Mode Prior to Riding FCX

- More than one-third drove alone

- 7% Drove alone for entire trip
- 28% Drove alone and ride Caltrain or BART

<table>
<thead>
<tr>
<th>Mode</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>BART</td>
<td>57%</td>
</tr>
<tr>
<td>Caltrain</td>
<td>49%</td>
</tr>
<tr>
<td>Carpool</td>
<td>15%</td>
</tr>
<tr>
<td>Driving alone</td>
<td>37%</td>
</tr>
<tr>
<td>Other</td>
<td>20%</td>
</tr>
</tbody>
</table>

N=138
Longevity Riding SamTrans

- Almost one-half of respondents are new riders

Pie chart:
- 45%: 6 months or less
- 23%: More than 6 months but less than 1 year
- 10%: 1-3 years
- 6%: 4-5 years
- 15%: More than 5 years
- 2%: This is my first time riding SamTrans

N=137
## FCX Satisfaction Ratings

### High Satisfaction Ratings

<table>
<thead>
<tr>
<th></th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Don’t know or n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel time</td>
<td>86%</td>
<td>9%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Location of stops</td>
<td>85%</td>
<td>8%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Seat availability</td>
<td>72%</td>
<td>12%</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>How often the bus runs</td>
<td>58%</td>
<td>25%</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>Onboard Wi-Fi</td>
<td>65%</td>
<td>8%</td>
<td>9%</td>
<td>18%</td>
</tr>
<tr>
<td>Schedule reliability</td>
<td>85%</td>
<td>10%</td>
<td>2%</td>
<td>3%</td>
</tr>
</tbody>
</table>

N=138
99% of riders plan on riding FCX after the promotion ends.

- 5 days per week: [PERCENTAGE]
- 4 days per week: [PERCENTAGE]
- 3 days per week: [PERCENTAGE]
- 2 days per week: [PERCENTAGE]
- 1 day per week: [PERCENTAGE]
- 1-3 days per month: [PERCENTAGE]
- I don’t plan on riding the FCX after the promotion ends: [PERCENTAGE]

N=138
Feedback from FCX Riders

“Thank you!! This is the first time I am using a bus to commute, and it is wonderful!”

“Love the ease and ability to get into SF without having to transfer…”

“…a very big thank you from a person who has gotten about 1 hour back per day.”

“This may be a complete game changer to my commute.”
Questions?

Julian Jest  
Market Research Analyst