

## F. Vehicular and Transit Survey Results Summaries

### Passenger Transit Survey

Bus service received an overall rating of B-/C+. Bus riders surveyed rated the early hours of operation, telephone operators and bus operators the best features of Bi-State's service. Riders were least happy with the frequency of service, lack of late hours of operation and personal security at the stops and on the bus.

MetroLink service received an overall rating of B/B+. Riders surveyed rated the on-time performance, service frequency, early hours of operation and vehicle cleanliness the best features of MetroLink. Riders were most dissatisfied with lack of late hours of operation, transfer connections and personal security at the station and on the vehicle.

### Employee Surveys

Employee surveys were completed in June, 1998. A total of 2,010 written survey forms were distributed to employers throughout downtown, of which 449 were completed and returned, a response rate of 22.3%. Comprehensive results are described in a memorandum "Employee Survey Results", TDA Inc., July 28, 1998. Key findings include:

- Mode of travel similar to the downtown as a whole:

<u>Mode</u>	<u>% of Employees</u>
Drove Alone	66%
MetroLink	15%
Carpool or Vanpool	7%
Bus	7%
Dropped Off	4%
Walk/Bike	1%
<b>TOTAL</b>	<b>100%</b>

*Note: The higher MetroLink usage may reflect responses from work sites proximate to the MetroLink line.*

- An average car occupancy of 1.15 persons for the drive to work.
- Employees walk an average of only 1 block from transit or parking to their work site. Only 10% walk more than 3 blocks.
- Employees pay an average of \$3 per day to park.
- Free parking was provided to 39% of workers by their employers.
- Only 15% of employees have a transit pass. Of those employees with a pass, less than half (46%) have a reduced-price pass.
- Only about 25% of employees make a mid-day trip for either personal or work reasons. Most walk or drive when making mid-day trips. The bus was the least used mode for mid-day trips.
- Employees travel 16 miles on average from home to work. Trip time averages 30 minutes, for an average travel speed of 31 miles per hour. This performance closely matches national averages for journeys to work. Little difference (about 2 minutes) was evident in average morning and afternoon commute times, indicative of a reliable transportation system with minimal congestion.
- Employees were positive about downtown with typically 60-70% agreeing that downtown is walkable, safe and a good place for locating businesses, shops,

housing and entertainment. They were split over whether downtown is attractive and well maintained.

- The overall profile of employees is this:
  - 54% are married
  - A majority (56%) have children at home, with an average of 1.93 children.
  - Average age of employees is 40 years.
  - 64% of respondents were female.

## Visitor Surveys

The visitor intercept survey was conducted on Tuesday, May 19, 1998, at Adam's Mark Hotel and at Union Station. A total of 111 interviews were completed, 43 at Adam's Mark and 68 at Union Station.

Detailed results are tabulated in Appendix "Visitor Survey Results", TDA Inc., May 31, 1998. Highlights of the findings include:

- Approximately half of the persons interviewed appear to be downtown employees based on trip purpose responses (business and "other" which frequently indicated 8 hour or longer stays).
- The majority (75%) are from the St. Louis area and nearly all (94%) had visited downtown previously.
- People interviewed were quite positive about downtown, with typically two-thirds to three-quarters of respondents agreeing that it is easy to get to, easy to get around, that it is well maintained and that it has adequate restaurants and shops. What is not reflected, obviously, is the opinion of people who do not or only rarely come downtown.
- Parking elicited a wider range of opinion than any other qualitative issue. Even though nearly half (46%) of respondents had no opinion, others were evenly split with 28% finding parking convenient and 26% thinking it inconvenient.
- More than half (55%) of respondents have children and are married (71%).
- Most people interviewed travel by car no matter what the purpose of their visit. Taxis were the next most used mode of travel for this group.
- People interviewed had long stays downtown, with shopping trips averaging 4 hours.



# Pedestrian Circulation: Existing Sidewalk Dimensions

- <8' Sidewalks
- 8-10' Sidewalks
- 10-12' Sidewalks
- 12-14' Sidewalks
- >14' Sidewalks



Notes:  
Boundary and time data provided by M.D.C.  
Where information not given either no sidewalk exists or information is unreliable due to construction.

