

**2021 SAMTRANS TRIENNIAL
CUSTOMER SURVEY**
Systemwide On-Board Bus Survey

SUMMARY REPORT

Prepared by

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INTRODUCTION

This report details the findings of an onboard survey of SamTrans bus riders. The fieldwork on this study was conducted in September, October, and November 2021. In total, 2,369 completed questionnaires were collected and tabulated.

Key objectives of the survey include:

- Reporting trip characteristics such as: usage of SamTrans, fare category, trip purpose, access/egress, trip length, etc.
- Assessing the ratings of 12 specific service characteristics.
- Identifying sources used by riders for SamTrans route/schedule information.
- Providing a current user profile of SamTrans riders.

This report includes an executive overview, which highlights the most salient results, followed by a detailed results section that provides data on each question asked in the survey. The Appendix of this report includes a copy of the English, Spanish, and Chinese language questionnaires, technical information on survey methodology and weight factors used, information on routes sampled, and verbatim comment coding information. The complete statistical tables and printout of verbatim comments are included in separate reports.

Please note that the percentages included in this report may not add to 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, 650-508-6245

Changes in SamTrans Service Since Last Survey

Since the previous survey the COVID-19 Pandemic has had a significant impact on SamTrans ridership, which decreased by as much as 75% compared to pre-Pandemic ridership. At the time of surveying ridership was down by 43% compared to pre-Pandemic ridership. In response to lower ridership, and the public health crisis with the onset of the Pandemic, SamTrans temporarily suspended school service, reduced service on 31 routes, and suspended four routes (118, 274, 275 and 276), limited onboard capacity and suspended fare collection. Free rides have been provided to all riders going to or from vaccination sites in San Mateo County.

Service restoration and the resumption of fare collection (with safety measures in place) began in August 2020 with a focus on allocating resources/restoring service on routes with high ridership that were exceeding the maximum onboard capacity. By October 2021, pre-Pandemic levels of school service had been restored, as well as pre-pandemic service to most routes. While capacity is no longer limited onboard buses, safety measures continue to be implemented such as riders and bus operators being required to wear face coverings onboard the bus, and the installation of operator barriers on all buses.

Prior to the Pandemic, SamTrans initiated new services. In August 2019, SamTrans launched new service, including the Route FCX, which provided morning and evening express service between

Foster City and San Francisco. Due to the Pandemic's impact on office commute patterns, the FCX has been operating at reduced service levels since April 2020 due to significantly reduced demand. There was a pilot Microtransit service (SamTrans OnDemand) in Pacifica that converted the FLX Pacifica route into an on-demand service. The pilot launched in May 2019 and concluded in May 2020. After the pilot period for SamTrans OnDemand ended, service reverted to the original FLX Pacifica route. Having launched in 2018, the ECR Rapid was suspended in January 2020 owing to a shortage in operators. Changes were made to Route 280 and 286 to improve transfers between SamTrans and Caltrain.

The Linda Mar Park & Ride lot was repaved, restriped, and the ADA parking stalls were made level with the bus shelter on site. A Transit Signal Priority system was installed along El Camino Real to improve the reliability of Route ECR by extending the duration of green lights when a bus is approaching the intersection.

Fleet upgrades during this time include the receipt of 55 articulated buses equipped with USB charging ports and Q-Pod wheelchair restrain systems for deployment on Route ECR. Those buses replaced buses that had reached the end of their useful life. A Transit Signal Priority system was installed along El Camino Real to improve the reliability of Route ECR by extending the duration of green lights when a bus is approaching the intersection.

Fare changes: In 2019, the following changes were made to SamTrans fares: a reduction in the price of the local day pass from \$5.50 to \$4.50; free transfers between local SamTrans routes within a two-hour window when using a Clipper card or the SamTrans mobile app; and the elimination of the additional charge for riders departing from San Francisco, change cards, group sales and the 50-ride ticket book. SamTrans also began participating in the Clipper Start program, which provides a 50% discount on a single ride fare for low-income adult riders. The price of the SamTrans bulk pass (the Way2Go Pass) was reduced in August 2021.

Methodology and Response Rate

The survey was conducted as an onboard self-administered questionnaire distributed to SamTrans riders. Surveyors boarded pre-selected routes and attempted to distribute questionnaires to all passengers on the bus. Completed surveys were collected by these surveyors (who stayed onboard during the bus ride).

Specific steps were taken to ensure the highest possible response rate. This includes using professional/experienced onboard surveyors on the project, printing the questionnaire in English, Spanish, and Chinese, providing the option of calling and having the survey conducted via a language line in other languages, offering an opportunity to be entered into a drawing for selected prizes (\$200 gift card and SamTrans Monthly passes), and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response was high for a systemwide bus survey of this type. Key response rate statistics are as follows:

- **60% Completion Rate.** This is calculated by dividing the total number of completes (2,369) by the total number of questionnaires distributed to passengers (3,983).
- **46% Response Rate.** This is calculated by dividing the total number of completes (2,369) by all eligible passengers riding on the sampled buses (5,169).

(Note: "all eligible passengers" includes everyone except: children under 13, riders who had already participated, those who had a language barrier, and on-duty SamTrans employees/law enforcement.)

Please see the appendix for additional details on distribution procedures and response rate information.

Field interviewing on this project was conducted from Tuesday, September 14, through Friday, November 19, 2021. The bulk of the surveying was conducted between the hours of 5:30 am and 10 pm. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Specific routes were selected for each surveyor to ensure that interviewing on specific routes was conducted during different times of the day.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Editing, coding, and inputting were done in-house once the questionnaires were returned.

Sampling

In total, 2,369 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 2.01% (at the 95% confidence level). The sampling on the study was designed to achieve a cross section of riders utilizing different routes in San Mateo County. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. Surveys were collected on 43 fixed routes (including all heavily traveled and medium traveled routes).

Each shift was assigned to allow a surveyor to cover multiple scheduled runs on selected routes. Depending on the route, two to ten full runs were covered in each allocated shift. On longer routes, such as the ECR, fewer runs were covered in a single shift because the surveyor remained on the bus for the full length of the bus route.

Routes were selected by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes. In addition to ridership volume, geographic route locations were also considered as a secondary consideration when determining which routes to sample. Consideration was given to ensuring that a diverse, and well represented, selection of routes from the Northern, Central, and Southern regions of San Mateo County. About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. Routes were also selected to ensure proper coverage of the Coastside region of SamTrans' service area (e.g., in and around Pacifica and Half Moon Bay).

COVID Measures

In order to keep both interviewers and riders safe during this project, the following COVID prevention measures were taken during this project:

- Interviewer staff was fully vaccinated against COVID;

- Interviewers were fully masked whenever on board buses or in or around stops, including when speaking with riders;
- Physical distancing was maintained as fully as possible; and
- Interviewers had gloves, sanitizing wipes, and other protective items fully available to them.

Weighting

The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2021. The data was then weighted by route according to total ridership. Specific weighting details are included in the appendix of this report.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 2,369) who participated in the survey, the margin of error is +/- 2.01% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday peak (n = 1,119). +/-2.93% at the 95% confidence level;
- Weekday off-peak (n = 1,034). +/-3.05% at the 95% confidence level;
- Weekend (n = 216). +/-6.67% at the 95% confidence level.

Comparison to Previous Triennial Reports

In previous reports, “don’t know/blank” responses were included in calculating responses. For this report, “don’t know/blank” responses in each question were removed and percentages were calculated from the remaining responses. Where data from previous reports are shown, “don’t know/blank” responses were removed from previous data, and these percentages were recalculated.

EXECUTIVE SUMMARY

Half of SamTrans riders are long-time users, but there is a substantial share of new riders who have started using the system within the past six months.

- One-quarter (25%) of riders have been riding SamTrans for less than a year, about the same as 2018 and 2015 (28% and 27% respectively). Compared to 2018, there is a slight decrease in those riding six months to one year and a corresponding increase in those who have been riding six months or less.
- About half of riders (53%) have been using SamTrans for more than three years. This is about the same as 2018 (51%) and a slight increase from 2015 (49%).

Most SamTrans riders rely on the system as their primary mode of transportation and use it at least 4 days per week.

- Most riders (82%) use SamTrans at least 4 days per week, with nearly two-thirds (64%) using it at least five days a week.
- One-fourth (26%) of SamTrans riders own or have access to a car; this is down slightly from 2018 (31%) and 2015 (28%).
- Most riders (80%) say the primary reason they use SamTrans is because they don't have a car or don't drive.

Most riders walk to the SamTrans bus stop. Half of riders are coming from home.

- Walking is the primary mode in getting to and from SamTrans; 75% walk to their bus stop, and 73% walk from the bus stop to their destination.
- Half of riders (54%) were coming from home. Two-thirds (68%) of weekend riders are coming from home.

Cash and one-way tickets remain popular options.

- While half of all riders (56%) pay for their trip with some form of Clipper, either the Clipper Card (44%) or the Clipper Mobile App (12%), nearly one-third of all riders (32%) still pay for their trip with cash.
- Cash fare riders are less likely than riders overall to have a checking/savings account/credit card (49%), more likely to have completed a questionnaire in Spanish (52%) and are more likely to have lower household incomes (average income of \$36,242 for cash users vs. \$46,507 among riders overall).
- Half of riders (56%) are paying their fare the same way they did two years ago.
- One-third of riders are traveling using the one-way ticket (31%) and one-fourth (29%) use the monthly pass. While weekday peak riders were most likely to use the monthly pass, weekend riders were the most likely to use the one-way ticket (34%) or the day pass (26%).

A higher share of SamTrans riders use it for work trips – and this is true across all time periods.

- Work is the primary trip purpose for all time periods – with 48% of Weekday Peak riders, 54% of Weekday Off-Peak riders, and 49% of Weekend riders going to or from work.

- Overall, half of riders (51%) are traveling to or from work, and 21% are traveling to or from school, when using SamTrans. While the share of riders traveling for school is similar to 2018 (23%) and lower than in 2015 (29%), the percentage traveling for work has shown an increase compared to previous years. In 2018, 43% traveled for work, and 46% traveled for work in 2015.
- School is the second most common trip purpose among Weekday Peak (32%) and Weekday Off-Peak (14%) riders; however, among weekend riders, shopping (26%) trips are the second most common trip purpose.

Overall, SamTrans is generally well regarded by its customers.

- Over three-quarters of riders (79%) are satisfied with their experience on the system overall, giving SamTrans a ‘4’ or ‘5’ rating on a 5-point scale. The overall mean score was 4.20. While the mean score was slightly lower than the 4.23 scored in 2018, this difference is not statistically significant.
- While weekend riders are much more likely to be Very Satisfied (5.0), SamTrans achieved relatively consistent satisfaction ratings among major demographic and use sub-groups. A mean score of 4.09 or more was given by: weekday peak riders, off-peak riders, weekend riders, frequent and infrequent users, those who have access to a car, those who do not have access to a car, and customers of all major age, income, and gender sub-groups.
- Riders who use two or more buses rate SamTrans more highly than those who do not transfer.

Overall Satisfaction	
2021	
<i>Buses on one-way trip</i>	<u>mean score</u>
1	4.18
2	4.24
3 or more	4.22

- Riders who ride SamTrans 3 or more days a week rate SamTrans lower than those who ride less than once a week.

<i>Ride...</i>	Overall Satisfaction		
	2021	2018	2015
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
5 or more days/week	4.20	4.22	4.22
3 – 4 days/week	4.18	4.21	4.25
1 – 2 days/week	4.12	4.31	4.23
Less than once a week	4.39	4.28	4.31

- Riders who have been riding SamTrans longer rate the experience about the same as riders who have been riding for less than one year.

<i>Have been riding...</i>	Overall Satisfaction		
	2021	2018	2015
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
Less than one year	4.20	4.24	4.22
1 – 3 years	4.16	4.17	4.21
More than 3 years	4.23	4.25	4.25

- Those using southern SamTrans routes are more satisfied than riders on other routes.

Geographic type of route...	Overall Satisfaction		
	2021	2018	2015
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
Trunk (Multiple Regions)	4.20	4.18	4.17
North	4.21	4.32	4.27
Central	4.13	4.16	4.21
South	4.27	4.17	4.28
Coastside	4.20	4.13	-

- Riders who completed the Spanish language questionnaire are more satisfied than those who filled out the English or Chinese language questionnaires. (Study-wide, 83% of completed surveys were completed in English, while 16% were completed in Spanish, and 2% were completed in Chinese.)

	Overall Satisfaction		
	2021	2018	2015
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
English language questionnaire	4.20	4.21	4.46
Spanish language questionnaire	4.25	4.36	4.21
Chinese language questionnaire	4.19	-	-

Note: The mean score is used for the comparisons since it reflects a weighted average for all respondents who gave a rating (don't know/no answer responses are not included in the mean score). 5.00 is the optimal positive score and 1.00 is the lowest score.

Among specific service attributes, SamTrans scored the highest ratings on courtesy of operators, value for the money, and personal safety on the bus. It received the lowest ratings on frequency of buses among the 12 attributes rated.

	2021			
	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
Base (All Respondents): 2,369	(5-point scale)	(%)	(%)	(%)
Overall experience with SamTrans	4.20	79	5	16
Courtesy Of Bus Operators	4.25	78	6	17
Value For the Money	4.22	77	7	16
Feeling Of Personal Safety on The Bus	4.20	78	7	15
Cleanliness Of Bus	4.18	76	6	18
Routes Go Where I Want to Go	4.16	76	8	16
Helpfulness/Courtesy of Customer Service	4.09	51	7	42
Feeling Of Personal Safety at Bus Stops	4.02	70	8	22
Communication Of Route Changes	3.93	61	10	28
Availability Of Information on Buses	3.91	65	12	23
On-Time Performance	3.85	66	12	23
Real-Time Departure Prediction	3.81	62	13	25
Frequency Of Buses	3.76	60	15	25

- No increases from 2018 attribute scores were statistically significant. The attributes with statistically significant decreases were “Availability of Information on Buses” (-0.31), “Helpfulness/Courtesy of Customer Service Center” (-0.12), “Communication of Route Changes” (-0.09), “Feeling of Personal Safety on The Bus” (-0.08), and “Cleanliness of Bus” (-0.05)
- The ratings with the greatest impact on overall satisfaction were:
 - Routes going where I want to go;
 - Feeling of personal safety onboard the bus;
 - Value for the money;
 - Bus cleanliness;
 - Courtesy of bus operators; and
 - Feeling of personal security at bus stops.

Most riders get SamTrans schedule and real time departure information at the SamTrans website or Google maps.

- Google Maps was selected by a third of riders (37%) as the place that they would most likely go to get SamTrans schedule and real time update information.
- Two in ten riders (22%) said they get scheduled information from The SamTrans website (www.samtrans.com).
- Just over one in ten (15%) would use the SamTrans Mobile App.
- Notably, (12%) get their information from the printed timetable.

Social media is the main news source for nearly half (44%) of riders. Television news was cited by another one-third (39%) of riders.

- Websites (19%), mobile app (17%), and the newspaper (12%) were the next most cited sources local news and events. Radio at 8% was the least cited news source.

Nearly three-quarters (70%) of SamTrans riders have access to a checking account, a savings account, or a credit card.

- Respondents making \$75,000 or more annually (87%) were much more likely to have an account than those making less than \$25,000 annually (64%).

SamTrans riders speak a multitude of languages in addition to English.

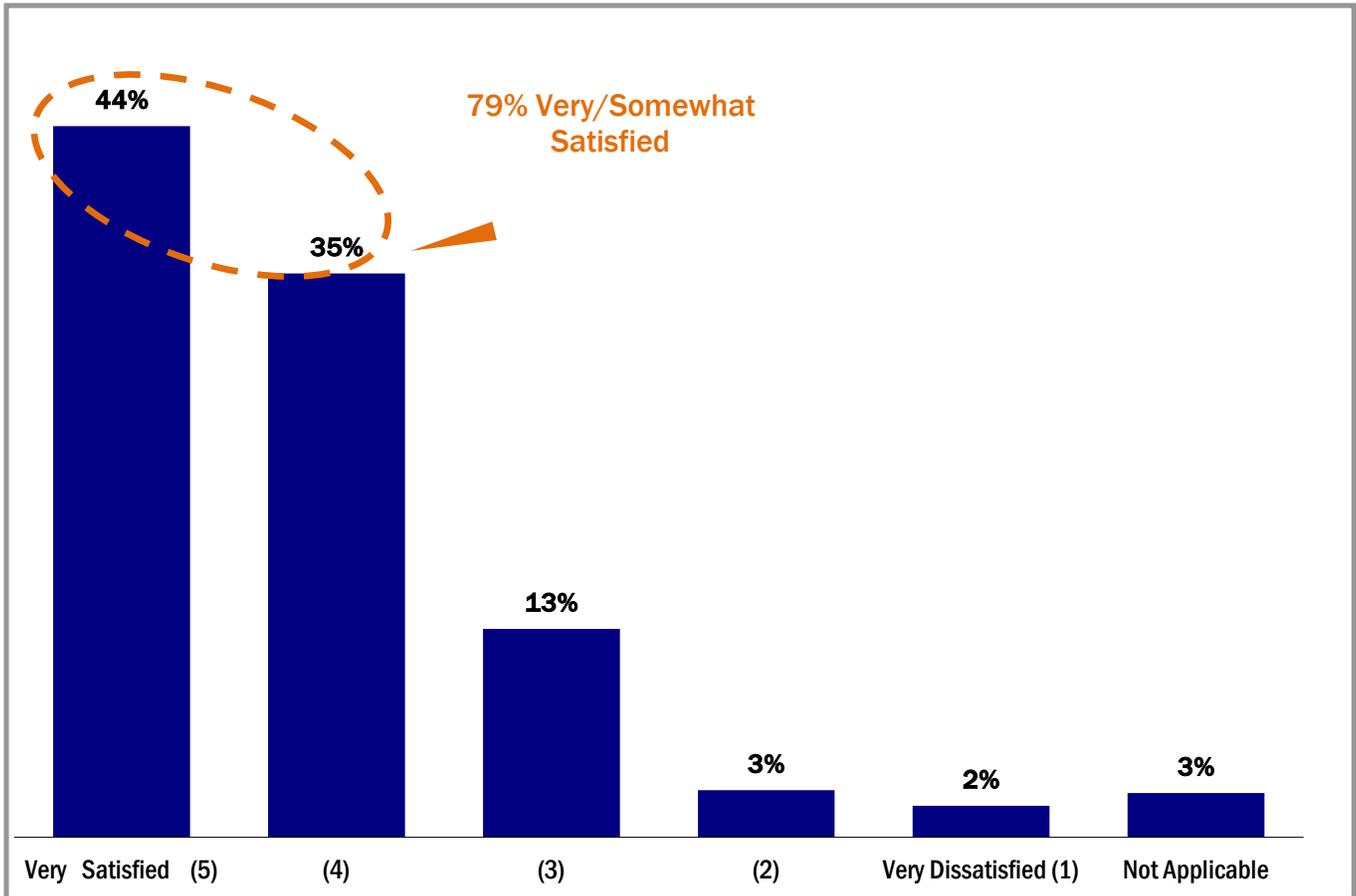
- Respondents reported 45 different languages when asked what languages were spoken at home.
- English (75%), Spanish (37%), and Tagalog (16%) are the top languages spoken at home by SamTrans riders, followed by Cantonese (4%) and Mandarin (3%).

CHARTS – KEY FINDINGS

OVERALL SATISFACTION

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

11M. Overall experience with SamTrans?



Base: Total (2,369)

(See Statistical Table 11M)

OVERALL SATISFACTION – SUB-GROUP MEAN SCORE RATINGS

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

11M. Overall experience with SamTrans?

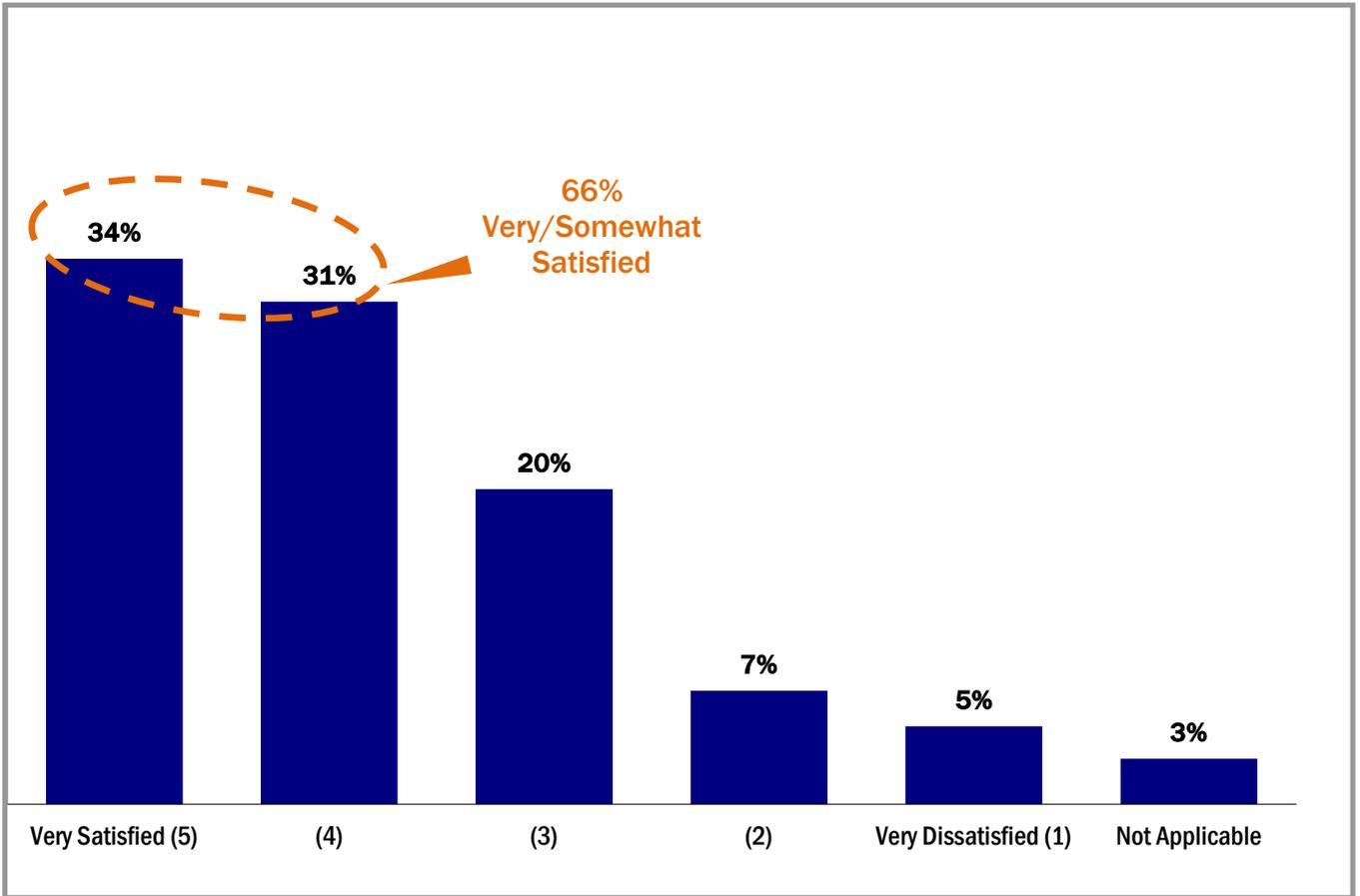
Satisfaction Rating by...	Mean Score (5 point scale)
Total (n = 2,369)	▼ 4.20
<u>Ridership Segment</u>	
Weekday Peak (n = 1,119)	4.18
Weekday Off-Peak (n = 1,034)	4.20
Weekend (n = 216)	4.32
<u>Language of Questionnaire</u>	
English (n = 1,964)	4.20
Spanish (n = 369)	4.25
Spanish (n = 36)	4.19
<u>How Long Riding SamTrans</u>	
Less than 1 year (n = 588)	4.20
1 – 3 years (n = 500)	4.16
More than 3 years (n = 1,245)	4.23

(See Statistical Table 11M)

ON-TIME PERFORMANCE

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

11G. On-Time Performance?



Base: Total (2,369)

(See Statistical Table 11G)

RATING OF SERVICE ATTRIBUTES (MEAN SCORES)

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

	<u>Mean Score</u> (5 point scale)
▶ OVERALL EXPERIENCE WITH SAMTRANS....	4.20 ◀
Courtesy of Bus Operators.....	4.25
Value for the Money.....	4.22
Feeling of Personal Safety on Bus.....	4.20
Cleanliness of Bus.....	4.18
Routes Go Where I Want to Go.....	4.16
Helpfulness/Courtesy of Customer Service ...	4.09
Feeling of Personal Safety at Bus Stops.....	4.02
Communication of Route Changes.....	3.93
Availability of Information on the Bus.....	3.91
Real-Time Departure Prediction.....	3.81
On-Time Performance.....	3.85
Frequency (how often buses run).....	3.76

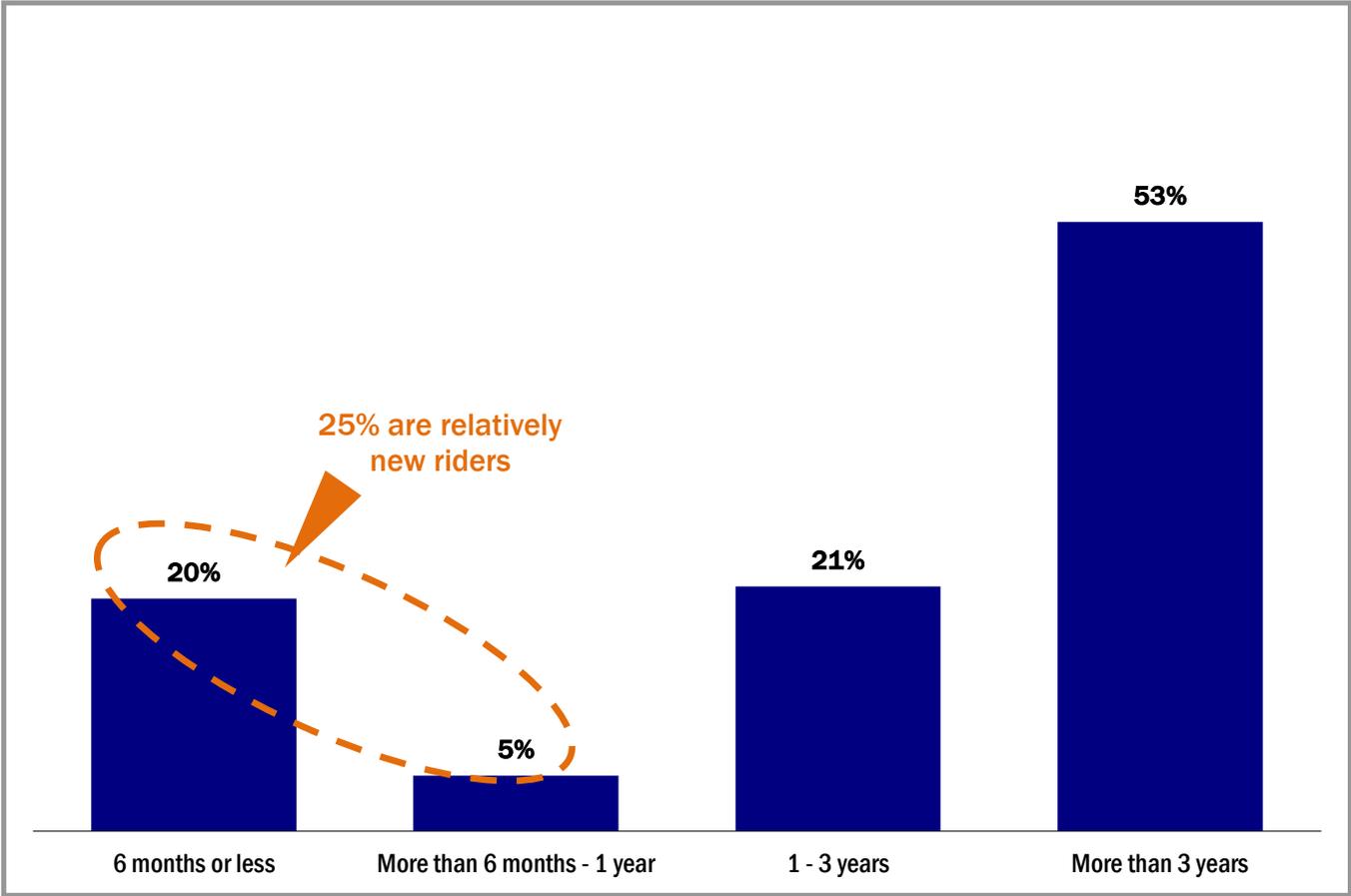
Base: Total (2,369)

(See Statistical Tables 11A-11M)

Note: Mean score based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

RIDERSHIP TENURE

1. How long have you been riding SamTrans?

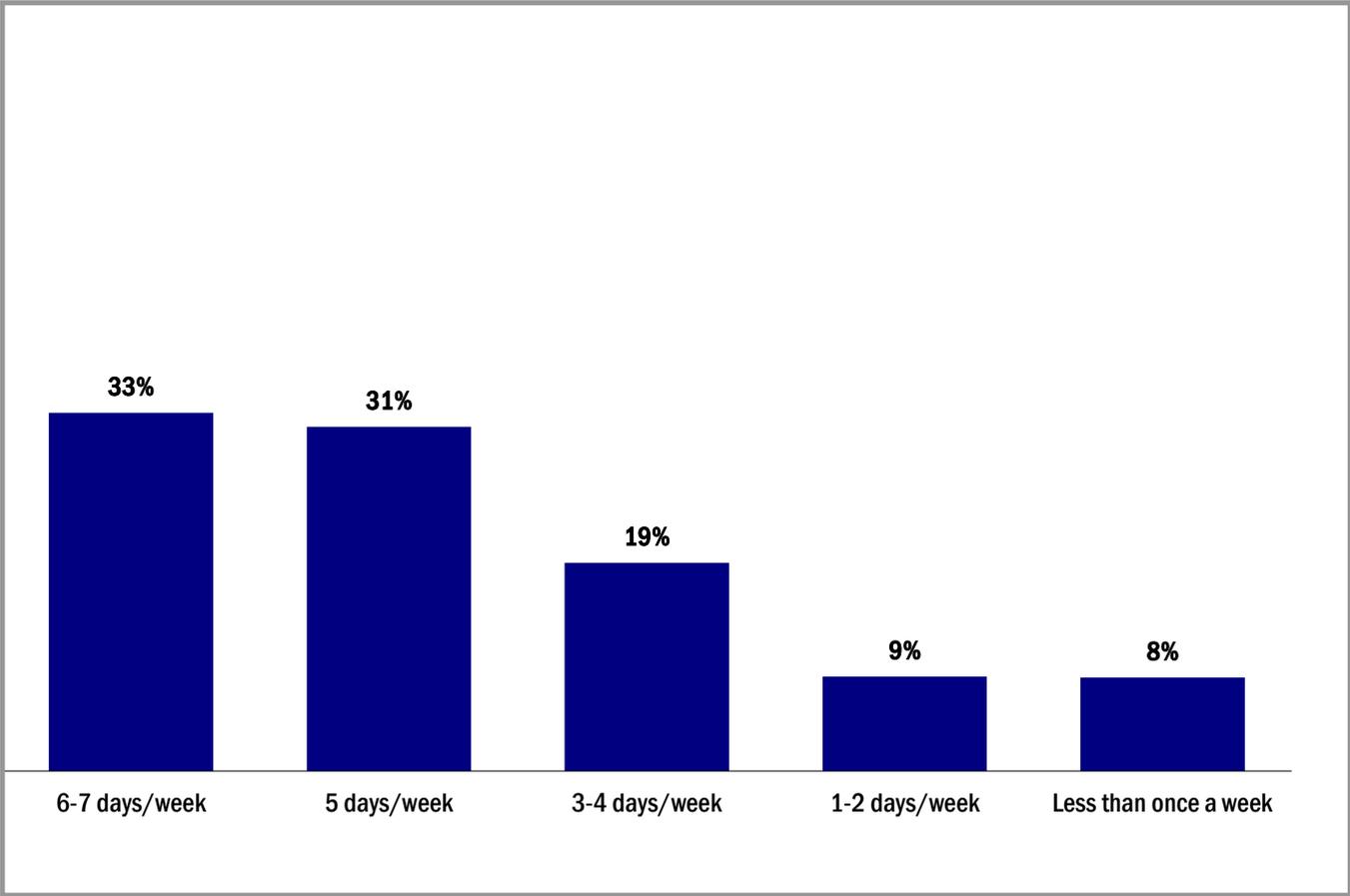


Base: Total (2,369)

(See Statistical Table Q1)

FREQUENCY OF RIDING SAMTRANS

2. How often do you usually ride SamTrans?

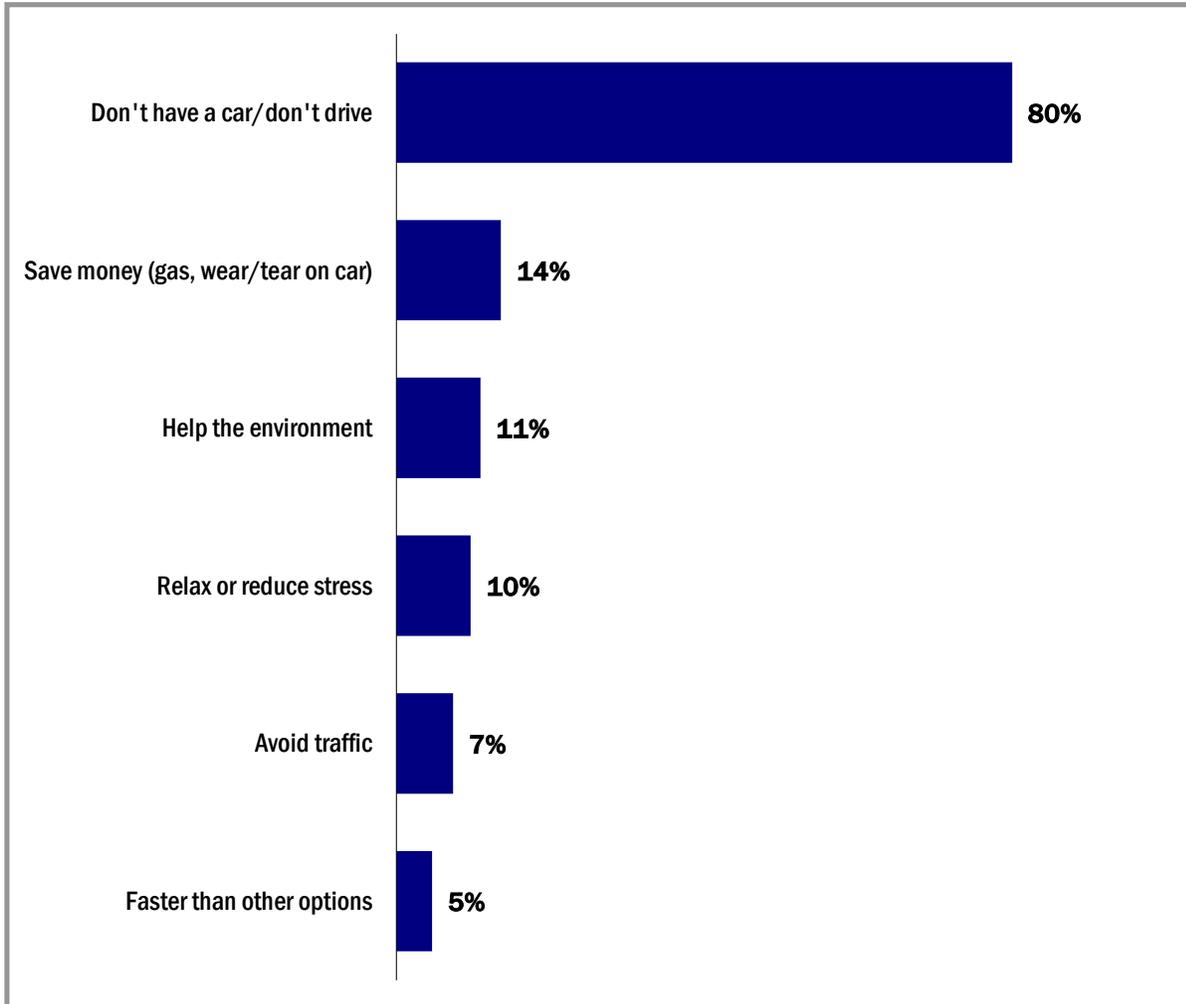


Base: Total (2.369)

(See Statistical Table Q2)

REASONS FOR RIDING SAMTRANS

3. What is your main reason for riding SamTrans? [multiple responses accepted]



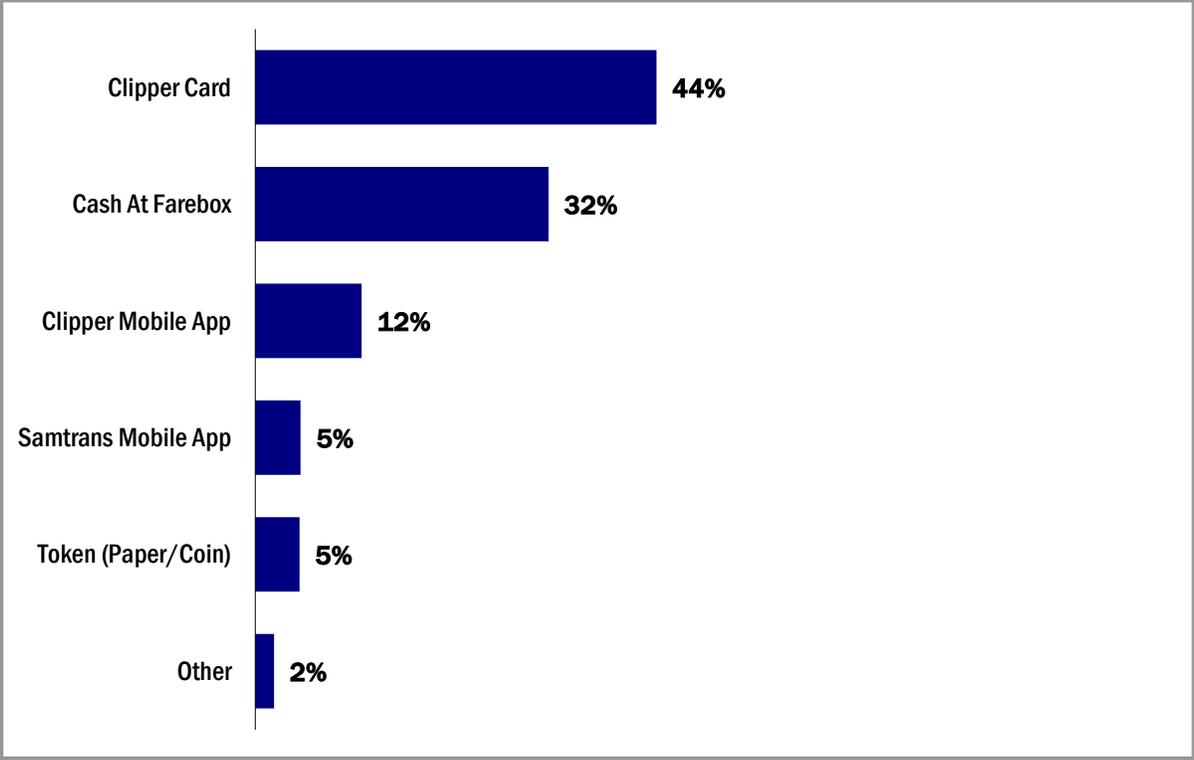
Only the top responses provided by 5% or more of respondents are shown above; see tables for a complete list.

Base: Total (2,369)

(See Statistical Table Q3)

PAYMENT TYPE

5. How did you pay for this bus trip?

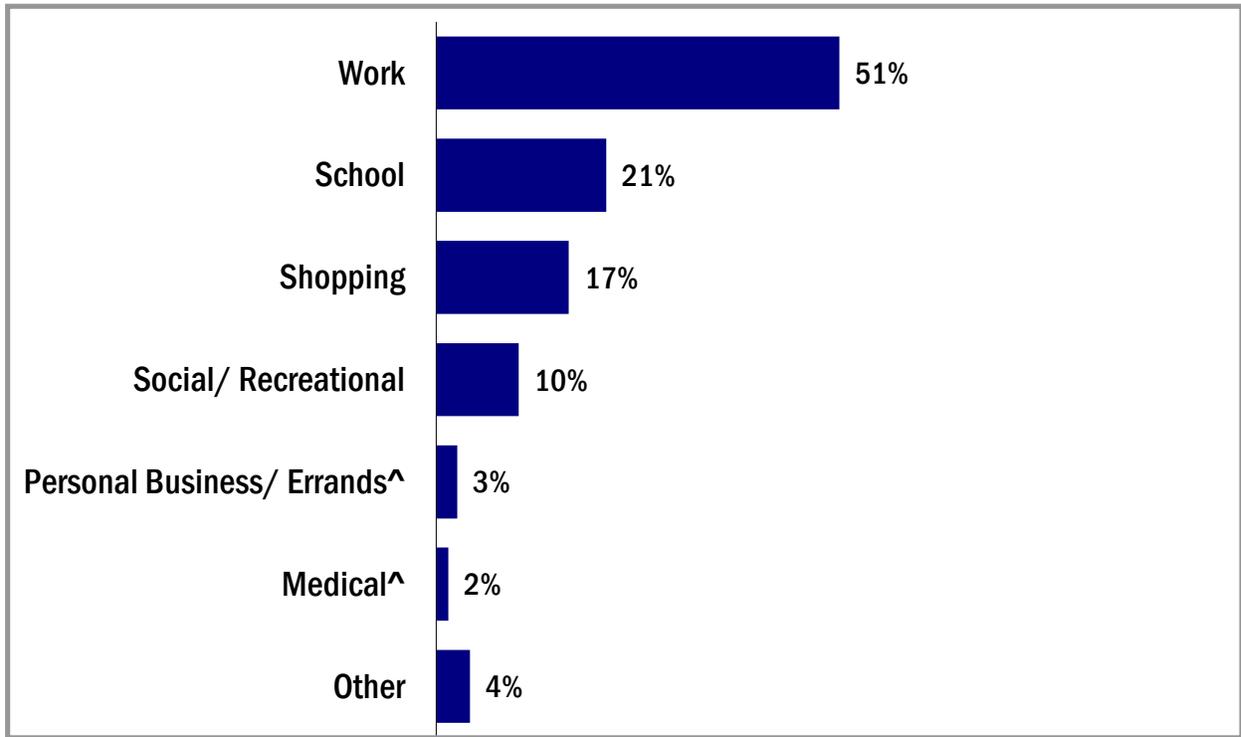


Base: Total (2,369)

(See Statistical Table Q5)

PURPOSE OF TRIP

7. What is the main purpose of your trip today?



Multiple responses accepted

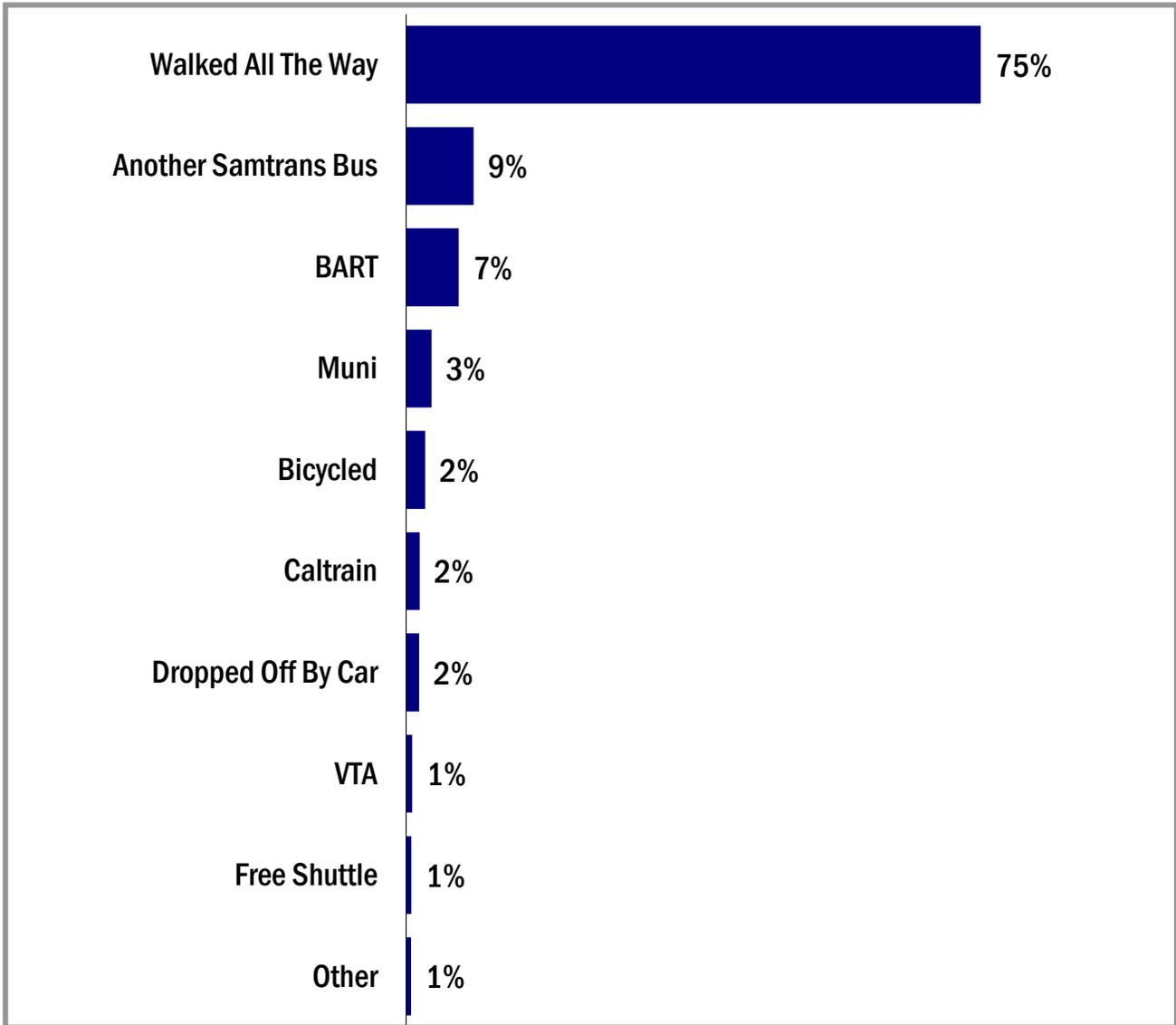
^Response was not listed on the survey instrument but was written in by respondents

Base: Total (2,369)

(See Statistical Table Q7)

ACCESS

8a. How did you get to the bus stop where you BOARDED this bus?



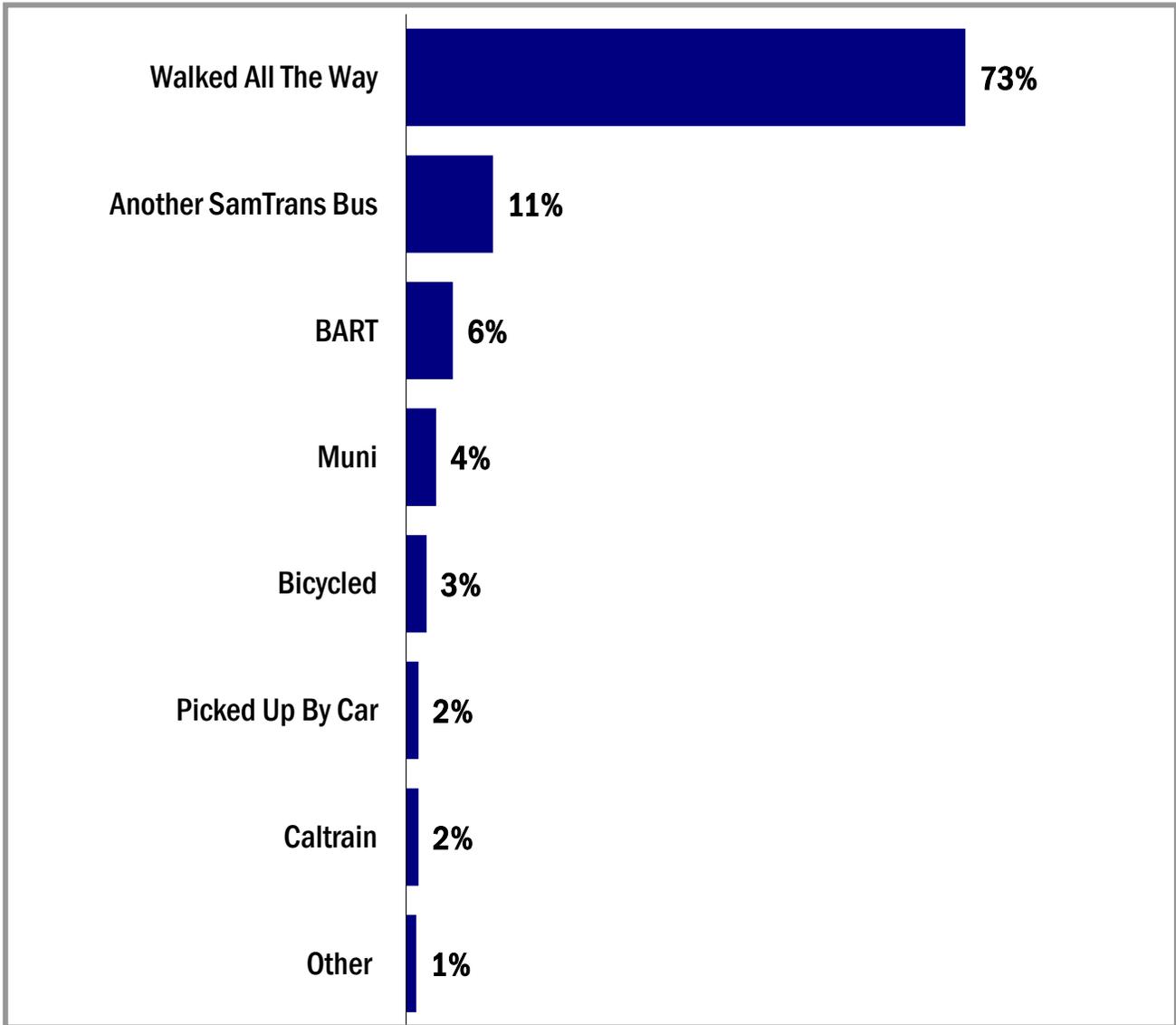
Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q8a)

EGRESS

8b. How will you get from this bus to your final destination?



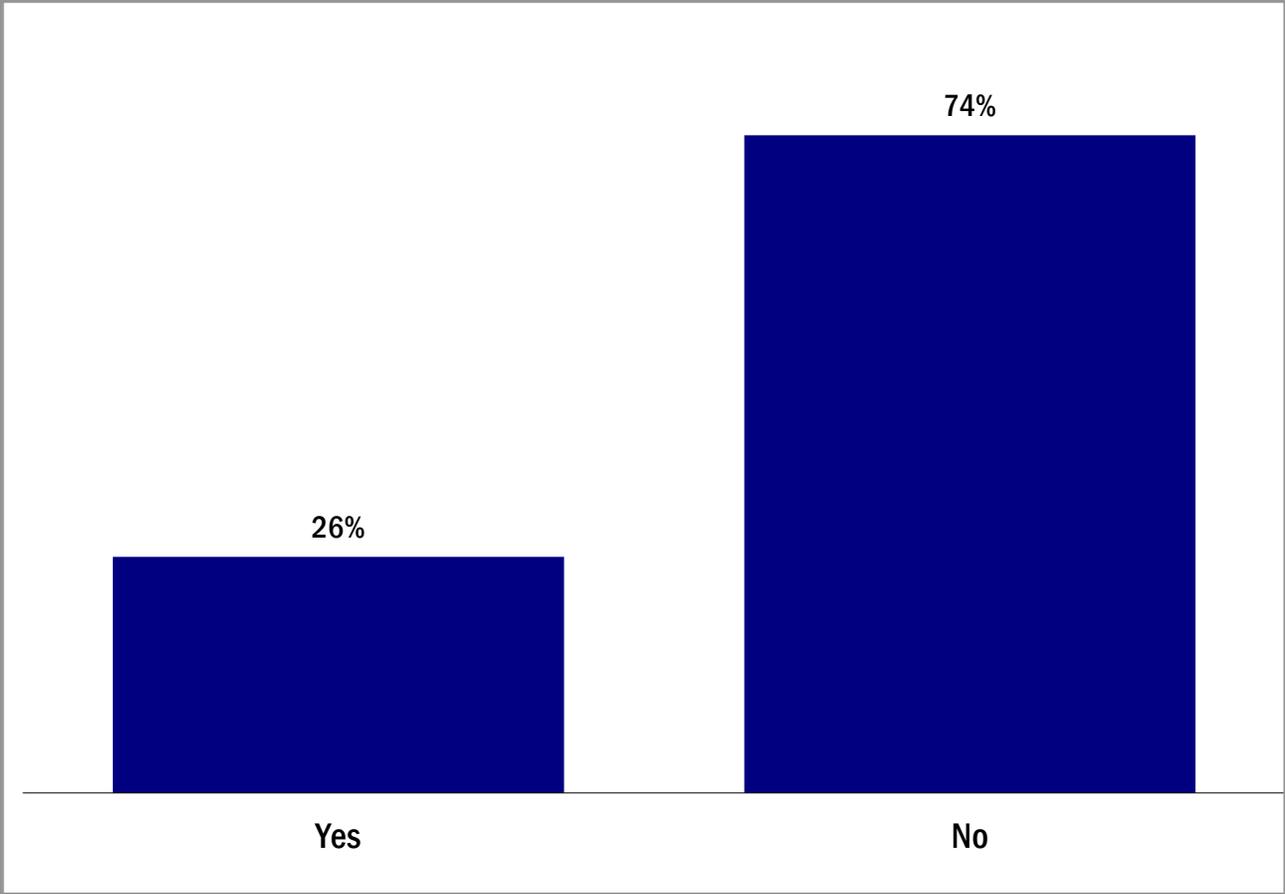
Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q8b)

ACCESS TO A CAR

12. Do you own or have access to a car?

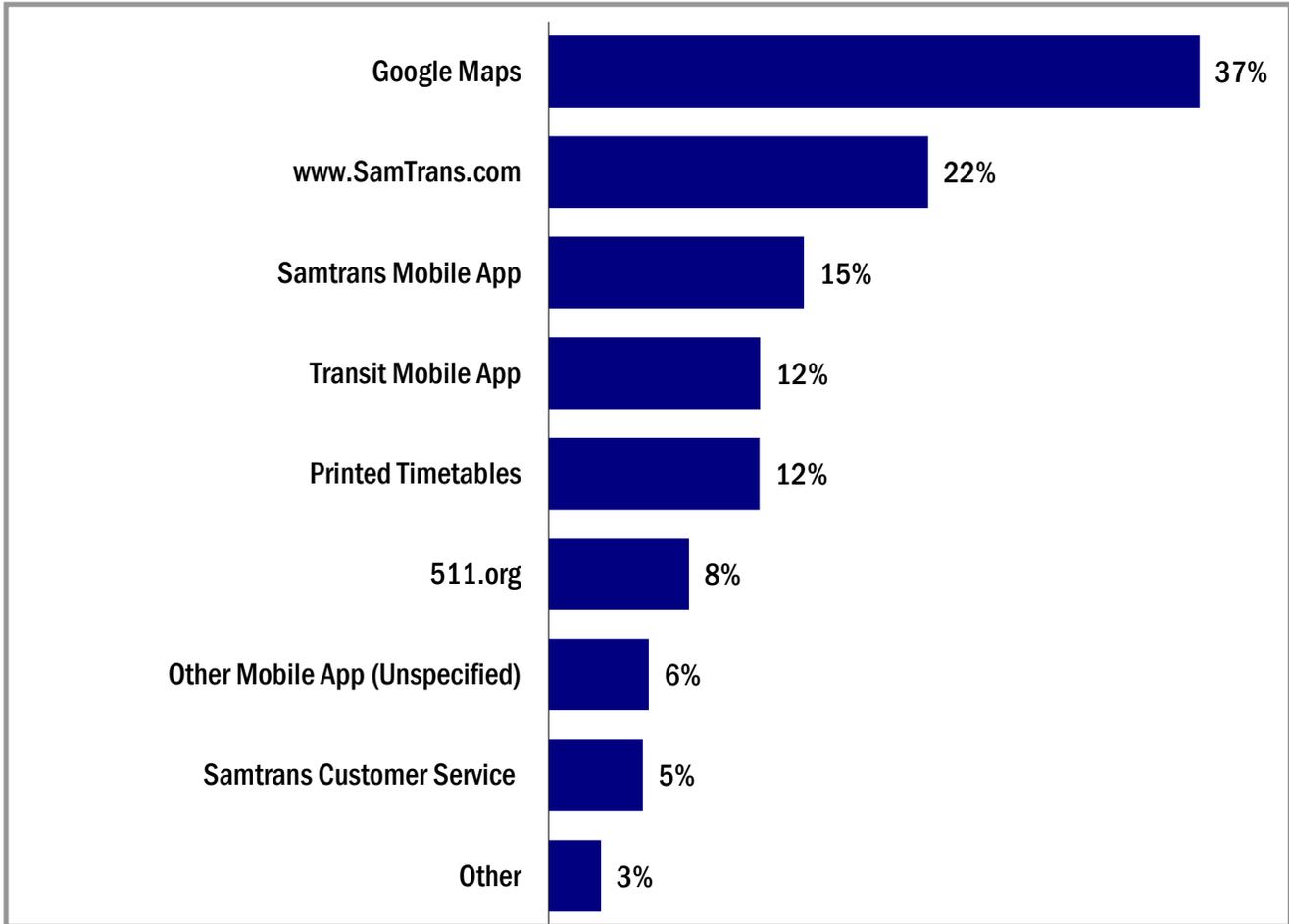


Base: Total (2,369)

(See Statistical Table Q12)

SOURCES FOR SAMTRANS INFORMATION

26. Where do you access the bus schedule and real-time departure?



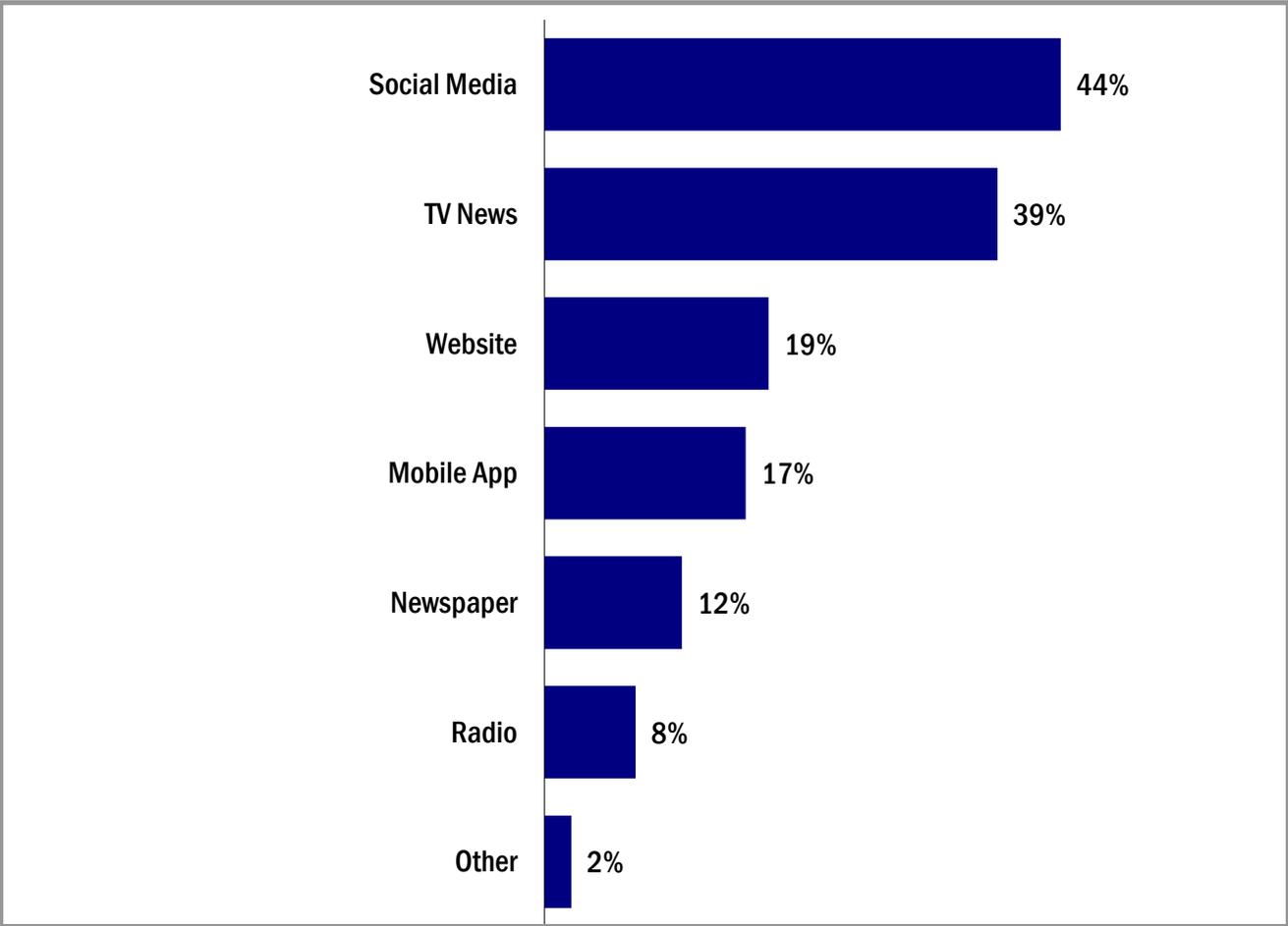
Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q26)

SOURCES FOR LOCAL NEWS AND EVENTS

27. What is your main source for local news and events?



Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q27)

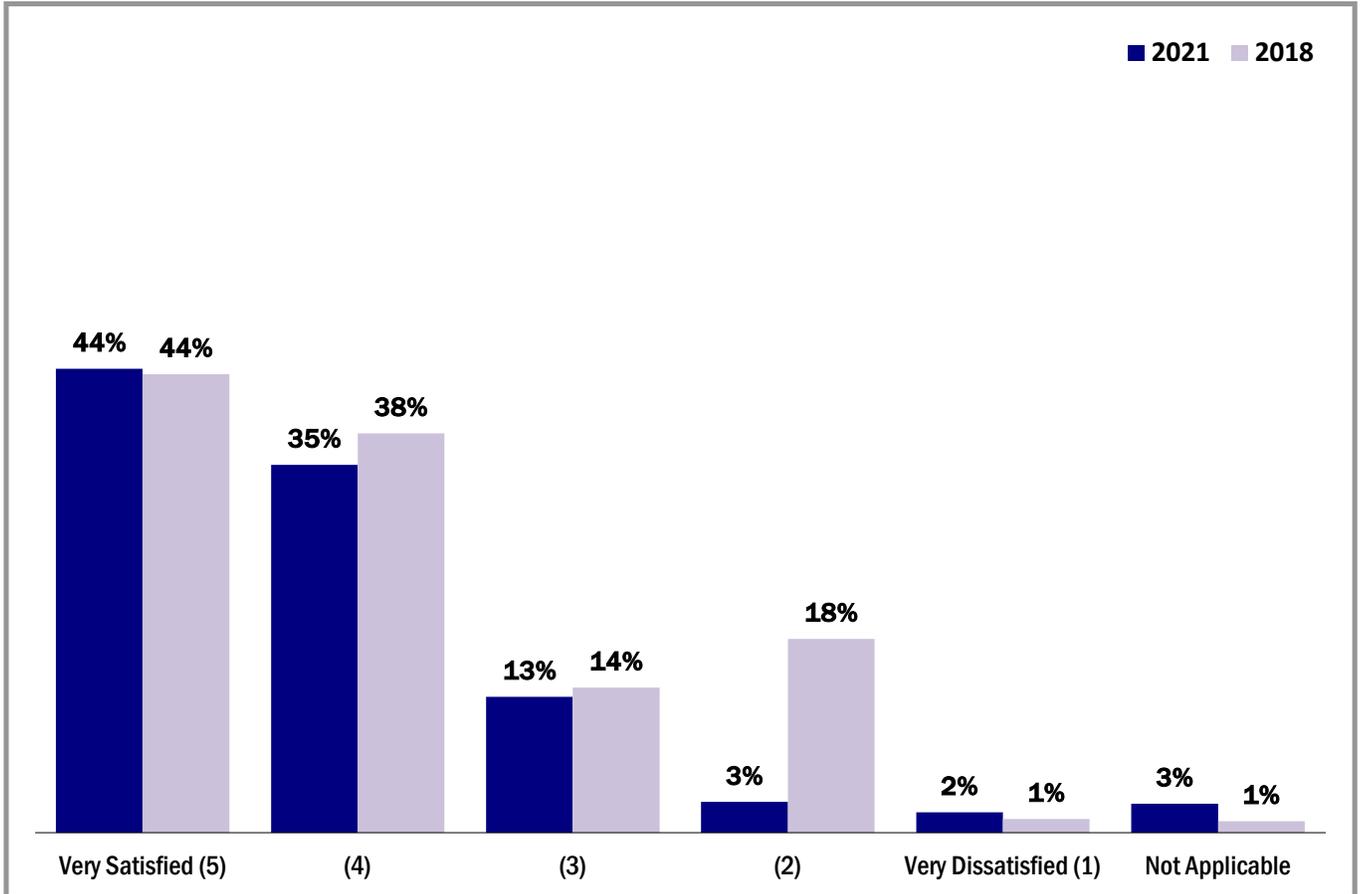
SATISFACTION RATINGS COMPARISON 2021 vs. 2018

OVERALL SATISFACTION

2021 vs. 2018

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 1= Very Dissatisfied and 5 = Very Satisfied.

10L. Overall experience with SamTrans?



Base: Total (2,369)

(See Statistical Table Q11M)

RATING OF SERVICE ATTRIBUTES (MEAN SCORES)

2021 vs. 2018

(Changes in grey not statistically significant)

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 1= Very Dissatisfied and 5 = Very Satisfied.

	2021	2018	Change
Overall Experience with SamTrans	4.20	4.23	-0.03
Availability Of Information on Buses	3.91	4.22	-0.31
Helpfulness/Courtesy of Customer Service Center (1-800-660-4287)	4.09	4.21	-0.12
Communication Of Route Changes*	3.93	4.02	-0.09
Feeling Of Personal Safety on The Bus^	4.20	4.28	-0.08
Cleanliness Of Bus**	4.18	4.23	-0.05
Courtesy Of Bus Operators	4.25	4.30	-0.05
Routes Go Where I Want to Go^^	4.16	4.21	-0.05
Real-Time Departure Prediction	3.81	3.85	-0.04
Frequency Of Buses	3.76	3.79	-0.03
On-Time Performance	3.85	3.84	0.01
Value For the Money	4.22	4.20	0.02
Feeling Of Personal Safety at Bus Stops^^^	4.02	-	-

Note: Mean score based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

*In 2018, this was phrased "Communication of Bus Changes"

^In 2018, this was phrased as "Feeling of Personal Security on Bus"

**In 2018 this was phrased as "Cleanliness of Bus Exteriors"

^^In 2018, this was phrased as "Convenience of Routes"

^^^Not asked in 2018

Base: Total (2,369)

(See Statistical Tables Q11A-Q11M)

QUADRANT ANALYSIS

The chart on the next page is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis).

The vertical axis crosses the horizontal axis at the average (mean) performance rating. Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = Very Dissatisfied and 5 = Very Satisfied, so higher ratings on the right side of the Quadrant Chart are better scores and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

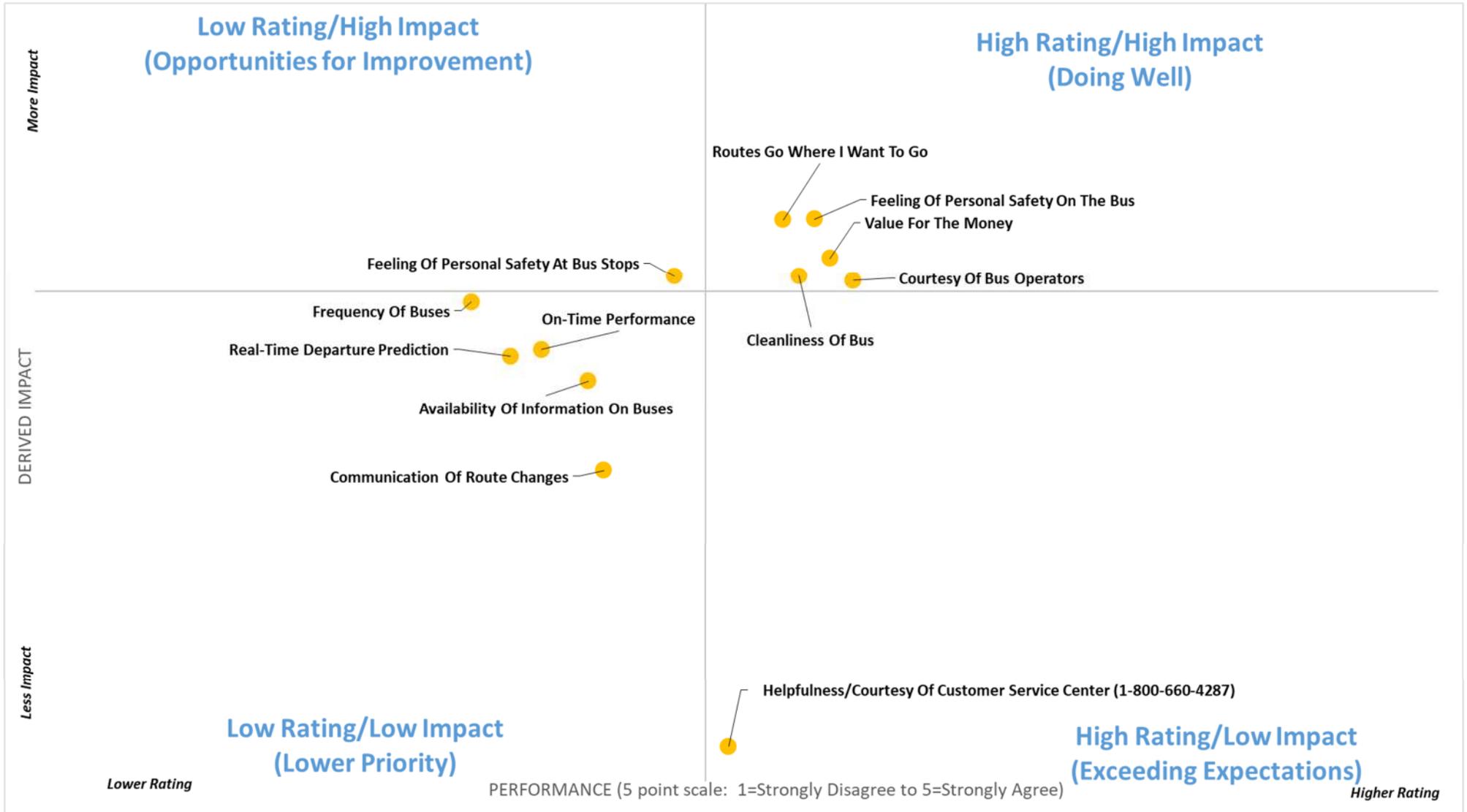
For example, customer ratings of route convenience ("routes going where I want to go") are very strongly correlated with overall satisfaction (i.e., customers that find SamTrans routes go where they want to go tend to be more satisfied overall, and conversely customers that find SamTrans routes do not go where they want to go to be less satisfied overall). On the other hand, customer ratings of helpfulness of the customer service center have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate helpfulness of the customer service center highly, even though they are dissatisfied overall with SamTrans services). Therefore, route convenience is located in the upper part of the chart, while helpfulness of the customer service center is located in the lower part.

Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

The ratings with the greatest impact on overall satisfaction were:

- Routes going where I want to go;
- Feeling of personal safety onboard the bus;
- Value for the money;
- Bus cleanliness;
- Courtesy of bus operators; and
- Feeling of personal security at bus stops.

CUSTOMER SATISFACTION QUADRANT ANALYSIS



DETAILED RESULTS

USAGE OF SAMTRANS

HOW LONG RIDING SAMTRANS

Q1. How long have you been riding SamTrans?

- One quarter of respondents have been riding SamTrans less than one year (25%) – a slight decrease from 2018 and 2015. However, this decrease exclusively comes from those riding 6 months to 1 year.
- Weekday Off-Peak and Weekend riders are more likely to have ridden SamTrans for more than three years.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
6 months or less	20	19	19
More than 6 months but less than 1 year	5	9	8
1 to 3 years	21	22	24
More than 3 years	53	51	49
TOTAL	100	100	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
6 months or less	20	23	18	19
More than 6 months but less than 1 year	5	6	4	6
1 to 3 years	21	23	21	17
More than 3 years	53	49	58	58
TOTAL	100	100	100	100

(See Statistical Table Q1)

HOW OFTEN RIDE

Q2. How often do you usually ride SamTrans?

- Most riders (82%) use SamTrans at least 4 days per week.
- In 2021, Weekday Peak riders are least likely to use SamTrans 6-7 days per week (30%), but most likely to use SamTrans 5 days a week (37%).

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
6-7 days/week	33	34	33
5 days/week	31	32	32
4 days/week	18	10	10
3 days/week	1	8	9
2 days/week	6	6	6
1 day/week	3	2	3
1-3 days/month	4	4	4
Less than once a month	5	4	4
TOTAL	100	100	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
6-7 days/week	33	30	35	35
5 days/week	31	37	28	20
4 days/week	18	18	17	22
3 days/week	1	1	1	0
2 days/week	6	6	6	5
1 day/week	3	2	3	3
1-3 days/month	4	3	5	6
Less than once a month	5	3	6	9
TOTAL	100	100	100	100

(See Statistical Table Q2)

REASON FOR USING SAMTRANS

Q3. What is your main reason for riding SamTrans?

- Eight of every ten SamTrans riders (80%) said they primarily use SamTrans because they don't have a car or don't drive.
- Other common reasons for using SamTrans include saving money (gas, wear and tear on car) (14%), helping the environment (11%), and the ability to do other things (10%).

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Don't have a car/don't drive	80	76	79
Save money (gas, wear & tear on car)	14	16	15
Help the environment	11	10	8
Ability to do other things	10	6	5
Avoid traffic	7	11	7
Faster than other options	5	6	5
Lack of/cost of parking	4	6	4
Employer helps pay for transit pass	2	3	2
Go to school/work	2	2	1
Other (Unspecified)	1	<1	<1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Don't have a car/don't drive	80	81	81	77
Save money (gas, wear & tear on car)	14	12	14	20
Help the environment	11	11	10	13
Ability to do other things	10	9	11	7
Avoid traffic	7	7	7	11
Faster than other options	5	6	4	3
Lack of/cost of parking	4	4	4	5
Employer helps pay for transit pass	2	2	2	-
Go to school/work	2	3	1	2
Other (Unspecified)	1	1	1	1

(Multiple answers accepted)

(See Statistical Table Q3)

Responses with less than 1% are not shown; for a complete list, see Statistical Tables.

TRIP SPECIFIC INFORMATION

TICKET TYPE

4. What ticket type did you use for this bus trip? *

- While 29% of SamTrans riders use a monthly pass, half (52%) use a one-way ticket (31%) or day pass (21%).
- While weekday peak riders were most likely to use the monthly pass, weekend riders were the most likely to use the one-way ticket (34%) or the day pass (26%).

	2021 Total
Base (All Respondents)	2,369
	(%)
One-Way Ticket	31
Monthly Pass	29
Day Pass	21
Clipper (Unspecified)	14
Way2Go Pass	3
Redi-Wheels	2
Other (Unspecified)	1
TOTAL	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
One-Way Ticket	31	30	32	34
Monthly Pass	29	32	26	26
Day Pass	21	17	23	27
Clipper (Unspecified)	14	16	14	9
Way2Go Pass	3	3	2	3
Other (Unspecified)	2	2	2	
Redi-Wheels	1	0	1	
TOTAL	100	100	100	100

(See Statistical Table Q4)

*Question was not asked in 2018 or 2015.

PAYMENT TYPE

Q5. How did you pay for this bus trip?

Q6. Were you paying your fare the same way two years ago?

- The Clipper Card is the most popular payment type with nearly half (44%) of riders overall using it to pay their fare.
- Notably, one-third of riders (32%) paid their fare with cash.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Clipper Card	44	**	**
Cash at farebox	32	34	41
Clipper Mobile App	12	**	**
SamTrans Mobile App	5	**	**
Token	5	4	5
Paratransit/Senior/Redi Wheels	1	**	**
Other (Unspecified)	1	<1	<1
Clipper Cash value	**	30	22
Clipper Monthly Pass	**	19	17
Paper Monthly Pass	**	4	6
Caltrain Monthly Pass	**	1	1
TOTAL	100	100	100

**Not available on that year's survey.

How did you pay for this bus trip?	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Clipper Card	44	47	42	40
Cash at farebox	32	29	34	39
Clipper Mobile App	12	13	11	11
SamTrans Mobile App	5	5	5	6
Token	5	5	5	3
Paratransit/Senior/Redi Wheels	1	1	2	1
Other (Unspecified)	1	1	1	-
TOTAL	100	100	100	100

Were you paying your fare the same way two years ago?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Yes	56	54	58	58

(See Statistical Table Q5 and Q6)

TRIP PURPOSE

Q7. What is the main purpose of your trip today?

- Half of all respondents were using SamTrans to go to or from work (51%), while 21% said they used SamTrans to go to school.
- Work was the primary trip purpose across all time periods.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Work	51	43	46
School	21	23	29
Shopping	17	13	13
Social/recreational	10	12	13
Personal business/Errands	3	2	2
Medical	2	2	2
Go Home	1	2	-
Church/Temple/Volunteer	<1	1	1
Other (Unspecified)	3	4	1
TOTAL	100	100	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Work	51	48	54	49
School	21	32	14	4
Shopping	17	13	19	26
Social/recreational	10	7	13	17
Personal business/Errands	3	2	4	3
Medical	2	1	2	1
Go Home	1	2	1	1
Church/Temple/Volunteer	<1	-	<1	-
Other (Unspecified)	3	2	3	2
TOTAL	100	100	100	100

(See Statistical Table Q7)

ACCESS AND EGRESS

Q8a. How did you get to the bus stop where you boarded this bus?

Q8b. After you get off this bus, how will you get from the bus stop to your final destination?

- Three-quarters (75%) of riders walked all the way to the bus stop where they boarded the bus, and about the same share of riders (73%) will walk from the end point of their current bus trip to their final destination.
- Those who did not walk to/from their bus stop were most likely to transfer to/from another SamTrans bus or to/from another public transit system – including BART, Muni, Caltrain, VTA, a free shuttle, or Dumbarton Express.

	2021 Access	2021 Egress
Base (All Respondents)	2,369	2,369
	(%)	(%)
Walked All the Way	75	73
Another SamTrans Bus	9	11
BART	7	6
Muni	3	4
Bicycled	2	3
Caltrain	2	2
Dropped Off/Picked up by Car	2	2
VTA	1	<1
Free Shuttle	1	1
Dumbarton Express	<1	<1
Drove Car Alone	<1	<1
Uber, Lyft or Similar	<1	<1
Other (Unspecified)	<1	1

	2021 - ACCESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Walked All the Way	75	76	74	71
Another SamTrans Bus	9	9	8	11
BART	7	7	7	7
Muni	3	3	3	6
Bicycled	2	2	3	2
Caltrain	2	2	1	3
Dropped Off/Picked up by Car	2	2	2	1
VTA	1	1	1	-
Free Shuttle	1	1	<1	1
Dumbarton Express	<1	<1	<1	-
Drove Car Alone	<1	<1	-	-
Uber, Lyft or Similar	<1	<1	-	-
Other (Unspecified)	<1	<1	<1	1

	2021 - EGRESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Walked All the Way	73	75	70	73
Another SamTrans Bus	11	10	13	9
BART	6	5	7	7
Muni	4	3	4	6
Bicycled	3	2	3	3
Picked Up by Car	2	2	1	-
Caltrain	2	1	2	2
Free Shuttle	1	1	1	1
VTA	0	<1	<1	-
Drove Car Alone	0	<1	<1	-
Uber, Lyft or Similar	0	<1	<1	-
Dumbarton Express	0	<1	-	-
Other (Unspecified)	1	1	1	-

(Multiple answers accepted)

(See Statistical Tables 8A & 8B)

NUMBER OF SAMTRANS BUSES USED*

Q9. Including this bus, how many total SamTrans buses will you ride to make this one-way trip?

- More than half of riders (60%) use one bus for their trip.
- However, 40% use 2 or more buses for their trip. This share has not changed significantly when comparing the 2021 and 2018 studies.
- Those using 3 buses or more are more likely to have used SamTrans three or more years; more likely to use SamTrans five or more days per week; and also tend to be lower income.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
One (1) bus	60	62	57
Two (2) buses	30	29	32
Three (3) buses	5	6	7
Four or more (4+) buses	4	4	4
TOTAL	100	100	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
One (1) bus	60	65	57	56
Two (2) buses	30	27	34	33
Three (3) buses	5	5	5	5
Four or more (4+) buses	4	3	5	7
TOTAL	100	100	100	100

* The percentage using multiple SamTrans buses may be inflated somewhat. Some respondents may be indicated the number of SamTrans buses for the full day rather than for “this one-way” trip.

(See Statistical Table Q9)

COMING FROM HOME

Q10. Are you coming from home on this trip?

- Half of riders (54%) are coming from home

	2021 Total
Base (All Respondents)	2,369
	(%)
Yes	54
No	46
TOTAL	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Yes	54	52	54	68
No	46	49	46	32
TOTAL	100	100	100	100

(See Statistical Table Q10)

SATISFACTION RATINGS

RATING OF SERVICE ATTRIBUTES

Q11. Please let us know how well SamTrans is meeting your needs by rating each item below.

- Riders rated SamTrans service overall an average of 4.20 out of 5.00 in 2021 (with 5 being “very satisfied” and 1 being “very dissatisfied”), while this is slightly lower than the 4.23 average in 2019, this difference is not statistically significant.
- No increases from 2018 attribute scores were statistically significant. The attributes with statistically significant decreases were “Availability of Information on Buses” (-0.31), “Helpfulness/Courtesy of Customer Service Center” (-0.12), “Communication of Route Changes” (-0.09), “Feeling of Personal Safety on The Bus” (-0.08), and “Cleanliness of Bus” (-0.05)

	2021			
	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
Base (All Respondents): 2,369				
	(5-point scale)	(%)	(%)	(%)
Overall experience with SamTrans	4.20	79	5	16
Courtesy Of Bus Operators	4.25	78	6	17
Value For the Money	4.22	77	7	16
Feeling Of Personal Safety on The Bus	4.20	78	7	15
Cleanliness Of Bus	4.18	76	6	18
Routes Go Where I Want to Go	4.16	76	8	16
Helpfulness/Courtesy of Customer Service	4.09	51	7	42
Feeling Of Personal Safety at Bus Stops	4.02	70	8	22
Communication Of Route Changes	3.93	61	10	28
Availability Of Information on Buses	3.91	65	12	23
On-Time Performance	3.85	66	12	23
Real-Time Departure Prediction	3.81	62	13	25
Frequency Of Buses	3.76	60	15	25

(See Statistical Tables Q11A-Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

Survey Attributes – 2021 vs. 2018

Change is statistically significant

(5-point scale)	2021	2018	Change
Base (All Respondents)	2,369	4,229	
Overall experience with SamTrans	4.20	4.23	-0.03
Availability Of Information on Buses	3.91	4.22	-0.31
Helpfulness/Courtesy of Customer Service	4.09	4.21	-0.12
Communication Of Route Changes*	3.93	4.02	-0.09
Feeling Of Personal Safety on The Bus^	4.20	4.28	-0.08
Cleanliness Of Bus**	4.18	4.23	-0.05
Courtesy Of Bus Operators	4.25	4.30	-0.05
Routes Go Where I Want to Go^^	4.16	4.21	-0.05
Real-Time Departure Prediction	3.81	3.85	-0.04
Frequency Of Buses	3.76	3.79	-0.03
On-Time Performance	3.85	3.84	0.01
Value For the Money	4.22	4.20	0.02
Feeling Of Personal Safety at Bus Stops^^^	4.02	-	-

Survey Attributes – Home Location of Riders

(5-point scale)	Mean Score by Home Location of Riders (2021)					
	Overall Mean	San Mateo County	San Francisco County	Santa Clara County	East Bay Region	North Bay Region
Base (All Respondents)	2,369	1,517	187	22	42	2**
Overall experience with SamTrans	4.20	4.20	4.18	4.62	4.27	5.00
Courtesy Of Bus Operators	4.25	4.26	4.27	4.48	4.15	4.49
Value For the Money	4.22	4.23	4.12	4.62	4.39	4.51
Feeling Of Personal Safety on The Bus	4.20	4.21	4.16	4.59	4.08	4.51
Cleanliness Of Bus	4.18	4.18	4.19	4.48	4.29	4.51
Routes Go Where I Want to Go	4.16	4.18	4.04	4.22	4.14	4.49
Helpfulness/Courtesy of Customer Service	4.09	4.09	3.96	4.76	4.18	-
Feeling Of Personal Safety at Bus Stops	4.02	4.03	3.96	4.27	3.88	4.49
Communication Of Route Changes	3.93	3.96	3.72	4.24	3.96	4.51
Availability Of Information on Buses	3.91	3.93	3.86	3.87	3.95	3.51
On-Time Performance	3.85	3.85	3.86	4.05	3.94	3.49
Real-Time Departure Prediction	3.81	3.81	3.77	4.16	4.03	4.51
Frequency Of Buses	3.76	3.80	3.52	3.76	3.65	4.49

(See Statistical Tables Q11A-Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

*In 2018, this was phrased “Communication of Bus Changes”

^In 2018, this was phrased as “Feeling of Personal Security on Bus”

**In 2018 this was phrased as “Cleanliness of Bus Exteriors”

^^In 2018, this was phrased as “Convenience of Routes”

^^^Not asked in 2018

** Caution: Extremely Low Base

Survey Attributes - Language of Questionnaire

Mean Score by Language of Questionnaire (2021)				
(5-point scale)	Overall Mean	English	Spanish	Chinese
Base (All Respondents)	2,369	1,964	369	36
Overall experience with SamTrans	4.20	4.20	4.25	4.19
Courtesy Of Bus Operators	4.25	4.24	4.25	4.59
Value For the Money	4.22	4.22	4.20	4.38
Feeling Of Personal Safety on The Bus	4.20	4.18	4.30	4.45
Cleanliness Of Bus	4.18	4.16	4.31	4.30
Routes Go Where I Want to Go	4.16	4.16	4.16	4.14
Helpfulness/Courtesy of Customer Service	4.09	4.09	4.07	3.96
Feeling Of Personal Safety at Bus Stops	4.02	4.02	4.05	4.31
Communication Of Route Changes	3.93	3.90	4.09	4.04
Availability Of Information on Buses	3.91	3.88	4.07	4.23
On-Time Performance	3.85	3.85	3.89	3.77
Real-Time Departure Prediction	3.81	3.79	3.95	3.81
Frequency Of Buses	3.76	3.75	3.84	3.75

Survey Attributes – Geographic Region of Routes

Mean Score by Geographic Region of Route (2018)						
(5-point scale)	Overall Mean	Northern Routes	Central Routes	Southern Routes	Coastal Routes	Multiple Regions
Base (All Respondents)	2,369	842	222	187	93	1,025
Overall experience with SamTrans	4.20	4.21	4.13	4.27	4.20	4.20
Courtesy Of Bus Operators	4.25	4.29	4.21	4.26	4.28	4.21
Value For the Money	4.22	4.15	4.13	4.22	4.31	4.29
Feeling Of Personal Safety on The Bus	4.20	4.20	4.22	4.19	4.36	4.18
Cleanliness Of Bus	4.18	4.25	4.18	4.12	4.18	4.15
Routes Go Where I Want to Go	4.16	4.12	4.08	4.18	4.39	4.18
Helpfulness/Courtesy of Customer Service	4.09	4.05	3.88	4.19	4.32	4.12
Feeling Of Personal Safety at Bus Stops	4.02	4.05	4.10	4.02	4.10	3.98
Communication Of Route Changes	3.93	3.90	3.73	3.96	3.91	3.98
Availability Of Information on Buses	3.91	3.91	3.75	3.96	4.00	3.93
On-Time Performance	3.85	3.96	3.82	3.77	4.01	3.77
Real-Time Departure Prediction	3.81	3.89	3.69	3.67	3.85	3.80
Frequency Of Buses	3.76	3.84	3.60	3.82	3.71	3.74

(See Statistical Tables Q11A-Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

Northern routes are 24, 28, 35, 49, 112, 120, 121, 122, 130, 140, 141

Central routes are 56, 57, 60, 61, 62, 95, 250, 251, 256, 260, 270, 275, 278, 295

South routes are 81, 87, 280, 281, 286, 296

Coastal routes are 14, 17, 18, 110, FLXP

Multiple Region routes are 292, 294, 397, 398, ECR, FCX, SFO

OVERALL SATISFACTION WITH SAMTRANS

Q10L. Overall experience with SamTrans

- Overall, 79% of SamTrans riders are satisfied with their experience on the system, rating their satisfaction a “4” or “5” (out of 5.00).
- Weekend riders were more satisfied (4.32) than Weekday Peak (4.18) and Weekday Off-Peak (4.20).

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
(5) Very satisfied	44	44	39
(4)	35	38	35
(3)	13	14	12
(2)	3	2	2
(1) Very dissatisfied	2	1	1
Not Applicable	3	1	1
	100	100	100
Recap:			
Satisfied (4 or 5)	79	82	73
Neutral (3)	13	14	12
Dissatisfied (1 or 2)	5	3	3
Mean	4.20	4.23	4.23

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
(5) Very satisfied	44	43	44	51
(4)	35	35	37	30
(3)	13	14	12	13
(2)	3	3	3	1
(1) Very dissatisfied	2	2	2	1
Not Applicable	3	3	3	3
	100	100	100	100
Mean	4.20	4.18	4.20	4.32

(See Statistical Table Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

OVERALL SATISFACTION WITH SAMTRANS – BY SUB-GROUPS

	BASE	MEAN	VERY SATISFIED	SATISFIED	DISSATISFIED	NEUTRAL/NA
	#	5-PT SCALE	(5) %	(4) %	(1 OR 2) %	%
TOTAL	2,369	4.20	44	35	6	16
BY RIDERSHIP SEGMENT						
WEEKDAY PEAK	1,119	4.18	43	35	6	16
WEEKDAY OFF-PEAK	1,034	4.20	44	37	5	15
WEEKEND	216	4.32	51	30	4	16
BY USE OF SAMTRANS						
5+ DAYS/WEEK	1,474	4.20	45	35	6	15
3-4 DAYS/WEEK	437	4.18	43	36	5	16
1-2 DAYS/WEEK	198	4.12	39	38	3	19
LESS THAN 1/WEEK	196	4.39	53	28	8	16
BY HOW LONG RIDING SAMTRANS						
LESS THAN ONE YEAR	588	4.20	43	38	6	15
1 TO 3 YEARS	500	4.16	41	38	5	16
MORE THAN 3 YEARS	1,245	4.23	46	33	5	16
BY TRIP PURPOSE						
WORK/SCHOOL	1,641	4.15	43	35	6	16
OTHER	814	4.30	49	33	4	14
BY ACCESS TO A VEHICLE						
YES	545	4.18	42	40	4	14
NO	1,517	4.22	45	34	6	16
GENDER						
MALE	1,068	4.21	45	37	5	13
FEMALE	1,036	4.21	44	35	5	17
OTHER/REFUSED	265	4.11	41	28	11	25
BY GEOGRAPHIC REGION OF ROUTE						
NORTH	842	4.21	45	36	6	14
CENTRAL	222	4.13	39	41	5	14
SOUTH	187	4.27	45	35	6	17
COASTAL	93	4.20	41	40	6	14
MULTIPLE REGIONS	1,025	4.20	45	33	6	17
BY LANGUAGE OF QUESTIONNAIRE						
ENGLISH	1,964	4.20	43	37	5	15
SPANISH	369	4.25	52	21	8	21
CHINESE	36	4.19	51	26	3	16

	BASE #	MEAN 5-PT SCALE	VERY SATISFIED (5) %	SATISFIED (4) %	DISSATISFIED (1 OR 2) %	NEUTRAL/NA %
Total	2,369	4.20	44	35	6	16
By Number Of Buses						
1 Buses	1,390	4.18	43	37	5	15
2 Buses	701	4.24	47	34	5	15
3 Or More Buses	210	4.22	48	28	9	18
By Age						
13 To 17	529	4.20	43	38	5	14
18 To 24	233	4.09	34	45	4	17
25 To 34	299	4.19	45	34	4	17
35 To 44	241	4.30	52	28	4	16
45 To 54	282	4.19	41	39	4	15
55 To 64	283	4.12	42	36	7	15
65 And Older	284	4.40	57	26	4	12
By Income						
Under \$10,000	355	4.24	52	25	7	15
\$10,000 To \$24,999	337	4.36	54	28	2	16
\$25,000 To \$49,999	491	4.22	44	37	3	16
\$50,000 To \$74,999	229	4.15	39	41	4	16
\$75,000 To \$99,999	101	4.14	40	44	6	11
\$100,000 To \$124,999	85	4.19	42	42	5	11
\$125,000 To \$149,999	45	3.81	25	44	13	18
\$150,000 And Over	97	4.09	33	45	4	18
Checking/Savings Account Or Credit Card						
Yes	1,441	4.23	43	39	4	14
No	606	4.22	48	28	8	18
By Fare Payment						
Clipper Mobile App	257	4.23	46	36	4	14
SamTrans Mobile App	110	4.36	53	33	3	11
Clipper Card	969	4.14	39	40	5	17
Cash At Farebox	708	4.27	50	31	5	15
Token	107	4.24	49	35	6	10
Other	218	4.12	43	28	6	23

(See Statistical Table Q11M)

COMMUNICATION

ACCESS TO THE INTERNET

Q25. Where do you access the Internet?

- Over half of respondents access the internet either at home (58%) or through their mobile phone (58%). Only 8% of respondents indicated they have no access to the Internet at all.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Home	58	51	45
Cell/mobile	58	64	54
Work	19	20	13
I do not have access to the Internet	8	8	10
School, Library, or other public area	8	6	9
Other mobile device	8	4	7
Other	1	<1	<1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Home	58	62	54	60
Cell/mobile	58	59	58	53
Work	19	20	18	20
I do not have access to the Internet	8	7	9	6
School, Library, or other public area	8	9	7	4
Other mobile device	8	8	7	8
Other	1	1	1	1

(Multiple answers accepted)

(See Statistical Table Q25)

SOURCES FOR SAMTRANS INFORMATION

Q26. Where do you access the bus schedule and real-time departure information? (Multiple responses accepted) *

- Riders are most likely to get bus schedule and real-time departure information from the Google Maps (37%), the SamTrans website (22%), and the SamTrans Mobile App (15%)

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Google maps	37	23	17
www.SamTrans.com	22	30	39
SamTrans Mobile App	15	9	-
Transit Mobile App	12	-	-
Printed Timetable	12	20	39
511	8	13	18
Other mobile app (Unspecified)	6	4	3
SamTrans customer service	5	5	7
Friends/Family/Co-Workers	1	<1	1
Other	2	3	2

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Google maps	37	37	37	44
www.SamTrans.com	22	24	22	12
SamTrans Mobile App	15	14	16	16
Transit Mobile App	12	12	12	12
Printed Timetable	12	11	13	15
511	8	8	9	8
Other mobile app (Unspecified)	6	6	6	3
SamTrans customer service	5	6	5	5
Friends/Family/Co-Workers	1	1	<1	-
Other	2	3	2	3

(See Statistical Table Q26)

LOCAL NEWS AND EVENTS

Q27. What is your main source for local news and events?

- Overall, 44% use social media as their main source of news and events, while 39% cited TV news and 19% mentioned websites.

	2021 Total	2018 Total
Base (All Respondents)	2,369	4,229
	(%)	(%)
Social Media	44	30
TV News	39	37
Website	19	39
Mobile App	17	13
Newspaper	12	14
Radio	8	9
Friends/Family/Co-Workers	1	1
Other (Unspecified)	1	2

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Social Media	44	48	41	40
TV News	39	38	38	44
Website	19	18	20	24
Mobile App	17	17	17	23
Newspaper	12	10	13	13
Radio	8	8	8	7
Friends/Family/Co-Workers	1	1	0	1
Other (Unspecified)	1	1	2	1

(See Statistical Tables Q27)

RIDER CHARACTERISTICS

CHECKING/SAVINGS ACCOUNT/CREDIT CARD

Q24. Do you have a checking account, a savings account, or a credit card?

- Seven in ten (70%) of respondents have a checking account, a savings account, or a credit card. Weekend riders and Weekday Off-Peak are slightly more likely (76% and 74% respectively) to have an account than Weekday Peak riders (66%).

	2021 Total	2018 Total
Base (All Respondents)	2,369	4,229
	(%)	(%)
Yes	70	74
No	30	26
	100	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Yes	70	66	74	76
No	30	34	26	24
	100	100	100	100

(See Statistical Table Q24)

ACCESS TO A CAR

Q12. Do you own or have access to a car?

- One quarter (26%) of respondents have access to a car. Those with higher incomes and Weekday Peak riders are more likely to have vehicle access.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Yes	26	31	28
No	74	69	61
	100	100	100

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Yes	26	28	26	21
No	74	72	74	79
	100	100	100	100

(See Statistical Table Q12)

LANGUAGES SPOKEN AT HOME

Q23. Which languages are spoken in your home? (Multiple responses accepted)

- Respondents listed 45 languages spoken in their homes. English, Spanish, and Tagalog remain the top languages spoken at home by SamTrans riders.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
English	75	68	76
Spanish	37	26	30
Tagalog	16	17	15
Cantonese	4	4	3
Mandarin	3	3	3
Hindi Or Other Indian Language	1	1	2
Arabic	1	1	1
Vietnamese	1	1	1
Burmese	1	1	<1
Other (Unspecified)	1	1	<1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
English	75	77	76	66
Spanish	37	37	37	33
Tagalog	16	13	17	29
Cantonese	4	4	4	8
Mandarin	3	3	2	3
Hindi Or Other Indian Language	1	1	1	1
Arabic	1	1	1	<1
Vietnamese	1	1	1	<1
Burmese	1	0	1	-
Other (Unspecified)	1	1	1	-

(Multiple answers accepted on this question)

(See Statistical Table Q23)

* Incomplete list. Only languages specified by 1% or more overall are shown. See cross tabulated tables for the entire list.

PERSONAL ENGLISH PROFICIENCY

Q21. How well do you speak English? Very Well; Well; Not Well; Not at All

- Overall, eight out of ten (81%) of respondents speak English well or very well. This is slightly less than the 85% who did so in 2018 and 87% in 2015.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Very well (4)	57	62	67
Well (3)	23	23	20
Not well (2)	13	11	10
Not at all (1)	6	4	3
	100	100	100
MEAN (Out of 4.0)	3.32	3.44	3.50

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Very well (4)	57	62	54	50
Well (3)	23	20	26	29
Not well (2)	13	11	14	16
Not at all (1)	6	7	6	5
	100	100	100	100
MEAN (Out of 4.0)	3.32	3.36	3.29	3.23

(See Statistical Table Q21)

ENGLISH PROFICIENCY IN HOME

Q22. In your home, is English spoken: Very Well; Well; Not Well; Not at All

- Overall, nearly three-quarters (72%) of respondents speak English well or very well in their homes.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Very well (4)	45	49	59
Well (3)	27	30	25
Not well (2)	16	13	11
Not at all (1)	12	8	5
	100	100	100
MEAN (Out of 4.0)	3.05	3.20	3.37

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Very well (4)	45	50	43	34
Well (3)	27	25	28	29
Not well (2)	16	14	16	22
Not at all (1)	12	12	12	16
	100	100	100	100
MEAN (Out of 4.00)	3.05	3.12	3.02	2.80

(See Statistical Table Q22)

ETHNICITY

Q16. Which of the following describes your ethnic background? (Multiple responses accepted)

- Nearly half of SamTrans riders (41%) are Hispanic.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Hispanic/Latino	41	34	35
Filipino	21	26	22
White/Caucasian	19	22	26
Chinese	9	9	8
Black/African American	8	7	9
Other Asian	3	4	4
Middle Eastern	1	1	-
Indian/Pakistani	1	1	-
Vietnamese	1	1	1
Pacific Islander	1	1	2
American Indian/Alaskan Native	<1	<1	1
All other	3	2	1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Hispanic/Latino	41	40	42	36
Filipino	21	19	22	30
White/Caucasian	19	22	16	12
Chinese	9	9	8	11
Black/African American	8	8	8	8
Other Asian	3	3	2	4
Middle Eastern	1	1	1	2
Indian/Pakistani	1	1	1	1
Vietnamese	1	1	1	1
Pacific Islander	1	1	1	-
American Indian/Alaskan Native	<1	<1	<1	1
All other	3	3	3	2

(Multiple answers accepted)

(See Statistical Table Q16)

HOME COUNTY (BASED ON ZIP CODE)

Q23. What is your home ZIP Code?

- San Mateo County is home to most of the riders surveyed (84%).

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
San Mateo County	84	85	80
San Francisco County	10	8	8
Alameda County	2	2	1
Santa Clara County	1	2	8
Contra Costa County	1	1	1
Marin County	<1	<1	<1
Solano County	<1	<1	<1
Napa County	-	<1	-
Sonoma County	-	<1	-
Outside Bay Area	2	3	1
	100	100	100

(See Statistical Table CITY)

HOME CITY (BASED ON ZIP CODE)

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
San Mateo County	84	89	81	76
Daly City	27	25	26	38
San Mateo	13	13	13	9
South San Francisco	9	9	10	5
Redwood City	8	10	5	8
San Bruno	6	6	6	5
Palo Alto	6	6	6	3
Pacifica	5	5	5	1
Burlingame	2	2	2	5
San Carlos	2	3	1	-
Menlo Park	2	3	2	<1
Belmont	2	3	1	-
Half Moon Bay	1	<1	2	-
Brisbane	1	1	<1	<1
Millbrae	1	<1	1	1
Portola Valley	<1	1	-	-
Montara	<1	<1	<1	-
El Granada	<1	<1	-	-
Moss Beach	<1	<1	<1	-
Pescadero	<1	<1	<1	-
San Francisco County	10	7	12	19
San Francisco	10	7	12	19
Alameda County	2	2	2	2
Oakland	1	1	1	1
Hayward	<1	1	<1	-
Berkeley	<1	<1	<1	-
San Leandro	<1	<1	<1	-
Alameda	<1	<1	<1	-
Fremont	<1	<1	-	-
San Lorenzo	<1	-	-	1
Dublin	<1	-	<1	-
El Sobrante	<1	-	<1	-
Santa Clara County	1	1	1	1
San Jose	<1	1	<1	-
Santa Clara	<1	<1	<1	-
Los Altos	<1	<1	<1	-
Cupertino	<1	<1	-	1
Sunnyvale	<1	<1	<1	-
Stanford	<1	-	<1	-

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Contra Costa County	1	0	1	
Richmond	<1	<1	<1	-
El Cerrito	<1	<1	-	-
Brentwood	<1	-	<1	-
Discovery Bay	<1	<1	-	-
El Sobrante	<1	-	<1	-
Antioch	<1	<1	-	-
San Pablo	<1	-	<1	-
Marin County	<1	<1	-	-
San Rafael	<1	<1	-	-
Solano County	<1	-	<1	-
Vallejo	<1	-	<1	-
Outside Bay Area	2	1	3	3

(See Statistical Table CITY)

DEMOGRAPHICS

- Included below is the demographic data of survey respondents.

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Gender				
Male	49	49	48	55
Female	48	48	49	43
Non-Binary/Other	3	3	3	2
Employment Status				
Employed Full Time	35	32	35	43
Student	23	31	15	19
Employed Part Time	19	17	20	22
Unemployed	9	8	10	7
Retired	7	5	10	5
Disabled/SSI	1	1	1	-
Other (Unspecified)	1	1	1	-
Age				
13 to 18 years old	25	36	15	11
19 to 24 years old	11	10	11	11
25 to 34 years old	14	12	15	20
35 to 44 years old	11	9	14	11
45 to 54 years old	13	11	15	14
55 to 64 years old	13	12	15	14
65 years or older	13	10	15	19
Average (Mean)	38.22	34.34	41.46	42.80
Questionnaire Language				
English	83	84	81	84
Spanish	16	15	17	14
Chinese	2	1	2	2
Ridership Segment				
Weekday Peak	47			
Weekday Off-Peak	44			
Weekend	9			

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Household Size				
1 person	15	12	19	16
2-3 people	37	39	35	40
4-5 people	33	37	30	31
6 or more people	14	13	16	13
Average (Mean)	3.61	3.69	3.54	3.53
Income				
Less than \$10,000/year	20	20	20	23
\$10,000 to \$24,999/year	19	18	21	16
\$25,000 to \$29,999/year	10	11	9	12
\$30,000 to \$39,999/year	9	8	10	12
\$40,000 to \$49,999/year	9	8	9	10
\$50,000 to \$74,999/year	13	12	15	10
\$75,000 to \$99,999/year	6	6	5	6
\$100,000 to \$124,999/year	5	5	4	6
\$125,000 to \$149,999/year	3	3	3	1
\$150,000/year or more	6	8	3	4
Average (Mean)	\$46,506	\$51,434	\$42,282	\$43,636

(See Statistical Tables Q14-STRATA)

Appendix A: QUESTIONNAIRE

24. Do you currently have a checking account, savings account, or a credit card? Yes No Don't know

25. Where do you access the internet?
 No internet access Other mobile device
 Home (tablet, E-reader, etc.)
 Work Library/other public area
 Cell/Mobile Other (Specify) _____

26. Where do you access the bus schedule or real-time departure information?
 Printed timetables www.samtrans.com
 Google Maps 511
 SamTrans Mobile App SamTrans Customer Service (1-800-660-4287)
 Transit Mobile App Other (Specify): _____
 Other Mobile App

27. What is your main source for local news and events?
 Newspaper Social media
 Radio Mobile app
 TV News Other (Specify): _____
 Website

COMMENTS OR SUGGESTIONS FOR SAMTRANS

Thank you for completing this survey! Please return it to a surveyor on the bus or mail it by Nov. 24, 2021 (No postage necessary). If mailing, fold and tape, please no staples.

ENTER TO WIN A \$200 GIFT CERTIFICATE

Name: _____

Phone: (____) _____ Email: _____

May we contact you in the future about participating in surveys or focus groups? Yes No

*SamTrans employees and their dependents, along with directors, consultants, contractors, and CAC members are not eligible. SamTrans respects your privacy – we will not share your information or use it to identify survey responses
 09/01-12.5K-JBI-C



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
 POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
 SAMTRANS
 PO BOX 3006
 SAN CARLOS CA 94070-9927



Dear SamTrans Passenger,
 Please complete this survey and tell us how we are doing. You can enter a drawing to win a **FREE \$200 gift certificate*** by filling in the optional information at the end of this survey. Thank you for riding SamTrans!



Please return completed survey to the onboard surveyor.

PLEASE TELL US ABOUT YOUR SAMTRANS TRIPS

- How long have you been riding SamTrans?
 6 months or less 1 – 3 years
 7 – 11 months More than 3 years
- About how often do you ride SamTrans?
 6-7 days /week 2 days /week
 5 days /week 1 day /week
 4 days /week 1 – 3 days /month
 3 days /week Less than once a month

PLEASE TELL US ABOUT THIS TRIP

- What is your main reason for riding SamTrans? (Check up to two)
 No car/don't drive Help the environment
 Avoid traffic Employer helps pay for transit
 Lack of/Cost of parking Faster than other options
 Relax/Ability to do other things (read, sleep, etc.) Save money (gas, wear/tear on car)
 Other (Specify): _____
- What ticket type did you use for this bus trip?
 One way ticket Way2Go Pass
 Day Pass Other (Specify) _____
 Monthly Pass
- How did you pay for this bus trip?
 Clipper mobile app Cash at farebox
 SamTrans Mobile app Token (paper/coin)
 Clipper Card Other (Specify) _____
- Were you paying your fare the same way two years ago?
 Yes No Was not riding two years ago

Route ID: _____

7. What is the **main purpose** of your trip today?

(Check only ONE)

- Work
- School
- Social or recreational
- Shopping
- Other (specify): _____

8a. How did you get **TO** the bus stop where you **BOARDED** this bus?

- Walked all the way
- Bicycled
- Another SamTrans bus
- BART
- Caltrain
- Muni
- VTA
- Free shuttle
- Got dropped off by car
- Other (Specify): _____

8b. How will you get **FROM** this bus to your final destination?

- Walk all the way
- Bicycle
- Another SamTrans bus
- BART
- Caltrain
- Muni
- VTA
- Free shuttle
- Get picked up by car
- Other (Specify): _____

9. Including this bus, how many **total SamTrans** buses will you ride to make this **one-way trip**?

- 1
- 2
- 3
- 4+

10. Are you coming from **home** on this trip?

- Yes
- No

HOW ARE WE DOING?

11. Circle the number that best reflects your rating of SamTrans service where: 5 = Very Satisfied and 1 = Very Dissatisfied. If the question does not apply to you, check NA for Not Applicable.

	Very Satisfied	4	3	2	1	Vey Dissatisfied	NA
a. Cleanliness of bus	5	4	3	2	1		<input type="checkbox"/>
b. Courtesy of bus operators	5	4	3	2	1		<input type="checkbox"/>
c. Feeling of personal safety on the bus	5	4	3	2	1		<input type="checkbox"/>
d. Feeling of personal safety at bus stops	5	4	3	2	1		<input type="checkbox"/>
e. Availability of information on bus	5	4	3	2	1		<input type="checkbox"/>
f. Real-time departure predictions	5	4	3	2	1		<input type="checkbox"/>
g. On-time performance	5	4	3	2	1		<input type="checkbox"/>
h. Frequency of buses.....	5	4	3	2	1		<input type="checkbox"/>
i. Routes go where I want to go	5	4	3	2	1		<input type="checkbox"/>
j. Value for the money.....	5	4	3	2	1		<input type="checkbox"/>
k. Communication of route changes	5	4	3	2	1		<input type="checkbox"/>
l. Helpfulness of Customer Service Center (800-660-4287).....	5	4	3	2	1		<input type="checkbox"/>
m. Overall experience with SamTrans ..	5	4	3	2	1		<input type="checkbox"/>

PLEASE TELL US ABOUT YOU

Your responses are confidential and will be used for statistical purposes only.

12. Do you own or have access to a car? Yes No

13. How many people live in your household? _____

14. Are you Male Female Other

15. Age category:

- Under 13
- 13 – 18
- 19 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 or older

16. Ethnic background: (Please check ALL that apply)

- Black/African American
- Chinese
- Filipino
- Hispanic/Latino
- Vietnamese
- White/Caucasian
- Other (specify) _____

17. Home zip code? _____

18. Annual household income:

- Less than \$10,000/year
- \$10,000 - \$24,999
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$149,999
- \$150,000 or more

20. Current employment status:

- Employed full time (35 or more hours per week)
- Employed part time (fewer than 35 hours per week)
- Student
- Retired
- Unemployed
- Other (specify): _____

21. How well do **you** speak English?

- Very well
- Well
- Not well
- Not at all

22. In your home is English spoken:

- Very well
- Well
- Not well
- Not at all

23. Which languages are **regularly** spoken in your home?

- English
- Spanish
- Mandarin
- Cantonese
- Tagalog
- Vietnamese
- Hindi or other Indian language
- Other (specify): _____

24. ¿Tiene usted una cuenta corriente, de ahorros o una tarjeta de crédito en la actualidad?

- Sí No No lo sé

25. ¿Dónde accede usted a internet?

- No tengo acceso a internet Otro dispositivo móvil
 En casa *tablet, libro electrónico, etc.)*
 En el trabajo Biblioteca/otra área pública
 Celular/Teléfono móvil Otro (especificar): _____

26. ¿Dónde accede usted al horario de buses o información sobre horas de salida en tiempo real?

- Horarios impresos www.samtrans.com
 Google Maps 511
 Aplicación móvil SamTrans Centro de Atención al Cliente
 Aplicación móvil Transit SamTrans (1-800-660-4287)
 Otra aplicación móvil Otra forma (especificar): _____

27. ¿Cuál es su fuente principal de noticias y eventos locales?

- Periódico Redes sociales
 Radio Aplicación móvil
 Noticiero TV Otra (especificar): _____
 Sitio Web

COMENTARIOS O SUGERENCIAS PARA SAMTRANS

¡Gracias por completar esta encuesta! Por favor entréguesela al encuestador de a bordo o envíela por correo no más tarde del 24 Nov, 2021 (No es necesario sello). Si la envía, favor de doblar y usar cinta adhesiva, no grapas.

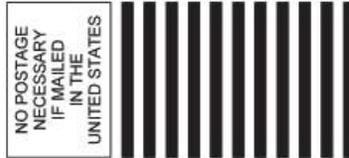
PARTICIPE EN SORTEO DE CERTIFICADO DE OBSEQUIO DE \$200

Nombre: _____

Número de teléfono: (____) _____ Email: _____

¿Podemos comunicarnos con usted en el futuro para participar en encuestas o grupos de enfoque? Sí No

*Empleados de SamTrans y sus dependientes, así como directores, consultantes, contratistas y miembros de CAC no son elegibles. SamTrans respeta su privacidad – no compartiremos su información ni la usaremos para identificar sus respuestas a encuestas. 09/01-12.5K-JBJ-C



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PASSENGER SURVEY
 SAMTRANS
 PO BOX 3006
 SAN CARLOS CA 94070-9927



Apreciado/a pasajero/a de SamTrans,
 Por favor complete esta encuesta y díganos qué tal lo estamos haciendo. Puede participar en un sorteo y **ganar un certificado de regalo GRATUITO de \$200*** llenando la información opcional al final de la encuesta. ¡Gracias por usar SamTrans!



Favor de entregar la encuesta finalizada al entrevistador de a bordo

POR FAVOR CUÉNTENOS SOBRE SUS VIAJES EN SAMTRANS

- ¿Cuánto tiempo lleva usted utilizando SamTrans?
 6 meses o menos 1 – 3 años
 7 – 11 meses Más de 3 años
- Aproximadamente, ¿con cuánta frecuencia usa SamTrans?
 6-7 días /semana 2 días /semana
 5 días /semana 1 día /semana
 4 días /semana 1 – 3 días /mes
 3 días /semana Menos de una vez al mes

POR FAVOR HÁBLENOS ACERCA DE ESTE VIAJE

- ¿Cuál es el motivo principal de su viaje en SamTrans? (Marque no más de dos opciones)
 No tengo auto /no manejo Ayudar al medioambiente
 Evitar tráfico Empleador ayudar a pagar transporte
 Falta/Costo de estacionamiento Más rápido que otras opciones
 Relax/Posibilidad de hacer otras cosas (leer, dormir, etc) Ahorrar dinero (gasolina, desgaste del auto)
 Otro (especificar): _____
- ¿Qué boleto compró usted para este viaje en bus?
 Boleto de ida Pase Way2Go
 Pase de día Otro (especificar): _____
 Pase mensual
- ¿Cómo pagó por este viaje en bus?
 Aplicación móvil Clipper En efectivo en la taquilla
 Aplicación móvil SamTrans Ficha (papel/moneda)
 Tarjeta Clipper Otro (especificar): _____
- ¿Pagaba usted la tarifa del mismo modo hace dos años atrás?
 Sí No No usaba SamTrans dos años atrás

Route ID: _____

7. ¿Cuál es el **propósito principal** de su viaje hoy día?

(Marque solo UNO)

- Trabajo Compras
 Escuela Otro (especificar): _____
 Social o recreativo _____

8a. ¿Cómo llegó **HASTA** la parada del bus donde **ABORDÓ** este bus?

- A pie todo el camino
 En bici
 En otro bus de SamTrans
 BART
 Caltrain
 Muni
 VTA
 Shuttle/transporte gratuito
 Me llevaron en auto
 Otro (especificar): _____

8b. ¿Cómo llegará usted **DESDE** este bus hasta su destino final?

- A pie todo el camino
 En bici
 En otro bus de SamTrans
 BART
 Caltrain
 Muni
 VTA
 Shuttle/transporte gratuito
 Me recogerán en auto
 Otro (especificar): _____

9. Incluyendo este bus, ¿cuántos buses de **SamTrans en total** tomará usted para realizar este **viaje de ida**?

- 1 2 3 4+

10. ¿Está usted regresando a **casa** en este viaje?

- Sí
 No

¿QUÉ TAL LO ESTAMOS HACIENDO?

11. Haga un círculo alrededor del número que mejor refleje su calificación del servicio de SamTrans, usando una escala en la que 5 = Muy satisfecho/a y 1 = Muy insatisfecho/a. Si la pregunta no le incumbe, marque NA para indicar No Aplica.

		←	→			
		Muy Satisfecho/a	Muy Insatisfecho/a	NA		
a. Limpieza del bus	5	4	3	2	1	<input type="checkbox"/>
b. Cortesía de los conductores	5	4	3	2	1	<input type="checkbox"/>
c. Sensación de seguridad personal a bordo del bus.....	5	4	3	2	1	<input type="checkbox"/>
d. Sensación de seguridad personal en las paradas del bus	5	4	3	2	1	<input type="checkbox"/>
e. Disponibilidad de información en buses	5	4	3	2	1	<input type="checkbox"/>
f. Pronósticos horarios de salida en tiempo real	5	4	3	2	1	<input type="checkbox"/>
g. Puntualidad del servicio	5	4	3	2	1	<input type="checkbox"/>
h. Frecuencia de los buses.....	5	4	3	2	1	<input type="checkbox"/>
i. Rutas que van a donde yo deseo ir	5	4	3	2	1	<input type="checkbox"/>
j. Relación calidad/precio	5	4	3	2	1	<input type="checkbox"/>
k. Comunicación sobre cambios de rutas ..	5	4	3	2	1	<input type="checkbox"/>
l. Ayuda/cortesía del Centro de Atención al Cliente (800-660-4287)...	5	4	3	2	1	<input type="checkbox"/>
m. Experiencia general en SamTrans	5	4	3	2	1	<input type="checkbox"/>

POR FAVOR HÁBLENOS DE USTED

Sus respuestas son confidenciales y serán usadas solo con fines estadísticos

12. ¿Tiene usted acceso a un auto? Sí No

13. ¿Cuántas personas viven en su casa? _____

14. Es usted Hombre Mujer Otra

15. Categoría de edad:

Menor de 13 25 – 34 55 – 64
 13 – 18 35 – 44 65 o mayor
 19 – 24 45 – 54

16. Origen étnico: (Por favor marque **TODOS** los que correspondan)

Negro/Africano Americano/a Vietnamita
 Chino/a Blanco/Caucásico/a
 Filipino/a Otro (especificar) _____
 Hispano/Latino/a _____

17. ¿Código postal de su casa? _____

18. Ingresos familiares anuales:

Inferiores a \$10,000/año \$50,000 - \$74,999
 \$10,000 - \$24,999 \$75,000 - \$99,999
 \$25,000 - \$29,999 \$100,000 - \$124,999
 \$30,000 - \$39,999 \$125,000 - \$149,999
 \$40,000 - \$49,999 \$150,000 o superiores

20. Estado actual de empleo:

Empleado a tiempo completo (35 o más horas por semana)
 Empleado a tiempo parcial (menos de 35 horas por semana)
 Estudiante Desempleado
 Jubilado Otro (especificar): _____

21. ¿Cuál es su nivel de habla inglesa?

Muy bueno Bueno No muy bueno No hablo inglés

22. En su casa, ¿se habla inglés?

Muy bien Bien No muy bien No se habla inglés

23. ¿Qué idiomas se hablan con regularidad en su casa?

Inglés Tagalo
 Español Vietnamita
 Mandarín Hindi u otro idioma indio
 Cantonés Otro (especificar): _____

24. 你目前是否有一個支票戶口，儲蓄戶口，或信用卡？
 是 否 不知道
25. 你在什麼地方上網？
 沒有接進互聯網設備 其他行動儀器
 在家 (例如，平板電腦，電子閱讀器)
 在工作地點 圖書館 / 其他公眾地方
 手機 / 行動電話 其他 (註明) _____
26. 你在什麼地方接進巴士時間表或實時離開的資料？
 時間表印刷本 www.samtrans.com
 Google 地圖 511
 SamTrans 行動軟件 SamTrans 顧客服務
 Transit 行動軟件 (1-800-660-4287)
 其他行動軟件 其他 (註明) : _____
27. 你獲悉本地新聞和事件的主要來源是什麼？
 報章 社交媒體
 電台 行動軟件
 電視新聞 其他 (註明) : _____
 網站 _____

對 SAMTRANS 的評論或建議

謝謝你填交此調查！請交回給巴士上的調查員，或在 2021 年 11 月 15 日前寄回（無須貼上郵票）。如付郵，請摺疊和粘貼，不要用釘書機。

加入抽獎，贏得 \$200 禮卷

姓名: _____

電話: (____) _____ 電郵: _____

我們可以在未來聯絡你參加調查或意見小組嗎？

是 否

* SamTrans 的員工和他們的家屬，以及董事，顧問，合約商以及 CAC 成員均不符合資格。Sam Trans 尊重你的隱私 - 我們不會和他人分享你的資料，或用來識別調查回應。

09/01-12.5K-JBJ-C



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 SAN CARLOS CA 94070-9927



親愛的 SamTrans 乘客，

請填交此調查，告訴我們的表現。在此調查結束的地方，填上選擇性資料，你可以加入一個抽獎，贏得一張**免費的\$200 禮券***。謝謝你搭乘 SamTrans!



請將填妥的調查交回車上的調查員。

請告訴我們有關你乘 SAMTRANS 的旅程

- 你搭乘 SamTrans 已有多久？
 6 個月或以下 1-3 年
 7-11 月 超過 3 年
- 你乘 SamTrans 的頻密性約有多少？
 每星期 6-7 天 每星期 2 天
 每星期 5 天 每星期 1 天
 每星期 4 天 每個月 1-3 天
 每星期 3 天 每月少於一次

請告訴我們關於此程

- 你乘 SamTrans 的主要原因是什麼？（可選至兩個）
 沒有車 / 不開車 幫助環境
 避免交通阻塞 僱主幫助付公交費用
 缺少停車位 / 停車費高 比其他選擇更快
 放鬆 / 可以做其他事 省錢 (汽油, 汽車損壞)
(閱讀, 睡眠等) 其他 (註明) : _____
- 此程你用什麼類型的車票？
 一程車票 WaytoGo Pass
 全日票 其他 (註明) : _____
 月票
- 你如何付此程車資？
 Clipper 路路通軟件 在售票箱現金購票
 SamTrans 行動軟件 代幣 (紙 / 銀幣)
 Clipper 路路通卡 其他 (註明) : _____
- 你和兩年前付車資的方法是否一樣？
 是 否 兩年前未有乘車

Route ID: _____

7. 你今天此程的主要目的是什麼 (只選一)
- 工作
 - 購物
 - 上課
 - 其他 (註明) _____
 - 社交或康樂 _____

- | | |
|---|---|
| <p>8a. 你如何前往乘此巴士的巴士站?</p> <ul style="list-style-type: none"> <input type="checkbox"/> 走路前往 <input type="checkbox"/> 騎自行車 <input type="checkbox"/> 轉另一 SamTrans 巴士 <input type="checkbox"/> BART 地鐵 <input type="checkbox"/> Caltrain 火車 <input type="checkbox"/> Muni 公車 <input type="checkbox"/> VTA <input type="checkbox"/> 免費穿梭車 <input type="checkbox"/> 有車送我到車站 <input type="checkbox"/> 其他 (註明): _____ | <p>8b. 在你下車後, 你如何從巴士站到你最後的目的地?</p> <ul style="list-style-type: none"> <input type="checkbox"/> 走路前往 <input type="checkbox"/> 騎自行車 <input type="checkbox"/> 轉另一 SamTrans 巴士 <input type="checkbox"/> BART 地鐵 <input type="checkbox"/> Caltrain 火車 <input type="checkbox"/> Muni 公車 <input type="checkbox"/> VTA <input type="checkbox"/> 免費穿梭車 <input type="checkbox"/> 有車來接 <input type="checkbox"/> 其他 (註明): _____ |
|---|---|

9. 在一程之中, 包括此巴士在佈, 你需要坐合共多少部 SamTrans 巴士?
- 1
 - 2
 - 3
 - 4+

10. 你是從家裡來搭此程車嗎?
- 是
 - 否

我們的表現如何?

11. 請圈出最能反映你對 SamTrans 服務的評分: 5=十分滿意和 1=十分不滿意。如有問題不適用於你, 請選 NA 或不適用。

	←	→				
	十分滿意	分不滿意				不適用
a. 巴士的清潔	5	4	3	2	1	<input type="checkbox"/>
b. 司機的禮貌	5	4	3	2	1	<input type="checkbox"/>
c. 在巴士裡個人安全的感覺	5	4	3	2	1	<input type="checkbox"/>
d. 在巴士站個人安全的感覺	5	4	3	2	1	<input type="checkbox"/>
e. 巴士上提供的資料	5	4	3	2	1	<input type="checkbox"/>
f. 實時到站預測	5	4	3	2	1	<input type="checkbox"/>
g. 準時表現	5	4	3	2	1	<input type="checkbox"/>
h. 巴士的頻密性	5	4	3	2	1	<input type="checkbox"/>
i. 我想前往的路線	5	4	3	2	1	<input type="checkbox"/>
j. 物有所值	5	4	3	2	1	<input type="checkbox"/>
k. 路線改變的溝通	5	4	3	2	1	<input type="checkbox"/>
l. 顧客服務中心 (800-660-4287) 之協助	5	4	3	2	1	<input type="checkbox"/>
m. 搭乘 SamTrans 之整體經驗	5	4	3	2	1	<input type="checkbox"/>

請告訴我們有關你自己

你的回應是保密的, 將只用於統計目的。

12. 你是否擁有或可接進使用汽車?
- 是
 - 否

13. 請問府上有多少人住? _____

14. 你是 男性 女性 其他

15. 年齡類別:
- 13 歲以下
 - 13 - 18
 - 19 - 24
 - 25 - 34
 - 35 - 44
 - 45 - 54
 - 55 - 64
 - 65 or older

16. 族裔背景 (請選擇所有適用項目)
- 黑人 / 非裔
 - 華裔
 - 菲律賓裔
 - 西班牙語裔 / 拉丁裔
 - 越南裔
 - 白人 / 高加索裔
 - 其他 (註明) _____

17. 住家郵區號碼? _____

18. 全家每年收入:
- 每年少於 \$10,000
 - \$10,000 - \$24,999
 - \$25,000 - \$29,999
 - \$30,000 - \$39,999
 - \$40,000 - \$49,999
 - \$50,000 - \$74,999
 - \$75,000 - \$99,999
 - \$100,000 - \$124,999
 - \$125,000 - \$149,999
 - \$150,000 or more

20. 目前就業狀況:
- 全職 (每星期 35 小時或以上)
 - 兼職 (每星期少於 35 小時)
 - 學生
 - 已退休
 - 待業
 - 其他 (註明) _____

21. 你講英語能力如何?
- 十分好
 - 好
 - 不好
 - 完全不會

22. 你家裡人講英語能力如何?
- 十分好
 - 好
 - 不好
 - 完全不會

23. 你在家經常講什麼語言?
- 英語
 - 西班牙語
 - 國語
 - 粵語
 - 泰加洛語
 - 越南語
 - 印地語或其他印度語言
 - 其他 (請註明): _____

Appendix B: METHODOLOGY

DESCRIPTION OF METHODOLOGY

FIELD PROCEDURES

In total, 4 interviewers worked on the 2021 study. The training session for interviewers was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 13, 2021. Field interviewing was conducted between Tuesday, September 14 and Friday, November 19, 2021.

On each day of the fieldwork, interviewers were assigned a randomly selected SamTrans route or routes to survey during their shift. Upon arrival at the "starting point" bus stop, interviewers boarded the next SamTrans bus on their assigned route and began distributing questionnaires. In most cases, these interviewers rode the whole distance of their designated route, continually collecting completed surveys and distributing surveys to new riders entering their bus. The questionnaires were available in English, Spanish, and Chinese. Tallies were kept for questionnaires taken home with riders to be mailed back and for all non-responses (refusals, language barrier, children under 13, sleeping, already participated and left bus). The definitions for non-responses are:

**Language Barrier* - non-response because the rider cannot understand the interviewer or the questionnaire.

Left Bus - the surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.

Children under 13 - children under 13 were not targeted for this survey.

Sleeping - riders who are sleeping were not offered a questionnaire.

Refusals - riders unwilling to accept/fill-out the survey.

Already Participated – already completed the survey on a previous SamTrans bus trip.

*Where possible, interviewers also made particular note of language barriers. Those who could not use the English, Spanish, or Chinese survey instruments due to language issues were offered a card with a phone number which enabled the respondent to have the survey questions asked of them via an interpreter on a language line. There were 28 language barriers encountered, reflecting monolingual riders who spoke Arabic, Farsi, Indonesian, Korean, Portuguese, Romanian, Russian, Tibetan, and Ukrainian.

Interviewers returned completed questionnaires to the CC&G office within 24 hours of shift completion. Editing, coding, and inputting were done as the questionnaires were returned. Standard office procedures were used in spot checking (validating) the work of the editors, coders, and data entry staff.

SAMPLING

Sampling

In total, 2,369 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 2.01% (at the 95% confidence level). The sampling on the study was designed to achieve a cross section of riders utilizing different routes in San Mateo County. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. Surveys were collected on 43 fixed routes (including all heavily traveled and medium traveled routes).

Each shift was assigned to allow a surveyor to cover multiple scheduled runs on selected routes. Depending on the route, two to ten full runs were covered in each allocated shift. On longer routes, such as the ECR, fewer runs were covered in a single shift because the surveyor generally remained on the bus for most or all of the full length of the bus route.

Routes were selected by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes.

In addition to ridership volume, geographic route locations were also considered as a secondary consideration when determining which routes to sample. Consideration was given to ensuring that a diverse, and well represented, selection of routes from the Northern, Central, and Southern regions of San Mateo County.

About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. Routes were also selected to ensure proper coverage of the Coastside region of SamTrans' service area (e.g., in and around Pacifica and Half Moon Bay).

Segmentation groupings are shown below.

Group	Definition (# riders per month)	August 2021 Ridership	Share based on ridership	Proposed survey target range
Highly traveled routes	2,500 or more	566,702	96.5%	85% (range of 80%-90%)
Moderately traveled routes	925-2,499	13,217	2.3%	10% (range of 5%-15%)
Lightly traveled routes	924 or less	7,465	1.3%	5% (range of up to 10%)
Totals		587,384	100%	

Highly traveled routes are defined as routes ECR, 120, 292, 130, 122, 296, 398, 250, 110, 121, 281, 112, 141, 17, 140, 260, 397, 278, 280, 270, 294, and 60.

Moderately traveled routes are defined as routes 251, 53, 256, 295, SFO, 61, 67, 286, 24, and 49.

Lightly traveled routes are defined as routes 56, 18, 59, 275, 35, 46, 81, 57, FCX, 95, 62, 28, 14, 87, 38, and FLXP.

Note that in selecting routes to sample, an active selection protocol was used rather than a random selection process. The active selection protocol allows for a diverse selection of routes from different geographic regions to be represented. This framework provides the ability to comprehensively survey both mainline and local routes from nearly all regions of San Mateo County. One reason a random selection process was not used in the selection of routes, is because it can result in unpredictable, non-diversified, selection of routes. For example, a random selection process could potentially result in an entire geographic region being excluded from the survey if no routes in that region are included through random selection.

Weighting

The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2021. The data was then weighted by route according to total ridership. Ridership figures on the two-digit routes (with the exception of routes 14 and 17), were combined for weighting purposes due to low sampling on these routes.

The table below shows the total number of completes collected by route, the percentage of the route's completes from the total of completes, the percentage of the route's ridership from the total of SamTrans ridership in September, October, and November 2021, and the weight factor applied to surveys collected on the route.

Route	Completes	Completed %	Ridership %	Weight Factor
14	4	0.17%	0.05%	0.296125
17	38	1.60%	1.24%	0.773042
Two Digit Routes	163	6.88%	7.59%	1.103111
110	53	2.24%	2.12%	0.9476
112	34	1.44%	1.46%	1.017276
120	276	11.65%	12.59%	1.080642
121	53	2.24%	2.12%	0.9476
122	145	6.12%	5.76%	0.941065
130	155	6.54%	8.55%	1.306771
140	32	1.35%	0.95%	0.703297
141	24	1.01%	1.46%	1.441142
250	43	1.82%	2.39%	1.316723
251	27	1.14%	0.34%	0.298319
256	20	0.84%	0.26%	0.30797
260	32	1.35%	0.94%	0.695894
270	18	0.76%	0.54%	0.7107
275	6	0.25%	0.14%	0.552767
278	19	0.80%	0.69%	0.860321
280	24	1.01%	0.61%	0.602121

Route	Completes	Completed %	Ridership %	Weight Factor
281	37	1.56%	1.65%	1.056446
286	35	1.48%	0.19%	0.128603
292	246	10.38%	8.91%	0.85804
294	11	0.46%	0.44%	0.9476
295	23	0.97%	0.28%	0.2884
296	142	5.99%	4.71%	0.785774
397	10	0.42%	0.83%	1.96627
398	47	1.98%	2.48%	1.250026
ECR	635	26.80%	0.02%	1.130778
FCX	6	0.25%	30.31%	0.315867
FLXP	7	0.30%	0.08%	0.304586
SFO	4	0.17%	0.09%	1.362175
Total	2,369	100%	100%	

Appendix C: EDITING AND CODING PROCEDURES

EDITING AND CODING

This section outlines editing, and coding procedures utilized on the 2021 SamTrans Triennial Customer Survey. For the most part, information as provided by the respondent on the self-administered questionnaire was entered as recorded.

Editing procedures, where disparities occurred, were as follows:

During fieldwork, only respondents appearing to be at least 13 years of age were approached and asked to complete the survey. Surveys indicating the respondent was under 13 years of age were removed.

For Q4 and Q5, only a single response was accepted. To increase accuracy of these responses, which are fare-based information, responses with two or more options checked were categorized separately as “multiple responses.”

Q23 (Languages spoken at home) and Q22 (English proficiency at home). If a respondent did not check *English* in Q23 but indicated in Q22 that English was spoken *very well* or *well* in their home, editing was accomplished by selecting *English* in Q23.

Other - Specify Responses

- For questions which had *another – specify* responses, written in responses on these questions were either:
 - a) Coded up to existing response codes where applicable. For example, if a respondent wrote in “skateboard” on the accessing SamTrans question (Q8a), this response was coded up to the *Walk all the way* category.
 - (OR)
 - b) Coded into an additional category which was added to the existing codes. For example, if a respondent wrote in “Doctor’s appointment” or “Physical therapy” on the trip purpose question (Q7), these responses were coded up as a *Medical* category and added to the existing codes.

Scaling Questions.

- If multiples occurred where only one response was acceptable, we rotated the inputting of the higher and lower response. On the first occurrence, we took the higher response, on the next occurrence, we took the lower response, etc. (Example: both 4 and 5 circled on the Very Satisfied – Very Dissatisfied Scale).
- In cases where bi-polar discrepancies were observed, we took the mid- point (Example: 1 and 5 circled). Sometimes respondents would include notes like poor in this respect and excellent in another respect for a specific attribute.

The last page of the questionnaire included a section for comments. All of these written comments were typed into a database. The comments were then coded using a list of "department specific" codes developed by CC&G. The code list and incidence for each code are listed on the following page.

The verbatim comments for each code can be made available to the SamTrans Departments responsible for each area. This will provide them with an additional tool to understand the reasons for customer rating levels.

2021 SamTrans Triennial Customer Survey Code Sheet – Comment Code Frequencies

	(Base =691)	
	#	%
General Unspecific Compliments	[172]	25%
Schedules – frequency / weekend / earlier / later	[129]	19%
Personnel – including driving safety, driving skills	[102]	15%
On-Time Performance / Reliability / Speed	[95]	14%
Bus Overall Condition – including amenities, safety and comfort	[43]	6%
Fares and Fare Policy	[38]	6%
Routes – include additional / extend / more direct / more stops	[38]	5%
Bus Cleanliness – interior and exterior	[36]	5%
Enforcement / Security Issues	[31]	5%
Signage / Maps / Printed Schedules / Schedule Change Notices	[26]	4%
Homeless Issues	[17]	3%
Bus Stops – shelters condition / state of repair	[14]	2%
Seat Availability / Crowding / Bigger Buses	[13]	2%
Real Time Departure Sign/App	[10]	1%
Service (Other)	[9]	1%
Transit Connections – including SamTrans, Caltrain, BART, MUNI	[8]	1%
Temperature / Ventilation	[8]	1%
Disability / Senior Issues	[6]	1%
Survey	[4]	1%
Lost and Found	[2]	<1%
SamTrans Phone Information / Website	[2]	<1%
Clipper	[2]	<1%

(Multiple codes accepted on this question)

Note: The coding of respondent comments is intended to provide a department-specific or subject-specific listing of comments. Consequently, the comments identified with each code above may be either positive or negative. A compilation of the actual comments has been compiled in a separate report.