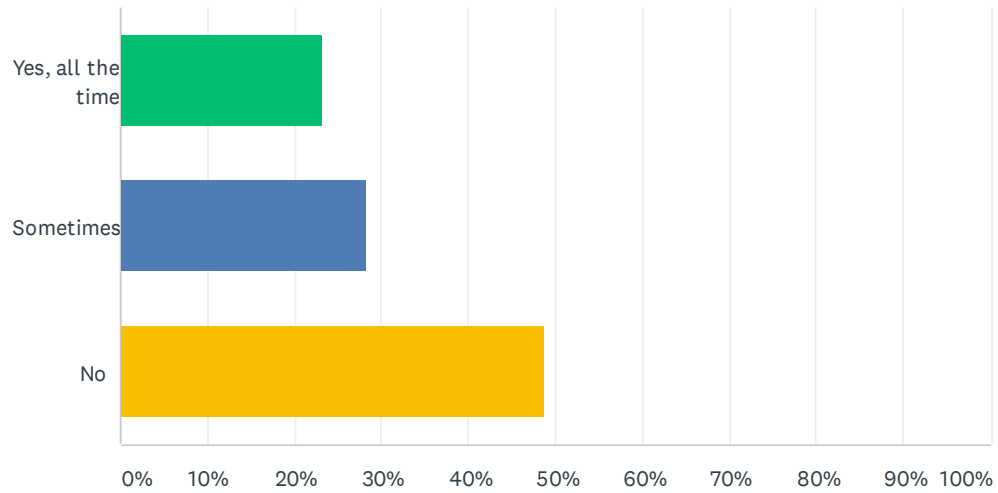


## Q1 Does anyone in your household use the MET bus?

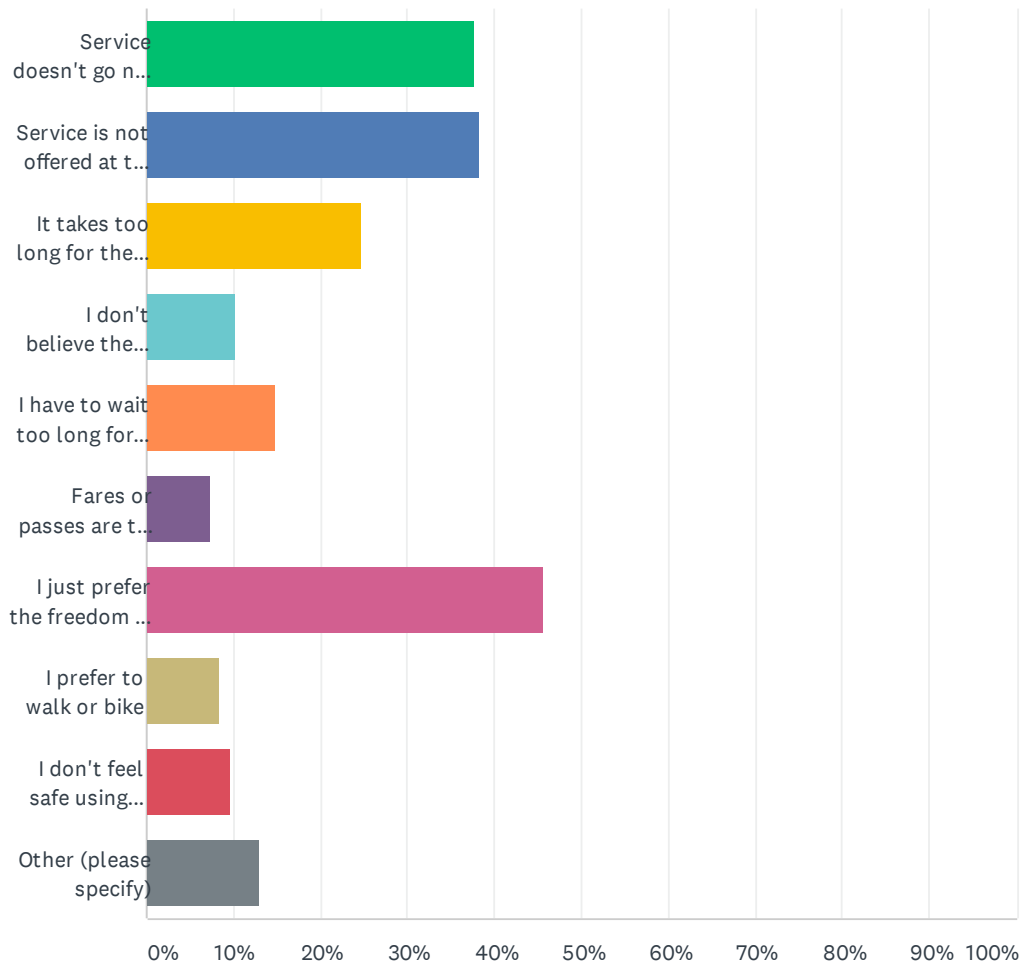
Answered: 627 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, all the time	23.13%	145
Sometimes	28.23%	177
No	48.64%	305
TOTAL		627

## Q2 What are the reasons you DO NOT use transit more often? [Check all that apply]

Answered: 464 Skipped: 163

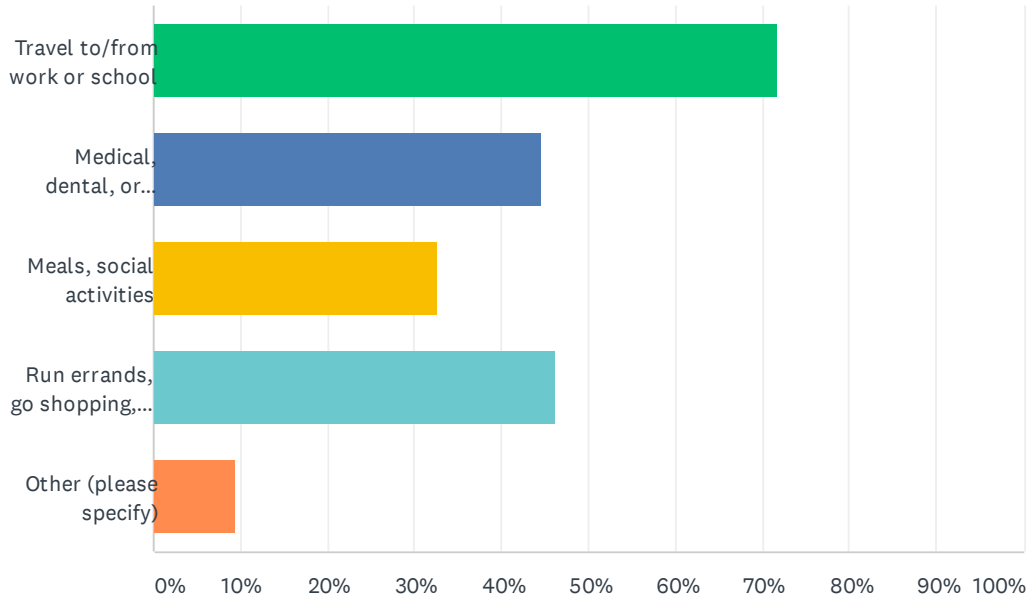


## MET Transit - Billings Area Public Transit Survey

ANSWER CHOICES	RESPONSES	
Service doesn't go near my home or where I need to go	37.72%	175
Service is not offered at the time I need it	38.36%	178
It takes too long for the bus to get to where I am going	24.78%	115
I don't believe the system is reliable	10.34%	48
I have to wait too long for the bus	14.87%	69
Fares or passes are too expensive.	7.33%	34
I just prefer the freedom of my own vehicle	45.69%	212
I prefer to walk or bike	8.41%	39
I don't feel safe using transit.	9.70%	45
Other (please specify)	12.93%	60
Total Respondents: 464		

### Q3 If you were going to use the bus, which of the following would be the reason(s) you would use it? [Check all that apply]

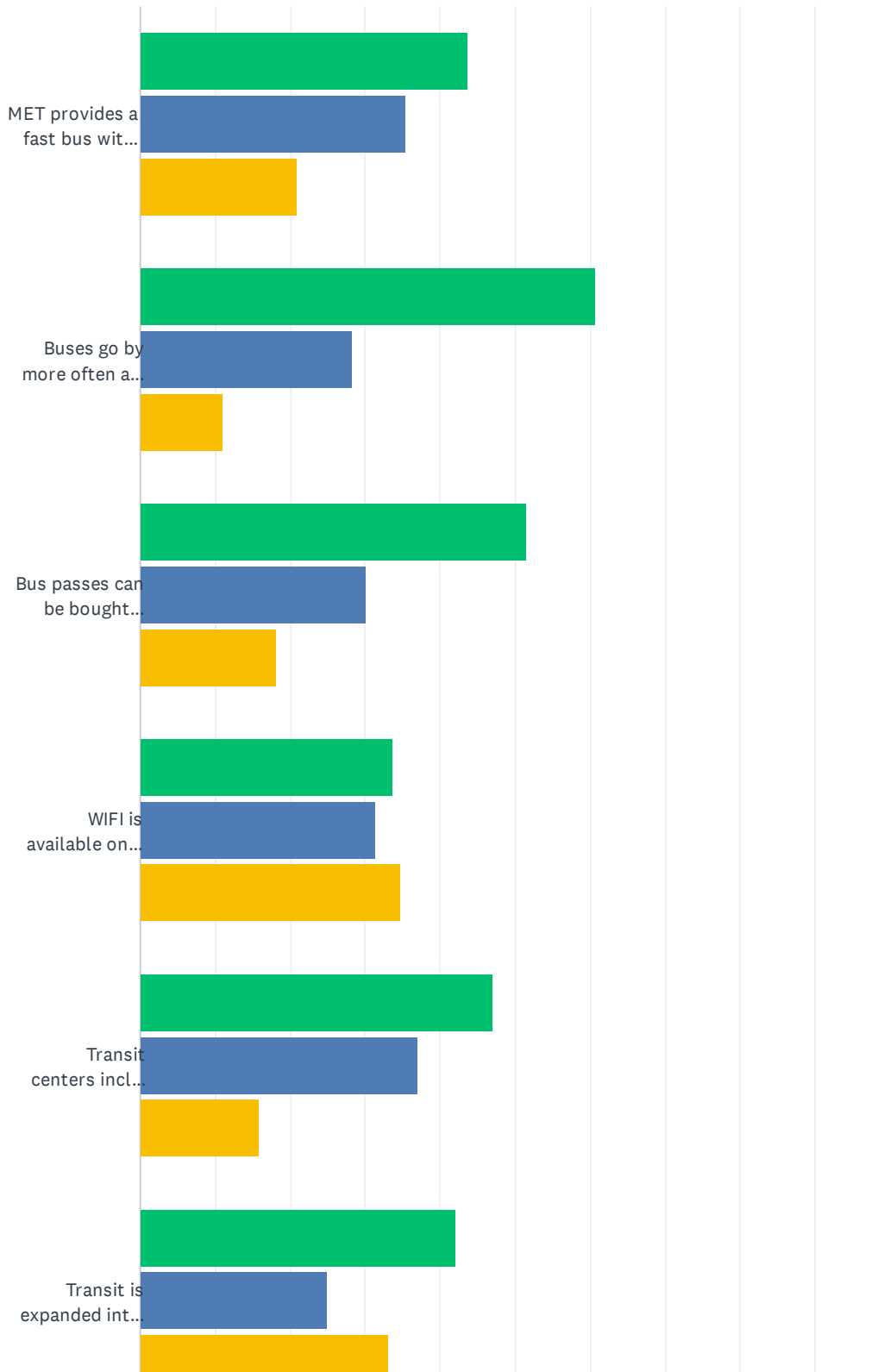
Answered: 596 Skipped: 31



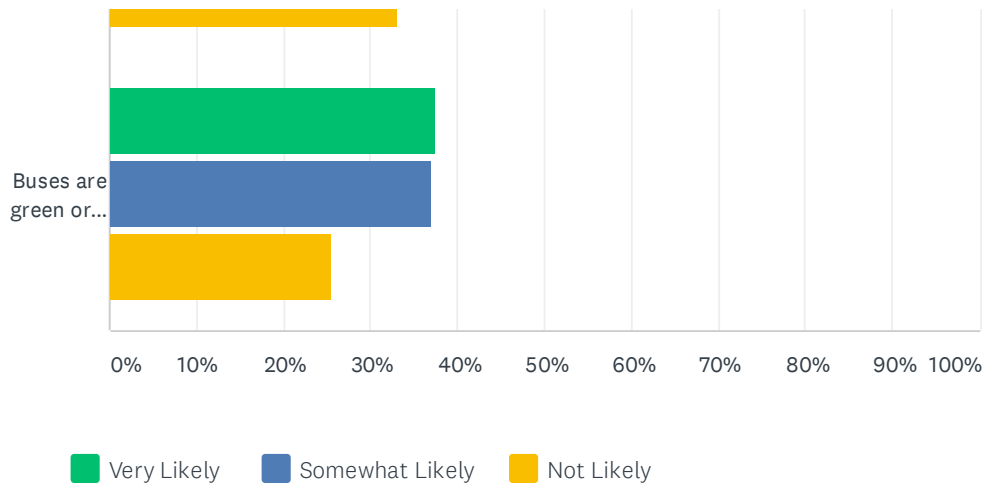
ANSWER CHOICES	RESPONSES	
Travel to/from work or school	71.81%	428
Medical, dental, or other appointments	44.63%	266
Meals, social activities	32.72%	195
Run errands, go shopping, etc	46.14%	275
Other (please specify)	9.40%	56
Total Respondents: 596		

Q4 Below is a list of items which could encourage you to use MET Transit in the Billings area. Please rate how likely each would be to encourage bus use.

Answered: 563 Skipped: 64



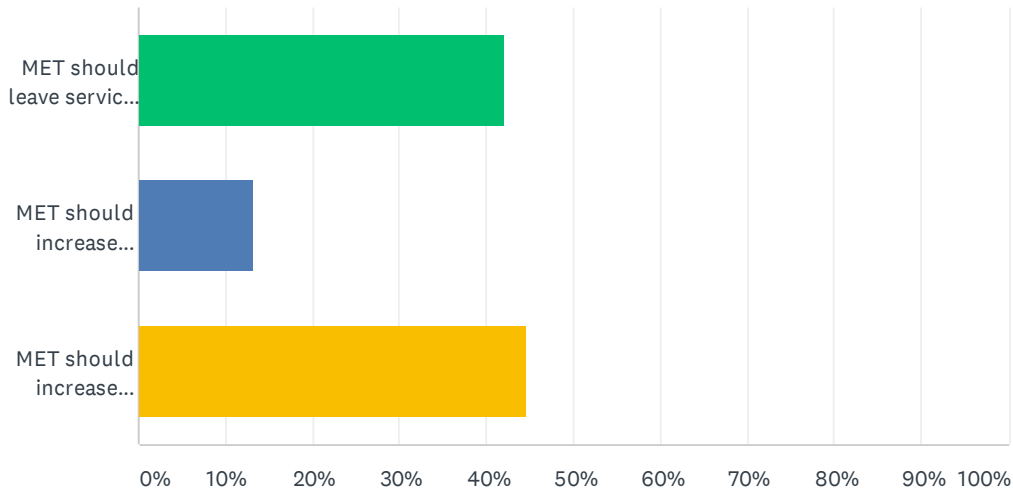
## MET Transit - Billings Area Public Transit Survey



	VERY LIKELY	SOMEWHAT LIKELY	NOT LIKELY	TOTAL
MET provides a fast bus with limited stops between the Heights, Downtown, and Westend.	43.69% 246	35.35% 199	20.96% 118	563
Buses go by more often and provide faster service.	60.75% 342	28.24% 159	11.01% 62	563
Bus passes can be bought online or on your phone.	51.51% 290	30.20% 170	18.29% 103	563
WIFI is available on the bus.	33.75% 190	31.44% 177	34.81% 196	563
Transit centers include indoor waiting areas, restrooms, bike storage, etc.	47.07% 265	36.94% 208	15.99% 90	563
Transit is expanded into areas such as Lockwood or beyond the City limits.	42.10% 237	24.87% 140	33.04% 186	563
Buses are green or climate friendly by using electric or other alternative power.	37.48% 211	36.94% 208	25.58% 144	563

Q5 MET currently provides service from 5:50 AM to 6:48 PM on Weekdays and limited service from 8:10 AM to 5:30 PM on Saturdays.  
Please choose one of the following:

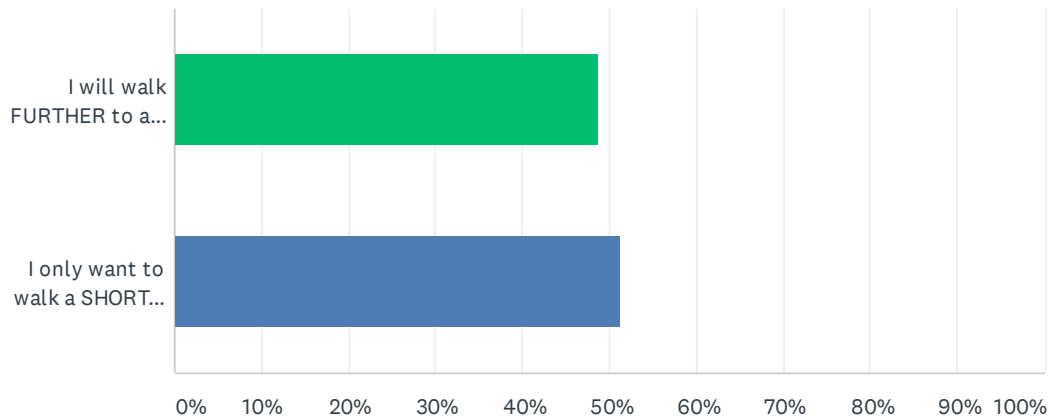
Answered: 551 Skipped: 76



ANSWER CHOICES	RESPONSES	
MET should leave service hours as is.	42.11%	232
MET should increase SATURDAY service even if it means less WEEKDAY service.	13.25%	73
MET should increase WEEKDAY service into the evening even if it means less SATURDAY service.	44.65%	246
TOTAL		551

### Q6 When thinking of how far you have to walk to get to the bus, please choose one of the following:

Answered: 551 Skipped: 76

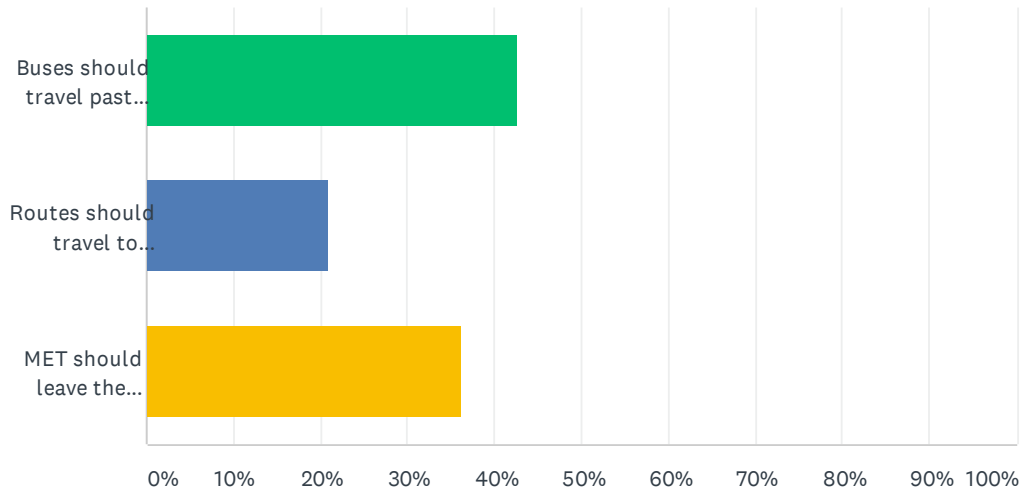


ANSWER CHOICES	RESPONSES	
I will walk FURTHER to a bus stop if the bus gets me where I am going FASTER	48.82%	269
I only want to walk a SHORT distance to a bus stop even if it means I get where I am going SLOWER	51.18%	282
TOTAL		551



Q7 The MET Transit system currently covers a lot of Billings with buses that travel past once an hour. When thinking of changes to the bus system, please select one of the following:

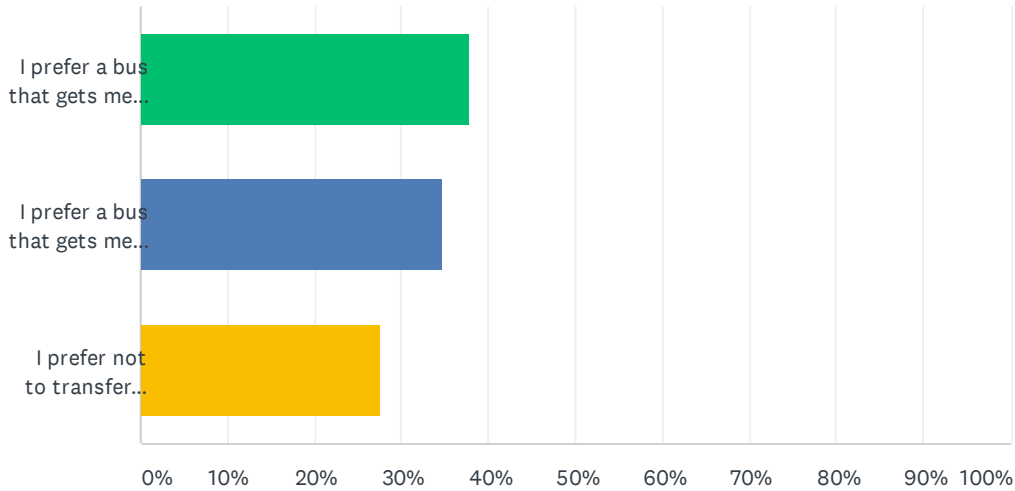
Answered: 540 Skipped: 87



ANSWER CHOICES	RESPONSES	
Buses should travel past popular destinations more often even if it means getting rid of less popular routes.	42.78%	231
Routes should travel to unpopular destinations regularly even if it means SLOWER service for the entire system.	20.93%	113
MET should leave the current service as is.	36.30%	196
<b>TOTAL</b>		<b>540</b>

Q8 The current MET Transit system covers a lot of Billings with routes to allow expanded travel, but may require multiple transfers between buses to reach a destination. When thinking about changes to the system, please select one of the following:

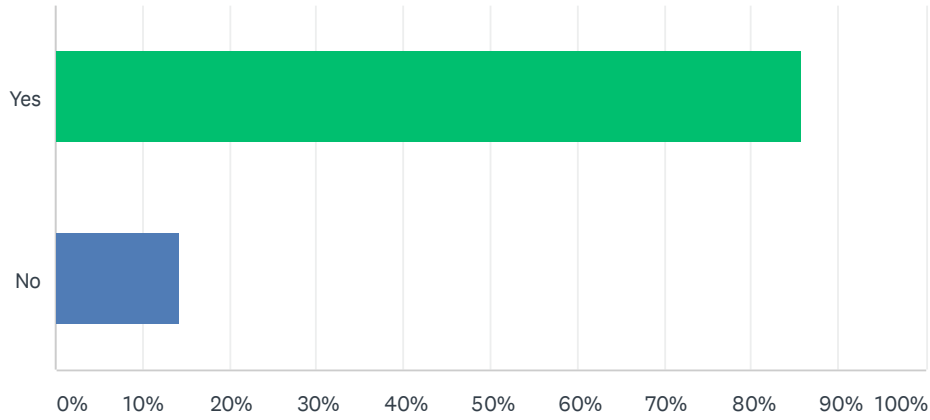
Answered: 540 Skipped: 87



ANSWER CHOICES	RESPONSES
I prefer a bus that gets me to popular destinations with one transfer or less, even if less popular destinations are not served often.	37.78% 204
I prefer a bus that gets me to both popular and less popular destinations equally but may require two or more transfers.	34.63% 187
I prefer not to transfer between buses.	27.59% 149
<b>TOTAL</b>	<b>540</b>

## Q9 Do you live within the City of Billings city limits?

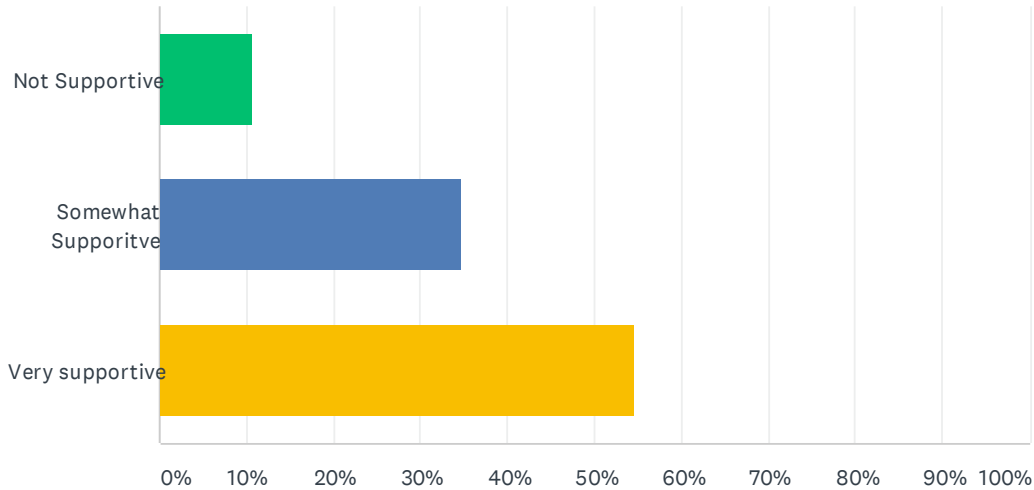
Answered: 540 Skipped: 87



ANSWER CHOICES	RESPONSES	
Yes	85.74%	463
No	14.26%	77
TOTAL		540

Q10 MET Transit serves a large number of seniors, individuals with disabilities, low-income households, and students. Transit is also more climate friendly because it decreases the number of vehicles on the road for transporting people. With these factors in mind, how much would you support increasing funding for public transportation with a City mill levy or other funding increase for expanded and improved bus service?

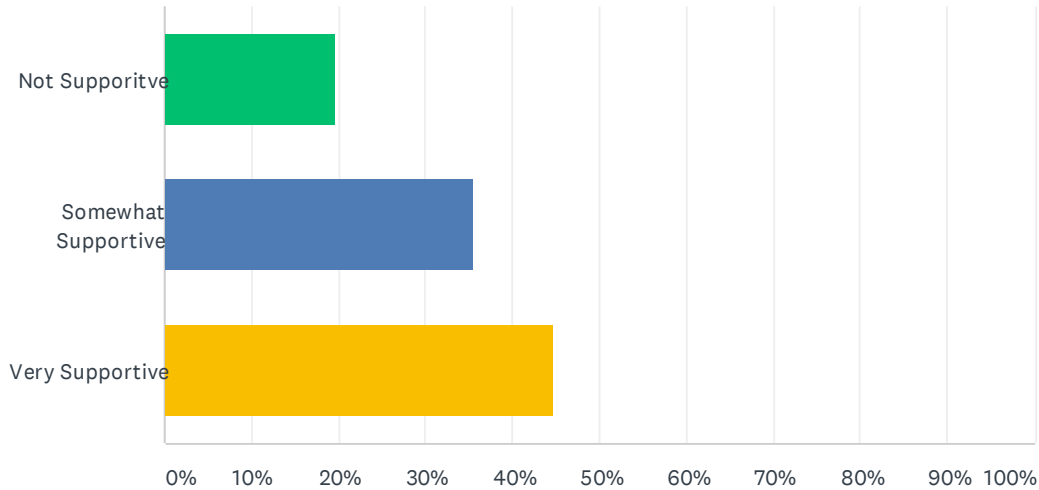
Answered: 461 Skipped: 166



ANSWER CHOICES	RESPONSES
Not Supportive	10.63% 49
Somewhat Supportive	34.71% 160
Very supportive	54.66% 252
TOTAL	461

Q11 MET Transit serves a large number of seniors, individuals with disabilities, low-income households, and students. Transit is also more climate friendly because it decreases the number of vehicles on the road for transporting people. With these factors in mind, how much would you support a county funded tax increase for service OUTSIDE of Billings city limits?

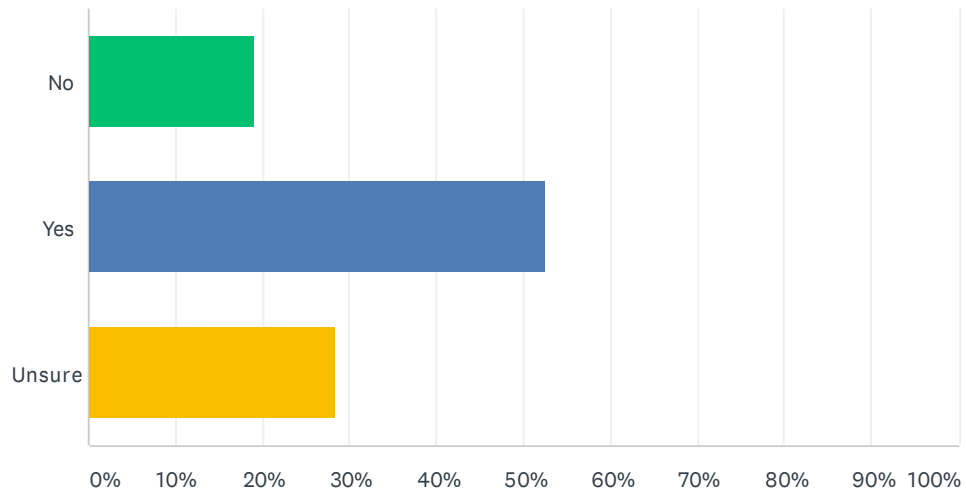
Answered: 76 Skipped: 551



ANSWER CHOICES	RESPONSES	
Not Supportive	19.74%	15
Somewhat Supportive	35.53%	27
Very Supportive	44.74%	34
TOTAL		76

## Q12 Would you use a service that allows you to park your car in a convenient place and connect to your destination by bus?

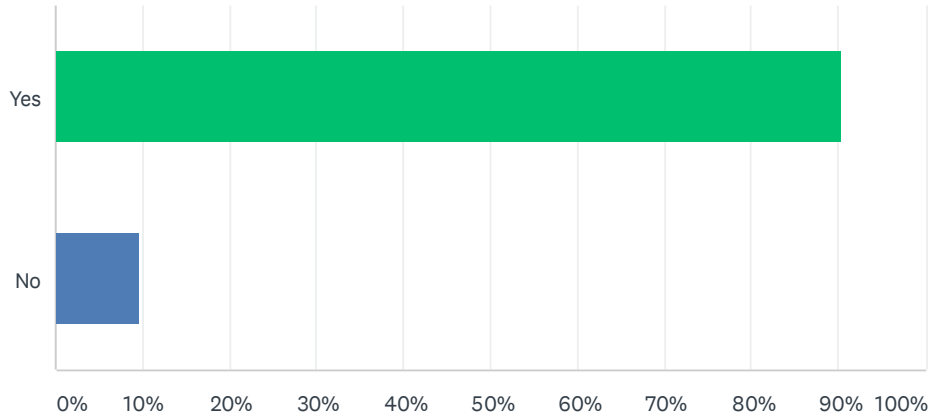
Answered: 534 Skipped: 93



ANSWER CHOICES	RESPONSES	
No	19.10%	102
Yes	52.43%	280
Unsure	28.46%	152
TOTAL		534

### Q13 Do you own a smartphone?

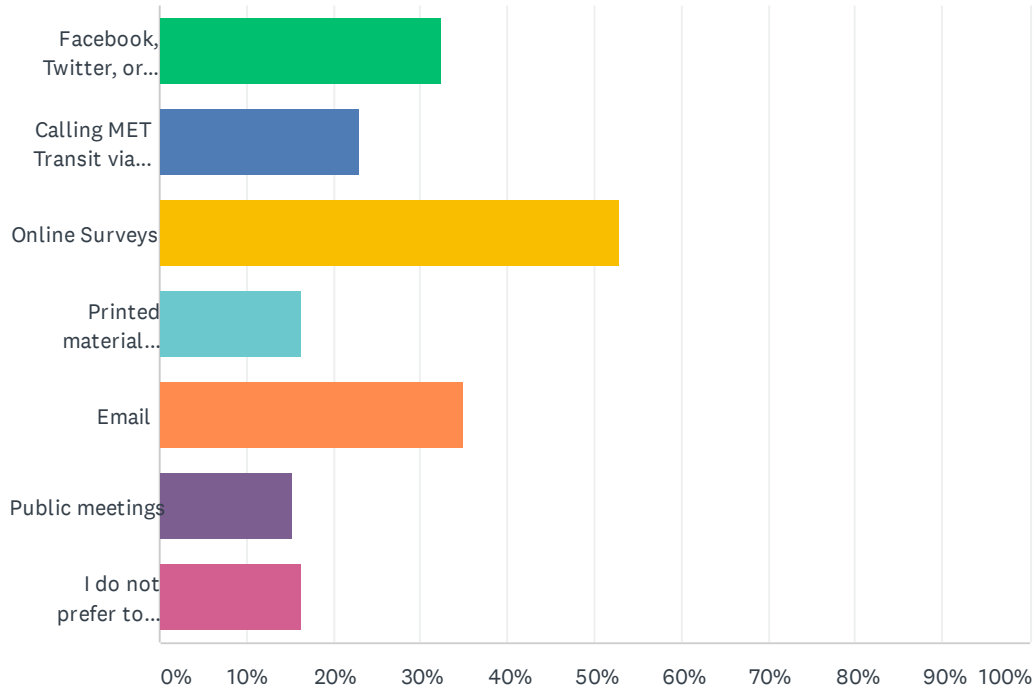
Answered: 534 Skipped: 93



ANSWER CHOICES	RESPONSES	
Yes	90.45%	483
No	9.55%	51
TOTAL		534

## Q14 How do you prefer to communicate or share feedback with MET Transit? [Check all that apply]

Answered: 533 Skipped: 94

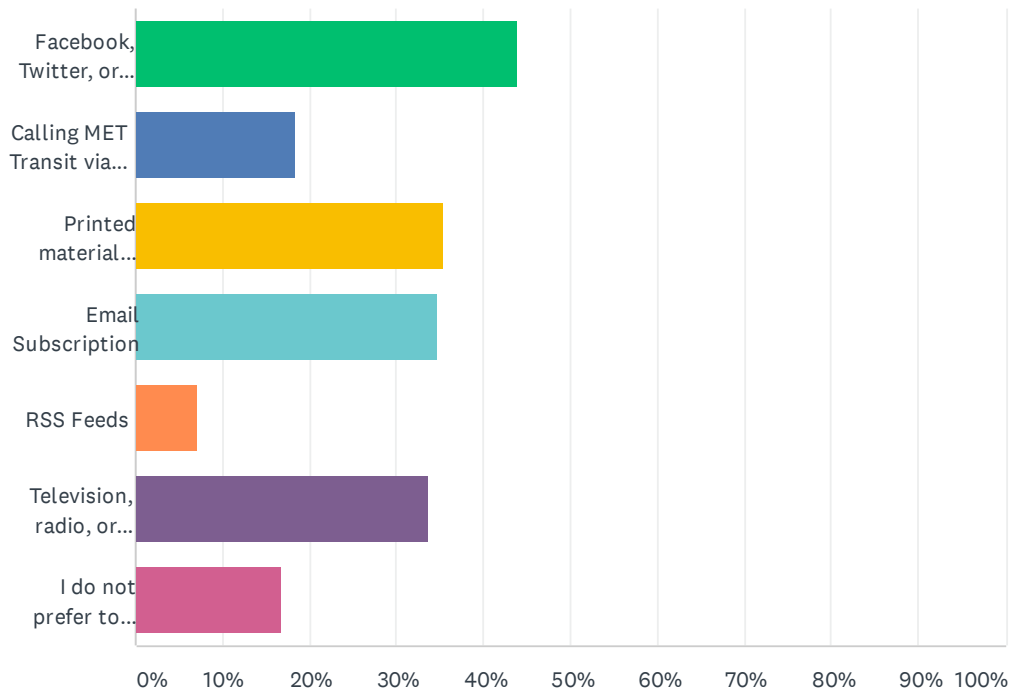


ANSWER CHOICES	RESPONSES	
Facebook, Twitter, or social media	32.46%	173
Calling MET Transit via telephone	23.08%	123
Online Surveys	52.91%	282
Printed material (surveys or comment cards)	16.32%	87
Email	34.90%	186
Public meetings	15.20%	81
I do not prefer to communicate or share feedback with MET Transit	16.32%	87
Total Respondents: 533		



## Q15 How do you prefer to receive information regarding MET Transit? [Check all that apply]

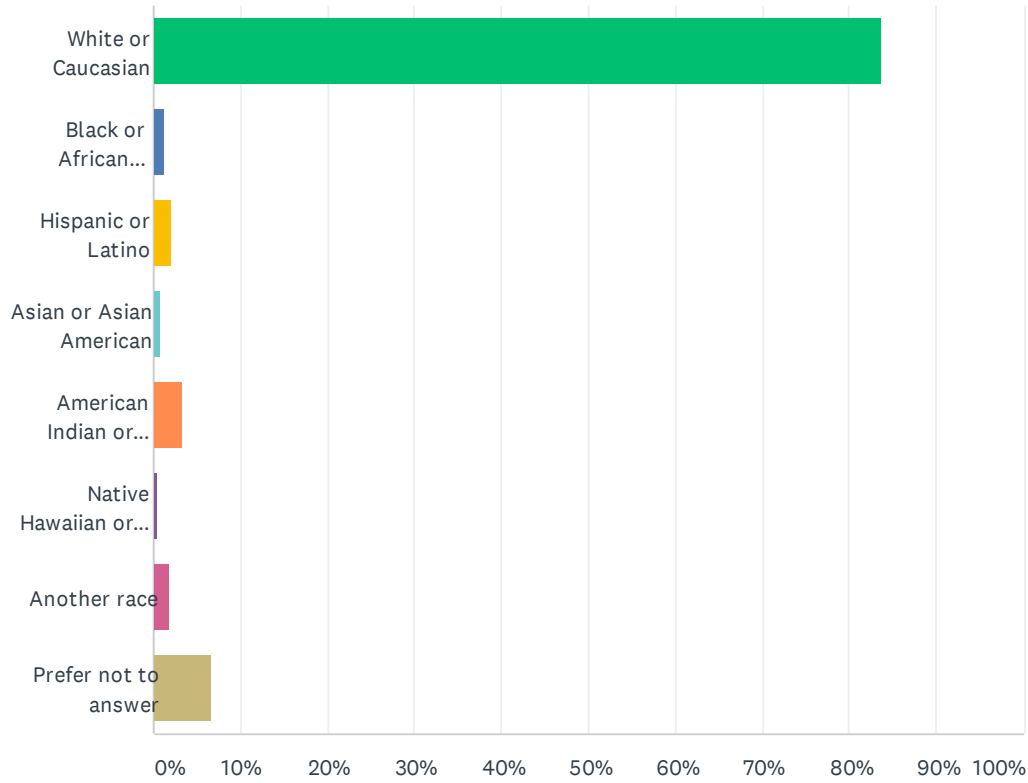
Answered: 533 Skipped: 94



ANSWER CHOICES	RESPONSES	
Facebook, Twitter, or social media	43.90%	234
Calling MET Transit via telephone	18.39%	98
Printed material (signs, information posting, mailings, etc)	35.46%	189
Email Subscription	34.71%	185
RSS Feeds	7.13%	38
Television, radio, or streaming advertisements	33.58%	179
I do not prefer to receive information regarding MET Transit	16.70%	89
Total Respondents: 533		

## Q16 What is your ethnicity?

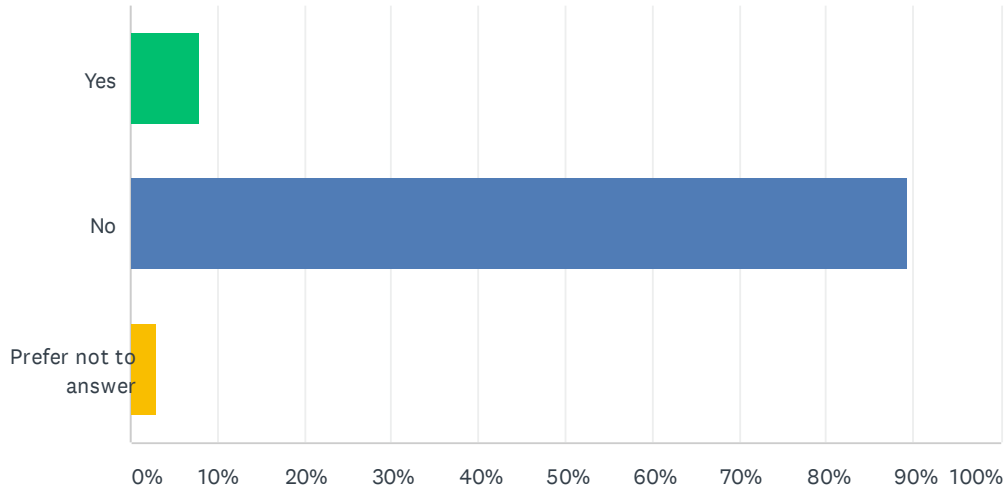
Answered: 531 Skipped: 96



ANSWER CHOICES	RESPONSES	
White or Caucasian	83.62%	444
Black or African American	1.32%	7
Hispanic or Latino	2.07%	11
Asian or Asian American	0.75%	4
American Indian or Alaska Native	3.39%	18
Native Hawaiian or other Pacific Islander	0.38%	2
Another race	1.88%	10
Prefer not to answer	6.59%	35
<b>TOTAL</b>		<b>531</b>

## Q17 Does your household speak a language other than English?

Answered: 531 Skipped: 96



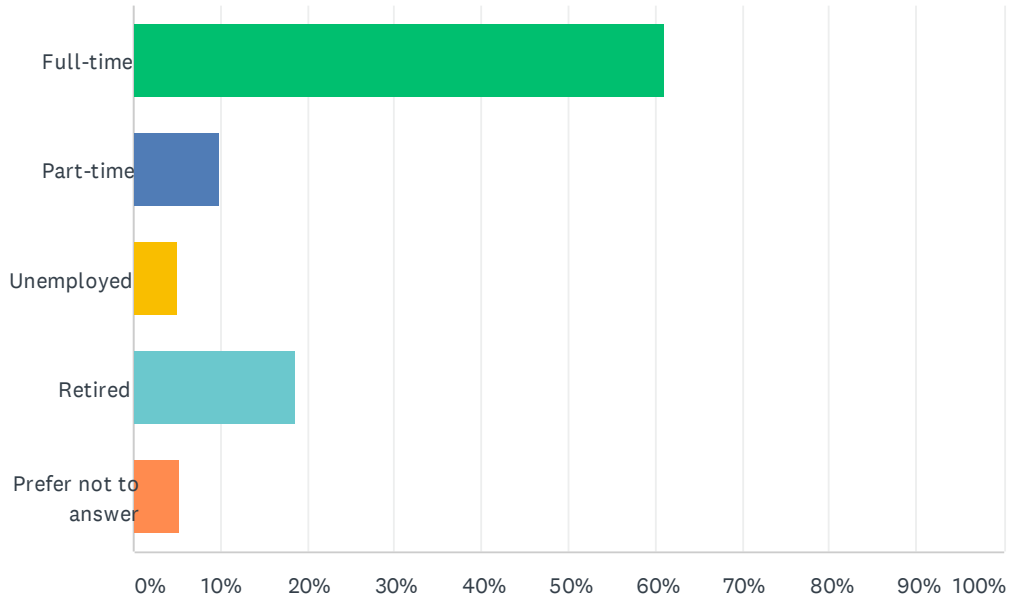
ANSWER CHOICES	RESPONSES
Yes	7.91% 42
No	89.27% 474
Prefer not to answer	2.82% 15
TOTAL	531

## Q18 What language?

Answered: 58 Skipped: 569

## Q19 What is your employment status?

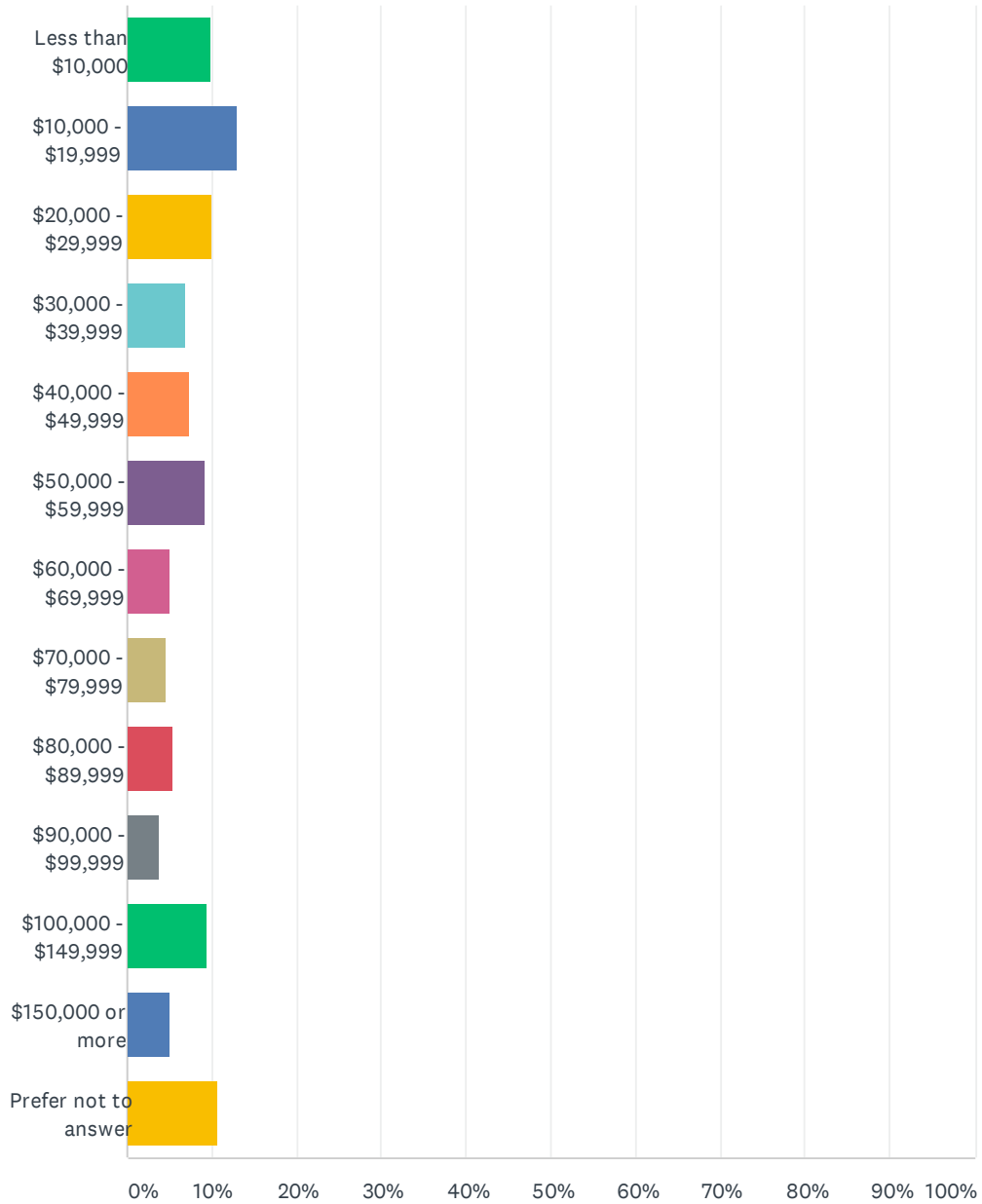
Answered: 528 Skipped: 99



ANSWER CHOICES	RESPONSES	
Full-time	61.17%	323
Part-time	9.85%	52
Unemployed	5.11%	27
Retired	18.56%	98
Prefer not to answer	5.30%	28
<b>TOTAL</b>		<b>528</b>

## Q20 What is your annual household income?

Answered: 523 Skipped: 104

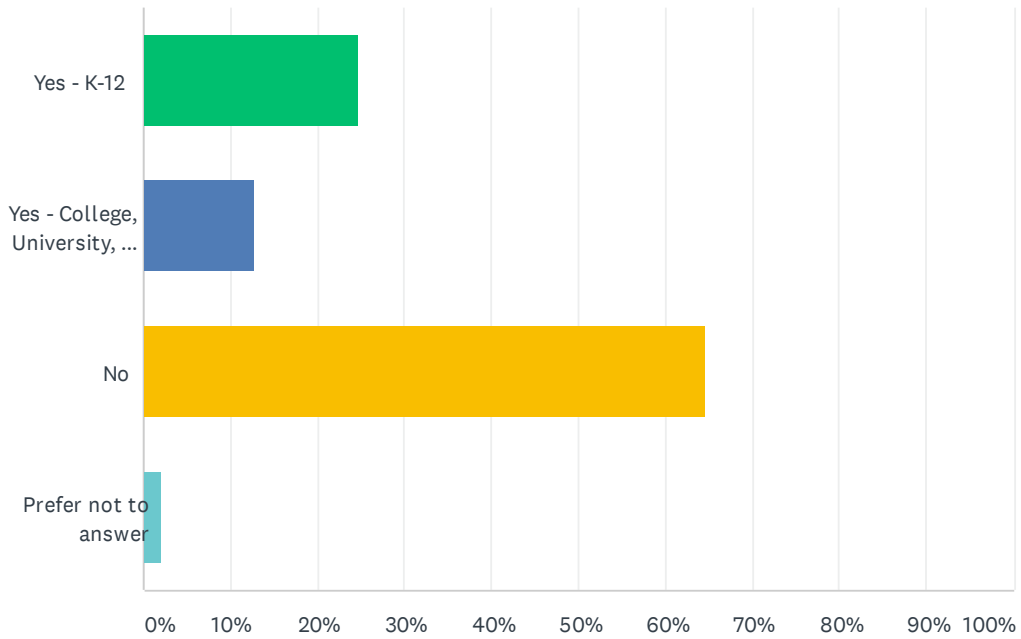


MET Transit - Billings Area Public Transit Survey

ANSWER CHOICES	RESPONSES	
Less than \$10,000	9.75%	51
\$10,000 - \$19,999	13.00%	68
\$20,000 - \$29,999	10.13%	53
\$30,000 - \$39,999	6.88%	36
\$40,000 - \$49,999	7.27%	38
\$50,000 - \$59,999	9.18%	48
\$60,000 - \$69,999	4.97%	26
\$70,000 - \$79,999	4.59%	24
\$80,000 - \$89,999	5.35%	28
\$90,000 - \$99,999	3.82%	20
\$100,000 - \$149,999	9.37%	49
\$150,000 or more	4.97%	26
Prefer not to answer	10.71%	56
<b>TOTAL</b>		<b>523</b>

## Q21 Is anyone in your household a student? [Check all that apply]

Answered: 528 Skipped: 99

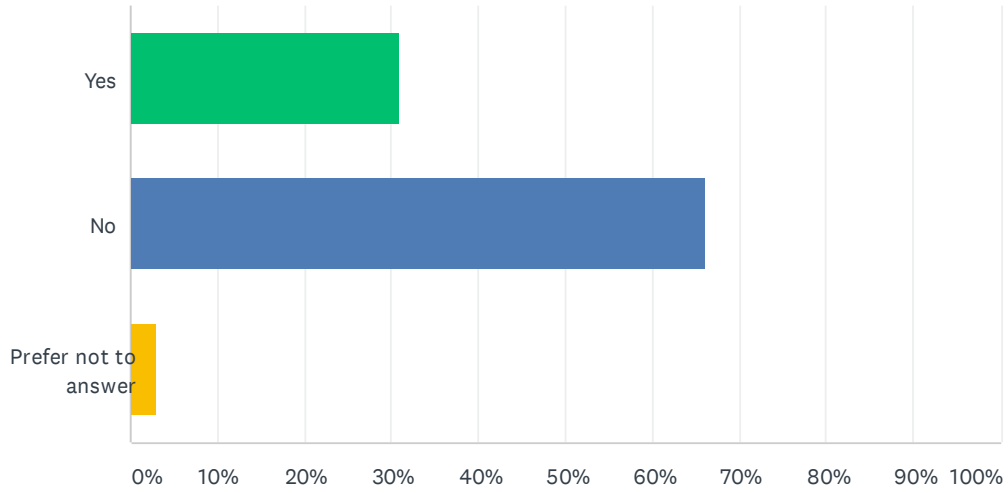


ANSWER CHOICES	RESPONSES	
Yes - K-12	24.62%	130
Yes - College, University, or Trade School	12.69%	67
No	64.58%	341
Prefer not to answer	2.08%	11
Total Respondents: 528		



## Q22 Does anyone in your household have a disability?

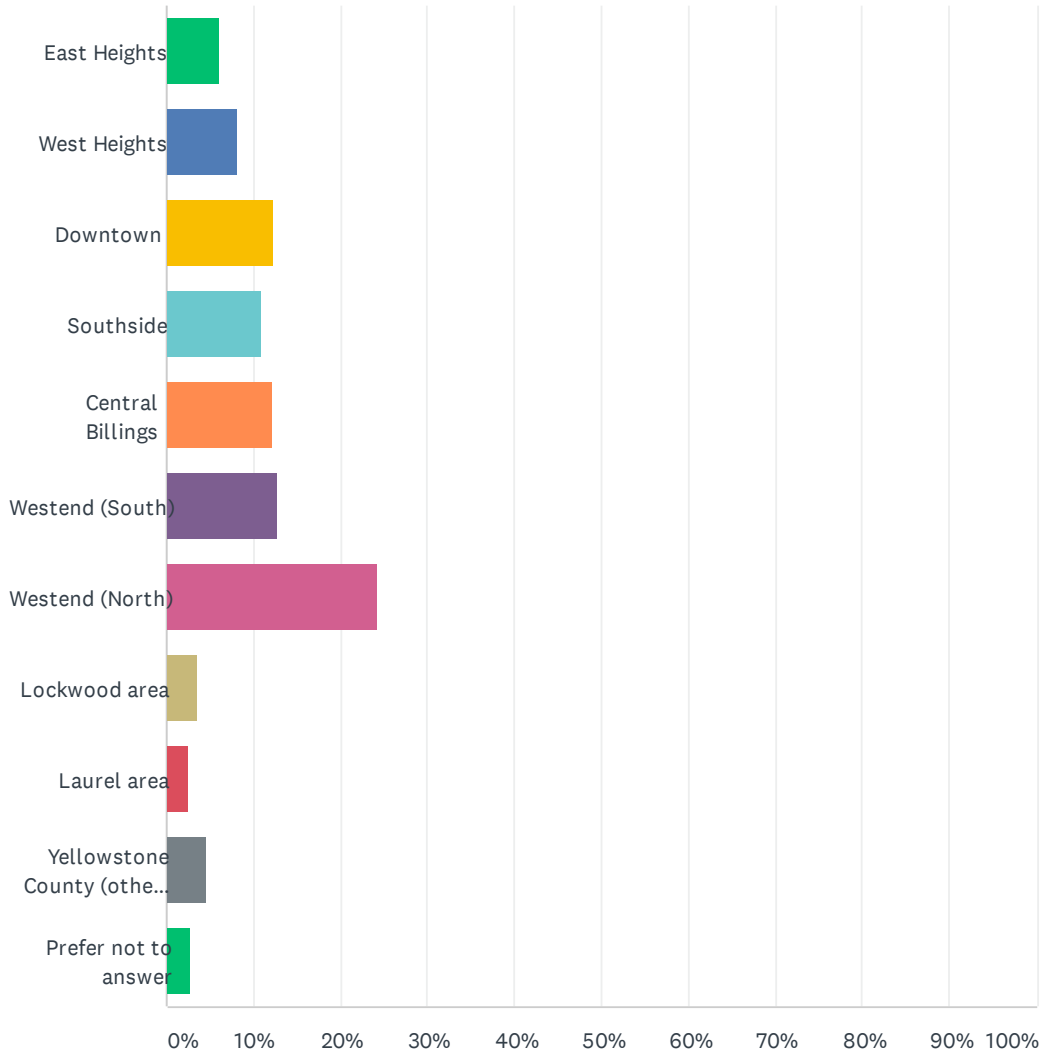
Answered: 528 Skipped: 99



ANSWER CHOICES	RESPONSES	
Yes	31.06%	164
No	66.10%	349
Prefer not to answer	2.84%	15
<b>TOTAL</b>		<b>528</b>

## Q23 In what general area is your primary home?

Answered: 519 Skipped: 108

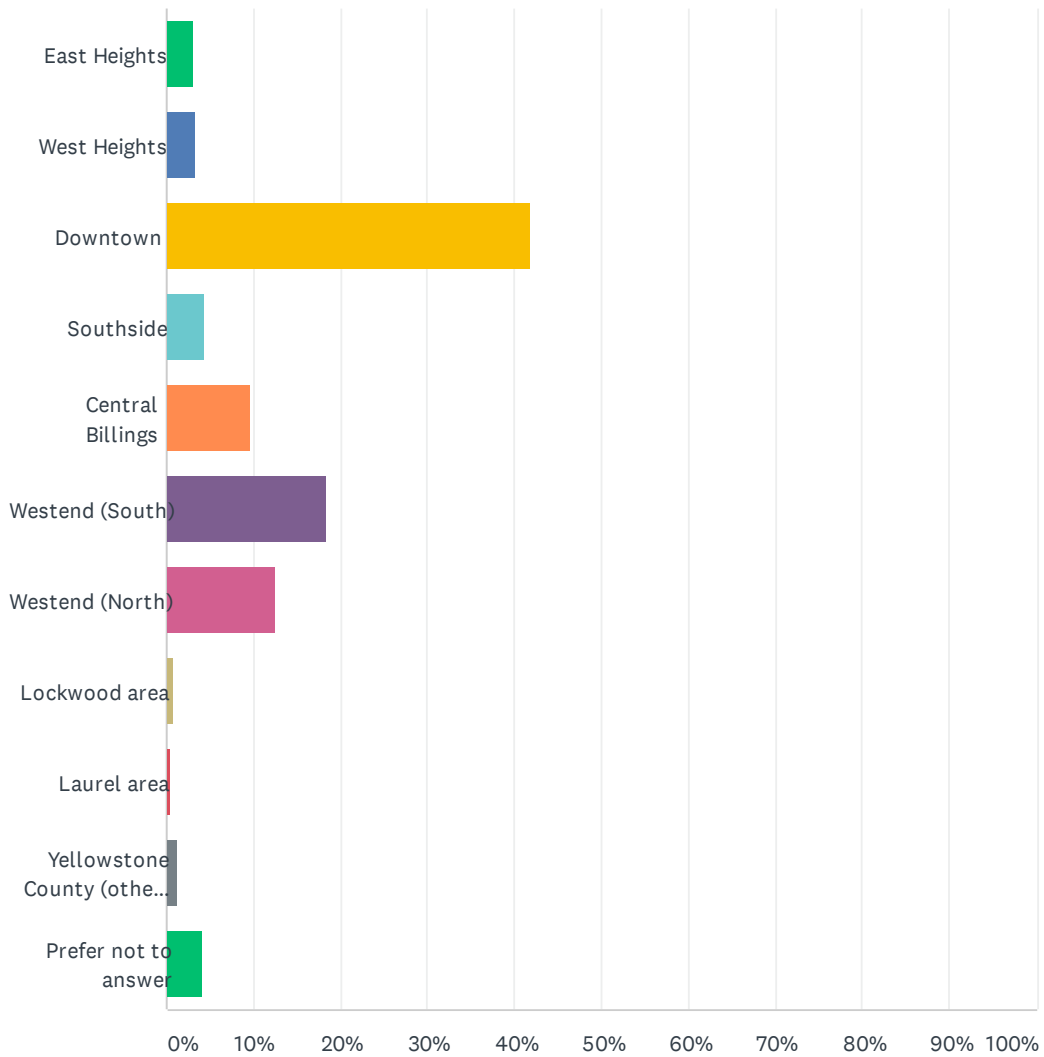


MET Transit - Billings Area Public Transit Survey

ANSWER CHOICES	RESPONSES	
East Heights	6.17%	32
West Heights	8.09%	42
Downtown	12.33%	64
Southside	10.79%	56
Central Billings	12.14%	63
Westend (South)	12.72%	66
Westend (North)	24.28%	126
Lockwood area	3.66%	19
Laurel area	2.50%	13
Yellowstone County (other than Lockwood or Laurel)	4.62%	24
Prefer not to answer	2.70%	14
<b>TOTAL</b>		<b>519</b>

# Q24 In what general area is your workplace, school, or most common destination?

Answered: 519 Skipped: 108



MET Transit - Billings Area Public Transit Survey

ANSWER CHOICES	RESPONSES	
East Heights	3.08%	16
West Heights	3.28%	17
Downtown	41.81%	217
Southside	4.43%	23
Central Billings	9.63%	50
Westend (South)	18.50%	96
Westend (North)	12.52%	65
Lockwood area	0.77%	4
Laurel area	0.39%	2
Yellowstone County (other than Lockwood or Laurel)	1.35%	7
Prefer not to answer	4.24%	22
<b>TOTAL</b>		<b>519</b>

**Q25** If you have any other suggestions for changes or improvements to transit in the Billings area, please type them below.

Answered: 222 Skipped: 405