

Bus Passenger Satisfaction Report 2024

FAX FRESNO AREA
EXPRESS

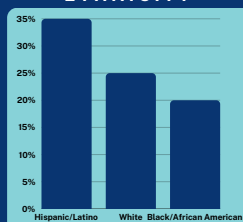


RIDER DEMOGRAPHICS

OUR RIDER

- Hispanic Male
- Age 18-34 years
- Has a HS Diploma or less
- He is employed and makes less than \$10,000/year
- His primary language is English
- Our rider's primary purpose for riding is to get to and from work.

ETHNICITY



Black/African American riders showing an increase from 2022 and Hispanic riders declining

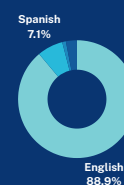
HOUSEHOLD INCOME

The median respondents annual income is \$17,900



Considerable increase over 2022 (\$4,100)

PRIMARY LANGUAGE

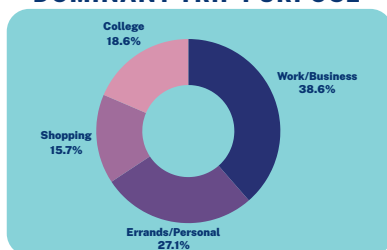


Almost all FAX riders speak either English or Spanish; FAX communicates broadly in these two languages

CUSTOMER TRAVEL CHARACTERISTICS



DOMINANT TRIP PURPOSE



Educational trips have increased due to the end of COVID restrictions.



YEARS RIDING



Significant decrease in long term riders (-18%) and increase in relatively new riders (+12%) from 2022

71%

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

70% in 2022

AMONG THE 29% WHO DO HAVE ACCESS TO A VEHICLE,

27% USE FAX INSTEAD OF THEIR OWN CAR



Increased gas prices is the reason riders choose to take the bus, noting that the bus is less expensive than using their vehicle.

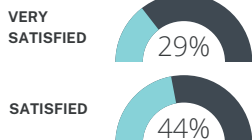
31%

Make 5 or more trips a week

This is a decline in riding frequency from 2022 survey results

SATISFACTION WITH BUS SERVICE

OVERALL SATISFACTION



73% of respondents are very satisfied or satisfied.

PROXIMITY OF BUS STOPS & CLEANLINESS

Generally satisfied with

- Closeness of bus stops to home
- Closeness of bus stops to destination
- Overall comfort of bus rides

Less satisfied with

- Cleanliness of bus stops/stations
- Cleanliness inside buses



TIME CONSIDERATION



Most satisfied with

- On-time Performance
- Frequency of Buses
- Time to complete trip

Moderately satisfied with

- Hours of operation on weekdays

Least satisfied with

- Hours of operation on the weekends

TOP DRIVER CHARACTERISTICS



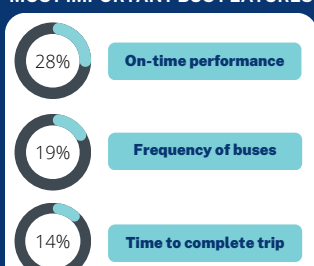
DRIVING SKILLS

SAFETY AWARENESS

HELPFULNESS

COURTESY

MOST IMPORTANT BUS FEATURES



Satisfaction with on-time performance down 13% and time to complete trip up 5% from 2022

HIGHEST BUS CHARACTERISTIC RATING

VALUE FOR PRICE PAID!



HIGHEST RATED ROUTES



Rt. 58/58E statistically ranked in the top 5 but only by 1% of respondents.