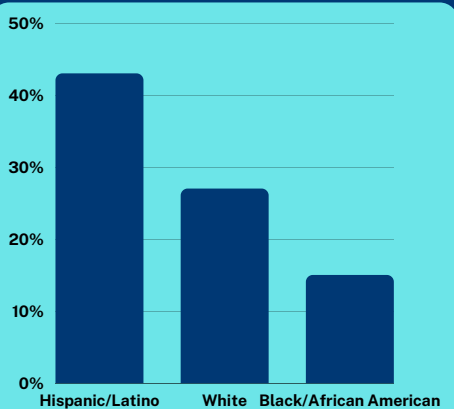


Bus Passenger Satisfaction Report 2022



RIDER DEMOGRAPHICS

ETHNICITY



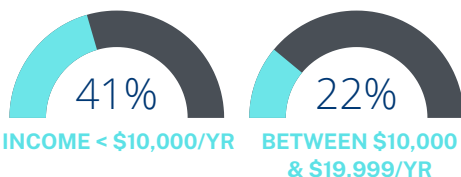
White riders showing a marked increase from 2018 and Black/African American riders declining

MEAN HOUSEHOLD SIZE IS 3.0 PERSONS
Down .5 from 2018



HOUSEHOLD INCOME

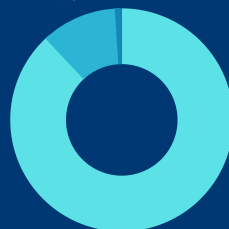
The median respondents annual income is \$13,800



Considerable increase over 2018 (\$9,300), including 9% earning \$75,000 or more/yr in contrast to only 2% in 2018

PRIMARY LANGUAGE

Spanish 11%



English 88%

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

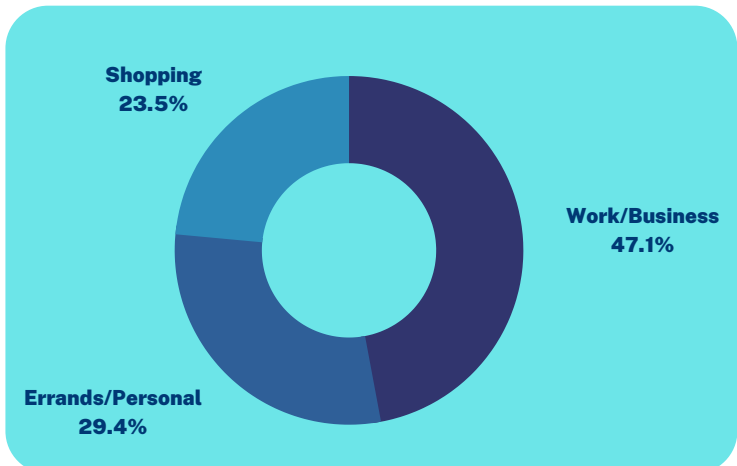
CUSTOMER TRAVEL CHARACTERISTICS



80%

OF RIDERS ARE WILLING TO USE AN ELECTRONIC FARE PAYMENT SYSTEM

DOMINANT TRIP PURPOSE



Educational trips have dropped due to COVID school closures

YEARS RIDING

40%

34%

10 plus years

3 or less years

FAX has both long-term riders as well as relatively new riders

SOCIAL MEDIA COMMUNICATION DOUBLED SINCE 2018!

70%

OF RIDERS DO NOT HAVE ACCESS TO A CAR OR OTHER VEHICLE

77% in 2018

AMONG THE 30% WHO DO HAVE ACCESS TO A VEHICLE, 27% USE FAX INSTEAD OF THEIR OWN CAR

59%



Make 5 or more trips a week

This is a decline in riding frequency from pre-pandemic survey results

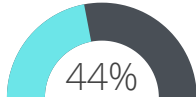


Environmental concerns are a growing reason to take the bus. From 1% in 2018 to 9% in 2022

SATISFACTION WITH BUS SERVICE

OVERALL SATISFACTION

VERY SATISFIED



SATISFIED



SLIGHTLY SATISFIED



95% of respondents are very satisfied, satisfied, or slightly satisfied

REPORT CARD

2022

A-

2018

A-

2014

B+

2011

B+



PROXIMITY OF BUS STOPS & SAFETY

Comfortably satisfied with

- Accessibility for people with disabilities
- Safety precautions during COVID

Satisfied with

- Closeness of bus stops to home
- Closeness of bus stops to destination
- Safety on board buses



TIME CONSIDERATION



Most satisfied with

- Hours of operation on the weekdays
- On time performance

Moderately satisfied with

- Time to complete trip
- Frequency of buses

Least satisfied with

- Hours of operation on the weekends

Results of the 2018 survey show similar patterns of satisfaction

TOP DRIVER CHARACTERISTICS



HELPFULNESS

COURTESY

DRIVING SKILLS

SAFETY AWARENESS

MOST IMPORTANT BUS FEATURES

41%

On-time performance

17%

Frequency of buses

9%

Time to complete trip

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

HIGHEST BUS CHARACTERISTIC RATING

VALUE FOR PRICE PAID!



HIGHEST RATED ROUTES

22

20

34

38