



2024

Fresno Area Express Fixed-Route Bus Passenger Satisfaction Survey Report



Prepared for:
City of Fresno
223 G Street
Fresno, CA



Rea & Parker Research
San Diego, CA
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Fresno Area Express 2024 Fixed-Route Bus Passenger Satisfaction Survey Report

Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable bus passenger opinion and satisfaction survey among riders of the system. The purpose of the survey is to provide current information and opinions concerning rider satisfaction, travel behavior, and rider demographics regarding the FAX system and to compare the results of this 2024 study with the results from prior studies, in particular the more recent 2014, 2018, and 2022 FAX rider satisfaction studies. A third purpose has been introduced this year, and that is to inquire whether, and to what extent, FAX fixed route bus riders have experienced or witnessed various types of harassing behavior, insulting language, and/or sexual misconduct while using the FAX fixed route bus system.

The survey was conducted through on-board and online interviews of 1004 randomly selected FAX fixed-route bus passengers, which yields a margin of error of +/-3.09 percent at the 95 percent level of confidence. Rea & Parker Research was the prime contractor, with Competitive Edge Research & Communication supplying the on-board survey personnel and data input.

Rider Demographics

- Respondents are primarily Hispanic/Latino (35 percent), White (25 percent), and Black/African American (20 percent).
- Over one-third of respondents (35 percent) earn an annual household income of less than \$10,000 and another 19 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$17,900.
- Over one-half of respondents (51 percent) are between 18 and 34 years of age with another 35 percent between the ages of 35 and 54. The median age of the respondents is 34.0.
- Over seven in ten (72 percent) have a high school education or less while 15 percent have a college degree or more education.
- Almost 7 in 10 (69 percent) of respondents in the current survey are either employed full-time (25 percent), employed part-time (21 percent), self-employed (12 percent), or students who are also employed (11 percent). An additional 10 percent are students who are employed.

Rider Travel Characteristics

- The dominant typical trip purpose of FAX riders is work/business (27 percent) followed by errands/personal (19 percent), college (13 percent) and shopping (11 percent).
- Approximately one-third (31 percent) of FAX riders make fewer than 5 trips per week. Also, 14 percent of FAX riders make 13 or more trips per week in 2024. The median number of trips per week in 2024 is 6 trips.
- FAX has both long-term bus riders as well as relatively new riders. For example, just over one-fifth (22 percent) have ridden FAX for 10 years or more; on the other hand, 46 percent have ridden the system for less than 3 years. The mean length of time riders have ridden FAX is 6.0 years.
- Seven in ten (71 percent) of FAX riders do not have access to a car or other vehicle to make the trip they were taking when they were surveyed.
- Among the 29 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. Another 17 percent indicate that their car is being repaired or that it is not reliable.

Rider Satisfaction with FAX Bus Service

- Riders express substantial overall satisfaction with the FAX bus system. Over 7 in 10 respondents (73 percent) are either very satisfied (29 percent) or satisfied (44 percent). On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.1 in the current year.
- The highest overall satisfaction with the FAX bus system is associated with bus routes 58/58E (1.67), 32 (1.74), and 35 (1.75).
- Riders provide very high mean ratings for drivers' characteristics including drivers' driving skills, drivers' safety awareness, and drivers' helpfulness (each with a mean of 2.1). The 2024 survey respondents also rate drivers' courtesy relatively high (mean of 2.2).
- Regarding time considerations, respondents are most satisfied with on-time performance, frequency of buses, and time to complete trip (each with a mean of 2.2). Respondents also express a moderate level of satisfaction with hours of operation on weekdays (mean of 2.3). Riders are less satisfied with the hours of operation on weekends (mean of 2.5).
- Respondents are generally satisfied with the closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of bus rides (each with a mean of 2.2). Riders are less satisfied with the cleanliness of bus stops/stations (mean of 2.5) and cleanliness inside buses (mean of 2.4).
- Respondents are most satisfied with accessibility for people with disabilities (mean of 2.0) and value for price paid (mean of 2.1). Respondents are reasonably satisfied regarding the quality of audio/visual announcements (mean of 2.2) and the availability of route/schedule info (mean of 2.2).
- Riders identify on-time performance as the most important feature (28 percent) followed by frequency of buses (19 percent). Riders accord the next level of importance to time to complete trip (14 percent).
- The least important bus feature by far is the quality of audio/visual presentations of information on board the bus.
- Based upon a satisfaction/importance quadrant analysis, on-time performance is the core characteristic that leads to the overall rating of the FAX bus service as very satisfactory. Four characteristics would provide an important improvement to overall satisfaction: cleanliness inside buses, bus hours of operations on weekends, stops close to home, and stops close to destinations. Riders regard time to complete their trip and frequency of buses as being on the boundary line between being core satisfaction characteristics or being characteristics that would greatly enhance satisfaction were they to be improved.
- The "report card" that was developed for prior surveys shows that FAX has been a consistent success with high rider satisfaction. This high level of satisfaction is demonstrated by the A- and B+ grades that have been attributed to the various features of the FAX bus system since 2018.

Harassment on the FAX System

- FAX riders have experienced some degree of harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault. Riders reported that they endured hostile comments, sounds, or gestures (43 percent). Also, nearly one quarter (31 percent) experienced unwanted sexual language or behavior. A similar pattern emerged regarding riders who have seen or heard others being harassed.

- Among the 76 percent who experienced, saw, or heard at least one incident of harassment, nearly one-third (32 percent) reported that the incident occurred on board the bus, and another 21 percent indicated that the incident occurred at bus stops or stations. The other 47 percent said that the incident occurred both at bus stops and on-board the bus.
- Among the 76 percent of riders who experienced, saw, or heard at least one incident of harassment, over three fifths (61 percent) did not report the incident.
- Among the 76 percent who experienced, saw, or heard at least one incident of harassment, one fourth (25 percent) felt they or others were targeted because of race/ethnicity and another 24 percent indicated that gender/gender expression was at the root of the harassment they experienced.
- Over one-third (35 percent) do not take any safety precautions when riding FAX buses. However, over one-quarter (26 percent) do not ride alone to maximize their perceived safety.
- Nearly one-quarter of FAX respondents (24 percent) always feel safe on-board FAX buses and at bus stops. On the other hand, one tenth (10 percent) never feel safe on-board or at bus stops.

Conclusion

- There is compelling evidence that FAX riders demonstrate a very high level of satisfaction with the services provided on the bus system. The high level of satisfaction for all features of bus service has been sustained over many years.

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 9.1 million annual riders in fiscal year 2024. 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 (see system map on next page).

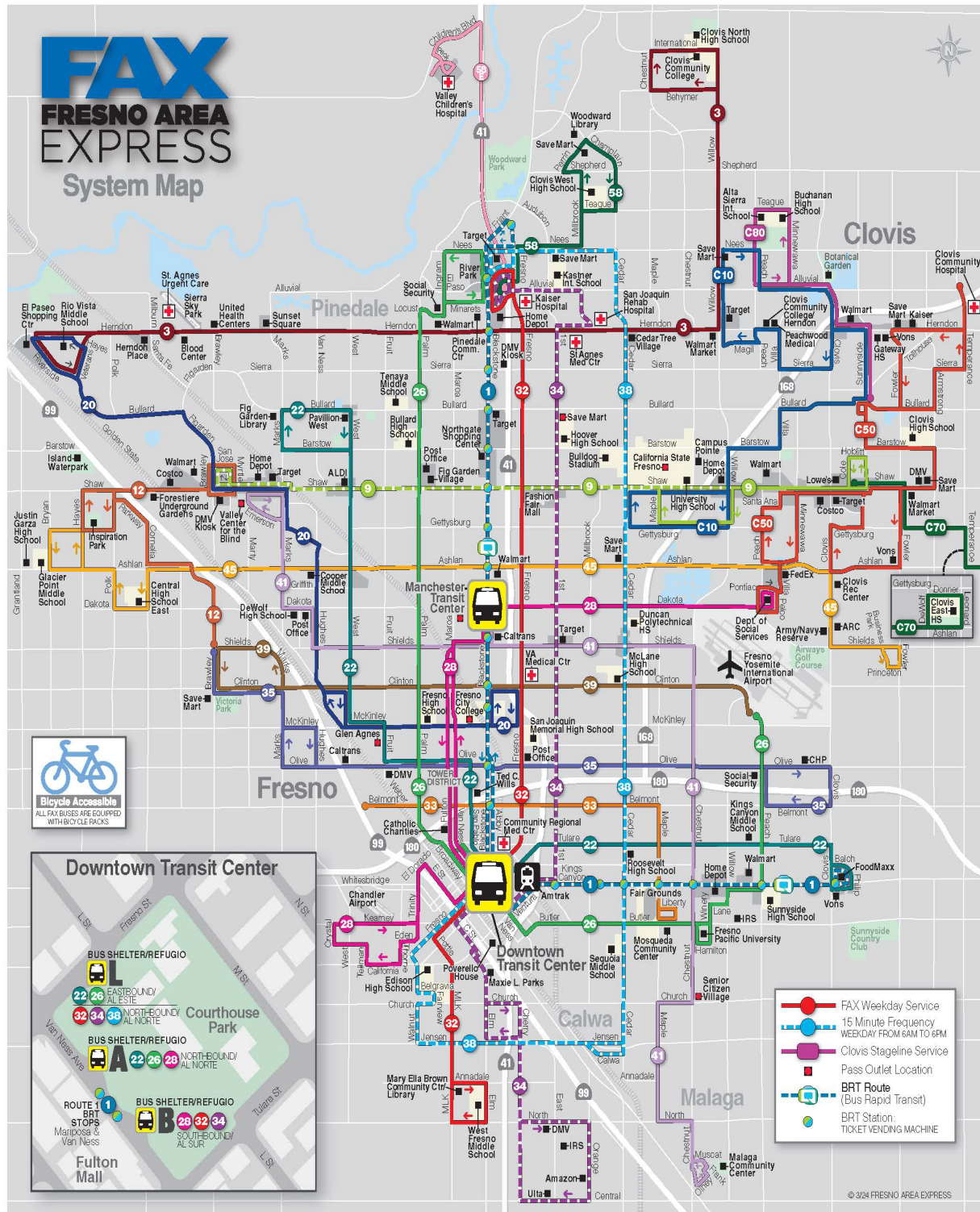
FAX has elected to conduct a statistically reliable rider opinion and satisfaction on-board survey of its rider base. The purpose of the survey is threefold – first, to provide current information and opinions concerning rider satisfaction about the bus system and second to compare the results of this 2024 study with the results of prior satisfaction surveys (in particular, the 2022, 2018, and 2014 rider satisfaction studies). The third purpose is to inquire whether FAX fixed route bus riders have experienced or witnessed various types of harassing behavior, insulting language, and/or sexual misconduct while using the FAX fixed route bus system. Rea & Parker Research was selected to conduct the 2024 study, as it was for the 2022, 2018 and 2014 studies as well.

This survey was designed to ascertain the following information:

- 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 riders including:
 - Purpose of FAX bus trips on day of interview
 - Length of time riders have ridden FAX.
 - Number of weekly trips by FAX riders
 - Access to a vehicle and reason for using FAX instead of a vehicle that may be available.
- Demographic characteristics of the respondents
- Experience of harassing behavior on the FAX bus system

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

Competitive Edge Research & Communication (the survey contractor that aided in the on-board data collection) recruited seven local surveyors/interviewers for this project, and these interviewers were trained regarding the procedures necessary to conduct this on-board bus survey. Rea & Parker Research also recommended a supervisor for this project who has worked with Rea & Parker Research for many years to coordinate the survey effort daily and to provide continuous updates.



The recruited interviewers/surveyors were trained by Rea & Parker Research and Competitive Edge Research & Communications (CERC) in Fresno on September 30, 2024. Follow-up trainings were

conducted in person by the field supervisor. The on-board survey process began on October 1, 2024, and was concluded on October 16, 2024. Randomly selected buses were surveyed between 5:45am and 9:30pm in direct proportion to their estimated ridership volume. Surveys were conducted on all seven days of the week.

Surveyors were responsible for randomly selecting bus riders for interview through a process developed by Rea & Parker Research. The surveyor would sit beside the selected interviewee and ask permission to interview him/her. If permission was granted, the surveyor would interview the person by asking questions that were preprogrammed into a computerized tablet. If the person completed the interview, they would be given a Wal-Mart gift certificate for \$5.00. If the respondent was not able to complete the interview before arriving at their bus stop, they were provided with an internet link to access the survey on their own computer to complete it and submit it to CERC and Rea & Parker Research.

The total number of survey forms completed (on-board and online) was 1,004. This yields a margin of error of +/-3.09% at the 95 percent level of confidence. In this current 2024 survey, therefore, approximately 49 out of every 50 completed surveys (98 percent) were completed in English and 2 percent (1 out of 50) were completed in Spanish. The survey was also offered in Hmong by the one interviewer conversant in Hmong, who concentrated on routes serving the Asian population.

Survey Sample Characteristics

Table 1 shows all completed surveys according to the bus route indicated by the respondent at the time they were interviewed. Some respondents, who did not complete the survey on board, exercised the option to complete it online. Three higher-volume bus routes comprise one-half (51 percent) of completed surveys (Route 1 = 32 percent, Route 38 = 10 percent and Route 34 = 9 percent).

Table 1
Completed Surveys by Route

Bus Route	Completed Surveys #	Completed Surveys %
Route 1	321	32
Route 38	97	10
Route 34	86	9
Route 41	74	7
Routes 26/39	72	7
Route 9	60	6
Route 20	57	6
Route 22	42	4
Route 28	41	4
Routes 12/35	40	4
Route 33	40	4
Route 45	25	3
Route 32	23	2
Route 3	12	1
Routes 58/58E	6	1
Total	1004	100%

Other characteristics of completed surveys are depicted in **Tables 2 and 3**. **Table 2** shows the completed surveys according to the day of the week the respondent was interviewed on board. Each weekday is well-represented with a total of 77 percent of surveys being weekday respondents and just under 1 in 4 (23 percent) responding on weekends. In 2022, over four-fifths of respondents (83 percent) answered the survey on weekdays while just under 1 in 5 (17 percent) responded on weekends. In 2018, only 12 percent of completed surveys were distributed on weekends.

Table 3 indicates the time of day completed surveys were distributed. Nearly three-fifths (59 percent) of completed surveys were from late morning and early afternoon between 9:00 am and 3:00 pm. Similarly

in 2022, nearly seven in ten (69 percent) of completed surveys were completed from 9:00 AM to 3:00 PM. And in 2018, 68 percent of completed surveys were distributed during this same period.

Table 2
Day of Week Surveys Were Completed

Day of Week	Completed Surveys #	Completed Surveys %
Monday	132	13
Tuesday	191	19
Wednesday	164	16
Thursday	163	16
Friday	121	12
Saturday	111	11
Sunday	122	12
Total	1004	100%

The findings detailed in the report are divided into four components as follows:

- Demographic Statistics/Respondent Characteristics
- Passenger Travel Characteristics
- Passenger Satisfaction with FAX Bus Service (including most important features)
- Harassment on FAX Buses and at Bus Stops

Charts and tables have been prepared for each of these major components depicting the basic survey results. Further, the results of this survey will be compared with the results of the 2022, 2018, and 2014 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.

Table 3
Time of Day Respondents Boarded Bus

Time of Day	Completed Surveys #	Completed Surveys %
Early Morning (Before 9am)	183	18
Late Morning (9 am - 11:59 am)	282	28
Early Afternoon (12 pm – 2:59 pm)	308	31
Late Afternoon/Early Evening (3:00 pm – 7:00 pm)	226	22
Night (After 7pm)	5	1
Total	1004	100%

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 4 presents selected demographic characteristics of the survey respondents. Over one-half of respondents (53 percent) are male, and English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents. Respondents are primarily Hispanic/Latino (35 percent), White (25 percent), and Black/African American (20 percent), with Hispanic/Latino respondents showing some decrease from 2022 and Black/African American riders increasing.

Over one-third of respondents (35 percent) earn an annual household income of less than \$10,000 and another 19 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$17,900, which represents a considerable increase over 2022 (\$13,800), 2018 (\$9,300), and 2014 (\$8,700).

Over one-half of respondents (51 percent) are between 18 and 34 years of age with another 35 percent between the ages of 35 and 54. The median age of 34.0 years of age represents a significant decline from the 2022 median age of 41.3. The median age for the current year is more consistent with the 2018 and 2014 survey years (each with a median age of approximately 33 years of age). The 2022 survey was conducted during the COVID epidemic, which may account for this divergence for that one survey period only.

Over 7 in 10 of respondents (72 percent) have a high school education or less. This represents a substantial difference from the 2022 survey year where 62 percent reported to have a high school or less education. In the current year, only 15 percent have a college degree or more education, again a substantial difference from the 2022 survey where over one-quarter (26 percent) reported to have a college degree or more education. Again, in the 2018 (17 percent) and 2014 (16 percent) surveys, those who reported to have college or more education are consistent with the current survey (15 percent).

Almost 7 in 10 (69 percent) of respondents in the current survey are either employed full-time (25 percent), employed part-time (21 percent), self-employed (12 percent), or students who are also employed (11 percent). An additional 10 percent are students who are employed. Among the remaining respondents, 12 percent are unemployed, 7 percent are disabled and unable to work, 4 percent are retired, and 3 percent are homemakers .

Just over 1 in 10 of the respondents (11 percent) in the 2024 survey is active-duty military, reservist, or a veteran. This is consistent with the military status reported in the 2022 survey. The major residential zip codes of the respondents in the current survey are as follows: 93726 and 92727 (11 percent each), 93722 (10 percent), and 93706 and 93711 (7 percent each).

Table 4
Bus Rider Demographics

Characteristic	2024	2022	2018	2014
Work Status				
Employed Full-Time	20%	25%	20%	17%
Employed Part-Time	21%	14%	17%	19%
Self-Employed	12%	6%	5%	4%
Student and Employed	11%	7%	8%	6%
Student and Not Employed	10%	10%	16%	15%
Homemaker	3%	3%	3%	5%
Retired	4%	9%	6%	7%
Unemployed	12%	13%	14%	16%
Disabled and Unable to Work	7%	13%	11%	11%

Bus Rider Demographics

Age	2024	2022	2018	2014
Under 18	5%	6%	8%	7%
18-to-34	46%	32%	48%	48%
35-to-54	35%	36%	27%	26%
55-to-74	13%	23%	16%	17%
75 and Older	1%	3%	1%	2%
Median Age	34.0	41.3	33.1	33.2
Education	2024	2022	2018	2014
Less than 8 th Grade	3%	6%	4%	5%
Some High School	20%	13%	17%	16%
High School Graduate	49%	43%	50%	48%
Vocational/Technical School	13%	12%	12%	15%
College Graduate	15%	26%	17%	16%

2024: 2.2% post-graduate degrees included in college graduate category

2022: 4.5% post-graduate degrees included in college graduate category

Bus Rider Demographics

Ethnicity	2024	2022	2018	2014
Hispanic/Latino	35%	43%	47%	46%
White	25%	27%	18%	25%
African-American/Black	20%	15%	22%	18%
Asian/Pacific Islander	7% ^a	3% ^b	3% ^c	7% ^d
American Indian/Alaska Native	4%	2%	3%	2%
Middle Eastern	1%	----	----	----
Mixed and Other Ethnicities	8% ^e	10% ^f	7%	2%

^a In 2024, 2.2% are Hmong, 0.9% Filipino, 0.8% Asian Indian or other Indic, 0.5% Japanese, Korean or Chinese, and 0.3% other Southeast Asian

^b 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.

^c In 2018, 0.6% identified themselves as Hmong, 0.3% as Filipino, and 3% as Cambodian.

^d In 2014, 3% indicated that they were Hmong and another 1% Filipino.

^e 1% identify as Hispanic and Black, 1% identify as White and Black, 1% are Hispanic and White, and 1% are Asian mixed with Hispanic or White

^f In 2020, 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

Table 4 (continued)
Bus Rider Demographics

Annual Household Income ^f	2024	2022	2018	2014
Less than \$10,000	35%	41%	54%	57%
\$10,000-\$19,999	19%	22%	22%	25%
\$20,000-\$29,999	25%	10%	11%	9%
\$30,000-\$39,999	14%	8%	5%	5%
\$40,000-\$49,999	4%	5%	4%	2%
\$50,000 -\$74,999	2%	5%	2%	2%
\$75,000 - \$99,999	1%	4%	2%	-----
\$100,000 and more	-----	5%	-----	-----
Median Household Income	\$17,900	\$13,800	\$9,300	\$8,700

In 2014, Highest income category provided on survey 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	2024	2022	2018	2014
Male	53%	50%	48%	41%
Female	43%	49%	52%	59%
Transgender	1%	_____	_____	_____
Non-Binary	1%	_____	_____	_____
Other	2%	1%	-----	-----

“Other” was new category in 2022. Transgender and Non-Binary were new in 2024.

Table 4 (continued)
Bus Rider Demographics

Primary Language in Home	2024	2022	2018	2014
English	88%	88%	91%	89%
Spanish or Spanish Creole	7%	11%	8%	8%
Various Asian Languages	3%	1%	1%	2%
Other	2%	----	----	----

In 2024, Despite this preponderance of English as the primary language spoken at home, 30% consider themselves to be limited in their use of English, and another 5% do not know whether they are limited or not.

In 2022, 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, Reservist, or Veteran	2024	2022	2018	2014
Yes	11%	9%	-----	-----
No	89%	91%	-----	-----

Table 4 (continued)
Bus Rider Demographics

Major Residential Zip Codes	2024	2022	2018	2014
93726	11%	10%	10%	12%
93727	11%	8%	10%	7%
93722	10%	6%	7%	8%
93706	7%	10%	12%	9%
93711	7%	3%	2%	2%
93702	6%	10%	10%	11%
93705	6%	8%	6%	8%
93710	5%	4%	6%	6%

93701	5%	4%	5%	3%
93725	5%	3%	3%	4%
93728	3%	5%	5%	4%
93703	3%	7%	6%	6%
93721	3%	3%	2%	2%

Passenger Travel Characteristics

Chart 1 shows the purpose of the riders' FAX bus trip at the time of interview. In the current 2024 survey, the dominant trip purpose of bus riders is work/business (27 percent), followed by errands/personal (19 percent), college (13 percent) and shopping (11 percent). In 2022, 2018 and 2014, the patterns are similar in that work/business is the dominant trip purpose (2022 = 32 percent, 2018 = 26 percent and in 2014 = 31 percent). Similarities also exist in that errands/personal is also a frequent trip purpose in the three survey periods prior to the current year (2022 = 20 percent, 2018 = 17 percent, and 2014 = 14 percent). While college was a frequent bus trip in 2018 (19 percent) and in 2014 (23 percent), college became less of a trip purpose in 2022 (12 percent) and in the current year (13 percent). This is most likely due to schools conducting classes online, rather than in-person during COVID, and continuing with an increased number of online classes since. To the extent that COVID plays a role in some of the findings discussed in this report, the possible effect of COVID, where applicable, will be postulated. Shopping trips were more prevalent, however, in the 2022 COVID year (16 percent).

Chart 2 shows that approximately one-third (31 percent) of FAX riders made fewer than 5 trips per week in the 2024 survey period. This represents a substantial decline in riding frequency from the 2022 and 2018 survey results when 41 percent and 39 percent, respectively, made fewer than 5 trips per week. Also, 14 percent of FAX riders made 13 or more trips per week in 2024. This is consistent with prior survey periods (2022, 2018, and 2014) when 13 percent to 15 percent of FAX riders made 13 or more trips per week. The median number of trips per week in 2024 is 6 trips and this is similar to the median number of trips in prior years.

It is indicated in **Chart 3** that FAX has both long-term bus riders as well as relatively new riders. For example, just over one-fifth (22 percent) have ridden FAX for 10 years or more; on the other hand, 46 percent have ridden the system for less than 3 years. The mean length of time riders have been riding FAX is 6.0 years, which is notably shorter than in 2022 (10.2 years) but somewhat more consistent with survey years 2018 (7.5 years) and 2014 (7.9 years). Again, it is likely that the decline in ridership during COVID has had a longer-term effect. This is even more evident in the median ridership length that has declined from 6 years in 2014 to 3 years in 2024. In the current year, 73 percent of bus riders have been riding FAX for one year or more. This percentage is slightly lower than in the 2022, 2018 and 2014 survey periods. (In 2022, -- 79 percent; in 2018 -- 83 percent, and in 2014 -- 87 percent of bus riders had been riding FAX for one year or more).

Chart 1

Purpose of This Bus Trip

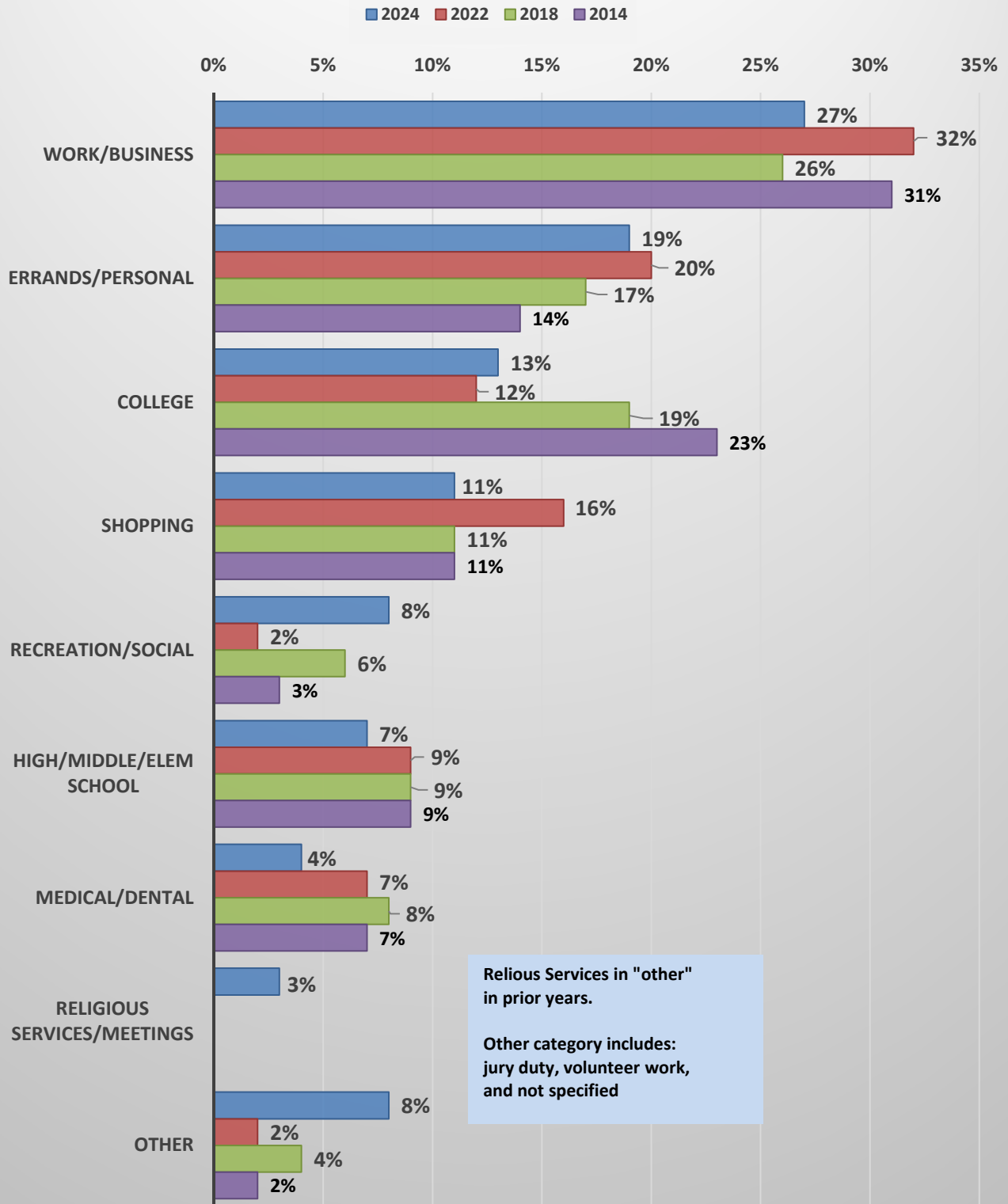


Chart 2

Number of Weekly Trips by FAX Riders

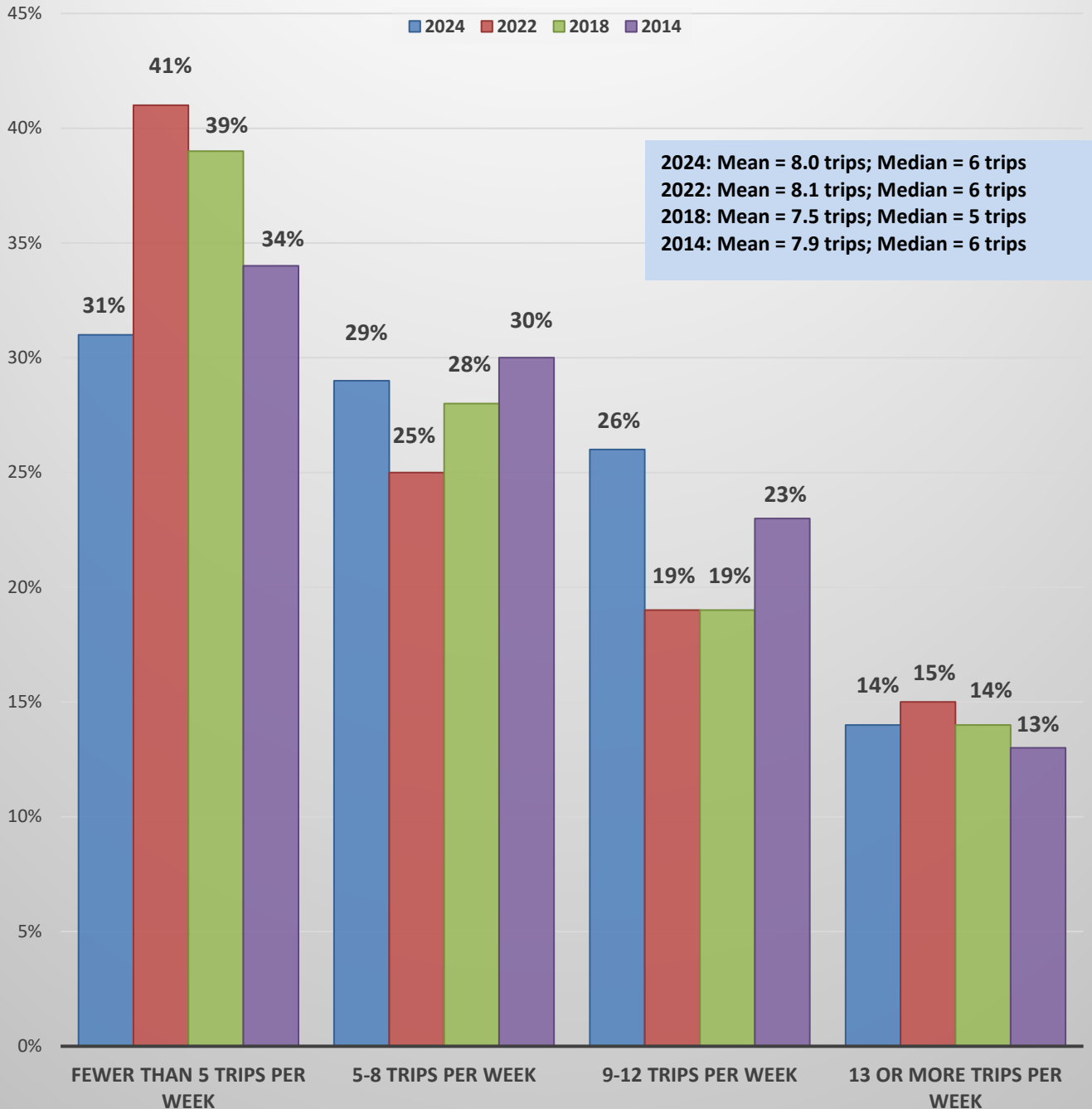


Chart 3 Length of Time Riding FAX

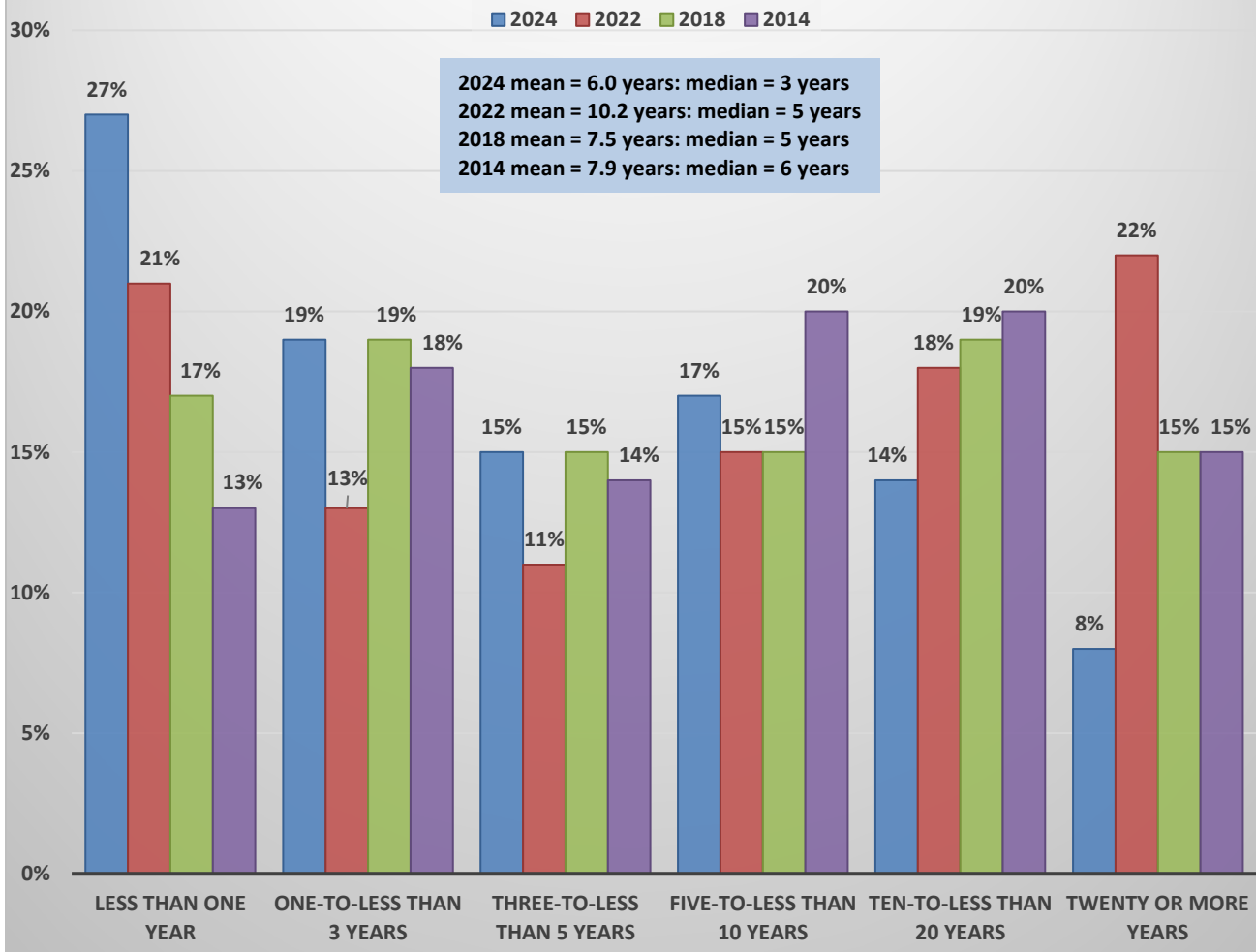
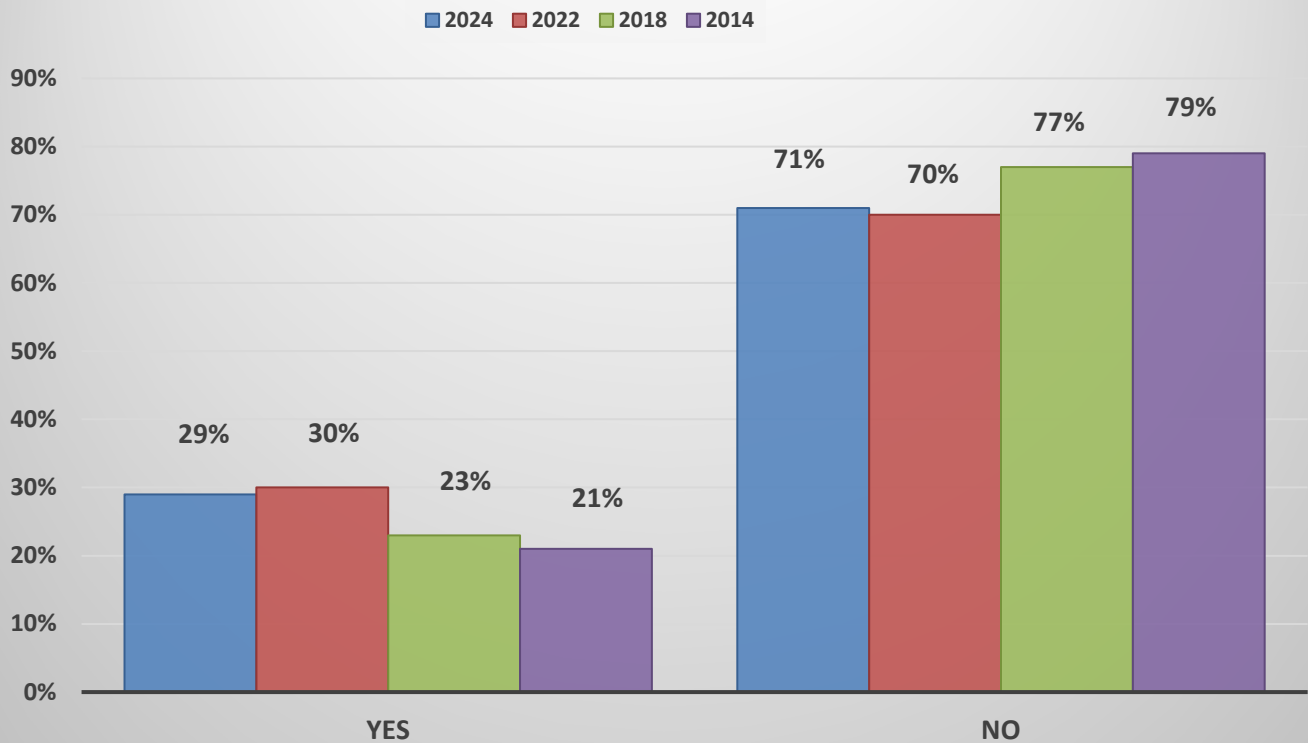


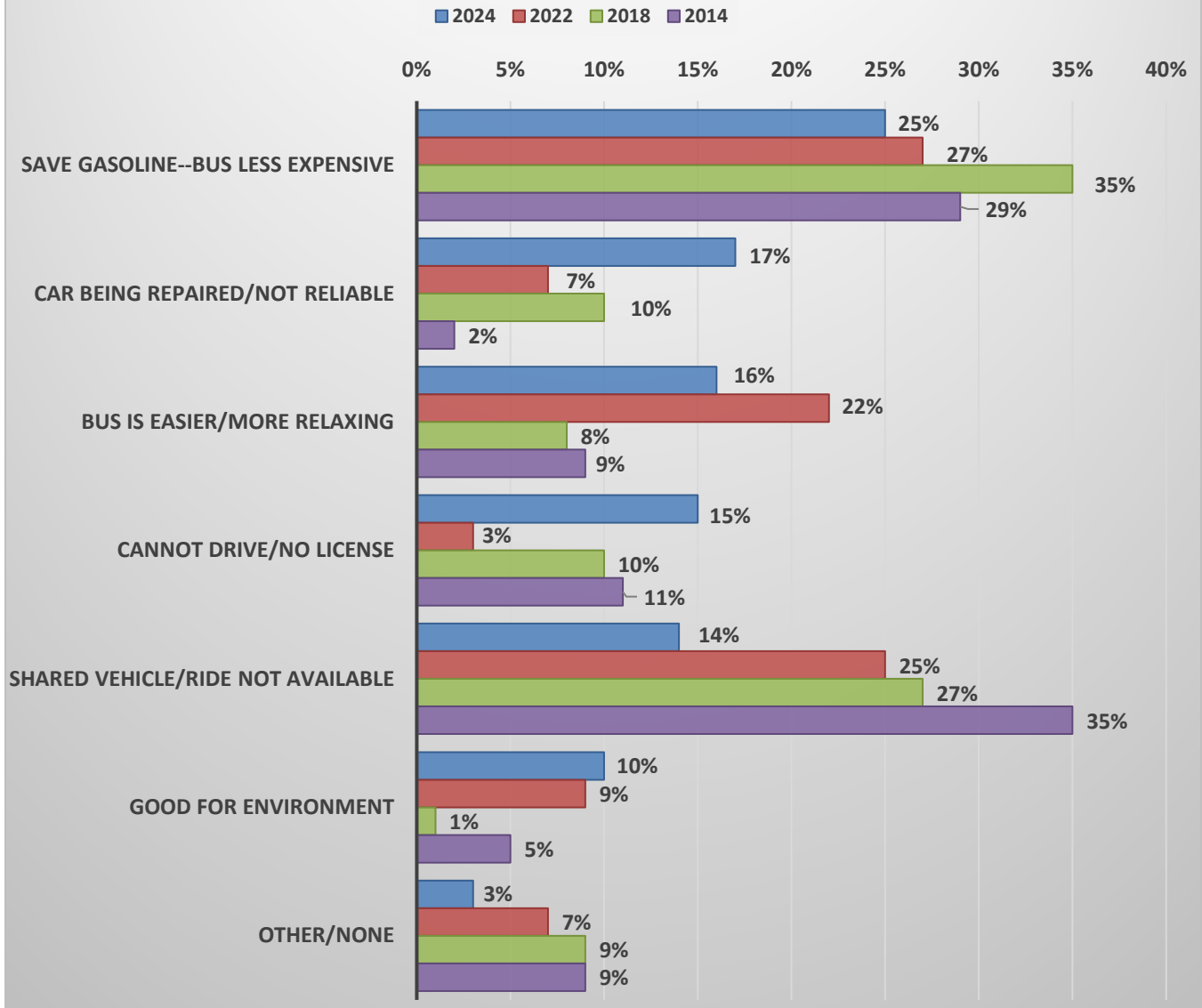
Chart 4 indicates that in the current survey 71 percent of riders do not have access to a car or other vehicle to make the type of trip that they were making when surveyed. This is consistent with the 2022 survey year when 70 percent of passengers did not have access to a car. Both 2024 and 2022 survey years demonstrate a decline among FAX riders who do not have access to a car. Specifically, in the 2018 and 2014, surveys, 77 percent and 79 percent respectively indicated that they did not have access to a vehicle, introducing the possibility that more passengers are using FAX as an option rather than being transit dependent.

Chart 4
Access to Car or Other Vehicle for This Type of Trip?



In the 2024 survey, among the 29 percent who do have access to a vehicle, over one-fourth (25 percent) of the 29 percent with access to a vehicle use FAX instead of their vehicle because they wish to save gasoline, noting that the bus is less expensive than using their vehicle. This represents 7 percent (25 percent of 29 percent) of all bus passengers who have access to vehicle but choose to ride the bus to save money. Another 17 percent of the 29 percent indicate that their car is being repaired or is not reliable, and 16 percent (of the 29 percent) stated that the bus is easier and more relaxing. Similar results are found in previous survey periods. For example, in 2018, 35 percent of those with vehicle access reported that they did not use their vehicle because the bus is less expensive to use than their car. Another 27 percent indicated that their shared vehicle is not always available. In 2014, 29 percent indicated that the bus is less expensive to use, another 35 percent indicated that their shared vehicle is not always available. The 2024 survey indicates that the lack of a shared vehicle (14 percent of the 29 percent) does not play as big a role in ridership as it did in these past years. The 2024 survey did show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 10 percent in 2024) (**Chart 5**).

Chart 5
Reasons for Riding FAX
 (among 29% who typically have vehicle available)



Passenger Satisfaction with FAX Fixed-Route Bus Service

Overall Satisfaction

Chart 6 reports that riders express substantial overall satisfaction with the FAX bus system. Over 7 in 10 respondents (73 percent) are either very satisfied (29 percent) or satisfied (44 percent). This represents a slight decline in satisfaction from the 2022 survey period where 80 percent of riders reported that they were either very satisfied (44 percent) or satisfied (36%) with the FAX bus system. This decline, especially among those who are very satisfied, is offset in large part a larger percentage who are “satisfied” in 2024 than were “satisfied” in 2022. Mean satisfaction levels provide a more balanced comparison of satisfaction over the years. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the overall mean bus satisfaction rating is 2.1 in the current year. This mean rating is similar to the ratings in 2022 and 2018 (1.9 in each year) and more favorable than the 2014 survey rating of 2.3.

Chart 7 indicates the respondents’ overall satisfaction with the FAX bus system for each bus route. Mean satisfaction ratings range from 1.67 to 2.17. Route 33 has the lowest mean rating of 2.65. The highest levels of satisfaction are accorded to bus routes 58/58E (1.67), 9 (1.70), 32 (1.74), and 35 (1.75). Route 1, the most heavily traveled route in the FAX system, experienced a small decline from 1.80 to 2.00 between 2018 and 2024. In 2018, mean satisfaction ratings ranged from 1.79 to 2.17 and in 2022, the range was 1.66 - 2.40, which are both in line with 2024.

Satisfaction with Individual Features of FAX Service

Chart 8 shows the level of rider satisfaction regarding bus features that are associated with drivers’ performance characteristics. Riders are satisfied with the drivers’ driving skills, drivers’ safety awareness, and drivers’ helpfulness (each with a mean of 2.1). These satisfaction ratings are slightly lower than the ratings for these features in the 2022 and 2018 surveys. However, these 2024 ratings are slightly higher than those ratings reported in the 2014 survey. The 2024 survey respondents also rate drivers’ courtesy relatively high (mean of 2.2) – again, slightly lower than the means in the 2022 and 2018 surveys (means of 1.9 and 2.0 respectively). Drivers’ courtesy is rated higher in the current survey (mean of 2.2) than in the 2014 survey (mean of 2.4). These four means associated with drivers’ characteristics show a reasonably consistent level of rider satisfaction over the past 10 years.

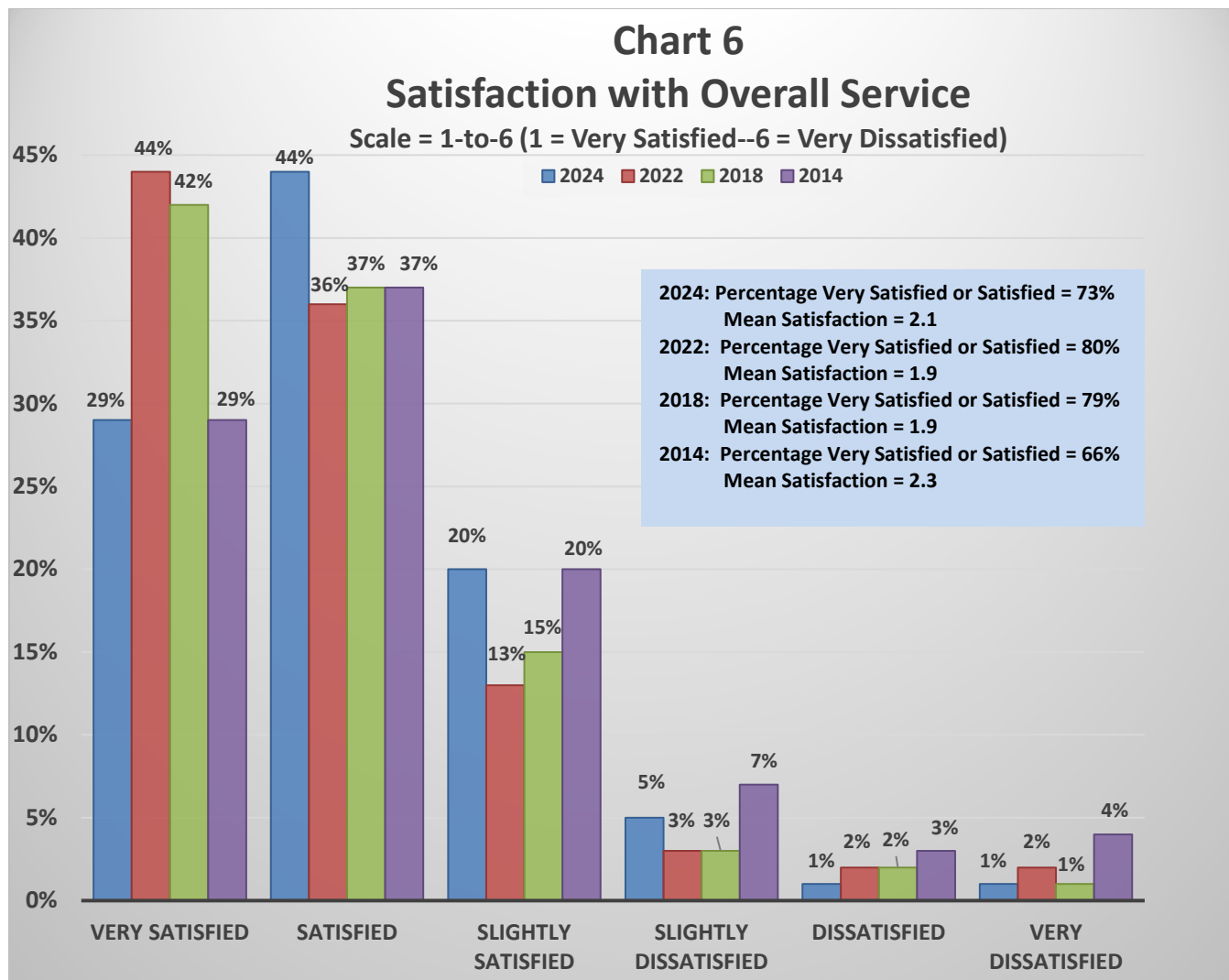


Chart 9 depicts the level of rider satisfaction regarding bus features most related to time considerations. Among these bus trip characteristics, respondents are most satisfied with on time performance, frequency of buses, and time to complete trip (each with a mean of 2.2). Respondents also express satisfaction with hours of operation—weekdays (mean of 2.3). Riders are less satisfied with the hours of operation on weekends (mean of 2.5). The data reveal similar patterns of satisfaction in the 2022 and 2018 surveys. It is noteworthy that these five categories of time characteristics show strong improvement in the level of rider satisfaction over the 2014 survey period. In 2014, the means for these characteristics ranged from 2.7 to 3.3. From 2014 to 2024, improvements in the percentage of respondents who are very satisfied with these time characteristics range from a 6 percent improvement for on time performance to 10 percent improvement for frequency of buses.

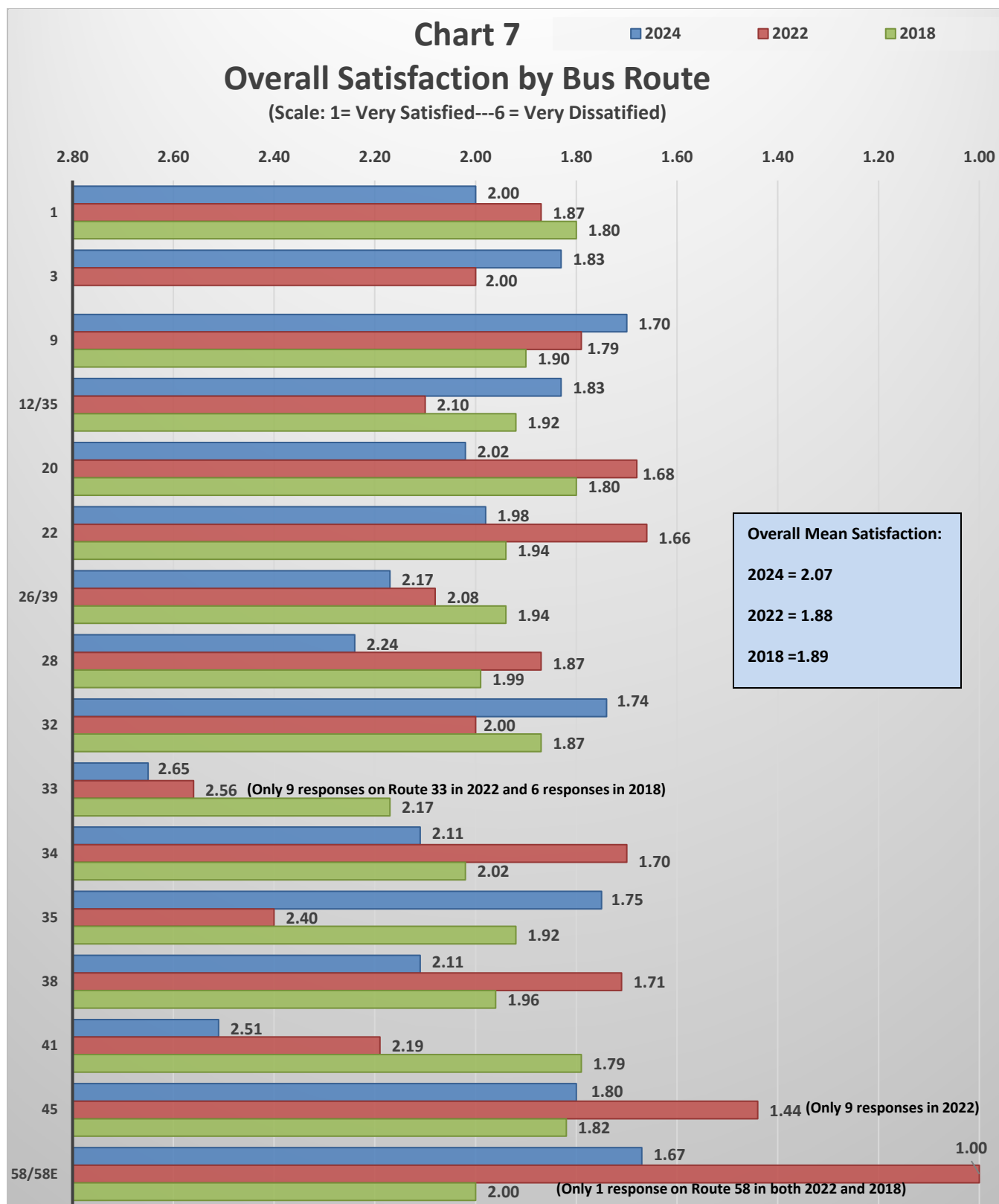


Chart 8

Mean Satisfaction Ratings--Drivers' Characteristics

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

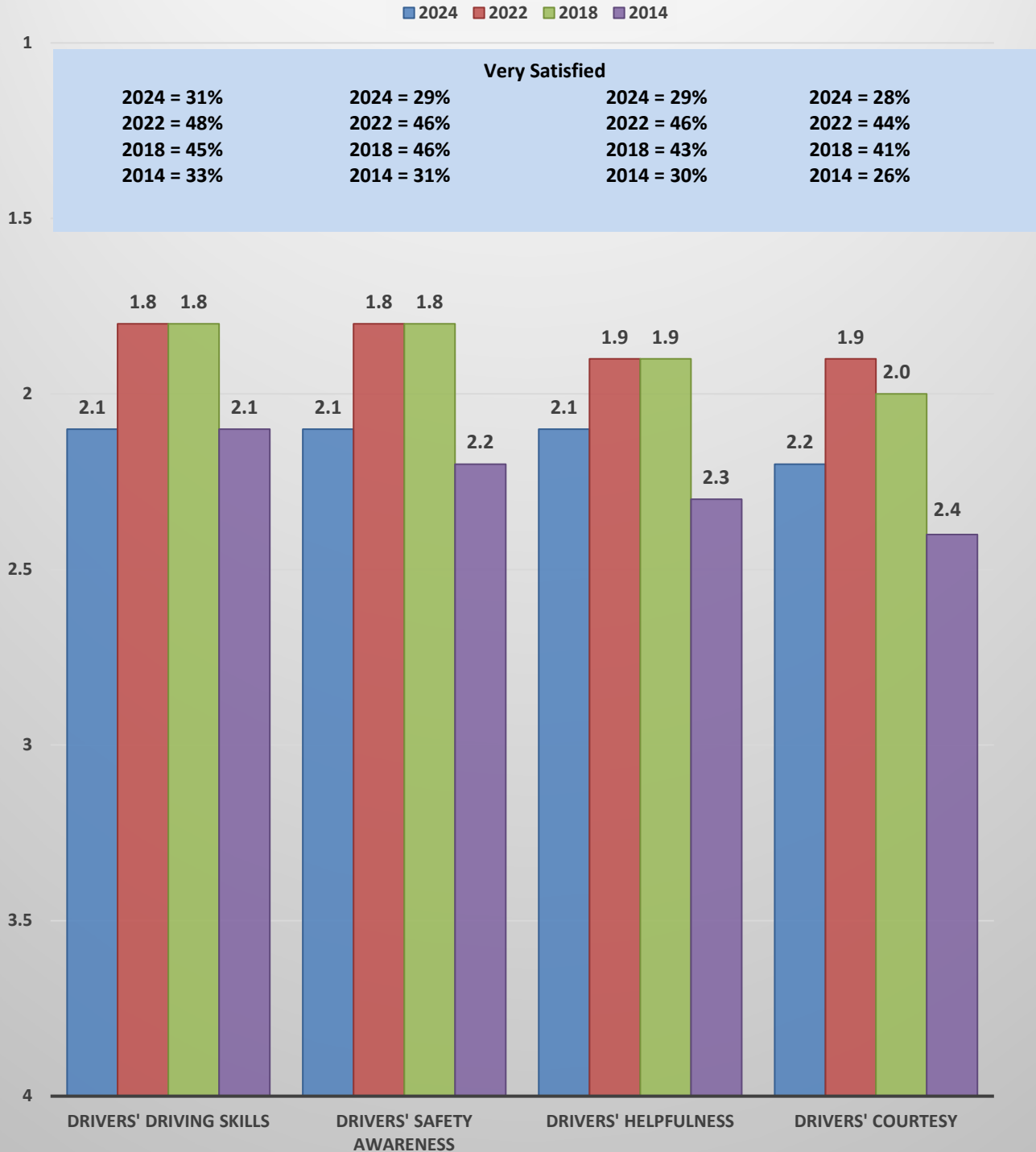


Chart 9

Mean Satisfaction Ratings--Time Characteristics

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

■ 2024 ■ 2022 ■ 2018 ■ 2014

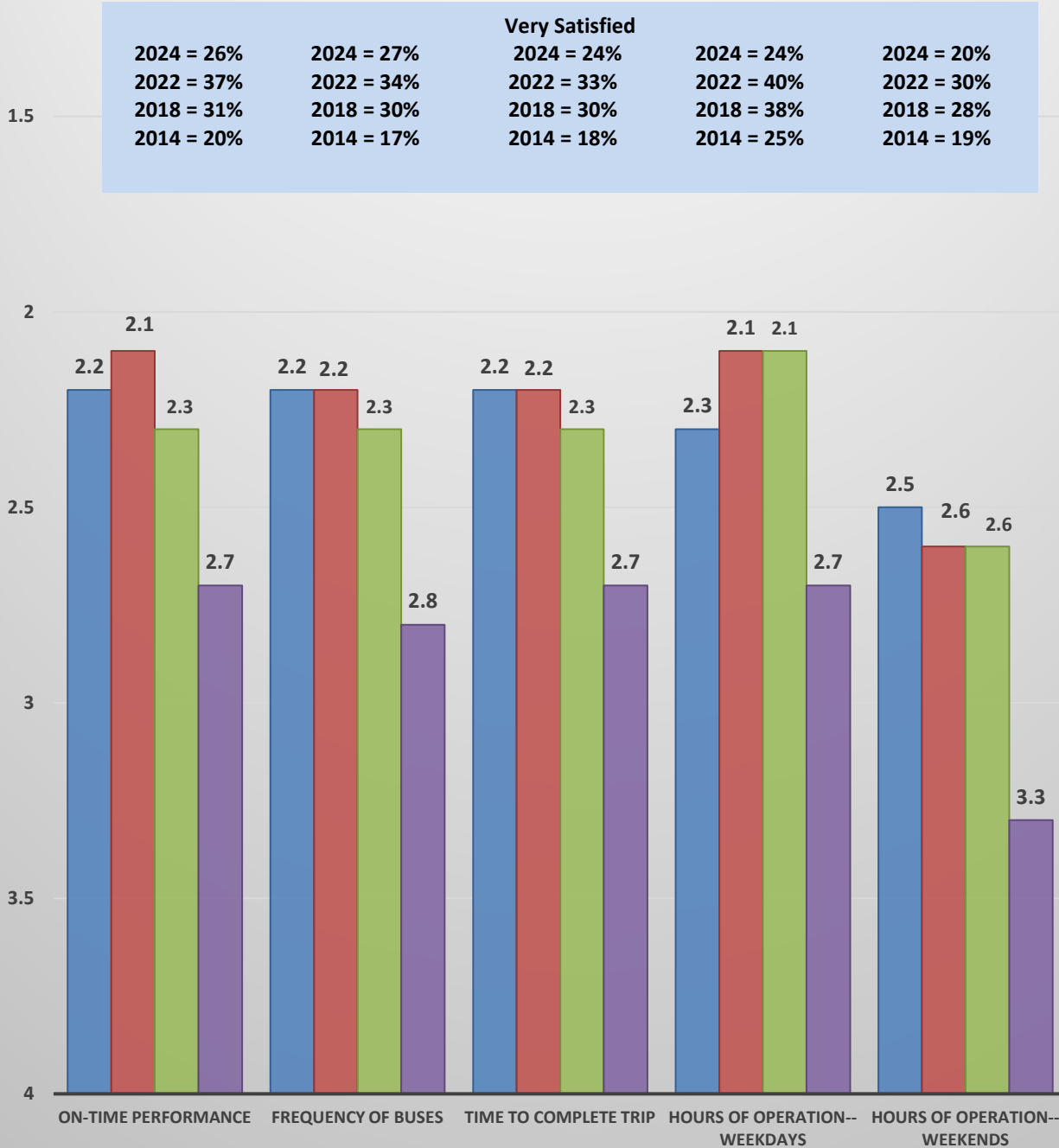


Chart 10 shows the level of rider satisfaction regarding bus features most related to comfort and convenience. Among these five bus features, respondents are most satisfied with the closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of bus rides (each with mean of 2.2). Riders are less satisfied with cleanliness of bus stops/stations (mean of 2.5) and cleanliness inside buses (mean of 2.4). Satisfaction associated with the features of closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of the bus has declined since 2018, but has generally improved relative to the 2014 satisfaction level.

Chart 11 depicts the level of rider satisfaction with the balance of the bus features surveyed. Among the four characteristics presented in **Chart 11**, respondents are most satisfied with accessibility for people with disabilities (mean of 2.0) and value for price paid to ride the bus (mean of 2.1). Respondents are reasonably satisfied regarding the quality of audio/visual announcements (mean of 2.2) and the availability of route/schedule info (mean of 2.2). It is noteworthy that the satisfaction levels associated with the bus characteristics in **Chart 11** show a slight decline in 2024 from the 2022 and 2018 satisfaction ratings. However, the 2024 satisfaction ratings indicate a substantial improvement over the 2014 satisfaction ratings.

Chart 10

Mean Satisfaction Ratings--Comfort/Convenience

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

■ 2024 ■ 2022 ■ 2018 ■ 2014

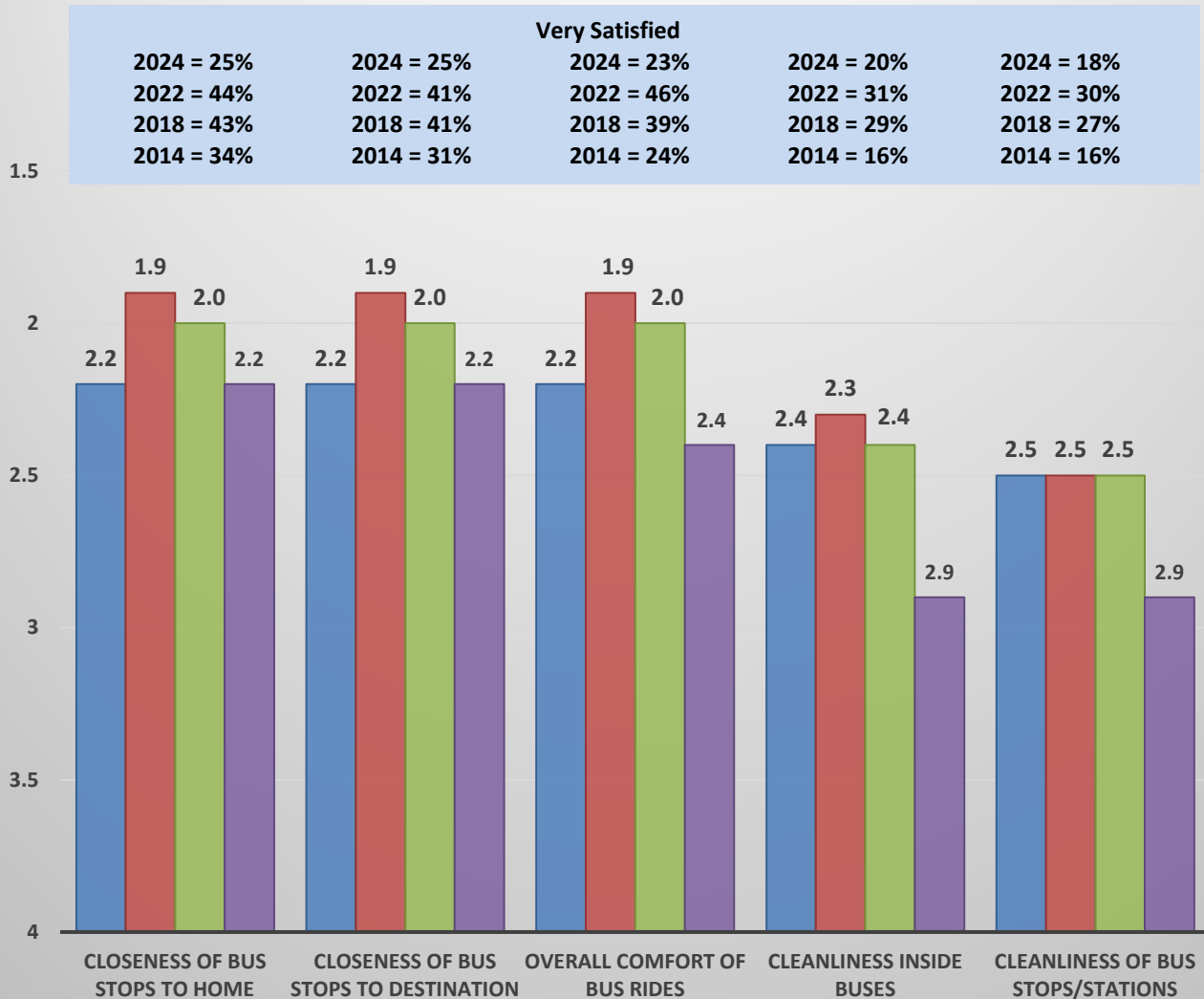
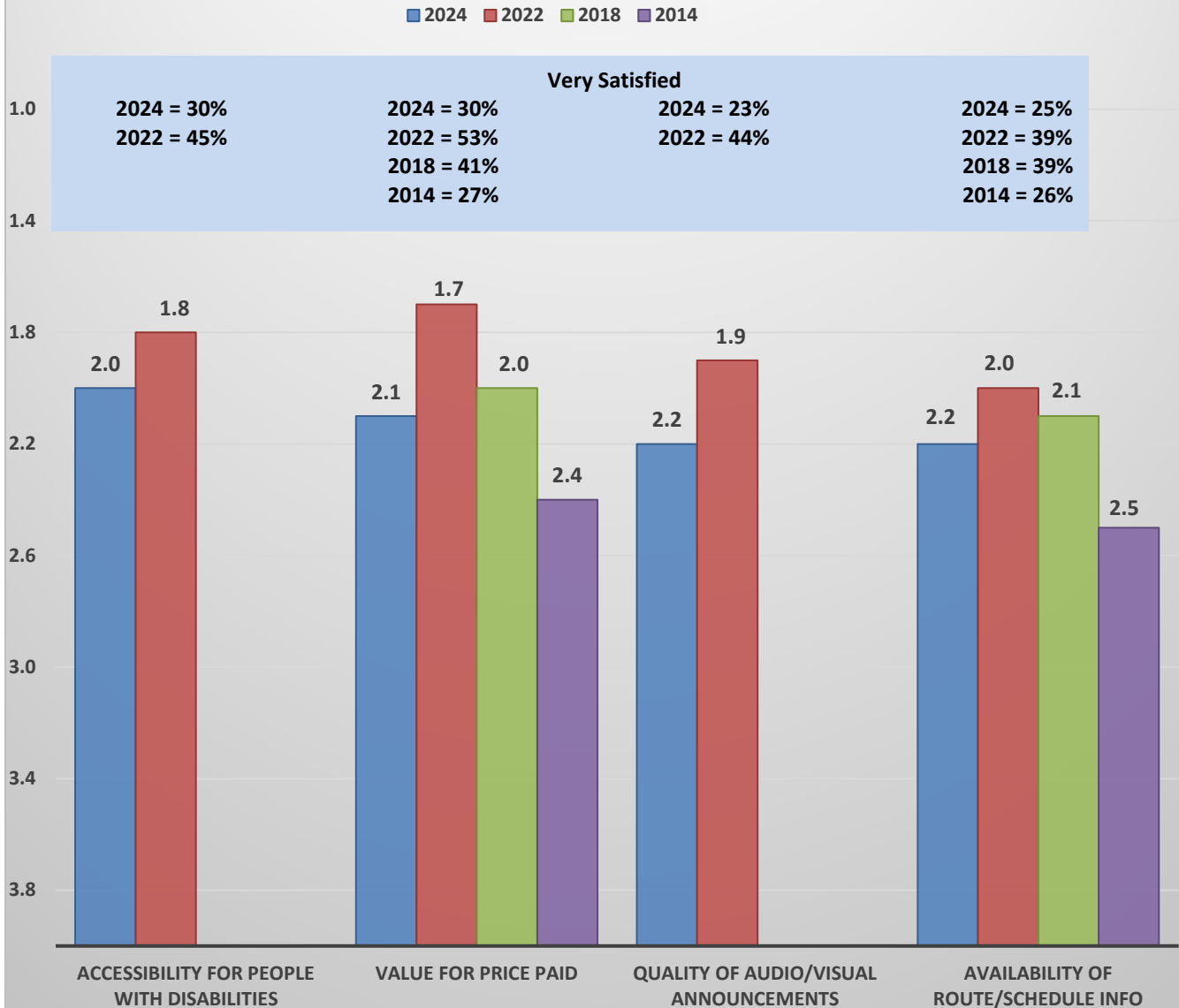


Chart 11
Mean Satisfaction Ratings--Disabled
Access/Information/Value
 (Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)



Statistically Significant Relationships Associated with Passenger Satisfaction

The following significant relationships are related to ethnicity:

- Hispanics and African-Americans report higher ratings for the overall level of FAX service than do Asian and White riders.
- Hispanics indicate higher satisfaction with all driver characteristics, overall comfort of bus rides, availability of route/schedule information, closeness of bus stops to home, accessibility for people with a disability, and audio/visual announcement quality on bus.
- African Americans rate availability of route information and audio/visual announcement quality on the bus relatively high.
- Asians report high ratings for frequency of buses and drivers' driving skills and drivers' safety awareness.
- Whites are particularly dissatisfied with weekday bus hours.

The following significant relationships are related to age:

- Passengers under the age of 18 are more dissatisfied with the cleanliness inside buses.
- Passengers over the age of 75, on the other hand, are very satisfied with the cleanliness of the bus.

The following significant relationships are related to income:

- Those who earn under \$20,000 per year rate the following bus features relatively high: on-time performance, overall comfort of bus riders, availability of route/schedule information, and all driver-related characteristics.
- Passengers with annual incomes between \$20,000 and \$39,999 rate the overall level of FAX service lower than do other income groups.
- Passengers who earn under \$10,000 per year rate audio/visual announcement quality high.
- Passengers who earn \$50,000 or more per year rate cleanliness on board the bus and at bus stops lower.
- Passengers who earn \$50,000 - \$74,999 per year rate time to complete trip lower.

The following significant relationships are related to incidents of harassment:

- Predictably, those who have experienced or witnessed harassment rate all features (except proximity of bus stops to home) lower than do those who do not share such experiences.

The following significant relationships are related to length of time as FAX customer:

- Passengers who have been riders of FAX for 10 years or more are most satisfied with the FAX system particularly regarding driver helpfulness, safety awareness, route/schedule information, and value for the price paid.

Most Important Bus Features

Passengers were asked to indicate the bus features that they considered to be important. These ratings are presented in **Charts 12, 13, and 14**. **Chart 12** shows how respondents rated their more important bus features. Respondents were asked to provide one response for the most important feature and a second response for the feature they regarded as next in importance. The total of percentages was weighted to account for these two percentages. **Chart 13** utilizes the same method to analyze the less important bus features. **Chart 14** ranks responses to a new question seeking the least important bus service features.

With reference to **Chart 12**, riders identify on-time performance as the most important weighted feature (28 percent) followed at some distance by frequency of buses (19 percent). Riders accord the next level of importance to time to complete trip (14 percent). These same bus service features demonstrated similar levels of importance in the 2022, 2018, and 2014 surveys.

Regarding **Chart 13** (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). This range is identical for the same bus features for the 2022 survey period. There are two notable bus features in the 2024 survey where the range is expanded: Drivers' Courtesy—11 percent in 2014 versus 4 percent in 2024 and Drivers' Driving Skills – 8 percent in 2018 versus 4 percent in 2024, indicating that these features are becoming less important to riders.

Chart 14 reports the results of a new question that specifically asks riders which is their least important bus feature in generating satisfaction with FAX. The least important bus feature by far is the quality of audio/visual presentations (14 percent) followed by time to complete trip (8 percent), comfort (7 percent), and cleanliness inside the bus (7 percent).

Chart 12

More Important Bus Service Features*

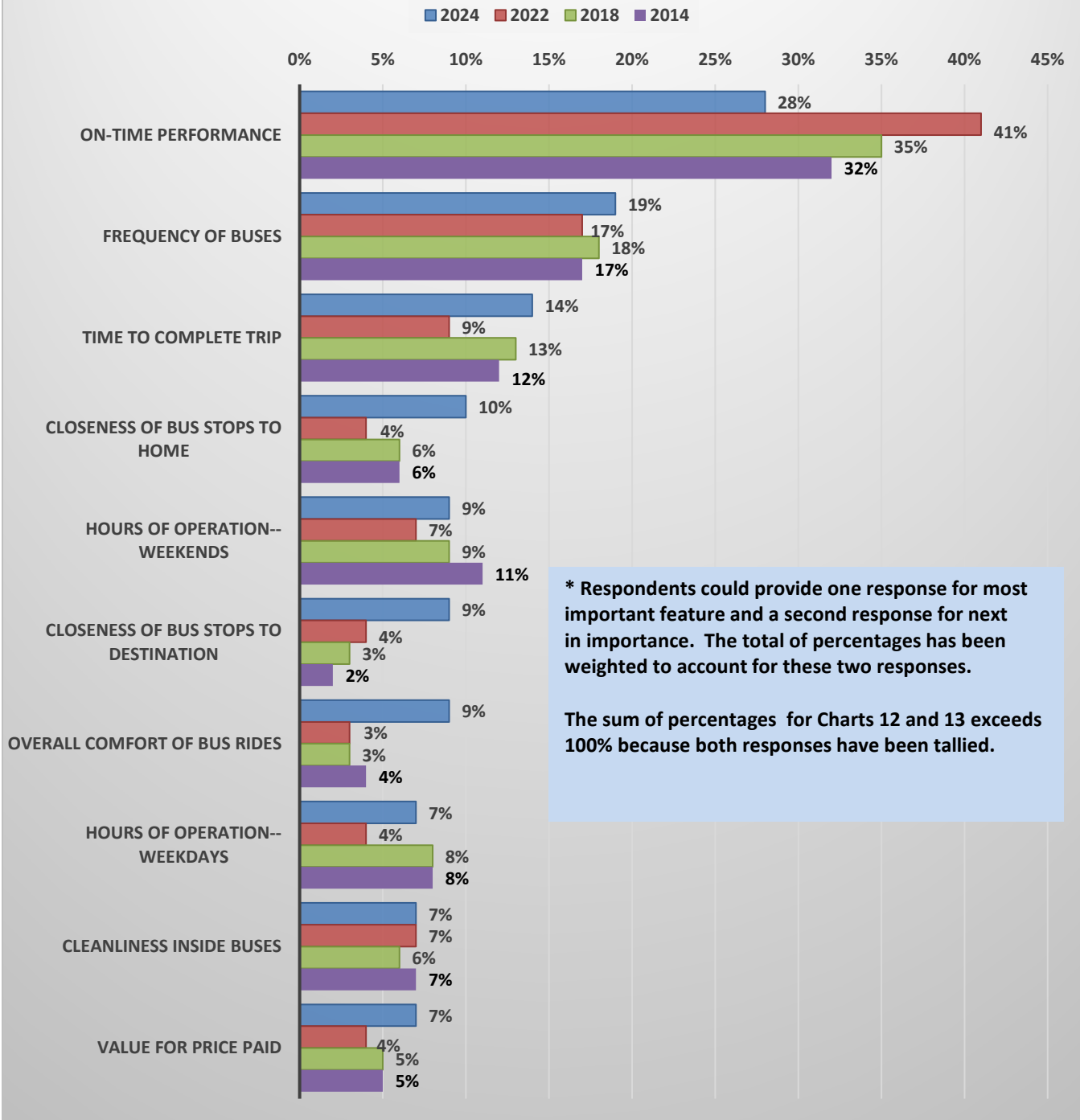


Chart 13

Less Important Bus Service Features*

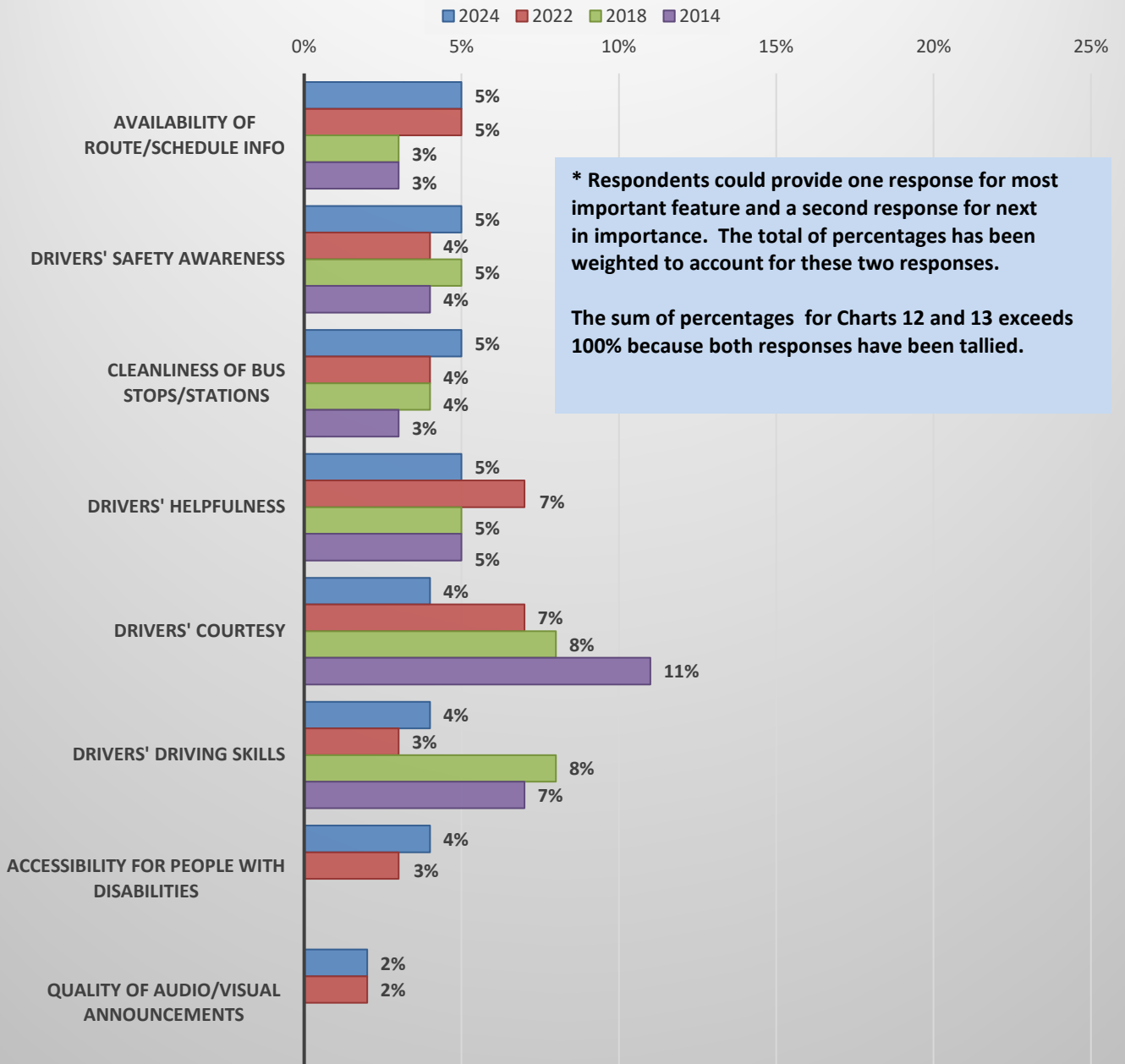
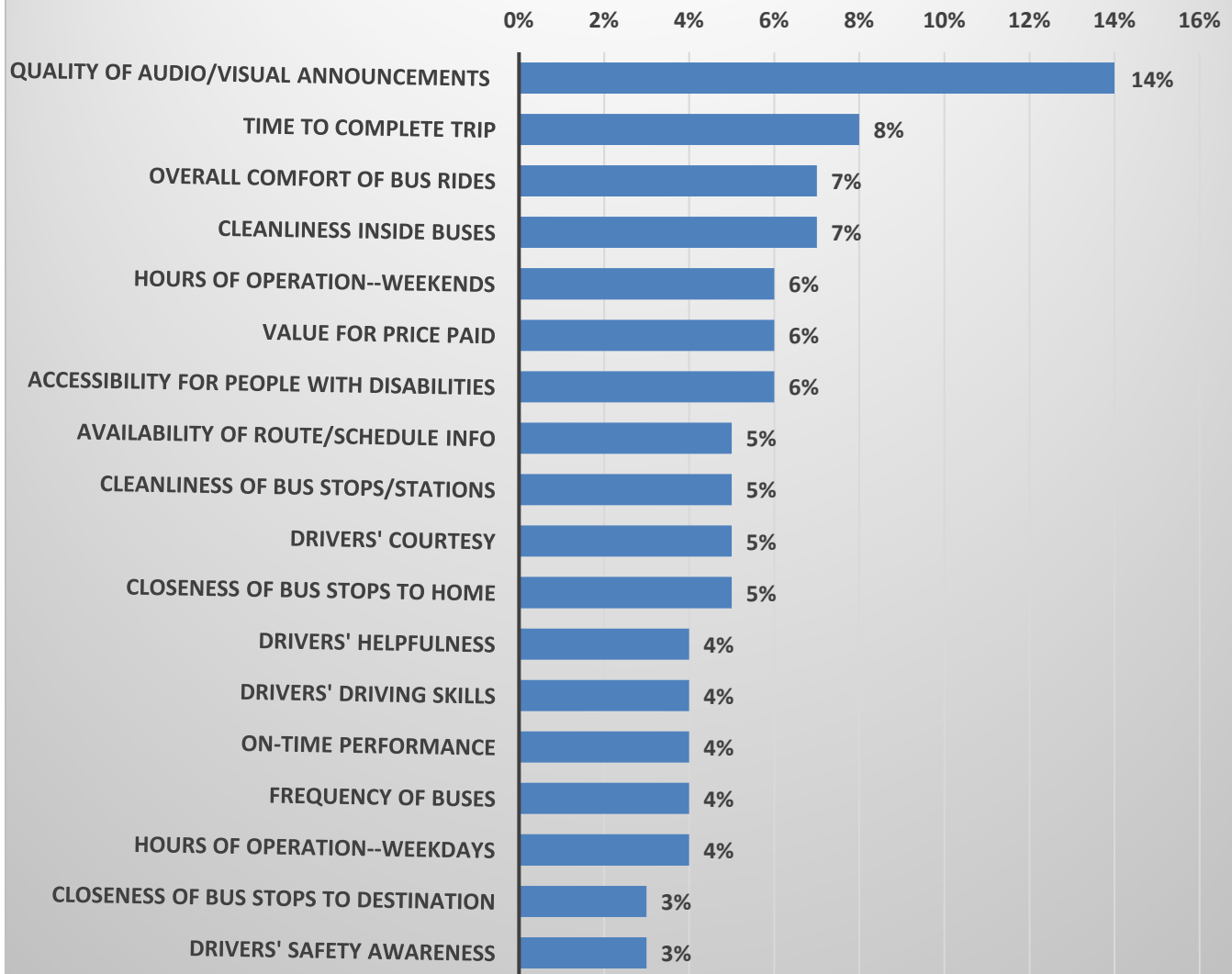


Chart 14
Least Important FAX Bus Feature



Statistically Significant Relationships Associated with Importance of Bus Features

An interesting finding is how Time to Complete the Trip ranks as the third most important (**Chart 12**), yet next to the least important factor for satisfaction (**Chart 14**). The following significant relationships relate to the importance of the bus features and point out how differently different groups feel about this factor. Time to complete the trip is seen as very important by a good percentage of passengers (14 percent), especially Asians, and Hispanics; however, another 8 percent do not find it nearly as important—low-income passengers and White and African-American riders.

- Time to complete the trip is more important to Asian and Hispanic riders than it is to White and African American riders.
- On-time performance, however, is least important to Asian riders.
- Whites place more importance on the frequency of buses; Asians place the least amount of importance on frequency of buses.
- Riders who earn under \$20,000 per year regard on-time performance and time to complete the trip as less important than do those earning more; those who earn \$10,000 or less rate frequency of buses as less important.

Satisfaction/Importance Quadrant Analysis

Levels of satisfaction 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, above the median ratings for importance and satisfaction for all characteristics, represents features that display both high satisfaction and high importance. Characteristics in this quadrant, 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-left 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 riders but are not provided as satisfactorily as riders would prefer. It is these characteristics that can increase satisfaction to the greatest extent.

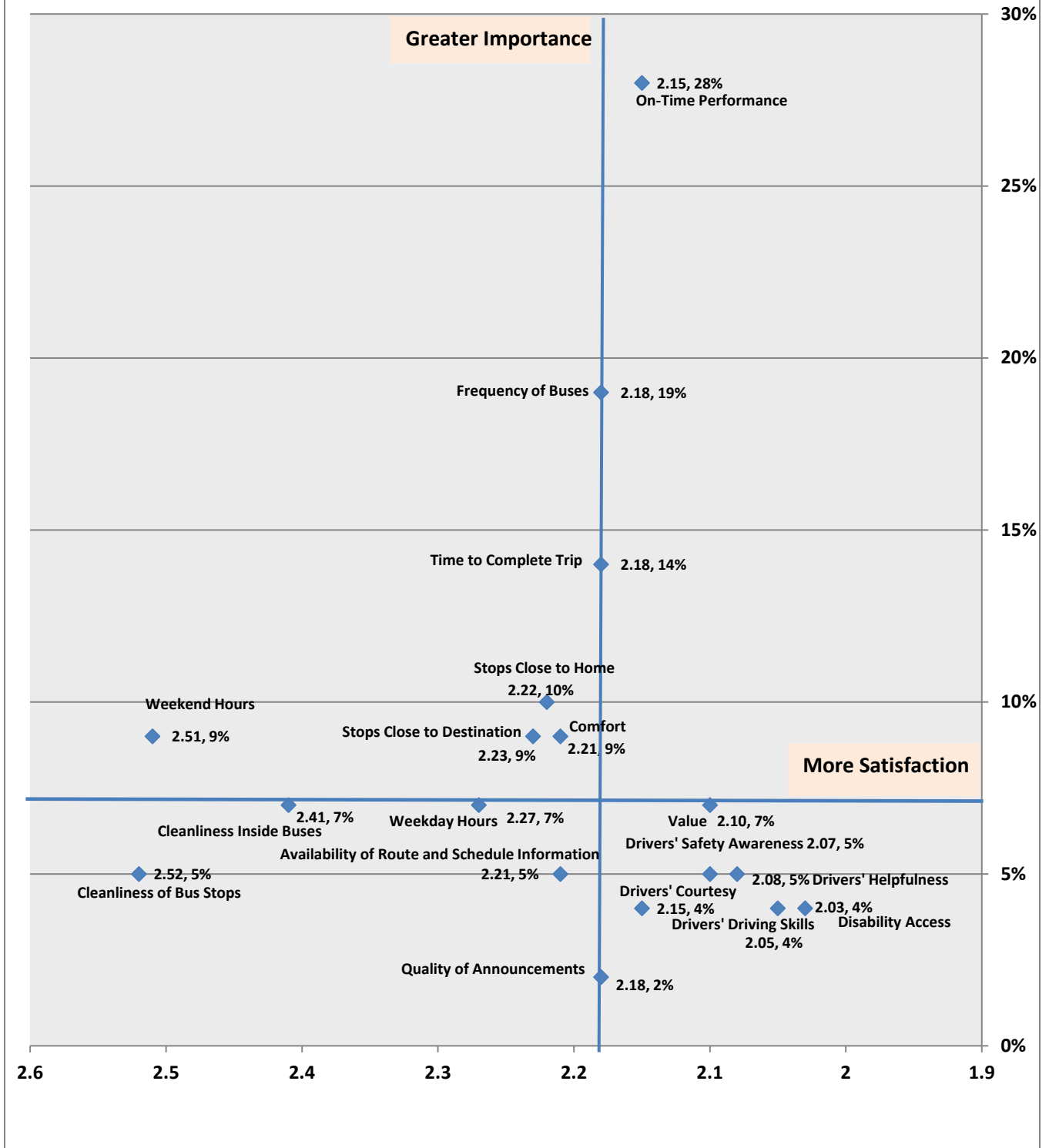
Chart 15 is a satisfaction/importance quadrant analysis, with the quadrants established at the median satisfaction and importance for all 18 satisfaction ratings and importance percentages. In the upper right quadrant, one feature is plotted: on-time performance. This is the core characteristic that leads to the high degree of satisfaction with the FAX fixed-route bus service as has been evidenced in this report. In the 2022 survey, drivers' courtesy and drivers' helpfulness were among the core characteristics as was availability of route and schedule information; however, these are of lesser importance in 2024 and have moved into the lower-right quadrant containing well-regarded but less important features. On the other hand, on-time performance was in the upper-left quadrant in 2022 but has been sufficiently improved to find itself in the upper-right quadrant this go-round.

The upper left quadrant shows four characteristics that would improve overall satisfaction: cleanliness inside buses, bus hours of operations on weekends, stops close to home, and stops close to destinations.

Riders 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. On the border between the upper-right and upper-left quadrants are trip time and frequency of buses—two features that were in the upper-left in 2022 but have improved relatively. Continued improvement would move them into the core satisfaction upper-right quadrant.

Chart 15

Satisfaction/Importance Quadrants



FAX Report Card

During all the years that FAX has conducted these rider satisfaction surveys, 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 2024, 2022, 2018, and 2014.

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

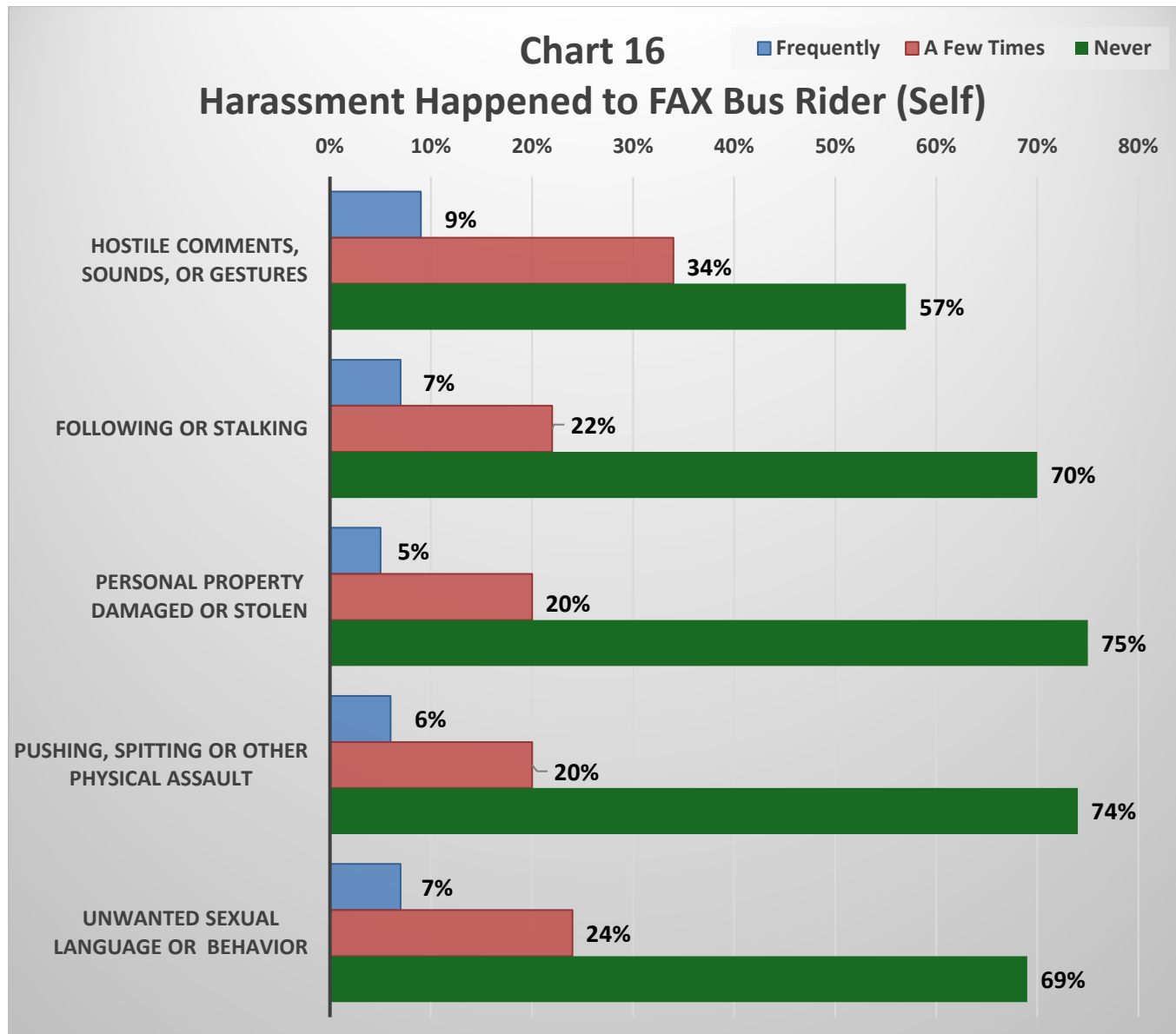
What emerges from **Table 6** is evidence that the FAX system has been a consistent success. There is considerable satisfaction with the FAX bus system, and this high level of satisfaction is demonstrated by the A- and B+ grades that are consistently attributed to the various features of the FAX bus system since 2018. The grades, themselves, are a rough indicator of rider satisfaction but to consider these grades to be absolute would be a mistake. The reason that these are to be considered as “rough” indicators is related to myriad factors, of which the following are most important: (1) The FAX system has obtained a fairly large number of new riders in recent years and these new riders, who did not participate in past surveys, seem to have rated some of the bus features lower than the riders with considerably more tenure, as was described above; (2) The numerical ranges associated with the grades (**Table 5**) are somewhat arbitrary. The numeral distinction between a low A- and a high B+ is not very meaningful and, as such, that distinction should not be used to concretely judge the quality of the FAX system. Again, the conclusion herein is that the FAX system has consistently provided excellent service over many years.

FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings

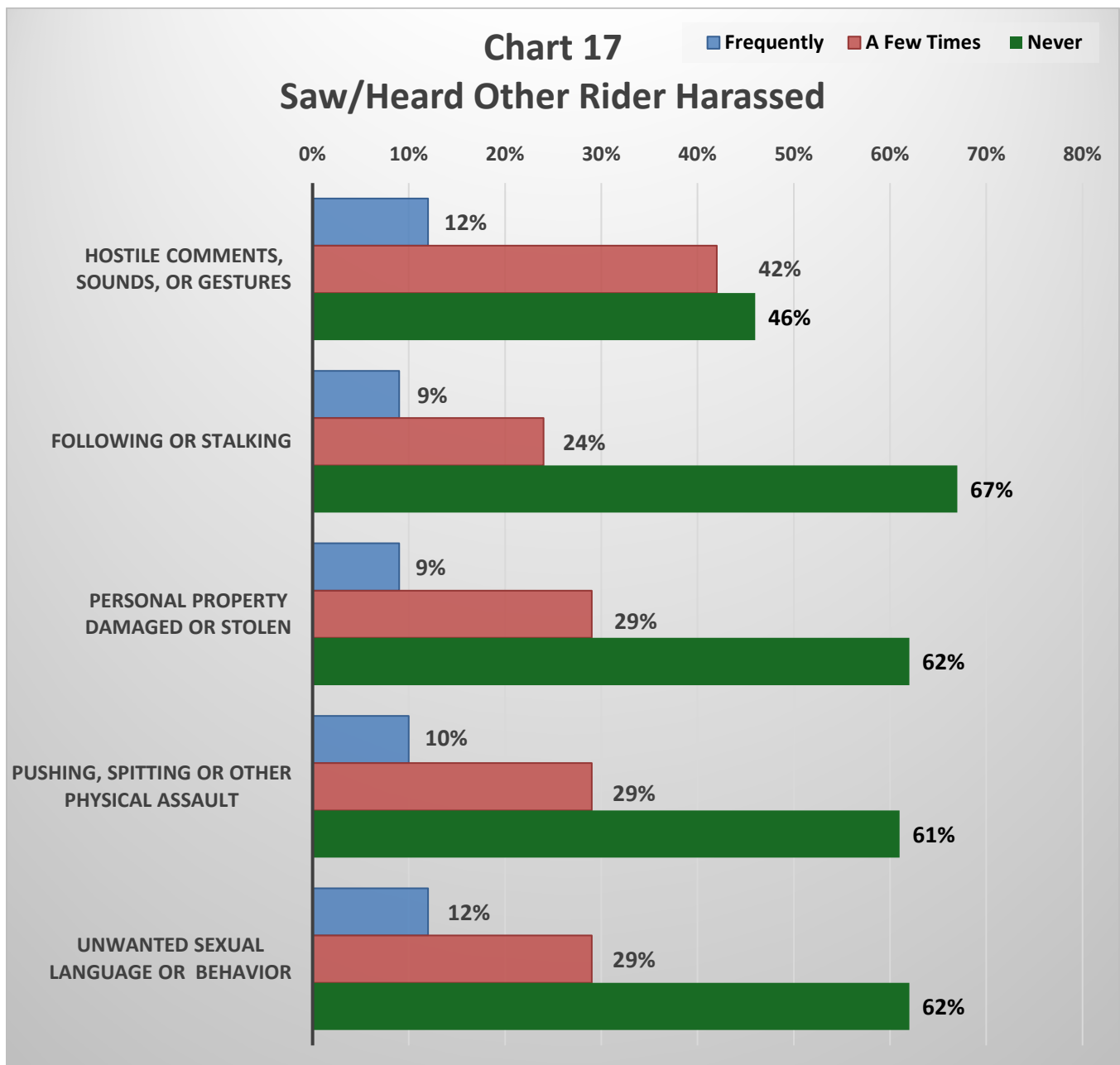
Service Characteristic	2024 Grade	2024 Mean	2024 Grade	2024 Mean	2024 Grade	2024 Mean	2024 Grade	2024 Mean
Overall Service Provided by FAX Buses	B+	2.07	A-	1.88	A-	1.89	B+	2.30
Accessibility for People with a Disability	B+	2.03	A-	1.81				
Drivers' Driving Skills	B+	2.05	A-	1.77	A-	1.84	B+	2.14
Drivers' Safety Awareness	B+	2.07	A-	1.80	A-	1.82	B+	2.17
Drivers' Helpfulness	B+	2.08	A-	1.86	A-	1.90	B+	2.17
Value for Price Paid	B+	2.10	A-	1.71	A-	1.95	B	2.38
Drivers' Courtesy	B+	2.15	A-	1.89	A-	1.98	B	2.44
On-Time Performance	B+	2.15	B+	2.14	B+	2.33	B-	2.71
Audio/Visual Announcement Quality on Bus	B+	2.18	A-	1.85				
Time to Complete Trip	B+	2.18	B+	2.21	B+	2.27	B-	2.70
Frequency of Buses	B+	2.18	B+	2.24	B+	2.29	B-	2.83
Overall Comfort of Bus Rides	B+	2.21	A-	1.91	A-	1.99	B	2.42
Availability of Route/Schedule Info	B+	2.21	B+	2.00	B+	2.07	B	2.47
Closeness of Bus Stops to Home	B+	2.22	A-	1.94	A-	1.99	B+	2.20
Closeness of Bus Stops to Destination	B+	2.23	A-	1.93	A-	1.97	B+	2.21
Hours of Operation--Weekdays	B+	2.27	B+	2.05	B+	2.13	B	2.67
Cleanliness Inside Buses	B	2.41	B+	2.25	B	2.37	B-	2.89
Hours of Operation--Weekends	B	2.51	B	2.61	B	2.64	C+	3.30
Cleanliness of Bus Stops/Stations	B	2.52	B	2.46	B	2.45	B-	2.85

Harassment on FAX Buses and Bus Stops

FAX riders have experienced harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault to some degree—not overwhelmingly, but still worthy of note. (**Chart 16**). For example, about one-third of riders reported that they endured hostile comments, sounds, or gestures (34 percent). Also, nearly one quarter (24 percent) experienced unwanted sexual language or behavior.



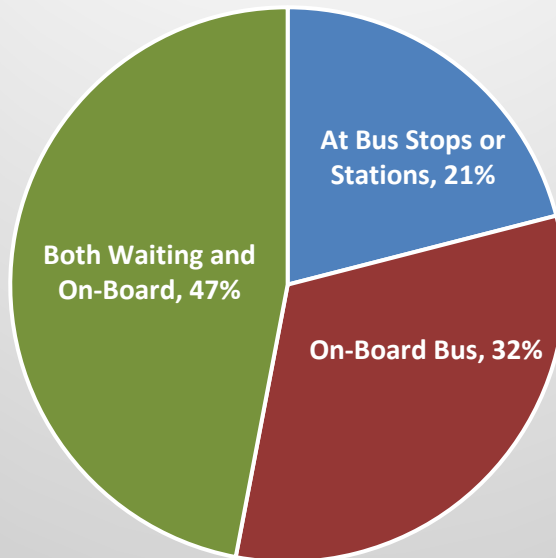
A similar pattern emerges regarding riders who have seen or heard others being harassed. **Chart 17** indicates the extent to which FAX riders saw or heard other riders being harassed on the FAX system. Whereas 57 percent to 75 percent never directly experienced these types of harassing behavior (**Chart 16**), a smaller percentage (46 percent to 67 percent) have not seen or heard other riders being harassed. For example, more than one-half of FAX riders (54 percent) have either frequently or a few times observed hostile comments, sounds, or gestures directed at other riders.

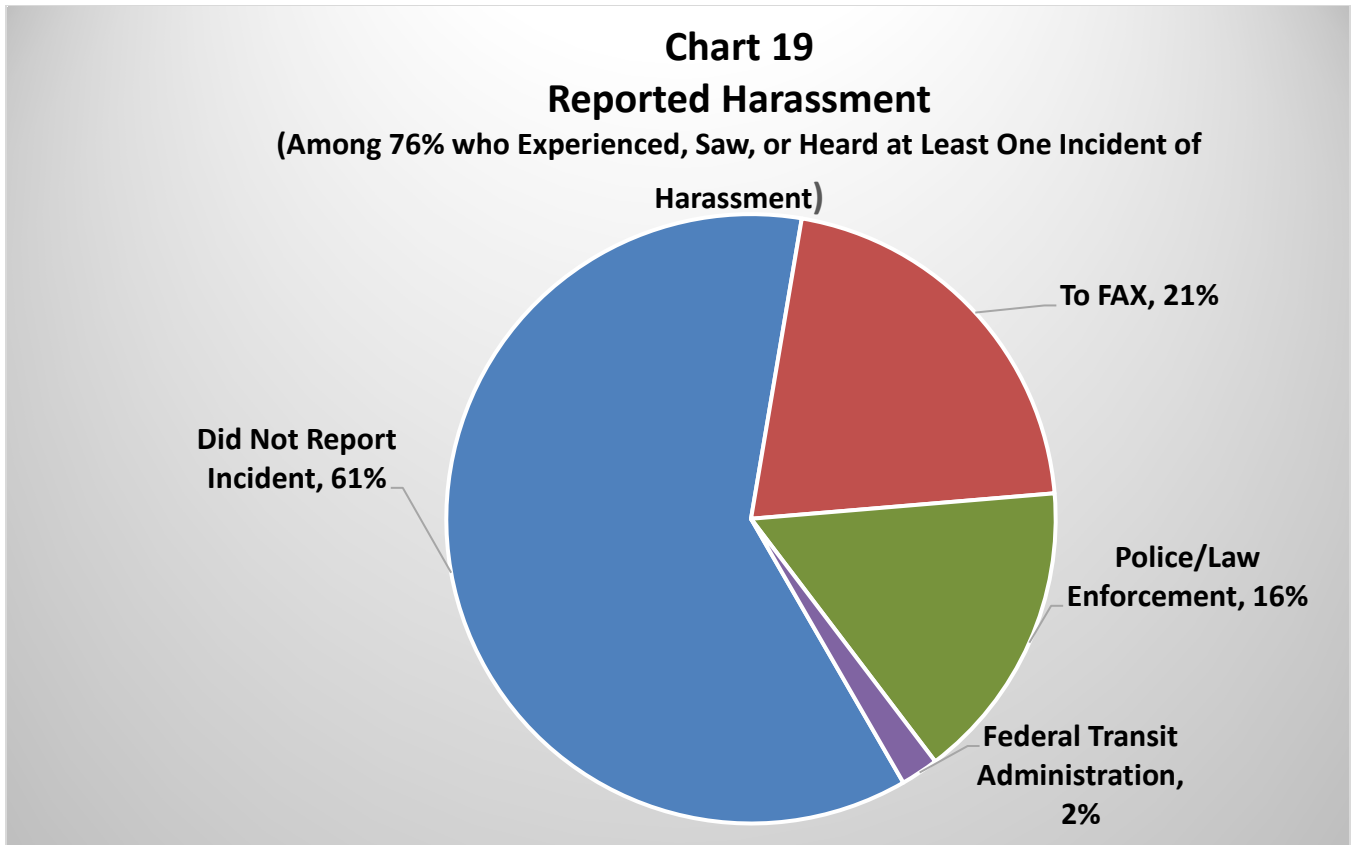


A total of 76 percent of FAX bus riders indicated that they had either been the victim of one of these forms of harassment or had seen or heard someone else victimized.

Among the 76 percent who experienced, saw, or heard at least one incident of harassment, nearly one-third (32 percent) reported that the incident(s) occurred on board the bus, and another 21 percent indicated that the incident(s) occurred at bus stops or stations. Nearly one-half (47 percent) said the incident(s) occurred both at bus stops and on-board the bus (**Chart 18**).

Chart 18
Where Harassment Occurred
(Among 76% who Experienced, Saw, or Heard at Least One Incident of Harassment)





Among 76 percent of riders who experienced, saw, or heard at least one incident of harassment, over three-fifths (61 percent) did not report the incident(s). Among those who did report the incident, 21 percent reported the incident to FAX, with another 16 percent reporting the incident to law enforcement. (**Chart 19**).

Chart 20 shows the reasons why victims feel they or others were targeted. Among the 76 percent who experienced, saw, or heard at least one incident of harassment, one-fourth (25 percent) felt they or others were targeted because of race/ethnicity and another 24 percent indicated that gender/gender expression was at the root of the harassment they experienced. Language spoken and income (each 23 percent) were identified next as reasons why riders were targeted.

Chart 20

Subject of Harassment

(Among 76% who Experienced, Saw, or Heard at Least One Incident of Harassment-- Respondent Could Indicate More than One Subject; therefore, %s sum to >100%)

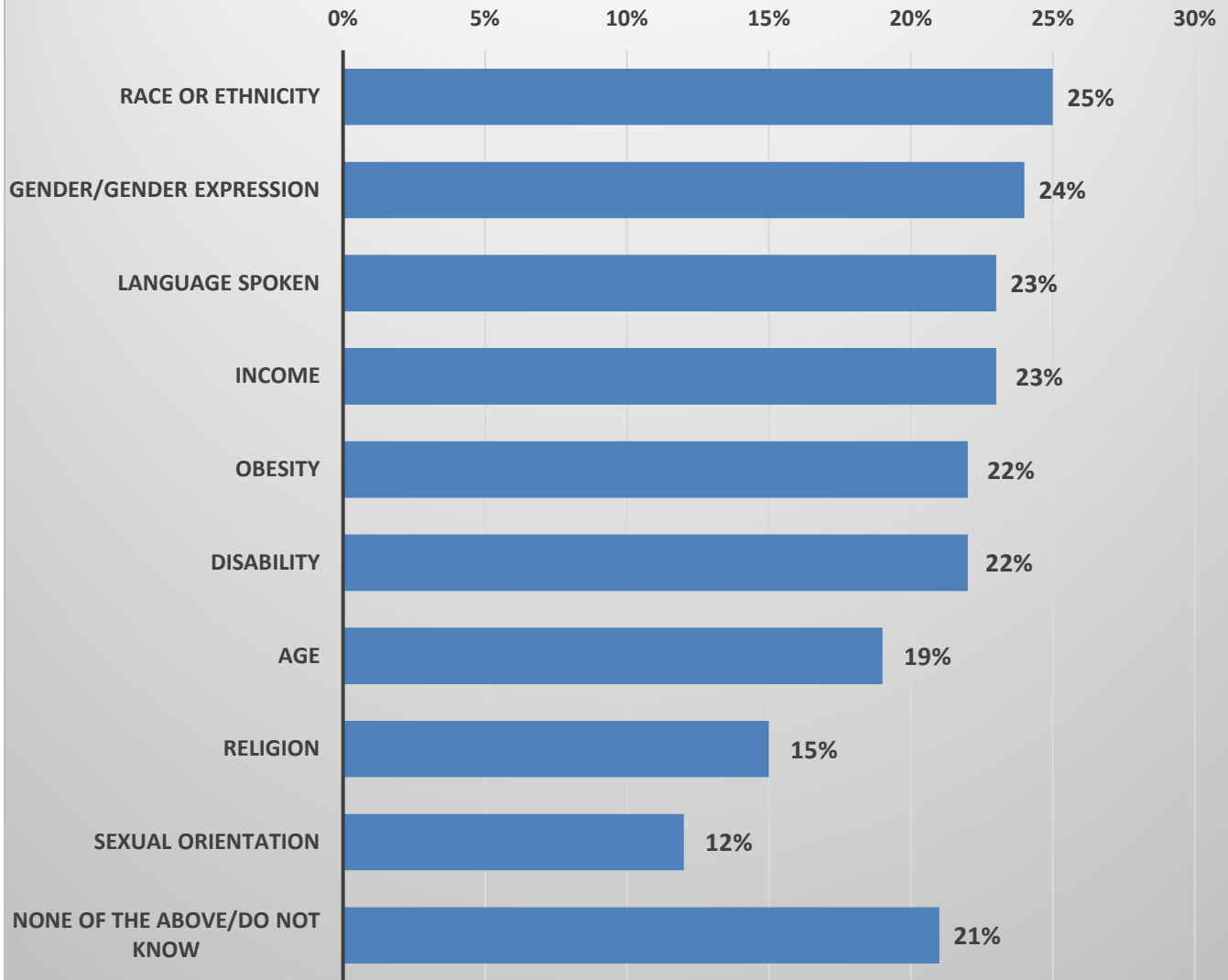


Chart 21 indicates the safety precautions undertaken by riders to avoid harassment. Over one-third (35 percent) do not take any safety precautions when riding FAX buses. Other riders are more proactive in avoiding harassment. Over one-quarter (26 percent) do not ride alone, 23 percent carry self-defense spray or other self-protection devices, 21 percent do not ride at night, and 20 percent avoid certain routes.

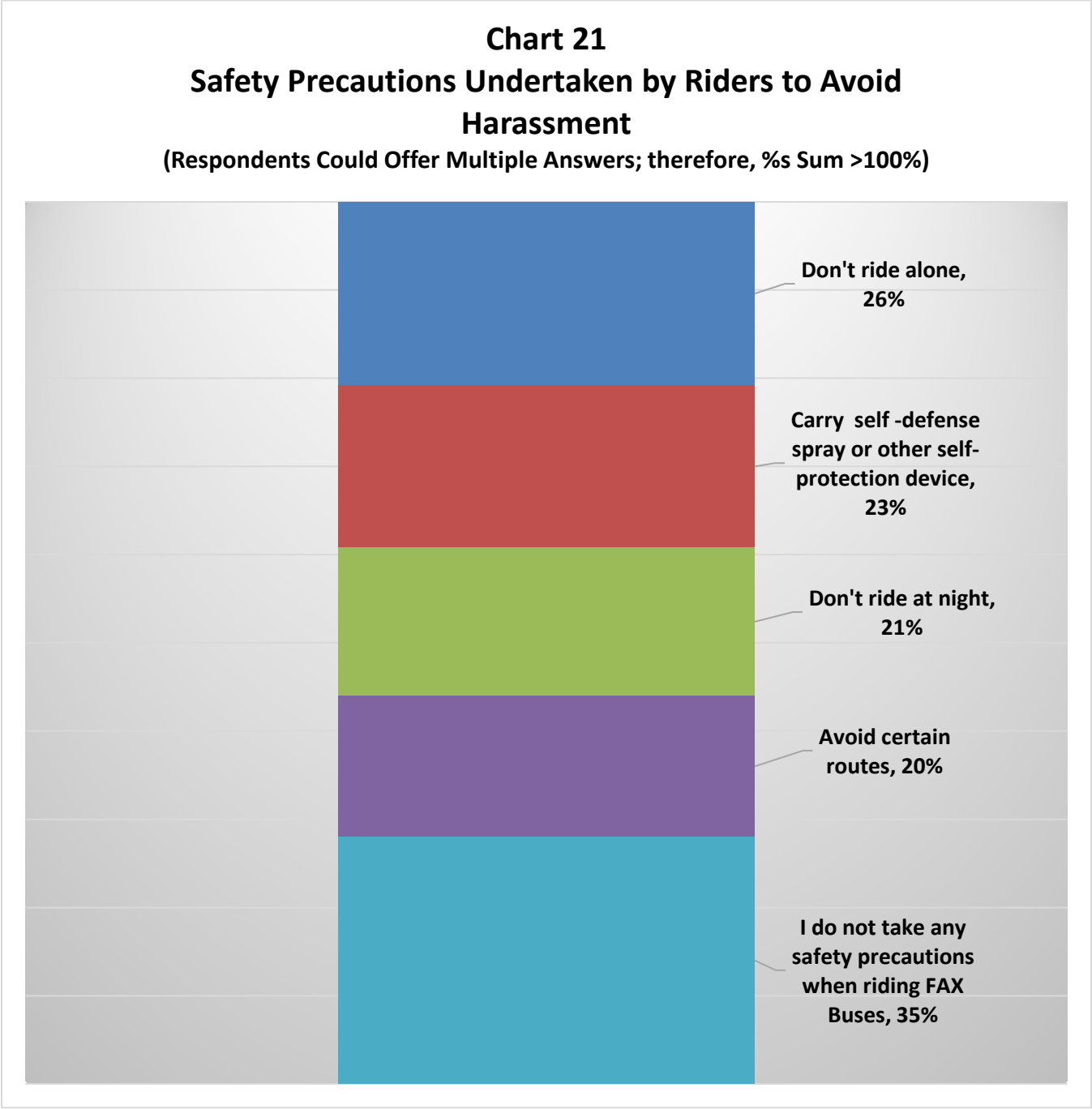
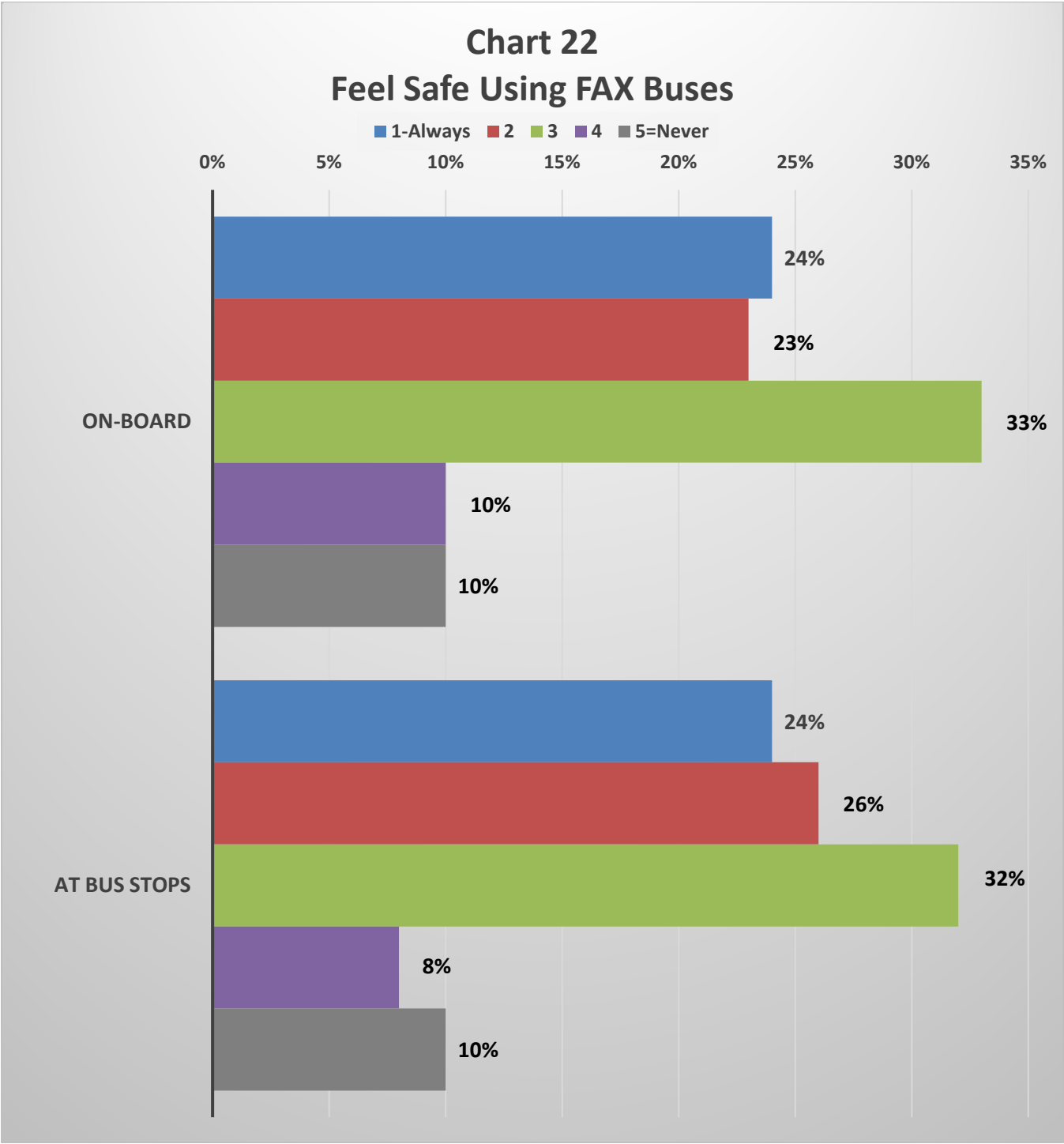


Chart 22 shows that nearly one-fourth of FAX riders (24 percent) always feel safe on-board FAX buses and that same percentage always feel safe at bus stops. On the other hand, one-tenth of respondents (10 percent) never feel safe on-board or at bus stops.



Statistically Significant Relationships Associated with Harassment of Bus Passengers

The following significant relationships are related to harassment:

Among the 76 percent of bus riders who have experienced, seen, or heard harassment of riders:

- The routes that showed the greatest percentage of incidents were Routes 32 (91 percent of riders), 20 (86 percent), 38 (86 percent), 33 (85 percent), and 45 (84 percent). On the lower end were Routes 28 (51 percent) and 9 (62 percent),
- Limited English speakers experienced more harassment (84 percent versus those without such language limitations—71 percent)
- Active and Reserve military (91 percent) in contrast to veterans and non-military (74 percent)
- Full-time workers (66 percent) experienced less harassment than all other riders (78 percent)
- Younger riders experienced more harassment than older riders—under 18 (92 percent), 18-54 (76 percent), and 55 and over (69 percent).
- Consistent with the age issue, and counter intuitively (based simply on the passage of time) , longer tenured riders have experienced less harassment (67 percent for those riding FAX for 10 years or more versus 78 percent under 10 years). These last two findings may also be a result of long-term memory recall vagaries.

APPENDIX

Questionnaire	52
Frequencies	57

FAX 2024 PASSENGER SATISFACTION SURVEY—ON-BOARD

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are on? _____ (Can be completed by surveyor or passenger)

Q2. What day of the week is it that you are riding this bus? (Can be completed by surveyor or passenger)

1. Monday
2. Tuesday
3. Wednesday
4. Thursday
5. Friday
6. Saturday
7. Sunday

Q3. What time did you board this bus today? (Can be completed by surveyor or passenger)

1. _____ Before 9am
2. _____ Between 9am and 11:59am
3. _____ Between Noon and 2:59pm
4. _____ Between 3pm and 7:00pm
5. _____ After 7pm

Q4. 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—ENTER 0, IF NONE)

Q5. What is the purpose of this FAX bus trip? (CHECK ONLY ONE)

- | | |
|--|---|
| 1. _____ College | 7. _____ Medical/Dental |
| 2. _____ High/Middle/Elementary School | 8. _____ Jury Duty |
| 3. _____ Work/Business | 9. _____ Religious Service or Meeting-
Church/Temple/Mosque/Synagogu |
| 4. _____ Shopping | 10. _____ Volunteer Work |
| 5. _____ Errands/Personal | 11. _____ Other |
| 6. _____ Recreational/Social | |

Q6. How many months or years have you been a FAX bus rider?

____years ____months

Q7. Do you have access to a car or other motor vehicle to make the same kinds of trips that you make by FAX?

1. _____ Yes 2. _____ No [IF NO, GO TO Q8)

Q7a. (ANSWER IF Q7 = YES) Which is the main reason you ride FAX instead of using that vehicle for your trips? The bus is...

1. _____ Less expensive than driving
2. _____ Easier and/or more relaxing than driving
3. _____ Good for the environment
4. _____ None of the above

SATISFACTION

Q8 (1 through 19). Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by checking a box for each feature.

**RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6
CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE**

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. Cleanliness of bus stops and transfer stations						
6. Typical FAX bus drivers' courtesy						
7. Typical FAX bus drivers' helpfulness						
8. Typical FAX bus drivers' driving skills						
9. Typical FAX bus drivers' safety awareness						
10. Overall comfort of bus rides						
11. Availability of route/ schedule information						
12. Bus hours of operation on weekdays						
13. Bus hours of operation on weekends						
14. Closeness of bus stops to home						
15. Closeness of bus stops to destination						
16. Accessibility for people with disabilities on FAX buses						
17. Quality of audio and visual announcements on FAX buses						
18. Value provided by FAX for the price paid						
19. Overall service provided by FAX						

Q8a-c.

Q8a Please write the number of the bus service feature listed in Q8 that you consider to be **MOST IMPORTANT** to you
 # _____. **Please include only features "1" through "18" above in your response.**

Q8b. Please write the number of the bus service feature listed in Q8 that you consider to be **SECOND MOST IMPORTANT**
 # _____. **Please include only features "1" through "18" above in your response.**

Q8c. What do you consider to be the least important bus feature listed in Q8?
 # _____. **Please include only features "1" through "18" above in your response.**

HARASSMENT

Q9. The following questions ask about your experiences using the FA bus system during the past year. Think about all parts of a transit trip, both onboard and while waiting at stops.

	Part A: happened to me	Part A: happened to me	Part A: happened to me	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else
	Frequently	A few times	Never	Frequently	A few times	Never
1. Hostile comments, sounds, or gestures						
2. Following or stalking						
3. Personal property damaged or stolen						
4. Pushing, spitting or other physical assault						
5. Unwanted sexual language or behavior						

QUESTIONS 10 THROUGH 12 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

10. Where did these incidents happen?

- 1. ☐ At Bus Stops or Stations
- 2. ☐ Onboard
- 3. ☐ Both

11. When these incidents happened, did you officially report any of them? (check all that apply)

- 1. ☐ Did not report any
- 2. ☐ To FAX (in person, online, by phone, via social media, etc.)
- 3. ☐ To police/law enforcement
- 4. ☐ To the Federal Transit Administration (FTA)

12. When these incidents happened, were you or the victim mainly targeted because of...? (check all that apply)

- 1. ☐ Age
- 2. ☐ Disability
- 3. ☐ Gender/gender expression
- 4. ☐ Income
- 5. ☐ Language spoken
- 6. ☐ Obesity
- 7. ☐ Race or ethnicity
- 8. ☐ Religion

9. ___ Sexual orientation
10. ___ None of the above/Do Not Know

13. Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed? (check all that apply)

1. ___ Don't ride at night
2. ___ Avoid certain routes
3. ___ Don't ride alone
4. ___ Carry self -defense spray or other self-protection device
5. ___ I do not take any safety precautions when using FAX

14. When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct....?

14a.on board FAX buses

☐ Always ☐ ☐ ☐ ☐ Never

14b.at the bus stops

☐ Always ☐ ☐ ☐ ☐ Never

DEMOGRAPHICS

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

1. ___ Yes, Active Military
2. ___ Yes, Reservist
3. ___ Yes, Veteran
4. ___ 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 8th Grade Education

2. ☐ Some High School
3. ☐ High School Graduate
4. ☐ Vocational/Technical School
5. ☐ College Graduate
6. ☐ Post-Graduate Education

ETHNICITY. 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 (GO TO Eth-4a)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities (Go to Eth 8a)
9. ☐ Other

ETH 4a (If 4 checked above)

Are you....?

1. ☐ Hmong
2. ☐ Asian Indian
3. ☐ Indic other than from India
4. ☐ Southeast Asian other than Hmong
5. ☐ Filipino
6. ☐ Chinese other than Hmong
7. ☐ Japanese
8. ☐ Korean
9. ☐ Other

ETH 8a (If 8 checked above)

Are you...?

1. ☐ Hispanic and White
2. ☐ Hispanic and Black
3. ☐ Hispanic and Asian
4. ☐ White and Black
5. ☐ White and Asian
6. ☐ Other Mixed

GENDER.

1. ☐ Male
2. ☐ Female
3. ☐ Non-Binary
4. ☐ Transgender
5. ☐ Other

AGE. What year were you born? _____

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/Refused

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

Do you or do you not consider yourself to be limited in the English language?

1. Yes, I consider myself to be limited in my use of English
2. No, I do not consider myself to be limited in my use of English
3. Don't Know/refused

LANGUAGE What is the primary language spoken in your home?

- | | |
|--|---|
| 1. <input type="checkbox"/> English | 8. <input type="checkbox"/> Chinese |
| 2. <input type="checkbox"/> Spanish or Spanish Creole | 9. <input type="checkbox"/> Arabic |
| 3. <input type="checkbox"/> Hmong | 10. <input type="checkbox"/> Vietnamese |
| 4. <input type="checkbox"/> Punjabi | 11. <input type="checkbox"/> Armenian |
| 5. <input type="checkbox"/> Other Indic (Indo-Aryan) languages | 12. <input type="checkbox"/> Tagalog |
| 6. <input type="checkbox"/> Laotian | 13. <input type="checkbox"/> Other |
| 7. <input type="checkbox"/> Mon-Khmer, Cambodian | |

Frequency Tables

		Bus Route			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	321	32.0	32.0	32.0
	3	12	1.2	1.2	33.2
	9	60	6.0	6.0	39.1
	12/35	40	4.0	4.0	43.1
	20	57	5.7	5.7	48.8
	22	42	4.2	4.2	53.0
	26/39	72	7.2	7.2	60.2
	28	41	4.1	4.1	64.2
	32	23	2.3	2.3	66.5
	33	40	4.0	4.0	70.5
	34	86	8.6	8.6	79.1
	35	8	.8	.8	79.9
	38	97	9.7	9.7	89.5
	41	74	7.4	7.4	96.9
	45	25	2.5	2.5	99.4
	58/58E	6	.6	.6	100.0
	Total	1004	100.0	100.0	

		Day of Week			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monday	132	13.1	13.1	13.1
	Tuesday	191	19.0	19.0	32.2
	Wednesday	164	16.3	16.3	48.5
	Thursday	163	16.2	16.2	64.7
	Friday	121	12.1	12.1	76.8
	Saturday	111	11.1	11.1	87.8
	Sunday	122	12.2	12.2	100.0
	Total	1004	100.0	100.0	

		Time of Boarding			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Before 9am	183	18.2	18.2	18.2
	Between 9am and 11:50am	282	28.1	28.1	46.3
	Between Noon and 2:59pm	308	30.7	30.7	77.0
	Between 3pm and 7pm	226	22.5	22.5	99.5
	After 7pm	5	.5	.5	100.0
	Total	1004	100.0	100.0	

Number of Weekly One-Way Trips

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	.6	.6	.6
	1	38	3.8	3.8	4.4
	2	120	12.0	12.0	16.3
	3	30	3.0	3.0	19.3
	4	115	11.5	11.5	30.8
	5	75	7.5	7.5	38.2
	6	126	12.5	12.5	50.8
	7	23	2.3	2.3	53.1
	8	64	6.4	6.4	59.5
	9	6	.6	.6	60.1
	10	160	15.9	15.9	76.0
	11	9	.9	.9	76.9
	12	90	9.0	9.0	85.9
	13	2	.2	.2	86.1
	14	62	6.2	6.2	92.2
	15	9	.9	.9	93.1
	16	15	1.5	1.5	94.6
	17	2	.2	.2	94.8
	18	9	.9	.9	95.7
	20	17	1.7	1.7	97.4
	21	1	.1	.1	97.5
	22	6	.6	.6	98.1
	23	1	.1	.1	98.2
	24	1	.1	.1	98.3
	25	2	.2	.2	98.5
	28	4	.4	.4	98.9
	30	5	.5	.5	99.4
	32	1	.1	.1	99.5
	39	1	.1	.1	99.6
	41	1	.1	.1	99.7
	42	2	.2	.2	99.9
	50	1	.1	.1	100.0
	Total	1004	100.0	100.0	

This Trip Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	130	12.9	12.9	12.9
	High/Middle/Elem School	72	7.2	7.2	20.1
	Work/Business	269	26.8	26.8	46.9
	Shopping	108	10.8	10.8	57.7
	Errands/Personal	192	19.1	19.1	76.8
	Recreational/Social	78	7.8	7.8	84.6
	Medical/Dental	39	3.9	3.9	88.4
	Jury Duty	2	.2	.2	88.6
	Religious Service or Meeting	28	2.8	2.8	91.4
	Volunteer Work	9	.9	.9	92.3
	Other	77	7.7	7.7	100.0
	Total	1004	100.0	100.0	

Months or Years Riding FAX

6B answer i	In...		Frequency	Percent	Valid Percent	Cumulative Percent
Months	Valid	1	41	14.1	14.1	14.1
		2	54	18.6	18.6	32.6
		3	32	11.0	11.0	43.6
		4	30	10.3	10.3	54.0
		5	21	7.2	7.2	61.2
		6	35	12.0	12.0	73.2
		7	10	3.4	3.4	76.6
		8	19	6.5	6.5	83.2
		9	16	5.5	5.5	88.7
		10	10	3.4	3.4	92.1
		11	6	2.1	2.1	94.2
		12	9	3.1	3.1	97.3
		14	1	.3	.3	97.6
		15	2	.7	.7	98.3
		18	1	.3	.3	98.6
		20	1	.3	.3	99.0
		25	1	.3	.3	99.3
		29	1	.3	.3	99.7
		36	1	.3	.3	100.0
		Total	291	100.0	100.0	

Months or Years Riding FAX

6B answer	in...		Frequency	Percent	Valid Percent	Cumulative Percent
Years	Valid	1	57	8.0	8.0	8.0
		2	114	16.0	16.0	24.0
		3	82	11.5	11.5	35.5
		4	65	9.1	9.1	44.6
		5	69	9.7	9.7	54.3
		6	43	6.0	6.0	60.3
		7	21	2.9	2.9	63.3
		8	24	3.4	3.4	66.6
		9	14	2.0	2.0	68.6
		10	51	7.2	7.2	75.7
		11	5	.7	.7	76.4
		12	25	3.5	3.5	79.9
		13	6	.8	.8	80.8
		14	7	1.0	1.0	81.8
		15	27	3.8	3.8	85.6
		16	6	.8	.8	86.4
		17	2	.3	.3	86.7
		18	10	1.4	1.4	88.1
		19	2	.3	.3	88.4
		20	29	4.1	4.1	92.4
		21	3	.4	.4	92.8
		22	4	.6	.6	93.4
		23	3	.4	.4	93.8
		24	3	.4	.4	94.2
		25	8	1.1	1.1	95.4
		26	1	.1	.1	95.5
		27	1	.1	.1	95.7
		28	4	.6	.6	96.2
		30	10	1.4	1.4	97.6
		32	3	.4	.4	98.0
		35	4	.6	.6	98.6
		40	6	.8	.8	99.4
		43	1	.1	.1	99.6
		48	1	.1	.1	99.7
		49	1	.1	.1	99.9
		50	1	.1	.1	100.0
		Total	713	100.0	100.0	

Access to a Car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	291	29.0	29.0	29.0
	No	713	71.0	71.0	100.0
	Total	1004	100.0	100.0	

Main Reason for Riding FAX Instead of Car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less expensive than Driving	73	7.3	25.1	25.1
	Easier and More Relaxing than Driving	46	4.6	15.8	40.9
	Good for Environment	28	2.8	9.6	50.5
	Ride/Shared Vehicle not Available	41	4.1	14.1	64.6
	Car Under Repair	50	5.0	17.2	81.8
	Cannot Drive/No License	43	4.3	14.8	96.6
	None of the Above	10	1.0	3.4	100.0
	Total	291	29.0	100.0	
Missing	System	713	71.0		
Total		1004	100.0		

Satisfaction--On-Time Performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	259	25.8	26.1	26.1
	Satisfied	452	45.0	45.6	71.7
	Slightly Satisfied	194	19.3	19.6	91.2
	Slightly Dissatisfied	54	5.4	5.4	96.7
	Dissatisfied	22	2.2	2.2	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	992	98.8	100.0	
Missing	DK/REF	12	1.2		
Total		1004	100.0		

Satisfaction--Frequency of Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	267	26.6	26.9	26.9
	Satisfied	445	44.3	44.8	71.7
	Slightly Satisfied	171	17.0	17.2	88.9
	Slightly Dissatisfied	72	7.2	7.3	96.2
	Dissatisfied	23	2.3	2.3	98.5
	Very Dissatisfied	15	1.5	1.5	100.0
	Total	993	98.9	100.0	
Missing	DK/REF	11	1.1		
Total		1004	100.0		

Satisfaction--Time to Complete Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	239	23.8	24.0	24.0
	Satisfied	467	46.5	46.9	70.9
	Slightly Satisfied	205	20.4	20.6	91.5
	Slightly Dissatisfied	49	4.9	4.9	96.4
	Dissatisfied	27	2.7	2.7	99.1
	Very Dissatisfied	9	.9	.9	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Cleanliness inside Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	197	19.6	19.8	19.8
	Satisfied	439	43.7	44.1	63.9
	Slightly Satisfied	212	21.1	21.3	85.1
	Slightly Dissatisfied	80	8.0	8.0	93.2
	Dissatisfied	41	4.1	4.1	97.3
	Very Dissatisfied	27	2.7	2.7	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Cleanliness of Bus Stops/Transfer Stations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	183	18.2	18.4	18.4
	Satisfied	398	39.6	40.0	58.4
	Slightly Satisfied	239	23.8	24.0	82.4
	Slightly Dissatisfied	91	9.1	9.1	91.6
	Dissatisfied	53	5.3	5.3	96.9
	Very Dissatisfied	31	3.1	3.1	100.0
	Total	995	99.1	100.0	
Missing	DK/REF	9	.9		
Total		1004	100.0		

Bus Driver Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	274	27.3	27.5	27.5
	Satisfied	455	45.3	45.6	73.1
	Slightly Satisfied	177	17.6	17.8	90.9
	Slightly Dissatisfied	46	4.6	4.6	95.5
	Dissatisfied	26	2.6	2.6	98.1
	Very Dissatisfied	19	1.9	1.9	100.0
	Total	997	99.3	100.0	
Missing	DK/REF	7	.7		
Total		1004	100.0		

Bus Driver Helpfulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	284	28.3	28.7	28.7
	Satisfied	458	45.6	46.2	74.9
	Slightly Satisfied	170	16.9	17.2	92.0
	Slightly Dissatisfied	50	5.0	5.0	97.1
	Dissatisfied	18	1.8	1.8	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	991	98.7	100.0	
Missing	DK/REF	13	1.3		
Total		1004	100.0		

Bus Driver Driving Skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	308	30.7	30.9	30.9
	Satisfied	444	44.2	44.5	75.4
	Slightly Satisfied	176	17.5	17.7	93.1
	Slightly Dissatisfied	39	3.9	3.9	97.0
	Dissatisfied	19	1.9	1.9	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	997	99.3	100.0	
Missing	DK/REF	7	.7		
Total		1004	100.0		

Bus Driver Safety Awareness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	288	28.7	29.1	29.1
	Satisfied	442	44.0	44.6	73.7
	Slightly Satisfied	194	19.3	19.6	93.2
	Slightly Dissatisfied	44	4.4	4.4	97.7
	Dissatisfied	16	1.6	1.6	99.3
	Very Dissatisfied	7	.7	.7	100.0
	Total	991	98.7	100.0	
Missing	DK/REF	13	1.3		
Total		1004	100.0		

Comfort of Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	231	23.0	23.2	23.2
	Satisfied	455	45.3	45.7	68.9
	Slightly Satisfied	220	21.9	22.1	91.0
	Slightly Dissatisfied	60	6.0	6.0	97.0
	Dissatisfied	19	1.9	1.9	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Availability of Route/Sched Info

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	246	24.5	24.7	24.7
	Satisfied	442	44.0	44.4	69.1
	Slightly Satisfied	204	20.3	20.5	89.6
	Slightly Dissatisfied	70	7.0	7.0	96.7
	Dissatisfied	22	2.2	2.2	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	995	99.1	100.0	
Missing	DK/REF	9	.9		
Total		1004	100.0		

Hours of Operation--Weekdays

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	240	23.9	24.3	24.3
	Satisfied	416	41.4	42.1	66.3
	Slightly Satisfied	223	22.2	22.5	88.9
	Slightly Dissatisfied	60	6.0	6.1	94.9
	Dissatisfied	33	3.3	3.3	98.3
	Very Dissatisfied	17	1.7	1.7	100.0
	Total	989	98.5	100.0	
Missing	DK/REF	15	1.5		
Total		1004	100.0		

Hours of Operation--Weekends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	195	19.4	20.0	20.0
	Satisfied	386	38.4	39.7	59.7
	Slightly Satisfied	226	22.5	23.2	82.9
	Slightly Dissatisfied	77	7.7	7.9	90.9
	Dissatisfied	48	4.8	4.9	95.8
	Very Dissatisfied	41	4.1	4.2	100.0
	Total	973	96.9	100.0	
Missing	DK/REF	31	3.1		
Total		1004	100.0		

Closeness of Bus Stops to Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	250	24.9	25.2	25.2
	Satisfied	425	42.3	42.8	68.0
	Slightly Satisfied	218	21.7	22.0	90.0
	Slightly Dissatisfied	60	6.0	6.0	96.1
	Dissatisfied	24	2.4	2.4	98.5
	Very Dissatisfied	15	1.5	1.5	100.0
	Total	992	98.8	100.0	
Missing	DK/REF	12	1.2		
Total		1004	100.0		

Closeness of Bus Stops to Destination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	246	24.5	24.7	24.7
	Satisfied	423	42.1	42.5	67.2
	Slightly Satisfied	220	21.9	22.1	89.3
	Slightly Dissatisfied	73	7.3	7.3	96.7
	Dissatisfied	23	2.3	2.3	99.0
	Very Dissatisfied	10	1.0	1.0	100.0
	Total	995	99.1	100.0	
Missing	DK/REF	9	.9		
Total		1004	100.0		

Disabled Ride Accessibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	284	28.3	30.2	30.2
	Satisfied	450	44.8	47.8	78.0
	Slightly Satisfied	148	14.7	15.7	93.7
	Slightly Dissatisfied	28	2.8	3.0	96.7
	Dissatisfied	20	2.0	2.1	98.8
	Very Dissatisfied	11	1.1	1.2	100.0
	Total	941	93.7	100.0	
Missing	DK/REF	63	6.3		
Total		1004	100.0		

Quality of Audio/Visual Announcements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	229	22.8	23.2	23.2
	Satisfied	464	46.2	47.1	70.4
	Slightly Satisfied	217	21.6	22.0	92.4
	Slightly Dissatisfied	48	4.8	4.9	97.3
	Dissatisfied	19	1.9	1.9	99.2
	Very Dissatisfied	8	.8	.8	100.0
	Total	985	98.1	100.0	
Missing	DK/REF	19	1.9		
Total		1004	100.0		

Value for the Price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	295	29.4	29.8	29.8
	Satisfied	411	40.9	41.5	71.2
	Slightly Satisfied	193	19.2	19.5	90.7
	Slightly Dissatisfied	78	7.8	7.9	98.6
	Dissatisfied	11	1.1	1.1	99.7
	Very Dissatisfied	3	.3	.3	100.0
	Total	991	98.7	100.0	
Missing	DK/REF	13	1.3		
Total		1004	100.0		

Overall Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	289	28.8	29.0	29.0
	Satisfied	440	43.8	44.2	73.2
	Slightly Satisfied	203	20.2	20.4	93.6
	Slightly Dissatisfied	48	4.8	4.8	98.4
	Dissatisfied	9	.9	.9	99.3
	Very Dissatisfied	7	.7	.7	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Most Important Feature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	206	20.5	20.5	20.5
	Frequency of Buses	125	12.5	12.5	33.0
	Time to Complete Trip	89	8.9	8.9	41.8
	Cleanliness inside Buses	40	4.0	4.0	45.8
	Cleanliness at Stops/Stations	27	2.7	2.7	48.5
	Driver Courtesy	22	2.2	2.2	50.7
	Driver Helpfulness	26	2.6	2.6	53.3
	Driver Driving Skills	23	2.3	2.3	55.6
	Driver Safety Awareness	26	2.6	2.6	58.2
	Comfort of Buses	65	6.5	6.5	64.6
	Availability of Route/Sched Info	35	3.5	3.5	68.1
	Weekday Hours of Operation	49	4.9	4.9	73.0
	Weekend Hours of Operation	56	5.6	5.6	78.6
	Closeness of Bus Stops to Home	74	7.4	7.4	86.0
	Closeness of Bus Stops to Destination	53	5.3	5.3	91.2
	Disability Access	27	2.7	2.7	93.9
	Quality of Audio/Visual Announcements	13	1.3	1.3	95.2
	Value for the Price	48	4.8	4.8	100.0
	Total	1004	100.0	100.0	

Second Most Important Feature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	133	13.2	13.2	13.2
	Frequency of Buses	135	13.4	13.4	26.7
	Time to Complete Trip	104	10.4	10.4	37.1
	Cleanliness inside Buses	53	5.3	5.3	42.3
	Cleanliness at Stops/Stations	37	3.7	3.7	46.0
	Driver Courtesy	31	3.1	3.1	49.1
	Driver Helpfulness	30	3.0	3.0	52.1
	Driver Driving Skills	35	3.5	3.5	55.6
	Driver Safety Awareness	40	4.0	4.0	59.6
	Comfort of Buses	58	5.8	5.8	65.3
	Availability of Route/Sched Info	39	3.9	3.9	69.2

Weekday Hours of Operation	41	4.1	4.1	73.3
Weekend Hours of Operation	56	5.6	5.6	78.9
Closeness of Bus Stops to Home	63	6.3	6.3	85.2

Least Important Feature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	38	3.8	3.8	3.8
	Frequency of Buses	40	4.0	4.0	7.8
	Time to Complete Trip	82	8.2	8.2	15.9
	Cleanliness inside Buses	64	6.4	6.4	22.3
	Cleanliness at Stops/Stations	50	5.0	5.0	27.3
	Driver Courtesy	53	5.3	5.3	32.6
	Driver Helpfulness	40	4.0	4.0	36.6
	Driver Driving Skills	35	3.5	3.5	40.0
	Driver Safety Awareness	34	3.4	3.4	43.4
	Comfort of Buses	69	6.9	6.9	50.3
	Availability of Route/Sched Info	50	5.0	5.0	55.3
	Weekday Hours of Operation	43	4.3	4.3	59.6
	Weekend Hours of Operation	55	5.5	5.5	65.0
	Closeness of Bus Stops to Home	52	5.2	5.2	70.2
	Closeness of Bus Stops to Destination	34	3.4	3.4	73.6
	Disability Access	60	6.0	6.0	79.6
	Quality of Audio/Visual Announcements	142	14.1	14.1	93.7
	Value for the Price	63	6.3	6.3	100.0
	Total	1004	100.0	100.0	

Hostile comments, sounds, or gestures--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	91	9.1	9.4	9.4
	A Few Times	327	32.6	33.6	43.0
	Never	555	55.3	57.0	100.0
	Total	973	96.9	100.0	
Missing	DK/REF	31	3.1		
Total		1004	100.0		

Following or stalking--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	70	7.0	7.3	7.3
	A Few Times	214	21.3	22.3	29.6
	Never	676	67.3	70.4	100.0
	Total	960	95.6	100.0	
Missing	DK/REF	44	4.4		
Total		1004	100.0		

Personal property damaged or stolen--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	53	5.3	5.5	5.5
	A Few Times	194	19.3	20.0	25.5
	Never	723	72.0	74.5	100.0
	Total	970	96.6	100.0	
Missing	DK/REF	34	3.4		
Total		1004	100.0		

Pushing, spitting or other physical assault--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	58	5.8	6.0	6.0
	A Few Times	195	19.4	20.1	26.1
	Never	718	71.5	73.9	100.0
	Total	971	96.7	100.0	
Missing	DK/REF	33	3.3		
Total		1004	100.0		

Unwanted sexual language or behavior--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	72	7.2	7.4	7.4
	A Few Times	231	23.0	23.8	31.2
	Never	668	66.5	68.8	100.0
	Total	971	96.7	100.0	
Missing	DK/REF	33	3.3		
Total		1004	100.0		

Hostile comments, sounds, or gestures---to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	116	11.6	12.0	12.0
	A Few Times	406	40.4	41.9	53.9
	Never	447	44.5	46.1	100.0
	Total	969	96.5	100.0	
Missing	DK/REF	35	3.5		
Total		1004	100.0		

Following or stalking--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	84	8.4	8.9	8.9
	A Few Times	228	22.7	24.2	33.2
	Never	629	62.6	66.8	100.0
	Total	941	93.7	100.0	
Missing	DK/REF	63	6.3		
Total		1004	100.0		

Personal property damaged or stolen--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	91	9.1	9.6	9.6
	A Few Times	271	27.0	28.6	38.3
	Never	584	58.2	61.7	100.0
	Total	946	94.2	100.0	
Missing	DK/REF	58	5.8		
Total		1004	100.0		

Pushing, spitting or other physical assault--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	98	9.8	10.2	10.2
	A Few Times	279	27.8	29.2	39.4
	Never	580	57.8	60.6	100.0
	Total	957	95.3	100.0	
Missing	DK/REF	47	4.7		
Total		1004	100.0		

Unwanted sexual language or behavior--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	112	11.2	11.8	11.8
	A Few Times	279	27.8	29.4	41.2
	Never	557	55.5	58.8	100.0
	Total	948	94.4	100.0	
Missing	DK/REF	56	5.6		
Total		1004	100.0		

Experienced Harassment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Experienced Harassment	759	75.6	75.6	75.6
	Has Not Experienced Harassment	245	24.4	24.4	100.0
	Total	1004	100.0	100.0	

Where did these incidents happen?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At Bus Stops or Stations	162	16.1	21.3	21.3
	On-Board	243	24.2	32.0	53.4
	Both	354	35.3	46.6	100.0
	Total	759	75.6	100.0	
Missing	System	245	24.4		
Total		1004	100.0		

When these incidents happened, did you officially report any of them?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not Report	464	46.2	61.2	61.2
	Reported to FAX	160	15.9	21.1	82.3
	Reported to Police/Law Enforcement	117	11.7	15.4	97.8
	Reported to Federal Transit Administration (FTA)	17	1.7	2.2	100.0
	Total	758	75.5	100.0	
Missing	System	246	24.5		
Total		1004	100.0		

When these incidents happened, did you officially report any of them?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Reported to FAX	24	2.4	46.2	46.2
	Reported to Police/Law Enforcement	18	1.8	34.6	80.8
	Reported to Federal Transit Administration (FTA)	10	1.0	19.2	100.0
	Total	52	5.2	100.0	
Missing	System	952	94.8		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	71	7.1	14.5	14.5
	Disability	71	7.1	14.5	29.0
	Gender/Gender Expression	70	7.0	14.3	43.3
	Income	68	6.8	13.9	57.1
	Language Spoken	41	4.1	8.4	65.5
	Obesity	17	1.7	3.5	69.0
	Race or Ethnicity	24	2.4	4.9	73.9
	Religion	13	1.3	2.7	76.5
	Sexual Orientation	13	1.3	2.7	79.2
	None of the Above/Do Not Know	102	10.2	20.8	100.0
	Total	490	48.8	100.0	
Missing	11	268	26.7		
	System	246	24.5		
	Total	514	51.2		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	10	1.0	4.5	4.5
	Disability	20	2.0	9.0	13.5
	Gender/Gender Expression	20	2.0	9.0	22.4
	Income	12	1.2	5.4	27.8
	Language Spoken	26	2.6	11.7	39.5
	Obesity	60	6.0	26.9	66.4
	Race or Ethnicity	40	4.0	17.9	84.3
	Religion	27	2.7	12.1	96.4
	Sexual Orientation	8	.8	3.6	100.0
	Total	223	22.2	100.0	
Missing	System	781	77.8		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	2	.2	1.2	1.2
	Disability	8	.8	4.7	5.9
	Gender/Gender Expression	19	1.9	11.2	17.1
	Income	16	1.6	9.4	26.5
	Language Spoken	29	2.9	17.1	43.5
	Obesity	17	1.7	10.0	53.5
	Race or Ethnicity	38	3.8	22.4	75.9
	Religion	18	1.8	10.6	86.5
	Sexual Orientation	23	2.3	13.5	100.0
	Total	170	16.9	100.0	
Missing	System	834	83.1		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	5	.5	5.6	5.6
	Disability	5	.5	5.6	11.1
	Gender/Gender Expression	7	.7	7.8	18.9
	Income	11	1.1	12.2	31.1
	Language Spoken	13	1.3	14.4	45.6
	Obesity	11	1.1	12.2	57.8
	Race or Ethnicity	15	1.5	16.7	74.4
	Religion	12	1.2	13.3	87.8
	Sexual Orientation	11	1.1	12.2	100.0
	Total	90	9.0	100.0	
Missing	System	914	91.0		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	5	.5	20.0	20.0
	Disability	2	.2	8.0	28.0
	Gender/Gender Expression	1	.1	4.0	32.0
	Income	3	.3	12.0	44.0
	Language Spoken	2	.2	8.0	52.0
	Obesity	1	.1	4.0	56.0
	Race or Ethnicity	4	.4	16.0	72.0
	Religion	3	.3	12.0	84.0
	Sexual Orientation	4	.4	16.0	100.0
	Total	25	2.5	100.0	
Missing	System	979	97.5		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	1	.1	12.5	12.5
	Gender/Gender Expression	1	.1	12.5	25.0
	Income	2	.2	25.0	50.0
	Obesity	2	.2	25.0	75.0
	Race or Ethnicity	1	.1	12.5	87.5
	Sexual Orientation	1	.1	12.5	100.0
	Total	8	.8	100.0	
Missing	System	996	99.2		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gender/Gender Expression	1	.1	33.3	33.3
	Race or Ethnicity	1	.1	33.3	66.7
	Religion	1	.1	33.3	100.0
	Total	3	.3	100.0	
Missing	System	1001	99.7		
Total		1004	100.0		

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	174	17.3	17.3	17.3
	Avoid Certain Routes	142	14.1	14.1	31.5
	Do Not Ride Alone	184	18.3	18.3	49.8
	Carry Self-Defense Spray or Other Self-Protection	154	15.3	15.3	65.1
	I Do Not Take Any Safety Precautions When Using FAX	350	34.9	34.9	100.0
	Total	1004	100.0	100.0	

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	22	2.2	12.7	12.7
	Avoid Certain Routes	46	4.6	26.6	39.3
	Do Not Ride Alone	61	6.1	35.3	74.6
	Carry Self-Defense Spray or Other Self-Protection	44	4.4	25.4	100.0
	Total	173	17.2	100.0	
Missing	System	831	82.8		
Total		1004	100.0		

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	10	1.0	15.4	15.4
	Avoid Certain Routes	13	1.3	20.0	35.4
	Do Not Ride Alone	19	1.9	29.2	64.6
	Carry Self-Defense Spray or Other Self-Protection	23	2.3	35.4	100.0
	Total	65	6.5	100.0	
Missing	System	939	93.5		
Total		1004	100.0		

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	4	.4	22.2	22.2
	Avoid Certain Routes	1	.1	5.6	27.8
	Do Not Ride Alone	2	.2	11.1	38.9
	Carry Self-Defense Spray or Other Self-Protection	11	1.1	61.1	100.0
	Total	18	1.8	100.0	
Missing	System	986	98.2		
Total		1004	100.0		

When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct on board FAX buses?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	240	23.9	23.9	23.9
	2	231	23.0	23.0	46.9
	3	337	33.6	33.6	80.5
	4	99	9.9	9.9	90.3
	5-Never	97	9.7	9.7	100.0
	Total	1004	100.0	100.0	

When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct at the bus stops?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	243	24.2	24.2	24.2
	2	257	25.6	25.6	49.8
	3	322	32.1	32.1	81.9
	4	83	8.3	8.3	90.1
	5-Never	99	9.9	9.9	100.0
	Total	1004	100.0	100.0	

Military

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, active duty military	22	2.2	2.2	2.2
	Yes, reservist	32	3.2	3.3	5.5
	Yes, veteran	53	5.3	5.4	10.9
	No	871	86.8	89.1	100.0
	Total	978	97.4	100.0	
Missing	UNSURE	26	2.6		
Total		1004	100.0		

Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	200	19.9	19.9	19.9
	Employed Part-Time	209	20.8	20.8	40.7
	Self-Employed	119	11.9	11.9	52.6
	Student and Employed	111	11.1	11.1	63.6
	Student and Not Employed	105	10.5	10.5	74.1
	Homemaker	25	2.5	2.5	76.6
	Retired	43	4.3	4.3	80.9
	Unemployed	122	12.2	12.2	93.0
	Disabled and Unable to Work	70	7.0	7.0	100.0
	Total	1004	100.0	100.0	

Highest Level of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade Education	34	3.4	3.4	3.4
	Some High School	202	20.1	20.1	23.5
	High School Graduate	497	49.5	49.5	73.0
	Vocational/Technical School	125	12.5	12.5	85.5
	College Graduate	124	12.4	12.4	97.8
	Post-Graduate Education	22	2.2	2.2	100.0
	Total	1004	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	355	35.4	35.8	35.8
	White/Caucasian	247	24.6	24.9	60.7
	African American/Black	199	19.8	20.1	80.8
	Asian/Southeast Asian	53	5.3	5.3	86.2
	American Indian	35	3.5	3.5	89.7
	Pacific Islander	16	1.6	1.6	91.3
	Middle Easterner	8	.8	.8	92.1
	Mixed Ethnicities	31	3.1	3.1	95.3
	Other	47	4.7	4.7	100.0
	Total	991	98.7	100.0	
Missing	DK/Refused (DO NOT READ)	13	1.3		
Total		1004	100.0		

Asian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hmong (MONG)	22	2.2	41.5	41.5
	Asian Indian	6	.6	11.3	52.8
	Indic other than from India	2	.2	3.8	56.6
	Southeast Asian other than Hmong	3	.3	5.7	62.3
	Filipino	9	.9	17.0	79.2
	Chinese other than Hmong	1	.1	1.9	81.1
	Japanese	1	.1	1.9	83.0
	Korean	3	.3	5.7	88.7
	Other	6	.6	11.3	100.0
	Total	53	5.3	100.0	
Missing	System	951	94.7		
Total		1004	100.0		

Mixed Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic and White	6	.6	19.4	19.4
	Hispanic and Black	8	.8	25.8	45.2
	Hispanic and Asian	3	.3	9.7	54.8
	White and Black	7	.7	22.6	77.4
	White and Asian	2	.2	6.5	83.9
	Other mixed	5	.5	16.1	100.0
	Total	31	3.1	100.0	
Missing	System	973	96.9		
Total		1004	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	517	51.5	52.4	52.4
	Female	426	42.4	43.2	95.5
	Non-Binary	13	1.3	1.3	96.9
	Transgender	14	1.4	1.4	98.3
	Other	17	1.7	1.7	100.0
	Total	987	98.3	100.0	
Missing	DK/Refused (Do Not Read)	17	1.7		
Total		1004	100.0		

		Year Born			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1941	1	.1	.1	.1
	1944	2	.2	.2	.3
	1945	1	.1	.1	.4
	1948	5	.5	.5	.9
	1949	2	.2	.2	1.1
	1950	1	.1	.1	1.2
	1951	1	.1	.1	1.3
	1952	2	.2	.2	1.5
	1953	1	.1	.1	1.6
	1954	5	.5	.5	2.1
	1955	6	.6	.6	2.7
	1956	4	.4	.4	3.1
	1957	6	.6	.6	3.7
	1958	9	.9	.9	4.6
	1959	5	.5	.5	5.1
	1960	11	1.1	1.1	6.2
	1961	2	.2	.2	6.4
	1962	5	.5	.5	6.9
	1963	9	.9	.9	7.8
	1964	13	1.3	1.3	9.1
	1965	12	1.2	1.2	10.3
	1966	10	1.0	1.0	11.3
	1967	10	1.0	1.0	12.3
	1968	11	1.1	1.1	13.3
	1969	9	.9	.9	14.2
	1970	8	.8	.8	15.0
	1971	5	.5	.5	15.5
	1972	8	.8	.8	16.3
	1973	8	.8	.8	17.1
	1974	16	1.6	1.6	18.7
	1975	13	1.3	1.3	20.0
	1976	19	1.9	1.9	21.9
	1977	10	1.0	1.0	22.9
	1978	27	2.7	2.7	25.6
	1979	21	2.1	2.1	27.7
	1980	25	2.5	2.5	30.2
	1981	13	1.3	1.3	31.5
	1982	12	1.2	1.2	32.7
	1983	13	1.3	1.3	34.0
	1984	17	1.7	1.7	35.7
	1985	24	2.4	2.4	38.0
	1986	28	2.8	2.8	40.8

1987	24	2.4	2.4	43.2
1988	29	2.9	2.9	46.1
1989	26	2.6	2.6	48.7
1990	18	1.8	1.8	50.5
1991	18	1.8	1.8	52.3
1992	34	3.4	3.4	55.7
1993	20	2.0	2.0	57.7
1994	21	2.1	2.1	59.8
1995	30	3.0	3.0	62.7
1996	34	3.4	3.4	66.1
1997	18	1.8	1.8	67.9
1998	26	2.6	2.6	70.5
1999	43	4.3	4.3	74.8
2000	53	5.3	5.3	80.1
2001	30	3.0	3.0	83.1
2002	24	2.4	2.4	85.5
2003	22	2.2	2.2	87.6
2004	19	1.9	1.9	89.5
2005	22	2.2	2.2	91.7
2006	31	3.1	3.1	94.8
2007	13	1.3	1.3	96.1
2008	19	1.9	1.9	98.0
2009	9	.9	.9	98.9
2010	11	1.1	1.1	100.0
Total	1004	100.0	100.0	

Age Categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	52	5.2	5.2	5.2
	18-34	463	46.1	46.1	51.3
	35-54	346	34.5	34.5	85.8
	55-74	132	13.1	13.1	98.9
	75 and Above	11	1.1	1.1	100.0
	Total	1004	100.0	100.0	

Household Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000 per year	313	31.2	35.2	35.2
	\$10,000 to \$19,999 per year	169	16.8	19.0	54.2
	\$20,000 to \$29,999 per year	222	22.1	24.9	79.1
	\$30,000 to \$39,999 per year	127	12.6	14.3	93.4
	\$40,000 to \$49,999 per year	34	3.4	3.8	97.2
	\$50,000 to \$74,999 per year	16	1.6	1.8	99.0
	\$75,000 to \$99,999 per year	6	.6	.7	99.7
	\$100,000 or more per year	3	.3	.3	100.0
	Total	890	88.6	100.0	
Missing	Do not know/Refused (Do Not Read)	114	11.4		
Total		1004	100.0		

Zip Code of Primary Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	93210	1	.1	.1	.1
	93271	1	.1	.1	.2
	93275	1	.1	.1	.3
	93611	8	.8	.8	1.1
	93612	16	1.6	1.6	2.7
	93619	2	.2	.2	2.9
	93626	1	.1	.1	3.0
	93627	2	.2	.2	3.2
	93630	1	.1	.1	3.3
	93631	1	.1	.1	3.4
	93636	1	.1	.1	3.5
	93637	1	.1	.1	3.6
	93648	1	.1	.1	3.7
	93650	22	2.2	2.2	5.9
	93657	1	.1	.1	6.0
	93660	1	.1	.1	6.1
	93672	1	.1	.1	6.2
	93701	52	5.2	5.2	11.4
	93702	64	6.4	6.4	17.7
	93703	26	2.6	2.6	20.3
	93704	23	2.3	2.3	22.6
	93705	63	6.3	6.3	28.9
	93706	70	7.0	7.0	35.9
	93707	2	.2	.2	36.1
	93708	1	.1	.1	36.2
	93710	49	4.9	4.9	41.1

	93711	71	7.1	7.1	48.2
	93712	5	.5	.5	48.7
	93720	24	2.4	2.4	51.0
	93721	29	2.9	2.9	53.9
	93722	104	10.4	10.4	64.3
	93723	15	1.5	1.5	65.8
	93724	16	1.6	1.6	67.4
	93725	52	5.2	5.2	72.6
	93726	110	11.0	11.0	83.5
	93727	114	11.4	11.4	94.9
	93728	34	3.4	3.4	98.3
	93729	1	.1	.1	98.4
	93736	1	.1	.1	98.5
	93740	1	.1	.1	98.6
	93750	1	.1	.1	98.7
	93752	1	.1	.1	98.8
	93756	1	.1	.1	98.9
	93766	1	.1	.1	99.0
	93785	2	.2	.2	99.2
	94142	1	.1	.1	99.3
	95637	1	.1	.1	99.4
	95951	1	.1	.1	99.5
	96311	1	.1	.1	99.6
	97043	1	.1	.1	99.7
	97209	1	.1	.1	99.8
	97326	1	.1	.1	99.9
	97327	1	.1	.1	100.0
	Total	1003	99.9	100.0	
Missing	System	1	.1		
Total		1004	100.0		

Limited English Proficiency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	296	29.5	31.0	31.0
	No	659	65.6	69.0	100.0
	Total	955	95.1	100.0	
Missing	DON'T KNOW/REFUSED	49	4.9		
Total		1004	100.0		

Primary Language Spoken in Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	862	85.9	87.5	87.5
	Spanish or Spanish Creole	71	7.1	7.2	94.7
	Hmong	9	.9	.9	95.6
	Punjabi	8	.8	.8	96.4
	Other Indic (Indo-Aryan) languages	3	.3	.3	96.8
	Laotian	4	.4	.4	97.2
	Mon-Khmer, Cambodian	1	.1	.1	97.3
	Chinese	3	.3	.3	97.6
	Arabic	3	.3	.3	97.9
	Vietnamese	1	.1	.1	98.0
	Tagalog	1	.1	.1	98.1
	Other	19	1.9	1.9	100.0
	Total	985	98.1	100.0	
Missing	UNSURE	18	1.8		
	System	1	.1		
	Total	19	1.9		
Total		1004	100.0		