

Are you a visitor or resident of the City of Durango?								
	2023	2022	2021	2019	2018	2017	2016	2015
Visitor/Tourist	5.00%	1.75%	2.82%	7.26%	4.96%	4.8%	3.62%	3.31%
Year-round Resident	54.29%	59.65%	54.23%	62.90%	60.28%	57.2%	49.69%	52.49%
La Plata County Resident	22.14%	29.82%	25.35%	18.55%	22.70%	22.1%	26.85%	24.31%
Seasonal Resident	2.14%	2.63%	6.34%	4.84%	4.96%	4.8%		
College Student	16.43%	6.14%	11.27%	6.45%	7.09%	10.7%	18.83%	19.89%
Second Homeowner	0.00%	0.00%	0.00%	0.00%	0.00%	0.4%	0.31%	1.10%
If you are a resident, please select the nearest neighborhood to your residence:								
	2023	2022	2021	2019	2018	2017		
Downtown	13.33%	9.68%	16.54%	12.37%	20.00%	14.9%		
Fort Lewis College/Skyridge/Hillcrest	11.67%	12.90%	18.90%	17.53%	13.64%	8.0%		
Escalante Neighborhood	4.17%	0.00%	2.36%	1.03%	0.91%	0.4%		
North Main Avenue	30.00%	24.73%	21.26%	35.05%	28.18%	21.4%		
West Avenues	0.00%	0.00%	0.79%	3.09%	1.82%	2.3%		
Florida Road	16.67%	15.05%	14.96%	13.40%	13.64%	13.7%		
Three Springs	7.50%	11.83%	12.60%	1.03%	1.82%	6.9%		
Riverview Neighborhood	4.17%	3.23%	3.15%	3.09%	6.36%	1.9%		
HWY 160 West	5.83%	18.28%	3.15%	5.15%	4.55%	6.9%		
Crestview Neighborhood	6.67%	4.30%	6.30%	8.25%	9.09%	9.5%		
Other	0.00%	0.00%	0.00%	0.00%	0.00%	14.1%		
How often do you ride the bus?								
	2023	2022	2021	2019	2018	2017	2016	2015
Daily	62.32%	52.21%	53.19%	76.86%	62.86%	72.2%	62.46%	72.51%
Weekly	28.99%	32.74%	32.62%	17.36%	23.57%	20.4%	31.72%	25.15%
Monthly	1.45%	5.31%	4.96%	3.31%	7.86%	3.0%	5.83%	6.43%
A few times a year	7.25%	9.73%	9.22%	2.48%	5.71%	4.4%	NA	NA
What is your gender?								
	2023	2022	2021	2019	2018	2017	2016	2015
M	47.86%	39.13%	43.17%	57.02%	43.26%	54.9%	58.72%	46.63%
F	47.14%	53.91%	56.83%	42.98%	56.74%	45.1%	41.28%	37.08%
Transgender	0.00%	0.87%						
Non Binary	3.57%	4.35%						
Prefer not to say	1.43%	1.74%						
What is your age?								
	2023	2022	2021	2019	2018	2017	2016	2015
Under 18	8.57%	3.51%	5.80%	4.03%	2.84%	7.4%	6.40%	3.37%
18-24	22.14%	19.30%	17.39%	12.10%	17.73%	22.3%	34.34%	34.27%
25-40	30.00%	30.70%	25.36%	36.29%	24.82%	32.7%	29.36%	29.21%
41-60	25.00%	29.82%	29.71%	28.23%	29.79%	21.6%	18.18%	21.35%
over 60	14.29%	16.67%	21.74%	19.35%	24.82%	16.0%	11.45%	10.67%
Do you have a disability?								
	2023	2022	2021	2019	2018	2017	2016	2015
Yes	18.25%	25.89%	25.00%	21.49%	23.74%	20.9%	14.34%	23.03%
No	81.75%	74.10%	75.00%	78.51%	76.26%	79.1%	85.66%	76.97%

Was a vehicle available for you to use on this trip instead of taking the bus?								
	2023	2022	2021	2019	2018	2017	2016	2015
Yes	23.31%	39.64%	29.77%	21.31%	16.79%	28.7%	29.04%	23.86%
No	76.69%	60.36%	70.23%	78.69%	83.21%	71.3%	70.96%	76.14%
The combined Total Annual Income of all members of my household is:								
	2023	2022	2021	2019	2018	2017	2016	2015
Less than \$25,000/year	51.13%	52.73%	61.07%	61.16%	64.23%	63.1%	56.83%	66.67%
\$25,000 - \$50,000/year	24.06%	22.72%	20.61%	23.97%	21.17%	22.2%	26.57%	22.22%
\$50,000 - \$75,000/year	12.78%	10.90%	7.63%	9.92%	8.76%	10.3%	8.12%	6.54%
\$75,000 - \$100,000/year	9.02%	8.18%	3.05%	3.31%	2.92%	3.2%	4.80%	3.27%
More than \$100,000/year	3.01%	5.45%	7.63%	1.65%	2.92%	1.2%	3.69%	1.31%
What is your ethnicity?								
	2023	2022	2021	2019	2018	2017	2016	2015
American Indian/Alaskan Native	33.33%	19.05%	32.58%	25.22%	25.36%	18.7%	23%	19.43%
Asian	1.55%	0.00%	1.52%	0.87%	1.45%	1.9%	1.05%	1.71%
Pacific Islander	0.00%	0.00%	0.00%	0.00%	0.00%	0.4%	0.35%	1.14%
Black/African American	3.88%	0.95%	0.76%	4.35%	3.62%	2.6%	3.48%	4%
White	50.90%	66.67%	58.33%	64.35%	59.42%	64.4%	60.63%	67.43%
Hispanic/Latino	10.89%	13.33%	6.82%	5.22%	10.14%	8.2%	8.36%	9.14%
Other (please specify)	0.0000	6.66%	0.00%	0.00%	0.00%	3.7%	3.14%	5.14%
What is your occupation?								
	2023	2022	2021	2019	2018	2017	2016	2015
Homemaker	2.42%	8.08%	3.97%	3.57%	4.46%	0.4%	3.13%	2.26%
College Student	16.13%	16.16%	17.46%	9.82%	11.61%	13.7%	27.08%	24.29%
Secondary Student	4.03%	3.03%	1.59%	0.00%	1.79%	2.2%	1.74%	0.56%
Hotel/Restaurant/Bar/Service	22.58%	19.19%	18.25%	16.96%	23.21%	20.4%	15.63%	18.08%
Managerial/Professional	3.23%	4.04%	8.73%	11.61%	0.89%	4.4%	2.78%	6.21%
College Employee	4.03%	4.04%	0.79%	0.89%	0.89%	2.2%	2.08%	NA
Laborer	6.45%	5.05%	6.35%	13.39%	11.61%	7.4%	6.94%	5.08%
Trade/Vocational Worker	0.81%	0.00%	2.38%	4.46%	2.68%	3.0%	4.51%	3.39%
Medical	1.61%	2.02%	3.17%	1.79%	1.79%	3.0%	0.69%	0
Sales	5.65%	13.13%	7.14%	11.61%	16.07%	6.7%	6.25%	7.91%
Technical/Administration	2.42%	6.06%	3.97%	2.68%	89.00%	0.4%	3.13%	0
Retired	12.90%	11.11%	17.46%	15.18%	16.07%	12.2%	7.64%	10.17%
Unemployed	17.74%	13.13%	8.73%	8.04%	8.04%	8.9%	5.90%	10.17%
Other (please specify)	0.00%	0.00%	0.00%	0.00%	0.00%	15.2%	12.50%	11.86%
What are your reasons for riding Durango Transit? (Select up to 3)								
	2023	2022	2021	2019	2018	2017		
Can't drive or have difficulties driving	21.37%	30.63%	30.66%	21.37%	24.03%	20.4%		
Don't like to drive in poor weather (rainy, snowy)	8.40%	9.90%	10.95%	9.40%	10.85%	7.0%		
No access to a vehicle	60.31%	40.54%	54.01%	55.56%	65.89%	45.9%		
Can't get a ride from others or don't want to	18.32%	22.52%	29.20%	15.38%	26.36%	17.8%		
Save money	35.88%	35.14%	31.39%	35.04%	34.11%	33.7%		
Convenience	35.88%	36.94%	34.31%	45.30%	36.43%	36.7%		
Save energy & protect air quality	22.14%	29.73%	27.74%	28.21%	26.36%	25.2%		
Have a disability or limited ability to travel other ways	5.34%	8.11%	10.22%	7.69%	7.75%	8.9%		
Traffic is bad	7.63%	12.62%	7.30%	4.27%	12.40%	4.8%		
Avoid drinking and driving	6.87%	10.81%	14.60%	6.84%	7.74%	4.8%		
Parking is an issue	11.45%	13.51%	9.49%	5.98%	10.85%	6.7%		
Other (please specify)	0.00%	1.80%	0.00%	0.00%	0.00%	6.3%		

What are your trip purposes when riding Durango Transit? (Select up to 3)						
	2023	2022	2021	2019	2018	2017
Work	48.48%	51.75%	48.39%	68.27%	67.97%	60.3%
School, college, job training	25.76%	21.05%	25.00%	20.19%	29.10%	34.0%
Volunteering	3.79%	5.26%	9.68%	9.62%	14.93%	11.1%
Family, personal business	21.21%	37.72%	21.77%	26.92%	26.87%	21.4%
Social, recreational	31.82%	35.96%	37.10%	38.46%	31.34%	32.4%
Shopping, errands	52.27%	49.12%	70.16%	46.15%	52.99%	39.7%
Medical appointments, health care, dental services	37.12%	36.84%	33.87%	36.54%	34.33%	21.8%
Other (please specify)	0.00%	0.88%	0.00%	0.00%	0.00%	5.0%

Why is it important to have public transit in Durango? (Select up to 3)						
	2023	2022	2021	2019	2018	2017
Options for seniors and persons with disabilities	58.33%	70.54%	68.50%	60.00%	64.80%	59.0%
Options for those who choose not to drive	58.33%	53.57%	53.54%	47.62%	54.40%	45.1%
Option for people that cannot afford to drive	70.45%	58.93%	70.08%	64.76%	68.00%	72.5%
Option for saving on cost of transportation	45.45%	36.61%	31.50%	41.90%	32.80%	39.8%
Walking is difficult in my community	23.48%	26.79%	26.77%	24.76%	28.00%	14.3%
I do not think it is important to have transit service	0.76%	3.57%	1.57%	3.81%	0.00%	1.2%
Reduce energy consumption and protect air quality	34.85%	52.68%	43.31%	47.62%	36.80%	45.9%

Rate your level of satisfaction with Durango Transit with 10 being the most satisfied.								
	2023	2022	2021	2019	2018	2017	2016	2015
1	0.00%	0.88%	0.83%	0.93%	0.78%	0.4%	0.68%	0.57%
2	0.00%	0.88%	0.83%	1.85%	3.13%	0.0%	0.34%	0.57%
3	0.00%	3.54%	3.31%	1.85%	11.72%	0.4%	0.68%	0.57%
4	1.49%	2.65%	6.61%	0.93%	4.69%	0.8%	0.34%	1.15%
5	7.46%	6.19%	6.61%	1.85%	6.25%	1.6%	2.36%	5.17%
6	8.96%	6.19%	3.31%	1.85%	6.25%	2.8%	3.38%	13.79%
7	11.19%	14.16%	14.05%	9.26%	9.38%	6.0%	10.47%	28.74%
8	20.90%	20.35%	15.70%	27.78%	23.31%	16.5%	21.62%	49.43%
9	14.93%	17.70%	13.22%	19.44%	15.63%	20.2%	24.32%	0
10	35.07%	27.43%	35.54%	34.26%	21.88%	51.2%	35.81%	0.00%
Weighted Average rating	8.28	7.89	7.9	8.39	7.17	8.98	8.6	5.86

Feedback on Durango Transit service (Select up to 3)						
	2023	2022	2021	2019	2018	2017
The reservation process is easy.	10.53%	9.91%	18.33%	5.66%	6.56%	9.3%
The bus arrives within expected arrival window.	42.11%	51.35%	46.67%	54.72%	26.23%	45.7%
Drivers are helpful and friendly.	54.89%	55.85%	63.33%	70.75%	68.85%	70.4%
I feel safe riding the transit service.	36.09%	40.54%	48.33%	51.89%	42.62%	44.1%
Transit vehicles are clean.	29.32%	38.74%	40.83%	46.23%	34.43%	44.1%
Transit vehicles are comfortable.	19.55%	21.62%	28.33%	26.42%	20.49%	25.1%
I can go where I need to go.	63.16%	51.35%	52.50%	53.77%	56.56%	57.1%
The fare I pay is an appropriate amount for my trips.	39.10%	48.65%	46.64%	50.00%	35.25%	37.2%

How did you get to this bus?								
	2023	2022	2021	2019	2018	2017	2016	2015
Walked	90.37%	81.42%	85.71%	85.32%	85.37%	88.5%	81.93%	86.19%
Wheelchair	0.74%	0.88%	0.79%	0.00%	0.00%	0.8%	0	0.55%
Dropped off	1.48%	2.65%	1.59%	0.92%	2.44%	2.0%	2.49%	2.21%
Drove and parked in city lot or meter	0.00%	1.77%	1.59%	0.92%	0.81%	0.0%	9.35%	1.66%
Transfer from another Durango bus	4.44%	9.73%	6.35%	3.67%	6.50%	3.2%	0.31%	4.42%
Transfer from Road Runner	0.00%	0.88%	0.00%	0.00%	0.81%	0.0%	NA	NA
Bicycle	2.96%	4.42%	3.97%	9.17%	4.07%	4.0%	4.67%	7.18%
Other (please specify)	0.00%	0.88%	0.00%	0.00%	0.00%	1.6%	0.62%	1.66%
Did you experience any sidewalk or bus stop-related barriers that interfered with your access to this bus?								
	2023	2022	2021	2019	2018	2017	2016	2015
No	84.13%	82.72%	80.37%	80.37%	91.20%	91.5%	93.06%	92.09%
Yes	15.87%	17.27%	19.63%	19.63%	8.80%	7.3%	6.94%	7.91%
If yes, please explain						8.5%		
How did you first hear about Durango Transit?								
	2023	2022	2021	2019	2018	2017	2016	2015
Bus stop sign	15.13%	30.39%	15.04%	28.00%	32.74%	25.0%	14.24%	21.11%
Advertisement	0.84%	0.98%	0.00%	4.00%	1.77%	2.0%	3.16%	6.11%
Hotel Worker	0.84%	0.98%	1.77%	2.00%	0.00%	0.8%	1.27%	0.56%
Saw a bus	24.37%	25.49%	28.32%	24.00%	24.78%	21.7%	18.99%	30.56%
Word of Mouth	24.37%	17.65%	22.12%	26.00%	22.12%	27.5%	22.15%	NA
Saw Rider's Guide	3.36%	3.92%	2.65%	0.00%	4.42%	3.3%	2.22%	7.78%
Friend/Coworker	10.92%	13.73%	7.96%	8.00%	3.54%	8.2%	5.06%	16.11%
School/College	20.17%	13.73%	22.12%	8.00%	10.62%	5.7%	20.57%	NA
Other (please specify)	0.00%	8.82%	0.00%	0.00%	0.00%	5.7%	12.34%	23.33%
How do you prefer to receive bus schedules and other information about Durango Transit?								
	2023	2022	2021	2019	2018	2017	2016	2015
Durangotransit.com	18.55%	27.18%	15.97%	11.00%	19.83%	26.1%	21.40%	NA
Facebook/Twitter	1.61%	2.91%	2.52%	2.00%	2.59%	3.4%	4.67%	
Printed Brochure	10.48%	15.53%	21.85%	31.00%	33.62%	25.6%	30.35%	
Telephone	6.45%	2.91%	2.52%	2.00%	3.45%	4.2%	2.33%	
Internet	8.87%	9.71%	8.40%	12.00%	6.03%	10.9%	7%	
Mobile App	31.45%	29.13%	25.21%	26.00%	8.62%	10.1%	7.39%	
Information Posted at Transit Stops	22.58%	19.42%	23.53%	16.00%	25.86%	17.6%	23.74%	
Other (please specify)	0	0.00%	0.00%	0.00%	0.00%	2.1%	3.11%	