# TRI-RAIL 2013
# ON-BOARD SURVEY

**Prepared for:**

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

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**South Florida Regional Transportation Authority**
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# TABLE OF CONTENTS


1.0 INTRODUCTION ..... 1
1.1 Scope of the Effort ..... 3
1.2 Previous Tri-Rail Surveys ..... 3
2.0 SURVEY DESIGN ..... 4
2.1 Sampling Plan ..... 4
2.2 Survey Instrument ..... 7
2.2.1 Overview / Comparison to Previous Survey Results ..... 7
2.2.2 Pretest ..... 8
3.0 MINIMIZATION/MITIGATION OF NON-RESPONSE BIAS ..... 9
4.0 IMPLEMENTATION ..... 10
4.1 Training ..... 10
4.2 Data Input ..... 12
5.0 SURVEY RESPONSE ..... 12
5.1 Overall Response ..... 12
5.2 Passenger Counts ..... 13
6.0 DATA INPUT AND PROCESSING ..... 17
6.1 Raw Data Input ..... 17
6.2 Data Editing ..... 17
7.0 DATA ANALYSIS ..... 17
7.1 Trip Purpose and Access/Egress Modes ..... 17
7.2 Origin/Destination Methodology ..... 23
7.3 Origin/Destination Results ..... 30
7.4 Survey Results ..... 56
7.5 Customer Opinions, Preferences and Rider Satisfaction ..... 88
7.6 Comparison with Previous Survey Efforts ..... 90
8.0 PARKING COUNTS ..... 94
9.0 SURVEY SUMMARY ..... 95

9.1 Total Ridership ..... 95
9.2 Station Utilization ..... 96
9.3 Directional Travel ..... 96
9.4 Origin/Destination Pairs ..... 96
9.5 Mode of Access and Egress at Stations ..... 97
9.6 Typical Rider ..... 97

# List of FIGURES

**Figure 1: Tri-Rail System Map** ..... 2
**Figure 2: Address/Intersection Origin for Tri-County Area** ..... 31
**Figure 3: Address/Intersection Origin for Miami-Dade County** ..... 32
**Figure 4: Address/Intersection Origin for Broward County** ..... 33
**Figure 5: Address/Intersection Origin for Palm Beach County** ..... 34
**Figure 6: Address/Intersection Destination for Tri-County Area** ..... 35
**Figure 7: Address/Intersection Destination for Miami-Dade County** ..... 36
**Figure 8: Address/Intersection Destination for Broward County** ..... 37
**Figure 9: Address/Intersection Destination for Palm Beach County** ..... 38
**Figure 10: City of Origin for Tri-County Area** ..... 39
**Figure 11: City of Origin for Miami-Dade County** ..... 40
**Figure 12: City of Origin for Broward County** ..... 41
**Figure 13: City of Origin for Palm Beach County** ..... 42
**Figure 14: City of Destination for Tri-County Area** ..... 43
**Figure 15: City of Destination for Miami-Dade County** ..... 44
**Figure 16: City of Destination for Broward County** ..... 45
**Figure 17: City of Destination for Palm Beach County** ..... 46
**Figure 18: Zip Code of Origin for Tri-County Area** ..... 47
**Figure 19: Zip Code of Origin for Miami-Dade County** ..... 48
**Figure 20: Zip Code of Origin for Broward County** ..... 49
**Figure 21: Zip Code of Origin for Palm Beach County** ..... 50
**Figure 22: Zip Code of Destination for Tri-County Area** ..... 51
**Figure 23: Zip Code of Destination for Miami-Dade County** ..... 52
**Figure 24: Zip Code of Destination for Broward County** ..... 53
**Figure 25: Zip Code of Destination for Palm Beach County** ..... 54
**Figure 26: Zip Code of Origin for Tri-County Area (Question 14)** ..... 55
**Figure 27: Q1: I originally started this one-way trip at:** ..... 58
**Figure 28: Q3: To get to Tri-Rail I arrived by:** ..... 59
**Figure 29: Q6: I will leave the Tri-Rail station by:** ..... 60
**Figure 30: Q7a: Is this journey part of a round trip that you will make today?** ..... 61
**Figure 31: Q7b: If yes, please check all services that you will use on the return leg of the trip:** ..... 62
**Figure 32: Q8: I will finish this one-way trip at:** ..... 63
**Figure 33: Q10a: The fare I used for this one-way trip was: Fare Type** ..... 64
**Figure 34: Q10b: The fare I used for this one-way trip was: Fare Medium** ..... 65
**Figure 35: Q10c: The fare I used for this one-way trip was: Fare** ..... 66
**Figure 36: Q11: I have been riding Tri-Rail:** ..... 67
**Figure 37: Q12a: I typically ride Tri-Rail: # per day** ..... 68
**Figure 38: Q12b: I typically ride Tri-Rail: # of day(s)/week** ..... 69
**Figure 39: Q12c: I typically ride Tri-Rail: # days/month and less than once per month** ..... 70

Figure 40: Q13: Are you traveling with other people that are not filling out the survey? ..... 71
Figure 41: Q15: I live/stay in South Florida: ..... 72
Figure 42: Q16: I am: Male or Female ..... 73
Figure 43: Q17: My age is: ..... 74
Figure 44: Q18: My race is best described as: ..... 75
Figure 45: Q19: (Blank) vehicles are owned by people in my home: ..... 76
Figure 46: Q20: I could have traveled today by car but chose to ride Tri-Rail instead: ..... 77
Figure 47: Q21: I have a Driver's license: ..... 78
Figure 48: Q22a: Including me, (blank) live in my home, and of those: ..... 79
Figure 49: Q22b: Including me, (blank) live in my home, and of those: Have a Driver's license ..... 80
Figure 50: Q22c: Including me, (blank) live in my home, and of those: Are under 16 years old ..... 81
Figure 51: Q22d: Including me, (blank) live in my home, and of those: Are 65 and older ..... 82
Figure 52: Q22e: Including me, (blank) live in my home, and of those: Work outside the home ..... 83
Figure 53: Q23: I graduated: ..... 84
Figure 54: Q24: What is your current employment status? ..... 85
Figure 55: Q25: My households total annual income is: ..... 86
Figure 56: Q26: I filled out another survey card earlier today: ..... 87

# List of TABLES

Table 1 – Tri-Rail Operating Schedule (Weekday) ..... 4
Table 2 – Tri-Rail Operating Schedule (Weekend) ..... 5
Table 3 – Surveyor Train Assignments ..... 6
Table 4 – Meeting Locations at Tri-Rail Stations ..... 12
Table 5 – Northbound Passenger Counts by Time of Day ..... 13
Table 6 – Southbound Passenger Counts by Time of Day ..... 14
Table 7 – 2013 Door Count Results - Directional Splits ..... 15
Table 8 – 2013 Door Count Results - Stations Utilization ..... 15
Table 9 – Stations by Rank Order ..... 16
Table 10 – Trip Purpose to Tri-Rail by Origin Station ..... 18
Table 11 – Mode of Access by Trip Purpose ..... 18
Table 12 – Mode of Access to Stations ..... 19
Table 13 – Mode of Egress by Station ..... 20
Table 14 – Trip Purpose from Tri-Rail by Station ..... 21
Table 15 – Mode of Egress by Trip Purpose ..... 22
Table 16 – Development of Expansion Factors (Southbound) ..... 24
Table 17 – Development of Expansion Factors (Northbound) ..... 24
Table 18 – Origin-Destination Pairs (Southbound AM) ..... 25
Table 19 – Origin-Destination Pairs (Northbound AM) ..... 26
Table 20 – Origin-Destination Pairs (Southbound AM and Northbound PM trips) ..... 27
Table 21 – Origin-Destination Pairs (Northbound AM and Southbound PM trips) ..... 28

**Table 22 – Origin-Destination Pairs (Combined)** ..... 29
**Table 23 – Survey Response Rates by Question** ..... 57
**Table 24 – Q1: I originally started this one-way trip at:** ..... 58
**Table 25 – Q3: To get to Tri-Rail I arrived by:** ..... 59
**Table 26 – Q6: I will leave the Tri-Rail station by:** ..... 60
**Table 27 – Q7a: Is this journey part of a round trip that you will make today?** ..... 61
**Table 28 – Q7b: If yes, please check all services that you will use on the return leg of the trip:** ..... 62
**Table 29 – Q8: I will finish this one-way trip at:** ..... 63
**Table 30 – Q10a: The fare I used for this one-way trip was: Fare Type** ..... 64
**Table 31 – Q10b: The fare I used for this one-way trip was: Fare Medium** ..... 65
**Table 32 – Q10c: The fare I used for this one-way trip was: Fare** ..... 66
**Table 33 – Q11: I have been riding Tri-Rail:** ..... 67
**Table 34 – Q12a: I typically ride Tri-Rail: # per day** ..... 68
**Table 35 – Q12b: I typically ride Tri-Rail: # of day(s)/week** ..... 69
**Table 36 – Q12c: I typically ride Tri-Rail: # days/month** ..... 70
**Table 37 – Q13: Are you traveling with other people that are not filling out the survey?** ..... 71
**Table 38 – Q15: I live/stay in South Florida:** ..... 72
**Table 39 – Q16: I am: Male or Female** ..... 73
**Table 40 – Q17: My age is:** ..... 74
**Table 41 – Q18: My race is best described as:** ..... 75
**Table 42 – Q19: (Blank) vehicles are owned by people in my home.** ..... 76
**Table 43 – Q20: I could have traveled today by car but chose to ride Tri-Rail instead:** ..... 77
**Table 44 – Q21: I have a Driver's license:** ..... 78
**Table 45 – Q22a: Including me, (blank) live in my home, and of those:** ..... 79
**Table 46 – Q22b: Including me, (blank) live in my home, and of those: Have a Driver's license** ..... 80
**Table 47 – Q22c: Including me, (blank) live in my home, and of those: Are under 16 years old** ..... 81
**Table 48 – Q22d: Including me, (blank) live in my home, and of those: Are 65 and older** ..... 82
**Table 49 – Q22e: Including me, (blank) live in my home, and of those: Work outside the home** ..... 83
**Table 50 – Q23: I graduated:** ..... 84
**Table 51 – Q24: What is your current employment status?** ..... 85
**Table 52 – Q25: My households total annual income is:** ..... 86
**Table 53 – Q26: I filled out another survey card earlier today:** ..... 87
**Table 54 – Station Conditions** ..... 88
**Table 55 – Train Conditions** ..... 88
**Table 56 – Service Performance** ..... 89
**Table 57 – Comparison of Door Counts for Select Stations** ..... 90
**Table 58 – Comparison of Trip Length by Stations Traveled** ..... 91
**Table 59 – Auto Ownership Comparison** ..... 92
**Table 60 – Mode of Access and Egress** ..... 92
**Table 61 – Ridership Age Group** ..... 92

**Table 62 – Comparison Ethnicity of Ridership** ..... 93
**Table 63 – Parking Counts** ..... 94
**Table 64 – Change in Station Rank** ..... 96

# List of APPENDICES

**Appendix A:** **Tri-Rail Operating Schedule**
**Appendix B:** **Survey Instrument**
**Appendix C:** **Passenger Count Form**
**Appendix D:** **Count Form Data**
**Appendix E:** **Training PowerPoint Presentation**

# 1.0 INTRODUCTION

The U.S federal Transit Administration (FTA) has guidelines for data collection and recommends that transit on-board surveys be conducted every five years. The South Florida Regional Transportation Authority (SFRTA) last led conduction of an on-board survey in 2007, and Tri-Rail passengers were surveyed in 2008 as part of a South Florida East Coast Corridor Study. SFRTA contracted with HNTB to conduct a full scale on-board survey to aid in the establishment of SFRTA's future planning goals and to assist in providing accurate ridership characteristics including origin-destination patterns, trip purpose, mode of access and egress, as well as socio-economic characteristics, customer opinions and preferences. The resulting feedback would be used to determine areas of improvement to the SFRTA system through the development and update of SFRTA's Transportation Development Plan (TDP). HNTB conducted the on-board survey of the agency's commuter rail service, Tri-Rail, on Wednesday, February 13, 2013.

The 2013 SFRTA on-board survey effort consisted of two main parts. The first was comprised of door counts taken on all Tri-Rail trains throughout the day. The second focus of this effort was to collect data from passengers to reflect at least one leg of a typical weekday trip. Additional information regarding rider characteristics and comments on the service was also included in the survey. A total of 5,175 surveys were collected and processed for analysis. Parking counts at all Tri-Rail stations were conducted as well.

The Tri-Rail corridor is 72 miles long (refer to Figure 1) and a total of 18 stations are located along its corridor in Miami-Dade, Broward and Palm Beach counties. Tri-Rail operations run from approximately 4:00 am until 11:35 pm on a typical weekday and 5:20 am to 11:45 pm on a typical weekend day (**Appendix A** includes a full schedule). When this survey was conducted, Tri-Rail's southern terminus, the former Miami Airport Station, was under construction for integration into the new Miami Intermodal Center (MIC) scheduled to be open in 2014. Therefore, the new southern terminus station was the Hialeah Market Station which was renamed Hialeah Market/Miami Airport Station during the conduct of the survey, and only 17 stations were operational during the survey.

## Figure 1: Tri-Rail System Map

## 1.1 Scope of the Effort

The 2013 Tri-Rail On-Board Survey project scope focused on survey methodology development, survey instruments design, survey implementation, and database development. The final product is a compilation report and accompanying database that summarizes and contains all of the data. Geocoding of specific origin and destination information was utilized to further analyze the data and is documented by a map series located in *Section 7.3 Origin/Destination Results* of this final report.

## 1.2 Previous Tri-Rail Surveys

In 2007, the SFRTA conducted an on-board survey for the *Transit Development Plan (TDP) Major Update FY 2009-2018*. The 2007 survey collected ridership characteristics, origin-destination patterns, and modes of access and egress. The 2007 survey was administered for an entire day, reflecting a 100% daily distribution of questionnaires. At that time, Tri-Rail operated 40 trains per day. On June 6, 2007, Tri-Rail began operating 50 trains per day as a result of completion of the Segment Five corridor double-tracking project. Then, in October 2008 as a part of the South Florida East Coast Corridor Study, a second survey was undertaken to calibrate and verify the Southeast Regional Planning Model (SERPM).

# 2.0 SURVEY DESIGN

## 2.1 Sampling Plan

The survey was conducted from the beginning of Tri-Rail operating hours on Wednesday, February 13, 2013 at 4:00 am, until 3:00 pm. The Tri-Rail operating schedule is shown in Tables 1 and 2. Table 3 reflects train assignments and was used to determine staff needs.

### Table 1 – Tri-Rail Operating Schedule (Weekday)

| Southbound Train | | | Northbound Train | | |
|---|---|---|---|---|---|
| Train | FROM | TO | Train | FROM | TO |
| | Mangonia Park | Hialeah Market | | Hialeah Market | Mangonia Park |
| P601 | 4:00 AM | 5:44 AM | P600 | 4:18 AM | 6:05 AM |
| P603 | 4:40 AM | 6:29 AM | P602 | 4:48 AM | 6:40 AM |
| P605 | 5:20 AM | 7:09 AM | P604 | 5:13 AM | 7:05 AM |
| P607 | 6:00 AM | 7:49 AM | P606 | 5:38 AM | 7:35 AM |
| P609 | 6:20 AM | 8:09 AM | P608 | 6:03 AM | 7:55 AM |
| P611 | 6:40 AM | 8:29 AM | P610 | 6:23 AM | 8:15 AM |
| P613 | 7:00 AM | 8:49 AM | P612 | 7:03 AM | 8:55 AM |
| P615 | 7:30 AM | 9:19 AM | P614 | 7:43 AM | 9:35 AM |
| P617 | 8:00 AM | 9:49 AM | P616 | 8:23 AM | 10:20 AM |
| P619 | 9:00 AM | 10:54 AM | P618 | 9:23 AM | 11:20 AM |
| P621 | 10:00 AM | 11:54 AM | P620 | 10:23 AM | 12:20 PM |
| P623 | 11:00 AM | 12:54 PM | P622 | 11:23 AM | 1:20 PM |
| P625 | 12:00 PM | 1:54 PM | P624 | 12:23 PM | 2:20 PM |
| P627 | 1:00 PM | 2:54 PM | P626 | 1:23 PM | 3:20 PM |
| P629 | 2:00 PM | 3:56 PM | P628 | 2:23 PM | 4:20 PM |
| P631 | 3:00 PM | 5:12 PM | P630 | 3:13 PM | 5:10 PM |
| P633 | 3:30 PM | 5:26 PM | P632 | 3:53 PM | 5:55 PM |
| P635 | 4:00 PM | 6:12 PM | P634 | 4:33 PM | 6:25 PM |
| P637 | 4:25 PM | 6:21 PM | P636 | 4:53 PM | 6:45 PM |
| P639 | 5:00 PM | 6:56 PM | P638 | 5:00 PM | 7:15 PM |
| P641 | 5:30 PM | 7:19 PM | P640 | 5:51 PM | 7:43 PM |
| P643 | 6:15 PM | 8:04 PM | P642 | 5:58 PM | 8:15 PM |
| P645 | 6:45 PM | 8:34 PM | P644 | 6:53 PM | 8:45 PM |
| P647 | 7:40 PM | 9:29 PM | P646 | 7:53 PM | 9:45 PM |
| P649 | 8:40 PM | 10:29 PM | P648 | 9:43 PM | 11:35 PM |

## Table 2 – Tri-Rail Operating Schedule (Weekend)

| Southbound Train | | | Northbound Train | | |
|---|---|---|---|---|---|
| Train | FROM | TO | Train | FROM | TO |
| | Mangonia Park | Hialeah Market | | Hialeah Market | Mangonia Park |
| **P661** | 5:50 AM | 7:50 AM | **P660** | 5:20 AM | 7:20 AM |
| **P663** | 6:50 AM | 8:50 AM | **P662** | 6:20 AM | 8:20 AM |
| **P665** | 7:50 AM | 9:50 AM | **P664** | 7:20 AM | 9:20 AM |
| **P667** | 8:50 AM | 10:50 AM | **P666** | 8:20 AM | 10:25 AM |
| **P669** | 9:50 AM | 11:50 AM | **P668** | 9:20 AM | 11:20 AM |
| **P671** | 10:50 AM | 12:50 PM | **P670** | 10:20 AM | 12:20 PM |
| **P673** | 11:50 AM | 1:50 PM | **P672** | 11:20 AM | 1:20 PM |
| **P675** | 12:50 PM | 2:50 PM | **P674** | 12:20 PM | 2:20 PM |
| **P677** | 1:50 PM | 3:50 PM | **P676** | 1:20 PM | 3:20 PM |
| **P679** | 2:50 PM | 4:50 PM | **P678** | 2:20 PM | 4:20 PM |
| **P681** | 3:50 PM | 5:50 PM | **P680** | 3:20 PM | 5:20 PM |
| **P683** | 4:50 PM | 6:50 PM | **P682** | 4:20 PM | 6:20 PM |
| **P685** | 5:50 PM | 7:50 PM | **P684** | 5:20 PM | 7:20 PM |
| **P687** | 6:50 PM | 8:50 PM | **P686** | 6:20 PM | 8:20 PM |
| **P689** | 9:00 PM | 11:00 PM | **P688** | 9:45 PM | 11:45 PM |

## Table 3 – Surveyor Train Assignments

| Southbound | Northbound | Southbound | Northbound | Southbound | Northbound | Southbound | Northbound |
|---|---|---|---|---|---|---|---|
| | 600 | 611 | | | 636 | 649 | |
| | 4:18 - 6:05 AM | 6:40 - 8:29 AM | | | 4:53 - 6:45 PM | 8:40 - 10:29 PM | |
| 601 | 608 | | | 633 | 640 | | |
| 4:00 - 5:44 AM | 6:03 - 7:55 AM | | | 3:30 - 5:26 PM | 5:53 - 7:45 PM | | |
| | 602 | 613 | 618 | 625 | 628 | 639 | |
| | 4:48 - 6:40 AM | 7:00 - 8:49 AM | 9:23 - 11:20 AM | 12:00 - 1:54 PM | 2:23 - 4:20 PM | 5:00 - 6:56 PM | |
| 603 | 612 | | | | | 637 | 644 |
| 4:40 - 6:29 AM | 7:03 - 8:55 AM | | | | | 4:30 - 6:26 PM | 6:53 - 8:45 PM |
| | 604 | 615 | | | 632 | 643 | |
| | 5:13 - 7:05 AM | 7:30 - 9:19 AM | | | 3:53 - 5:55 PM | 6:15 - 8:04 PM | |
| 605 | 614 | 621 | 624 | 631 | 638 | 647 | 648 |
| 5:20 - 7:09 AM | 7:43 - 9:35 AM | 10:00 - 11:54 AM | 12:23 - 2:20 PM | 3:00 - 4:41 PM | 5:29 - 7:15 PM | 7:40 - 9:29 PM | 9:43 - 11:55 PM |
| | 606 | 617 | 620 | 627 | 630 | 641 | 646 |
| | 5:38 - 7:35 AM | 8:00 - 9:49 AM | 10:23 - 12:20 PM | 1:00 - 2:54 PM | 3:13 - 5:10 PM | 5:30 - 7:19 PM | 7:53 - 9:45 PM |
| 607 | | | | | | | |
| 6:00 - 7:49 AM | | | | | | | |
| | 610 | 619 | 622 | 629 | 634 | 645 | |
| | 6:23 - 8:15 AM | 9:00 - 10:54 AM | 11:23 - 1:20 PM | 2:00 - 3:56 PM | 4:33 - 6:25 PM | 6:45 - 8:34 PM | |
| 609 | 616 | 623 | 626 | 635 | | | 642 |
| 6:20 - 8:04 AM | 8:23 - 10:15 AM | 11:00 - 12:54 PM | 1:23 - 3:20 PM | 4:00 - 5:41 PM | | | 6:35 - 8:15 PM |

Train assignment with full survey crew available
Turns around at Opa-locka Station

The orange highlighted trips had full survey crews available, while all other trips were staffed by passenger counters. Between 4:00 am and 3:00 pm, 13 person crews (one train captain plus six door counters and six surveyors) were assigned to all trains. In addition, two platform managers were assigned; one at Mangonia Park Station and one at Hialeah Market/Miami Airport Station.

The scope of work required a minimum of 132 staff members to carry out the survey effort. 66 staff members were assigned to Mangonia Park Station and 66 staff members were assigned to Hialeah Market/Miami Airport Station. The 13 staff members from train 607 ended up at Hialeah Market/Miami Airport Station at 7:49 am and were used to make up any shortages from that end of the run.

One survey crew member from train number 612 at Mangonia Park Station was assigned to count the cars parked in Tri-Rail park-and-ride lots between Mangonia Park Station and Pompano Beach Station. Another survey crew member from train number 615 at Hialeah Market was assigned to count the cars parked in the Tri-Rail park-and-ride lots between Hialeah Market/Miami Airport Station and Cypress Creek Station.

## 2.2 Survey Instrument

### 2.2.1 Overview / Comparison to Previous Survey Results

The survey instrument was developed to be comparable to survey instruments used in both 2007 and 2008, with minor modifications to simplify the wording of questions. This survey is similar not only to previous surveys used for Tri-Rail, but it is also similar to the surveys used for previous Miami-Dade Metrorail, Metrobus and I-95 Express efforts, thus regionally vetting the survey instrument. The survey instrument was designed to obtain information in four major categories including: (1) travel pattern (origin-destination and purpose), (2) mode of station access and egress, (3) passenger demographics, and (4) customer satisfaction.

The questionnaire has eight questions regarding both the origin and the destination of the trip:

- Trip purpose from and to;
- Origin and destination address from and to;
- Mode of travel from and to; and
- Boarding and alighting station

There are five questions about the trip:

- Is this part of a round trip?
- What type of fare payment was used?
- How many months/years have you been riding Tri-Rail?
- How often do you make this trip?
- What was the size of the party (if members are unable to complete a survey)?

The remainder of the questions are about the trip maker:

- Zip code,
- Seasonal or full time resident,
- Gender,
- Race,
- Educational level,
- Driver's License,
- Income,
- Household size/people with driver's license,
- Auto ownership, and
- Car availability for trip

Customer satisfaction questions were added to the survey and passengers were asked about:

- Station Condition,
- Train Condition, and
- System Performance

Once the questionnaire was approved by SFRTA staff, it was translated into both Spanish and Creole. The Spanish version of the questionnaire was printed on the back of the English version and the Creole version was printed on a separate sheet and was distributed on an as-needed basis. The survey team also included English, Spanish and Creole speaking staff. Of the returned surveys, 472 utilized the Spanish translation (9%) and 19 were in Creole (.4%).

All surveys were identified by a unique, six digit serial number that corresponded to a particular train number. The first three digits represented the train number and ranged from 600 to 627. The last three digits were the consecutive numbers starting at 001 for each train set. The Creole questionnaires were numbered separately and consecutively. The three language survey instruments are attached as **Appendix B**.

### 2.2.2 Pretest

A pretest was conducted using the survey instrument.

On Friday, February 7, 2013, an HNTB staff member rode the P620 train northbound to the Metrorail Transfer Station. 15 passengers were asked to participate in the Tri-Rail Survey. Out of the 15 potential survey takers, ten agreed to complete the survey.

The survey was also tested with riders on the train southbound back to the Hialeah Market/Miami Airport Station. Out of the eight potential survey takers, only one agreed to participate due to time constraints. Out of the 11 surveys that were handed out, the majority were filled out to completion. Seven English versions and four Spanish versions were handed out. Survey takers took an average of five to seven minutes to finish the survey. No difficulties with the survey were noticed or reported.

# 3.0 MINIMIZATION/MITIGATION OF NON-RESPONSE BIAS

Survey instruments play a critical role in reducing non-response bias. The 2013 Tri-Rail On-Board Survey was designed to maximize response rates while minimizing non-response bias. Non-response bias can occur when observed answers differ from the general population due to differences between respondents and non-respondents.

### Methods for Encouraging Response

Two methods of encouraging response to surveys were used. The first was (1) staff training and also actively (2) encouraging response and participation in the survey. A description of the strategies that were used to minimize non-response bias is included below.

1. **Staff Training**

- Staff was asked to be enthusiastic about the survey and to assist in survey distribution and collection.
- Staff was trained in filling out the survey and encouraging passengers to complete the survey in full.
- Staff was ethnically diverse with a high number of multi-language participants. Staff was made aware of three languages of the survey instrument (English, Spanish and Creole). Staff was also encouraged to help riders fill out the survey to increase response rates.
- Surveyors used red aprons so that they were easily identifiable.
- Surveyors with prior experience were assigned to be train captains on higher occupancy trains. Temporary staff that were observed to be more outgoing and ambitious were also selected as train captains.

2. **Encouraging Response**

- Train captains circulated throughout the train cars to assist the staff in improving the passenger response rate.
- The survey was advertised ahead of time via multilingual announcements at the station platforms.

- A pretest was conducted to assure that the survey was easy to use and could be completed in a short amount of time.

**Survey Quality Control**

To facilitate better results during the surveying, the following quality control steps were included.

- Train captains were instructed to walk through the train offering assistance to passengers completing the surveys.
- Training of temporary staff took place to help them analyze each survey and correct for incomplete or incorrect responses.
- The stationing of management staff from the Express Employment Professionals at each end of the line helped assist temporary staff and make sure that all trains were fully staffed.
- Train captains analyzed the completed surveys and discussed issues with the surveyors, offering advice on improving responses from riders.
- Platform managers analyzed completed surveys at the end of the trips as well and discussed possible reoccurring problems with the surveyors and offered methods of improving the quality of the responses.

# 4.0 IMPLEMENTATION

## 4.1 Training

On February 12, 2013, mandatory training sessions were held at the SFRTA Pompano Beach Main Office. The training session was conducted to familiarize the entire survey team with the project objectives, survey format, survey methods, and to provide hands-on instruction, informational materials and to answer questions. Participants were paid for their attendance at the survey training. All survey participants were required to ride Tri-Rail to and from the training, which was conducted by HNTB and SFRTA staff.

The training consisted of several activities. First, the approved PowerPoint Presentation (**Appendix E**) was delivered, covering the survey purpose, a description of the Tri-Rail system, and the survey effort itself. The second phase of the training involved a detailed discussion of the roles and expectations of the platform managers, train captains, door counters, and surveyors. The second phase also outlined

expectations of survey team behavior. The final part of the training included hands-on interaction with the survey instrument. All staff involved in the effort participated by both completing and assisting someone else in completing the mock survey instrument.

## Survey Implementation

The survey data collection effort included both the survey and passenger door counts. At the northern and southern termini, each survey team boarded their train to begin counting passengers and distributing survey instruments. Once the two door counters assigned to each car on the train were in their places, they collected boardings and alightings at each of the train doors at each station and completed the passenger logs (**Appendix C**). This procedure continued throughout the morning until all assigned trains were surveyed.

The two surveyors assigned to each car on the train made sure that each passenger was given a survey and a pen. Surveyors were assigned to both floors of each train car. After a brief introduction and consent from each potential respondee, the surveyor immediately informed the passenger of the availability of an English, Spanish or Creole survey form. Surveys were distributed in ascending order. Once the surveys had been distributed, the surveyor circulated through the cars to assist passengers in filling out the survey. The surveyors also encouraged reluctant passengers to complete the surveys and also offered to assist passengers in doing so. The surveyors constantly observed the car for passengers completing the survey and moved to collect the completed surveys and pens. Surveyors actively engaged as many rail passengers as they could to collect as many valid surveys as possible.

The train captain was in charge of the survey staff productivity; train captains also observed the staff at all times, making sure that they were completing their assigned tasks. Once the train had completed a full trip, the train captain collected all of the surveys.

As trains completed each trip, it was the responsibility of the platform manager to determine whether a team be released or whether to stay and provide additional staffing if it was needed. They also determined which staff would come back to provide relief for some of the staff working longer shifts.

A list of meeting locations is provided in the following table below.

**Table 4 – Meeting Locations at Tri-Rail Stations**

| Station | Address |
|---|---|
| Mangonia Park | 1415 45th Street, West Palm Beach, FL 33407 |
| Hialeah Market | 1200 Southeast 11th Avenue, Hialeah, FL 33010 |

## 4.2 Data Input

All data from the count forms that were used for recording boardings and alightings for each trip was input into a Microsoft Excel spreadsheet manually. The data is available in **Appendix D**.

# 5.0 SURVEY RESPONSE

## 5.1 Overall Response

The day of the survey, a total of 15,655 passengers boarded the surveyed trains and the surveyors collected a total of 5,175 surveys.

Between the hours of 4:00 am and 3:00 pm, a total of 8,227 passenger counts were taken including 4,380 northbound and 3,847 southbound.

The overall response, or response rate, is used to determine the percentage of people that took the survey on the day of the survey.

The response rate is calculated below.

**Response Rate %** = **(B)** Completed Surveys / **(A)** Passenger Counts

**(A)** = 8,227

**(B)** = 5,175

**(B)** 5,175 / **(A)** 8,227 = **Response Rate %**

The response rate therefore is **63%.**

## 5.2 Passenger Counts

A total of 15,655 passengers rode Tri-Rail on the day of the survey, with 7,947 riders travelling northbound (Table 5) and 7,708 travelling southbound (Table 6). A summary of the passenger count form data is in **Appendix D**.

### Table 5 – Northbound Passenger Counts by Time of Day

| Station | Total Boardings | Total Alightings | AM | | PM | |
|---|---|---|---|---|---|---|
| | | | Boardings | Alightings | Boardings | Alightings |
| Hialeah Market | 847 | 0 | 358 | 0 | 489 | 0 |
| Metrorail Transfer | 1328 | 26 | 479 | 13 | 849 | 13 |
| Opa-locka | 337 | 28 | 157 | 8 | 180 | 20 |
| Golden Glades | 541 | 100 | 368 | 30 | 173 | 70 |
| Hollywood | 465 | 233 | 292 | 96 | 173 | 137 |
| Sheridan Street | 336 | 124 | 220 | 56 | 116 | 296 |
| FLL at Dania Beach | 542 | 307 | 248 | 149 | 294 | 158 |
| Ft. Lauderdale | 671 | 309 | 368 | 126 | 303 | 183 |
| Cypress Creek | 606 | 582 | 327 | 354 | 279 | 228 |
| Pompano Beach | 439 | 428 | 259 | 213 | 180 | 215 |
| Deerfield Beach | 357 | 507 | 192 | 228 | 165 | 279 |
| Boca Raton | 682 | 949 | 278 | 795 | 404 | 154 |
| Delray Beach | 267 | 464 | 184 | 236 | 83 | 228 |
| Boynton Beach | 337 | 625 | 267 | 159 | 70 | 466 |
| Lake Worth | 145 | 834 | 96 | 250 | 49 | 584 |
| West Palm Beach | 47 | 1,255 | 13 | 692 | 34 | 563 |
| Mangonia Park | 0 | 1,176 | 0 | 701 | 0 | 475 |
| **Total** | **7,947** | **7,947** | **4,106** | **4,106** | **3,841** | **3,841** |

## Table 6 – Southbound Passenger Counts by Time of Day

| Station | Total Boardings | Total Alightings | AM | | PM | |
|---|---|---|---|---|---|---|
| | | | Boardings | Alightings | Boardings | Alightings |
| Mangonia Park | 1,136 | 0 | 430 | 0 | 706 | 0 |
| West Palm Beach | 1,277 | 67 | 525 | 23 | 752 | 44 |
| Lake Worth | 832 | 203 | 536 | 45 | 296 | 158 |
| Boynton Beach | 588 | 303 | 397 | 78 | 191 | 225 |
| Delray Beach | 437 | 296 | 246 | 102 | 191 | 194 |
| Boca Raton | 961 | 666 | 212 | 421 | 749 | 245 |
| Deerfield Beach | 465 | 348 | 270 | 145 | 195 | 203 |
| Pompano Beach | 380 | 410 | 203 | 157 | 177 | 253 |
| Cypress Creek | 491 | 576 | 205 | 274 | 286 | 302 |
| Ft. Lauderdale | 334 | 678 | 173 | 331 | 161 | 347 |
| FLL at Dania Beach | 268 | 484 | 142 | 249 | 126 | 235 |
| Sherdan Street | 116 | 316 | 65 | 105 | 51 | 211 |
| Hollywood | 258 | 449 | 164 | 124 | 94 | 325 |
| Golden Glades | 87 | 532 | 52 | 178 | 35 | 354 |
| Opa-Locka | 46 | 293 | 29 | 145 | 17 | 148 |
| Metrorail Transfer | 32 | 1,324 | 18 | 845 | 14 | 479 |
| Hialeah Market | 0 | 763 | 0 | 445 | 0 | 318 |
| **Total** | **7,708** | **7,708** | **3,667** | **3,667** | **4,041** | **4,041** |

## Table 7 – 2013 Door Count Results - Directional Splits

| Total Boardings: 15,655 | | | |
|---|---|---|---|
| **Total AM Boarding: 7,773** | | **Total PM Boardings: 7,882** | |
| **AM Northbound** | **AM Southbound** | **PM Northbound** | **PM Southbound** |
| 4,106 | 3,667 | 3,841 | 4,041 |
| **AM Directional Split** | | **AM Directional Split** | |
| 53% | 47% | 49% | 51% |
| Total Northbound Boardings: 7,947 | | Total Southbound Boardings; 7,708 | |
| **AM Northbound** | **PM Northbound** | **AM Southbound** | **PM Southbound** |
| 4,106 | 3,841 | 3,667 | 4,041 |
| **Northbound Split AM/PM** | | **Southbound Split AM/PM** | |
| 52% | 48% | 46% | 54% |
| Northbound Peak Load: 368 | | Southbound Peak Load:336 | |
| Peak Load Point: Train 608 at Lake Worth | | Peak Load Point: Train 633 at West Palm Beach | |
| Heaviest NB train: 608 with 610 passengers | | Heaviest SB Train 633 with 612 passengers | |

Table 7 is a summary of the information that could be derived from the door counts. The data shows that during the morning period, the majority of trips are northbound (53% versus 47%). Interestingly, the peak load point in both directions occurs between Lake Worth and West Palm Beach Stations. The train carrying the heaviest volume of passengers in the AM period is train 608, which travels northbound departing Miami (Hialeah Market Station) at 6:33 and arriving in Mangonia Park at 7:55 in the morning. Similarly, the heaviest passenger volume in the PM is train 633, which travels southbound leaving Mangonia Park at 3:30 and arriving at Hialeah Market at 5:26 in the evening.

## Table 8 – 2013 Door Count Results - Stations Utilization

| **Heaviest AM Boardings** | | **Heaviest PM Boardings** | |
|---|---|---|---|
| Northbound | Southbound | Northbound | Southbound |
| Metrorail Transfer | West Palm Beach | Metrorail Transfer | West Palm Beach |
| 479 | 525 | 849 | 752 |
| **Heaviest AM Alightings** | | **Heaviest PM Alightings** | |
| Boca Raton | Metrorail | Lake Worth | Metrorail |
| 795 | 525 | 584 | 479 |

When Tables 8 and 9 are compared, it is interesting to note that while Boca Raton Station is the most heavily used station over the course of the day, it is only the most heavily used station for northbound AM alightings. This would indicate that the Boca Raton Station is heavily used throughout the day in

both directions. Being near each end of the corridor, West Palm Beach and Metrorail Transfer Stations are directional in their usage.

## Table 9 – Stations by Rank Order

| Rank # | Station | Total Boardings | % of Total Boardings |
|---|---|---|---|
| 1 | Boca Raton | 1,643 | 10% |
| 2 | Metrorail Transfer | 1,360 | 9% |
| 3 | West Palm Beach | 1,324 | 8% |
| 4 | Mangonia Park | 1,136 | 7% |
| 5 | Cypress Creek | 1,097 | 7% |
| 6 | Ft. Lauderdale | 1,005 | 6% |
| 7 | Lake Worth | 977 | 6% |
| 8 | Boynton Beach | 925 | 6% |
| 9 | Hialeah Market | 847 | 5% |
| 10 | Deerfield Beach | 822 | 5% |
| 11 | Pompano Beach | 819 | 5% |
| 12 | FLL at Dania Beach | 810 | 5% |
| 13 | Hollywood | 723 | 5% |
| 14 | Delray Beach | 704 | 4% |
| 15 | Golden Glades | 628 | 4% |
| 16 | Sheridan Street | 452 | 3% |
| 17 | Opa-locka | 383 | 2% |
| | **Total** | **15,655** | **100%** |

Table 9 shows the rank of stations by boardings. Boca Raton Station is ranked the highest station in the Tri-Rail system because the station is located with access to a large business center, a residential community, and near a university; this station has both trip generators as well as attractors and is busy all-day long, not just during the peak periods. The Metrorail Transfer Station, which dominated the system for years, has dropped to second place. Three of the top four "boardings" stations are in Palm Beach County.

# 6.0 DATA INPUT AND PROCESSING

## 6.1 Raw Data Input

A Microsoft Access electronic form was created from the survey instrument to compile and input the data collected from the survey into a central database. As a result of this form and accompanying data, a Microsoft Excel spreadsheet with all raw data was created. The data file was organized with rows representing separate surveys and columns organizing each question and the corresponding responses.

Comments provided by riders were also input into the database and should be considered for informational purposes by SFRTA.

## 6.2 Data Editing

After electronic input of the raw data into the database was complete, review of the preliminary data results were initiated and all raw data was cleaned for obvious errors. Inconsistent information, such as outliers and incomplete responses, were eliminated using logical observations.

# 7.0 DATA ANALYSIS

## 7.1 Trip Purpose and Access/Egress Modes

The following tables summarize questions that are essential to understanding the trip making patterns on Tri-Rail.

1. Q1: Origin Location
2. Q3: Access Mode
3. Q4: Boarding Location
4. Q5: Alighting Location
5. Q6: Egress Mode
6. Q8: Destination Location

## Table 10 – Trip Purpose to Tri-Rail by Origin Station

| Station | Work | Home | Shopping | Social/Rec | Airport | School(K-12) | College/Univ | Other | No Answer |
|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | 42 | 256 | 3 | 9 | 4 | 8 | 12 | 17 | 2 |
| West Palm Beach | 57 | 246 | 2 | 4 | 6 | 9 | 11 | 16 | 6 |
| Lake Worth | 52 | 284 | 1 | 5 | 3 | 14 | 14 | 7 | 8 |
| Boynton Beach | 30 | 300 | 2 | 7 | 2 | 29 | 5 | 9 | 5 |
| Delray Beach | 30 | 182 | 0 | 4 | 1 | 11 | 6 | 6 | 4 |
| Boca Raton | 29 | 160 | 0 | 2 | 2 | 23 | 54 | 5 | 6 |
| Deerfield Beach | 30 | 182 | 2 | 6 | 1 | 11 | 5 | 3 | 3 |
| Pompano Beach | 48 | 170 | 1 | 3 | 2 | 5 | 9 | 7 | 3 |
| Cypress Creek | 38 | 224 | 3 | 4 | 1 | 3 | 11 | 12 | 5 |
| Fort Lauderdale | 57 | 263 | 4 | 9 | 17 | 4 | 12 | 16 | 6 |
| FLL at Dania Beach | 21 | 86 | 1 | 6 | 29 | 0 | 9 | 8 | 0 |
| Sheridan Street | 25 | 140 | 1 | 3 | 0 | 1 | 2 | 6 | 1 |
| Hollywood | 48 | 225 | 1 | 2 | 6 | 2 | 3 | 7 | 3 |
| Golden Glades | 33 | 183 | 1 | 4 | 2 | 3 | 7 | 5 | 4 |
| Opa-locka | 31 | 85 | 0 | 3 | 2 | 0 | 4 | 3 | 4 |
| Metrorail Transfer | 40 | 146 | 0 | 7 | 6 | 4 | 11 | 21 | 3 |
| Hialeah Market/Miami Airport | 60 | 168 | 3 | 2 | 45 | 3 | 0 | 9 | 6 |

The majority of trips to Tri-Rail originate from the home. There are no specifically dominating areas. Seven stations provided over 200 passengers each morning coming from home and thirteen stations provided over 150 passengers.

## Table 11 – Mode of Access by Trip Purpose

| Mode | Work | Home | Shopping | Social/Rec | Airport | School(K-12) | College/Univ | Other | No Answer |
|---|---|---|---|---|---|---|---|---|---|
| Walking | 115 | 293 | 3 | 7 | 11 | 17 | 19 | 15 | 12 |
| Taxi | 27 | 81 | 8 | 9 | 13 | 0 | 0 | 13 | 5 |
| School Bus | 14 | 29 | 2 | 1 | 1 | 7 | 6 | 2 | 5 |
| Metrorail | 43 | 109 | 1 | 11 | 13 | 1 | 13 | 21 | 5 |
| Bike | 79 | 211 | 1 | 8 | 6 | 2 | 11 | 6 | 8 |
| Transit Bus | 123 | 423 | 6 | 13 | 8 | 10 | 68 | 25 | 14 |
| SFRTA Shuttle Bus | 52 | 83 | 2 | 4 | 71 | 3 | 13 | 11 | 7 |
| Drove and Parked | 190 | 1,229 | 7 | 16 | 15 | 11 | 35 | 25 | 21 |
| Dropped Off | 157 | 969 | 6 | 33 | 20 | 82 | 35 | 54 | 22 |
| Other | 28 | 102 | 0 | 4 | 3 | 5 | 6 | 9 | 2 |

The vast majority of the home-based trip uses an automobile to access Tri-Rail. 26% of all the work trips accessed Tri-Rail by transit (Metrorail, SFRTA Shuttle and Transit Bus) and 17% of all of the home-based trips accessed Tri-Rail by transit. It must be noted that there is a high percentage of bike and pedestrian

access for the home to Tri-Rail trip, even though a part of these trips are coordinated with connecting transit.

## Table 12 – Mode of Access to Stations

| Station | Walking | Taxi | School Bus | Metrorail | Transit Bus | SFRTA Shuttle Bus | Drove and Parked | Dropped Off | Bike | Other | No Answer | Blank | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | 32 | 12 | 5 | 3 | 28 | 3 | 158 | 111 | 20 | 10 | 7 | 2 | 391 |
| West Palm Beach | 46 | 9 | 8 | 5 | 63 | 8 | 107 | 110 | 21 | 10 | 4 | 2 | 393 |
| Lake Worth | 58 | 11 | 2 | 2 | 36 | 4 | 103 | 114 | 39 | 12 | 27 | 4 | 412 |
| Boynton Beach | 25 | 4 | 1 | 1 | 18 | 2 | 133 | 166 | 22 | 13 | 19 | 2 | 406 |
| Delray Beach | 18 | 3 | 1 | 2 | 31 | 5 | 52 | 103 | 22 | 4 | 15 | 0 | 256 |
| Boca Raton | 17 | 6 | 10 | 5 | 47 | 10 | 69 | 103 | 20 | 6 | 8 | 0 | 301 |
| Deerfield Beach | 27 | 9 | 1 | 3 | 13 | 3 | 98 | 68 | 18 | 9 | 9 | 1 | 259 |
| Pompano Beach | 27 | 5 | 6 | 1 | 51 | 7 | 70 | 71 | 23 | 6 | 5 | 1 | 273 |
| Cypress Creek | 23 | 8 | 3 | 3 | 53 | 21 | 109 | 65 | 21 | 8 | 19 | 2 | 335 |
| Fort Lauderdale | 21 | 15 | 4 | 5 | 79 | 31 | 104 | 92 | 19 | 11 | 22 | 2 | 405 |
| FLL at Dania Beach | 9 | 2 | 1 | 0 | 25 | 32 | 58 | 19 | 7 | 7 | 6 | 1 | 167 |
| Sheridan Street | 17 | 3 | 1 | 2 | 6 | 2 | 96 | 30 | 11 | 11 | 8 | 1 | 188 |
| Hollywood | 47 | 7 | 1 | 1 | 43 | 5 | 75 | 93 | 9 | 27 | 12 | 1 | 321 |
| Golden Glades | 11 | 7 | 2 | 2 | 63 | 8 | 80 | 56 | 6 | 5 | 13 | 0 | 253 |
| Opa-locka | 24 | 7 | 0 | 7 | 28 | 10 | 34 | 31 | 5 | 6 | 3 | 0 | 155 |
| Metrorail Transfer | 12 | 4 | 5 | 107 | 18 | 5 | 25 | 49 | 17 | 7 | 13 | 0 | 262 |
| Hialeah Market/Miami Airport | 22 | 17 | 1 | 11 | 15 | 50 | 111 | 43 | 15 | 8 | 16 | 2 | 311 |
| Total | 436 | 129 | 52 | 160 | 617 | 206 | 1,482 | 1,324 | 295 | 160 | 206 | 21 | 5,088 |

As a mode of access, the automobile dominance is even more prominent in the northern half of the corridor. Access to Tri-Rail stations by transit is fairly evenly distributed, with the Metrorail Transfer and the Fort Lauderdale Stations having the largest number of transit trips.

## Table 13 – Mode of Egress by Station

| Station | Walking | Taxi | School Bus | Metrorail | Transit Bus | SFRTA Shuttle Bus | Drove and Parked | Dropped Off | Bike | Other | No Answer | Blank | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | 20 | 9 | 97 | 0 | 36 | 5 | 52 | 85 | 12 | 21 | 25 | 2 | 364 |
| West Palm Beach | 174 | 20 | 5 | 1 | 62 | 6 | 49 | 77 | 17 | 21 | 38 | 3 | 473 |
| Lake Worth | 36 | 5 | 16 | 2 | 28 | 21 | 19 | 30 | 17 | 4 | 8 | 2 | 188 |
| Boynton Beach | 40 | 4 | 8 | 2 | 28 | 3 | 19 | 30 | 11 | 2 | 11 | 0 | 158 |
| Delray Beach | 41 | 8 | 1 | 1 | 47 | 15 | 16 | 38 | 17 | 10 | 6 | 1 | 201 |
| Boca Raton | 107 | 3 | 27 | 6 | 281 | 243 | 48 | 72 | 51 | 17 | 30 | 1 | 886 |
| Deerfield Beach | 74 | 3 | 1 | 0 | 17 | 32 | 25 | 31 | 18 | 0 | 5 | 1 | 207 |
| Pompano Beach | 44 | 4 | 4 | 4 | 48 | 20 | 23 | 34 | 23 | 2 | 12 | 3 | 221 |
| Cypress Creek | 110 | 2 | 5 | 2 | 37 | 116 | 34 | 78 | 27 | 9 | 12 | 1 | 433 |
| Fort Lauderdale | 32 | 7 | 5 | 5 | 99 | 110 | 26 | 42 | 16 | 8 | 15 | 3 | 368 |
| FLL at Dania Beach | 17 | 1 | 3 | 2 | 34 | 58 | 25 | 18 | 8 | 6 | 3 | 1 | 176 |
| Sheridan Street | 18 | 1 | 0 | 0 | 20 | 16 | 10 | 22 | 4 | 3 | 2 | 0 | 96 |
| Hollywood | 34 | 4 | 1 | 8 | 28 | 6 | 20 | 24 | 17 | 3 | 6 | 1 | 152 |
| Golden Glades | 8 | 6 | 1 | 2 | 45 | 2 | 19 | 27 | 6 | 3 | 3 | 2 | 124 |
| Opa-locka | 14 | 2 | 1 | 2 | 42 | 9 | 7 | 18 | 5 | 1 | 2 | 2 | 105 |
| Metrorail Transfer | 48 | 3 | 2 | 241 | 26 | 6 | 24 | 29 | 15 | 21 | 11 | 4 | 430 |
| Hialeah Market/Miami Airport | 30 | 10 | 1 | 20 | 46 | 102 | 68 | 29 | 11 | 8 | 14 | 0 | 339 |
| Total | 847 | 92 | 178 | 298 | 924 | 770 | 484 | 684 | 275 | 139 | 203 | 27 | 4,921 |

The three stations with the highest number of walk egress modes are all relatively high density areas and include West Palm Beach, Cypress Creek and Boca Raton. Note that Boca Raton and Cypress Creek are not historic downtowns, but are suburban centers where the Tri-Rail station is in the center of the development. The termini stations of Mangonia Park and Hialeah Market/Miami Airport have the highest number of 'Parked Car' as a mode of egress from Tri-Rail. Boca Raton clearly has the highest number of passengers using transit to leave the Tri-Rail station. The SFRTA shuttles are the most effective at distributing trips from Boca Raton, Cypress Creek, Fort Lauderdale and Hialeah Market/Miami Airport Stations.

## Table 14 – Trip Purpose from Tri-Rail by Station

| Station | Work | Home | Shopping | Social/Rec | Airport | School(K-12) | College/Univ | Other | No Answer |
|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | 118 | 74 | 3 | 9 | 1 | 112 | 8 | 21 | 9 |
| West Palm Beach | 177 | 86 | 1 | 8 | 4 | 117 | 14 | 27 | 15 |
| Lake Worth | 59 | 46 | 1 | 1 | 1 | 39 | 10 | 12 | 10 |
| Boynton Beach | 71 | 39 | 3 | 9 | 0 | 16 | 1 | 6 | 6 |
| Delray Beach | 113 | 37 | 1 | 7 | 0 | 10 | 3 | 9 | 11 |
| Boca Raton | 424 | 102 | 3 | 4 | 0 | 34 | 233 | 15 | 25 |
| Deerfield Beach | 134 | 36 | 0 | 4 | 0 | 5 | 2 | 11 | 5 |
| Pompano Beach | 135 | 41 | 1 | 8 | 1 | 3 | 5 | 12 | 9 |
| Cypress Creek | 302 | 60 | 3 | 3 | 0 | 5 | 9 | 15 | 18 |
| Fort Lauderdale | 184 | 73 | 7 | 9 | 19 | 8 | 29 | 15 | 12 |
| FLL at Dania Beach | 79 | 26 | 0 | 0 | 34 | 3 | 19 | 1 | 8 |
| Sheridan Street | 60 | 14 | 0 | 4 | 1 | 0 | 2 | 7 | 3 |
| Hollywood | 76 | 30 | 3 | 3 | 4 | 3 | 6 | 8 | 8 |
| Golden Glades | 52 | 38 | 3 | 2 | 1 | 7 | 5 | 3 | 3 |
| Opa-locka | 40 | 23 | 1 | 2 | 1 | 1 | 23 | 2 | 4 |
| Metrorail Transfer | 212 | 64 | 10 | 19 | 6 | 3 | 38 | 41 | 21 |
| Hialeah Market/Miami Airport | 151 | 43 | 4 | 13 | 83 | 1 | 7 | 15 | 8 |

50% of all Tri-Rail trips terminate at work locations. Boca Raton, Cypress Creek, Metrorail Transfer and West Palm Beach stations dominate the work destinations. There are a large number of trips that terminate at the Boca Raton Station that are bound for the college/university. The college/university trip is recommended to be focused on for future planning efforts.

## Table 15 – Mode of Egress by Trip Purpose

| Mode | Work | Home | Shopping | Social/Rec | Airport | School(K-12) | College/Univ | Other | No Answer |
|---|---|---|---|---|---|---|---|---|---|
| **Walking** | 516 | 142 | 9 | 16 | 18 | 118 | 22 | 26 | 45 |
| **Taxi** | 33 | 30 | 4 | 11 | 9 | 3 | 0 | 8 | 8 |
| **School Bus** | 17 | 25 | 0 | 1 | 0 | 115 | 16 | 1 | 11 |
| **Metrorail** | 179 | 51 | 12 | 20 | 8 | 2 | 34 | 27 | 13 |
| **Bike** | 210 | 41 | 2 | 9 | 3 | 6 | 17 | 9 | 12 |
| **Transit Bus** | 434 | 196 | 10 | 12 | 26 | 33 | 224 | 31 | 39 |
| **SFRTA Shuttle Bus** | 509 | 98 | 1 | 5 | 82 | 9 | 74 | 17 | 31 |
| **Parked Car** | 287 | 145 | 2 | 5 | 12 | 16 | 20 | 14 | 21 |
| **Picked Up** | 305 | 175 | 14 | 37 | 11 | 54 | 23 | 73 | 39 |
| **Other** | 87 | 13 | 0 | 4 | 9 | 7 | 5 | 15 | 8 |

Walking and the SFRTA shuttle are the dominant modes of egress for the work trip from the Tri-Rail stations. The various county transit buses place an important role in distributing trips from Tri-Rail.

## 7.2 Origin/Destination Methodology

In order to forecast daily origins and destinations between station pairs, two known pieces of data were used. The daily door counts represent 100% of the total number of boardings and alightings at each station. Of the 5,175 surveys returned, there were 4,324 surveys with usable station pairs or 83% of all the surveys. Tables 16 and 17 show the origin-destination pairs for all of the returned surveys, with Table 16 representing the survey data for southbound origin-destination pairs and Table 17 representing the northbound origin-destination pairs. Surveys were taken from 4:00 am to 3:00 pm and represent the entire AM period and a small percentage of the PM period.

The next step in projecting the pairs was to populate the PM portions of the tables. The assumption for trip tables is that the PM is the mirror image of the AM table. Therefore, Table 18 would show the Southbound AM trips and Northbound PM trips and likewise Table 19 would show the Northbound AM and the Southbound PM trips. The raw survey data was used to populate the empty cells – for example the trips made between Mangonia Park and West Palm Beach (Southbound) in the AM would be reversed in the PM between West Palm Beach to Mangonia Park, so that Column 1 in each case is the mirror of Row 1 all of the way across both tables.

The next step in the methodology was to grow the all-day origin-destination raw data to represent an estimation of the total all-day origin-destination pairs. The door counts by direction for both the AM and PM were used for the control totals for the projected origin-destination pairs. The rows and columns were added for each origin-destination pair and compared to the boardings and alightings for the stations; a factor was developed to grow the survey data and to match the actual door counts. The door counts were used to control the number of trips originating or ending at any one station, and the surveys were used to distribute the pairing between the stations. The following tables show how the growth factors were developed for both AM and PM station boardings and alightings.

## Table 16 – Development of Expansion Factors (Southbound)

| Station | Southbound AM | | | Southbound PM | | |
|---|---|---|---|---|---|---|
| | Boardings | Station O/D | Factor | Alightings | Station O/D | Factor |
| Mangonia Park | 451 | 322 | 1.40 | 0 | 0 | |
| West Palm Beach | 549 | 334 | 1.69 | 44 | 4 | |
| Lake Worth | 555 | 314 | 1.85 | 152 | 56 | 2.71 |
| Boynton Beach | 413 | 262 | 1.66 | 220 | 123 | 1.78 |
| Delray Beach | 267 | 158 | 1.92 | 190 | 96 | 1.98 |
| Boca Raton | 232 | 192 | 1.98 | 236 | 139 | 1.70 |
| Deerfield Beach | 281 | 132 | 2.38 | 196 | 96 | 1.70 |
| Pompano Beach | 212 | 107 | 2.41 | 233 | 136 | 1.71 |
| Cypress Creek | 213 | 142 | 1.92 | 296 | 172 | 1.72 |
| Ft. Lauderdale | 184 | 135 | 1.70 | 330 | 225 | 1.46 |
| FLL at Dania Beach | 151 | 71 | 2.96 | 225 | 94 | 2.39 |
| Sheridan Street | 67 | 39 | 1.86 | 202 | 133 | 1.52 |
| Hollywood | 171 | 92 | 2.08 | 310 | 193 | 1.60 |
| Golden Glades | 52 | 26 | 3.46 | 339 | 218 | 1.55 |
| Opa-locka | 29 | 13 | 5.80 | 147 | 113 | 1.30 |
| Metrorail Transfer | 20 | 24 | | 442 | 193 | 2.29 |
| Miami Airport | 0 | 23 | | 299 | 269 | 1.11 |

## Table 17 – Development of Expansion Factors (Northbound)

| Station | Northbound AM | | | Northbound PM | | |
|---|---|---|---|---|---|---|
| | Boardings | Station O/D | Factor | Alightings | Station O/D | Factor |
| Miami Airport | 399 | 269 | 1.48 | 0 | 23 | |
| Metrorail Transfer | 542 | 193 | 2.81 | 12 | 24 | 0.50 |
| Opa-locka | 163 | 113 | 1.44 | 18 | 13 | 1.38 |
| Golden Glades | 379 | 218 | 1.74 | 67 | 26 | 2.57 |
| Hollywood | 301 | 193 | 1.56 | 132 | 92 | 1.43 |
| Sheridan Street | 226 | 133 | 1.70 | 66 | 39 | 1.69 |
| FLL at Dania Beach | 272 | 94 | 2.89 | 147 | 71 | 2.10 |
| Ft. Lauderdale | 378 | 225 | 1.68 | 170 | 135 | 1.26 |
| Cypress Creek | 347 | 172 | 2.02 | 212 | 142 | 1.49 |
| Pompano Beach | 274 | 136 | 2.01 | 198 | 107 | 1.85 |
| Deerfield Beach | 205 | 96 | 2.13 | 267 | 132 | 2.02 |
| Boca Raton | 299 | 139 | 2.15 | 133 | 197 | 0.67 |
| Delray Beach | 192 | 96 | 2.00 | 213 | 158 | 1.34 |
| Boynton Beach | 275 | 123 | 2.83 | 451 | 262 | 1.72 |
| Lake Worth | 111 | 56 | 1.98 | 553 | 314 | 1.76 |
| West Palm Beach | 17 | 4 | 4.25 | 503 | 334 | 1.50 |
| Mangonia Park | 0 | 0 | | 425 | 322 | 1.31 |

**Table 18 – Origin-Destination Pairs (Southbound AM)**

| ORIGIN STATION \ DESTINATION STATION (SOUTHBOUND AM) | Mangonia Park | West Palm Beach | Lake Worth | Boynton Beach | Delray Beach | Boca Raton | Deerfield Beach | Pompano Beach | Cypress Creek | Ft. Lauderdale | FLL at Dania Beach | Sheridan Street | Hollywood | Golden Glades | Opa-Locka | Metrorail Transfer | Hialeah Market |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | | 10 | 14 | 14 | 19 | 75 | 14 | 19 | 31 | 27 | 20 | 3 | 10 | 11 | 8 | 24 | 23 |
| West Palm Beach | | | 15 | 16 | 15 | 88 | 13 | 14 | 28 | 29 | 19 | 9 | 13 | 9 | 7 | 25 | 24 |
| Lake Worth | | | | 9 | 18 | 74 | 14 | 21 | 31 | 34 | 15 | 7 | 10 | 12 | 7 | 31 | 17 |
| Boynton Beach | | | | | 4 | 51 | 17 | 13 | 38 | 37 | 21 | 10 | 7 | 3 | 6 | 30 | 11 |
| Delray Beach | | | | | | 10 | 9 | 8 | 25 | 26 | 9 | 5 | 7 | 7 | 6 | 15 | 12 |
| Boca Raton | | | | | | | 2 | 6 | 9 | 29 | 14 | 4 | 10 | 11 | 1 | 18 | 13 |
| Deerfield Beach | | | | | | | | 1 | 7 | 17 | 14 | 7 | 7 | 7 | 6 | 32 | 20 |
| Pompano Beach | | | | | | | | | 6 | 9 | 12 | 8 | 3 | 7 | 3 | 18 | 22 |
| Cypress Creek | | | | | | | | | | 7 | 6 | 4 | 3 | 8 | 9 | 51 | 23 |
| Ft. Lauderdale | | | | | | | | | | | 0 | 2 | 6 | 11 | 18 | 48 | 23 |
| FLL at Dania Beach | | | | | | | | | | | | 1 | 4 | 4 | 4 | 15 | 23 |
| Sheridan Street | | | | | | | | | | | | | 1 | 1 | 4 | 16 | 14 |
| Hollywood | | | | | | | | | | | | | | 5 | 4 | 38 | 35 |
| Golden Glades | | | | | | | | | | | | | | | 1 | 8 | 6 |
| Opa-Locka | | | | | | | | | | | | | | | | 2 | 3 |
| Metrorail Transfer | | | | | | | | | | | | | | | | | 0 |
| Hialeah Market | | | | | | | | | | | | | | | | | |

**Table 19 – Origin-Destination Pairs (Northbound AM)**

| ORIGIN STATION \ DESTINATION STATION | Mangonia Park | West Palm Beach | Lake Worth | Boynton Beach | Delray Beach | Boca Raton | Deerfield Beach | Pompano Beach | Cypress Creek | Ft. Lauderdale | FLL at Dania Beach | Sheridan Street | Hollywood | Golden Glades | Opa-Locka | Metrorail Transfer | Hialeah Market |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | | | | | | | | | | | | | | | | | |
| West Palm Beach | 4 | | | | | | | | | | | | | | | | |
| Lake Worth | 33 | 23 | | | | | | | | | | | | | | | |
| Boynton Beach | 58 | 58 | 7 | | | | | | | | | | | | | | |
| Delray Beach | 37 | 42 | 12 | 5 | | | | | | | | | | | | | |
| Boca Raton | 44 | 63 | 22 | 8 | 2 | | | | | | | | | | | | |
| Deerfield Beach | 22 | 37 | 15 | 5 | 6 | 11 | | | | | | | | | | | |
| Pompano Beach | 19 | 26 | 20 | 10 | 18 | 41 | 2 | | | | | | | | | | |
| Cypress Creek | 22 | 25 | 14 | 11 | 13 | 73 | 12 | 2 | | | | | | | | | |
| Ft. Lauderdale | 26 | 26 | 8 | 19 | 15 | 98 | 17 | 7 | 9 | | | | | | | | |
| FLL at Dania Beach | 6 | 9 | 7 | 4 | 5 | 35 | 9 | 6 | 13 | 0 | | | | | | | |
| Sheridan Street | 10 | 10 | 3 | 5 | 8 | 59 | 12 | 6 | 19 | 1 | 0 | | | | | | |
| Hollywood | 13 | 21 | 7 | 8 | 12 | 64 | 16 | 13 | 31 | 7 | 0 | 1 | | | | | |
| Golden Glades | 11 | 16 | 6 | 3 | 9 | 57 | 16 | 27 | 39 | 21 | 5 | 2 | 6 | | | | |
| Opa-Locka | 3 | 6 | 1 | 3 | 7 | 21 | 4 | 15 | 26 | 13 | 3 | 3 | 5 | 3 | | | |
| Metrorail Transfer | 10 | 6 | 7 | 6 | 6 | 22 | 7 | 25 | 39 | 26 | 13 | 8 | 15 | 2 | 1 | | |
| Hialeah Market | 19 | 34 | 9 | 8 | 19 | 26 | 19 | 15 | 49 | 23 | 16 | 7 | 15 | 6 | 2 | 2 | |

NORTHBOUND AM

**Table 20 – Origin-Destination Pairs (Southbound AM and Northbound PM trips)**

| ORIGIN STATION | DESTINATION STATION | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Mangonia Park | West Palm Beach | Lake Worth | Boynton Beach | Delray Beach | Boca Raton | Deerfield Beach | Pompano Beach | Cypress Creek | Ft. Lauderdale | FLL at Dania Beach | Sheridan Street | Hollywood | Golden Glades | Opa-Locka | Metrorail Transfer | Hialeah Market |
| Mangonia Park | | 14 | 20 | 20 | 27 | 105 | 20 | 27 | 43 | 38 | 28 | 4 | 14 | 15 | 11 | 34 | 32 |
| West Palm Beach | 15 | | 25 | 27 | 25 | 149 | 22 | 24 | 47 | 49 | 32 | 15 | 22 | 15 | 12 | 42 | 41 |
| Lake Worth | 20 | 26 | | 17 | 33 | 137 | 26 | 39 | 57 | 63 | 28 | 13 | 19 | 22 | 13 | 57 | 31 |
| Boynton Beach | 20 | 27 | 17 | | 7 | 85 | 28 | 22 | 63 | 61 | 35 | 17 | 12 | 5 | 10 | 50 | 18 |
| Delray Beach | 28 | 26 | 35 | 7 | | 19 | 17 | 15 | 48 | 50 | 17 | 10 | 13 | 13 | 12 | 29 | 23 |
| Boca Raton | 110 | 152 | 143 | 96 | 16 | | 4 | 12 | 18 | 57 | 28 | 8 | 20 | 22 | 2 | 36 | 26 |
| Deerfield Beach | 20 | 22 | 27 | 32 | 14 | 3 | | 2 | 17 | 40 | 33 | 17 | 17 | 17 | 14 | 76 | 48 |
| Pompano Beach | 28 | 24 | 41 | 24 | 13 | 8 | 2 | | 14 | 22 | 29 | 19 | 7 | 17 | 7 | 43 | 53 |
| Cypress Creek | 45 | 48 | 60 | 71 | 40 | 12 | 16 | 14 | | 13 | 12 | 8 | 6 | 15 | 17 | 98 | 44 |
| Ft. Lauderdale | 39 | 50 | 66 | 69 | 41 | 38 | 40 | 22 | 14 | | 0 | 3 | 10 | 19 | 31 | 82 | 39 |
| FLL at Dania Beach | 29 | 33 | 29 | 39 | 14 | 18 | 32 | 29 | 12 | 1 | | 3 | 12 | 12 | 12 | 44 | 68 |
| Sheridan Street | 4 | 15 | 13 | 19 | 8 | 5 | 16 | 19 | 8 | 3 | 3 | | 2 | 2 | 7 | 30 | 26 |
| Hollywood | 15 | 22 | 19 | 13 | 11 | 13 | 16 | 7 | 6 | 10 | 12 | 2 | | 10 | 8 | 79 | 73 |
| Golden Glades | 16 | 15 | 23 | 56 | 11 | 14 | 16 | 17 | 16 | 18 | 12 | 2 | 8 | | 3 | 28 | 21 |
| Opa-Locka | 12 | 12 | 13 | 11 | 9 | 1 | 14 | 7 | 18 | 30 | 12 | 7 | 8 | 5 | | 12 | 17 |
| Metrorail Transfer | 35 | 43 | 60 | 56 | 24 | 23 | 75 | 43 | 104 | 81 | 45 | 29 | 63 | 37 | 8 | | 20 |
| Hialeah Market | 34 | 41 | 33 | 20 | 19 | 17 | 47 | 53 | 47 | 39 | 69 | 25 | 58 | 28 | 12 | 12 | |

NORTHBOUND PM

SOUTHBOUND AM

**Table 21 – Origin-Destination Pairs (Northbound AM and Southbound PM trips)**

| ORIGIN STATION | DESTINATION STATION | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Mangonia Park | West Palm Beach | Lake Worth | Boynton Beach | Delray Beach | Boca Raton | Deerfield Beach | Pompano Beach | Cypress Creek | Ft. Lauderdale | FLL at Dania Beach | Sheridan Street | Hollywood | Golden Glades | Opa-Locka | Metrorail Transfer | Hialeah Market |
| Mangonia Park | | 44 | 92 | 106 | 75 | 77 | 46 | 34 | 38 | 40 | 10 | 11 | 21 | 14 | 4 | 25 | 22 |
| West Palm Beach | 17 | | 64 | 106 | 85 | 111 | 77 | 47 | 44 | 40 | 16 | 11 | 33 | 21 | 8 | 15 | 40 |
| Lake Worth | 65 | 46 | | 13 | 24 | 38 | 31 | 36 | 24 | 12 | 12 | 3 | 11 | 8 | 1 | 17 | 11 |
| Boynton Beach | 129 | 129 | 16 | | 10 | 14 | 10 | 18 | 19 | 29 | 7 | 5 | 13 | 4 | 4 | 15 | 9 |
| Delray Beach | 74 | 84 | 24 | 10 | | 3 | 13 | 32 | 22 | 23 | 9 | 9 | 19 | 12 | 9 | 15 | 22 |
| Boca Raton | 95 | 135 | 47 | 17 | 4 | | 23 | 74 | 128 | 151 | 61 | 65 | 102 | 74 | 27 | 54 | 31 |
| Deerfield Beach | 47 | 79 | 32 | 11 | 13 | 23 | | 4 | 21 | 26 | 16 | 13 | 25 | 21 | 5 | 17 | 22 |
| Pompano Beach | 38 | 52 | 40 | 20 | 36 | 82 | 4 | | 3 | 11 | 10 | 7 | 21 | 35 | 19 | 62 | 18 |
| Cypress Creek | 44 | 51 | 28 | 22 | 26 | 147 | 24 | 4 | | 14 | 23 | 21 | 51 | 51 | 34 | 96 | 58 |
| Ft. Lauderdale | 44 | 44 | 13 | 32 | 25 | 165 | 29 | 12 | 15 | | 0 | 1 | 11 | 27 | 17 | 64 | 27 |
| FLL at Dania Beach | 17 | 26 | 20 | 12 | 14 | 101 | 26 | 17 | 38 | 0 | | 0 | 1 | 10 | 4 | 32 | 19 |
| Sheridan Street | 17 | 17 | 5 | 9 | 14 | 100 | 20 | 10 | 32 | 2 | 0 | | 2 | 2 | 4 | 20 | 9 |
| Hollywood | 20 | 33 | 11 | 12 | 19 | 100 | 25 | 20 | 48 | 11 | 0 | 2 | | 8 | 6 | 37 | 18 |
| Golden Glades | 19 | 28 | 10 | 5 | 16 | 99 | 28 | 47 | 68 | 37 | 9 | 3 | 10 | | 4 | 5 | 7 |
| Opa-Locka | 4 | 9 | 1 | 4 | 10 | 30 | 6 | 22 | 37 | 19 | 4 | 4 | 7 | 4 | | 2 | 2 |
| Metrorail Transfer | 28 | 17 | 20 | 17 | 17 | 62 | 20 | 70 | 110 | 73 | 37 | 22 | 42 | 6 | 3 | | 2 |
| Hialeah Market | 28 | 50 | 13 | 12 | 28 | 38 | 28 | 22 | 73 | 34 | 24 | 10 | 22 | 9 | 3 | 3 | |

NORTHBOUND AM

SOUTHBOUND PM

**Table 22 – Origin-Destination Pairs (Combined)**

| ORIGIN STATION \ DESTINATION STATION | Mangonia Park | West Palm Beach | Lake Worth | Boynton Beach | Delray Beach | Boca Raton | Deerfield Beach | Pompano Beach | Cypress Creek | Ft. Lauderdale | FLL at Dania Beach | Sheridan Street | Hollywood | Golden Glades | Opa-Locka | Metrorail Transfer | Hialeah Market | TOTAL SOUTHBOUND |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | | 58 | 112 | 126 | 102 | 182 | 66 | 61 | 81 | 78 | 38 | 15 | 35 | 29 | 15 | 59 | 54 | |
| West Palm Beach | 32 | | 89 | 133 | 110 | 260 | 99 | 71 | 91 | 89 | 48 | 26 | 55 | 36 | 20 | 57 | 81 | |
| Lake Worth | 85 | 72 | | 30 | 57 | 175 | 57 | 75 | 81 | 75 | 40 | 16 | 30 | 30 | 14 | 74 | 42 | |
| Boynton Beach | 149 | 156 | 33 | | 17 | 99 | 38 | 40 | 82 | 90 | 42 | 22 | 25 | 9 | 14 | 65 | 27 | |
| Delray Beach | 102 | 110 | 59 | 17 | | 22 | 30 | 47 | 70 | 73 | 26 | 19 | 32 | 25 | 21 | 44 | 45 | |
| Boca Raton | 205 | 287 | 190 | 113 | 20 | | 27 | 86 | 146 | 208 | 89 | 73 | 122 | 96 | 29 | 90 | 57 | |
| Deerfield Beach | 67 | 101 | 59 | 43 | 27 | 26 | | 6 | 38 | 66 | 49 | 30 | 42 | 38 | 19 | 93 | 70 | |
| Pompano Beach | 66 | 76 | 81 | 44 | 49 | 90 | 6 | | 17 | 33 | 39 | 26 | 28 | 52 | 26 | 105 | 71 | |
| Cypress Creek | 89 | 99 | 88 | 93 | 66 | 159 | 40 | 18 | | 27 | 35 | 29 | 57 | 66 | 51 | 194 | 102 | |
| Ft. Lauderdale | 83 | 94 | 79 | 101 | 66 | 203 | 69 | 34 | 29 | | 0 | 4 | 21 | 46 | 48 | 146 | 66 | |
| FLL at Dania Beach | 46 | 59 | 49 | 51 | 28 | 119 | 58 | 46 | 50 | 1 | | 3 | 13 | 22 | 16 | 76 | 87 | |
| Sheridan Street | 21 | 32 | 18 | 28 | 22 | 105 | 36 | 29 | 40 | 5 | 3 | | 4 | 4 | 11 | 50 | 35 | |
| Hollywood | 35 | 55 | 30 | 25 | 30 | 113 | 41 | 27 | 54 | 21 | 12 | 4 | | 18 | 14 | 116 | 91 | |
| Golden Glades | 35 | 43 | 33 | 61 | 27 | 113 | 44 | 64 | 84 | 55 | 21 | 5 | 18 | | 7 | 33 | 28 | |
| Opa-Locka | 16 | 21 | 14 | 15 | 19 | 31 | 20 | 29 | 55 | 49 | 16 | 11 | 15 | 9 | | 14 | 19 | |
| Metrorail Transfer | 63 | 60 | 80 | 73 | 41 | 85 | 95 | 113 | 214 | 154 | 82 | 51 | 105 | 43 | 11 | | 22 | |
| Hialeah Market | 62 | 91 | 46 | 32 | 47 | 55 | 75 | 75 | 120 | 73 | 93 | 35 | 80 | 37 | 15 | 15 | | |
| TOTAL NORTHBOUND | | | | | | | | | | | | | | | | | | |

The expansion factors were then multiplied by the raw origin-destination pairs in Table 16 and 17 above to produce the directional origin and destination pairs shown in Tables 18 and 19, which were finally merged to produce one origin-destination table (Table 22). It shows that the top three origin-destination pairs are Metrorail Transfer to Cypress Creek, Ft. Lauderdale to Boca Raton and West Palm Beach to Boca Raton.

## 7.3 Origin/Destination Results

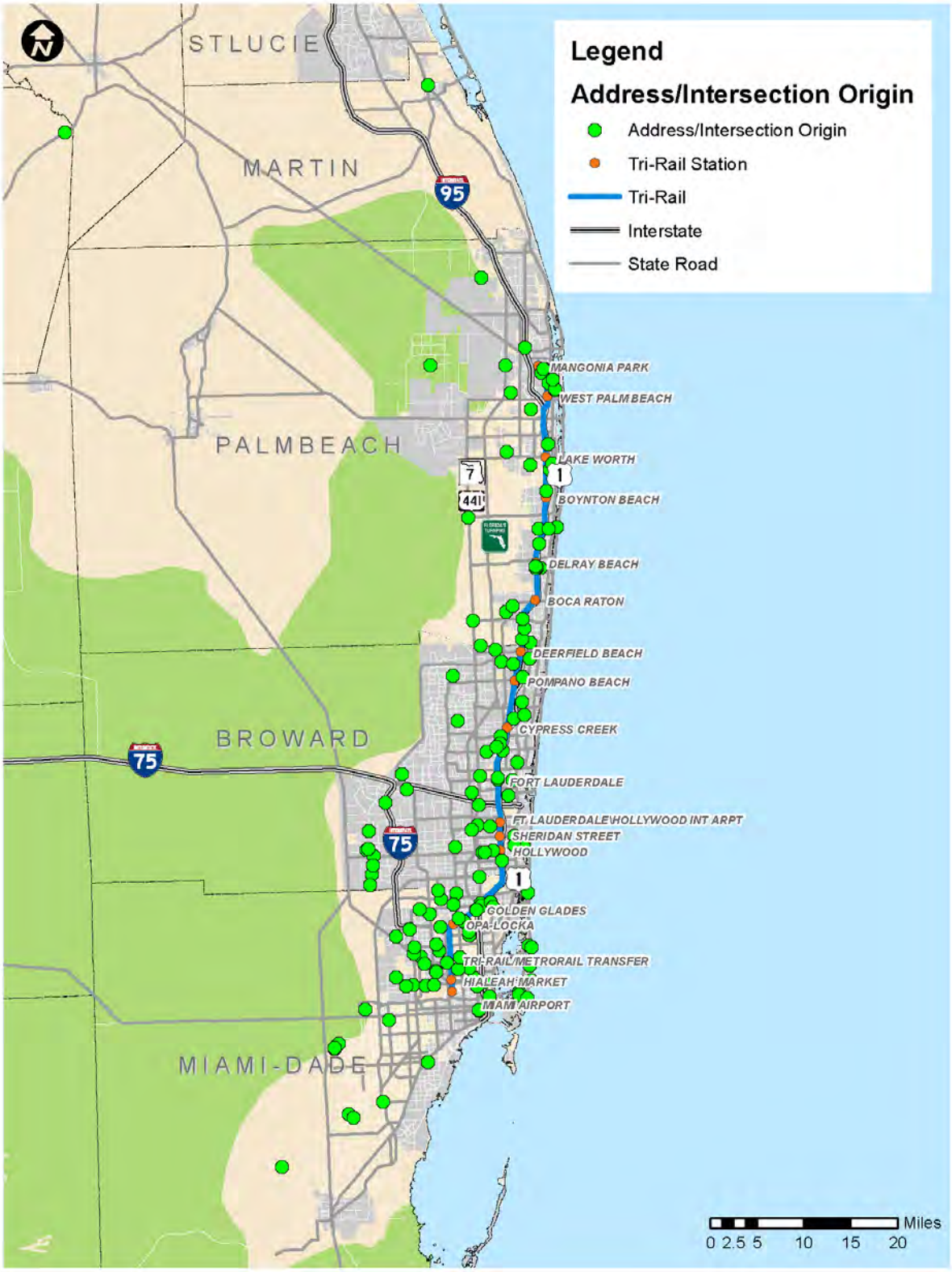
The survey instrument allowed the passengers to respond to the origin/destination question in three different manners:

1. To provide an exact address and intersection location
2. To identify a city of origin/destination, or
3. To provide a zip code of origin/destination

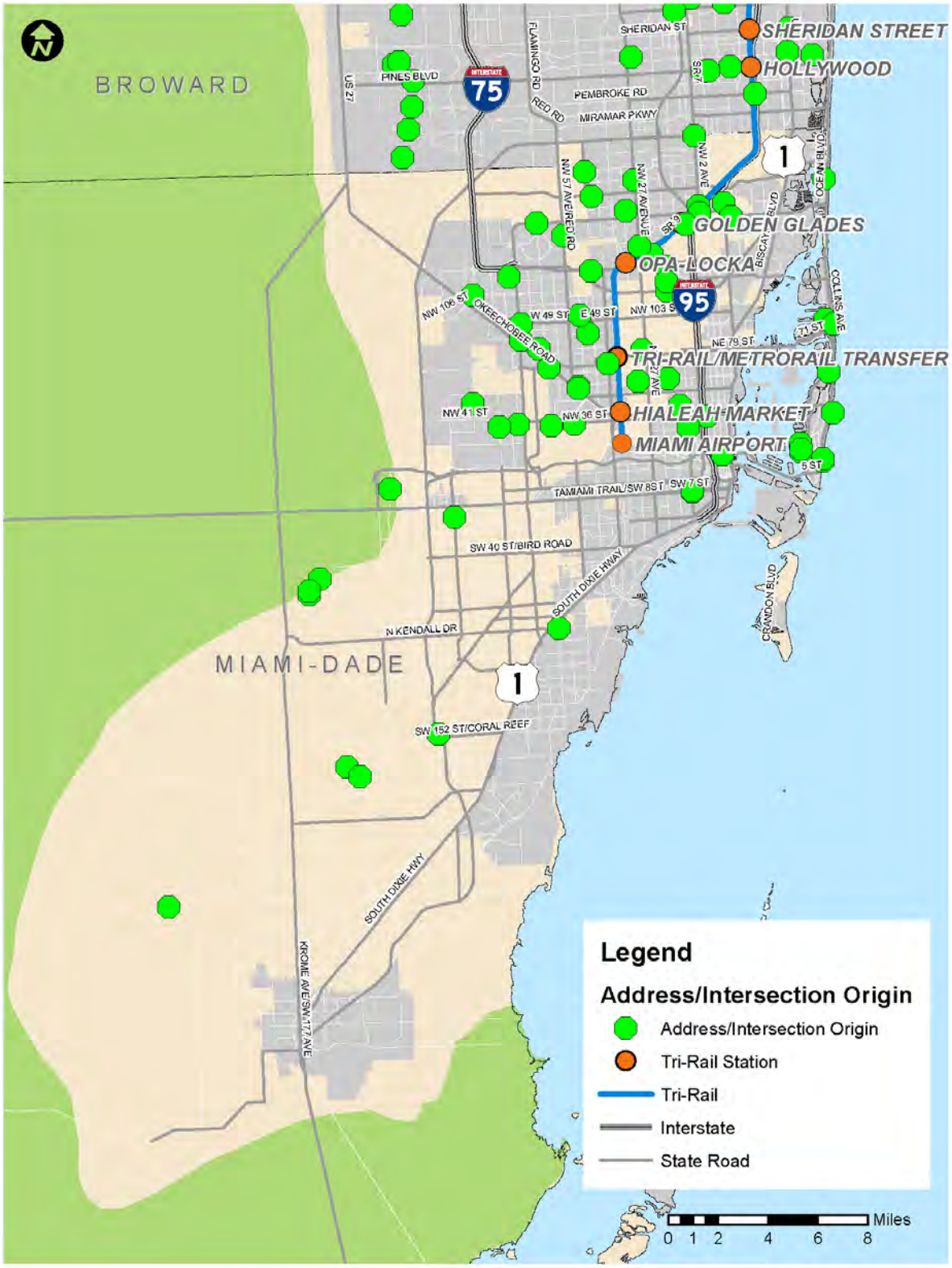
In order to maximize the amount of usable data, all three responses were utilized and provided in the following graphics. Each data source is presented first in a three county regional map, then provided on an individual county map, and finally provided separately for origins and destinations.

Question 14 of the survey asked Tri-Rail riders 'I live in zip code'. This question was used to produce an additional map of origins.

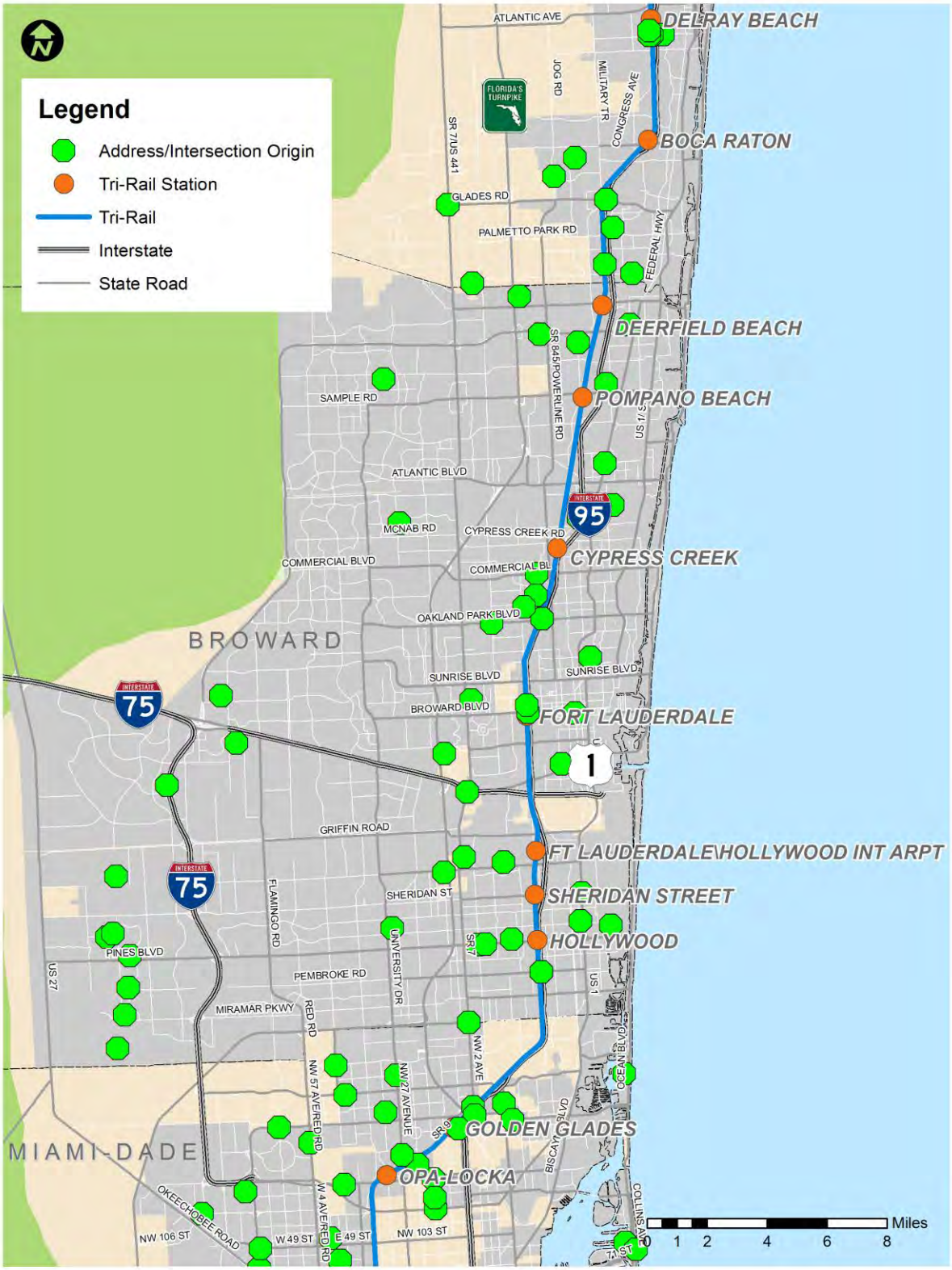
## Figure 2: Address/Intersection Origin for Tri-County Area



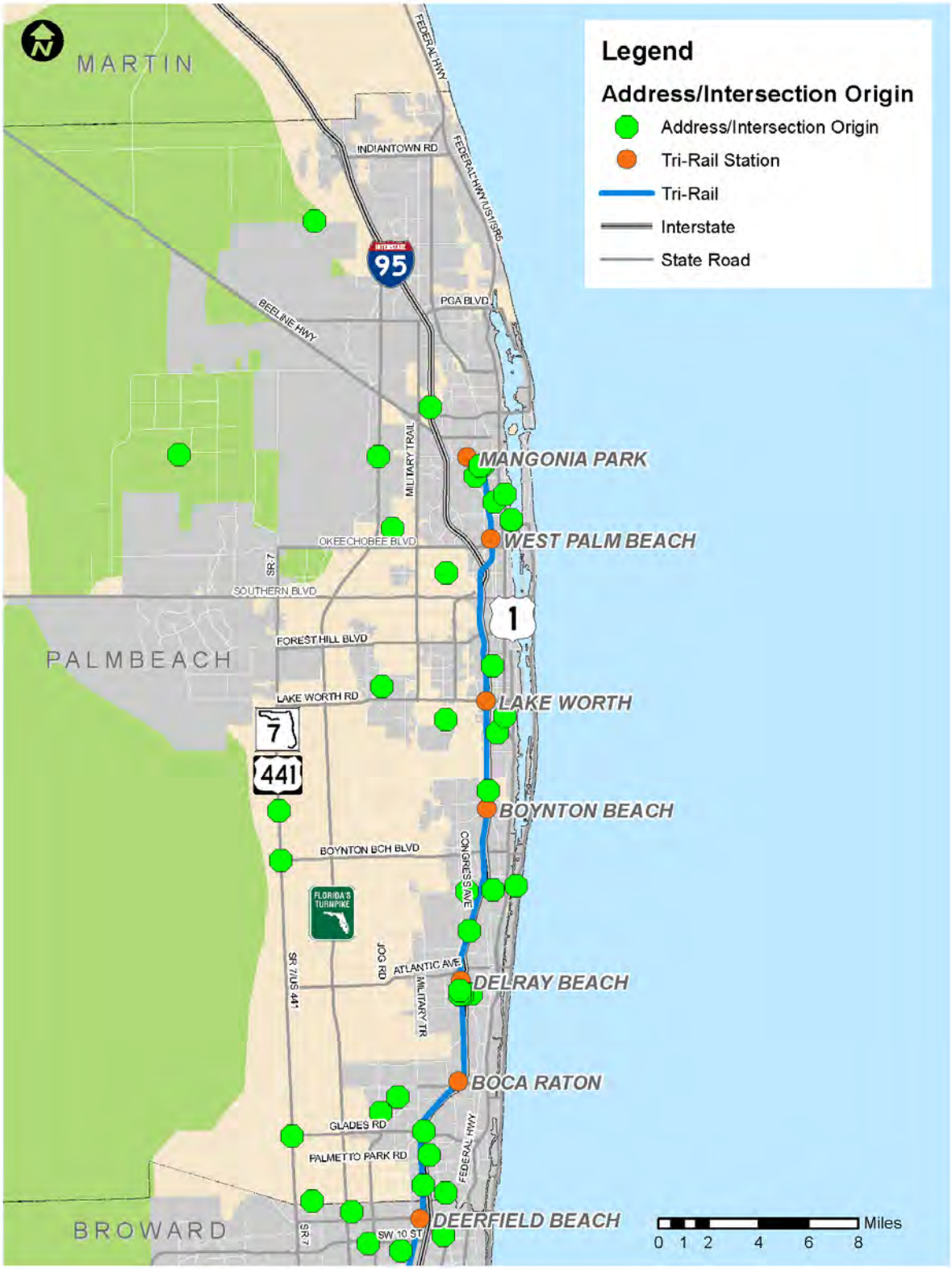
## Figure 3: Address/Intersection Origin for Miami-Dade County



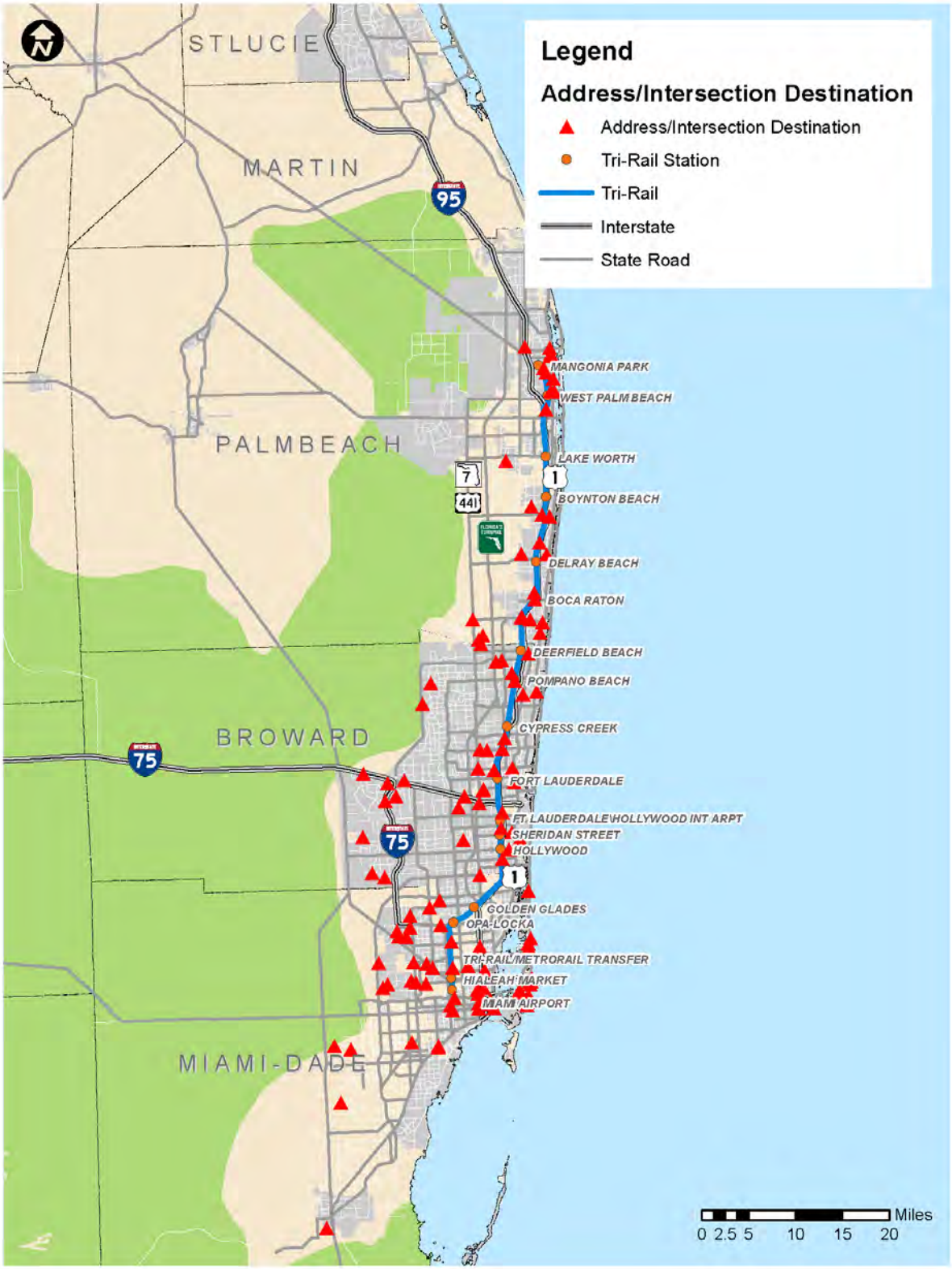
## Figure 4: Address/Intersection Origin for Broward County



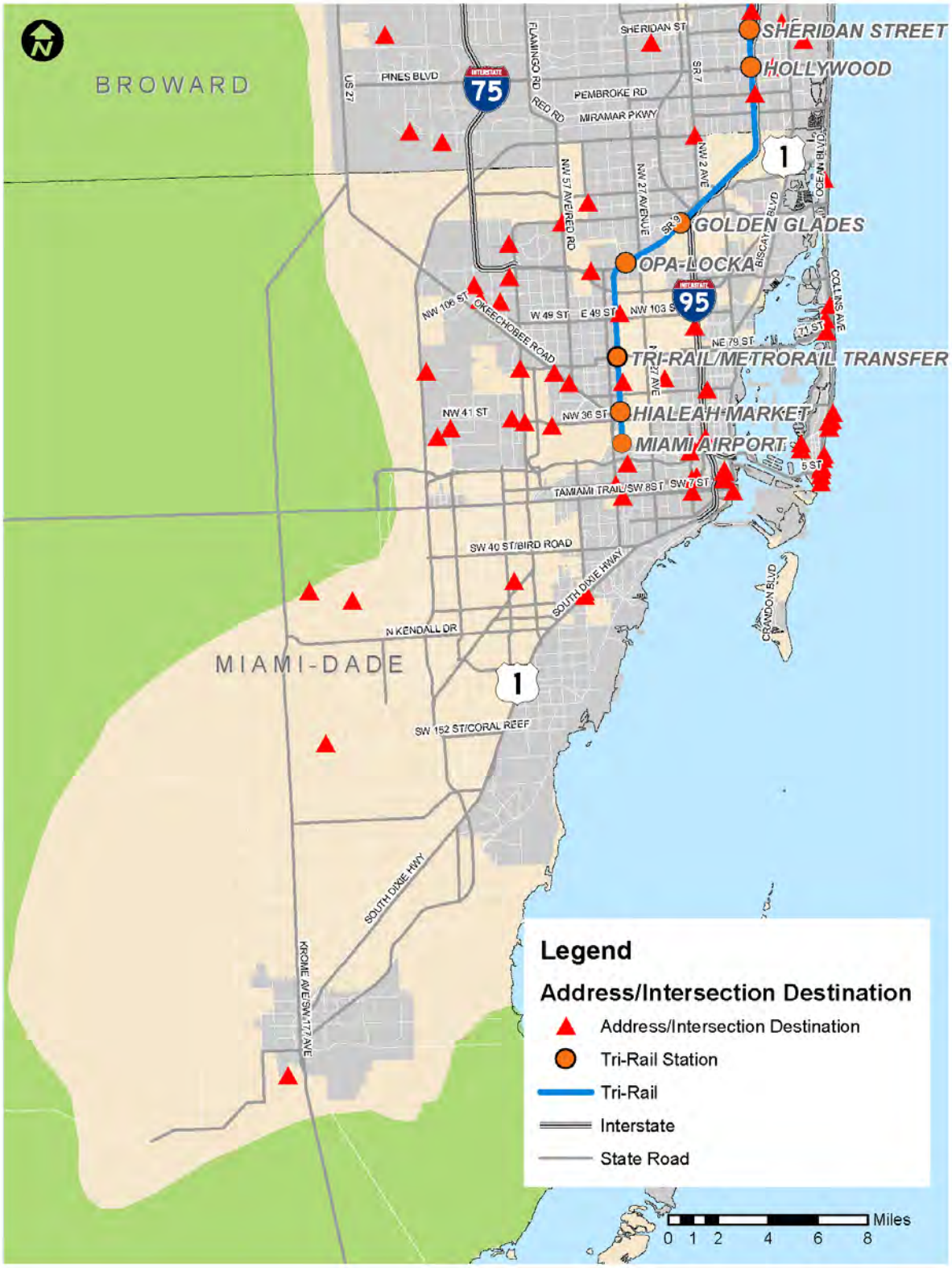
## Figure 5: Address/Intersection Origin for Palm Beach County



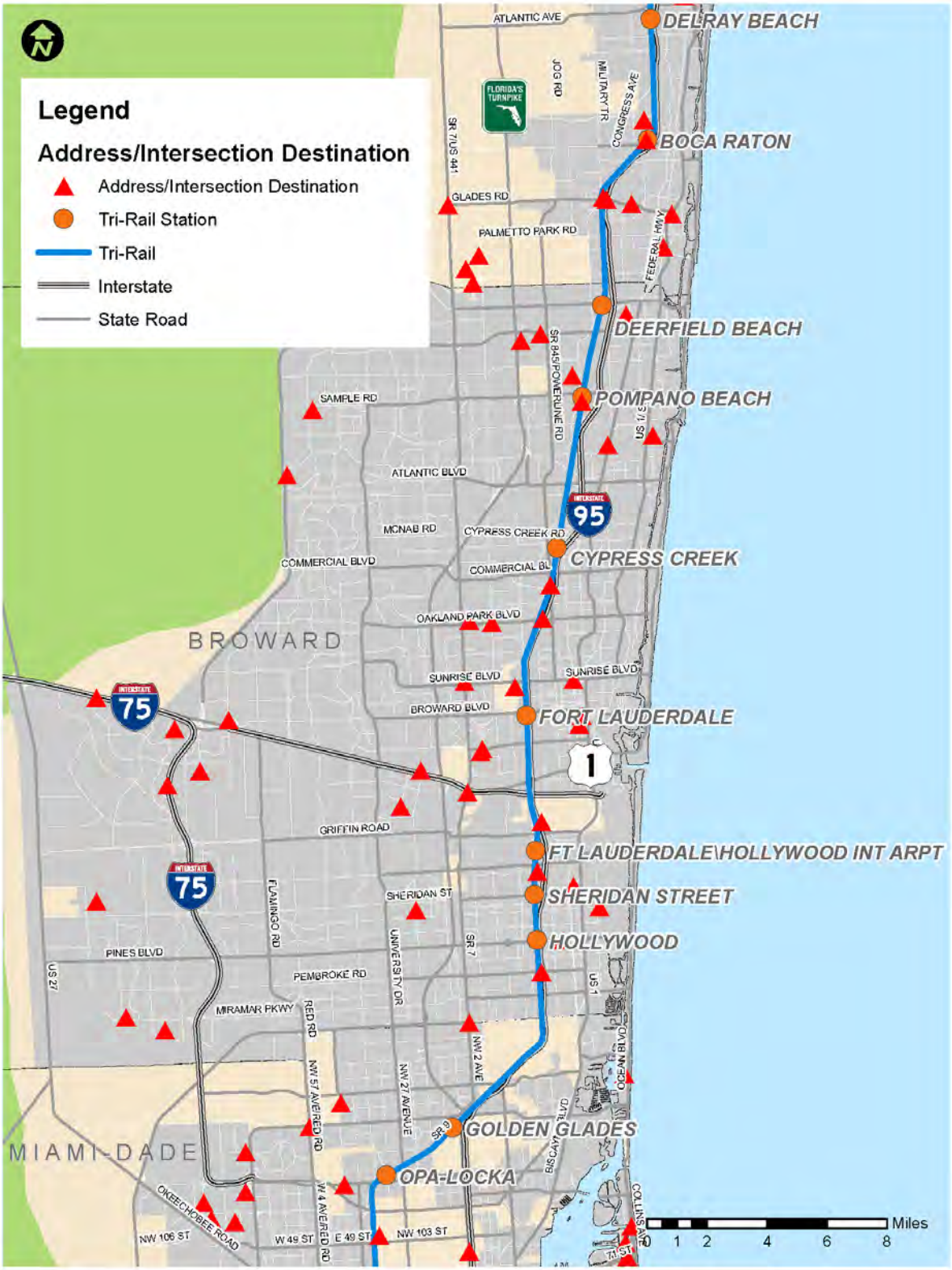
## Figure 6: Address/Intersection Destination for Tri-County Area



## Figure 7: Address/Intersection Destination for Miami-Dade County

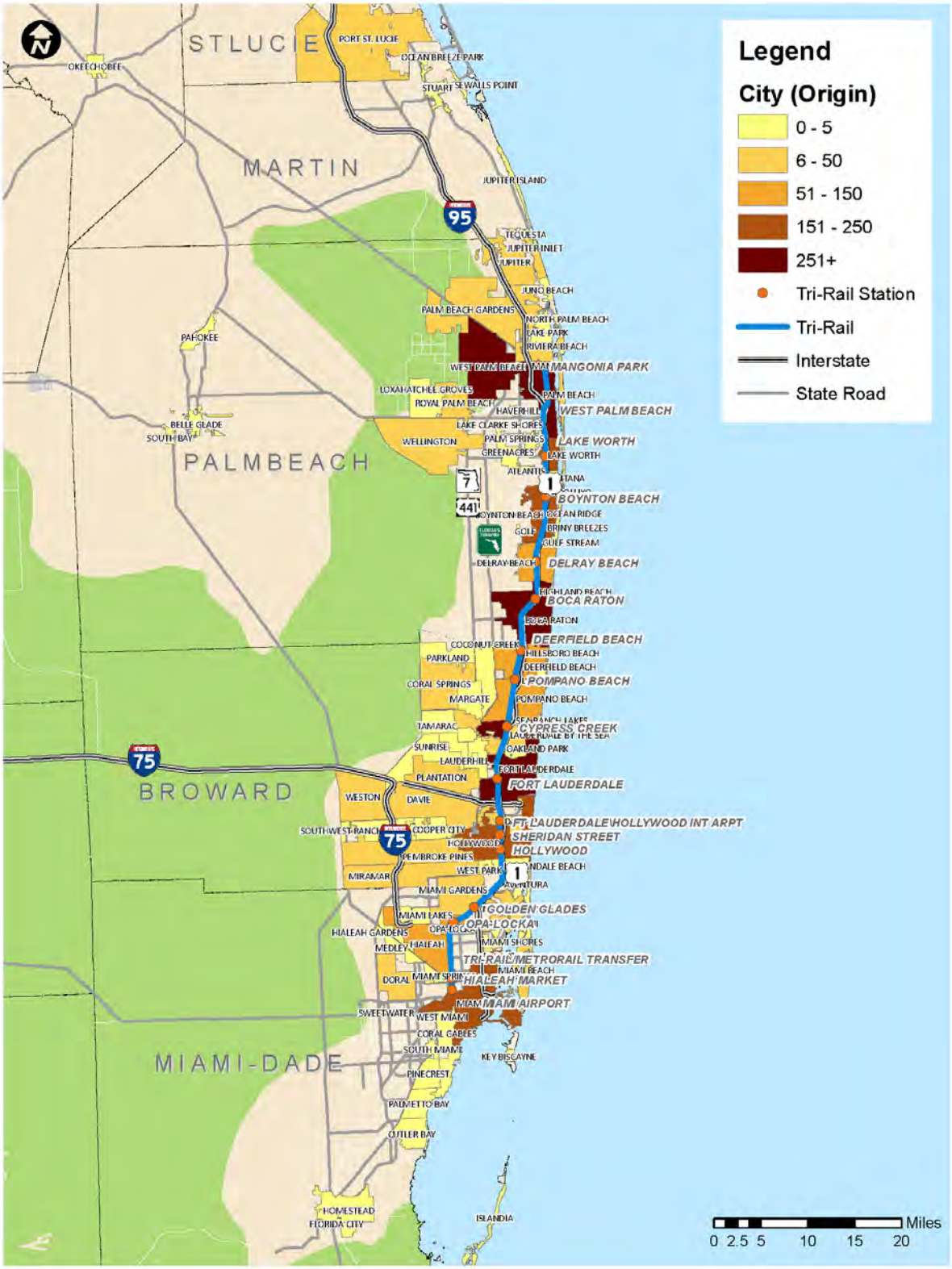


## Figure 8: Address/Intersection Destination for Broward County

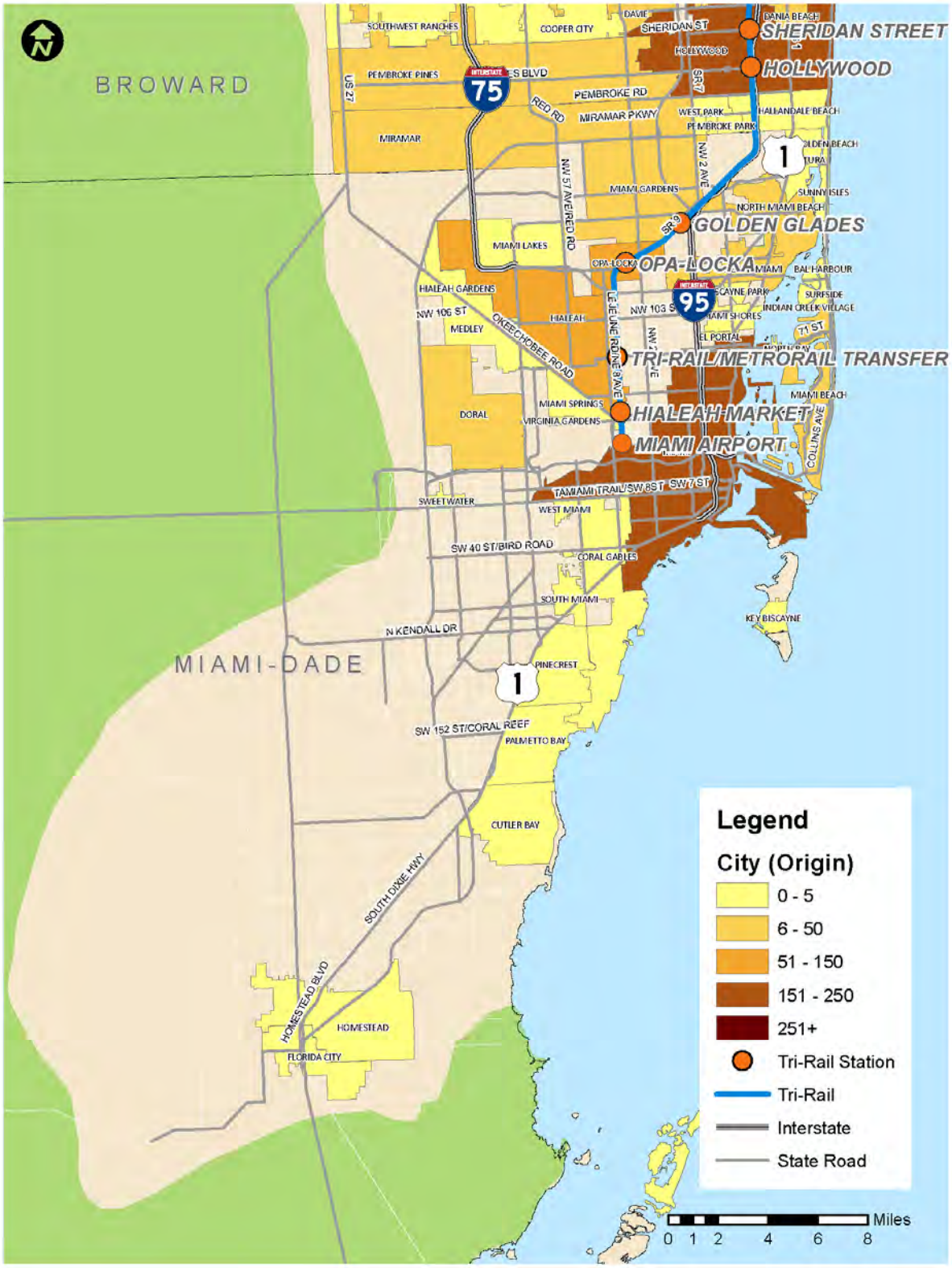


## Figure 9: Address/Intersection Destination for Palm Beach County

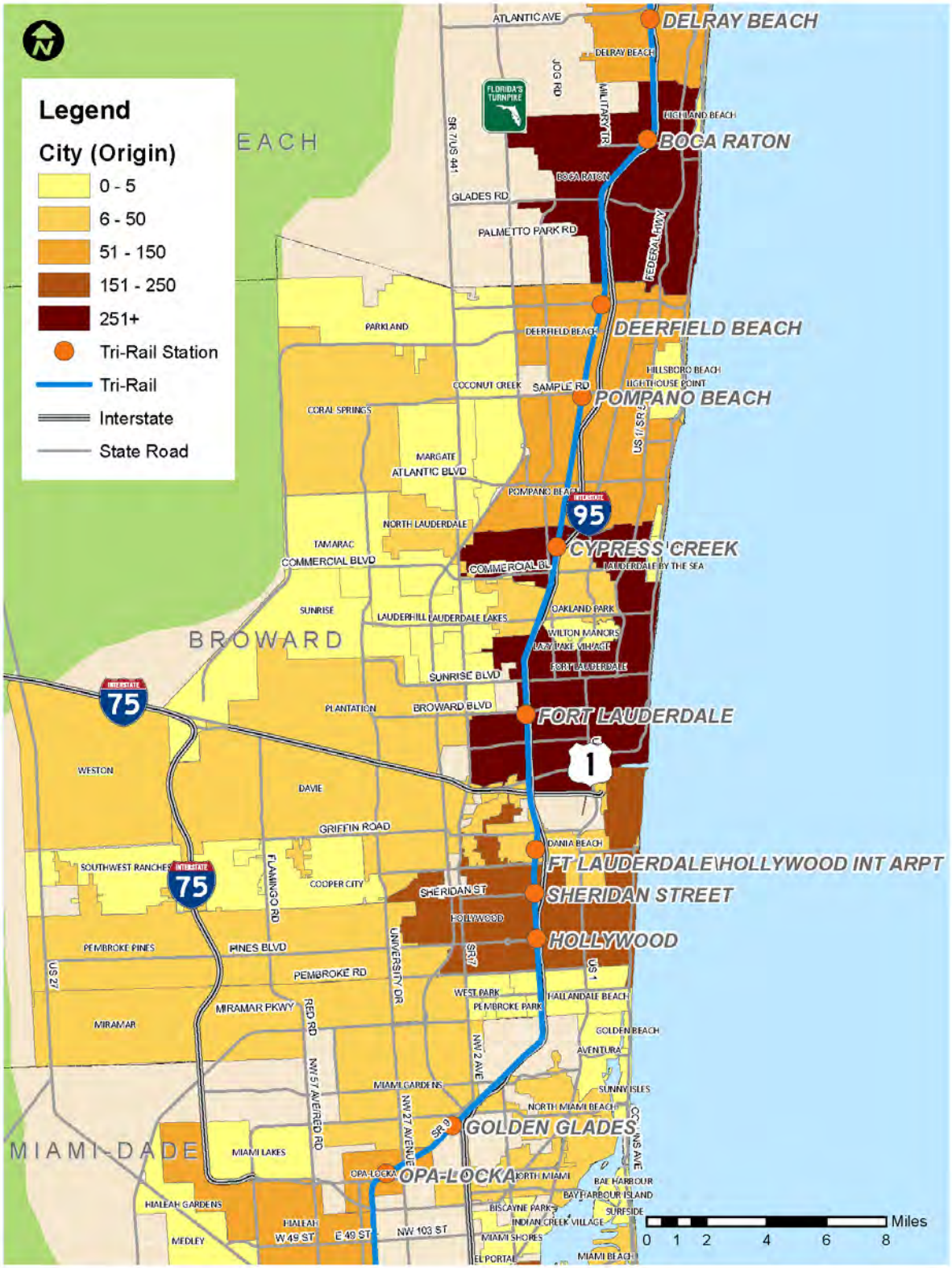
## Figure 10: City of Origin for Tri-County Area



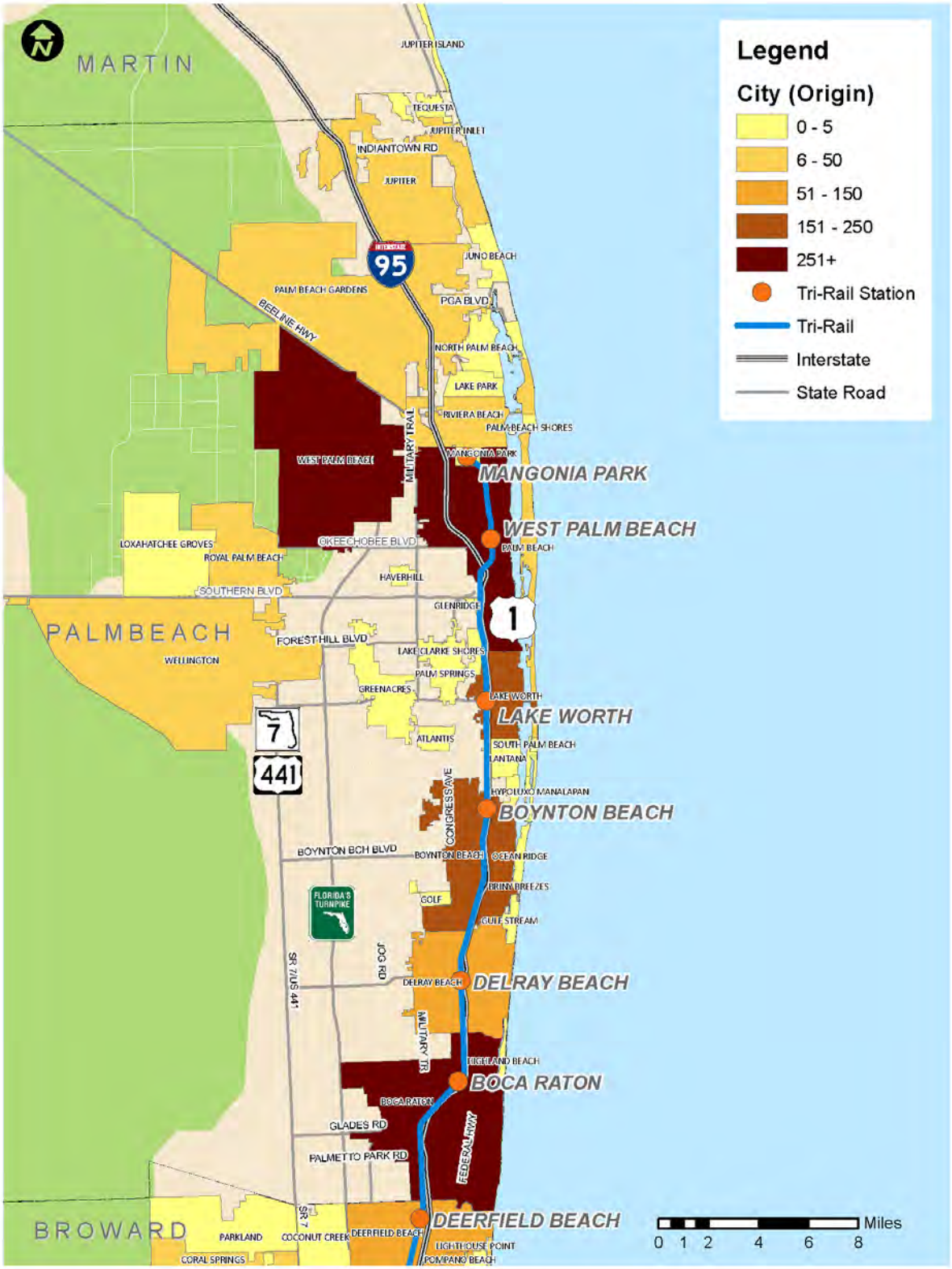
## Figure 11: City of Origin for Miami-Dade County



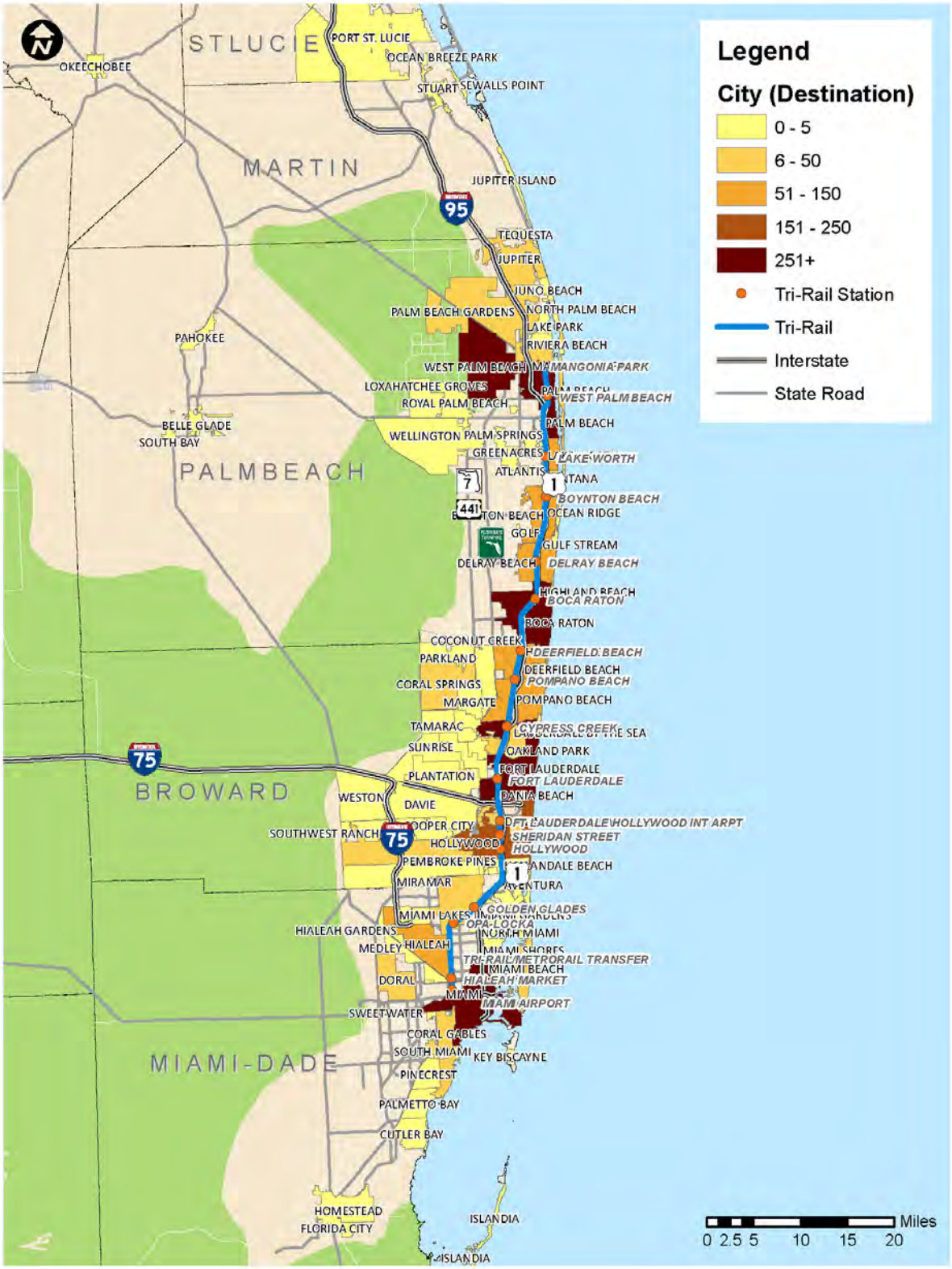
## Figure 12: City of Origin for Broward County



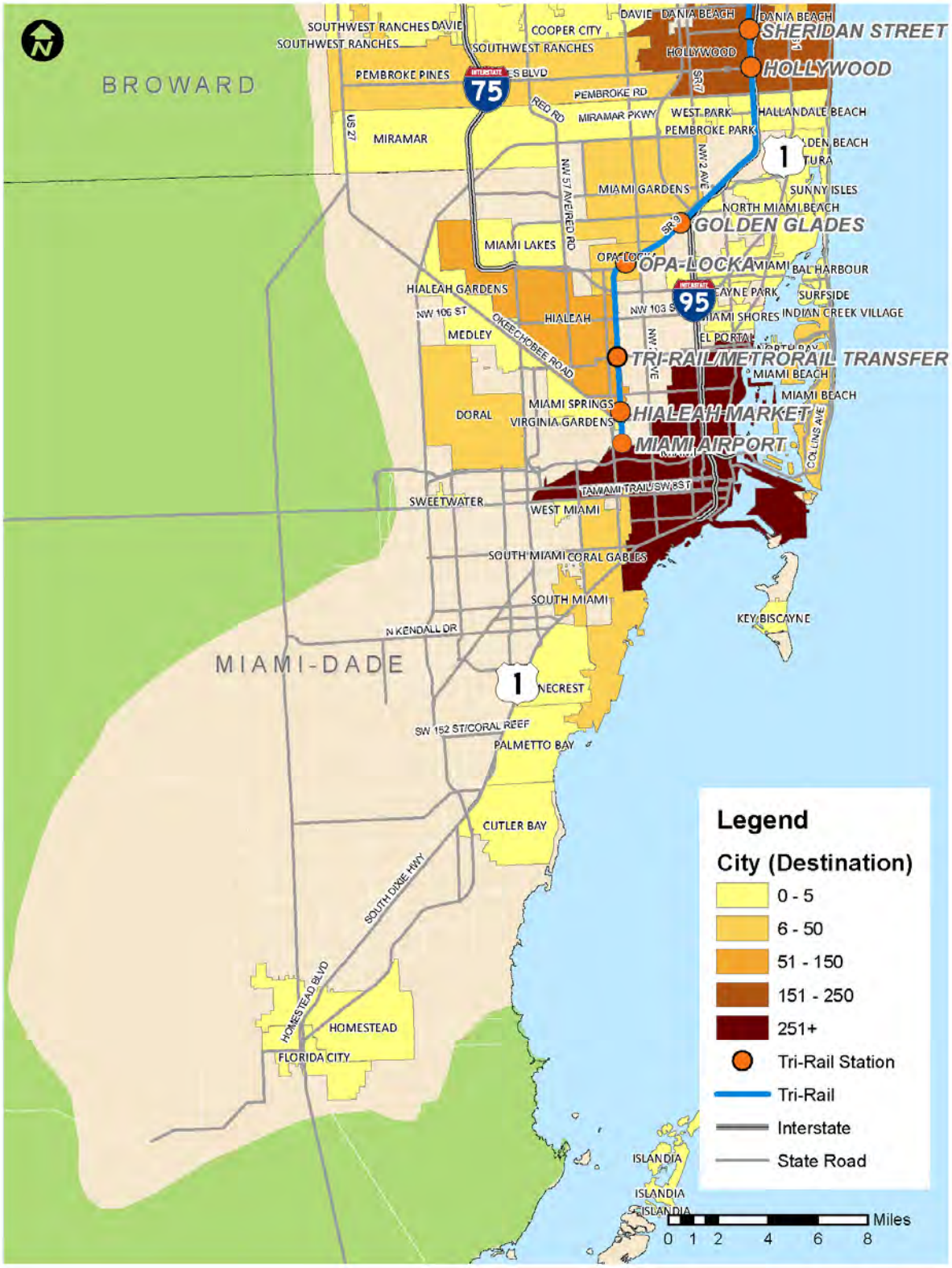
## Figure 13: City of Origin for Palm Beach County



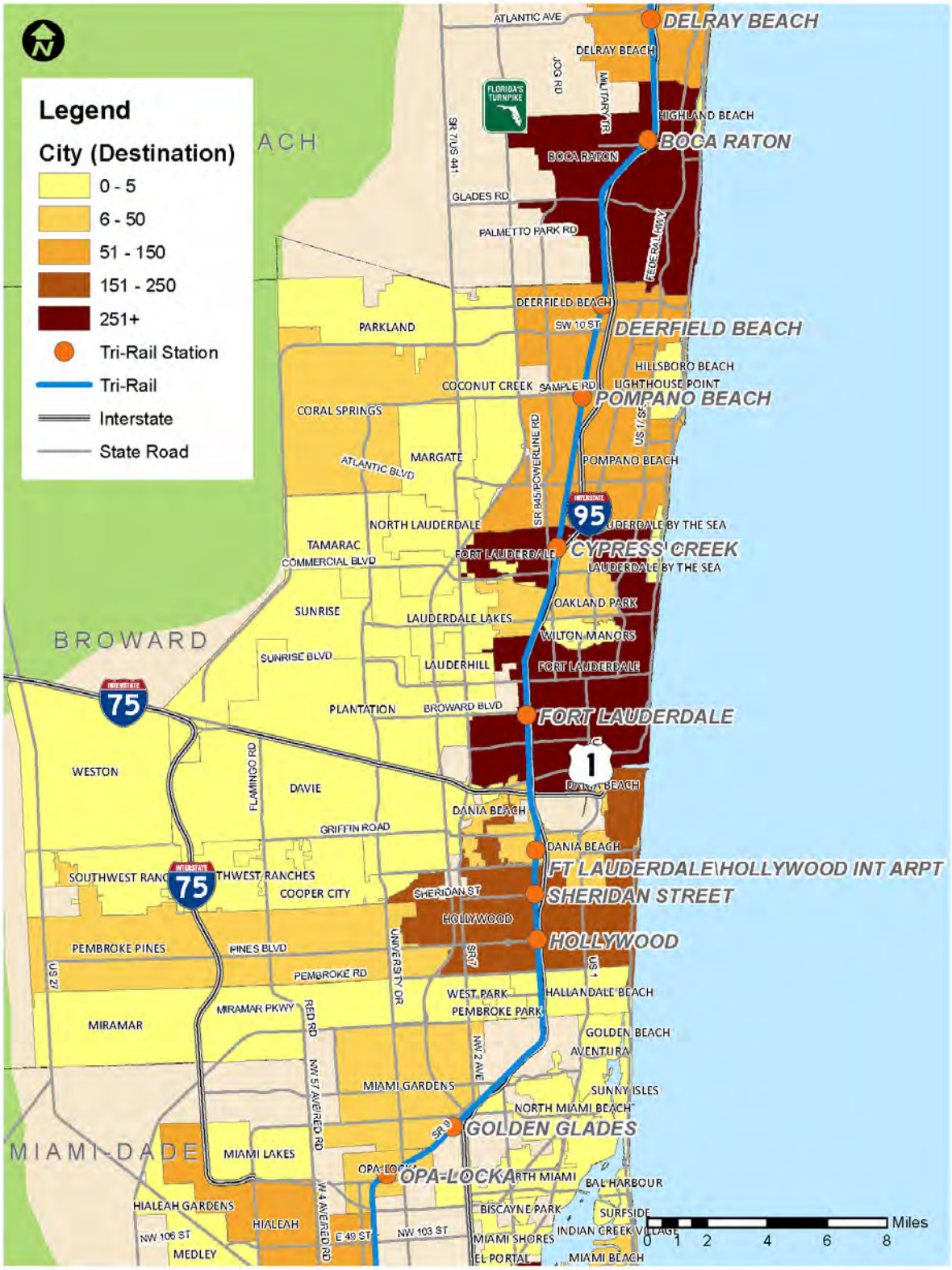
## Figure 14: City of Destination for Tri-County Area



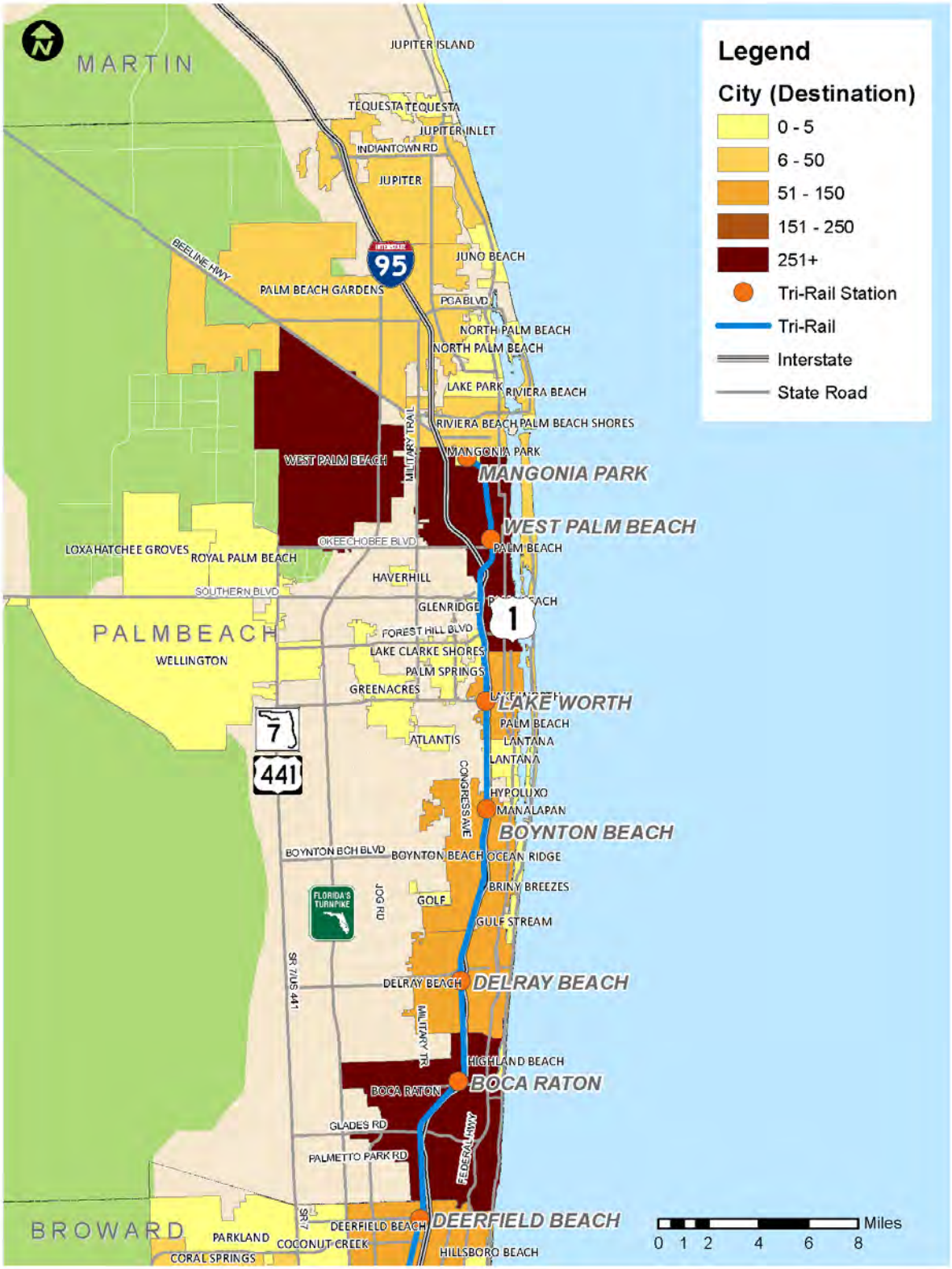
## Figure 15: City of Destination for Miami-Dade County



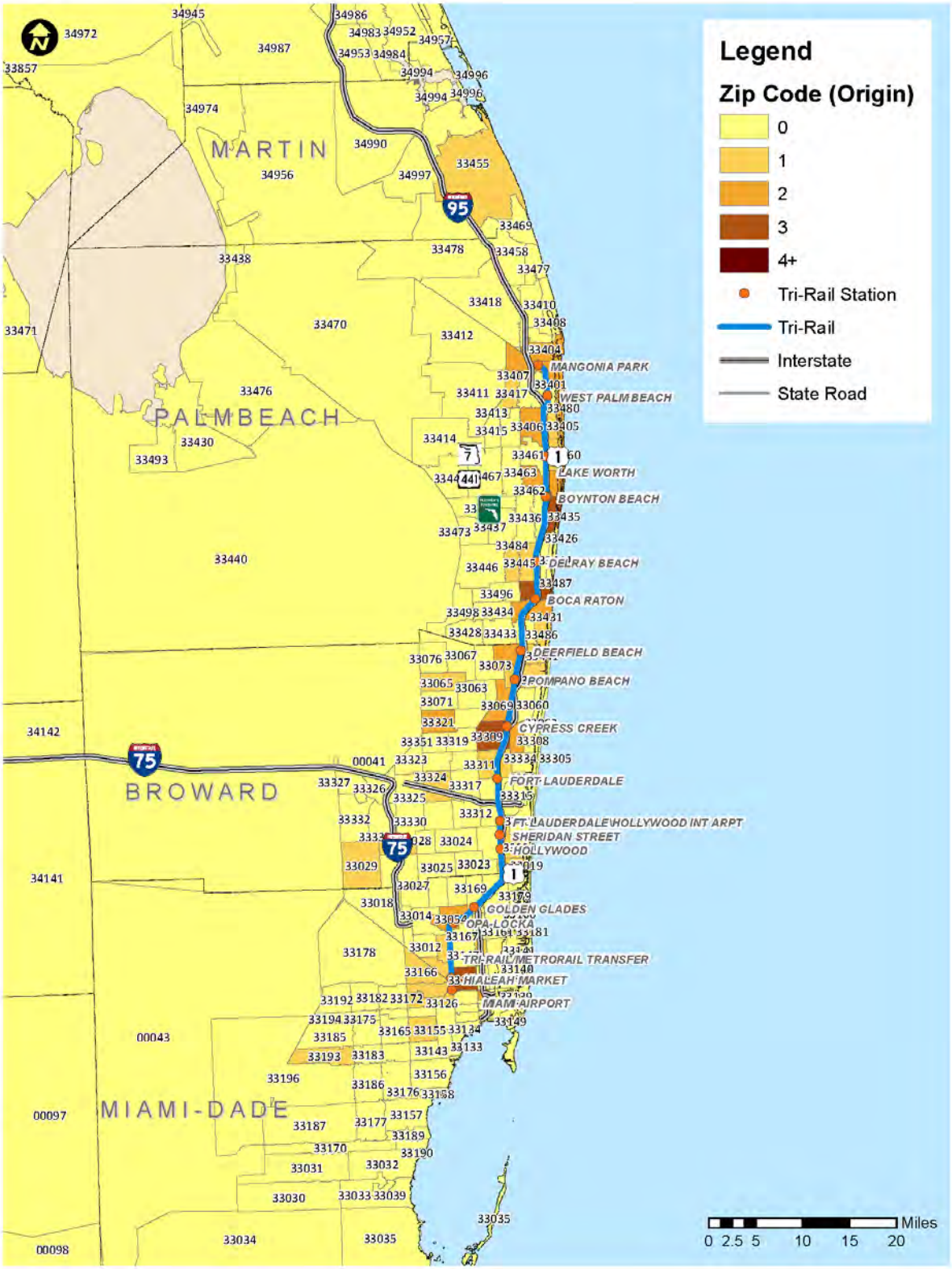
## Figure 16: City of Destination for Broward County



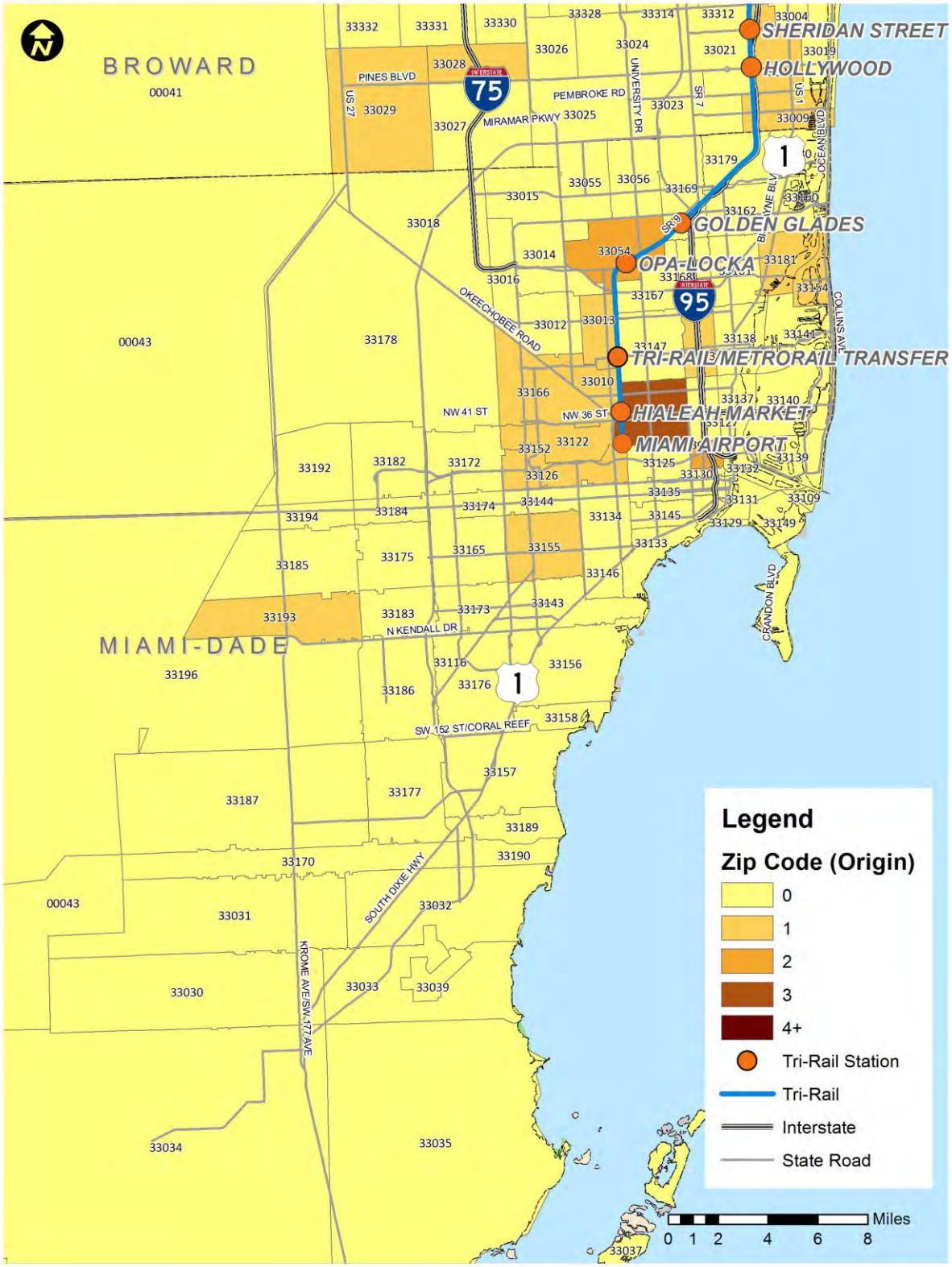
## Figure 17: City of Destination for Palm Beach County



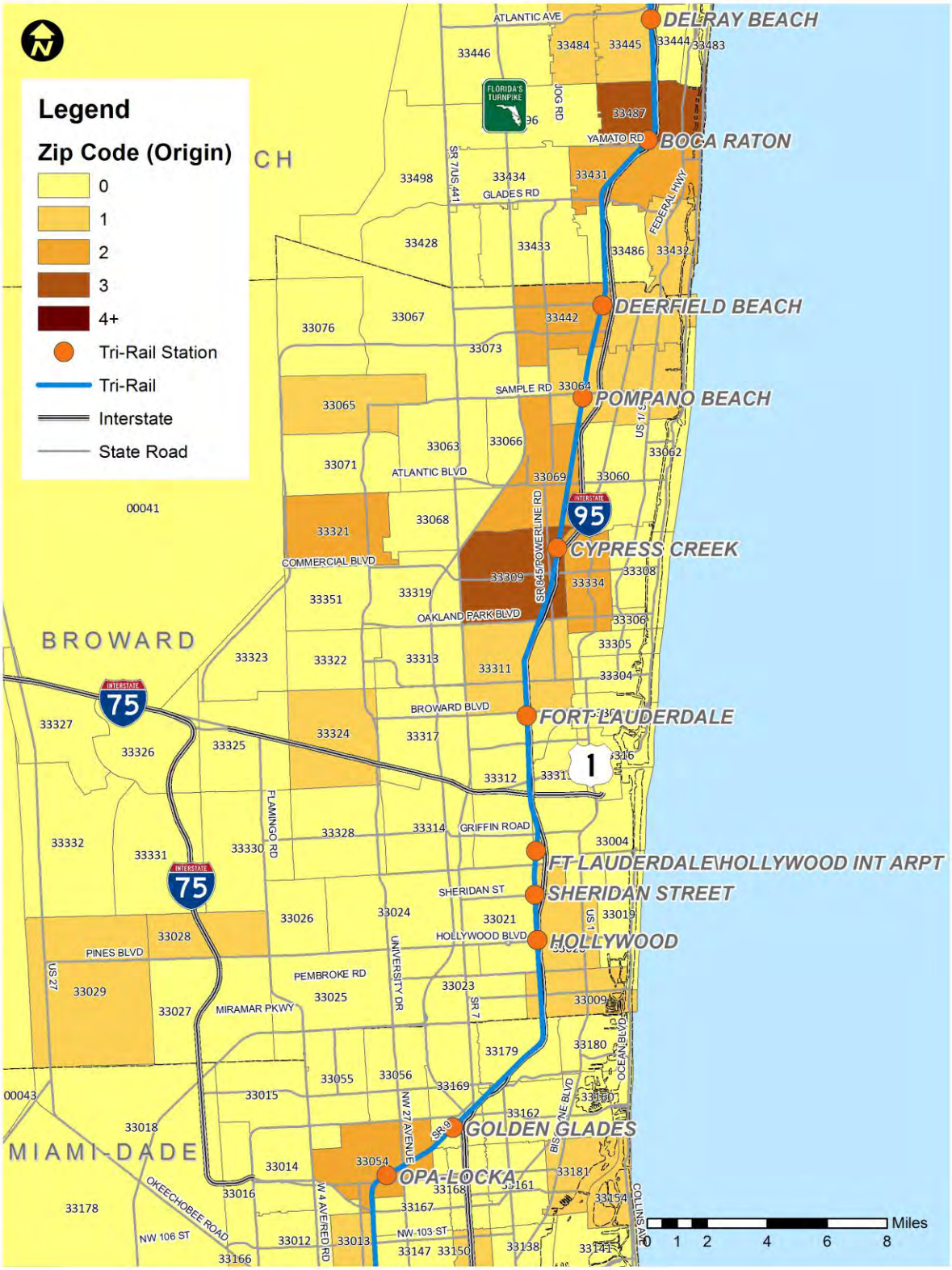
## Figure 18: Zip Code of Origin for Tri-County Area



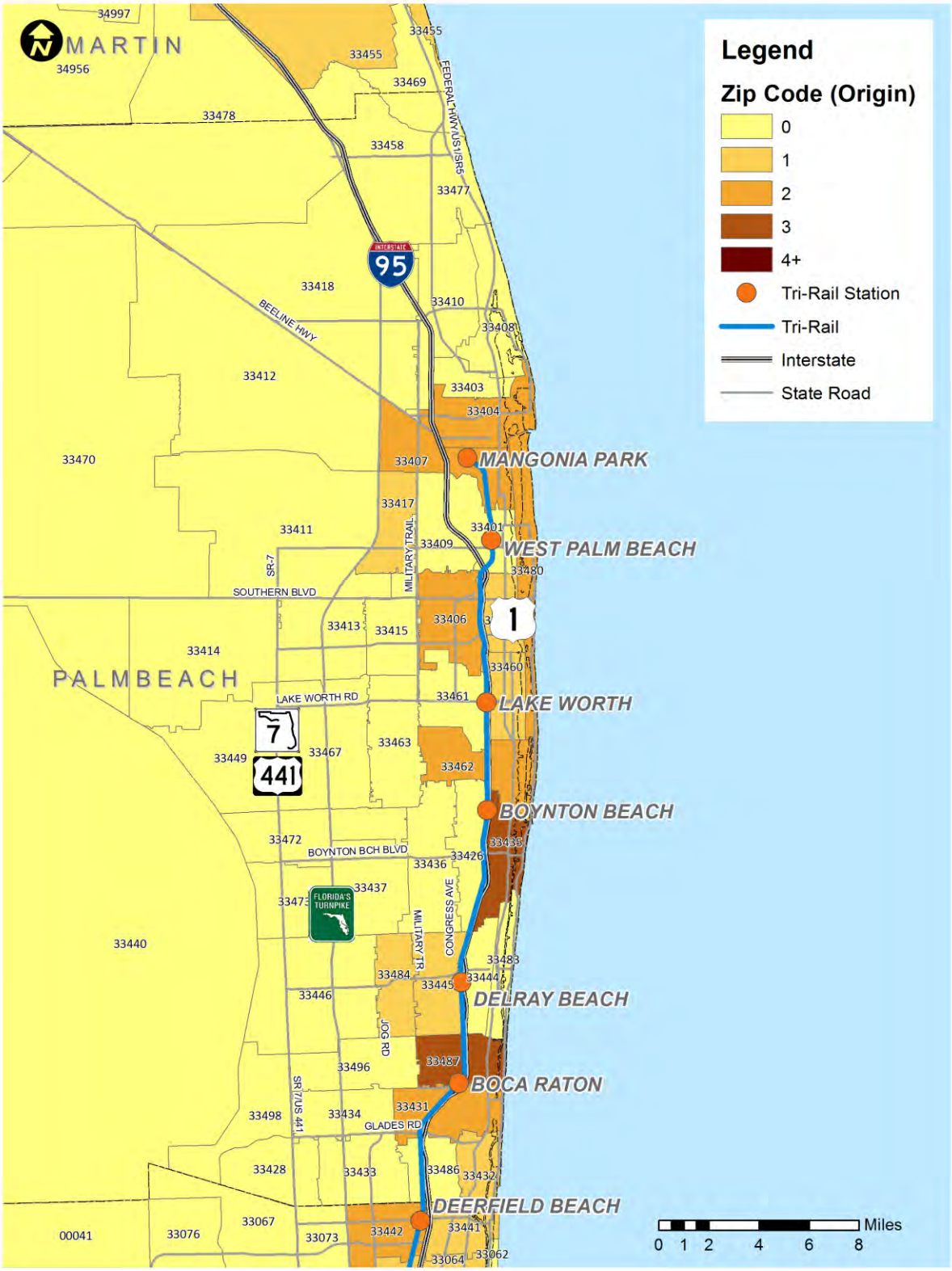
## Figure 19: Zip Code of Origin for Miami-Dade County



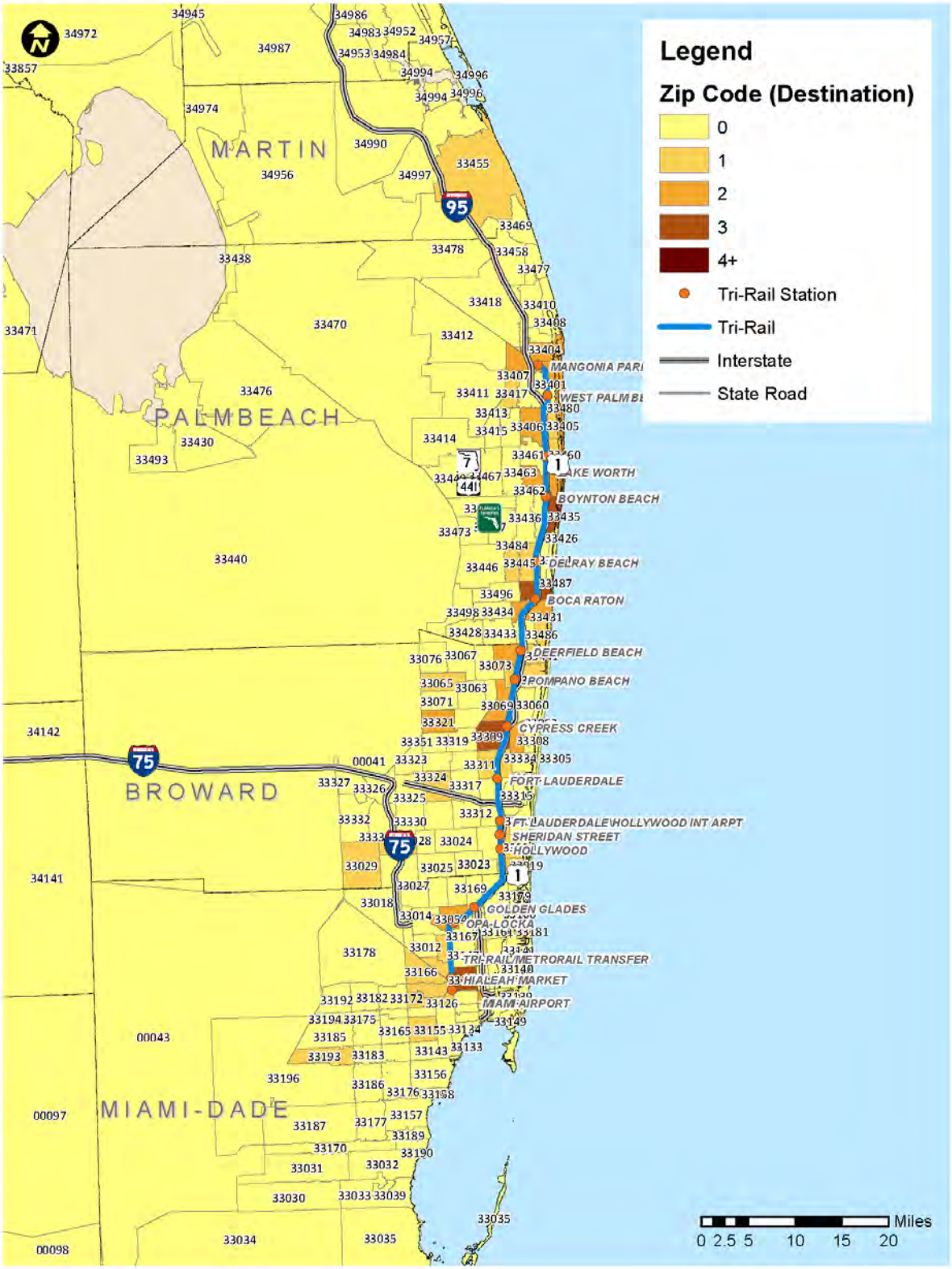
## Figure 20: Zip Code of Origin for Broward County



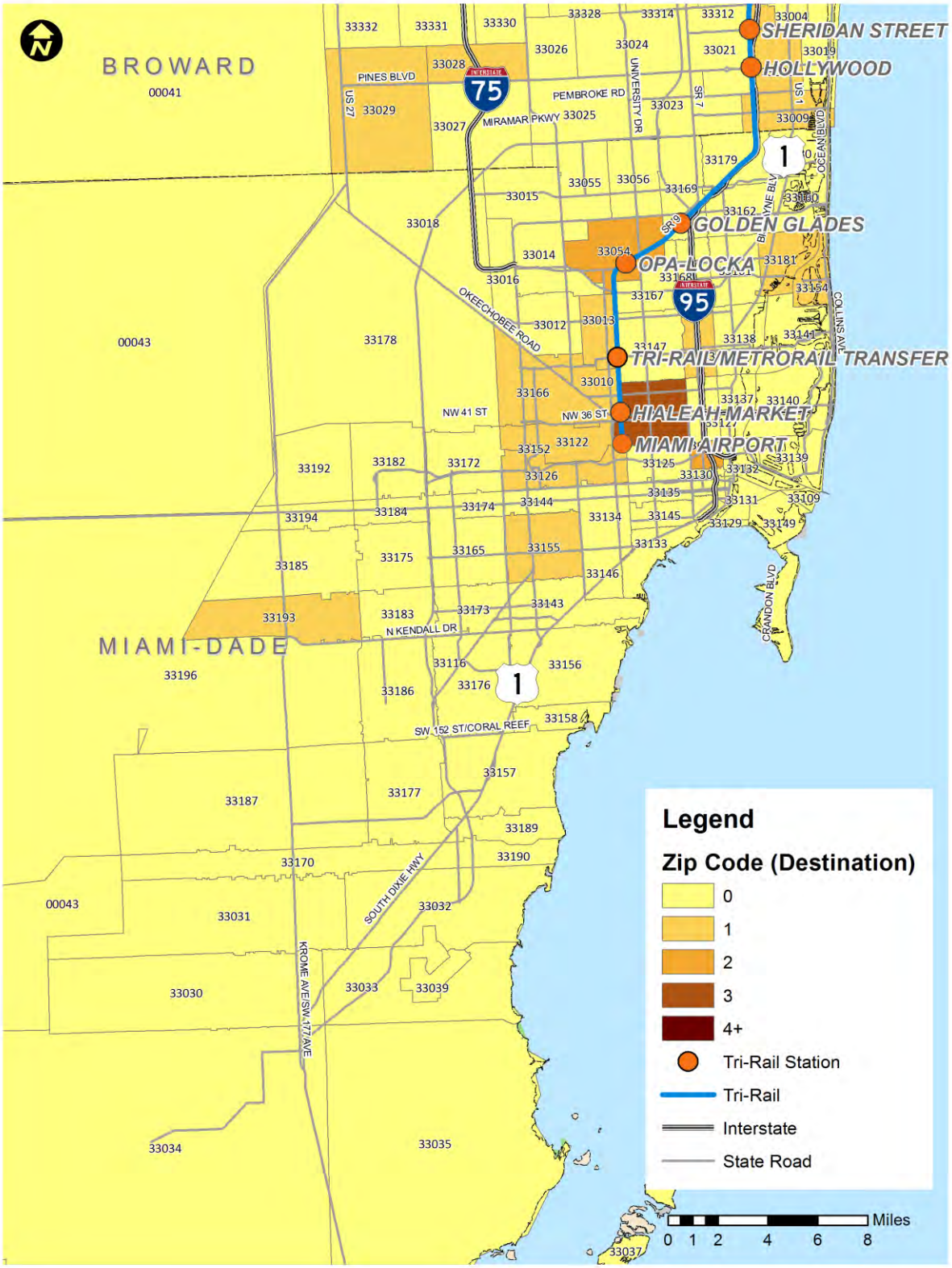
## Figure 21: Zip Code of Origin for Palm Beach County



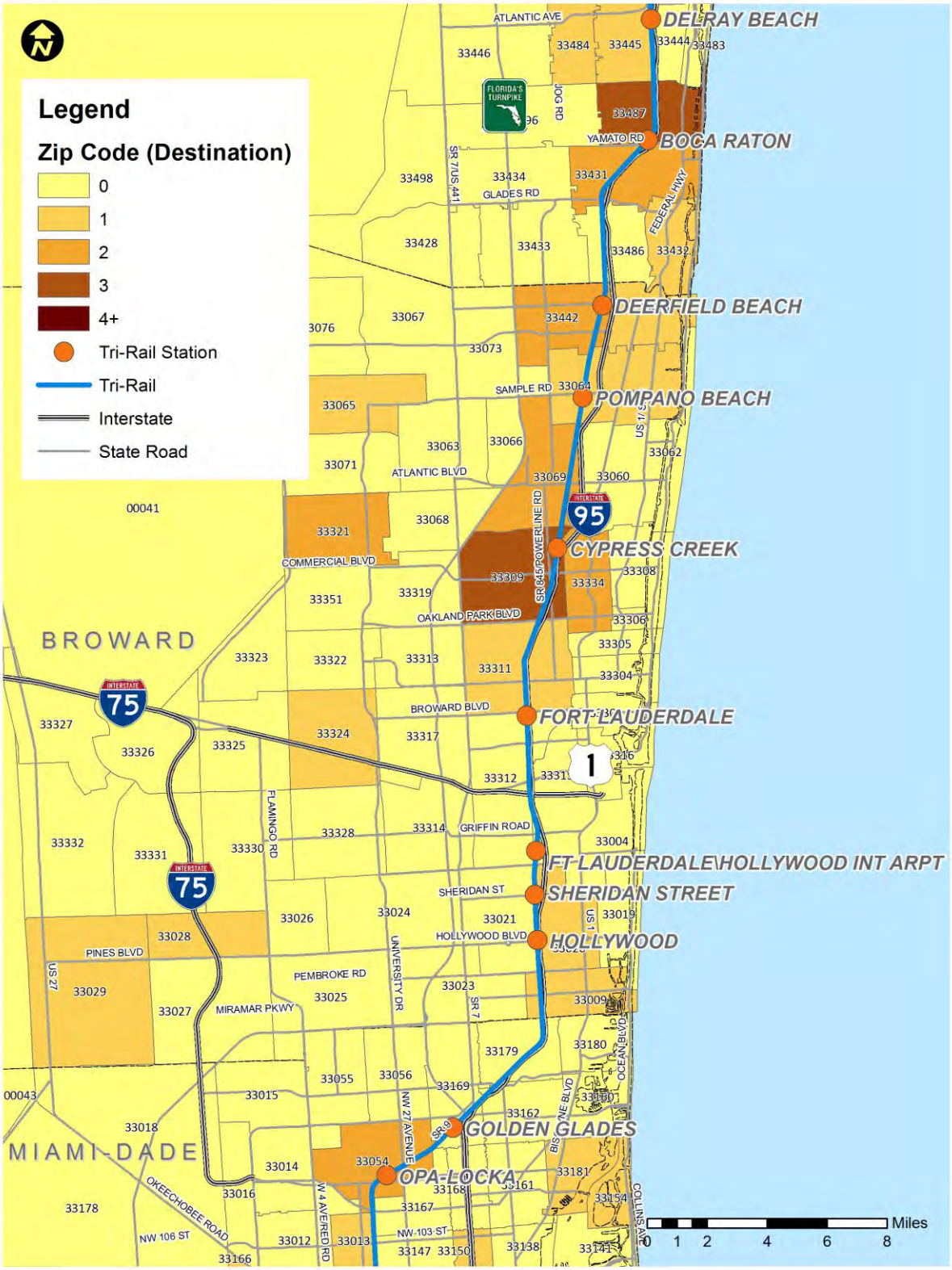
## Figure 22: Zip Code of Destination for Tri-County Area



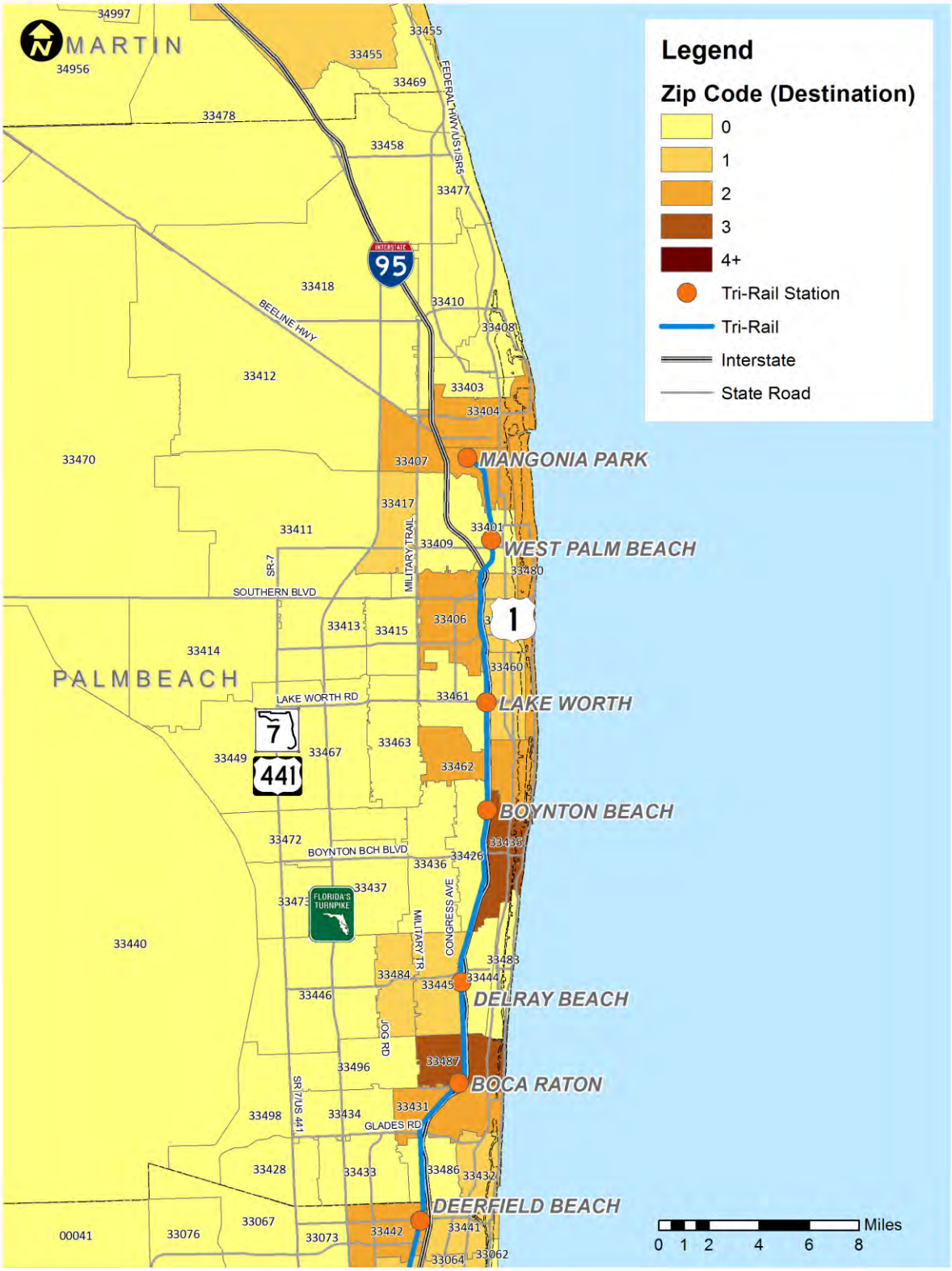
## Figure 23: Zip Code of Destination for Miami-Dade County



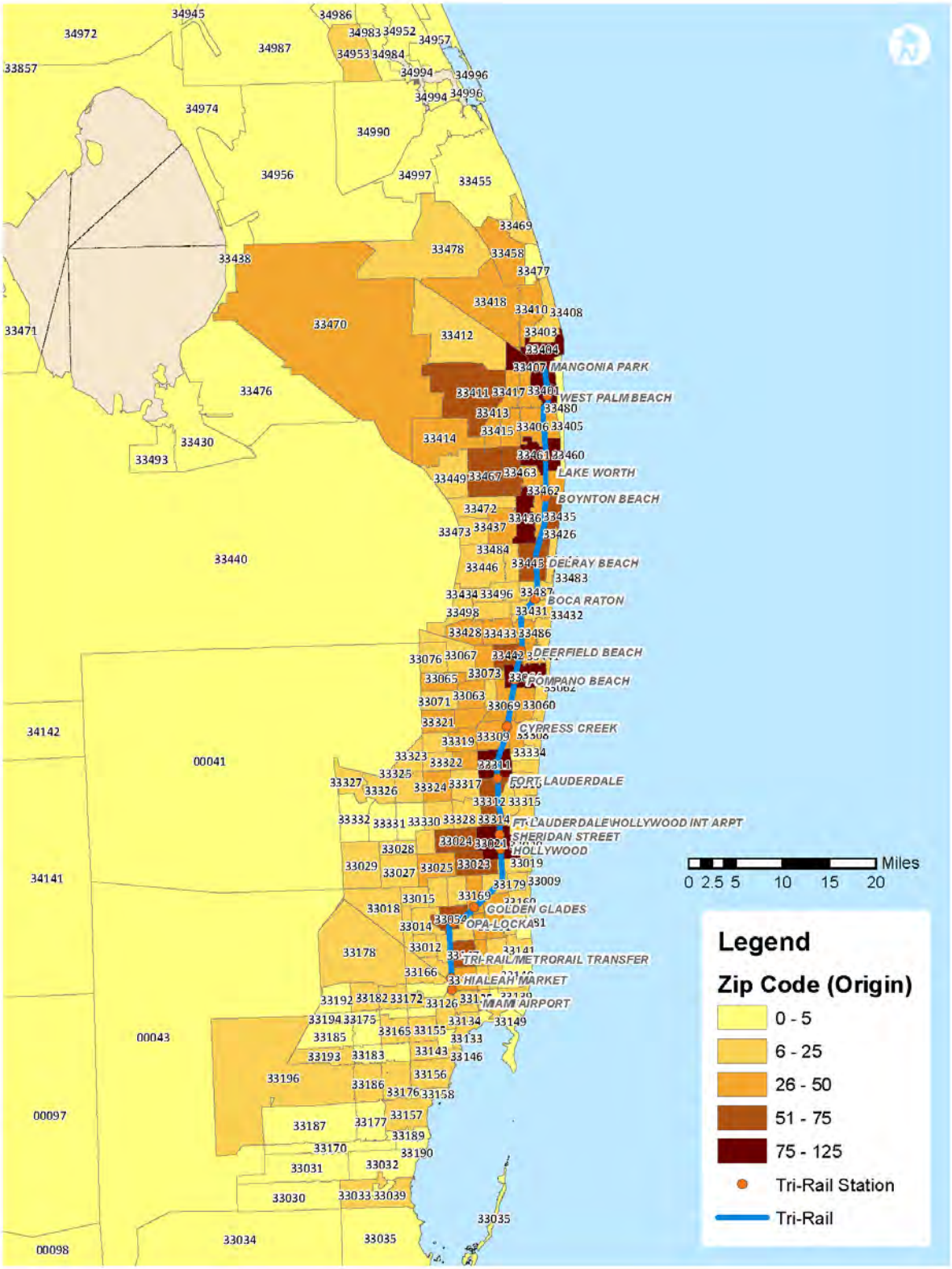
## Figure 24: Zip Code of Destination for Broward County



## Figure 25: Zip Code of Destination for Palm Beach County



## Figure 26: Zip Code of Origin for Tri-County Area (Question 14)



## 7.4 Survey Results

The following section includes analysis of the data produced by the survey and their basic summaries. 5,175 surveys were returned with complete or partial responses. The response rate varied widely across the surveys. The responses presented in the following tables and pie-charts represent the total number of usable responses for each question in the survey. The response rate for each question is provided in Table 23 below and also in the summary box for each question/response. The response rate is the number of responses divided by 5,175.

## Table 23 – Survey Response Rates by Question

| Question | Response Rate |
|---|---|
| Q1: I originally started this one-way trip at: | 97% |
| Q3: To get to Tri-Rail I arrived by: | 95% |
| Q6: I will leave the Tri-Rail station by: | 95% |
| Q7a: Is this journey part of a round trip that you will make today? | 85% |
| Q7b: If yes, please check all services that you will use on the return leg of the trip: | 70% |
| Q8: I will finish this one-way trip at: | 95% |
| Q10a: The fare I used for this one-way trip was: Fare Type | 59% |
| Q10b: The fare I used for this one-way trip was: Fare Medium | 56% |
| Q10c: The fare I used for this one-way trip was: Fare | 64% |
| Q11: I have been riding Tri-Rail: | 92% |
| Q12a: I typically ride Tri-Rail: # per day | 72% |
| Q12b: I typically ride Tri-Rail: # of day(s)/week | 68% |
| Q12c: I typically ride Tri-Rail: # days/month and less than once per month | 54% |
| Q13: Are you traveling with other people that are not filling out the survey? | 89% |
| Q15: I live/stay in South Florida: | 88% |
| Q16: I am: Male or Female | 88% |
| Q17: My age is: | 92% |
| Q18: My race is best described as: | 91% |
| Q19: (Blank) vehicles are owned by people in my home: | 67% |
| Q20: I could have traveled today by car but chose to ride Tri-Rail instead: | 88% |
| Q21: I have a Driver's license: | 88% |
| Q22a: Including me, (blank) live in my home, and of those: | 73% |
| Q22b: Including me, (blank) live in my home, and of those: Have a Driver's license | 73% |
| Q22c: Including me, (blank) live in my home, and of those: Are under 16 years old | 52% |
| Q22d: Including me, (blank) live in my home, and of those: Are 65 and older | 45% |
| Q22e: Including me, (blank) live in my home, and of those: Work outside the home | 56% |
| Q23: I graduated: | 88% |
| Q24: What is your current employment status? | 89% |
| Q25: My households total annual income is: | 82% |
| Q26: I filled out another survey card earlier today: | 78% |
| **Average Response Rate** | **78%** |

## Figure 27: Q1: I originally started this one-way trip at:

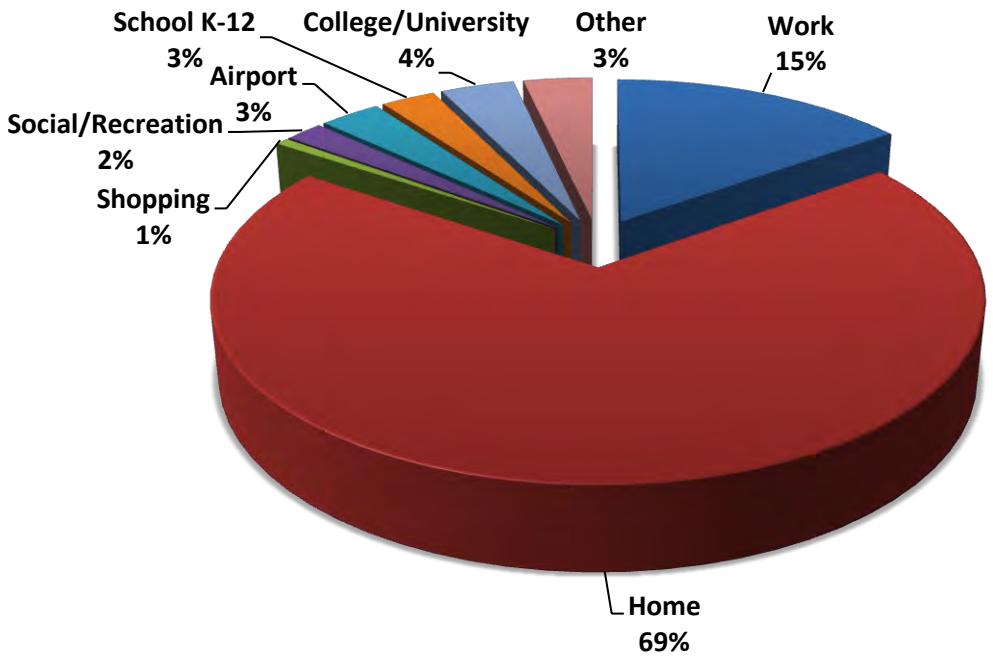



**Table 24 – Q1: I originally started this one-way trip at:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Work | 760 | 15.1% |
| Home | 3,491 | 69.3% |
| Shopping | 32 | 0.6% |
| Social/Recreation | 96 | 1.9% |
| Airport | 155 | 3.1% |
| School K-12 | 138 | 2.7% |
| College/University | 189 | 3.8% |
| Other | 177 | 3.5% |
| **Total** | **5,038** | **100%** |

**Summary**

- **Response Rate = 97%**
- More than two thirds of all one-way trips are Home-Based trips
- 15% of those surveyed began their one-way trip at Work

## Figure 28: Q3: To get to Tri-Rail I arrived by:

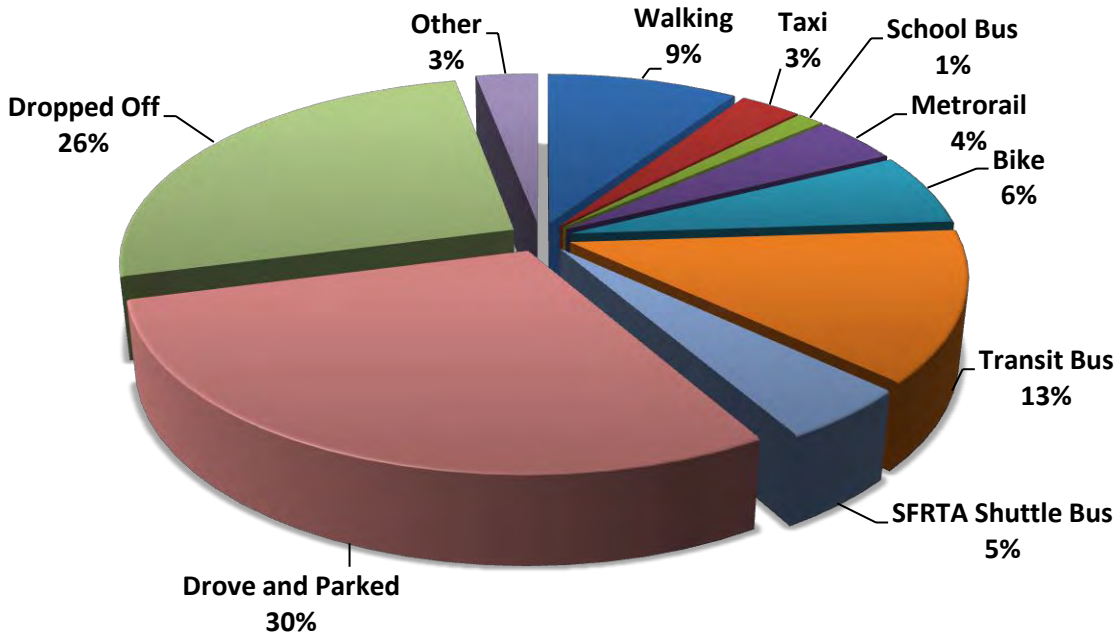



**Table 25 – Q3: To get to Tri-Rail I arrived by:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Walking | 491 | 9.3% |
| Taxi | 156 | 3.0% |
| School Bus | 67 | 1.3% |
| Metrorail | 217 | 4.1% |
| Bike | 333 | 6.3% |
| Transit Bus | 690 | 13.1% |
| SFRTA Shuttle Bus | 246 | 4.7% |
| Drove and Parked | 1,549 | 29.3% |
| Dropped Off | 1,378 | 26.1% |
| Other | 159 | 3.0% |
| **Total** | **5,578*** | **100%** |

*Survey instructions were to mark all that applied

**Summary**

- **Response Rate = 95%**
- Over 50% of the trips accessed Tri-Rail by auto
- 22% of Tri-Rail passengers used transit to access their stations (Metrorail, Local Bus, Shuttle)

## Figure 29: Q6: I will leave the Tri-Rail station by:

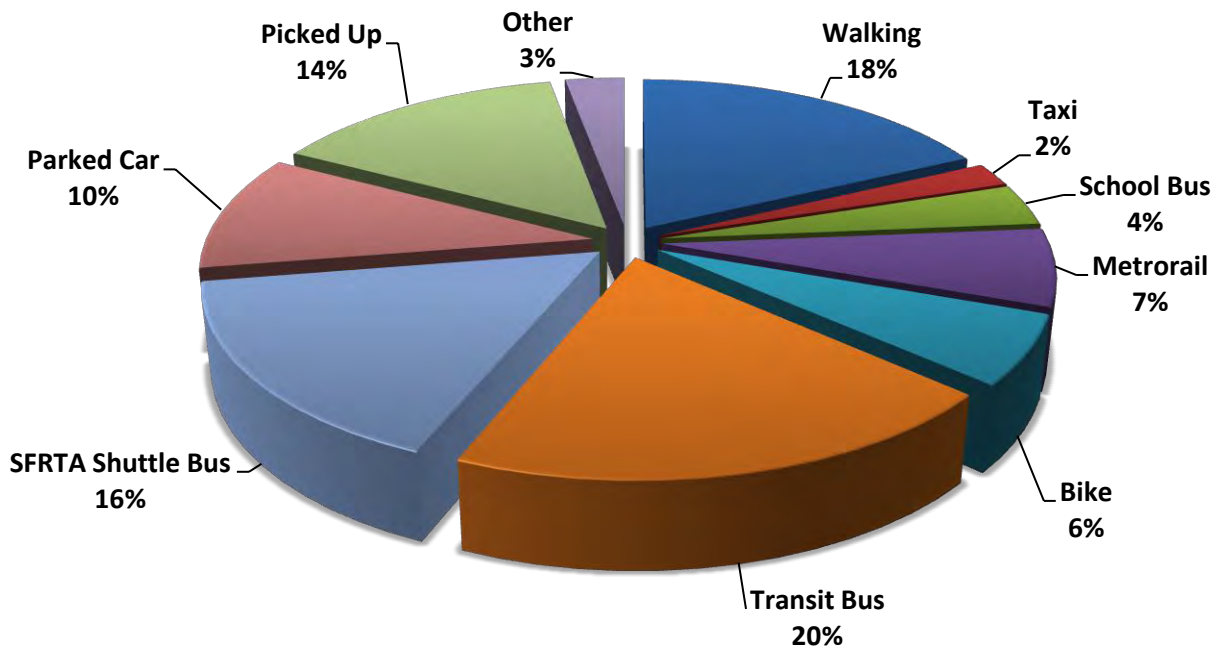



**Table 26 – Q6: I will leave the Tri-Rail station by:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Walking | 912 | 17.9% |
| Taxi | 106 | 2.1% |
| School Bus | 186 | 3.7% |
| Metrorail | 346 | 6.8% |
| Bike | 309 | 6.1% |
| Transit Bus | 1,005 | 19.7% |
| SFRTA Shuttle Bus | 826 | 16.2% |
| Parked Car | 522 | 10.3% |
| Picked Up | 731 | 14.4% |
| Other | 148 | 2.91% |
| **Total** | **5,377*** | **100%** |

*Survey instructions were to mark all that applied

**Summary**

- **Response Rate = 95%**
- 43% of the passengers surveyed exited Tri-Rail by transit (Metrorail, Local Bus, Shuttle)
- 24% of the passengers surveyed exited Tri-Rail by foot or by bicycle

**Figure 30: Q7a: Is this journey part of a round trip that you will make today?**

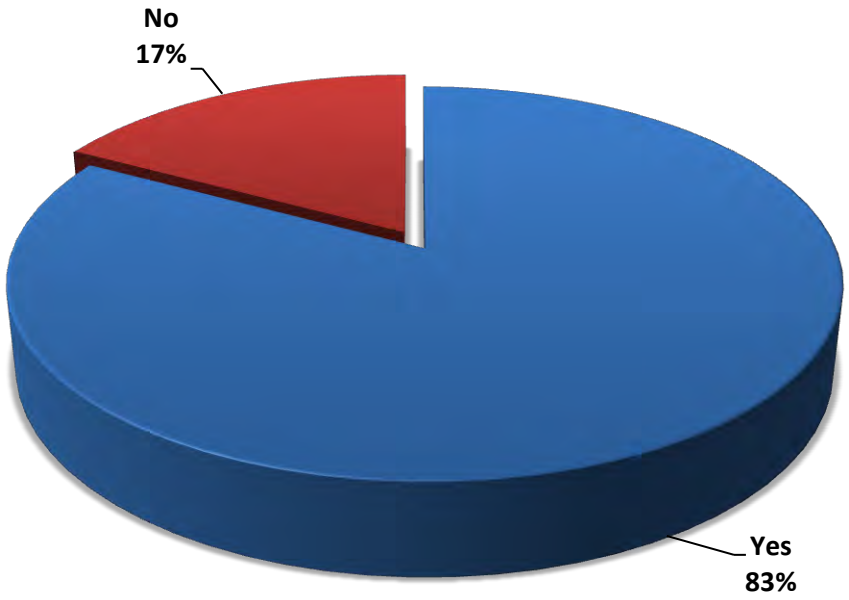



**Table 27 – Q7a: Is this journey part of a round trip that you will make today?**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Yes | 3,924 | 82.9% |
| No | 812 | 17.1% |
| Total | 4,736 | 100% |

**Summary**

- **Response Rate = 85%**
- 83% of all riders said they would complete a round trip

**Figure 31: Q7b: If yes, please check all services that you will use on the return leg of the trip:**

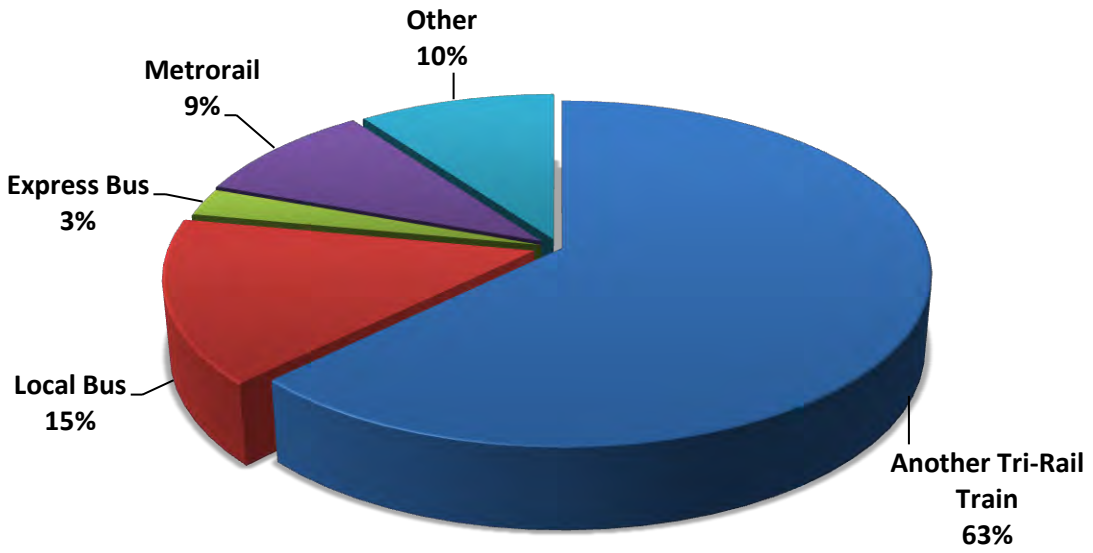



**Table 28 – Q7b: If yes, please check all services that you will use on the return leg of the trip:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Another Tri-Rail Train | 2,285 | 62.6% |
| Local Bus | 561 | 15.4% |
| Express Bus | 94 | 2.6% |
| Metrorail | 345 | 9.5% |
| Other | 363 | 10.0% |
| Total | 5,244* | 100% |

*Survey instructions were to mark all that applied

**Summary**

- **Response Rate = 70%**
- Of the passengers taking Tri-Rail for their in-bound train trip in the AM, only 3% of the surveyed indicated that they would take the express bus as part of their round trip

## Figure 32: Q8: I will finish this one-way trip at:

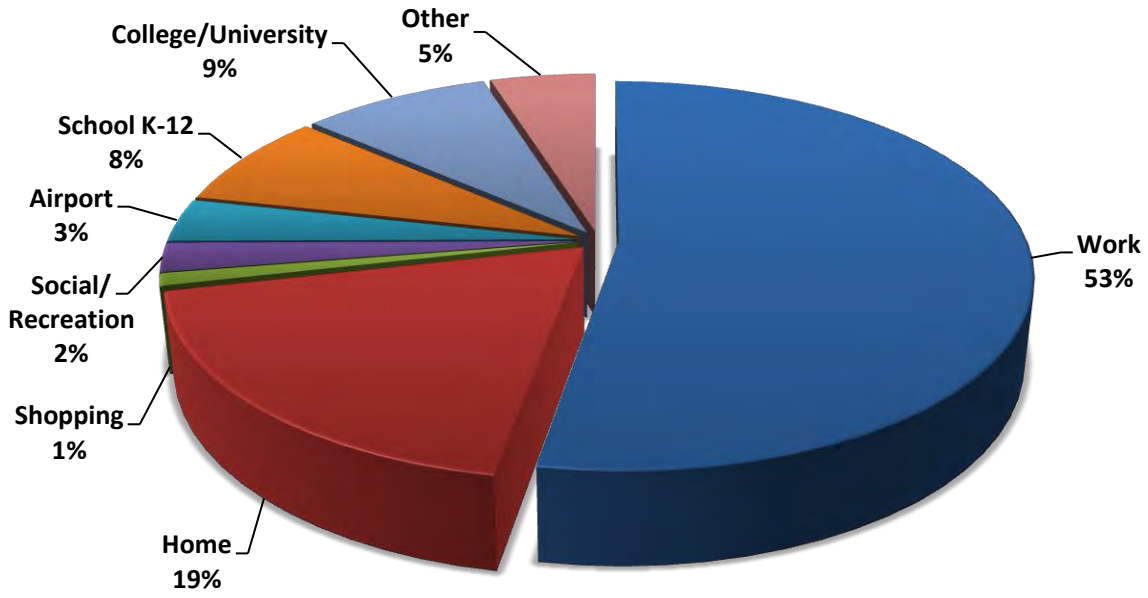



**Table 29 – Q8: I will finish this one-way trip at:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Work | 2,588 | 52.8% |
| Home | 914 | 18.6% |
| Shopping | 50 | 1.0% |
| Social/Recreation | 119 | 2.4% |
| Airport | 177 | 3.6% |
| School K-12 | 389 | 7.9% |
| College/University | 427 | 8.7% |
| Other | 239 | 4.9% |
| **Total** | **4,903** | **100%** |

**Summary**

- **Response Rate = 95%**
- More than half of all one-way trips finish at Work
- Trips that finish at Home are second highest at 19%
- Only 6% of the Tri-Rail trips ended at the airport, shopping or socio-recreation

**Figure 33: Q10a: The fare I used for this one-way trip was: Fare Type**

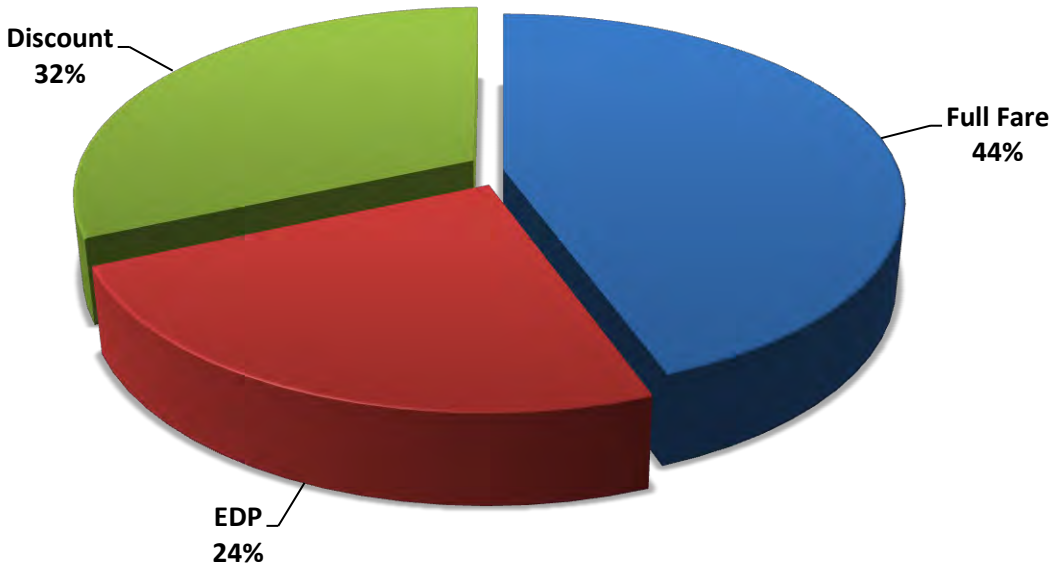



**Table 30 – Q10a: The fare I used for this one-way trip was: Fare Type**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Full Fare | 1,363 | 44.4% |
| EDP | 738 | 24.0% |
| Discount | 971 | 31.6% |
| Total | 3,072 | 100% |

**Summary**

- **Response Rate = 59%**
- Nearly 56% of those responded used a discounted fare for their Tri-Rail trip

**Figure 34: Q10b: The fare I used for this one-way trip was: Fare Medium**

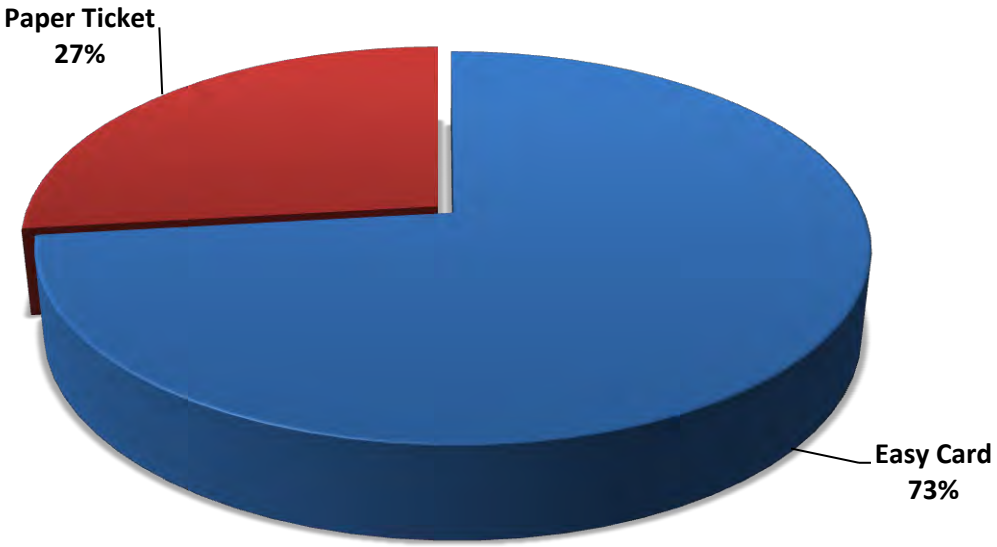



**Table 31 – Q10b: The fare I used for this one-way trip was: Fare Medium**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Easy Card | 2,136 | 73.2% |
| Paper Ticket | 783 | 26.8% |
| Total | 2,919 | 100% |

**Summary**

- **Response Rate = 56%**
- 73% of the respondents used Easy Card for their fare

**Figure 35: Q10c: The fare I used for this one-way trip was: Fare**

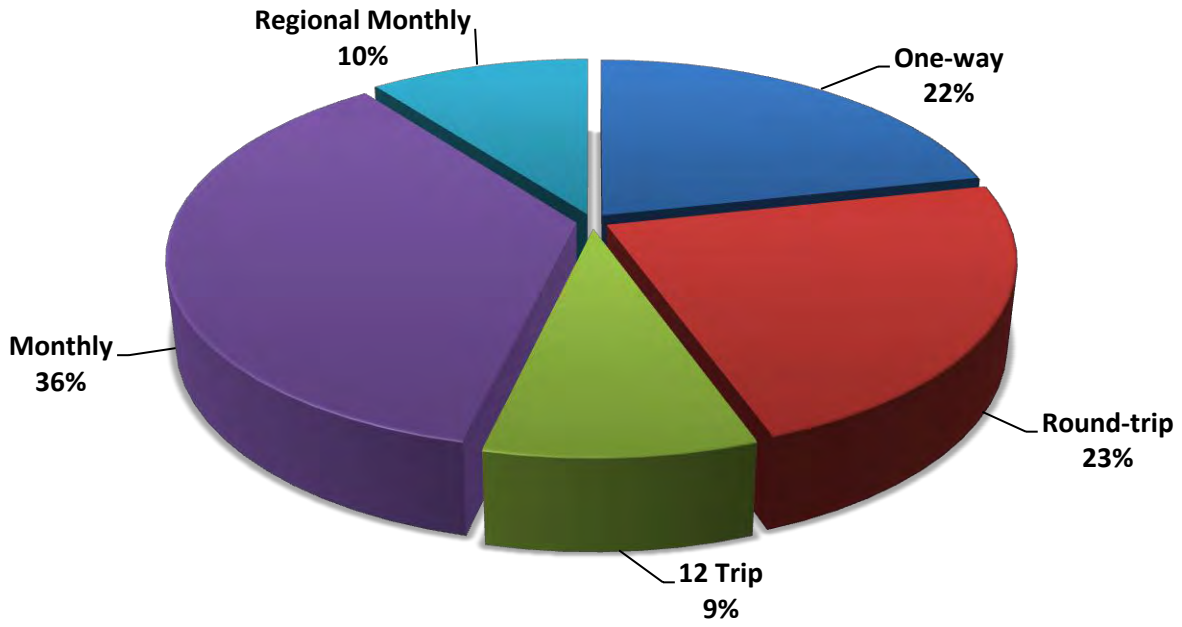



**Table 32 – Q10c: The fare I used for this one-way trip was: Fare**

| Description | Total Surveyed | Respondents |
|---|---|---|
| One-way | 716 | 21.6% |
| Round-trip | 763 | 23.0% |
| 12 Trip | 302 | 9.1% |
| Monthly | 1,196 | 36.0% |
| Regional Monthly | 343 | 10.3% |
| **Total** | **3,320** | **100%** |

**Summary**

- Response Rate = **64%**
- 46% of the respondents used one of the monthly pass options
- 45% of the respondents used the most expensive fare options including the one-way or round trip ticket

## Figure 36: Q11: I have been riding Tri-Rail:

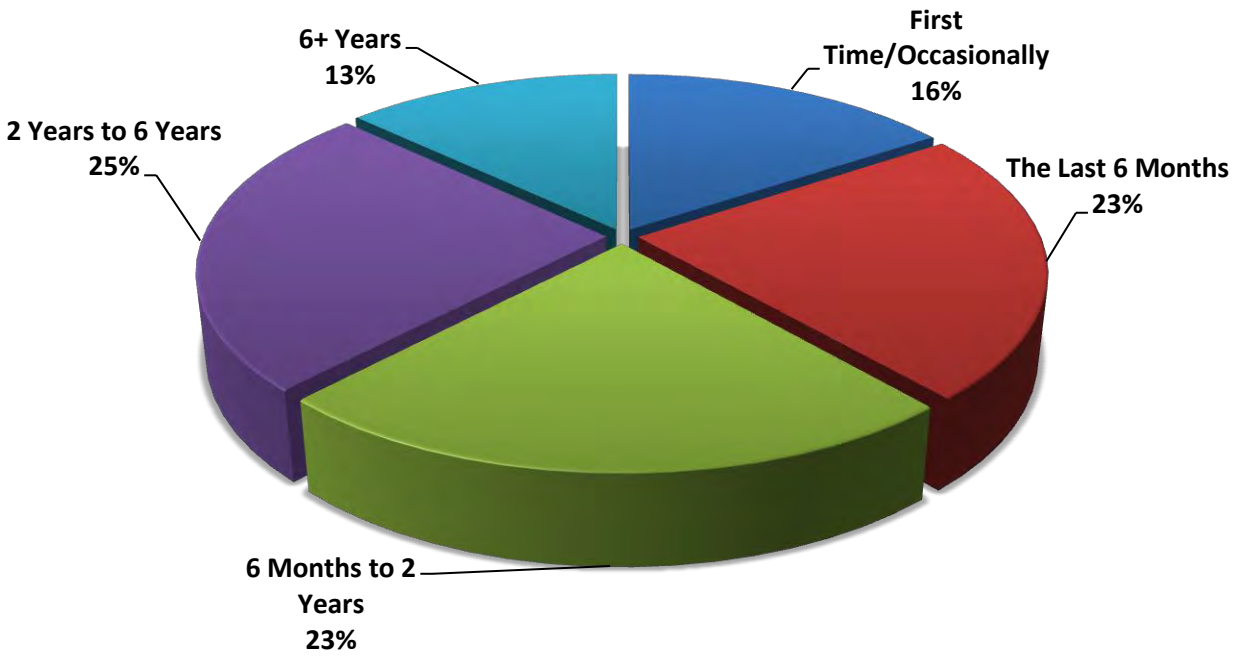



**Table 33 – Q11: I have been riding Tri-Rail:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| First Time/Occasionally | 745 | 15.7% |
| The Last 6 Months | 1,092 | 23.0% |
| 6 Months to 2 Years | 1,122 | 23.7% |
| 2 Years to 6 Years | 1,167 | 25.0% |
| 6+ Years | 618 | 13.0% |
| Total | 4,744 | 100% |

**Summary**

- **Response Rate = 92%**
- 38% of those surveyed indicated that they had been riding Tri-Rail for more than 2 years
- 39% of those surveyed indicated they had been riding Tri-Rail for 6 months or less

**Figure 37: Q12a: I typically ride Tri-Rail: # per day**

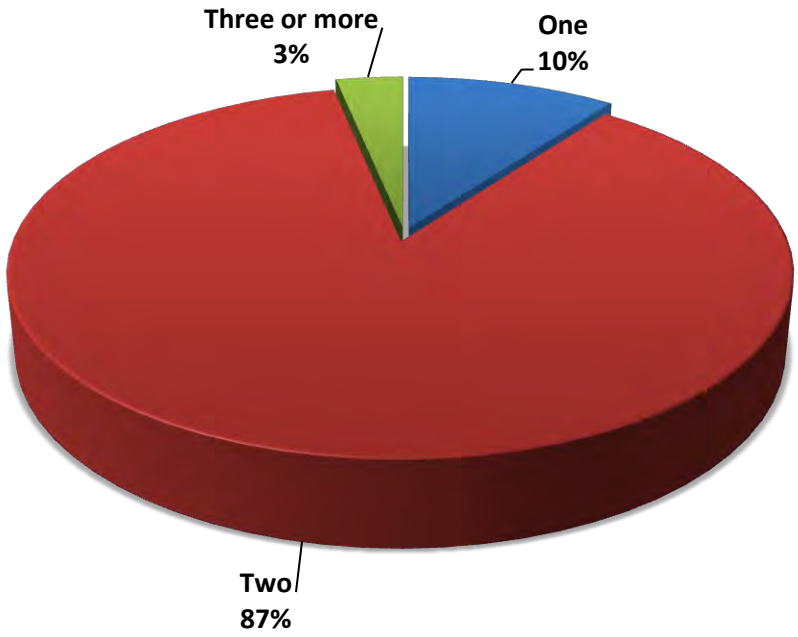



**Table 34 – Q12a: I typically ride Tri-Rail: # per day**

| Description | Total Surveyed Times per Day | Respondents |
|---|---|---|
| One | 381 | 10.2% |
| Two | 3,221 | 87.0% |
| Three or more | 122 | 3.3% |
| **Total** | **3,724** | **100%** |

**Summary**

- **Response Rate = 72%**
- 87% of the respondents will use Tri-Rail twice (round trip) on the day they were surveyed

**Figure 38: Q12b: I typically ride Tri-Rail: # of day(s)/week**

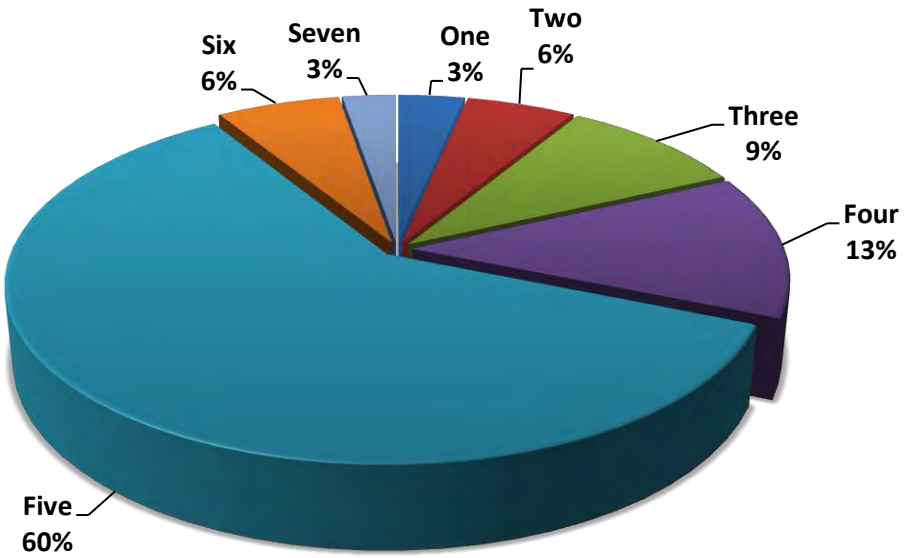



**Table 35 – Q12b: I typically ride Tri-Rail: # of day(s)/week**

| Description | Total Surveyed Days per Week | Respondents |
|---|---|---|
| One | 117 | 3.3% |
| Two | 192 | 5.4% |
| Three | 332 | 9.4% |
| Four | 463 | 13.1% |
| Five | 2,125 | 60.0% |
| Six | 218 | 6.2% |
| Seven | 95 | 2.7% |
| Total | 3,542 | 100% |

**Summary**

- **Response Rate = 68%**
- 60% of the respondents use Tri-Rail five days per week

**Figure 39: Q12c: I typically ride Tri-Rail: # days/month and less than once per month**

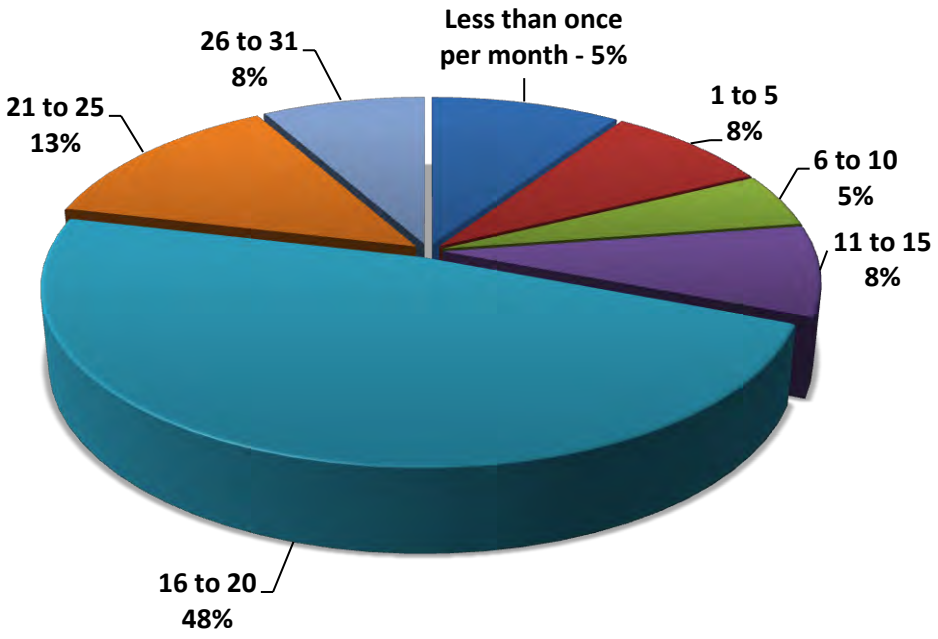



**Table 36 – Q12c: I typically ride Tri-Rail: # days/month**

| Description | Total Surveyed Days per Month | Respondents |
|---|---|---|
| Less than once per month | 263 | 9.4% |
| 1 to 5 | 231 | 8.3% |
| 6 to 10 | 136 | 4.9% |
| 11 to 15 | 229 | 8.2% |
| 16 to 20 | 1,332 | 47.8% |
| 21 to 25 | 367 | 13.2% |
| 26 to 31 | 227 | 8.2% |
| Total | 2,785 | 100% |

**Summary**

- **Response Rate = 54%**
- 48% of the respondents noted that they use Tri-Rail 16-20 days per month, which indicates the work only users
- 21% of the respondents use Tri-Rail at some time during the weekends as indicated by users who responded 21-31 days per month

**Figure 40: Q13: Are you traveling with other people that are not filling out the survey?**

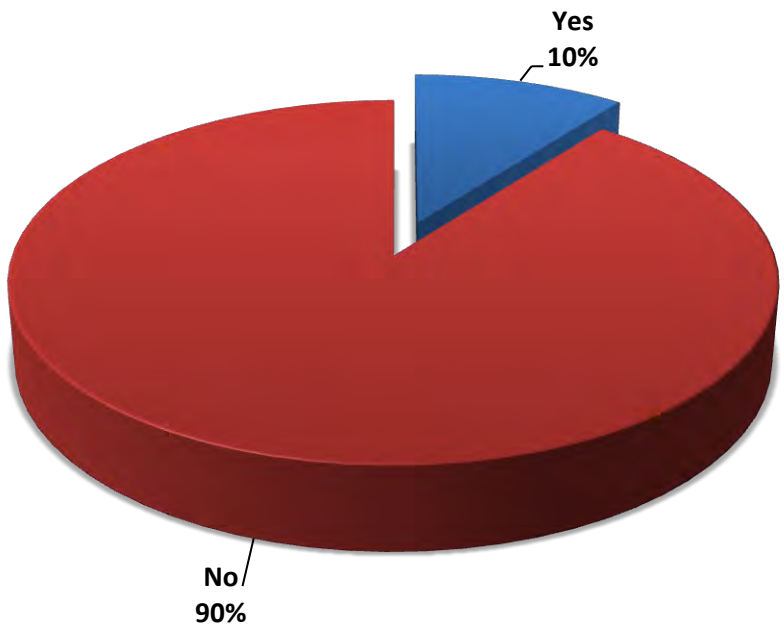



**Table 37 – Q13: Are you traveling with other people that are not filling out the survey?**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Yes | 480 | 10.4% |
| No | 4,129 | 89.6% |
| Total | 4,609 | 100% |

**Summary**

- **Response rate = 89%**
- 90% of all riders were not with someone who was not filling out a survey

## Figure 41: Q15: I live/stay in South Florida:

**Table 38 – Q15: I live/stay in South Florida:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Full Time | 4,195 | 92.3% |
| Part Time | 143 | 3.1% |
| Visitor | 205 | 4.5% |
| Total | 4,543 | 100% |

**Summary**

- **Response Rate = 88%**
- The majority of all riders live in South Florida full time

## Figure 42: Q16: I am: Male or Female

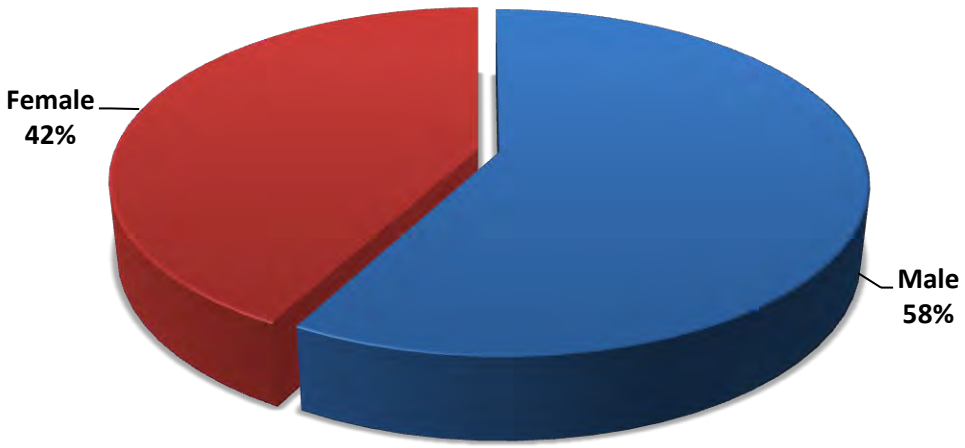



**Table 39 – Q16: I am: Male or Female**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Male | 2,647 | 58.0% |
| Female | 1,919 | 42.0% |
| Total | 4,566 | 100% |

**Summary**

- **Response Rate = 88%**
- More than half of all riders who took the survey were of male gender

## Figure 43: Q17: My age is:

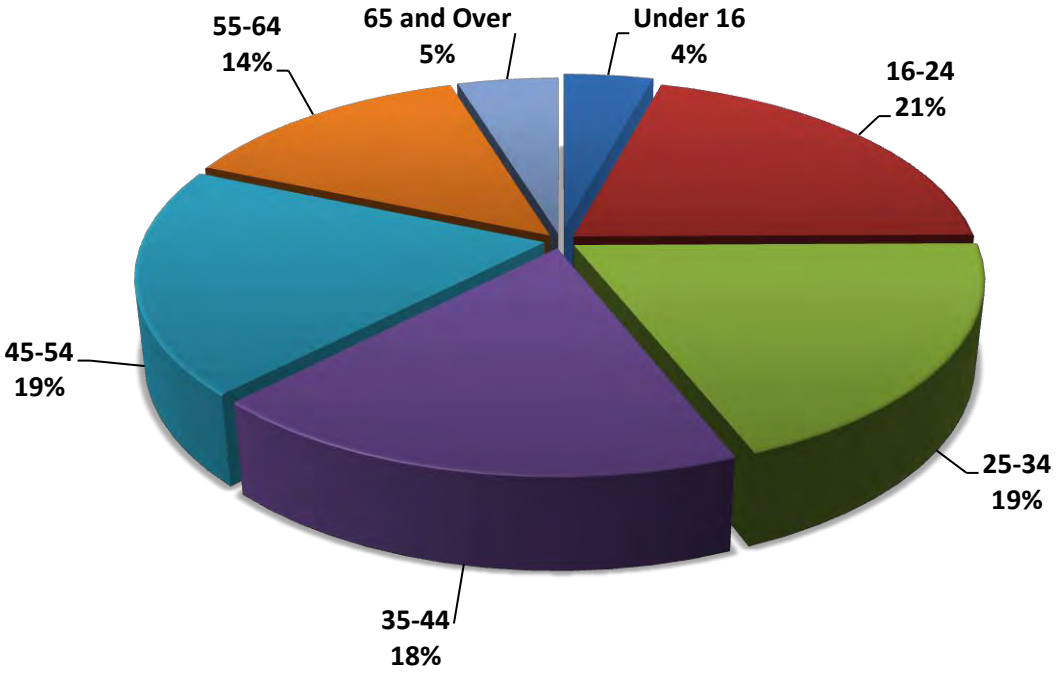



**Table 40 – Q17: My age is:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Under 16 | 201 | 4.2% |
| 16-24 | 982 | 20.6% |
| 25-34 | 912 | 19.2% |
| 35-44 | 870 | 18.3% |
| 45-54 | 915 | 19.2% |
| 55-64 | 656 | 13.8% |
| 65 and Over | 226 | 4.7% |
| Total | 4,762 | 100% |

**Summary**

- **Response Rate = 92%**
- No single age group dominates the ridership
- The low number of respondents under 16 corresponds with the low number of trip purposes indicating school was the trip purpose

## Figure 44: Q18: My race is best described as:

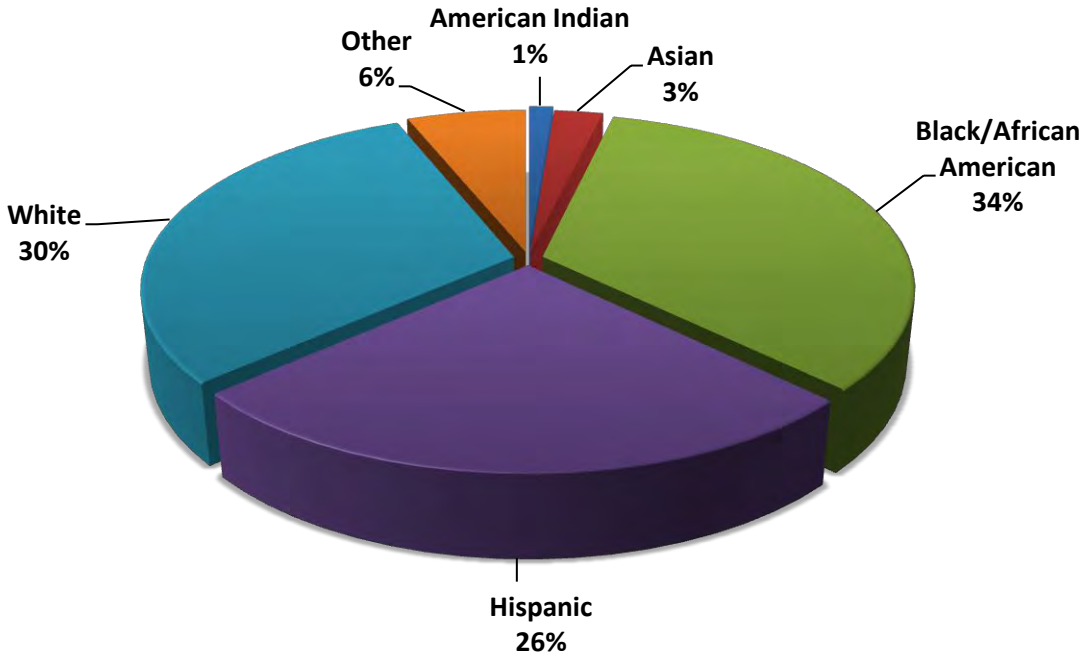



**Table 41 – Q18: My race is best described as:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| American Indian | 58 | 1.2% |
| Asian | 118 | 2.5% |
| Black/Affrican American | 1,580 | 33.5% |
| Hispanic | 1,236 | 26.2% |
| White | 1,433 | 30.4% |
| Other | 289 | 6.1% |
| **Total** | **4,714** | **100%** |

**Summary**

- **Response Rate = 91%**
- Black/African American is the largest racial/ethnic group riding Tri-Rail

**Figure 45: Q19: (Blank) vehicles are owned by people in my home:**

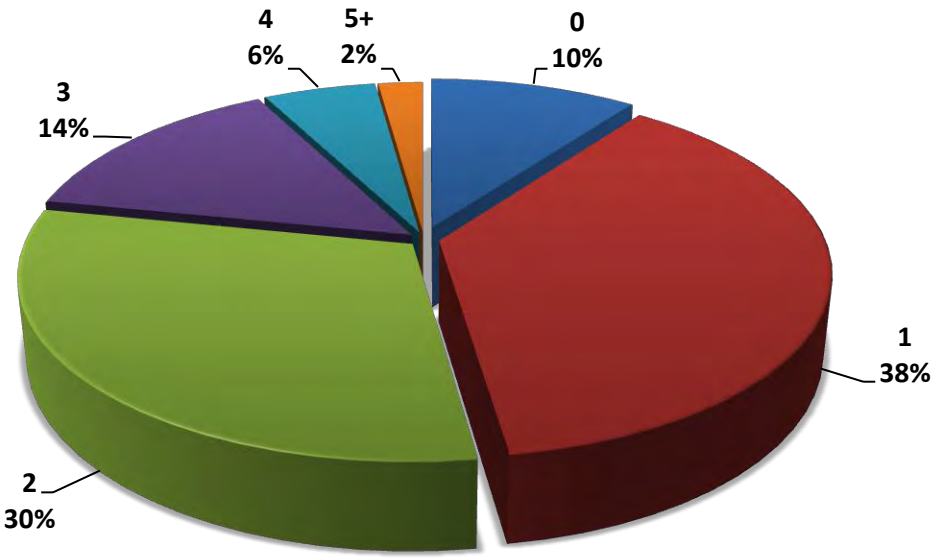



**Table 42 – Q19: (Blank) vehicles are owned by people in my home.**

| Description | Frequency | Percentage |
|---|---|---|
| 0 | 352 | 10.1% |
| 1 | 1,303 | 37.6% |
| 2 | 1,057 | 30.5% |
| 3 | 492 | 14.2% |
| 4 | 190 | 5.5% |
| 5+ | 76 | 2.2% |
| Total | 3,470 | 100% |

**Summary**

- **Response Rate = 67%**
- The 38% single car households correspond to the large number of kiss and ride access to Tri-Rail
- The majority of the Tri-Rail ridership had 2 or more cars available for this trip and are thus not "Captive" riders

**Figure 46: Q20: I could have traveled today by car but chose to ride Tri-Rail instead:**

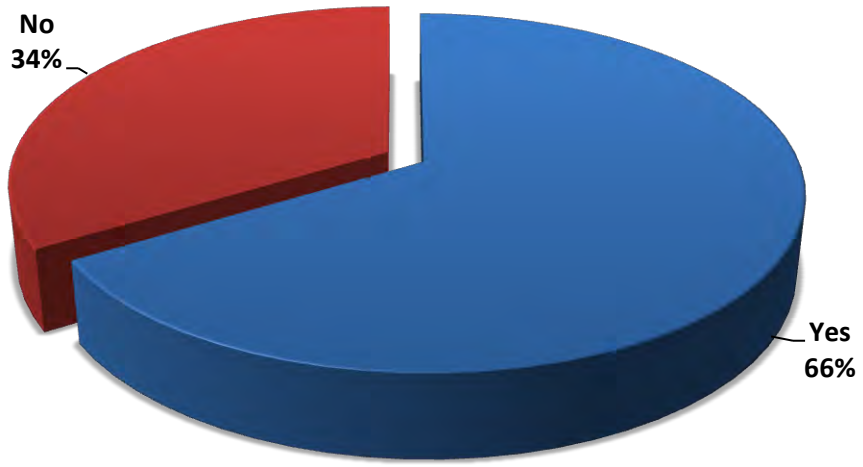



**Table 43 – Q20: I could have traveled today by car but chose to ride Tri-Rail instead:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Yes | 3,023 | 66.4% |
| No | 1,532 | 33.6% |
| Total | 4,555 | 100% |

**Summary**

- **Response Rate = 88%**
- 66% of those surveyed could have used their car but chose to ride Tri-Rail instead

**Figure 47: Q21: I have a Driver's license:**

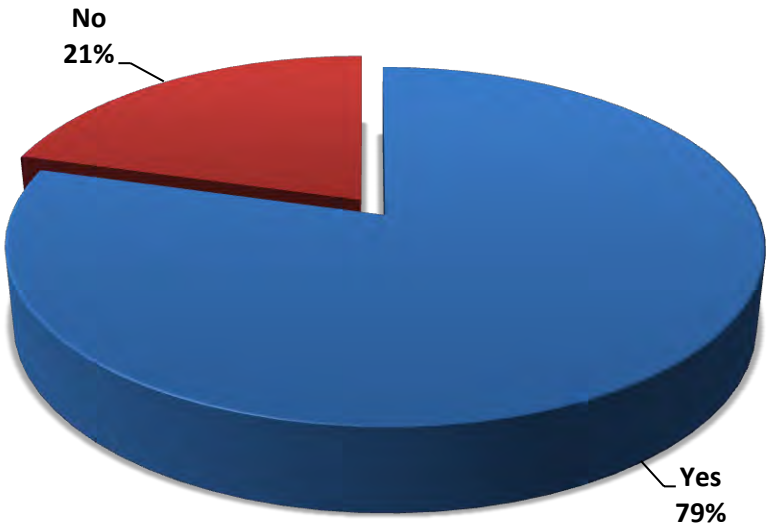



**Table 44 – Q21: I have a Driver's license:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Yes | 3,634 | 79.4% |
| No | 945 | 20.6% |
| Total | 4,579 | 100% |

**Summary**

- **Response Rate = 88%**
- Approx. 79% of riders have a driver's license

**Figure 48: Q22a: Including me, (blank) live in my home, and of those:**

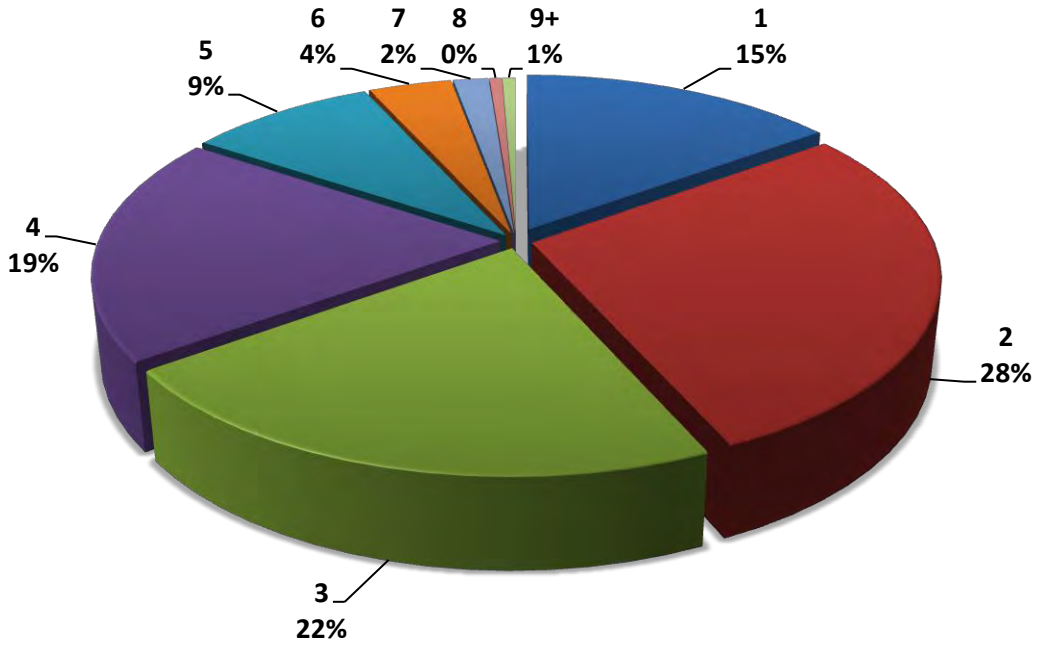



**Table 45 – Q22a: Including me, (blank) live in my home, and of those:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| 1 | 567 | 15.0% |
| 2 | 1,075 | 28.3% |
| 3 | 824 | 21.7% |
| 4 | 733 | 19.3% |
| 5 | 336 | 8.9% |
| 6 | 148 | 3.9% |
| 7 | 63 | 1.7% |
| 8 | 22 | 0.6% |
| 9+ | 24 | 0.6% |
| Total | 3,792 | 100% |

**Summary**

- **Response Rate = 73%**
- A majority of riders (84%) have 4 or fewer people living in the home

**Figure 49: Q22b: Including me, (blank) live in my home, and of those: Have a Driver's license**

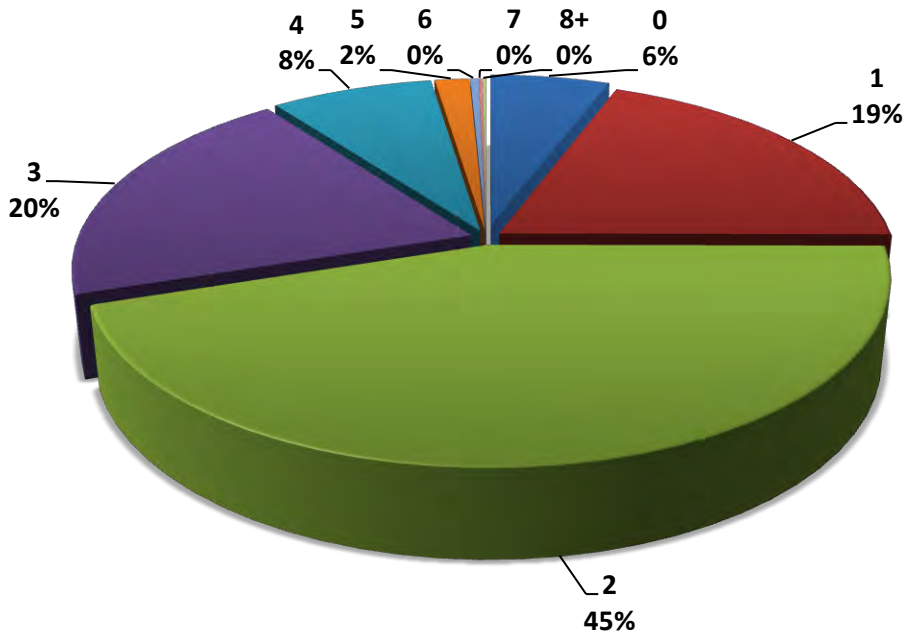



**Table 46 – Q22b: Including me, (blank) live in my home, and of those: Have a Driver's license**

| Description | Total Surveyed | Respondents |
|---|---|---|
| 0 | 217 | 5.7% |
| 1 | 731 | 19.3% |
| 2 | 1,697 | 44.9% |
| 3 | 750 | 19.8% |
| 4 | 294 | 7.8% |
| 5 | 63 | 1.7% |
| 6 | 15 | 0.4% |
| 7 | 7 | 0.2% |
| 8+ | 6 | 0.2% |
| Total | 3,780 | 100% |

**Summary**

- **Response Rate = 73%**
- 64% of riders have at least 1 or 2 people in the home with a driver's license

**Figure 50: Q22c: Including me, (blank) live in my home, and of those: Are under 16 years old**

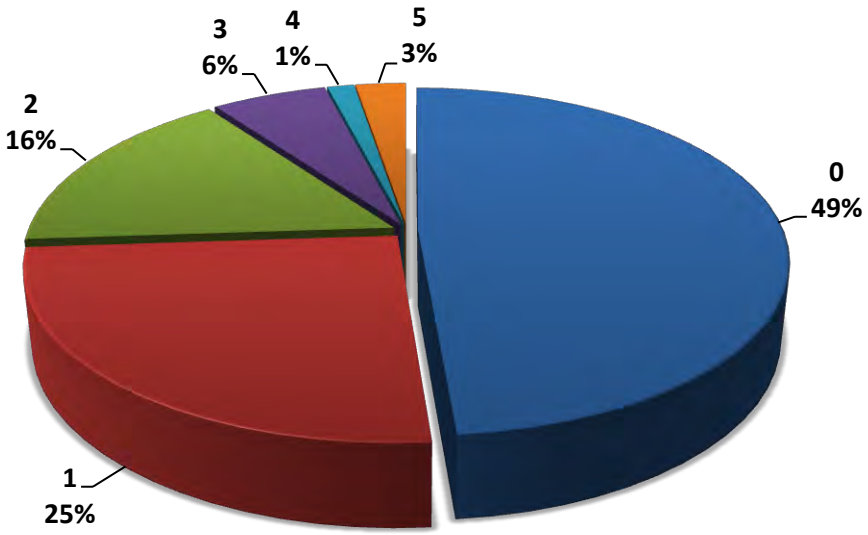



**Table 47 – Q22c: Including me, (blank) live in my home, and of those: Are under 16 years old**

| Description | Total Surveyed | Respondents |
|---|---|---|
| 0 | 1,302 | 48.7% |
| 1 | 675 | 25.2% |
| 2 | 431 | 16.1% |
| 3 | 159 | 5.9% |
| 4 | 37 | 1.4% |
| 5 | 70 | 2.6% |
| Total | 2,674 | 100% |

**Summary**

- **Response Rate = 52%**
- Almost half of the riders had no one under 16 in their household

**Figure 51: Q22d: Including me, (blank) live in my home, and of those: Are 65 and older**

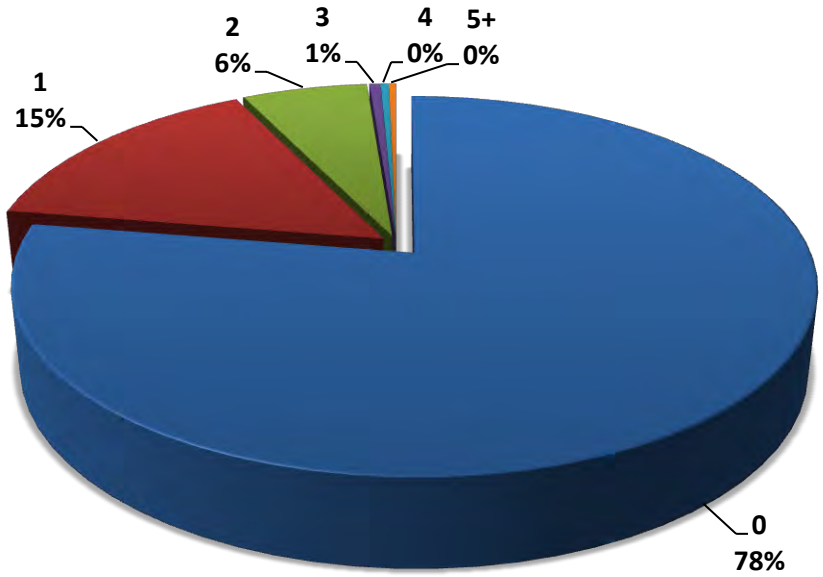



**Table 48 – Q22d: Including me, (blank) live in my home, and of those: Are 65 and older**

| Description | Total Surveyed | Respondents |
|---|---|---|
| 0 | 1,807 | 77.6% |
| 1 | 354 | 15.2% |
| 2 | 140 | 6.0% |
| 3 | 12 | 0.5% |
| 4 | 9 | 0.4% |
| 5+ | 8 | 0.3% |
| Total | 2,330 | 100% |

**Summary**

- **Response Rate = 45%**
- 22% of riders had 1 or more persons age 65 or older living in their household

**Figure 52: Q22e: Including me, (blank) live in my home, and of those: Work outside the home**

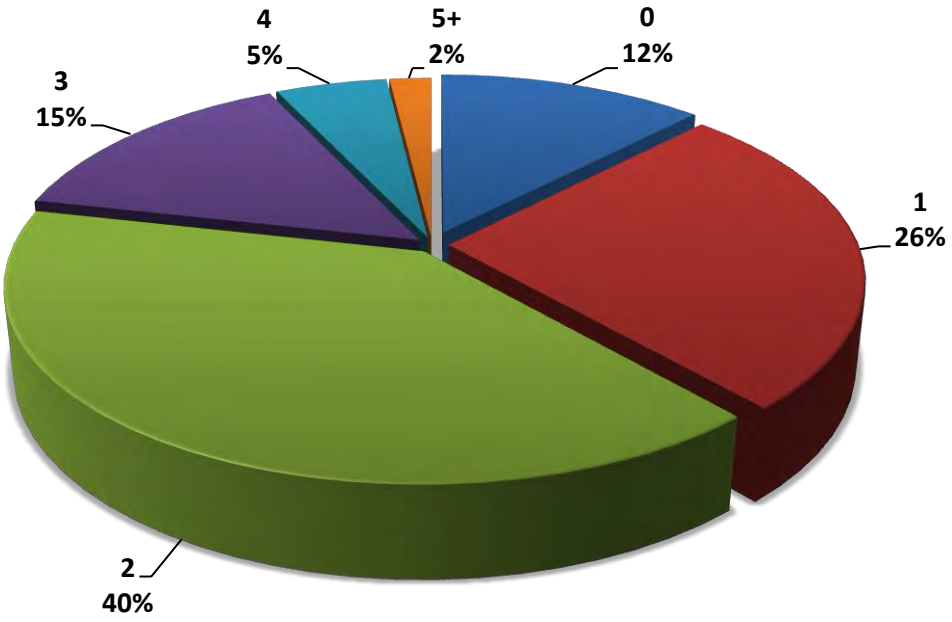



**Table 49 – Q22e: Including me, (blank) live in my home, and of those: Work outside the home**

| Description | Total Surveyed | Respondents |
|---|---|---|
| 0 | 357 | 12.3% |
| 1 | 760 | 26.2% |
| 2 | 1,162 | 40.0% |
| 3 | 419 | 14.4% |
| 4 | 149 | 5.1% |
| 5+ | 56 | 1.9% |
| Total | 2,903 | 100% |

**Summary**

- **Response Rate = 56%**
- Only 12% of riders have no one working outside of their home, which could either correspond to the number of riders 65 and older or the number of part-time Florida residents

**Figure 53: Q23: I graduated:**

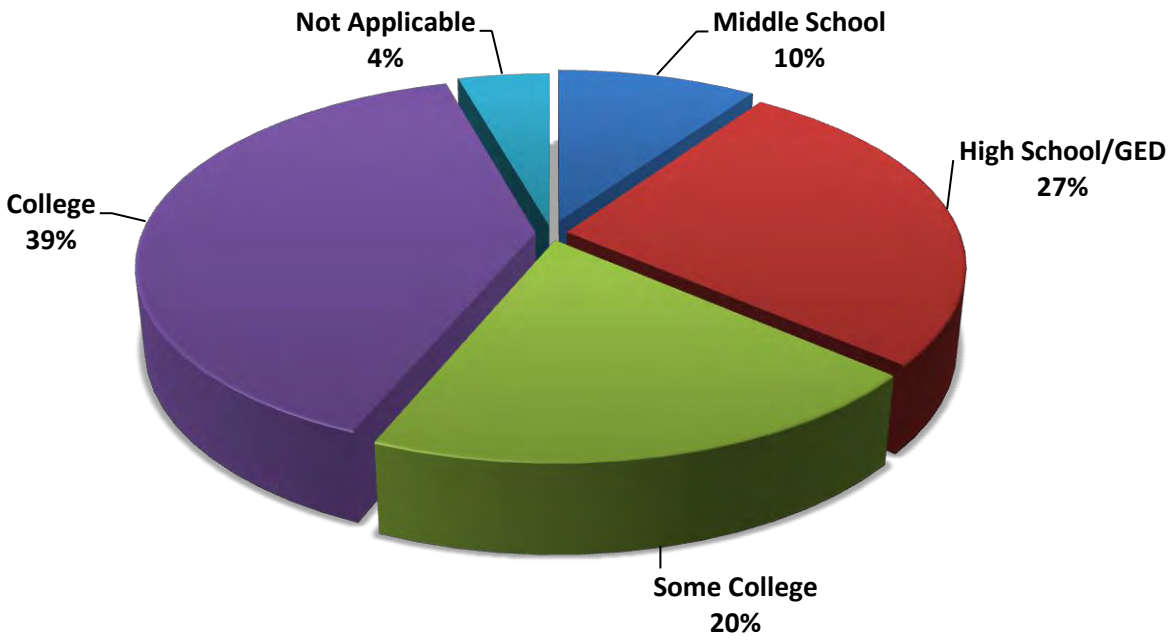



**Table 50 – Q23: I graduated:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Middle School | 438 | 9.6% |
| High School/GED | 1,217 | 26.7% |
| Some College | 907 | 19.9% |
| College | 1,791 | 39.3% |
| Not Applicable | 200 | 4.4% |
| Total | 4,553 | 100% |

**Summary**

- **Response Rate = 88%**
- A majority of riders attended college or some college at 59%

## Figure 54: Q24: What is your current employment status?

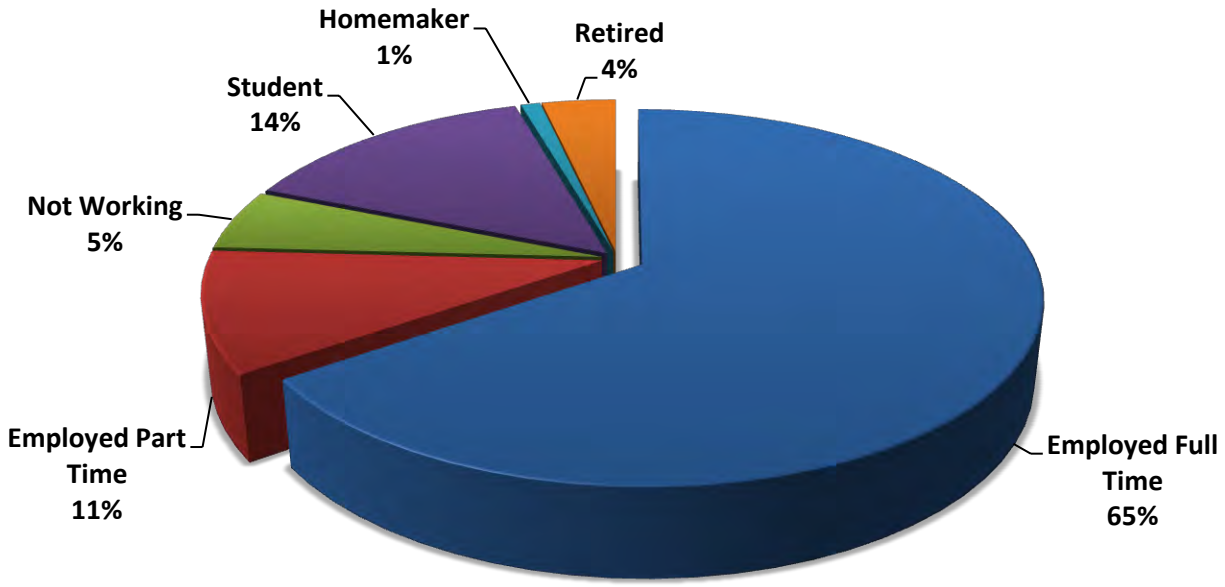



**Table 51 – Q24: What is your current employment status?**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Employed Full Time | 3,024 | 65.4% |
| Employed Part Time | 484 | 10.5% |
| Not Working | 243 | 5.3% |
| Student | 666 | 14.4% |
| Homemaker | 43 | 0.9% |
| Retired | 164 | 3.5% |
| Total | 4,624 | 100% |

**Summary**

- **Response Rate = 89%**
- 65% of riders surveyed were employed Full Time

## Figure 55: Q25: My households total annual income is:

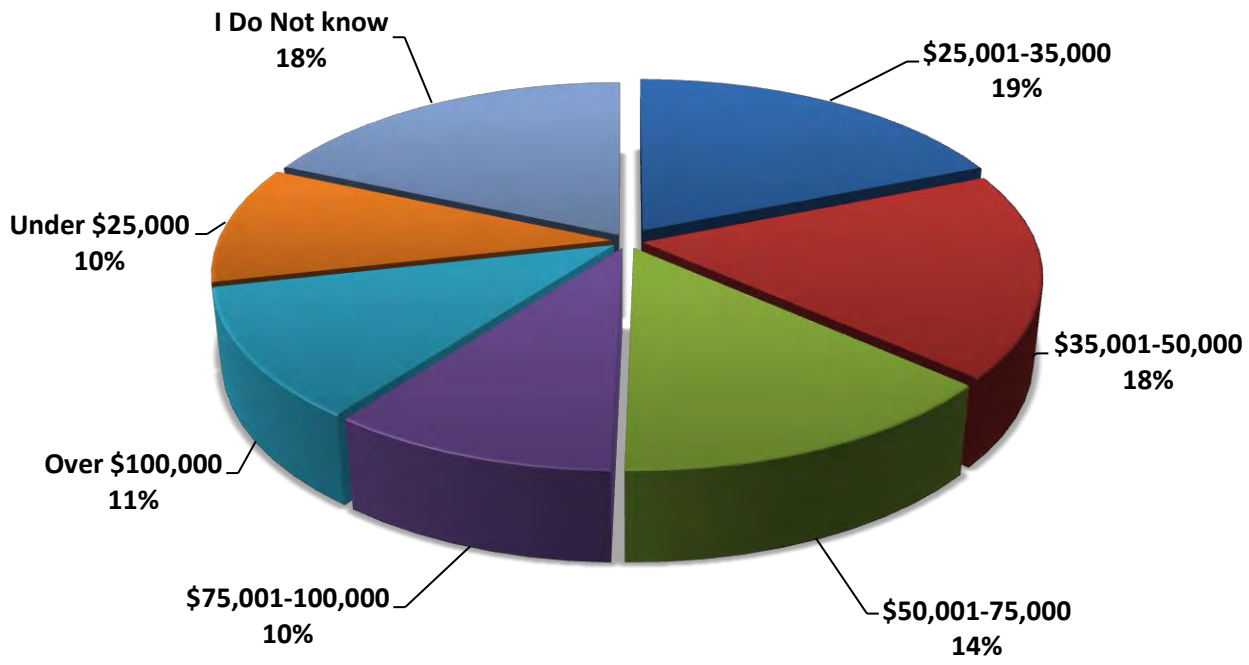



**Table 52 – Q25: My households total annual income is:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| $25,001-35,000 | 799 | 18.8% |
| $35,001-50,000 | 752 | 17.7% |
| $50,001-75,000 | 584 | 13.8% |
| $75,001-100,000 | 419 | 9.9% |
| Over $100,000 | 476 | 11.2% |
| Under $25,000 | 433 | 10.2% |
| I Do Not know | 778 | 18.3% |
| Total | 4,241 | 100% |

**Summary**

- **Response Rate = 82%**
- 35% of the riders had household incomes over $50,000

**Figure 56: Q26: I filled out another survey card earlier today:**

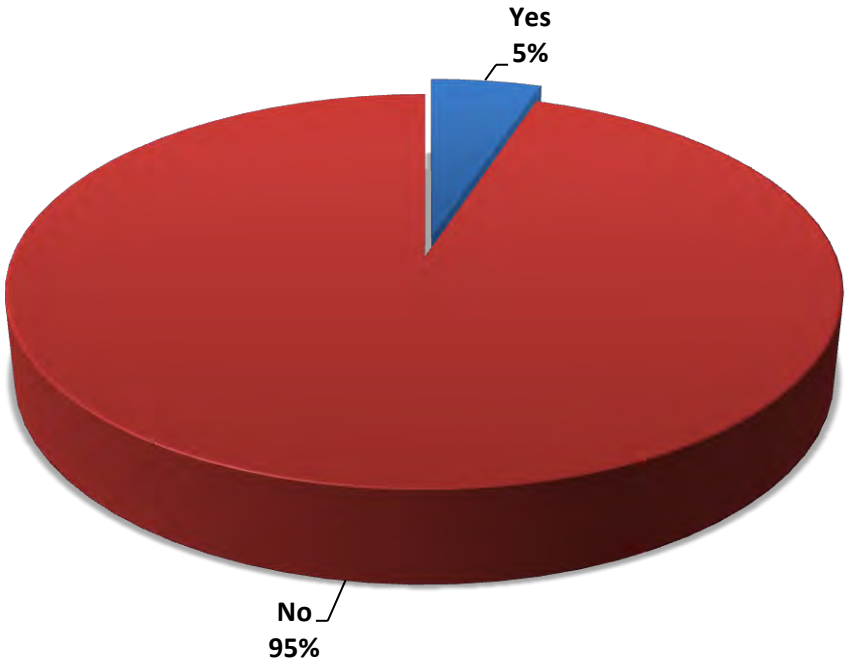



**Table 53 – Q26: I filled out another survey card earlier today:**

| Description | Total Surveyed | Respondents |
|---|---|---|
| Yes | 207 | 5.1% |
| No | 3,854 | 94.9% |
| Total | 4,061 | 100% |

**Summary**

- **Response Rate = 78%**
- Most riders (95%) did not fill out a survey card previously

## 7.5 Customer Opinions, Preferences and Rider Satisfaction

Question number 27 of the survey instrument was specifically developed to gather information from passengers about their opinions, preferences and satisfaction regarding three specific categories including:

1. Station Conditions
2. Train Conditions
3. Service Performance

The tables below list their summaries.

### Table 54 – Station Conditions

| Description | Station Announcements | Station Cleanliness | Station Security/ Safety | Parking Availability | Ticket Vending Machines |
|---|---|---|---|---|---|
| Very Good | 25% | 22% | 26% | 30% | 26% |
| Good | 31% | 33% | 36% | 35% | 36% |
| Okay | 29% | 30% | 27% | 20% | 25% |
| Poor | 10% | 9% | 6% | 5% | 7% |
| Very Poor | 5% | 5% | 3% | 3% | 3% |
| NA | 1% | 1% | 1% | 8% | 5% |
| Total | 4,513 | 4,479 | 4,454 | 4,422 | 4,434 |

### Table 55 – Train Conditions

| Description | Outside Cleanliness | Inside Cleanliness | On-Board Restrooms | On-Board Announcements | Air Conditioning | On-Board Safety/Security | On-Board Experience |
|---|---|---|---|---|---|---|---|
| Very Good | 19% | 18% | 12% | 30% | 31% | 26% | 27% |
| Good | 34% | 33% | 16% | 36% | 40% | 40% | 42% |
| Okay | 31% | 31% | 21% | 25% | 23% | 23% | 26% |
| Poor | 9% | 11% | 17% | 5% | 4% | 3% | 2% |
| Very Poor | 5% | 5% | 16% | 3% | 2% | 2% | 2% |
| NA | 1% | 1% | 19% | 1% | 1% | 1% | 1% |
| Total | 4,482 | 4,438 | 4,368 | 4,393 | 4,421 | 4,376 | 4,362 |

## Table 56 – Service Performance

| Description | Station Staff | On-Board Train Crew | Telephone Customer Service | Train Reliability | Overall Value for Price | Website/Phone App |
|---|---|---|---|---|---|---|
| Very Good | 30% | 35% | 21% | 18% | 27% | 22% |
| Good | 36% | 39% | 27% | 31% | 31% | 27% |
| Okay | 23% | 20% | 21% | 31% | 28% | 21% |
| Poor | 4% | 2% | 5% | 12% | 6% | 5% |
| Very Poor | 2% | 2% | 4% | 7% | 4% | 3% |
| NA | 5% | 3% | 22% | 2% | 3% | 22% |
| Total | 4,444 | 4,391 | 4,306 | 4,360 | 4,353 | 4,240 |

At least 48% of all riders thought Tri-Rail conditions and service were good or very good (highlighted in yellow) for almost every category asked.

## 7.6 Comparison with Previous Survey Efforts

In March 2009, the report '*2008 Tri-Rail On-Board Survey*' was produced for the South Florida Regional Transportation Authority (SFRTA) and the Florida Department of Transportation (FDOT) District 4. The report was heavily oriented towards improving the transit model for the region and much of the work is produced in terms of home-based-work trip, productions and attractions. Table 57 shows the comparison of the 2008 boarding counts and the 2013 boarding counts.

### Table 57 – Comparison of Door Counts for Select Stations

| Station | 2008 Survey | | | 2013 Survey | | |
|---|---|---|---|---|---|---|
| | SB | NB | Total | SB | NB | Total |
| Mangonia Park | 1,138 | 51 | 1,189 | 1,136 | | 1,136 |
| West Palm Beach | 1,068 | 126 | 1,194 | 1,277 | 47 | 1,324 |
| Lake Worth | 697 | 176 | 873 | 832 | 145 | 977 |
| Boynton Beach | 482 | 337 | 819 | 588 | 337 | 925 |
| Delray Beach | 413 | 240 | 653 | 437 | 267 | 704 |
| Boca Raton | 759 | 437 | 1,196 | 961 | 682 | 1,643 |
| Deerfield Beach | 518 | 291 | 809 | 465 | 357 | 822 |
| Pompano Beach | 443 | 334 | 777 | 380 | 439 | 819 |
| Cypress Creek | 624 | 477 | 1,101 | 491 | 606 | 1,097 |
| Fort Lauderdale | 465 | 517 | 982 | 334 | 671 | 1,005 |
| FLL at Dania Beach | 374 | 454 | 828 | 268 | 542 | 810 |
| Sheridan Street | 297 | 369 | 666 | 116 | 336 | 452 |
| Hollywood | 328 | 367 | 695 | 258 | 465 | 723 |
| Golden Glades | 186 | 492 | 678 | 87 | 541 | 628 |
| Opa-locka | 52 | 224 | 276 | 46 | 337 | 383 |
| Metrorail Transfer | 68 | 1,699 | 1,767 | 32 | 1,328 | 1,360 |
| Hialeah Market | 7 | 255 | 262 | | 847 | 847 |
| Miami Airport | 47 | 850 | 897 | | | |
| Total | 7,966 | 7,696 | 15,662 | 7,708 | 7,947 | 15,655 |

*The 2013 data shown for the Miami Airport Station is for the Hialeah Market Station as the Miami Airport Station was closed at the time of the survey

This table shows that ridership patterns from 2008 and 2013 have shifted to the northern part of the Tri-Rail service area. During this time frame, the total boardings increased at all of the stations between West Palm Beach and Pompano Beach. Another very clear indication of this trend is that northbound boardings at every station between the FLL at Dania Beach Station and Boca Raton Station also

increased, meaning that more people are traveling north on the system. One can also observe that the southbound boardings at the Ft. Lauderdale Station have decreased and the northbound boardings have increased. It appears that the MDT Express Service has not affected ridership on the southern half of the system, as those stations are showing the same level of ridership in 2013 as they had in 2008. It also appears that the transfers at the Metrorail Station have decreased over the same period of time. One final observation is that the temporary closure of the Miami Airport has had some effect on the use of the terminus station. The 2013 number for Miami Airport station is represented in the count from the Hialeah Market station.

Trip length data has varied slightly, probably due to the introduction of other long distance transit service in the corridor. Additionally, there is currently one less station to travel, so the trip lengths can't be quite as long. The following table is a comparison of the trip length by number of stations traveled. Regardless, in both surveys, more than 50% of the passengers traveled between 3 and 7 stations. In 2008 the average trip length was 6.5 stations and in 2013 the average trip length was 6.2 stations or approximately 27 miles.

## Table 58 – Comparison of Trip Length by Stations Traveled

| # Stations Traveled | Year | |
|---|---|---|
| | 2008 | 2013 |
| 1 | 1.60% | 3.30% |
| 2 | 6.80% | 7.70% |
| 3 | 11.60% | 11.30% |
| 4 | 13.80% | 12.30% |
| 5 | 12.60% | 10.20% |
| 6 | 17.00% | 9.40% |
| 7 | 9.40% | 8.60% |
| 8 | 8.00% | 7.00% |
| 9 | 6.40% | 4.20% |
| 10 | 4.00% | 3.30% |
| 11 | 3.60% | 2.70% |
| 12 | 2.90% | 2.40% |
| 13 | 2.10% | 2.20% |
| 14 | 2.20% | 1.50% |
| 15 | 1.80% | 2.60% |
| 16 | 0.90% | 1.20% |
| 17 | 0.60% | |

Additional data was compared with the survey. Auto ownership has changed little between the survey periods.

## Table 59 – Auto Ownership Comparison

| Year | 0 Autos | 1 Auto | 2+ Autos |
|---|---|---|---|
| 2008 | 4.90% | 27.40% | 67.70% |
| 2013 | 7.00% | 25.00% | 68.00% |

Mode of access and mode of egress were compared between the surveys and the results are shown in the proceeding table. Small variations appear throughout the data but the only noticeable change is in the number of people using park and ride to access Tri-Rail. The 2013 survey shows a 40% drop in park and ride usage.

## Table 60 – Mode of Access and Egress

| Mode | 2008 Survey | 2013 Survey | 2008 Survey | 2013 Survey |
|---|---|---|---|---|
| | Mode of Access % | | Mode of Egress % | |
| Walk | 5.60% | 9.00% | 16.00% | 17.00% |
| Bike | 4.20% | 6.00% | 4.30% | 6.00% |
| Taxi | 1.40% | 3.00% | 1.10% | 2.00% |
| School bus | 0.90% | 1.00% | 4.20% | 3.00% |
| Metrorail | 3.20% | 4.00% | 14.30% | 6.00% |
| Transit Bus | 9.70% | 12.00% | 17.70% | 19.00% |
| Tri-Rail Shuttle | 3.10% | 4.00% | 16.30% | 15.00% |
| Park and Ride | 49.10% | 28.00% | 12.40% | 10.00% |
| Kiss and Ride | 21.60% | 25.00% | 11.10% | 14.00% |

Comparing other aspects of the survey, the residency status has not changed, nor has the sex of the rider. The age of Tri-Rail riders has also remained fairly constant as the following table shows.

## Table 61 – Ridership Age Group

| Year | Under 16 | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65 + |
|---|---|---|---|---|---|---|---|
| 2008 | 5.80% | 15.60% | 18.80% | 20.00% | 22.20% | 11.70% | 3.10% |
| 2013 | 4.00% | 19.00% | 17.00% | 17.00% | 18.00% | 13.00% | 4.00% |

The ethnic makeup of the ridership has varied in that the number of white passengers has declined by about 10%.

## Table 62 – Comparison Ethnicity of Ridership

| Year | Am. Indian | Asian | Black | Hispanic | White | Other |
|---|---|---|---|---|---|---|
| 2008 | 0.40% | 3.10% | 23.80% | 27.90% | 37.50% | 5.80% |
| 2013 | 1.00% | 2.00% | 30.00% | 24.00% | 28.00% | 6.00% |

# 8.0 PARKING COUNTS

Part of the survey effort included a straight forward assessment of the parking availability and utilization at all Tri-Rail stations. Station counts were made on the same day as the onboard survey, February 13, 2013, between 10:00 AM and 12:00 noon. The parking count utilization data showed that the Hialeah Market station parking facility was over capacity (possibly because it was one of the staging areas for the survey crew). The Hollywood station was at capacity and Golden Glades, Metrorail Transfer, and Opa-locka Stations were all effectively at capacity. The other stations all had sufficient parking availability.

Table 63 below presents the data collected at parking lots at each station.

**Table 63 – Parking Counts**

| Tri-Rail Parking Occupancy (February 13, 2013) | | | |
|---|---|---|---|
| Tri-Rail Station | Total Parking Spaces | Parking Count | Occupancy |
| Mangonia Park | 272 | 225 | 82.70% |
| West Palm Beach | 231 | 157 | 67.90% |
| Lake Worth | 225 | 178 | 79.10% |
| Boynton Beach | 324 | 184 | 56.80% |
| Delray Beach | 129 | 87 | 67.40% |
| Boca Raton | 159 | 109 | 68.50% |
| Deerfield Beach | 236 | 143 | 60.50% |
| Pompano Beach | 298 | 121 | 40.60% |
| Cypress Creek | 345 | 175 | 50.70% |
| Ft. Lauderdale | 325 | 219 | 67.40% |
| FLL at Dania Beach | 450 | 205 | 45.50% |
| Sheridan Street | 470 | 323 | 68.70% |
| Hollywood | 110 | 106 | 96.30% |
| Golden Glades | 205 | 181 | 88.20% |
| Opa-locka | 72 | 60 | 83.30% |
| Metrorail Transfer | 44 | 38 | 86.30% |
| Hialeah Market | 164 | 170 | 103.60% |
| **Total** | **4,059** | **2,681** | **71.38%** |

# 9.0 SURVEY SUMMARY

## 9.1 Total Ridership

The February 13, 2013 on-board door count was 15,655 passengers. The conductor counts for that same day was 15,668. The door count and the conductor count are within 99.92% of each other. The 2008 door count was 15,662. The big difference between the 2008 counts and the 2013 counts is that a substantial amount of express bus service has been implemented along I-95 connecting Pembroke Pines/Hollywood, Miramar, Sheridan Street and Broward Boulevard directly to downtown Miami. The routes are operated by both Miami Dade Transit (MDT) and Broward County Transit (BCT). On an average weekday in February 2013 (the same time frame of the Tri-Rail door counts), MDT's Dade Broward Express carried 1,165 passengers and BCT's 95 Express carried 1,997 passengers. This would indicate that nearly 18,787 people are making regional trips by transit every day. The transit mode may have shifted since 2008, but the total number of regional trips has increased by 20%.

## 9.2 Station Utilization

Station utilization along the corridor has changed during the previous five years. 47% of all boardings now occur in Palm Beach County, with 32% of the boardings occurring in Broward County, and only 20% occurring in Miami-Dade County. The Boca Raton Station has grown from the number two station to the number one station – replacing Metrorail Transfer. Table 64 shows the change in station rank from 2008 to 2013.

**Table 64 – Change in Station Rank**

| 2013 Rank | 2008 Rank | Station | 2013 Rank | 2008 Rank | Station |
|---|---|---|---|---|---|
| 1 | 2 | Boca Raton | 10 | 11 | Deerfield Beach |
| 2 | 1 | Metrorail Transfer | 11 | 12 | Pompano Beach |
| 3 | 3 | West Palm Beach | 12 | 9 | FLL at Dania Beach |
| 4 | 4 | Mangonia Park | 13 | 13 | Hollywood |
| 5 | 5 | Cypress Creek | 14 | 16 | Delray Beach |
| 6 | 6 | Ft Lauderdale | 15 | 14 | Golden Glades |
| 7 | 8 | Lake Worth | 16 | 15 | Sheridan Street |
| 8 | 10 | Boynton Beach | 17 | 17 | Opa-locka |
| 9 | 7/18 | MIA/Hialeah Market | | | |

## 9.3 Directional Travel

During the morning peak period, 53% of the total ridership is in the northbound direction and 47% in the southbound direction. The evening peak period is the opposite balance. This reflects two things – that Tri-Rail is an amazingly balanced system, and that the minor imbalance occurs in the opposite direction from the prevailing regional traffic. The peak load point for both the northbound and the southbound peak is between West Palm Beach and Lake Worth.

## 9.4 Origin/Destination Pairs

There are four very strong origin-destination pairs that occur in the Tri-Rail corridor. They are: Boca Raton - West Palm Beach, Boca Raton - Ft. Lauderdale, Cypress Creek – Metrorail Transfer and Boca Raton – Mangonia Park.

## 9.5 Mode of Access and Egress at Stations

The Mangonia Park Station is the most auto oriented station in the corridor with 93% of all riders arriving by car. 55% of the passengers at the Mangonia Park Station drove and parked while 38% were dropped off. Four stations had a large number of riders being picked up: Mangonia Park, West Palm Beach, Boca Raton and Cypress Creek.

More passengers arrived at the station (during the survey period) by transit to the Fort Lauderdale Station than to any other station. The number equated to 27% of all trips arriving at the Fort Lauderdale Station arrived by transit. The Metrorail Transfer Station had the largest percentage of all trips arriving at the station by transit at 48%. For trips leaving the station by transit, Metrorail Transfer, Boca Raton and Ft. Lauderdale Stations are far above the other stations on the line, both in terms of percentages and numbers.

Walking as a mode of access to the station is prevalent at the stations with residential uses near the station: West Palm Beach, Lake Worth and Hollywood. The stations that showed a fairly high level of walking for leaving the stations all exhibit higher density employment adjacent to the station: West Palm Beach, Boca Raton and Cypress Creek.

## 9.6 Typical Rider

The typical Tri-Rail rider is a black male that lives in Florida full-time. He is a 25 to 35-year old college graduate, working full time and earning under $50,000 per year. He lives in a two-person household, with both people working outside the home, both possessing driver's licenses, with access to only one car.

# Appendix A

# Tri-Rail Operating Schedule

# Weekday (Southbound) Schedule

**SOUTHBOUND TO MIAMI AIRPORT - WEEKDAYS AM**

| Train No. | P601 | P603 | P605 | P607 | P609 | P611 | P613 | P615 | P617 | P619 | P621 | P623 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | 4:00 | 4:40 | 5:20 | 6:00 | 6:20 | 6:40 | 7:00 | 7:30 | 8:00 | 9:00 | 10:00 | 11:00 |
| West Palm Beach ✈ | 4:06 | 4:46 | 5:26 | 6:06 | 6:26 | 6:46 | 7:06 | 7:36 | 8:06 | 9:06 | 10:06 | 11:06 |
| Lake Worth | 4:15 | 4:56 | 5:36 | 6:16 | 6:36 | 6:56 | 7:16 | 7:46 | 8:16 | 9:16 | 10:16 | 11:16 |
| Boynton Beach | 4:20 | 5:02 | 5:42 | 6:22 | 6:42 | 7:02 | 7:22 | 7:52 | 8:22 | 9:22 | 10:22 | 11:22 |
| Delray Beach | 4:29 | 5:11 | 5:51 | 6:31 | 6:51 | 7:11 | 7:31 | 8:01 | 8:31 | 9:31 | 10:31 | 11:31 |
| Boca Raton | 4:35 | 5:17 | 5:57 | 6:37 | 6:57 | 7:17 | 7:37 | 8:07 | 8:37 | 9:37 | 10:37 | 11:37 |
| Deerfield Beach | 4:42 | 5:24 | 6:04 | 6:44 | 7:04 | 7:24 | 7:44 | 8:14 | 8:44 | 9:44 | 10:44 | 11:44 |
| Pompano Beach | 4:48 | 5:30 | 6:10 | 6:50 | 7:10 | 7:30 | 7:50 | 8:20 | 8:50 | 9:50 | 10:50 | 11:50 |
| Cypress Creek | 4:54 | 5:37 | 6:17 | 6:57 | 7:17 | 7:37 | 7:57 | 8:27 | 8:57 | 9:58 | 10:58 | 11:58 |
| Fort Lauderdale | 5:01 | 5:45 | 6:25 | 7:05 | 7:25 | 7:45 | 8:05 | 8:35 | 9:05 | 10:08 | 11:08 | 12:08 |
| Fort Lauderdale Airport ✈ | 5:08 | 5:53 | 6:33 | 7:13 | 7:33 | 7:53 | 8:13 | 8:43 | 9:13 | 10:17 | 11:17 | 12:17 |
| Sheridan Street | 5:12 | 5:57 | 6:37 | 7:17 | 7:37 | 7:57 | 8:17 | 8:47 | 9:17 | 10:21 | 11:21 | 12:21 |
| Hollywood | 5:16 | 6:01 | 6:41 | 7:21 | 7:41 | 8:01 | 8:21 | 8:51 | 9:21 | 10:26 | 11:26 | 12:26 |
| Golden Glades | 5:25 | 6:10 | 6:50 | 7:30 | 7:50 | 8:10 | 8:30 | 9:00 | 9:30 | 10:35 | 11:35 | 12:35 |
| Opa-locka | 5:31 | 6:16 | 6:56 | 7:36 | 7:56 | 8:16 | 8:36 | 9:06 | 9:36 | 10:41 | 11:41 | 12:41 |
| Metrorail Transfer | 5:38 | 6:23 | 7:03 | 7:43 | 8:03 | 8:23 | 8:43 | 9:13 | 9:43 | 10:48 | 11:48 | 12:48 |
| Hialeah Market/ Miami Airport ✈ | 5:44 | 6:29 | 7:09 | 7:49 | 8:09 | 8:29 | 8:49 | 9:19 | 9:49 | 10:54 | 11:54 | 12:54 |

**SOUTHBOUND TO MIAMI AIRPORT - WEEKDAYS PM**

| Train No. | P625 | P627 | P629 | P631 | P633 | P635 | P637 | P639 | P641 | P643 | P645 | P647 | P649 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mangonia Park | 12:00 | 1:00 | 2:00 | 3:00 | 3:30 | 4:00 | 4:25 | 5:00 | 5:30 | 6:15 | 6:45 | 7:40 | 8:40 |
| West Palm Beach ✈ | 12:06 | 1:06 | 2:06 | 3:06 | 3:36 | 4:06 | 4:31 | 5:06 | 5:36 | 6:21 | 6:51 | 7:46 | 8:46 |
| Lake Worth | 12:16 | 1:16 | 2:16 | 3:16 | 3:46 | 4:16 | 4:41 | 5:16 | 5:46 | 6:31 | 7:01 | 7:56 | 8:56 |
| Boynton Beach | 12:22 | 1:22 | 2:22 | 3:22 | 3:52 | 4:22 | 4:47 | 5:22 | 5:52 | 6:37 | 7:07 | 8:02 | 9:02 |
| Delray Beach | 12:31 | 1:31 | 2:31 | 3:31 | 4:01 | 4:31 | 4:56 | 5:31 | 6:01 | 6:46 | 7:16 | 8:11 | 9:11 |
| Boca Raton | 12:37 | 1:37 | 2:37 | 3:37 | 4:07 | 4:37 | 5:02 | 5:37 | 6:07 | 6:52 | 7:22 | 8:17 | 9:17 |
| Deerfield Beach | 12:44 | 1:44 | 2:44 | 3:44 | 4:14 | 4:44 | 5:09 | 5:44 | 6:14 | 6:59 | 7:29 | 8:24 | 9:24 |
| Pompano Beach | 12:50 | 1:50 | 2:50 | 3:50 | 4:20 | 4:50 | 5:15 | 5:50 | 6:20 | 7:05 | 7:35 | 8:30 | 9:30 |
| Cypress Creek | 12:58 | 1:58 | 2:58 | 3:58 | 4:28 | 4:58 | 5:23 | 5:58 | 6:27 | 7:12 | 7:42 | 8:37 | 9:37 |
| Fort Lauderdale | 1:08 | 2:08 | 3:08 | 4:08 | 4:38 | 5:08 | 5:33 | 6:08 | 6:35 | 7:20 | 7:50 | 8:45 | 9:45 |
| Fort Lauderdale Airport ✈ | 1:17 | 2:17 | 3:17 | 4:17 | 4:47 | 5:17 | 5:42 | 6:17 | 6:43 | 7:28 | 7:58 | 8:53 | 9:53 |
| Sheridan Street | 1:21 | 2:21 | 3:21 | 4:21 | 4:51 | 5:21 | 5:46 | 6:21 | 6:47 | 7:32 | 8:02 | 8:57 | 9:57 |
| Hollywood | 1:26 | 2:26 | 3:26 | 4:26 | 4:56 | 5:26 | 5:51 | 6:26 | 6:51 | 7:36 | 8:06 | 9:01 | 10:01 |
| Golden Glades | 1:35 | 2:35 | 3:35 | 4:35 | 5:05 | 5:35 | 6:00 | 6:35 | 7:00 | 7:45 | 8:15 | 9:10 | 10:10 |
| Opa-locka | 1:41 | 2:41 | 3:41 | 4:41 | 5:11 | 5:41 | 6:06 | 6:41 | 7:06 | 7:51 | 8:21 | 9:16 | 10:16 |
| Metrorail Transfer | 1:48 | 2:48 | 3:48 | 4:48 | 5:18 | 5:48 | 6:13 | 6:48 | 7:13 | 7:58 | 8:28 | 9:23 | 10:23 |
| Hialeah Market/ Miami Airport ✈ | 1:54 | 2:54 | 3:56 | 5:12 | 5:26 | 6:12 | 6:21 | 6:56 | 7:19 | 8:04 | 8:34 | 9:29 | 10:29 |

L STOP - Train may depart station as much as five (5) minutes ahead of schedule

Passengers will be shuttled to/from the Metrorail Transfer Station, Hialeah Market Station and the Miami International Airport.

# Weekday (Northbound) Schedule

## NORTHBOUND TO MANGONIA PARK - WEEKDAYS AM

| Train No. | P600 | P602 | P604 | P606 | P608 | P610 | P612 | P614 | P616 | P618 | P620 | P622 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Hialeah Market/ Miami Airport ✈ | 4:18 | 4:48 | 5:13 | 5:38 | 6:03 | 6:23 | 7:03 | 7:43 | 8:23 | 9:23 | 10:23 | 11:23 |
| Metrorail Transfer | 4:23 | 4:54 | 5:19 | 5:49 | 6:09 | 6:29 | 7:09 | 7:49 | 8:30 | 9:30 | 10:30 | 11:30 |
| Opa-locka | 4:29 | 5:00 | 5:25 | 5:55 | 6:15 | 6:35 | 7:15 | 7:55 | 8:36 | 9:36 | 10:36 | 11:36 |
| Golden Glades | 4:35 | 5:06 | 5:31 | 6:01 | 6:21 | 6:41 | 7:21 | 8:01 | 8:43 | 9:43 | 10:43 | 11:43 |
| Hollywood | 4:43 | 5:15 | 5:40 | 6:10 | 6:30 | 6:50 | 7:30 | 8:10 | 8:52 | 9:52 | 10:52 | 11:52 |
| Sheridan Street | 4:47 | 5:19 | 5:44 | 6:14 | 6:34 | 6:54 | 7:34 | 8:14 | 8:56 | 9:56 | 10:56 | 11:56 |
| Fort Lauderdale Airport ✈ | 4:51 | 5:23 | 5:48 | 6:18 | 6:38 | 6:58 | 7:38 | 8:18 | 9:00 | 10:00 | 11:00 | 12:00 |
| Fort Lauderdale | 5:00 | 5:32 | 5:57 | 6:27 | 6:47 | 7:07 | 7:47 | 8:27 | 9:09 | 10:09 | 11:09 | 12:09 |
| Cypress Creek | 5:06 | 5:39 | 6:04 | 6:34 | 6:54 | 7:14 | 7:54 | 8:34 | 9:16 | 10:16 | 11:16 | 12:16 |
| Pompano Beach | 5:12 | 5:45 | 6:10 | 6:40 | 7:00 | 7:20 | 8:00 | 8:40 | 9:23 | 10:23 | 11:23 | 12:23 |
| Deerfield Beach | 5:18 | 5:51 | 6:16 | 6:46 | 7:06 | 7:26 | 8:06 | 8:46 | 9:29 | 10:29 | 11:29 | 12:29 |
| Boca Raton | 5:25 | 5:59 | 6:24 | 6:54 | 7:14 | 7:34 | 8:14 | 8:54 | 9:38 | 10:38 | 11:38 | 12:38 |
| Delray Beach | 5:30 | 6:04 | 6:29 | 6:59 | 7:19 | 7:39 | 8:19 | 8:59 | 9:44 | 10:44 | 11:44 | 12:44 |
| Boynton Beach | 5:38 | 6:13 | 6:38 | 7:08 | 7:28 | 7:48 | 8:28 | 9:08 | 9:53 | 10:53 | 11:53 | 12:53 |
| Lake Worth | 5:44 | 6:19 | 6:44 | 7:14 | 7:34 | 7:54 | 8:34 | 9:14 | 9:59 | 10:59 | 11:59 | 12:59 |
| West Palm Beach ✈ | 5:55 | 6:30 | 6:55 | 7:25 | 7:45 | 8:05 | 8:45 | 9:25 | 10:10 | 11:10 | 12:10 | 1:10 |
| Mangonia Park | 6:05 | 6:40 | 7:05 | 7:35 | 7:55 | 8:15 | 8:55 | 9:35 | 10:20 | 11:20 | 12:20 | 1:20 |

## NORTHBOUND TO MANGONIA PARK - WEEKDAYS PM

| Train No. | P624 | P626 | P628 | P630 | P632 | P634 | P636 | P638 | P640 | P642 | P644 | P646 | P648 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Hialeah Market/ Miami Airport ✈ | 12:23 | 1:23 | 2:23 | 3:13 | 3:53 | 4:33 | 4:53 | 5:00 | 5:51 | 5:58 | 6:53 | 7:53 | 9:43 |
| Metrorail Transfer | 12:30 | 1:30 | 2:30 | 3:20 | 4:09 | 4:39 | 4:59 | 5:29 | 5:57 | 6:29 | 6:59 | 7:59 | 9:49 |
| Opa-locka | 12:36 | 1:36 | 2:36 | 3:26 | 4:15 | 4:45 | 5:05 | 5:35 | 6:03 | 6:35 | 7:05 | 8:05 | 9:55 |
| Golden Glades | 12:43 | 1:43 | 2:43 | 3:33 | 4:21 | 4:51 | 5:11 | 5:41 | 6:09 | 6:41 | 7:11 | 8:11 | 10:01 |
| Hollywood | 12:52 | 1:52 | 2:52 | 3:42 | 4:30 | 5:00 | 5:20 | 5:50 | 6:18 | 6:50 | 7:20 | 8:20 | 10:10 |
| Sheridan Street | 12:56 | 1:56 | 2:56 | 3:46 | 4:34 | 5:04 | 5:24 | 5:54 | 6:22 | 6:54 | 7:24 | 8:24 | 10:14 |
| Fort Lauderdale Airport ✈ | 1:00 | 2:00 | 3:00 | 3:50 | 4:38 | 5:08 | 5:28 | 5:58 | 6:26 | 6:58 | 7:28 | 8:28 | 10:18 |
| Fort Lauderdale | 1:09 | 2:09 | 3:09 | 3:59 | 4:47 | 5:17 | 5:37 | 6:07 | 6:35 | 7:07 | 7:37 | 8:37 | 10:27 |
| Cypress Creek | 1:16 | 2:16 | 3:16 | 4:06 | 4:54 | 5:24 | 5:44 | 6:14 | 6:42 | 7:14 | 7:44 | 8:44 | 10:34 |
| Pompano Beach | 1:23 | 2:23 | 3:23 | 4:13 | 5:00 | 5:30 | 5:50 | 6:20 | 6:48 | 7:20 | 7:50 | 8:50 | 10:40 |
| Deerfield Beach | 1:29 | 2:29 | 3:29 | 4:19 | 5:06 | 5:36 | 5:56 | 6:26 | 6:54 | 7:26 | 7:56 | 8:56 | 10:46 |
| Boca Raton | 1:38 | 2:38 | 3:38 | 4:28 | 5:14 | 5:44 | 6:04 | 6:34 | 7:02 | 7:34 | 8:04 | 9:04 | 10:54 |
| Delray Beach | 1:44 | 2:44 | 3:44 | 4:34 | 5:19 | 5:49 | 6:09 | 6:39 | 7:07 | 7:39 | 8:09 | 9:09 | 10:59 |
| Boynton Beach | 1:53 | 2:53 | 3:53 | 4:43 | 5:28 | 5:58 | 6:18 | 6:48 | 7:16 | 7:48 | 8:18 | 9:18 | 11:08 |
| Lake Worth | 1:59 | 2:59 | 3:59 | 4:49 | 5:34 | 6:04 | 6:24 | 6:54 | 7:22 | 7:54 | 8:24 | 9:24 | 11:14 |
| West Palm Beach ✈ | 2:10 | 3:10 | 4:10 | 5:00 | 5:45 | 6:15 | 6:35 | 7:05 | 7:33 | 8:05 | 8:35 | 9:35 | 11:25 |
| Mangonia Park | 2:20 | 3:20 | 4:20 | 5:10 | 5:55 | 6:25 | 6:45 | 7:15 | 7:43 | 8:15 | 8:45 | 9:45 | 11:35 |

L STOP - Train may depart station as much as five (5) minutes ahead of schedule

Passengers will be shuttled to/from the Metrorail Transfer Station, Hialeah Market Station and the Miami International Airport.

# Weekend Schedule

## SOUTHBOUND TO MIAMI AIRPORT – WEEKEND/HOLIDAYS AM/PM

| | AM SOUTHBOUND | | | | | | | PM SOUTHBOUND | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Train No.** | **P661** | **P663** | **P665** | **P667** | **P669** | **P671** | **P673** | **P675** | **P677** | **P679** | **P681** | **P683** | **P685** | **P687** | **P689** |
| Mangonia Park | 5:50 | 6:50 | 7:50 | 8:50 | 9:50 | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 | 4:50 | 5:50 | 6:50 | 9:00 |
| West Palm Beach ✈ | 5:58 | 6:58 | 7:58 | 8:58 | 9:58 | 10:58 | 11:58 | 12:58 | 1:58 | 2:58 | 3:58 | 4:58 | 5:58 | 6:58 | 9:08 |
| Lake Worth | 6:08 | 7:08 | 8:08 | 9:08 | 10:08 | 11:08 | 12:08 | 1:08 | 2:08 | 3:08 | 4:08 | 5:08 | 6:08 | 7:08 | 9:18 |
| Boynton Beach | 6:14 | 7:14 | 8:14 | 9:14 | 10:14 | 11:14 | 12:14 | 1:14 | 2:14 | 3:14 | 4:14 | 5:14 | 6:14 | 7:14 | 9:24 |
| Delray Beach | 6:23 | 7:23 | 8:23 | 9:23 | 10:23 | 11:23 | 12:23 | 1:23 | 2:23 | 3:23 | 4:23 | 5:23 | 6:23 | 7:23 | 9:33 |
| Boca Raton | 6:29 | 7:29 | 8:29 | 9:29 | 10:29 | 11:29 | 12:29 | 1:29 | 2:29 | 3:29 | 4:29 | 5:29 | 6:29 | 7:29 | 9:39 |
| Deerfield Beach | 6:36 | 7:36 | 8:36 | 9:36 | 10:36 | 11:36 | 12:36 | 1:36 | 2:36 | 3:36 | 4:36 | 5:36 | 6:36 | 7:36 | 9:46 |
| Pompano Beach | 6:41 | 7:41 | 8:41 | 9:41 | 10:41 | 11:41 | 12:41 | 1:41 | 2:41 | 3:41 | 4:41 | 5:41 | 6:41 | 7:41 | 9:51 |
| Cypress Creek | 6:48 | 7:48 | 8:48 | 9:48 | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48 | 5:48 | 6:48 | 7:48 | 9:58 |
| Fort Lauderdale | 6:56 | 7:56 | 8:56 | 9:56 | 10:56 | 11:56 | 12:56 | 1:56 | 2:56 | 3:56 | 4:56 | 5:56 | 6:56 | 7:56 | 10:06 |
| Fort Lauderdale Airport ✈ | 7:03 | 8:03 | 9:03 | 10:03 | 11:03 | 12:03 | 1:03 | 2:03 | 3:03 | 4:03 | 5:03 | 6:03 | 7:03 | 8:03 | 10:13 |
| Sheridan Street | 7:07 | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07 | 2:07 | 3:07 | 4:07 | 5:07 | 6:07 | 7:07 | 8:07 | 10:17 |
| Hollywood | 7:11 | 8:11 | 9:11 | 10:11 | 11:11 | 12:11 | 1:11 | 2:11 | 3:11 | 4:11 | 5:11 | 6:11 | 7:11 | 8:11 | 10:21 |
| Golden Glades | 7:20 | 8:20 | 9:20 | 10:20 | 11:20 | 12:20 | 1:20 | 2:20 | 3:20 | 4:20 | 5:20 | 6:20 | 7:20 | 8:20 | 10:30 |
| Opa-locka | 7:25 | 8:25 | 9:25 | 10:25 | 11:25 | 12:25 | 1:25 | 2:25 | 3:25 | 4:25 | 5:25 | 6:25 | 7:25 | 8:25 | 10:35 |
| Metrorail Transfer | 7:32 | 8:32 | 9:32 | 10:32 | 11:32 | 12:32 | 1:32 | 2:32 | 3:32 | 4:32 | 5:32 | 6:32 | 7:32 | 8:32 | 10:42 |
| Hialeah Market/ Miami Airport ✈ | 7:50 | 8:50 | 9:50 | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 | 4:50 | 5:50 | 6:50 | 7:50 | 8:50 | 11:00 |

## NORTHBOUND TO MANGONIA PARK – WEEKEND/HOLIDAYS AM/PM

| | AM NORTHBOUND | | | | | | | PM NORTHBOUND | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Train No.** | **P660** | **P662** | **P664** | **P666** | **P668** | **P670** | **P672** | **P674** | **P676** | **P678** | **P680** | **P682** | **P684** | **P686** | **P688** |
| Hialeah Market/ Miami Airport ✈ | 5:20 | 6:20 | 7:20 | 8:20 | 9:20 | 10:20 | 11:20 | 12:20 | 1:20 | 2:20 | 3:20 | 4:20 | 5:20 | 6:20 | 9:45 |
| Metrorail Transfer | 5:27 | 6:27 | 7:27 | 8:27 | 9:27 | 10:27 | 11:27 | 12:27 | 1:27 | 2:27 | 3:27 | 4:27 | 5:27 | 6:27 | 9:52 |
| Opa-locka | 5:33 | 6:33 | 7:33 | 8:33 | 9:33 | 10:33 | 11:33 | 12:33 | 1:33 | 2:33 | 3:33 | 4:33 | 5:33 | 6:33 | 9:58 |
| Golden Glades | 5:39 | 6:39 | 7:39 | 8:39 | 9:39 | 10:39 | 11:39 | 12:39 | 1:39 | 2:39 | 3:39 | 4:39 | 5:39 | 6:39 | 10:04 |
| Hollywood | 5:49 | 6:49 | 7:49 | 8:49 | 9:49 | 10:49 | 11:49 | 12:49 | 1:49 | 2:49 | 3:49 | 4:49 | 5:49 | 6:49 | 10:14 |
| Sheridan Street | 5:53 | 6:53 | 7:53 | 8:53 | 9:53 | 10:53 | 11:53 | 12:53 | 1:53 | 2:53 | 3:53 | 4:53 | 5:53 | 6:53 | 10:18 |
| Fort Lauderdale Airport ✈ | 5:57 | 6:57 | 7:57 | 8:57 | 9:57 | 10:57 | 11:57 | 12:57 | 1:57 | 2:57 | 3:57 | 4:57 | 5:57 | 6:57 | 10:22 |
| Fort Lauderdale | 6:05 | 7:05 | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05 | 2:05 | 3:05 | 4:05 | 5:05 | 6:05 | 7:05 | 10:30 |
| Cypress Creek | 6:12 | 7:12 | 8:12 | 9:12 | 10:12 | 11:12 | 12:12 | 1:12 | 2:12 | 3:12 | 4:12 | 5:12 | 6:12 | 7:12 | 10:37 |
| Pompano Beach | 6:19 | 7:19 | 8:19 | 9:19 | 10:19 | 11:19 | 12:19 | 1:19 | 2:19 | 3:19 | 4:19 | 5:19 | 6:19 | 7:19 | 10:44 |
| Deerfield Beach | 6:25 | 7:25 | 8:25 | 9:25 | 10:25 | 11:25 | 12:25 | 1:25 | 2:25 | 3:25 | 4:25 | 5:25 | 6:25 | 7:25 | 10:50 |
| Boca Raton | 6:33 | 7:33 | 8:33 | 9:33 | 10:33 | 11:33 | 12:33 | 1:33 | 2:33 | 3:33 | 4:33 | 5:33 | 6:33 | 7:33 | 10:58 |
| Delray Beach | 6:39 | 7:39 | 8:39 | 9:39 | 10:39 | 11:39 | 12:39 | 1:39 | 2:39 | 3:39 | 4:39 | 5:39 | 6:39 | 7:39 | 11:04 |
| Boynton Beach | 6:48 | 7:48 | 8:48 | 9:48 | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48 | 5:48 | 6:48 | 7:48 | 11:13 |
| Lake Worth | 6:54 | 7:54 | 8:54 | 9:54 | 10:54 | 11:54 | 12:54 | 1:54 | 2:54 | 3:54 | 4:54 | 5:54 | 6:54 | 7:54 | 11:19 |
| West Palm Beach ✈ | 7:05 | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05 | 2:05 | 3:05 | 4:05 | 5:05 | 6:05 | 7:05 | 8:05 | 11:30 |
| Mangonia Park | 7:20 | 8:20 | 9:20 | 10:25 | 11:20 | 12:20 | 1:20 | 2:20 | 3:20 | 4:20 | 5:20 | 6:20 | 7:20 | 8:20 | 11:45 |

# Appendix B

# Survey Instrument

# English

Survey #:

## PLEASE HELP US IMPROVE YOUR TRI-RAIL SERVICE!

**Por favor ver al reverso para español • Souple mande pouyon fòm an Kreyòl**

Tri-Rail is conducting a survey to help determine future service and station improvements. You can help by filling out this survey while you ride today. Please print clearly. Return your completed Survey to a surveyor before leaving the Train. If you make another trip today on Tri-Rail, you may be given a survey EACH time you ride Tri-Rail. It is important that you complete a survey each time that you ride Tri-Rail today. THANK YOU!

### PLEASE TELL US ABOUT THE ONE-WAY TRIP YOU ARE MAKING NOW ON TRI-RAIL

**1. I ORIGINALLY STARTED THIS *ONE-WAY* TRIP AT:**
❑Work ❑Home ❑Shopping ❑Social/Recreational ❑Airport
❑School(K-12) ❑College/University ❑Other _____ *(ex. Hotel, doctor, etc.)*

**2. WHICH IS LOCATED AT (IMPORTANT!):**
_____
*(Please provide the nearest cross-street or intersection and City)*

**3. TO GET TO TRI-RAIL I ARRIVED BY:**
❑Walking ❑Taxi
❑School Bus ❑Metrorail
❑Bike, and used: ❑Bike Locker ❑Bike Rack ❑Bike on Train
❑Transit Bus *(Agency/Route #)*_____
❑Tri-Rail Shuttle Bus *(Route Name)*_____
❑Drove and Parked *(How many people in car)*_____
❑Dropped Off
❑Other *(Please specify)*_____

**4. I GOT ON THIS TRAIN AT:** _____ Station
*Station Name*

**5. I WILL GET OFF THIS TRAIN AT:** _____ Station
*Station Name*

**6. I WILL LEAVE THE TRI-RAIL STATION BY:**
❑Walking ❑Taxi
❑School Bus ❑Metrorail
❑Biking
❑Transit Bus *(Agency/Route #)*_____
❑Tri-Rail Shuttle Bus *(Route Name)*_____
❑Parked Car *(How many people in car)*_____
❑Picked up
❑Other *(Please specify)*_____

**7. IS THIS JOURNEY PART OF A ROUND TRIP THAT YOU WILL MAKE TODAY?** ❑Yes ❑No
If yes, please check all services that you will use on the return leg of the trip.
❑This is the return trip ❑Another Tri-Rail Train *(at _____ o'clock)*
❑Local Bus ❑Express Bus ❑Metrorail
❑Other *(Please specify)*_____

**8. I WILL FINISH THIS *ONE-WAY* TRIP AT:**
❑Work ❑Home ❑Shopping ❑Social/Recreational ❑Airport
❑School(K-12) ❑College/University ❑Other _____ *(ex. Hotel, doctor, etc.)*

**9. WHICH IS LOCATED AT (IMPORTANT!):**
_____
*(Please provide the nearest cross-street or intersection and City)*

**10. THE FARE I USED FOR THIS *ONE-WAY* TRIP WAS:**
Fare Type: ❑Full Fare ❑EDP ❑Discount
Fare Medium: ❑Easy Card ❑Paper Ticket
Fare: ❑One-way ❑Round-trip ❑12 Trip ❑Monthly ❑Regional Monthly

**11. I HAVE BEEN RIDING TRI-RAIL:**
❑First Time/Occasionally ❑For the last 6 months
❑For 6 months to 2 years ❑For 2 years to 6 years ❑6 years +

**12. I TYPICALLY RIDE TRI-RAIL:**
_____ time(s) per day and _____ day(s) per week;
*# per day* *# of day(s)/week*
_____ days per month or;
*# days/month*
❑less than once per month

**13. ARE YOU TRAVELING WITH OTHER PEOPLE THAT ARE NOT FILLING OUT THE SURVEY?**
❑No ❑Yes If yes, _____ and/or _____
*# of children* *# of adults*

### PLEASE TELL US ABOUT YOURSELF
THIS INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL

**14. I LIVE IN ZIP CODE:** ❑❑❑❑❑
*Zip Code*

**15. I LIVE/STAY IN SOUTH FLORIDA:** ❑Full Time ❑Part Time ❑Visitor

**16. I AM:** ❑MALE ❑FEMALE

**17. MY AGE IS:** ❑Under 16 ❑16-24 ❑25-34 ❑35-44 ❑45-54 ❑55-64 ❑65 or Over

**IF YOU ARE GIVEN ANOTHER SURVEY CARD LATER, PLEASE FILL OUT THAT CARD TOO.**

**18. MY RACE IS BEST DESCRIBED AS:** *(You can check more than one box)*
❑American Indian ❑Asian ❑Black/African American
❑Hispanic ❑White ❑Other _____ *(Please specify)*

**19.** _____ **VEHICLES ARE OWNED BY PEOPLE IN MY HOME.**
*# of vehicles* *(Including Vans, SUV's, Motorcycles, Scooters and Pick-Up Trucks)*

**20. I COULD HAVE TRAVELED TODAY BY CAR BUT CHOSE TO RIDE TRI-RAIL INSTEAD:** ❑Yes ❑No

**21. I HAVE A DRIVER'S LICENSE:** ❑Yes ❑No

**22. INCLUDING ME,** _____ **LIVE IN MY HOME, AND OF THOSE:**
*# of people*
*(# of people)*_____ have a drivers license
*(# of people)*_____ are under 16 years old
*(# of people)*_____ are 65 and older
*(# of people)*_____ work outside the home

**23. I GRADUATED:** *(check only one)* ❑Middle School ❑High School/GED ❑Some College ❑College ❑Not Applicable

**24. WHAT IS YOUR CURRENT EMPLOYMENT STATUS?**
❑Employed Full Time ❑Employed Part Time
❑Not Working/Unemployed ❑Student
❑Homemaker ❑Retired

**25. MY HOUSEHOLD'S TOTAL ANNUAL INCOME IS:**
❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000
❑$75,001-100,000 ❑Over $100,000 ❑I do not know
❑Under $25,000

**26. I FILLED OUT ANOTHER SURVEY CARD EARLIER TODAY:**
❑Yes ❑No

### PLEASE LET US KNOW HOW TRI-RAIL IS DOING

**27. PLEASE RATE TRI-RAIL ON THE FOLLOWING TOPICS:**
*(Darken the Circle ● Matching Your Score – Check "NA" if "Not Applicable")*

| STATION CONDITIONS | Very Poor | Poor | Okay | Good | Very Good | NA |
|---|---|---|---|---|---|---|
| Station Announcements | ○ | ○ | ○ | ○ | ○ | ☐ |
| Station Cleanliness | ○ | ○ | ○ | ○ | ○ | ☐ |
| Station Security/Safety | ○ | ○ | ○ | ○ | ○ | ☐ |
| Parking Availability | ○ | ○ | ○ | ○ | ○ | ☐ |
| Ticket Vending Machines | ○ | ○ | ○ | ○ | ○ | ☐ |
| **TRAIN CONDITIONS** | | | | | | |
| Outside Cleanliness | ○ | ○ | ○ | ○ | ○ | ☐ |
| Inside Cleanliness | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Rest Rooms | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Announcements | ○ | ○ | ○ | ○ | ○ | ☐ |
| Air-Conditioning | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Security/Safety | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Experience | ○ | ○ | ○ | ○ | ○ | ☐ |
| **SERVICE PERFORMANCE** | | | | | | |
| Station Staff | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Train Crew | ○ | ○ | ○ | ○ | ○ | ☐ |
| Telephone Customer Service | ○ | ○ | ○ | ○ | ○ | ☐ |
| Train Reliability | ○ | ○ | ○ | ○ | ○ | ☐ |
| Overall Value for Price | ○ | ○ | ○ | ○ | ○ | ☐ |
| Website/Phone App | ○ | ○ | ○ | ○ | ○ | ☐ |

**Comments:** _____

# Spanish

Survey #:

## ¡POR FAVOR AYÚDENOS A MEJORAR SU SERVICIO DE TRI-RAIL!

**Please see reverse side for English**

Tri-Rail está realizando una encuesta para mejorar los servicios y las estaciones de tren en el futuro. Usted nos puede ayudar llenando esta encuesta mientras viaja hoy. Por favor escriba claro. Una vez completa, regrese la encuesta al encuestador antes de desembarcar del tren. Si usted hace otro viaje hoy en Tri-Rail, puede ser que le den otra encuesta. Es importante que usted complete una encuesta cada vez que viaje en Tri-Rail, hoy. ¡MUCHAS GRACIAS!

**POR FAVOR COMPARTA LA INFORMACIÓN DE SU VIAJE DE UNA-VÍA QUE USTED HACE HOY EN TRI-RAIL**

1. **YO ORIGINÉ ESTE VIAJE DE UNA-VÍA DESDE:**
   ❑Trabajo ❑Hogar ❑Centro Comercial
   ❑Centro Social/Recreacional ❑Aeropuerto ❑Universidad
   ❑Escuela Preparatoria (Hasta Grado 12) ❑Otro _____ *(ej. Hotel, doctor, etc.)*

2. **MI ORIGEN DE ÉSTE VIAJE ESTÁ LOCALIZADO EN (IMPORTANTE!):** _____ *(Por favor indique la intersección más cercana y la ciudad)*

3. **YO LLEGUÉ A LA ESTACIÓN DE TRI-RAIL:**
   ❑Caminando ❑Taxi ❑Bus de la escuela ❑Metrorail
   ❑Bicicleta, y use: ❑Casillero ❑Bicicleta a bordo del tren ❑Barras para estacionar bicicletas
   ❑Bus *(Agencia/# de Ruta)*_____
   ❑Bus de Tri-Rail *(Nombre de la Ruta)*_____
   ❑Manejé y estacioné *(# de personas en el vehículo)*_____
   ❑Me Trajeron ❑Otro *(Por favor especificar)* _____

4. **YO ABORDÉ ESTE TREN EN LA ESTACIÓN:** _____

5. **YO DESEMBARCARÉ ESTE TREN EN LA ESTACIÓN:** _____

6. **YO ME IRÉ DE LA ESTACIÓN DE TRI-RAIL:**
   ❑Caminando ❑Taxi ❑Bus de la escuela ❑Metrorail
   ❑Bicicleta
   ❑Bus *(Agencia/# de Ruta)*_____
   ❑Bus de Tri-Rail *(Nombre de la Ruta)*_____
   ❑Mi vehículo estacionado *(# de personas en el vehículo)* _____
   ❑Me recogerán ❑Otro *(Por favor especificar)* _____

7. **¿ÉSTE VIAJE ES PARTE DE UN VIAJE DE DOS VÍAS?**
   ❑Sí ❑No
   Si su respuesta es sí, favor de marcar todos los servicios que usará en su viaje de regreso.
   ❑Éste es mi viaje de regreso ❑Otro tren de Tri-Rail *(a las_____am/pm)*
   ❑Bus local ❑Bus Rápido ❑Metrorail
   ❑Otro *(Por favor especificar)* _____

**SI A USTED LE DAN OTRA ENCUESTA DESPUÉS, POR FAVOR LLENELA TAMBIÉN.**

8. **YO TERMINARÉ ÉSTE VIAJE DE UNA-VÍA EN (DESTINO):**
   ❑Trabajo ❑Hogar ❑Centro Comercial
   ❑Centro Social/Recreacional ❑Aeropuerto ❑Universidad
   ❑Escuela Preparatoria (Hasta Grado 12) ❑Otro _____ *(ej. Hotel, doctor, etc.)*

9. **MI DESTINO ESTÁ LOCALIZADO EN (IMPORTANTE!):** _____ *(Por favor indique la intersección más cercana y la ciudad)*

10. **LA TARIFA QUE USÉ EN ÉSTE VIAJE DE UNA-VÍA FUÉ:**
    Tipo de Tarifa: ❑Tarifa Regular ❑EDP ❑Tarifa Reducida
    Medio de Tarifa: ❑Easy Card ❑Boleto de Papel
    Tarifa: ❑Una-Vía ❑Ida y Vuelta ❑12 Viajes ❑Pase Mensual ❑Pase Regional

11. **YO SOY PASAJERO DE TRI-RAIL POR:**
    ❑Primera Vez/Ocasionalmente ❑Los últimos seis meses
    ❑6 meses a 2 años ❑2 años a 6 años ❑Más de 6 años

12. **YO USUALMENTE SOY PASAJERO DEL TRI-RAIL:**
    _____ vez/veces por día y _____ día(s) por semana;
    *# por día* *# de día(s)/semana*
    _____ días por mes;
    *# de días/mes*
    ❑Menos de una vez al mes

13. **¿USTED ESTÁ VIAJANDO CON OTRAS PERSONAS QUE NO ESTÁN LLENANDO ESTÁ ENCUESTA?**
    ❑No ❑Sí Si respondió sí _____ y/o _____
    *# de niños* *# de adultos*

**POR FAVOR QUEREMOS SABER DE USTED**
ESTA INFORMACIÓN SE MANTENDRÁ ESTRICTAMENTE CONFIDENCIAL

14. **YO RESIDO EN EL CÓDIGO POSTAL:** ❑❑❑❑❑ *Código Postal*

15. **YO RESIDO EN EL SUR DE LA FLORIDA:**
    ❑Permanente ❑Parte del Año ❑De Visita

16. **YO SOY:** ❑HOMBRE ❑MUJER

17. **MI EDAD ES:** ❑Menor de 16 ❑16-24 ❑25-34 ❑35-44 ❑45-54 ❑55-64 ❑65 o Mayor

18. **MI RAZA ES MEJOR DESCRITA COMO:** *(Puede elegir más de una opción)*
    ❑Americana Indígena ❑Asiática ❑Negra/Africana Americana
    ❑Hispana ❑Blanca ❑Otra _____ *(Favor de especificar)*

19. *(# de vehículos)*_____ **VEHÍCULOS QUE SON PROPIEDAD DE LOS QUE HABITAN EN MI HOGAR.** *(Incluyendo, microbuses, SUV's, motocicletas, y camionetas)*

20. **YO HUBIESE PODIDO VIAJAR EN AUTO, PERO ELEGÍ VIAJAR EN TRI-RAIL:** ❑Sí ❑No

21. **YO TENGO LICENCIA DE CONDUCIR:** ❑Sí ❑No

22. *(# de personas)*_____ **RESIDEN EN MI HOGAR INCLUYÉNDOME, Y DE TODOS:**
    *(# de personas)*_____ tienen licencia de conducir
    *(# de personas)*_____ son menores de 16 años
    *(# de personas)*_____ son mayores de 65 años
    *(# de personas)*_____ trabajan fuera del hogar

23. **MI NIVEL DE EDUCACIÓN ES:** *(Elija solo una opción)*
    ❑Escuela Secundaria O GED ❑Escuela Primaria
    ❑Post Grado ❑Universidad ❑No Aplica

24. **¿CUÁL ES SU ESTADO DE EMPLEO?**
    ❑Empleado(a) Tiempo Completo ❑Empleado(a) Medio Tiempo
    ❑Desempleado(a) ❑Estudiante
    ❑Amo(a) de Casa ❑Retirado(a)

25. **EL INGRESO TOTAL DE MI HOGAR ES:**
    ❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000
    ❑$75,001-100,000 ❑Más de $100,000 ❑No Sé
    ❑Menos de $25,000

26. **YO LLENÉ OTRA ENCUESTA HOY:**
    ❑Sí ❑No

**POR FAVOR DIGANOS CÓMO ES EL SERVICIO DE TRI-RAIL**

27. **COMPARTA SU OPINIÓN DE TRI-RAIL EN LAS SIGUIENTES CATEGORÍAS :**
    *(Llene el círculo ● que exprese su opinión - Elija "NA" si "No Aplica")*

| CONDICIONES DE LA ESTACIÓN | Muy Mala | Mala | Regular | Buena | Muy Buena | NA |
|---|---|---|---|---|---|---|
| Anuncios | ○ | ○ | ○ | ○ | ○ | ☐ |
| Limpieza | ○ | ○ | ○ | ○ | ○ | ☐ |
| Seguridad | ○ | ○ | ○ | ○ | ○ | ☐ |
| Disponibilidad de Estacionamientos | ○ | ○ | ○ | ○ | ○ | ☐ |
| Maquinas de Venta de Boletos | ○ | ○ | ○ | ○ | ○ | ☐ |
| **CONDICIONES DEL TREN** | | | | | | |
| Limpieza Por Fuera | ○ | ○ | ○ | ○ | ○ | ☐ |
| Limpieza Por Dentro | ○ | ○ | ○ | ○ | ○ | ☐ |
| Baños Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Anuncios Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Aire Acondicionado | ○ | ○ | ○ | ○ | ○ | ☐ |
| Seguridad Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Experiencia Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| **CALIDAD DEL SERVICIO** | | | | | | |
| Empleados de la Estación | ○ | ○ | ○ | ○ | ○ | ☐ |
| Empleados Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Servicio Telefónico Al Cliente | ○ | ○ | ○ | ○ | ○ | ☐ |
| Dependibilidad de los Trenes | ○ | ○ | ○ | ○ | ○ | ☐ |
| Valor por el Precio | ○ | ○ | ○ | ○ | ○ | ☐ |
| Sitio Web/Aplicación de celular | ○ | ○ | ○ | ○ | ○ | ☐ |

Comentarios: _____

# Creole

Survey #:

## TANPRI SOUPLÉ ÉDÉ NOU BAY YON PI BON TRI-RAIL SÈVIS!

Tri-Rail ap minnen yon sondaj pou detèmine kijan sèvis li yo e estasyon yo ka vin pi bon demen. Nou kapab édé lè nou ranpli sondaj sa pendan vwayaj la. Tanpri ekri byen. Retounen sondaj ou te ranpli an bay ou anketè avan ou kite tren an. Si wap fè ou lòt vwayaj jodi a sou Tri-Rail, yo kapab ba ou yon fòm chak fwa. Li enpòtan pou ranpli yon aniket chak fwa wap fè yon vwayaj. MÈSI!

### TANPRI DI NOU KISA OU PENSÉ DE VWAYAJ ALE SA WAP FÈ KOUNYE-A SOU TRI-RAIL

**1. MWEN KÒMANSE VWAYAJ ALÉ SA NAN:**
❑Travay ❑Lakay ❑Magazen ❑Sosyal/Loisirs ❑Ayewopò
❑Lekòl (K-12) ❑Kolèj/Inivèsite ❑Lòt _____ *(egzanp: otèl, doktè, etc.)*

**2. KI SITIÉ NAN (ENPÒTAN!)**
_____
*(Tanpri, bay kafou pi pre a ou entèseksyon et vil)*

**3. POU RIVE NAN TRI-RAIL, MWEN VINI PA:**
❑Apye ❑Taksi ❑Otobis Lekòl ❑Metrorail
❑Bisiklèt, epi sevi ak: ❑Kadna Bisiklèt ❑Etajè Bisiklèt ❑Bisiklèt sou Tren
❑Otobis Transpò Piblik *(Ajans:# Wout)*_____
❑Otobis Tri-Rail *(Non Wout La)*_____
❑Kondwi e Pake *(Kantite moun nan machin)*_____
❑Depoze ❑Lòt *(Tranpris Espesifye)*_____

**4. MWEN MONTE NAN TREN SA NAN ESTASYON:**
_____ Estasyon
*Non Estasyon*

**5. MWEN PRAL DESANN NAN TREN SA NAN ESTASYON:**
_____ Estasyon
*Non Estasyon*

**6. MWEN PRAL KITE ESTASYON PA:**
❑Apye ❑Taksi ❑Otobis Lekòl ❑Metrorail
❑Bisiklèt
❑Otobis Transpò Piblik *(Ajans:# Wout)*_____
❑Otobis Tri-Rail *(Non Wout La)*_____
❑Kondwi e Pake *(Kantite moun nan machin)*_____
❑Depoze ❑Lòt *(Tranpris Espesifye)*_____

**7. VWAYAJ SA FÈ PATI DE YON ALE-RÈTOU WAP FÈ JODI A?**
❑Wi ❑Non
Si se wi, tanpri tcheke tout sevis ou pral itilize nan vwayaj tounen an.
❑Sa se vwayaj tounen an ❑Yon Lòt Tren Tri-Rail *(a _____ è)*
❑Otobis Lokal ❑Otobis Eksprès ❑Metrorail
❑Lòt *(Tranpri Espesifye)* _____

**SI YO BA OU YON LÒT KAT ANKÈT PI TA, TANPRI SOUPLÉ RANPLI LI TOU.**

**8. MWEN PRAL FINI VWAYAJ ALE SA NAN:**
❑Travay ❑Lakay ❑Magazen ❑Sosyal/Loisirs ❑Ayewopò
❑Lekòl (K-12) ❑Kolèj/Inivèsite ❑Lòt _____ *(egzanp: otèl, doktè, etc.)*

**9. KI SITIYE NAN (ENPÒTAN!)**
_____
*(Tanpri, bay kafou pi pre a ou entèseksyon et vil)*

**10. TARIF MWEN SÈVI POU VWAYAJ ALE SA:**
Kalite Tarif: ❑Tarif Antye ❑EDP ❑Rabè
Tip de Tarif: ❑Easy Card ❑Tikè Papye
Tarif: ❑Yon Vwayaj ❑Ale-Retou ❑12 Vwayaj ❑Mansyèl ❑Mansyèl Rejyonal

**11. MWEN MONTE TRI-RAIL:**
❑Premye Fwa/Detanzantan ❑Pandan 6 Dènye Mwa Yo
❑Pandan 6 Mwa a 2 Zan ❑Pandan 2 Zan a 6 Zan
❑Pandan Plis ke 6 Zan

**12. MWEN NÒMALMAN MONTE TRI-RAIL:**
_____ fwa pa jou epi _____ fwa pa semèn;
*# pa jou* *# de jou / semèn*
_____ fwa pa mwa ou;
*# de jou / mwa*
❑Mwens Ke Yon Fwa Pa Mwa

**13. OU VWAYAJE AK LÒT MOUN KI PA RANPLI SONDAJ LA?**
❑Non ❑Wi Si se wi_____ epi/ou_____
*# de timoun* *# de granmoun*

### TANPRI SOUPLÉ DI NOU DE OU MENM
ENFÒMASYON SA AP RETE KONPLÈTMAN AN KONFIDANS

**14. M'AP VIV NAN ZIP KÒD:** ❑❑❑❑❑
*Zip Kòd*

**15. M'AP VIV/MWEN ABITE NAN SID FLORID:**
❑Tout Tan ❑Mwatye Tan ❑Vizitè

**16. MWEN SE:** ❑GASON ❑FANM

**17. LAJ MWEN SE:** ❑Mwens Ke 16 Zan ❑16-24 ❑25-34 ❑35-44 ❑45-54 ❑55-64 ❑65 An ou Plis

**18. RAS MWEN PI BYEN DEKRI KÒM:** *(Ou ka tcheke plis ke yon sèl kare)*
❑Endyen Ameriken ❑Azyatik ❑Nwa / Afriken Ameriken
❑Panyòl ❑Blan ❑Lòt _____ *(Tranpri Espesifye)*

**19.** _____ **MACHIN MOUN LAKAY MWEN GENYEN.**
*kantite machin* *(enkl Van, SUV's, Motosiklèt, Skouté e Kamyonnèt)*

**20. MWEN TE KAPAB VWAYAJE NAN MACHIN JODI A MEN, MWEN PITO MONTE TRI-RAIL:** ❑Wi ❑Non

**21. MWEN GENYEN YON PÈMI KONDWI:** ❑Wi ❑Non

**22. AK MWEN MENM,** _____ **VIV LAKAY MWEN, EPI KI GENYEN:**
*# de moun*
*(# de moun)*_____ genyen yon pèmi kondui
*(# de moun)*_____ genyen mwens ke 16 zan
*(# de moun)*_____ genyen 65 an e plis
*(# de moun)*_____ travay deyò lakay yo

**23. MWEN GRADYE:** *(Tcheke yon sèlman)* ❑Lekòl Mwayen ❑Lekòl Segondè/GED ❑Yon Ti Kolèj ❑Kolèj ❑Pa Aplikab

**24. KI KONDISYON TRAVAY OU KOUNYE A:**
❑Travay Tan Plen ❑Travay Mwatye Tan ❑Pap Travay ❑Etidyan ❑Chita Lakay ❑Pansyonè

**25. TOTAL REVNI ANYÈL LAKAY MWEN SE:**
❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000 ❑$75,001-100,000 ❑Plis ke $100,000 ❑Mwen pa konnen ❑Mwens ke $25,000

**26. JODI A, MWEN TE RANPLI DEJA YON LÒT FÒM SONDAJ:**
❑Wi ❑Non

### TANPRI SOUPLÉ FÈ NOU KONNEN KOUMAN TRI-RAIL AP MACHE

**27. TANPRI, EVALYE TRI-RAIL SOU SIJÈ SA YO:**
*(Nwasi Sèk La ● Ke Ou Chwazi An — Tcheke "NA" si li "Pa Aplikab")*

| KONDISYON ESTASYON YO | Trè Pòv | Pòv | Okè | Bon | Trè Bon | NA |
|---|---|---|---|---|---|---|
| Anons Estasyon An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Pwòpte Estasyon An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Sekirite Estasyon An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Disponibilite Pakin Nan | ○ | ○ | ○ | ○ | ○ | ☐ |
| Machin Kap Vann Tikè | ○ | ○ | ○ | ○ | ○ | ☐ |
| **KONDISYON TREN AN** | | | | | | |
| Pwòpte Andeyò | ○ | ○ | ○ | ○ | ○ | ☐ |
| Pwòpte Andedan | ○ | ○ | ○ | ○ | ○ | ☐ |
| Twalèt Nan Tren An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Anons Nan Tren An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Klimatizasyon | ○ | ○ | ○ | ○ | ○ | ☐ |
| Sekirite Tren An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Eksperyans Nan Tren An | ○ | ○ | ○ | ○ | ○ | ☐ |
| **PÈFÒMANS SÈVIS** | | | | | | |
| Travayè Estasyon An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Travayè Tren An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Sèvis Telefòn Pou Kliyan | ○ | ○ | ○ | ○ | ○ | ☐ |
| Ka Konte Sou Tren An | ○ | ○ | ○ | ○ | ○ | ☐ |
| Valè Pou Pri A | ○ | ○ | ○ | ○ | ○ | ☐ |
| Entènèt / Aplikasyon Telefòn Selilè | ○ | ○ | ○ | ○ | ○ | ☐ |

Komanté: _____

# Appendix C

# Passenger Count Form

**Passenger Log**

**SFRTA Tri-Rail On-Board Survey**

Train Captain Name_____ Car Number_____

Date_____ Southbound_____

Train Number_____

| Station | Ons | Offs | On-Board |
|---|---|---|---|
| Mangonia Park | | | |
| West Palm Beach | | | |
| Lake Worth | | | |
| Boynton Beach | | | |
| Delray Beach | | | |
| Boca Raton | | | |
| Deerfield Beach | | | |
| Pompano Beach | | | |
| Cypress Creek | | | |
| Ft. Lauderdale | | | |
| FLL at Dania Beach | | | |
| Sheridan Street | | | |
| Hollywood | | | |
| Golden Glades | | | |
| Opa-locka | | | |
| Metrorail Transfer | | | |
| Hialeah Market/MIA | | | |

# Appendix D

# Count Form Data

| Northbound | **600** | | **602** | | **604** | | **606** | | **608** | |
|---|---|---|---|---|---|---|---|---|---|---|
| Peak Load Factor | 70 | | 110 | | 147 | | 208 | | 368 | |
| | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| Hialeah Market | 7 | 0 | 17 | 0 | 9 | 0 | 18 | 0 | 25 | 0 |
| Metrorail Transfer | 11 | 0 | 23 | 3 | 11 | 0 | 44 | 0 | 41 | 0 |
| Opa-locka | 7 | 0 | 6 | 0 | 5 | 0 | 19 | 1 | 10 | 0 |
| Golden Glades | 16 | 0 | 33 | 1 | 19 | 0 | 32 | 3 | 33 | 2 |
| Hollywood | 9 | 3 | 14 | 1 | 22 | 1 | 36 | 3 | 36 | 5 |
| Sheridan Street | 9 | 0 | 9 | 1 | 7 | 4 | 25 | 4 | 13 | 7 |
| FLL at Dania Beach | 4 | 4 | 3 | 7 | 8 | 4 | 16 | 7 | 27 | 12 |
| Ft. Lauderdale | 14 | 0 | 25 | 4 | 32 | 5 | 42 | 6 | 41 | 14 |
| Cypress Creek | 8 | 19 | 27 | 33 | 32 | 10 | 13 | 33 | 35 | 27 |
| Pompano Beach | 13 | 9 | 10 | 8 | 17 | 10 | 37 | 42 | 23 | 18 |
| Deerfield Beach | 7 | 5 | 11 | 10 | 18 | 10 | 32 | 21 | 39 | 18 |
| Boca Raton | 4 | 3 | 1 | 24 | 26 | 21 | 20 | 71 | 88 | 83 |
| Delray Beach | 7 | 6 | 10 | 12 | 25 | 19 | 6 | 27 | 53 | 22 |
| Boynton Beach | 6 | 8 | 12 | 8 | 13 | 15 | 12 | 13 | 127 | 20 |
| Lake Worth | 3 | 22 | 6 | 11 | 24 | 41 | 10 | 21 | 18 | 13 |
| West Palm Beach | 1 | 20 | 3 | 35 | 1 | 36 | 0 | 70 | 1 | 58 |
| Mangonia Park | 0 | 27 | 0 | 52 | 0 | 93 | 0 | 40 | 0 | 311 |
| Total | 126 | 126 | 210 | 210 | 269 | 269 | 362 | 362 | 610 | 610 |

| | **601** | | **603** | | **605** | | **607** | | **609** | |
|---|---|---|---|---|---|---|---|---|---|---|
| Peak Load Factor | 101 | | 132 | | 254 | | 196 | | 165 | |
| Southbound | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| Mangonia Park | 16 | 0 | 18 | 0 | 23 | 0 | 47 | 0 | 45 | 0 |
| West Palm Beach | 13 | 1 | 13 | 0 | 41 | 3 | 41 | 3 | 34 | 0 |
| Lake Worth | 14 | 1 | 20 | 0 | 63 | 2 | 67 | 2 | 42 | 6 |
| Boynton Beach | 13 | 1 | 15 | 2 | 37 | 5 | 34 | 11 | 24 | 11 |
| Delray Beach | 2 | 0 | 8 | 1 | 24 | 6 | 24 | 18 | 28 | 10 |
| Boca Raton | 6 | 1 | 3 | 1 | 33 | 9 | 17 | 24 | 8 | 14 |
| Deerfield Beach | 9 | 2 | 18 | 4 | 44 | 14 | 38 | 18 | 21 | 11 |
| Pompano Beach | 9 | 4 | 13 | 6 | 36 | 18 | 22 | 18 | 25 | 10 |
| Cypress Creek | 13 | 0 | 21 | 8 | 36 | 26 | 29 | 30 | 15 | 25 |
| Ft. Lauderdale | 17 | 2 | 12 | 9 | 22 | 48 | 22 | 39 | 14 | 27 |
| FLL at Dania Beach | 7 | 16 | 12 | 10 | 20 | 35 | 14 | 27 | 7 | 23 |
| Sherdan Street | 2 | 4 | 5 | 2 | 15 | 18 | 6 | 14 | 3 | 10 |
| Hollywood | 12 | 9 | 22 | 5 | 18 | 12 | 31 | 12 | 16 | 15 |
| Golden Glades | 2 | 6 | 7 | 10 | 3 | 28 | 10 | 34 | 3 | 10 |
| Opa-Locka | 1 | 4 | 5 | 7 | 4 | 11 | 8 | 23 | 2 | 21 |
| Metrorail Transfer | 1 | 55 | 0 | 76 | 0 | 124 | 0 | 87 | 0 | 60 |
| Hialeah market | | 31 | 0 | 51 | 0 | 60 | | 50 | 0 | 34 |
| | 137 | 137 | 192 | 192 | 419 | 419 | 410 | 410 | 287 | 287 |

| 610 | | 612 | | 614 | | 616 | | 618 | | 620 | | 622 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 257 | | 305 | | 228 | | 145 | | 105 | | | | 138 | |
| Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| 28 | 0 | 50 | 0 | 45 | 0 | 35 | 0 | 19 | 0 | 20 | 0 | 54 | 0 |
| 36 | 0 | 55 | 2 | 61 | 0 | 36 | 0 | 24 | 3 | 44 | 4 | 35 | 1 |
| 20 | 1 | 32 | 1 | 19 | 0 | 10 | 1 | 8 | 1 | 7 | 1 | 5 | 0 |
| 31 | 1 | 62 | 4 | 45 | 4 | 34 | 5 | 20 | 2 | 23 | 2 | 10 | 5 |
| 20 | 4 | 33 | 12 | 35 | 21 | 27 | 11 | 10 | 5 | 10 | 14 | 25 | 7 |
| 37 | 8 | 46 | 8 | 22 | 6 | 19 | 11 | 11 | 2 | 11 | 2 | 9 | 1 |
| 30 | 15 | 35 | 29 | 28 | 20 | 16 | 15 | 17 | 9 | 16 | 7 | 21 | 8 |
| 32 | 12 | 62 | 14 | 37 | 22 | 22 | 10 | 18 | 5 | 11 | 7 | 14 | 13 |
| 41 | 34 | 62 | 75 | 43 | 50 | 19 | 25 | 13 | 8 | 10 | 8 | 11 | 16 |
| 30 | 21 | 32 | 24 | 35 | 19 | 17 | 12 | 10 | 13 | 18 | 13 | 5 | 13 |
| 21 | 33 | 24 | 53 | 18 | 29 | 2 | 11 | 1 | 4 | 8 | 11 | 8 | 9 |
| 70 | 100 | 5 | 202 | 4 | 128 | 3 | 66 | 17 | 40 | 12 | 5 | 20 | 29 |
| 43 | 20 | 6 | 17 | 4 | 21 | 6 | 14 | 5 | 12 | 7 | 32 | 7 | 15 |
| 77 | 13 | 3 | 12 | 3 | 8 | 2 | 9 | 4 | 6 | 1 | 12 | 4 | 19 |
| 16 | 13 | 5 | 13 | 3 | 24 | 2 | 13 | 4 | 15 | 3 | 20 | 2 | 23 |
| 1 | 241 | 0 | 36 | 2 | 35 | 0 | 20 | 1 | 32 | 3 | 37 | 0 | 45 |
| 0 | 17 | 0 | 10 | 0 | 17 | 0 | 27 | 0 | 25 | 0 | 29 | 0 | 26 |
| 533 | 533 | 512 | 512 | 404 | 404 | 250 | 250 | 182 | 182 | 204 | 204 | 230 | 230 |

| 611 | | 613 | | 615 | | 617 | | 619 | | 621 | | 623 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 178 | | 244 | | 201 | | 178 | | 155 | | 110 | | 93 | |
| Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| 23 | 0 | 50 | 0 | 47 | 0 | 38 | 0 | 45 | 0 | 20 | 0 | 22 | 0 |
| 56 | 0 | 61 | 5 | 52 | 0 | 53 | 3 | 57 | 7 | 35 | 1 | 35 | 0 |
| 42 | 9 | 61 | 7 | 56 | 5 | 64 | 2 | 37 | 4 | 26 | 0 | 24 | 5 |
| 62 | 7 | 76 | 4 | 44 | 5 | 20 | 8 | 32 | 8 | 13 | 2 | 11 | 11 |
| 16 | 5 | 32 | 20 | 23 | 11 | 21 | 5 | 20 | 9 | 21 | 5 | 8 | 6 |
| 14 | 50 | 9 | 71 | 14 | 75 | 14 | 67 | 24 | 56 | 15 | 20 | 20 | 19 |
| 20 | 15 | 30 | 27 | 13 | 16 | 16 | 14 | 30 | 6 | 8 | 8 | 12 | 3 |
| 12 | 17 | 14 | 16 | 12 | 16 | 18 | 15 | 9 | 12 | 11 | 3 | 14 | 12 |
| 15 | 33 | 13 | 40 | 12 | 41 | 18 | 27 | 10 | 15 | 7 | 11 | 6 | 7 |
| 15 | 31 | 6 | 39 | 5 | 25 | 16 | 18 | 11 | 25 | 4 | 21 | 18 | 23 |
| 7 | 8 | 11 | 26 | 7 | 19 | 6 | 19 | 16 | 19 | 11 | 13 | 7 | 10 |
| 7 | 12 | 5 | 11 | 3 | 6 | 2 | 12 | 6 | 6 | 5 | 2 | 5 | 2 |
| 12 | 7 | 7 | 14 | 3 | 8 | 9 | 5 | 19 | 9 | 7 | 7 | 4 | 11 |
| 7 | 8 | 1 | 9 | 2 | 3 | 2 | 11 | 5 | 15 | 0 | 9 | 5 | 11 |
| 0 | 13 | 3 | 9 | 2 | 7 | 1 | 15 | 1 | 4 | 1 | 12 | 1 | 9 |
| 2 | 72 | 2 | 69 | 0 | 40 | 5 | 57 | 5 | 82 | 0 | 40 | 0 | 42 |
| 0 | 23 | | 14 | 0 | 18 | 0 | 25 | | 50 | 0 | 30 | 0 | 21 |
| 310 | 310 | 381 | 381 | 295 | 295 | 303 | 303 | 327 | 327 | 184 | 184 | 192 | 192 |

| 624 | | 626 | | 628 | | 630 | | 632 | | 634 | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 130 | | 136 | | 214 | | 233 | | 275 | | 251 | |
| Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| 31 | 0 | 41 | 0 | 60 | 0 | 29 | 0 | 23 | 0 | 98 | 0 |
| 58 | 0 | 63 | 1 | 79 | 0 | 90 | 1 | 99 | 1 | 105 | 4 |
| 9 | 2 | 6 | 2 | 9 | 3 | 12 | 0 | 18 | 3 | 10 | 4 |
| 10 | 1 | 11 | 3 | 19 | 10 | 9 | 9 | 18 | 2 | 27 | 11 |
| 15 | 9 | 9 | 5 | 14 | 14 | 6 | 6 | 12 | 18 | 17 | 23 |
| 2 | 2 | 6 | 2 | 1 | 5 | 9 | 6 | 18 | 5 | 13 | 11 |
| 27 | 12 | 24 | 11 | 12 | 21 | 33 | 9 | 23 | 6 | 31 | 33 |
| 18 | 14 | 10 | 13 | 25 | 11 | 44 | 10 | 34 | 21 | 40 | 19 |
| 13 | 16 | 20 | 16 | 22 | 19 | 33 | 24 | 49 | 20 | 46 | 31 |
| 12 | 11 | 15 | 17 | 26 | 21 | 20 | 16 | 28 | 26 | 18 | 32 |
| 3 | 14 | 13 | 12 | 19 | 21 | 24 | 24 | 24 | 26 | 17 | 34 |
| 8 | 23 | 21 | 21 | 70 | 17 | 51 | 18 | 78 | 21 | 35 | 17 |
| 5 | 19 | 8 | 15 | 12 | 25 | 11 | 16 | 17 | 30 | 9 | 28 |
| 3 | 16 | 8 | 15 | 17 | 67 | 15 | 43 | 8 | 59 | 8 | 57 |
| 0 | 21 | 15 | 31 | 10 | 44 | 4 | 78 | 9 | 96 | 0 | 76 |
| 0 | 27 | 4 | 60 | 16 | 75 | 1 | 75 | 4 | 70 | 0 | 58 |
| 0 | 27 | | 50 | 0 | 58 | 0 | 56 | 0 | 58 | 0 | 36 |
| 214 | 214 | 274 | 274 | 411 | 411 | 391 | 391 | 462 | 462 | 474 | 474 |

| 625 | | 627 | | 629 | | 631 | | 633 | | 635 | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 139 | | 101 | | 80 | | 178 | | 336 | | 266 | |
| Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| 36 | 0 | 21 | 0 | 9 | 0 | 38 | 0 | 326 | 0 | 42 | 0 |
| 34 | 0 | 24 | 0 | 20 | 0 | 26 | 7 | 37 | 27 | 228 | 4 |
| 20 | 2 | 19 | 6 | 13 | 3 | 67 | 2 | 15 | 46 | 26 | 48 |
| 16 | 3 | 16 | 5 | 11 | 3 | 8 | 25 | 28 | 113 | 20 | 34 |
| 19 | 6 | 21 | 4 | 6 | 2 | 16 | 18 | 13 | 44 | 13 | 61 |
| 35 | 14 | 20 | 9 | 18 | 6 | 70 | 22 | 58 | 97 | 34 | 52 |
| 11 | 7 | 11 | 7 | 8 | 4 | 20 | 9 | 16 | 25 | 16 | 30 |
| 8 | 10 | 9 | 20 | 6 | 9 | 29 | 17 | 18 | 20 | 10 | 26 |
| 10 | 11 | 8 | 6 | 25 | 9 | 27 | 26 | 31 | 19 | 14 | 29 |
| 11 | 24 | 11 | 17 | 9 | 8 | 19 | 30 | 22 | 23 | 5 | 23 |
| 17 | 24 | 9 | 10 | 7 | 9 | 14 | 27 | 20 | 13 | 6 | 19 |
| 1 | 6 | 2 | 9 | 5 | 5 | 6 | 23 | 4 | 18 | 5 | 23 |
| 4 | 10 | 7 | 15 | 3 | 9 | 15 | 18 | 20 | 18 | 7 | 31 |
| 5 | 24 | 0 | 15 | 2 | 23 | 4 | 45 | 2 | 34 | 0 | 33 |
| 0 | 10 | 0 | 1 | 0 | 12 | 11 | 13 | 1 | 16 | 0 | 13 |
| 3 | 41 | 2 | 37 | 2 | 23 | 0 | 88 | 1 | 60 | | |
| 0 | 38 | | 19 | 0 | 19 | | | 0 | 39 | | |
| 230 | 230 | 180 | 180 | 144 | 144 | 370 | 370 | 612 | 612 | 426 | 426 |

| 636 | | 638 | | 640 | | 642 | | 644 | | 646 | | 648 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 269 | | 154 | | 99 | | 82 | | 94 | | 102 | |
| Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| 87 | 0 | | | 47 | 0 | | | 46 | | 19 | 0 | 39 | 0 |
| 106 | 2 | 107 | 0 | 43 | 0 | 71 | 0 | 22 | 2 | 27 | 2 | 37 | 0 |
| 23 | 3 | 36 | 1 | 21 | 0 | 11 | 1 | 12 | 1 | 15 | 1 | 7 | 1 |
| 20 | 9 | 12 | 6 | 21 | 4 | 14 | 5 | 3 | 4 | 6 | 3 | 13 | 4 |
| 18 | 14 | 19 | 11 | 29 | 11 | 9 | 12 | 12 | 8 | 11 | 6 | 17 | 9 |
| 18 | 10 | 21 | 9 | 14 | 7 | 7 | 2 | 0 | 2 | 4 | 0 | 5 | 9 |
| 45 | 23 | 60 | 13 | 11 | 10 | 13 | 7 | 5 | 12 | 22 | 5 | 15 | 8 |
| 47 | 22 | 54 | 24 | 7 | 21 | 14 | 13 | 5 | 8 | 13 | 7 | 10 | 14 |
| 41 | 32 | 35 | 33 | 9 | 9 | 7 | 14 | 3 | 10 | 9 | 8 | 5 | 12 |
| 24 | 29 | 29 | 25 | 6 | 10 | 4 | 14 | 1 | 7 | 2 | 5 | 7 | 13 |
| 21 | 48 | 25 | 42 | 3 | 24 | 7 | 13 | 2 | 8 | 4 | 14 | 6 | 13 |
| 43 | 16 | 50 | 15 | 10 | 13 | 16 | 3 | 9 | 1 | 11 | 5 | 10 | 7 |
| 8 | 28 | 7 | 27 | 1 | 18 | 3 | 5 | 2 | 9 | 2 | 15 | 3 | 12 |
| 6 | 70 | 2 | 74 | 0 | 23 | 3 | 15 | 0 | 6 | 3 | 21 | 0 | 16 |
| 2 | 81 | 3 | 75 | 2 | 31 | 0 | 23 | 0 | 17 | 3 | 16 | 1 | 16 |
| 1 | 58 | 2 | 57 | 0 | 34 | 3 | 18 | 0 | 14 | 1 | 18 | 2 | 26 |
| 0 | 65 | 0 | 50 | | 9 | 0 | 37 | | 13 | 0 | 26 | 0 | 17 |
| 510 | 510 | 462 | 462 | 224 | 224 | 182 | 182 | 122 | 122 | 152 | 152 | 177 | 177 |

| 637 | | 639 | | 641 | | 643 | | 645 | | 647 | | 649 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 292 | | 335 | | 222 | | 288 | | 123 | | 110 | | 85 | |
| Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs | Ons | Offs |
| 42 | 0 | 58 | 0 | 56 | 0 | 63 | 0 | 20 | 0 | 20 | 0 | 11 | 0 |
| 53 | 0 | 74 | 1 | 70 | 0 | 120 | 4 | 29 | 0 | 41 | 0 | 30 | 1 |
| 21 | 6 | 34 | 11 | 16 | 8 | 40 | 18 | 18 | 2 | 15 | 7 | 12 | 1 |
| 23 | 6 | 23 | 10 | 15 | 11 | 18 | 11 | 13 | 4 | 11 | 3 | 5 | 0 |
| 29 | 12 | 24 | 9 | 24 | 16 | 21 | 12 | 10 | 3 | 7 | 9 | 7 | 4 |
| 117 | 14 | 166 | 5 | 80 | 12 | 74 | 13 | 45 | 3 | 41 | 8 | 26 | 4 |
| 43 | 21 | 25 | 35 | 19 | 30 | 14 | 19 | 6 | 8 | 6 | 8 | 11 | 7 |
| 33 | 22 | 25 | 49 | 9 | 25 | 12 | 34 | 11 | 14 | 12 | 8 | 3 | 9 |
| 55 | 45 | 48 | 56 | 21 | 30 | 22 | 34 | 14 | 19 | 12 | 16 | 9 | 13 |
| 20 | 49 | 20 | 69 | 9 | 45 | 18 | 37 | 10 | 14 | 13 | 18 | 5 | 14 |
| 17 | 48 | 17 | 36 | 10 | 20 | 12 | 20 | 5 | 11 | 4 | 14 | 5 | 8 |
| 11 | 30 | 4 | 35 | 3 | 25 | 3 | 18 | 6 | 9 | 2 | 9 | 0 | 7 |
| 17 | 59 | 6 | 49 | 5 | 21 | 5 | 53 | 3 | 28 | 5 | 11 | 1 | 13 |
| 3 | 38 | 4 | 45 | 8 | 25 | 2 | 43 | 4 | 14 | 4 | 27 | 2 | 12 |
| 0 | 34 | 0 | 17 | 2 | 10 | 3 | 13 | 0 | 10 | 0 | 7 | 0 | 2 |
| 3 | 59 | 2 | 41 | 0 | 41 | 2 | 51 | 1 | 40 | 1 | 27 | 0 | 12 |
| 0 | 44 | 0 | 62 | 0 | 28 | 0 | 49 | | 16 | 0 | 22 | 0 | 20 |
| 487 | 487 | 530 | 530 | 347 | 347 | 429 | 429 | 195 | 195 | 194 | 194 | 127 | 127 |

| NORTHBOUND | | AM | | PM | | |
|---|---|---|---|---|---|---|
| TOTAL ONS | TOTAL OFFS | ONS | OFFS | ONS | OFFS | |
| 847 | 0 | 358 | 0 | 489 | 0 | 847 |
| 1328 | 26 | 479 | 13 | 849 | 13 | 1360 |
| 337 | 28 | 157 | 8 | 180 | 20 | 383 |
| 541 | 100 | 368 | 30 | 173 | 70 | 628 |
| 465 | 233 | 292 | 96 | 173 | 137 | 723 |
| 336 | 124 | 220 | 56 | 116 | 68 | 452 |
| 542 | 307 | 248 | 149 | 294 | 158 | 810 |
| 671 | 309 | 368 | 126 | 303 | 183 | 1005 |
| 606 | 582 | 327 | 354 | 279 | 228 | 1097 |
| 439 | 428 | 259 | 213 | 180 | 215 | 819 |
| 357 | 507 | 192 | 228 | 165 | 279 | 822 |
| 682 | 949 | 278 | 795 | 404 | 154 | 1643 |
| 267 | 464 | 184 | 236 | 83 | 228 | 704 |
| 337 | 625 | 267 | 159 | 70 | 466 | 925 |
| 145 | 834 | 96 | 250 | 49 | 584 | 977 |
| 47 | 1255 | 13 | 692 | 34 | 563 | 1324 |
| 0 | 1176 | 0 | 701 | 0 | 475 | 1136 |
| 7947 | 7947 | 4106 | 4106 | 3841 | 3841 | 15655 |

| SOUTHBOUND | | AM | | PM | |
|---|---|---|---|---|---|
| TOTAL ONS | TOTAL OFFS | ONS | OFFS | ONS | OFFS |
| 1136 | 0 | 430 | 0 | 706 | 0 |
| 1277 | 67 | 525 | 23 | 752 | 44 |
| 832 | 203 | 536 | 45 | 296 | 158 |
| 588 | 303 | 397 | 78 | 191 | 225 |
| 437 | 296 | 246 | 102 | 191 | 194 |
| 961 | 666 | 212 | 421 | 749 | 245 |
| 465 | 348 | 270 | 145 | 195 | 203 |
| 380 | 410 | 203 | 157 | 177 | 253 |
| 491 | 576 | 205 | 274 | 286 | 302 |
| 334 | 678 | 173 | 331 | 161 | 347 |
| 268 | 484 | 142 | 249 | 126 | 235 |
| 116 | 316 | 65 | 105 | 51 | 211 |
| 258 | 449 | 164 | 124 | 94 | 325 |
| 87 | 532 | 52 | 178 | 35 | 354 |
| 46 | 293 | 29 | 145 | 17 | 148 |
| 32 | 1324 | 18 | 845 | 14 | 479 |
| 0 | 763 | 0 | 445 | 0 | 318 |
| 7708 | 7708 | 3667 | 3667 | 4041 | 4041 |

# Appendix E

# Training Powerpoint Presentation

# Tri-Rail
# On-Board Transit Survey

Surveyor Training Session
February 12, 2013

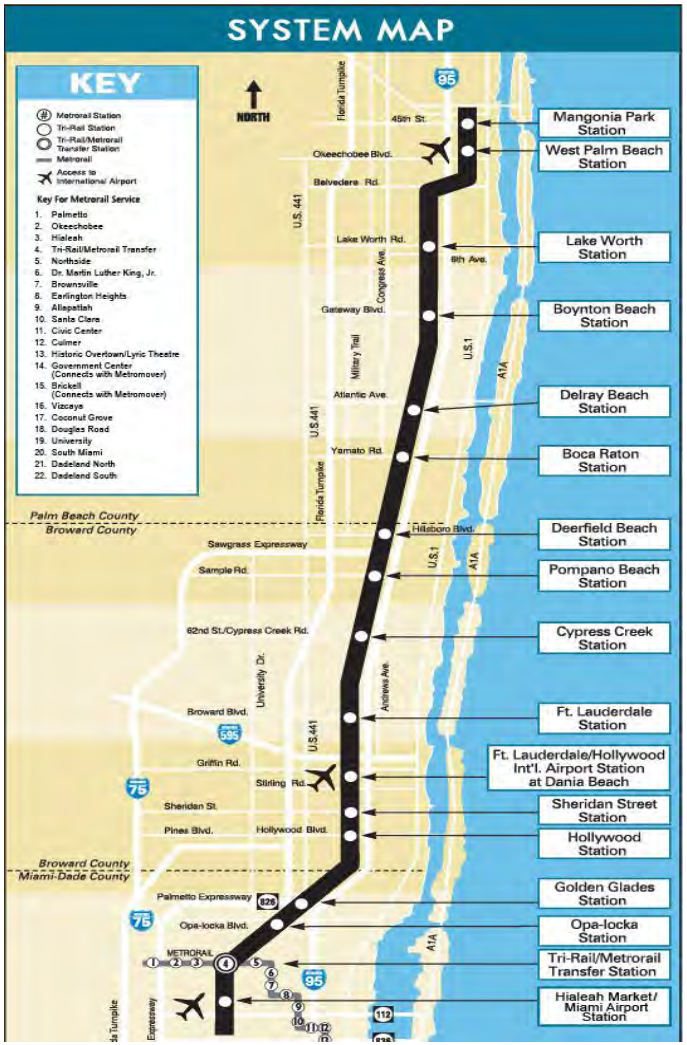
TRI RAIL

RTA SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

# Survey Purpose

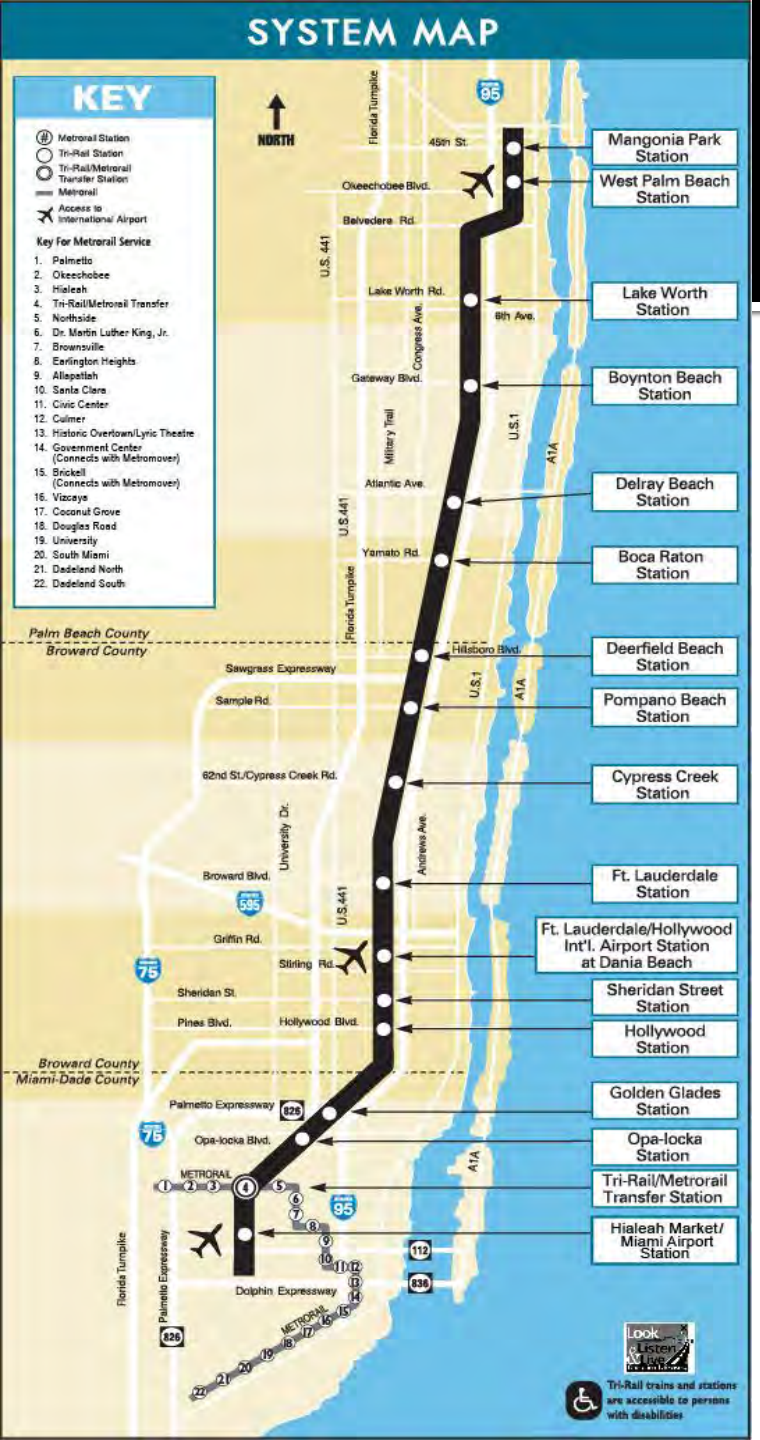
- Transit Development Plan update requires that Tri-Rail produce documentation discussing:
  - Future improvements based upon needs identified by actual users of the Tri-Rail System.
- Future improvements are related to:
  - Service Expansion (Origin/destination of passengers)
  - Access and Egress to station (Transit/Shuttle changes)
  - Park and Ride Lot improvements

# All trains will be surveyed /counted




- 50 total trains
- 28 trains will have surveys and door counts.
- 22 trains will have door counts only
- 5 shifts start at Mangonia Park Station
- 5 shifts start at Hialeah Market/Miami Airport Station

# Survey Limits



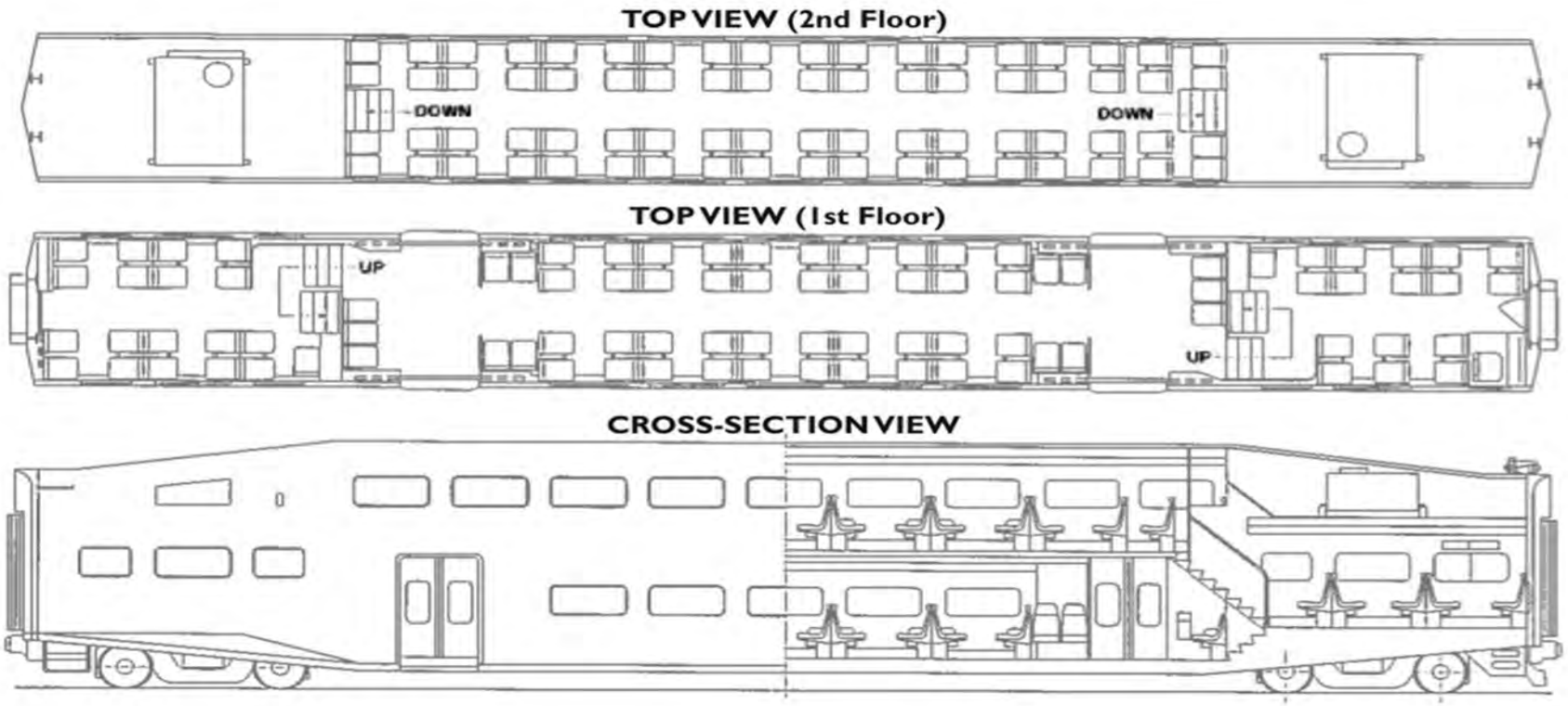

- 70 miles
- 17 stations
- Southbound: Mangonia Park to Hialeah Market
- Northbound: Hialeah Market to Mangonia Park

# Surveying Passengers

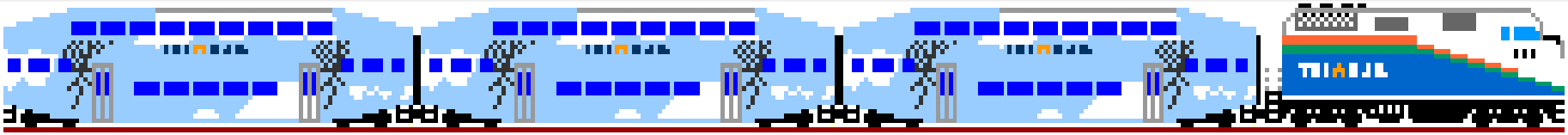
- Survey is self-administered, with assistance from staff.
- Passengers can be interviewed, if necessary.
- Children and assisted passengers are accounted for by question 13 on survey.
- Goal is 100% participation with a properly fill-out survey form.
- Counting all passengers at doors

# Rail Car Layout

- Tri-Rail trains may consist of two or three bi-level rail cars (Maximum Capacity 365 passengers per car)



# Staffing Assignments



- 1 Train Captain will oversee and assist the survey in each Train.

- Each Car will contain 2 surveyors and 2 counters
- Each Car will contain 2 surveyors and 2 counters
- Each Car will contain 2 surveyors and 2 counters

# Survey Date

- Wednesday February 13, 2012
- Every train will be surveyed or counted or both.
- The first train leaves at 4:00 am and the last train stops at 11:55 pm.
- NOTE: you will be paid for 4 hours of training for today ONLY IF you show up on time and work your shift tomorrow. If you do not work your assigned shift you will NOT be paid.

# Work Schedule

| SB | NB | SB | NB | SB | NB | SB | NB |
|---|---|---|---|---|---|---|---|
| | 600 | 611 | | | 636 | 649 | |
| | 4:18-6:05 | 6:40-8:29 | | | 16:53-18:45 | 20:40-22:29 | |
| 601 | 608 | | | 633 | 640 | | |
| 4:00-5:44 | 6:03-7:55 | | | 15:30-17:26 | 17:53-19:45 | | |
| | 602 | 613 | 618 | 625 | 628 | 639 | |
| | 4:48-6:40 | 7:00-8:49 | 9:23-11:20 | 12:00-13:54 | 14:23-16:20 | 17:00-18:56 | |
| 603 | 612 | | | | | 637 | 644 |
| 4:40-6:29 | 7:03-8:55 | | | | | 16:30-18:26 | 18:53-20:45 |
| | 604 | 615 | | | 632 | 643 | |
| | 5:13-7:05 | 7:30-9:19 | | | 15:53-17:55 | 18:15-20:04 | |
| 605 | 614 | 621 | 624 | 631 | 638 | 647 | 648 |
| 5:20-7:09 | 7:43-9:35 | 10:00-11:54 | 12:23-14:20 | 15:00-16:41 | 17:29-19:15 | 19:40-21:29 | 21:43-23:55 |
| | 606 | 617 | 620 | 627 | 630 | 641 | 646 |
| | 5:38-7:35 | 8:00-9:49 | 10:23-12:20 | 13:00-14:54 | 15:13-17:10 | 17:30-19:19 | 19:53-21:45 |
| 607 | | | | | | | |
| 6:00-7:49 | | | | | | | |
| | 610 | 619 | 622 | 629 | 634 | 645 | |
| | 6:23-8:15 | 9:00-10:54 | 11:23-13:20 | 14:00-15:56 | 16:33-18:25 | 18:45-20:34 | |
| 609 | 616 | 623 | 626 | 635 | | | 642 |
| 6:20-8:04 | 8:23-10:15 | 11:00-12:54 | 13:23-15:20 | 16:00-17:41 | | | 18:35-2:15 |

# Role of Train Captain

- Manages Counters and Surveyors on each train. Assist with any issues that may arise.
- Assists passengers with surveys
- Receives completed surveys from passengers
- At end of run:
  - Collect envelopes/Survey log from Surveyors
  - Collect count logs from Counters
  - Complete Trip Log
  - Gather Team to meet with Platform Master

**Trip Log**

**SFRTA Tri-Rail On-Board Survey**

Train Captain Name_____ Car number_____

Date_____ Northbound_____

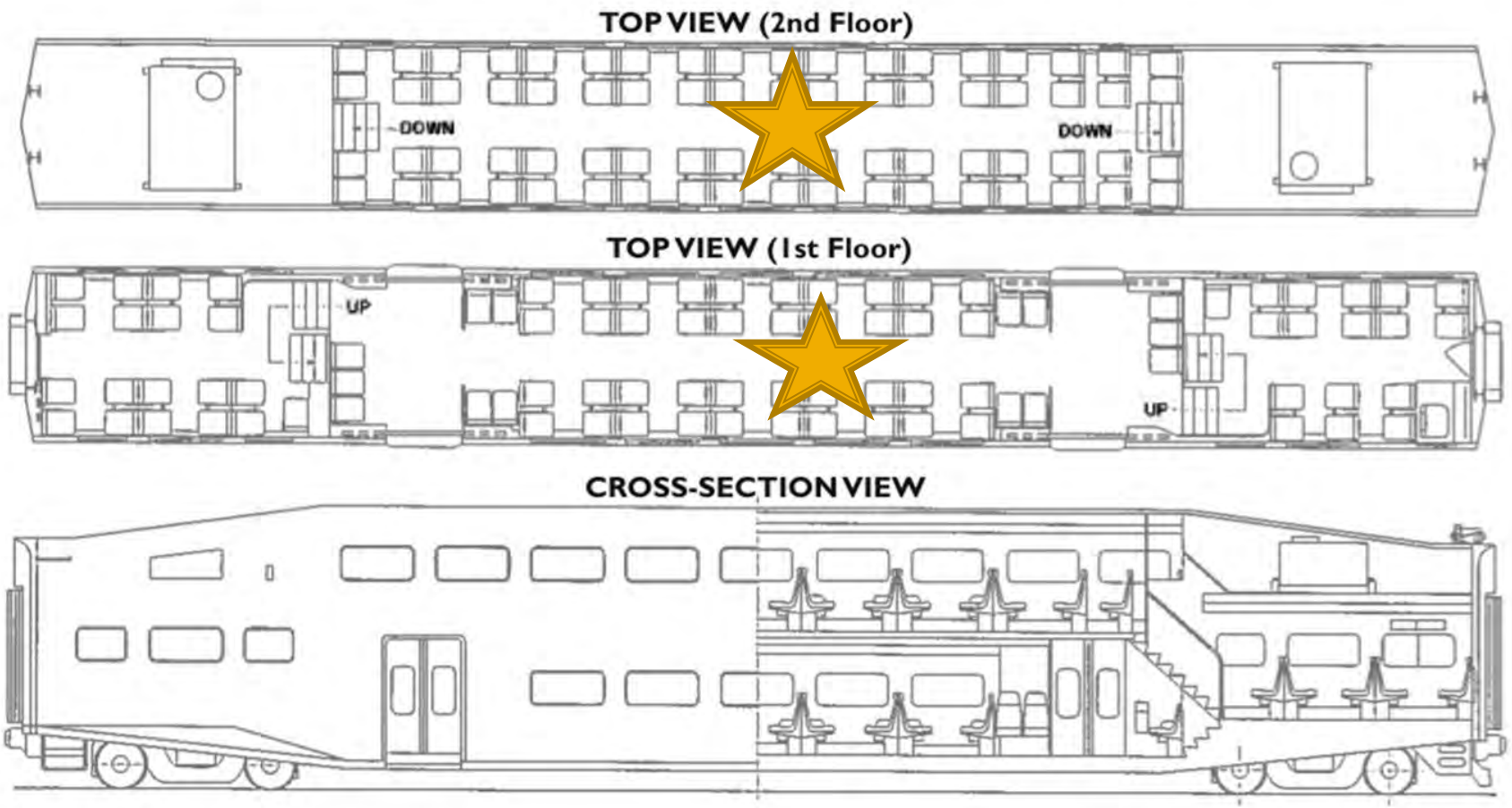
Train Number_____

| **Station** | Ons | Offs | On-Board | Departure Time | English/Spanish Survey Start # | Creole Survey Start # | Comments |
|---|---|---|---|---|---|---|---|
| Hialeah Market/MIA | | | | | | | |
| Metrorail Transfer | | | | | | | |
| Opa-locka | | | | | | | |
| Golden Glades | | | | | | | |
| Hollywood | | | | | | | |
| Sheridan Street | | | | | | | |
| FLL at Dania Beach | | | | | | | |
| Ft Lauderdale | | | | | | | |
| Cypress Creek | | | | | | | |
| Pompano Beach | | | | | | | |
| Deerfield Beach | | | | | | | |
| Boca Raton | | | | | | | |
| Delray Beach | | | | | | | |
| Boynton Beach | | | | | | | |
| Lake Worth | | | | | | | |
| West Palm Beach | | | | | | | |
| Mangonia Park | | | | | | | |
| | | | Survey end # | | | | |

# Role of Surveyor

- Each car will have 2 surveyors, one stationed on each floor.
- At each station, once passengers are seated, provide every new entering passenger with a survey and a pen
- Both surveyors assist passengers with survey.
- Collect completed surveys (most passengers will also return pens)
- Place surveys in envelope
- Record surveys given at each station on survey log (log will be glued to envelope).

# Surveyor Location



**Survey Log**

**SFRTA Tri-Rail On-Board Survey**

Train Captain Name_____ Car Number_____

Date_____ Southbound_____

Train Number_____

| Station | Survey Start # | Creole Survey Start # |
|---|---|---|
| Mangonia Park | | |
| West Palm Beach | | |
| Lake Worth | | |
| Boynton Beach | | |
| Delray Beach | | |
| Boca Raton | | |
| Deerfield Beach | | |
| Pompano Beach | | |
| Cypress Creek | | |
| Ft. Lauderdale | | |
| FLL at Dania Beach | | |
| Sheridan Street | | |
| Hollywood | | |
| Golden Glades | | |
| Opa-locka | | |
| Metrorail Transfer | | |
| Hialeah Market/MIA | | |

# Role of Counters

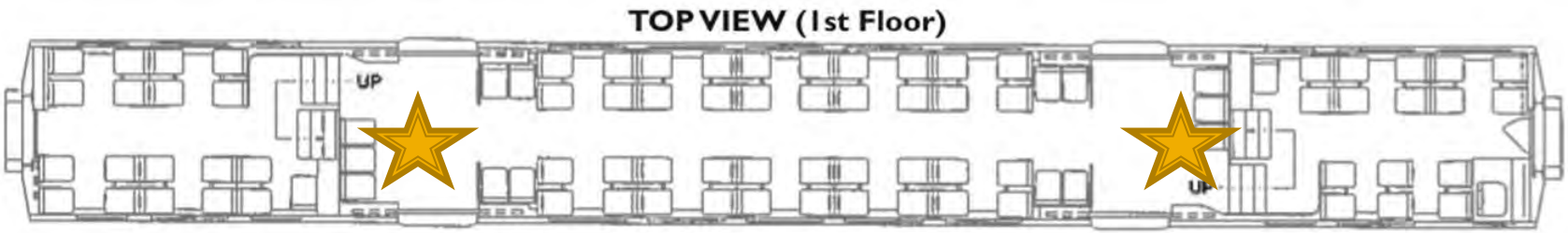
- For each car two counters are assigned: one for each door.
- The counters are to be stationed at the doors in order to count every person that gets on and off the train.
- The counters are not to interfere with access and egress through the car doors.
- Between stations the counters should count the passengers on-board – One upstairs and one down.

# Material for Counters

**To be provided at each data collection**

- Count Forms
- Counters/Clickers
- Clip Boards
- Pencils
- Badges

# Counter Location



**Passenger Log**

**SFRTA Tri-Rail On-Board Survey**

Train Captain Name_____ Car Number_____

Date_____ Southbound_____

Train Number_____

| Station | Ons | Offs | On-Board |
|---|---|---|---|
| Mangonia Park | | | |
| West Palm Beach | | | |
| Lake Worth | | | |
| Boynton Beach | | | |
| Delray Beach | | | |
| Boca Raton | | | |
| Deerfield Beach | | | |
| Pompano Beach | | | |
| Cypress Creek | | | |
| Ft. Lauderdale | | | |
| FLL at Dania Beach | | | |
| Sheridan Street | | | |
| Hollywood | | | |
| Golden Glades | | | |
| Opa-locka | | | |
| Metrorail Transfer | | | |
| Hialeah Market/MIA | | | |

# Survey Form

- English on one-side; Spanish on reverse side.
- Creole on separate sheet
- All English/Spanish Survey forms are numbered, Example 609312
  - First 3 digits are train number 600-613
  - Last 3 digits are sequence number 001-700
  - Creole just numbered sequentially.
- Critical questions in colored boxes – make sure they are filled in CORRECTLY

# Survey Form (English)

Survey #:

## PLEASE HELP US IMPROVE YOUR TRI-RAIL SERVICE!

**Por favor ver al reverso para español • Souple mande pouyon fòm an Kreyòl**

Tri-Rail is conducting a survey to help determine future service and station improvements. You can help by filling out this survey while you ride today. Please print clearly. Return your completed Survey to a surveyor before leaving the Train. If you make another trip today on Tri-Rail, you may be given a survey EACH time you ride Tri-Rail. It is important that you complete a survey each time that you ride Tri-Rail today. THANK YOU!

### PLEASE TELL US ABOUT THE ONE-WAY TRIP YOU ARE MAKING NOW ON TRI-RAIL

**1. I ORIGINALLY STARTED THIS *ONE-WAY* TRIP AT:**
❑Work ❑Home ❑Shopping ❑Social/Recreational ❑Airport
❑School(K-12) ❑College/University ❑Other _____ *(ex. Hotel, doctor, etc.)*

**2. WHICH IS LOCATED AT (IMPORTANT!):**
_____ *(Please provide the nearest cross-street or intersection and City)*

**3. TO GET TO TRI-RAIL I ARRIVED BY:**
❑Walking ❑Taxi
❑School Bus ❑Metrorail
❑Bike, and used: ❑Bike Locker ❑Bike Rack ❑Bike on Train
❑Transit Bus *(Agency/Route #)*_____
❑Tri-Rail Shuttle Bus *(Route Name)*_____
❑Drove and Parked *(How many people in car)*_____
❑Dropped Off
❑Other *(Please specify)*_____

**4. I GOT ON THIS TRAIN AT:**_____ Station *Station Name*

**5. I WILL GET OFF THIS TRAIN AT:**_____ Station *Station Name*

**6. I WILL LEAVE THE TRI-RAIL STATION BY:**
❑Walking ❑Taxi
❑School Bus ❑Metrorail
❑Biking
❑Transit Bus *(Agency/Route #)*_____
❑Tri-Rail Shuttle Bus *(Route Name)*_____
❑Parked Car *(How many people in car)*_____
❑Picked up
❑Other *(Please specify)*_____

**7. IS THIS JOURNEY PART OF A ROUND TRIP THAT YOU WILL MAKE TODAY?** ❑Yes ❑No
If yes, please check all services that you will use on the return leg of the trip.
❑This is the return trip ❑Another Tri-Rail Train *(at _____o'clock)*
❑Local Bus ❑Express Bus ❑Metrorail
❑Other *(Please specify)*_____

**8. I WILL FINISH THIS *ONE-WAY* TRIP AT:**
❑Work ❑Home ❑Shopping ❑Social/Recreational ❑Airport
❑School(K-12) ❑College/University ❑Other _____ *(ex. Hotel, doctor, etc.)*

**9. WHICH IS LOCATED AT (IMPORTANT!):**
_____ *(Please provide the nearest cross-street or intersection and City)*

**10. THE FARE I USED FOR THIS *ONE-WAY* TRIP WAS:**
Fare Type: ❑Full Fare ❑EDP ❑Discount
Fare Medium: ❑Easy Card ❑Paper Ticket
Fare: ❑One-way ❑Round-trip ❑12 Trip ❑Monthly ❑Regional Monthly

**11. I HAVE BEEN RIDING TRI-RAIL:**
❑First Time/Occasionally ❑For the last 6 months
❑For 6 months to 2 years ❑For 2 years to 6 years ❑6 years +

**12. I TYPICALLY RIDE TRI-RAIL:**
_____ time(s) per day *(# per day)* and _____ day(s) per week *(# of day(s)/week)*;
_____ days per month *(# days/month)* or;
❑less than once per month

**13. ARE YOU TRAVELING WITH OTHER PEOPLE THAT ARE NOT FILLING OUT THE SURVEY?**
❑No ❑Yes If yes, _____ *(# of children)* and/or _____ *(# of adults)*

### PLEASE TELL US ABOUT YOURSELF
THIS INFORMATION WILL BE KEPT STRICTLY CONFIDENTIAL

**14. I LIVE IN ZIP CODE:** ❑❑❑❑❑ *Zip Code*

**15. I LIVE/STAY IN SOUTH FLORIDA:** ❑Full Time ❑Part Time ❑Visitor

**16. I AM:** ❑MALE ❑FEMALE

**17. MY AGE IS:** ❑Under 16 ❑16-24 ❑25-34 ❑35-44 ❑45-54 ❑55-64 ❑65 or Over

**IF YOU ARE GIVEN ANOTHER SURVEY CARD LATER, PLEASE FILL OUT THAT CARD TOO.**

**18. MY RACE IS BEST DESCRIBED AS:** *(You can check more than one box)*
❑American Indian ❑Asian ❑Black/African American
❑Hispanic ❑White ❑Other _____ *(Please specify)*

**19.** _____ **VEHICLES ARE OWNED BY PEOPLE IN MY HOME.** *(# of vehicles)* *(Including Vans, SUV's, Motorcycles, Scooters and Pick-Up Trucks)*

**20. I COULD HAVE TRAVELED TODAY BY CAR BUT CHOSE TO RIDE TRI-RAIL INSTEAD:** ❑Yes ❑No

**21. I HAVE A DRIVER'S LICENSE:** ❑Yes ❑No

**22. INCLUDING ME,** _____ *(# of people)* **LIVE IN MY HOME, AND OF THOSE:**
*(# of people)* _____ have a drivers license
*(# of people)* _____ are under 16 years old
*(# of people)* _____ are 65 and older
*(# of people)* _____ work outside the home

**23. I GRADUATED:** *(check only one)* ❑Middle School ❑High School/GED ❑Some College ❑College ❑Not Applicable

**24. WHAT IS YOUR CURRENT EMPLOYMENT STATUS?**
❑Employed Full Time ❑Employed Part Time
❑Not Working/Unemployed ❑Student
❑Homemaker ❑Retired

**25. MY HOUSEHOLD'S TOTAL ANNUAL INCOME IS:**
❑$25,001-35,000 ❑$35,001-50,000 ❑$50,001-75,000
❑$75,001-100,000 ❑Over $100,000 ❑I do not know
❑Under $25,000

**26. I FILLED OUT ANOTHER SURVEY CARD EARLIER TODAY:**
❑Yes ❑No

### PLEASE LET US KNOW HOW TRI-RAIL IS DOING

**27. PLEASE RATE TRI-RAIL ON THE FOLLOWING TOPICS:**
*(Darken the Circle ● Matching Your Score -- Check "NA" if "Not Applicable")*

| STATION CONDITIONS | Very Poor | Poor | Okay | Good | Very Good | NA |
|---|---|---|---|---|---|---|
| Station Announcements | ○ | ○ | ○ | ○ | ○ | ☐ |
| Station Cleanliness | ○ | ○ | ○ | ○ | ○ | ☐ |
| Station Security/Safety | ○ | ○ | ○ | ○ | ○ | ☐ |
| Parking Availability | ○ | ○ | ○ | ○ | ○ | ☐ |
| Ticket Vending Machines | ○ | ○ | ○ | ○ | ○ | ☐ |
| **TRAIN CONDITIONS** | | | | | | |
| Outside Cleanliness | ○ | ○ | ○ | ○ | ○ | ☐ |
| Inside Cleanliness | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Rest Rooms | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Announcements | ○ | ○ | ○ | ○ | ○ | ☐ |
| Air-Conditioning | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Security/Safety | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Experience | ○ | ○ | ○ | ○ | ○ | ☐ |
| **SERVICE PERFORMANCE** | | | | | | |
| Station Staff | ○ | ○ | ○ | ○ | ○ | ☐ |
| On-Board Train Crew | ○ | ○ | ○ | ○ | ○ | ☐ |
| Telephone Customer Service | ○ | ○ | ○ | ○ | ○ | ☐ |
| Train Reliability | ○ | ○ | ○ | ○ | ○ | ☐ |
| Overall Value for Price | ○ | ○ | ○ | ○ | ○ | ☐ |
| Website/Phone App | ○ | ○ | ○ | ○ | ○ | ☐ |

Comments: _____

# Survey Form (Spanish)

Survey #:

## ¡POR FAVOR AYÚDENOS A MEJORAR SU SERVICIO DE TRI-RAIL!

**Please see reverse side for English**

Tri-Rail está realizando una encuesta para mejorar los servicios y las estaciones de tren en el futuro. Usted nos puede ayudar llenando esta encuesta mientras viaja hoy. Por favor escriba claro. Una vez completa, regrese la encuesta al encuestador antes de desembarcar del tren. Si usted hace otro viaje hoy en Tri-Rail, puede ser que le den otra encuesta. Es importante que usted complete una encuesta cada vez que viaje en Tri-Rail, hoy. ¡MUCHAS GRACIAS!

**POR FAVOR COMPARTA LA INFORMACIÓN DE SU VIAJE DE UNA-VÍA QUE USTED HACE HOY EN TRI-RAIL**

**1. YO ORIGINÉ ESTE VIAJE DE UNA-VÍA DESDE:**
- ❑ Trabajo ❑ Hogar ❑ Centro Comercial
- ❑ Centro Social/Recreacional ❑ Aeropuerto ❑ Universidad
- ❑ Escuela Preparatoria (Hasta Grado 12) ❑ Otro _____ *(ej. Hotel, doctor, etc.)*

**2. MI ORIGEN DE ÉSTE VIAJE ESTÁ LOCALIZADO EN (IMPORTANTE!):** _____ *(Por favor indique la intersección más cercana y la cuidad)*

**3. YO LLEGUÉ A LA ESTACIÓN DE TRI-RAIL:**
- ❑ Caminando ❑ Taxi ❑ Bus de la escuela ❑ Metrorail
- ❑ Bicicleta, y use: ❑ Casillero ❑ Bicicleta a bordo del tren ❑ Barras para estacionar bicicletas
- ❑ Bus *(Agencia/# de Ruta)* _____
- ❑ Bus de Tri-Rail *(Nombre de la Ruta)* _____
- ❑ Manejé y estacioné *(# de personas en el vehículo)* _____
- ❑ Me Trajeron ❑ Otro *(Por favor especificar)* _____

**4. YO ABORDÉ ESTE TREN EN LA ESTACIÓN:** _____

**5. YO DESEMBARCARÉ ESTE TREN EN LA ESTACIÓN:** _____

**6. YO ME IRÉ DE LA ESTACIÓN DE TRI-RAIL:**
- ❑ Caminando ❑ Taxi ❑ Bus de la escuela ❑ Metrorail
- ❑ Bicicleta
- ❑ Bus *(Agencia/# de Ruta)* _____
- ❑ Bus de Tri-Rail *(Nombre de la Ruta)* _____
- ❑ Mi vehículo estacionado *(# de personas en el vehículo)* _____
- ❑ Me recogerán ❑ Otro *(Por favor especificar)* _____

**7. ¿ÉSTE VIAJE ES PARTE DE UN VIAJE DE DOS VÍAS?**
❑ Si ❑ No

Si su respuesta es sí, favor de marcar todos los servicios que usará en su viaje de regreso.
- ❑ Éste es mi viaje de regreso ❑ Otro tren de Tri-Rail *(a las _____ am/pm)*
- ❑ Bus local ❑ Bus Rápido ❑ Metrorail
- ❑ Otro *(Por favor especificar)* _____

**SI A USTED LE DAN OTRA ENCUESTA DESPUÉS, POR FAVOR LLENELA TAMBIÉN.**

**8. YO TERMINARÉ ÉSTE VIAJE DE UNA-VÍA EN (DESTINO):**
- ❑ Trabajo ❑ Hogar ❑ Centro Comercial
- ❑ Centro Social/Recreacional ❑ Aeropuerto ❑ Universidad
- ❑ Escuela Preparatoria (Hasta Grado 12) ❑ Otro _____ *(ej. Hotel, doctor, etc.)*

**9. MI DESTINO ESTÁ LOCALIZADO EN (IMPORTANTE!):** _____ *(Por favor indique la intersección más cercana y la cuidad)*

**10. LA TARIFA QUE USÉ EN ÉSTE VIAJE DE UNA-VÍA FUÉ:**
- Tipo de Tarifa: ❑ Tarifa Regular ❑ EDP ❑ Tarifa Reducida
- Medio de Tarifa: ❑ Easy Card ❑ Boleto de Papel
- Tarifa: ❑ Una-Vía ❑ Ida y Vuelta ❑ 12 Viajes ❑ Pase Mensual ❑ Pase Regional

**11. YO SOY PASAJERO DE TRI-RAIL POR:**
- ❑ Primera Vez/Ocasionalmente ❑ Los últimos seis meses
- ❑ 6 meses a 2 años ❑ 2 años a 6 años ❑ Más de 6 años

**12. YO USUALMENTE SOY PASAJERO DEL TRI-RAIL:**

_____ vez/veces por día y _____ día(s) por semana;
*# por día* *# de día(s)/semana*

_____ días por mes;
*# de días/mes*

❑ Menos de una vez al mes

**13. ¿USTED ESTÁ VIAJANDO CON OTRAS PERSONAS QUE NO ESTÁN LLENANDO ESTÁ ENCUESTA?**
❑ No ❑ Si Si respondió si _____ y/o _____
*# de niños* *# de adultos*

**POR FAVOR QUEREMOS SABER DE USTED**
ÉSTA INFORMACIÓN SE MANTENDRÁ ESTRICTAMENTE CONFIDENCIAL

**14. YO RESIDO EN EL CÓDIGO POSTAL:** ❑❑❑❑❑ *Código Postal*

**15. YO RESIDO EN EL SUR DE LA FLORIDA:**
❑ Permanente ❑ Parte del Año ❑ De Visita

**16. YO SOY:** ❑ HOMBRE ❑ MUJER

**17. MI EDAD ES:** ❑ Menor de 16 ❑ 16-24 ❑ 25-34 ❑ 35-44 ❑ 45-54 ❑ 55-64 ❑ 65 o Mayor

**18. MI RAZA ES MEJOR DESCRITA COMO:** *(Puede elegir más de una opción)*
- ❑ Americana Indígena ❑ Asiática ❑ Negra/Africana Americana
- ❑ Hispana ❑ Blanca ❑ Otra _____ *(Favor de especificar)*

**19.** *(# de vehículos)* _____ **VEHÍCULOS QUE SON PROPIEDAD DE LOS QUE HABITAN EN MI HOGAR.** *(Incluyendo, microbuses, SUV's, motocicletas, y camionetas)*

**20. YO HUBIESE PODIDO VIAJAR EN AUTO, PERO ELEGÍ VIAJAR EN TRI-RAIL:** ❑ Si ❑ No

**21. YO TENGO LICENCIA DE CONDUCIR:** ❑ Si ❑ No

**22.** *(# de personas)* _____ **RESIDEN EN MI HOGAR INCLUYÉNDOME, Y DE TODOS:**
- *(# de personas)* _____ tienen licencia de conducir
- *(# de personas)* _____ son menores de 16 años
- *(# de personas)* _____ son mayores de 65 años
- *(# de personas)* _____ trabajan fuera del hogar

**23. MI NIVEL DE EDUCACIÓN ES:** *(Elija solo una opción)*
- ❑ Escuela Secundaria O GED ❑ Escuela Primaria
- ❑ Post Grado ❑ Universidad ❑ No Aplica

**24. ¿CUÁL ES SU ESTADO DE EMPLEO?**
- ❑ Empleado(a) Tiempo Completo ❑ Empleado(a) Medio Tiempo
- ❑ Desempleado(a) ❑ Estudiante
- ❑ Amo(a) de Casa ❑ Retirado(a)

**25. EL INGRESO TOTAL DE MI HOGAR ES:**
- ❑ $25,001-35,000 ❑ $35,001-50,000 ❑ $50,001-75,000
- ❑ $75,001-100,000 ❑ Más de $100,000 ❑ No Sé
- ❑ Menos de $25,000

**26. YO LLENÉ OTRA ENCUESTA HOY:**
❑ Si ❑ No

**POR FAVOR DIGANOS CÓMO ES EL SERVICIO DE TRI-RAIL**

**27. COMPARTA SU OPINIÓN DE TRI-RAIL EN LAS SIGUIENTES CATEGORÍAS :**
*(Llene el circulo ● que exprese su opinión - Elija "NA" si "No Aplica")*

| CONDICIONES DE LA ESTACIÓN | Muy Mala | Mala | Regular | Buena | Muy Buena | NA |
|---|---|---|---|---|---|---|
| Anuncios | ○ | ○ | ○ | ○ | ○ | ☐ |
| Limpieza | ○ | ○ | ○ | ○ | ○ | ☐ |
| Seguridad | ○ | ○ | ○ | ○ | ○ | ☐ |
| Disponibilidad de Estacionamientos | ○ | ○ | ○ | ○ | ○ | ☐ |
| Maquinas de Venta de Boletos | ○ | ○ | ○ | ○ | ○ | ☐ |
| **CONDICIONES DEL TREN** | | | | | | |
| Limpieza Por Fuera | ○ | ○ | ○ | ○ | ○ | ☐ |
| Limpieza Por Dentro | ○ | ○ | ○ | ○ | ○ | ☐ |
| Baños Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Anuncios Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Aire Acondicionado | ○ | ○ | ○ | ○ | ○ | ☐ |
| Seguridad Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Experiencia Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| **CALIDAD DEL SERVICIO** | | | | | | |
| Empleados de la Estación | ○ | ○ | ○ | ○ | ○ | ☐ |
| Empleados Abordo | ○ | ○ | ○ | ○ | ○ | ☐ |
| Servicio Telefónico Al Cliente | ○ | ○ | ○ | ○ | ○ | ☐ |
| Dependibilidad de los Trenes | ○ | ○ | ○ | ○ | ○ | ☐ |
| Valor por el Precio | ○ | ○ | ○ | ○ | ○ | ☐ |
| Sitio Web/Aplicación de celular | ○ | ○ | ○ | ○ | ○ | ☐ |

**Comentarios:** _____

# Distributing Surveys

- Allow passengers to get seated.
- Approach every passenger and politely request that they fill out a survey.
- Surveys are in English, Spanish and Creole.
- Do not accept initial refusal.  Emphasize the importance of the survey.
- Remain polite.  After distributing your surveys offer to help
- Ask passengers to return completed surveys as soon as it is completed.
- Check it.

# Fill in your survey form now!

Use your trip on Tri-Rail to this meeting to fill in the survey

# What you will encounter

- Refusal to participate
- Tourists
- Families with small children
- Riders who filled out a survey earlier
- Riders only going 1 or 2 stops
- Riders that speak a different language than you speak.

# Sample Script

- Hello, we are conducting an important survey today and we need you to fill out this simple survey. It should only take a few moments to complete. The questions will provide Tri-Rail with necessary information for service modifications and improvements. If you need any help or have any questions I will be glad to help you.

# Refusal Script

- It is really important that we get everyone's response on this survey. In the past Tri-Rail has used similar surveys as justification to improve facilities and expand their service. So filling out this survey will help everyone that rides Tri-Rail get better service.

# Tourist Script

- Tourists represent a very important travel market for Tri-Rail so your information is especially important.  Even if you are riding the train only once, other tourists will be riding it after you leave.
- If you need any help I will be happy to help you fill out the survey form.

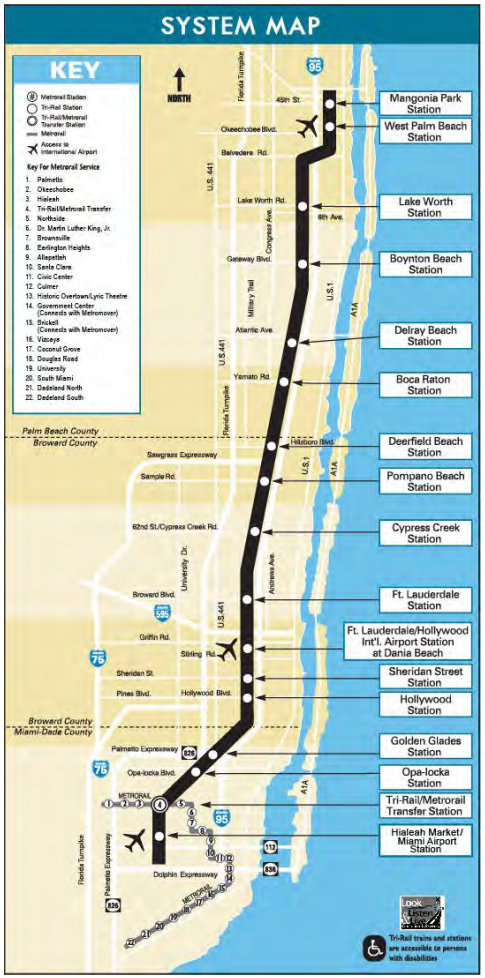
# Incorrect Answer Script

- Thank you for filling out the form.  I am sorry but I need a little more information on your form.  May I ask you for the information and I will fill it in for you.

# Survey Role Playing

- Everyone pick a partner.
- One person will be the passenger and one will be the surveyor.
- The surveyor should offer the passenger a survey then help them fill out each question.
- The passenger should have realistic questions and confusion.
- Make sure the colored boxes are fill-in correctly.
- If your pair has a question – ASK!

# Report to Platform Master




Larry Foutz
Mangonia Park
Platform Master
305-619-3406

Odalys Delgado
Hialeah Market
Platform Master
305-710-8711

- Be on time
- The Platform Master will be at a table
- Sign-in
- Collect your supplies
- Join your Train Captain and meet your team.

# Mangonia Park Station

# Directions - Mangonia Park Station

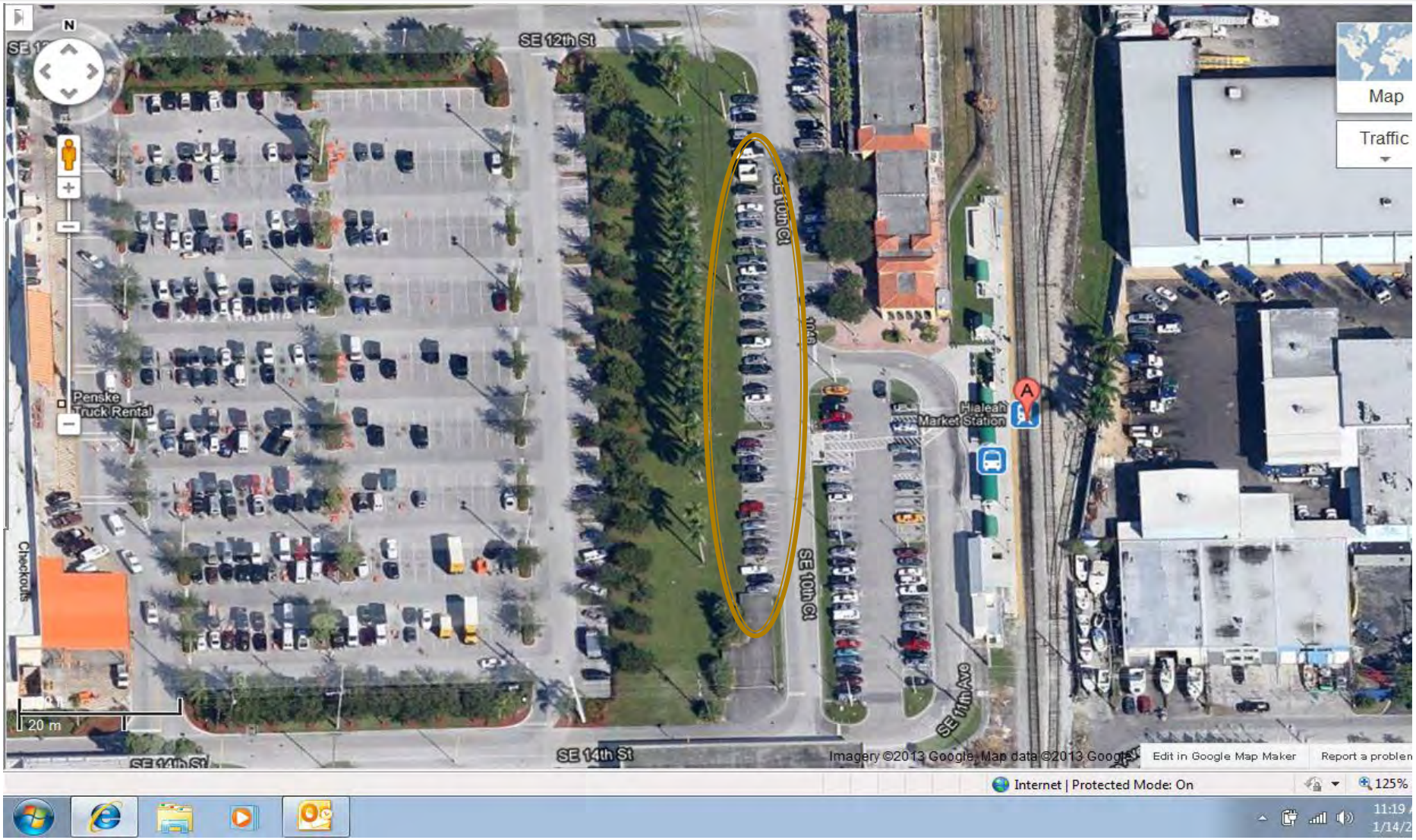
Mangonia Park Station
1415 45th Street
West Palm Beach, Fl 33407

Directions – I-95 to 45th Street exit #74. East on 45th Street. After 5th stoplight turn north onto North Shore Drive. Watch for signs.

# Mangonia Street Parking

- Primary – use lot near 45th Street Entrance.
- Last resort – use "non-regulation" spaces and display parking pass.
- Parking should remain as available as possible for Tri-Rail Passengers.
- Try to carpool or "Kiss and Ride"

# Hialeah Market Station



# Hialeah Market Directions

1200 SE 11th Avenue
Hialeah, Fl 33010

- From LeJeune Rd turn onto Okeechobee Rd.
- Turn left onto SE 9th Ct.
- Take 1st Right onto SE 14th Street.

# Punctuality

- All team members MUST report on time.
- Recommend you arrive early for your shift to receive your supplies.
- The train will leave without you.
- Report to the Platform Master upon arrival
- Please take into account parking limitations in calculating your arrival time – You may have a good walk.

# Clothing

- Wear comfortable closed-toe shoes.
- Clean, non-tattered jeans acceptable
- Solid colored pants, long shorts or skirts acceptable.
- Jewelry should not get in your way or be a distraction
- White shirts (T-shirt, polo shirt, dress shirt) must be worn while working
- Reliable watches are recommended

# Appearance

- Be clean, neat and well groomed.
- No gum chewing while on the train – You will be talking to people.
- No smoking on the train or on the station platform mid-run.
- Smoking will be permitted at the end station platforms, but be considerate of your fellow team members.

# Breaks

- Do not get off the train for any reason mid-run.
- There is usually a 20-30 minute layover at the end stations at the end of a run.
- You will always have a team meeting as soon as the train ends its run.
- Always let your Train Captain know if you are leaving the immediate area.
- Bring money for vending machines or bring a bag for snacks.  Do not bring a cooler.

# Restrooms

- There is one restroom in each car.
- There are no restrooms at most of the stations.
- Smoking is not allowed in the restrooms
- Do not use your cell phone in the restroom.
- Restroom breaks should not interfere with your assigned duties.

# Cell Phones

- You are assigned to talk to passengers NOT your friends and family.
- Your cellphone should be turned off or on vibrate, while on the train.
- Do not use your cell phone, while on the train unless you need to call your Train Captain.
- All other phone calls must wait until on the platform at the end of the run.

# Supplies

**COUNTER**

- Official Survey badge (Tri-Rail Pass)
- Clipboard
- 2 Automatic counters
- North and Southbound Passenger Logs

**SURVEYOR**

- Official Survey badge (Tri-Rail Pass)
- Aprons and Pens
- English/Spanish and Creole Surveys
- Station-Survey Log
- Envelope for completed surveys

# Security Details

- General Safety
- Wear appropriate shoes, no open toe or sandals
- Never go on or near tracks
- Never go beyond yellow tactile line on platforms
- Some trains don’t stop at stations, stay clear
- Stay out of construction areas
- Move around carefully while trains are in motion

# Security Details

- Security Awareness
- Remain alert to suspicious persons, packages or substances.
- Take all potential threats seriously.
- Exercise good judgment and take a "common sense" approach to all potential threats.
- Immediately report any suspicious person on trains, around stations or on SFRTA / Tri-Rail property.
- Immediately report any unattended or suspicious packages and unidentified substances around SFRTA / Tri-Rail property.
- All reports are to be made to the Veolia Operations Center and Wackenhut Security. If possible, report suspicious activities to Transportation or Security personnel on duty at the location.
- Follow the instructions of the Veolia operations supervisor or Wackenhut Security Officer.
- DO NOT CALL 911. The Veolia Operations Center and Wackenhut Security will initiate the proper notifications upon receiving a report of a suspicious incident.

# Contact Information

Allen Yoder
Safety / Security Administrator
SFRTA / Tri-Rail
954-788-7951
954-868-6824 Cell

Veolia Transportation
Operations Center
On Duty Supervisor
1-800-414-7885
Or
305-694-2207

24 Hour Dispatch
Center
1-800-929-4273

# QUESTIONS?