



2017 ONBOARD SURVEY

STATISTICAL TABLES

REVISED NOVEMBER 2017

Corey, Canapary & Galanis

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2351 100.0	2351 100.0
ECR	768 32.7	439 18.7
120	330 14.0	86 3.7
292	222 9.4	138 5.9
122	158 6.7	123 5.2
296	124 5.3	50 2.1
121	111 4.7	93 4.0
131	87 3.7	87 3.7
250	66 2.8	123 5.2
130	59 2.5	60 2.6
281	59 2.5	77 3.3
110	57 2.4	148 6.3
140	35 1.5	74 3.1
17	31 1.3	70 3.0

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
112	30 1.3	66 2.8
398	29 1.2	71 3.0
133	26 1.1	66 2.8
260	25 1.0	29 1.2
280	16 0.7	14 0.6
275	15 0.6	21 0.9
274	14 0.6	12 0.5
295	12 0.5	26 1.1
KX	11 0.5	82 3.5
294	11 0.5	32 1.4
270	10 0.4	51 2.2
256	9 0.4	55 2.3
141	8 0.4	45 1.9
276	6 0.3	33 1.4

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
251	6 0.3	53 2.3
FLXP	5 0.2	34 1.4
118	4 0.2	48 2.0
252	3 0.1	19 0.8
278	1 *	4 0.2
273	1 *	5 0.2
261	1 *	4 0.2
286	1 *	13 0.6

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2351 100.0	1782 100.0	462 100.0	106 100.0	814 100.0	169 100.0	200 100.0	127 100.0	1041 100.0	468 100.0	502 100.0	709 100.0	320 100.0	351 100.0	970 100.0	709 100.0	672 100.0
ECR	768 32.7	768 43.1	-	-	-	-	-	-	768 73.8	72 15.3	212 42.2	212 29.9	180 56.3	93 26.4	284 29.2	212 29.9	273 40.6
120	330 14.0	330 18.5	-	-	330 40.6	-	-	-	-	211 45.2	-	-	-	119 33.9	211 21.8	-	119 17.7
292	222 9.4	222 12.4	-	-	-	-	-	-	222 21.3	19 4.1	37 7.4	109 15.4	21 6.5	35 10.1	56 5.8	109 15.4	56 8.4
122	158 6.7	158 8.8	-	-	158 19.4	-	-	-	-	-	70 14.0	55 7.8	14 4.4	18 5.1	70 7.3	55 7.8	32 4.8
296	124 5.3	94 5.3	30 6.4	-	-	-	124 62.1	-	-	57 12.2	-	37 5.3	17 5.4	12 3.5	57 5.9	37 5.3	30 4.4
121	111 4.7	80 4.5	31 6.7	-	111 13.6	-	-	-	-	-	-	80 11.3	18 5.6	13 3.7	-	80 11.3	31 4.6
131	87 3.7	60 3.4	27 5.9	-	87 10.7	-	-	-	-	-	34 6.8	26 3.7	8 2.5	19 5.4	34 3.5	26 3.7	27 4.0
250	66 2.8	50 2.8	16 3.5	-	-	66 39.3	-	-	-	-	22 4.3	29 4.0	12 3.9	4 1.1	22 2.2	29 4.0	16 2.4
130	59 2.5	-	59 12.7	-	59 7.2	-	-	-	-	-	21 4.1	30 4.3	3 0.9	5 1.4	21 2.1	30 4.3	8 1.2
281	59 2.5	-	59 12.7	-	-	-	59 29.4	-	-	34 7.2	-	15 2.0	4 1.2	7 2.0	34 3.5	15 2.0	11 1.6
110	57 2.4	-	57 12.2	-	-	-	-	57 44.6	-	16 3.3	6 1.1	25 3.5	8 2.4	3 0.8	21 2.2	25 3.5	10 1.5
140	35 1.5	-	25 5.5	9 8.8	35 4.2	-	-	-	-	5 1.1	15 3.1	5 0.7	5 1.6	4 1.2	21 2.1	5 0.7	9 1.4

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
17	31 1.3	-	22 4.7	9 8.7	-	-	-	31 24.4	-	3 0.6	13 2.5	6 0.9	4 1.4	5 1.4	15 1.6	6 0.9	9 1.4
112	30 1.3	-	30 6.4	-	-	-	-	30 23.5	-	4 0.9	-	15 2.2	3 1.0	7 2.1	4 0.4	15 2.2	10 1.5
398	29 1.2	19 1.1	9 2.0	-	-	-	-	-	29 2.8	7 1.5	-	13 1.8	9 2.9	-	7 0.7	13 1.8	9 1.4
133	26 1.1	-	26 5.7	-	26 3.2	-	-	-	-	-	20 3.9	5 0.7	0 0.1	2 0.5	20 2.0	5 0.7	2 0.3
260	25 1.0	-	25 5.3	-	-	25 14.5	-	-	-	-	16 3.2	8 1.2	-	-	16 1.7	8 1.2	-
280	16 0.7	-	7 1.5	9 8.7	-	-	16 8.1	-	-	-	-	7 1.0	5 1.4	5 1.3	-	7 1.0	9 1.4
275	15 0.6	-	15 3.2	-	-	15 8.6	-	-	-	8 1.6	7 1.4	-	-	-	15 1.5	-	-
274	14 0.6	-	14 3.1	-	-	14 8.4	-	-	-	2 0.5	5 0.9	7 1.0	-	-	7 0.7	7 1.0	-
295	12 0.5	-	12 2.5	-	-	12 6.8	-	-	-	-	7 1.3	5 0.7	-	-	7 0.7	5 0.7	-
KX	11 0.5	-	-	11 10.3	-	-	-	-	11 1.1	8 1.7	3 0.6	-	-	-	11 1.1	-	-
294	11 0.5	-	-	11 10.2	-	-	-	-	11 1.0	3 0.7	2 0.3	3 0.4	2 0.6	1 0.3	5 0.5	3 0.4	3 0.5
270	10 0.4	-	-	10 9.4	-	10 5.9	-	-	-	5 1.2	-	3 0.4	2 0.5	-	5 0.6	3 0.4	2 0.3
256	9 0.4	-	-	9 8.8	-	9 5.5	-	-	-	3 0.6	1 0.3	4 0.5	2 0.5	-	4 0.4	4 0.5	2 0.2

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	ROUTE VOLUME			ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)			
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
141	8 0.4	-	-	8 7.9	8 1.0	-	-	-	-	4 0.8	3 0.6	1 0.2	-	-	7 0.7	1 0.2	-
276	6 0.3	-	-	6 6.0	-	6 3.8	-	-	-	3 0.6	1 0.1	3 0.4	-	-	3 0.4	3 0.4	-
251	6 0.3	-	-	6 5.9	-	6 3.7	-	-	-	-	3 0.6	2 0.3	1 0.3	-	3 0.3	2 0.3	1 0.1
FLXP	5 0.2	-	-	5 4.9	-	-	-	5 4.1	-	1 0.2	2 0.3	3 0.4	-	-	2 0.3	3 0.4	-
118	4 0.2	-	-	4 4.1	-	-	-	4 3.4	-	3 0.7	1 0.1	0 0.1	-	-	4 0.4	0 0.1	-
252	3 0.1	-	-	3 3.0	-	3 1.9	-	-	-	-	2 0.4	1 0.2	-	-	2 0.2	1 0.2	-
278	1 *	-	-	1 1.0	-	1 0.6	-	-	-	-	-	-	1 0.3	-	-	-	1 0.2
273	1 *	-	-	1 0.8	-	1 0.5	-	-	-	-	1 0.1	0 *	-	-	1 0.1	0 *	-
261	1 *	-	-	1 0.8	-	1 0.5	-	-	-	-	-	-	1 0.3	-	-	-	1 0.1
286	1 *	-	-	1 0.7	-	-	1 0.4	-	-	-	1 0.2	-	-	-	1 0.1	-	-

COREY, CANAPARY & GALANIS * AUGUST 2017

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2351	1247	779	297	561	629	543	503	1220	761	225	1132	887	72	1959	392	420	1899
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ECR	768	417	250	93	140	200	187	194	324	268	119	357	282	32	597	172	140	621
	32.7	33.4	32.1	31.3	25.0	31.7	34.5	38.6	26.5	35.2	53.0	31.5	31.8	43.6	30.5	43.7	33.4	32.7
120	330	165	115	50	104	88	54	69	223	69	15	146	142	-	292	38	69	253
	14.0	13.2	14.8	16.8	18.5	14.0	9.9	13.7	18.2	9.1	6.8	12.9	16.0		14.9	9.8	16.5	13.3
292	222	130	64	24	63	63	61	26	66	127	21	109	79	16	188	34	50	172
	9.4	10.4	8.3	8.1	11.2	10.0	11.3	5.1	5.4	16.7	9.3	9.7	8.9	22.2	9.6	8.6	11.9	9.1
122	158	87	45	26	46	45	27	35	106	38	4	76	59	6	154	4	36	119
	6.7	7.0	5.8	8.6	8.2	7.1	5.0	6.9	8.7	5.1	1.7	6.7	6.6	8.9	7.8	1.0	8.5	6.3
296	124	60	52	10	30	47	27	17	70	45	7	79	37	-	89	35	12	104
	5.3	4.8	6.7	3.3	5.3	7.5	5.0	3.5	5.7	5.9	3.3	7.0	4.2		4.6	8.9	3.0	5.5
121	111	66	33	11	27	25	26	26	69	27	7	56	33	4	100	11	13	95
	4.7	5.3	4.3	3.6	4.9	4.0	4.8	5.2	5.7	3.6	3.2	4.9	3.8	4.9	5.1	2.7	3.1	5.0
131	87	46	26	11	20	14	17	29	45	24	8	43	38	-	69	18	14	73
	3.7	3.7	3.4	3.7	3.6	2.2	3.1	5.8	3.7	3.2	3.6	3.8	4.3		3.5	4.6	3.4	3.9
250	66	35	25	6	21	15	16	8	39	16	5	33	18	5	52	15	3	62
	2.8	2.8	3.2	2.0	3.7	2.3	3.0	1.5	3.2	2.1	2.4	2.9	2.0	7.5	2.6	3.7	0.6	3.3
130	59	27	24	6	13	7	12	23	40	12	3	27	26	1	47	12	20	39
	2.5	2.2	3.0	2.0	2.3	1.1	2.2	4.5	3.3	1.5	1.3	2.3	2.9	1.4	2.4	3.0	4.7	2.1
281	59	35	16	8	14	16	21	7	32	20	4	27	23	1	41	18	13	44
	2.5	2.8	2.1	2.6	2.5	2.6	3.8	1.4	2.6	2.6	1.7	2.4	2.6	1.1	2.1	4.5	3.1	2.3
110	57	32	18	6	15	17	11	13	31	18	5	25	27	2	53	3	12	44
	2.4	2.6	2.3	2.1	2.6	2.7	2.0	2.5	2.5	2.3	2.4	2.2	3.1	2.6	2.7	0.9	2.9	2.3
140	35	13	14	8	9	9	9	6	19	10	4	11	21	0	34	1	5	30
	1.5	1.0	1.7	2.7	1.7	1.5	1.7	1.2	1.5	1.4	1.7	0.9	2.3	0.6	1.7	0.2	1.1	1.6

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

ROUTE	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
17	31	14	11	5	5	9	8	6	16	12	2	22	4	2	25	6	3	28
	1.3	1.1	1.4	1.8	0.9	1.5	1.5	1.2	1.3	1.6	0.8	1.9	0.4	2.4	1.3	1.5	0.6	1.5
112	30	14	10	5	4	11	8	6	19	6	3	17	9	0	27	3	4	26
	1.3	1.1	1.3	1.5	0.6	1.8	1.5	1.2	1.6	0.8	1.4	1.5	1.1	0.6	1.4	0.7	1.0	1.4
398	29	15	11	3	6	6	9	6	12	13	2	14	12	-	25	3	6	22
	1.2	1.2	1.5	1.0	1.1	1.0	1.7	1.1	1.0	1.6	1.1	1.2	1.4	-	1.3	0.8	1.4	1.2
133	26	14	9	4	8	6	5	6	19	5	1	14	9	0	23	3	2	24
	1.1	1.1	1.1	1.3	1.4	1.0	0.9	1.3	1.6	0.7	0.4	1.2	1.0	0.6	1.2	0.8	0.5	1.3
260	25	12	9	3	9	9	4	2	17	5	3	11	12	-	23	2	2	23
	1.0	1.0	1.2	1.1	1.7	1.5	0.8	0.3	1.4	0.7	1.1	1.0	1.3	-	1.2	0.4	0.4	1.2
280	16	7	8	1	5	7	5	-	10	6	-	7	7	-	10	6	5	12
	0.7	0.6	1.0	0.4	0.8	1.1	0.9	-	0.9	0.8	-	0.6	0.8	-	0.5	1.5	1.1	0.6
275	15	7	5	1	1	8	4	2	8	6	-	8	6	-	14	1	1	13
	0.6	0.6	0.6	0.5	0.1	1.2	0.8	0.4	0.7	0.8	-	0.7	0.7	-	0.7	0.2	0.3	0.7
274	14	8	5	1	4	4	6	1	9	1	2	8	6	-	14	-	1	13
	0.6	0.7	0.6	0.4	0.6	0.6	1.1	0.2	0.8	0.2	1.1	0.7	0.7	-	0.7	-	0.3	0.7
295	12	5	3	3	1	4	4	2	6	5	0	7	4	1	10	1	1	11
	0.5	0.4	0.4	1.0	0.2	0.6	0.8	0.4	0.5	0.6	0.2	0.6	0.4	1.2	0.5	0.3	0.2	0.6
KX	11	7	2	1	2	3	3	3	2	5	3	4	7	0	10	1	2	9
	0.5	0.6	0.3	0.4	0.4	0.4	0.6	0.5	0.2	0.7	1.4	0.4	0.7	0.2	0.5	0.1	0.4	0.5
294	11	5	4	2	1	3	4	2	3	6	2	5	5	-	10	1	2	9
	0.5	0.4	0.5	0.8	0.2	0.5	0.7	0.4	0.2	0.8	0.8	0.4	0.6	-	0.5	0.3	0.4	0.5
270	10	6	3	1	1	3	3	3	6	2	1	6	3	-	7	3	1	9
	0.4	0.5	0.4	0.3	0.2	0.4	0.6	0.5	0.5	0.3	0.3	0.5	0.4	-	0.4	0.7	0.2	0.5
256	9	4	3	2	4	2	1	2	6	3	1	4	4	-	9	0	1	8
	0.4	0.3	0.4	0.7	0.7	0.4	0.2	0.4	0.5	0.3	0.4	0.3	0.5	-	0.5	0.1	0.3	0.4

SAMTRANS ONBOARD SURVEY * JUNE 2017

ROUTE

ROUTE	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
141	8 0.4	4 0.3	3 0.4	1 0.4	3 0.5	2 0.3	1 0.2	3 0.5	6 0.5	2 0.2	-	3 0.2	4 0.5	-	8 0.4	-	1 0.3	7 0.4
276	6 0.3	3 0.2	3 0.3	-	1 0.2	2 0.3	2 0.4	1 0.3	4 0.3	2 0.3	0 0.1	3 0.3	2 0.2	0 0.5	5 0.2	2 0.4	1 0.1	6 0.3
251	6 0.3	2 0.2	3 0.4	1 0.4	2 0.3	2 0.4	1 0.2	1 0.2	3 0.3	2 0.3	0 0.1	3 0.3	2 0.3	0 0.3	6 0.3	0 0.1	0 0.1	6 0.3
FLXP	5 0.2	2 0.1	2 0.2	2 0.6	1 0.1	1 0.2	2 0.3	2 0.3	2 0.2	2 0.3	0 0.2	3 0.2	1 0.2	0 0.2	5 0.3	0 0.1	0 0.1	5 0.3
118	4 0.2	3 0.2	1 0.1	1 0.3	1 0.2	1 0.2	1 0.2	1 0.2	2 0.2	2 0.2	0 0.2	2 0.1	2 0.3	0 0.3	4 0.2	1 0.1	1 0.1	4 0.2
252	3 0.1	1 0.1	1 0.2	1 0.2	0 *	0 0.1	1 0.1	2 0.4	1 0.1	1 0.1	0 0.1	2 0.1	2 0.2	-	3 0.1	1 0.2	0 *	3 0.2
278	1 *	1 0.1	0 *	-	1 0.1	-	-	1 0.1	1 0.1	0 *	-	0 *	1 0.1	-	1 *	0 0.1	-	1 0.1
273	1 *	1 0.1	-	-	0 *	-	0 *	1 0.1	1 *	0 *	-	1 0.1	-	0 0.2	1 *	-	-	1 *
261	1 *	0 *	0 0.1	0 0.1	-	-	1 0.1	0 *	1 0.1	-	0 0.1	0 *	0 *	0 0.6	1 *	-	-	1 *
286	1 *	0 *	0 *	0 *	0 0.1	0 *	-	0 *	1 *	0 *	-	0 *	0 *	0 0.1	1 *	-	-	1 *

SAMTRANS ONBOARD SURVEY * JUNE 2017

HOW RECEIVED

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2351 100.0	2351 100.0
RETURNED TO SURVEYOR ON BUS	2297 97.7	2297 97.7
MAILED IN	54 2.3	54 2.3

SAMTRANS ONBOARD SURVEY * JUNE 2017

HOW RECEIVED

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2351	1782	462	106	814	169	200	127	1041	468	502	709	320	351	970	709	672
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
RETURNED TO SURVEYOR ON BUS	2297	1749	446	102	785	164	199	125	1023	459	494	695	312	337	953	695	648
	97.7	98.1	96.4	96.3	96.4	96.8	99.6	98.6	98.3	98.1	98.5	98.0	97.2	95.8	98.3	98.0	96.5
MAILED IN	54	34	17	4	29	5	1	2	17	9	8	14	9	15	16	14	24
	2.3	1.9	3.6	3.7	3.6	3.2	0.4	1.4	1.7	1.9	1.5	2.0	2.8	4.2	1.7	2.0	3.5

SAMTRANS ONBOARD SURVEY * JUNE 2017

HOW RECEIVED

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2351	1247	779	297	561	629	543	503	1220	761	225	1132	887	72	1959	392	420	1899
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
RETURNED TO SURVEYOR ON BUS	2297	1227	755	288	550	617	536	480	1195	742	215	1114	857	68	1911	385	408	1856
	97.7	98.3	97.0	97.1	98.0	98.1	98.7	95.5	97.9	97.5	95.9	98.4	96.6	93.8	97.6	98.2	97.3	97.7
MAILED IN	54	21	24	8	11	12	7	22	25	19	9	19	30	5	47	7	12	43
	2.3	1.7	3.0	2.9	2.0	1.9	1.3	4.5	2.1	2.5	4.1	1.6	3.4	6.2	2.4	1.8	2.7	2.3

SAMTRANS ONBOARD SURVEY * JUNE 2017

LANGUAGE OF QUESTIONNAIRE

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2351 100.0	2351 100.0
ENGLISH	1959 83.3	2011 85.5
SPANISH	392 16.7	340 14.5

SAMTRANS ONBOARD SURVEY * JUNE 2017

LANGUAGE OF QUESTIONNAIRE

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2351 100.0	1782 100.0	462 100.0	106 100.0	814 100.0	169 100.0	200 100.0	127 100.0	1041 100.0	468 100.0	502 100.0	709 100.0	320 100.0	351 100.0	970 100.0	709 100.0	672 100.0
ENGLISH	1959 83.3	1471 82.5	393 85.0	95 89.0	727 89.3	145 85.6	142 70.9	114 90.0	831 79.8	397 84.8	433 86.2	591 83.4	264 82.4	274 77.9	829 85.5	591 83.4	538 80.1
SPANISH	392 16.7	311 17.5	69 15.0	12 11.0	87 10.7	24 14.4	58 29.1	13 10.0	210 20.2	71 15.2	69 13.8	118 16.6	56 17.6	78 22.1	140 14.5	118 16.6	134 19.9

SAMTRANS ONBOARD SURVEY * JUNE 2017

LANGUAGE OF QUESTIONNAIRE

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2351	1247	779	297	561	629	543	503	1220	761	225	1132	887	72	1959	392	420	1899
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ENGLISH	1959	1020	663	253	491	525	450	424	1040	639	177	913	780	57	1959	-	373	1563
	83.3	81.8	85.2	85.2	87.5	83.5	83.0	84.3	85.2	84.0	78.6	80.7	87.9	78.1	100.0		88.8	82.3
SPANISH	392	227	115	44	70	103	92	79	180	122	48	219	107	16	-	392	47	336
	16.7	18.2	14.8	14.8	12.5	16.5	17.0	15.7	14.8	16.0	21.4	19.3	12.1	21.9		100.0	11.2	17.7

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q1. CLEANLINESS OF BUS EXTERIORS

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2289 100.0	2297 100.0
5 - VERY SATISFIED	1181 51.6	1162 50.6
4	735 32.1	770 33.5
3	263 11.5	261 11.4
2	39 1.7	44 1.9
1 - VERY DISSATISFIED	40 1.7	34 1.5
NOT APPLICABLE	31 1.3	26 1.1
BLANK	62	54
Mean	4.32	4.31
Standard Deviation	0.87	0.86
Standard Error	0.02	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q1. CLEANLINESS OF BUS EXTERIORS

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2289	1734	451	104	789	165	198	124	1013	452	485	694	314	344	937	694	658
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1181	888	242	51	465	86	101	61	468	270	231	327	157	196	501	327	353
	51.6	51.2	53.7	49.3	59.0	52.1	51.3	48.9	46.1	59.8	47.6	47.1	49.9	57.1	53.5	47.1	53.7
4	735	562	136	37	238	55	60	43	339	122	160	247	98	109	282	247	207
	32.1	32.4	30.2	35.8	30.1	33.3	30.5	34.9	33.5	27.1	32.9	35.6	31.1	31.7	30.1	35.6	31.4
3	263	196	56	12	64	16	31	15	137	45	60	89	44	24	106	89	68
	11.5	11.3	12.4	11.2	8.1	9.7	15.8	12.1	13.5	10.1	12.5	12.8	14.1	7.0	11.3	12.8	10.4
2	39	31	6	2	9	4	2	2	23	7	6	17	2	7	13	17	10
	1.7	1.8	1.4	2.3	1.1	2.5	0.8	1.5	2.3	1.6	1.2	2.4	0.7	2.1	1.4	2.4	1.5
1 - VERY DISSATISFIED	40	31	8	1	3	2	3	2	29	1	10	9	13	7	11	9	20
	1.7	1.8	1.8	0.6	0.4	1.3	1.6	1.3	2.9	0.2	2.0	1.3	4.2	2.0	1.1	1.3	3.1
NOT APPLICABLE	31	27	3	1	10	2	-	2	17	6	18	6	-	-	24	6	-
	1.3	1.6	0.6	0.7	1.3	1.1		1.4	1.7	1.4	3.8	0.9			2.6	0.9	
BLANK	62	48	12	2	25	5	2	3	27	16	17	15	6	7	33	15	14
Mean	4.32	4.31	4.33	4.32	4.48	4.34	4.29	4.30	4.20	4.47	4.28	4.26	4.22	4.40	4.37	4.26	4.31
Standard Deviation	0.87	0.88	0.88	0.81	0.73	0.86	0.88	0.84	0.96	0.75	0.89	0.87	1.00	0.87	0.83	0.87	0.94
Standard Error	0.02	0.03	0.04	0.05	0.04	0.05	0.09	0.05	0.04	0.06	0.05	0.04	0.07	0.07	0.04	0.04	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q1. CLEANLINESS OF BUS EXTERIORS

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2289	1206	765	291	556	622	532	488	1193	747	218	1106	874	71	1926	363	418	1842
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1181	631	389	148	333	291	226	277	687	338	99	611	411	42	970	211	220	938
	51.6	52.3	50.9	50.8	60.0	46.7	42.5	56.8	57.6	45.2	45.6	55.2	47.0	60.1	50.4	58.1	52.6	50.9
4	735	368	272	87	138	249	205	128	339	273	82	333	313	14	641	94	148	584
	32.1	30.6	35.6	30.1	24.9	40.0	38.5	26.2	28.4	36.5	37.5	30.1	35.8	20.0	33.3	26.0	35.4	31.7
3	263	147	79	34	60	57	79	58	127	99	16	113	109	11	234	29	37	226
	11.5	12.2	10.4	11.6	10.8	9.1	14.8	12.0	10.6	13.2	7.2	10.3	12.4	15.6	12.1	8.1	8.8	12.3
2	39	18	9	11	7	9	10	13	14	15	8	16	15	2	29	10	6	33
	1.7	1.5	1.1	3.8	1.2	1.5	1.9	2.7	1.2	2.0	3.7	1.5	1.7	2.5	1.5	2.9	1.4	1.8
1 - VERY DISSATISFIED	40	28	4	7	11	10	4	7	16	11	6	17	15	1	30	10	4	36
	1.7	2.3	0.6	2.4	2.0	1.5	0.8	1.5	1.3	1.5	2.6	1.6	1.7	1.8	1.5	2.7	0.9	1.9
NOT APPLICABLE	31	14	11	4	6	7	8	4	10	11	7	15	11	-	22	8	4	25
	1.3	1.1	1.5	1.3	1.1	1.1	1.5	0.9	0.9	1.5	3.3	1.4	1.3		1.2	2.3	0.9	1.4
BLANK	62	42	13	6	5	6	11	15	27	14	7	26	13	2	33	29	2	57
Mean	4.32	4.31	4.37	4.25	4.41	4.30	4.22	4.35	4.41	4.24	4.24	4.38	4.26	4.34	4.31	4.37	4.39	4.30
Standard Deviation	0.87	0.91	0.76	0.97	0.88	0.82	0.83	0.90	0.83	0.87	0.94	0.85	0.87	0.96	0.86	0.95	0.78	0.90
Standard Error	0.02	0.03	0.04	0.08	0.05	0.04	0.05	0.05	0.03	0.04	0.08	0.03	0.04	0.13	0.03	0.07	0.05	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q2. CLEANLINESS OF BUS INTERIORS

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2279 100.0	2287 100.0
5 - VERY SATISFIED	1033 45.3	1029 45.0
4	758 33.3	769 33.6
3	358 15.7	365 16.0
2	67 2.9	69 3.0
1 - VERY DISSATISFIED	46 2.0	40 1.7
NOT APPLICABLE	18 0.8	15 0.7
BLANK	72	64
Mean	4.18	4.18
Standard Deviation	0.94	0.93
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q2. CLEANLINESS OF BUS INTERIORS

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2279	1721	454	104	795	164	199	124	996	457	481	691	310	341	937	691	651
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1033	769	217	47	427	77	88	56	384	234	203	283	139	174	437	283	313
	45.3	44.7	47.9	44.9	53.7	47.1	44.1	45.4	38.6	51.3	42.2	41.0	44.9	50.8	46.6	41.0	48.0
4	758	581	140	37	270	51	70	41	326	150	160	248	95	105	310	248	200
	33.3	33.7	30.9	35.7	33.9	31.1	35.3	33.0	32.7	32.9	33.2	35.9	30.8	30.7	33.1	35.9	30.7
3	358	262	80	16	80	26	36	20	195	55	82	125	52	42	138	125	95
	15.7	15.2	17.6	15.0	10.1	16.1	17.9	16.1	19.6	12.1	17.1	18.1	16.9	12.4	14.7	18.1	14.5
2	67	54	10	3	10	5	2	4	44	11	12	22	13	8	24	22	21
	2.9	3.1	2.2	2.6	1.3	3.3	1.2	3.4	4.5	2.5	2.6	3.1	4.3	2.4	2.5	3.1	3.3
1 - VERY DISSATISFIED	46	39	6	2	4	4	3	2	33	4	12	8	9	13	16	8	22
	2.0	2.2	1.2	1.5	0.5	2.3	1.6	1.3	3.3	0.8	2.6	1.1	3.1	3.7	1.7	1.1	3.4
NOT APPLICABLE	18	17	1	0	4	0	-	1	14	2	11	5	-	-	13	5	-
	0.8	1.0	0.2	0.3	0.4	0.1	-	0.7	1.4	0.4	2.4	0.7	-	-	1.4	0.7	-
BLANK	72	61	9	2	19	5	1	3	44	11	22	18	11	10	33	18	21
Mean	4.18	4.17	4.22	4.20	4.40	4.17	4.19	4.19	4.00	4.32	4.13	4.13	4.10	4.23	4.22	4.13	4.17
Standard Deviation	0.94	0.95	0.90	0.90	0.76	0.97	0.88	0.92	1.04	0.84	0.97	0.90	1.03	1.01	0.91	0.90	1.02
Standard Error	0.03	0.03	0.04	0.05	0.04	0.06	0.09	0.05	0.04	0.06	0.05	0.04	0.07	0.08	0.04	0.04	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q2. CLEANLINESS OF BUS INTERIORS

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2279	1198	763	290	548	622	531	487	1193	740	218	1100	876	66	1917	362	415	1833
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1033	553	346	121	292	252	196	238	615	291	72	569	333	34	831	202	198	817
	45.3	46.1	45.4	41.8	53.4	40.4	37.0	48.8	51.5	39.3	32.9	51.8	38.0	52.3	43.3	55.7	47.8	44.6
4	758	395	257	99	158	273	178	131	362	269	85	319	333	19	664	94	128	622
	33.3	33.0	33.7	34.1	28.8	43.9	33.6	27.0	30.3	36.3	38.8	29.0	38.0	28.6	34.7	25.9	30.8	33.9
3	358	192	118	45	72	66	124	85	163	140	35	157	159	9	326	32	66	288
	15.7	16.0	15.5	15.4	13.2	10.6	23.3	17.5	13.7	18.9	16.2	14.3	18.1	13.8	17.0	8.7	16.0	15.7
2	67	31	20	12	11	23	16	16	25	25	10	24	31	2	48	19	16	50
	2.9	2.6	2.7	4.2	2.0	3.6	2.9	3.3	2.1	3.3	4.5	2.2	3.5	2.7	2.5	5.2	3.9	2.7
1 - VERY DISSATISFIED	46	18	18	10	12	8	12	11	23	10	11	19	17	2	36	10	3	42
	2.0	1.5	2.4	3.4	2.3	1.2	2.4	2.2	1.9	1.3	5.0	1.7	2.0	2.7	1.9	2.8	0.7	2.3
NOT APPLICABLE	18	10	3	4	3	2	5	6	5	6	6	12	3	-	12	6	3	14
	0.8	0.8	0.4	1.2	0.5	0.3	0.8	1.2	0.4	0.8	2.6	1.0	0.3		0.6	1.7	0.7	0.7
BLANK	72	49	16	7	13	6	12	16	27	21	7	32	12	6	42	30	5	66
Mean	4.18	4.21	4.18	4.08	4.30	4.19	4.01	4.18	4.28	4.10	3.93	4.28	4.07	4.25	4.16	4.29	4.22	4.17
Standard Deviation	0.94	0.91	0.95	1.03	0.93	0.85	0.97	0.99	0.91	0.91	1.07	0.91	0.94	0.98	0.92	1.02	0.91	0.95
Standard Error	0.03	0.03	0.05	0.08	0.05	0.05	0.05	0.06	0.04	0.04	0.09	0.04	0.04	0.14	0.03	0.07	0.06	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q3. COURTESY OF BUS OPERATORS

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2257 100.0	2267 100.0
5 - VERY SATISFIED	1161 51.4	1160 51.2
4	676 29.9	699 30.8
3	297 13.1	303 13.4
2	51 2.2	49 2.2
1 - VERY DISSATISFIED	53 2.3	42 1.9
NOT APPLICABLE	20 0.9	14 0.6
BLANK	94	84
Mean	4.27	4.28
Standard Deviation	0.94	0.91
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q3. COURTESY OF BUS OPERATORS

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2257	1706	447	103	791	162	197	122	984	449	477	690	306	334	926	690	640
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1161	878	230	53	411	83	83	68	517	248	229	342	157	184	477	342	341
	51.4	51.5	51.5	51.0	51.9	51.1	42.2	55.2	52.5	55.3	48.1	49.5	51.4	55.1	51.6	49.5	53.3
4	676	503	138	35	255	52	58	33	277	116	141	242	86	91	257	242	177
	29.9	29.5	30.8	34.4	32.2	31.9	29.6	27.4	28.2	25.9	29.6	35.0	27.9	27.4	27.8	35.0	27.6
3	297	221	64	12	84	23	48	14	127	64	80	73	46	34	144	73	80
	13.1	12.9	14.3	11.4	10.6	14.4	24.2	11.8	12.9	14.3	16.7	10.5	15.0	10.2	15.6	10.5	12.5
2	51	41	8	2	17	2	2	4	25	8	10	16	7	9	18	16	16
	2.2	2.4	1.8	1.6	2.1	1.5	1.2	3.5	2.5	1.8	2.1	2.4	2.1	2.8	2.0	2.4	2.5
1 - VERY DISSATISFIED	53	45	6	1	15	1	6	2	30	8	10	13	9	11	19	13	21
	2.3	2.7	1.3	1.4	1.9	0.7	2.9	1.3	3.0	1.9	2.2	1.9	3.0	3.4	2.0	1.9	3.2
NOT APPLICABLE	20	19	1	0	10	1	-	1	8	4	6	4	2	4	10	4	5
	0.9	1.1	0.3	0.3	1.3	0.4	0.7	0.7	0.9	0.9	1.3	0.6	0.5	1.1	1.1	0.6	0.9
BLANK	94	76	15	3	23	8	3	5	56	19	25	19	14	17	44	19	32
Mean	4.27	4.26	4.30	4.32	4.32	4.32	4.07	4.33	4.26	4.32	4.21	4.29	4.23	4.29	4.26	4.29	4.26
Standard Deviation	0.94	0.96	0.87	0.85	0.89	0.83	0.99	0.91	0.98	0.92	0.95	0.89	0.99	1.00	0.94	0.89	0.99
Standard Error	0.03	0.03	0.04	0.05	0.05	0.05	0.10	0.05	0.04	0.07	0.05	0.04	0.07	0.08	0.04	0.04	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q3. COURTESY OF BUS OPERATORS

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2257	1173	767	288	543	617	520	486	1181	731	220	1089	862	69	1901	355	411	1813
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1161	603	395	148	322	303	236	254	641	369	96	580	417	43	947	213	227	915
	51.4	51.4	51.5	51.4	59.3	49.0	45.3	52.3	54.3	50.4	43.8	53.3	48.3	62.3	49.8	60.0	55.3	50.5
4	676	359	233	79	127	211	186	127	333	247	60	326	270	15	603	73	117	552
	29.9	30.6	30.4	27.4	23.3	34.1	35.7	26.2	28.2	33.8	27.2	29.9	31.3	21.9	31.7	20.6	28.4	30.5
3	297	147	107	39	70	79	72	68	154	87	36	138	122	7	261	36	50	242
	13.1	12.5	13.9	13.4	12.9	12.8	13.9	13.9	13.1	11.9	16.5	12.7	14.1	9.6	13.7	10.0	12.2	13.4
2	51	24	9	16	7	9	16	17	20	14	9	17	28	-	37	14	8	41
	2.2	2.1	1.1	5.4	1.2	1.4	3.1	3.5	1.7	1.9	4.3	1.6	3.2	-	1.9	3.8	2.0	2.3
1 - VERY DISSATISFIED	53	31	16	5	11	11	11	14	22	12	14	22	19	4	35	18	7	45
	2.3	2.7	2.1	1.8	2.0	1.8	2.0	2.9	1.8	1.6	6.4	2.0	2.2	6.2	1.8	5.1	1.8	2.5
NOT APPLICABLE	20	10	7	2	7	6	-	6	12	3	4	6	7	-	18	2	1	17
	0.9	0.8	0.9	0.6	1.2	0.9	-	1.3	1.0	0.4	1.8	0.6	0.8	-	1.0	0.5	0.3	0.9
BLANK	94	74	12	9	18	11	23	16	39	30	5	43	25	3	58	37	8	86
Mean	4.27	4.27	4.29	4.22	4.39	4.28	4.19	4.23	4.33	4.30	4.00	4.32	4.21	4.34	4.27	4.27	4.34	4.25
Standard Deviation	0.94	0.95	0.90	0.99	0.90	0.87	0.93	1.01	0.90	0.87	1.17	0.90	0.95	1.09	0.90	1.12	0.90	0.95
Standard Error	0.03	0.04	0.04	0.08	0.05	0.05	0.05	0.06	0.03	0.04	0.10	0.04	0.04	0.15	0.03	0.08	0.06	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q4. FEELING OF PERSONAL SECURITY ON THE BUS

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2250 100.0	2268 100.0
5 - VERY SATISFIED	1062 47.2	1087 47.9
4	745 33.1	742 32.7
3	308 13.7	315 13.9
2	60 2.7	61 2.7
1 - VERY DISSATISFIED	58 2.6	46 2.0
NOT APPLICABLE	16 0.7	17 0.7
BLANK	101	83
Mean	4.21	4.23
Standard Deviation	0.96	0.93
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q4. FEELING OF PERSONAL SECURITY ON THE BUS

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2250	1696	449	104	786	160	195	123	985	455	472	686	312	324	927	686	636
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1062	784	228	50	418	74	86	60	424	245	239	286	138	153	484	286	292
	47.2	46.2	50.9	48.0	53.2	46.0	44.2	48.7	43.1	53.8	50.7	41.7	44.4	47.3	52.2	41.7	45.9
4	745	574	137	34	251	56	62	41	334	140	133	252	100	121	273	252	221
	33.1	33.8	30.5	33.0	32.0	35.1	31.9	33.6	33.9	30.7	28.1	36.7	32.2	37.2	29.4	36.7	34.7
3	308	233	59	16	88	22	33	13	152	54	62	102	58	32	116	102	90
	13.7	13.7	13.1	15.8	11.2	13.8	16.7	10.3	15.5	11.8	13.1	14.9	18.7	9.8	12.5	14.9	14.1
2	60	44	15	1	13	5	8	5	29	11	15	21	8	6	26	21	13
	2.7	2.6	3.4	1.3	1.7	2.9	4.2	4.2	3.0	2.4	3.1	3.1	2.4	1.7	2.8	3.1	2.1
1 - VERY DISSATISFIED	58	49	8	1	11	2	6	4	36	4	18	18	6	13	22	18	18
	2.6	2.9	1.8	0.7	1.4	1.0	2.9	2.9	3.7	0.8	3.8	2.7	1.8	3.9	2.3	2.7	2.8
NOT APPLICABLE	16	13	2	1	5	2	-	0	9	2	5	6	2	0	7	6	2
	0.7	0.7	0.5	1.2	0.6	1.2		0.4	0.9	0.5	1.1	0.9	0.6	0.1	0.8	0.9	0.3
BLANK	101	86	14	2	28	9	5	4	56	12	30	23	9	27	42	23	36
Mean	4.21	4.19	4.26	4.28	4.35	4.24	4.10	4.21	4.11	4.35	4.20	4.13	4.16	4.22	4.27	4.13	4.19
Standard Deviation	0.96	0.97	0.93	0.83	0.85	0.87	1.02	0.99	1.02	0.84	1.04	0.96	0.93	0.97	0.95	0.96	0.95
Standard Error	0.03	0.03	0.04	0.05	0.04	0.05	0.10	0.06	0.04	0.06	0.05	0.04	0.06	0.08	0.04	0.04	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q4. FEELING OF PERSONAL SECURITY ON THE BUS

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2250	1174	765	283	541	619	528	475	1176	740	214	1089	861	68	1900	349	410	1812
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1062	535	380	133	286	263	211	249	585	343	82	556	367	33	863	200	192	855
	47.2	45.6	49.7	46.9	52.8	42.5	40.0	52.3	49.7	46.3	38.5	51.1	42.7	48.5	45.4	57.2	46.8	47.2
4	745	404	254	80	164	232	200	135	392	254	65	331	329	18	647	98	135	603
	33.1	34.4	33.2	28.4	30.2	37.5	37.9	28.5	33.3	34.3	30.6	30.4	38.3	26.6	34.1	28.1	33.0	33.3
3	308	162	99	44	66	95	83	56	138	112	36	141	122	11	280	28	67	239
	13.7	13.8	12.9	15.7	12.1	15.4	15.7	11.8	11.7	15.2	16.8	13.0	14.1	16.0	14.7	8.0	16.3	13.2
2	60	30	20	9	6	15	19	21	28	18	13	28	25	-	49	12	6	52
	2.7	2.5	2.6	3.2	1.1	2.3	3.5	4.4	2.4	2.4	6.3	2.6	2.9	-	2.6	3.3	1.3	2.9
1 - VERY DISSATISFIED	58	36	9	13	15	12	13	10	28	8	13	24	13	6	50	8	8	50
	2.6	3.1	1.2	4.6	2.7	1.9	2.4	2.2	2.4	1.1	6.2	2.2	1.5	8.9	2.6	2.3	1.9	2.8
NOT APPLICABLE	16	8	3	4	6	2	3	4	5	5	4	9	5	-	12	4	3	13
	0.7	0.6	0.4	1.3	1.0	0.3	0.5	0.9	0.4	0.7	1.7	0.8	0.5	-	0.6	1.1	0.6	0.7
BLANK	101	73	14	14	19	10	15	27	45	20	11	43	26	4	58	43	10	86
Mean	4.21	4.18	4.28	4.11	4.31	4.17	4.10	4.25	4.26	4.23	3.90	4.27	4.18	4.06	4.18	4.36	4.22	4.20
Standard Deviation	0.96	0.97	0.87	1.08	0.92	0.91	0.95	0.98	0.93	0.87	1.18	0.94	0.89	1.21	0.96	0.94	0.90	0.97
Standard Error	0.03	0.04	0.04	0.08	0.05	0.05	0.05	0.06	0.04	0.04	0.10	0.04	0.04	0.17	0.03	0.07	0.06	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q5. AVAILABILITY OF INFORMATION ON BUSES

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2240 100.0	2257 100.0
5 - VERY SATISFIED	1093 48.8	1084 48.0
4	666 29.7	681 30.2
3	309 13.8	343 15.2
2	83 3.7	77 3.4
1 - VERY DISSATISFIED	56 2.5	45 2.0
NOT APPLICABLE	33 1.5	27 1.2
BLANK	111	94
Mean	4.20	4.20
Standard Deviation	0.99	0.96
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q5. AVAILABILITY OF INFORMATION ON BUSES

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2240 100.0	1690 100.0	446 100.0	104 100.0	774 100.0	162 100.0	197 100.0	122 100.0	985 100.0	445 100.0	461 100.0	684 100.0	312 100.0	339 100.0	906 100.0	684 100.0	651 100.0
5 - VERY SATISFIED	1093 48.8	827 48.9	220 49.2	47 45.1	415 53.7	78 47.7	91 46.2	54 44.6	455 46.2	242 54.5	233 50.6	315 46.0	146 47.0	157 46.2	476 52.5	315 46.0	303 46.6
4	666 29.7	489 29.0	141 31.6	35 34.0	220 28.4	60 36.7	67 34.2	34 28.2	285 28.9	113 25.5	134 29.1	222 32.5	83 26.6	113 33.3	248 27.3	222 32.5	196 30.1
3	309 13.8	231 13.7	60 13.5	17 16.5	83 10.7	17 10.5	25 12.6	24 20.0	160 16.2	61 13.7	64 13.9	111 16.2	40 12.7	33 9.8	125 13.8	111 16.2	73 11.2
2	83 3.7	67 4.0	14 3.0	3 2.5	23 2.9	4 2.4	10 4.9	4 3.4	43 4.3	15 3.3	15 3.2	15 2.2	28 9.0	10 3.1	30 3.3	15 2.2	39 5.9
1 - VERY DISSATISFIED	56 2.5	47 2.8	8 1.7	1 1.2	20 2.6	2 1.3	3 1.7	3 2.4	27 2.8	5 1.2	5 1.1	13 1.8	11 3.5	22 6.5	11 1.2	13 1.8	33 5.0
NOT APPLICABLE	33 1.5	29 1.7	4 0.9	1 0.6	13 1.7	2 1.3	1 0.4	2 1.3	16 1.6	8 1.9	10 2.1	8 1.2	4 1.2	4 1.1	18 2.0	8 1.2	8 1.2
BLANK	111	92	17	2	40	7	3	5	56	23	41	26	9	12	64	26	21
Mean	4.20	4.19	4.25	4.20	4.30	4.29	4.19	4.11	4.13	4.31	4.27	4.20	4.06	4.11	4.29	4.20	4.09
Standard Deviation	0.99	1.01	0.92	0.89	0.96	0.85	0.95	1.00	1.02	0.92	0.91	0.92	1.13	1.13	0.91	0.92	1.13
Standard Error	0.03	0.04	0.04	0.05	0.05	0.05	0.09	0.06	0.04	0.07	0.05	0.04	0.08	0.09	0.04	0.04	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q5. AVAILABILITY OF INFORMATION ON BUSES

	# BUSES USED ON TRIP				HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS	
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2240	1164	764	285	544	621	519	477	1178	730	214	1077	864	68	1897	343	411	1798
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1093	584	348	145	287	291	221	247	626	312	100	546	383	37	880	214	183	892
	48.8	50.2	45.6	51.0	52.7	46.8	42.6	51.8	53.2	42.7	46.8	50.7	44.3	55.4	46.4	62.3	44.5	49.6
4	666	336	249	73	155	200	182	123	333	250	58	306	297	15	586	80	135	522
	29.7	28.9	32.6	25.6	28.4	32.1	35.0	25.8	28.3	34.2	26.9	28.4	34.4	22.0	30.9	23.2	32.8	29.0
3	309	145	118	41	58	93	83	65	133	116	38	139	129	12	292	16	63	244
	13.8	12.5	15.5	14.4	10.7	15.0	15.9	13.6	11.3	15.9	17.5	12.9	14.9	18.1	15.4	4.8	15.3	13.6
2	83	51	22	11	18	18	20	23	42	24	10	42	28	2	72	11	17	66
	3.7	4.3	2.9	3.8	3.4	2.9	3.8	4.8	3.5	3.3	4.7	3.9	3.3	2.6	3.8	3.3	4.1	3.7
1 - VERY DISSATISFIED	56	30	12	14	13	10	10	14	24	20	6	28	17	1	37	19	10	45
	2.5	2.6	1.5	4.8	2.4	1.6	1.9	2.8	2.0	2.8	2.6	2.6	1.9	1.9	1.9	5.6	2.5	2.5
NOT APPLICABLE	33	18	15	1	13	9	4	5	21	7	3	16	10	-	31	2	3	29
	1.5	1.5	1.9	0.4	2.3	1.5	0.7	1.1	1.8	1.0	1.4	1.5	1.2		1.6	0.7	0.7	1.6
BLANK	111	84	15	12	17	8	23	26	43	30	11	55	23	5	61	49	8	100
Mean	4.20	4.21	4.20	4.15	4.29	4.21	4.13	4.20	4.29	4.12	4.12	4.22	4.17	4.26	4.18	4.34	4.13	4.21
Standard Deviation	0.99	1.00	0.92	1.11	0.96	0.92	0.95	1.04	0.95	0.98	1.04	1.00	0.94	0.98	0.96	1.10	0.99	0.99
Standard Error	0.03	0.04	0.04	0.09	0.06	0.05	0.05	0.06	0.04	0.05	0.09	0.04	0.04	0.14	0.03	0.08	0.07	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q6. BUS REALTIME DEPARTURE PREDICTION

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2230 100.0	2245 100.0
5 - VERY SATISFIED	711 31.9	713 31.8
4	737 33.1	729 32.5
3	455 20.4	470 20.9
2	133 6.0	150 6.7
1 - VERY DISSATISFIED	99 4.5	84 3.7
NOT APPLICABLE	94 4.2	99 4.4
BLANK	121	106
Mean	3.86	3.86
Standard Deviation	1.09	1.08
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q6. BUS REALTIME DEPARTURE PREDICTION

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2230 100.0	1681 100.0	445 100.0	104 100.0	776 100.0	160 100.0	195 100.0	122 100.0	977 100.0	450 100.0	467 100.0	674 100.0	302 100.0	336 100.0	917 100.0	674 100.0	639 100.0
5 - VERY SATISFIED	711 31.9	530 31.5	148 33.3	33 32.1	288 37.1	47 29.2	58 29.9	36 29.2	283 29.0	170 37.8	149 31.9	190 28.2	97 32.0	105 31.3	319 34.8	190 28.2	202 31.7
4	737 33.1	555 33.0	149 33.4	33 31.7	254 32.7	63 39.3	71 36.5	38 30.9	312 31.9	139 30.9	144 30.8	234 34.8	88 28.9	132 39.3	283 30.8	234 34.8	220 34.4
3	455 20.4	334 19.9	96 21.6	25 24.4	124 16.0	26 16.2	50 25.7	30 24.4	225 23.0	84 18.6	80 17.1	166 24.6	72 23.7	54 16.1	164 17.8	166 24.6	126 19.7
2	133 6.0	102 6.0	26 5.8	6 5.5	39 5.1	11 7.1	9 4.7	10 8.2	64 6.5	24 5.4	35 7.5	40 5.9	22 7.3	12 3.6	59 6.5	40 5.9	34 5.4
1 - VERY DISSATISFIED	99 4.5	85 5.1	12 2.8	2 1.9	40 5.1	5 3.3	5 2.4	5 4.3	44 4.5	16 3.7	20 4.2	24 3.6	11 3.5	28 8.4	36 3.9	24 3.6	39 6.1
NOT APPLICABLE	94 4.2	75 4.5	14 3.1	5 4.4	31 4.0	8 4.9	2 0.8	4 3.0	50 5.1	17 3.7	40 8.5	20 2.9	14 4.6	4 1.2	56 6.1	20 2.9	18 2.8
BLANK	121	101	18	2	38	10	5	5	63	18	35	35	18	15	53	35	33
Mean	3.86	3.84	3.92	3.91	3.95	3.88	3.87	3.75	3.78	3.97	3.86	3.80	3.82	3.82	3.92	3.80	3.82
Standard Deviation	1.09	1.11	1.03	1.00	1.12	1.04	0.98	1.11	1.10	1.07	1.12	1.04	1.09	1.17	1.10	1.04	1.13
Standard Error	0.03	0.04	0.05	0.06	0.06	0.06	0.10	0.06	0.05	0.08	0.06	0.05	0.08	0.10	0.05	0.05	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q6. BUS REALTIME DEPARTURE PREDICTION

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2230	1151	761	290	542	606	525	472	1168	731	216	1070	859	68	1889	341	411	1788
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	711	376	233	93	199	153	146	180	425	199	58	386	230	25	553	158	121	578
	31.9	32.6	30.7	32.0	36.7	25.3	27.7	38.1	36.4	27.2	27.0	36.1	26.8	36.6	29.3	46.3	29.4	32.3
4	737	372	271	83	162	231	179	141	376	252	78	323	324	16	638	99	149	579
	33.1	32.3	35.6	28.6	30.0	38.1	34.2	29.9	32.2	34.5	36.3	30.2	37.8	23.9	33.8	29.0	36.2	32.4
3	455	235	156	61	91	138	135	75	221	161	38	218	166	20	412	43	76	374
	20.4	20.4	20.6	20.9	16.7	22.7	25.7	15.8	18.9	22.0	17.8	20.4	19.3	29.2	21.8	12.7	18.6	20.9
2	133	76	35	20	40	33	30	27	58	53	10	58	60	-	112	21	25	108
	6.0	6.6	4.6	6.8	7.4	5.4	5.7	5.7	5.0	7.2	4.5	5.4	7.0	-	5.9	6.2	6.0	6.0
1 - VERY DISSATISFIED	99	42	37	19	27	27	17	23	46	32	17	41	41	6	90	10	22	77
	4.5	3.6	4.9	6.6	5.1	4.5	3.2	4.9	4.0	4.4	8.0	3.8	4.8	8.9	4.7	2.9	5.3	4.3
NOT APPLICABLE	94	51	28	15	23	24	18	27	41	34	14	45	36	1	84	10	19	72
	4.2	4.4	3.7	5.1	4.2	4.0	3.4	5.6	3.5	4.7	6.4	4.2	4.2	1.4	4.4	2.9	4.5	4.0
BLANK	121	96	18	6	19	23	18	31	52	30	9	62	29	4	70	51	8	111
Mean	3.86	3.88	3.86	3.76	3.90	3.77	3.80	3.96	3.95	3.76	3.75	3.93	3.78	3.81	3.81	4.13	3.82	3.86
Standard Deviation	1.09	1.08	1.08	1.19	1.15	1.05	1.03	1.13	1.07	1.09	1.17	1.08	1.09	1.21	1.09	1.06	1.11	1.09
Standard Error	0.03	0.04	0.05	0.09	0.07	0.06	0.06	0.07	0.04	0.05	0.11	0.04	0.05	0.17	0.03	0.08	0.08	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q7. ON-TIME PERFORMANCE

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2236 100.0	2238 100.0
5 - VERY SATISFIED	704 31.5	681 30.4
4	763 34.1	770 34.4
3	528 23.6	550 24.6
2	143 6.4	155 6.9
1 - VERY DISSATISFIED	77 3.4	66 2.9
NOT APPLICABLE	22 1.0	16 0.7
BLANK	115	113
Mean	3.85	3.83
Standard Deviation	1.05	1.04
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q7. ON-TIME PERFORMANCE

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2236	1695	440	101	778	159	194	120	985	451	467	683	304	332	918	683	636
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	704	530	144	30	292	44	54	35	279	155	165	178	101	105	320	178	206
	31.5	31.3	32.6	29.3	37.5	27.4	27.9	29.2	28.4	34.4	35.3	26.0	33.3	31.5	34.9	26.0	32.4
4	763	576	149	39	295	52	54	36	326	154	151	238	95	125	305	238	220
	34.1	34.0	33.9	38.4	37.9	32.6	28.0	30.3	33.1	34.2	32.3	34.9	31.4	37.6	33.2	34.9	34.7
3	528	397	107	24	122	40	68	35	263	113	104	186	70	55	217	186	125
	23.6	23.4	24.4	23.7	15.7	25.0	35.1	29.2	26.7	25.1	22.2	27.3	23.0	16.6	23.6	27.3	19.7
2	143	106	30	7	44	19	13	8	59	18	26	51	23	24	44	51	47
	6.4	6.3	6.7	7.0	5.7	11.7	6.6	6.9	6.0	4.0	5.7	7.5	7.5	7.3	4.8	7.5	7.4
1 - VERY DISSATISFIED	77	67	9	2	23	5	4	4	41	10	18	21	9	20	28	21	28
	3.4	3.9	2.0	1.5	2.9	2.9	2.1	3.7	4.2	2.2	3.8	3.1	2.9	5.9	3.0	3.1	4.4
NOT APPLICABLE	22	20	2	-	3	1	1	1	17	1	3	8	6	4	4	8	9
	1.0	1.2	0.4		0.3	0.3	0.4	0.7	1.7	0.2	0.6	1.2	2.0	1.1	0.4	1.2	1.5
BLANK	115	87	23	5	36	10	6	7	56	17	35	27	17	20	52	27	36
Mean	3.85	3.83	3.89	3.87	4.02	3.70	3.73	3.75	3.77	3.95	3.90	3.74	3.86	3.83	3.93	3.74	3.84
Standard Deviation	1.05	1.07	1.01	0.97	1.01	1.09	1.01	1.07	1.06	0.97	1.07	1.03	1.06	1.14	1.02	1.03	1.10
Standard Error	0.03	0.04	0.04	0.05	0.05	0.06	0.10	0.06	0.04	0.07	0.06	0.05	0.08	0.09	0.05	0.05	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q7. ON-TIME PERFORMANCE

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2236	1172	758	278	542	616	522	471	1179	725	217	1067	866	70	1903	333	404	1806
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	704	379	224	92	208	157	125	183	424	185	65	366	246	25	555	149	114	583
	31.5	32.3	29.5	33.0	38.3	25.5	23.9	38.9	36.0	25.5	29.9	34.3	28.4	36.0	29.1	44.8	28.3	32.3
4	763	399	276	83	172	228	189	144	394	255	72	353	300	21	675	88	149	607
	34.1	34.0	36.3	30.0	31.8	37.0	36.1	30.6	33.4	35.3	33.1	33.1	34.6	30.0	35.5	26.5	36.9	33.6
3	528	265	184	69	101	162	159	93	259	198	45	229	239	16	465	63	100	419
	23.6	22.6	24.3	24.7	18.6	26.3	30.5	19.7	21.9	27.3	20.7	21.4	27.6	22.6	24.4	19.0	24.7	23.2
2	143	82	39	18	36	40	32	31	57	58	17	70	55	3	125	17	23	119
	6.4	7.0	5.2	6.6	6.6	6.6	6.1	6.6	4.8	8.0	7.7	6.5	6.4	4.0	6.6	5.1	5.6	6.6
1 - VERY DISSATISFIED	77	37	28	13	21	20	15	15	36	21	15	39	21	5	66	11	13	64
	3.4	3.1	3.7	4.6	3.9	3.2	2.8	3.3	3.1	2.9	7.0	3.7	2.4	6.8	3.5	3.4	3.3	3.5
NOT APPLICABLE	22	11	8	3	5	9	3	4	8	7	4	10	5	0	18	4	5	15
	1.0	0.9	1.0	1.1	0.9	1.4	0.6	0.9	0.7	1.0	1.6	1.0	0.6	0.5	0.9	1.2	1.2	0.8
BLANK	115	75	20	19	19	13	21	32	41	36	8	65	22	2	55	59	15	93
Mean	3.85	3.86	3.84	3.81	3.95	3.76	3.73	3.96	3.95	3.73	3.72	3.89	3.81	3.85	3.81	4.05	3.82	3.85
Standard Deviation	1.05	1.05	1.03	1.11	1.09	1.02	0.99	1.07	1.03	1.03	1.18	1.07	1.00	1.17	1.04	1.08	1.02	1.06
Standard Error	0.03	0.04	0.05	0.09	0.06	0.05	0.05	0.06	0.04	0.05	0.10	0.04	0.04	0.17	0.03	0.08	0.07	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q8. FREQUENCY

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2169 100.0	2187 100.0
5 - VERY SATISFIED	703 32.4	656 30.0
4	700 32.2	675 30.9
3	499 23.0	521 23.8
2	151 7.0	190 8.7
1 - VERY DISSATISFIED	92 4.2	121 5.5
NOT APPLICABLE	26 1.2	24 1.1
BLANK	182	164
Mean	3.83	3.72
Standard Deviation	1.09	1.15
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q8. FREQUENCY

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2169 100.0	1637 100.0	431 100.0	101 100.0	742 100.0	156 100.0	192 100.0	119 100.0	959 100.0	435 100.0	451 100.0	663 100.0	299 100.0	322 100.0	886 100.0	663 100.0	621 100.0
5 - VERY SATISFIED	703 32.4	541 33.0	137 31.9	25 24.3	261 35.1	41 26.4	64 33.4	34 28.4	303 31.6	155 35.7	168 37.3	188 28.3	97 32.4	95 29.4	323 36.5	188 28.3	192 30.9
4	700 32.2	539 32.9	124 28.8	36 35.6	223 30.1	50 32.1	59 30.5	35 29.1	333 34.7	142 32.6	122 27.1	238 35.9	92 30.6	106 33.1	264 29.8	238 35.9	198 31.9
3	499 23.0	364 22.3	113 26.2	21 21.1	164 22.1	37 23.4	59 30.8	30 25.3	208 21.7	102 23.4	96 21.2	161 24.2	69 23.1	71 22.1	198 22.3	161 24.2	140 22.6
2	151 7.0	103 6.3	37 8.6	11 11.0	57 7.7	17 10.7	5 2.8	13 11.0	58 6.1	19 4.4	34 7.6	42 6.3	27 8.9	29 9.0	54 6.1	42 6.3	55 8.9
1 - VERY DISSATISFIED	92 4.2	67 4.1	17 4.0	8 7.5	32 4.3	10 6.4	3 1.7	7 5.9	39 4.1	15 3.4	22 4.9	24 3.6	11 3.8	19 5.9	37 4.2	24 3.6	30 4.9
NOT APPLICABLE	26 1.2	23 1.4	2 0.6	1 0.5	5 0.7	1 0.9	2 0.8	0 0.4	18 1.8	2 0.4	8 1.8	11 1.7	3 1.1	2 0.5	10 1.1	11 1.7	5 0.8
BLANK	182	146	31	5	72	13	8	8	82	33	51	47	21	30	84	47	51
Mean	3.83	3.86	3.76	3.59	3.84	3.62	3.92	3.63	3.85	3.93	3.86	3.80	3.80	3.71	3.89	3.80	3.76
Standard Deviation	1.09	1.08	1.11	1.19	1.12	1.18	0.95	1.18	1.07	1.04	1.16	1.04	1.11	1.16	1.10	1.04	1.13
Standard Error	0.03	0.04	0.05	0.07	0.06	0.07	0.09	0.07	0.04	0.08	0.06	0.05	0.08	0.10	0.05	0.05	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q8. FREQUENCY

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2169	1126	744	275	533	594	499	467	1134	711	214	1031	847	66	1862	308	404	1740
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	703	359	237	97	175	170	147	183	417	192	59	363	239	20	557	145	123	568
	32.4	31.9	31.8	35.1	32.8	28.7	29.4	39.2	36.8	27.1	27.4	35.2	28.2	30.0	29.9	47.2	30.3	32.7
4	700	349	254	92	157	201	194	123	357	250	61	317	302	23	618	82	147	548
	32.2	31.0	34.1	33.6	29.5	33.9	38.8	26.3	31.5	35.1	28.7	30.8	35.6	34.6	33.2	26.6	36.3	31.5
3	499	276	161	58	132	140	109	107	233	182	54	228	201	14	436	63	89	402
	23.0	24.5	21.6	21.0	24.7	23.5	21.9	22.9	20.6	25.5	25.3	22.2	23.7	21.1	23.4	20.4	22.1	23.1
2	151	84	50	13	38	52	27	28	74	52	19	62	68	5	145	6	27	124
	7.0	7.4	6.7	4.9	7.2	8.8	5.5	6.1	6.5	7.3	9.1	6.0	8.1	8.0	7.8	1.9	6.6	7.1
1 - VERY DISSATISFIED	92	43	34	13	26	23	16	20	44	26	15	50	28	4	81	10	12	79
	4.2	3.8	4.6	4.6	4.9	3.8	3.3	4.2	3.8	3.6	6.9	4.8	3.3	5.4	4.4	3.3	2.9	4.6
NOT APPLICABLE	26	16	8	2	5	7	6	6	9	10	6	10	10	1	24	2	7	17
	1.2	1.4	1.1	0.8	0.9	1.2	1.1	1.4	0.8	1.4	2.6	1.0	1.2	0.8	1.3	0.6	1.8	1.0
BLANK	182	121	35	21	28	35	43	35	87	50	11	101	40	6	97	85	15	159
Mean	3.83	3.81	3.83	3.91	3.79	3.76	3.87	3.91	3.92	3.76	3.62	3.86	3.78	3.76	3.78	4.13	3.86	3.81
Standard Deviation	1.09	1.09	1.10	1.08	1.13	1.09	1.01	1.12	1.09	1.05	1.19	1.12	1.05	1.14	1.10	1.02	1.03	1.11
Standard Error	0.03	0.04	0.05	0.09	0.07	0.06	0.06	0.07	0.04	0.05	0.11	0.05	0.05	0.17	0.03	0.08	0.07	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q9. CONVENIENCE OF ROUTES

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2251 100.0	2271 100.0
5 - VERY SATISFIED	1025 45.5	974 42.9
4	743 33.0	765 33.7
3	333 14.8	352 15.5
2	84 3.7	115 5.1
1 - VERY DISSATISFIED	48 2.1	51 2.2
NOT APPLICABLE	18 0.8	14 0.6
BLANK	100	80
Mean	4.17	4.11
Standard Deviation	0.96	0.99
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q9. CONVENIENCE OF ROUTES

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2251	1698	449	105	782	162	196	124	988	457	468	686	307	334	925	686	640
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1025	790	198	37	397	62	71	50	445	230	225	272	145	154	455	272	299
	45.5	46.6	44.0	35.6	50.7	38.6	36.5	40.0	45.1	50.3	48.2	39.6	47.2	46.1	49.2	39.6	46.7
4	743	550	151	42	231	56	77	40	340	128	127	281	95	111	256	281	207
	33.0	32.4	33.6	40.4	29.5	34.4	39.2	32.4	34.4	28.1	27.2	40.9	31.1	33.4	27.6	40.9	32.3
3	333	248	68	16	109	28	34	22	140	65	73	100	48	47	138	100	95
	14.8	14.6	15.2	15.6	13.9	17.3	17.5	17.9	14.1	14.2	15.6	14.6	15.6	14.2	14.9	14.6	14.9
2	84	58	20	6	24	10	9	8	34	21	29	18	6	10	50	18	16
	3.7	3.4	4.4	5.7	3.1	5.9	4.7	6.2	3.4	4.6	6.2	2.7	1.8	3.0	5.4	2.7	2.5
1 - VERY DISSATISFIED	48	37	9	2	13	4	3	4	24	8	10	10	11	9	18	10	20
	2.1	2.2	2.0	2.2	1.6	2.6	1.7	3.2	2.5	1.8	2.1	1.5	3.5	2.7	2.0	1.5	3.1
NOT APPLICABLE	18	14	3	1	9	2	1	0	5	5	3	6	2	2	8	6	4
	0.8	0.8	0.7	0.5	1.1	1.3	0.4	0.3	0.6	1.1	0.7	0.8	0.7	0.5	0.9	0.8	0.6
BLANK	100	85	14	2	32	8	4	3	53	11	34	23	14	18	45	23	32
Mean	4.17	4.19	4.14	4.02	4.26	4.02	4.05	4.00	4.17	4.22	4.14	4.15	4.17	4.18	4.18	4.15	4.18
Standard Deviation	0.96	0.96	0.97	0.97	0.93	1.02	0.94	1.06	0.96	0.98	1.03	0.88	1.00	0.97	1.01	0.88	0.98
Standard Error	0.03	0.03	0.04	0.05	0.05	0.06	0.09	0.06	0.04	0.07	0.05	0.04	0.07	0.08	0.05	0.04	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q9. CONVENIENCE OF ROUTES

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2251	1180	757	287	542	613	527	485	1181	738	216	1088	865	68	1912	340	412	1812
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1025	556	335	124	272	255	203	247	586	302	84	517	362	36	835	191	170	836
	45.5	47.1	44.2	43.3	50.3	41.6	38.6	50.9	49.6	40.9	38.9	47.5	41.8	52.1	43.7	56.1	41.3	46.1
4	743	363	268	99	148	227	220	137	386	270	62	347	312	13	656	87	146	594
	33.0	30.8	35.4	34.7	27.4	37.0	41.8	28.2	32.7	36.6	28.6	31.9	36.0	19.7	34.3	25.7	35.4	32.8
3	333	188	101	40	73	88	85	71	147	117	46	152	141	10	299	34	68	264
	14.8	16.0	13.4	13.9	13.5	14.4	16.1	14.7	12.4	15.9	21.4	14.0	16.2	14.0	15.6	10.0	16.4	14.6
2	84	41	28	14	27	24	15	12	28	31	12	38	34	7	75	9	17	64
	3.7	3.5	3.7	4.8	5.0	4.0	2.8	2.4	2.4	4.2	5.7	3.5	3.9	9.7	3.9	2.7	4.0	3.6
1 - VERY DISSATISFIED	48	23	18	7	13	13	4	14	22	14	10	22	13	3	33	16	8	40
	2.1	2.0	2.3	2.6	2.4	2.2	0.7	2.9	1.9	1.8	4.5	2.1	1.6	4.4	1.7	4.6	2.0	2.2
NOT APPLICABLE	18	8	8	2	8	5	-	4	12	4	2	11	4	-	15	3	4	14
	0.8	0.7	1.1	0.7	1.4	0.9		0.9	1.0	0.5	0.8	1.0	0.5		0.8	0.8	0.9	0.7
BLANK	100	68	21	10	19	16	16	18	39	23	8	44	22	4	47	53	7	87
Mean	4.17	4.18	4.17	4.12	4.20	4.13	4.15	4.23	4.27	4.11	3.92	4.20	4.13	4.05	4.15	4.27	4.11	4.18
Standard Deviation	0.96	0.96	0.96	1.00	1.01	0.95	0.84	0.98	0.91	0.95	1.12	0.95	0.93	1.21	0.94	1.06	0.96	0.96
Standard Error	0.03	0.04	0.05	0.08	0.06	0.05	0.05	0.06	0.04	0.04	0.10	0.04	0.04	0.17	0.03	0.08	0.06	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q10. VALUE FOR THE MONEY

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2232 100.0	2249 100.0
5 - VERY SATISFIED	1023 45.8	1025 45.6
4	619 27.7	655 29.1
3	389 17.4	380 16.9
2	114 5.1	111 4.9
1 - VERY DISSATISFIED	65 2.9	56 2.5
NOT APPLICABLE	22 1.0	22 1.0
BLANK	119	102
Mean	4.10	4.11
Standard Deviation	1.05	1.02
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q10. VALUE FOR THE MONEY

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2232	1682	445	104	764	161	197	122	987	448	476	680	308	320	924	680	628
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1023	769	208	45	358	66	73	56	469	202	239	278	153	151	441	278	304
	45.8	45.7	46.8	43.5	46.9	41.2	37.1	45.7	47.5	45.1	50.1	40.9	49.6	47.2	47.7	40.9	48.4
4	619	458	122	39	196	56	77	35	255	126	101	234	77	81	228	234	158
	27.7	27.2	27.4	37.4	25.6	34.7	38.9	28.8	25.9	28.2	21.3	34.4	25.0	25.2	24.6	34.4	25.1
3	389	300	75	14	143	21	28	23	174	91	90	115	53	41	181	115	93
	17.4	17.8	16.9	13.2	18.8	13.3	14.1	18.8	17.6	20.4	18.9	16.9	17.1	12.7	19.6	16.9	14.9
2	114	81	29	3	28	13	15	5	53	10	31	34	14	24	41	34	38
	5.1	4.8	6.6	2.9	3.7	8.0	7.5	3.9	5.4	2.3	6.5	5.1	4.7	7.4	4.5	5.1	6.1
1 - VERY DISSATISFIED	65	57	6	2	31	4	3	2	26	14	9	13	7	22	23	13	28
	2.9	3.4	1.3	2.1	4.0	2.2	1.7	1.4	2.6	3.1	2.0	2.0	2.2	6.8	2.5	2.0	4.5
NOT APPLICABLE	22	17	4	1	8	1	2	2	10	4	6	6	4	2	10	6	6
	1.0	1.0	0.9	0.8	1.0	0.6	0.8	1.4	1.0	0.9	1.3	0.8	1.4	0.7	1.1	0.8	1.0
BLANK	119	100	17	2	50	8	3	5	54	20	26	29	13	31	46	29	44
Mean	4.10	4.08	4.13	4.18	4.09	4.05	4.03	4.15	4.11	4.11	4.13	4.08	4.17	3.99	4.12	4.08	4.08
Standard Deviation	1.05	1.07	1.01	0.92	1.08	1.04	0.99	0.96	1.05	1.01	1.06	0.98	1.02	1.23	1.04	0.98	1.14
Standard Error	0.03	0.04	0.04	0.05	0.06	0.06	0.10	0.05	0.04	0.08	0.06	0.04	0.07	0.10	0.05	0.04	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q10. VALUE FOR THE MONEY

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2232	1167	761	276	541	617	520	471	1177	730	214	1070	862	67	1900	332	411	1799
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	1023	548	343	119	262	282	218	218	578	295	96	501	379	39	832	191	167	842
	45.8	47.0	45.0	43.2	48.4	45.7	41.9	46.4	49.1	40.4	44.9	46.8	43.9	57.9	43.8	57.6	40.7	46.8
4	619	305	224	83	130	180	183	109	318	235	41	287	258	15	531	87	124	493
	27.7	26.1	29.4	30.3	24.0	29.1	35.3	23.2	27.0	32.2	19.1	26.9	29.9	22.2	28.0	26.4	30.1	27.4
3	389	213	129	41	97	110	83	85	189	135	48	178	167	9	362	27	74	312
	17.4	18.3	16.9	14.7	18.0	17.9	16.1	18.0	16.0	18.6	22.3	16.7	19.4	12.9	19.0	8.3	18.1	17.3
2	114	55	39	19	27	28	28	28	46	40	19	56	41	2	102	12	23	90
	5.1	4.7	5.1	6.9	5.0	4.5	5.4	5.9	3.9	5.5	9.1	5.2	4.8	2.6	5.4	3.5	5.5	5.0
1 - VERY DISSATISFIED	65	35	20	10	21	10	4	24	36	17	6	41	8	3	55	10	15	49
	2.9	3.0	2.6	3.7	3.9	1.6	0.7	5.0	3.1	2.4	3.0	3.8	0.9	3.8	2.9	3.1	3.7	2.7
NOT APPLICABLE	22	10	8	3	4	7	3	7	11	7	4	7	9	0	18	4	8	13
	1.0	0.9	1.1	1.3	0.8	1.1	0.6	1.5	0.9	0.9	1.6	0.6	1.1	0.6	1.0	1.2	1.9	0.7
BLANK	119	80	17	21	20	11	23	32	43	31	11	62	25	5	59	61	9	100
Mean	4.10	4.10	4.10	4.04	4.09	4.14	4.13	4.02	4.16	4.04	3.95	4.08	4.12	4.28	4.05	4.33	4.01	4.11
Standard Deviation	1.05	1.06	1.03	1.10	1.10	0.98	0.92	1.16	1.03	1.02	1.15	1.09	0.95	1.05	1.05	0.99	1.08	1.04
Standard Error	0.03	0.04	0.05	0.09	0.06	0.05	0.05	0.07	0.04	0.05	0.10	0.04	0.04	0.15	0.03	0.07	0.07	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q11. COMMUNICATION OF BUS CHANGES

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2179 100.0	2207 100.0
5 - VERY SATISFIED	769 35.3	765 34.7
4	667 30.6	652 29.5
3	448 20.6	491 22.2
2	98 4.5	103 4.7
1 - VERY DISSATISFIED	82 3.8	80 3.6
NOT APPLICABLE	115 5.3	116 5.3
BLANK	172	144
Mean	3.94	3.92
Standard Deviation	1.06	1.07
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q11. COMMUNICATION OF BUS CHANGES

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2179	1638	438	103	756	159	194	120	951	435	460	666	296	322	895	666	618
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	769	567	170	32	292	57	61	40	319	162	180	187	132	108	342	187	240
	35.3	34.6	38.7	30.8	38.7	35.6	31.8	33.1	33.5	37.3	39.1	28.0	44.4	33.6	38.2	28.0	38.8
4	667	509	125	33	228	48	77	35	279	134	125	230	77	102	259	230	178
	30.6	31.1	28.6	31.7	30.2	30.2	40.0	28.9	29.4	30.9	27.1	34.5	25.8	31.6	28.9	34.5	28.8
3	448	326	97	25	139	31	35	33	211	85	85	166	48	63	171	166	112
	20.6	19.9	22.1	24.8	18.3	19.7	17.9	27.4	22.2	19.6	18.5	24.9	16.3	19.7	19.1	24.9	18.1
2	98	76	17	5	25	7	12	5	49	17	22	28	13	18	39	28	32
	4.5	4.7	3.9	4.7	3.3	4.4	6.3	3.9	5.2	3.8	4.8	4.2	4.4	5.7	4.3	4.2	5.1
1 - VERY DISSATISFIED	82	68	11	3	27	5	5	4	40	9	17	25	9	22	26	25	31
	3.8	4.1	2.5	3.3	3.6	3.4	2.5	3.0	4.3	2.0	3.7	3.7	3.0	6.8	2.9	3.7	5.0
NOT APPLICABLE	115	91	19	5	44	10	3	4	53	28	31	30	18	8	59	30	26
	5.3	5.6	4.3	4.8	5.9	6.6	1.6	3.7	5.5	6.3	6.8	4.6	6.0	2.5	6.6	4.6	4.2
BLANK	172	144	24	3	59	10	6	7	89	33	42	43	24	30	74	43	54
Mean	3.94	3.93	4.02	3.86	4.03	3.97	3.94	3.88	3.88	4.04	4.00	3.83	4.11	3.82	4.02	3.83	3.95
Standard Deviation	1.06	1.08	1.02	1.04	1.05	1.06	0.99	1.03	1.10	0.98	1.09	1.03	1.06	1.18	1.04	1.03	1.13
Standard Error	0.03	0.04	0.05	0.06	0.06	0.06	0.10	0.06	0.05	0.08	0.06	0.05	0.08	0.10	0.05	0.05	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q11. COMMUNICATION OF BUS CHANGES

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2179	1129	749	273	534	599	506	467	1147	715	211	1045	851	63	1863	317	404	1752
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	769	389	269	104	185	183	165	196	450	208	68	401	261	24	624	144	139	617
	35.3	34.5	35.9	38.2	34.7	30.6	32.7	41.9	39.3	29.1	32.4	38.4	30.6	38.0	33.5	45.6	34.5	35.2
4	667	344	228	84	159	199	171	129	343	238	49	306	291	17	571	96	125	537
	30.6	30.5	30.5	31.0	29.8	33.1	33.7	27.6	29.9	33.3	23.1	29.3	34.2	27.0	30.7	30.3	30.9	30.7
3	448	234	153	56	93	147	132	66	189	186	61	190	199	14	406	42	98	348
	20.6	20.7	20.4	20.7	17.3	24.6	26.1	14.2	16.5	26.0	29.1	18.2	23.4	22.6	21.8	13.4	24.2	19.9
2	98	51	34	10	18	26	20	30	47	31	15	47	33	3	85	13	11	87
	4.5	4.5	4.5	3.6	3.3	4.4	3.9	6.4	4.1	4.3	6.9	4.5	3.8	4.5	4.6	4.0	2.8	5.0
1 - VERY DISSATISFIED	82	42	31	9	29	12	9	25	48	19	9	48	19	3	70	12	17	63
	3.8	3.7	4.1	3.2	5.4	2.0	1.8	5.4	4.2	2.7	4.3	4.6	2.3	4.9	3.7	3.9	4.2	3.6
NOT APPLICABLE	115	69	34	9	51	32	9	21	69	33	9	53	48	2	106	9	14	100
	5.3	6.1	4.6	3.3	9.5	5.3	1.7	4.5	6.0	4.6	4.1	5.0	5.6	3.0	5.7	2.8	3.4	5.7
BLANK	172	118	29	24	27	29	37	36	74	46	14	87	36	10	96	76	16	147
Mean	3.94	3.93	3.94	4.01	3.94	3.91	3.93	3.99	4.02	3.86	3.75	3.97	3.92	3.91	3.91	4.13	3.92	3.94
Standard Deviation	1.06	1.06	1.08	1.03	1.12	0.98	0.96	1.17	1.08	1.00	1.13	1.10	0.97	1.13	1.06	1.06	1.05	1.07
Standard Error	0.03	0.04	0.05	0.08	0.07	0.05	0.05	0.07	0.04	0.05	0.10	0.05	0.04	0.17	0.03	0.08	0.07	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q12. HELPFULNESS/COURTESY OF CUSTOMER SERVICE CENTER

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2217 100.0	2229 100.0
5 - VERY SATISFIED	870 39.2	903 40.5
4	615 27.7	581 26.1
3	285 12.9	282 12.7
2	64 2.9	67 3.0
1 - VERY DISSATISFIED	54 2.4	45 2.0
NOT APPLICABLE	330 14.9	351 15.7
BLANK	134	122
Mean	4.16	4.19
Standard Deviation	0.99	0.98
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q12. HELPFULNESS/COURTESY OF CUSTOMER SERVICE CENTER

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2217	1673	443	102	773	160	190	121	973	448	464	678	299	330	911	678	629
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	870	635	197	38	294	66	72	53	384	161	192	277	123	117	353	277	240
	39.2	38.0	44.5	37.1	38.1	41.5	38.1	43.3	39.5	36.0	41.5	40.8	41.1	35.5	38.8	40.8	38.1
4	615	483	103	29	222	39	64	29	262	119	114	203	72	106	233	203	178
	27.7	28.9	23.3	28.2	28.7	24.3	33.6	23.9	26.9	26.6	24.7	30.0	24.3	32.1	25.6	30.0	28.4
3	285	213	60	12	100	13	34	16	121	60	59	78	42	46	119	78	88
	12.9	12.7	13.5	12.0	13.0	8.2	17.8	13.4	12.5	13.5	12.7	11.5	14.1	14.0	13.1	11.5	14.0
2	64	51	10	3	14	3	3	3	41	8	8	15	15	18	16	15	32
	2.9	3.0	2.4	3.0	1.8	1.6	1.6	2.7	4.2	1.9	1.7	2.3	4.9	5.4	1.8	2.3	5.2
1 - VERY DISSATISFIED	54	47	5	2	11	3	1	3	36	9	13	12	9	11	22	12	20
	2.4	2.8	1.0	1.6	1.5	1.7	0.4	2.1	3.7	2.1	2.7	1.8	3.1	3.2	2.4	1.8	3.2
NOT APPLICABLE	330	243	68	18	131	36	16	18	129	89	78	92	38	32	167	92	70
	14.9	14.5	15.3	18.1	16.9	22.8	8.4	14.6	13.2	19.9	16.7	13.6	12.7	9.8	18.3	13.6	11.2
BLANK	134	109	19	5	41	9	10	6	67	20	39	32	22	22	59	32	43
Mean	4.16	4.12	4.27	4.17	4.21	4.32	4.17	4.21	4.09	4.16	4.21	4.23	4.09	4.01	4.18	4.23	4.05
Standard Deviation	0.99	1.01	0.91	0.95	0.91	0.91	0.84	0.99	1.08	0.96	0.99	0.92	1.08	1.06	0.98	0.92	1.07
Standard Error	0.03	0.04	0.04	0.06	0.05	0.06	0.09	0.06	0.05	0.08	0.06	0.04	0.08	0.09	0.05	0.04	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q12. HELPFULNESS/COURTESY OF CUSTOMER SERVICE CENTER

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2217	1160	744	285	536	600	526	472	1159	728	217	1071	859	65	1891	326	406	1786
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	870	437	314	105	201	233	187	206	496	263	66	459	297	30	699	171	143	712
	39.2	37.7	42.2	36.6	37.5	38.9	35.6	43.7	42.8	36.2	30.5	42.8	34.6	46.4	37.0	52.3	35.1	39.8
4	615	323	194	90	131	181	171	119	305	229	53	271	271	16	551	64	136	476
	27.7	27.8	26.0	31.6	24.5	30.2	32.6	25.2	26.3	31.5	24.5	25.3	31.6	24.4	29.2	19.5	33.6	26.6
3	285	150	96	34	84	69	58	62	127	102	39	153	109	2	246	39	62	220
	12.9	12.9	13.0	11.9	15.8	11.5	11.0	13.0	11.0	14.0	18.1	14.3	12.7	3.5	13.0	12.0	15.2	12.3
2	64	34	16	14	10	16	17	15	20	27	11	23	26	2	48	16	10	53
	2.9	3.0	2.1	5.0	1.9	2.7	3.2	3.2	1.7	3.7	5.3	2.2	3.0	2.7	2.5	5.0	2.5	3.0
1 - VERY DISSATISFIED	54	33	14	7	14	12	8	10	23	13	7	25	16	3	37	16	8	46
	2.4	2.8	1.8	2.6	2.6	2.0	1.6	2.1	2.0	1.8	3.3	2.4	1.9	3.9	2.0	5.0	1.9	2.6
NOT APPLICABLE	330	183	110	35	95	88	84	61	188	94	40	140	140	12	309	20	48	279
	14.9	15.8	14.8	12.2	17.7	14.7	16.0	12.8	16.2	12.9	18.2	13.1	16.3	19.1	16.3	6.3	11.7	15.6
BLANK	134	88	35	11	25	29	17	30	62	33	8	61	28	7	68	66	13	112
Mean	4.16	4.12	4.23	4.08	4.12	4.19	4.16	4.20	4.27	4.11	3.90	4.20	4.12	4.32	4.15	4.17	4.10	4.16
Standard Deviation	0.99	1.01	0.94	1.02	1.01	0.95	0.92	0.99	0.93	0.96	1.10	0.98	0.95	1.05	0.95	1.16	0.93	1.00
Standard Error	0.03	0.04	0.05	0.08	0.06	0.06	0.05	0.06	0.04	0.05	0.11	0.04	0.05	0.17	0.03	0.09	0.07	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q13. OVERALL EXPERIENCE WITH SAMTRANS

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2048 100.0	2076 100.0
5 - VERY SATISFIED	807 39.4	784 37.8
4	860 42.0	903 43.5
3	254 12.4	282 13.6
2	46 2.2	42 2.0
1 - VERY DISSATISFIED	24 1.2	22 1.1
NOT APPLICABLE	57 2.8	43 2.1
BLANK	303	275
Mean	4.20	4.17
Standard Deviation	0.83	0.82
Standard Error	0.02	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q13. OVERALL EXPERIENCE WITH SAMTRANS

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2048	1530	419	99	697	146	190	116	900	428	432	636	273	279	860	636	552
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	807	597	175	35	325	54	58	44	326	169	173	215	116	134	343	215	250
	39.4	39.0	41.8	35.2	46.7	36.8	30.4	38.1	36.3	39.6	40.2	33.8	42.5	47.9	39.9	33.8	45.2
4	860	638	172	49	281	65	92	48	373	196	159	323	93	89	355	323	183
	42.0	41.7	41.1	49.7	40.4	44.5	48.7	41.8	41.4	45.8	36.8	50.7	34.2	31.9	41.3	50.7	33.1
3	254	191	50	13	62	20	28	18	126	46	61	70	43	33	108	70	76
	12.4	12.5	12.0	13.3	8.8	13.9	14.9	15.8	14.0	10.9	14.2	11.1	15.7	11.9	12.5	11.1	13.8
2	46	34	11	1	13	4	8	3	19	5	15	9	9	8	20	9	17
	2.2	2.2	2.5	1.0	1.8	2.6	4.0	2.2	2.1	1.1	3.6	1.4	3.2	2.8	2.3	1.4	3.0
1 - VERY DISSATISFIED	24	20	3	0	3	1	2	1	17	4	4	9	3	4	8	9	7
	1.2	1.3	0.7	0.5	0.4	0.6	0.8	1.0	1.9	0.9	0.9	1.5	1.1	1.3	0.9	1.5	1.2
NOT APPLICABLE	57	50	7	0	13	2	2	1	38	8	19	10	9	12	27	10	21
	2.8	3.2	1.8	0.3	1.9	1.6	1.2	1.0	4.3	1.8	4.3	1.6	3.3	4.2	3.1	1.6	3.7
BLANK	303	252	43	8	117	24	10	11	141	40	71	73	48	72	110	73	120
Mean	4.20	4.19	4.23	4.18	4.34	4.16	4.05	4.15	4.13	4.24	4.17	4.16	4.18	4.28	4.21	4.16	4.23
Standard Deviation	0.83	0.84	0.82	0.74	0.75	0.81	0.83	0.84	0.88	0.76	0.88	0.79	0.90	0.89	0.82	0.79	0.89
Standard Error	0.02	0.03	0.04	0.04	0.04	0.05	0.08	0.05	0.04	0.06	0.05	0.04	0.07	0.08	0.04	0.04	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q13. OVERALL EXPERIENCE WITH SAMTRANS

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2048	1064	697	263	496	564	483	436	1058	694	196	994	785	63	1739	310	383	1646
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - VERY SATISFIED	807	420	266	107	215	199	151	212	483	219	67	415	283	29	643	165	145	653
	39.4	39.5	38.2	40.8	43.4	35.3	31.2	48.5	45.7	31.6	34.1	41.7	36.1	45.6	37.0	53.2	37.9	39.7
4	860	442	307	104	182	277	236	151	419	331	79	390	359	26	772	88	180	675
	42.0	41.6	44.0	39.7	36.8	49.1	48.8	34.6	39.6	47.7	40.1	39.2	45.7	40.7	44.4	28.5	46.9	41.0
3	254	128	85	38	59	62	78	43	99	104	32	115	110	4	236	19	44	208
	12.4	12.0	12.3	14.3	12.0	10.9	16.1	9.9	9.3	15.0	16.4	11.5	14.1	6.1	13.5	6.0	11.4	12.7
2	46	22	19	4	17	10	4	14	19	18	8	27	13	3	38	8	5	39
	2.2	2.1	2.7	1.6	3.4	1.8	0.7	3.1	1.8	2.5	4.0	2.7	1.7	4.9	2.2	2.5	1.2	2.4
1 - VERY DISSATISFIED	24	13	4	7	7	3	5	3	8	6	5	12	4	2	15	9	3	20
	1.2	1.3	0.5	2.6	1.4	0.5	1.0	0.6	0.8	0.9	2.3	1.2	0.5	2.8	0.9	2.8	0.7	1.2
NOT APPLICABLE	57	39	16	3	15	14	10	15	29	16	6	36	15	-	36	21	7	50
	2.8	3.6	2.3	1.0	3.0	2.5	2.1	3.3	2.7	2.3	3.1	3.6	1.9		2.1	6.9	1.9	3.0
BLANK	303	183	82	34	65	65	60	67	162	67	28	138	103	9	220	83	36	253
Mean	4.20	4.20	4.19	4.16	4.21	4.20	4.11	4.32	4.31	4.09	4.03	4.22	4.17	4.21	4.17	4.36	4.22	4.19
Standard Deviation	0.83	0.83	0.80	0.91	0.90	0.74	0.77	0.83	0.79	0.81	0.95	0.85	0.77	0.96	0.81	0.94	0.75	0.85
Standard Error	0.02	0.03	0.04	0.07	0.05	0.04	0.05	0.05	0.03	0.04	0.09	0.04	0.04	0.14	0.03	0.07	0.05	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q14. I CURRENTLY RIDE THE BUS TO INCREASE MY FREE TIME, SO I CAN BE MORE EFFICIENT WITH MY DAY OR TAKE TIME TO RELAX.

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2153 100.0	2167 100.0
5 - STRONGLY AGREE	660 30.7	632 29.2
4	447 20.7	448 20.7
3	459 21.3	472 21.8
2	189 8.8	193 8.9
1 - STRONGLY DISAGREE	112 5.2	130 6.0
NOT APPLICABLE	286 13.3	292 13.5
BLANK	198	184
Mean	3.73	3.67
Standard Deviation	1.21	1.23
Standard Error	0.04	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q14. I CURRENTLY RIDE THE BUS TO INCREASE MY FREE TIME, SO I CAN BE MORE EFFICIENT WITH MY DAY OR TAKE TIME TO RELAX.

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WEEKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2153 100.0	1621 100.0	433 100.0	99 100.0	739 100.0	158 100.0	195 100.0	117 100.0	945 100.0	440 100.0	446 100.0	660 100.0	291 100.0	317 100.0	886 100.0	660 100.0	608 100.0
5 - STRONGLY AGREE	660 30.7	507 31.2	129 29.9	24 24.5	253 34.2	51 32.0	46 23.5	27 22.8	284 30.1	131 29.7	145 32.5	174 26.4	98 33.6	112 35.4	276 31.1	174 26.4	210 34.6
4	447 20.7	342 21.1	84 19.3	21 21.3	159 21.6	38 24.2	44 22.6	20 16.9	185 19.6	86 19.6	84 18.8	140 21.3	61 20.9	76 23.9	170 19.2	140 21.3	136 22.4
3	459 21.3	338 20.8	100 23.1	21 21.4	139 18.8	28 17.7	51 26.4	32 27.0	209 22.1	97 22.0	77 17.3	176 26.7	41 14.2	68 21.4	174 19.7	176 26.7	109 18.0
2	189 8.8	141 8.7	38 8.8	11 10.8	57 7.7	11 7.2	25 12.6	14 11.8	83 8.8	35 7.9	38 8.5	60 9.2	33 11.4	23 7.2	73 8.2	60 9.2	56 9.2
1 - STRONGLY DISAGREE	112 5.2	77 4.7	28 6.4	7 7.2	30 4.0	13 8.2	6 3.0	8 6.9	55 5.8	21 4.7	29 6.6	35 5.3	14 4.9	12 3.8	50 5.6	35 5.3	26 4.4
NOT APPLICABLE	286 13.3	218 13.4	54 12.5	15 14.8	101 13.7	17 10.8	23 12.0	17 14.6	128 13.5	70 16.0	73 16.3	74 11.2	43 14.9	26 8.2	143 16.2	74 11.2	70 11.4
BLANK	198	161	29	8	76	11	5	10	96	28	56	50	30	35	84	50	64
Mean	3.73	3.76	3.66	3.53	3.86	3.72	3.58	3.43	3.69	3.74	3.74	3.61	3.79	3.87	3.74	3.61	3.83
Standard Deviation	1.21	1.20	1.25	1.27	1.17	1.28	1.13	1.25	1.23	1.20	1.28	1.18	1.26	1.14	1.24	1.18	1.19
Standard Error	0.04	0.05	0.06	0.08	0.07	0.08	0.12	0.08	0.06	0.10	0.07	0.06	0.10	0.10	0.06	0.06	0.07

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q14. I CURRENTLY RIDE THE BUS TO INCREASE MY FREE TIME, SO I CAN BE MORE EFFICIENT WITH MY DAY OR TAKE TIME TO RELAX.

	# BUSES USED ON TRIP				HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS	
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2153	1113	743	271	521	589	497	471	1142	722	204	1044	839	67	1841	312	403	1729
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	660	323	221	107	154	160	142	174	400	167	63	336	242	23	524	136	105	549
	30.7	29.1	29.8	39.3	29.6	27.1	28.5	37.0	35.0	23.1	30.8	32.2	28.9	34.3	28.5	43.5	26.0	31.7
4	447	232	138	68	112	118	110	97	237	165	31	194	192	12	415	32	105	335
	20.7	20.8	18.6	25.1	21.5	20.1	22.2	20.7	20.7	22.8	15.3	18.5	22.9	17.7	22.5	10.3	26.1	19.4
3	459	232	178	44	112	136	124	69	213	196	37	234	181	12	392	67	96	359
	21.3	20.8	24.0	16.4	21.5	23.0	24.9	14.6	18.6	27.2	18.3	22.4	21.6	17.6	21.3	21.4	23.8	20.7
2	189	112	68	8	47	69	39	31	90	71	22	94	68	5	179	10	33	155
	8.8	10.1	9.1	3.0	8.9	11.8	7.9	6.7	7.9	9.8	10.6	9.0	8.2	8.0	9.7	3.3	8.1	9.0
1 - STRONGLY DISAGREE	112	59	40	12	25	31	27	21	44	41	21	46	46	7	98	14	19	92
	5.2	5.3	5.4	4.4	4.7	5.3	5.4	4.5	3.9	5.7	10.1	4.4	5.5	10.0	5.3	4.3	4.8	5.3
NOT APPLICABLE	286	155	97	32	72	75	55	78	158	82	31	140	109	8	233	54	45	240
	13.3	13.9	13.1	11.9	13.7	12.7	11.1	16.5	13.9	11.4	14.9	13.4	13.0	12.4	12.6	17.2	11.2	13.9
BLANK	198	135	36	25	40	40	46	32	79	39	20	88	48	6	118	80	17	169
Mean	3.73	3.68	3.67	4.04	3.72	3.60	3.68	3.94	3.87	3.54	3.54	3.75	3.71	3.66	3.68	4.03	3.68	3.74
Standard Deviation	1.21	1.23	1.22	1.10	1.19	1.22	1.18	1.19	1.17	1.17	1.40	1.20	1.20	1.38	1.21	1.19	1.15	1.23
Standard Error	0.04	0.05	0.06	0.09	0.08	0.07	0.07	0.08	0.05	0.06	0.13	0.05	0.06	0.22	0.04	0.10	0.08	0.04

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q15. I OWN A CAR, BUT I AM SAVING MONEY BY RIDING THE BUS.

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2047 100.0	2072 100.0
5 - STRONGLY AGREE	467 22.8	433 20.9
4	236 11.5	235 11.3
3	289 14.1	293 14.1
2	112 5.4	113 5.5
1 - STRONGLY DISAGREE	226 11.1	254 12.3
NOT APPLICABLE	717 35.0	744 35.9
BLANK	304	279
Mean	3.46	3.36
Standard Deviation	1.46	1.48
Standard Error	0.05	0.04

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q15. I OWN A CAR, BUT I AM SAVING MONEY BY RIDING THE BUS.

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2047	1534	417	96	712	152	182	113	887	414	430	628	273	302	844	628	575
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	467	367	84	16	176	30	41	19	201	112	89	130	60	75	201	130	136
	22.8	23.9	20.2	16.6	24.7	19.5	22.6	16.7	22.7	27.0	20.8	20.7	22.1	25.0	23.8	20.7	23.6
4	236	184	40	12	81	20	18	8	110	47	66	61	30	32	113	61	62
	11.5	12.0	9.7	12.4	11.4	12.8	9.8	6.9	12.4	11.2	15.4	9.8	11.2	10.5	13.3	9.8	10.8
3	289	217	57	16	77	21	49	15	128	48	38	144	27	32	86	144	59
	14.1	14.1	13.6	16.4	10.8	13.5	26.7	12.9	14.5	11.7	8.8	22.9	9.8	10.7	10.2	22.9	10.3
2	112	83	24	5	36	8	11	8	49	22	27	24	17	22	50	24	38
	5.4	5.4	5.7	5.1	5.1	5.0	6.2	6.9	5.5	5.3	6.4	3.7	6.1	7.3	5.9	3.7	6.7
1 - STRONGLY DISAGREE	226	167	47	12	66	19	13	16	112	40	46	86	28	26	86	86	54
	11.1	10.9	11.3	12.3	9.2	12.8	7.4	13.9	12.6	9.8	10.6	13.7	10.2	8.7	10.2	13.7	9.4
NOT APPLICABLE	717	516	165	36	276	56	50	48	287	145	164	183	111	114	309	183	225
	35.0	33.7	39.5	37.2	38.8	36.4	27.3	42.7	32.4	35.0	38.1	29.1	40.6	37.9	36.6	29.1	39.2
BLANK	304	248	46	10	102	17	17	13	154	54	72	81	48	50	126	81	97
Mean	3.46	3.49	3.36	3.25	3.61	3.33	3.47	3.10	3.40	3.62	3.47	3.28	3.49	3.58	3.55	3.28	3.54
Standard Deviation	1.46	1.46	1.49	1.45	1.46	1.49	1.29	1.55	1.48	1.46	1.47	1.43	1.50	1.46	1.47	1.43	1.48
Standard Error	0.05	0.06	0.08	0.11	0.10	0.12	0.16	0.12	0.08	0.14	0.10	0.08	0.14	0.16	0.09	0.08	0.11

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q15. I OWN A CAR, BUT I AM SAVING MONEY BY RIDING THE BUS.

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2047	1060	704	257	494	577	482	437	1081	694	196	984	809	62	1780	267	379	1649
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	467	243	138	78	121	108	117	103	278	136	38	226	197	9	389	78	95	367
	22.8	22.9	19.7	30.5	24.5	18.7	24.3	23.7	25.7	19.6	19.3	22.9	24.4	13.9	21.8	29.2	25.0	22.3
4	236	128	78	25	67	58	58	48	127	75	17	119	90	7	223	13	51	181
	11.5	12.1	11.0	9.7	13.6	10.1	12.0	11.1	11.7	10.9	8.7	12.1	11.1	11.8	12.5	4.8	13.3	11.0
3	289	149	106	30	63	89	88	36	107	147	27	143	117	4	249	40	57	230
	14.1	14.1	15.0	11.7	12.8	15.4	18.2	8.1	9.9	21.3	13.7	14.5	14.4	7.1	14.0	14.9	15.0	13.9
2	112	67	39	5	27	39	24	22	62	32	15	54	49	5	105	7	21	91
	5.4	6.3	5.6	2.1	5.5	6.7	5.0	5.0	5.8	4.6	7.7	5.5	6.1	8.5	5.9	2.5	5.4	5.5
1 - STRONGLY DISAGREE	226	120	74	31	59	67	55	39	105	84	29	112	78	11	193	34	31	193
	11.1	11.3	10.4	12.0	12.0	11.6	11.4	8.8	9.7	12.2	14.8	11.4	9.6	17.3	10.8	12.6	8.1	11.7
NOT APPLICABLE	717	353	270	87	155	216	141	190	402	218	70	330	278	26	621	96	126	588
	35.0	33.3	38.3	34.0	31.5	37.4	29.2	43.3	37.1	31.5	35.7	33.6	34.4	41.4	34.9	35.9	33.2	35.6
BLANK	304	187	75	40	67	52	61	65	139	67	29	148	78	10	179	125	41	250
Mean	3.46	3.43	3.39	3.68	3.48	3.28	3.46	3.63	3.60	3.31	3.15	3.45	3.53	2.94	3.44	3.56	3.62	3.41
Standard Deviation	1.46	1.46	1.44	1.52	1.48	1.46	1.43	1.48	1.47	1.41	1.54	1.46	1.44	1.59	1.45	1.56	1.37	1.48
Standard Error	0.05	0.07	0.09	0.15	0.11	0.10	0.10	0.12	0.08	0.08	0.17	0.07	0.08	0.31	0.06	0.16	0.11	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q16. SAMTRANS SHOULD DISCONTINUE PAPER TIMETABLES/SCHEDULES AND ONLY PROVIDE THEM ELECTRONICALLY.

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2136 100.0	2160 100.0
5 - STRONGLY AGREE	400 18.7	366 16.9
4	271 12.7	245 11.3
3	381 17.8	419 19.4
2	331 15.5	353 16.3
1 - STRONGLY DISAGREE	594 27.8	615 28.5
NOT APPLICABLE	159 7.5	162 7.5
BLANK	215	191
Mean	2.77	2.70
Standard Deviation	1.50	1.47
Standard Error	0.04	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q16. SAMTRANS SHOULD DISCONTINUE PAPER TIMETABLES/SCHEDULES AND ONLY PROVIDE THEM ELECTRONICALLY.

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2136 100.0	1609 100.0	430 100.0	98 100.0	735 100.0	155 100.0	183 100.0	120 100.0	943 100.0	421 100.0	445 100.0	661 100.0	290 100.0	320 100.0	866 100.0	661 100.0	610 100.0
5 - STRONGLY AGREE	400 18.7	303 18.9	82 19.2	14 14.1	142 19.3	34 21.9	36 19.6	14 11.8	174 18.4	72 17.1	94 21.2	107 16.2	50 17.4	76 23.8	166 19.2	107 16.2	126 20.7
4	271 12.7	214 13.3	46 10.6	12 11.9	104 14.2	16 10.5	25 13.7	9 7.1	117 12.4	58 13.8	57 12.9	60 9.2	34 11.9	61 18.9	116 13.4	60 9.2	95 15.6
3	381 17.8	282 17.5	78 18.2	21 21.4	140 19.1	25 16.3	40 21.6	26 21.7	150 15.9	82 19.6	68 15.2	131 19.8	55 19.1	45 13.9	150 17.4	131 19.8	100 16.4
2	331 15.5	246 15.3	68 15.8	17 17.3	113 15.4	23 14.9	30 16.5	19 16.2	145 15.3	51 12.0	66 14.7	126 19.0	39 13.3	50 15.7	116 13.4	126 19.0	89 14.6
1 - STRONGLY DISAGREE	594 27.8	439 27.3	127 29.5	29 29.4	194 26.4	49 31.3	38 21.0	40 33.4	273 28.9	127 30.1	115 25.7	189 28.6	95 32.7	69 21.7	241 27.8	189 28.6	164 26.9
NOT APPLICABLE	159 7.5	125 7.7	29 6.8	6 5.9	41 5.6	8 4.9	14 7.6	12 9.6	85 9.0	31 7.4	46 10.2	47 7.1	16 5.7	19 5.9	77 8.9	47 7.1	35 5.8
BLANK	215	173	33	8	79	14	17	7	97	47	57	49	31	32	104	49	62
Mean	2.77	2.80	2.72	2.62	2.84	2.76	2.94	2.42	2.74	2.74	2.88	2.63	2.66	3.08	2.81	2.63	2.88
Standard Deviation	1.50	1.51	1.52	1.43	1.49	1.57	1.45	1.39	1.52	1.50	1.55	1.45	1.51	1.52	1.52	1.45	1.53
Standard Error	0.04	0.06	0.07	0.08	0.08	0.10	0.15	0.08	0.07	0.12	0.09	0.07	0.11	0.13	0.07	0.07	0.09

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q16. SAMTRANS SHOULD DISCONTINUE PAPER TIMETABLES/SCHEDULES AND ONLY PROVIDE THEM ELECTRONICALLY.

	# BUSES USED ON TRIP				HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS	
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2136	1106	734	268	525	599	500	451	1141	702	204	1035	837	66	1827	309	402	1716
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	400	192	131	66	122	105	65	89	242	101	40	221	131	6	318	82	79	315
	18.7	17.4	17.8	24.6	23.3	17.5	13.0	19.7	21.2	14.4	19.5	21.4	15.6	9.1	17.4	26.5	19.6	18.3
4	271	141	91	36	68	78	60	56	153	84	21	119	125	2	244	28	54	213
	12.7	12.8	12.4	13.5	12.9	13.0	12.1	12.4	13.4	12.0	10.5	11.5	15.0	3.0	13.3	8.9	13.6	12.4
3	381	207	127	43	105	117	96	57	191	144	29	175	165	18	348	34	74	306
	17.8	18.8	17.4	16.1	20.0	19.5	19.2	12.5	16.7	20.6	14.1	16.9	19.7	27.5	19.0	10.8	18.3	17.8
2	331	189	94	46	70	105	76	73	178	111	30	142	142	12	294	37	58	272
	15.5	17.1	12.8	17.3	13.3	17.5	15.3	16.3	15.6	15.9	14.9	13.7	16.9	17.5	16.1	11.8	14.3	15.9
1 - STRONGLY DISAGREE	594	283	239	66	123	165	163	130	303	201	67	294	225	25	516	78	112	479
	27.8	25.6	32.6	24.6	23.4	27.6	32.6	28.8	26.6	28.6	32.7	28.4	26.9	37.7	28.3	25.2	28.0	27.9
NOT APPLICABLE	159	93	52	11	38	30	39	46	74	60	17	83	50	4	108	52	25	131
	7.5	8.4	7.1	4.0	7.2	4.9	7.8	10.3	6.5	8.6	8.4	8.0	5.9	5.4	5.9	16.7	6.1	7.6
BLANK	215	141	44	29	35	29	43	51	79	59	21	97	50	6	132	83	18	183
Mean	2.77	2.77	2.68	2.96	2.99	2.74	2.54	2.76	2.86	2.65	2.66	2.82	2.74	2.24	2.74	2.99	2.81	2.75
Standard Deviation	1.50	1.47	1.53	1.54	1.52	1.47	1.44	1.56	1.53	1.44	1.57	1.55	1.44	1.28	1.48	1.66	1.52	1.50
Standard Error	0.04	0.06	0.08	0.12	0.09	0.08	0.08	0.10	0.06	0.07	0.14	0.07	0.07	0.19	0.05	0.14	0.10	0.05

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q17. IF SAMTRANS OFFERED A DEEP DISCOUNTED ANNUAL PASS, I WOULD PURCHASE IT.

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2132 100.0	2162 100.0
5 - STRONGLY AGREE	1100 51.6	1095 50.6
4	400 18.7	410 19.0
3	319 15.0	314 14.5
2	66 3.1	73 3.4
1 - STRONGLY DISAGREE	74 3.5	82 3.8
NOT APPLICABLE	173 8.1	188 8.7
BLANK	219	189
Mean	4.22	4.20
Standard Deviation	1.07	1.09
Standard Error	0.03	0.02

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q17. IF SAMTRANS OFFERED A DEEP DISCOUNTED ANNUAL PASS, I WOULD PURCHASE IT.

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2132	1604	428	99	733	158	187	118	937	423	443	660	292	313	867	660	605
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	1100	831	223	47	431	83	81	50	456	226	230	323	148	173	456	323	321
	51.6	51.8	52.0	47.1	58.8	52.6	43.2	42.2	48.7	53.5	51.8	48.9	50.6	55.4	52.6	48.9	53.1
4	400	305	76	19	138	38	40	23	160	66	94	127	47	67	159	127	113
	18.7	19.0	17.7	19.1	18.8	24.1	21.4	19.6	17.1	15.5	21.1	19.2	15.9	21.4	18.4	19.2	18.8
3	319	244	57	18	92	18	33	20	156	74	47	119	47	32	121	119	79
	15.0	15.2	13.4	17.9	12.6	11.3	17.8	16.6	16.7	17.5	10.6	18.1	16.0	10.2	14.0	18.1	13.0
2	66	48	14	4	16	4	7	5	34	11	15	21	7	12	26	21	19
	3.1	3.0	3.2	4.0	2.1	2.3	3.9	4.3	3.7	2.7	3.3	3.1	2.6	3.7	3.0	3.1	3.2
1 - STRONGLY DISAGREE	74	49	23	3	17	3	6	6	42	9	20	23	13	10	28	23	23
	3.5	3.1	5.3	2.6	2.3	2.1	3.0	5.4	4.5	2.0	4.4	3.5	4.4	3.2	3.3	3.5	3.8
NOT APPLICABLE	173	127	36	9	39	12	20	14	87	37	38	48	31	19	75	48	50
	8.1	7.9	8.5	9.3	5.4	7.6	10.7	11.8	9.3	8.8	8.6	7.2	10.6	6.1	8.7	7.2	8.2
BLANK	219	178	34	7	82	11	13	8	104	44	59	49	28	38	103	49	67
Mean	4.22	4.23	4.18	4.15	4.37	4.33	4.10	4.01	4.12	4.27	4.23	4.15	4.18	4.30	4.25	4.15	4.24
Standard Deviation	1.07	1.05	1.16	1.07	0.96	0.94	1.08	1.20	1.15	1.01	1.10	1.08	1.13	1.04	1.06	1.08	1.08
Standard Error	0.03	0.04	0.05	0.06	0.05	0.06	0.11	0.07	0.05	0.08	0.06	0.05	0.08	0.09	0.05	0.05	0.06

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q17. IF SAMTRANS OFFERED A DEEP DISCOUNTED ANNUAL PASS, I WOULD PURCHASE IT.

	# BUSES USED ON TRIP				HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS	
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2132	1093	739	274	523	596	500	460	1129	705	206	1031	836	62	1825	307	396	1711
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	1100	526	411	148	245	325	270	235	601	346	114	520	426	29	916	184	205	878
	51.6	48.2	55.7	54.0	46.9	54.6	54.0	51.2	53.2	49.1	55.2	50.4	50.9	46.7	50.2	60.0	51.7	51.3
4	400	213	132	52	98	109	109	73	215	123	42	193	161	12	360	40	69	328
	18.7	19.5	17.9	18.9	18.8	18.3	21.8	15.8	19.0	17.5	20.2	18.7	19.2	19.3	19.7	12.9	17.4	19.2
3	319	173	101	41	87	98	67	58	155	132	16	155	132	13	292	27	66	253
	15.0	15.8	13.6	14.8	16.6	16.5	13.3	12.5	13.7	18.7	7.8	15.0	15.8	21.2	16.0	8.9	16.6	14.8
2	66	39	17	7	19	12	8	25	36	20	6	41	21	-	49	17	10	56
	3.1	3.6	2.4	2.5	3.6	2.0	1.5	5.4	3.2	2.9	2.7	4.0	2.5		2.7	5.6	2.5	3.3
1 - STRONGLY DISAGREE	74	47	21	6	24	13	19	18	33	28	10	37	32	1	62	12	13	61
	3.5	4.3	2.8	2.3	4.6	2.2	3.7	3.9	2.9	4.0	4.8	3.6	3.9	0.9	3.4	3.9	3.4	3.6
NOT APPLICABLE	173	95	56	21	50	38	28	51	90	55	19	85	64	7	146	26	34	135
	8.1	8.7	7.6	7.5	9.5	6.4	5.7	11.2	8.0	7.8	9.3	8.2	7.7	11.9	8.0	8.6	8.5	7.9
BLANK	219	155	40	23	38	33	43	43	91	56	18	101	51	10	133	85	23	188
Mean	4.22	4.13	4.31	4.29	4.10	4.29	4.28	4.18	4.26	4.14	4.30	4.18	4.20	4.26	4.20	4.31	4.22	4.21
Standard Deviation	1.07	1.13	1.02	1.00	1.15	0.98	1.03	1.15	1.04	1.11	1.10	1.10	1.08	0.90	1.06	1.14	1.07	1.08
Standard Error	0.03	0.05	0.05	0.08	0.07	0.06	0.06	0.07	0.04	0.06	0.10	0.05	0.05	0.14	0.03	0.09	0.07	0.04

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q18. IF SCHEDULES WERE THE SAME 7 DAYS A WEEK, I WOULD RIDE MORE OFTEN

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2136 100.0	2163 100.0
5 - STRONGLY AGREE	936 43.8	930 43.0
4	331 15.5	343 15.9
3	360 16.8	358 16.6
2	114 5.3	125 5.8
1 - STRONGLY DISAGREE	187 8.7	203 9.4
NOT APPLICABLE	208 9.7	204 9.4
BLANK	215	188
Mean	3.89	3.85
Standard Deviation	1.33	1.35
Standard Error	0.04	0.03

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q18. IF SCHEDULES WERE THE SAME 7 DAYS A WEEK, I WOULD RIDE MORE OFTEN

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2136 100.0	1607 100.0	428 100.0	100 100.0	743 100.0	156 100.0	186 100.0	120 100.0	931 100.0	427 100.0	440 100.0	661 100.0	284 100.0	322 100.0	868 100.0	661 100.0	607 100.0
5 - STRONGLY AGREE	936 43.8	704 43.8	196 45.7	37 36.5	390 52.5	75 48.2	59 31.7	45 37.1	367 39.5	176 41.2	207 47.0	231 34.9	142 49.9	180 55.9	383 44.2	231 34.9	322 53.1
4	331 15.5	247 15.4	69 16.1	15 15.3	119 16.0	28 17.8	32 17.5	20 16.3	133 14.2	69 16.1	70 15.8	99 15.0	56 19.7	38 11.7	139 16.0	99 15.0	94 15.4
3	360 16.8	273 17.0	65 15.2	22 21.9	139 18.7	17 10.8	30 16.2	20 17.0	153 16.5	86 20.2	82 18.6	107 16.2	33 11.6	51 15.9	168 19.4	107 16.2	84 13.9
2	114 5.3	81 5.0	27 6.2	6 6.0	19 2.6	9 5.6	23 12.5	8 6.7	54 5.8	14 3.2	27 6.2	40 6.1	21 7.3	12 3.6	41 4.7	40 6.1	32 5.3
1 - STRONGLY DISAGREE	187 8.7	143 8.9	33 7.8	10 10.2	24 3.2	14 8.8	15 8.1	15 12.1	120 12.9	30 7.0	18 4.1	112 16.9	12 4.3	15 4.8	48 5.5	112 16.9	28 4.5
NOT APPLICABLE	208 9.7	160 9.9	38 9.0	10 10.1	51 6.9	14 8.8	26 14.0	13 10.8	104 11.2	53 12.3	37 8.3	72 10.9	21 7.2	26 8.1	89 10.3	72 10.9	47 7.7
BLANK	215	175	34	6	72	13	14	7	110	40	62	48	36	29	102	48	65
Mean	3.89	3.89	3.94	3.69	4.20	4.00	3.61	3.67	3.69	3.93	4.04	3.50	4.12	4.20	3.99	3.50	4.16
Standard Deviation	1.33	1.33	1.31	1.36	1.07	1.33	1.36	1.43	1.45	1.25	1.18	1.52	1.18	1.17	1.21	1.52	1.17
Standard Error	0.04	0.05	0.06	0.08	0.06	0.08	0.15	0.09	0.06	0.10	0.07	0.07	0.09	0.10	0.06	0.07	0.07

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q18. IF SCHEDULES WERE THE SAME 7 DAYS A WEEK, I WOULD RIDE MORE OFTEN

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2136	1097	737	273	521	592	503	467	1137	707	204	1035	836	62	1822	314	400	1711
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 - STRONGLY AGREE	936	445	325	149	232	235	207	241	549	262	93	475	339	22	749	188	186	741
	43.8	40.5	44.0	54.5	44.6	39.7	41.0	51.6	48.3	37.0	45.8	45.9	40.6	34.8	41.1	59.9	46.5	43.3
4	331	156	130	41	76	98	75	75	167	109	37	147	123	16	304	27	71	256
	15.5	14.3	17.6	15.1	14.5	16.6	15.0	16.1	14.7	15.4	18.4	14.2	14.8	26.5	16.7	8.6	17.8	15.0
3	360	190	132	35	84	113	90	63	195	113	33	152	178	7	322	38	56	298
	16.8	17.3	17.9	12.7	16.1	19.1	17.8	13.6	17.2	16.0	16.3	14.7	21.3	11.9	17.7	12.1	14.1	17.4
2	114	67	32	15	31	29	26	26	50	49	9	55	44	6	101	13	18	94
	5.3	6.1	4.3	5.6	5.9	4.9	5.2	5.6	4.4	6.9	4.2	5.3	5.3	9.0	5.5	4.1	4.6	5.5
1 - STRONGLY DISAGREE	187	111	58	17	36	65	66	16	85	94	3	97	75	5	167	20	46	141
	8.7	10.1	7.8	6.2	6.9	11.0	13.2	3.5	7.4	13.3	1.6	9.4	9.0	8.8	9.2	6.2	11.5	8.2
NOT APPLICABLE	208	128	62	16	62	51	39	45	90	80	28	110	76	6	179	29	22	182
	9.7	11.7	8.4	5.8	12.0	8.7	7.8	9.7	7.9	11.4	13.8	10.6	9.1	9.0	9.8	9.1	5.5	10.7
BLANK	215	150	41	23	39	36	40	35	84	54	21	97	51	10	136	79	20	187
Mean	3.89	3.78	3.94	4.13	3.95	3.76	3.71	4.18	4.00	3.63	4.19	3.92	3.80	3.76	3.83	4.23	3.88	3.89
Standard Deviation	1.33	1.38	1.28	1.24	1.29	1.37	1.44	1.13	1.28	1.46	1.02	1.36	1.33	1.32	1.34	1.24	1.39	1.32
Standard Error	0.04	0.06	0.06	0.10	0.08	0.08	0.09	0.07	0.05	0.07	0.10	0.06	0.06	0.21	0.04	0.10	0.10	0.04

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q19. HOW LONG HAVE YOU BEEN RIDING SAMTRANS?

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2235 100.0	2248 100.0
6 MONTHS OR LESS	326 14.6	334 14.9
MORE THAN 6 MONTHS, BUT LESS THAN 1 YEAR	235 10.5	220 9.8
1 TO 3 YEARS	629 28.1	620 27.6
4 TO 10 YEARS	543 24.3	567 25.2
11 TO 20 YEARS	255 11.4	272 12.1
MORE THAN 20 YEARS	248 11.1	235 10.5
BLANK/MULTIPLE RESPONSES	116	103

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q19. HOW LONG HAVE YOU BEEN RIDING SAMTRANS?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2235	1686	445	105	774	161	196	122	982	448	471	678	307	332	919	678	639
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
6 MONTHS OR LESS	326	230	84	12	122	29	31	17	126	65	67	92	57	45	132	92	102
	14.6	13.6	18.9	11.0	15.8	18.3	15.7	13.6	12.9	14.4	14.2	13.6	18.6	13.6	14.3	13.6	16.0
MORE THAN 6 MONTHS, BUT LESS THAN 1 YEAR	235	193	31	11	108	15	18	9	86	61	45	66	26	36	107	66	62
	10.5	11.5	7.1	10.2	13.9	9.6	9.1	7.0	8.7	13.7	9.6	9.8	8.5	10.9	11.6	9.8	9.8
1 TO 3 YEARS	629	474	126	29	196	48	70	40	274	134	119	204	79	93	253	204	172
	28.1	28.1	28.3	28.0	25.3	29.8	35.9	32.5	28.0	29.9	25.2	30.1	25.8	27.9	27.5	30.1	26.9
4 TO 10 YEARS	543	401	113	28	151	44	53	30	265	106	95	188	80	74	201	188	153
	24.3	23.8	25.5	27.1	19.5	27.3	26.8	24.8	27.0	23.7	20.2	27.8	26.0	22.2	21.9	27.8	24.0
11 TO 20 YEARS	255	191	50	14	93	10	15	18	120	33	78	76	28	40	111	76	69
	11.4	11.3	11.3	13.0	12.0	6.0	7.4	14.8	12.2	7.4	16.5	11.1	9.2	12.1	12.1	11.1	10.7
MORE THAN 20 YEARS	248	197	40	11	104	14	10	9	111	48	67	52	36	44	115	52	81
	11.1	11.7	8.9	10.6	13.4	9.0	5.0	7.4	11.3	10.8	14.2	7.7	11.9	13.3	12.5	7.7	12.6
BLANK/MULTIPLE RESPONSES	116	97	18	2	40	9	4	4	59	20	31	31	14	20	51	31	33

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q19. HOW LONG HAVE YOU BEEN RIDING SAMTRANS?

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2235	1148	768	291	561	629	543	503	1198	737	213	1096	874	64	1890	345	417	1788
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
6 MONTHS OR LESS	326	199	84	39	326	-	-	-	194	88	37	206	100	4	285	41	52	266
	14.6	17.3	10.9	13.5	58.1				16.2	11.9	17.3	18.8	11.4	6.6	15.1	11.9	12.5	14.9
MORE THAN 6 MONTHS, BUT LESS THAN 1 YEAR	235	122	82	31	235	-	-	-	150	59	14	120	88	2	206	29	54	171
	10.5	10.6	10.7	10.7	41.9				12.6	7.9	6.5	11.0	10.0	3.1	10.9	8.4	13.0	9.6
1 TO 3 YEARS	629	353	209	63	-	629	-	-	315	239	53	307	230	21	525	103	103	523
	28.1	30.7	27.2	21.6		100.0			26.3	32.4	24.9	28.0	26.4	33.0	27.8	30.0	24.7	29.2
4 TO 10 YEARS	543	254	206	78	-	-	543	-	278	190	46	258	227	20	450	92	91	447
	24.3	22.1	26.8	26.8			100.0		23.2	25.8	21.6	23.5	26.0	30.7	23.8	26.8	21.7	25.0
11 TO 20 YEARS	255	102	105	41	-	-	-	255	137	81	29	107	117	8	211	44	68	184
	11.4	8.9	13.7	14.2				50.7	11.4	10.9	13.4	9.8	13.3	12.4	11.2	12.7	16.3	10.3
MORE THAN 20 YEARS	248	118	83	39	-	-	-	248	124	81	35	98	112	9	212	35	49	198
	11.1	10.3	10.8	13.3				49.3	10.3	11.0	16.4	8.9	12.8	14.2	11.2	10.2	11.7	11.1
BLANK/MULTIPLE RESPONSES	116	99	10	6	-	-	-	-	22	23	12	36	14	9	68	48	3	111

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q20. HOW DID YOU PAY FOR THIS BUS TRIP?

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2092 100.0	2111 100.0
CASH	898 42.9	851 40.3
CLIPPER CASH VALUE	556 26.6	557 26.4
CLIPPER SAMTRANS MONTHLY PASS	303 14.5	317 15.0
DAY PASS	98 4.7	102 4.8
PAPER SAMTRANS MONTHLY PASS	86 4.1	94 4.5
TOKEN	50 2.4	77 3.6
CALTRAIN MONTHLY PASS (2+ ZONES)	29 1.4	39 1.8
OTHER (NOT SPECIFIED)	19 0.9	16 0.8
SUMMER YOUTH PASS	15 0.7	18 0.9
WAY2GO PASS	14 0.7	13 0.6
REDIWHEELS/PARATRANSIT	14 0.7	17 0.8
DID NOT PAY - FAREBOX BROKEN/RETIREE/ETC.	11 0.5	10 0.5
BLANK	259	240

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q20. HOW DID YOU PAY FOR THIS BUS TRIP?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2092 100.0	1574 100.0	423 100.0	95 100.0	718 100.0	153 100.0	183 100.0	117 100.0	921 100.0	409 100.0	451 100.0	632 100.0	285 100.0	316 100.0	859 100.0	632 100.0	600 100.0
CASH	898 42.9	689 43.8	175 41.4	34 35.8	310 43.2	62 40.8	100 54.9	53 45.4	372 40.4	158 38.6	185 41.1	275 43.5	119 41.7	162 51.2	343 39.9	275 43.5	280 46.7
CLIPPER CASH VALUE	556 26.6	412 26.2	116 27.4	28 29.5	232 32.3	38 24.6	43 23.5	28 23.8	216 23.4	146 35.6	108 23.9	164 26.0	68 23.9	70 22.3	254 29.5	164 26.0	138 23.0
CLIPPER SAMTRANS MONTHLY PASS	303 14.5	225 14.3	62 14.7	15 16.0	97 13.5	18 12.0	20 10.8	15 12.7	153 16.6	53 13.0	79 17.6	86 13.6	42 14.7	43 13.6	132 15.4	86 13.6	85 14.1
DAY PASS	98 4.7	71 4.5	23 5.4	4 4.3	30 4.1	9 6.2	5 2.7	5 4.1	49 5.3	13 3.2	31 6.9	21 3.4	20 7.1	12 3.8	44 5.1	21 3.4	32 5.4
PAPER SAMTRANS MONTHLY PASS	86 4.1	67 4.2	16 3.7	4 4.2	29 4.0	9 5.7	5 2.6	5 4.0	39 4.3	23 5.5	17 3.9	26 4.1	10 3.5	10 3.3	40 4.7	26 4.1	20 3.4
TOKEN	50 2.4	30 1.9	15 3.6	4 4.7	6 0.8	5 3.5	4 2.3	6 5.0	28 3.1	7 1.6	7 1.6	23 3.6	6 2.0	7 2.3	14 1.6	23 3.6	13 2.2
CALTRAIN MONTHLY PASS (2+ ZONES)	29 1.4	19 1.2	7 1.7	2 2.2	3 0.4	4 2.4	5 2.6	2 1.3	16 1.7	7 1.6	11 2.4	4 0.6	6 2.0	2 0.5	18 2.1	4 0.6	7 1.2
OTHER (NOT SPECIFIED)	19 0.9	18 1.1	-	1 1.1	1 0.2	2 1.2	-	1 0.8	15 1.6	-	1 0.2	12 1.9	2 0.8	4 1.2	1 0.1	12 1.9	6 1.0
SUMMER YOUTH PASS	15 0.7	11 0.7	3 0.7	1 0.5	4 0.5	2 1.6	-	1 1.2	7 0.8	2 0.5	2 0.3	5 0.7	5 1.6	2 0.6	4 0.4	5 0.7	6 1.1
WAY2GO PASS	14 0.7	12 0.7	2 0.5	1 0.7	2 0.2	1 0.4	1 0.4	1 0.8	10 1.1	1 0.2	2 0.4	9 1.4	1 0.4	2 0.6	3 0.3	9 1.4	3 0.5
REDIWHEELS/PARATRANSIT	14 0.7	9 0.6	4 0.9	1 0.8	1 0.2	3 1.8	-	1 0.7	9 1.0	0 0.1	4 0.9	3 0.4	6 2.2	1 0.2	4 0.5	3 0.4	7 1.1
DID NOT PAY - FAREBOX BROKEN/RETIREE/ETC.	11 0.5	10 0.7	0 0.1	0 0.2	4 0.5	-	0 *	0 0.4	7 0.7	0 *	4 0.9	5 0.8	0 0.1	2 0.6	4 0.5	5 0.8	2 0.4

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q20. HOW DID YOU PAY FOR THIS BUS TRIP?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BLANK	259	208	40	11	96	16	17	10	120	59	52	77	36	36	110	77	72

COREY, CANAPARY & GALANIS * AUGUST 2017

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q20. HOW DID YOU PAY FOR THIS BUS TRIP?

	# BUSES USED ON TRIP				HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS	
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2092	1083	729	254	520	558	504	450	1126	703	193	1132	887	72	1750	342	378	1692
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CASH	898	492	295	100	287	238	191	156	510	299	59	898	-	-	715	183	153	732
	42.9	45.4	40.5	39.3	55.2	42.6	37.9	34.6	45.3	42.5	30.5	79.4			40.9	53.7	40.5	43.3
CLIPPER CASH VALUE	556	289	200	63	141	173	132	100	309	177	58	-	556	-	505	51	116	438
	26.6	26.7	27.4	24.7	27.1	30.9	26.1	22.2	27.4	25.2	30.0		62.7		28.9	14.9	30.6	25.9
CLIPPER SAMTRANS MONTHLY PASS	303	141	117	41	43	48	92	117	150	112	37	-	303	-	248	54	53	247
	14.5	13.0	16.1	16.1	8.2	8.6	18.2	26.0	13.3	16.0	19.4		34.1		14.2	15.9	14.0	14.6
DAY PASS	98	43	26	24	15	26	30	24	42	32	16	98	-	-	86	11	18	78
	4.7	4.0	3.6	9.4	2.9	4.6	5.9	5.3	3.8	4.6	8.3	8.6			4.9	3.4	4.7	4.6
PAPER SAMTRANS MONTHLY PASS	86	39	38	9	13	24	26	17	43	25	8	86	-	-	64	23	14	72
	4.1	3.6	5.3	3.5	2.6	4.4	5.2	3.8	3.8	3.5	4.3	7.6			3.7	6.6	3.8	4.2
TOKEN	50	32	15	2	11	19	11	8	26	20	3	50	-	-	48	1	7	42
	2.4	3.0	2.1	0.9	2.0	3.4	2.2	1.8	2.4	2.9	1.6	4.4			2.8	0.4	1.9	2.5
CALTRAIN MONTHLY PASS (2+ ZONES)	29	7	12	10	4	10	4	11	15	9	4	-	29	-	27	2	12	17
	1.4	0.7	1.6	3.8	0.8	1.7	0.7	2.5	1.4	1.3	2.0		3.2		1.5	0.5	3.1	1.0
OTHER (NOT SPECIFIED)	19	8	8	2	1	7	6	3	7	9	4	-	-	19	15	4	4	15
	0.9	0.8	1.2	0.9	0.1	1.3	1.2	0.6	0.6	1.2	1.8			25.9	0.9	1.1	1.0	0.9
SUMMER YOUTH PASS	15	7	5	3	3	8	4	0	9	2	3	-	-	15	15	-	-	15
	0.7	0.6	0.6	1.3	0.5	1.4	0.8	0.1	0.8	0.3	1.5			20.2	0.8			0.9
WAY2GO PASS	14	10	4	-	-	1	2	8	4	10	-	-	-	14	8	6	2	13
	0.7	1.0	0.5			0.1	0.5	1.7	0.4	1.4				19.8	0.5	1.9	0.4	0.8
REDIWHEELS/PARATRANSIT	14	6	7	0	-	5	4	4	4	8	1	-	-	14	11	2	-	14
	0.7	0.6	0.9	0.2		1.0	0.8	1.0	0.4	1.1	0.7			19.0	0.7	0.7		0.8
DID NOT PAY - FAREBOX BROKEN/RETIREE/ETC.	11	9	2	-	3	-	3	2	6	0	-	-	-	11	8	3	-	10
	0.5	0.9	0.2		0.6		0.6	0.4	0.5	0.1				15.1	0.4	1.0		0.6

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q20. HOW DID YOU PAY FOR THIS BUS TRIP?

TOTAL	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO	
BLANK	259	165	50	43	41	70	38	52	94	58	32	-	-	-	209	51	42	207

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q21. HOW MANY TOTAL BUSES ARE YOU RIDING FOR THIS TRIP?

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2323 100.0	2318 100.0
1 BUS	1247 53.7	1229 53.0
2 BUSES	779 33.5	776 33.5
3 BUSES	165 7.1	180 7.8
4 BUSES	106 4.6	115 5.0
5 OR MORE BUSES	26 1.1	18 0.8
BLANK	28	33

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q21. HOW MANY TOTAL BUSES ARE YOU RIDING FOR THIS TRIP?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2323 100.0	1764 100.0	455 100.0	104 100.0	807 100.0	166 100.0	197 100.0	124 100.0	1029 100.0	465 100.0	490 100.0	702 100.0	318 100.0	348 100.0	955 100.0	702 100.0	666 100.0
1 BUS	1247 53.7	951 53.9	246 54.0	51 48.8	422 52.3	85 51.4	102 51.7	64 51.9	574 55.8	245 52.8	255 52.1	384 54.7	182 57.2	181 52.1	501 52.4	384 54.7	363 54.5
2 BUSES	779 33.5	584 33.1	161 35.3	34 32.3	268 33.3	61 36.5	77 38.8	41 33.2	332 32.3	166 35.8	171 34.8	229 32.7	101 31.8	111 31.9	337 35.3	229 32.7	212 31.9
3 BUSES	165 7.1	126 7.1	27 6.0	12 11.1	55 6.8	12 7.5	11 5.5	11 8.7	75 7.3	24 5.2	34 7.0	49 7.0	21 6.6	37 10.6	58 6.1	49 7.0	58 8.7
4 BUSES	106 4.6	78 4.4	20 4.4	8 7.7	48 6.0	6 3.7	7 3.7	8 6.1	36 3.5	24 5.2	25 5.2	32 4.6	9 2.8	15 4.3	50 5.2	32 4.6	24 3.6
5 OR MORE BUSES	26 1.1	24 1.4	2 0.4	0 0.2	13 1.6	2 0.9	1 0.4	-	11 1.1	5 1.0	5 1.0	8 1.1	5 1.6	4 1.1	9 1.0	8 1.1	9 1.4
BLANK	28	19	8	2	7	3	2	3	12	3	12	7	2	4	15	7	6

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q21. HOW MANY TOTAL BUSES ARE YOU RIDING FOR THIS TRIP?

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2323	1247	779	297	558	625	538	487	1207	752	219	1115	878	72	1936	387	417	1873
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
1 BUS	1247	1247	-	-	321	353	254	220	728	328	80	606	437	41	1020	227	6	1240
	53.7	100.0			57.6	56.5	47.3	45.1	60.3	43.7	36.5	54.3	49.7	56.6	52.7	58.8	1.4	66.2
2 BUSES	779	-	779	-	166	209	206	188	391	295	78	375	329	25	663	115	260	498
	33.5		100.0		29.8	33.4	38.2	38.5	32.4	39.3	35.6	33.6	37.4	35.1	34.3	29.8	62.4	26.6
3 BUSES	165	-	-	165	40	50	35	33	38	78	38	69	66	3	144	20	90	73
	7.1			55.5	7.2	8.0	6.5	6.8	3.2	10.3	17.4	6.2	7.5	4.5	7.5	5.3	21.7	3.9
4 BUSES	106	-	-	106	19	10	39	38	44	41	16	55	37	3	87	19	38	62
	4.6			35.7	3.5	1.6	7.2	7.8	3.7	5.5	7.1	4.9	4.2	3.8	4.5	4.9	9.1	3.3
5 OR MORE BUSES	26	-	-	26	11	3	4	8	6	9	7	11	10	-	22	5	22	-
	1.1			8.8	1.9	0.5	0.8	1.7	0.5	1.2	3.4	0.9	1.1		1.1	1.2	5.4	
BLANK	28	-	-	-	3	4	5	16	13	9	6	17	9	0	22	6	3	25

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q21A. ARE YOU RIDING ANY NON-SAMTRANS BUSES DURING THIS TRIP?

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2318 100.0	2324 100.0
YES	420 18.1	367 15.8
NO	1899 81.9	1957 84.2
BLANK/MULTIPLE RESPONSES	33	27

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q21A. ARE YOU RIDING ANY NON-SAMTRANS BUSES DURING THIS TRIP?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2318	1756	457	105	801	167	191	126	1033	460	494	704	318	341	955	704	659
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	420	332	76	12	160	11	30	20	199	75	83	134	63	64	159	134	127
	18.1	18.9	16.6	11.6	19.9	6.5	15.7	15.7	19.3	16.4	16.8	19.1	19.8	18.6	16.6	19.1	19.2
NO	1899	1424	381	93	641	156	161	106	834	385	411	570	255	278	796	570	533
	81.9	81.1	83.4	88.4	80.1	93.5	84.3	84.3	80.7	83.6	83.2	80.9	80.2	81.4	83.4	80.9	80.8
BLANK/MULTIPLE RESPONSES	33	26	6	1	13	2	9	1	8	8	8	5	2	10	15	5	12

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q21A. ARE YOU RIDING ANY NON-SAMTRANS BUSES DURING THIS TRIP?

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2318	1246	759	286	543	626	537	498	1207	754	221	1117	882	71	1936	383	420	1899
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	420	6	260	151	107	103	91	117	159	194	51	192	180	5	373	47	420	-
	18.1	0.5	34.3	52.7	19.6	16.4	16.9	23.5	13.2	25.7	23.1	17.2	20.4	7.4	19.2	12.3	100.0	
NO	1899	1240	498	135	437	523	447	381	1048	561	170	924	702	66	1563	336	-	1899
	81.9	99.5	65.7	47.3	80.4	83.6	83.1	76.5	86.8	74.3	76.9	82.8	79.6	92.6	80.8	87.7		100.0
BLANK/MULTIPLE RESPONSES	33	2	20	11	17	3	5	5	14	6	4	15	5	1	23	9	-	-

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q22. HOW LONG IS YOUR TYPICAL BUS TRIP?

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2206 100.0	2218 100.0
LESS THAN 15 MINUTES	452 20.5	430 19.4
16 TO 30 MINUTES	768 34.8	805 36.3
31 TO 45 MINUTES	492 22.3	506 22.8
46 TO 60 MINUTES	269 12.2	257 11.6
61 TO 90 MINUTES	132 6.0	130 5.9
MORE THAN 90 MINUTES	93 4.2	90 4.1
BLANK/MULTIPLE RESPONSES	145	133

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q22. HOW LONG IS YOUR TYPICAL BUS TRIP?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
BASE - ALL RESPONDENTS	2206	1667	437	102	758	159	194	122	972	444	465	673	292	331	909	673	623
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LESS THAN 15 MINUTES	452	325	113	14	239	33	32	26	122	120	92	102	43	95	212	102	138
	20.5	19.5	25.8	14.1	31.6	20.5	16.4	21.3	12.6	27.0	19.8	15.2	14.8	28.7	23.3	15.2	22.2
16 TO 30 MINUTES	768	562	166	40	289	70	81	45	284	162	164	240	104	98	326	240	202
	34.8	33.7	38.1	38.6	38.1	43.6	41.5	36.7	29.3	36.6	35.2	35.6	35.7	29.5	35.9	35.6	32.4
31 TO 45 MINUTES	492	383	85	24	118	34	55	31	253	87	94	194	49	68	181	194	117
	22.3	23.0	19.4	23.1	15.6	21.3	28.3	25.5	26.1	19.6	20.2	28.8	16.7	20.5	19.9	28.8	18.8
46 TO 60 MINUTES	269	213	42	14	70	10	16	9	165	36	66	78	56	34	102	78	89
	12.2	12.8	9.6	14.0	9.2	6.3	8.0	7.4	16.9	8.0	14.3	11.5	19.1	10.2	11.2	11.5	14.3
61 TO 90 MINUTES	132	106	20	6	15	10	7	5	94	24	28	39	25	16	52	39	41
	6.0	6.4	4.6	5.4	2.0	6.3	3.7	4.0	9.7	5.4	6.0	5.7	8.6	4.8	5.7	5.7	6.6
MORE THAN 90 MINUTES	93	77	11	5	26	3	4	6	53	15	21	21	15	21	36	21	36
	4.2	4.6	2.5	4.7	3.5	2.0	2.1	5.1	5.5	3.4	4.5	3.2	5.1	6.3	3.9	3.2	5.8
BLANK/MULTIPLE RESPONSES	145	115	26	4	56	10	6	5	69	24	37	36	28	20	61	36	48

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q22. HOW LONG IS YOUR TYPICAL BUS TRIP?

	# BUSES USED ON TRIP				HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS	
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2206	1136	765	277	541	608	515	485	1220	761	225	1084	872	66	1856	350	404	1779
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LESS THAN 15 MINUTES	452	322	102	24	145	127	81	88	452	-	-	245	157	10	385	67	41	407
	20.5	28.4	13.4	8.7	26.7	21.0	15.8	18.1	37.1			22.6	18.0	15.7	20.7	19.2	10.2	22.9
16 TO 30 MINUTES	768	405	289	64	199	188	197	172	768	-	-	377	317	20	655	113	118	641
	34.8	35.7	37.8	23.1	36.9	30.9	38.3	35.5	62.9			34.8	36.4	30.1	35.3	32.2	29.2	36.0
31 TO 45 MINUTES	492	225	184	79	91	166	129	89	-	492	-	269	170	13	414	78	121	365
	22.3	19.8	24.0	28.4	16.8	27.4	25.0	18.3		64.6		24.8	19.5	19.4	22.3	22.1	30.1	20.5
46 TO 60 MINUTES	269	103	112	49	55	73	62	73	-	269	-	107	128	15	225	44	72	196
	12.2	9.1	14.6	17.7	10.2	12.0	12.0	15.0		35.4		9.9	14.7	23.2	12.1	12.7	17.9	11.0
61 TO 90 MINUTES	132	57	48	26	26	27	33	37	-	-	132	44	65	7	101	30	23	108
	6.0	5.0	6.3	9.5	4.9	4.4	6.5	7.6			58.6	4.1	7.5	11.1	5.5	8.6	5.8	6.1
MORE THAN 90 MINUTES	93	23	30	35	24	26	13	27	-	-	93	42	34	0	75	18	28	62
	4.2	2.0	3.9	12.5	4.5	4.3	2.4	5.5			41.4	3.9	3.9	0.6	4.1	5.1	6.8	3.5
BLANK/MULTIPLE RESPONSES	145	112	14	19	20	21	28	17	-	-	-	48	16	6	103	42	16	120

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q23. WHAT IS YOUR FAVORITE THING TO DO ON THE BUS?

	TOTAL (WEIGHTED) -----	TOTAL (UNWEIGHTED) -----
BASE - ALL RESPONDENTS	2176 100.0	2192 100.0
LISTEN TO MUSIC/PODCAST/ AUDIOBOOK	973 44.7	1012 46.2
READ	557 25.6	566 25.8
SLEEP	314 14.4	304 13.9
TALK WITH OTHER RIDERS	254 11.7	283 12.9
WATCH SHOW/MOVIE OR PLAY GAMES ON MOBILE DEVICE	248 11.4	234 10.7
READ INFORMATION/FLYERS	164 7.5	134 6.1
PRAY/MEDITATE/LOOK OUT WINDOW/PEOPLE WATCH/JUST THINK	144 6.6	142 6.5
CHECK PHONE/RESPOND TO EMAIL/MAKE CALLS	40 1.8	32 1.5
OTHER (NOT SPECIFIED)	33 1.5	32 1.5
EAT/DRINK	4 0.2	2 0.1
SUDOKU/CROSSWORD/KNIT/ CROCHET/HOMEWORK	2 0.1	7 0.3
BLANK	175	159

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q23. WHAT IS YOUR FAVORITE THING TO DO ON THE BUS?

	ROUTE VOLUME				ROUTE GEOGRAPHY					TIME PERIOD (IN DETAIL)					TIME PERIOD (CONDENSED)		
	TOTAL	HIGH	MED	LOW	NORTH	CENTRAL	SOUTH	COAST	MULTI	AM PEAK	PM PEAK	OFFPEAK	SAT	SUN	WEEKDAY PEAK	WKDAY OFFPEAK	WEEKEND
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
BASE - ALL RESPONDENTS	2176	1638	437	101	745	159	192	124	956	423	459	658	297	340	882	658	637
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LISTEN TO MUSIC/PODCAST/AUDIOBOOK	973	712	214	46	330	80	87	61	415	171	193	299	143	167	364	299	310
	44.7	43.5	49.0	45.7	44.3	50.4	45.3	49.3	43.4	40.6	42.0	45.4	48.1	49.1	41.3	45.4	48.6
READ	557	418	115	25	170	47	54	31	256	108	138	162	71	78	246	162	149
	25.6	25.5	26.3	24.6	22.8	29.7	27.9	24.8	26.8	25.7	30.0	24.7	23.9	22.9	27.9	24.7	23.4
SLEEP	314	249	49	17	88	15	31	16	164	67	53	110	40	44	120	110	84
	14.4	15.2	11.1	16.7	11.9	9.5	16.0	12.8	17.1	15.8	11.6	16.7	13.5	13.0	13.6	16.7	13.2
TALK WITH OTHER RIDERS	254	181	57	16	92	23	19	18	102	51	50	69	41	44	101	69	84
	11.7	11.1	13.0	16.0	12.4	14.7	9.8	14.2	10.7	12.1	10.9	10.5	13.6	12.8	11.5	10.5	13.2
WATCH SHOW/MOVIE OR PLAY GAMES ON MOBILE DEVICE	248	183	56	9	94	21	31	9	93	55	54	62	32	45	109	62	77
	11.4	11.2	12.9	8.7	12.7	13.3	16.0	7.2	9.7	13.0	11.7	9.5	10.8	13.2	12.3	9.5	12.1
READ INFORMATION/FLYERS	164	123	36	6	74	7	14	6	63	35	32	42	18	37	67	42	55
	7.5	7.5	8.2	5.7	10.0	4.4	7.5	4.7	6.5	8.4	7.0	6.3	6.1	10.9	7.6	6.3	8.6
PRAY/MEDITATE/LOOK OUT WINDOW/PEOPLE WATCH/JUST THINK	144	113	26	4	64	12	3	9	55	25	31	40	25	23	56	40	48
	6.6	6.9	6.0	4.4	8.6	7.8	1.7	7.4	5.8	6.0	6.7	6.1	8.4	6.7	6.4	6.1	7.5
CHECK PHONE/RESPOND TO EMAIL/MAKE CALLS	40	29	8	2	11	1	8	3	17	8	8	10	6	8	16	10	14
	1.8	1.8	1.9	1.9	1.5	0.8	4.0	2.2	1.8	1.9	1.7	1.6	1.9	2.4	1.8	1.6	2.2
OTHER (NOT SPECIFIED)	33	25	8	0	9	2	1	3	19	2	17	3	8	2	19	3	11
	1.5	1.5	1.8	0.4	1.2	1.4	0.4	2.1	2.0	0.6	3.7	0.4	2.8	0.7	2.2	0.4	1.7
EAT/DRINK	4	4	0	-	4	-	-	0	-	-	0	-	-	4	0	-	4
	0.2	0.2	0.1	-	0.5	-	-	0.4	-	-	0.1	-	-	1.1	0.1	-	0.6
SUDOKU/CROSSWORD/KNIT/CROCHET/HOMEWORK	2	2	-	1	-	0	0	0	2	2	0	0	0	-	2	0	0
	0.1	0.1	-	0.7	-	0.3	*	0.1	0.2	0.4	0.1	*	0.1	-	0.2	*	*
BLANK	175	145	25	5	70	10	8	3	84	45	43	52	24	11	88	52	35

SAMTRANS ONBOARD SURVEY * JUNE 2017

Q23. WHAT IS YOUR FAVORITE THING TO DO ON THE BUS?

	# BUSES USED ON TRIP			HOW LONG RIDING SAMTRANS				TRIP LENGTH (# MINUTES)			HOW PAY FARE			QUEST. LANGUAGE		USED NON-SAMTRANS BUS		
	TOTAL	1	2	3+	0-12 MOS	1-3 YRS	3-10 YRS	10+ YRS	1-30	31-60	61+	CASH	CLIPPER	OTHER	ENGLISH	SPANISH	YES	NO
BASE - ALL RESPONDENTS	2176	1113	753	282	528	600	518	469	1154	741	212	1069	844	63	1833	343	406	1745
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
LISTEN TO MUSIC/PODCAST/AUDIOBOOK	973	522	321	125	254	302	238	162	540	321	84	501	338	30	836	137	182	780
	44.7	46.9	42.6	44.3	48.1	50.4	46.0	34.6	46.8	43.3	39.8	46.9	40.1	47.5	45.6	39.9	44.9	44.7
READ	557	307	172	74	130	163	131	115	286	186	61	237	251	9	462	96	91	458
	25.6	27.5	22.8	26.1	24.6	27.2	25.4	24.6	24.8	25.2	28.7	22.2	29.8	14.2	25.2	27.9	22.5	26.3
SLEEP	314	123	129	57	68	91	80	66	107	137	58	156	114	5	281	33	90	219
	14.4	11.1	17.1	20.2	13.0	15.1	15.4	14.0	9.3	18.6	27.1	14.6	13.5	8.0	15.3	9.7	22.2	12.5
TALK WITH OTHER RIDERS	254	136	75	41	57	48	58	78	118	96	33	136	81	11	202	53	56	196
	11.7	12.2	10.0	14.5	10.7	7.9	11.1	16.6	10.3	12.9	15.6	12.7	9.5	18.2	11.0	15.4	13.8	11.2
WATCH SHOW/MOVIE OR PLAY GAMES ON MOBILE DEVICE	248	122	84	39	58	68	62	48	122	81	35	106	100	7	210	37	45	198
	11.4	11.0	11.2	13.8	10.9	11.3	11.9	10.1	10.6	11.0	16.4	9.9	11.8	10.7	11.5	10.9	11.1	11.3
READ INFORMATION/FLYERS	164	78	59	22	47	37	22	50	98	48	13	85	56	3	142	22	34	128
	7.5	7.0	7.8	7.7	8.9	6.2	4.3	10.7	8.5	6.5	6.2	8.0	6.7	5.5	7.7	6.4	8.3	7.3
PRAY/MEDITATE/LOOK OUT WINDOW/PEOPLE WATCH/JUST THINK	144	74	55	11	37	29	24	46	79	38	16	68	59	4	135	9	24	120
	6.6	6.7	7.3	4.0	7.0	4.8	4.6	9.9	6.9	5.1	7.8	6.3	7.0	6.4	7.4	2.6	5.9	6.9
CHECK PHONE/RESPOND TO EMAIL/MAKE CALLS	40	22	15	4	9	12	6	12	16	14	7	14	17	2	35	5	7	33
	1.8	1.9	1.9	1.3	1.6	1.9	1.2	2.5	1.4	1.9	3.3	1.3	2.0	2.7	1.9	1.5	1.6	1.9
OTHER (NOT SPECIFIED)	33	17	12	3	7	7	4	11	13	13	2	11	9	4	27	6	6	27
	1.5	1.5	1.6	1.0	1.3	1.2	0.7	2.3	1.1	1.8	0.9	1.0	1.0	6.8	1.5	1.8	1.5	1.6
EAT/DRINK	4	0	-	4	4	0	-	-	0	-	-	0	-	-	0	4	-	0
	0.2	*		1.4	0.7	0.1			*			*			*	1.1		*
SUDOKU/CROSSWORD/KNIT/CROCHET/HOMEWORK	2	2	0	0	0	0	2	0	0	1	2	0	2	0	2	0	0	2
	0.1	0.2	*	*	*	*	0.4	0.1	*	0.1	0.9	*	0.2	0.1	0.1	*	*	0.1
BLANK	175	134	25	14	33	29	25	34	66	20	12	63	43	9	126	49	14	154