

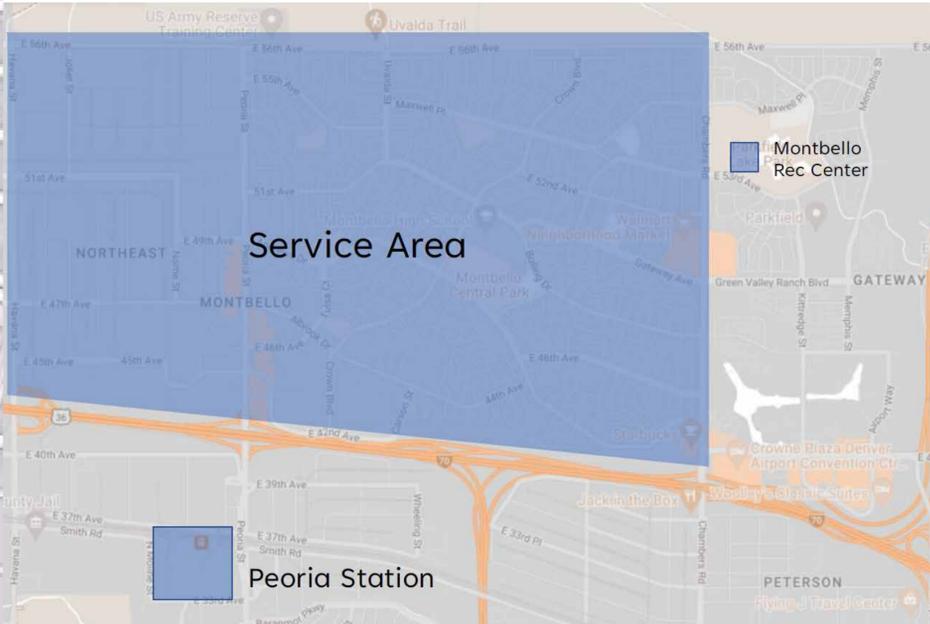
# Montbello on the Move: Connecting Community through Microtransit

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## Introduction

Montbello is a neighborhood in Northeast Denver. Like much of the city, its suburban character has made providing reliable frequent transit difficult. Through a pilot free microtransit program, DOTI hopes to fill in the gaps and connect the community to each other and to the rest of the city.



## Methods

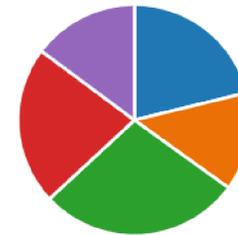
A 20-question online survey was created to gauge Montbello residents' experience with the service at the halfpoint mark of the pilot program. The survey was distributed through partner connections in the community and through social media. Respondents were entered to win a \$15 gift card for completing the survey.

## Results

111 Responses / 1 in 7 of all registered riders

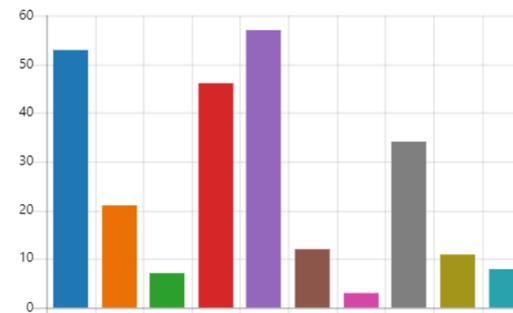
Q: What is typically the purpose of your trips on the Connector service? (select all that apply) (if other, list the activity)

Traveling to/from work	43
Traveling to/from school	28
Traveling to/from the grocery ...	57
Traveling to/from the RTD bus...	45
Other	30



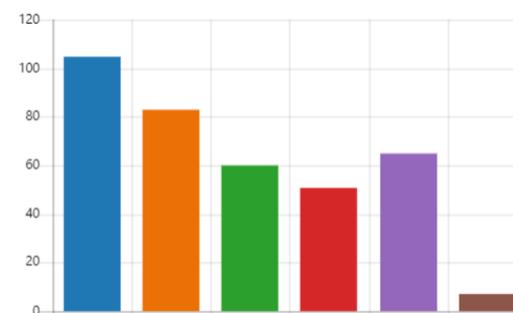
Q: If the Connector service were not available, how would you have made past trips?

Walked/rolled	53
Drove alone	21
Carpool	7
Uber/Lyft/taxi	46
RTD bus/train	57
Bike	12
Shared bike/scooter	3
I would not have made most ...	34
I would not have made any of ...	11
Other	8



Q: What do you find useful about the Connector service?

Easy to request a ride	105
Quality of service	83
Drivers	60
Frequency	51
Price	65
Other	7



Survey respondents had this to say about the service:

*"The connector has helped me in so many ways. It helped take me to my doctor appointments as well as even to work. I spent so much money on Ubers and the connector has helped me save so much money."*

*"Excellent service for people that do not have a vehicle or need a ride."*

*"This has been an incredible service, I take the train to and from work and if the train is late I will miss the bus to connect and get me to work. The connector has always been available to get me to work in those times and it is so helpful to not have to be late to work or spend money on an uber or cab that I usually can't afford. The drivers are safe and very nice. Thanks for the service!!"*

*"I just really think it's a great service. Something that tax dollars should go to that people would actually use."*

*"I think the connector service has been great! I'm able to get around much easier with this free alternative to the RTD bus. Because I have very bad anxiety about driving, I really appreciate this local ride service as its allowed me to get out when I otherwise wouldn't bother."*