

APPENDIX A
Passenger Surveys

BC Country Passenger Survey

Please answer the following questions on behalf of the ARC rider under your supervision.

1. What was the purpose of his/her most recent BC Country trip?
- | | |
|---|---|
| <input type="checkbox"/> Medical/Dental
<input type="checkbox"/> Social/Recreational
<input type="checkbox"/> Work
<input type="checkbox"/> School | <input type="checkbox"/> Shopping
<input type="checkbox"/> Nutrition Center
<input type="checkbox"/> Other: _____
<div style="text-align: right;">(please specify)</div> |
|---|---|

2. Was he/she picked up at his/her scheduled time for his/her most recent trip?
- Yes
- No, usually _____ minutes early
- No, usually _____ minutes late

3. What was the destination of his/her most recent trip with BC Country?
- _____ in _____
- (location) (town)

4. How often does he/she typically use BC Country service?
- | | |
|--|---|
| <input type="checkbox"/> Five days per week
<input type="checkbox"/> Four days per week
<input type="checkbox"/> Three days per week
<input type="checkbox"/> Two days per week | <input type="checkbox"/> One day per week
<input type="checkbox"/> Twice per month
<input type="checkbox"/> Once per month
<input type="checkbox"/> Less than once per month |
|--|---|

5. Please provide us with your opinion on the following aspects of BC Country service.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>
Arranging to reserve a ride					
Reserving a convenient pick-up time					
Reserving a convenient return time					
Getting picked up on time					
Duration of ride					
Comfort of ride					
Driver attitude/skill					

6. How did you first hear about BC Country?
- Through a friend or family member
- Through a social service agency or program
- Saw BC Country vehicle on the road
- Read about service in newspaper, newsletter, etc.
- Other: _____
- (please specify)

7. How would he/she have made his/her most recent trip if BC Country were not available?
- | | |
|---|--|
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Would not have gone |
| <input type="checkbox"/> Driven by family member | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Driven by friend or neighbor | (please specify) |
8. Please provide us with any suggestions you might have about how his/her service could be improved.
-
-
-
-

The following questions are for statistical purposes only. Your responses will be kept anonymous and confidential.

9. His/her Gender:
- | |
|---------------------------------|
| <input type="checkbox"/> Female |
| <input type="checkbox"/> Male |
10. His/her Age:
- | | |
|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-59 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 60-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> Over 65 |
| <input type="checkbox"/> 35-44 | |
11. Town of residence and zip code (if known): _____
12. What is your annual household income?
- | | |
|---|---|
| <input type="checkbox"/> Less than \$9,999 | <input type="checkbox"/> \$30,000 to \$39,999 |
| <input type="checkbox"/> \$10,000 to \$19,999 | <input type="checkbox"/> \$40,000 to \$49,999 |
| <input type="checkbox"/> \$20,000 to \$29,999 | <input type="checkbox"/> \$50,000 or more |
13. How many automobiles are available for use in your household?
- | | |
|-------------------------------|--|
| <input type="checkbox"/> None | <input type="checkbox"/> More than two |
| <input type="checkbox"/> One | |
| <input type="checkbox"/> Two | |
14. Have you, in the past year, filed a Medicare or Medicaid claim for transportation for the ARC rider under your supervision?
- | |
|------------------------------|
| <input type="checkbox"/> Yes |
| <input type="checkbox"/> No |

When you have completed this survey, please return it in the envelope provided. Thank you very much for your time.

BC Country On-Board Passenger Survey

The Binghamton Metropolitan Transportation Study is conducting an analysis of rural paratransit services in Broome County. As a user of rural paratransit service, your comments are an important part of this study. Please take a few minutes of your time to answer the questions below.

1. What is the purpose of your BC Country trip today?
- | | |
|---|---|
| <input type="checkbox"/> Medical/Dental
<input type="checkbox"/> Social/Recreational
<input type="checkbox"/> Work
<input type="checkbox"/> School | <input type="checkbox"/> Shopping
<input type="checkbox"/> Nutrition Center
<input type="checkbox"/> Other: _____
<div style="text-align: right;">(please specify)</div> |
|---|---|

2. Were you picked up at your scheduled time today?
- Yes
 - No, _____ minutes early
 - No, _____ minutes late

3. Where are you going with BC Country today?
- _____ in _____
 (location) (town)

4. How often do you typically use BC Country service?
- | | |
|--|---|
| <input type="checkbox"/> Five days per week
<input type="checkbox"/> Four days per week
<input type="checkbox"/> Three days per week
<input type="checkbox"/> Two days per week | <input type="checkbox"/> One day per week
<input type="checkbox"/> Twice per month
<input type="checkbox"/> Once per month
<input type="checkbox"/> Less than once per month |
|--|---|

5. Please provide us with your opinion on the following aspects of BC Country service.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>
Arranging to reserve a ride					
Reserving a pick-up time that is convenient for me					
Reserving a return time that is convenient for me					
Getting picked up on time					
Duration of ride					
Comfort of ride					
Driver attitude/skill					

6. How did you first hear about BC Country?
- Through a friend or family member
 - Through a social service agency or program
 - Saw BC Country vehicle on the road
 - Read about service in newspaper, newsletter, etc.
 - Other: _____

(please specify)

7. How would you have made this trip if BC Country were not available?
- | | |
|---|--|
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Would not have gone |
| <input type="checkbox"/> Driven by family member | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Driven by friend or neighbor | (please specify) |
8. Please provide us with any suggestions you might have about how your service could be improved.
- _____
- _____
- _____
- _____

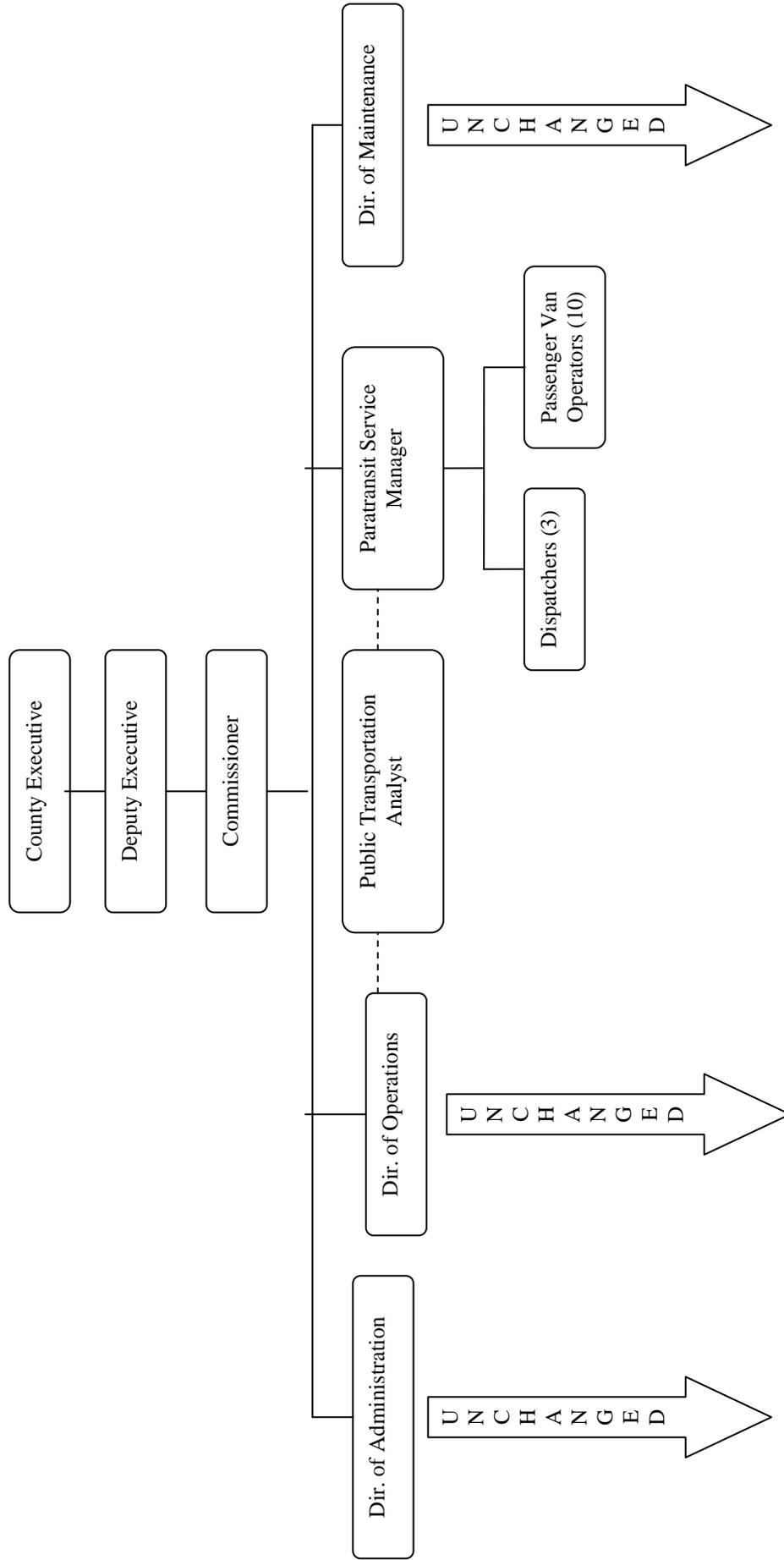
The following questions are for statistical purposes only. Your responses will be kept anonymous and confidential.

9. Your Gender:
- | |
|---------------------------------|
| <input type="checkbox"/> Female |
| <input type="checkbox"/> Male |
10. Your Age:
- | | |
|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-59 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 60-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> Over 65 |
| <input type="checkbox"/> 35-44 | |
11. Town of residence and zip code (if known): _____
12. What is your annual household income?
- | | |
|---|---|
| <input type="checkbox"/> Less than \$9,999 | <input type="checkbox"/> \$30,000 to \$39,999 |
| <input type="checkbox"/> \$10,000 to \$19,999 | <input type="checkbox"/> \$40,000 to \$49,999 |
| <input type="checkbox"/> \$20,000 to \$29,999 | <input type="checkbox"/> \$50,000 or more |
13. How many automobiles are available for use in your household?
- | |
|--|
| <input type="checkbox"/> None |
| <input type="checkbox"/> One |
| <input type="checkbox"/> Two |
| <input type="checkbox"/> More than two |
14. Because of a physical, mental or emotional condition lasting 6 months or more, do you have any difficulty in going outside your home alone to shop or visit a doctor's office?
- | |
|------------------------------|
| <input type="checkbox"/> Yes |
| <input type="checkbox"/> No |
15. Have you, in the past year, filed a Medicare or Medicaid claim for transportation?
- | |
|------------------------------|
| <input type="checkbox"/> Yes |
| <input type="checkbox"/> No |

When you have completed this survey, please return it to the individual who gave it to you. Thank you very much for your time. Have a pleasant day.

APPENDIX B
Potential BCDOPT Organization Chart

Broome County Department of Public Transportation Potential Organizational Chart



APPENDIX C

Fare Impact Estimations

Fare Increase Impact Estimation

Fare Type	Current Fare	Proposed Fare	Current Ridership	Current Revenue	Projected Ridership	Projected Revenue	Ridership Change	Revenue Change	Elasticity
Developmentally Disabled	\$1.00	\$2.00	17,001	\$17,001	15,077	\$30,153	-11.3%	77.4%	-0.18
Physically Disabled									
Rural-to-urban trips	\$1.00	\$2.00	1,922	\$1,922	1,659	\$3,319	-13.7%	72.7%	-0.22
Rural-to-rural trips	\$1.00	\$1.00	287	\$287	287	\$287	0.0%	0.0%	-0.22
Senior (General Public)									
Rural-to-urban trips	\$1.00	\$2.00	3,758	\$3,758	3,137	\$6,274	-16.5%	67.0%	-0.27
Rural-to-rural trips	\$1.00	\$1.00	562	\$562	562	\$562	0.0%	0.0%	-0.27
Senior (OFA)*									
Rural-to-urban trips	\$1.35	\$2.00	3,758	\$5,073	3,758	\$7,516	0.0%	48.1%	0
Rural-to-rural trips	\$1.35	\$1.00	562	\$758	562	\$562	0.0%	-25.9%	0
General Public									
Rural-to-urban trips	\$2.00	\$4.00	1,405	\$2,810	1,046	\$4,183	-25.6%	48.8%	-0.44
Rural-to-rural trips	\$2.00	\$2.00	210	\$420	210	\$420	0.0%	0.0%	-0.44
			29,464	\$32,591	26,297	\$53,275	-10.7%	63.5%	

Methodology for Fare Type Classification

Ratio of \$1, \$2, Donation fares derived from selected monthly fare counts from 2001-02

Senior OFA assumed to be half of total senior ridership

Physically disabled assumed to be 11.5% of total non-ARC ridership, from passenger survey

Developmentally disabled ridership assumed to equal total discount fare ridership minus general senior citizens and physically disabled

Source for Elasticities: Fare Elasticity and its Application to Forecasting Transit, APTA, 1991

* Office for Aging reimburses transit agency, passengers with card pay no direct fare, thus elasticity is 0

Alternative A Farebox Impact Estimation

Fare Type	Proposed Fare	Ridership	Revenue
Developmentally Disabled	\$2.00	3,137	\$6,274
Physically Disabled			
Rural-to-urban trips	\$2.00	355	\$709
Rural-to-rural trips	\$1.00	53	\$53
Senior (General Public)			
Rural-to-urban trips	\$2.00	693	\$1,387
Rural-to-rural trips	\$1.00	104	\$104
Senior (OFA)			
Rural-to-urban trips	\$2.00	693	\$1,387
Rural-to-rural trips	\$1.00	104	\$104
General Public			
Rural-to-urban trips	\$4.00	259	\$1,037
Rural-to-rural trips	\$2.00	39	\$77
		5,437	\$10,017

Alternative B Farebox Impact Estimation - 2003

Fare Type	Proposed Fare	Current Ridership	Revenue
Developmentally Disabled	\$2.00	3,116	\$6,233
Physically Disabled			
Rural-to-urban trips	\$2.00	352	\$705
Rural-to-rural trips	\$1.00	53	\$53
Senior (General Public)			
Rural-to-urban trips	\$2.00	689	\$1,378
Rural-to-rural trips	\$1.00	103	\$103
Senior (OFA)			
Rural-to-urban trips	\$2.00	689	\$1,378
Rural-to-rural trips	\$1.00	103	\$103
General Public			
Rural-to-urban trips	\$4.00	258	\$1,030
Rural-to-rural trips	\$2.00	38	\$77
		5,401	\$9,951

Alternative B Farebox Impact Estimation - 2004

Fare Type	Proposed Fare	Current Ridership	Revenue
Developmentally Disabled	\$2.00	13,586	\$27,172
Physically Disabled			
Rural-to-urban trips	\$2.00	1,536	\$3,072
Rural-to-rural trips	\$1.00	230	\$230
Senior (General Public)			
Rural-to-urban trips	\$2.00	3,003	\$6,006
Rural-to-rural trips	\$1.00	449	\$449
Senior (OFA)			
Rural-to-urban trips	\$2.00	3,003	\$6,006
Rural-to-rural trips	\$1.00	449	\$449
General Public			
Rural-to-urban trips	\$4.00	1,123	\$4,492
Rural-to-rural trips	\$2.00	168	\$336
		23,545	\$43,382

Alternative C Farebox Impact Estimation - 2003

Fare Type	Proposed Fare	Current Ridership	Revenue
Developmentally Disabled	\$2.00	3,116	\$6,233
Physically Disabled			
Rural-to-urban trips	\$2.00	352	\$705
Rural-to-rural trips	\$1.00	53	\$53
Senior (General Public)			
Rural-to-urban trips	\$2.00	689	\$1,378
Rural-to-rural trips	\$1.00	103	\$103
Senior (OFA)			
Rural-to-urban trips	\$2.00	689	\$1,378
Rural-to-rural trips	\$1.00	103	\$103
General Public			
Rural-to-urban trips	\$4.00	258	\$1,030
Rural-to-rural trips	\$2.00	38	\$77
		5,401	\$9,951

Alternative C Farebox Impact Estimation - 2004

Fare Type	Proposed Fare	Current Ridership	Revenue
Developmentally Disabled	\$2.00	33,503	\$67,006
Physically Disabled			
Rural-to-urban trips	\$2.00	3,788	\$7,575
Rural-to-rural trips	\$1.00	566	\$566
Senior (General Public)			
Rural-to-urban trips	\$2.00	7,405	\$14,810
Rural-to-rural trips	\$1.00	1,107	\$1,107
Senior (OFA)			
Rural-to-urban trips	\$2.00	7,405	\$14,810
Rural-to-rural trips	\$1.00	1,107	\$1,107
General Public			
Rural-to-urban trips	\$4.00	2,769	\$11,076
Rural-to-rural trips	\$2.00	414	\$828
		58,063	\$106,981