

# 2022 Fresno Area Express Bus Passenger Satisfaction Report



**April 2022**

Report to:  
City of Fresno  
2223 G Street  
Fresno, CA 93706

By:  
Rea & Parker Research  
P.O. Box 421079  
San Diego, CA 92142

**REA &  
PARKER**  
RESEARCH



*Survey/Market Research  
Economic Consultants*

## **Table of Contents**

	<b>page</b>
<b>Key Survey Findings</b>	<b>3</b>
<b>Introduction and Methodology</b>	<b>7</b>
<b>Survey Sample Route Characteristics</b>	<b>9</b>
<b>Components of Survey Report</b>	<b>10</b>
<b>Survey Findings</b>	<b>11</b>
<b>Demographic Statistics/Respondent Characteristics</b>	<b>11</b>
<b>Customer Travel Information</b>	<b>14</b>
<b>Trip Characteristics</b>	<b>14</b>
<b>Access to Vehicle</b>	<b>18</b>
<b>Fare Payment</b>	<b>20</b>
<b>Customer Satisfaction with FAX Bus Service</b>	<b>21</b>
<b>Overall Satisfaction</b>	<b>21</b>
<b>Satisfaction with Individual Features of FAX Service</b>	<b>23</b>
<b>Most Important Bus Features</b>	<b>31</b>
<b>FAX Report Card</b>	<b>37</b>
<b>Availability of Information and Communication</b>	<b>39</b>
<b>Appendix</b>	<b>43</b>
<b>Questionnaires (English and Spanish)</b>	<b>44</b>
<b>Frequencies and Open-Ended Responses</b>	<b>55</b>

# Fresno Area Express 2022 Customer Satisfaction Report

## Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable customer opinion and satisfaction survey among customers of the system. The purpose of the survey is to provide current information and opinions concerning customer satisfaction, travel behavior, and rider demographics regarding the FAX system and to compare the results of this 2022 study with the results from prior studies, in particular the more recent 2014 and 2018 FAX customer satisfaction studies, and to highlight any changes that may be related to ridership effects of the COVID pandemic.

The survey was conducted through bus stop intercept, online and on-board interviews of 876 FAX passengers, which yields a margin of error of +/-3.3 percent at the 95 percent level of confidence.<sup>1</sup>

## Rider Demographics

- The mean household size is 3.0 persons with nearly one half (49 percent) reporting either a 1-person household (27 percent) or a two-person household (22 percent). This is a notably smaller household size than in 2018 (3.5 persons per household).
- Respondents are primarily Hispanic/Latino (43 percent), White (27 percent), and Black/African American (15 percent), with White riders showing a marked increase from 2018 and Black/African American riders declining.
- Just over two-fifths of respondents (41 percent) earn an annual household income of less than \$10,000 and another 22 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$13,800, which represents a considerable increase over 2018 (\$9,300), including 9 percent earning \$75,000 or more per year in contrast to only 2 percent in 2018.
- Approximately one-third of respondents (32 percent) are between 18 and 34 years of age with another 36 percent between the ages of 35 and 54. The median age of 41.3 years of age is a quantum leap over 2018, 2014 and 2011 (all approximately 33 years of age). This age increase is likely tied to a substantial decline in school-age riders during the COVID pandemic and is not necessarily reflective of a long-term effect.
- Over three-fifths (62 percent) have a high school education or less while 26 percent have a college degree or more education, again a substantial difference from 2018, 2014, and 2011, where college graduates were only 15-to 17 percent of the ridership.

---

<sup>1</sup> Prior years' surveys had more respondents than 2022. This decline in numbers had a small impact on the margin of error, which was +/- 2.3 percent for 1,803 respondents in 2018. The 2022 survey budget constraints and reduced ridership volume that has resulted from the COVID pandemic led to an objective of 1,000 respondents; however, riders were more oriented to their cell phones and did not want to be diverted from these media to take a survey. Response rates were down from 6.5 per hour in 2018 to 2.5 per hour in 2022 owing to a smaller rider volume and this growing disinterest among riders in participating. These observations were reported by Rea & Parker's field supervisor as well as the surveyors assigned to this project. That said, a response from 876 riders can be considered to be exceptional, aided by supplemental online and in-person intercept surveys.

- Almost one-half (48 percent) of these respondents are either employed full-time (25 percent), employed part-time (14 percent), self-employed (6 percent) or homemakers (3 percent). An additional 17 percent are students (7 percent employed and 10 percent unemployed). As mentioned above, student usage of the bus is quite low, likely due to Fresno State University and other colleges in the Fresno area conducting in-person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex<sup>2</sup>, hybrid<sup>3</sup>, and face-to-face.
- Among the remaining respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran.
- The major residential zip codes of the respondents are as follows: 93706, 93702, and 93726 (10 percent each), as they were in the prior surveys.
- One-half of respondents (50 percent) are male.
- English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents.

### **Customer Travel Characteristics**

- The dominant typical trip purposes of FAX customers are work/business (32 percent) followed by errands/personal (20 percent), and shopping (16 percent). Similar patterns are found in previous survey results.
- Just under three-fifths (59 percent) of FAX customers made 5 or more trips per week. This represents a decline in riding frequency from the survey results in 2018, 2014 and 2011, when 61 percent, 66 percent, and 75 percent respectively, made 5 or more trips per week.
- FAX has both long-term bus riders as well as relatively new riders. Two fifths (40 percent) have ridden FAX for 10 years or more; on the other hand, 34 percent have ridden the system for less than 3 years. The mean length of time customers have ridden FAX is 10.2 years, which is longer than in past years (7.5 years in 2018 and 7.9 years in 2014).
- Seven in ten (70 percent) of FAX customers do not have access to a car or other vehicle. This represents a decline among FAX customers who do not have access to a vehicle. In 2018, 77 percent did not have access to a vehicle.
- Among the 30 percent who do have access to a vehicle, over one-fourth (27 percent) use FAX instead of their vehicle because they wish to save gasoline, noting that the bus is less expensive than using their vehicle. Similar results are found in previous survey periods. The 2022 survey did, however, show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 9 percent in 2022).
- Four fifths of bus customers (80 percent) are willing to use an electronic fare payment system if such a system becomes available. This finding is consistent with the results in 2018.

### **Customer Satisfaction with FAX Bus Service**

- Customers express substantial overall satisfaction with the FAX bus system. Four fifths (80 percent) are either very satisfied (44 percent) or satisfied (36 percent). Another 15 percent are slightly satisfied. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean

---

<sup>2</sup> A Hybrid-Flexible or HyFlex course is a student-centered model of class delivery that can integrate in-class instruction, online synchronous video sessions, or asynchronous content delivery.

<sup>3</sup> Hybrid courses (also known as blended courses) replace a portion of traditional face-to-face instruction with web-based online learning (e.g., video lectures, online discussions, or activities).

satisfaction rating is 1.9. This is identical to the mean rating in 2018. However, this high overall satisfaction rating represents a notable increase in satisfaction from the 2014 survey period where the mean rating was 2.3. The 2022 satisfaction rating also exceeds the ratings from 2011 where the overall mean satisfaction rating was 2.1.

- The highest overall satisfaction with the FAX bus system is accorded to bus routes 22 (1.66), 20 (1.68), 34 (1.70), and 38 (1.71).
- Customers provide very high mean ratings for drivers' characteristics including drivers' driving skills and drivers' safety awareness (mean of 1.8 each), drivers' helpfulness and drivers' courtesy (each with a mean of 1.9). These satisfaction means represent a highly consistent level of satisfaction with the 2018 survey and a notable increase in satisfaction from the 2014 and 2011 surveys.
- Regarding time considerations, respondents are most satisfied with the hours of operation on weekdays and on-time performance (each with a mean of 2.1) and express satisfaction with time to complete their trip and frequency of buses (each with a mean of 2.2). Customers are much less satisfied with the hours of operation on weekends (mean of 2.6). It is noteworthy that these five categories of time characteristics show strong improvement in satisfaction levels over the 2011 and 2014 surveys periods. The results of the 2018 survey show similar patterns of satisfaction found in the current survey.
- Regarding bus features that revolve around the proximity of bus stops and safety considerations, customers are comfortably satisfied with accessibility for people with disabilities (mean of 1.8) and safety precautions during COVID (mean of 1.9). Customers are also satisfied with closeness of bus stops to home and closeness of bus stops to destination (each with a mean of 1.9), and safety on-board buses (mean of 2.0). Again, the satisfaction levels in 2018 parallel those found in the current survey, but these results depict distinct improvement in customer satisfaction over the 2014 survey results.
- Customers report particularly good levels of satisfaction with value for price paid (mean of 1.7—the highest rating accorded any of the bus characteristics in the survey), overall comfort of bus riders (mean of 1.9), and the availability of route/schedule information (mean rating of 2.0). Regarding cleanliness, customers are somewhat satisfied with the cleanliness inside the buses (mean rating of 2.3) and with the cleanliness of bus stops/stations (mean rating of 2.5). The current ratings are consistent with the 2018 results but represent a notable improvement from the 2011 and 2014 survey periods.
- Customers identify on-time performance as the most important weighted bus feature (41 percent) followed at some considerable distance by frequency of buses (17 percent). Customers accord the next level of weighted importance to time to complete a trip (9 percent). These same bus service features were given similar levels of weighted importance in the 2014 and 2018 surveys.
- Based upon a satisfaction/importance quadrant analysis, the following bus features are the core characteristics that lead to the overall rating of the FAX bus service as very satisfactory: drivers' courtesy, drivers' helpfulness, and safety precautions relative to Covid. Potential characteristics for improvement include on-time performance, frequency of buses, time to complete a trip, safety on board buses, safety at bus stops, cleanliness inside buses, and hours of operation on weekends.
- The "report card" that was developed for prior surveys shows that FAX has been a consistent success with high customer satisfaction. The grades, themselves, remain as they were in 2018; however, improvement within each grade level is found for almost all characteristics. The level of satisfaction has markedly improved between 2014 and 2011.

### **Customer Preferences for Receiving FAX Communications**

- The preference for electronic communication systems such as the use of rider alerts, the FAX website, and MyFAXBus app has increased substantially in 2022 (55 percent). In 2018, 39 percent preferred such communication technology and in 2014 and 2011, the percentages were 25 percent

and 6 percent, respectively. The preference for social media as a technology for communication doubled since the 2018 survey.

- Nearly 7 in 10 (69 percent) FAX customers use mobile apps to help plan their bus trips. Among those who use mobile apps for bus trip planning, Google Transit (50 percent) and MyFAX Bus (49 percent) are by far the most widely-used apps.

## **Conclusion**

- There is compelling evidence that FAX customers demonstrate a very high level of satisfaction with the services provided on the bus system. The level of satisfaction for all features of bus service has improved significantly since the previous two survey periods.

## **Introduction and Methodology**

Fresno Area Express (FAX) is governed by the City of Fresno and is the largest public transportation provider in the Central San Joaquin Valley region, with 42 million annual riders. FAX service consists of over 100 buses, approximately 1,500 bus stops, and 18 fixed routes in the City of Fresno including three major hubs: Downtown Transit Mall; Manchester Transit Center along Blackstone Avenue north of Shields; and a transfer point at River Park Shopping Center in north Fresno.

FAX has elected to contract a statistically reliable customer opinion and satisfaction on-board survey of its customer base. The purpose of the survey is threefold – first, to provide current information and opinions concerning customer satisfaction about the bus system, second to compare the results of this 2022 study with the results of prior satisfaction surveys (in particular, the 2018, 2014, and 2011 customer satisfaction studies), and third, to indicate any effects that the COVID pandemic may have had on travel behavior and bus satisfaction . Rea & Parker Research was selected to conduct the 2022 study, as it was for the 2018 and 2014 studies as well.

Rea & Parker Research conducted an on-board survey of the Fresno Area Express (FAX) bus system. This on-board survey was supplemented by two other surveys (bus stop intercept conducted by the FAX project team and an online survey using FAX’s Survey Monkey account). These surveys were designed to ascertain the following information:

- Identification of bus riders’ regular bus routes
- Level of satisfaction with various features of the bus system
- Overall level of satisfaction with the FAX bus system
- Level of importance accorded to various features of the FAX bus system
- Travel characteristics of FAX customers including:
  - Purpose of typical FAX bus trips
  - Length of time customers have ridden FAX
  - Number of weekly trips by FAX customers
  - Potential Use of Electronic Fare Payment System
  - Access to a vehicle and reason for using FAX instead of a vehicle that may be available
  - Experience with FAX during COVID
- Preferences in how customers prefer that FAX communicate information to them
- Use of mobile apps to plan bus trips
- Importance of having Wi-Fi on the bus

- Demographic characteristics of the respondents

The final survey questionnaire form (in both English and Spanish) is provided in the Appendix to this report. Spanish versions of the survey were also distributed to potential respondents as needed and as requested.

Rea & Parker Research recruited five local surveyors/interviewers for this project and Rea & Parker Research trained these interviewers regarding the procedures necessary to conduct this on-board bus survey. Rea & Parker Research also hired a supervisor for this project to coordinate the survey effort on a daily basis and to provide continuous updates to Rea & Parker Research. The training of interviewers took place on February 3, 2022, by way of video conference using the Zoom platform. Follow-up trainings were conducted in person by the field supervisor. The on-board survey process began on February 8, 2022 and was concluded on March 7, 2022. Buses were surveyed between 7am and 6pm in direct proportion to their estimated ridership volume. Surveys were conducted on all seven days of the week. Respondents could complete the survey on-board, return it to Rea & Parker Research by prepaid postage business reply mail or turn it in at the Manchester Transit Station.

The FAX Project Team conducted an intercept bus stop survey that served to supplement the overall survey data file. Rea & Parker Research provided instructions and guidance to the FAX team to ensure that these completed surveys would be compatible with the returned surveys obtained through the on-board survey process. These intercepts were conducted for 2-to-3 hours on seven dates (one Tuesday, three Wednesdays, and three Thursdays) between February 2, 2022 and February 17, 2022 between 10am and 5pm at the Manchester Transit Center, Downtown A, B, and L Shelters, Kings Canyon and Peach Avenue Bus Rapid Transit (BRT) Station, Shaw and Cedar by Fresno State University, and Blackstone and Weldon BRT Station by Fresno City College. Respondents were able to return the completed survey in exactly the same manner as the on-board respondents. Online surveys were advertised on-board buses and were open for respondents between January 25, 2022 and March 7, 2022.

At the completion of the project, five respondents who completed the entire survey at the bus stops or on-board were randomly selected to receive \$100 each as a reward for their much-appreciated participation. The total number of completed survey forms returned from all three surveys (on-board, bus stop intercept, and online) was 876. This yields a margin of error of +/-3.3% at the 95 percent level of confidence. In this current 2022 survey, 95 percent of returned surveys were completed in English and 5 percent were completed in Spanish. In 2014 and 2018, 97 percent were completed in English. Bilingual surveyors and FAX staff participated in this effort, and all COVID protocols were followed.



### Survey Sample Route Characteristics

**Table 1** shows all returned surveys according to the bus route indicated by the respondent as that route about which they were responding. For the on-board surveys, the route indicated was the route that they were riding when they received the survey. For online respondents, the route indicated was that which they used most often, and for bus stop respondents, the route was the one they had just departed or the one for which they were waiting. Two high-volume bus routes comprise over two-fifths (41 percent) of returned surveys (Route 1 = 31 percent and Route 38 = 10 percent).

<b>Table 1</b> <b>Returned Surveys by Bus Route</b> <b>(On Board, Boarding or Alighting at Bus Stops, and Online)</b>		
Bus Route	Returned Surveys	
	#	%
Route 1	268	31
Route 38	92	10
Route 9	78	9
Route 34	69	8
Route 28	59	7
Route 41	57	6
Route 32	52	6
Route 26	44	5
Route 22	36	4
Route 35	26	3
Route 20	23	3
Route 39	19	2
Route 3	15	2
Route 12	15	2
Route 33	13	1
Route 45	9	1
Route 58	1	----
<b>Total</b>	<b>876</b>	<b>100%</b>

Other characteristics of returned surveys are depicted in **Tables 2 and 3**. **Table 2** shows the returned surveys according to the day of the week the surveys were distributed (or in the case of online respondents, the day they travel most often). Each weekday is well-represented with a total of 83 percent of surveys being weekday respondents and just under 1 in 5 (17 percent) weekends. In 2018, 12 percent of returned surveys were distributed on weekends while in 2011, 17 percent (same as current survey) were distributed on weekends. **Table 3** indicates the time of day returned surveys were distributed (or, once again, in the case of online respondents, the time that they travel most often). Nearly seven in ten (69 percent) of returned surveys were from mid-to-late mornings and early afternoons between 9:00 am and 3:00 pm. Similarly, in 2018, 68 percent of returned surveys were distributed during this same period.

Table 2 Day of Week of Distribution of Returned Surveys		
Day of Week	Returned Surveys	
	#	%
Monday	133	15
Tuesday	94	11
Wednesday	181	21
Thursday	205	23
Friday	117	13
Saturday	70	8
Sunday	76	9
Total	876	100%

Table 3 Time of Day Returned Surveys Were Distributed		
Time of Day	Returned Surveys	
	#	%
Early Morning (6 am – 8:59 am)	102	12
Late Morning (9 am - 11:59 am)	241	28
Early Afternoon (12 pm – 2:59 pm)	364	41
Late Afternoon (3:00 pm – 6:00 pm)	169	19
Total	876	100%

### Components of the Survey Report

This survey report is divided into four components as follows:

- Demographic Statistics/Respondent Characteristics
- Customer Travel Characteristics
- Customer Satisfaction with FAX Bus Service (including most important features)
- Availability of Information and Communication

Charts and tables have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, different income categories, ethnicity of residents, categories of work status, and primary language spoken in the home will

be presented in succinct bulleted format when statistical significance and relevance warrants such treatment. Further, the results of this survey will be compared with the results of the 2018, 2014, and 2011 bus satisfaction surveys, again when warranted, where such analysis is feasible and when questions are comparable. Frequencies for all survey questions, lists of open-ended responses, and the survey instrument itself are contained in the Appendix.

## **Survey Findings**

### **Demographic Statistics/Respondent Characteristics**

**Table 4** presents selected demographic characteristics of the survey respondents. One half of respondents (50 percent) are male, and English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents. The mean household size is 3.0 persons with nearly one half (49 percent) reporting either a 1-person household (27 percent) or a two-person household (22 percent). This is a notably smaller household size than in 2018 (3.5 persons per household). Respondents are primarily Hispanic/Latino (43 percent), White (27 percent), and Black/African American (15 percent), with White riders showing a marked increase from 2018 and Black/African American riders declining.

Just over two-fifths of respondents (41 percent) earn an annual household income of less than \$10,000 and another 22 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$13,800, which represents a considerable increase over 2018 (\$9,300), including 9 percent earning \$75,000 or more per year in contrast to only 2 percent in 2018.

Approximately one-third of respondents (32 percent) are between 18 and 34 years of age with another 36 percent between the ages of 35 and 54. The median age of 41.3 years of age is a quantum leap over 2018, 2014 and 2011 (all approximately 33 years of age). This age increase is likely tied to a substantial decline in school-age riders during the COVID pandemic and is not necessarily reflective of a long-term effect.

Over three-fifths (62 percent) have a high school education or less while 26 percent have a college degree or more education, again a substantial difference from 2018, 2014, and 2011, where college graduates were only 15 percent-to-17 percent of the ridership.

Almost one-half (48 percent) of these respondents are either employed full-time (25 percent), employed part-time (14 percent), self-employed (6 percent) or homemakers (3 percent). An additional 17 percent are students (7 percent employed and 10 percent unemployed). As mentioned above student usage of the bus is quite low, likely due to Fresno State University and other colleges in the Fresno area conducting in-

person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex<sup>4</sup>, hybrid<sup>5</sup>, and face-to-face.

Among the remaining respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran. The major residential zip codes of the respondents are as follows: 93706, 93702, and 93726 (10 percent each), as they were in the prior surveys.

Table 4 Fresno Area Express (FAX) Customer Demographics				
Characteristic	2022	2018	2014	2011
<b>Work Status</b>				
Employed Full-Time	25%	20%	17%	27%
Employed Part-Time	14%	17%	19%	14%
Self-Employed	6%	5%	4%	2%
Student and Employed	7%	8%	6%	28% <sup>a</sup>
Student and Not Employed	10%	16%	15%	
Homemaker	3%	3%	5%	4%
Retired	9%	6%	7%	7%
Unemployed	13%	14%	16%	16%
Disabled and Unable to Work	13%	11%	11%	2%
<sup>a</sup> 2011 made no distinction between employed and not employed students				
<b>Age</b>				
Under 18	6%	8%	7%	11%
18-to-34	32%	48%	48%	45%
35-to-54	36%	27%	26%	28%
55-to-74	23%	16%	17%	14%
75 and Older	3%	1%	2%	2%
Median Age	41.3	33.1	33.2	32.7
<b>Education</b>				
Less than 8 <sup>th</sup> Grade	6%	4%	5%	2%
Some High School	13%	17%	16%	19%
High School Graduate	43%	50%	48%	49%
Vocational/Technical School	12%	12%	15%	15%
College Graduate	26%	17%	16%	15%
*2022: 4.5% post-graduate degrees included in college graduate category				

<sup>4</sup> A Hybrid-Flexible or HyFlex course is a student-centered model of class delivery that can integrate in-class instruction, online synchronous video sessions, or asynchronous content delivery.

<sup>4</sup> Hybrid courses (also known as blended courses) replace a portion of traditional face-to-face instruction with web-based online learning (e.g., video lectures, online discussions, or activities).

Table 4 continued Fresno Area Express (FAX) Customer Demographics				
Characteristic	2022	2018	2014	2011
Ethnicity				
Hispanic/Latino	43%	47%	46%	38%
White	27%	18%	25%	26%
Black/African American	15%	22%	18%	28%
Asian	3% <sup>a</sup>	3% <sup>b</sup>	6% <sup>c</sup>	4%
American Indian/Alaska Native	2%	3%	2%	2%
Pacific Islander	---- <sup>d</sup>	----- <sup>d</sup>	1%	1%
Middle Eastern	---- <sup>d</sup>	----- <sup>d</sup>	---- <sup>d</sup>	1% <sup>e</sup>
Mixed and Other Ethnicities	10% <sup>e</sup>	7%	2%	
<sup>a</sup> In 2022, 0.6% identified themselves as Hmong, 0.3% as Asian Indian, 0.3% as Laotian, 0.2% as Cambodian, 0.2% as Vietnamese, and 0.1% as Chinese, Indonesian, or Malaysian. <sup>b</sup> In 2018, 0.6% identified themselves as Hmong, 0.3% as Filipino, and 3% as Cambodian.				
<sup>c</sup> In 2014, more than one-half (3% of the Asian/SE Asian respondents) indicated that they were Hmong and another 1% were Filipino. In 2011, 1% were Filipino and 1.5% identified themselves as Hmong.				
<sup>d</sup> Less than 0.5%				
<sup>e</sup> 3% are mixed Hispanic and White, 2% Hispanic and Black, 2% Hispanic and Asian, 2% American Indian with Black or White, and 1% Black and White				
Annual Household Income <sup>f</sup>				
Less than \$10,000	41%	54%	57%	33%
\$10,000-\$19,999	22%	22%	25%	38%
\$20,000-\$29,999	10%	11%	9%	17%
\$30,000-\$39,999	8%	5%	5%	9%
\$40,000-\$49,999	5%	4%	2%	2%
\$50,000 -\$74,999	5%	2%	2%	1%
\$75,000 - \$99,999	4%	2%	-----	-----
\$100,000 and more	5%	-----	-----	-----
Median Household Income	\$13,800	\$9,300	\$8,700	\$14,500
<sup>f</sup> These incomes from year-to-year are not directly comparable. In 2011, 33% refused to provide their income. In 2014 14% refused. In 2018 only 9% refused, and in 2022,13% refused. In 2014, Highest income category provided in 2014 and 2011 surveys was \$50,000 and above. In 2018, there were additional categories for \$50,000-\$74,999, \$75,000-\$99,999 and \$100,000 or more. 2018 combined categories over \$75,000.				
Gender				
Male	50%	48%	41%	49%
Female	49%	52%	59%	51%
Other <sup>g</sup>	1%	-----	-----	-----
<sup>g</sup> Other is a new category in 2022				
Primary Language in Home <sup>h</sup>				
English	88%	91%	89%	-----
Spanish or Spanish Creole	11%	8%	8%	-----
Various Asian Languages	1%	1%	2%	-----
<sup>h</sup> Despite this preponderance of English as the primary language spoken at home, 21% indicated that they consider themselves to be limited in their use of English, and another 5% do not know whether they are limited or not.				
Active-Duty Military or Veteran <sup>i</sup>				
Yes	9%	-----	-----	-----
No	91%	-----	-----	-----
<sup>i</sup> New question in 2022				

Table 4 continued Fresno Area Express (FAX) Customer Demographics				
Characteristic	2022	2018	2014	2011
<b>Residential Zip Code</b>				
93702	10%	10%	11%	-----
93726	10%	10%	12%	-----
93727	8%	10%	7%	-----
93705	8%	6%	8%	-----
93703	7%	6%	6%	-----
93722	6%	7%	8%	-----
93704	5%	5%	3%	-----
93728	5%	5%	4%	-----
93710	4%	6%	6%	-----
93701	4%	5%	3%	-----
93711	3%	2%	2%	-----
93725	3%	3%	4%	-----
<b>Household Size</b>				
1 person	27%	23%	-----	-----
2 persons	22%	18%	-----	-----
3 persons	18%	16%	-----	-----
4 persons	13%	15%	-----	-----
5 persons	8%	12%	-----	-----
6 persons	6%	7%	-----	-----
7-8 persons	4%	6%	-----	-----
9 or more persons	2%	3%	-----	-----
<b>Mean Household Size</b>	<b>3.0 persons</b>	<b>3.5 persons</b>		

## Customer Travel Information

### Trip Characteristics

**Chart 1** shows the purpose of the customers' typical FAX bus trip. In the current 2022 survey, the typical trip purposes of bus customers are work/business (32 percent), followed by errands/personal (20 percent), and shopping (16 percent). In 2018 and 2014, the patterns are similar in that work/business is the dominant trip purpose (2018 = 26 percent and in 2014 = 31 percent). Similarities also exist in that errands/personal is also a popular trip purpose in both 2018 and 2014 (2018 = 17 percent and 2014 = 14 percent). While college was a frequent bus trip in 2018 (19 percent) and in 2014 (23 percent), this trip purpose was fourth in the ranking of trip purposes in the current 2022 survey (12 percent). This lower ranking is very likely the result of Fresno State University and other colleges in the Fresno area conducting in-person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex, hybrid, and face-to-face. Among the remaining

respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran.

The following subgroups are more likely to identify personal errands as a typical trip purpose:

- Vocational school students (24.0 percent), high school graduates (21.7 percent), and college graduates (21.0 percent) versus those with some high school education (12.4 percent).
- Respondents who have incomes in the \$30,000 - \$39,999 range (34.0 percent) use the bus for personal errands more than other income levels.

The following subgroup is more likely to identify shopping as a typical trip purpose:

- Females (19.0 percent) as opposed to males (13.5 percent).

The following subgroup is more likely to identify high school, middle school, or elementary school as a typical trip purpose:

- Females (11.3 percent) versus males (6.5 percent).

The following subgroup is more likely to identify college as a typical trip purpose:

- Respondents who make 8 or fewer trips per week (14.1 percent) as opposed to those who make 9 or more trips per week (7.7 percent).

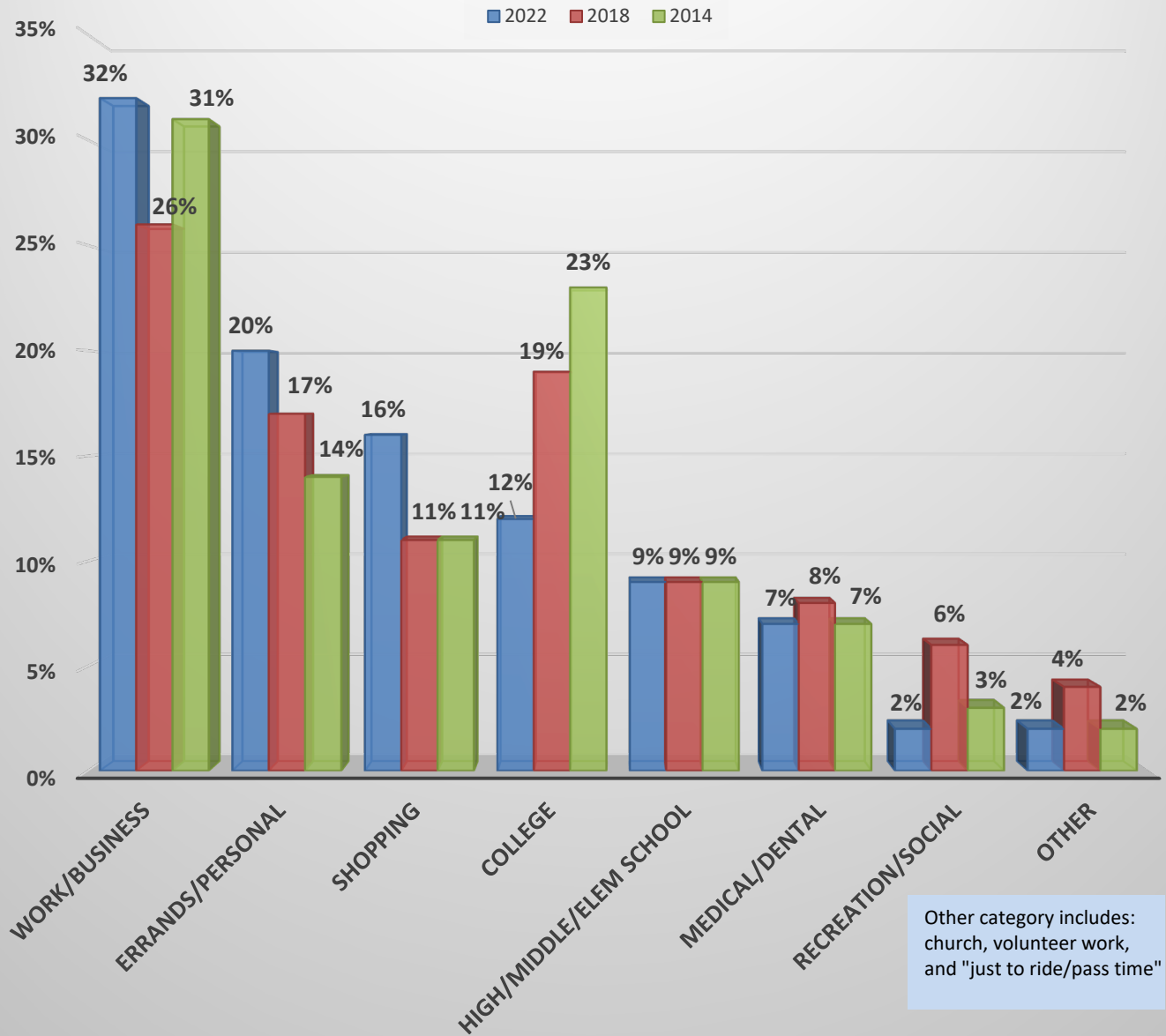
**Chart 2** shows that just over two-fifths (41 percent) of FAX customers made fewer than 5 trips per week. This represents a decline in riding frequency from the 2018, 2014, and 2011 survey results when 39 percent, 34 percent and 25 percent respectively made fewer than 5 trips per week. Also, 15 percent of FAX customers made 13 or more trips per week in 2022 while approximately one-fourth of customers in 2011 made this relatively high number of trips per week. The median number of trips per week in 2022 is 6 trips and this is similar to the median number of trips in 2018 (5 trips) and in 2014 (6 trips). However, these three survey periods represent a decidedly lower median number of trips per week than the number recorded in 2011 (8 trips).

The following subgroups tend to make a higher number of trips per week:

- Customer of mixed ethnicities (mean of 11.37 trips) versus Hispanics (mean of 7.85 trips).
- Disabled individuals (mean of 10.32 trips) as opposed to those who are self-employed (mean of 5.4 trips).
- Customers who have less than an eighth-grade education (mean of 10.94 trips) versus college graduates (mean of 6.41 trips).

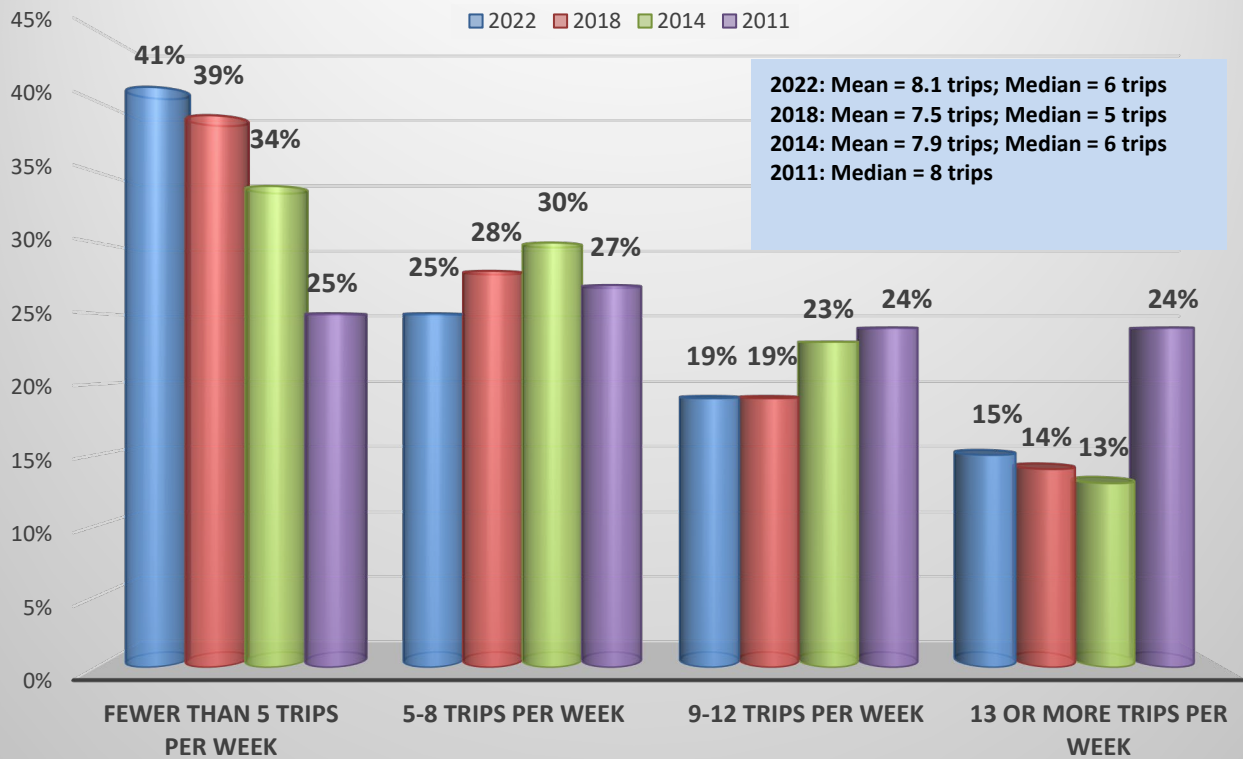
# Chart 1

## Purpose of Typical Bus Trip

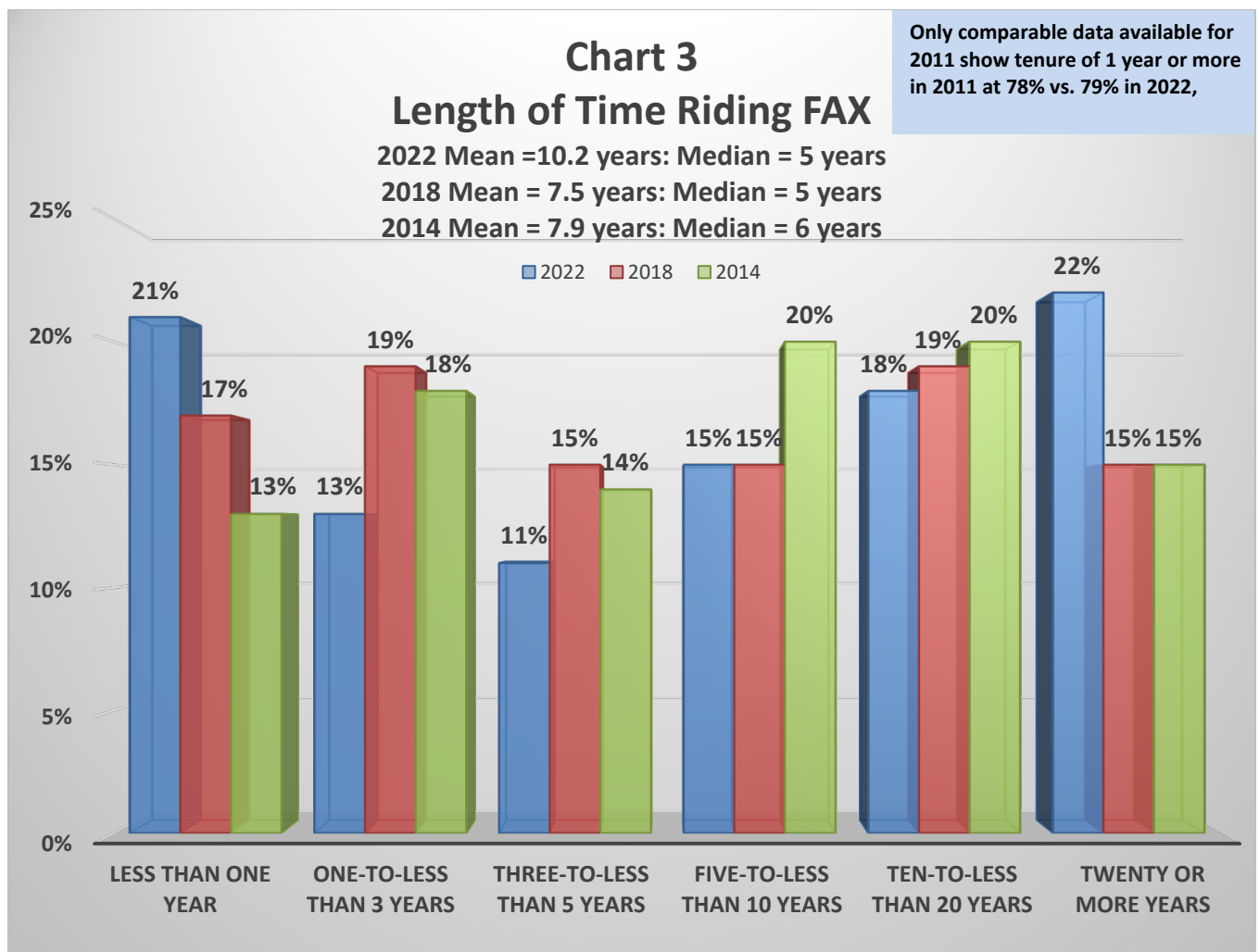




**Chart 2**  
**Number of Weekly Trips by FAX Customers**



It is indicated in **Chart 3** that FAX has both long-term bus riders as well as relatively new riders. For example, two-fifths (40 percent) have ridden FAX for 10 years or more; on the other hand, 34 percent have ridden the system for less than 3 years. The mean length of time customers have been riding FAX is 10.2 years, which is longer than in past years (7.5 years in 2018 and 7.9 years in 2014). In the current year 2022, 79 percent of bus customers have been riding FAX for one year or more. This percentage is slightly lower than in the 2018 and 2014 survey periods. (In 2018, 83 percent of bus customers have been riding FAX for one year or more and in 2014, 87 percent had been riding FAX for one year or more). The current year is more consistent with the results in 2011 where 78 percent of customers rode the system for one year or more.

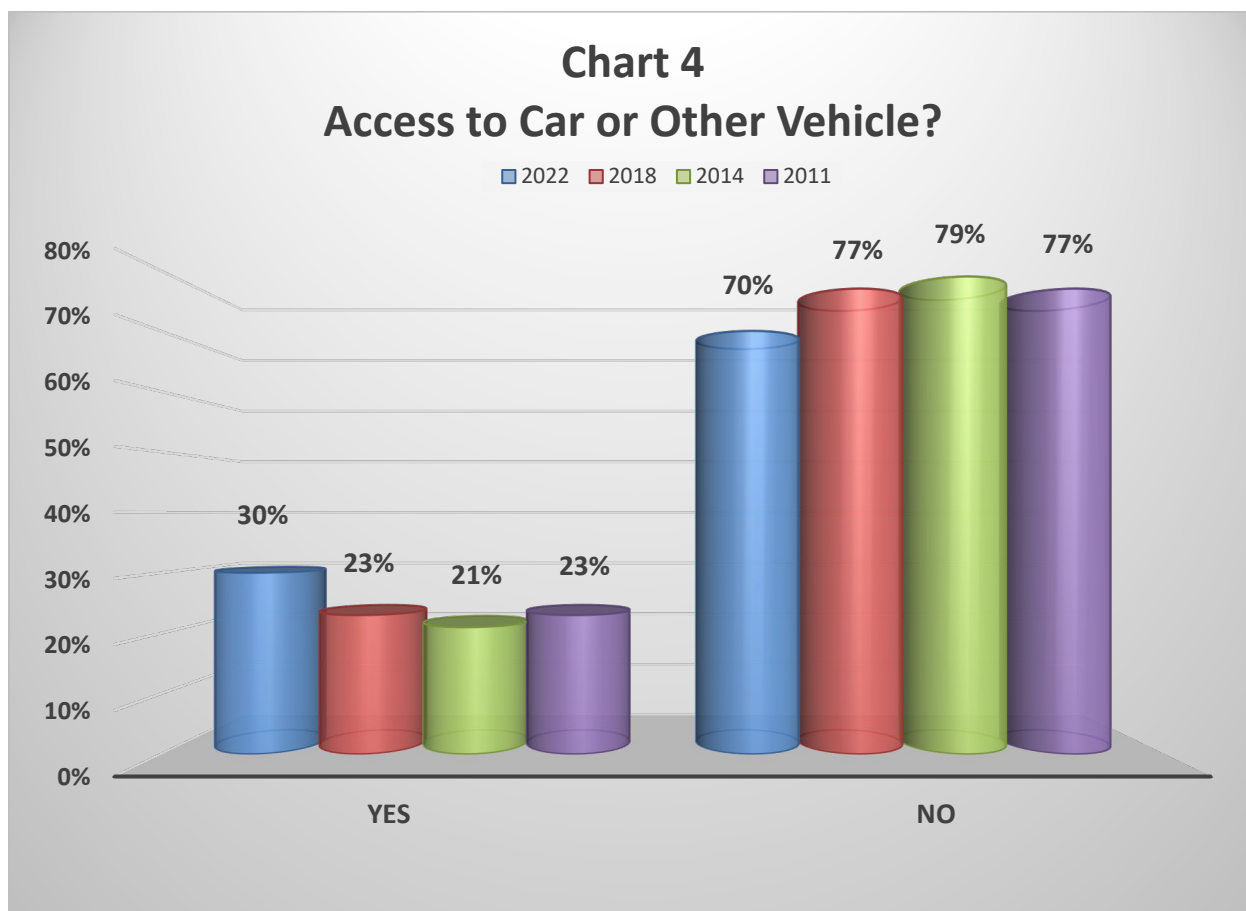


The following subgroups tend to have a longer tenure using the FAX bus system.

- Customers with vocational school training (mean of 13.81 years) versus high school graduates (mean of 9.91 years) and college graduates (mean of 8.81 years).
- Disabled individuals (mean of 10.32 years) and retired customers (mean of 9.93 years) versus homemakers (mean of 7.08 years), full-time employees (mean of 7.65 years), students who are not employed (mean of 7.70 years), students who are employed (mean of 7.89 years), and those who are self-employed (mean of 7.89 years).

#### Access to Vehicle

**Chart 4** indicates that in the current survey 70 percent do not have access to a car or other vehicle. This is a notable decline among FAX customers who do not have access to a car. In 2018 and in 2011, 77 percent of customers did not have access to a vehicle. In 2014, 79 percent of customers had no access to a vehicle.

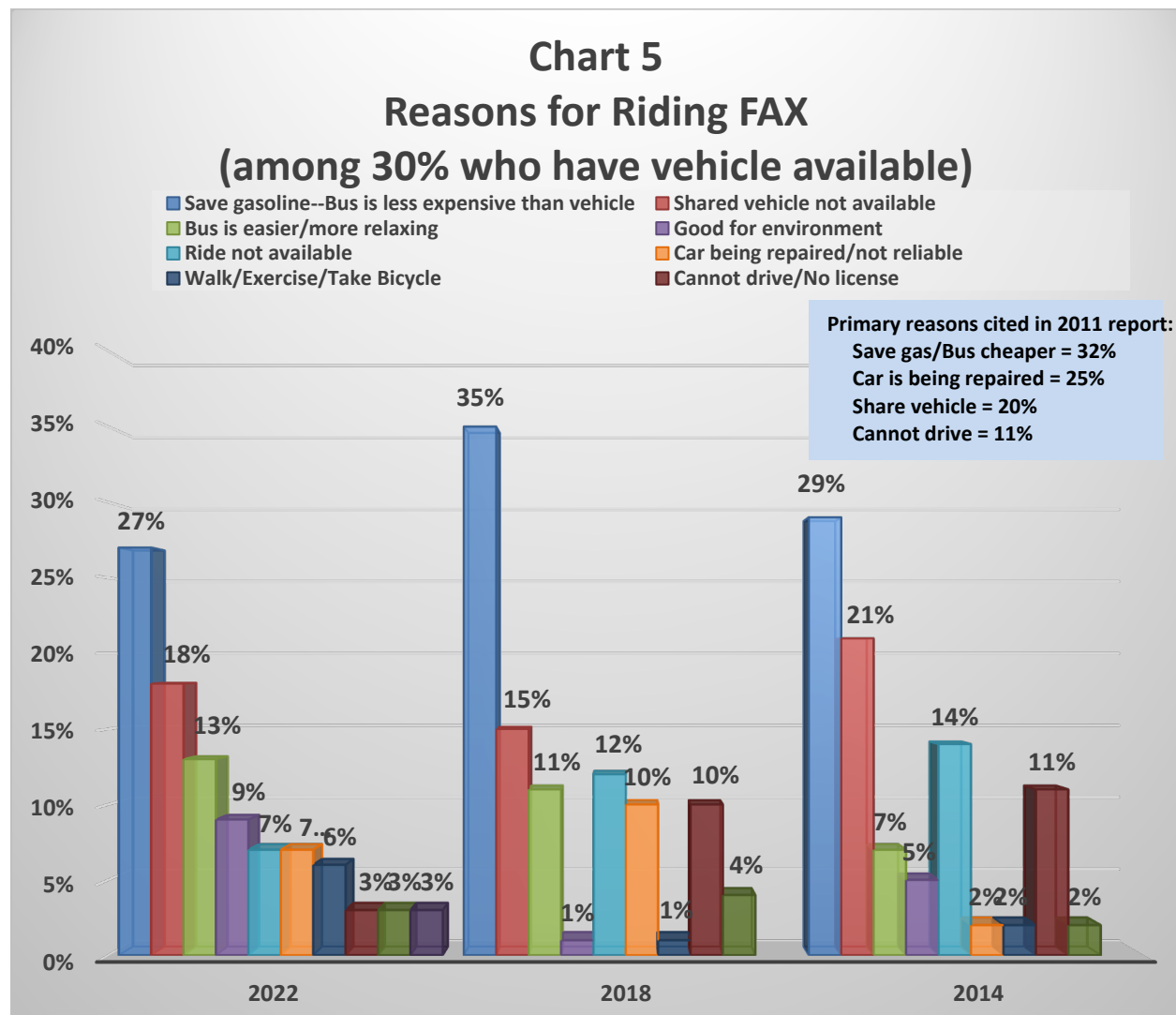


The following subgroups tend to have access to a car or other vehicle:

- Customers whose dominant language is English (31.4 percent) versus those whose dominant language is Spanish (12.2 percent).
- Respondents who do not have limited English proficiency (32.8 percent) as opposed to those who do have limited English proficiency (21.5 percent).
- Whites (32.9 percent) and Asians (35.5 percent) versus Hispanics (26.3 percent) and African Americans (23.2 percent).
- College graduates and more education (45.0 percent) versus High School graduates and less education (22.8 percent).
- Customers who make eight or fewer trips per week (35.4 percent) versus those who make 9 or more trips per week (19.5 percent).

Among the 30 percent who do have access to a vehicle, well over one fourth (27 percent) use FAX instead of their vehicle because they wish to save gasoline, noting that the bus is less expensive than using their vehicle. Another 18 percent indicate that their shared vehicle is not always available, and 13 percent stated that the bus is easier and more relaxing. Similar results are found in previous survey periods. For example, in 2018, 35 percent reported that they do not use their vehicle because the bus is less expensive to use than their car. Another 15 percent indicated that their shared vehicle is not always available, and 12 percent reported that their ride is not always available. In 2014, 29 percent indicated that the bus is less expensive

to use, another 21 percent indicated that their shared vehicle is not always available, and 14 percent were unsure of the availability of their ride. Customers in 2011 expressed similar reasons for riding the bus instead of using their vehicle: save gas/bus cheaper (32 percent) and their vehicle is shared and not readily available (20 percent) (**Chart 5**). The 2022 survey did show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 9 percent in 2022)

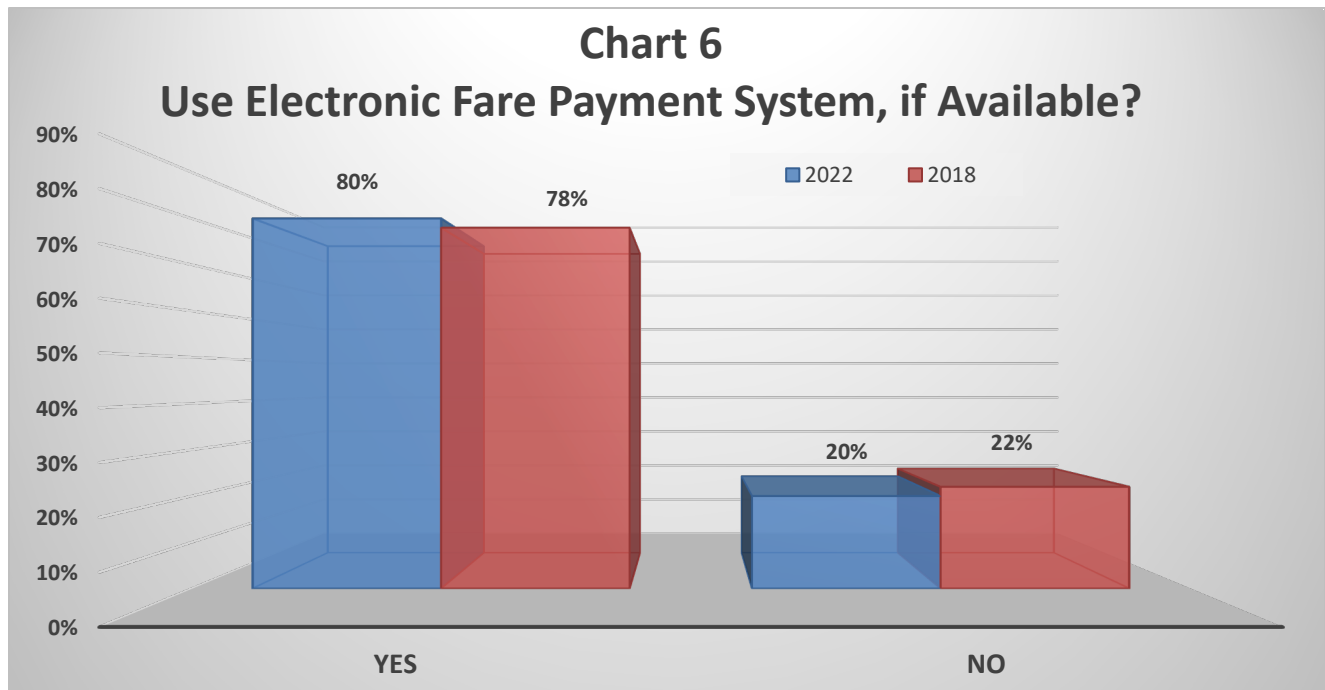


### Fare Payment

Four fifths (80 percent) of bus customers are willing to use an electronic fare payment system if such a system becomes available (**Chart 6**). This result is consistent with the 2018 survey result where 78 percent of customers were willing to use an electronic fare system to pay their fare.

The following two subgroups are more willing to use an electronic fare payment system if one were available.

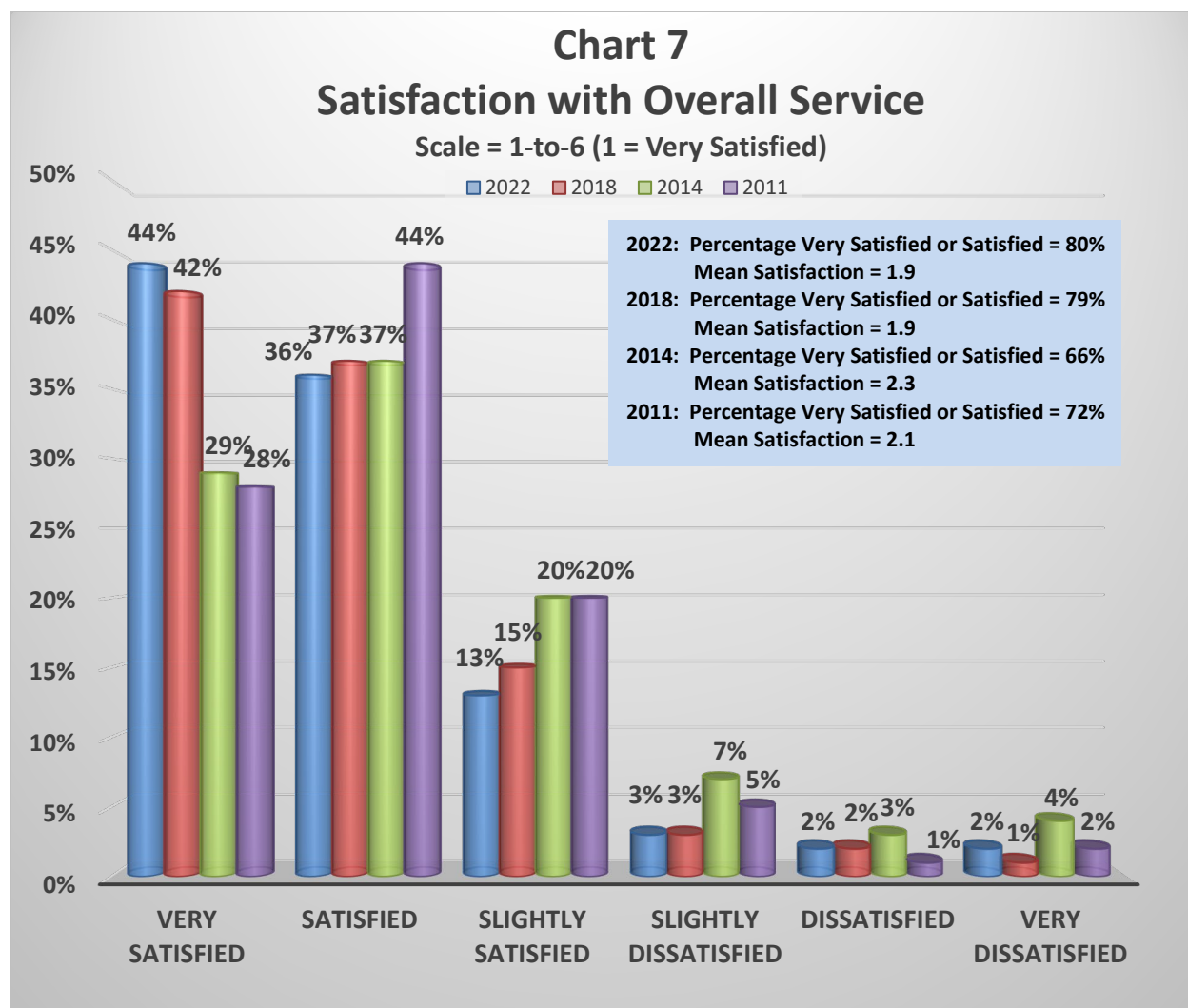
- Younger customers (18-54 years of age -- 84.1 percent) versus older customers (55 and over -- 69.2 percent).
- Females (83.7 percent) as opposed to males (76.1 percent).



## Customer Satisfaction with FAX Bus Service

### Overall Satisfaction

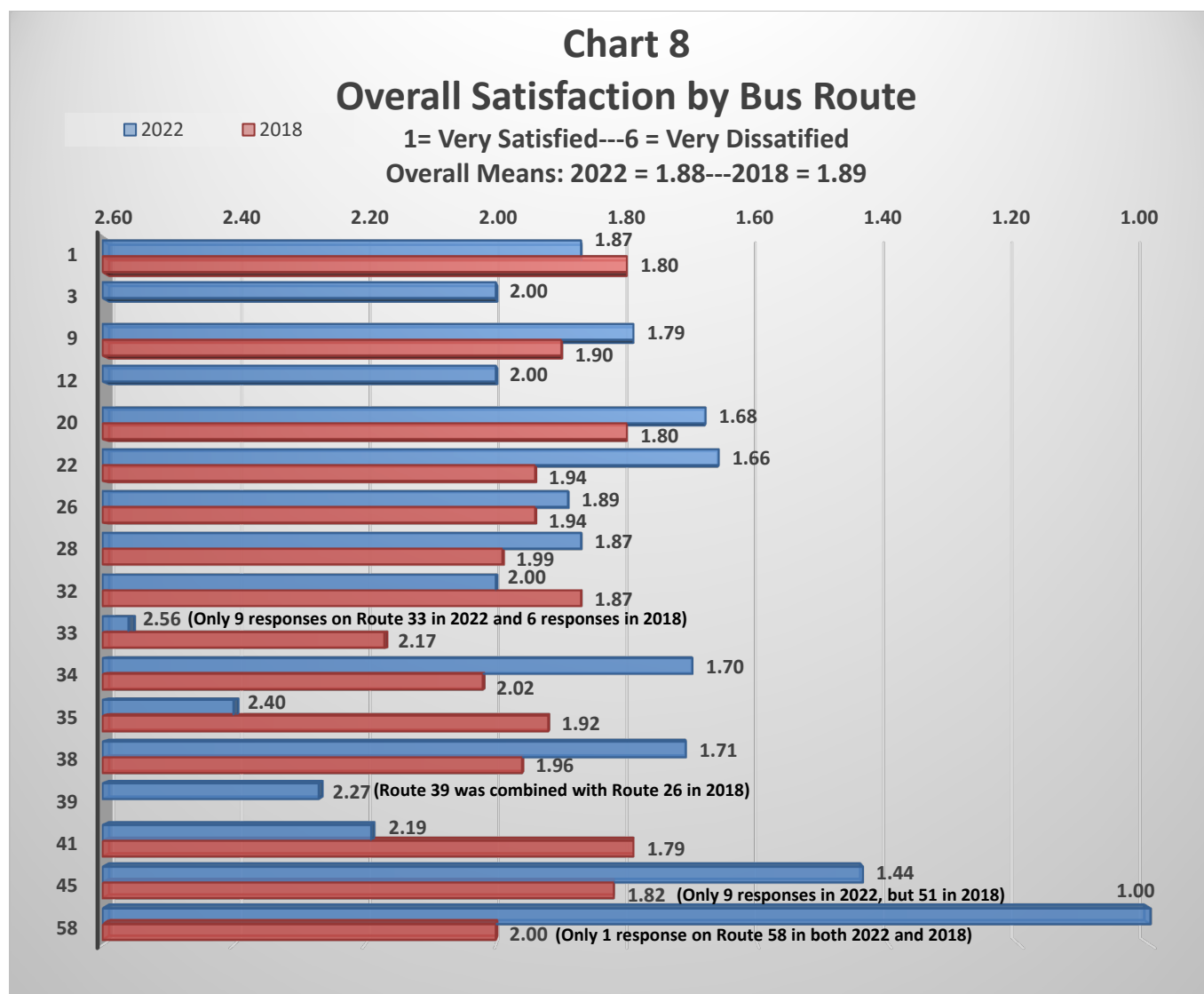
**Chart 7** reports that customers express substantial overall satisfaction with the FAX bus system. Four fifths (80 percent) are either very satisfied (44 percent) or satisfied (36 percent). This represents a notable increase in satisfaction from the 2014 survey period where two thirds (66 percent) of customers reported that they were either very satisfied or satisfied with the FAX bus system. This finding of higher levels of satisfaction with the FAX bus system is further demonstrated by the mean satisfaction ratings. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the overall mean bus satisfaction rating is 1.9. This mean rating is identical to the mean satisfaction rating in the 2018 survey. Most noteworthy, however, is that the 2022 and 2018 mean rating of 1.9 is higher than the mean satisfaction ratings in 2014 (2.3) and 2011 (2.1).



The following subgroup tends to be even more satisfied overall with the FAX bus system than are other groups:

- Employed students (mean of 1.56), unemployed individuals (mean of 1.73), and part time workers (mean of 1.74) versus full time workers (mean of 2.14).

**Chart 8** indicates the respondents' overall satisfaction with the FAX bus system according to bus route. Satisfaction ratings range from 1.66 to 2.40. Route 33 has a low mean rating of 2.56 but this is derived from only 9 responses and, therefore, this rating has questionable reliability. The highest levels of satisfaction are accorded to bus routes 22 (1.66), 20 (1.68), 34 (1.70), and 38 (1.71). Route 45, which has undergone recent route and schedule modifications, has an even higher mean satisfaction rating of 1.44 but this is also derived from only 9 responses and, therefore, this rating, too, has a degree of questionable reliability. Route 1, the most heavily traveled route in the FAX system, experienced a small decline from 1.80 to 1.87 between 2018 and 2022. In 2018, satisfaction ratings ranged from 1.79 to 2.17 – a narrower range than in 2022.



### Satisfaction with Individual Features of FAX Service

**Chart 9** shows the level of customer satisfaction regarding bus features that are associated with the drivers' characteristics. Customers are particularly satisfied with the drivers' driving skills and drivers' safety awareness (mean of 1.8 each). Satisfaction in these areas is closely followed by drivers' helpfulness and drivers' courtesy (each with a mean of 1.9). These satisfaction means among the four driver characteristics represent a highly consistent level of satisfaction with the 2018 survey. However, the levels of satisfaction reported in 2022 and 2018 are notably higher than the satisfaction levels found in 2014 and 2011. In 2014, the means ranged from 2.1 to 2.4) and in 2011, the means ranged from 2.1 to 2.3). Further highlighting this marked increase in satisfaction with drivers, the percentage of respondents who are very satisfied in 2022 increased by between 15 percent (drivers' driving skills and drivers' safety awareness) and 18 percent (drivers' courtesy) from the responses in 2014.

**Chart 9**  
**Mean Satisfaction Ratings--Drivers' Characteristics**  
 (Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)





The following subgroup tends to be more satisfied with bus drivers' skills:

- Customers who are active-duty U.S. military or a U.S. Veteran (mean of 1.54) as opposed to those without such military service (mean of 1.80).

**Chart 10** depicts the level of customer satisfaction regarding bus features most related to time considerations. Among these bus trip characteristics, respondents are most satisfied with the hours of operation on weekdays and on-time performance (each with a mean of 2.1) and they also express satisfaction with frequency of buses and time to complete a trip (each with a mean of 2.2). Customers are less satisfied with the hours of operation on weekends (mean of 2.6). The data reveal similar patterns of satisfaction in the 2018 survey. It is noteworthy that these five categories of time characteristics show strong improvement in the level of customer satisfaction over the 2014 and 2011 survey periods. In 2014, the means for these characteristics ranged from 2.7 to 3.3 and in 2011, the range of means was 2.7 to 4.0. From 2014 to 2022, improvements in the percentage of respondents who are very satisfied with these time characteristics range from an 11 percent improvement for weekend hours of operation to 17 percent improvement for frequency of buses.

The following subgroup tends to be more satisfied with the hours of operation on weekdays:

- Customers who are disabled and unable to work (mean of 1.70) as opposed to those who are employed full time (mean of 2.29).

The following four subgroups are more likely to be satisfied with the frequency of buses:

- Workers who are employed part time (mean of 2.00) versus those who are employed full time (mean of 2.51).
- Respondents with incomes of under \$20,000 (mean of 2.13) versus respondents with incomes of \$30,000 - \$39,999 (mean of 2.84).
- Customers with limited English proficiency (mean of 1.97) versus those who are proficient in English (mean of 2.36).
- Blacks/African Americans (mean of 1.86) as opposed to Whites (mean of 2.32) and Hispanics (mean of 2.33).

The following subgroup tends to be more satisfied with the time it takes to complete their bus trip:

- Customers whose annual income is between \$10,000 and \$19,999 (mean of 2.19) versus those who earn \$100,000 or more (mean of 2.78).

The following two subgroups tend to be more satisfied with the hours of operation on weekends:

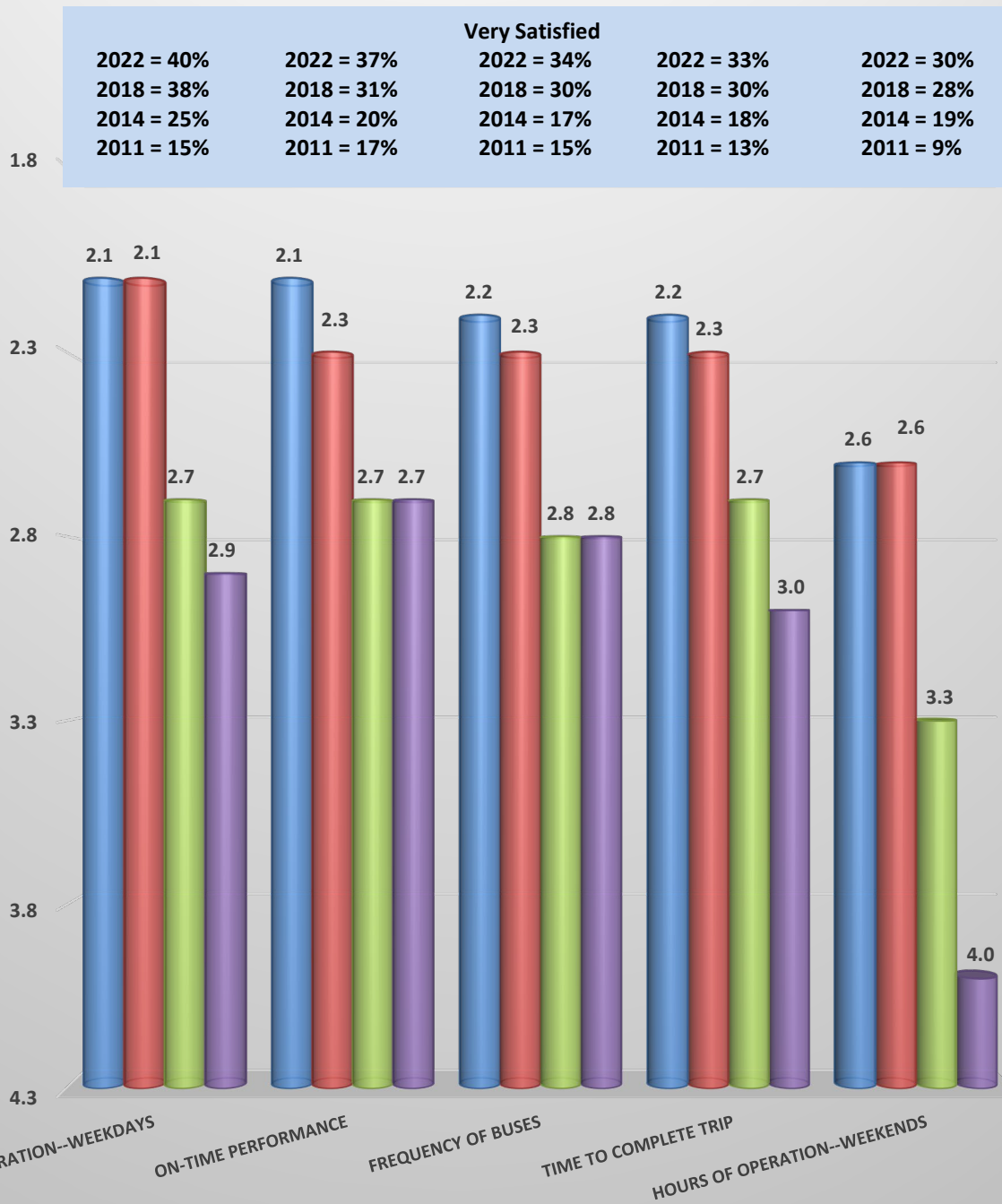
- Customers with limited English proficiency (mean of 2.36) versus those who are proficient in English (mean of 2.75).
- Customers who live in 3-person households (mean of 2.49), 4-person households (mean of 2.43), and 5-person households (mean of 2.47) as opposed to those who live in 2-person households (mean of 6.0).

# Chart 10

## Mean Satisfaction Ratings--Time Characteristics

(Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)

2022 2018 2014 2011



The level of customer satisfaction with bus features that revolve around the proximity of bus stops and safety considerations is presented in **Chart 11**. Customers are comfortably satisfied with accessibility for people with disabilities (mean of 1.8) and safety precautions during Covid (mean of 1.9). Customers are also satisfied with the following features: closeness of bus stops to home and closeness of bus stops to destination (each with a mean of 1.9), and safety on-board buses (mean of 2.0). Customers express a similar level of satisfaction with safety at bus stops/stations (mean of 2.2). While it is evident that the 2022 levels of satisfaction are consistent with the 2018 ratings, it is clear that these characteristics regarding safety and proximity of bus stops depict distinct improvements in customer satisfaction over the 2014 survey results where means ranged from 2.2 to 2.5. From 2014 to 2022, improvements to the percentage of respondents who are very satisfied with these safety and proximity characteristics range from 10 percent improvement in closeness of bus stops to home and closeness of bus stops to destination to 12 percent improvement for safety on board buses.

The following subgroup tends to be more satisfied with accessibility for people with disabilities:

- Females (mean of 1.77) versus males (mean of 1.92).

The following subgroup tends to be more satisfied with closeness of bus stops to home:

- Customers who earn an annual income of less than \$40,000 (mean of 1.86) versus those who earn between \$75,000 and \$99,000 (mean of 2.91).

The following subgroup tends to be more satisfied with the closeness of bus stops to their destination:

- Males (1.85) as opposed to females (mean of 2.01).

The following subgroups tend to be more satisfied with personal safety at bus stops and stations:

- Customers who earn an annual income of less than \$10,000 (mean of 2.04) versus those who earn \$100,000 or more (mean of 2.77).
- Workers who are self-employed (mean of 1.79) and those who are disabled (mean of 1.99) versus those who are employed on a full-time basis (mean of 2.56) and homemakers (mean of 2.83).

# Chart 11

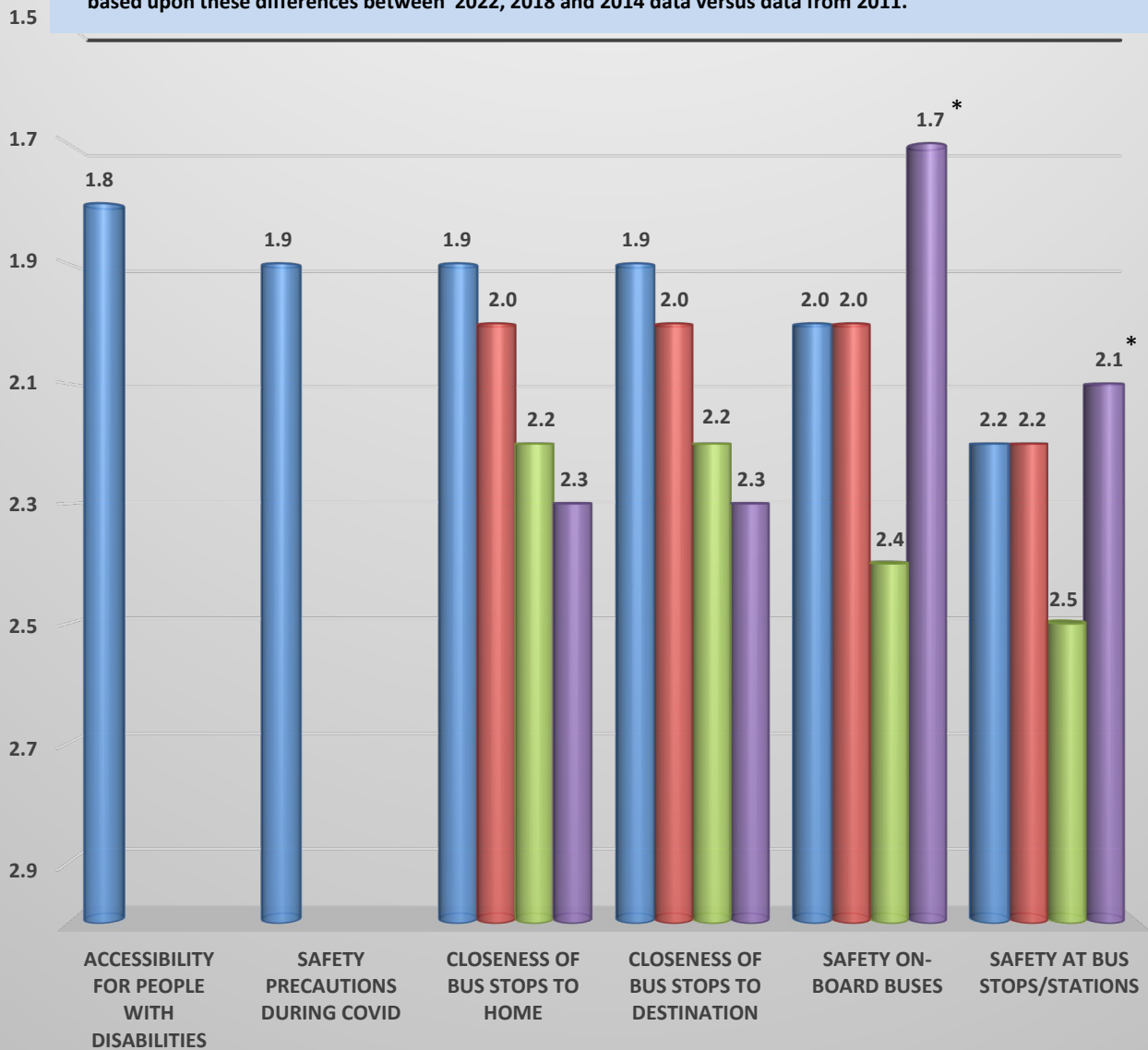
## Mean Satisfaction Ratings--Safety/Proximity of Bus Stops

(Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)

■ 2022 ■ 2018 ■ 2014 ■ 2011

Very Satisfied					
2022 = 45%	2022 = 47%	2022 = 44%	2022 = 41%	2022 = 38%	2022 = 33%
		2018 = 43%	2018 = 41%	2018 = 36%	2018 = 31%
		2014 = 34%	2014 = 31%	2014 = 26%	2014 = 22%
		2011 = 31%	2011 = 29%	2011 = 54%*	2011 = 43%*

\* In 2011, safety questions were asked in a different section of the questionnaire and were on a 4-point scale. The means and percentages have been adjusted but readers are cautioned not to draw significant comparisons based upon these differences between 2022, 2018 and 2014 data versus data from 2011.

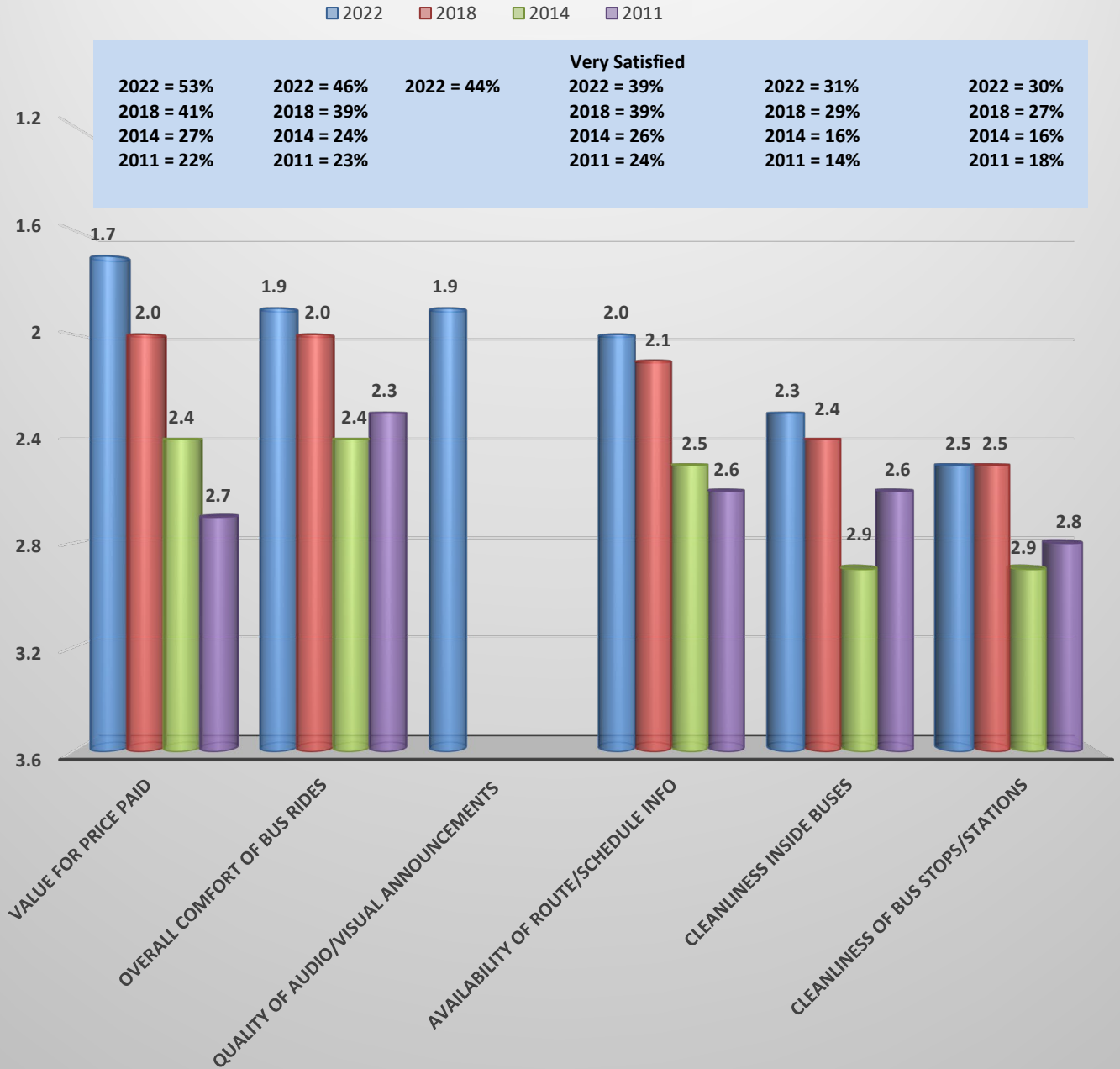


**Chart 12** shows mean satisfaction ratings associated with comfort, cleanliness, information, and value. Customers report high satisfaction with the quality of audio/visual announcements (mean of 1.9). Regarding cleanliness, customers are somewhat satisfied with the cleanliness inside the buses (mean rating of 2.3) and less so with the cleanliness of bus stops/stations (mean rating of 2.5). Customer ratings on cleanliness of bus stops as well as cleanliness inside buses are consistent with the ratings of the 2018 survey. It is noteworthy that these ratings associated with cleanliness have modestly improved since the 2014 and 2011 surveys. Additionally, customers report particularly good levels of satisfaction with value for price paid (mean of 1.7—the highest among all bus characteristics in the survey), overall comfort of the bus ride (mean of 1.9), and the availability of route/schedule information (mean rating of 2.0). The current ratings for these three characteristics represent a distinct improvement in satisfaction from the 2014 survey where mean ratings ranged from 2.4 to 2.5, and the 2011 survey where mean ratings ranged from 2.3 to 2.7. From 2014 to 2022, improvements to the percentage of respondents who are very satisfied with these comfort, cleanliness, information, and value characteristics range from a 13 percent improvement for availability of route/schedule info to 26 percent improvement for value for price paid.

The following subgroups tend to be more satisfied with the value they receive for the price paid:

- Customers who are retired (mean of 1.38) as opposed to those who work on a full-time basis (mean of 1.87).
- Customers over the age of 55 (mean of 1.57) as opposed to those under 18 (mean of 2.07).

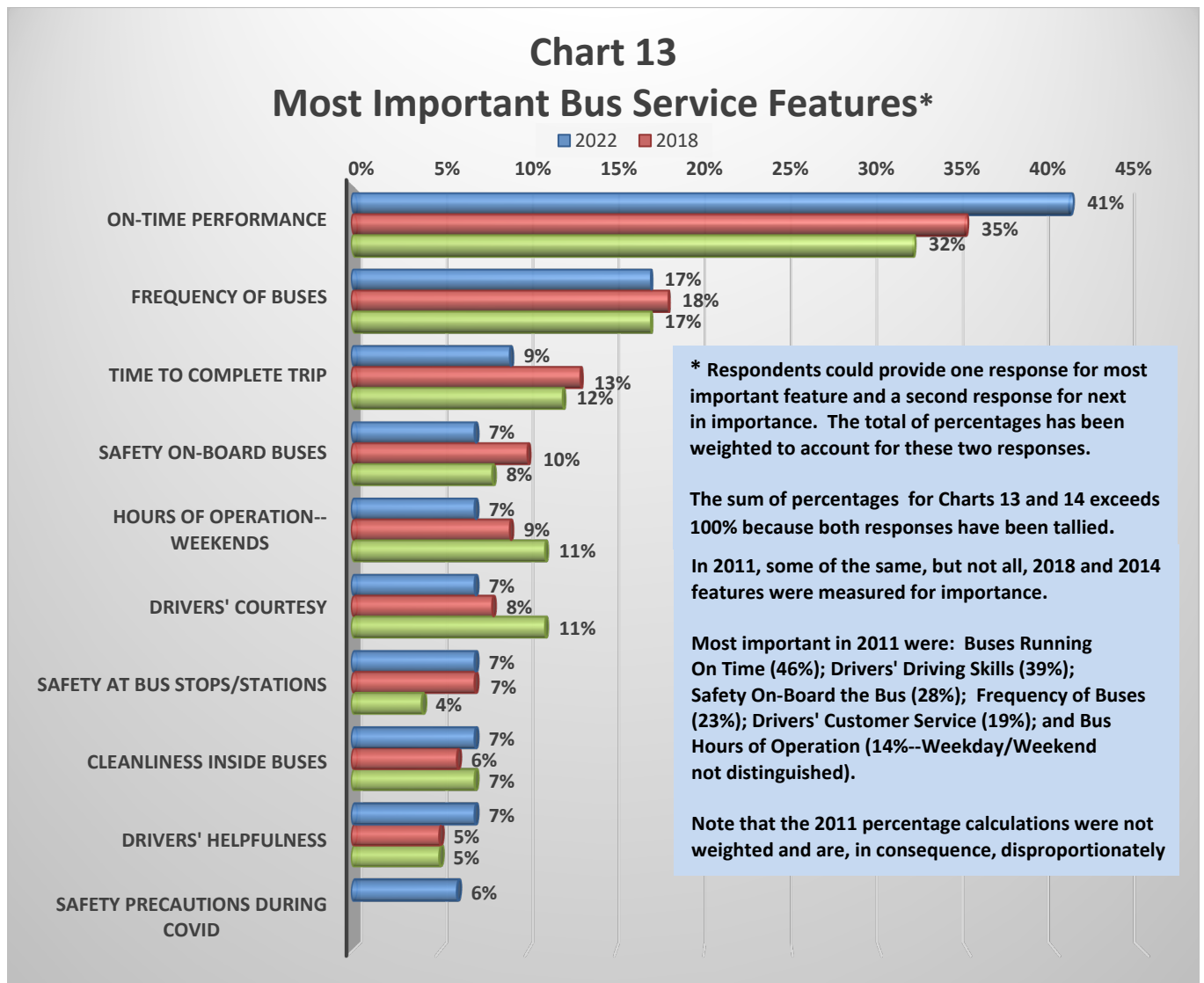
**Chart 12**  
**Mean Satisfaction Ratings--**  
**Comfort/Cleanliness/Information/Value**  
 (scale: 1 = Very Satisfied: 6 = Very Dissatisfied)



## Most Important Bus Features

Respondents were asked to indicate the bus feature that they considered to be most important and the one they considered to be second most important. **Chart 13** presents the more important bus service features and **Chart 14** shows the second-most important bus service features. In each of these charts, the responses were combined and weighted for the first and second choices.

With reference to **Chart 13**, customers identify on-time performance as the most important weighted feature (41 percent) followed at some distance by frequency of buses (17 percent). Customers accord the next level of importance to time to complete trip (9 percent). These same bus service features demonstrated similar levels of weighted importance in the 2014 and 2018 surveys.



Regarding **Chart 14** (less important bus service features), the range of weighted percentages is very narrow (from a high of 5 percent (availability of route/schedule info) to a low of 2 percent (quality of audio/visual announcements). The importance associated with these features in 2018 and 2014 is similar to the 2022 ratings. There are two notable exceptions with lower importance in 2022: hour of operation – weekdays (8 percent in 2014 and 2018 versus 4 percent in 2022) and drivers’ driving skills (8 percent in 2018 and 7 percent in 2014 versus 3 percent in 2022).

The following subgroups tend to identify driver helpfulness as the most important bus service feature:

- Males (5.9 percent) versus females (3.1 percent).
- Customers with limited English proficiency (8.1 percent) as opposed to those who have English proficiency (3.3 percent).
- Customers whose dominant language is Spanish (11.3 percent) versus those whose dominant language is English (3.6 percent).

The following subgroups tend to identify frequency of buses as the most important bus service feature:

- Customers who are proficient in English (10.3 percent) versus those who have limited English proficiency (7.3 percent).
- Customers whose dominant language is Spanish (12.7 percent) versus those whose dominant language is English (8.8 percent).

The following subgroups tend to identify personal safety at bus stops and stations as the most important bus service feature:

- Customers with limited English proficiency (8.9 percent) as opposed to those who have English proficiency (1.9 percent).
- Customers whose dominant language is Spanish (7.0 percent) versus those whose dominant language is English (2.7 percent).

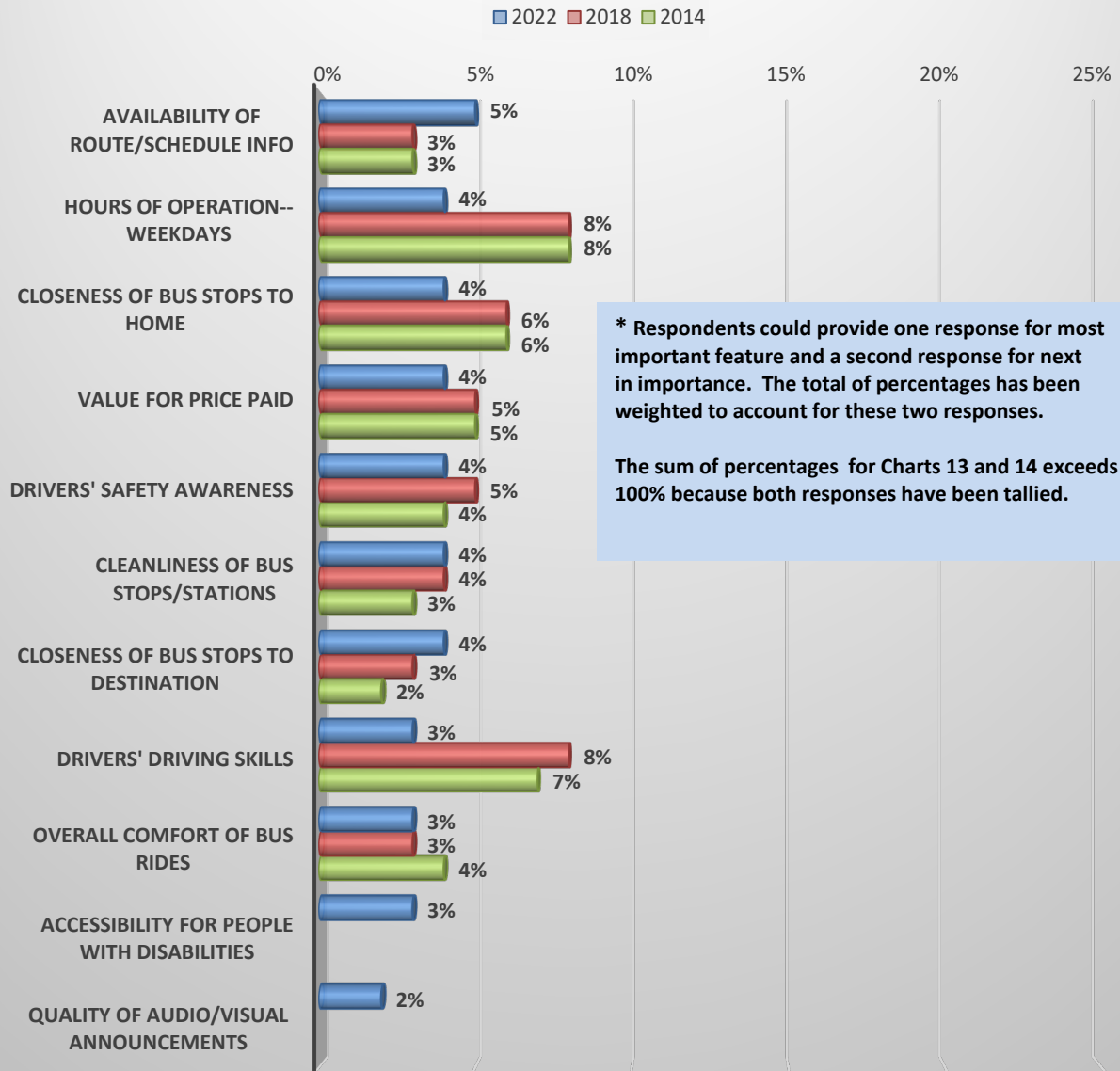
The following subgroups identify the following bus features as most important:

- Value provided for the price paid: males (3.6 percent) versus females (1.8 percent).
- Personal safety on board the bus: females (4.9 percent) as opposed to males (3.3 percent).
- On-time performance: Customers with limited English proficiency (33.1 percent) as opposed to those who have English proficiency (29.3 percent).
- Closeness of bus stops to home: Customers whose dominant language is Spanish (11.1 percent) versus those whose dominant language is English (1.4 percent).

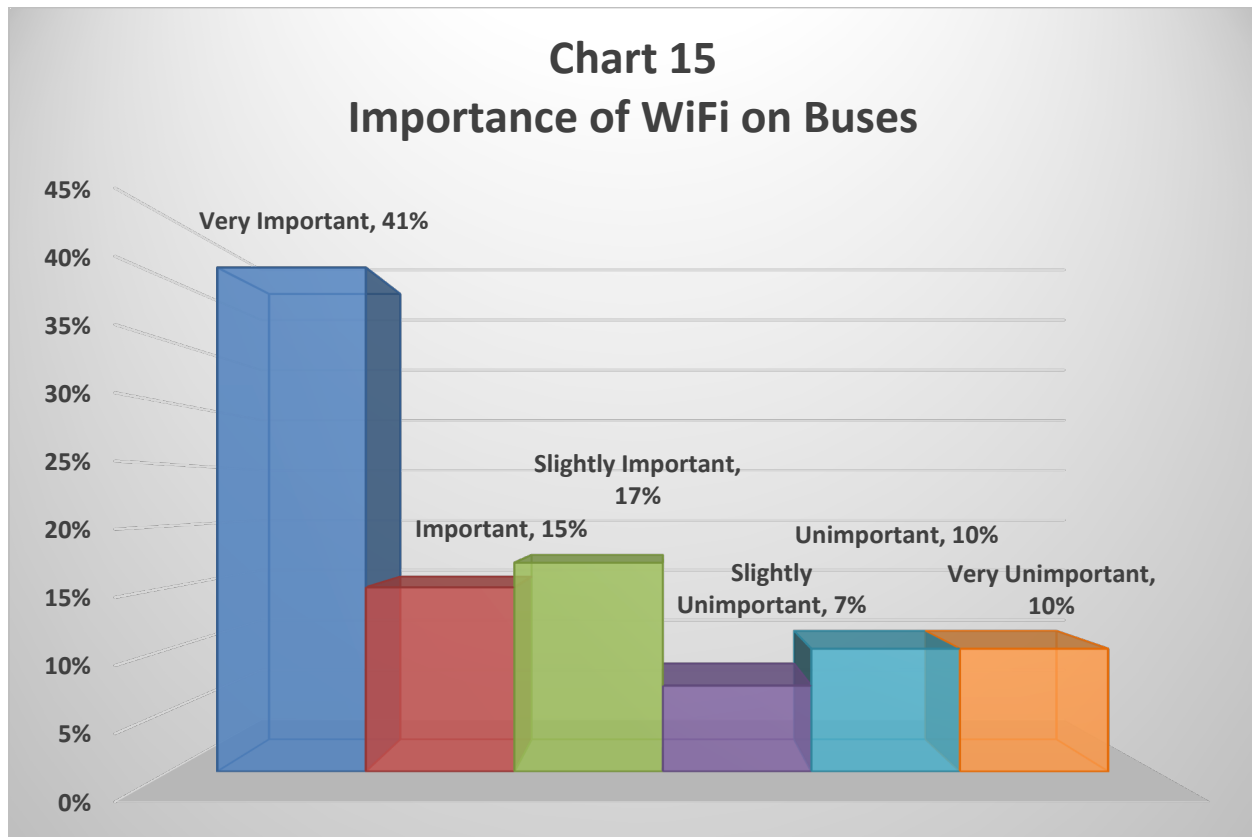


## Chart 14

### Second Most Important Bus Service Features\*



**Chart 15** shows that FAX customers give a great deal of importance to the availability of Wi-Fi on buses. Nearly three-fifths (56 percent) either feel that Wi-Fi on buses is very important (41 percent) or important (15 percent). Another 17 percent feel that Wi-Fi on buses is slightly important.



**Quadrant Analysis:** Levels of agreement can be mapped on a chart with importance such that satisfaction is graphically measured against how important an issue is in four cells as follows:

- The upper-right quadrant represents features that display both high satisfaction and high importance—above the median ratings for importance and satisfaction for all characteristics. Characteristics in this quadrant are ones with high levels of satisfaction and high levels of importance. These characteristics, therefore, are the core characteristics that make the FAX system a highly valued service.
- The lower-right quadrant represents features that display high satisfaction but have lower importance relative to the median. These characteristics might be ones that are over-provided and could be reduced somewhat in reallocating resources to other quadrants—especially the upper quadrant.

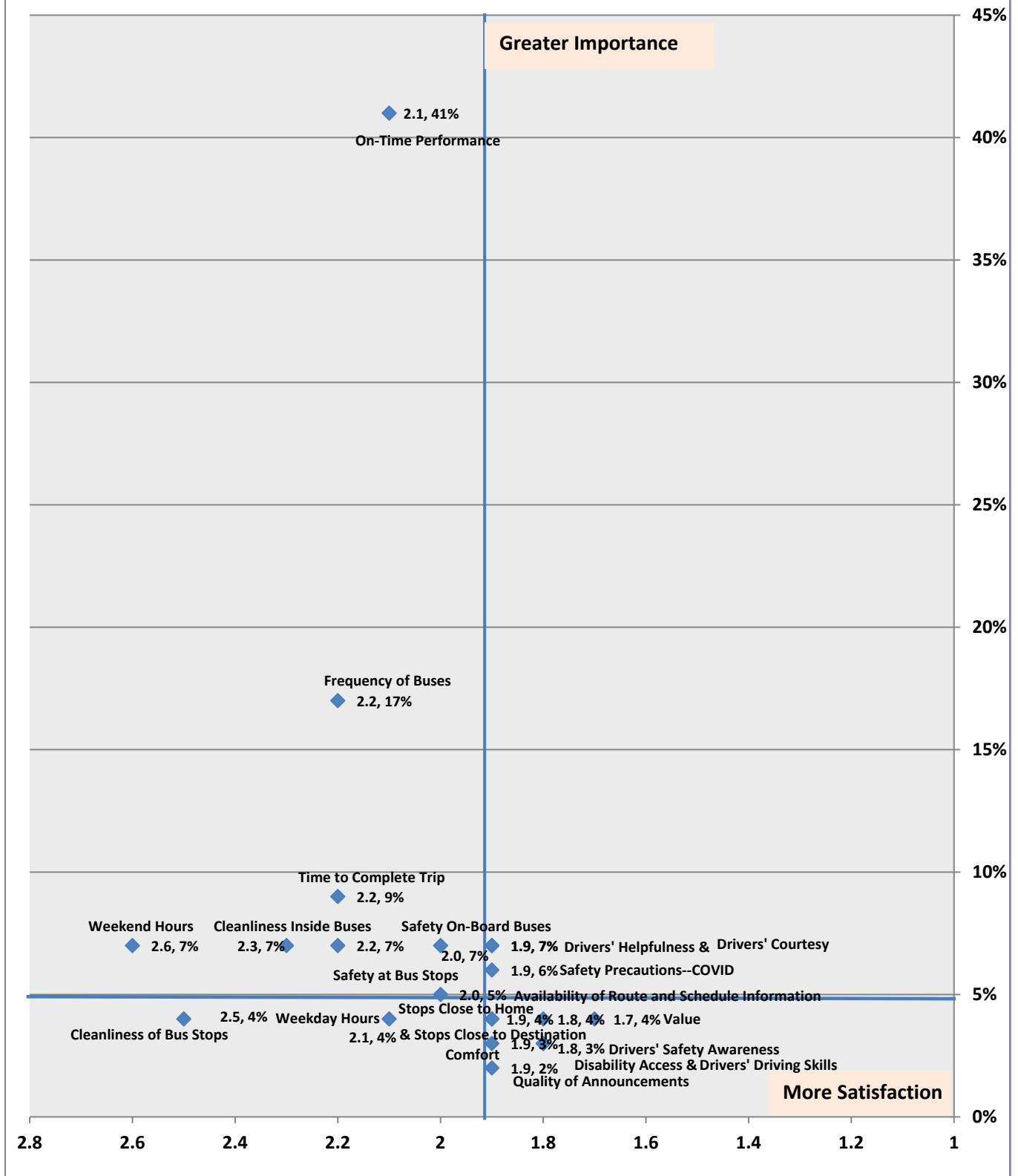
- The lower-left quadrant represents features that have both less satisfaction and less importance. Because these features are of relatively low importance, efforts to improve these characteristics will have a relatively minor impact on overall satisfaction.
- The upper-left quadrant represents features that provide less satisfaction but are of high importance. The upper-left quadrant is critically important because it contains those system characteristics that are important to employees but are not adequately provided. It is these characteristics that can increase satisfaction to the greatest extent.

**Chart 16** is a satisfaction/importance quadrant analysis for the data provided in the 2022 FAX Bus Satisfaction Survey. In the upper right quadrant, three features are plotted: drivers' helpfulness, drivers' courtesy, and safety precautions during COVID. These are the core characteristics that lead to the very high degree of satisfaction with FAX service that has been evidenced in this report. In the 2018 and 2014 surveys, drivers' courtesy was among the core characteristics as were safety on-board the buses and drivers' driving skills. These latter two still rank high in satisfaction but they are less important than they were in previous years and have fallen to the less important lower-right quadrant. On the other hand, drivers' helpfulness has moved into the core characteristic category in 2022 along with the new category about safety during COVID.

The upper left quadrant shows seven characteristics that would provide an important improvement to overall satisfaction: on-time performance, frequency of buses, time it takes to complete trip, safety on-board buses, safety at bus stops, cleanliness inside buses, and bus hours of operations on weekends. Customers regard these features as highly important but have not been provided to them with as high a degree of satisfaction as some of the other characteristics of FAX bus service. Five of these features appeared in the upper left quadrant in the 2018 quadrant analysis--on-time performance, frequency of buses, time it takes to complete trip, safety at bus stops, and bus hours of operations on weekends. Cleanliness inside the buses was marginally close to the upper-left in 2018, but safety on-board moved from the upper-right to the upper left. This, however, is not as disturbing as it may sound because it was borderline upper right in 2018 and has moved very slightly across the vertical satisfaction dividing line, indicating its relative position vis-à-vis other characteristics has declined as other characteristics have improved despite its satisfaction remaining at 2.0.

# Chart 16

## Satisfaction/Importance Quadrants



## FAX Report Card

In the 2011, 2014, and 2018 customer satisfaction reports for FAX, letter grades for FAX performance on the various service characteristics were assigned. These reports assigned grades of A, B, C, D or F (including plus and minus distinctions) based upon the mean satisfaction ratings provided for each characteristic. The grading scale used in the previous reports as well as the current report is depicted in **Table 5** below. **Table 6** shows the mean ratings and grades for 2022, 2018, 2014, and 2011.

What emerges from **Table 6** is evidence that the FAX system has been a consistent success. There is considerable satisfaction with the FAX bus system and this high level of satisfaction is consistent with the results of the 2018 survey. The grades, themselves, remain as they were in 2018; however, improvement within each grade level is found for almost all characteristics

Table 5	
FAX Performance Letter Grading Scale (Based on 1-6 ratings, where 1 = Very Satisfied and 6 = Very Dissatisfied)	
1.00 to 1.33	A+
1.34 to 1.67	A
1.68 to 1.99	A-
2.00 to 2.33	B+
2.34 to 2.67	B
2.68 to 2.99	B-
3.00 to 3.33	C+
3.34 to 3.67	C
3.68 to 3.99	C-
4.00 to 4.33	D+
4.34 to 4.67	D
4.68 to 4.99	D-
5.00 to 5.33	D-/F
5.34 to 6.00	F

Furthermore, the level of satisfaction has markedly improved from 2014 and 2011. Every characteristic that was graded improved from 2014 by at least one third of a grade. Weekend operating hours, for example, have shown enormous improvement from 2011, as has the value of the service provided for the price paid.<sup>6</sup>

Moreover, many of the same letter grades that were attributed to a specific service characteristic in 2022 were also attributed to that characteristic in 2018. However, in several instances, the numerical score of that grade was higher in 2022 than in 2018. For example, in both 2022 and 2018, driver's helpfulness received an A- but in 2022, the numerical score is 1.86 and in 2018, the numerical score was 1.90.

It is also notable that the three new service features that were evaluated in 2022 are well received by the FAX customers. Specifically, accessibility for people with a disability, audio/visual announcement quality on bus, and FAX safety during Covid each received an A-.

---

<sup>6</sup> During the months of March 2021 through September 2021, FAX implemented free bus fares and then decreased the base fare from \$1.25 to \$1.00 and the reduced fare from 60 cents to 50 cents.

**Table 6**  
**FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings**  
**(Years 2022, 2018, 2014, and 2011)**

Service Characteristic	2022		2018		2014		2011	
	Grade	Mean	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by FAX Buses	A-	1.88	A-	1.89	B+	2.30	B+	2.12
Value for Price Paid	A-	1.71	A-	1.95	B	2.38	B-	2.70
Drivers' Driving Skills	A-	1.77	A-	1.84	B+	2.14	B+	2.09
Drivers' Safety Awareness	A-	1.80	A-	1.82	B+	2.17	B+	2.06
Accessibility for People with a Disability	A-	1.81						
Audio/Visual Announcement Quality on Bus	A-	1.85						
Drivers' Helpfulness	A-	1.86	A-	1.90	B+	2.17	B+	2.17
FAX Safety During COVID	A-	1.88						
Drivers' Courtesy	A-	1.89	A-	1.98	B	2.44	B+	2.26
Overall Comfort of Bus Rides	A-	1.91	A-	1.99	B	2.42	B+	2.26
Closeness of Bus Stops to Destination	A-	1.93	A-	1.97	B+	2.21	B+	2.28
Closeness of Bus Stops to Home	A-	1.94	A-	1.99	B+	2.20	B+	2.30
Availability of Route/Schedule Info	B+	2.00	B+	2.07	B	2.47	B	2.64
Safety On Board Buses*	B+	2.03	B+	2.04	B	2.35	A	1.67
Hours of Operation Weekdays	B+	2.05	B+	2.13	B	2.67	B-	2.93
On Time Performance	B+	2.14	B+	2.33	B-	2.71	B-	2.71
Time to Complete Trip	B+	2.21	B+	2.27	B-	2.70	B-	2.95
Safety at Bus Stops/Stations*	B+	2.22	B+	2.24	B	2.54	B+	2.05
Frequency of Buses	B+	2.24	B+	2.29	B-	2.83	B-	2.83
Cleanliness Inside Buses	B+	2.25	B	2.37	B-	2.89	B	2.57
Cleanliness of Bus Stops/Stations	B	2.46	B	2.45	B-	2.85	B-	2.80
Hours of Operation Weekends	B	2.61	B	2.64	C+	3.30	D+	4.00

\* In 2011, safety questions were asked in a different section of the questionnaire and were on a 4 point scale. The means and percentages have been adjusted but readers are cautioned not to draw significant comparisons based upon these differences between 2018 and 2014 data versus 2011 data.

## Availability of Information and Communication

**Chart 17** reports how customers prefer to obtain information about routes, schedules, and fares. In 2022, the traditional preference for non-electronic materials has substantially declined from the preferences for such material in 2018, 2014, and 2011. More specifically, the preference for electronic communication systems such as the use of rider alerts, the FAX website, and MyFAXBus app has markedly increased in 2022 (55 percent). In 2018, 39 percent preferred such communication technology and in 2014 and 2011, the percentages were 25 percent and 6 percent respectively. The preference for social media as a technology for communication has doubled since the 2018 survey.

The following subgroup tends to favor audio announcements on buses to obtain information from FAX:

- Customers whose dominant language is Spanish (38.1 percent) versus those whose dominant language is English (18.0 percent).

The following subgroups tend to favor the MyFAXBus app to obtain information from FAX.

- Customers who have limited English proficiency (21.2 percent) as opposed to those who are proficient in English (10.1 percent).
- Customers whose dominant language is English (14.0 percent) versus those whose dominant language is Spanish (4.8 percent).

The following subgroups tend to favor social media to obtain information from FAX:

- Customers whose dominant language is English (29.4 percent) versus those whose dominant language is Spanish (19.0 percent).
- Customers who do not lack English proficiency (29.6 percent) as opposed to those who have limited proficiency in English (21.2 percent).
- Younger customers (under 55 years of age = 33.5 percent) versus older customers (over 55 = 14.6 percent).

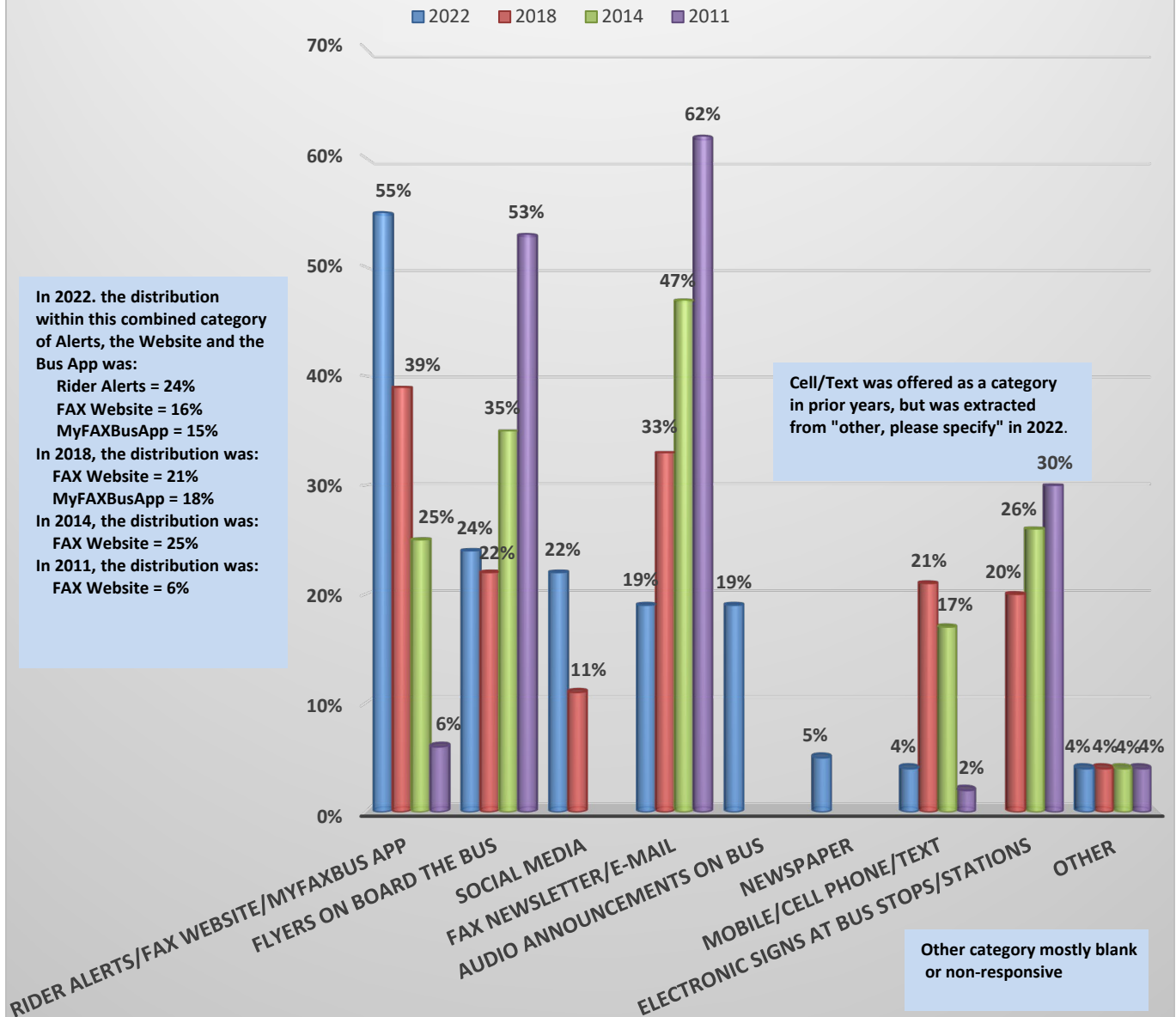
The following subgroups tend to favor the use of flyers on buses to obtain information from FAX:

- Older customers (55 and over = 13.9 percent) versus younger customers (under 55 = 6.7 percent).
- Customers who have limited English proficiency (24.7 percent) as opposed to those who are proficient in English (15.5 percent).
- Customers who make a large number of trips per week (13 or more trips per week (29.5 percent) versus those who make fewer trips per week (less than 5 trips per week (14.5 percent), 5 to 8 trips per week (16.1 percent), and 9 to 12 trips per week (13.9 percent).

## Chart 17

### Preferred Mode of Communication for Route, Schedule and Fare Information

(Respondents could provide two answers; therefore percentages sum to in excess of 100%. In prior years, respondents could supply as many answers as they wished. Prior years h





The following subgroups tend to favor the FAX Newsletter/email to obtain information from FAX:

- Customers who have more education or training --vocational school training (25.3 percent), college graduates (22.1 percent), and those with post graduate education (18.4 percent) as opposed to those with lesser education (less than 8<sup>th</sup> grade (6.5 percent), some high school (9.7 percent), and high school graduates (12.7 percent)).
- Customers who do not lack English proficiency (18.7 percent) as opposed to those who have limited proficiency in English (6.5 percent).

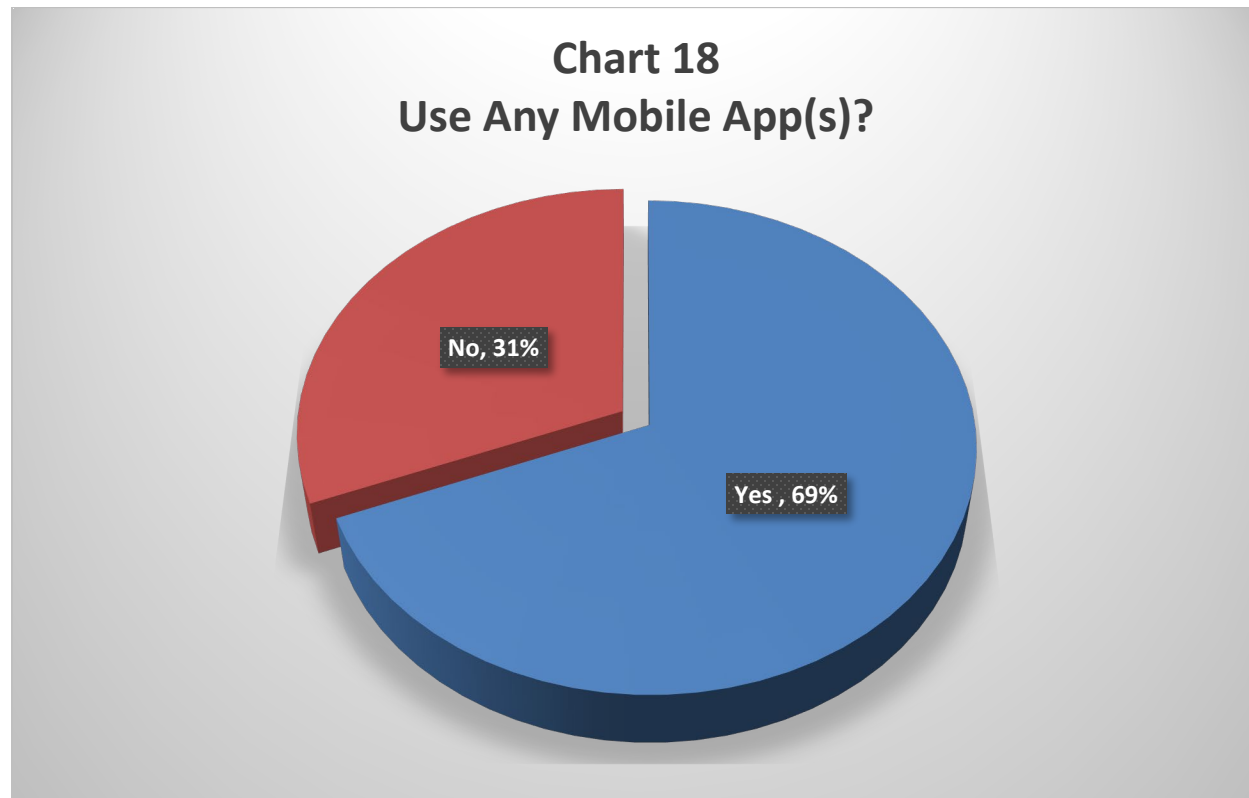
The following subgroup tends to favor the FAX website to obtain information from FAX:

- Younger respondents (under 55 years of age = 13.9 percent) versus older respondents (55 and over = 6.7 percent).

The following subgroup tends to favor rider alerts to obtain information from FAX:

- Blacks/African Americans (32.7 percent) and Asians (32.9 percent) versus Hispanics (23.3 percent) and Whites (21.3 percent).

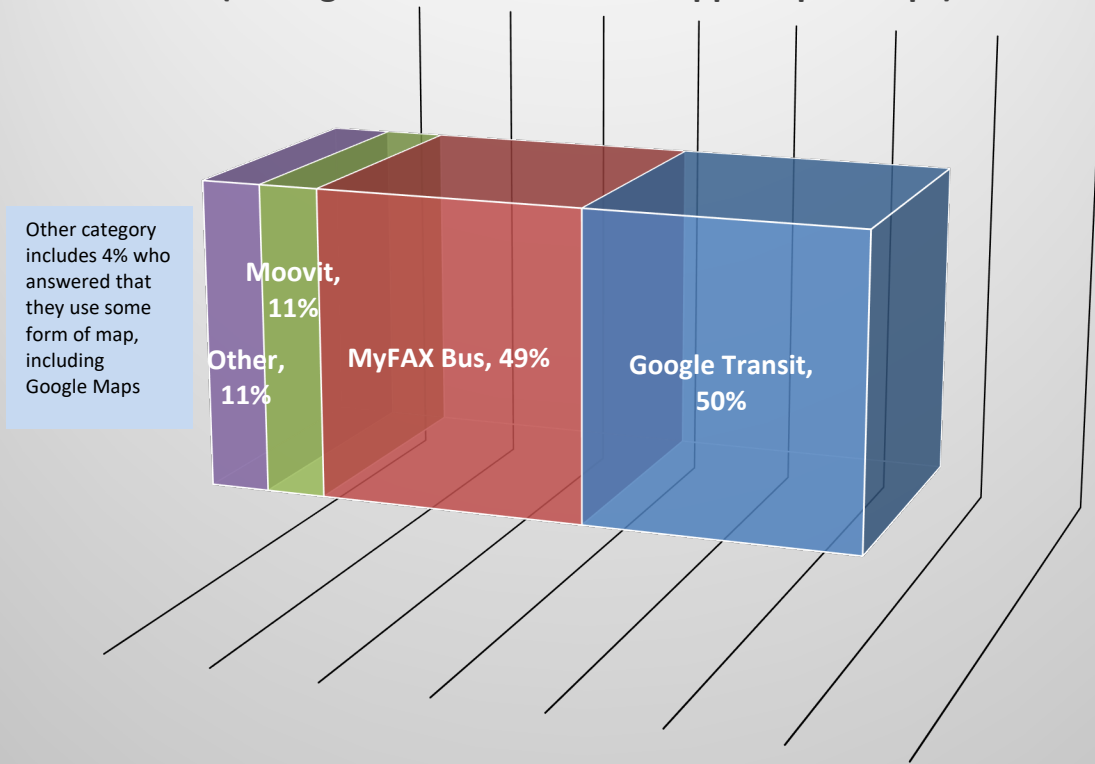
**Chart 18** shows that nearly 7 in 10 (69 percent) of FAX customers use mobile apps to help plan their bus trips. Among those who use mobile apps for bus trip planning, Google Transit (50 percent) and MYFAX BUS (49 percent) are by far the most popular apps (**Chart 19**).



## Chart 19

### Which Apps Used?

Respondents could choose up to 4 responses; therefore percentages add up to over 100%  
(among 69% who use mobile apps to plan trips)



# APPENDIX

<b>Questionnaires (English and Spanish)</b>	<b>44</b>
<b>Frequencies and Open-Ended Responses</b>	<b>55</b>

**FAX 2022 PASSENGER SATISFACTION**  
**SURVEY—ON-BOARD**

Please fill out this short questionnaire to provide important information to FAX about your bus service. Return the completed survey to the surveyor who handed you the survey **or** mail it back at our cost **or** drop it off at Manchester Transit Center (MTC) by February 28, 2022.



**REGISTER TO BE ONE OF FIVE TO WIN \$100**  
**BY FULLY COMPLETING THIS SURVEY, RETURNING IT**

**BY FEBRUARY 28, 2022 AND INCLUDING THE FOLLOWING  
CONTACT INFORMATION.**

**(YOUR ANSWERS WILL STILL COUNT EVEN IF YOU CHOOSE NOT  
TO SUPPLY THIS INFORMATION.)**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PHONE OR CELL: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

**TRAVEL CHARACTERISTICS**

**Q1.** What is the bus route number that you are on? \_\_\_\_\_ **(BUS ROUTE)**

**Q2.** How many one-way trips on FAX do you take in a typical week?

**(If you take a round trip, that would be counted as two trips)**

\_\_\_\_\_ **(NUMBER OF WEEKLY TRIPS)**

**Q3a-b.** What is the purpose of your typical FAX bus trip? **(CHECK ONLY ONE)**

1. \_\_\_ College

5. \_\_\_ Errands/Personal

2. \_\_\_ High/Middle/Elementary School

6. \_\_\_ Recreational/Social

3. \_\_\_ Work/Business

7. \_\_\_ Medical/Dental

4. \_\_\_ Shopping

8. \_\_\_ Other, please specify \_\_\_\_\_

**Q4.** How long have you been riding FAX buses, in terms of months or years?

\_\_\_ years \_\_\_ months **(write number of years and/or months)**

**Q5.** If FAX were to introduce an electronic fare payment system, such as a reusable smart card or a mobile ticketing app, would you use it?

1. \_\_\_\_ Yes      2. \_\_\_\_ No

**Q6.** Do you use any mobile apps to help you plan your bus trips?

1. \_\_\_\_ Yes      2. \_\_\_\_ No

**Q6a-e. (ANSWER IF Q6 = YES), Which app(s) do you use to plan your trips? (CHECK ALL THAT APPLY)**

1. ☐ MyFAXBUS

2. ☐ Google Transit

3. ☐ Moovit

4. ☐ Other (Please specify) \_\_\_\_\_

**Q7a-c.** What is the best way for FAX to communicate with you? (CHECK TOP TWO)

1. \_\_\_\_\_ Rider Alerts
2. \_\_\_\_\_ FAX Web site
3. \_\_\_\_\_ FAX Newsletter / E-mail
4. \_\_\_\_\_ Flyers on Buses
5. \_\_\_\_\_ Audio Announcements on Buses
6. \_\_\_\_\_ MyFAXBUSApp
7. \_\_\_\_\_ Newspaper Ads
8. \_\_\_\_\_ Social Media (Twitter, Instagram, Facebook)
9. \_\_\_\_\_ Other (Please Specify) \_\_\_\_\_

**Q8.** Do you have access to a car or other vehicle to make the same kinds of trips that you make by FAX?

1. \_\_\_\_ Yes      2. \_\_\_\_ No      [IF NO, SKIP Q8a AND GO TO Q9)

**Q8a. (ANSWER IF Q8 = YES)** Why do you ride FAX instead of using that car or other vehicle for your trips?

---

**Q9. SATISFACTION:** Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by placing a check mark in a box for each feature.

Bus Feature	RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6 CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE					
	1 = Very Satisfied	2 = Satisfied	3 = Slightly Satisfied	4 = Slightly Dissatisfied	5 = Dissatisfied	6 = Very Dissatisfied
1. On-time performance						
2. Frequency of buses						
3. Time it takes to complete trip						
4. Cleanliness inside buses						
5. FAX safety precautions during COVID (for example, masking/sanitation protocols)						
6. Cleanliness of bus stops and transfer stations						
7. Personal safety on board FAX buses						
8. Personal safety at bus stops and transfer stations						
9. Typical FAX bus drivers' courtesy						
10. Typical FAX bus drivers' helpfulness						
11. Typical FAX bus drivers' driving skills						
12. Typical FAX bus drivers' safety awareness						
13. Overall comfort of bus rides						
14. Availability of route/ schedule information						
15. Bus hours of operation on weekdays						
16. Bus hours of operation on weekends						
17. Closeness of bus stops to home						
18. Closeness of bus stops to destination						
19. Accessibility for people with disabilities on FAX buses						
20. Quality of audio and visual announcements on FAX buses						
21. Value provided by FAX for the price paid						
22. Overall service provided by FAX						

**Q9a.** Please write the number of the bus service feature listed in Q9 that you consider to be **MOST IMPORTANT** to you  
#\_\_\_\_\_. Please include only features "1" through "21" above in your response.

**Q9b.** Please write the number of the bus service feature listed in Q9 that you consider to be **SECOND MOST IMPORTANT**  
#\_\_\_\_\_. Please include only features "1" through "21" above in your response.

**Q10.** How important is it to you to have WiFi on the bus? (CHECK ONE BOX)

1 = Very Important	2 = Important	3 = Slightly Important	4 = Slightly Unimportant	5 = Unimportant	6 = Very Unimportant

## DEMOGRAPHICS

**MILITARY / VETERAN STATUS.** Are you active-duty U.S. Military or a U.S. Veteran?

1. ☐ Yes
2. ☐ No

**WORK.** What is your work status?

1. ☐ Employed Full-Time
2. ☐ Employed Part-Time
3. ☐ Self-Employed
4. ☐ Student and Employed

5. ☐ Student and Not Employed
6. ☐ Homemaker
7. ☐ Retired
8. ☐ Unemployed
9. ☐ Disabled and Unable to Work

**EDUC.** What is the last grade in school you have completed?

1. ☐ Less than 8<sup>th</sup> Grade Education
2. ☐ Some High School
3. ☐ High School Graduate

4. ☐ Vocational/Technical School
5. ☐ College Graduate
6. ☐ Post-Graduate Education

**ETHNICITY a-d.** Which of the following most closely describes your ethnic background? (**CHECK ONLY ONE**)

1. ☐ Hispanic
2. ☐ White/Caucasian
3. ☐ African American/Black
4. ☐ Asian/Southeast Asian  
(please specify national origin or Asian ethnic group \_\_\_\_\_)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities, please describe  
\_\_\_\_\_
9. ☐ Other, please specify  
\_\_\_\_\_

**AGE.** Which of the following age categories best describes your current age?

1. ☐ Under 18 years old
2. ☐ 18 to 34 years old
3. ☐ 35 to 54 years old
4. ☐ 55 to 74 years old
5. ☐ 75 years old or more

**HOUSEHOLD SIZE.** Including yourself, how many people live in your household? \_\_\_\_\_

**GENDER.**

1. ☐ Male
3. ☐ Other

**INCOME.** Which of the following categories best describes your **total household income** in 2021, before taxes?

1. ☐ Less than \$10,000 per year
2. ☐ \$10,000 to \$19,999 per year
3. ☐ \$20,000 to \$29,999 per year
4. ☐ \$30,000 to \$39,999 per year
5. ☐ \$40,000 to \$49,999 per year
6. ☐ \$50,000 to \$74,999 per year
7. ☐ \$75,000 to \$99,999 per year
8. ☐ \$100,000 or more per year
9. ☐ Do not know

**LEP:** Do you consider yourself to be limited in the English language?

1. \_\_\_\_\_ Yes    2. \_\_\_\_\_ No    3. \_\_\_\_\_ Do Not Know

**LANGUAGE a-b.** What is the primary language spoken in your home?

- |   |                                       |
|---|---------------------------------------|
| 1. _____ English                            | 8. _____ Chinese                      |
| 2. _____ Spanish or Spanish Creole          | 9. _____ Arabic                       |
| 3. _____ Hmong                              | 10. _____ Vietnamese                  |
| 4. _____ Punjabi                            | 11. _____ Armenian                    |
| 5. _____ Other Indic (Indo-Aryan) languages | 12. _____ Tagalog                     |
| 6. _____ Laotian                            | 13. _____ Other, please specify _____ |
| 7. _____ Mon-Khmer, Cambodian               |                                       |

***On behalf of FAX and Rea & Parker Research, thank you for your time and survey participation. If you have any comments or questions for FAX, please e-mail them to FAXOutreach@fresno.gov.***

***Please return the completed form to the surveyor. You can also fold, seal, and mail it back at our cost, or you can drop it off at the Manchester Transit Center by February 28, 2022***



**ENCUESTA DE SATISFACCIÓN DE CLIENTES**  
**DEL SISTEMA DE TRANSPORTE FAX 2022**  
**- PARADA DE AUTOBÚS**

Por favor complete este breve cuestionario para proporcionar información importante a Fresno Area Express (FAX) sobre su servicio de autobús. Devuelva la encuesta completa al inspector que le entregó la encuesta o envíela por correo por nuestra cuenta o déjela en Manchester Transit Center (MTC) antes del 28 de febrero de 2022.



**REGÍSTRESE PARA SER UNO DE CINCO GANADORES DE \$100 AL COMPLETAR TOTALMENTE ESTA ENCUESTA, DEVOLVIÉNDOLO A PARTIR DEL 28 DE FEBRERO DE 2022, E INCLUYENDO LA SIGUIENTE INFORMACIÓN DE CONTACTO.**  
**(SUS RESPUESTAS AÚN CONTARÁN INCLUSO SI ELIGE NO SUMINISTRAR ESTA INFORMACIÓN).**

NOMBRE \_\_\_\_\_

DIRECCIÓN \_\_\_\_\_

CIUDAD \_\_\_\_\_ EDO \_\_\_\_\_ CÓDIGO \_\_\_\_\_

TELÉFONO CASA O CELULAR \_\_\_\_\_

CORREO ELEC. \_\_\_\_\_

**CARACTERÍSTICAS DEL VIAJE**

**P1.** ¿Cuál es el número de ruta de autobús que está esperando o que acaba de completar? \_\_\_\_\_ (indique el número de la ruta del autobús)

**P2.** ¿Cuántos viajes en una sola dirección toma usted por FAX en una semana típica?

(Si usted hace viaje de ida y vuelta, cuenta como dos viajes)

\_\_\_\_\_ (indique el número de viajes semanales)

**P3a-b.** ¿Cuál es el propósito de un viaje típico por autobús FAX? **(ESCOJA SOLAMENTE UNA RESPUESTA)**

1. \_\_\_\_\_ Universidad/Universidad comunitaria
2. \_\_\_\_\_ Escuela preparatoria/secundaria/primaria
3. \_\_\_\_\_ Trabajo/Negocios
4. \_\_\_\_\_ Compras

5. \_\_\_\_\_ Mandados/Personal
6. \_\_\_\_\_ Diversión/Social
7. \_\_\_\_\_ Citas Médicas/Dentales
8. \_\_\_\_\_ Otro, favor de especificar \_\_\_\_\_

**P4.** ¿Cuánto tiempo lleva viajando por FAX, en términos de meses o años?

\_\_\_\_\_ años \_\_\_\_\_ meses **(escriba número de años y/o meses)**

**P5.** Si FAX fuera a implementar un sistema de pago electrónico para tarifas, como una tarjeta inteligente reutilizable o una aplicación móvil de emisión de boletos, ¿lo usaría?

1. \_\_\_\_\_ Sí
2. \_\_\_\_\_ No

**P6.** ¿Utiliza alguna aplicación móvil que le ayude a planificar sus viajes por autobús?

1. \_\_\_\_\_ Sí
2. \_\_\_\_\_ No

**P6a-e. (RESPONDA si contestó "sí" a P6), ¿Cuáles aplicaciones utiliza para planificar sus viajes? (INDIQUE TODOS LOS QUE CORRESPONDAN)**

1. \_\_\_\_\_ MyFAXBUS
2. \_\_\_\_\_ Google Transit
3. \_\_\_\_\_ Moovit
4. \_\_\_\_\_ Otro (favor de especificar) \_\_\_\_\_

**P7a-c.** ¿Cuál es la mejor manera de que FAX se comunique con usted? (INDIQUE DOS)

- |  |   |
|--|---|
| 1. ____ Alertas de pasajeros por móvil | 6. ____ MyFAXBusApp (aplicación móvil)                |
| 2. ____ Sitio web de FAX               | 7. ____ Anuncios en los periódicos                    |
| 3. ____ Boletín de FAX/ correo elec.   | 8. ____ Redes sociales (Twitter, Instagram, Facebook) |
| 4. ____ Volantes en autobuses          | 9. ____ Otro (favor de especificar)                   |
| 5. ____ Anuncios de audio en autobuses | _____   |

**P8.** ¿Tiene acceso a un automóvil u otro vehículo para realizar el mismo tipo de viajes que realiza por FAX?

1. \_\_\_\_ Yes      2. \_\_\_\_ No      **[SI INDICA “NO,” SIGA A LA P9]**

**P8a. (RESPONDA SI P8 = “SÍ”)** ¿Por qué usa FAX en lugar de usar ese automóvil u otro vehículo para sus viajes?

---



---

**P9. SATISFACCIÓN:** Por favor indique su satisfacción o disgusto con cada una de las características a continuación de los autobuses de FAX que se enumeran, colocando una palomita en la columna correspondiente para cada característica.

Característica del Autobús	CALIFIQUE SU SATISFACCIÓN CON CADA CARACTERÍSTICA DEL AUTOBÚS EN UNA ESCALA DE 1 A 6					
	MARQUE SOLAMENTE UNA COLUMNA PARA CADA CARACTERÍSTICA					
	1 = Muy satisfecha/o	2 = Satisfecha/o	3 = Ligera-mente satisfecha/o	4 = Ligera-mente insatisfecha/o	5 = Insatisfecha/o	6 = Muy insatisfecha/o
1. La puntualidad de su ruta						
2. Frecuencia de los autobuses						
3. Tiempo que toma realizar el viaje						
4. Limpieza dentro de los autobuses						
5. Precauciones de seguridad por FAX durante COVID (por ejemplo, protocolos de enmascaramiento/desinfección)						
6. Limpieza de las paradas de autobús y las estaciones de transferencia						
7. Seguridad personal a bordo de los autobuses FAX						
8. Seguridad personal en las paradas de autobús y las estaciones de transferencia						
9. Cortesía típica de los conductores de autobuses de FAX						
10. Amabilidad típica de los conductores de autobuses de FAX						
11. Habilidades de conducción típicas de los conductores de autobuses de FAX						
12. Concienciación sobre la seguridad típica de los conductores de autobuses de FAX						
13. Comodidad general de los viajes en autobús						
14. Disponibilidad de información de ruta / horario						
15. Horas de operación de los autobuses durante la semana laboral (lunes a viernes)						
16. Horas de operación de los autobuses los fines de semana (sab. y dom.)						
17. Cercanía de las paradas de autobús a casa						
18. Cercanía de las paradas de autobús al destino						
19. Accesibilidad para personas con discapacidad en los autobuses FAX						

20. Calidad de los anuncios sonoros y visuales en los buses de FAX						
21. Valor proporcionado por FAX por el precio pagado						
22. Servicio total proporcionado por FAX						

- P9a.** Por favor escriba el número de la característica del servicio de autobús de la **P9**, que considere la **más** importante para usted: \_\_\_\_\_. **Por favor incluya únicamente las características “1” al “21”, especificadas arriba, en su respuesta.**
- P9b.** Por favor escriba el número de la característica del servicio de autobús de la **P9**, que considere la **segunda más** importante para usted: \_\_\_\_\_. **Por favor incluya únicamente las características “1” al “21”, especificadas arriba, en su respuesta.**

**P10.** ¿Qué importancia tiene para usted tener WiFi en el autobús? (MARQUE UNA CASILLA)

1 = Muy importante	2 = Importante	3 = Ligeramente importante	4 = Ligeramente sin importancia	5 = Sin mucha importancia	6 = Sin importancia alguna

### DATOS DEMOGRÁFICOS

**ESTADO MILITAR / VETERANO.** ¿Es militar de los EE. UU. en servicio activo o es un veterano de los EE. UU.?

1. Sí \_\_\_\_\_
2. No \_\_\_\_\_

**TRABAJO.** ¿Cuál es su condición laboral?

1. \_\_\_\_ Empleada/o de tiempo completo
2. \_\_\_\_ Empleada/o tiempo parcial
3. \_\_\_\_ Empleada/o independiente
4. \_\_\_\_ Estudiante y empleada/o
5. \_\_\_\_ Estudiante no empleada/o
6. \_\_\_\_ Ama/o de casa
7. \_\_\_\_ Jubilada/o
8. \_\_\_\_ Desempleada/o
9. \_\_\_\_ Discapacitada/o, no puede trabajar

**EDUC.** ¿Hasta que nivel ha estudiado?

1. \_\_\_\_ Menos del 2º de secundaria (8º grado/año de educación)
2. \_\_\_\_ Unos años de preparatoria (high school)
3. \_\_\_\_ Completó la preparatoria
4. \_\_\_\_ Escuela vocacional/técnica
5. \_\_\_\_ Graduada/o de la universidad
6. \_\_\_\_ Posgraduado

**ORIGEN ÉTNICO.** ¿Cuál de los siguientes grupos describe con mayor precisión su origen étnico? (MARQUE SOLO UNO)

1. \_\_\_\_ hispano/latino
2. \_\_\_\_ blanco/caucásico
3. \_\_\_\_ afroamericano/negro
4. \_\_\_\_ asiático/asiático del sureste  
(Por favor especifique origen nacional o grupo étnico asiático \_\_\_\_\_)
5. \_\_\_\_ indígena de los EE.UU.
6. \_\_\_\_ isleño del pacífico
7. \_\_\_\_ del Medio Oriente
8. \_\_\_\_ etnias mixtas, por favor describa:  
\_\_\_\_\_
9. \_\_\_\_ otro, favor de especificar:  
\_\_\_\_\_

**TAMAÑO DE HOGAR.** Incluyéndose a usted mismo, ¿cuántas personas viven en su hogar? \_\_\_\_\_

**SEXO.** 1 \_\_\_\_ Hombre 2. \_\_\_\_ Mujer 3. \_\_\_\_ Otro

**LEP:** ¿Se considera limitado en el inglés?

1. \_\_\_\_ Sí
2. \_\_\_\_ No
3. \_\_\_\_ No sé

**EDAD.** ¿Cuál de las siguientes categorías describe su edad actual con mayor precisión?

1. \_\_\_\_ Menor de 18 años de edad
2. \_\_\_\_ 18 a 34 años de edad
3. \_\_\_\_ 35 a 54 años de edad
4. \_\_\_\_ 55 a 74 años de edad
5. \_\_\_\_ 75 años o más de edad

**INGRESOS.** ¿Cuál de las siguientes categorías describe mejor los ingresos totales de su hogar en el 2021, antes de impuestos?

1. \_\_\_\_ Menos de \$10,000 por año
2. \_\_\_\_ \$10,000 a \$19,999 por año
3. \_\_\_\_ \$20,000 a \$29,999 por año
4. \_\_\_\_ \$30,000 a \$39,999 por año
5. \_\_\_\_ \$40,000 a \$49,999 por año
6. \_\_\_\_ \$50,000 a \$74,999 por año
7. \_\_\_\_ \$75,000 a \$99,000 por año
8. \_\_\_\_ \$100,000 o más por año
9. \_\_\_\_ No lo sé

**IDIOMA a-b.** ¿Cuál es el idioma principal de su hogar?

1. \_\_\_\_ inglés
2. \_\_\_\_ español o español criollo
3. \_\_\_\_ hmong
4. \_\_\_\_ punjabi
5. \_\_\_\_ otros idiomas indios (indoarias)
6. \_\_\_\_ laosiano/lao
7. \_\_\_\_ mon-jemer, camboyano

8. \_\_\_\_ chino
9. \_\_\_\_ árabe
10. \_\_\_\_ vietnamita
11. \_\_\_\_ armenio
12. \_\_\_\_ tagalo
13. \_\_\_\_ otro, favor de especificar \_\_\_\_\_

***Por parte de FAX y de Rea & Parker Research, agradecemos su tiempo y participación en esta encuesta. Si tiene algún comentario o pregunta para FAX, envíelo por correo electrónico a [FAXOutreach@fresno.gov](mailto:FAXOutreach@fresno.gov)***

***Por favor devuelva este formulario completo al encuestador/la encuestadora. También lo puede doblar, sellar y enviar por correo por nuestra cuenta o puede entregarlo en el Centro de Tránsito de Manchester a más tardar el 28 de febrero de 2022.***

## FREQUENCIES AND OPEN-ENDED RESPONSES

### Satisfaction Overall Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	336	38.4	43.8	43.8
	Satisfied	282	32.2	36.7	80.5
	Slightly Satisfied	100	11.4	13.0	93.5
	Slightly Dissatisfied	22	2.5	2.9	96.4
	Dissatisfied	14	1.6	1.8	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	768	87.7	100.0	
Missing	System	108	12.3		
Total		876	100.0		

### Satisfaction On-Time Performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	290	33.1	36.6	36.6
	Satisfied	273	31.2	34.5	71.1
	Slightly Satisfied	130	14.8	16.4	87.5
	Slightly Dissatisfied	46	5.3	5.8	93.3
	Dissatisfied	33	3.8	4.2	97.5
	Very Dissatisfied	20	2.3	2.5	100.0
	Total	792	90.4	100.0	
Missing	System	84	9.6		
Total		876	100.0		

### Satisfaction Frequency Of Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	269	30.7	34.4	34.4
	Satisfied	265	30.3	33.9	68.3
	Slightly Satisfied	132	15.1	16.9	85.2
	Slightly Dissatisfied	51	5.8	6.5	91.7
	Dissatisfied	38	4.3	4.9	96.5
	Very Dissatisfied	27	3.1	3.5	100.0
	Total	782	89.3	100.0	
Missing	System	94	10.7		
Total		876	100.0		

### Satisfaction Time to Complete Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	257	29.3	33.2	33.2
	Satisfied	278	31.7	36.0	69.2
	Slightly Satisfied	130	14.8	16.8	86.0
	Slightly Dissatisfied	62	7.1	8.0	94.0
	Dissatisfied	22	2.5	2.8	96.9
	Very Dissatisfied	24	2.7	3.1	100.0
	Total	773	88.2	100.0	
Missing	System	103	11.8		
Total		876	100.0		

### Satisfaction Cleanliness Inside Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	235	26.8	31.3	31.3
	Satisfied	276	31.5	36.7	68.0
	Slightly Satisfied	135	15.4	18.0	85.9
	Slightly Dissatisfied	55	6.3	7.3	93.2
	Dissatisfied	28	3.2	3.7	96.9
	Very Dissatisfied	23	2.6	3.1	100.0
	Total	752	85.8	100.0	
Missing	System	124	14.2		
Total		876	100.0		

### Satisfaction FAX Safety During COVID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	360	41.1	46.6	46.6
	Satisfied	258	29.5	33.4	79.9
	Slightly Satisfied	87	9.9	11.3	91.2
	Slightly Dissatisfied	37	4.2	4.8	96.0
	Dissatisfied	16	1.8	2.1	98.1
	Very Dissatisfied	15	1.7	1.9	100.0
	Total	773	88.2	100.0	
Missing	System	103	11.8		
Total		876	100.0		

### Satisfaction Cleanliness Bus Stops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	234	26.7	30.1	30.1
	Satisfied	232	26.5	29.8	59.9
	Slightly Satisfied	151	17.2	19.4	79.3
	Slightly Dissatisfied	76	8.7	9.8	89.1
	Dissatisfied	55	6.3	7.1	96.1
	Very Dissatisfied	30	3.4	3.9	100.0
	Total	778	88.8	100.0	
Missing	System	98	11.2		
Total		876	100.0		

### Satisfaction Personal Safety On-Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	291	33.2	37.7	37.7
	Satisfied	285	32.5	36.9	74.6
	Slightly Satisfied	123	14.0	15.9	90.5
	Slightly Dissatisfied	38	4.3	4.9	95.5
	Dissatisfied	25	2.9	3.2	98.7
	Very Dissatisfied	10	1.1	1.3	100.0
	Total	772	88.1	100.0	
Missing	System	104	11.9		
Total		876	100.0		

### Satisfaction Personal Safety at Bus Stops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	254	29.0	33.2	33.2
	Satisfied	261	29.8	34.1	67.2
	Slightly Satisfied	147	16.8	19.2	86.4
	Slightly Dissatisfied	51	5.8	6.7	93.1
	Dissatisfied	38	4.3	5.0	98.0
	Very Dissatisfied	15	1.7	2.0	100.0
	Total	766	87.4	100.0	
Missing	System	110	12.6		
Total		876	100.0		

### Satisfaction Driver Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	337	38.5	43.5	43.5
	Satisfied	283	32.3	36.6	80.1
	Slightly Satisfied	95	10.8	12.3	92.4
	Slightly Dissatisfied	35	4.0	4.5	96.9
	Dissatisfied	10	1.1	1.3	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	774	88.4	100.0	
Missing	System	102	11.6		
Total		876	100.0		

### Satisfaction Driver Helpfulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	352	40.2	45.7	45.7
	Satisfied	278	31.7	36.1	81.7
	Slightly Satisfied	82	9.4	10.6	92.3
	Slightly Dissatisfied	32	3.7	4.2	96.5
	Dissatisfied	8	.9	1.0	97.5
	Very Dissatisfied	19	2.2	2.5	100.0
	Total	771	88.0	100.0	
Missing	System	105	12.0		
Total		876	100.0		

### Satisfaction Driver Driving Skill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	367	41.9	48.2	48.2
	Satisfied	278	31.7	36.5	84.8
	Slightly Satisfied	76	8.7	10.0	94.7
	Slightly Dissatisfied	19	2.2	2.5	97.2
	Dissatisfied	8	.9	1.1	98.3
	Very Dissatisfied	13	1.5	1.7	100.0
	Total	761	86.9	100.0	
Missing	System	115	13.1		
Total		876	100.0		



### Satisfaction Driver Safety Awareness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	358	40.9	45.9	45.9
	Satisfied	296	33.8	37.9	83.8
	Slightly Satisfied	84	9.6	10.8	94.6
	Slightly Dissatisfied	24	2.7	3.1	97.7
	Dissatisfied	4	.5	.5	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	780	89.0	100.0	
Missing	System	96	11.0		
Total		876	100.0		

### Satisfaction Overall Comfort of Bus Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	305	34.8	39.2	39.2
	Satisfied	321	36.6	41.3	80.5
	Slightly Satisfied	101	11.5	13.0	93.4
	Slightly Dissatisfied	32	3.7	4.1	97.6
	Dissatisfied	6	.7	.8	98.3
	Very Dissatisfied	13	1.5	1.7	100.0
	Total	778	88.8	100.0	
Missing	System	98	11.2		
Total		876	100.0		

### Satisfaction Availability of Route/Schedule Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	301	34.4	39.2	39.2
	Satisfied	283	32.3	36.8	76.0
	Slightly Satisfied	114	13.0	14.8	90.9
	Slightly Dissatisfied	40	4.6	5.2	96.1
	Dissatisfied	11	1.3	1.4	97.5
	Very Dissatisfied	19	2.2	2.5	100.0
	Total	768	87.7	100.0	
Missing	System	108	12.3		
Total		876	100.0		

### Satisfaction Bus Hours of Operation--Weekdays

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	310	35.4	40.1	40.1
	Satisfied	263	30.0	34.0	74.0
	Slightly Satisfied	114	13.0	14.7	88.8
	Slightly Dissatisfied	46	5.3	5.9	94.7
	Dissatisfied	20	2.3	2.6	97.3
	Very Dissatisfied	21	2.4	2.7	100.0
	Total	774	88.4	100.0	
Missing	System	102	11.6		
Total		876	100.0		

### Satisfaction Bus Hours of Operation--Weekends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	226	25.8	29.5	29.5
	Satisfied	221	25.2	28.9	58.4
	Slightly Satisfied	119	13.6	15.5	73.9
	Slightly Dissatisfied	87	9.9	11.4	85.2
	Dissatisfied	52	5.9	6.8	92.0
	Very Dissatisfied	61	7.0	8.0	100.0
	Total	766	87.4	100.0	
Missing	System	110	12.6		
Total		876	100.0		

### Satisfaction Bus Stop Closeness to Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	341	38.9	44.2	44.2
	Satisfied	265	30.3	34.3	78.5
	Slightly Satisfied	95	10.8	12.3	90.8
	Slightly Dissatisfied	28	3.2	3.6	94.4
	Dissatisfied	25	2.9	3.2	97.7
	Very Dissatisfied	18	2.1	2.3	100.0
	Total	772	88.1	100.0	
Missing	System	104	11.9		
Total		876	100.0		

### Satisfaction Bus Stop Closeness to Destination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	310	35.4	40.7	40.7
	Satisfied	306	34.9	40.2	80.9
	Slightly Satisfied	84	9.6	11.0	92.0
	Slightly Dissatisfied	25	2.9	3.3	95.3
	Dissatisfied	19	2.2	2.5	97.8
	Very Dissatisfied	17	1.9	2.2	100.0
	Total	761	86.9	100.0	
Missing	System	115	13.1		
Total		876	100.0		

### Satisfaction Accessibility for People with Disability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	344	39.3	45.0	45.0
	Satisfied	290	33.1	38.0	83.0
	Slightly Satisfied	93	10.6	12.2	95.2
	Slightly Dissatisfied	18	2.1	2.4	97.5
	Dissatisfied	5	.6	.7	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	764	87.2	100.0	
Missing	System	112	12.8		
Total		876	100.0		

### Satisfaction Audio/Visual Announcement Quality on Bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	335	38.2	43.5	43.5
	Satisfied	296	33.8	38.4	81.9
	Slightly Satisfied	95	10.8	12.3	94.3
	Slightly Dissatisfied	23	2.6	3.0	97.3
	Dissatisfied	7	.8	.9	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	770	87.9	100.0	
Missing	System	106	12.1		
Total		876	100.0		

### Satisfaction Value for the Price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	406	46.3	52.6	52.6
	Satisfied	255	29.1	33.0	85.6
	Slightly Satisfied	73	8.3	9.5	95.1
	Slightly Dissatisfied	20	2.3	2.6	97.7
	Dissatisfied	4	.5	.5	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	772	88.1	100.0	
Missing	System	104	11.9		
Total		876	100.0		

### Zip Code of Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11743	1	.1	.2	.2
	14527	1	.1	.2	.3
	15212	1	.1	.2	.5
	20817	1	.1	.2	.7
	21090	1	.1	.2	.8
	22304	1	.1	.2	1.0
	30002	1	.1	.2	1.2
	33383	1	.1	.2	1.3
	34786	1	.1	.2	1.5
	60104	1	.1	.2	1.7
	73001	1	.1	.2	1.8
	74103	1	.1	.2	2.0
	75202	1	.1	.2	2.1
	80001	1	.1	.2	2.3
	85233	1	.1	.2	2.5
	90723	1	.1	.2	2.6
	93217	1	.1	.2	2.8
	93278	1	.1	.2	3.0
	93602	1	.1	.2	3.1
	93606	2	.2	.3	3.5

### Zip Code of Residence

	Frequency	Percent	Valid Percent	Cumulative Percent
93609	1	.1	.2	3.6
93611	2	.2	.3	4.0
93612	10	1.1	1.7	5.6
93618	1	.1	.2	5.8
93625	1	.1	.2	5.9
93637	1	.1	.2	6.1
93638	1	.1	.2	6.3
93640	1	.1	.2	6.4
93646	1	.1	.2	6.6
93650	6	.7	1.0	7.6
93651	1	.1	.2	7.8
93660	1	.1	.2	7.9
93662	2	.2	.3	8.3
93700	2	.2	.3	8.6
93701	22	2.5	3.6	12.2
93702	60	6.8	9.9	22.1
93703	40	4.6	6.6	28.7
93704	32	3.7	5.3	34.0
93705	47	5.4	7.8	41.7
93706	62	7.1	10.2	52.0
93707	3	.3	.5	52.5
93710	26	3.0	4.3	56.8
93711	20	2.3	3.3	60.1
93714	2	.2	.3	60.4
93717	2	.2	.3	60.7
93720	8	.9	1.3	62.0
93721	19	2.2	3.1	65.2
93722	38	4.3	6.3	71.5
93723	3	.3	.5	71.9
93725	17	1.9	2.8	74.8
93726	58	6.6	9.6	84.3
93727	50	5.7	8.3	92.6
93728	31	3.5	5.1	97.7
93729	1	.1	.2	97.9
93735	1	.1	.2	98.0

### Zip Code of Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
	93740	1	.1	.2	98.2
	93744	1	.1	.2	98.3
	93745	1	.1	.2	98.5
	93779	1	.1	.2	98.7
	93781	1	.1	.2	98.8
	93790	1	.1	.2	99.0
	93794	1	.1	.2	99.2
	95118	1	.1	.2	99.3
	95121	1	.1	.2	99.5
	95652	1	.1	.2	99.7
	97236	1	.1	.2	99.8
	98001	1	.1	.2	100.0
	Total	606	69.2	100.0	
Missing	System	270	30.8		
Total		876	100.0		

### Time of Day

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6:00am-6:59am	19	2.2	2.2	2.2
	7:00am-7:59am	41	4.7	4.7	6.8
	8:00am-8:59am	42	4.8	4.8	11.6
	9:00am-9:59am	51	5.8	5.8	17.5
	10:00am-10:59am	79	9.0	9.0	26.5
	11:00am-11:59am	111	12.7	12.7	39.2
	12 noon-12:59pm	97	11.1	11.1	50.2
	1:00pm-1:59pm	147	16.8	16.8	67.0
	2:00pm-2:59pm	120	13.7	13.7	80.7
	3:00pm-3:59pm	97	11.1	11.1	91.8
	4:00pm-4:59pm	36	4.1	4.1	95.9
	5:00pm-5:59pm	36	4.1	4.1	100.0
	Total	876	100.0	100.0	

		Day of Week			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monday	133	15.2	15.2	15.2
	Tuesday	94	10.7	10.7	25.9
	Wednesday	181	20.7	20.7	46.6
	Thursday	205	23.4	23.4	70.0
	Friday	117	13.4	13.4	83.3
	Saturday	70	8.0	8.0	91.3
	Sunday	76	8.7	8.7	100.0
	Total	876	100.0	100.0	

		Language of Survey			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	834	95.2	95.2	95.2
	Spanish	42	4.8	4.8	100.0
	Total	876	100.0	100.0	

		Bus Route			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	268	30.6	30.6	30.6
	3	15	1.7	1.7	32.3
	9	78	8.9	8.9	41.2
	12	15	1.7	1.7	42.9
	20	23	2.6	2.6	45.5
	22	36	4.1	4.1	49.7
	26	44	5.0	5.0	54.7
	28	59	6.7	6.7	61.4
	32	52	5.9	5.9	67.4
	33	13	1.5	1.5	68.8
	34	69	7.9	7.9	76.7
	35	26	3.0	3.0	79.7
	38	92	10.5	10.5	90.2
	39	19	2.2	2.2	92.4
	41	57	6.5	6.5	98.9
	45	9	1.0	1.0	99.9
	58	1	.1	.1	100.0
	Total	876	100.0	100.0	

### Number of One-way Trips per Week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	.7	.7	.7
	1	46	5.3	5.7	6.5
	2	113	12.9	14.1	20.5
	3	53	6.1	6.6	27.1
	4	108	12.3	13.4	40.6
	5	63	7.2	7.8	48.4
	6	66	7.5	8.2	56.7
	7	33	3.8	4.1	60.8
	8	42	4.8	5.2	66.0
	9	5	.6	.6	66.6
	10	110	12.6	13.7	80.3
	11	2	.2	.2	80.6
	12	32	3.7	4.0	84.6
	14	34	3.9	4.2	88.8
	15	9	1.0	1.1	89.9
	16	5	.6	.6	90.5
	17	2	.2	.2	90.8
	18	5	.6	.6	91.4
	20	23	2.6	2.9	94.3
	21	1	.1	.1	94.4
	24	4	.5	.5	94.9
	25	2	.2	.2	95.1
	26	1	.1	.1	95.3
	28	1	.1	.1	95.4
	30	19	2.2	2.4	97.8
	35	5	.6	.6	98.4
	36	2	.2	.2	98.6
	38	1	.1	.1	98.8
	40	2	.2	.2	99.0
	45	1	.1	.1	99.1
	50	6	.7	.7	99.9
	60	1	.1	.1	100.0
	Total	803	91.7	100.0	
Missing	System	73	8.3		
Total		876	100.0		



### Trips Categorized

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5	326	37.2	40.6	40.6
	5-8	204	23.3	25.4	66.0
	9-12	149	17.0	18.6	84.6
	13 or more	124	14.2	15.4	100.0
	Total	803	91.7	100.0	
Missing	System	73	8.3		
Total		876	100.0		

### Purpose of Typical FAX Bus Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	102	11.6	11.8	11.8
	High/Middle/Elementary School	81	9.2	9.4	21.2
	Work/Business	274	31.3	31.7	53.0
	Shopping	138	15.8	16.0	68.9
	Errands/Personal	173	19.7	20.0	89.0
	Recreation/Social	19	2.2	2.2	91.2
	Medical/Dental	57	6.5	6.6	97.8
	Other	19	2.2	2.2	100.0
	Total	863	98.5	100.0	
Missing	System	13	1.5		
Total		876	100.0		

### Other Purpose Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		865	98.7	98.7	98.7
	A variety of all the above except for k-12 education	1	.1	.1	98.9
	all	1	.1	.1	99.0
	Blue Sky for Veterans & Seniors	1	.1	.1	99.1
	church	1	.1	.1	99.2
	day programs	2	.2	.2	99.4
	housing	1	.1	.1	99.5
	Just to ride	1	.1	.1	99.7
	need a ride	1	.1	.1	99.8
	pass time	1	.1	.1	99.9
	Volunteer work	1	.1	.1	100.0
	Total	876	100.0	100.0	

### Years /Months Riding FAX

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.1	124	14.2	14.2	14.2
	.2	7	.8	.8	15.0
	.3	12	1.4	1.4	16.3
	.3	6	.7	.7	17.0
	.4	7	.8	.8	17.8
	.5	12	1.4	1.4	19.2
	.6	8	.9	.9	20.1
	.7	1	.1	.1	20.2
	.8	2	.2	.2	20.4
	.8	1	.1	.1	20.5
	.9	1	.1	.1	20.7
	1.0	26	3.0	3.0	23.6
	1.1	8	.9	.9	24.5
	1.2	10	1.1	1.1	25.7
	1.3	3	.3	.3	26.0
	1.3	1	.1	.1	26.1
	1.4	1	.1	.1	26.3
	1.5	5	.6	.6	26.8
	1.7	2	.2	.2	27.1
	2.0	43	4.9	4.9	32.0

2.2	3	.3	.3	32.3
2.3	8	.9	.9	33.2
2.3	1	.1	.1	33.3
2.4	3	.3	.3	33.7
2.5	1	.1	.1	33.8
2.8	1	.1	.1	33.9
3.0	37	4.2	4.2	38.1
3.1	2	.2	.2	38.4
3.2	2	.2	.2	38.6
3.3	1	.1	.1	38.7
3.5	7	.8	.8	39.5
3.6	6	.7	.7	40.2
3.7	2	.2	.2	40.4
4.0	28	3.2	3.2	43.6
4.1	1	.1	.1	43.7
4.2	4	.5	.5	44.2
4.3	4	.5	.5	44.6
4.5	2	.2	.2	44.9
4.6	3	.3	.3	45.2
4.8	1	.1	.1	45.3
5.0	43	4.9	4.9	50.2
5.2	4	.5	.5	50.7
5.3	3	.3	.3	51.0
5.3	2	.2	.2	51.3
5.5	2	.2	.2	51.5
5.6	1	.1	.1	51.6
5.7	1	.1	.1	51.7
5.9	3	.3	.3	52.1
6.0	22	2.5	2.5	54.6
6.2	1	.1	.1	54.7
6.3	5	.6	.6	55.3
6.4	1	.1	.1	55.4
6.6	3	.3	.3	55.7
6.7	1	.1	.1	55.8
7.0	15	1.7	1.7	57.5
7.2	2	.2	.2	57.8
7.5	1	.1	.1	57.9

7.7	1	.1	.1	58.0
8.0	11	1.3	1.3	59.2
8.2	1	.1	.1	59.4
9.0	2	.2	.2	59.6
9.3	1	.1	.1	59.7
9.8	1	.1	.1	59.8
10.0	50	5.7	5.7	65.5
10.1	1	.1	.1	65.6
10.2	8	.9	.9	66.6
10.3	2	.2	.2	66.8
10.4	3	.3	.3	67.1
10.5	2	.2	.2	67.4
10.6	5	.6	.6	67.9
11.0	8	.9	.9	68.8
11.3	1	.1	.1	68.9
12.0	7	.8	.8	69.7
12.5	1	.1	.1	69.9
12.8	2	.2	.2	70.1
13.0	7	.8	.8	70.9
13.2	2	.2	.2	71.1
13.5	2	.2	.2	71.3
14.6	1	.1	.1	71.5
15.0	26	3.0	3.0	74.4
15.1	1	.1	.1	74.5
15.2	3	.3	.3	74.9
15.3	3	.3	.3	75.2
15.4	2	.2	.2	75.5
15.5	3	.3	.3	75.8
15.7	1	.1	.1	75.9
15.8	2	.2	.2	76.1
16.0	1	.1	.1	76.3
16.2	1	.1	.1	76.4
17.0	3	.3	.3	76.7
17.7	1	.1	.1	76.8
18.0	8	.9	.9	77.7
19.0	2	.2	.2	78.0
19.1	1	.1	.1	78.1

19.5	1	.1	.1	78.2
20.0	44	5.0	5.0	83.2
20.2	4	.5	.5	83.7
20.3	2	.2	.2	83.9
20.4	3	.3	.3	84.2
20.8	1	.1	.1	84.4
20.9	1	.1	.1	84.5
21.0	2	.2	.2	84.7
21.1	1	.1	.1	84.8
21.2	2	.2	.2	85.0
22.0	4	.5	.5	85.5
22.2	2	.2	.2	85.7
23.0	3	.3	.3	86.1
23.3	1	.1	.1	86.2
24.2	1	.1	.1	86.3
24.8	1	.1	.1	86.4
25.0	20	2.3	2.3	88.7
25.1	1	.1	.1	88.8
25.2	2	.2	.2	89.0
25.3	1	.1	.1	89.2
25.7	1	.1	.1	89.3
26.6	2	.2	.2	89.5
27.0	2	.2	.2	89.7
27.5	1	.1	.1	89.8
28.5	2	.2	.2	90.1
28.8	3	.3	.3	90.4
29.2	1	.1	.1	90.5
30.0	22	2.5	2.5	93.0
30.1	1	.1	.1	93.2
30.2	5	.6	.6	93.7
30.5	1	.1	.1	93.8
30.7	1	.1	.1	93.9
31.0	1	.1	.1	94.1
32.0	3	.3	.3	94.4
32.7	1	.1	.1	94.5
34.0	1	.1	.1	94.6
34.5	1	.1	.1	94.7

35.0	4	.5	.5	95.2
36.0	3	.3	.3	95.5
37.0	2	.2	.2	95.8
39.0	2	.2	.2	96.0
40.0	13	1.5	1.5	97.5
40.2	2	.2	.2	97.7
41.0	3	.3	.3	98.1
41.1	1	.1	.1	98.2
42.1	2	.2	.2	98.4
45.3	1	.1	.1	98.5
46.0	2	.2	.2	98.7
47.0	2	.2	.2	99.0
50.0	1	.1	.1	99.1
51.0	2	.2	.2	99.3
55.0	2	.2	.2	99.5
60.0	3	.3	.3	99.9
63.0	1	.1	.1	100.0
Total	876	100.0	100.0	

### Tenure categorized

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	181	20.7	20.7	20.7
	1-to-less than 3 years	116	13.2	13.2	33.9
	3-to-less than 5 years	100	11.4	11.4	45.3
	5-to-less than 10 years	127	14.5	14.5	59.8
	10-to-less than 20 years	352	40.2	40.2	100.0
	Total	876	100.0	100.0	

### Years Riding FAX

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	181	20.7	20.7	20.7
	1	56	6.4	6.4	27.1
	2	60	6.8	6.8	33.9
	3	57	6.5	6.5	40.4
	4	43	4.9	4.9	45.3
	5	59	6.7	6.7	52.1

### Years Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
6	33	3.8	3.8	
7	19	2.2	2.2	
8	12	1.4	1.4	
9	4	.5	.5	
10	71	8.1	8.1	
11	9	1.0	1.0	
12	10	1.1	1.1	
13	11	1.3	1.3	
14	1	.1	.1	
15	41	4.7	4.7	
16	2	.2	.2	
17	4	.5	.5	
18	8	.9	.9	
19	4	.5	.5	
20	55	6.3	6.3	
21	5	.6	.6	
22	6	.7	.7	
23	4	.5	.5	
24	2	.2	.2	
25	25	2.9	2.9	
26	2	.2	.2	
27	3	.3	.3	
28	5	.6	.6	
29	1	.1	.1	
30	30	3.4	3.4	
31	1	.1	.1	
32	4	.5	.5	
34	2	.2	.2	
35	4	.5	.5	
36	3	.3	.3	
37	2	.2	.2	
39	2	.2	.2	
40	15	1.7	1.7	
41	4	.5	.5	
42	2	.2	.2	

### Years Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
45	1	.1	.1	98.5
46	2	.2	.2	98.7
47	2	.2	.2	99.0
50	1	.1	.1	99.1
51	2	.2	.2	99.3
55	2	.2	.2	99.5
60	3	.3	.3	99.9
63	1	.1	.1	100.0
Total	876	100.0	100.0	

### Months Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	481	54.9	54.9	54.9
1	144	16.4	16.4	71.3
2	67	7.6	7.6	79.0
3	42	4.8	4.8	83.8
4	16	1.8	1.8	85.6
5	20	2.3	2.3	87.9
6	44	5.0	5.0	92.9
7	29	3.3	3.3	96.2
8	13	1.5	1.5	97.7
9	6	.7	.7	98.4
10	9	1.0	1.0	99.4
11	5	.6	.6	100.0
Total	876	100.0	100.0	

### Use Electronic Fare Payment

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	680	77.6	80.1	80.1
No	169	19.3	19.9	100.0
Total	849	96.9	100.0	
Missing System	27	3.1		
Total	876	100.0		



### Use Mobile Apps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	590	67.4	69.2	69.2
	No	263	30.0	30.8	100.0
	Total	853	97.4	100.0	
Missing	System	23	2.6		
Total		876	100.0		

### Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MyFAXBus	287	32.8	50.3	50.3
	Google Transit	200	22.8	35.0	85.3
	Moovit	44	5.0	7.7	93.0
	Other	40	4.6	7.0	100.0
	Total	571	65.2	100.0	
Missing	System	305	34.8		
Total		876	100.0		

### Other Mobile App Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		853	97.4	97.4	97.4
	bus book	1	.1	.1	97.5
	bus stops	1	.1	.1	97.6
	downloaded bus schedule	1	.1	.1	97.7
	google maps	7	.8	.8	98.5
	Google maps	1	.1	.1	98.6
	Google Maps	1	.1	.1	98.7
	Google Maps.	2	.2	.2	99.0
	google/facebook	1	.1	.1	99.1
	maps	4	.5	.5	99.5
	Maps	2	.2	.2	99.8
	schedule	1	.1	.1	99.9
	screenshots of FAX route	1	.1	.1	100.0
	Total	876	100.0	100.0	

### Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Google Transit	95	10.8	68.8	68.8
	Moovit	20	2.3	14.5	83.3
	Other	23	2.6	16.7	100.0
	Total	138	15.8	100.0	
Missing	System	738	84.2		
Total		876	100.0		

### Other Mobile App Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		865	98.7	98.7	98.7
	621.ride	2	.2	.2	99.0
	Book schedule	1	.1	.1	99.1
	fax maps	1	.1	.1	99.2
	google	2	.2	.2	99.4
	google maps	1	.1	.1	99.5
	Google Maps	1	.1	.1	99.7
	look at schedule maps	1	.1	.1	99.8
	maps	2	.2	.2	100.0
	Total	876	100.0	100.0	

### Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Google Transit	1	.1	25.0	25.0
	Moovit	3	.3	75.0	100.0
	Total	4	.5	100.0	
Missing	System	872	99.5		
Total		876	100.0		

### Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.2	100.0	100.0
Missing	System	874	99.8		
Total		876	100.0		

### Best Way to Communicate

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	Rider Alerts	194	22.1	23.5	23.5
	FAX Web Site	102	11.6	12.3	35.8
	FAX Newsletter/E-mail	123	14.0	14.9	50.7
	Flyers on Buses	141	16.1	17.1	67.8
	Audio Announcements on Buses	69	7.9	8.4	76.2
	MyFAXBus App	66	7.5	8.0	84.1
	Newspaper Ads	16	1.8	1.9	86.1
	Social Media	63	7.2	7.6	93.7
	Phone/Text	25	2.9	3.0	96.7
	Other	27	3.1	3.3	100.0
	Total	826	94.3	100.0	
Missing	System	50	5.7		
Total		876	100.0		

### Other Communication Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		865	98.7	98.7	98.7
	bus riders	1	.1	.1	98.9
	friendly us drivers	1	.1	.1	99.0
	I'm usually homeless, so word of mouth	2	.2	.2	99.2
	in person	1	.1	.1	99.3
	Local news	1	.1	.1	99.4
	mail	1	.1	.1	99.5
	N/A	1	.1	.1	99.7
	none	1	.1	.1	99.8
	remember this time for 20 years	1	.1	.1	99.9
	schedule book	1	.1	.1	100.0
	Total	876	100.0	100.0	

### Best Way to Communicate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rider Alerts	3	.3	.7	.7
	FAX Web Site	29	3.3	7.0	7.7
	FAX Newsletter/E-mail	34	3.9	8.2	15.8
	Flyers on Buses	56	6.4	13.4	29.3
	Audio Announcements on Buses	84	9.6	20.1	49.4
	MyFAXBus App	56	6.4	13.4	62.8
	Newspaper Ads	24	2.7	5.8	68.6
	Social Media	115	13.1	27.6	96.2
	Phone/Text	7	.8	1.7	97.8
	Other	9	1.0	2.2	100.0
	Total	417	47.6	100.0	
Missing	System	459	52.4		
Total		876	100.0		

### Other Communication Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		863	98.5	98.5	98.5
	cell phone	2	.2	.2	98.7
	Fax book	1	.1	.1	98.9
	message	1	.1	.1	99.0
	MTC Reps	1	.1	.1	99.1
	phone	1	.1	.1	99.2
	Phone	1	.1	.1	99.3
	phone call	2	.2	.2	99.5
	text	3	.3	.3	99.9
	us postal	1	.1	.1	100.0
	Total	876	100.0	100.0	

### Access to Car/Other Vehicle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	241	27.5	29.8	29.8
	No	569	65.0	70.2	100.0
	Total	810	92.5	100.0	
Missing	System	66	7.5		
Total		876	100.0		

### Why Use FAX--Not Vehicle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		673	76.8	76.8	76.8
	better for the environment.	1	.1	.1	76.9
	just as efficient as a car.	1	.1	.1	77.1
	Porque el auto lo usa mi esposo para el trabajo	1	.1	.1	77.2
	A fun day trip with my young son.	1	.1	.1	77.3
	Affordable	2	.2	.2	77.5
	age factor + DUI Classes	1	.1	.1	77.6
	Avoid parking issue/costs, car not working/available	2	.2	.2	77.9
	Because as a single mom that goes to college, I had to take decisions on what bill pay first and rent being the most important my car has an expired tag and I'm saving up to get registration up to date	1	.1	.1	78.0
	Because I came home from work late at night so there is no FAX service anymore	1	.1	.1	78.1
	Because I don't have my license.	2	.2	.2	78.3
	Because my spouse using the car to go to work so we share the car	1	.1	.1	78.4
	Bicycle	1	.1	.1	78.5
	boyfriend needs it for work	1	.1	.1	78.7

### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
But every now and then i get a ride in a car. i take the FAX bus most of the time	1	.1	.1	78.8
Car broke	1	.1	.1	78.9
car broke down	1	.1	.1	79.0
car can't function for many miles, very limited on what to use it for	1	.1	.1	79.1
Car in the shop, or don't have enough gas money	1	.1	.1	79.2
car is down	1	.1	.1	79.3
car is not mine. don't always have someone to take me places	1	.1	.1	79.5
Car needs to be fixed	1	.1	.1	79.6
car not reliable	1	.1	.1	79.7
car repairs	1	.1	.1	79.8
car works for long distance trips only	1	.1	.1	79.9
carbon footprint.	1	.1	.1	80.0
change of pace	1	.1	.1	80.1
Change of scenery	1	.1	.1	80.3
cheap	1	.1	.1	80.4
cheaper	4	.5	.5	80.8
cheaper than car	1	.1	.1	80.9
Conflict of scheduling	1	.1	.1	81.1
convenience	1	.1	.1	81.2
convenience- low cost	1	.1	.1	81.3
convenient ride courtesy to us when riders i can get to go to my destination/arrival time	1	.1	.1	81.4
cost and parking hassle	1	.1	.1	81.5
different schedule from spouse	1	.1	.1	81.6
Don't have to worry about other drivers	1	.1	.1	81.7
drivers make it easy	1	.1	.1	81.8
easier	1	.1	.1	82.0
energy conservation	1	.1	.1	82.1

### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
enjoy other people	1	.1	.1	82.2
enjoy ride the bus	1	.1	.1	82.3
enjoy the ride	1	.1	.1	82.4
environment	2	.2	.2	82.6
environmental reasons	1	.1	.1	82.8
Exercise.	2	.2	.2	83.0
Experience. And to stay grounded	1	.1	.1	83.1
extend bike trips	1	.1	.1	83.2
FAX helps environment, saves on gas money, keeps people connected to the community, enjoy the ride	1	.1	.1	83.3
FAX is less expensive	1	.1	.1	83.4
Fax more convenient	1	.1	.1	83.6
For change	1	.1	.1	83.7
for work	2	.2	.2	83.9
free fares with fresno state ID card. less co2 emitted/ mile by bus than personal car	1	.1	.1	84.0
Fun	1	.1	.1	84.1
Gas	1	.1	.1	84.2
gas are to high right now	1	.1	.1	84.4
gas is expensive	1	.1	.1	84.5
Gasoline is expensive	1	.1	.1	84.6
get off different time	1	.1	.1	84.7
Help with climate change and with local air quality	1	.1	.1	84.8
Helps save gas and reduces pollution	1	.1	.1	84.9
husband drives	1	.1	.1	85.0
Husband usually uses it for work	1	.1	.1	85.2
I am a care giver, to help my clients	1	.1	.1	85.3

### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
I believe in public transportation. It is safe, reliable, better for the environment, and it's often times just as efficient as a car.	1	.1	.1	85.4
I don't always have a ride	2	.2	.2	85.6
I don't drive so when I can, I like to ride the bus for my own independence and also it's better for the environment.	1	.1	.1	85.7
I have e-tricycle and a segway electric scooter	1	.1	.1	85.8
I have no license	1	.1	.1	86.0
I just do	1	.1	.1	86.1
I like taking the bus. I can chill out and it feels safer than driving.	1	.1	.1	86.2
I like to enjoy the ride, and see the city from the passenger seat.	1	.1	.1	86.3
I like to have the commute time to relax instead of paying attention to traffic, I don't have to worry about parking. I believe taking public transit makes cities nicer for everyone; less pollution, I	1	.1	.1	86.4
I need for volunteer work and doctors appointments, pay bills	1	.1	.1	86.5
I only get use of car part time. It belongs to my sister.	1	.1	.1	86.6
I ride because it is much better for the planet than driving. I want to live in a Fresno one day where FAX is used by more than a quarter of city residents everyday.	1	.1	.1	86.8
I ride free.	1	.1	.1	86.9
I think it's very convenient and quick for me	1	.1	.1	87.0
I use it because my parents don't take me anywhere	1	.1	.1	87.1



### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
I use it because, it's more convenient	1	.1	.1	87.2
I use it because, it's more convenient and cleaner for the environment then my vehicle.	1	.1	.1	87.3
If you want to know the pace of any city, hop on their public transit. A lot easier east/west #9 to fresno st	1	.1	.1	87.4
I'm a minor and broke	1	.1	.1	87.6
Inconvenience of other transportation.	1	.1	.1	87.7
It is less expensive	1	.1	.1	87.8
it is not my car	1	.1	.1	87.9
it's cheaper to ride FAX- if i drive i have to pay for parking and gas	1	.1	.1	88.0
It's not mine it's my brothers	1	.1	.1	88.1
it's not my personal car	1	.1	.1	88.2
It's good to save on gas	1	.1	.1	88.4
It's cheaper and my car ride is not as consistent	1	.1	.1	88.5
It's free for fresno state students.	1	.1	.1	88.6
It's free for fresno state students. So when there's connectivity i choose fax.	1	.1	.1	88.7
Just for the heck of it and sometimes when something happens that I need to use it	1	.1	.1	88.8
Just to use the car less	3	.3	.3	89.2
less expensive	1	.1	.1	89.3
less stress	1	.1	.1	89.4
limited income, disabled veteran	1	.1	.1	89.5
lyft and uber have increased charges	1	.1	.1	89.6
Mass Transit important	1	.1	.1	89.7
more faster	1	.1	.1	89.8

### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
my brother does not want to drop me off that's why i take the bus	1	.1	.1	90.0
my brother has other responsibilities as well	1	.1	.1	90.1
my brother uses it	1	.1	.1	90.2
My car is not working	1	.1	.1	90.3
My child rides to get to school when I am unable to drop off	3	.3	.3	90.6
My husband and I share the car. So when I have to go to the office I take bus while he's at work	1	.1	.1	90.8
My neighbor isn't available to drive me.	1	.1	.1	90.9
My vehicle is unreliable	1	.1	.1	91.0
NEEDED THE VEHICLE FOR ANOTHER ERRAND.	1	.1	.1	91.1
no drivers license (medical)	1	.1	.1	91.2
no gas money	1	.1	.1	91.3
no license	1	.1	.1	91.4
not available	1	.1	.1	91.6
Not enough car to use	1	.1	.1	91.7
Occasionally taking a bus can make people feel happy and calm down to see the scenery outside and the movement of people	1	.1	.1	91.8
other people use same vehicle	1	.1	.1	91.9
parking difficult	1	.1	.1	92.0
parking tough	1	.1	.1	92.1
reasonable fares	1	.1	.1	92.2
reduce air pollution,	1	.1	.1	92.4
reduces pollution	1	.1	.1	92.5
relax	1	.1	.1	92.6
Relax	1	.1	.1	92.7
Ride with family as a trip	1	.1	.1	92.8
safe	2	.2	.2	93.0
safer	1	.1	.1	93.2

### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
safety	1	.1	.1	93.3
save gas	4	.5	.5	93.7
Save gas and money	1	.1	.1	93.8
Save gas.	2	.2	.2	94.1
save money	5	.6	.6	94.6
Save money	1	.1	.1	94.7
save money (gas and parking permit) & exercise walking	1	.1	.1	94.9
save money on gas	1	.1	.1	95.0
save money, best way to go across town, emergency rides only-only way to travel	1	.1	.1	95.1
Save on gas	3	.3	.3	95.4
Saves me money on gas, is better for the environment (less pollution by my car), and so I don't have to drive and I can do other things while riding the bus.	1	.1	.1	95.5
Saves money and time	1	.1	.1	95.7
saving gas	2	.2	.2	95.9
Saving money, driving on the road is too tiring.	2	.2	.2	96.1
Share a vehicle	2	.2	.2	96.3
Share a vehicle with significant other	1	.1	.1	96.5
share car	2	.2	.2	96.7
Shared vehicle	1	.1	.1	96.8
shopping for large items or long distance	1	.1	.1	96.9
Siblings take it to work and also I don't know how to drive a car	1	.1	.1	97.0
so that I don't tie up the only car my family owns for a whole day	1	.1	.1	97.1
Sometime not available	1	.1	.1	97.3

### Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
Sometimes I am sick and can't drive. No one is free to give me a ride. Need to see my drs.	1	.1	.1	97.4
sometimes its easier to ride the bus	1	.1	.1	97.5
Sometimes my boyfriend need it for work so I don't want to be stuck at home so I take the bus	1	.1	.1	97.6
Sometimes to save gas or if I'm drunk or hungover. Sometimes just cause	1	.1	.1	97.7
Stress free	1	.1	.1	97.8
Take homeless students back and forth	1	.1	.1	97.9
That car would be needing repairs	1	.1	.1	98.1
the place I need to go is close and has limited parking	2	.2	.2	98.3
Tire flat currently	1	.1	.1	98.4
To help reduce vehicle pollution	1	.1	.1	98.5
To much hassle to arrange rides with friends	2	.2	.2	98.7
to save gas and pollution	1	.1	.1	98.9
transportation with someone	1	.1	.1	99.0
Vehicle down	1	.1	.1	99.1
walk	1	.1	.1	99.2
We have one car and my husband takes it to work so if I have doctor appointments, i take the bus. Also, when our car brakes down.	1	.1	.1	99.3
When I have to share my car	2	.2	.2	99.5
when not available	1	.1	.1	99.7
wife is busy with our daughters activities	2	.2	.2	99.9
yes for medical	1	.1	.1	100.0
Total	876	100.0	100.0	

### Why Use FAX Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Save on Gasoline/Bus Less Expensive	55	6.3	27.1	27.1
	Shared Vehicle Not Available	36	4.1	17.7	44.8
	Ride not Available	13	1.5	6.4	51.2
	Bus Easier/More Relaxing	27	3.1	13.3	64.5
	Cannot Drive/No License	7	.8	3.4	68.0
	Car Being Repaired/Not Reliable	13	1.5	6.4	74.4
	Parking at Destination Difficult	7	.8	3.4	77.8
	Good for Environment	19	2.2	9.4	87.2
	Take Bicycle on Bus	3	.3	1.5	88.7
	Safe	5	.6	2.5	91.1
	Exercise/Fun	9	1.0	4.4	95.6
	Other	9	1.0	4.4	100.0
	Total	203	23.2	100.0	
Missing	System	673	76.8		
Total		876	100.0		

### Most Important Bus Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	202	23.1	31.0	31.0
	Frequency of Buses	62	7.1	9.5	40.6
	Time to Complete Trip	38	4.3	5.8	46.4
	Cleanliness Inside Bus	24	2.7	3.7	50.1
	COVID Safety Precautions	22	2.5	3.4	53.5
	Cleanliness of Bus Stops and Stations	15	1.7	2.3	55.8
	Personal Safety On-Board	26	3.0	4.0	59.8
	Personal Safety at Bus Stops and Stations	21	2.4	3.2	63.0
	Driver Courtesy	30	3.4	4.6	67.6
	Driver Helpfulness	30	3.4	4.6	72.2
	Driver Driving Skills	12	1.4	1.8	74.0
	Driver Safety Awareness	16	1.8	2.5	76.5
	Comfort of Bus	13	1.5	2.0	78.5
	Availability of Route/Schedule Info	20	2.3	3.1	81.6
	Hours of Operation Weekdays	20	2.3	3.1	84.6
	Hours of Operation Weekends	28	3.2	4.3	88.9
	Closeness of Bus Stops to Home	17	1.9	2.6	91.6
	Closeness of Bus Stops to Destination	13	1.5	2.0	93.5
	Accessibility for People with Disabilities	13	1.5	2.0	95.5
	Quality of Audio and Visual Announcements on Bus	12	1.4	1.8	97.4
	Value for the Price	17	1.9	2.6	100.0
	Total	651	74.3	100.0	
Missing	System	225	25.7		
Total		876	100.0		

## Second Most Important Bus Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	76	8.7	14.6	14.6
	Frequency of Buses	77	8.8	14.8	29.3
	Time to Complete Trip	28	3.2	5.4	34.7
	Cleanliness Inside Bus	39	4.5	7.5	42.1
	COVID Safety Precautions	22	2.5	4.2	46.4
	Cleanliness of Bus Stops and Stations	16	1.8	3.1	49.4
	Personal Safety On-Board	30	3.4	5.7	55.2
	Personal Safety at Bus Stops and Stations	35	4.0	6.7	61.9
	Driver Courtesy	25	2.9	4.8	66.7
	Driver Helpfulness	17	1.9	3.3	69.9
	Driver Driving Skills	11	1.3	2.1	72.0
	Driver Safety Awareness	18	2.1	3.4	75.5
	Comfort of Bus	14	1.6	2.7	78.2
	Availability of Route/Schedule Info	19	2.2	3.6	81.8
	Hours of Operation Weekdays	11	1.3	2.1	83.9
	Hours of Operation Weekends	29	3.3	5.6	89.5
	Closeness of Bus Stops to Home	13	1.5	2.5	92.0
	Closeness of Bus Stops to Destination	20	2.3	3.8	95.8
	Accessibility for People with Disabilities	9	1.0	1.7	97.5
	Quality of Audio and Visual Announcements on Bus	5	.6	1.0	98.5
	Value for the Price	8	.9	1.5	100.0
	Total	522	59.6	100.0	
Missing	System	354	40.4		
Total		876	100.0		

### Important to Have WiFi on Bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	313	35.7	41.4	41.4
	Important	114	13.0	15.1	56.5
	Slightly Important	125	14.3	16.5	73.0
	Slightly Unimportant	49	5.6	6.5	79.5
	Unimportant	79	9.0	10.4	89.9
	Very Unimportant	76	8.7	10.1	100.0
	Total	756	86.3	100.0	
Missing	System	120	13.7		
Total		876	100.0		

### Active Duty Military or Veteran

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	8.8	9.4	9.4
	No	744	84.9	90.6	100.0
	Total	821	93.7	100.0	
Missing	System	55	6.3		
Total		876	100.0		

### Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	206	23.5	25.3	25.3
	Employed Part-Time	113	12.9	13.9	39.2
	Self-Employed	47	5.4	5.8	45.0
	Student and Employed	56	6.4	6.9	51.8
	Student and Not Employed	85	9.7	10.4	62.3
	Homemaker	26	3.0	3.2	65.5
	Retired	69	7.9	8.5	74.0
	Unemployed	103	11.8	12.7	86.6
	Disabled Unable to Work	109	12.4	13.4	100.0
	Total	814	92.9	100.0	
Missing	System	62	7.1		
Total		876	100.0		

### Last Grade in School Completed



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade	49	5.6	6.2	6.2
	Some High School	105	12.0	13.2	19.3
	High School Graduate	338	38.6	42.5	61.8
	Vocational/Technical School	96	11.0	12.1	73.9
	College Graduate	169	19.3	21.2	95.1
	Post-Graduate Education	39	4.5	4.9	100.0
	Total	796	90.9	100.0	
Missing	System	80	9.1		
Total		876	100.0		

### Ethnic Background

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	343	39.2	42.5	42.5
	White/Caucasian	215	24.5	26.6	69.1
	Black/African American	118	13.5	14.6	83.8
	Asian/Southeast Asian	28	3.2	3.5	87.2
	American Indian	17	1.9	2.1	89.3
	Pacific Islander	3	.3	.4	89.7
	Middle Eastern	1	.1	.1	89.8
	Mixed Ethnicities	60	6.8	7.4	97.3
	Other	22	2.5	2.7	100.0
	Total	807	92.1	100.0	
Missing	System	69	7.9		
Total		876	100.0		

### Recoded Ethnicity--elim small categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	343	39.2	42.5	42.5
	White/Caucasian	215	24.5	26.6	69.1
	Black/African American	118	13.5	14.6	83.8
	Asian/Southeast Asian/Pacific Islander	31	3.5	3.8	87.6
	American Indian	17	1.9	2.1	89.7
	Mixed Ethnicities	60	6.8	7.4	97.1
	Other	23	2.6	2.9	100.0
	Total	807	92.1	100.0	
Missing	System	69	7.9		
Total		876	100.0		

### Asian Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		859	98.1	98.1	98.1
	Asian Indian	1	.1	.1	98.2
	Cambodian	2	.2	.2	98.4
	Chinese	1	.1	.1	98.5
	Hmong	2	.2	.2	98.7
	Hmong	2	.2	.2	99.0
	India	1	.1	.1	99.1
	Indian	1	.1	.1	99.2
	Indonesia	1	.1	.1	99.3
	Laos, Hmong	2	.2	.2	99.5
	Laotian	1	.1	.1	99.7
	Malaysia	1	.1	.1	99.8
	Vietnamese	1	.1	.1	99.9
	Vietnamese	1	.1	.1	100.0
	Total	876	100.0	100.0	

### Mixed Ethnicities Specified

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	823	93.9	93.9	93.9
African American/middle easterner	1	.1	.1	94.1
black/Mexican	1	.1	.1	94.2
black/white	2	.2	.2	94.4
black/white/native American	1	.1	.1	94.5
European/Black native	1	.1	.1	94.6
Filipino/Caucasian	1	.1	.1	94.7
Filipino/Mexican	1	.1	.1	94.9
Hisp/White	2	.2	.2	95.1
Hispanic/African American	2	.2	.2	95.3
Hispanic (25% Native American), 66% European	1	.1	.1	95.4
Hispanic and black	1	.1	.1	95.5
Hispanic, White/Caucasian	1	.1	.1	95.7
Hispanic/ African American	2	.2	.2	95.9
Hispanic/ African American	1	.1	.1	96.0
Hispanic/ pacific islander	2	.2	.2	96.2
Hispanic/ white	2	.2	.2	96.5
Hispanic/African American	1	.1	.1	96.6
Hispanic/African American	1	.1	.1	96.7
Hispanic/African American /Asian	1	.1	.1	96.8
Hispanic/American Indian	6	.7	.7	97.5
Hispanic/gypsy	1	.1	.1	97.6
Hispanic/indigenous	1	.1	.1	97.7
Hispanic/pacific islander	1	.1	.1	97.8
Hispanic/white	3	.3	.3	98.2
Hispanic/white	1	.1	.1	98.3
Hispanic/white/African American /Asian	1	.1	.1	98.4
Indian/black	1	.1	.1	98.5
Mexican/Cambodian	1	.1	.1	98.6
Mexican/Chinese	1	.1	.1	98.7
multiple races	1	.1	.1	98.9
Non-Hispanic White and Asian	1	.1	.1	99.0

Puerto Rican/ white	1	.1	.1	99.1
Vietnamese/Hispanic	2	.2	.2	99.3
White and Asian	1	.1	.1	99.4
White/American Indian	1	.1	.1	99.5
White/American Indian/pacific islander	1	.1	.1	99.7
White/Hispanic	1	.1	.1	99.8
White/Hispanic	1	.1	.1	99.9
White/Mexican	1	.1	.1	100.0
Total	876	100.0	100.0	

### Other Ethnicity Specified

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	872	99.5	99.5	99.5
all	2	.2	.2	99.8
American	1	.1	.1	99.9
human	1	.1	.1	100.0
Total	876	100.0	100.0	

### Respondent Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Under 18	47	5.4	6.3	6.3
18-34	241	27.5	32.3	38.6
35-54	270	30.8	36.1	74.7
55-74	171	19.5	22.9	97.6
75 or more	18	2.1	2.4	100.0
Total	747	85.3	100.0	
Missing				
System	129	14.7		
Total	876	100.0		

### Household Income for Year--2021

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	257	29.3	41.4	41.4
	\$10,000-\$19,999	139	15.9	22.4	63.8
	\$20,000-\$29,999	59	6.7	9.5	73.3
	\$30,000-\$39,999	50	5.7	8.1	81.3
	\$40,000-\$49,999	32	3.7	5.2	86.5
	\$50,000-\$74,999	29	3.3	4.7	91.1
	\$75,000-\$99,999	22	2.5	3.5	94.7
	\$100,000 or More	33	3.8	5.3	100.0
	Total	621	70.9	100.0	
Missing	Do Not Know	139	15.9		
	System	116	13.2		
	Total	255	29.1		
Total		876	100.0		

### Household Size

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	196	22.4	26.5	26.5
	2	165	18.8	22.4	48.8
	3	131	15.0	17.7	66.6
	4	98	11.2	13.3	79.8
	5	59	6.7	8.0	87.8
	6	47	5.4	6.4	94.2
	7	22	2.5	3.0	97.2
	8	9	1.0	1.2	98.4
	9	2	.2	.3	98.6
	10	5	.6	.7	99.3
	11	4	.5	.5	99.9
	12	1	.1	.1	100.0
	Total	739	84.4	100.0	
Missing	System	137	15.6		
Total		876	100.0		

### Household Size Categorized

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	196	22.4	26.5	26.5
	2	165	18.8	22.4	48.8
	3	131	15.0	17.7	66.6
	4	98	11.2	13.3	79.8
	5	59	6.7	8.0	87.8
	6	47	5.4	6.4	94.2
	7-8	31	3.5	4.2	98.4
	9 or more	12	1.4	1.6	100.0
	Total	739	84.4	100.0	
Missing	System	137	15.6		
Total		876	100.0		

### Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	401	45.8	50.0	50.0
	Female	394	45.0	49.1	99.1
	Other	7	.8	.9	100.0
	Total	802	91.6	100.0	
Missing	System	74	8.4		
Total		876	100.0		

### Consider Yourself Limited in English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	164	18.7	20.7	20.7
	No	591	67.5	74.6	95.3
	Do Not Know	37	4.2	4.7	100.0
	Total	792	90.4	100.0	
Missing	System	84	9.6		
Total		876	100.0		

### Primary Language Spoken in Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	712	81.3	87.7	87.7
	Spanish or Spanish Creole	86	9.8	10.6	98.3
	Hmong	3	.3	.4	98.6
	Punjabi	1	.1	.1	98.8
	Other Indic (Indo-Aryan)	1	.1	.1	98.9
	Laotian	2	.2	.2	99.1
	Mon-Khmer/Cambodian	2	.2	.2	99.4
	Chinese	2	.2	.2	99.6
	Vietnamese	1	.1	.1	99.8
	Armenian	1	.1	.1	99.9
	Tagalog	1	.1	.1	100.0
	Total	812	92.7	100.0	
Missing	System	64	7.3		
Total		876	100.0		

### Recoded Language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	712	81.3	87.7	87.7
	Spanish	86	9.8	10.6	98.3
	Various Asian Languages	14	1.6	1.7	100.0
	Total	812	92.7	100.0	
Missing	System	64	7.3		
Total		876	100.0		