Bus Passenger Satisfaction Report 2022

**Rider Demographics**

- **Ethnicity**: White riders showing a marked increase from 2018 and Black/African American riders declining.
- **Household Income**: The median respondents annual income is $13,800.
  - **41%** income: $10,000-19,999
  - **22%** income: $20,000-39,999
  - **23%** income: $40,000 and above

**Primary Language**: English 88%, Spanish 11%

Almost all FAX riders speak either English or Spanish; FAX communicates broadly in these two languages.

**Customer Travel Characteristics**

- **59%** of respondents make 5 or more trips a week.
  - This is a decline in riding frequency from pre-pandemic survey results.

**Satisfaction with Bus Service**

- **Overall Satisfaction**: 44% very satisfied, 36% satisfied, 15% slightly satisfied.
- **Report Card**: 2022
  - A+ 2014
  - A 2011
  - B+ 2010

**Proximities of Bus Stops & Safety**

Comfortable with:
- Accessibility for people with disabilities
- Safety precautions during COVID

**Dominant Trip Purpose**

- Shopping 23.5%
- Work/Business 47.1%
- Errands/Personal 29.4%

Educational trips have dropped due to COVID school closures.

**Highest Rated Routes**

- **38**: Fresno - Clovis
- **34**: Fresno - Clovis
- **20**: Fresno - Clovis
- **22**: Fresno - Clovis

**Highest Bus Characteristic Rating**

- **Value for Price Paid!**

**Most Important Bus Features**

- **41%**: On-time performance
- **17%**: Frequency of buses
- **9%**: Time to complete trip

The same bus features were given similar levels of importance in the 2018 & 2014 surveys.

**Highest Bus Feature Importance**

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**Time Consideration**

- Most satisfied with:
  - Hours of operation on the weekdays
  - On-time performance
- Moderately satisfied with:
  - Time to complete trip
  - Frequency of buses
- Least satisfied with:
  - Hours of operation on the weekends

Results of the 2018 survey show similar patterns of satisfaction.