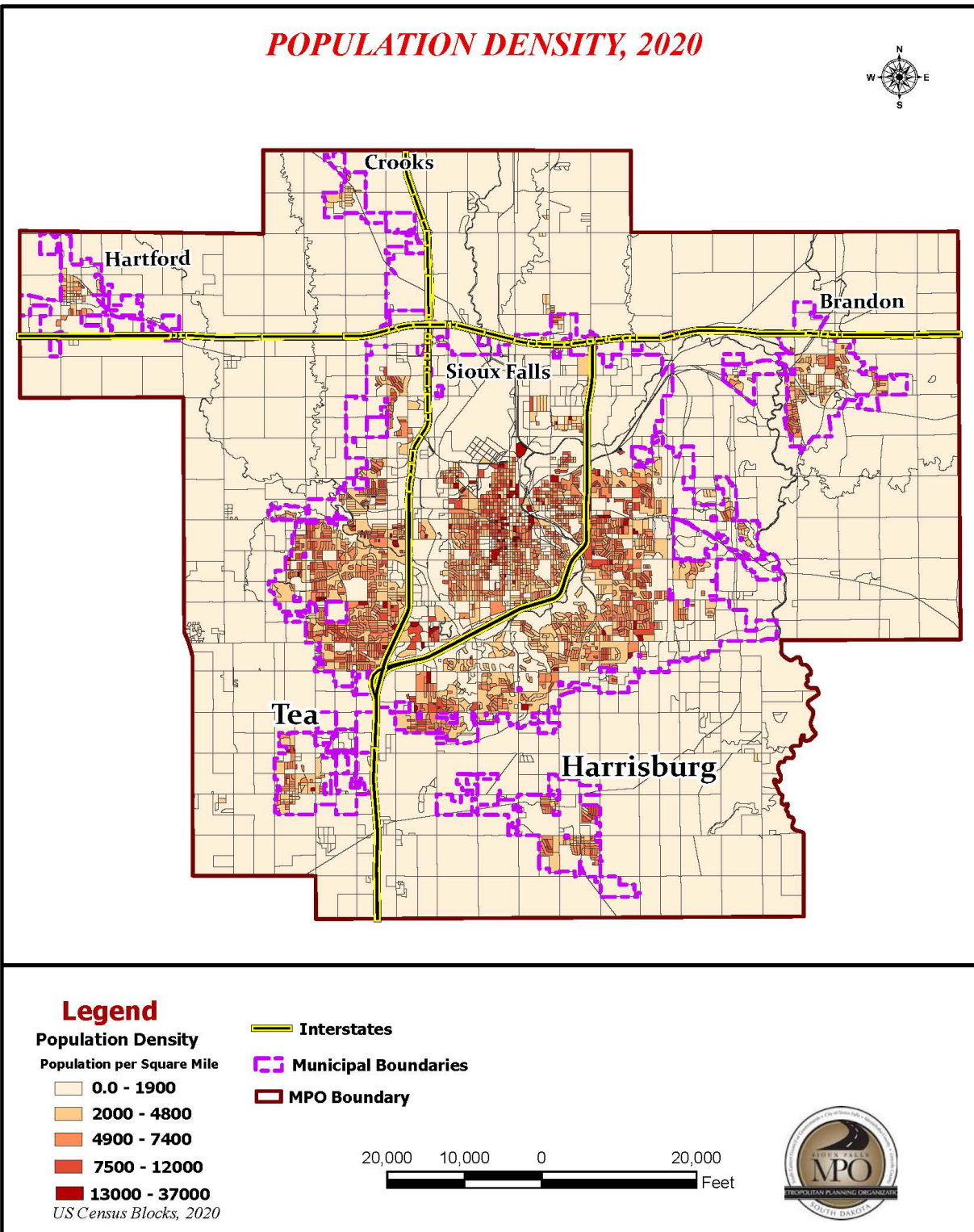
The estimated population of the City of Sioux Falls is 196,528 (2021) which is an increase of 28% over the 2017 population of 153,888. Other communities in the region have experienced strong population growth as well. Most notably, the City of Harrisburg has seen a 17% increase in population since 2018, and the City of Brandon has seen a 12% increase in the same timeframe. The figure below details the population increases for all the communities in the MPO planning area.

MPO Community	2000 Census Population	2010 Census Population	2020 Census Population	2022 Population (Est.)	Population Increase Since 2010
Brandon	5,693	8,785	10,986	11,110	+26.5%
Crooks	859	1,269	1,352	1,364	+7.5%
Harrisburg	958	4,089	6,843	8,451	+106.7%
Hartford	1,844	2,534	3,347	3,376	+33.2%
Sioux Falls	123,975	153,888	193,233	208,884	+35.7%
Tea	1,742	3,806	5,677	6,918	+81.8%

With the exceptions of Brandon, Harrisburg, Sioux Falls, and Tea, the population density is less than 1,009 persons per square mile in the region. The highest density areas (>6,650 persons per square mile) are in the central and east-central portions of the City of Sioux Falls. The map on the following page shows the population density for the Sioux Falls MPO region.

SIOUX FALLS METROPOLITAN PLANNING ORGANIZATION

POPULATION DENSITY, 2020



TARGET POPULATION CHARACTERISTICS

The coordinated plan specifically addresses the transportation needs of seniors and individuals with disabilities.

Seniors:

Includes all persons 65 years of age and older.

Based on the 2021 American Community Survey 1-Year Estimates, the population of persons age 65 varies for each community in the MPO region. The two municipalities with the highest percentage of the population age 65 and over are Hartford, with 18.6% of the total population at age 65 or older, and Sioux Falls, with 13.7% of the total population at age 65 or older.

All municipalities in the MPO planning area, except for Hartford, are below the statewide average of 17.6% and the nationwide average of 16.8%. The MPO communities, excluding Hartford and Sioux Falls, range from 10.4% to as low as 2.2% of the total population at 65 years of age or older. The proportion of persons age 65 and older indicates the region has a relatively younger population because of the significant number of people that are relocating to the Sioux Falls MPO area for employment opportunities.

Around the country, census figures have shown that the elderly population is growing faster than the general population nationally. However, for the past 30 years, the Sioux Falls MPO age 65 and over population has remained stable at 9.4% of the total population. Sioux Falls continues to be a destination for people to locate after they retire with two major hospitals and many other clinics and health care options in the community. Regarding senior living opportunities, Sioux Falls has many nursing homes, assisted living and independent living apartments available plus many other housing options including townhomes and twin homes that appeal older and retired populations. The table below shows the percent of population age 65 or older for the Sioux Falls MPO planning area communities.

Percent of Population Age 65 and over – Sioux Falls MPO Area

Location	Population over 65	Percent of Populations
Brandon	1,155	10.4%
Crooks	84	6.2%
Harrisburg	168	2.2%
Hartford	628	18.6%
Sioux Falls	28,617	13.7%
Tea	380	5.5%
South Dakota	160,129	17.6%
United States	55,992,310	16.8%

Individuals with Disabilities:

The U.S. Census details that disability is broadly defined as the consequence of an impairment that may be physical, cognitive, mental, sensory, emotional, developmental, or some combination of these. Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. Impairments may include physical, sensory, and cognitive or developmental disabilities. Mental disorders (also known as psychiatric or psychosocial disability) and various types of chronic disease may also qualify as disabilities. A disability may occur during a person's lifetime or may be present from birth.

Based on the U.S. Census Bureau's 2021 American Community Survey 1-Year Estimates, the Sioux Falls MPO area has a lower percentage of persons with disabilities compared to the nationwide average of 13% and South Dakota statewide average of 12.4%. There are approximately 19,203 individuals with disabilities in Sioux Falls or 9.9% of the total population. Apart from Hartford, the remainder of the MPO planning area has a lower percentage of persons with disabilities.

Percent of Persons with Disabilities in Sioux Falls MPO Communities

Location	Population with Disability	Percentage of Population
Brandon	811	7.3%
Crooks	100	7.4%
Harrisburg	786	9.3%
Hartford	375	11.1%
Sioux Falls	20,680	9.9%
Tea	304	4.4%
South Dakota	112,818	12.4%
United States	43,327,382	13.0%

FEDERAL POLICY ON TRANSPORTATION COORDINATION

A 2003 report issued by the U.S. General Accounting Office (GAO)¹ found that there are more than 60 different federal programs, across nearly a dozen federal departments that fund transportation services for transportation-disadvantaged persons. There is often little or no coordination of services among those that operate the federal programs within the same community.

Following the release of the GAO report, President Bush issued Executive Order 13330 in February 2004. The Executive Order established the Interagency Coordinating Council on Access and Mobility (CCAM) consisting of the secretaries of Transportation, Health and Human

¹ US General Accounting Office, *Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*, 2003, 1-5.

Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, and the Interior and the Attorney General and the Commissioner of Social Security.

Executive Order 13330—Human Service Transportation Coordination

February 24, 2004

A broad range of Federal program funding allows for the purchase or provision of transportation services and resources for persons who are transportation-disadvantaged. Yet, in too many communities, these services and resources are fragmented, unused, or altogether unavailable.

Federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives and livelihoods. For persons with mobility limitations related to advanced age, persons with disabilities, and persons struggling for self-sufficiency, transportation within and between our communities should be as available and affordable as possible.

The development, implementation, and maintenance of responsive, comprehensive, coordinated community transportation systems is essential for persons with disabilities, persons with low incomes, and older adults who rely on such transportation to fully participate in their communities.

As a result of Executive Order 13330, the Federal Interagency Coordinating Council on Access and Mobility (CCAM) launched United We Ride (UWR). United We Ride is an initiative that includes 11 federal departments working together to simplify access, reduce duplication, and enhance cost efficiencies in community human service transportation.

In its *Report to the President* (CCAM, 2005a), the CCAM outlines accomplishments over the preceding year, collective actions of the council, and each CCAM member's action plan to enhance human service transportation for older adults, individuals with disabilities of all ages, and people with lower incomes. The report also outlines *five key recommendations* that are targeted to enhance community initiatives in order to build coordinated services at the state and local levels. Those five key recommendations, excerpted from the report, are:

- *Recommendation 1 – Coordinated Transportation Planning:* In order to effectively promote the development and delivery of coordinated transportation services, the CCAM recommends that the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs. By promoting shared responsibility for transportation services, joint planning promises increased cost-effectiveness and increased access for consumers by eliminating duplicative efforts and wasted resources.
- *Recommendation 2 – Vehicle Sharing:* In order to reduce duplicate transportation services as well as idle time for drivers and vehicles, the CCAM recommends that vehicles used in human service transportation be made available to other federally funded programs.

- *Recommendation 3 – Cost Allocation:* In order to ensure that adequate resources are available for transportation services for persons with disabilities, older adults and individuals with lower incomes, and to encourage the shared use of vehicles and existing public transportation services, the CCAM recommends where statutorily permitted that standard cost allocation principles for transportation be developed and endorsed by federal human service and transportation agencies.
- *Recommendation 4 – Reporting and Evaluation:* The Council recommends the development of a method to permit cross agency analysis of the effectiveness, efficiency, and progress of States, communities, and tribes toward improved coordination of transportation programs.
- *Recommendation 5 – Consolidated Access Transportation Demonstration Program:* CCAM recommended the development of a single transportation system (not necessarily a single provider) financed through a consolidated federally funded stream would meet the total needs of transportation-disadvantaged populations.

Enacted in 2005, SAFETEA-LU created a requirement that a locally-developed, coordinated public transit/human services planning process be undertaken as a condition of receiving funding for three Federal Transit Administration (FTA) programs directed at meeting the needs of older individuals, persons with disabilities, and low-income persons.

Over the course of the next decade, many communities and states adopted interagency coordination committees and coordination plans. Much of the emphasis was placed on vehicle sharing (Recommendation 2). Sioux Falls also tried vehicle sharing concepts and pilot projects. In all cases, vehicle sharing was not found to be feasible or practical. Recommendation 1 has been implemented in some respects in that coordinated plans have been required for local and regional transportation agencies, but there has been very little in regard to “shared responsibility for transportation services”.

Recommendation 4 (Reporting and Evaluation) has only been done at a very basic level with continued data available on local and regional transit ridership, but with very spotty reporting by human service agencies. Recommendation 5 (Transportation Demonstration) has only recently been tried by bringing in a new non-profit transportation provider to Sioux Falls to target agency day trips with LifeScape and DakotAbilities. This demonstration project was successful and has been expanded over the last 4 years. Recommendation 3 (Cost Allocation) has not been considered in South Dakota. Other states are implementing cost allocation models to ensure there are adequate dollars for transportation. In many cases, local and regional transportation providers are asked to provide rides at very low or non-existent cost allocation levels. This plan needs to begin to address cost allocation to find ways to share the cost of human service and public transit in Sioux Falls MPO area and South Dakota.

MPO Area – The State of Transit

Within the Sioux Falls MPO area two rural providers are available. Rural Office of Community Services (ROCS) provide services to the cities of Brandon and Hartford, respectively. Also, private providers are available to provide Medicaid NEMT services especially from area nursing homes or assisted living facilities. Otherwise, transportation services are very limited within the

Sioux Falls MPO area outside of Sioux Falls. This is in part because all the communities have a young median age and low percentage of people with disabilities. However, as the communities grow, provisions should be made to begin to develop a regional transit system that can feed into the Sioux Falls transportation system.

Condition of Urban Transit and Human Service Coordination

Over the past six (6) years, the COVID-19 pandemic had a huge effect on ridership trends. With that came an unprecedented influx of COVID-19 funds. These additional funds provided a great benefit to help transit systems bridge the gap of revenue streams and also provided a huge benefit to capital funding. However, the one-time funding cannot be factored in as a consistent revenue stream. The negative impact of COVID-19 on the urban transit systems and overall private and non-profit transportation ridership has been a factor that cannot be dismissed. While urban public transit ridership overall has been declining in recent years, COVID-19's impact on ridership was significant. The return of riders to urban public transit has been slow, which has increased the urgency to revisit transit with Sioux Area Metro to maintain a sustainable system. Below are the major Sioux Area Metro challenges that must be addressed within the Transit Development Plan:

- Federal funding levels are never adequate; however, 5307 funds (urban operating appropriation) and 5339 funds (capital allowance) have slightly increased with the updated Bipartisan Infrastructure Law. Locally, this reflected an increase of \$792,303.58. This was followed by a onetime supplemental funding during the 2020 and 2021 COVID-19 pandemic. The CARES (\$7,738,249) and ARP (\$3,955,820) funding was applied to operations and capital (buses).
- There have been significant staffing challenges for human service agencies and transit agencies. This has made it very difficult for transit and human services to coordinate with those staffing issues.
- The City of Sioux Falls coordinates with Lifescape, Dakotabilities, and the Sioux Falls School District
- With 4,000 to 7,000 additional people locating in Sioux Falls each year, the demand to update the current transit system is essential. The updated 2023 Transit Development Plan (TDP) addresses the need to update the current transit system.
- Implementation of technology has been a focus for SAM. Technology in the transportation industry has been expanding at incredible rates. This includes ride scheduling software, passenger counters, fare collection, bus tracking (GPS), and surveillance systems. Integrating these tools has been time intensive and financially limiting. The goal of these technologies is to increase efficiencies and

to allow data to drive the service changes to better meet the needs of the passengers.

- Educating, promoting, and marketing the transit system is a continuous process. With ridership for urban systems struggling, the need for transit remains. On a national, state, and local level, the financial investment has not been at levels needed to provide more robust systems. Marketing and education about the public transit systems and public input creates an opportunity to increase ridership. Travel training and videos focused on how to ride public transit may further increase transit ridership.

Transit agencies are required by SDDOT to have Public Transportation Human Services Coordination Plans, but there has been very little engagement, let alone coordination during that time. Most impacts from lack of coordination is experienced within the Paratransit system. Paratransit is a curb-to-curb shared ride transportation service for persons who are, due to their functional limitation(s), unable to use accessible fixed route bus service either some or all of the time. If a person is found eligible for a Paratransit trip, the urban transit system must provide services within one-hour of the person's requested trip time.

Paratransit service ridership in Sioux Falls was extremely high eight years ago when compared to other urban Paratransit systems. In fact, both Rapid City and Sioux Falls consistently had two of the three highest paratransit ridership when comparing 20 urban transit systems (see Sioux Falls Transit Development Plan). Paratransit was established as a parallel method for individuals to use when they cannot always use fixed-route services. Paratransit is expensive method to provide human and social service group trips.

Human services agency trips significantly increase the paratransit operating budget and make it difficult to develop a sustainable long-term transit budget. Coordination with human service agencies and with Community Coordinated Transit Services (CCTS) was implemented to relieve the burden on paratransit. However, the funding for these human services agency trips has been subsidized by the City of Sioux Falls and adds approximately \$1.5 million to the overall transit budget each year. The cost of these trips should be studied to determine the appropriate allocation that is carried between human service agencies and the City of Sioux Falls and SAM

To create a more equitable cost share for agency rides, paratransit agency rates should be considered. An agency rate is allowed by ADA regulations for agency group trips. Currently, paratransit struggles to maximize services with limited financial resources. Without an equitable agency fare, federal and state public transit monies are spread out more thinly across transit systems. Therefore, transit agencies may be forced to cut budgets that could then lead to service cuts for all riders if local taxes are not able to cover the additional share.

Agency fares would be a compromise (to be negotiated with the local human service agencies and approved by FTA) so that public transit systems can recover some costs while human service organizations can utilize public transit for a lower cost than would be paid to private providers.

RELATIONSHIP TO THE METROPOLITAN AND STATEWIDE PLANNING PROCESSES

The development and content of coordinated plans are intended to be specific to the transportation needs and issues of an urbanized area or defined region and are to be undertaken to guide the development of projects that address the identified transportation gaps and issues. A coordinated plan is a required element of the Sioux Falls MPO's long-range transportation plan. Coordinated plans may be developed as a part of the long-range transportation planning process or developed separately and then incorporated into the long-range transportation plan. The current long-range transportation plan was adopted in November 2020. The 2023 update to the coordinated plan is being developed separately and will be incorporated into the MPO's 2025 long-range transportation plan through adoption by the MPO's Urbanized Development Commission.

Projects identified through the coordinated planning process and selected for funding through a Federal Transit Administration program must be incorporated into the MPO's Transportation Improvement Plan (TIP) and the Statewide Transportation Improvement Plan (STIP). If the competitive selection process utilized to select projects for funding does not coincide with the development of the TIP/STIP, the TIP/STIP amendment processes will be used to include the competitively selected projects into the TIP/STIP before FTA award.

SUMMARY OF TRANSPORTATION SERVICES

The seniors and individuals with disabilities populations in the Sioux Falls area are served by a variety of transportation entities, each often has its own service area, target population, and unique and widely variable operating parameters. In the region, transportation service providers to seniors and individuals with disabilities include public transit, volunteer driver programs, human service agencies and residential facilities, and private companies.

As described in the Public Participation and Outreach section of this document, one of the first steps in this planning process was a survey of agencies and organizations that serve the plan's target populations, either through direct transportation services or through the provision of other services.

The Underserved Population Survey and Transit Passenger Surveys, included in Appendix B, summarizes the information collected through the user surveys. The analysis provides a breakdown of each question that includes demographic information and the identification of the transportation needs for the user group. Due to the limited number of user surveys that were collected, the analysis was largely based on the surveys completed by the providers.

TRANSPORTATION PROVIDERS INVENTORY

The purpose of a transportation provider inventory is to assist in coordination efforts by identifying possible duplications and gaps in transportation services. Appendix C includes an inventory of available services in the area, including information on the characteristics of the existing public transit, human service agency, and residential facility transportation services

provided by the completed provider surveys. The following is a description of some of the services listed in the inventory.

Public Transit

Brandon City Transit and Hartford Area Transit (ICAP)

Brandon City Transit provides demand response transit service within the City of Brandon. Also, Brandon City Transit specifically provides rides for residents of Bethany Meadows Assisted Living and Helping Hands Assisted Living; both facilities are located in Brandon.

All Brandon City Transit trips must be scheduled 24 hours in advance and requests are made by telephone. The current fare is \$2.00 per ride, each way. The system operates Monday through Friday from 8:00 a.m. – 3:30 p.m. Brandon City Transit's fleet includes two 12-passenger wheelchair accessible buses.

Hartford Area Transit (ICAP) provides demand response transit service within Hartford and to Sioux Falls with a 10-passenger 2-wheelchair bus. Trips must be scheduled 24 hours in advance. The system operates Monday and Thursday from 8 a.m. to 2:00 p.m. within Hartford and Tuesdays from 8 a.m. to 2:30 p.m. for rides to Sioux Falls. Rides within Hartford have no charge and round-trip rides to Sioux Falls are \$14.

Sioux Area Metro (SAM)

Fixed Route Service

Sioux Area Metro's fixed route service is provided Monday through Saturday. The fixed route buses are accessible to people with disabilities. Each bus is equipped with a wheelchair lift or ramp along with two wheelchair securement locations. Sioux Area Metro provides free individualized travel training to assist new passengers in learning how to ride these buses.

Sioux Area Metro operates 12 regular routes each of which provide trip connections to downtown Sioux Falls or to the Southwest Transfer Facility, employment centers, and to numerous neighborhoods and the Sioux Falls School District high schools. Service is available on most routes from 5:45 a.m. to 9:15 p.m. Monday - Friday, and from 7:45 a.m. to 12:00 p.m. on Saturday. Service is available weekday evenings until approximately 9:00 p.m. on five routes.

Paratransit Service

Those not able to access a bus stop on the fixed-route system due to a functional disability may be eligible for paratransit service. Sioux Area Metro Paratransit is a curb-to-curb shared ride transportation service for persons who are, due to their functional limitation(s), unable to use accessible fixed route bus service. Passengers must be certified eligible per guidelines established in the Americans with Disabilities Act (ADA).

Bike and Bus Program

Sioux Area Metro also offers the Bike and Bus Program, allowing riders to bike to any bus stop and then put their bike on the bus to take with them to any other stop. The rider can then complete the remainder of their trip on their bike.

SAM On-Demand

Sioux Area Metro allows riders to book rides for Saturday bus services. Riders may schedule a ride between any two Sioux Area Metro bus stops. When requesting a ride, the rider may either choose a pick-up time or a drop-off time to best fit the rider's schedule.

The Pass-It-On Program

Sioux Area Metro provides 40,000 one-ride passes to the Minnehaha County Human Services Department as the Pass-It-On Program. The Pass-It-On program provides free courtesy bus passes to individuals that are experiencing economic difficulties and cannot afford to pay for a bus pass themselves. The intent of the program is to assist individuals in becoming self-sufficient and thus no longer needing assistance from social service agencies. The bus pass is distributed to several human and social service agencies in Sioux Falls.

Kids Ride Free Program

Sioux Area Metro allows anyone between ages 11-18, with a current school ID or Freedom Pass, to ride the bus for free. Anyone under the age of 10 is allowed to ride the bus for free without a school ID or Freedom Pass, so long as they are accompanied by an adult. This program is available during weekday services, SAM On Demand, and for paratransit services.

Volunteer Driver Programs

Active Generations/Workers on Wheels

Active Generations is a non-profit agency that provides a wide range of services for seniors including transportation. Active Generations' Workers on Wheels program is a program in which volunteer drivers provide transportation for eligible seniors to medical appointments and grocery shopping. Eligibility requirements include that the client must be at least 60 years old, unable to pay for professional services, and have no family available to assist. The volunteer drivers use their own vehicles to provide this service. Workers on Wheels is supported by the Sioux Empire United Way.

Disabled American Veteran's (DAV)

DAV van resources work with the local Veterans Affairs to provide transportation for veterans to and from veteran health care centers for scheduled medical appointments. Funding for the program is provided through a veterans' grant program and private funding. Volunteers do all the driving for the program. DAV can only provide services to ambulatory passengers.

Project C.A.R.

Project C.A.R. is a non-profit transportation agency that provides transportation services primarily for seniors to health appointments, church services, and volunteer assignments using volunteer drivers. Transportation services are provided to participants of sponsoring agencies, such as the Senior Companion Program, and other agencies that contract with Project C.A.R. on a trip-by-trip basis. The volunteer drivers provide transportation using Project C.A.R.'s fleet of vehicles. Project C.A.R. is funded through revenue from sponsors, contracts, and fundraisers.

Project C.A.R. provides site-to-site transportation to individuals with associated sponsoring agencies and churches going to specific sponsor activities. All rides must be scheduled one week prior to the appointment.

Non-profit providers

Community Coordinated Transportation Systems (CCTS) is a nonprofit “on-demand” public transit provider that provides nonambulatory and ambulatory transportation services to Dakotabilities, Lifescape, and the general public in the Sioux Falls area, as well as the rest of South Dakota. Passengers are able to book their trips during regular business hours.

Community Support Providers

There are four community support providers providing transportation services in the MPO region to their clients including DakotAbilities, LifeScape, Southeastern Behavioral, and Volunteers of America (VOA). Each agency provides different levels of transportation depending on transportation assistance needs. DakotAbilities and LifeScape frequently utilize Paratransit for agency day trips and Southeastern Behavioral occasionally utilizes Paratransit. VOA typically only transports their clients with their transportation system.

Nursing Homes and Assisted Living Facilities and Residential Facilities

There are several elderly housing facilities that provide limited transportation services to their clients including the following:

- Touchmark at All Saints
- Dow Rummel Village
- Southridge Healthcare Center
- Trail Ridge Senior Living
- Sunnycrest Village
- Good Samaritan Society – Multiple facilities
- Avera Prince of Peace
- Bethany Lutheran – Brandon
- Helping Hand - Brandon
- Touchmark at All Saints
- Cayman Court Assisted Living
- StoneyBrook Suites
- The Inn on Westport
- Ponderosa Lodge Senior Living
- Meadows on Sycamore

Transportation of their clients may also include private providers and paratransit.

Private Companies

There are also several private transportation providers in the MPO region that provide services to individuals with disabilities and seniors. The private providers include several taxi/wheelchair transport companies with varying rates and hours of service without an advanced reservation requirement. Private transportation providers include: Lyft, Uber, SiouxLand Paratransit, Sioux Falls Wheelchair Transit Plus Inc., Sioux Empire Wheelchair Transit, and Med-Star Transit, Metro Cab, and Sioux Falls Taxi Services.

Other Transportation Providers

Other organizations in Sioux Falls that provide some transportation services for seniors or people with disabilities includes EmBe, Children's Inn and Glory House.

Continuum of Transportation Providers

The Sioux Falls MPO area has a continuum of transportation providers in the area. The providers can be categorized by different levels of supervision and by different levels of flexibility in travel destinations. Private providers such as taxis and Lyft provide great flexibility in destinations and no supervision. However, most of the target population for the Coordinated Plan cannot afford those services unless Medicaid or another subsidy is included. Sioux Area Metro fixed-route services provide very little supervision of a rider's needs but allow for riders to choose many different route destinations at a moment's notice, but the service area within the city is limited. On the other end of the spectrum, human service transportation requires significant levels of supervision to maintain the health and safety of the person. Paratransit requires more independence to ride except when it is an agency trip which has caused confusion and difficulty in providing appropriate levels of supervision and cost reimbursement.

Human Services-Public Transit Continuum of Transportation Providers								
Private	Non-Profit Community Providers	Fixed-Route Bus Services	Volunteer	Paratransit ADA Services	Agency Rides	Non-Profit Providers	Human Services Transportation Community Support Providers	Nursing Homes Assisted Living
Metro Cab	Harford Transit	Sioux Area Metro	Project CAR	Sioux Area Metro		CCTS	Lifescape	Good Samaritan
Siouxland Paratran	Brandon Transit		Workers on Wheels				Dakotabilities	Southridge Health Center
Med-Star			DAV				VOA	Avera Prince of Peace
Sioux Falls Wheelchair							SEBH	Bethany Lutheran - Brandon
Sioux Falls Empire Wheelchair								Sunnycrest Village
								Trail Ridge
								Touchmark at All Saints
								Cayman Court Assisted
Most Flexibility Least Supervision								Least Flexibility Most Supervision

SUMMARY OF NEEDS AND GAPS

During the provider and stakeholder meeting held on June 21, 2023, a brief overview was given on the FTA 5310 program, coordinated planning, and results from the 2018 provider and user survey, and available transportation services. Discussion began with the identification of transportation needs for senior and individuals with disabilities. The attendees identified the following transportation needs and gaps for individuals with disabilities and seniors:

1. No transit routes to specialty hospitals south of 57th/69th street.
2. Calling in to schedule a ride for a person that is hard-of-hearing might be difficult or make them feel like a burden.
3. Vulnerable members of the community might struggle to learn new technology or might not have technology available to ride transit.
4. Fixed routes do not always go where they need to go or might not go frequently enough to get people to their destinations on time.
5. Wheel-chair express is no longer accepting Medicaid, which causes a major struggle for people to access rides and transportation.
6. Seniors and individuals with disabilities might not have the ability to get to bus stops.
7. Lack of knowledge regarding applications and technologies that is available for people to schedule rides.
8. Lack of drivers is causing issues getting transit to individuals with disabilities and seniors.
9. Low-income populations might not have money to pay for transit.
10. There is a need for disability awareness for transit drivers.
11. Bus shelters are not available everywhere, which negatively impacts individuals with disabilities and senior citizens.
12. Rides do not run late enough, individuals with disabilities and seniors are unable to go to late night events in downtown because transportation is unavailable.
13. Veterans have issues getting on buses due to ID cards.
14. Keep transit options available during events to promote inclusiveness.
15. Getting to and from work is a struggle because people do not know how to ride the bus and travel training would help.
16. Bus stops are not close enough to places where resources are located for individuals with food insecurities.

The needs and gaps identified at the stakeholder meeting were helpful in providing additional guidance to issues and strategies.

A second stakeholder meeting was held on September 11, 2023. During the second stakeholder meeting, a brief overview was given on the FTA 5310 program, coordinated planning, and goals for the plan. Discussion focused on possible solutions to the transportation needs and gaps identified:

1. A centralized location to book rides and receive transit information – for public, private, and non-profit options.

2. Collaborating with local businesses to suggest volunteering time as drivers for non-profit organizations.
3. Promote ride shares.
4. Expand SAM and Paratransit footprint around the Sioux Falls MPO area.
5. Automatic voice announcements on buses and at bus stops; promote multiple languages for automated voice announcements.
6. GPS location tracking.
7. Consistent Ride Call notifications.
8. Improve texting notifications for road closure impact on buses and fare payment systems.
9. Ability to schedule rides using technology or utilized other non-verbal methods.
10. Update SAM training videos.
11. Desire for board members and elected officials to ride and be trained on fixed-route and paratransit.
12. Hands-on travel training for groups and individuals based on their needs.

PUBLIC PARTICIPATION AND OUTREACH

During the development of the 2023 update to the Coordinated Plan, a public participation process was undertaken to build awareness and solicit input from the public and transportation stakeholders. The public participation process was governed by two sets of guidelines. First, the planning process followed the public participation guidelines as outlined in the Public Participation Plan for the Sioux Falls MPO. In addition, the planning process conformed to FTA regulations. MAP-21 requires that the plans be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human service providers and other members of the public.”²

The public participation plan approved by the Sioux Falls MPO on May 11, 2023, had five primary components, which are listed below:

- Provider and User Surveys;
- Provider Stakeholder Meeting;
- MPO Committee Meetings;
- Public Open House (held on October 12, 2023); and
- Sioux Falls MPO Website.

COMPONENTS OF THE PUBLIC PARTICIPATION PLAN

Underserved Population Survey

To gain updated information on the mobility services available to the target populations, as well as their unmet transportation needs, surveys were conducted of service agencies, private companies, and transportation users across the region. The user survey questions focused

² Chapter 53 of Title 49, United States Code, as Amended by MAP-21, Section 5310.

primarily on the transportation services used, how transportation services are accessed, and the user's unmet transportation service needs, and a summary of the user survey results is provided below.

Underserved Population Survey Results³

- Most survey respondents are able to utilize transportation services either some of the time or never (53%).
- Most survey respondents have used public transit within the City of Sioux Falls (69.5%).
- Most survey respondents travel at least once per week for grocery stores (85.2%), general shopping (67.0%), employment (61.6%), and recreation (46.3%).
- Most survey respondents list the overall transportation system as poor (39%) or average (33%).
- People are more likely to use public transit if they could get real-time information about the location of buses (73%) and if buses were scheduled more frequently (71%).
- Most respondents use their own personal vehicle to travel around the area (70%).
- Most of the general comments requested additional services and expanded hours.

The full underserved population survey responses are provided in Appendix B.

Provider Stakeholder Meeting

A stakeholder meeting was conducted during the planning process to obtain information and input from existing transportation providers and stakeholder agencies (those that serve one or more of the target populations and/or indirectly support transportation services). The meeting was held on June 21, 2023, at the Siouxland Downtown Library. Information on the 2023 Coordinated Plan was presented, a facilitated discussion on coordination was held, and provider surveys were completed during the meeting at which a mix of both providers and stakeholders attended.

Coordination Plan Open House

A draft of the plan was provided for public review and comments were solicited during an open house at the Downtown Public Library on October 12, 2023. Also, plan comments were taken by e-mail and phone. During this time, a few written and verbal comments were received and are noted below. The comments were addressed in the final coordination plan with the current Coordinated Plan or land use strategies, but limited resources make it difficult to find implementation methods. Other comments will be noted for future Coordination Plan updates.

The following is a summary of the input obtained at the open house or through written comments:

- Expand transportation opportunities to areas outside of downtown Sioux Falls;
- Continue working with school districts and other entities to provide travel training to those who need it;

³ Due to the limited amount of user surveys completed, results are suggestive rather than representative of the target populations of interest.

- Expand fixed-route services to hospital and medical facilities that are south of 57th street;
- Consistent meetings between MPO staff, community representatives, and stakeholders to discuss new needs and barriers as they arise in the community.

UDC Transportation Coordination Committee

One meeting was held with the UDC Transportation Coordination Committee to review the survey results and gather input on the draft update to the Coordinated Plan from the committee's members, which include transportation providers and stakeholders, on November 3, 2023, at the South Eastern Council of Governments.

Sioux Falls MPO Website

A draft of the update to the Coordinated Plan was made available for comment via the Sioux Falls MPO website at https://siouxfallsmpo.org/resources/mpo_plan_development/coordinated_plan.php. Emails requesting review of the draft and comments, including a link to the website, were also sent out to the providers and stakeholders.

STRATEGIES, ACTIVITIES, AND PROJECTS

OVERVIEW

Based on the needs and gaps identified in the previous section, strategies, activities, and projects were identified based on resources (from multiple sources), time, and feasibility for implementing specific strategies and/or activities identified. The strategies, described further in this section, included the following:

1. Coordination of Fixed-Route Services
2. Coordination of MPO Area Providers
3. Coordination of Private Transportation
4. Coordination of Volunteer Transportation
5. Coordination of Human Service Transportation
6. Coordination of Paratransit Transportation
7. Coordination of All Transportation Providers

ISSUES

The following issues have been compiled through public input sessions including stakeholder groups and interviews and provider and user surveys. The issues are then used to help determine goals and strategies.

Fixed-Route Bus Services Issues

- Limited service area within the city of Sioux Falls limit the number of destinations that residents can reach.
- Limited service hours create problems for riders to rely on the service for many of their trips.
- Reduced federal funding for capital has made it difficult to budget for the future and create a sustainable system.
- Public transit has a very limited ability to raise funds through fares.
- Fixed-route service has struggled to have people understand how to use the system.
- Fixed-route service is viewed as scary and dangerous.
- Decreasing ridership was exacerbated by COVID-19 over the past few years and is just starting to recover.
- Prior to COVID-19, driver shortages started to become an issue withing the Sioux Falls MPO area which was then exacerbated by COVID-19.

Fixed-Route Coordination Issues

- Sioux Area Metro and human services agencies need to find ways to better coordinate with one another to find ways to integrate people with developmental disabilities onto the fixed-route system.
- The State of South Dakota and human service agencies need to find ways to break down barriers to riding the fixed-route bus service including fear and anxiety.
- Public policy makers at the city and state need more guidance about who is using public transportation and current challenges utilizing public transportation.

MPO Community Transportation Providers Service Issues

- Very limited service in areas outside of Sioux Falls. Areas that have transit services are limited in hours and local control.

MPO Transportation Providers Coordination Issues.

- Opportunity for services with local partner agencies across all ages and services.

Private Transportation Providers Service Issues

- Limited ability to provide rides at an affordable rate.
- Only NEMT Medicaid is available as a subsidy to provide rides to seniors and persons with disabilities.
- Private transportation has significantly changed over the past 5 years with much fewer taxi and other private transportation providers with the emergence of Transportation Network Companies (TNCs). Sioux Falls has both Lyft and Uber services which are convenient for users but tend to be expensive for seniors and people with disabilities.

Private Transportation Providers Coordination Issues

- Private transportation has not always been involved in transportation coordination. New areas are emerging with Private Transportation Providers to coordinate with nonprofit entities, such as Helpline Center, to provide services.
- Private transportation may have limited ability to comply with FTA requirements if used for a project.
- Private transportation might not have local representatives that can participate in coordination efforts with local entities.

Volunteer Transportation Service Issues

- Limited volunteers prevent Project C.A.R. and Workers on Wheels from expanding services.
- New practices or methodologies have not been implemented to deploy efficient volunteers.

Volunteer Transportation Coordination Issues

- The community does not take ownership of the volunteer driver shortage.
- Coordination between the agencies that need the volunteer transportation services and the providers should include discussion about the need for volunteers to address the driver shortage.

Paratransit Service Issues

- It is important to understand that under the ADA, paratransit functions as a “safety net” for people whose disabilities prevent them from using the regular fixed route transit system. It is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities. By statute, complementary paratransit must be

provided at a level of service that is comparable to that provided by the fixed-route system.

- Paratransit funding should first and foremost be used for public transportation rides. FTA requirements provide that only after needs of public transit riders are met, can federal transit funds then be used to meet the transportation needs of other federal programs (e.g. Medicaid supported agency programs), provided that this use does not interfere with the public transit system. There cannot be a reduction in the service quality or availability of public transit as a result of transporting human service clients.
- Too many times paratransit is operating as a “natural support” for agency transportation and to a lesser degree nursing home transportation.

Paratransit Coordination Issues

- Paratransit and human service agencies do not coordinate on level of supervision required of some agency trips.

Human Service Transportation Service Issues

- Limited ability to train and fund drivers.
- Limited ability to transport non-ambulatory (wheelchair) riders because of expense of the vehicle and the difficulty in funding a trained driver with a CDL.
- Limited state and federal operational funding to transport clients.

Human Service Transportation Coordination Issues

- With a need to create more independent employment and transportation options for people with developmental disabilities, fixed-route services should be looked at first as a travel option. Paratransit should not be used as an agency support, but rather as an individual trip option when fixed-route will not work.
- There is very limited ability to develop community integration with human service transportation trips. A coordinated transportation provider such as CCTS would have that ability if coordination with the agencies allowed for integrated shared rides with other agency or nursing home or medical riders.
- A coordinated transportation system has not been developed to its potential in Sioux Falls. There is a potential to develop a fully coordinated system in which the many human service agencies (nursing homes, developmental disabilities, etc.) purchase service to safely transport its clients with appropriate supervision.

GOALS AND STRATEGIES

Listed on the next several pages are the identified strategies for implementation based on resources, time, type of service and feasibility for implementing specific strategies and/or activities identified.

Coordination of Fixed-Route Services

Overall Goal: Increased utilization and improved perception of the public transit fixed route system through the utilization of the existing SAM travel training materials and involvement of human service agencies.

Strategies:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Implement a buddy system program for new and potential fixed-route riders by working with human service agencies to offer family training events and rider incentives to try a buddy system or other intensive travel training program.
- ✓ Continue agency programs to offer free and/or reduced cost bus passes (Pass-It-On Programs) for low-income clients to access the fixed route system and look for opportunities for community contributions to help augment the program.
- ✓ Cultivate community partnerships to expand funding.
- ✓ Update technology on the fixed-route system including Real-time GPS, and contactless payment systems to encourage more people to ride.
- ✓ Encourage development of affordable housing where existing transit service is available.
- ✓ Develop information to share with federal, state, and local public policy makers about the benefits provided by public transit.
- ✓ Improve the ability of human service agencies and others to access travel training opportunities for fix-route services.

Responsible Agency: Sioux Area Metro

Type of Service to Improve: Sioux Area Metro Fixed-Route Bus Service

Coordination of MPO Area Providers

Overall Goal: Expansion of a coordinated community transportation system throughout the MPO planning area to provide a connection between the smaller communities to employment and services within the City of Sioux Falls. This priority is considered a mid-term to long-term priority as it would require a considerable amount of resources that are not adequately available for all communities within the MPO area at this point. However, as resources become available, the following should be considered:

Strategies:

- ✓ Work with MPO school districts and Teachwell to develop and provide a travel training program to have student learn how to ride the bus in Sioux Falls and also within their community.
- ✓ Encourage vanpool service and other non-profit provider, such as Brandon and ICAP Transit, to connect ambulatory and non-ambulatory residents of the smaller MPO communities to fixed route and paratransit service in Sioux Falls. The connections could potentially be made at predetermined and coordinated locations that work most appropriately for each transit agency. Work with ROCS Transit (Brandan and Hartford) to expand services within the communities and connect to Sioux Falls.

- ✓ Work with other MPO communities to develop transit system options within MPO communities including to Sioux Falls.

Responsible Agency: UDC Transportation Coordination Committee and SECOG, MPO City Governments, and Non-Profit Transportation Providers.

Type of Service to Improve: Non-Profit Transportation

Coordination of Private Transportation

Overall Goal: Leverage Private Transportation services to assist when public and non-profit services are unavailable.

Strategies:

- ✓ MPO City Governments and private transportation providers should explore voucher service options when additional services are required beyond the Sioux Area Metro service area.
- ✓ The TCC and private providers should explore grant and community giving options for voucher services in a partnership with private transportation providers.
- ✓ Transportation Network Companies (TNC) and MPO City Governments should explore voucher programs that allow for mileage or fee reimbursement for transportation providers who give rides to residents with disabilities or senior citizens.

Responsible Agency: UDC Transportation Coordination Committee, MPO City Governments, and Private Transportation Providers.

Type of Service to Improve: Private Transportation Providers

Coordination of Volunteer Transportation

Overall Goal: Find methods to expand volunteer transportation services as an affordable and flexible transportation option.

Strategies:

- ✓ Encourage and develop a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Encourage agencies to enter into contracts with Project C.A.R. to provide medical and work trips rather than beginning new transportation services.
- ✓ Coordination should include discussion about the need for volunteers to address the volunteer driver shortage.

Responsible Agency: UDC Transportation Coordination Committee and Volunteer Transportation Providers.

Type of Service to Improve: Volunteer Transportation (i.e. Project CAR and Workers on Wheels)

Coordination of Human Service Transportation

Overall Goal: Find transportation strategies to balance the needs of seniors and people with disabilities that includes safe and improved independence through a sustainable transportation system.

Strategies:

- ✓ Work with the State of Coordinated Planning process to develop other transportation options for seniors and people with disabilities.
- ✓ Complete a full-cost allocation study to help determine the cost of transportation for human service transportation whether through Paratransit, human service agencies or private providers.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Assist human service providers to secure funding when the agency is required to utilize their own transportation services.
- ✓ Coordinate with human service agencies with options to integrate their clients into the community with the most appropriate transportation option possible.
- ✓ Continue coordination opportunities for non-profit transportation services between CCTS and other non-profit transportation and human service agencies.

Responsible Agency: UDC Transportation Coordination Committee, Human Service Agencies, and Non-Profit Transportation Providers

Type of Services to Improve: Human Service Transportation and Non-Profit Transportation.

Coordination of Paratransit Transportation

Overall Goal: paratransit functions as a “safety net” for people whose disabilities prevent them from using the regular fixed route transit system. Complementary paratransit must be provided at a level of service that is comparable to that provided by the fixed-route system.

Strategies:

- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.
- ✓ Investigate through private or non-profit providers the development of a voucher program for trips outside the operating times and $\frac{3}{4}$ mile area of paratransit.
- ✓ Improve the technology of paratransit for scheduling and payment systems.
- ✓ Develop an incentive program where paratransit riders can gain free rides on fixed-route services when trying fixed-route travel training.
- ✓ Partner with Community Campus, DakotAbilities, and LifeScape to do family transportation days to allow families to learn about all transportation including fixed-route, paratransit and community transportation options.
- ✓ Assess people’s travel training potential through Paratransit assessments.

Responsible Agency: Sioux Area Metro and City of Sioux Falls

Type of Service Targeted: ADA ambulatory and non-ambulatory services

Coordination of All Transportation Providers

Overall Goal: Foster a more efficient, effective, and seamless Sioux Falls MPO transportation system by focusing on the following coordination strategies.

Strategies:

- ✓ Provide guidance to state and local policy-makers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.
- ✓ TCC assumed the role of soliciting applications for the FTA Section 5310 funds allocated for the Sioux Falls urbanized area and recommending projects for funding to the State. This allowed greater influence in ensuring that the funds are used for projects that complement the priorities of this plan, in a coordinated manner, to fulfill the needs stated in this plan. TCC continues to make recommendations to the State for FTA Section 5310 projects.
- ✓ Support the statewide Human Services Transportation Coordination process. The goals of a statewide coordination process would provide the following benefits for all involved in the process.
 - A level of awareness of transit service-levels and cost changes that are projected allowing state agencies to plan services and inform clients.
 - Opportunities for transit coordination projects that if funded cooperatively could maintain and even expand ridership levels for an entire community and/or region of the State.
 - Prioritizing state and federal transit dollars to assist with coordinated transit projects that provide coordinated services.
- ✓ Seek out non-federal funding sources such as the medical community, employers, colleges, and non-profit community organizations such as United Way to provide assistance to the consolidated non-profit transportation provider.

Responsible Agency: UDC Transportation Coordination Committee, MPO City Governments, Sioux Area Metro, Human Service Agencies, Non-Profit Transportation Providers, Private Transportation Providers, and Volunteer Transportation Providers

Type of Services to Improve: Sioux Falls and MPO Public Transit Agencies, Human Service Transportation, Non-Profit Transportation, Private Transportation, and Volunteer Transportation.

CONCLUSION

The fundamental purpose of a locally developed public transit - human service transportation coordination plan is to identify transportation needs within a community and connect them with strategies. The previous section identifies the strategies, responsible agencies, and types of service to improve. Transportation providers and stakeholders in the Sioux Falls MPO region should refer to these strategies during the consideration of transportation service projects and the application of funding to support those projects.

SDDOT APPROVAL LETTER

PROVIDER AND USER SURVEY

**Sioux Falls Metropolitan Area
LRTP Market Research Study**
*Survey of Traditionally Underserved Populations
Summary Report*

Conducted for
**the South Eastern Council
of Governments**

by
ETC Institute

September 2023

Contents

Executive Summary i

Section 1: Charts and Graphs.....1

Section 2: Tabular Data28

Section 3: Survey Instrument.....59

Sioux Falls Metropolitan Area LRTP Market Research Study

Survey of Traditionally Underserved Populations

Executive Summary

Overview

ETC Institute conducted a survey of traditionally underserved populations during the summer of 2023. The survey was administered to 203 persons who met one or more of the following criteria: had a physical disability, were the caretaker of someone with a cognitive disability, lived in poverty, were not able to speak English, did not have access to a vehicle, or were homeless. The survey was administered by ETC Institute with assistance of agencies who provide support to these population groups in the Sioux Falls area. The survey of traditionally underserved populations was designed to ensure that the needs of these groups were adequately represented in the region's 2023 Long Range Transportation Plan Market Research Study.

This section of the report contains:

- a brief summary of the survey methodology and major findings
- charts depicting the overall results of the survey
- tables that show the results for all questions on the survey
- a copy of the survey instrument

Major Findings of the Traditionally Underserved Populations Survey

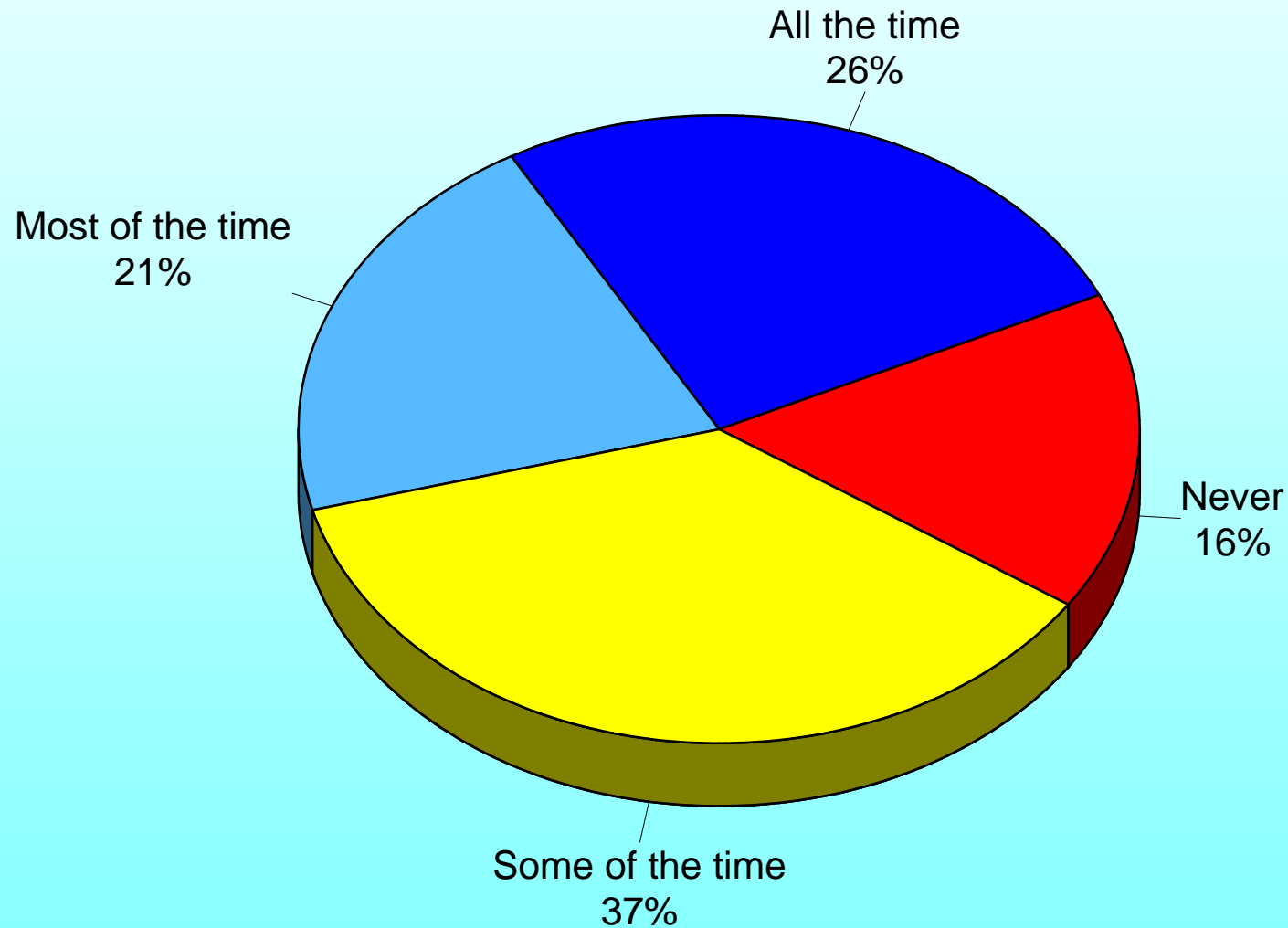
- **Overall Satisfaction with the Region's Transportation System Has Decreased Since 2019.** In 2019, 27% of the respondents surveyed rated the region's transportation system as "excellent" or "good"; this number declined in 2023 to 20%.
- **Transportation Services Respondents Were Most Satisfied With.** The aspects of the region's transportation system that respondents were most satisfied with, based upon a combined percentage of respondents who were "very" or "somewhat satisfied," were:
 - Maintenance of interstates and highways around Sioux Falls (73%)
 - Ease of travel by car to/from Sioux Falls and other communities in the area (67%)
 - Adequacy of traffic signage along city streets and highways (57%)
 - Ease of travel by car from one side of Sioux Falls to the other (50%)

- **Transportation Services That Were Most Important.** The aspects of the region’s transportation system that respondents felt were most important were: 1) the maintenance of streets in Sioux Falls, 2) the availability of public transportation in Sioux Falls, and 3) the ease of travel from one side of Sioux Falls to the other.
- **Top Priorities for Transportation Improvements in the Sioux Falls Metropolitan Area.** Based upon a combined percentage of respondents who rated these items as “very high” or “high” priorities, the items that respondents felt should be the top priorities for improvement over the next 20 years were:
 - Improving transportation for seniors/person with disabilities (93%)
 - Improving public transportation inside the City Sioux Falls (81%)
 - Improving/adding public transportation outside Sioux Falls (73%)
- **Transportation Improvements Respondents Were Most Willing to Fund With Their Tax Dollars.** The four transportation improvements that respondents were most willing to fund with their tax dollars were:
 - Improving transportation for seniors/person with disabilities
 - Improving public transportation inside the City of Sioux falls
 - Improving east-west roads in the City of Sioux Falls
 - Improving/adding public transportation outside Sioux Falls
- **Public Transportation.** More than two-thirds (69%) of respondents indicated that they had used public transportation inside the City of Sioux Falls. The situations under which respondents were most likely to use public transportation, based upon a combined percentage of “very likely” and “likely” responses, were: if they could get real time information about the location of buses (73%) and if buses are scheduled to arrive more frequently (71%).
- **Sources of Information.** The top two ways that respondents felt it would be best to keep them informed about transportation improvements were: 1) television news and 2) social networks.

Section 1: Charts and Graphs

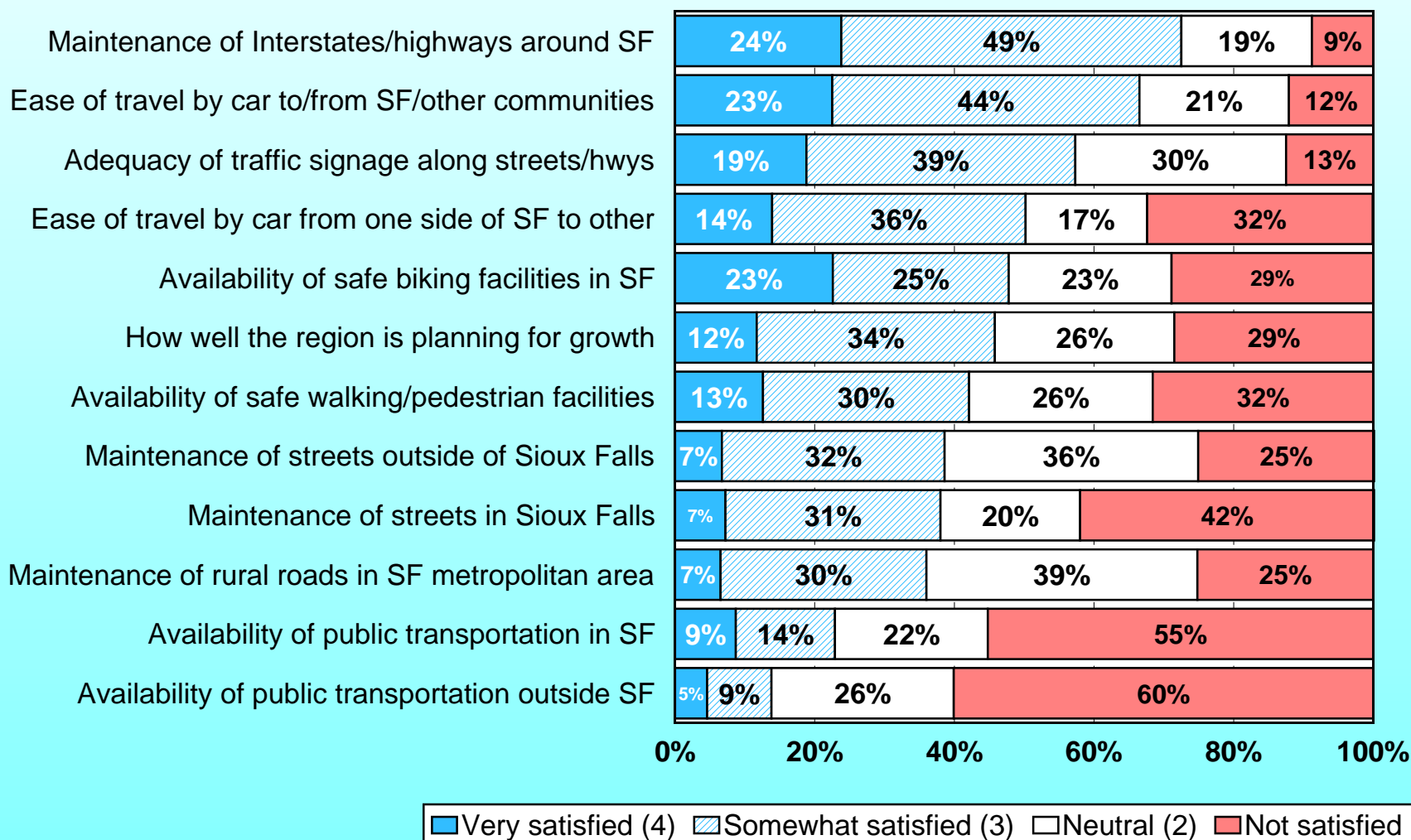
Q1. How often are you able to utilize transportation services that fit your travel needs?

by percentage of respondents (excluding “not provided”)



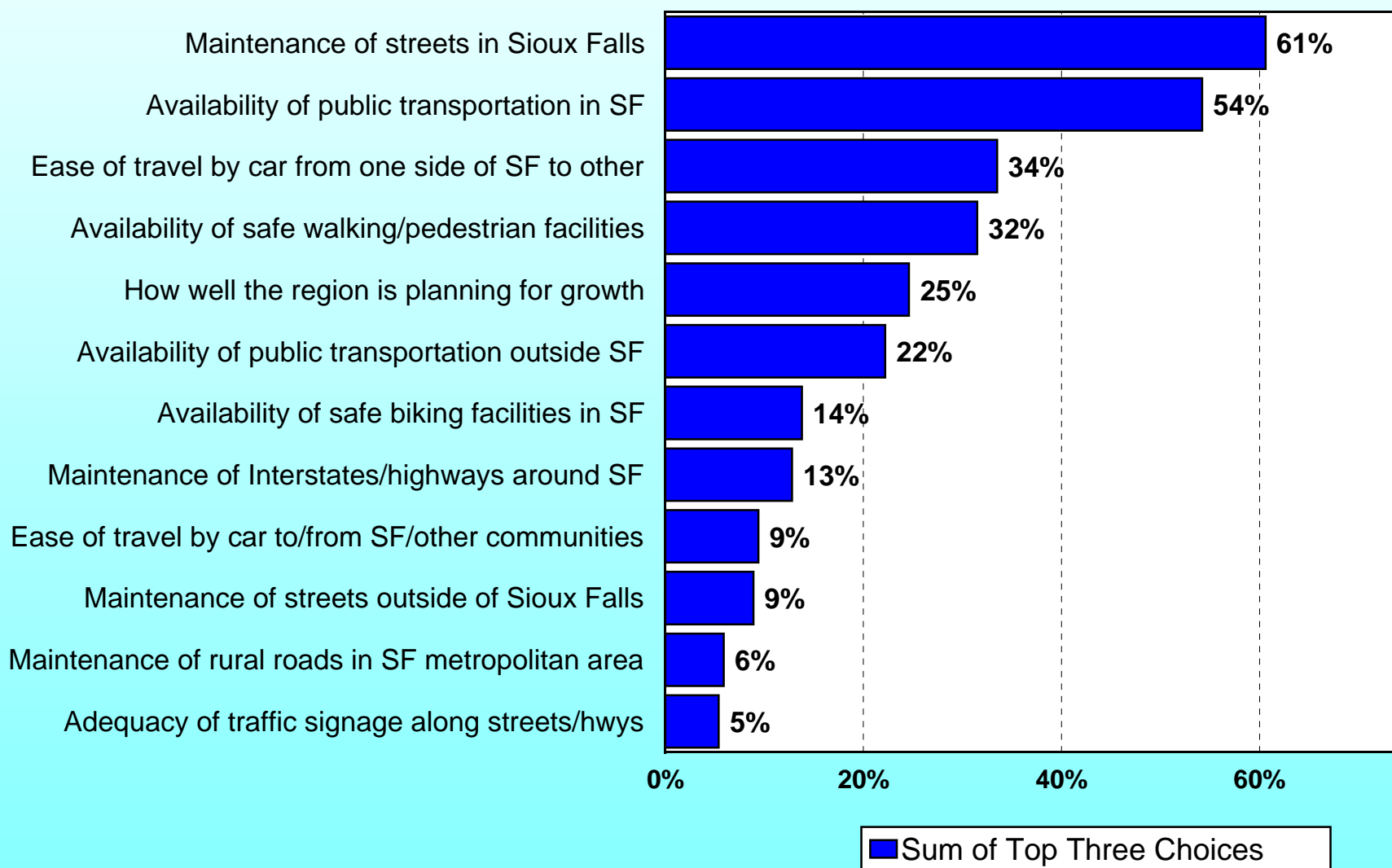
Q2. Satisfaction With Various Aspects of the Transportation System in Sioux Falls

by percentage of respondents (excluding “don’t know”)



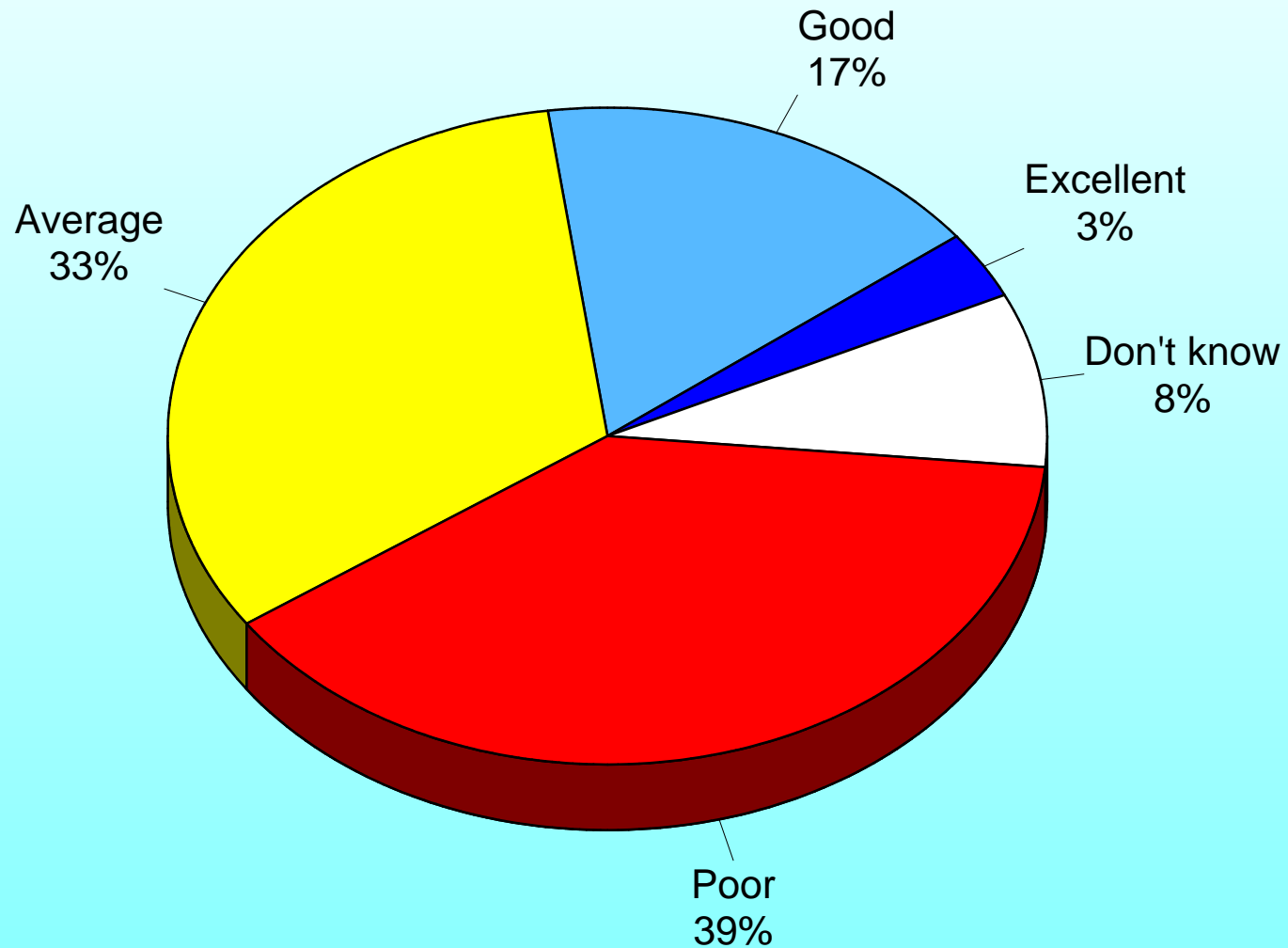
Q3. Transportation Services That Are Most Important to Households

by percentage of respondents who selected the item as one of their top three choices



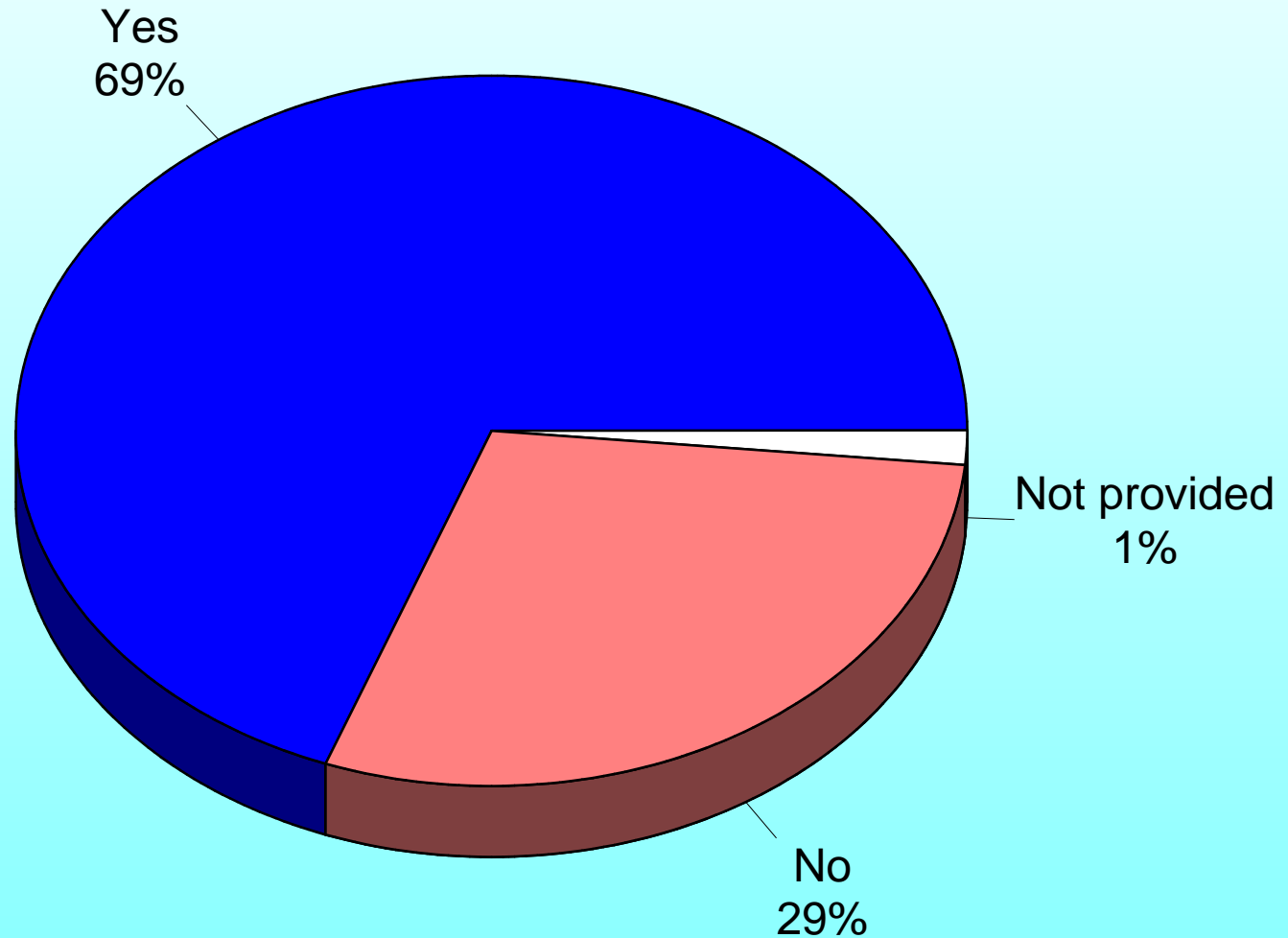
Q4. Overall Ratings of the Overall Transportation System in the Sioux Falls Metropolitan Area

by percentage of respondents



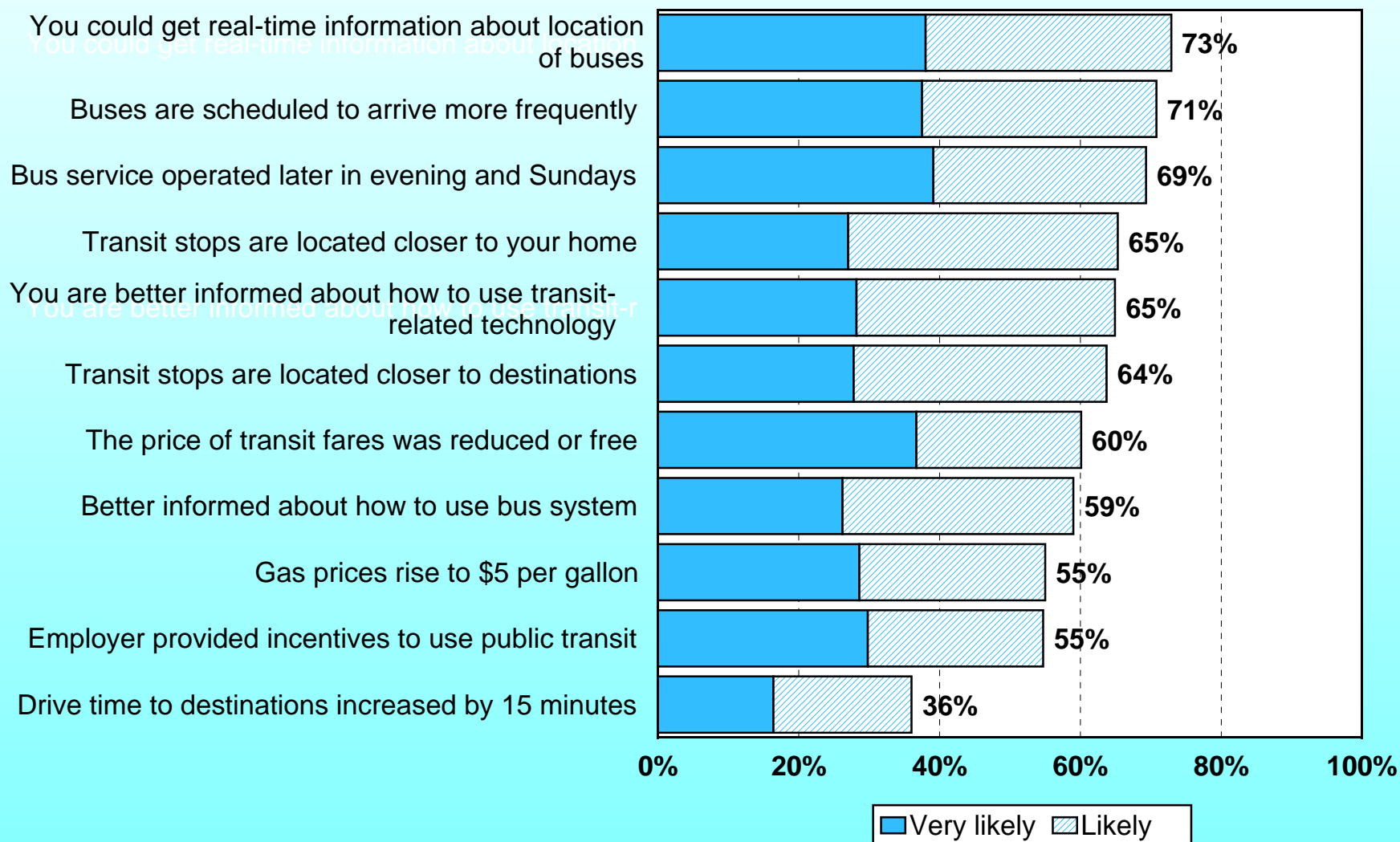
Q5. Have you EVER used public transit inside the City of Sioux Falls?

by percentage of respondents



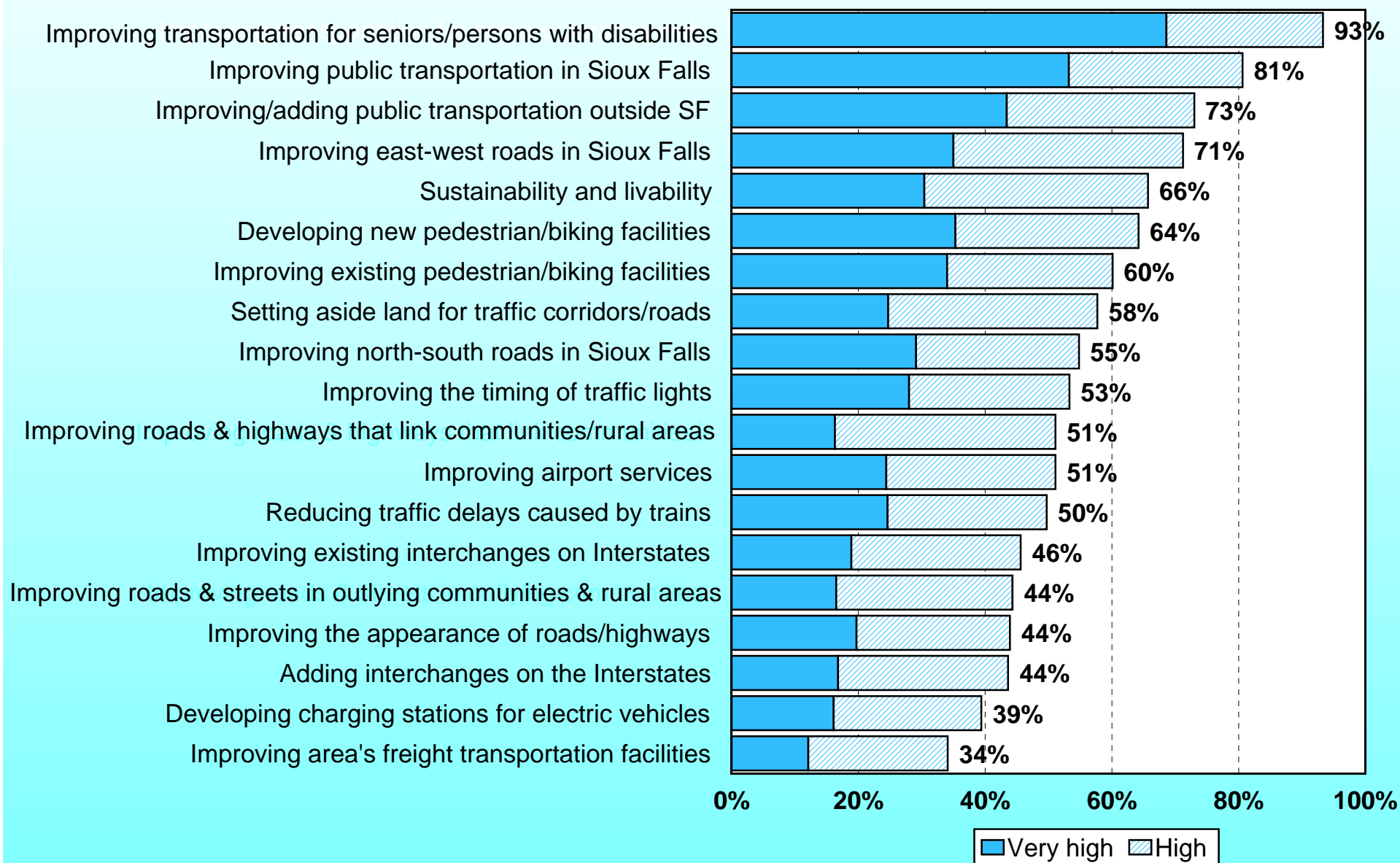
Q6. Likelihood of Using Public Transit in the Sioux Falls Metropolitan Area Based on the Following Factors

by percentage of respondents (excluding “not provided”)



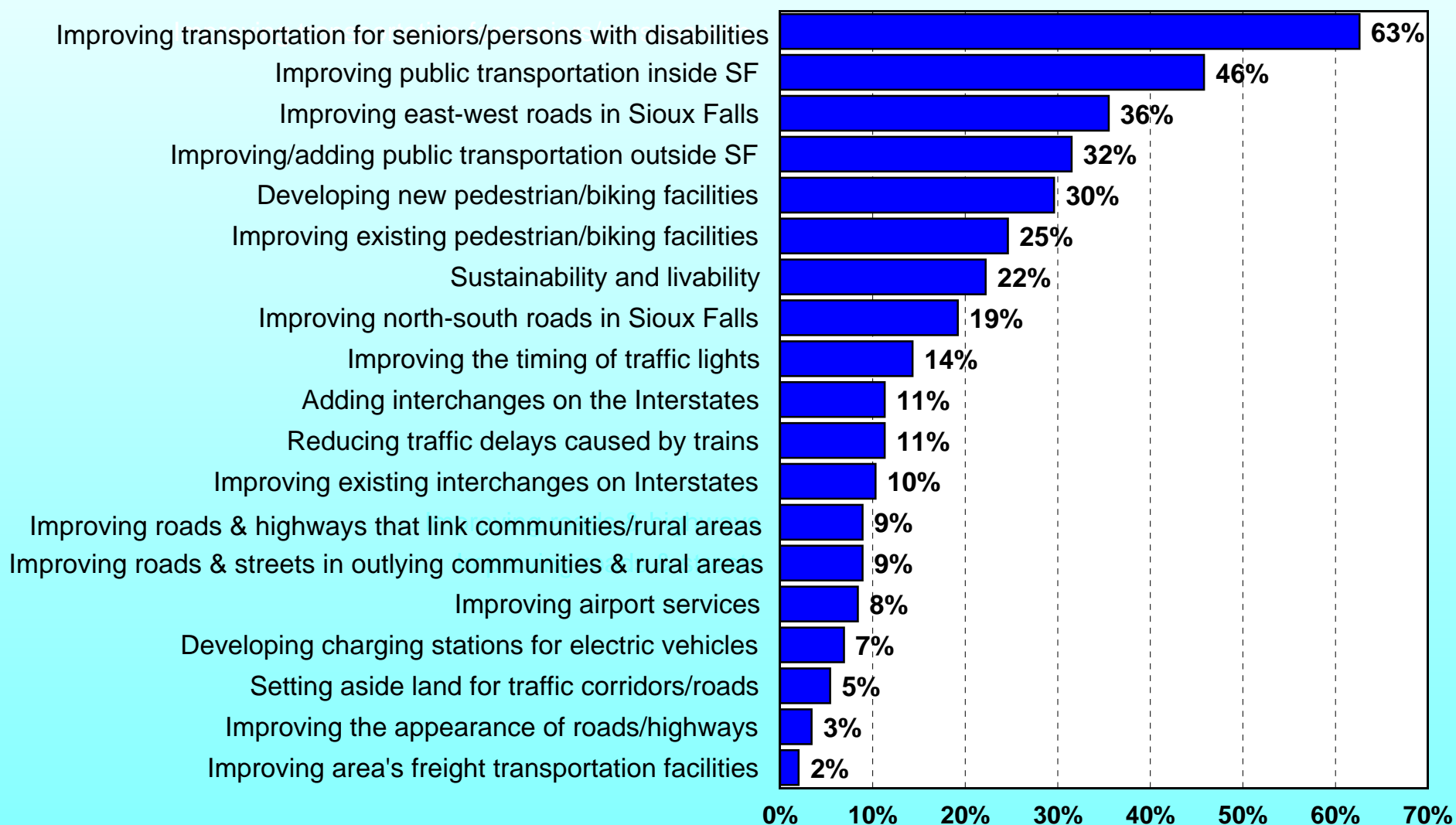
Q7. Priorities for Improvement in the Sioux Falls Metropolitan Area Over the Next 20 Years

by percentage of respondents (excluding "not provided")



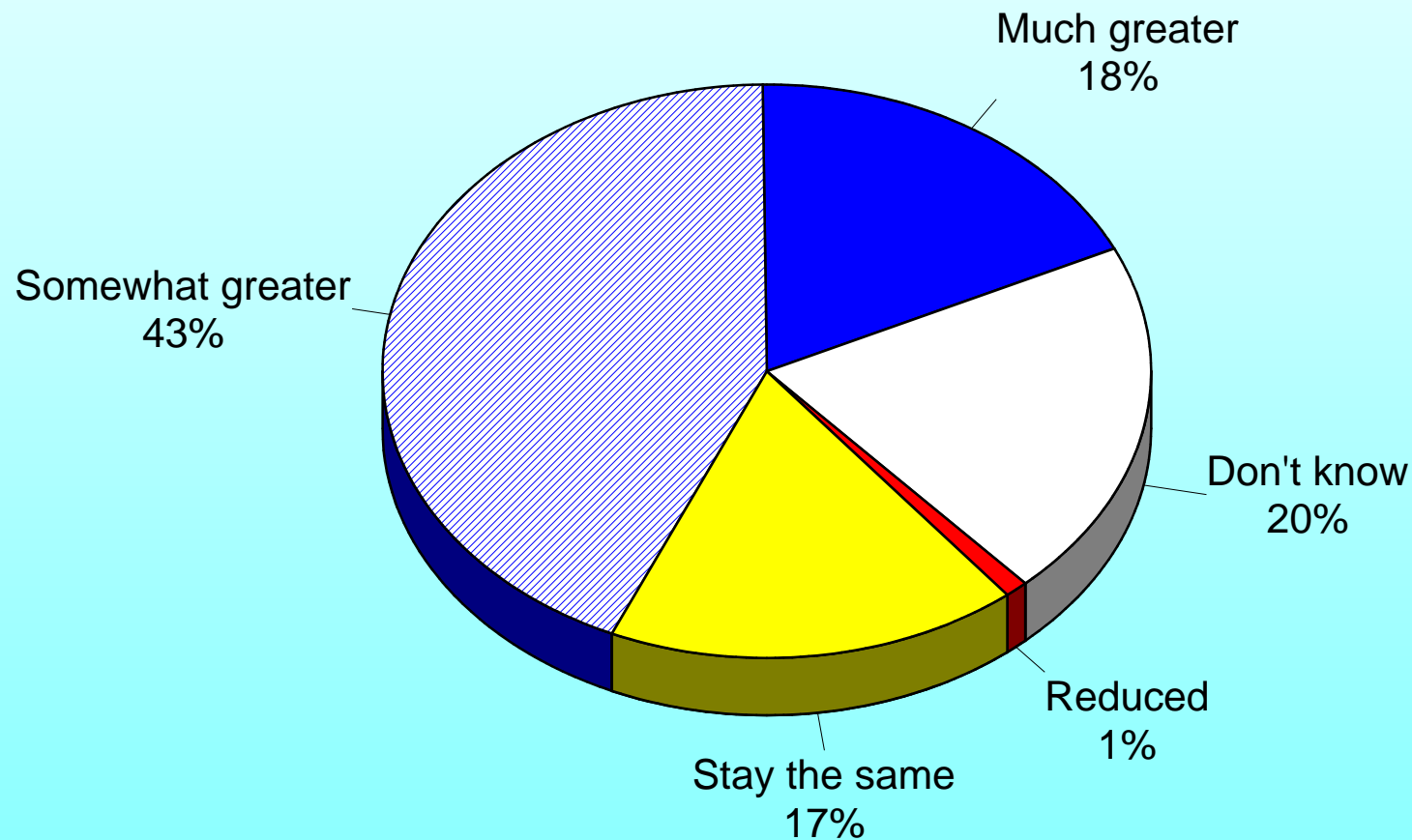
Q8. Transportation Improvements Residents Would be Most Willing to Fund With Their Tax Dollars

by percentage of respondents who selected the item as one of their top four choices



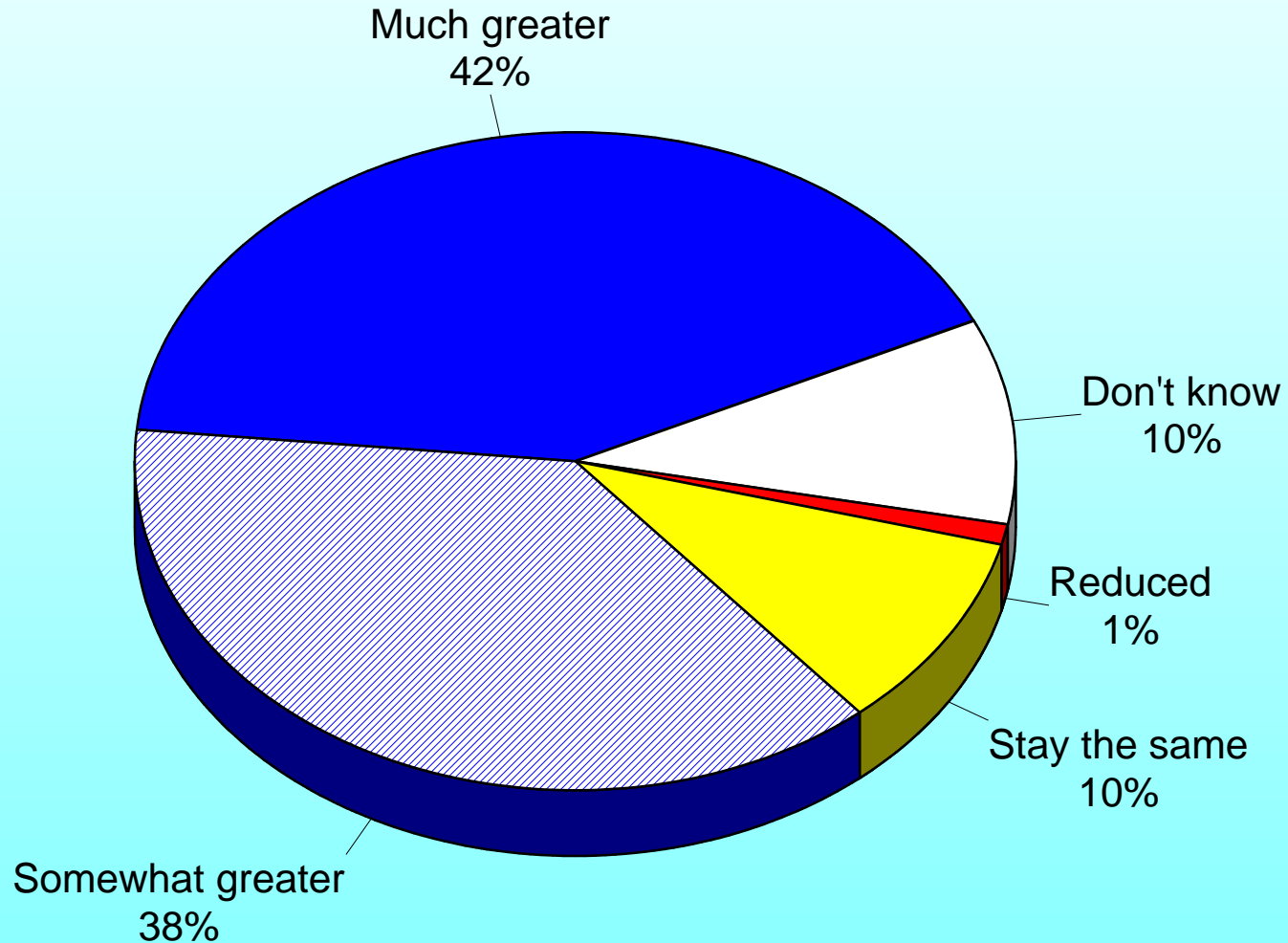
Q9. How Residents Think the Current Level of Funding for Road and Highway Improvements Should Change Over the Next Five Years

by percentage of respondents



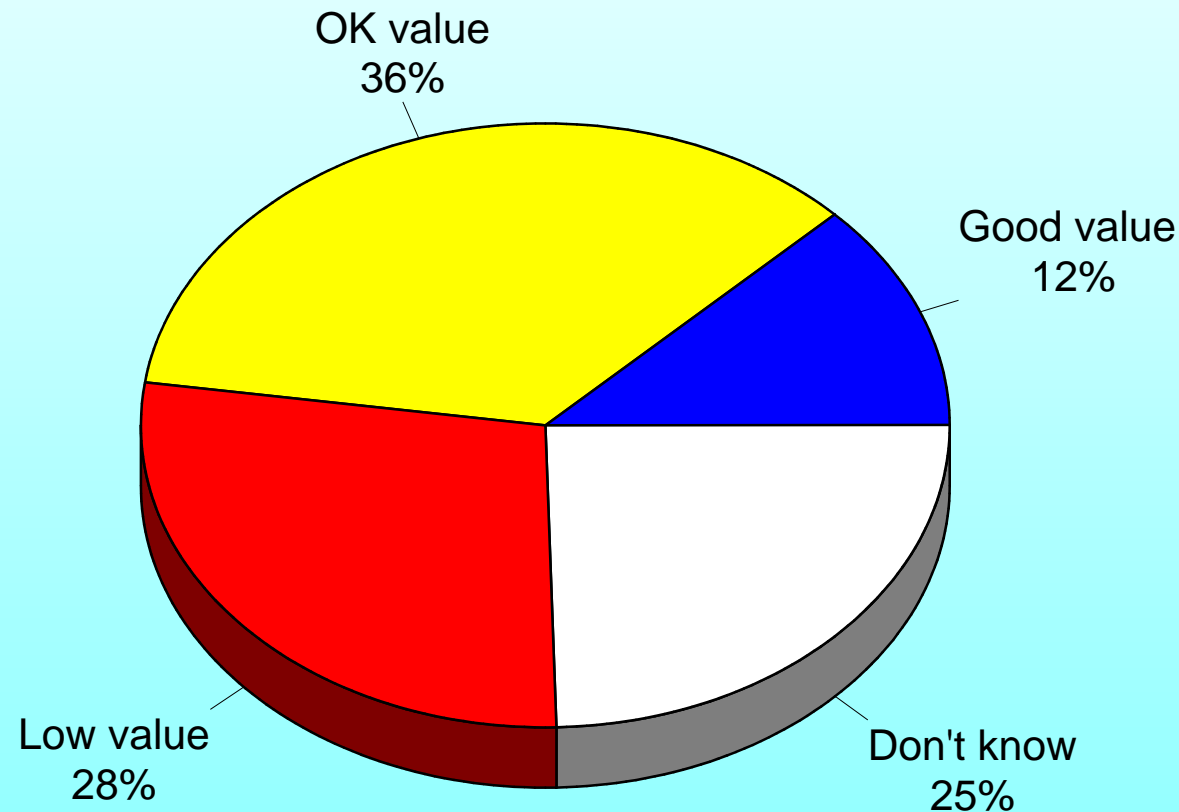
Q10. How Residents Think the Current Level of Funding for Public Transportation Should Change Over the Next Five Years

by percentage of respondents



Q11. Overall, how would you rate the value that you currently receive for the transportation taxes that you pay?

by percentage of respondents



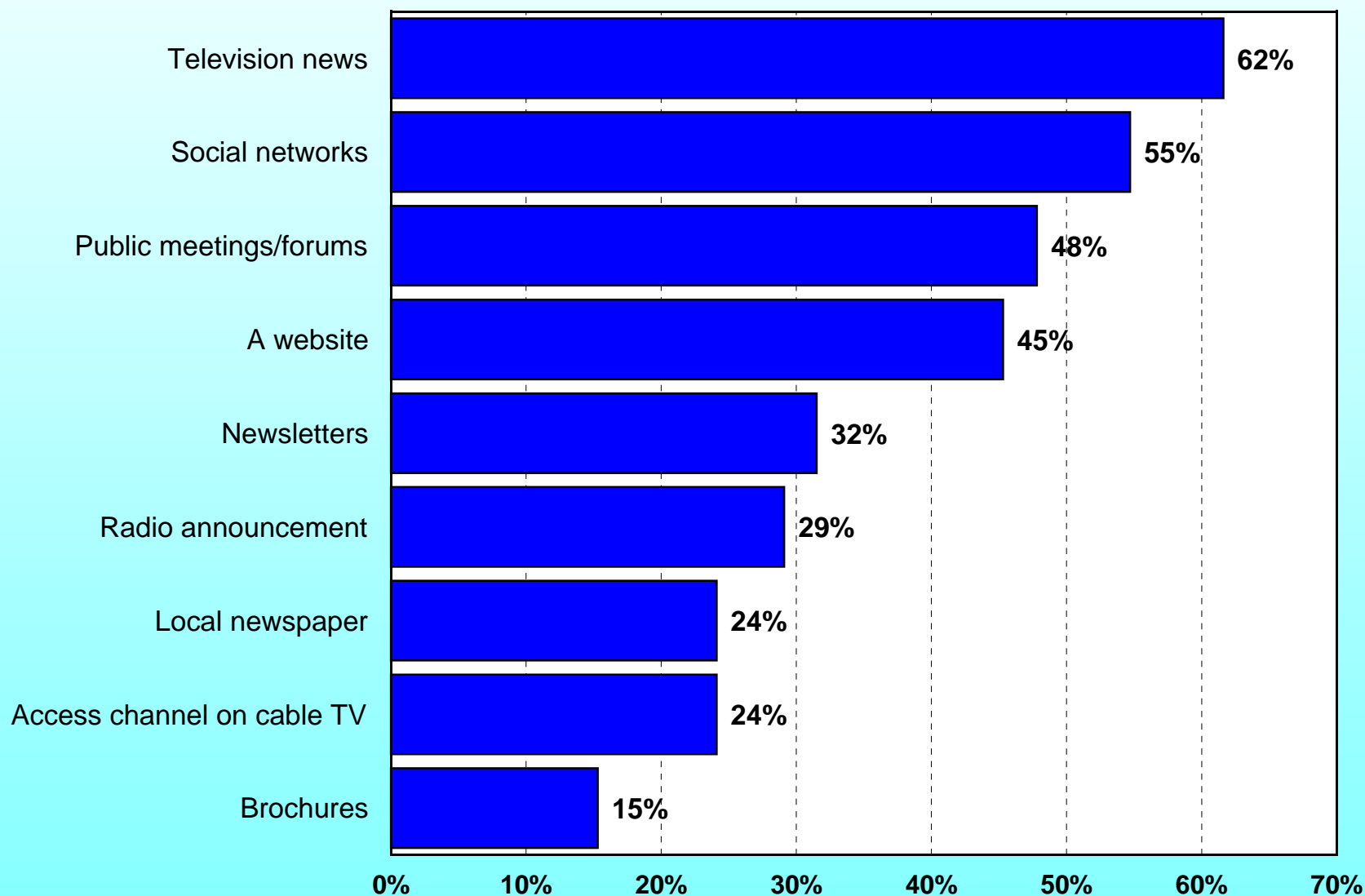
Q12. Do you generally think that local governments in the Sioux Falls area do a good job of involving people in the process of planning transportation improvements for the region?

by percentage of respondents



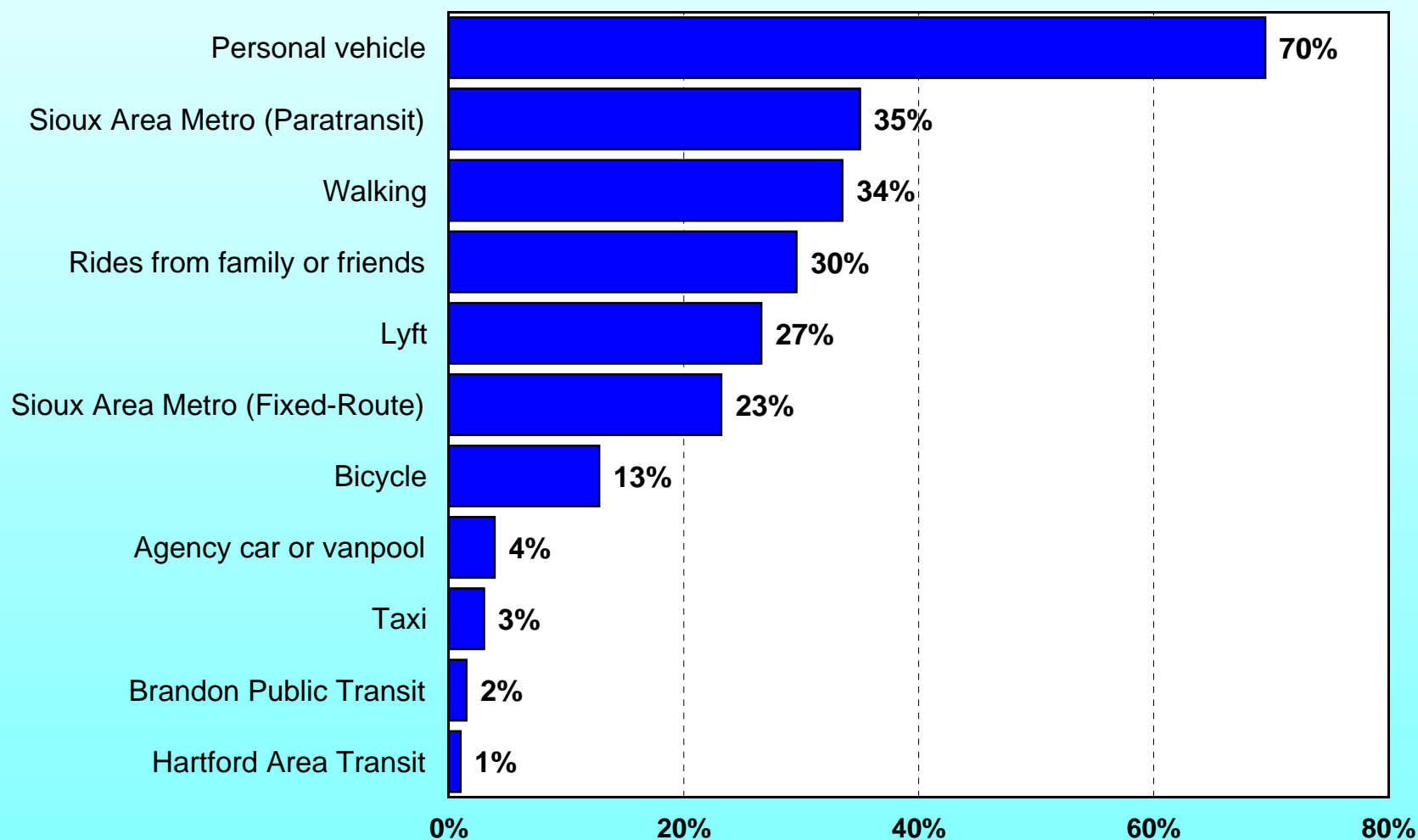
Q13. Best Ways to Keep Residents Informed About Transportation Improvements

by percentage of respondents (multiple selections could be made)



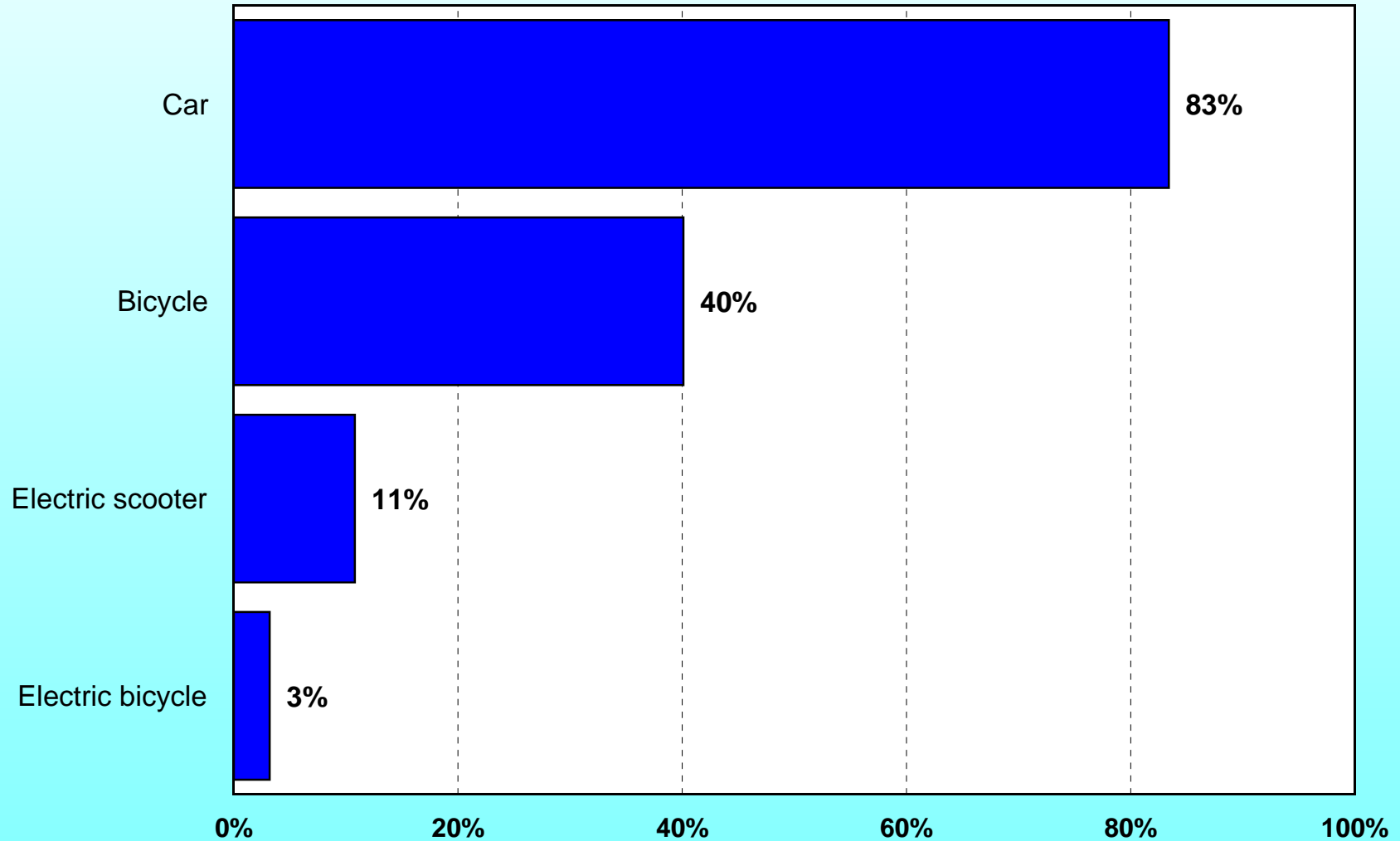
Demographics: Modes of Transportation That Households Normally Use to Get To/From Work, School or Other Frequently Traveled Destinations

by percentage of respondents (multiple selections could be made)



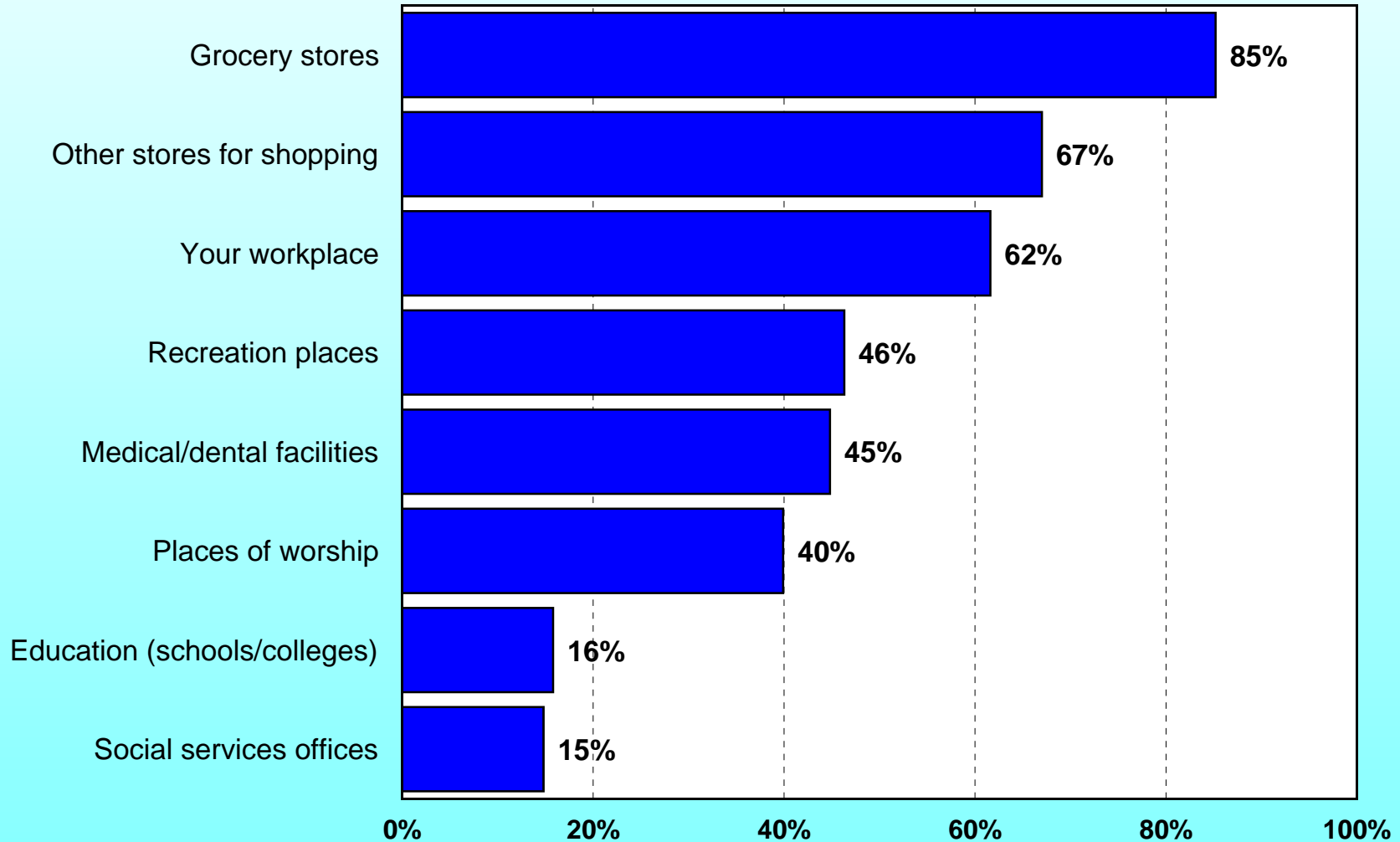
Demographics: Types of Vehicles Owned by Households

by percentage of respondents (excluding "none" - multiple selections could be made)



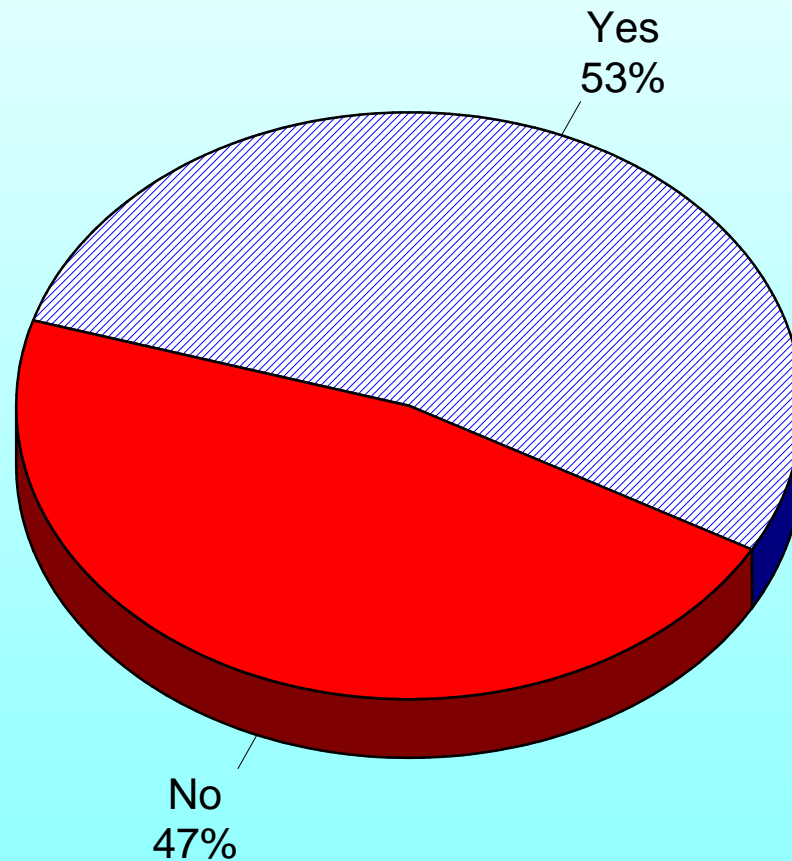
Demographics: Types of Destinations That Households Typically Visit at Least Once Per Week

by percentage of respondents (multiple selections could be made)



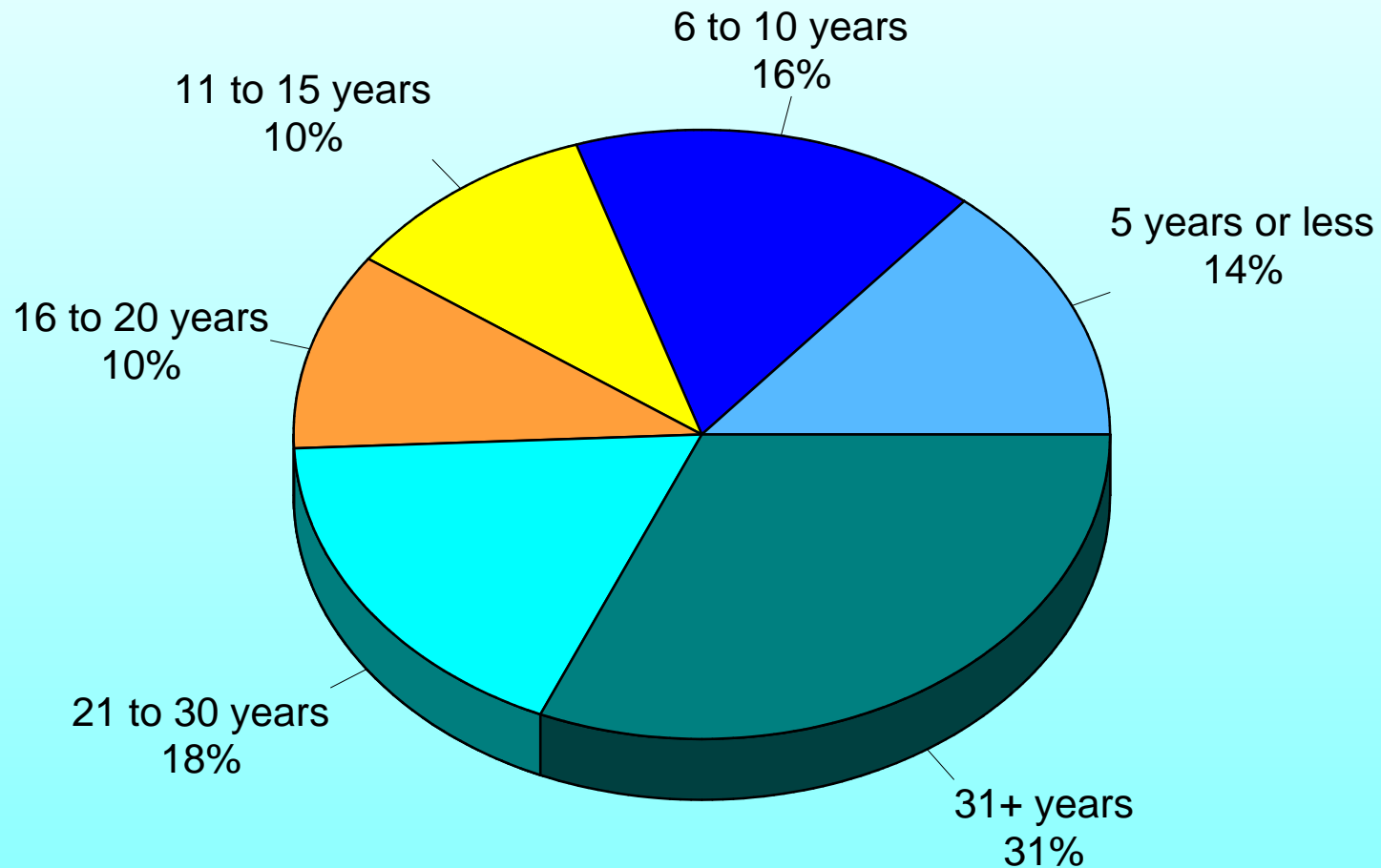
Demographics: Have you used Lyft or Uber in the past year?

by percentage of respondents (excluding "not provided")



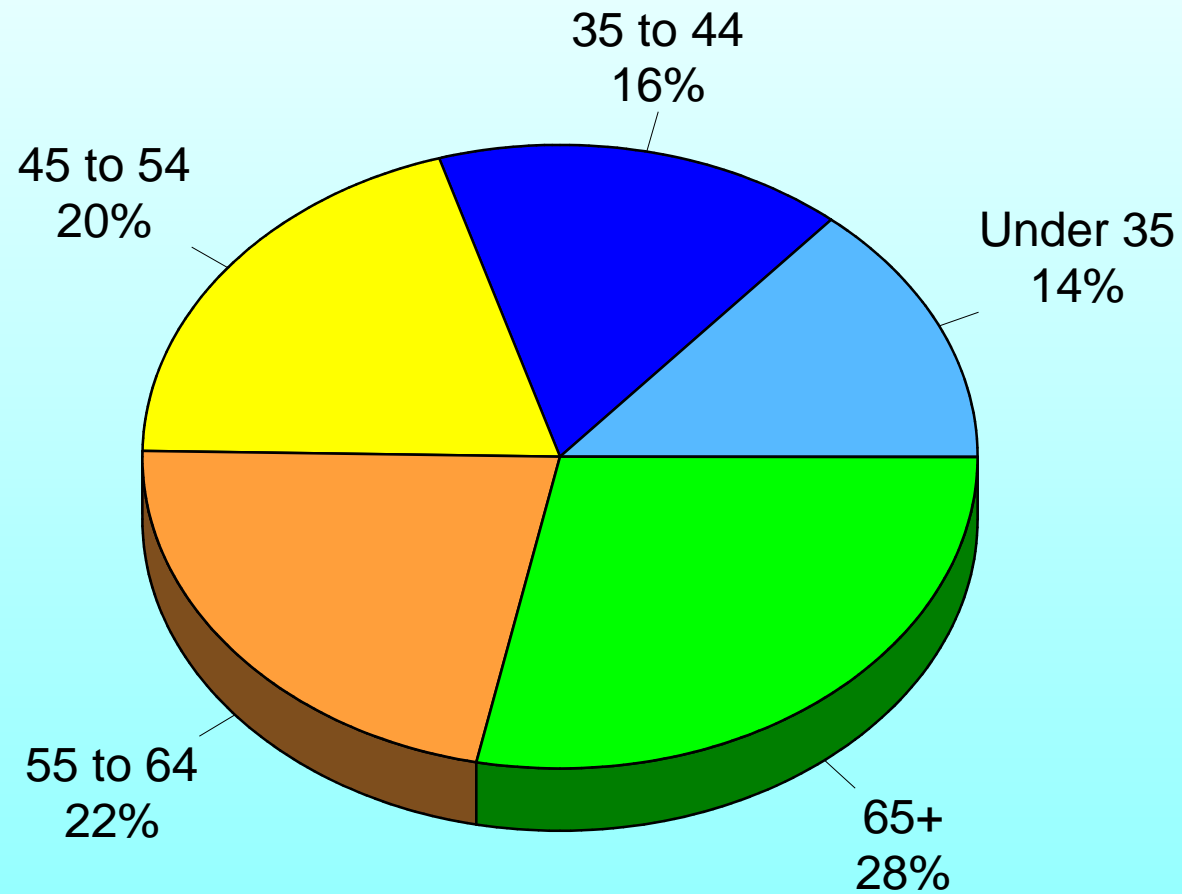
Demographics: How many years have you lived in the Sioux Falls Metropolitan Area?

by percentage of respondents (excluding "not provided")



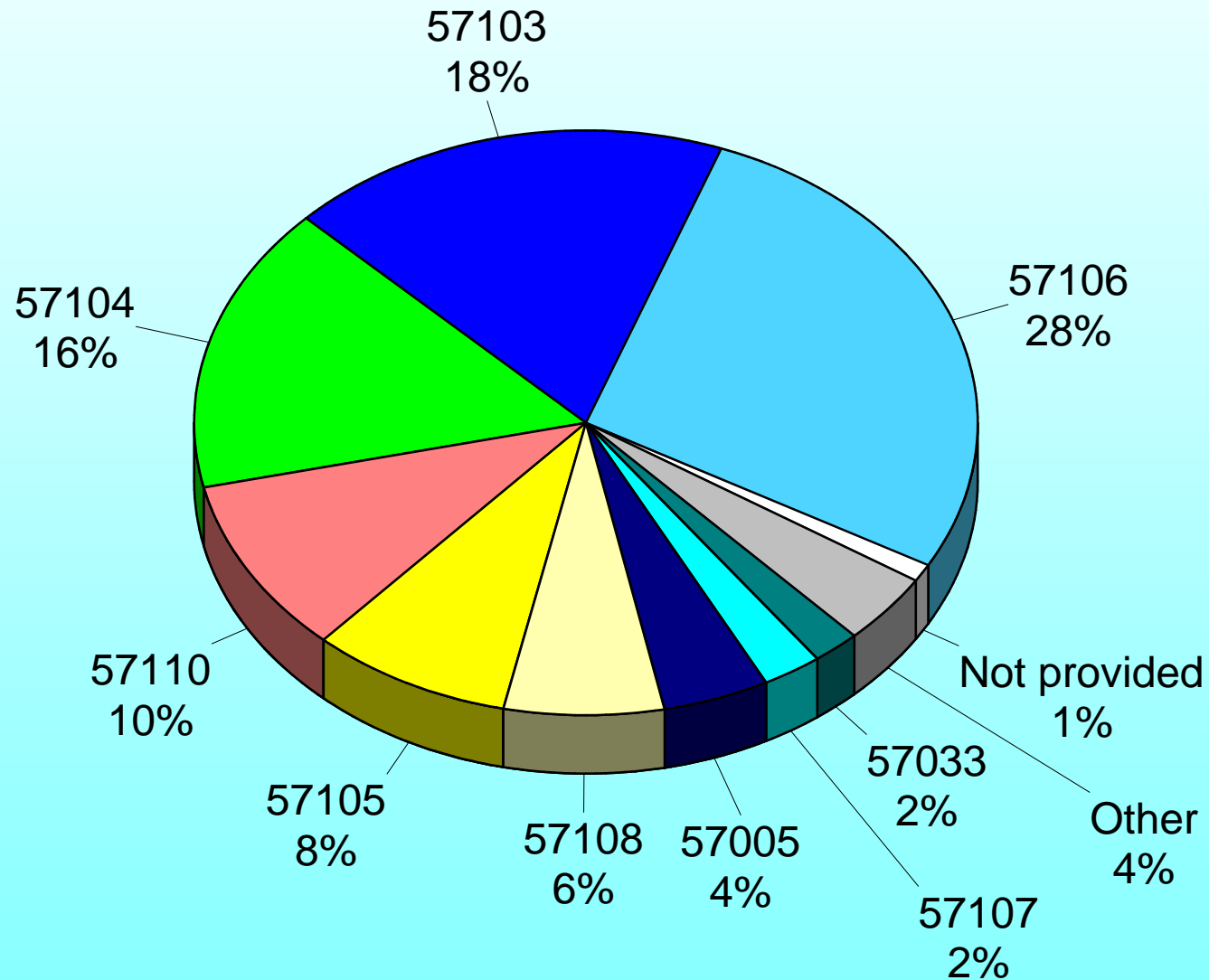
Demographics: Age of Respondent

by percentage of respondents



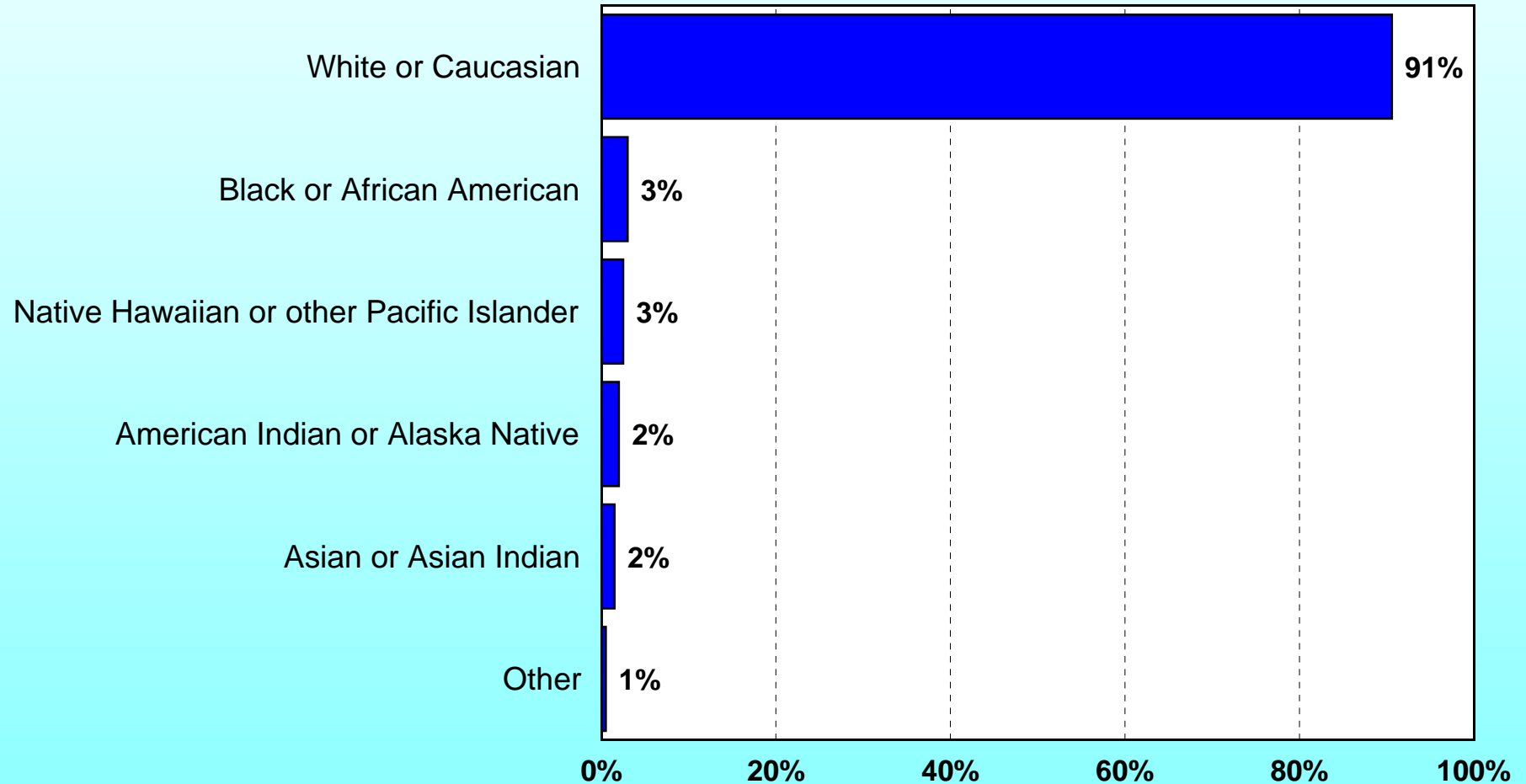
Demographics: What is your HOME zip code?

by percentage of respondents



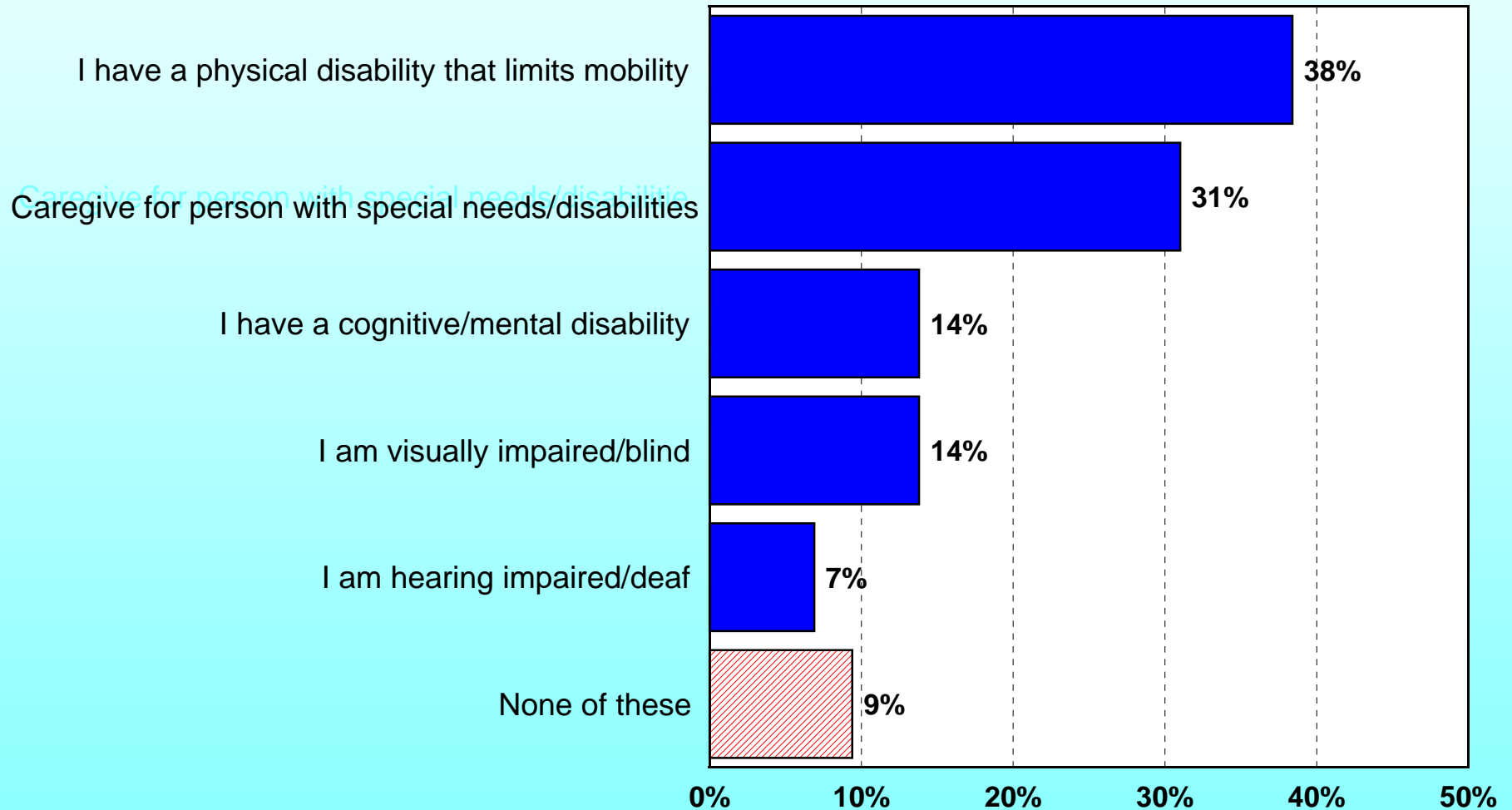
Demographics: Which of the following best describes your race?

by percentage of respondents (multiple selections could be made)



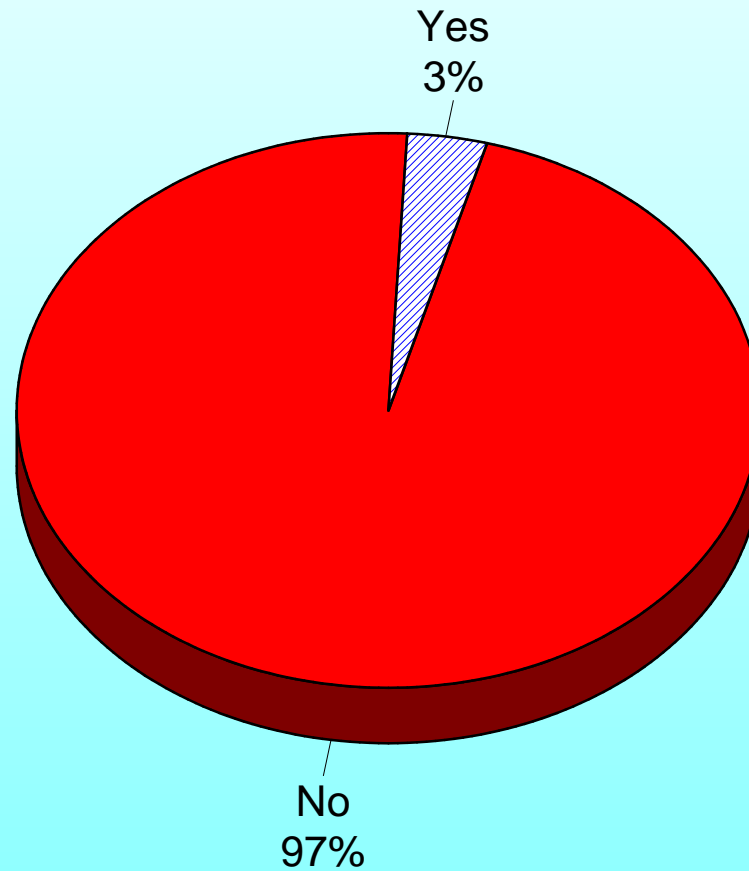
Demographics: Which of the following describes you?

by percentage of respondents who indicated they have a physical or mental disability
(multiple selections could be made)



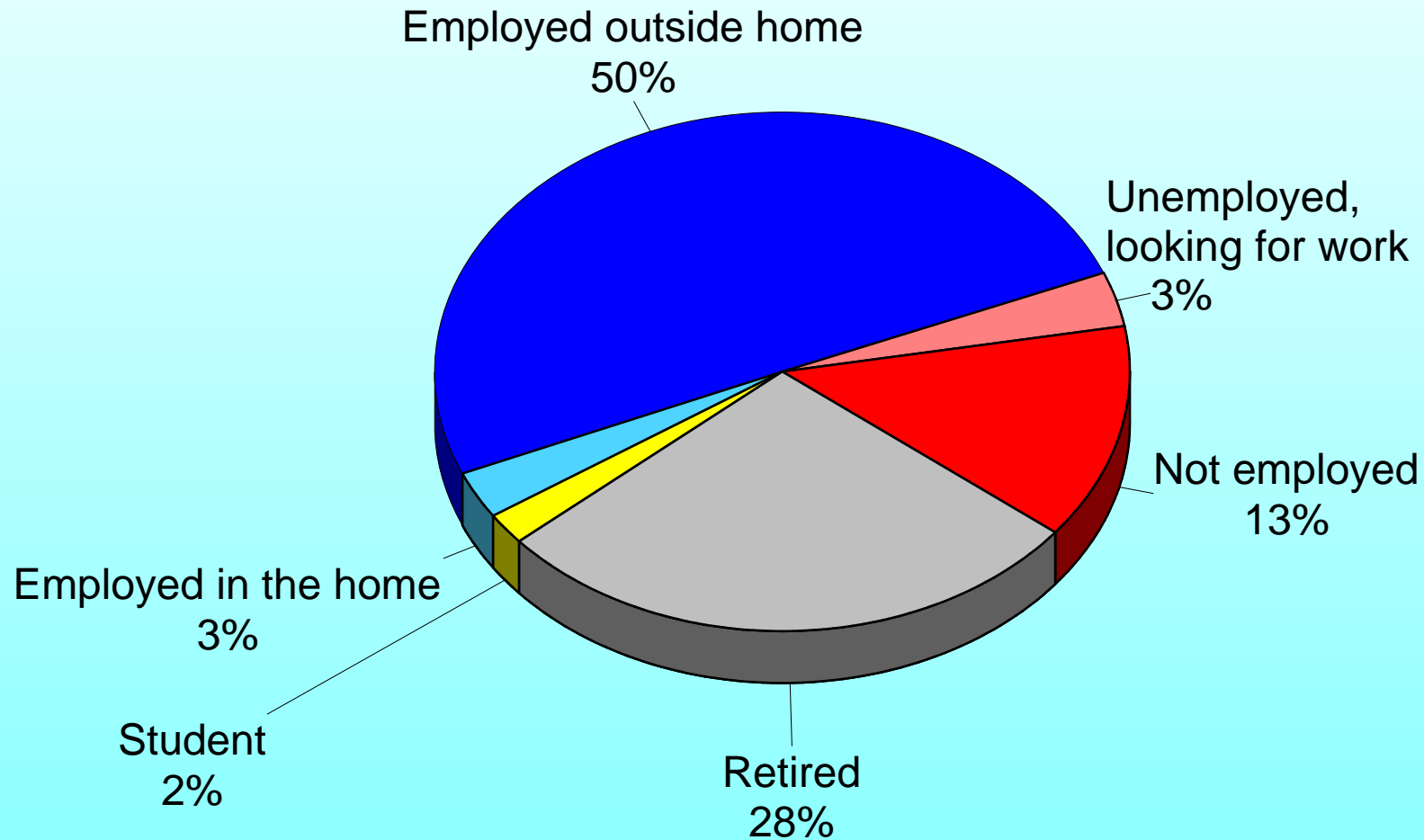
Demographics: Do you speak a language other than English in your home?

by percentage of respondents



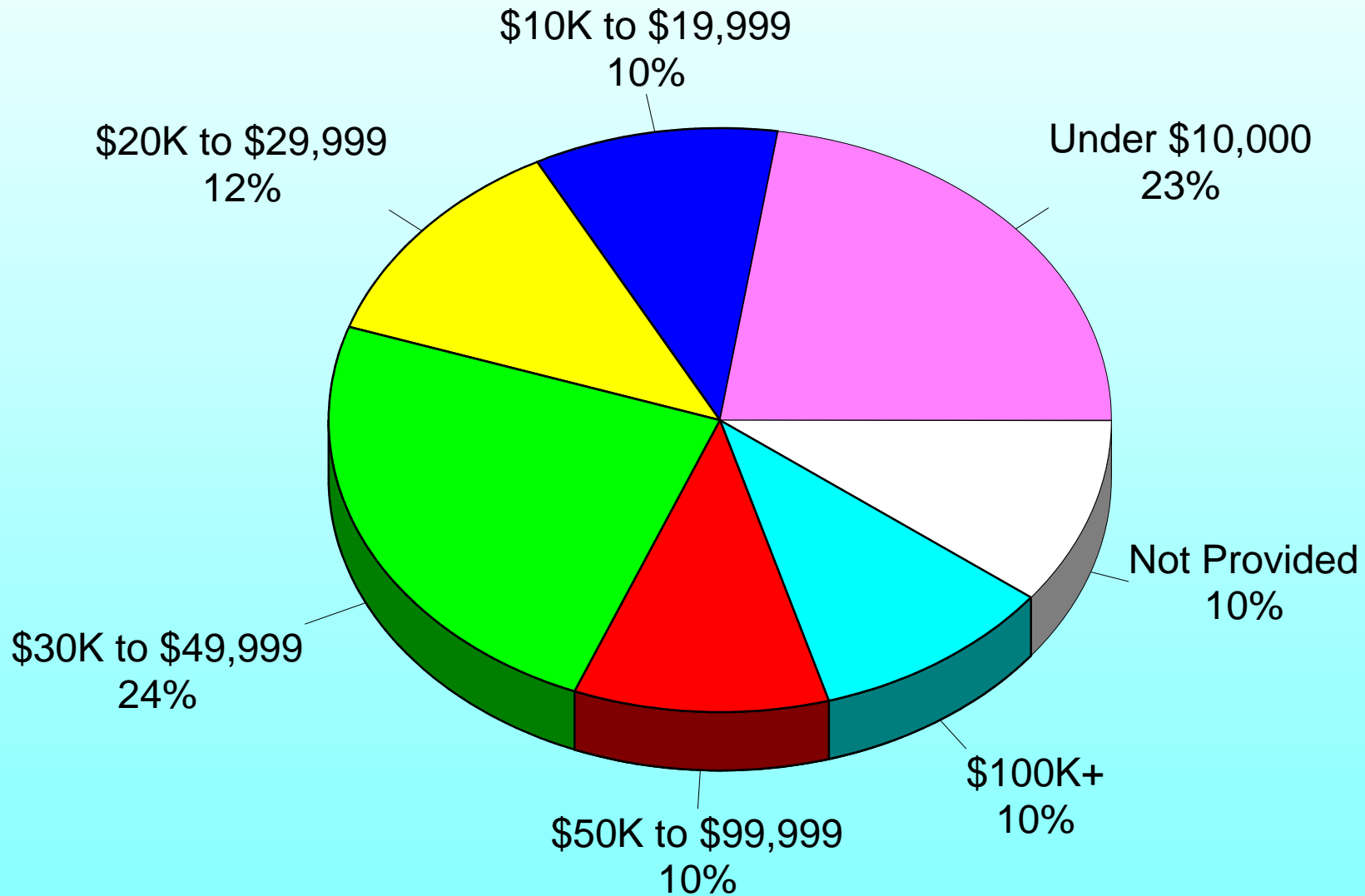
Demographics: Employment Status

by percentage of respondents



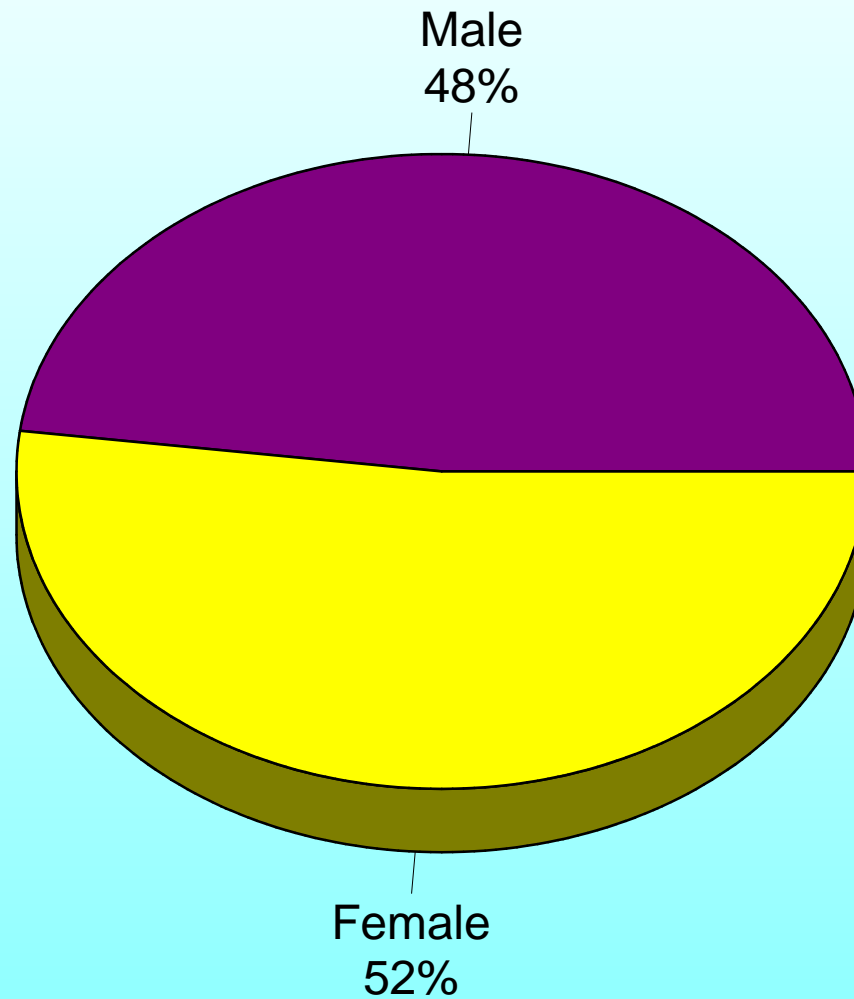
Demographics: Total Annual Household Income

by percentage of respondents



Demographics: Gender of Respondents

by percentage of respondents



0.5% of respondents preferred to self-describe

Section 2: *Tabular Data*

Q1. How often are you able to utilize transportation services that fit your travel needs?

Q1. How often are you able to utilize transportation
services that fit your travel needs

	Number	Percent
All the time	45	22.2 %
Most of the time	36	17.7 %
Some of the time	63	31.0 %
Never	28	13.8 %
Not provided	31	15.3 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q1. How often are you able to utilize transportation services that fit your travel needs? (without "not provided")**

Q1. How often are you able to utilize transportation
services that fit your travel needs

	Number	Percent
All the time	45	26.2 %
Most of the time	36	20.9 %
Some of the time	63	36.6 %
Never	28	16.3 %
Total	172	100.0 %

Q2. Several components of the transportation system in the Sioux Falls Metropolitan Area are listed below. For each item, please indicate whether you are "Very Satisfied," "Somewhat Satisfied," or "Not Satisfied."

(N=203)

	Very satisfied	Somewhat satisfied	Neutral	Not satisfied	Don't know
Q2-1. Maintenance of streets in Sioux Falls	6.9%	29.6%	19.2%	40.4%	3.9%
Q2-2. Maintenance of streets in the communities outside of Sioux Falls	4.4%	21.2%	24.1%	16.7%	33.5%
Q2-3. Maintenance of interstates & highways around Sioux Falls	22.7%	46.3%	17.7%	8.4%	4.9%
Q2-4. Maintenance of rural roads in Sioux Falls Metropolitan Area	4.4%	20.2%	26.6%	17.2%	31.5%
Q2-5. Ease of travel by car to/from City of Sioux Falls & other communities in Minnehaha & Lincoln Counties	20.2%	39.4%	19.2%	10.8%	10.3%
Q2-6. Ease of travel by car from one side of City of Sioux Falls to the other	13.8%	36.0%	17.2%	32.0%	1.0%
Q2-7. Availability of safe walking/pedestrian facilities in Sioux Falls Metro Area	11.8%	27.6%	24.6%	29.6%	6.4%
Q2-8. Availability of safe biking facilities in Sioux Falls Metropolitan Area	17.7%	19.7%	18.2%	22.7%	21.7%
Q2-9. Availability of public transportation/ bus service in City of Sioux Falls	7.9%	12.8%	19.7%	49.8%	9.9%
Q2-10. Availability of public transportation/ bus service in the areas outside of Sioux Falls	3.4%	6.9%	19.7%	45.3%	24.6%
Q2-11. Adequacy of traffic signage along City streets & highways	17.7%	36.5%	28.6%	11.8%	5.4%
Q2-12. How well the region is planning for growth	10.3%	30.0%	22.7%	25.1%	11.8%

WITHOUT "DON'T KNOW"

Q2. Several components of the transportation system in the Sioux Falls Metropolitan Area are listed below. For each item, please indicate whether you are "Very Satisfied," "Somewhat Satisfied," or "Not Satisfied." (without "don't know")

(N=203)

	Very satisfied	Somewhat satisfied	Neutral	Not satisfied
Q2-1. Maintenance of streets in Sioux Falls	7.2%	30.8%	20.0%	42.1%
Q2-2. Maintenance of streets in the communities outside of Sioux Falls	6.7%	31.9%	36.3%	25.2%
Q2-3. Maintenance of interstates & highways around Sioux Falls	23.8%	48.7%	18.7%	8.8%
Q2-4. Maintenance of rural roads in Sioux Falls Metropolitan Area	6.5%	29.5%	38.8%	25.2%
Q2-5. Ease of travel by car to/from City of Sioux Falls & other communities in Minnehaha & Lincoln Counties	22.5%	44.0%	21.4%	12.1%
Q2-6. Ease of travel by car from one side of City of Sioux Falls to the other	13.9%	36.3%	17.4%	32.3%
Q2-7. Availability of safe walking/pedestrian facilities in Sioux Falls Metro Area	12.6%	29.5%	26.3%	31.6%
Q2-8. Availability of safe biking facilities in Sioux Falls Metropolitan Area	22.6%	25.2%	23.3%	28.9%
Q2-9. Availability of public transportation/ bus service in City of Sioux Falls	8.7%	14.2%	21.9%	55.2%
Q2-10. Availability of public transportation/ bus service in the areas outside of Sioux Falls	4.6%	9.2%	26.1%	60.1%
Q2-11. Adequacy of traffic signage along City streets & highways	18.8%	38.5%	30.2%	12.5%
Q2-12. How well the region is planning for growth	11.7%	34.1%	25.7%	28.5%

Q3. Which THREE of the items in Question 2 are most important to the members of your household?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of streets in Sioux Falls	60	29.6 %
Maintenance of streets in the communities outside of Sioux Falls	9	4.4 %
Maintenance of interstates & highways around Sioux Falls	9	4.4 %
Maintenance of rural roads in Sioux Falls Metropolitan Area	2	1.0 %
Ease of travel by car to/from City of Sioux Falls & other communities in Minnehaha & Lincoln Counties	3	1.5 %
Ease of travel by car from one side of City of Sioux Falls to the other	8	3.9 %
Availability of safe walking/pedestrian facilities in Sioux Falls Metro Area	17	8.4 %
Availability of safe biking facilities in Sioux Falls Metropolitan Area	5	2.5 %
Availability of public transportation/bus service in City of Sioux Falls	59	29.1 %
Availability of public transportation/bus service in the areas outside of Sioux Falls	17	8.4 %
Adequacy of traffic signage along City streets & highways	2	1.0 %
How well the region is planning for growth	5	2.5 %
None chosen	7	3.4 %
Total	203	100.0 %

Q3. Which THREE of the items in Question 2 are most important to the members of your household?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of streets in Sioux Falls	28	13.8 %
Maintenance of streets in the communities outside of Sioux Falls	4	2.0 %
Maintenance of interstates & highways around Sioux Falls	14	6.9 %
Maintenance of rural roads in Sioux Falls Metropolitan Area	9	4.4 %
Ease of travel by car to/from City of Sioux Falls & other communities in Minnehaha & Lincoln Counties	10	4.9 %
Ease of travel by car from one side of City of Sioux Falls to the other	27	13.3 %
Availability of safe walking/pedestrian facilities in Sioux Falls Metro Area	24	11.8 %
Availability of safe biking facilities in Sioux Falls Metropolitan Area	13	6.4 %
Availability of public transportation/bus service in City of Sioux Falls	31	15.3 %
Availability of public transportation/bus service in the areas outside of Sioux Falls	20	9.9 %
Adequacy of traffic signage along City streets & highways	2	1.0 %
How well the region is planning for growth	12	5.9 %
None chosen	9	4.4 %
Total	203	100.0 %

Q3. Which THREE of the items in Question 2 are most important to the members of your household?

Q3. 3rd choice	Number	Percent
Maintenance of streets in Sioux Falls	35	17.2 %
Maintenance of streets in the communities outside of Sioux Falls	5	2.5 %
Maintenance of interstates & highways around Sioux Falls	3	1.5 %
Maintenance of rural roads in Sioux Falls Metropolitan Area	1	0.5 %
Ease of travel by car to/from City of Sioux Falls & other communities in Minnehaha & Lincoln Counties	6	3.0 %
Ease of travel by car from one side of City of Sioux Falls to the other	33	16.3 %
Availability of safe walking/pedestrian facilities in Sioux Falls Metro Area	23	11.3 %
Availability of safe biking facilities in Sioux Falls Metropolitan Area	10	4.9 %
Availability of public transportation/bus service in City of Sioux Falls	20	9.9 %
Availability of public transportation/bus service in the areas outside of Sioux Falls	8	3.9 %
Adequacy of traffic signage along City streets & highways	7	3.4 %
How well the region is planning for growth	33	16.3 %
None chosen	19	9.4 %
Total	203	100.0 %

SUM OF TOP 3 CHOICES**Q3. Which THREE of the items in Question 2 are most important to the members of your household? (top 3)**

Q3. Sum of top 3 choices	Number	Percent
Maintenance of streets in Sioux Falls	123	60.6 %
Maintenance of streets in the communities outside of Sioux Falls	18	8.9 %
Maintenance of interstates & highways around Sioux Falls	26	12.8 %
Maintenance of rural roads in Sioux Falls Metropolitan Area	12	5.9 %
Ease of travel by car to/from City of Sioux Falls & other communities in Minnehaha & Lincoln Counties	19	9.4 %
Ease of travel by car from one side of City of Sioux Falls to the other	68	33.5 %
Availability of safe walking/pedestrian facilities in Sioux Falls Metro Area	64	31.5 %
Availability of safe biking facilities in Sioux Falls Metropolitan Area	28	13.8 %
Availability of public transportation/bus service in City of Sioux Falls	110	54.2 %
Availability of public transportation/bus service in the areas outside of Sioux Falls	45	22.2 %
Adequacy of traffic signage along City streets & highways	11	5.4 %
How well the region is planning for growth	50	24.6 %
None chosen	7	3.4 %
Total	581	

Q4. Overall, would you rate the transportation system in the Sioux Falls Metropolitan Area as "excellent," "good," "average," or "poor?"

Q4. How would you rate transportation system in Sioux Falls Metropolitan Area

	Number	Percent
Excellent	7	3.4 %
Good	34	16.7 %
Average	66	32.5 %
Poor	79	38.9 %
Don't know	17	8.4 %
Total	203	100.0 %

WITHOUT "DON'T KNOW"

Q4. Overall, would you rate the transportation system in the Sioux Falls Metropolitan Area as "excellent," "good," "average," or "poor?" (without "don't know")

Q4. How would you rate transportation system in Sioux Falls Metropolitan Area

	Number	Percent
Excellent	7	3.8 %
Good	34	18.3 %
Average	66	35.5 %
Poor	79	42.5 %
Total	186	100.0 %

Q5. Have you EVER used public transit inside the City of Sioux Falls?

Q5. Have you ever used public transit inside City of Sioux Falls

	Number	Percent
Yes	141	69.5 %
No	59	29.1 %
Not provided	3	1.5 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"

Q5. Have you EVER used public transit inside the City of Sioux Falls? (without "not provided")

Q5. Have you ever used public transit inside City of Sioux Falls

	Number	Percent
Yes	141	70.5 %
No	59	29.5 %
Total	200	100.0 %

Q6. Several factors that could encourage you to use public transit in the Sioux Falls Metropolitan Area are listed below. Using a scale of 1 to 5, where 5 is "Very Likely" and 1 is "Very Unlikely," please rate how likely each factor would be to encourage you to use public transit.

(N=203)

	Very likely	Likely	Not sure	Unlikely	Very unlikely	Not provided
Q6-1. Your drive time to your destinations increased by 15 minutes due to traffic congestion	15.3%	18.2%	18.2%	21.2%	20.2%	6.9%
Q6-2. Transit stops are located closer to your home	26.1%	36.9%	15.3%	6.9%	11.3%	3.4%
Q6-3. Transit stops are located closer to your destinations	27.1%	35.0%	19.7%	6.4%	9.4%	2.5%
Q6-4. Buses are scheduled to arrive at stops more frequently	35.5%	31.5%	13.8%	4.9%	8.9%	5.4%
Q6-5. You are better informed about how to use the bus system in Sioux Falls Area	25.1%	31.5%	20.7%	9.9%	8.9%	3.9%
Q6-6. Your employer provided incentives to use public transit services	26.6%	22.2%	18.2%	7.4%	14.8%	10.8%
Q6-7. Bus service operated later in the evening & on Sundays	36.9%	28.6%	11.8%	6.4%	10.8%	5.4%
Q6-8. You could get real-time information about location of buses so you would know when the buses would arrive at stops	36.0%	33.0%	11.8%	4.9%	8.9%	5.4%
Q6-9. Gas prices rise to \$5 per gallon	25.6%	23.6%	16.3%	12.8%	11.3%	10.3%
Q6-10. You are better informed about how to use transit-related technology to schedule & use public transit	26.1%	34.0%	17.7%	5.4%	9.4%	7.4%
Q6-11. The price of transit fares was reduced or free	34.0%	21.7%	19.7%	8.9%	8.4%	7.4%

WITHOUT "NOT PROVIDED"

Q6. Several factors that could encourage you to use public transit in the Sioux Falls Metropolitan Area are listed below. Using a scale of 1 to 5, where 5 is "Very Likely" and 1 is "Very Unlikely," please rate how likely each factor would be to encourage you to use public transit. (without "not provided")

(N=203)

	Very likely	Likely	Not sure	Unlikely	Very unlikely
Q6-1. Your drive time to your destinations increased by 15 minutes due to traffic congestion	16.4%	19.6%	19.6%	22.8%	21.7%
Q6-2. Transit stops are located closer to your home	27.0%	38.3%	15.8%	7.1%	11.7%
Q6-3. Transit stops are located closer to your destinations	27.8%	35.9%	20.2%	6.6%	9.6%
Q6-4. Buses are scheduled to arrive at stops more frequently	37.5%	33.3%	14.6%	5.2%	9.4%
Q6-5. You are better informed about how to use the bus system in Sioux Falls Area	26.2%	32.8%	21.5%	10.3%	9.2%
Q6-6. Your employer provided incentives to use public transit services	29.8%	24.9%	20.4%	8.3%	16.6%
Q6-7. Bus service operated later in the evening & on Sundays	39.1%	30.2%	12.5%	6.8%	11.5%
Q6-8. You could get real-time information about location of buses so you would know when the buses would arrive at stops	38.0%	34.9%	12.5%	5.2%	9.4%
Q6-9. Gas prices rise to \$5 per gallon	28.6%	26.4%	18.1%	14.3%	12.6%
Q6-10. You are better informed about how to use transit-related technology to schedule & use public transit	28.2%	36.7%	19.1%	5.9%	10.1%
Q6-11. The price of transit fares was reduced or free	36.7%	23.4%	21.3%	9.6%	9.0%

Q7. For each of the following, please indicate whether you think the item should be a "Very High," "High," "Medium," or "Low" priority for improvement in the Sioux Falls Metropolitan Area over the next 20 years.

(N=203)

	Very high	High	Medium	Low	Not provided
Q7-1. Improving existing interchanges on interstates	16.7%	23.6%	31.5%	16.7%	11.3%
Q7-2. Adding interchanges on the interstates	14.8%	23.6%	33.0%	16.7%	11.8%
Q7-3. Improving major north-south roads/streets in City of Sioux Falls	25.1%	22.2%	27.1%	11.8%	13.8%
Q7-4. Improving major east-west roads/streets in City of Sioux Falls	30.5%	31.5%	19.2%	5.9%	12.8%
Q7-5. Improving public transportation/bus service in Sioux Falls	49.8%	25.6%	11.8%	6.4%	6.4%
Q7-6. Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	40.4%	27.6%	12.3%	12.8%	6.9%
Q7-7. Improving the timing of traffic lights	25.1%	22.7%	30.5%	11.3%	10.3%
Q7-8. Reducing traffic delays caused by trains	22.2%	22.7%	22.2%	23.2%	9.9%
Q7-9. Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	14.3%	24.1%	28.6%	19.7%	13.3%
Q7-10. Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	14.3%	30.5%	31.5%	11.3%	12.3%
Q7-11. Developing new pedestrian (walking) & biking facilities	32.5%	26.6%	20.2%	12.8%	7.9%
Q7-12. Improving existing pedestrian (walking) & biking facilities	31.5%	24.1%	23.6%	13.3%	7.4%
Q7-13. Setting aside land for traffic corridors & roads in future growth areas	22.2%	29.6%	26.1%	11.8%	10.3%
Q7-14. Improving transportation services for seniors & persons with disabilities	65.5%	23.6%	5.4%	1.0%	4.4%
Q7-15. Improving airport services in the region	21.7%	23.6%	26.1%	17.2%	11.3%

Q7. For each of the following, please indicate whether you think the item should be a "Very High," "High," "Medium," or "Low" priority for improvement in the Sioux Falls Metropolitan Area over the next 20 years.

	Very high	High	Medium	Low	Not provided
Q7-16. Improving the area's freight transportation facilities (i.e., airport, rail, truck routes)	10.3%	18.7%	33.0%	23.2%	14.8%
Q7-17. Improving the appearance of roads/highways	17.2%	21.2%	29.1%	20.2%	12.3%
Q7-18. Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	27.6%	32.0%	23.2%	7.9%	9.4%
Q7-19. Developing charging stations for electric vehicles (EVs)	14.3%	20.7%	24.6%	29.1%	11.3%

WITHOUT "NOT PROVIDED"

Q7. For each of the following, please indicate whether you think the item should be a "Very High," "High," "Medium," or "Low" priority for improvement in the Sioux Falls Metropolitan Area over the next 20 years. (without "not provided")

(N=203)

	Very high	High	Medium	Low
Q7-1. Improving existing interchanges on interstates	18.9%	26.7%	35.6%	18.9%
Q7-2. Adding interchanges on the interstates	16.8%	26.8%	37.4%	19.0%
Q7-3. Improving major north-south roads/streets in City of Sioux Falls	29.1%	25.7%	31.4%	13.7%
Q7-4. Improving major east-west roads/streets in City of Sioux Falls	35.0%	36.2%	22.0%	6.8%
Q7-5. Improving public transportation/bus service in Sioux Falls	53.2%	27.4%	12.6%	6.8%
Q7-6. Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	43.4%	29.6%	13.2%	13.8%
Q7-7. Improving the timing of traffic lights	28.0%	25.3%	34.1%	12.6%
Q7-8. Reducing traffic delays caused by trains	24.6%	25.1%	24.6%	25.7%
Q7-9. Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	16.5%	27.8%	33.0%	22.7%
Q7-10. Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	16.3%	34.8%	36.0%	12.9%
Q7-11. Developing new pedestrian (walking) & biking facilities	35.3%	28.9%	21.9%	13.9%
Q7-12. Improving existing pedestrian (walking) & biking facilities	34.0%	26.1%	25.5%	14.4%
Q7-13. Setting aside land for traffic corridors & roads in future growth areas	24.7%	33.0%	29.1%	13.2%
Q7-14. Improving transportation services for seniors & persons with disabilities	68.6%	24.7%	5.7%	1.0%
Q7-15. Improving airport services in the region	24.4%	26.7%	29.4%	19.4%

WITHOUT "NOT PROVIDED"

Q7. For each of the following, please indicate whether you think the item should be a "Very High," "High," "Medium," or "Low" priority for improvement in the Sioux Falls Metropolitan Area over the next 20 years. (without "not provided")

	Very high	High	Medium	Low
Q7-16. Improving the area's freight transportation facilities (i.e., airport, rail, truck routes)	12.1%	22.0%	38.7%	27.2%
Q7-17. Improving the appearance of roads/highways	19.7%	24.2%	33.1%	23.0%
Q7-18. Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	30.4%	35.3%	25.5%	8.7%
Q7-19. Developing charging stations for electric vehicles (EVs)	16.1%	23.3%	27.8%	32.8%

Q8. Which FOUR of the improvements listed in Question 7 would you be most willing to fund with your taxes?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Improving existing interchanges on interstates	14	6.9 %
Adding interchanges on the interstates	3	1.5 %
Improving major north-south roads/streets in City of Sioux Falls	17	8.4 %
Improving major east-west roads/streets in City of Sioux Falls	19	9.4 %
Improving public transportation/bus service in Sioux Falls	34	16.7 %
Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	12	5.9 %
Improving the timing of traffic lights	4	2.0 %
Reducing traffic delays caused by trains	6	3.0 %
Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	4	2.0 %
Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	2	1.0 %
Developing new pedestrian (walking) & biking facilities	8	3.9 %
Improving existing pedestrian (walking) & biking facilities	6	3.0 %
Setting aside land for traffic corridors & roads in future growth areas	1	0.5 %
Improving transportation services for seniors & persons with disabilities	58	28.6 %
Improving airport services in the region	2	1.0 %
Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	5	2.5 %
<u>None chosen</u>	<u>8</u>	<u>3.9 %</u>
Total	203	100.0 %

Q8. Which FOUR of the improvements listed in Question 7 would you be most willing to fund with your taxes?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Improving existing interchanges on interstates	4	2.0 %
Adding interchanges on the interstates	6	3.0 %
Improving major north-south roads/streets in City of Sioux Falls	12	5.9 %
Improving major east-west roads/streets in City of Sioux Falls	27	13.3 %
Improving public transportation/bus service in Sioux Falls	27	13.3 %
Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	24	11.8 %
Improving the timing of traffic lights	6	3.0 %
Reducing traffic delays caused by trains	3	1.5 %
Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	2	1.0 %
Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	4	2.0 %
Developing new pedestrian (walking) & biking facilities	17	8.4 %
Improving existing pedestrian (walking) & biking facilities	6	3.0 %
Setting aside land for traffic corridors & roads in future growth areas	3	1.5 %
Improving transportation services for seniors & persons with disabilities	28	13.8 %
Improving airport services in the region	4	2.0 %
Improving the area's freight transportation facilities (i.e., airport, rail, truck routes)	2	1.0 %
Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	9	4.4 %
Developing charging stations for electric vehicles (EVs)	5	2.5 %
<u>None chosen</u>	<u>14</u>	<u>6.9 %</u>
Total	203	100.0 %

Q8. Which FOUR of the improvements listed in Question 7 would you be most willing to fund with your taxes?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Adding interchanges on the interstates	11	5.4 %
Improving major north-south roads/streets in City of Sioux Falls	5	2.5 %
Improving major east-west roads/streets in City of Sioux Falls	18	8.9 %
Improving public transportation/bus service in Sioux Falls	16	7.9 %
Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	13	6.4 %
Improving the timing of traffic lights	12	5.9 %
Reducing traffic delays caused by trains	7	3.4 %
Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	6	3.0 %
Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	2	1.0 %
Developing new pedestrian (walking) & biking facilities	17	8.4 %
Improving existing pedestrian (walking) & biking facilities	22	10.8 %
Setting aside land for traffic corridors & roads in future growth areas	3	1.5 %
Improving transportation services for seniors & persons with disabilities	22	10.8 %
Improving airport services in the region	5	2.5 %
Improving the appearance of roads/highways	4	2.0 %
Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	18	8.9 %
Developing charging stations for electric vehicles (EVs)	4	2.0 %
<u>None chosen</u>	<u>18</u>	<u>8.9 %</u>
Total	203	100.0 %

Q8. Which FOUR of the improvements listed in Question 7 would you be most willing to fund with your taxes?

<u>Q8. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Improving existing interchanges on interstates	3	1.5 %
Adding interchanges on the interstates	3	1.5 %
Improving major north-south roads/streets in City of Sioux Falls	5	2.5 %
Improving major east-west roads/streets in City of Sioux Falls	8	3.9 %
Improving public transportation/bus service in Sioux Falls	16	7.9 %
Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	15	7.4 %
Improving the timing of traffic lights	7	3.4 %
Reducing traffic delays caused by trains	7	3.4 %
Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	6	3.0 %
Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	10	4.9 %
Developing new pedestrian (walking) & biking facilities	18	8.9 %
Improving existing pedestrian (walking) & biking facilities	16	7.9 %
Setting aside land for traffic corridors & roads in future growth areas	4	2.0 %
Improving transportation services for seniors & persons with disabilities	19	9.4 %
Improving airport services in the region	6	3.0 %
Improving the area's freight transportation facilities (i.e., airport, rail, truck routes)	2	1.0 %
Improving the appearance of roads/highways	3	1.5 %
Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	13	6.4 %
Developing charging stations for electric vehicles (EVs)	5	2.5 %
<u>None chosen</u>	<u>37</u>	<u>18.2 %</u>
Total	203	100.0 %

SUM OF TOP 4 CHOICES**Q8. Which FOUR of the improvements listed in Question 7 would you be most willing to fund with your taxes? (top 4)**

Q8. Sum of top 4 choices	Number	Percent
Improving existing interchanges on interstates	21	10.3 %
Adding interchanges on the interstates	23	11.3 %
Improving major north-south roads/streets in City of Sioux Falls	39	19.2 %
Improving major east-west roads/streets in City of Sioux Falls	72	35.5 %
Improving public transportation/bus service in Sioux Falls	93	45.8 %
Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities & areas	64	31.5 %
Improving the timing of traffic lights	29	14.3 %
Reducing traffic delays caused by trains	23	11.3 %
Improving roads & streets in outlying communities & rural areas of Lincoln & Minnehaha Counties	18	8.9 %
Improving roads & highways that link communities/rural areas in Lincoln & Minnehaha Counties within Sioux Falls	18	8.9 %
Developing new pedestrian (walking) & biking facilities	60	29.6 %
Improving existing pedestrian (walking) & biking facilities	50	24.6 %
Setting aside land for traffic corridors & roads in future growth areas	11	5.4 %
Improving transportation services for seniors & persons with disabilities	127	62.6 %
Improving airport services in the region	17	8.4 %
Improving the area's freight transportation facilities (i.e., airport, rail, truck routes)	4	2.0 %
Improving the appearance of roads/highways	7	3.4 %
Sustainability & livability (balancing social, economic & environmental issues through complete streets, smart growth, mixed-uses)	45	22.2 %
Developing charging stations for electric vehicles (EVs)	14	6.9 %
None chosen	8	3.9 %
Total	743	

Q9. How do you think the current level of funding for road and highway improvements in the Sioux Falls Metropolitan Area should change over the next five years?

Q9. How should current level of funding for road & highway improvements in Sioux Falls Metropolitan

Area change over next five years	Number	Percent
Should be much greater	37	18.2 %
Should be somewhat greater	88	43.3 %
Should stay the same	35	17.2 %
Should be reduced	2	1.0 %
Don't know	41	20.2 %
Total	203	100.0 %

WITHOUT "DON'T KNOW"

Q9. How do you think the current level of funding for road and highway improvements in the Sioux Falls Metropolitan Area should change over the next five years? (without "don't know")

Q9. How should current level of funding for road & highway improvements in Sioux Falls Metropolitan

Area change over next five years	Number	Percent
Should be much greater	37	22.8 %
Should be somewhat greater	88	54.3 %
Should stay the same	35	21.6 %
Should be reduced	2	1.2 %
Total	162	100.0 %

Q10. How do you think the current level of funding for public transportation in the Sioux Falls Metropolitan Area should change over the next five years?

Q10. How should current level of funding for public transportation in Sioux Falls Metropolitan Area change over next five years

	Number	Percent
Should be much greater	85	41.9 %
Should be somewhat greater	77	37.9 %
Should stay the same	20	9.9 %
Should be reduced	1	0.5 %
Don't know	20	9.9 %
Total	203	100.0 %

WITHOUT "DON'T KNOW"

Q10. How do you think the current level of funding for public transportation in the Sioux Falls Metropolitan Area should change over the next five years? (without "don't know")

Q10. How should current level of funding for public transportation in Sioux Falls Metropolitan Area change over next five years

	Number	Percent
Should be much greater	85	46.4 %
Should be somewhat greater	77	42.1 %
Should stay the same	20	10.9 %
Should be reduced	1	0.5 %
Total	183	100.0 %

Q11. Overall, how would you rate the value that you currently receive for the transportation taxes that you pay?

Q11. How would you rate overall value you currently
receive for transportation taxes that you pay

	Number	Percent
Good value for your money	25	12.3 %
OK value for your money	72	35.5 %
Low value for your money	56	27.6 %
Don't know	50	24.6 %
Total	203	100.0 %

WITHOUT "DON'T KNOW"**Q11. Overall, how would you rate the value that you currently receive for the transportation taxes that you pay? (without "don't know")**

Q11. How would you rate overall value you currently
receive for transportation taxes that you pay

	Number	Percent
Good value for your money	25	16.3 %
OK value for your money	72	47.1 %
Low value for your money	56	36.6 %
Total	153	100.0 %

Q12. Do you generally think that local governments in the Sioux Falls Metropolitan Area do a good job of involving residents in the process of planning transportation improvements for the region?

Q12. Do local governments in Sioux Falls Metropolitan Area do a good job of involving residents in the process of planning transportation improvements for the region

	Number	Percent
Yes	54	26.6 %
No	88	43.3 %
Don't know	61	30.0 %
Total	203	100.0 %

WITHOUT "DON'T KNOW"

Q12. Do you generally think that local governments in the Sioux Falls Metropolitan Area do a good job of involving residents in the process of planning transportation improvements for the region? (without "don't know")

Q12. Do local governments in Sioux Falls Metropolitan Area do a good job of involving residents in the process of planning transportation improvements for the region

	Number	Percent
Yes	54	38.0 %
No	88	62.0 %
Total	142	100.0 %

Q13. Which of the following sources would be the best way to keep you informed about planned transportation improvements in the Sioux Falls Metropolitan Area?

Q13. Which following sources would be the best way to keep you informed about planned transportation improvements

	Number	Percent
Access channel on cable TV	49	24.1 %
Local newspaper	49	24.1 %
Radio announcement	59	29.1 %
A website	92	45.3 %
Social networks (Twitter, Instagram, FB, etc.)	111	54.7 %
Brochures	31	15.3 %
Newsletters	64	31.5 %
Television news	125	61.6 %
Public meetings/forums	97	47.8 %
Other	4	2.0 %
Total	681	

Q13-10. Other

Q13-10. Other	Number	Percent
Text	1	25.0 %
Opt in for text or call for information	1	25.0 %
Mail postcard with date and time	1	25.0 %
Billboards and local postings	1	25.0 %
Total	4	100.0 %

Q14. Which of the following modes of transportation do you or other members of your household normally use to get to/from work, school or other frequently traveled destinations?

Q14. Which following modes of transportation does your household normally use to get to/from work, school or other frequently traveled destinations

	Number	Percent
Sioux Area Metro (Fixed-Route)	47	23.2 %
Sioux Area Metro (Paratransit)	71	35.0 %
Hartford Area Transit	2	1.0 %
Brandon Public Transit	3	1.5 %
Personal vehicle	141	69.5 %
Agency car or vanpool	8	3.9 %
Bicycle	26	12.8 %
Walking	68	33.5 %
Taxi	6	3.0 %
Lyft	54	26.6 %
Rides from family or friends	60	29.6 %
Other	4	2.0 %
Total	490	

Q14-12. Other

Q14-12. Other	Number	Percent
My handicap scooter	1	25.0 %
VA for medication	1	25.0 %
Standing electric scooter	1	25.0 %
Caregiver	1	25.0 %
Total	4	100.0 %

Q15. Which of the following types vehicles do you own?

<u>Q15. Which following types of vehicles do you own</u>	<u>Number</u>	<u>Percent</u>
Car	142	70.0 %
Bicycle	70	34.5 %
Electric scooter	17	8.4 %
Electric bicycle	5	2.5 %
None	46	22.7 %
Total	280	

WITHOUT "NONE"**Q15. Which of the following types vehicles do you own? (without "none")**

<u>Q15. Which following types of vehicles do you own</u>	<u>Number</u>	<u>Percent</u>
Car	131	83.4 %
Bicycle	63	40.1 %
Electric scooter	17	10.8 %
Electric bicycle	5	3.2 %
Total	216	

Q16. Which of the following types of destinations do you typically visit at least once per week?

Q16. Which following types of destinations do you typically visit at least once per week

	Number	Percent
Your workplace	125	61.6 %
Medical/dental facilities	91	44.8 %
Grocery stores	173	85.2 %
Other stores for shopping	136	67.0 %
Social services offices	30	14.8 %
Education (schools/colleges)	32	15.8 %
Places of worship	81	39.9 %
Recreation places	94	46.3 %
Other	12	5.9 %
Total	774	

Q16-9. Other

Q16-9. Other	Number	Percent
Social interaction with family, friends	1	8.3 %
Group meetings for weight loss	1	8.3 %
Restaurants, entertainment	1	8.3 %
Restaurants	1	8.3 %
Library	1	8.3 %
Restaurants, volunteer programs	1	8.3 %
Doctor when needed	1	8.3 %
Meetings with city, visiting friends/family, eating out	1	8.3 %
Sheltered workshop, Lifescope	1	8.3 %
Active generations	1	8.3 %
Restaurants, downtown area	1	8.3 %
Friends and family homes	1	8.3 %
Total	12	100.0 %

Q17. Have you used Lyft or Uber in the past year?

<u>Q17. Have you used Lyft or Uber in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	108	53.2 %
No	94	46.3 %
Not provided	1	0.5 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Have you used Lyft or Uber in the past year? (without "not provided")**

<u>Q17. Have you used Lyft or Uber in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	108	53.5 %
No	94	46.5 %
Total	202	100.0 %

Q18. How many years have you lived in the Sioux Falls Metropolitan Area?

Q18. How many years have you lived in Sioux Falls

Metropolitan Area	Number	Percent
0-5	28	13.8 %
6-10	32	15.8 %
11-15	21	10.3 %
16-20	21	10.3 %
21-30	36	17.7 %
31+	63	31.0 %
Not provided	2	1.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q18. How many years have you lived in the Sioux Falls Metropolitan Area? (without "not provided")**

Q18. How many years have you lived in Sioux Falls

Metropolitan Area	Number	Percent
0-5	28	13.9 %
6-10	32	15.9 %
11-15	21	10.4 %
16-20	21	10.4 %
21-30	36	17.9 %
31+	63	31.3 %
Total	201	100.0 %

Q19. What is your age?

Q19. Your age	Number	Percent
18-34	28	13.8 %
35-44	32	15.8 %
45-54	41	20.2 %
55-64	45	22.2 %
65+	57	28.1 %
Total	203	100.0 %

Q20. What is your HOME zip code?

<u>Q20. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
57106	56	27.6 %
57103	37	18.2 %
57104	32	15.8 %
57110	20	9.9 %
57105	17	8.4 %
57108	13	6.4 %
57005	9	4.4 %
57107	5	2.5 %
57033	4	2.0 %
57032	3	1.5 %
99999	2	1.0 %
57710	1	0.5 %
57501	1	0.5 %
57013	1	0.5 %
57030	1	0.5 %
57022	1	0.5 %
Total	203	100.0 %

Q21. Which of the following BEST describes your race?

<u>Q21. Which following best describes your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	3	1.5 %
Black or African American	6	3.0 %
American Indian or Alaska Native	4	2.0 %
White or Caucasian	184	90.6 %
Native Hawaiian or other Pacific Islander	5	2.5 %
Other	1	0.5 %
Total	203	

Q21-6. Self-describe your race:

<u>Q21-6. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Mixed	1	100.0 %
Total	1	100.0 %

Q22. Which of the following describe you?

Q22. Which following describe you	Number	Percent
I am visually impaired/blind	28	13.8 %
I am hearing impaired/deaf	14	6.9 %
I have a physical disability that limits mobility	78	38.4 %
I have a cognitive/mental disability	28	13.8 %
Caregive for person with special needs/diabilities	63	31.0 %
None of these	19	9.4 %
Total	230	

WITHOUT "NONE OF THESE"**Q22. Which of the following describe you? (without "none of these")**

Q22. Which following describe you	Number	Percent
I am visually impaired/blind	28	15.2 %
I am hearing impaired/deaf	14	7.6 %
I have a physical disability that limits mobility	78	42.4 %
I have a cognitive/mental disability	28	15.2 %
Caregive for person with special needs/diabilities	63	34.2 %
Total	211	

Q23. Do you speak a language other than English in your home?

Q23. Do you speak a language other than English in your home	Number	Percent
Yes	7	3.4 %
No	196	96.6 %
Total	203	100.0 %

Q24. What is your current employment status?

Q24. What is your current employment status	Number	Percent
Employed outside the home	102	50.2 %
Employed in the home	6	3.0 %
Student	4	2.0 %
Retired	57	28.1 %
Not employed	27	13.3 %
Unemployed, looking for work	7	3.4 %
Total	203	100.0 %

Q25. Would you say your total household income is:

Q25. Your total household income	Number	Percent
Under \$10K	46	22.7 %
\$10K to \$19,999	20	9.9 %
\$20K to \$29,999	25	12.3 %
\$30K to \$49,999	49	24.1 %
\$50K to \$99,999	21	10.3 %
\$100K+	21	10.3 %
Not provided	21	10.3 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Would you say your total household income is: (without "not provided")**

Q25. Your total household income	Number	Percent
Under \$10K	46	25.3 %
\$10K to \$19,999	20	11.0 %
\$20K to \$29,999	25	13.7 %
\$30K to \$49,999	49	26.9 %
\$50K to \$99,999	21	11.5 %
\$100K+	21	11.5 %
Total	182	100.0 %

Q26. Your gender:

Q26. Your gender	Number	Percent
Male	97	47.8 %
Female	105	51.7 %
Prefer to self-describe	1	0.5 %
Total	203	100.0 %

Q26-3. Self-describe your gender:

Q26-3. Self-describe your gender	Number	Percent
Non-binary	1	100.0 %
Total	1	100.0 %

Section 3:

Survey Instrument



METROPOLITAN PLANNING ORGANIZATION

500 N.WESTERN AVE, SUITE 100 • SIOUX FALLS, SD 57104 • P:605.367.5390 • F:605.367.5394

www.sioxfallsmpo.org • sean@secog.org

July 2023

Dear Resident:

On behalf of the Sioux Falls Metropolitan Planning Organization (MPO), **I would like to encourage you to take a few minutes to complete and return the enclosed survey.**

Local governments from the cities of Brandon, Crooks, Harrisburg, Hartford, Sioux Falls, and Tea, as well as Lincoln and Minnehaha counties, are working together with the South Dakota Department of Transportation to plan improvements to the region's transportation system. **Your feedback on this survey is very important, as the results will be used to help identify transportation priorities for the region's Long-Range Transportation Plan.**

A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. ETC Institute is the independent consultant that is responsible for completing the market research study and survey for this project. ETC will compile the results of the study and survey and present a report to the MPO later this summer. This report will also be made available to the public for their review.

If you have any questions, please contact me at sean@secog.org or (605) 681-8176. You may also visit the MPO website at www.sioxfallsmpo.org for more information on the transportation planning process and the Long-Range Transportation Plan. Thank you for your assistance with this important effort.

Sincerely,

Sean Hegyi
Planner, MPO Coordinator



Sioux Falls Metropolitan Planning Area

2023 Long Range Transportation Planning Survey

Thank you for agreeing to participate in this important survey. The Metropolitan Planning Organization, which includes the Cities of Sioux Falls, Brandon, Harrisburg, Tea, Hartford, and Crooks; as well as Lincoln and Minnehaha Counties, will use your input to help set transportation priorities for the region. When you are finished, please return your survey in the enclosed postage-paid envelope. You may also complete the survey online at SF2023Survey.org.

- How often are you able to utilize transportation services that fit your travel needs?
 ____ (1) All the time ____ (2) Most of the time ____ (3) Some of the time ____ (4) Never
- Several components of the transportation system in the Sioux Falls metropolitan area are listed below. For each item, please indicate whether you are "Very Satisfied," "Somewhat Satisfied," or "Not Satisfied" by circling the corresponding number. A rating of "Don't Know" indicates you are not familiar with the item being rated, and a rating of "neutral" indicates that you do not have a strong opinion either way.

How satisfied are you with the:		Very Satisfied	Somewhat Satisfied	Neutral	Not Satisfied	Don't Know
01.	Maintenance of streets in Sioux Falls	4	3	2	1	9
02.	Maintenance of streets in the communities outside of Sioux Falls	4	3	2	1	9
03.	Maintenance of interstates and highways around Sioux Falls	4	3	2	1	9
04.	Maintenance of rural roads in the Sioux Falls metropolitan area	4	3	2	1	9
05.	Ease of travel by car to/from the City of Sioux Falls and other communities in Minnehaha and Lincoln Counties	4	3	2	1	9
06.	Ease of travel by car from one side of the City of Sioux Falls to the other	4	3	2	1	9
07.	Availability of safe walking/pedestrian facilities in the Sioux Falls metro area	4	3	2	1	9
08.	Availability of safe biking facilities in the Sioux Falls metropolitan area	4	3	2	1	9
09.	Availability of public transportation/bus service in the City of Sioux Falls	4	3	2	1	9
10.	Availability of public transportation/bus service in the areas outside of Sioux Falls	4	3	2	1	9
11.	Adequacy of traffic signage along city streets and highways	4	3	2	1	9
12.	How well the region is planning for growth	4	3	2	1	9

3. Which **THREE** of the items in Question 2 on the previous page are most important to the members of your household? *[Using the list in Q2 on the previous page, write the numbers for your top 3 choices in the spaces below.]*

1st: _____ 2nd: _____ 3rd: _____

4. Overall, would you rate the transportation system in the Sioux Falls metropolitan area as "excellent," "good," "average," or "poor"?

____(4) Excellent ____ (2) Average ____ (9) Don't know
____(3) Good ____ (1) Poor

5. Have you **EVER** used public transit inside the City of Sioux Falls?

____(1) Yes ____ (2) No

6. Several factors that could encourage you to use public transit in the Sioux Falls metropolitan area are listed below. Using a scale of 1 to 5, where 5 is "Very Likely" and 1 is "Very Unlikely," please rate how likely each factor would be to encourage you to use public transit.

How likely would you be to use public transit if:		Very Likely	Likely	Not Sure	Unlikely	Very Unlikely
01.	Your drive time to your destinations increased by <u>15 minutes</u> due to traffic congestion	5	4	3	2	1
02.	Transit stops are located closer to your home	5	4	3	2	1
03.	Transit stops are located closer to your destinations	5	4	3	2	1
04.	Buses are scheduled to arrive at stops more frequently	5	4	3	2	1
05.	You are better informed about how to use the bus system in the Sioux Falls area	5	4	3	2	1
06.	Your employer provided incentives to use public transit services	5	4	3	2	1
07.	Bus service operated later in the evening and on Sundays	5	4	3	2	1
08.	You could get real-time information about the location of buses so you would know when the buses would arrive at stops	5	4	3	2	1
09.	Gas prices rise to \$5 per gallon	5	4	3	2	1
10.	You are better informed about how to use transit-related technology to schedule and use public transit	5	4	3	2	1
11.	The price of transit fares was reduced or free	5	4	3	2	1

7. For each of the following, please indicate whether you think the item should be a "Very High," "High," "Medium," or "Low" priority for improvement in the Sioux Falls metropolitan area over the next 20 years:

Rating of transportation issues:		Very High	High	Medium	Low
01.	Improving existing interchanges on interstates	4	3	2	1
02.	Adding interchanges on the interstates	4	3	2	1
03.	Improving major north-south roads/streets in the City of Sioux Falls	4	3	2	1
04.	Improving major east-west roads/streets in the City of Sioux Falls	4	3	2	1
05.	Improving public transportation/bus service in Sioux Falls	4	3	2	1
06.	Improving/adding public transportation/bus service to link Sioux Falls with the outlying communities and areas	4	3	2	1
07.	Improving the timing of traffic lights	4	3	2	1
08.	Reducing traffic delays caused by trains	4	3	2	1
09.	Improving roads and streets in outlying communities and rural areas of Lincoln and Minnehaha Counties	4	3	2	1
10.	Improving roads and highways that link communities/rural areas in Lincoln and Minnehaha Counties with Sioux Falls	4	3	2	1
11.	Developing new pedestrian (walking) and biking facilities	4	3	2	1
12.	Improving existing pedestrian (walking) and biking facilities	4	3	2	1
13.	Setting aside land for traffic corridors and roads in future growth areas	4	3	2	1
14.	Improving transportation services for seniors and persons with disabilities	4	3	2	1
15.	Improving airport services in the region	4	3	2	1
16.	Improving the area's freight transportation facilities (i.e., airport, rail, truck routes)	4	3	2	1
17.	Improving the appearance of roads/highways	4	3	2	1
18.	Sustainability and livability (balancing social, economic and environmental issues through complete streets, smart growth, mixed-uses)	4	3	2	1
19.	Developing charging stations for electric vehicles (EVs)	4	3	2	1

8. Which FOUR of the improvements listed above would you be most willing to fund with your taxes? [Using the list in Q7, write the numbers of your top 4 choices in the spaces below.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

9. **How do you think the current level of funding for road and highway improvements in the Sioux Falls metropolitan area should change over the next five years?**
 ____ (4) Should be much greater ____ (1) Should be reduced
 ____ (3) Should be somewhat greater ____ (9) Don't know
 ____ (2) Should stay the same
10. **How do you think the current level of funding for public transportation in the Sioux Falls metropolitan area should change over the next five years?**
 ____ (4) Should be much greater ____ (1) Should be reduced
 ____ (3) Should be somewhat greater ____ (9) Don't know
 ____ (2) Should stay the same
11. **Overall, how would you rate the value that you currently receive for the transportation taxes that you pay?**
 ____ (3) Good value for your money ____ (1) Low value for your money
 ____ (2) OK value for your money ____ (9) Don't know
12. **Do you generally think that local governments in the Sioux Falls metropolitan area do a good job of involving residents in the process of planning transportation improvements for the region?**
 ____ (1) Yes ____ (2) No ____ (9) Don't know
13. **Which of the following sources would be the best way to keep you informed about planned transportation improvements in the Sioux Falls metropolitan area? [Check all that apply.]**
 ____ (01) Access channel on cable TV ____ (06) Brochures
 ____ (02) Local newspaper ____ (07) Newsletters
 ____ (03) Radio announcement ____ (08) Television news
 ____ (04) A website ____ (09) Public meetings/forums
 ____ (05) Social networks ____ (10) Other: _____
 (Twitter, Instagram, FB, etc.)

DEMOGRAPHICS

14. **Which of the following modes of transportation do you or other members of your household normally use to get to/from work, school or other frequently traveled destinations? [Check all that apply.]**
 ____ (01) Sioux Area Metro (Fixed-Route) ____ (08) Walking
 ____ (02) Sioux Area Metro (Paratransit) ____ (09) Taxi
 ____ (03) Hartford Area Transit ____ (10) Lyft
 ____ (04) Brandon Public Transit ____ (11) Rides from family or friends
 ____ (05) Personal vehicle ____ (12) Other (describe): _____
 ____ (06) Agency car or vanpool
 ____ (07) Bicycle
15. **Which of the following types vehicles do you own? [Check all that apply.]**
 ____ (1) Car ____ (3) Electric scooter ____ (5) None
 ____ (2) Bicycle ____ (4) Electric bicycle

16. Which of the following types of destinations do you typically visit at least once per week?

- | | |
|--|---|
| <input type="checkbox"/> (1) Your workplace | <input type="checkbox"/> (6) Education (schools/colleges) |
| <input type="checkbox"/> (2) Medical/dental facilities | <input type="checkbox"/> (7) Places of worship |
| <input type="checkbox"/> (3) Grocery stores | <input type="checkbox"/> (8) Recreation places |
| <input type="checkbox"/> (4) Other stores for shopping | <input type="checkbox"/> (9) Other: _____ |
| <input type="checkbox"/> (5) Social services offices | |

17. Have you used Lyft or Uber in the past year? ☐ (1) Yes ☐ (2) No

18. How many years have you lived in the Sioux Falls metropolitan area? _____ years

19. What is your age? _____ years

20. What is your HOME zip code? _____

21. Which of the following BEST describes your race? *[Check all that apply.]*

- | |
|---|
| <input type="checkbox"/> (01) Asian or Asian Indian |
| <input type="checkbox"/> (02) Black or African American |
| <input type="checkbox"/> (03) American Indian or Alaska Native |
| <input type="checkbox"/> (04) White or Caucasian |
| <input type="checkbox"/> (05) Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> (06) Hispanic, Spanish, or Latino/a/x |
| <input type="checkbox"/> (99) Other: _____ |

22. Which of the following describe you? *[Check all that apply.]*

- | |
|--|
| <input type="checkbox"/> (1) I am visually impaired/blind |
| <input type="checkbox"/> (2) I am hearing impaired/deaf |
| <input type="checkbox"/> (3) I have a physical disability that limits mobility |
| <input type="checkbox"/> (4) I have a cognitive/mental disability |
| <input type="checkbox"/> (5) None of these |

23. Do you speak a language other than English in your home? ☐ (1) Yes ☐ (2) No

24. What is your current employment status?

- | | |
|--|---|
| <input type="checkbox"/> (1) Employed outside the home | <input type="checkbox"/> (4) Retired |
| <input type="checkbox"/> (2) Employed in the home | <input type="checkbox"/> (5) Not employed |
| <input type="checkbox"/> (3) Student | <input type="checkbox"/> (6) Unemployed, looking for work |

25. Would you say your total household income is:

- | | |
|---|---|
| <input type="checkbox"/> (1) Under \$10,000 | <input type="checkbox"/> (4) \$30,000 to \$49,999 |
| <input type="checkbox"/> (2) \$10,000 to \$19,999 | <input type="checkbox"/> (5) \$50,000 to \$99,999 |
| <input type="checkbox"/> (3) \$20,000 to \$29,999 | <input type="checkbox"/> (6) \$100,000 or more |

26. Your gender:

- | | | |
|-----------------------------------|-------------------------------------|---|
| <input type="checkbox"/> (1) Male | <input type="checkbox"/> (2) Female | <input type="checkbox"/> (3) Prefer to self-describe: _____ |
|-----------------------------------|-------------------------------------|---|

27. **[OPTIONAL]** If you have any other comments about the transportation system in the Sioux Falls area, please write your comments in the space provided below.

28. Would you be willing to participate in future surveys sponsored by the Sioux Falls Metropolitan Planning Organization?

____(1) Yes *[Please answer Q28a.]* ____ (2) No

28a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The Information printed to the right will ONLY be used to help identify which areas of the City are having problems. If your address is not correct, please provide the correct



2023 Sioux Area Metro Passenger Survey Findings Report

Presented to Sioux Area Metro
Sioux Falls, South Dakota

August 2023



Contents

Executive Summary	i
Section 1: Charts and Graphs.....	1
Section 2: GIS Maps by Zip Code	25
Section 3: Importance-Satisfaction Analysis	41
Section 4: Tabular Data	45
Section 5: Cross-Tabular Data by Route	84
Section 6: Survey Instrument	99



Executive Summary

2023 Sioux Area Metro Passenger Survey

Executive Summary



Overview and Methodology

The City of Sioux Falls initiated a metro passenger survey during the summer of 2023. The primary objective for conducting the Sioux Area Metro Passenger Survey was to gather accurate travel data from transit riders to assist in planning transportation improvements in the Sioux Falls metropolitan area. The on-board survey was administered to a random sample of 203 riders on the public transit system in Sioux Falls.

This report contains the following:

- Executive Summary with major findings
- Charts and graphs (Section 1)
- GIS maps by Zip Code (Section 2)
- Importance-Satisfaction analysis of key service aspects (Section 3)
- Frequency distribution tables of the survey results (Section 4)
- Cross-tabular data by routes taken by survey respondents (Section 5)
- Survey instrument (Section 6)

Characteristics of Transit Riders and Select Findings

Household Size

More than one-third (36%) of respondents indicated they lived in a one-person household, 32% indicated they lived in a two-person household, 23% indicated their household size is between three and four, and 8% of respondents indicated they lived in a household with five or more people.

Income

Forty-six percent (46%) of respondents indicated they had an annual household income of less than \$15,000. Twenty-three percent (23%) indicated they had an annual household income between \$15-\$29,999. Thirty-one percent (31%) of respondents reported an annual income of \$30,000 or more.

Age and Gender

Twenty-four percent (24%) of respondents specified they were between 18 and 34 years old. Thirty-three percent (33%) of respondents indicated they were between 35 and 44 years old, 19% were between 45 and 54 years old, 16% were between 55 and 64 years old, and 8% of respondents indicated they were 65 years or older. Fifty-eight percent (58%) of the respondents were male and 42% of the respondents were female.

2023 Sioux Area Metro Passenger Survey

Executive Summary



Primary Reasons Respondents Use Transit

Eighty-three percent (83%) of transit users indicated they have no working vehicle in the household. Sixty-eight percent (68%) of respondents specified that the bus in Sioux Falls is the only alternative for transportation. Thirty-seven percent (37%) of respondents indicated that the bus is a means to save money. If the bus service was not available, 35% of transit users indicated that they would walk and 26% would get a ride from someone.

Purpose of Trip

Forty-nine percent (49%) of respondents indicated they were employed. Thirty-six percent (36%) of respondents specified the purpose of their trip was for work. Twenty-six percent (26%) of respondents indicated their trip was for personal business. Twenty percent (20%) indicated their trip was for shopping and 9% for hospital/doctor's office visit. Other purposes included: social/recreation (5%), college/school (1%), and other (1%). The majority of respondents (81%) indicated they were planning to use the bus to visit between 1 and 4 places. Nine percent (9%) of respondents indicated they were planning to use the bus to visit five or more places.

Frequency of Use

Forty-four percent (44%) of respondents indicated they ride 5+ days per week. More than a third of respondents (37%) indicated they ride 2-4 days per week. The remaining respondents specified they ride once a week (10%), a few times a month (9%), a few times a year (1%), and rarely or never (1%).

How Long Respondent has been Riding Transit in the Sioux Falls Area

More than half of riders (56%) indicated they have been riding the bus in Sioux Falls five years or less. Twenty percent (20%) of respondents have been riding between 6 and 10 years, 7% have been riding 11 to 15 years, 6% have been riding 16 to 20 years, and 10% have been riding 21 years or more. Thirty-four percent (34%) of respondents rated the quality of the public transit system in Sioux Falls as "excellent." Forty-one percent (41%) of respondents rated the quality of the public transit system in Sioux Falls as "good." Sixteen percent (16%) of respondents rated the quality of the public transit system in Sioux Falls as "fair" and 5% gave a rating of "poor".

Bus Stops

Eighty-five percent (85%) of respondents live 5 blocks or less from the nearest bus stop, 9% live 6 to 10 blocks from the nearest bus stop, and 11% live between 11 blocks or more from the nearest bus stop. Seventy-two percent (72%) of respondents indicated they would like the bus to arrive at the stop nearest their home in 21 minutes or longer.

Transfers

Thirty-four percent (34%) of respondents indicated they would make a transfer once to reach their destination. Thirty-one percent (31%) of respondents indicated they would make a transfer twice to reach their destination. Ten percent (10%) of respondents indicated they would have to make a transfer

2023 Sioux Area Metro Passenger Survey

Executive Summary



three or more times to reach their destination. Lastly, one-fourth (25%) of respondents indicated they would not have to make any transfers to reach their destination.

Service Ratings and Importance

Respondents were asked to provide an overall rating of the services provided by the public transit system in Sioux Falls. Based on the sum of “excellent” and “good” responses, the top-rated services were: how safe they feel on the bus (86%), customer service provided by drivers and SAM staff (84%), and on-time reliability of buses (80%). The services that were of most importance to respondents, based on the sum of their top three choices, were: availability of weekend service (40%), on-time reliability of buses (28%) and customer service provided by drivers and SAM staff (25%).

Potential Services/Amenities Provided to Use

The top potential services that respondents indicated would make them ride the bus more frequently, based on the sum of “very likely” and “likely” responses, were: shelter amenities such as heat, fans, lights, and digital schedules, etc. (72%) and real-time information about the location of buses that can be accessed on a mobile device (67%). Seventy-six percent (76%) indicated they have a smart phone.

Investment Priorities

Recommended Priorities. In order to help the agency identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance respondents placed on each aspect of public transit and the level of satisfaction with each aspect. By identifying services of high importance and low satisfaction, the analysis identified which aspects will have the most impact on the overall satisfaction with agency services. If the public transit system wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

Overall Priorities by Major Category. This analysis reviewed the importance of and satisfaction with major categories of public transit services. This analysis was conducted to help set overall priorities. Based on the results of this analysis, the major services that are recommended as the top priorities for investment in order to raise the overall satisfaction rating are listed below:

- Availability of weekend service (I-S Rating = 0.2315)
- Availability of evening service (I-S Rating = 0.1106)

The table on the following page shows the Importance-Satisfaction rating for all 12 categories of public transit services that were rated.

2023 Sioux Area Metro Passenger Survey Executive Summary



2023 Importance-Satisfaction Rating Sioux Falls, SD Public Transit In The Metropolitan Area

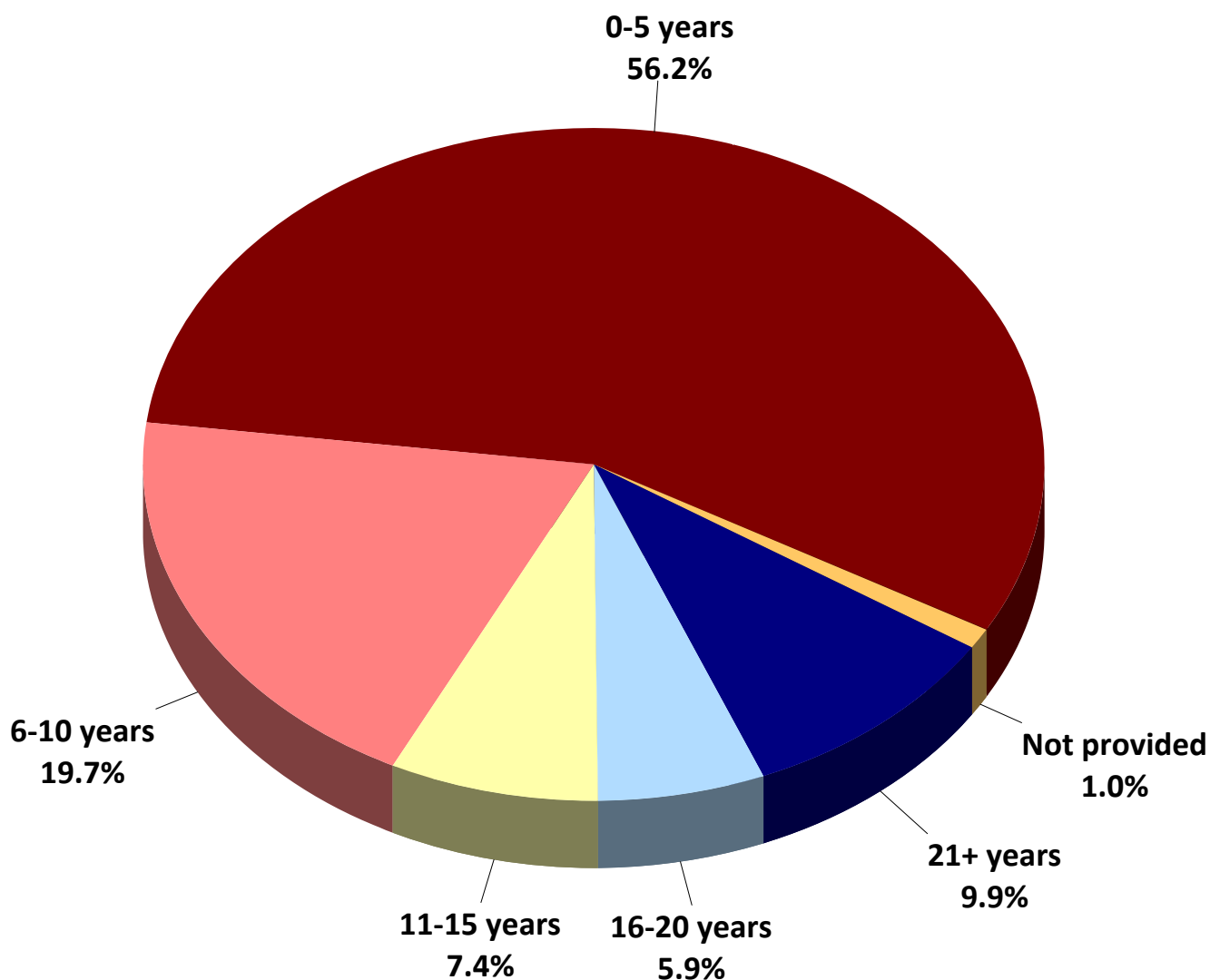
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of weekend service	40%	1	43%	12	0.2315	1
High Priority (IS .10-.20)						
Availability of evening service	22%	4	50%	11	0.1106	2
Medium Priority (IS <.10)						
How frequently buses come by stops	18%	7	68%	8	0.0590	3
On-time reliability of buses	28%	2	80%	3	0.0549	4
How close stops are located to the destinations I need to visit	16%	8	67%	9	0.0543	5
How safe you feel when waiting at bus shelters & SAM Depot	21%	5	79%	5	0.0433	6
Customer service provided by drivers & SAM staff	25%	3	84%	2	0.0406	7
Availability of covered shelters at stops	9%	10	55%	10	0.0400	8
Minimizing the number of transfers	12%	9	69%	7	0.0372	9
How safe you feel on the bus	19%	6	86%	1	0.0275	10
Availability of safe walking/pedestrian facilities to get to the bus	7%	11	79%	4	0.0154	11
Availability of information about bus service	5%	12	73%	6	0.0149	12



Charts and Graphs

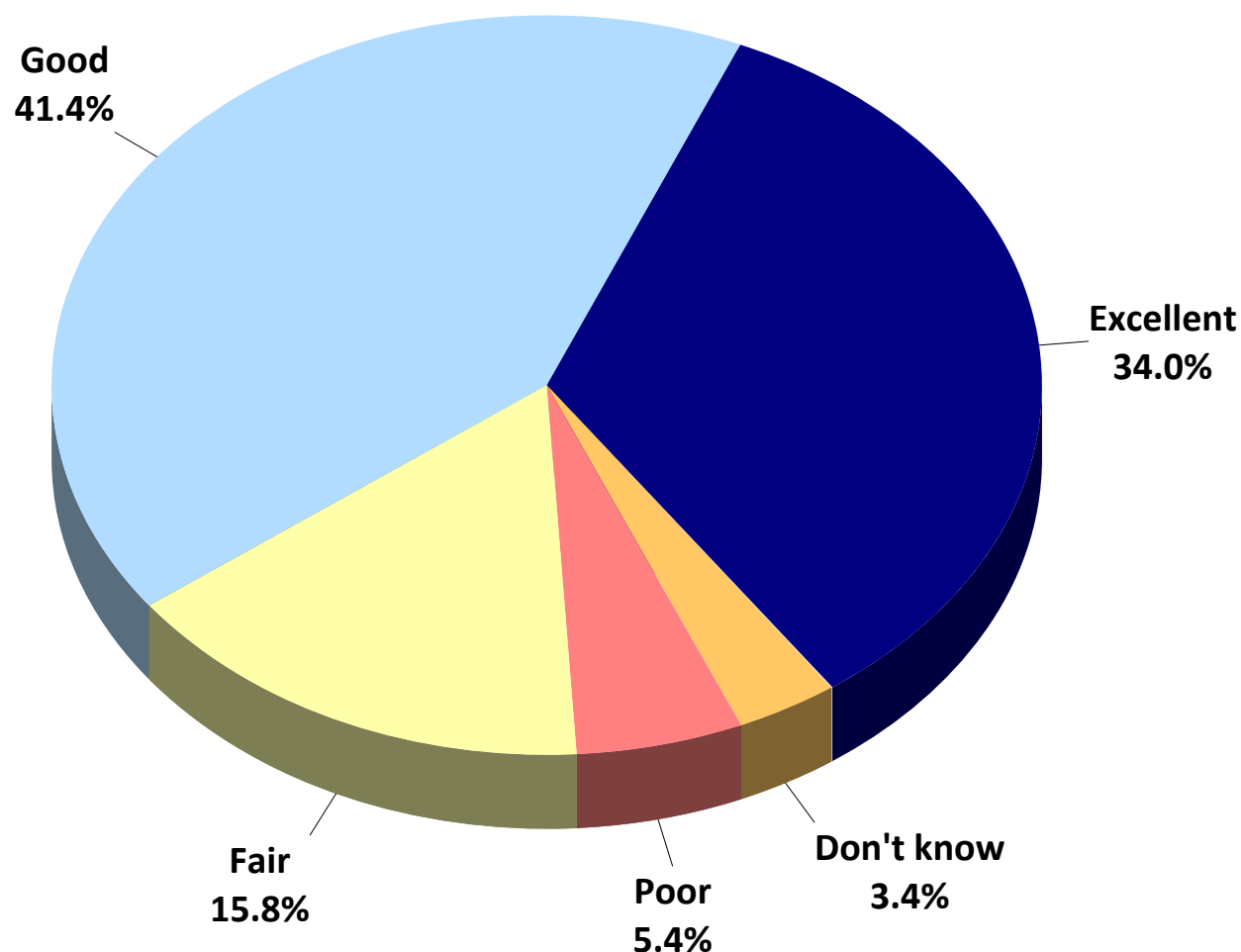
Q1. How many years have you been riding the bus in Sioux Falls?

by percentage of respondents



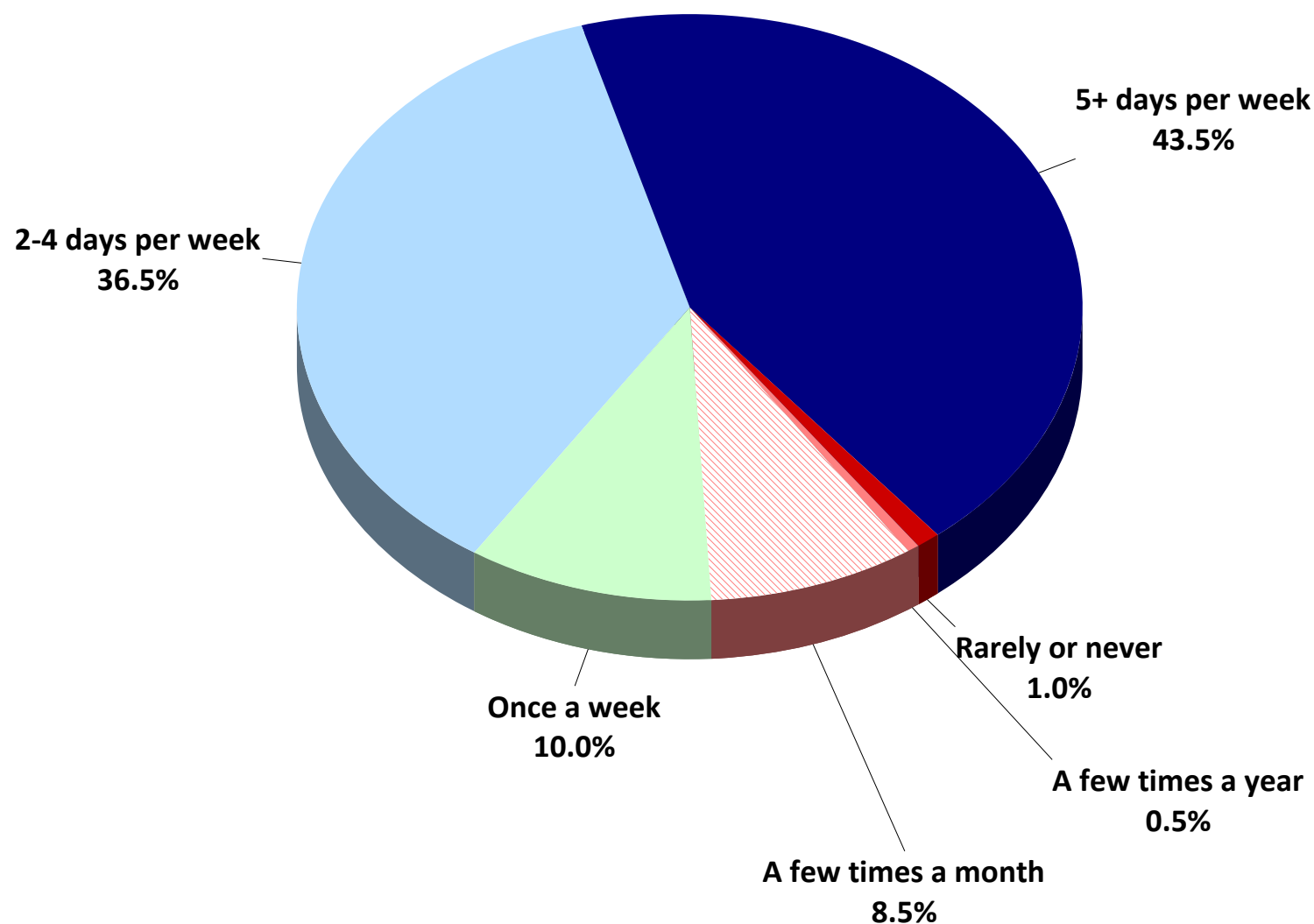
Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls?

by percentage of respondents



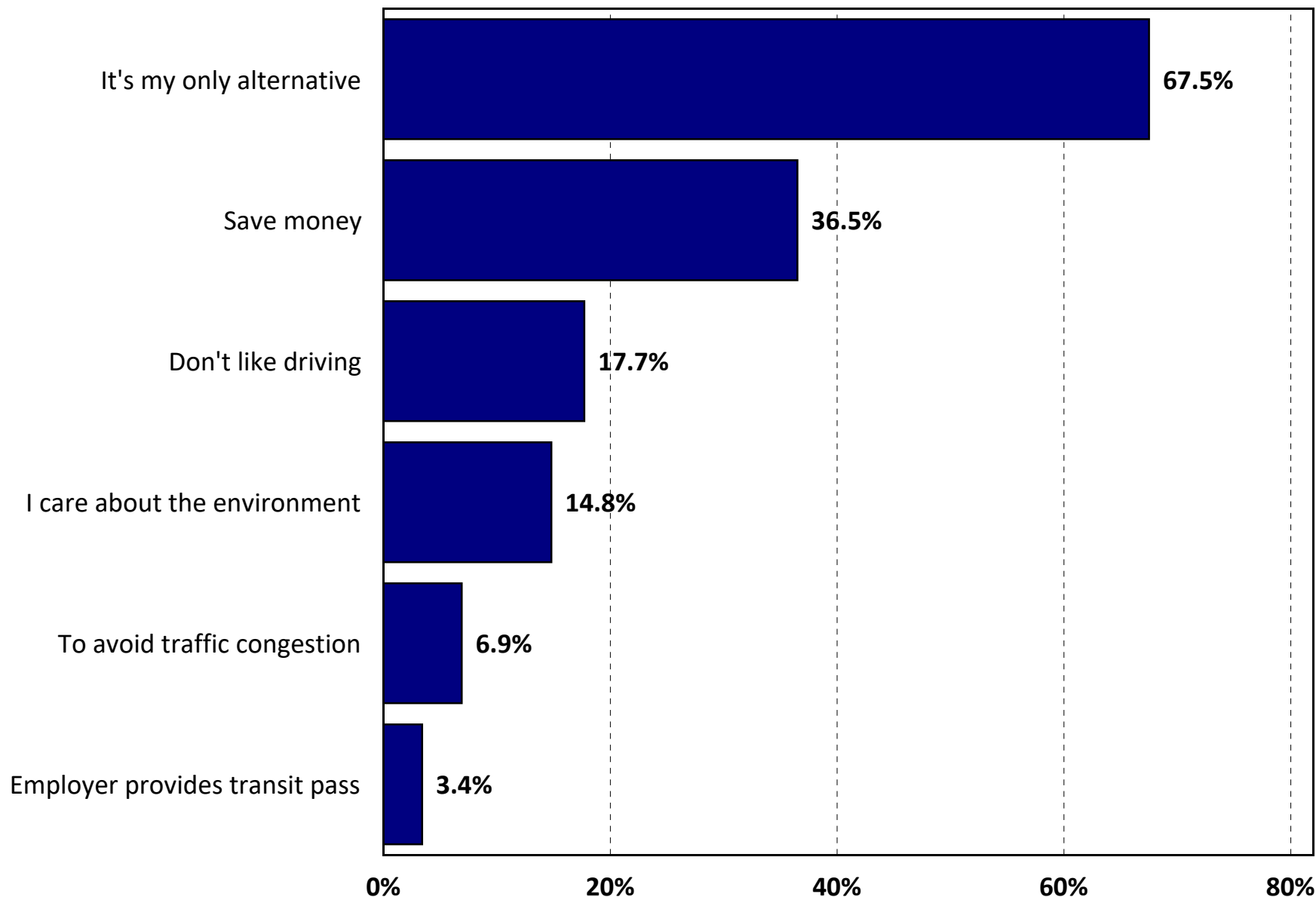
Q3. How often do you currently use Sioux Falls Area Metro?

by percentage of respondents (excluding "not provided")



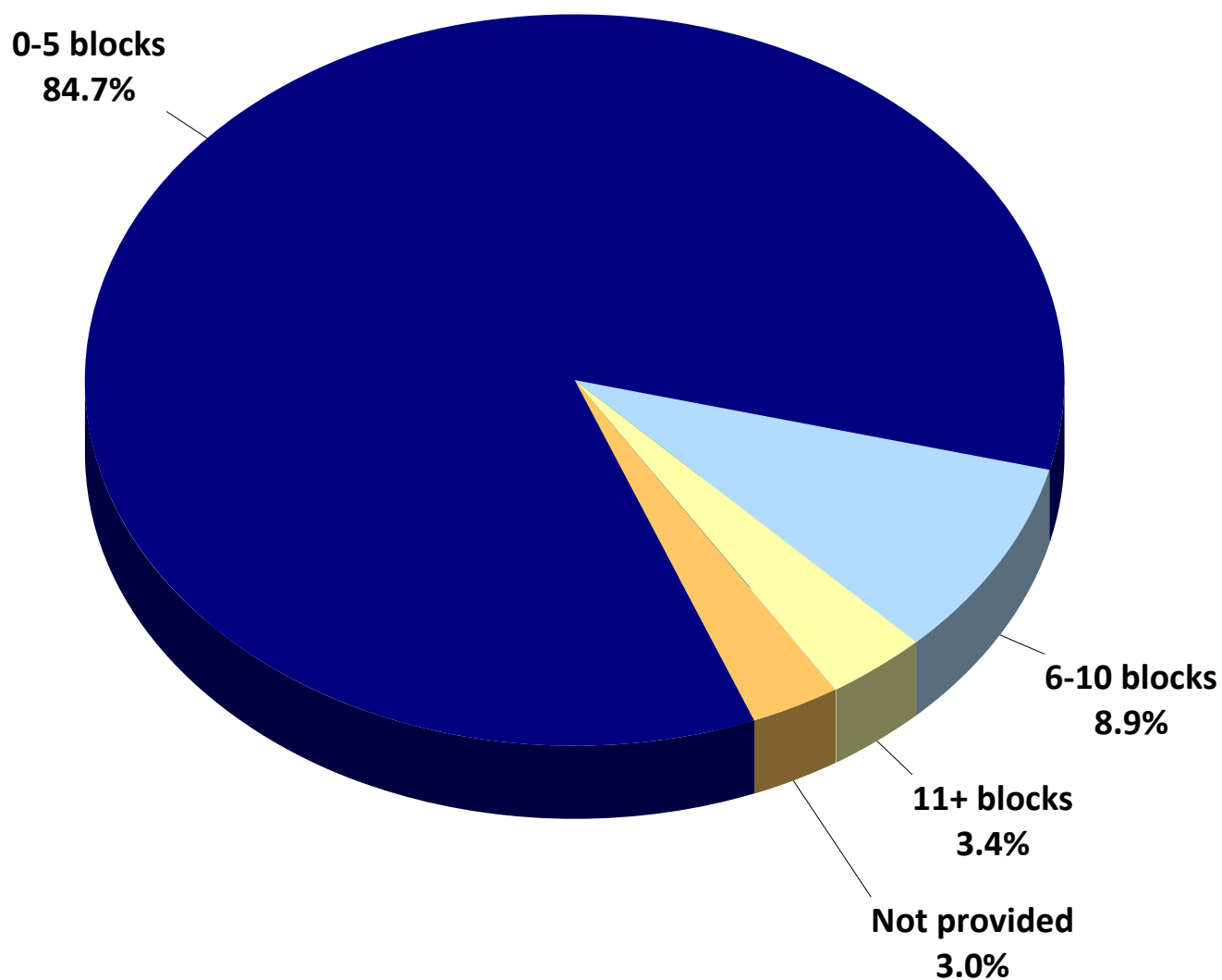
Q4. Why do you use the bus in Sioux Falls?

by percentage of respondents (multiple choices could be made)



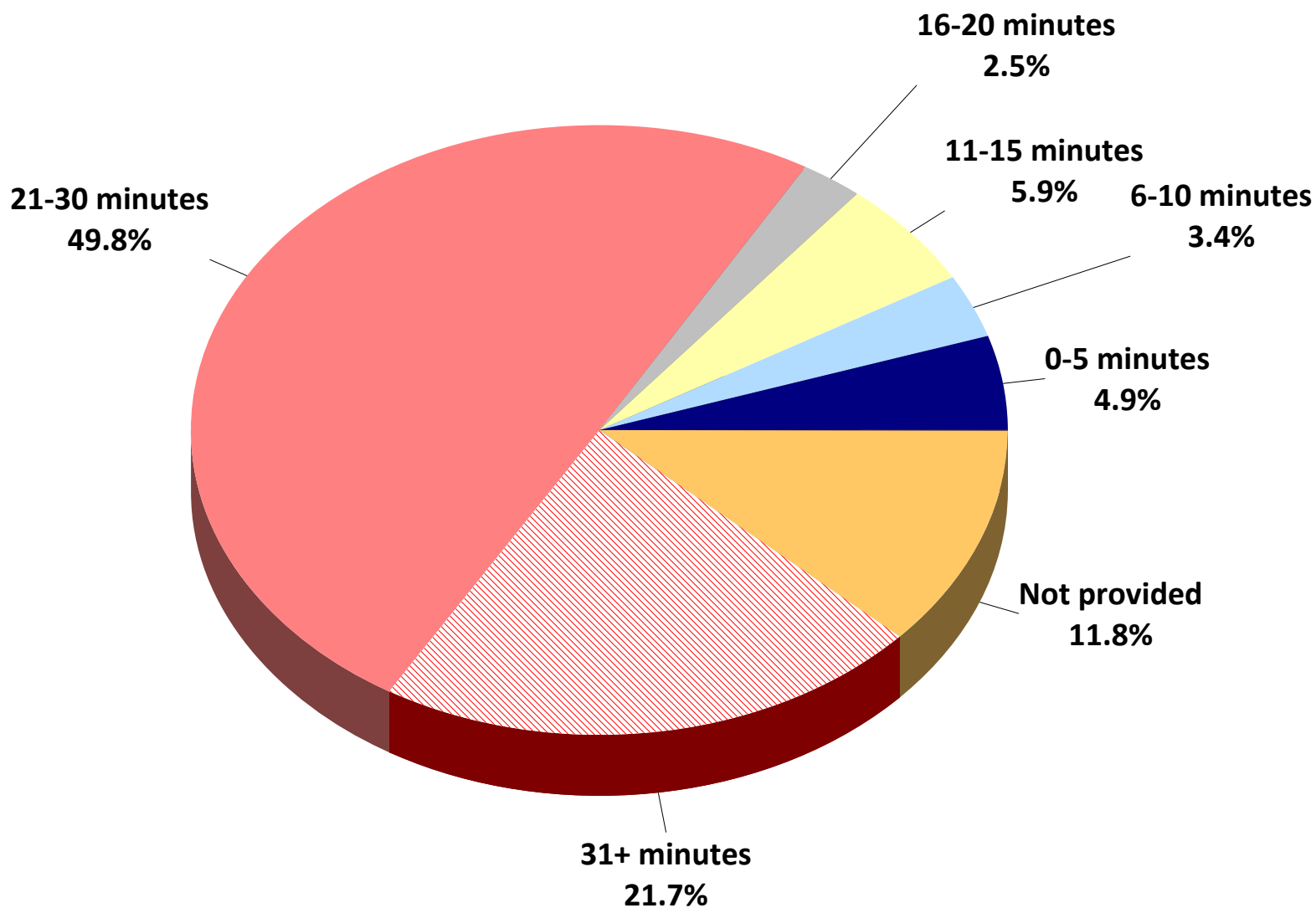
Q5. How many blocks from your HOME is the nearest bus stop located?

by percentage of respondents



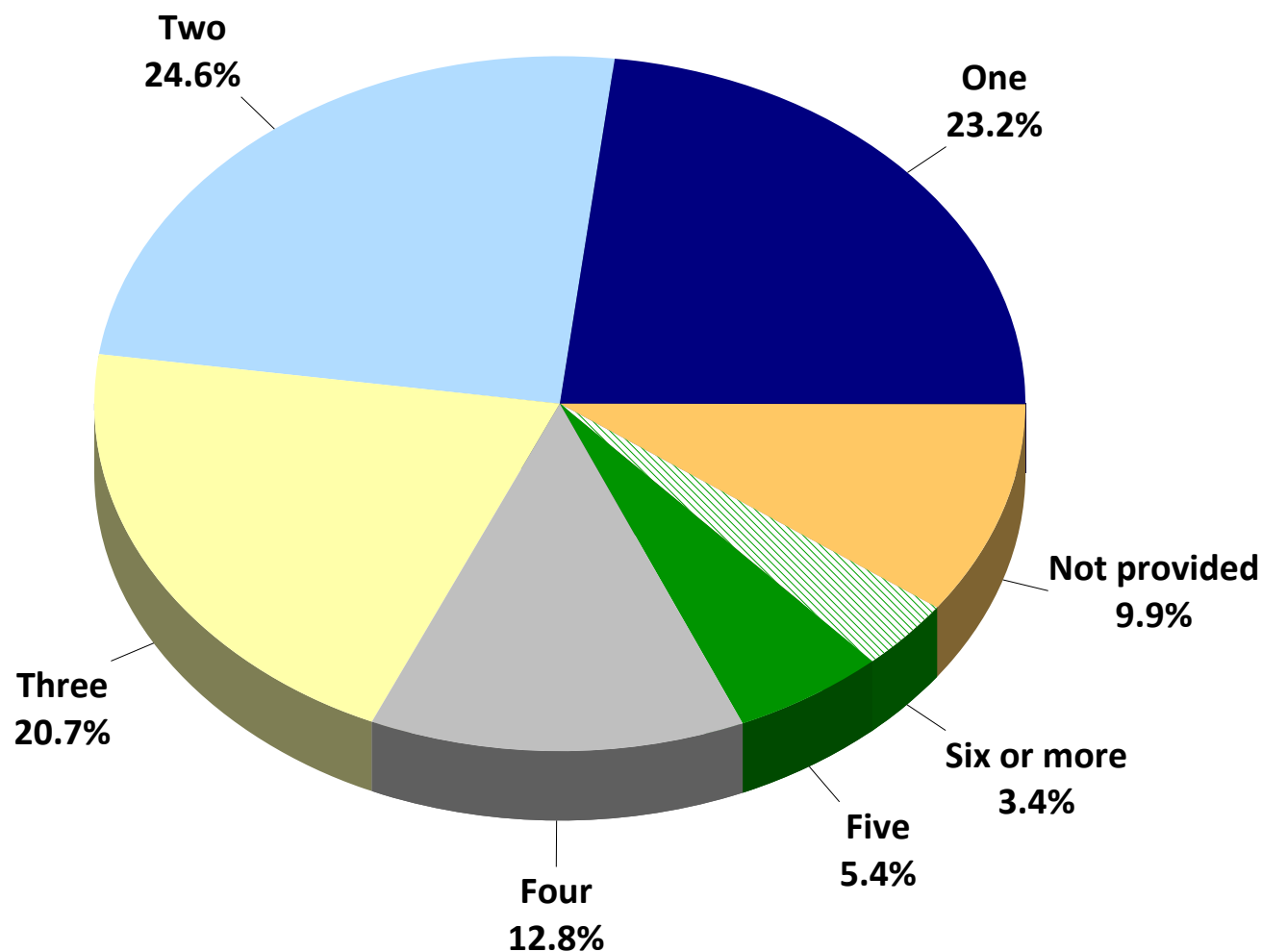
Q6. How often would you like the bus to arrive at the bus stop nearest your HOME?

by percentage of respondents



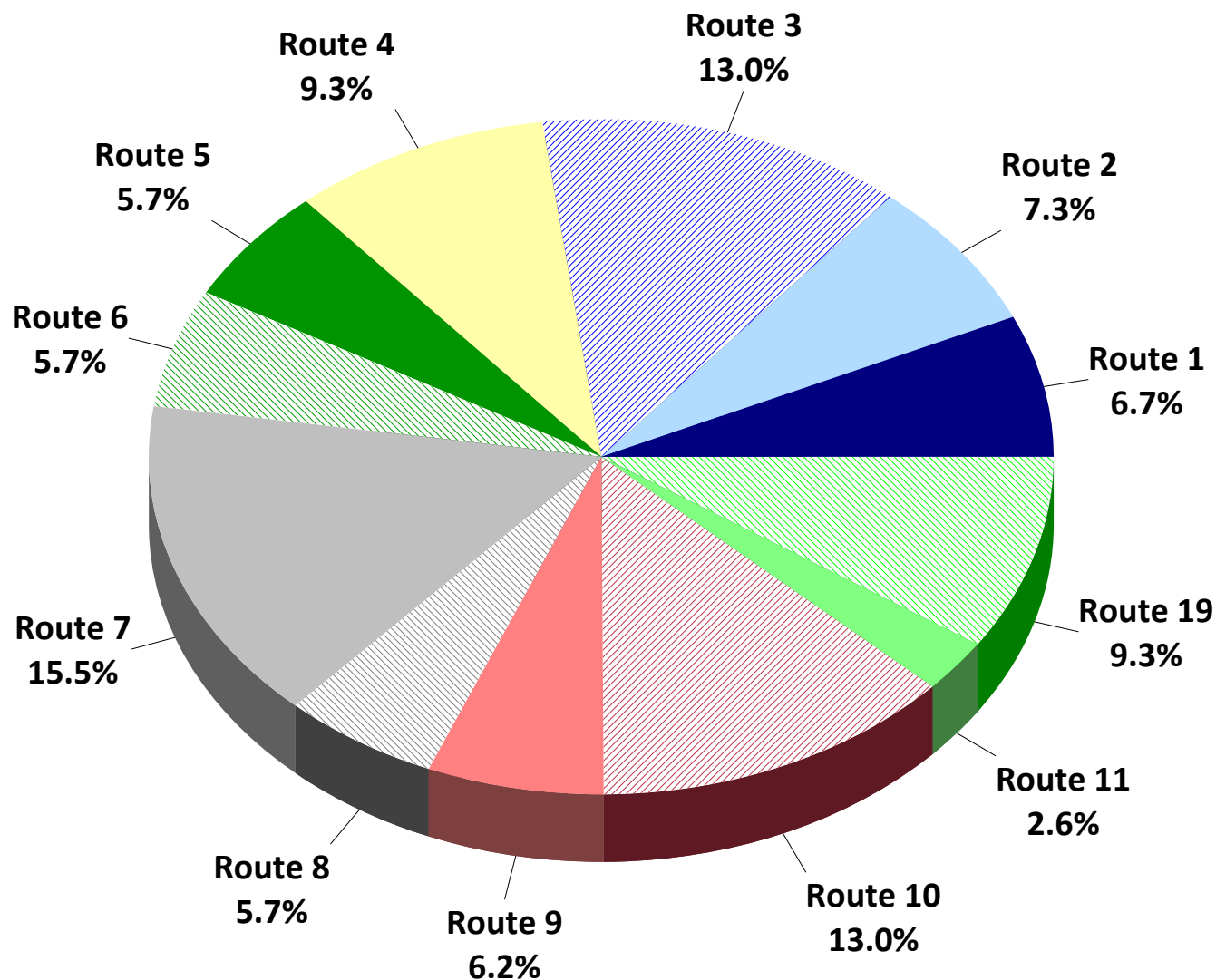
Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today?

by percentage of respondents



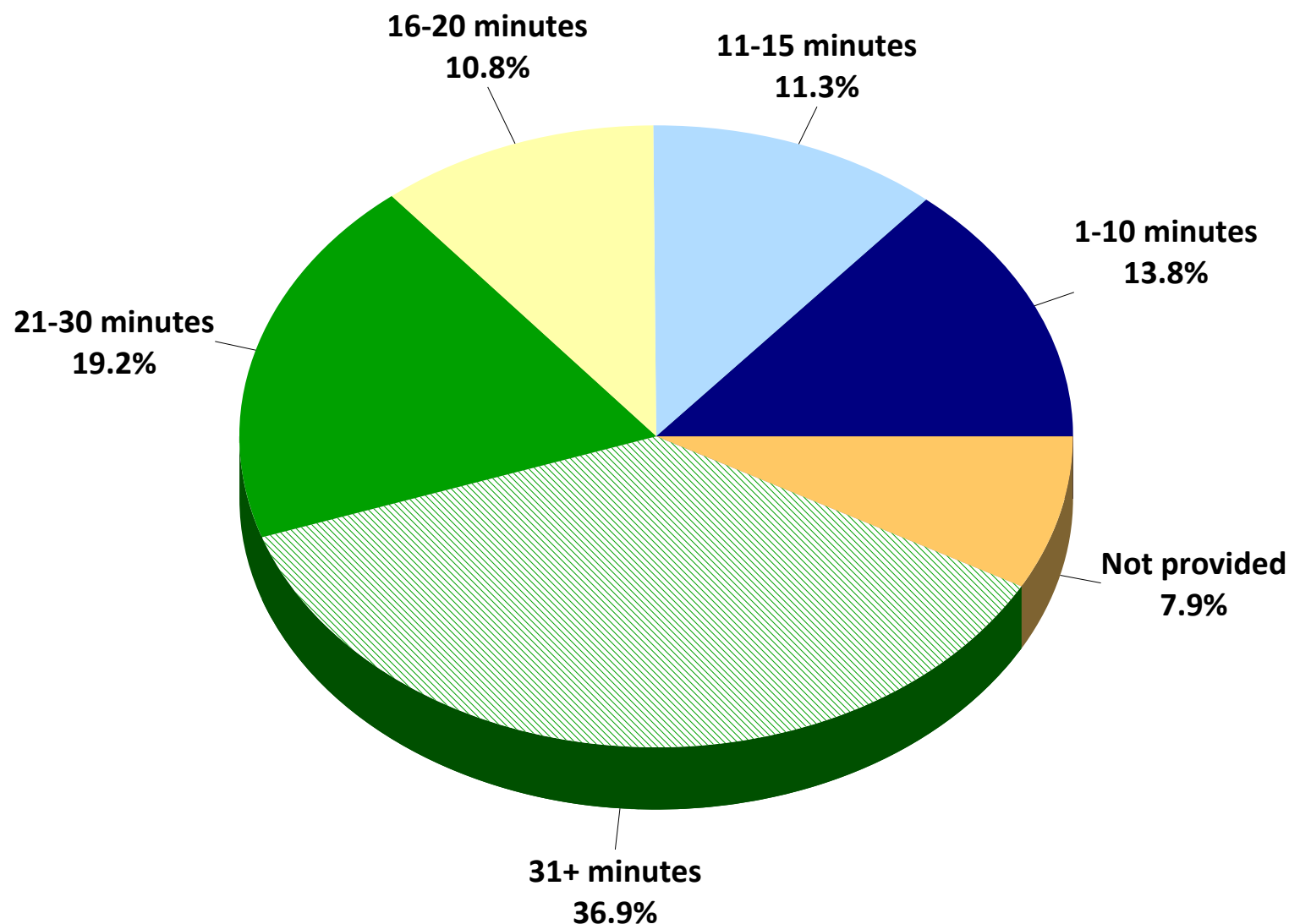
Q8. Which route are you riding now (or about to board next)?

by percentage of respondents



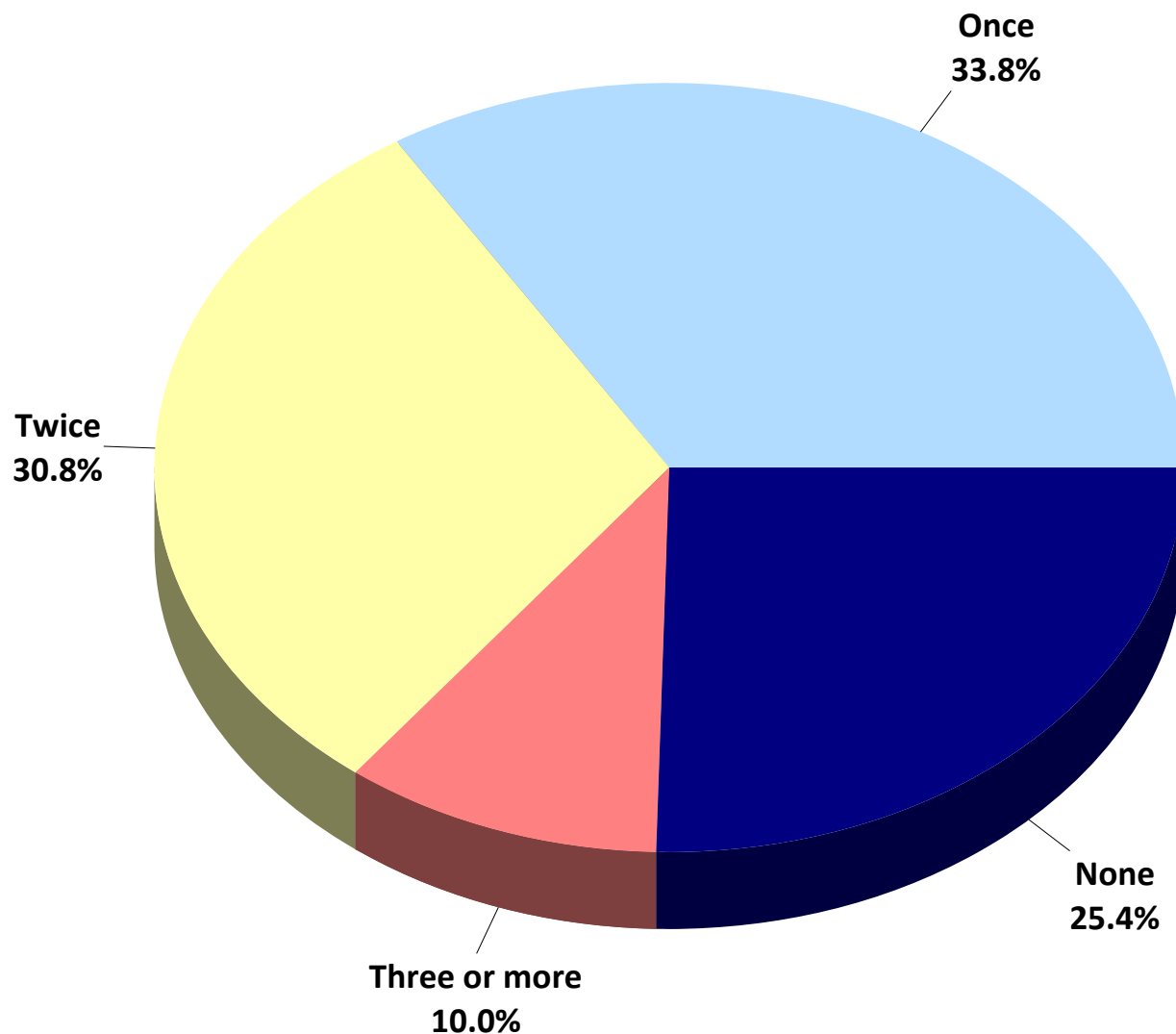
Q10. How long did/will it take you to get from your home to the destination using the bus?

by percentage of respondents



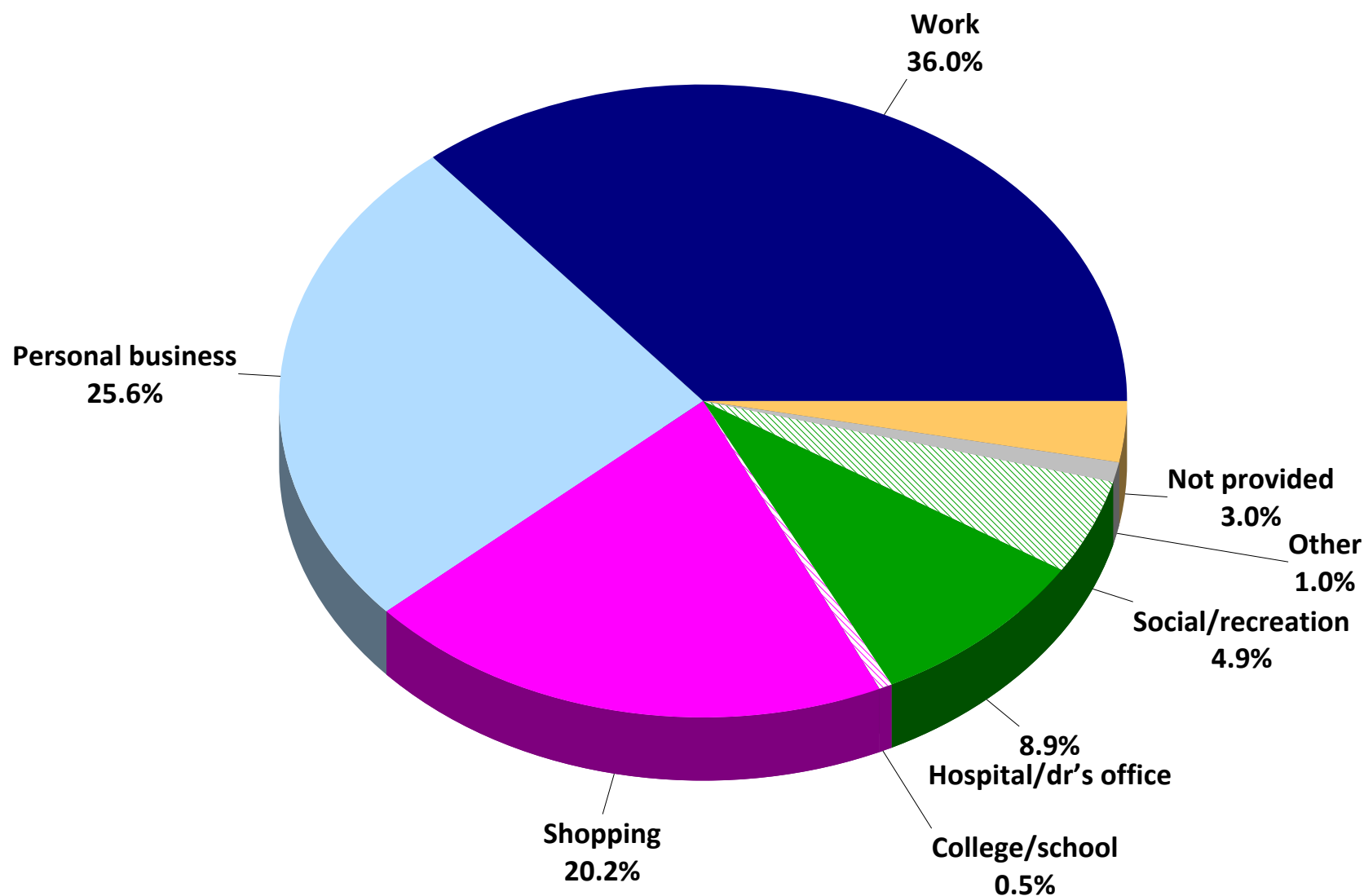
Q11. How many times did you (or would you have had to) transfer to get from your home to your destination?

by percentage of respondents (excluding "not provided")



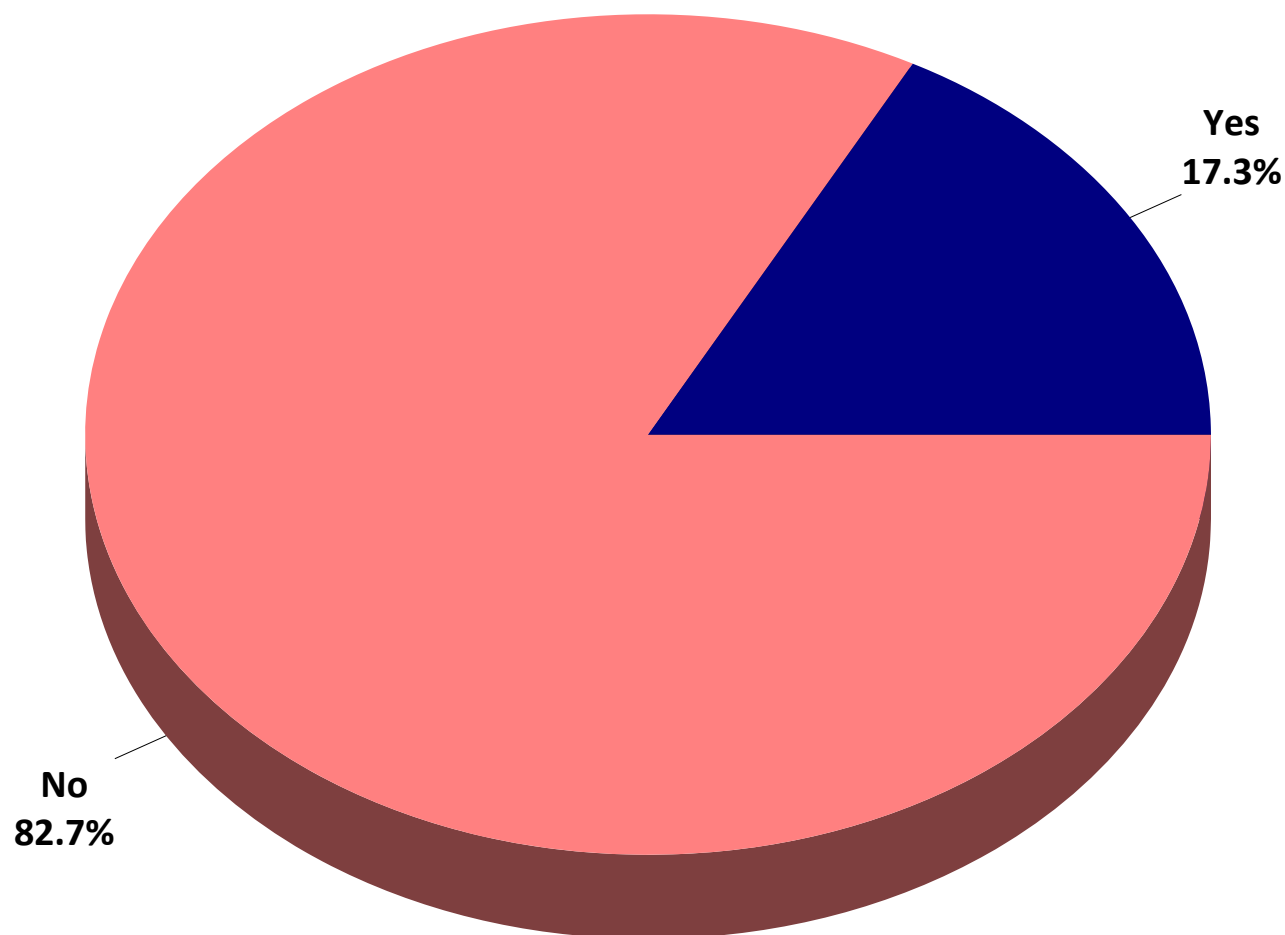
Q12. What is/was the primary purpose of your current trip?

by percentage of respondents



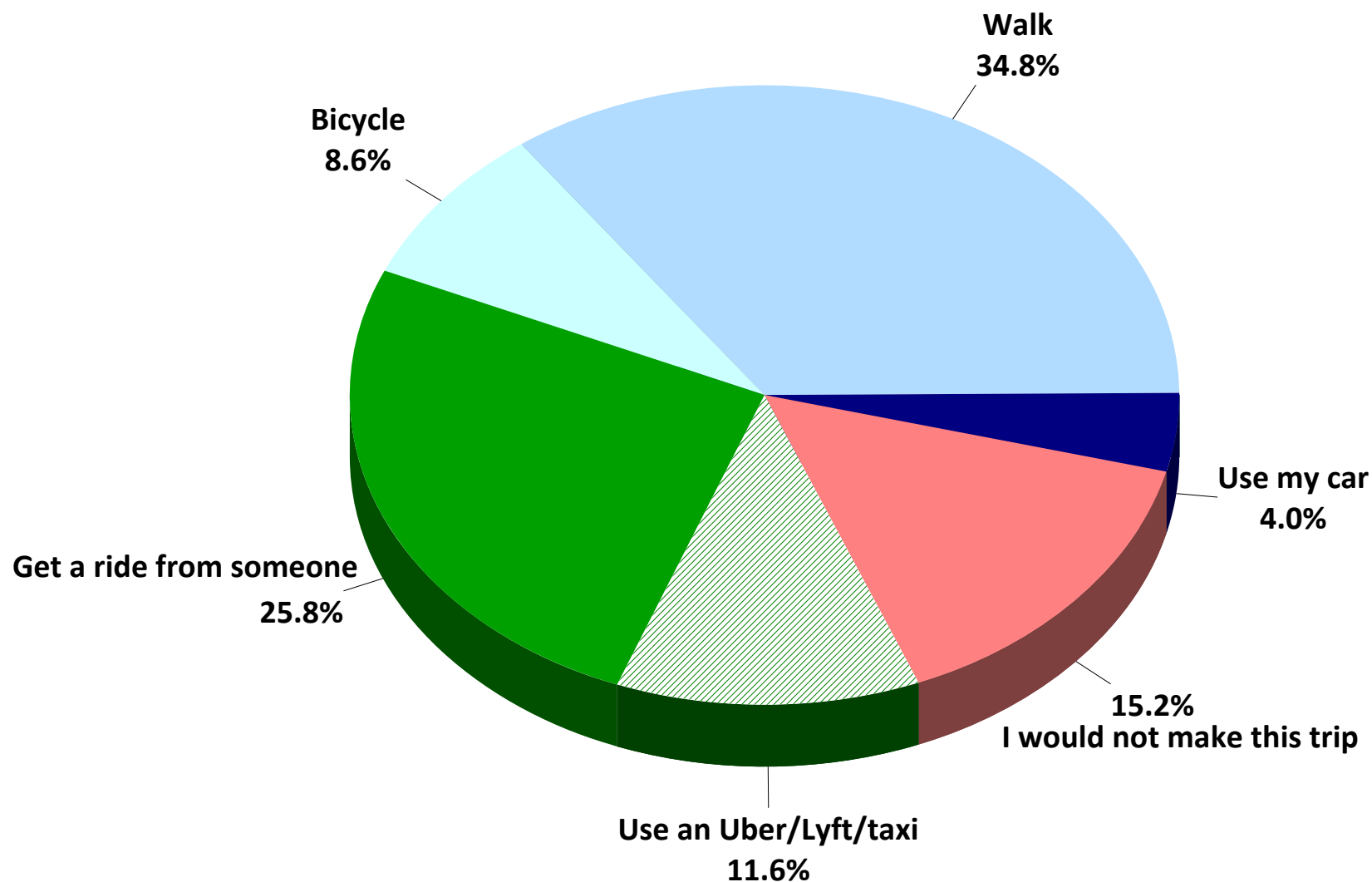
Q13. Do you have a car or other vehicle that you could have used to make this trip?

by percentage of respondents (excluding "not provided")



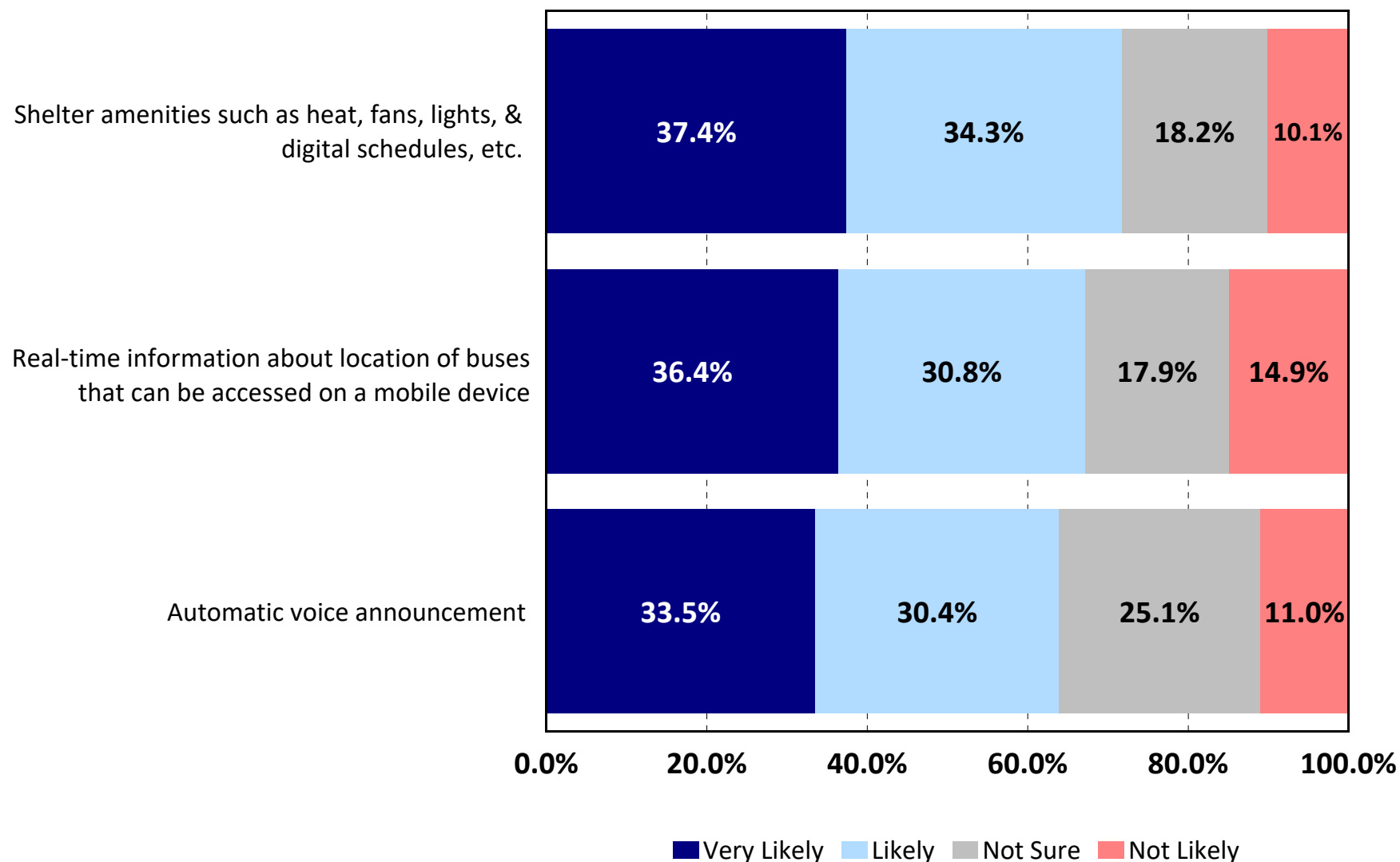
Q14. If the bus service was not available, how would you make this trip?

by percentage of respondents (excluding "not provided")



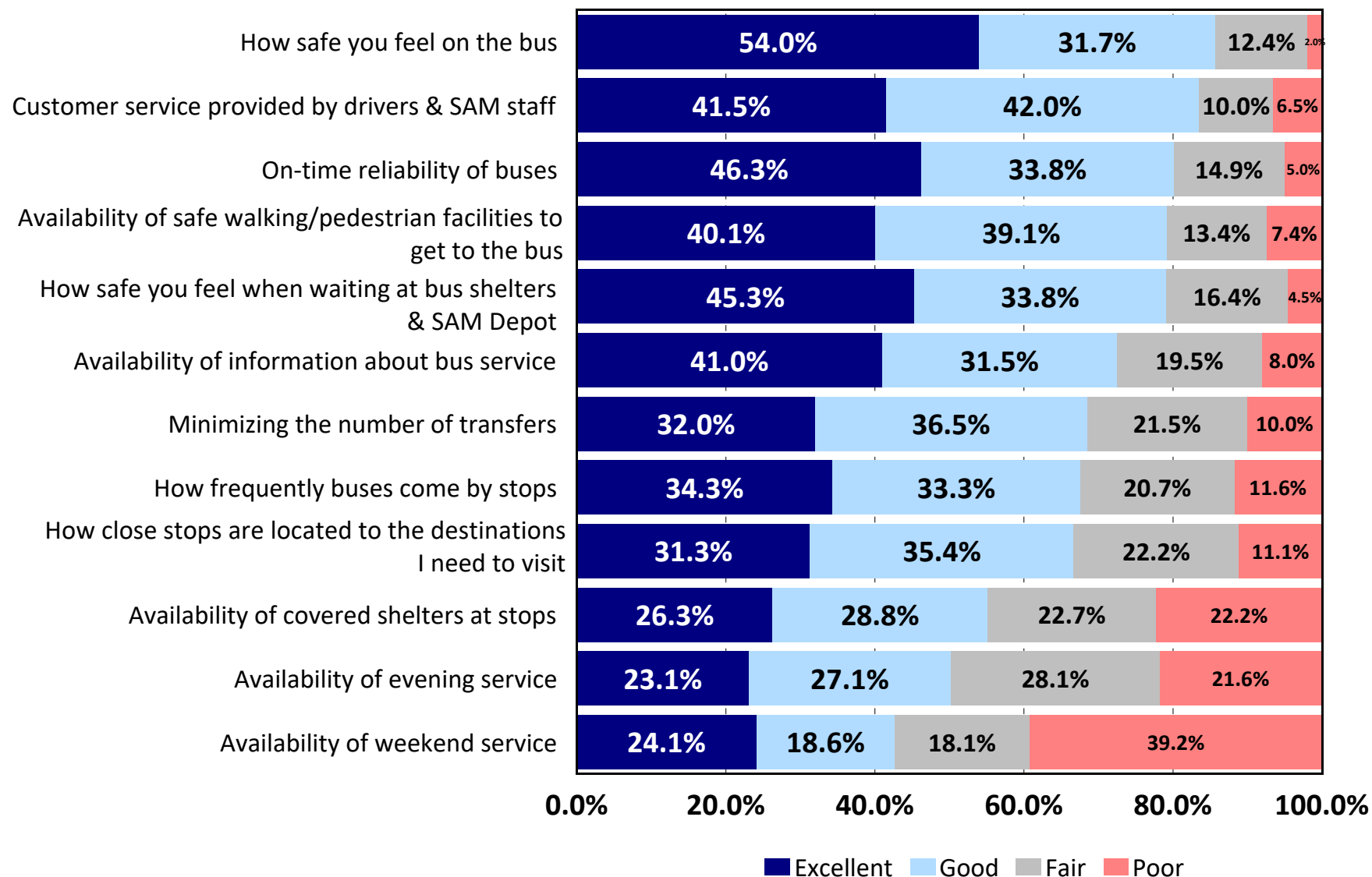
Q16. How Likely Passengers Would Ride the Bus More Frequently With the Following Services Provided

by percentage of respondents (excluding “not provided”)



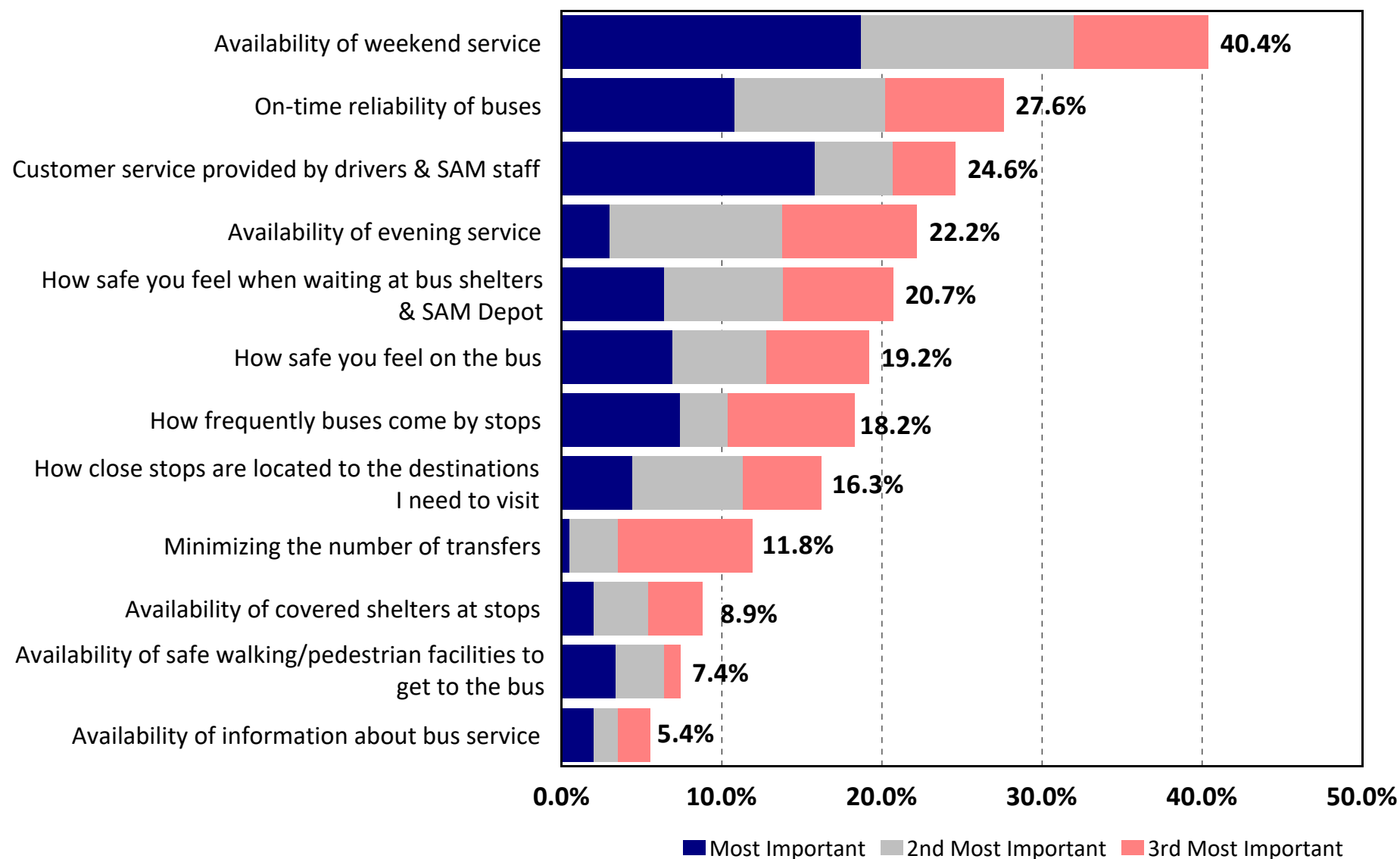
Q17. Ratings of the Following Aspects of Public Transit in the Sioux Falls Metropolitan Area

by percentage of respondents (excluding “not provided”)



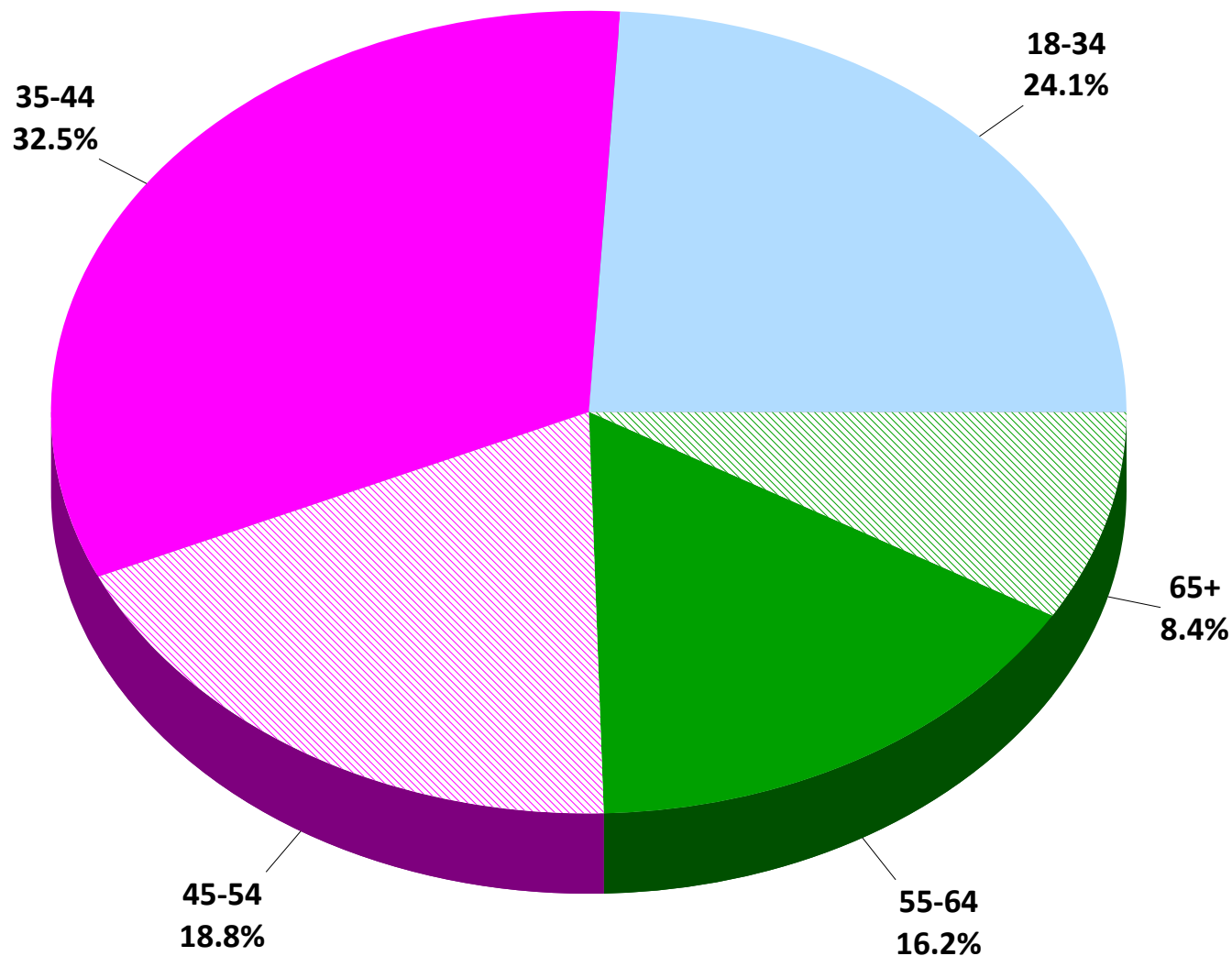
Q18. Aspects of Public Transit That Are Most Important to Passengers

by percentage of respondents who selected the item as one of their top three choices



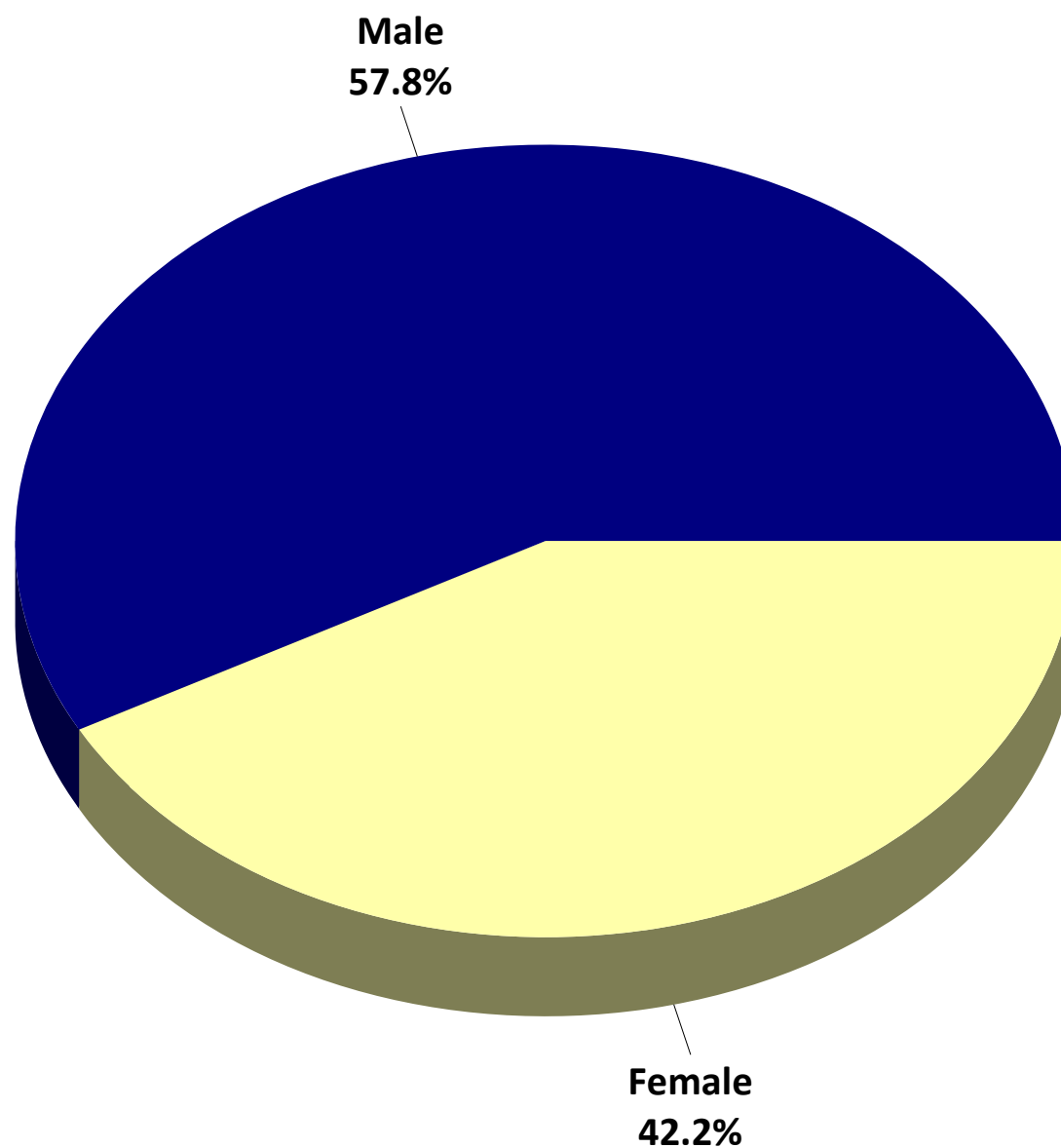
Q19. What is your age?

by percentage of respondents



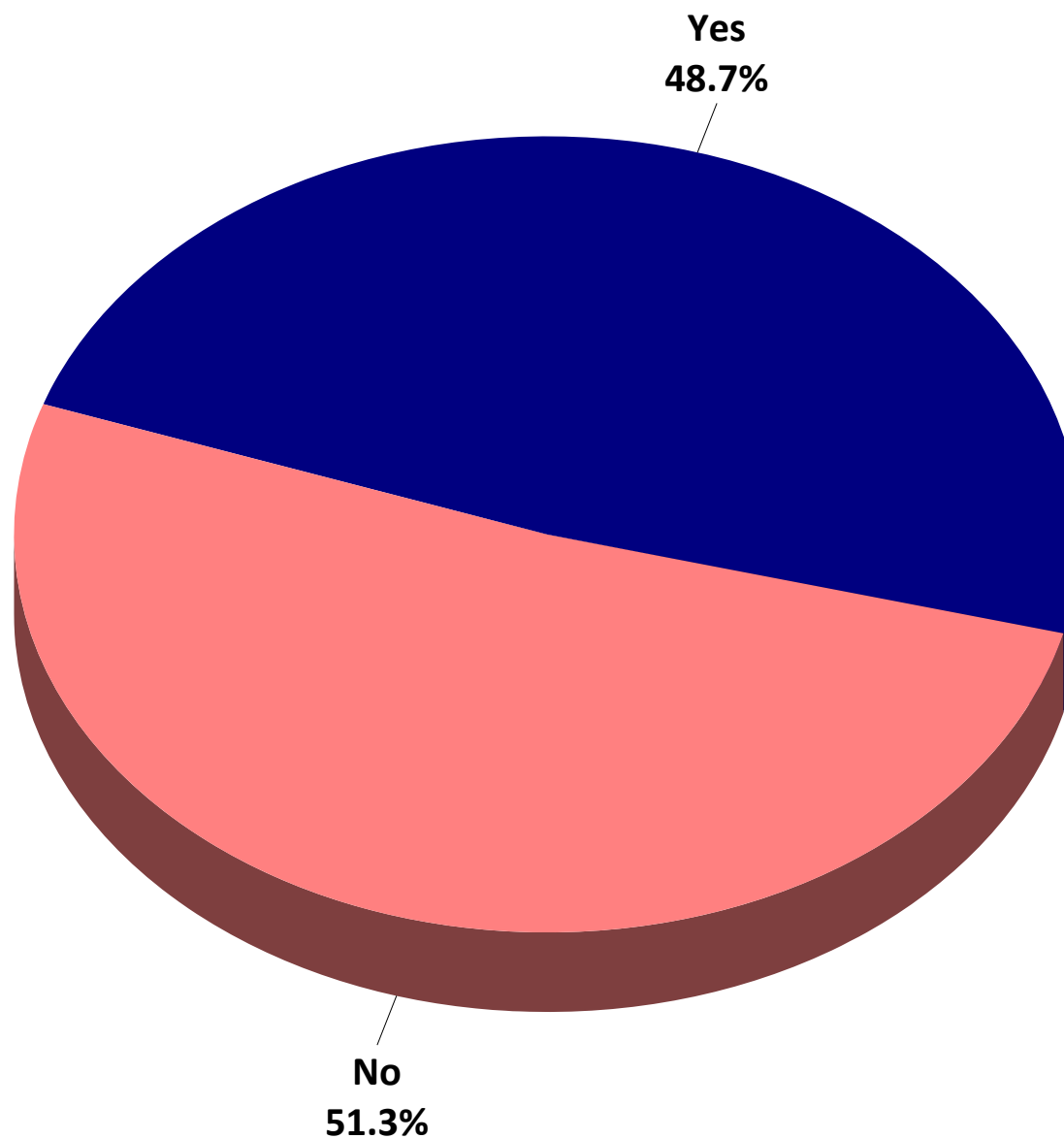
Q20. Gender

by percentage of respondents



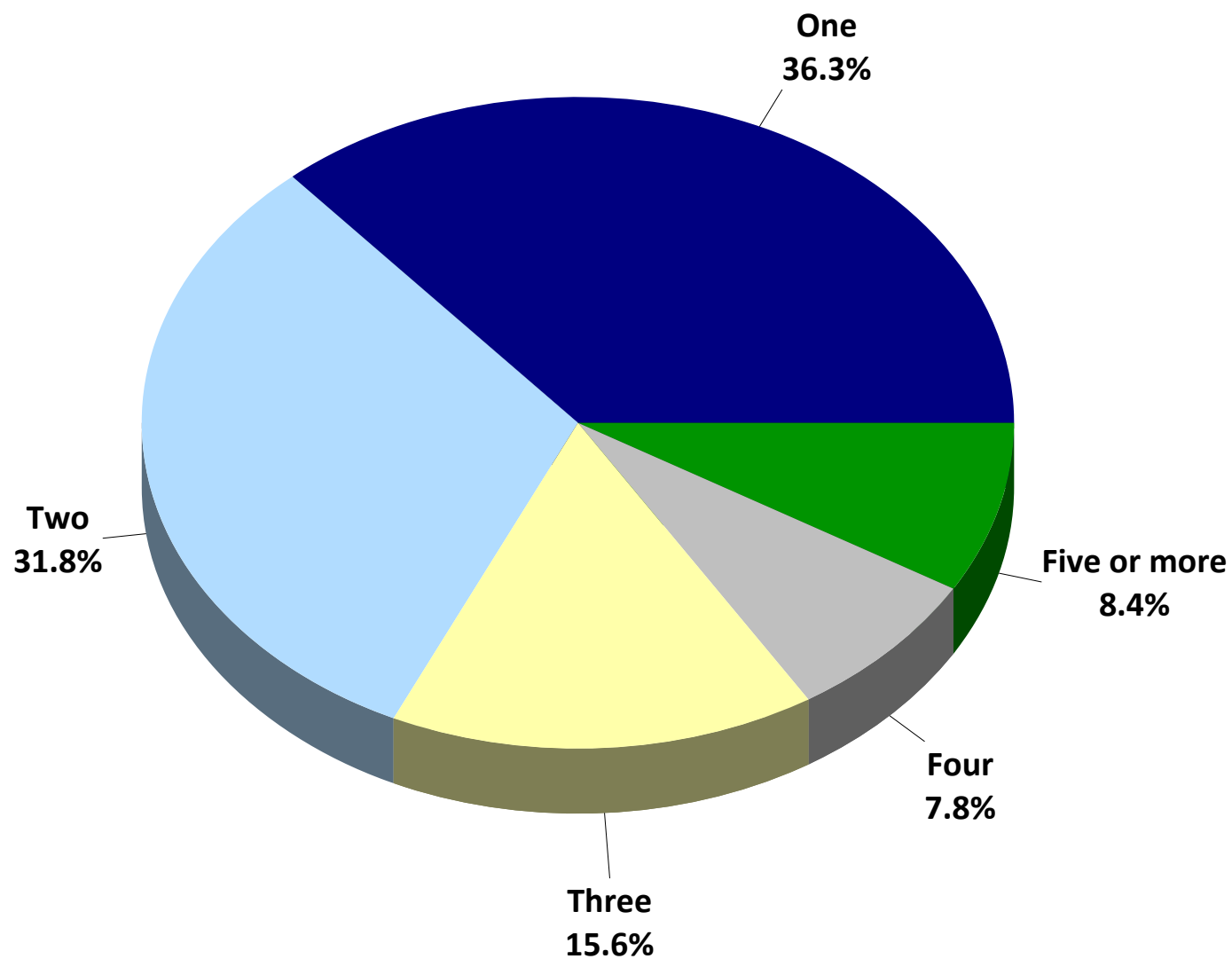
Q21. Are you employed?

by percentage of respondents



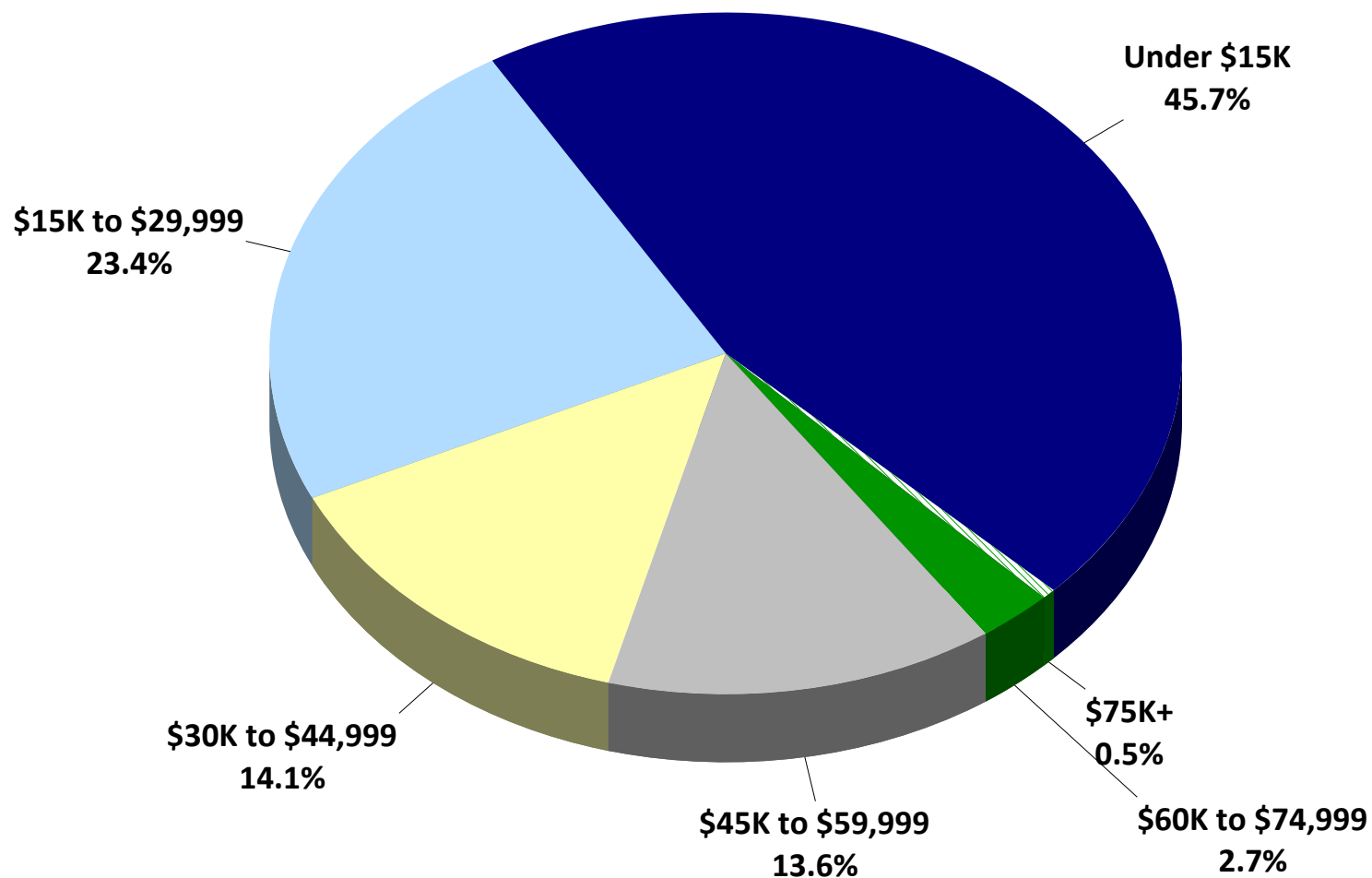
Q22. How many persons currently live in your household?

by percentage of respondents



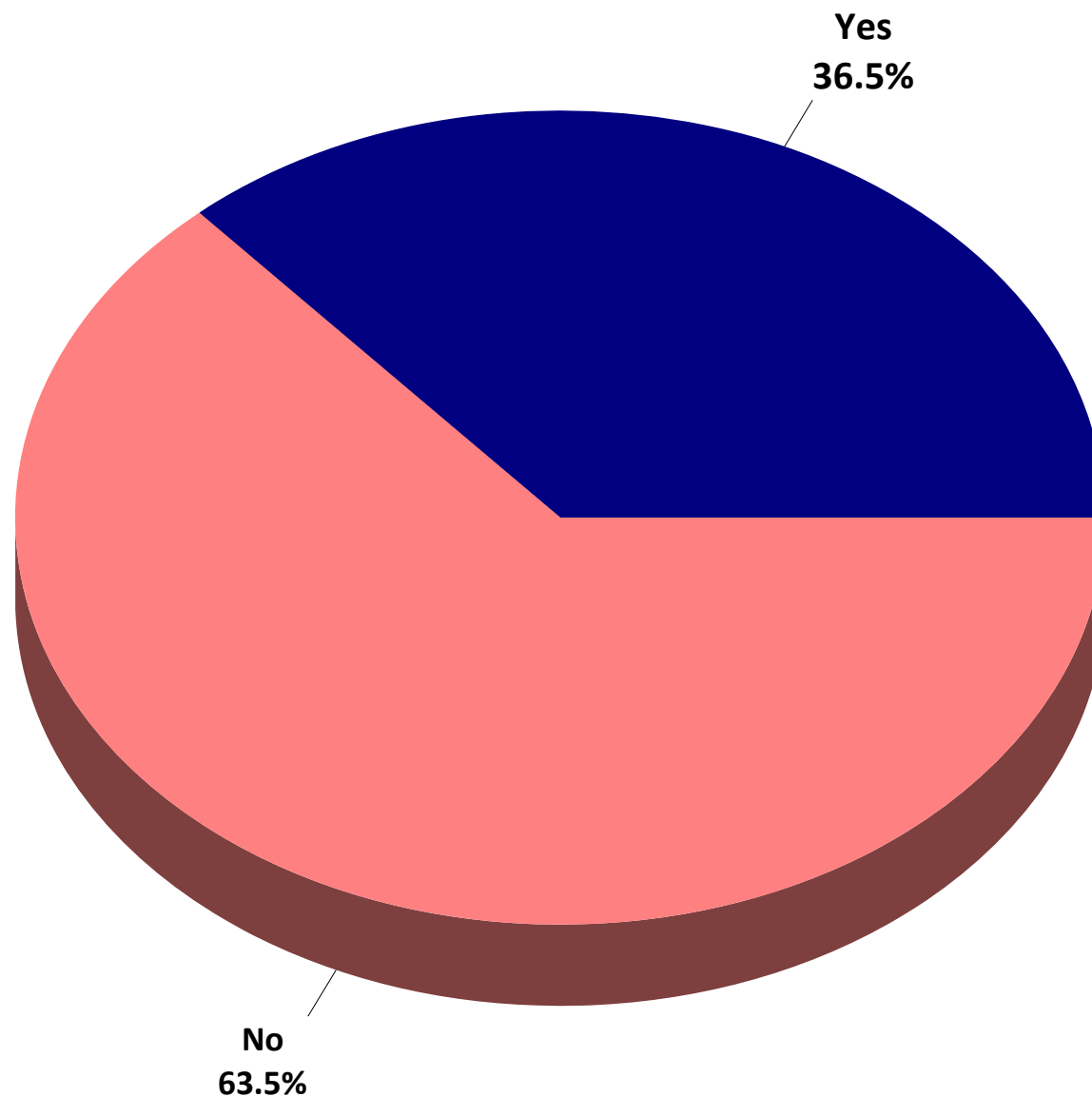
Q23. Total Annual Household Income

by percentage of respondents



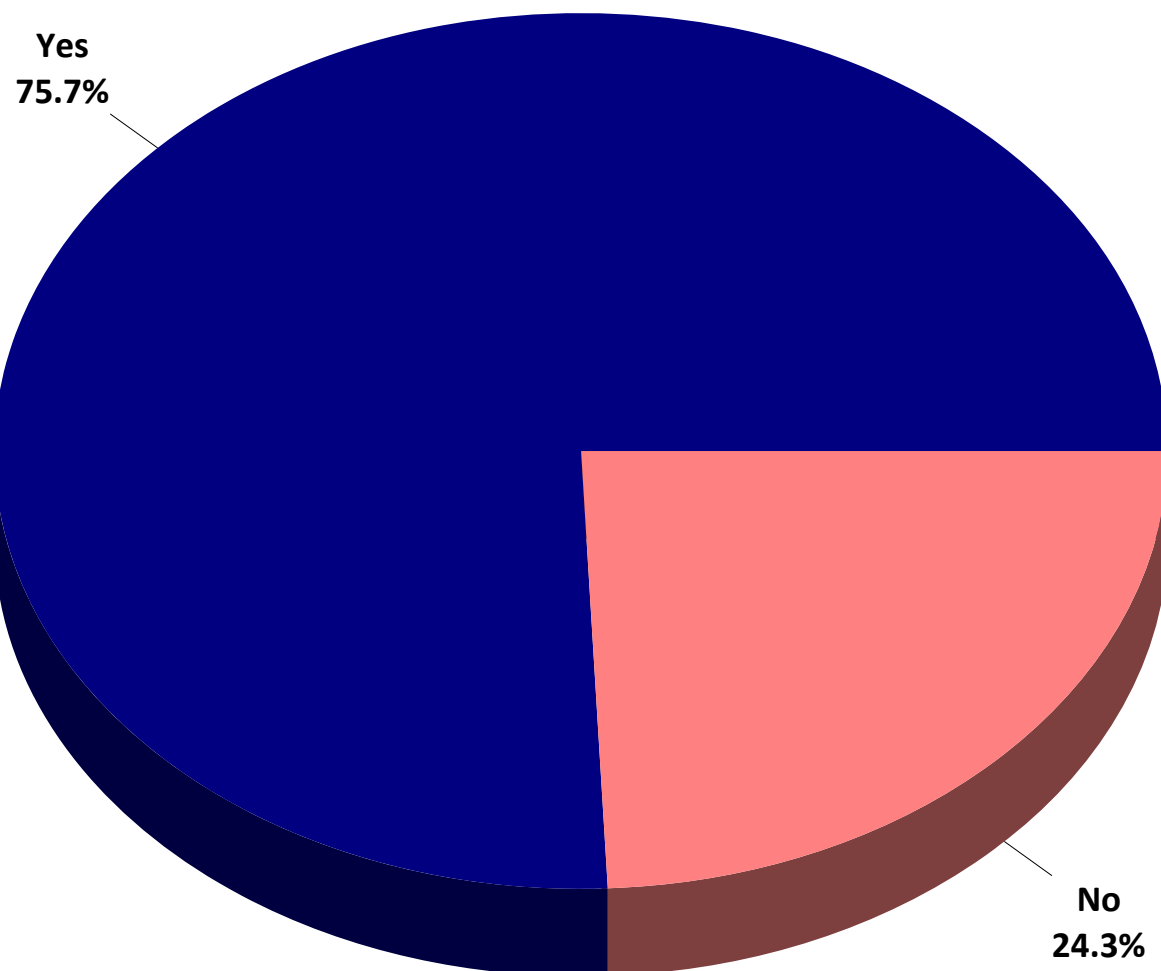
Q24. Do you have a physical disability?

by percentage of respondents



Q25. Do you have a smart phone?

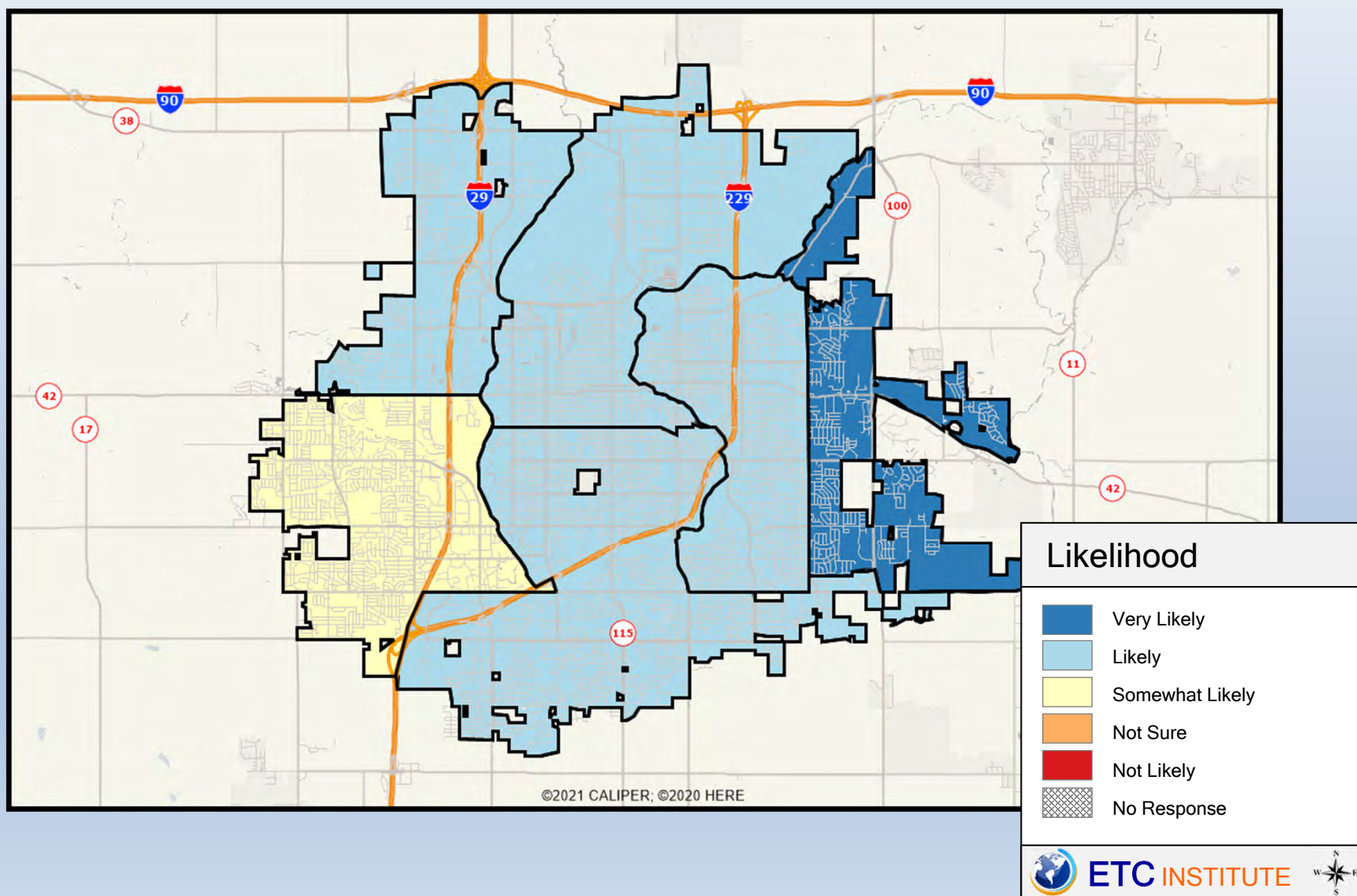
by percentage of respondents



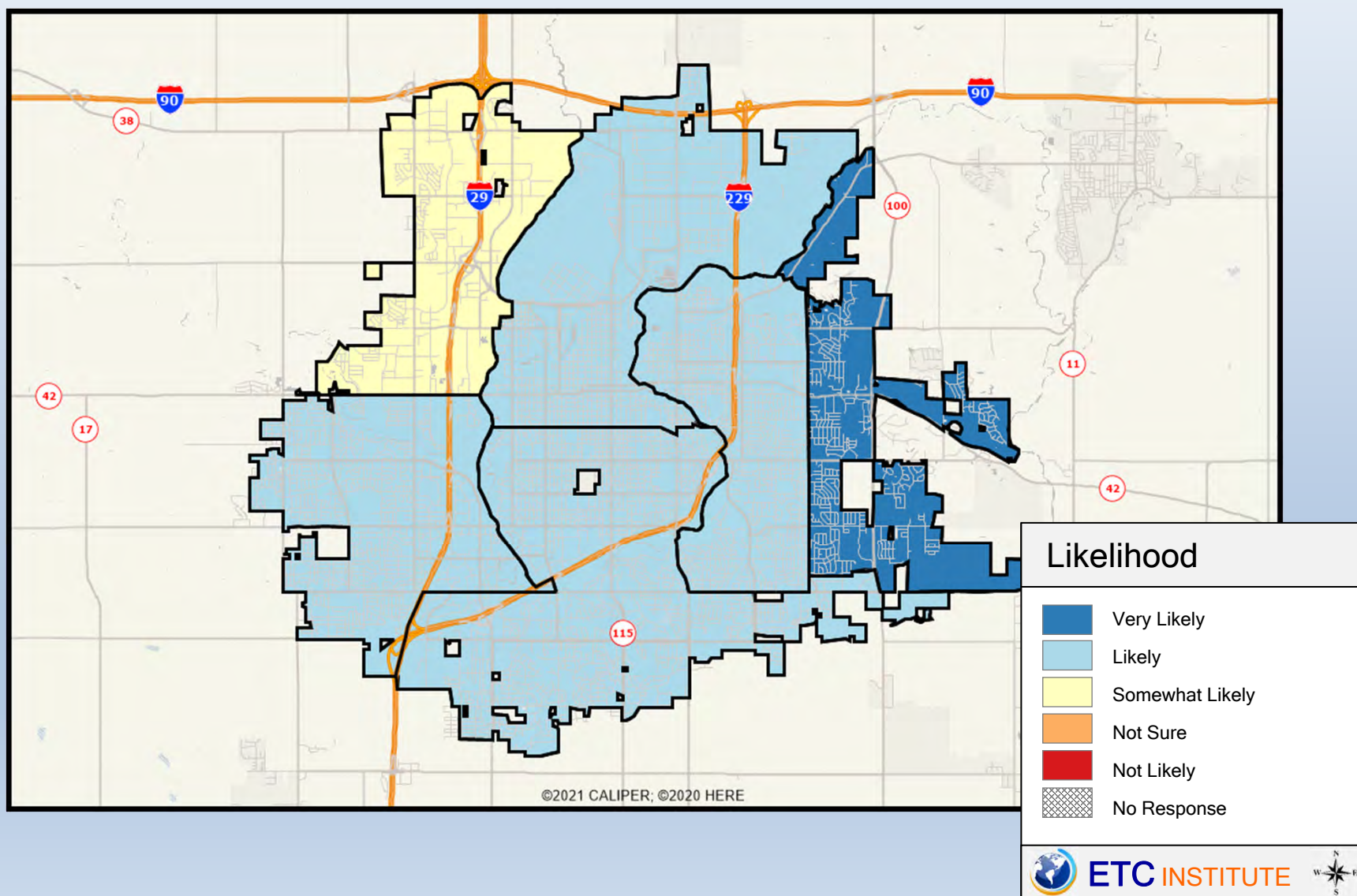


GIS Maps by Zip Code

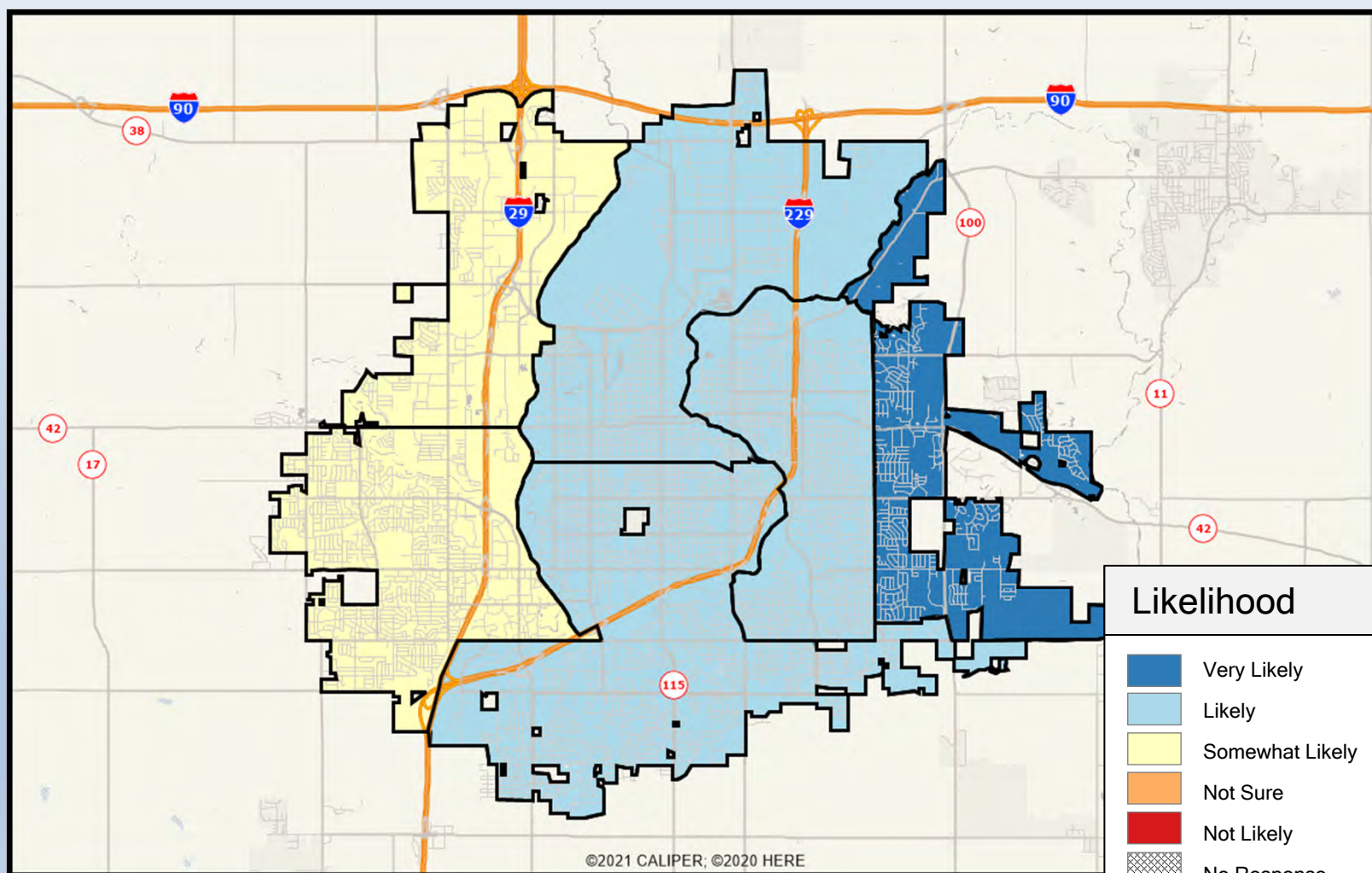
Q16-1. Shelter amenities such as heat, fans, lights, and digital schedules, etc.



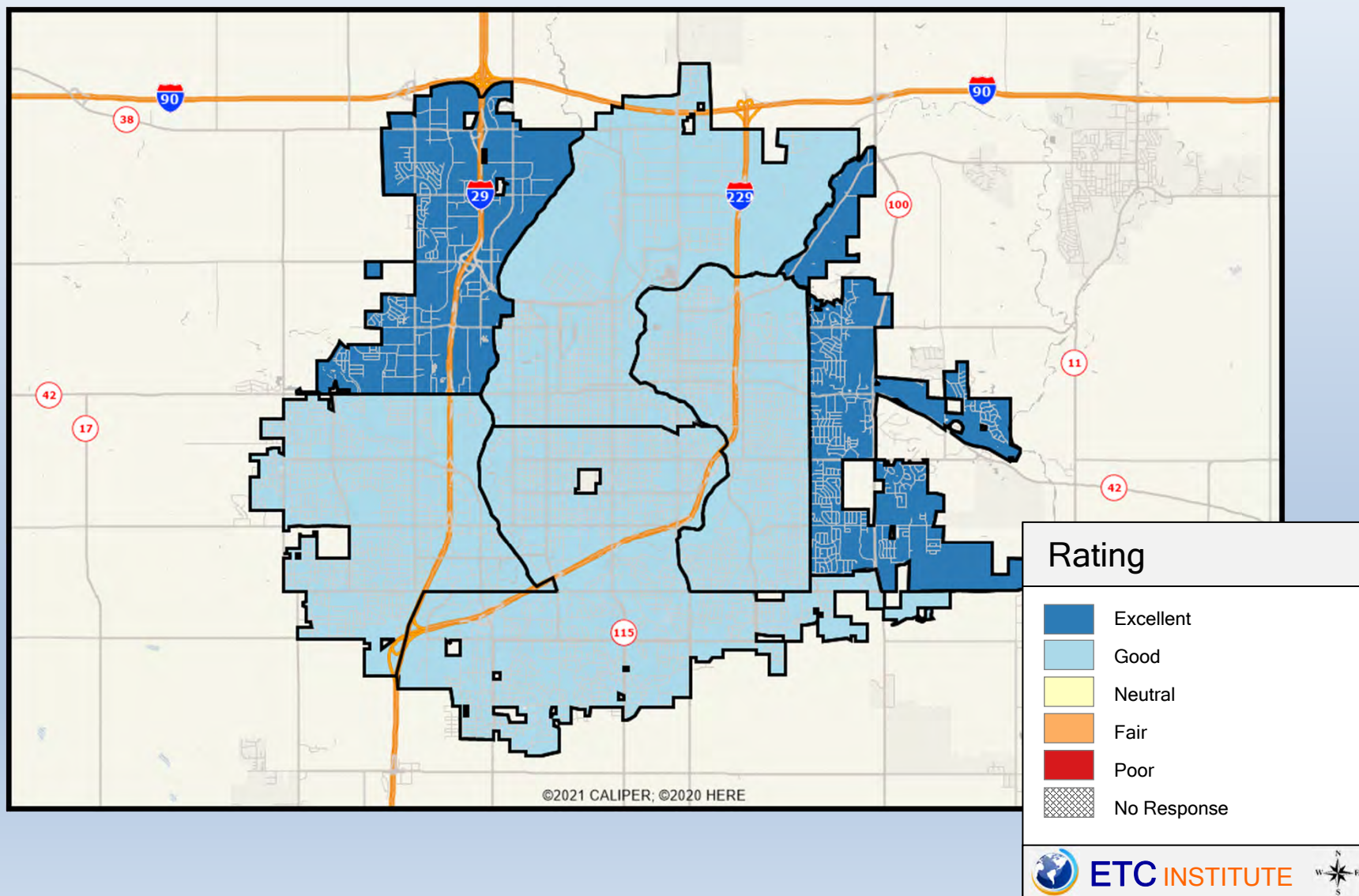
Q16-2. Automatic voice announcement



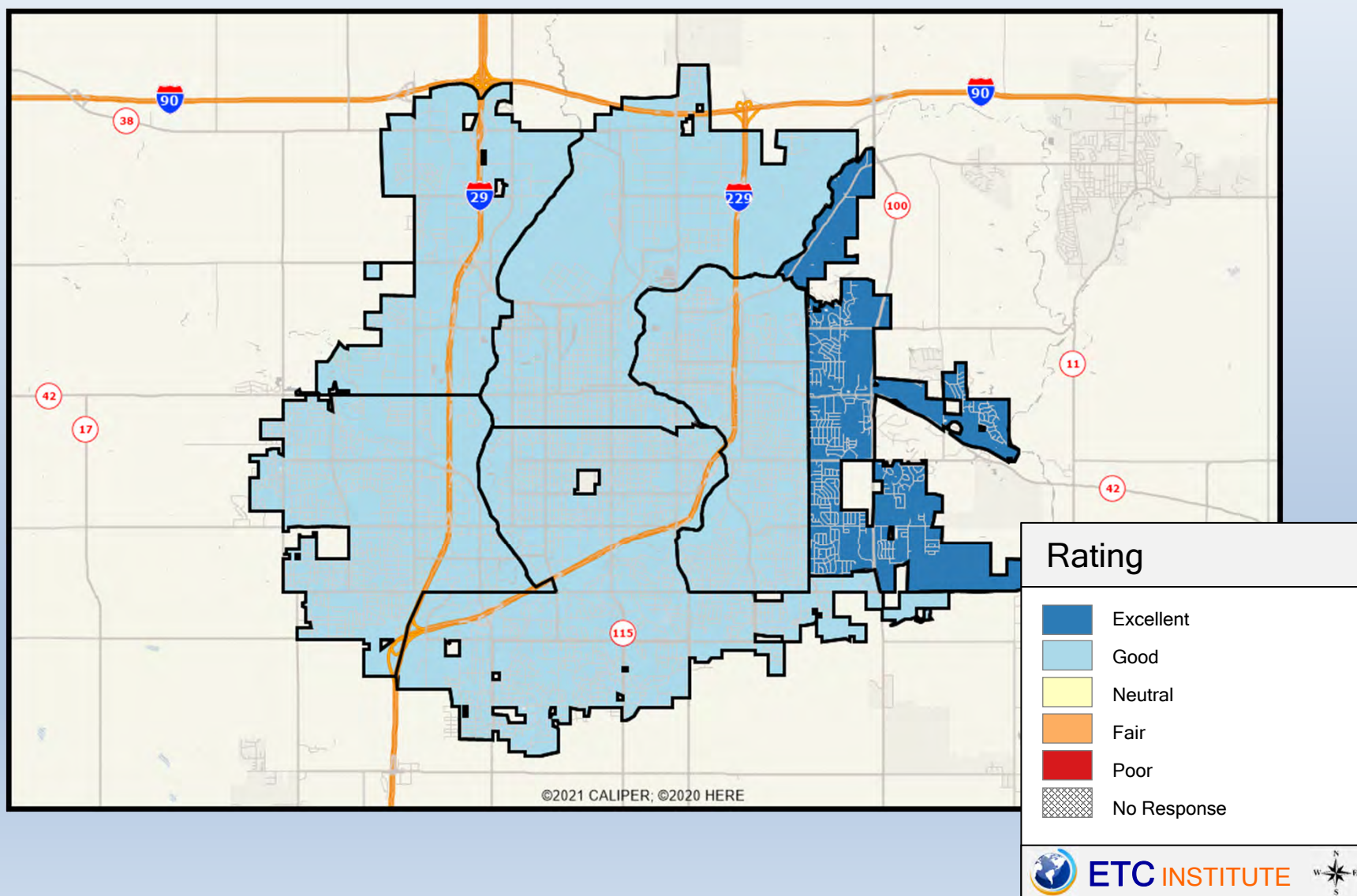
Q16-3. Real-time information about the location of buses that can be accessed on a mobile device



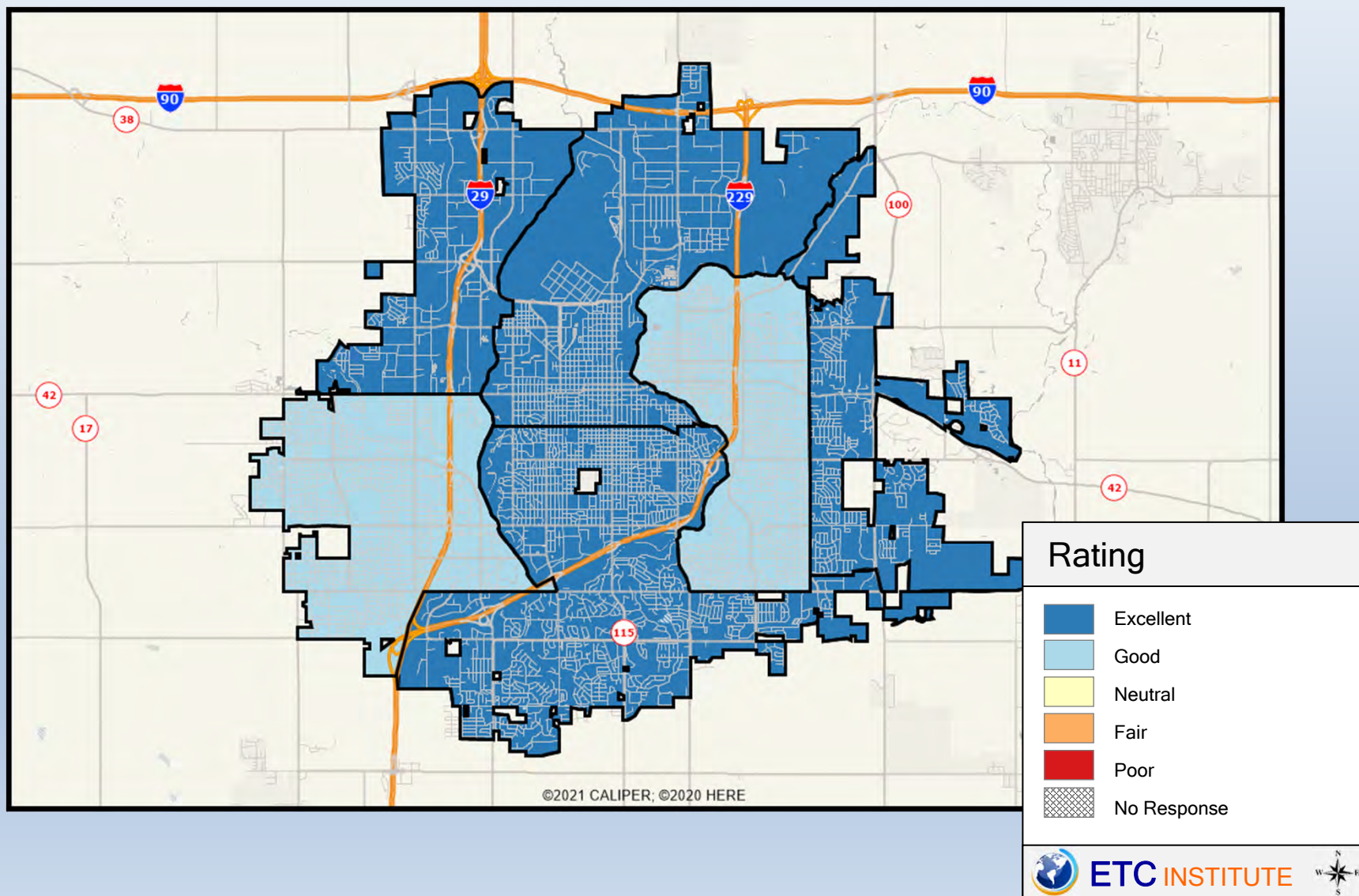
Q17-01. Customer service provided by drivers and SAM staff



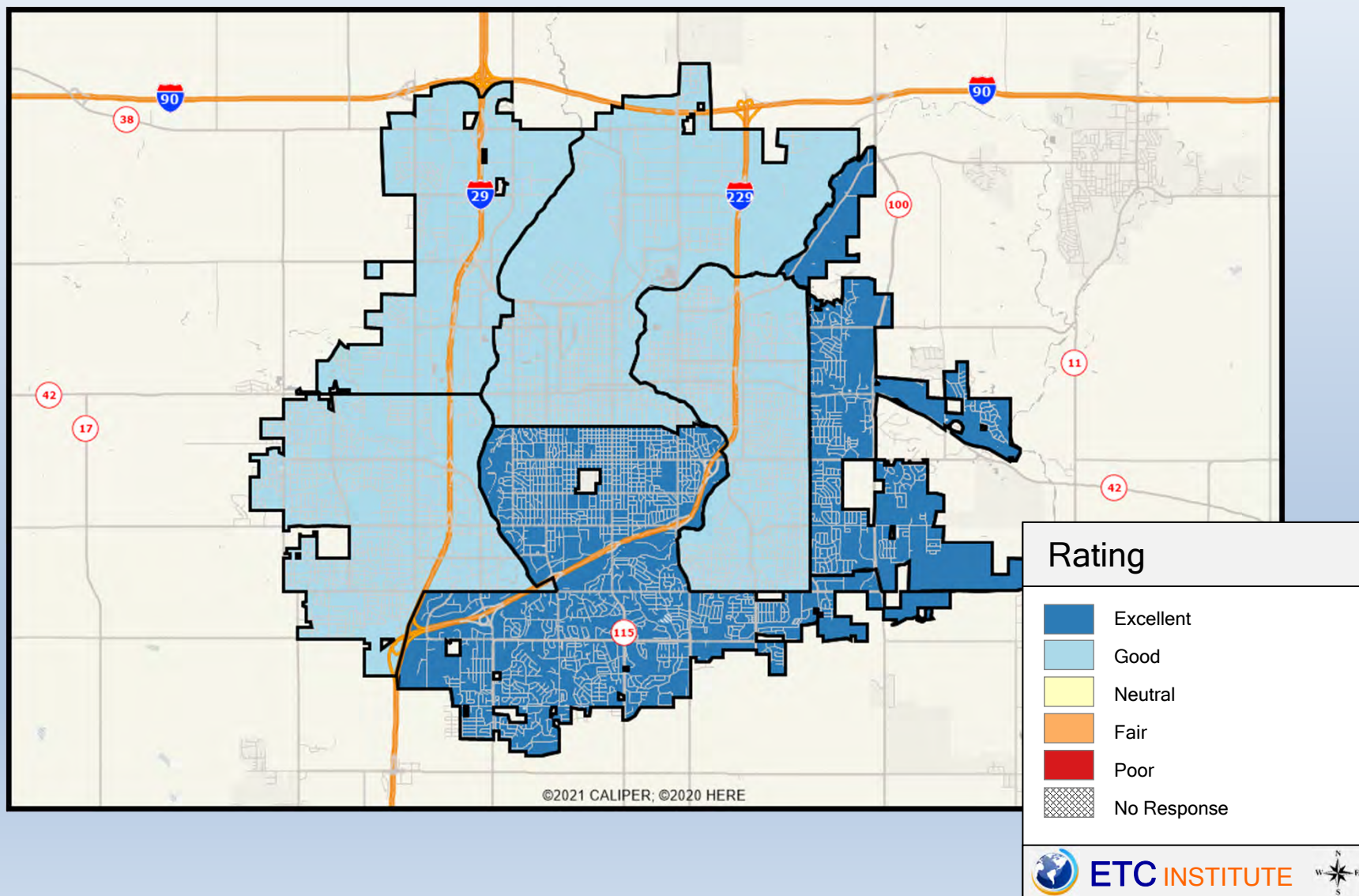
Q17-02. How safe you feel when waiting at bus shelters and SAM Depot



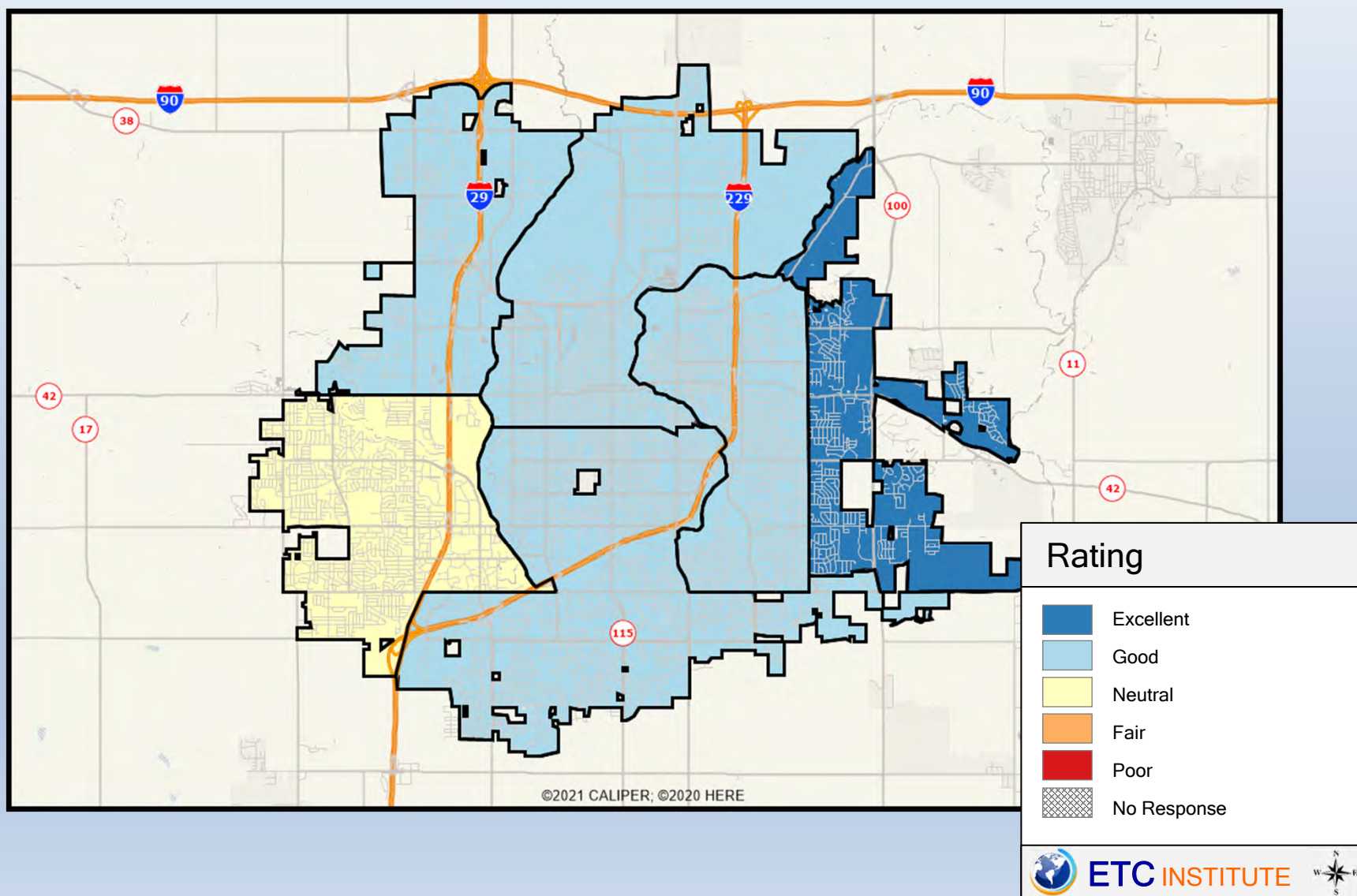
Q17-03. How safe you feel on the bus



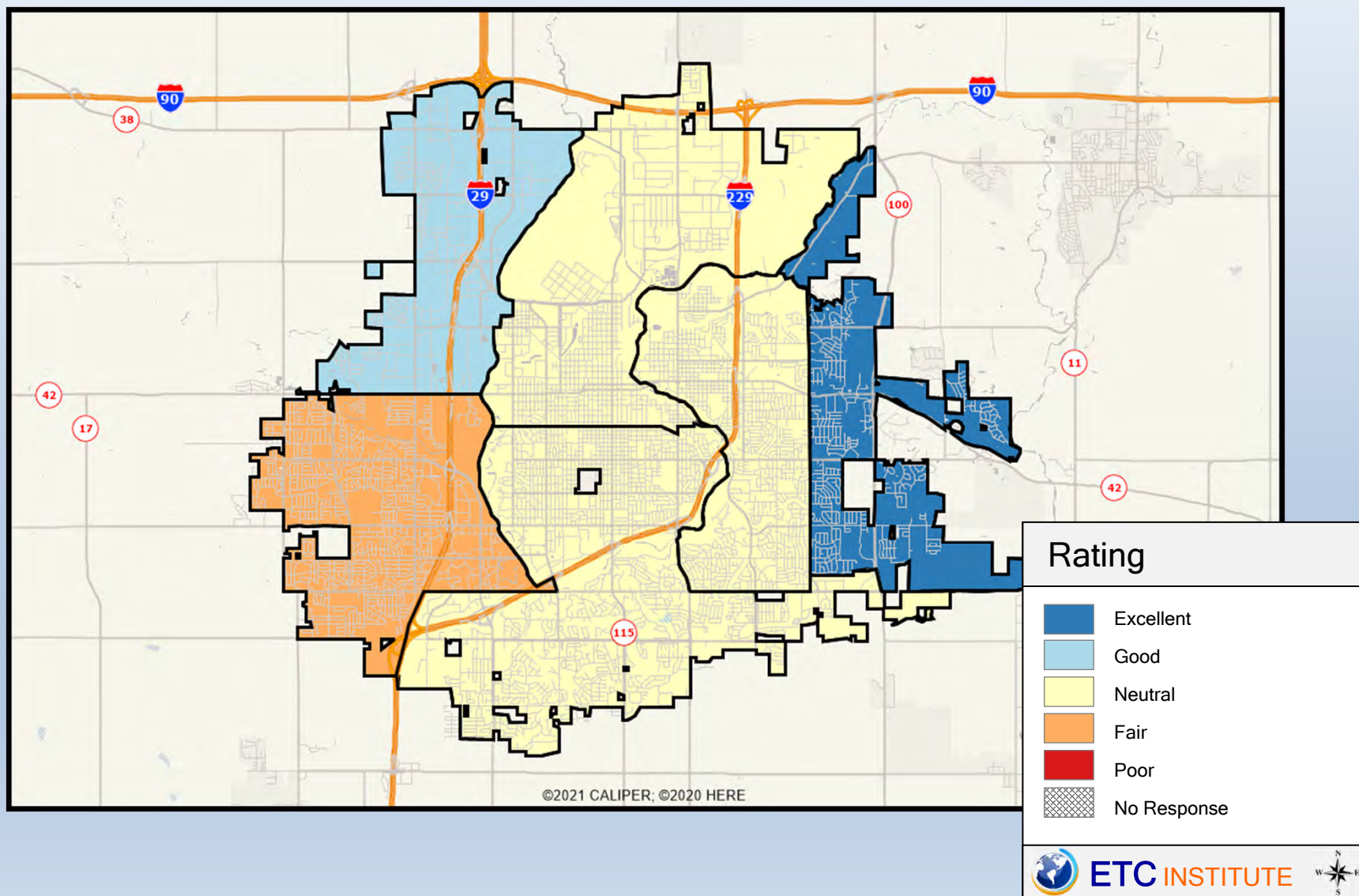
Q17-04. On-time reliability of buses



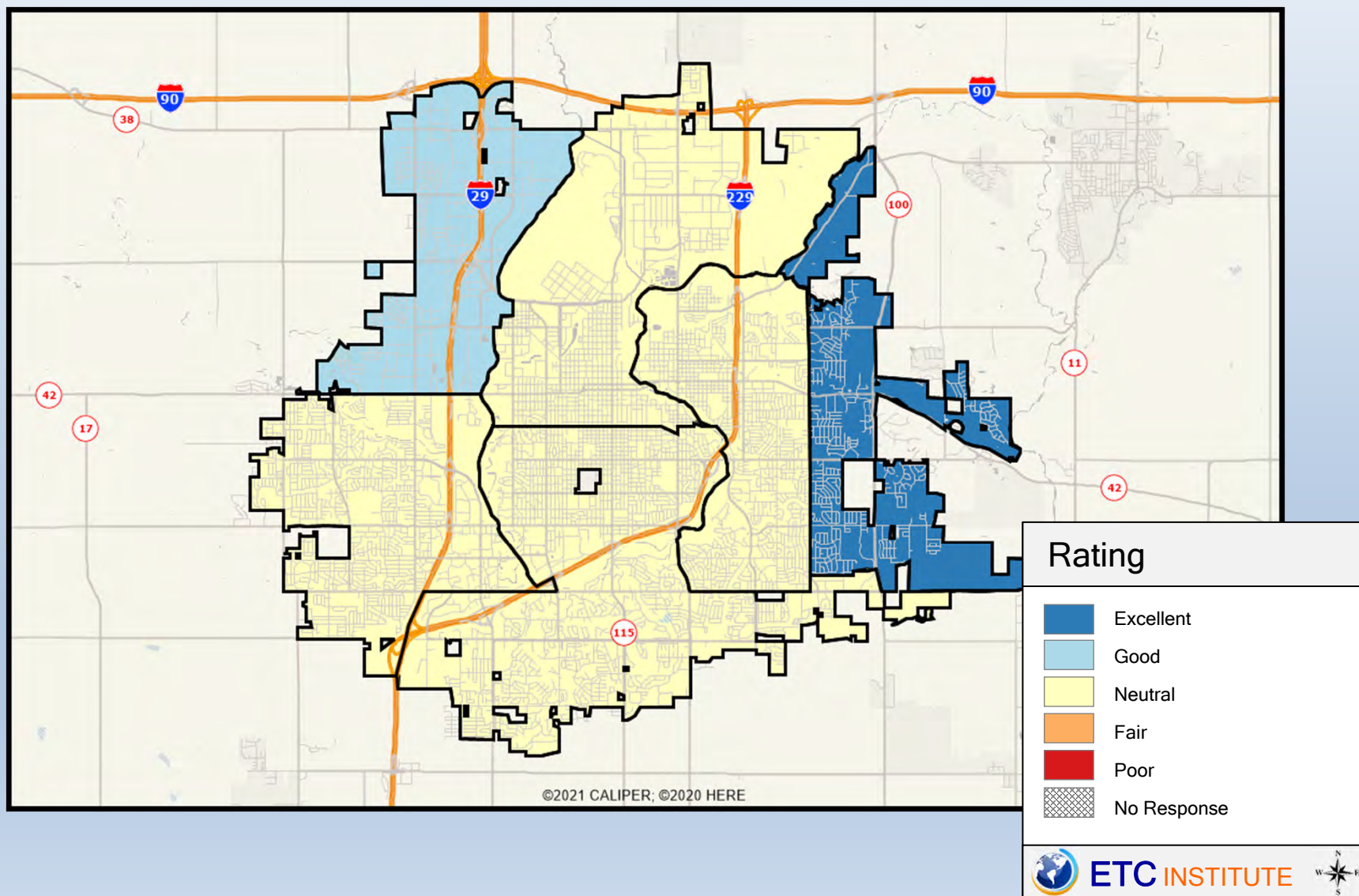
Q17-05. How frequently buses come by stops



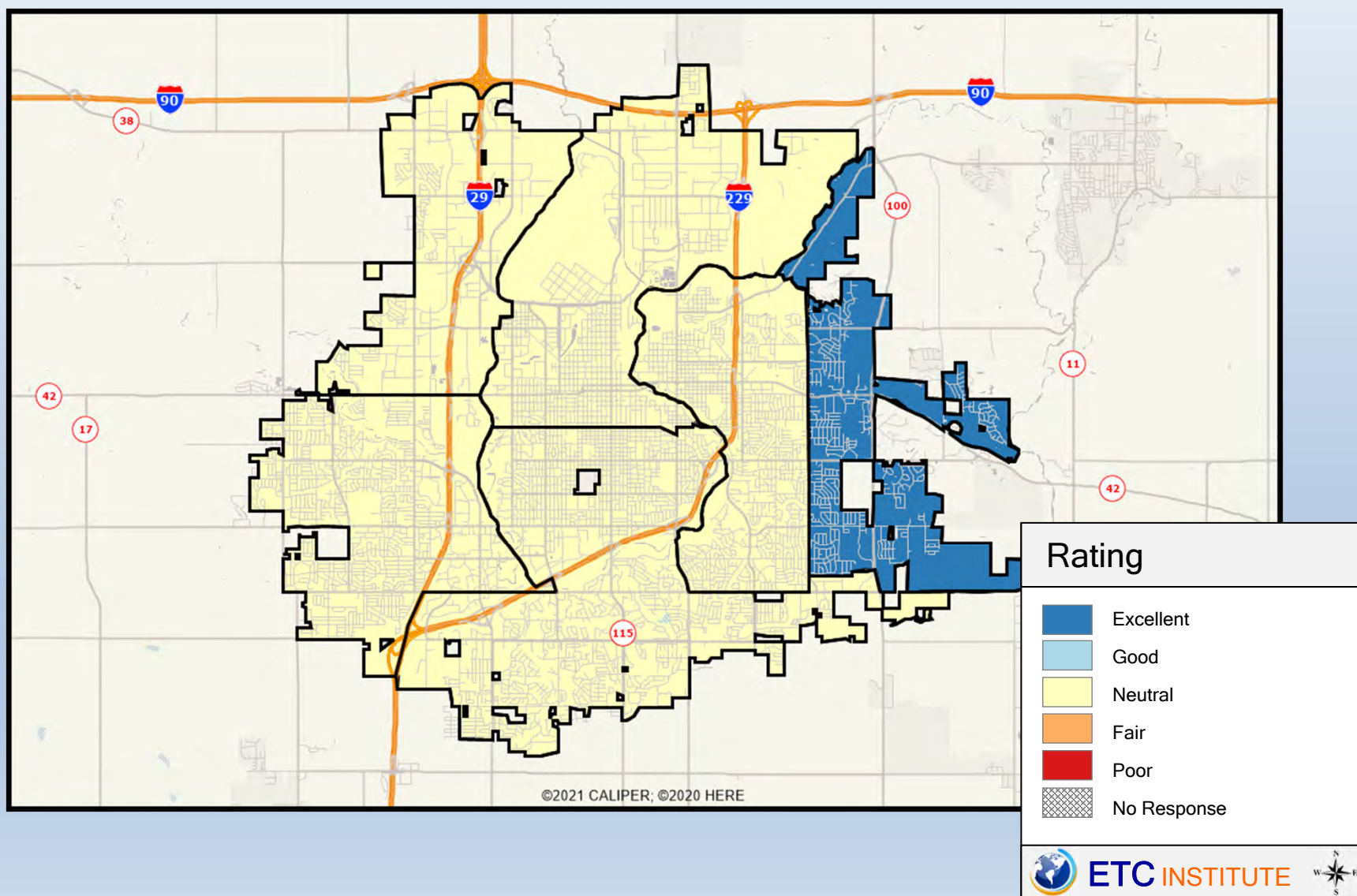
Q17-06. Availability of weekend service



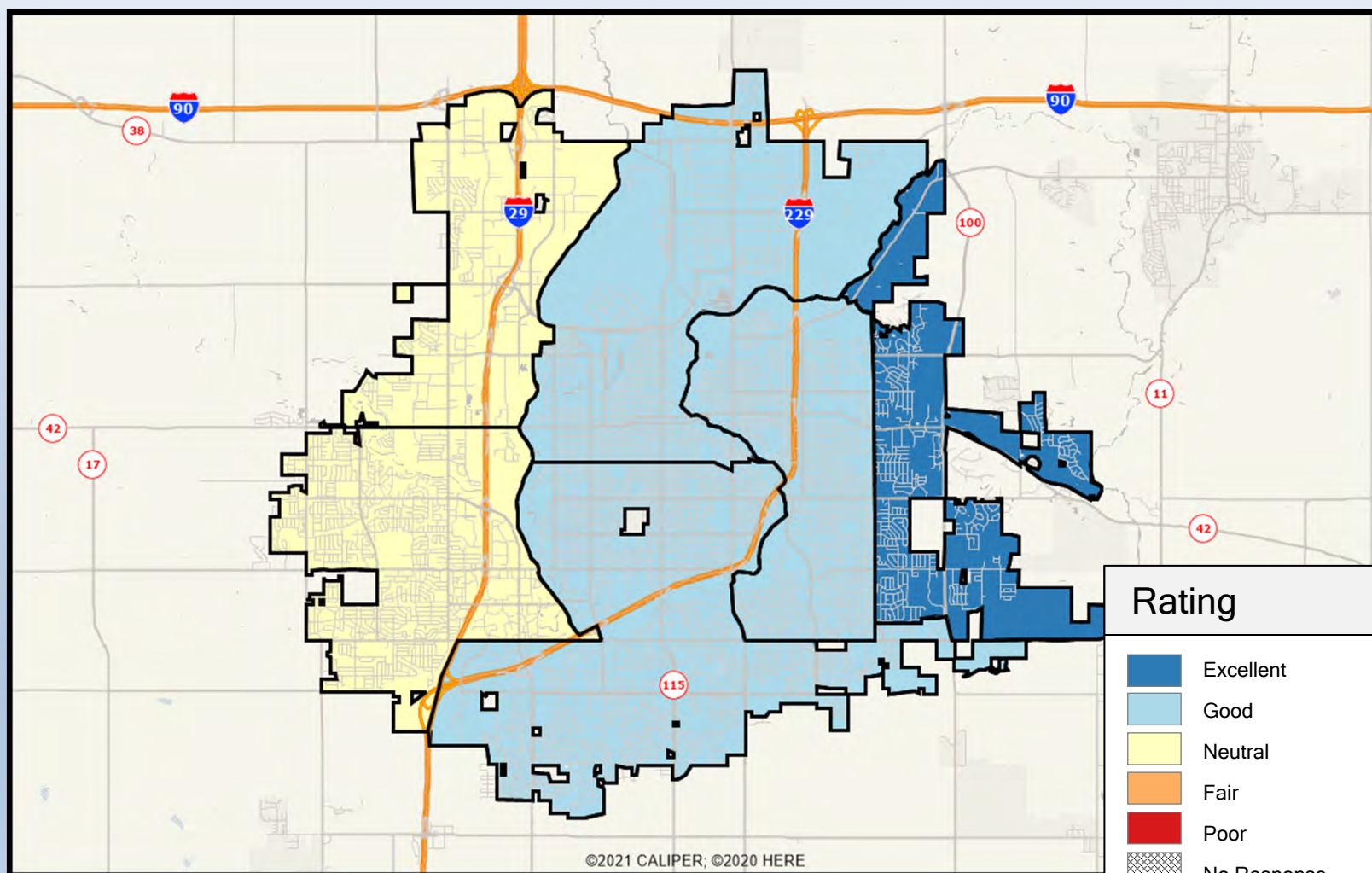
Q17-07. Availability of evening service



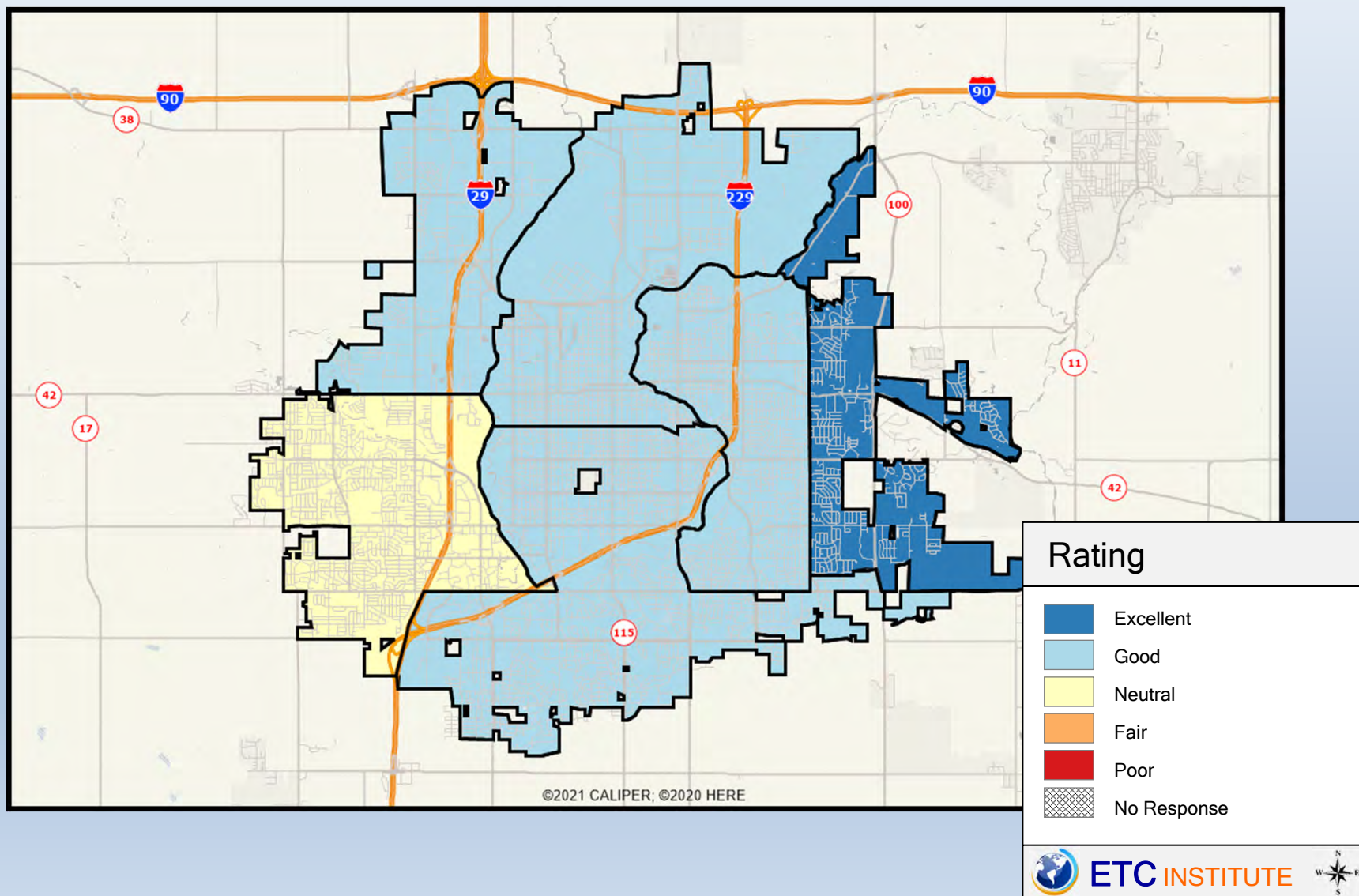
Q17-08. The availability of covered shelters at stops



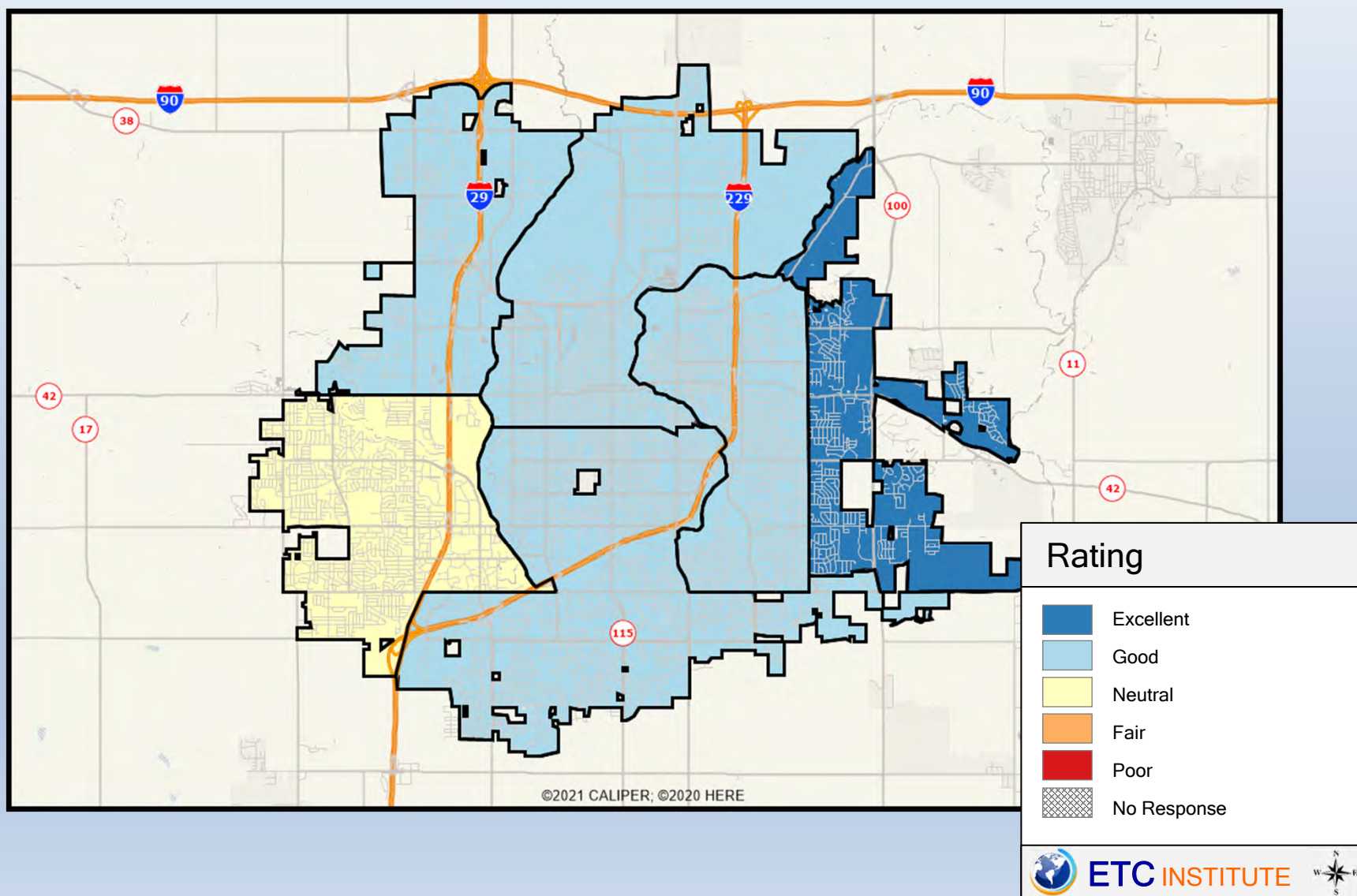
Q17-09. How close stops are located to the destinations I need to visit



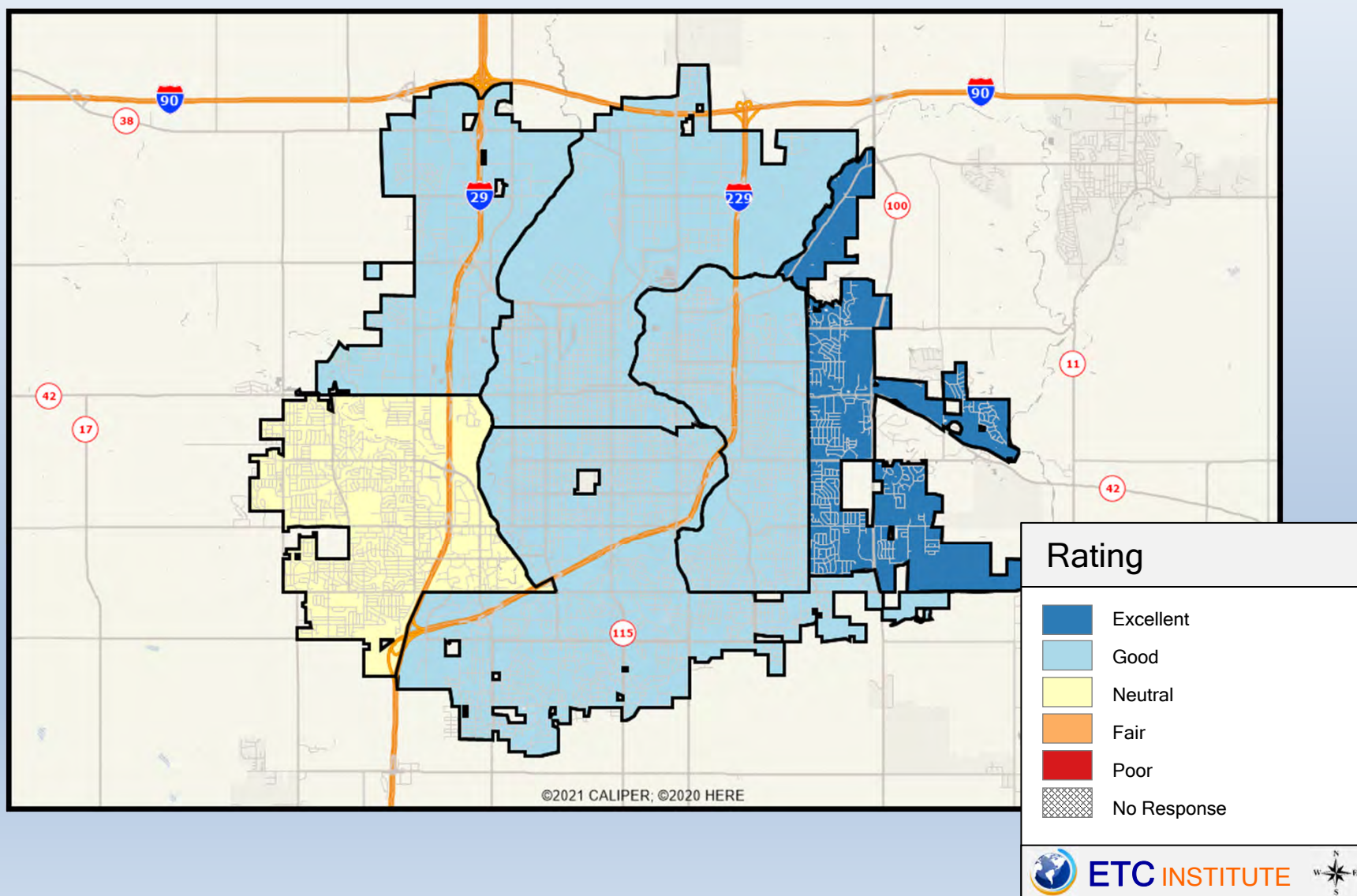
Q17-10. Minimizing the number of transfers



Q17-11. The availability of information about bus service



Q17-12. The availability of safe walking and pedestrian facilities to get to the bus





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the categories of agency services that were most important to them. Nearly one-fourth (22.2%) of respondents selected *availability of evening service* as one of the most important aspects of the public transit system.

With regard to satisfaction, 50.2% of respondents surveyed rated the agency's overall performance in the *availability of evening service* as a "4" or "5" on a 5-point scale (where "4" means "Excellent" and "3" means "Good") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 22.2% was multiplied by 49.8% (1-0.502). This calculation yielded an I-S rating of 0.1106, which ranked second out of 12 service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their most important service features and 0% indicate they are satisfied with the feature.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Importance-Satisfaction Analysis



Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase* Emphasis (I-S > 0.20)
- *Increase* Current Emphasis (I-S = 0.10 - 0.20)
- *Maintain* Current Emphasis (I-S < 0.10)

The results for the 2023 Sioux Area Metro Passenger Survey are provided on the following page.

2023 Importance-Satisfaction Rating

Sioux Falls, SD

Public Transit In The Metropolitan Area

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of weekend service	40%	1	43%	12	0.2315	1
High Priority (IS .10-.20)						
Availability of evening service	22%	4	50%	11	0.1106	2
Medium Priority (IS <.10)						
How frequently buses come by stops	18%	7	68%	8	0.0590	3
On-time reliability of buses	28%	2	80%	3	0.0549	4
How close stops are located to the destinations I need to visit	16%	8	67%	9	0.0543	5
How safe you feel when waiting at bus shelters & SAM Depot	21%	5	79%	5	0.0433	6
Customer service provided by drivers & SAM staff	25%	3	84%	2	0.0406	7
Availability of covered shelters at stops	9%	10	55%	10	0.0400	8
Minimizing the number of transfers	12%	9	69%	7	0.0372	9
How safe you feel on the bus	19%	6	86%	1	0.0275	10
Availability of safe walking/pedestrian facilities to get to the bus	7%	11	79%	4	0.0154	11
Availability of information about bus service	5%	12	73%	6	0.0149	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items that were most important to them.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents rated each item on a scale of 4 to 1 with "4" being Excellent and "1" being Poor.

© 2023 Transit Survey by ETC Institute



Tabular Data

Q1. How many years have you been riding the bus in Sioux Falls?

Q1. How many years have you been riding the bus in
Sioux Falls

	Number	Percent
0-2	68	33.5 %
3-5	46	22.7 %
6-10	40	19.7 %
11-15	15	7.4 %
16-20	12	5.9 %
21+	20	9.9 %
Not provided	2	1.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q1. How many years have you been riding the bus in Sioux Falls? (without "not provided")**

Q1. How many years have you been riding the bus in
Sioux Falls

	Number	Percent
0-2	68	33.8 %
3-5	46	22.9 %
6-10	40	19.9 %
11-15	15	7.5 %
16-20	12	6.0 %
21+	20	10.0 %
Total	201	100.0 %

Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls?

Q2. Your overall perception of the quality of public transit system in Sioux Falls

	Number	Percent
Excellent	69	34.0 %
Good	84	41.4 %
Neutral	32	15.8 %
Poor	11	5.4 %
Don't know	7	3.4 %
Total	203	100.0 %

WITHOUT "DON'T KNOW"**Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls? (without "don't know")**

Q2. Your overall perception of the quality of public transit system in Sioux Falls

	Number	Percent
Excellent	69	35.2 %
Good	84	42.9 %
Neutral	32	16.3 %
Poor	11	5.6 %
Total	196	100.0 %

Q3. How often do you currently use Sioux Area Metro?

<u>Q3. How often do you currently use Sioux Area Metro</u>	<u>Number</u>	<u>Percent</u>
5+ days per week	87	42.9 %
2-4 days per week	73	36.0 %
Once a week	20	9.9 %
A few times a month	17	8.4 %
A few times a year	1	0.5 %
Rarely or never	2	1.0 %
Not provided	3	1.5 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q3. How often do you currently use Sioux Area Metro? (without "not provided")**

<u>Q3. How often do you currently use Sioux Area Metro</u>	<u>Number</u>	<u>Percent</u>
5+ days per week	87	43.5 %
2-4 days per week	73	36.5 %
Once a week	20	10.0 %
A few times a month	17	8.5 %
A few times a year	1	0.5 %
Rarely or never	2	1.0 %
Total	200	100.0 %

Q4. Why do you use the bus in Sioux Falls?

Q4. Why do you use the bus in Sioux Falls	Number	Percent
It's my only alternative	137	67.5 %
To avoid traffic congestion	14	6.9 %
Don't like driving	36	17.7 %
Save money	74	36.5 %
Employer provides transit pass	7	3.4 %
I care about the environment	30	14.8 %
Other	12	5.9 %
Total	310	

Q4-7. Other:

Q4-7. Other	Number	Percent
Don't drive	1	8.3 %
GET FROM POINT A TO POINT B	1	8.3 %
WORK	1	8.3 %
I STRESS EASILY	1	8.3 %
I ride it to work	1	8.3 %
DISABILITY	1	8.3 %
HOMELESS	1	8.3 %
INSURANCE IS TOO HIGH	1	8.3 %
Taxi costs too much	1	8.3 %
DR APPOINTMENTS AND SHOPPING	1	8.3 %
SAVING FOR A GOOD CAR	1	8.3 %
VEHICLE BEING SERVICED	1	8.3 %
Total	12	100.0 %

Q5. How many blocks from your HOME is the nearest bus stop located?

Q5. How many blocks from your home is the nearest
bus stop located

	Number	Percent
0-2	116	57.1 %
3-5	56	27.6 %
6-10	18	8.9 %
11+	7	3.4 %
Not provided	6	3.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q5. How many blocks from your HOME is the nearest bus stop located? (without "not provided")**

Q5. How many blocks from your home is the nearest
bus stop located

	Number	Percent
0-2	116	58.9 %
3-5	56	28.4 %
6-10	18	9.1 %
11+	7	3.6 %
Total	197	100.0 %

Q6. How often would you like the bus to arrive at the bus stop nearest your HOME?

Q6. How often would you like the bus to arrive at the
bus stop nearest your home

	Number	Percent
0-5	10	4.9 %
6-10	7	3.4 %
11-15	12	5.9 %
16-20	5	2.5 %
21-30	101	49.8 %
31+	44	21.7 %
Not provided	24	11.8 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q6. How often would you like the bus to arrive at the bus stop nearest your HOME? (without "not provided")**

Q6. How often would you like the bus to arrive at the
bus stop nearest your home

	Number	Percent
0-5	10	5.6 %
6-10	7	3.9 %
11-15	12	6.7 %
16-20	5	2.8 %
21-30	101	56.4 %
31+	44	24.6 %
Total	179	100.0 %

Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today?

Q7. How many different places did you or will you use
the bus to visit today

	Number	Percent
1	47	23.2 %
2	50	24.6 %
3	42	20.7 %
4	26	12.8 %
5	11	5.4 %
6+	7	3.4 %
Not provided	20	9.9 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today?
(without "not provided")**

Q7. How many different places did you or will you use
the bus to visit today

	Number	Percent
1	47	25.7 %
2	50	27.3 %
3	42	23.0 %
4	26	14.2 %
5	11	6.0 %
6+	7	3.8 %
Total	183	100.0 %

Q8. Which route are you riding now (or about to board next)?Q8. Which route are you riding now or about to board
next

	Number	Percent
1	13	6.7 %
2	14	7.3 %
3	25	13.0 %
4	18	9.3 %
5	11	5.7 %
6	11	5.7 %
7	30	15.5 %
8	11	5.7 %
9	12	6.2 %
10	25	13.0 %
11	5	2.6 %
19	18	9.3 %
Total	193	100.0 %

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (1st)

- 1ST PREMIER BANK
- 5 GUYS
- A friends house
- ACTIVE GENERATIONS
- AGP
- ALCOM
- ARBYS
- ASPIRES
- AVERA HOSPITAL
- AVERA MCGREEVY CLINIC
- BANQUET
- BILLS
- BISHOP DUDLEY HOUSE
- Brooke
- Bus Depot
- CARROLL INS
- CASEYS
- CENTRAL CHURCH DOWNTOWN
- CITY HALL
- CLEVELAND APARTMENTS
- COURTHOUSE
- Dakotaland auto glass
- DAN RUMMELL VILLAGE
- DAUGHTERS HOUSE
- Dept. Of Human Services
- DOLLAR STORE
- DOLLAR TREE
- Downtown Library
- DQ
- Dragons Den
- DUDLEY
- EASTVIEW APARTMENTS
- EMBE SWIMMING POOL
- EMPIRE MALL
- EMPIRE MALL
- EMPIRE MALL
- EMPIRE MALL
- EYEMART
- FACE IT TOGETHER
- FALLS COMMUNITY
- FAMILY DOLLAR
- FAST FOOD BUSINESS
- FIRST FEDERAL BANK

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (1st)

- FLYING J
- FLYING J
- FRYING PAN
- GET N GO
- GIMME-A-BREAK-DAYCARE
- GLORY HOUSE
- GOODWILL
- Goodwill
- GRAND PRAIRIE FOODS
- HAMPTON INN
- HERITAGE
- Hospitality Apartments
- Hy-Vee
- Hy-Vee
- IMPERIAL MALL
- JC PENNEY
- KFC
- LA TAPATIA MEXICAN STORE & RESTAURANT
- LEWIS STORES
- LIBRARY
- LIBRARY DOWNTOWN
- LYON PARK
- MacDonald's
- MACKINZIE RIVER AND BLARNEY STONE PUB
- MALL WALMART
- MCDONALDS
- MEDICAL
- MEDVANTX
- MENARDS
- Midtown Dental Health
- NORDICA WAREHOUSE
- NORMAN B MEARS LIBRARY
- OSHIMA
- PAPA JOHNS
- PAROLE OFFICE
- PAROLE OFFICE
- PAROLE OFFICE
- PERKINS
- PIZZA RANCH
- PIZZA RANCH
- PLASMA RESOURCES
- PODS MOVING & STORAGE
- POMEGRANATE

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (1st)

- RAMADA
- RAMKOTA SUITES
- ROSS
- RUBY TUESDAY
- Sanford
- SANFORD HOSPITAL
- SANFORD HOSPITAL
- SAUERS
- SHEELS BEST BUY
- SHEELS/BEST BUY
- Shop N Cart
- SHOP N CART
- SILENCER CENTRAL
- SIOUX FALLS COOP
- SIOUX FALLS FOOD COOP
- SMARCO SMITH
- SMITHFIELD
- SMITHFIELD
- SMITHFIELD
- SMITHFIELD FOODS
- SOUTHEASTERN BEHAVIORAL HEALTH
- ST VINCENT DE PAUL SOCIETY
- STATE DEPARTMENT OF LABOR
- SUNSHINE FOODS
- TALECRIS
- THE ARENA
- TOMMY JACKS PUB
- TOWER CAMPGROUND
- TURLE PARK
- U I H
- UNITED STATES COURT HOUSE
- URBAN INDIAN HEALTH
- VA HOSPITAL
- VA HOSPITAL
- VALLEY INN
- Valley Inn
- WALGREENS
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (1st)

- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART
- WALMART EAST
- WESTERN MALL
- WHITTERS
- WILEYS BAR
- WILLIAM MCLAUGHLIN
- WOOF AND WAVES

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (2nd)

- 1000 S. Grange Ave
- 101 E INDIANA
- 10TH
- 10TH & CLIFF
- 10TH & SPRING
- 10TH ST
- 1101 W 22ND ST
- 1117 W 11TH ST
- 11ST
- 11TH ST
- 120 N. Kiwanis Ave.
- 1200 1/2 west 10th Street
- 12th western
- 1400 N CLEVELAND
- 1400 N WEBER AVE
- 1400 N WEBER AVE
- 14TH & MINNESOTA
- 1801 N TERIN CIR
- 1818 N LEWIS
- 18TH & GRANGE
- 18TH & MINNESOTA
- 18th and grange
- 18TH AND MINNESOTA
- 1900 S MARION RD
- 2001 e 39th street north
- 2101 E 39TH ST
- 2101 W 41ST
- 214 E 12TH ST
- 224 W 9TH ST
- 22ND & GRANGE
- 2300 W 46TH ST
- 2417 S CARLOY AVE
- 2600 S Western Ave
- 2605 W 12TH ST
- 2608 E 8TH ST
- 2608 E 8TH ST
- 26TH & MARION
- 2701 E 6th St
- 2701 E 6TH ST
- 3009 W RUSSELL ST
- 302 N JUNIPER PL
- 3101 E 26th St.
- 3300 E 11TH ST

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (2nd)

- 3601 EAST 3RD ST
- 3800 N Career Ave
- 3809 E 10TH ST
- 39TH & TERRY
- 410 W 18TH
- 41ST & LOUISE
- 41ST AND LOUISE
- 41ST AND MINNESOTA
- 41ST AND MINNESOTA
- 41ST AND NORTON
- 41ST ST
- 41ST ST
- 41ST ST SW
- 41ST ST SW
- 41T AND LOUISE
- 430 E 10TH ST
- 4901 N 4TH AVE
- 4915 N CLIFF AVE
- 49TH & WESTPORT
- 49TH ST
- 49TH ST
- 501 EAST 52ND ST
- 5200 W 60TH ST N
- 530 S 2ND AVE
- 5426 E ARROWHEAD PKWY
- 5521 E ARROWHEAD
- 5521 E ARROWHEAD PKWY
- 57TH & TENNIS LN
- 6TH & MINNESOTA
- 6th & Weber
- 6TH ST
- 7TH AVE
- 800 E 14TH ST
- 809 NW Ave
- 811 E 10th St
- 900 E 8TH ST
- 900 EAST 8TH ST
- 970 N CLIFF AVE
- 9TH ST
- ARROWHEAD
- ARROWHEAD
- ARROWHEAD PARKWAY
- BROOKING AND MINNESOTA
- CLEVELAND

Q9. Excluding your home, what is/was the name of the primary destination you are using/used the bus to visit today? (2nd)

- DAKOTA AVE
- DOLLY FARMS
- Downtown
- E 10TH
- E 10TH ST
- E 54TH ST NORTH
- E ARROWHEAD
- EAST
- EAST PARKWAY
- EAST SIDE
- EAST SIDE
- KIWANIS
- LOUISE AND 57TH
- NOT PROVIDED
- ON CLEVELAND
- RUSSELL ST
- S SHIRLEY ST
- Sycamore avenue
- TRUCK STOP 60TH N
- W BURNSIDE ST
- WEST SIDE
- WESTPORT AVE & 12TH ST
- WILLIAMS AVE

Q10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus?

Q10. How long in minutes did/will it take you to get
from your home to the destination using bus

	Number	Percent
0-5	15	7.4 %
6-10	13	6.4 %
11-15	23	11.3 %
16-20	22	10.8 %
21-30	39	19.2 %
31+	75	36.9 %
Not provided	16	7.9 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"

Q10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus? (without "not provided")

Q10. How long in minutes did/will it take you to get
from your home to the destination using bus

	Number	Percent
0-5	15	8.0 %
6-10	13	7.0 %
11-15	23	12.3 %
16-20	22	11.8 %
21-30	39	20.9 %
31+	75	40.1 %
Total	187	100.0 %

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above?

Q11. How many times did you or would you have had to transfer to get from your home to the destination

	Number	Percent
None	51	25.1 %
Once	68	33.5 %
Twice	62	30.5 %
Three or more	20	9.9 %
Not provided	2	1.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above? (without "not provided")

Q11. How many times did you or would you have had to transfer to get from your home to the destination

	Number	Percent
None	51	25.4 %
Once	68	33.8 %
Twice	62	30.8 %
Three or more	20	10.0 %
Total	201	100.0 %

Q12. What is/was the primary purpose of your current trip?

Q12. What is/was the primary purpose of your current trip	Number	Percent
Work	73	36.0 %
Personal business	52	25.6 %
Shopping	41	20.2 %
College/school	1	0.5 %
Hospital/doctor's office	18	8.9 %
Social/recreation	10	4.9 %
Other	2	1.0 %
Not provided	6	3.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q12. What is/was the primary purpose of your current trip? (without "not provided")**

Q12. What is/was the primary purpose of your current trip	Number	Percent
Work	73	37.1 %
Personal business	52	26.4 %
Shopping	41	20.8 %
College/school	1	0.5 %
Hospital/doctor's office	18	9.1 %
Social/recreation	10	5.1 %
Other	2	1.0 %
Total	197	100.0 %

Q12-7. Other:

Q12-7. Other	Number	Percent
TREATMENT	1	50.0 %
ERRANDS	1	50.0 %
Total	2	100.0 %

Q13. Do you have a car or other vehicle that you could have used to make this trip?

Q13. Do you have a car or other vehicle that you could have used to make this trip	Number	Percent
Yes	34	16.7 %
No	163	80.3 %
Not provided	6	3.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q13. Do you have a car or other vehicle that you could have used to make this trip? (without "not provided")**

Q13. Do you have a car or other vehicle that you could have used to make this trip	Number	Percent
Yes	34	17.3 %
No	163	82.7 %
Total	197	100.0 %

Q14. If the bus service was not available, how would you make this trip?

Q14. How would you make this trip if bus service was not available	Number	Percent
Use my car	8	3.9 %
Walk	69	34.0 %
Bicycle	17	8.4 %
Get a ride from someone	51	25.1 %
Use an Uber/Lyft/taxi	23	11.3 %
I would not make this trip	30	14.8 %
Not provided	5	2.5 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q14. If the bus service was not available, how would you make this trip? (without "not provided")**

Q14. How would you make this trip if bus service was not available	Number	Percent
Use my car	8	4.0 %
Walk	69	34.8 %
Bicycle	17	8.6 %
Get a ride from someone	51	25.8 %
Use an Uber/Lyft/taxi	23	11.6 %
I would not make this trip	30	15.2 %
Total	198	100.0 %

Q15. First destination you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system.

- 2001 e 39th street north
- 60TH ST FOR AMAZON
- 69 & LOUISE
- 69TH
- 69TH & LOUISE
- 85TH
- A & B BUSINESS SOLUTIONS N A BLVD
- Airport
- Airport
- Airport
- Aldi
- AMAZON
- AVERA HEART HOSPITAL
- AVERA HEART HOSPITAL
- AVERA HEART HOSPITAL
- AVERA ORTHOPEDICS
- BIKE PATHS
- BUTTERFLY HOUSE
- CARROT INSTITUTE
- CHURCH
- DENTAL CLINICS PAST 49TH ST
- Falls
- FALLS PARK AREA
- FALLS PARK AREA
- FIRST BAPTIST CHURCH
- FIRST BAPTIST CHURCH
- FLEET FARM
- FLYING J
- FLYING J
- Good Will of the Great Plains
- HARTFORD
- JIMMY JOHNS ON BENTON
- JUST WEEKEND ROUTES AND MORE ROUTES
- LAND O LAKES
- MCDONALDS ON 10TH ST
- More pools
- New work location by Dawley Village
- OPHTHAMOLOGY LTD
- ORTHOPEDIC AVERA
- PARHAM CHIROPRACTIC 2500 W 46TH ST
- PIZZA RANCH
- RONNING LIBRARY

Q15. First destination you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system.

- SATURDAY AND SUNDAY SERVICE
- SOUTH OF 60TH
- SUBARU 82 ST SOUTH
- SUBWAY ON 69TH & MINNESOTA
- SUNSHINE FOODS
- THEATER
- VETERANS CENTER
- Walmart
- Walmart
- Walmart
- WALMART 60TH N
- Walmart 85th & Minnesota Ave
- WALMART ON 85TH & MINNESOTA
- WALMART ON 85TH ST
- Walmart on 85th& Minnesota
- WALMART SOUTH MINNESOTA
- Work

Q15. Second destination you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system.

- 41ST & TEA LIS RD
- 54TH & SYCAMORE
- 7412 w stoneycreek st
- 85TH
- Amazon
- AMAZON NORTH
- Appointment
- AVERA BEHAVIOR HEALTH 69TH & LOUIS
- Average Behavioral Health
- BACK IN BALANCE FAMILY CHIROPRACTIC 4301 W 57TH ST
- BATHROOMS OPEN AT NIGHT
- BUTTERFLY HOUSE AQUARIUM
- FAIRGROUNDS
- Freddy's
- Friends house
- HYVEE (26TH & SYCAMORE)
- Hy-Vee on Cliff and 57th
- LAST STOP CD SHOP
- LEWIS DRUG 41ST AND MARION
- LIBRARY
- Places past 69th Street on Minnesota and/or Western Ave
- POTTER HALL
- S ELLIS RD (SEVERAL PLACES)
- Special Olympics unified center
- STORAGE UNITS ON LYONS
- SUNNY CREST RETIREMENT
- TEA
- UNION GOSPEL MISSION
- WALGREENS ON 41ST AND LOUISE AVE
- WALL LAKE
- WALMART
- WALMART EAST
- WALMART SOUTHSIDE
- WALMART SS

Q15. Third destination you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system.

- 69th & Louise Ave
- COMPUTER PROS, 1200 W 57TH ST
- Elm wood golf course
- FLEET FARM
- GLORY HOUSE
- GRAND FALL CASINO & GOLF RESORT
- HARRISBURG
- NEW JOB FORCE OFFICE WHEREVER THEY ARE MOVING TO
- Orielys
- Outlying communities Tea, Harrisburg, Brandon
- PENNYS
- Perkins
- See my daughter
- SKY ZONE
- SOUTH CLIFF-MINNESOTA
- SUNSHINE
- Walmart Minnesota & South 85th
- ZOO

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided.

(N=203)

	Very likely	Likely	Not sure	Not likely	Not provided
Q16-1. Shelter amenities such as heat, fans, lights, & digital schedules, etc	36.5%	33.5%	17.7%	9.9%	2.5%
Q16-2. Automatic voice announcement	31.5%	28.6%	23.6%	10.3%	5.9%
Q16-3. Real-time information about the location of buses that can be accessed on a mobile device	35.0%	29.6%	17.2%	14.3%	3.9%

WITHOUT “NOT PROVIDED”

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided. (without "not provided")

(N=203)

	Very likely	Likely	Not sure	Not likely
Q16-1. Shelter amenities such as heat, fans, lights, & digital schedules, etc	37.4%	34.3%	18.2%	10.1%
Q16-2. Automatic voice announcement	33.5%	30.4%	25.1%	11.0%
Q16-3. Real-time information about the location of buses that can be accessed on a mobile device	36.4%	30.8%	17.9%	14.9%

Q17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below.

(N=203)

	Excellent	Good	Fair	Poor	Not provided
Q17-1. Customer service provided by drivers & SAM staff	40.9%	41.4%	9.9%	6.4%	1.5%
Q17-2. How safe you feel when waiting at bus shelters & SAM Depot	44.8%	33.5%	16.3%	4.4%	1.0%
Q17-3. How safe you feel on the bus	53.7%	31.5%	12.3%	2.0%	0.5%
Q17-4. On-time reliability of buses	45.8%	33.5%	14.8%	4.9%	1.0%
Q17-5. How frequently buses come by stops	33.5%	32.5%	20.2%	11.3%	2.5%
Q17-6. Availability of weekend service	23.6%	18.2%	17.7%	38.4%	2.0%
Q17-7. Availability of evening service	22.7%	26.6%	27.6%	21.2%	2.0%
Q17-8. Availability of covered shelters at stops	25.6%	28.1%	22.2%	21.7%	2.5%
Q17-9. How close stops are located to the destinations I need to visit	30.5%	34.5%	21.7%	10.8%	2.5%
Q17-10. Minimizing the number of transfers	31.5%	36.0%	21.2%	9.9%	1.5%
Q17-11. Availability of information about bus service	40.4%	31.0%	19.2%	7.9%	1.5%
Q17-12. Availability of safe walking/ pedestrian facilities to get to the bus	39.9%	38.9%	13.3%	7.4%	0.5%

WITHOUT "NOT PROVIDED"**Q17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below. (without "not provided")**

(N=203)

	Excellent	Good	Fair	Poor
Q17-1. Customer service provided by drivers & SAM staff	41.5%	42.0%	10.0%	6.5%
Q17-2. How safe you feel when waiting at bus shelters & SAM Depot	45.3%	33.8%	16.4%	4.5%
Q17-3. How safe you feel on the bus	54.0%	31.7%	12.4%	2.0%
Q17-4. On-time reliability of buses	46.3%	33.8%	14.9%	5.0%
Q17-5. How frequently buses come by stops	34.3%	33.3%	20.7%	11.6%
Q17-6. Availability of weekend service	24.1%	18.6%	18.1%	39.2%
Q17-7. Availability of evening service	23.1%	27.1%	28.1%	21.6%
Q17-8. Availability of covered shelters at stops	26.3%	28.8%	22.7%	22.2%
Q17-9. How close stops are located to the destinations I need to visit	31.3%	35.4%	22.2%	11.1%
Q17-10. Minimizing the number of transfers	32.0%	36.5%	21.5%	10.0%
Q17-11. Availability of information about bus service	41.0%	31.5%	19.5%	8.0%
Q17-12. Availability of safe walking/ pedestrian facilities to get to the bus	40.1%	39.1%	13.4%	7.4%

Q18. Which THREE of the items listed in Question 17 are most important to you?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Customer service provided by drivers & SAM staff	32	15.8 %
How safe you feel when waiting at bus shelters & SAM Depot	13	6.4 %
How safe you feel on the bus	14	6.9 %
On-time reliability of buses	22	10.8 %
How frequently buses come by stops	15	7.4 %
Availability of weekend service	38	18.7 %
Availability of evening service	6	3.0 %
Availability of covered shelters at stops	4	2.0 %
How close stops are located to the destinations I need to visit	9	4.4 %
Minimizing the number of transfers	1	0.5 %
Availability of information about bus service	4	2.0 %
Availability of safe walking/pedestrian facilities to get to the bus	7	3.4 %
None chosen	38	18.7 %
Total	203	100.0 %

Q18. Which THREE of the items listed in Question 17 are most important to you?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Customer service provided by drivers & SAM staff	10	4.9 %
How safe you feel when waiting at bus shelters & SAM Depot	15	7.4 %
How safe you feel on the bus	12	5.9 %
On-time reliability of buses	19	9.4 %
How frequently buses come by stops	6	3.0 %
Availability of weekend service	27	13.3 %
Availability of evening service	22	10.8 %
Availability of covered shelters at stops	7	3.4 %
How close stops are located to the destinations I need to visit	14	6.9 %
Minimizing the number of transfers	6	3.0 %
Availability of information about bus service	3	1.5 %
Availability of safe walking/pedestrian facilities to get to the bus	6	3.0 %
None chosen	56	27.6 %
Total	203	100.0 %

Q18. Which THREE of the items listed in Question 17 are most important to you?

Q18. 3rd choice	Number	Percent
Customer service provided by drivers & SAM staff	8	3.9 %
How safe you feel when waiting at bus shelters & SAM Depot	14	6.9 %
How safe you feel on the bus	13	6.4 %
On-time reliability of buses	15	7.4 %
How frequently buses come by stops	16	7.9 %
Availability of weekend service	17	8.4 %
Availability of evening service	17	8.4 %
Availability of covered shelters at stops	7	3.4 %
How close stops are located to the destinations I need to visit	10	4.9 %
Minimizing the number of transfers	17	8.4 %
Availability of information about bus service	4	2.0 %
Availability of safe walking/pedestrian facilities to get to the bus	2	1.0 %
None chosen	63	31.0 %
Total	203	100.0 %

SUM OF TOP 3 CHOICES**Q18. Which THREE of the items listed in Question 17 are most important to you? (top 3)**

Q18. Sum of top 3 choices	Number	Percent
Customer service provided by drivers & SAM staff	50	24.6 %
How safe you feel when waiting at bus shelters & SAM Depot	42	20.7 %
How safe you feel on the bus	39	19.2 %
On-time reliability of buses	56	27.6 %
How frequently buses come by stops	37	18.2 %
Availability of weekend service	82	40.4 %
Availability of evening service	45	22.2 %
Availability of covered shelters at stops	18	8.9 %
How close stops are located to the destinations I need to visit	33	16.3 %
Minimizing the number of transfers	24	11.8 %
Availability of information about bus service	11	5.4 %
Availability of safe walking/pedestrian facilities to get to the bus	15	7.4 %
None chosen	38	18.7 %
Total	490	

Q19. What is your age?

Q19. Your age	Number	Percent
18-34	46	22.7 %
35-44	62	30.5 %
45-54	36	17.7 %
55-64	31	15.3 %
65+	16	7.9 %
Not provided	12	5.9 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What is your age? (without "not provided")**

Q19. Your age	Number	Percent
18-34	46	24.1 %
35-44	62	32.5 %
45-54	36	18.8 %
55-64	31	16.2 %
65+	16	8.4 %
Total	191	100.0 %

Q20. Your gender:

Q20. Your gender	Number	Percent
Male	115	56.7 %
Female	84	41.4 %
Not provided	4	2.0 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q20. Your gender: (without "not provided")**

Q20. Your gender	Number	Percent
Male	115	57.8 %
Female	84	42.2 %
Total	199	100.0 %

Q21. Are you employed?

<u>Q21. Are you employed</u>	<u>Number</u>	<u>Percent</u>
Yes	94	46.3 %
No	99	48.8 %
Not provided	10	4.9 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Are you employed? (without "not provided")**

<u>Q21. Are you employed</u>	<u>Number</u>	<u>Percent</u>
Yes	94	48.7 %
No	99	51.3 %
Total	193	100.0 %

Q21a. If "YES" to Question 21, what is the name of your employer?

- ADP
- ALCOM
- AMAZON
- AMERICAN INN HOTEL NORTH
- ARBYS
- BELL INC
- BK
- BOTSKIS
- BURGER KING
- BURLINGTON COAT FACTORY
- CHISTENA THOMAS
- CROOKED PINT
- Dakotaland auto glass
- DOLLAR TREE
- DQ
- Empire hyvee
- EMPIRE MALL
- FAMILY DOLLAR
- FAZOLIS
- FBM
- FLEET FARM
- FLYING J
- FRYIN PAN
- Goodwill
- GRAND PRAIRIE FOODS
- HAMPTON INN
- Hardees
- HIRE QUEST
- HIRE QUEST
- HOLIDAY INN
- HOSTEL
- HyVee
- HyVee
- HyVee
- INTEK
- KFC
- KFC
- LOWES
- MACYS
- MCDONALDS
- MCKINZIE RIVERS
- MEDVANTX
- MENARDS
- OSHIMA

Q21a. If "YES" to Question 21, what is the name of your employer?

- PAPA JOHNS
- PILOT FLYING J
- PIZZA RANCH
- QUICK START
- ROM
- ROSS
- SD Dept of Human Services
- SELF EMPLOYED
- SELF EMPLOYED
- SELF EMPLOYED
- SHOP N CART
- SHORT STAFF
- SILENCER CENTRAL
- SMITHFIELD FOODS
- SMITHFIELD FOODS
- SMITHFIELD FOODS
- SMITHFIELD FOOD/VENDING DEPARTMENT
- SMITHFIELD FOODS
- SMITHFIELD FOODS
- ST VINCENT DEPAUL THRIFT STORE
- University of Sioux Falls
- Valley Inn
- VALLEY MANAGEMENT
- VERVANT CARD
- WALMART
- WENDYS
- WOOF AND WAVES

Q21a. If "YES" to Question 21, what is the address of your employer?

- 1000 S Grange Ave
- 1010 E 10th Street
- 10TH
- 10TH ST
- 10TH ST
- 1101 W 22nd St. 57105
- 120 N Kiwanis Ave
- 1400 N CLEVELAND
- 1400 N WEBER AVE
- 1400 N WEBER AVE
- 1900 S MARION RD
- 2001 e 39th street north
- 22ND & GRANGE
- 26TH & MARION
- 2701 E 6TH ST
- 300 S KIWANIS
- 300 S MINNESOTA
- 3035 W FLEET ST
- 3201 E 10TH ST
- 3300 W RUSSELL ST
- 3809 E 10TH ST
- 4009 W 49TH
- 4101 South Louise
- 41ST AND MINNESOTA
- 421 W 8TH ST
- 4901 N 4TH AVE
- 49TH
- 49th louise
- 501 EAST 52ND ST
- 5201 N GRANITE LN
- 5201 N GRANITE LN SIOUX FALLS
- 5521 E ARROWHEAD
- 600 E DAWLEY FARMS
- 608 N WEST AVE
- 811 E 10th St
- 8TH ST
- 917 E 10TH ST
- ARROWHEAD PKWY
- BEHIND WALMART & SAMS CLUB
- E 54TH ST NORTH
- KIWANIS
- LAKE LORRAINE
- LAS VEGAS
- NOT PROVIDED
- W 12TH
- W 12TH ST

Q22. How many persons currently live in your household?

Q22. How many persons currently live in your household	Number	Percent
1	65	32.0 %
2	57	28.1 %
3	28	13.8 %
4	14	6.9 %
5+	15	7.4 %
Not provided	24	11.8 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q22. How many persons currently live in your household? (without "not provided")**

Q22. How many persons currently live in your household	Number	Percent
1	65	36.3 %
2	57	31.8 %
3	28	15.6 %
4	14	7.8 %
5+	15	8.4 %
Total	179	100.0 %

Q23. Would you say your total annual household income is:

Q23. Your total annual household income	Number	Percent
Under \$15K	84	41.4 %
\$15K to \$29,999	43	21.2 %
\$30K to \$44,999	26	12.8 %
\$45K to \$59,999	25	12.3 %
\$60K to \$74,999	5	2.5 %
\$75K+	1	0.5 %
Not provided	19	9.4 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q23. Would you say your total annual household income is: (without "not provided")**

Q23. Your total annual household income	Number	Percent
Under \$15K	84	45.7 %
\$15K to \$29,999	43	23.4 %
\$30K to \$44,999	26	14.1 %
\$45K to \$59,999	25	13.6 %
\$60K to \$74,999	5	2.7 %
\$75K+	1	0.5 %
Total	184	100.0 %

Q24. Do you have a physical disability?

Q24. Do you have a physical disability	Number	Percent
Yes	73	36.0 %
No	127	62.6 %
Not provided	3	1.5 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Do you have a physical disability? (without "not provided")**

Q24. Do you have a physical disability	Number	Percent
Yes	73	36.5 %
No	127	63.5 %
Total	200	100.0 %

Q25. Do you have a smart phone?

Q25. Do you have a smart phone	Number	Percent
Yes	143	70.4 %
No	46	22.7 %
Not provided	14	6.9 %
Total	203	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Do you have a smart phone? (without "not provided")**

Q25. Do you have a smart phone	Number	Percent
Yes	143	75.7 %
No	46	24.3 %
Total	189	100.0 %

Q26. What is your home zip code?

Q26. What is your home zip code	Number	Percent
57104	61	35.9 %
57103	55	32.4 %
57105	22	12.9 %
57106	19	11.2 %
57107	7	4.1 %
57101	3	1.8 %
57110	2	1.2 %
57033	1	0.6 %
Total	170	100.0 %

Q27. Do you have any other suggestions to improve bus service in Sioux Falls?

- ANOTHER DEPOT-WEEKEND
- BEING ON TIME
- BRING BACK REGULAR BUS SERVICES ON SATURDAYS
- BUS SERVICE WAS BETTER IN THE PAST
- BUSES SHOULD RUN 24 HOURS BECAUSE SOME PEOPLE CAN'T AFFORD A ROUND TRIP LYFT; FANS OR SHADED SHELTERS FOR HOT DAYS
- COME MORE OFTEN
- EXPAND THE NIGHT SERVICE AND HAVE REGULAR ROUTES
- FULL TIME SATURDAY SERVICE AND MORE ROUTES; MAKE DRIVING MORE ATTRACTIVE AND PAY THEM
- Get rid of on demand. It's a waste of money and time. And doesn't work. I just loved standing in the rain waiting for a bus on Saturday getting soaking wet.
- GOOD AT GIVING RIDES BUT SHOULD NOT HAVE TO SCHEDULE RIDES ON SATURDAYS
- HALF HOUR WAITING FOR BUSES--NOT HOURLY
- HAVE A BUS ROUTE THAT GOES OUT THERE AND MAYBE A LATER TIME
- HAVE BUS OUT LATER. HAVE BETTER BUS STOP; HAVE BUS ON SUNDAY
- HAVE DRIVERS LET DOWN LIFT FOR PEOPLE WHO ARE UNABLE TO GET OFF THE BUS--THAT ARE USING WALKERS
- Having buses on Sunday
- I BELIEVE THAT THE BUS SERVICE IS GREAT
- I NEVER GET AN ANSWER BACK AFTER I FILE A COMPLAINT
- I THINK IT SHOULD BE AVAILABLE 24/7 AND WEEKENDS BECAUSE SOME PEOPLE WORK NIGHTS OR ON THE WEEKENDS. ALSO DON'T AGREE WITH THE STROLLER POLICY
- I THINK IT WOULD BE NICE TO HAVE THE BUS ON SATURDAYS FOR EVERYONE INSTEAD OF SCHEDULING A RIDE
- I WOULD BE ABLE TO WORK IF PROVIDED WITH WEEKEND SERVICE--NO BUSES ON SATURDAY AND SUNDAY
- I WOULD LIKE TO SEE THE BUS LINES EXTEND FURTHER ON MINNESOTA AVE TO 70TH ST
- I've lived in several cities with good bus service and understand the chicken and the egg problem. I think it would help a lot if there was an app with real-time tracking of the busses. The token transit app is a great step in the right direction and really appreciate being able to buy tickets on my phone.
- IF THE BUS COULD RUN LATER IN THE EVENING, LIKE UP TO 9PM
- JUST GO TO FLYING J AND OFFER LATER HOURS
- KEEP UP THE GOOD WORK
- LATER HOURS AND EXPANDED SERVICE
- LOWER WAIT TIME
- MAKE SURE THEY KNOW THEIR ROUTE AND TIMES
- MIRROR IN THE BACK OF THE BUS OR FOR DRIVER
- MORE AIR
- MORE BUSES AVAILABLE ON SATURDAY AND TIMES WOULD BE UNTIL 6PM
- MORE EVENING AND ESPECIALLY WEEKEND SERVICE
- MORE EVENING BUSES, WEEKEND BUSES
- More marketing (social media, etc.) to increase ridership.
More frequent route/schedule updates on [sioux falls.org/sam](https://siouxfalls.org/sam)
- MORE SHELTERS AND SHORT TIME TO WAIT FOR BUSES TO TRANSFER TO
- MUSIC
- ANOTHER DEPOT--WEEKEND NORMAL ROUTES
- NEED SATURDAY AND SUNDAY SERVICE SO I CAN GO TO CHURCH

Q27. Do you have any other suggestions to improve bus service in Sioux Falls?

- NO SHORT BUS ON ROUTE
- None I can think of. I haven't been riding the bus for very long but its an awesome experience every time
- ONLY A FEW RUDE DRIVERS OCCASSIONALLY
- PEOPLE GET DRUNK AND FIGHT UNDER THE PARKING RAMP NEXT TO THE TC
- PLAY MUSIC
- REGULAR SATURDAY SERVICE WOULD BE GREAT
- RUN LATER IN THE EVENING AND WEEKENDS
- SAM ON DEMAND ON SATURDAYS IS GARBAGE. I HAVE ONLY TAKEN IT ONCE ON SATURDAY TO GO TO 41ST ST GREAT CLIPS. CANNOT GO TO MOVIES AT WEST MALL, BUS SHUTS DOWN TOO EARLY
- Service should be improved to 30 minute service. Weekday service should be extended till 9:45 on busy routes & 7:45 on non busy routes. Saturday service should be extended till 7:45.
- SHELTERS, INFORMATION DESK BEING MORE FRIENDLY-WHENEVER I CALL FOR HELP, THEY SEEM UNHAPPY TO HELP
- SOMETIMES THE BUSES DISPLAY THE WRONG ROUTE NUMBERS (LED SCREEN) UNTIL THEY ARE ABOUT TO LEAVE, I'VE BOARDED THE WRONG ONES FOR THIS REASON
- SUNDAY AVAILABILITY EVENING HOURS
- THE BUS SERVICE ON SATURDAY AND SUNDAY
- THE CITY DESPERATELY NEEDS MORE ROUTES IN SOUTH SIOUX FALLS
- THE LAYOVER FOR MY TRANSFER IS A VERY LONG WAIT
- THE PHONE LINES NEED MORE PEOPLE;MORE BIKE RACKS ON THE BUS PLEASE
- THEY SHOULD RUN EVERY 30 MINUTES
- TO HAVE YOUR DRIVERS ANNOUNCE THE STREET NUMBER; TO REINFORCE PASSENGER NOT TO SWEAR ON BUSES
- TRANSPORTATION ON SUNDAYS WOULD BE AWESOME; ALSO BUS DRIVERS DRIVE CRAZY SOMETIMES
- VERY GOOD
- WEEKEND SERVICE
- Wish they run on Sundays
- WISH WE WENT BACK TO CARD
- YES, MORE EMPLOYEES
- YES, PLEASE KEEP BUS SERVICE IN SIOUX FALLS
- YOUR SERVICES CAN ONLY GET BETTER AND THEY'RE ALREADY GREAT



Cross-Tabular Data by Route

Q1. How many years have you been riding the bus in Sioux Falls? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q1. How many years have you been riding the bus in Sioux Falls</u>													
0-2	30.8%	21.4%	32.0%	38.9%	30.0%	36.4%	46.7%	9.1%	25.0%	24.0%	25.0%	44.4%	33.8%
3-5	23.1%	35.7%	24.0%	0.0%	30.0%	27.3%	36.7%	36.4%	16.7%	8.0%	25.0%	16.7%	22.9%
6-10	23.1%	21.4%	20.0%	33.3%	30.0%	9.1%	3.3%	36.4%	25.0%	24.0%	50.0%	11.1%	19.9%
11-15	15.4%	7.1%	8.0%	5.6%	10.0%	9.1%	0.0%	9.1%	25.0%	12.0%	0.0%	0.0%	7.5%
16-20	0.0%	14.3%	0.0%	11.1%	0.0%	0.0%	10.0%	0.0%	8.3%	4.0%	0.0%	16.7%	6.0%
21+	7.7%	0.0%	16.0%	11.1%	0.0%	18.2%	3.3%	9.1%	0.0%	28.0%	0.0%	11.1%	10.0%

Q2. Overall, what is your perception of the quality of the public transit system in Sioux Falls? (without "don't know")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q2. Your overall perception of the quality of public transit system in Sioux Falls</u>													
Excellent	38.5%	42.9%	36.0%	23.5%	0.0%	36.4%	34.5%	27.3%	20.0%	45.8%	60.0%	41.2%	35.2%
Good	30.8%	42.9%	44.0%	47.1%	72.7%	54.5%	41.4%	54.5%	50.0%	33.3%	20.0%	41.2%	42.9%
Fair	15.4%	14.3%	20.0%	17.6%	18.2%	9.1%	17.2%	18.2%	30.0%	8.3%	0.0%	17.6%	16.3%
Poor	15.4%	0.0%	0.0%	11.8%	9.1%	0.0%	6.9%	0.0%	0.0%	12.5%	20.0%	0.0%	5.6%

Q3. How often do you currently use Sioux Area Metro? (without "not provided")

N=203

Route												Total
1	2	3	4	5	6	7	8	9	10	11	19	

Q3. How often do you currently use Sioux Area Metro

5+ days per week	15.4%	35.7%	56.0%	55.6%	54.5%	72.7%	51.7%	45.5%	33.3%	28.0%	80.0%	18.8%	43.5%
2-4 days per week	61.5%	42.9%	32.0%	33.3%	27.3%	27.3%	31.0%	45.5%	16.7%	44.0%	0.0%	56.3%	36.5%
Once a week	23.1%	7.1%	8.0%	0.0%	9.1%	0.0%	6.9%	9.1%	25.0%	16.0%	0.0%	6.3%	10.0%
A few times a month	0.0%	14.3%	4.0%	11.1%	9.1%	0.0%	10.3%	0.0%	8.3%	12.0%	0.0%	18.8%	8.5%
A few times a year	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.5%
Rarely or never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	1.0%

Q4. Why do you use the bus in Sioux Falls?

N=203

	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
It's my only alternative	76.9%	85.7%	72.0%	66.7%	45.5%	90.9%	56.7%	72.7%	66.7%	64.0%	80.0%	55.6%	67.5%
To avoid traffic congestion	7.7%	7.1%	8.0%	0.0%	0.0%	9.1%	6.7%	18.2%	16.7%	8.0%	20.0%	0.0%	6.9%
Don't like driving	7.7%	7.1%	20.0%	11.1%	36.4%	27.3%	26.7%	9.1%	33.3%	20.0%	0.0%	11.1%	17.7%
Save money	23.1%	28.6%	36.0%	38.9%	54.5%	36.4%	36.7%	45.5%	41.7%	28.0%	40.0%	38.9%	36.5%
Employer provides transit pass	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	8.3%	4.0%	0.0%	11.1%	3.4%
I care about the environment	15.4%	14.3%	4.0%	33.3%	36.4%	0.0%	20.0%	18.2%	16.7%	8.0%	0.0%	5.6%	14.8%
Other	0.0%	14.3%	4.0%	5.6%	0.0%	9.1%	10.0%	0.0%	8.3%	8.0%	0.0%	0.0%	5.9%

Q5. How many blocks from your HOME is the nearest bus stop located? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q5. How many blocks from your home is the nearest bus stop located</u>													
0-2	69.2%	57.1%	60.0%	72.2%	50.0%	81.8%	72.4%	27.3%	54.5%	58.3%	20.0%	50.0%	58.9%
3-5	15.4%	28.6%	28.0%	27.8%	30.0%	0.0%	20.7%	63.6%	36.4%	25.0%	40.0%	43.8%	28.4%
6-10	7.7%	7.1%	4.0%	0.0%	10.0%	18.2%	6.9%	9.1%	9.1%	8.3%	40.0%	6.3%	9.1%
11+	7.7%	7.1%	8.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	3.6%

Q6. How often would you like the bus to arrive at the bus stop nearest your HOME? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q6. How often would you like the bus to arrive at the bus stop nearest your home</u>													
0-5	9.1%	14.3%	0.0%	0.0%	27.3%	0.0%	3.6%	0.0%	0.0%	5.3%	0.0%	6.7%	5.6%
6-10	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.6%	0.0%	10.0%	5.3%	40.0%	6.7%	3.9%
11-15	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	15.8%	20.0%	33.3%	6.7%
16-20	0.0%	7.1%	0.0%	0.0%	0.0%	10.0%	0.0%	9.1%	0.0%	5.3%	0.0%	6.7%	2.8%
21-30	54.5%	57.1%	63.6%	87.5%	54.5%	50.0%	57.1%	63.6%	60.0%	47.4%	0.0%	33.3%	56.4%
31+	27.3%	21.4%	31.8%	12.5%	18.2%	40.0%	32.1%	27.3%	30.0%	21.1%	40.0%	13.3%	24.6%

Q7. Excluding your home, how many different places did you (or will you) use the bus to visit today? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q7. How many different places did you or will you use the bus to visit today</u>													
1	7.7%	38.5%	31.8%	27.8%	33.3%	54.5%	14.8%	40.0%	30.0%	9.1%	40.0%	25.0%	25.7%
2	38.5%	15.4%	27.3%	22.2%	44.4%	0.0%	22.2%	40.0%	50.0%	40.9%	20.0%	12.5%	27.3%
3	23.1%	23.1%	31.8%	16.7%	0.0%	18.2%	44.4%	0.0%	20.0%	18.2%	20.0%	31.3%	23.0%
4	7.7%	15.4%	9.1%	11.1%	22.2%	27.3%	11.1%	20.0%	0.0%	22.7%	0.0%	6.3%	14.2%
5	15.4%	7.7%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	9.1%	0.0%	18.8%	6.0%
6+	7.7%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	6.3%	3.8%

Q10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q10. How long in minutes did/will it take you to get from your home to the destination using bus</u>													
0-5	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	3.6%	20.0%	20.0%	13.6%	0.0%	6.3%	8.0%
6-10	8.3%	7.1%	4.0%	23.5%	0.0%	0.0%	0.0%	10.0%	0.0%	9.1%	0.0%	6.3%	7.0%
11-15	0.0%	7.1%	20.0%	0.0%	18.2%	18.2%	14.3%	0.0%	20.0%	9.1%	40.0%	12.5%	12.3%
16-20	16.7%	7.1%	4.0%	17.6%	18.2%	18.2%	7.1%	10.0%	0.0%	18.2%	0.0%	25.0%	11.8%
21-30	25.0%	42.9%	24.0%	23.5%	18.2%	36.4%	28.6%	10.0%	10.0%	4.5%	20.0%	6.3%	20.9%
31+	50.0%	35.7%	28.0%	35.3%	45.5%	27.3%	46.4%	50.0%	50.0%	45.5%	40.0%	43.8%	40.1%

Q11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
Q11. How many times did you or would you have had to transfer to get from your home to the destination													
None	38.5%	50.0%	32.0%	16.7%	27.3%	36.4%	26.7%	9.1%	8.3%	32.0%	20.0%	11.1%	25.4%
Once	30.8%	7.1%	32.0%	38.9%	54.5%	27.3%	30.0%	45.5%	41.7%	40.0%	60.0%	27.8%	33.8%
Twice	23.1%	35.7%	20.0%	38.9%	9.1%	27.3%	40.0%	45.5%	41.7%	16.0%	0.0%	33.3%	30.8%
Three or more	7.7%	7.1%	16.0%	5.6%	9.1%	9.1%	3.3%	0.0%	8.3%	12.0%	20.0%	27.8%	10.0%

Q12. What is/was the primary purpose of your current trip? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
Q12. What is/was the primary purpose of your current trip													
Work	25.0%	21.4%	36.0%	55.6%	9.1%	54.5%	33.3%	45.5%	50.0%	34.8%	60.0%	33.3%	37.1%
Personal business	25.0%	35.7%	24.0%	22.2%	9.1%	27.3%	13.3%	45.5%	25.0%	30.4%	20.0%	50.0%	26.4%
Shopping	33.3%	21.4%	32.0%	5.6%	36.4%	9.1%	43.3%	9.1%	16.7%	4.3%	20.0%	5.6%	20.8%
College/school	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
Hospital/doctor's office	16.7%	14.3%	4.0%	11.1%	27.3%	9.1%	0.0%	0.0%	0.0%	17.4%	0.0%	5.6%	9.1%
Social/recreation	0.0%	7.1%	4.0%	5.6%	18.2%	0.0%	3.3%	0.0%	8.3%	13.0%	0.0%	0.0%	5.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	5.6%	1.0%

Q13. Do you have a car or other vehicle that you could have used to make this trip? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
Q13. Do you have a car or other vehicle that you could have used to make this trip													
Yes	15.4%	23.1%	12.0%	22.2%	0.0%	27.3%	16.7%	27.3%	25.0%	16.7%	0.0%	13.3%	17.3%
No	84.6%	76.9%	88.0%	77.8%	100.0%	72.7%	83.3%	72.7%	75.0%	83.3%	100.0%	86.7%	82.7%

Q14. If the bus service was not available, how would you make this trip? (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
Q14. How would you make this trip if bus service was not available													
Use my car	15.4%	7.1%	4.2%	5.6%	0.0%	0.0%	3.3%	0.0%	0.0%	4.3%	0.0%	0.0%	4.0%
Walk	7.7%	21.4%	33.3%	44.4%	36.4%	36.4%	36.7%	54.5%	25.0%	34.8%	40.0%	44.4%	34.8%
Bicycle	7.7%	7.1%	16.7%	5.6%	0.0%	9.1%	6.7%	0.0%	8.3%	17.4%	0.0%	0.0%	8.6%
Get a ride from someone	30.8%	28.6%	12.5%	11.1%	27.3%	36.4%	23.3%	27.3%	50.0%	21.7%	40.0%	33.3%	25.8%
Use an Uber/Lyft/taxi	15.4%	14.3%	16.7%	16.7%	9.1%	9.1%	16.7%	0.0%	8.3%	8.7%	0.0%	11.1%	11.6%
I would not make this trip	23.1%	21.4%	16.7%	16.7%	27.3%	9.1%	13.3%	18.2%	8.3%	13.0%	20.0%	11.1%	15.2%

Q16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided. (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q16-1. Shelter amenities such as heat, fans, lights, & digital schedules, etc</u>													
Very likely	23.1%	50.0%	40.0%	47.1%	18.2%	30.0%	27.6%	36.4%	66.7%	60.9%	0.0%	33.3%	37.4%
Likely	38.5%	42.9%	32.0%	35.3%	54.5%	50.0%	34.5%	36.4%	16.7%	13.0%	60.0%	33.3%	34.3%
Not sure	7.7%	7.1%	20.0%	11.8%	18.2%	20.0%	27.6%	18.2%	16.7%	17.4%	20.0%	11.1%	18.2%
Not likely	30.8%	0.0%	8.0%	5.9%	9.1%	0.0%	10.3%	9.1%	0.0%	8.7%	20.0%	22.2%	10.1%
<u>Q16-2. Automatic voice announcement</u>													
Very likely	0.0%	36.4%	40.0%	33.3%	27.3%	20.0%	30.0%	36.4%	58.3%	58.3%	0.0%	25.0%	33.5%
Likely	36.4%	27.3%	32.0%	33.3%	27.3%	50.0%	33.3%	27.3%	8.3%	20.8%	60.0%	25.0%	30.4%
Not sure	27.3%	27.3%	24.0%	13.3%	36.4%	30.0%	23.3%	36.4%	33.3%	8.3%	40.0%	31.3%	25.1%
Not likely	36.4%	9.1%	4.0%	20.0%	9.1%	0.0%	13.3%	0.0%	0.0%	12.5%	0.0%	18.8%	11.0%
<u>Q16-3. Real-time information about the location of buses that can be accessed on a mobile device</u>													
Very likely	23.1%	36.4%	44.0%	37.5%	18.2%	27.3%	37.9%	45.5%	66.7%	54.2%	0.0%	23.5%	36.4%
Likely	30.8%	36.4%	44.0%	37.5%	27.3%	45.5%	31.0%	27.3%	16.7%	16.7%	60.0%	17.6%	30.8%
Not sure	23.1%	9.1%	8.0%	6.3%	45.5%	18.2%	24.1%	9.1%	16.7%	12.5%	20.0%	29.4%	17.9%
Not likely	23.1%	18.2%	4.0%	18.8%	9.1%	9.1%	6.9%	18.2%	0.0%	16.7%	20.0%	29.4%	14.9%

Q17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below. (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q17-1. Customer service provided by drivers & SAM staff</u>													
Excellent	38.5%	38.5%	56.0%	33.3%	36.4%	36.4%	37.9%	45.5%	50.0%	40.0%	60.0%	44.4%	41.5%
Good	30.8%	38.5%	36.0%	55.6%	45.5%	63.6%	51.7%	45.5%	41.7%	36.0%	20.0%	33.3%	42.0%
Fair	7.7%	23.1%	4.0%	5.6%	18.2%	0.0%	6.9%	0.0%	8.3%	12.0%	20.0%	11.1%	10.0%
Poor	23.1%	0.0%	4.0%	5.6%	0.0%	0.0%	3.4%	9.1%	0.0%	12.0%	0.0%	11.1%	6.5%
<u>Q17-2. How safe you feel when waiting at bus shelters & SAM Depot</u>													
Excellent	53.8%	50.0%	52.0%	44.4%	27.3%	36.4%	44.8%	36.4%	41.7%	60.0%	60.0%	38.9%	45.3%
Good	38.5%	35.7%	28.0%	33.3%	45.5%	63.6%	37.9%	45.5%	41.7%	12.0%	20.0%	27.8%	33.8%
Fair	7.7%	14.3%	20.0%	16.7%	27.3%	0.0%	17.2%	9.1%	8.3%	20.0%	0.0%	27.8%	16.4%
Poor	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	9.1%	8.3%	8.0%	20.0%	5.6%	4.5%
<u>Q17-3. How safe you feel on the bus</u>													
Excellent	46.2%	64.3%	50.0%	50.0%	54.5%	45.5%	56.7%	63.6%	58.3%	68.0%	60.0%	44.4%	54.0%
Good	46.2%	28.6%	33.3%	38.9%	27.3%	45.5%	30.0%	18.2%	25.0%	8.0%	40.0%	44.4%	31.7%
Fair	7.7%	7.1%	16.7%	5.6%	18.2%	9.1%	6.7%	9.1%	16.7%	24.0%	0.0%	11.1%	12.4%
Poor	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	6.7%	9.1%	0.0%	0.0%	0.0%	0.0%	2.0%

Q17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below. (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q17-4. On-time reliability of buses</u>													
Excellent	53.8%	35.7%	32.0%	55.6%	45.5%	36.4%	40.0%	54.5%	54.5%	52.0%	80.0%	44.4%	46.3%
Good	30.8%	57.1%	40.0%	16.7%	36.4%	45.5%	43.3%	18.2%	27.3%	28.0%	20.0%	27.8%	33.8%
Fair	15.4%	7.1%	28.0%	22.2%	18.2%	9.1%	6.7%	18.2%	18.2%	16.0%	0.0%	16.7%	14.9%
Poor	0.0%	0.0%	0.0%	5.6%	0.0%	9.1%	10.0%	9.1%	0.0%	4.0%	0.0%	11.1%	5.0%
<u>Q17-5. How frequently buses come by stops</u>													
Excellent	23.1%	30.8%	28.0%	27.8%	18.2%	36.4%	44.4%	36.4%	36.4%	48.0%	60.0%	33.3%	34.3%
Good	23.1%	30.8%	40.0%	27.8%	54.5%	63.6%	40.7%	27.3%	27.3%	16.0%	20.0%	27.8%	33.3%
Fair	30.8%	30.8%	24.0%	33.3%	18.2%	0.0%	14.8%	27.3%	18.2%	16.0%	0.0%	16.7%	20.7%
Poor	23.1%	7.7%	8.0%	11.1%	9.1%	0.0%	0.0%	9.1%	18.2%	20.0%	20.0%	22.2%	11.6%
<u>Q17-6. Availability of weekend service</u>													
Excellent	15.4%	28.6%	25.0%	16.7%	9.1%	27.3%	28.6%	27.3%	18.2%	20.0%	60.0%	33.3%	24.1%
Good	23.1%	7.1%	8.3%	5.6%	18.2%	36.4%	32.1%	18.2%	18.2%	20.0%	40.0%	11.1%	18.6%
Fair	7.7%	21.4%	20.8%	27.8%	27.3%	9.1%	17.9%	27.3%	18.2%	8.0%	0.0%	27.8%	18.1%
Poor	53.8%	42.9%	45.8%	50.0%	45.5%	27.3%	21.4%	27.3%	45.5%	52.0%	0.0%	27.8%	39.2%

Q17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below. (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q17-7. Availability of evening service</u>													
Excellent	23.1%	23.1%	20.8%	22.2%	10.0%	27.3%	31.0%	27.3%	16.7%	32.0%	40.0%	16.7%	23.1%
Good	7.7%	23.1%	33.3%	11.1%	20.0%	36.4%	31.0%	27.3%	33.3%	24.0%	40.0%	27.8%	27.1%
Fair	53.8%	30.8%	29.2%	33.3%	60.0%	27.3%	24.1%	9.1%	41.7%	24.0%	20.0%	16.7%	28.1%
Poor	15.4%	23.1%	16.7%	33.3%	10.0%	9.1%	13.8%	36.4%	8.3%	20.0%	0.0%	38.9%	21.6%
<u>Q17-8. Availability of covered shelters at stops</u>													
Excellent	23.1%	35.7%	20.0%	16.7%	20.0%	27.3%	23.3%	36.4%	30.0%	37.5%	40.0%	23.5%	26.3%
Good	15.4%	21.4%	24.0%	27.8%	50.0%	36.4%	26.7%	36.4%	50.0%	16.7%	60.0%	29.4%	28.8%
Fair	15.4%	28.6%	28.0%	22.2%	10.0%	9.1%	36.7%	9.1%	20.0%	20.8%	0.0%	17.6%	22.7%
Poor	46.2%	14.3%	28.0%	33.3%	20.0%	27.3%	13.3%	18.2%	0.0%	25.0%	0.0%	29.4%	22.2%
<u>Q17-9. How close stops are located to the destinations I need to visit</u>													
Excellent	23.1%	21.4%	37.5%	16.7%	18.2%	36.4%	39.3%	45.5%	45.5%	37.5%	40.0%	27.8%	31.3%
Good	30.8%	57.1%	29.2%	22.2%	45.5%	45.5%	32.1%	36.4%	27.3%	29.2%	60.0%	38.9%	35.4%
Fair	23.1%	21.4%	16.7%	44.4%	18.2%	18.2%	21.4%	0.0%	27.3%	20.8%	0.0%	22.2%	22.2%
Poor	23.1%	0.0%	16.7%	16.7%	18.2%	0.0%	7.1%	18.2%	0.0%	12.5%	0.0%	11.1%	11.1%

Q17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below. (without "not provided")

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q17-10. Minimizing the number of transfers</u>													
Excellent	23.1%	42.9%	40.0%	22.2%	20.0%	36.4%	20.0%	54.5%	45.5%	41.7%	40.0%	27.8%	32.0%
Good	53.8%	21.4%	32.0%	33.3%	50.0%	54.5%	46.7%	36.4%	45.5%	12.5%	20.0%	33.3%	36.5%
Fair	23.1%	14.3%	24.0%	33.3%	20.0%	0.0%	23.3%	0.0%	9.1%	25.0%	20.0%	27.8%	21.5%
Poor	0.0%	21.4%	4.0%	11.1%	10.0%	9.1%	10.0%	9.1%	0.0%	20.8%	20.0%	11.1%	10.0%
<u>Q17-11. Availability of information about bus service</u>													
Excellent	15.4%	50.0%	52.0%	27.8%	27.3%	36.4%	50.0%	54.5%	54.5%	41.7%	40.0%	29.4%	41.0%
Good	30.8%	35.7%	24.0%	38.9%	18.2%	45.5%	26.7%	27.3%	27.3%	29.2%	40.0%	52.9%	31.5%
Fair	38.5%	14.3%	16.0%	16.7%	54.5%	18.2%	16.7%	9.1%	9.1%	16.7%	20.0%	11.8%	19.5%
Poor	15.4%	0.0%	8.0%	16.7%	0.0%	0.0%	6.7%	9.1%	9.1%	12.5%	0.0%	5.9%	8.0%
<u>Q17-12. Availability of safe walking/pedestrian facilities to get to the bus</u>													
Excellent	23.1%	28.6%	52.0%	33.3%	36.4%	36.4%	43.3%	63.6%	33.3%	48.0%	40.0%	29.4%	40.1%
Good	53.8%	42.9%	32.0%	38.9%	36.4%	54.5%	40.0%	36.4%	33.3%	20.0%	60.0%	58.8%	39.1%
Fair	23.1%	21.4%	12.0%	16.7%	27.3%	9.1%	6.7%	0.0%	25.0%	12.0%	0.0%	5.9%	13.4%
Poor	0.0%	7.1%	4.0%	11.1%	0.0%	0.0%	10.0%	0.0%	8.3%	20.0%	0.0%	5.9%	7.4%

Q18. Which THREE of the items listed in Question 17 are most important to you? (top 3)

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q18. Sum of top 3 choices</u>													
Customer service provided by drivers & SAM staff	23.1%	21.4%	32.0%	27.8%	18.2%	36.4%	16.7%	18.2%	8.3%	32.0%	0.0%	38.9%	24.6%
How safe you feel when waiting at bus shelters & SAM Depot	38.5%	0.0%	20.0%	11.1%	9.1%	45.5%	16.7%	18.2%	50.0%	16.0%	0.0%	16.7%	20.7%
How safe you feel on the bus	15.4%	14.3%	28.0%	27.8%	9.1%	9.1%	23.3%	18.2%	16.7%	16.0%	20.0%	16.7%	19.2%
On-time reliability of buses	30.8%	21.4%	32.0%	33.3%	27.3%	27.3%	23.3%	18.2%	16.7%	28.0%	20.0%	38.9%	27.6%
How frequently buses come by stops	30.8%	14.3%	20.0%	22.2%	27.3%	18.2%	16.7%	9.1%	16.7%	20.0%	0.0%	22.2%	18.2%
Availability of weekend service	53.8%	64.3%	36.0%	50.0%	36.4%	27.3%	33.3%	27.3%	41.7%	56.0%	40.0%	33.3%	40.4%
Availability of evening service	23.1%	28.6%	16.0%	22.2%	45.5%	18.2%	16.7%	27.3%	25.0%	12.0%	20.0%	33.3%	22.2%
Availability of covered shelters at stops	7.7%	21.4%	8.0%	16.7%	9.1%	0.0%	10.0%	0.0%	8.3%	16.0%	0.0%	0.0%	8.9%
How close stops are located to the destinations I need to visit	7.7%	21.4%	32.0%	11.1%	27.3%	9.1%	6.7%	18.2%	16.7%	16.0%	40.0%	5.6%	16.3%

Q18. Which THREE of the items listed in Question 17 are most important to you? (top 3) (cont.)

N=203	Route												Total
	1	2	3	4	5	6	7	8	9	10	11	19	
<u>Q18. Sum of top 3 choices (cont.)</u>													
Minimizing the number of transfers	15.4%	7.1%	12.0%	0.0%	9.1%	0.0%	20.0%	9.1%	16.7%	12.0%	20.0%	16.7%	11.8%
Availability of information about bus service	7.7%	7.1%	0.0%	5.6%	0.0%	0.0%	3.3%	0.0%	8.3%	12.0%	0.0%	5.6%	5.4%
Availability of safe walking/ pedestrian facilities to get to the bus	7.7%	0.0%	12.0%	5.6%	18.2%	0.0%	10.0%	0.0%	16.7%	8.0%	20.0%	0.0%	7.4%
None chosen	7.7%	21.4%	8.0%	11.1%	18.2%	27.3%	26.7%	36.4%	8.3%	12.0%	40.0%	22.2%	18.7%



Survey Instrument



2023 Sioux Area Metro Passenger Survey

Thank you for agreeing to help us with this important survey. Your input will be used to plan transportation improvements in the Sioux Falls metropolitan area.

SUPERVISOR ONLY

Route: _____

Date: _____

1. How many years have you been riding the bus in Sioux Falls?
[Write "0" if less than one year.] _____ years
2. Overall, what is your perception of the quality of the public transit system in Sioux Falls?
____(4) Excellent ____ (3) Good ____ (2) Fair ____ (1) Poor ____ (9) Don't know
3. How often do you currently use Sioux Area Metro?
____(1) 5+ days per week ____ (3) Once a week ____ (5) A few times a year
____(2) 2-4 days per week ____ (4) A few times a month ____ (6) Rarely or never
4. Why do you use the bus in Sioux Falls? *[Check all that apply.]*
____(1) It's my only alternative ____ (5) Employer provides transit pass
____(2) To avoid traffic congestion ____ (6) I care about the environment
____(3) Don't like driving ____ (7) Other: _____
____(4) Save money
5. How many blocks from your HOME is the nearest bus stop located?
_____ blocks
6. How often would you like the bus to arrive at the bus stop nearest your HOME?
Every _____ minutes

TODAY'S TRIP

7. Excluding your home, how many different places did you (or will you) use the bus to visit today?
_____ places
8. Which route are you riding now (or about to board next)? _____
9. Excluding your home, what is/was the name and address of the primary destination you are using/used the bus to visit today? If you are visiting/visited more than one place, just list one. *[If you don't know the exact address, please provide a description of the location.]*
Place Name: _____
Location/Address: _____
10. How long (in minutes) did/will it take you to get from your home to the destination listed above using the bus?
_____ minutes
11. How many times did you (or would you have had to) transfer to get from your home to the destination listed above? *[Please only list the number of transfers for your ONE-WAY TRIP from your home to the destination.]*
____(0) None ____ (1) Once ____ (2) Twice ____ (3) Three or more
12. What is/was the primary purpose of your current trip?
____(1) Work ____ (4) College/school ____ (7) Other: _____
____(2) Personal business ____ (5) Hospital/doctor's office
____(3) Shopping ____ (6) Social/recreation
13. Do you have a car or other vehicle that you could have used to make this trip?
____(1) Yes ____ (2) No
14. If the bus service was not available, how would you make this trip?
____(1) Use my car ____ (4) Get a ride from someone
____(2) Walk ____ (5) Use an Uber/Lyft/Taxi
____(3) Bicycle ____ (6) I would not make this trip

15. Please list destinations (up to 3) that you would like to visit in the Sioux Falls metropolitan area that are not currently served by the public transit system. If the destination name is not unique, please provide a brief description of the location (e.g., "McDonalds on East 10th Street" rather than just "McDonalds.") [If you don't know, leave the item blank.]
- 1st:
- 2nd:
- 3rd:

16. Please indicate how likely you would be to ride the bus more than you currently do if the following services/amenities were provided.

Amenities		Very Likely	Likely	Not Sure	Not Likely
1.	Shelter amenities such as heat, fans, lights, and digital schedules, etc.	4	3	2	1
2.	Automatic voice announcement	4	3	2	1
3.	Real-time information about the location of buses that can be accessed on a mobile device	4	3	2	1

17. Please rate the current aspects of public transit in the Sioux Falls metropolitan area listed below.

Attributes of Public Transit		Excellent	Good	Fair	Poor
01.	Customer service provided by drivers and SAM staff	4	3	2	1
02.	How safe you feel when waiting at bus shelters and SAM Depot	4	3	2	1
03.	How safe you feel on the bus	4	3	2	1
04.	On-time reliability of buses	4	3	2	1
05.	How frequently buses come by stops	4	3	2	1
06.	Availability of weekend service	4	3	2	1
07.	Availability of evening service	4	3	2	1
08.	The availability of covered shelters at stops	4	3	2	1
09.	How close stops are located to the destinations I need to visit	4	3	2	1
10.	Minimizing the number of transfers	4	3	2	1
11.	The availability of information about bus service	4	3	2	1
12.	The availability of safe walking/pedestrian facilities to get to the bus	4	3	2	1

18. Which THREE of the items listed above are most important to you? [Write the numbers that correspond to your top three choices below.]
- 1st: 2nd: 3rd:

19. What is your age? years

20. Your gender: (1) Male (2) Female

21. Are you employed? (1) Yes [Answer 21a.] (2) No

- 21a. If "YES," what is the name and address of your employer?

Employer Name:

Address:

22. How many persons currently live in your household? persons

23. Would you say your total annual household income is:

(1) Under \$15,000 (4) \$45,000 to \$59,999 (7) \$100,000 plus
(2) \$15,000 to \$29,999 (5) \$60,000 to \$74,999
(3) \$30,000 to \$44,999 (6) \$75,000 to \$99,999

24. Do you have a physical disability? (1) Yes (2) No

25. Do you have a smart phone? (1) Yes (2) No

26. What is your home address and zip code?

Address:

Zip code:

27. Do you have any other suggestions to improve bus service in Sioux Falls.

Please return your completed survey to the Survey Administrator.

TO ENTER A DRAWING FOR A FREE MONTHLY PASS, PLEASE PROVIDE YOU NAME AND PHONE NUMBER BELOW.

Name: Phone:

TRANSPORTATION SERVICE PROVIDER INVENTORY

Transportation Services Inventory												
Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers	Service Area
Public Transit												
Name:	Brandon City Transit	NA	Weekdays:	8am - 3:30pm	Monday - Friday, call 7:30am - 12:30pm to schedule, 24 hours in advance	\$2.00, 60 & older free	#	Type (bus, van)	Wheelchair Accessible?	Weekdays after 3:15pm, Saturdays, and Sundays	Type (FT, PT, Volunteer)	Location
Address:	304 Main Ave, Brandon, SD 57005		Saturdays:	NA			2	Buses	Yes		Full Time	Brandon
Website:	https://cityofbrandon.org/transit		Sundays:	NA							Part Time	Sioux Falls
Phone:	605-582-3553		Holidays:	NA								
Name:	SAM (Fixed Route)	NA	Weekdays:	5:45am - 9:15pm	Fixed Route	Varies, see website	#	Type (bus, van)	Wheelchair Accessible?	Sundays and Holidays	Type (FT, PT, Volunteer)	Location
Address:	500 E 6th St, SFSD 57103		Saturdays:	7:45am - 2:45pm	On-Demand (Weekend)		52	Vehicles	Yes		Full Time	Sioux Falls
Website:	https://www.siouxfalls.org/sam/		Sundays:	NA							Part Time	
Phone:	605-367-7151		Holidays:	NA								
Name:	SAM (Paratransit)	Mobility Impaired (See Paratransit Rider's Guide for additional information)	Weekdays:	5:15am - 9:15pm	Call or schedule online by 5pm the day prior to the ride, up to 10 days in advance	\$2.50 (one-way)	#	Type (bus, van)	Wheelchair Accessible?	Sundays and Holidays	Type (FT, PT, Volunteer)	Location
Address:	500 E 6th St, SFSD 57103		Saturdays:	7:30am - 7pm							Full Time	Sioux Falls
Website:	https://www.siouxfalls.org/sam/paratransit		Sundays:	NA							Part Time	
Phone:	605-367-7613		Holidays:	NA								
Name:	Hartford Area Transit	N/A	Monday:	8am-2pm	Call to schedule, 24 hours in advance; travels in Hartford on Mondays and Thursdays; travels to Sioux Falls on Tuesdays.	Donations for in-town; \$14 per ride (round trip) to Sioux Falls	#	Type (bus, van)	Wheelchair Accessible?	Wednesday, Friday-Sunday	Type (FT, PT, Volunteer)	Location
Address:	125 N. Main Avenue, Hartford, SD 57033		Tuesday:	8am-2:30pm			2	Buses	Yes		Full Time	Hartford
Website:	https://www.hartfordsd.us/hartfordtransit		Thursday:	8am-2pm							Part Time	Sioux Falls
Phone:	605-906-1483		Holidays:	NA								
Non-Profit Transportation Providers												
Name:	Active Generations (Workers on Wheels)	Elderly and low income; for medical appointments and grocery shopping	Weekdays:	8am - 5pm	Call 7-10 days in advance; evenings and weekends rides for grocery shopping as arranged with driver	Donation Recommended (\$3)	#	Type (bus, van)	Wheelchair Accessible?	NA	Type (FT, PT, Volunteer)	Location
Address:	2300 W 46th St, SFSD 57105		Saturdays:	NA							Volunteer	Sioux Falls Area
Website:	https://activegenerations.org/support-services/workers-on-wheels/		Sundays:	NA								
Phone:	605-333-3317		Holidays:									
Name:	Children's Home Shelter	Victims of domestic & family violence, abuse & neglect.	Weekdays:	All Day		NA	#	Type (bus, van)	Wheelchair Accessible?	When no scheduled trip	Type (FT, PT, Volunteer)	Location
Address:	409 N Western Ave, SFSD 57104		Saturdays:	All Day							Full Time	Sioux Falls Area
Website:	https://chssd.org/shelter		Sundays:	All Day							Part Time	
Phone:	605-338-4880		Holidays:	NA								

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers	Service Area
Name:	DakotaAbilities	Physically & developmentally disabled, medically involved people	Weekdays:	7:30am to 10pm		NA	#	Type (bus, van)	Wheelchair Accessible?		Type (FT, PT, Volunteer)	Location
Address:	3600 S Duluth Ave, SFSD 57105		Saturdays:	7:30am to 10pm			17	Bus/Van	Yes		Full Time	Sioux Falls Area
Website:	https://www.dakotabilities.org/		Sundays:	7:30am to 10pm			3	Van	No		Part Time	
Phone:	605-334-4220		Holidays:									
Name:	Disabled American Veterans (DAV)	Veterans	Weekdays:	8am - 2pm	Call in and provide as much notice as possible.	NA	#	Type (bus, van)	Wheelchair Accessible?	Evenings, weekends, and holidays	Type (FT, PT, Volunteer)	Location
Address:	1519 W 51st St, SFSD 57105		Saturdays:	NA			4	4 passenger RV	No		Volunteer	Sioux Falls Area
Website:	www.davmembersportal.org/sd		Sundays:	NA								
Phone:	605-332-6866		Holidays:	NA								
Name:	Teachwell Solutions	Physically & developmentally disabled, low income	Weekdays:	7:30am - 4:00pm	NA	NA	#	Type (bus, van)	Wheelchair Accessible?		Type (FT, PT, Volunteer)	Location
Address:	715 E 14th St, SFSD 57104		Saturdays:	NA			3	7 Passenger Vans	No		Full Time	Sioux Falls Area
Website:	https://teachwell.org/		Sundays:	NA			1	4 Passenger Van	Yes		Part Time	
Phone:	605-367-7680 Ext. 102		Holidays:	NA			2	12 passenger Vans	No			
							1	11 Passenger Van	No			
							1	15 Passenger Van	No			
Name:	Falls Community Health	Homeless & low income with medical needs	M-T & Th-F	8am-5pm			#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	Type (FT, PT, Volunteer)	Location
Address:	521 N Main Ave, SFSD 57104		Wednesday	9am - 5pm							Full Time	Sioux Falls Area
Website:	www.siouxfalls.org/FCH.aspx		Saturdays:	NA							Part Time	
Phone:	605-367-8793		Sundays:	NA								
			Holidays:	NA								
Name:	First Presbyterian Church	NA	Weekdays:				#	Type (bus, van)	Wheelchair Accessible?		Type (FT, PT, Volunteer)	Location
Address:	2300 S West Ave, SFSD 57105		Saturdays:								Full Time	Sioux Falls Area
Website:	www.fpcsiouxfalls.org		Sundays:								Part Time	
Phone:	605-336-2886		Holidays:								Volunteer	
Name:	Glory House	Mental health, chemically dependent, offenders	M-Th	8am - 6pm	Limited transportation to initial appointments and few activities	None	#	Type (bus, van)	Wheelchair Accessible?	Evenings, Weekends, and Holidays	Type (FT, PT, Volunteer)	Location
Address:	4000 S West Ave, SFSD 57109		F	8am - 9pm			2	Vans	No		Full Time	Sioux Falls Area
Website:	www.glory-house.org		Saturdays:	NA			1	Car	No		Part Time	
Phone:	605-332-3273		Sundays:	NA								
			Holidays:	NA								

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers	Service Area
Name:	The Inn on Westport	Elderly	Weekdays:	8am-5pm		\$10, unless scheduled a day in advance	#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	Type (FT, PT, Volunteer)	Location
Address:	4000 S Westport Ave, SFSD 57106		Saturdays:	NA			1	Van	Yes		Full Time	Sioux Falls Area
Website:	https://innonwestport.org/		Sundays:	NA			1	Bus	Yes		Part Time	
Phone:	605-362-1210		Holidays:	NA								
Name:	Project CAR	Elderly and limited mobility, most are low income	Weekdays:	8am - 4pm	Call to schedule or go online; schedule fills 10 days in advance	No fees; dues collected from organizations	#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	Type (FT, PT, Volunteer)	Location
Address:	327 S Dakota Ave, SFSD, 5104		Saturdays:	NA			4	Cars	No		Volunteers	Sioux Falls Area
Website:	NA		Sundays:	8am - Noon			1	Van	No			
Phone:	605-332-2777		Holidays:	NA								

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers	Service Area
Name:	St Francis House	Homeless adults & children including mentally & physically disabled and low income	Weekdays:	4:30am - 8:00pm	NA	NA	#	Type (bus, van)	Wheelchair Accessible?	8pm - 8am	Type (FT, PT, Volunteer)	Location
Address:	1301 E Austin St, SFSD 57103		Saturdays:	4:30am - 8:00pm			40	Bicycles	No		Full Time	Sioux Falls Area
Website:	www.stfrancishouse.com		Sundays:	4:30am - 8:00pm			1	15 passenger van	No		Part Time	
Phone:	605-334-3879		Holidays:	4:30am - 8:00pm			1	Van	No		Volunteer	
							1	Caravan	No			
							1	Truck	No			
Name:	Trail Ridge Retirement Community	Elderly, physically disabled	Weekdays:	8:30am to 4:00pm			#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	Type (FT, PT, Volunteer)	Location
Address:	3408 W Ralph Rogers Rd, Ste 100, SFSD 57108		Saturdays:	NA			1	Van	Yes		Full Time	Sioux Falls Area
Website:	https://trailridge.nct/		Sundays:	NA			2	Van	No		Part Time	
Phone:	605-339-4847		Holidays:	NA							Seasonal	
Name:	VA Medical Center	Veterans	Weekdays:	8am-3pm	Call	NA	#	Type (bus, van)	Wheelchair Accessible?	When not being used for a veteran	Type (FT, PT, Volunteer)	
Address:	2501 W 22nd St, SFSD 57105		Saturdays:	NA			2		Yes		Volunteer	
Website:	www.sioxfalls.va.gov		Sundays:	NA			19		No			
Phone:	605-336-3230		Holidays:	NA								
Name:	Volunteers of America Dakotas	Developmentally disabled, children, adolescents residing in treatment centers	Weekdays:	7am-11pm	Schedule a day in advance	NA	#	Type (bus, van)	Wheelchair Accessible?	9:30-11:30am, 1:30-3pm, 10pm-7am	Type (FT, PT, Volunteer)	
Address:	PO Box 89306, SFSD 57109		Saturdays:	7am-11pm			2	Van	No			
Website:	www.voa-dakotas.org		Sundays:	7am-11pm			2	Van	Yes			
Phone:	605-444-6320		Holidays:	NA								

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers	Service Area
For-Profit Transportation Providers												
Name:	School Bus, Inc.	NA	Weekdays:	As needed		Varies	#	Type (bus, van)	Wheelchair Accessible?	9am-2pm, Evenings & Weekends	Type (FT, PT, Volunteer)	
Address:	5100 W 8th St, SFSD 57107		Saturdays:	As needed			105	29-78 Passenger Buses	Yes (27)		PT	
Website:	www.sbicharters.com		Sundays:	As needed								
Phone:	605-334-6644		Holidays:	As needed								
Name:	Sioux Falls Wheelchair		Weekdays:	24 hours		Varies	#	Type (bus, van)	Wheelchair Accessible?		Type (FT, PT, Volunteer)	
Address:	2801 S Old Orchard Cir, SFSD 57103		Saturdays:	24 hours				Vans	Yes		Full Time	
Website:			Sundays:	24 hours							Part Time	
Phone:	605-336-9625		Holidays:									
Name:	Wheelchair Express		Weekdays:	24 hours		\$25 one-way; \$45 round-trip; plus mileage charge outside of Sioux Falls	#	Type (bus, van)	Wheelchair Accessible?		Type (FT, PT, Volunteer)	
Address:			Saturdays:	24 hours				Vans	Yes		Full Time	
Website:	www.wheelchairexpresssd.com		Sundays:	24 hours							Part Time	
Phone:	605-338-9529		Holidays:									
Name:	Sunnycrest Village	Elderly	Weekdays:	T, Th: 8:30am-10am		NA	#	Type (bus, van)	Wheelchair Accessible?	When no scheduled trip	Type (FT, PT, Volunteer)	
Address:	3900 S Terry Ave, SFSD 57106		W: 1pm-3pm	1			14 passenger	No	Part Time			
Website:	www.sunnycrestvillage.com	Saturdays:	NA									
Phone:	605-361-1422	Sundays:	10:15am-12pm									
		Holidays:	NA									