

Agency	Project Name	Consultant Cost	In-House Staff Cost	Total Cost	Completed Surveys	Cost per completed Survey	Response Rate	System Trips per Vehicle Hour
Personal Interviews								
Portland ME	Route 1 O/D Study	\$5,000		\$5,000	995	\$5.03	NA	19
CTA	Customer response to route change	\$0	\$3,100	\$3,100	401	\$7.73	NA	53
PATH	PATH O/D Travel Survey	\$210,000	\$0	\$210,000	15,850	\$13.25	NA	62
King County Metro	RFA Survey	\$22,000	\$4,000	\$26,000	1,663	\$15.63	88%	29
RTC Las Vegas	Citizens Area Transit O&D Survey 2003	\$149,000	\$4,000	\$153,000	4,077	\$37.53	NA	43
				Average	4,597	\$15.83		
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Self Administered Surveys Distributed by the Driver								
PACE	CSI User Study	\$63,000	\$39,500	\$102,000	7,937	\$12.91	14%	23
LYNX	2001 Market Research Study	\$200,000	\$40,000	\$240,000	15,000	\$16.00	45%	23
				Average	11,469	\$14.46		

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Self Administered								
Tr-Met	Systemwide O/D 2000	\$270,000	\$44,500	\$314,500	81,100	\$3.88	40%	48
Santa Monica	Line by Line Analysis	\$15,586	\$6,000	\$21,586	4,709	\$4.58	36%	51
WMATA	Metrorail Passenger Survey	\$350,000		\$350,000	57,700	\$6.07	28%	108
CTA	Douglas Branch Line Passenger Survey	\$800	\$10,550	\$11,350	1,756	\$6.46	80%	53
SANDAG	Onboard Transit passenger survey	\$250,000	\$50,000	\$300,000	42,740	\$7.02	54%	49
Delaware Transit	OnBoard Survey	\$0	\$7,000	\$7,000	960	\$7.29	30%	20
SEPTA	R-7 O/D and trip purpose study	\$0	\$3,440	\$3,440	460	\$7.48	86%	80
DART	Multimodal Travel Pattern Analysis	\$150,000	\$0	\$150,000	17,590	\$8.53	42%	37
Eugene Or.	2004 O/D study	\$42,000	\$6,800	\$48,800	5,528	\$8.83	63%	33
San Jose	2000 on board survey	\$200,000	\$0	\$200,000	18,351	\$10.90	41%	33
Olympia Wa	Customer Satisfaction	\$43,000	\$2,045	\$45,045	1,885	\$23.90	70%	21
Orange County CA	2001 On-Board Survey	\$250,000	\$0	\$250,000	9,500	\$26.32	38%	38
Tuscon	Tuscon Transit Study	\$150,000	\$0	\$150,000	3,300	\$45.45	11%	30
TARC (Louisville)	Project Gobility	\$235,000	\$0	\$235,000	4,211	\$55.81	33%	25
				Average	17,842	\$15.89		