



samTrans



SamTrans Onboard Survey

Spring 2022

Summary Report **based on** **Average Weekday Ridership**

November 2022

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Executive Summary

Riders

- SamTrans is the only option for 11% of riders surveyed in 2022.
 - Over half (58%) of respondents would use a type of car-based transport (personal vehicle, family/friend's vehicle, Uber/Lyft, taxi, carpool) as alternate transportation if SamTrans were unavailable.
 - In 2019, a slightly lower share (8%) said SamTrans is their only option for the surveyed trip.
- Over half (60%) of respondents are choice riders, in that they have access to a vehicle but use SamTrans instead.
 - Respondents averaged one vehicle per household.
 - Since 2019, the share of choice riders has dropped (when 71% were choice riders).
- In 2022, the average rider is 42 years old, makes \$44,445 annually, and lives in a household of three people, two of whom work.
 - Income dropped significantly from 2019 to 2022, as in 2019 average income among respondents was \$62,128.
 - Respondents in 2022 are also older – as the average age in 2019 was about 38 years of age.

Travel/Usage Patterns

- The average rider in 2022 rides SamTrans four days a week and has been riding for five years.
 - The average days ridden per week as increased slightly from 2019 (4.33) to 2022 (4.47).
 - In 2022, 42% have been riding 1 to 2 years or less – meaning they began riding during or just prior to the COVID-19 pandemic.
- Riders are most likely to walk or take transit to get to or from their SamTrans bus.
- Of those who used another transit vehicle besides their surveyed SamTrans bus, most either transferred to/from another SamTrans bus or BART.
- Over half of respondents (58%) start their trips in Daly City, San Francisco, San Mateo, or South San Francisco.
 - While trips before 10:00 am and after 3:00 pm are most likely to begin in Daly City, midday trips are most likely to start in San Francisco.

- Over half of respondents (58%) end their trips in Daly City, San Mateo, San Francisco, or South San Francisco.
- Trip purpose
 - Riders are most likely to be coming from home (47%), work (27%), or shopping (7%).
 - Riders are most likely to be traveling to home (43%), work (24%), or a shopping (9%).
- Nearly two-thirds (64%) of all respondents paid their fare using cash, either in the farebox or on Clipper.
- Respondents were generally satisfied with SamTrans service with most (86%) of riders rating their excellent or good and rating it 4.13 out of 5.00.

Project Overview

In 2019, Corey, Canapary & Galanis (CC&G) contracted with the Metropolitan Transportation Commission (MTC) and San Mateo County Transit District (SamTrans) to conduct an onboard survey of SamTrans passengers. The primary goals of this survey were to:

1. Establish sufficient origin/destination ridership numbers to support survey objectives 2 and 3 below;
2. Collect data used to support future local and regional transit planning efforts; and
3. Fulfill data collection requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

While the primary mode of onboard data collection was via tablet computer, those who did not complete the survey onboard were able to do so by providing their name and telephone number so that the survey could be completed with them by telephone.

The sampling for this survey was developed to collect completed surveys from at least 7.5% of weekday passengers on surveyed SamTrans bus routes (e.g. at least 2,928 surveys), and at least 170 weekend passengers on SamTrans bus routes. This sampling provides a margin of error of +/- 1.81% among weekday passengers, and +/- 7.5% among weekend passengers, both at the 95% confidence level (based on total ridership October 2018).

This study was originally envisioned to be conducted in two parts: the first half in Fall 2019, and the second half in Spring 2020. This would provide a broader representation of riders and allow sufficient time for the fieldwork. So approximately half of the 2,928 weekday surveys to be collected (1,464) were to be collected in Fall 2019 and the other half in Spring 2020.

CC&G conducted surveying in Fall 2019, and had just begun conducting surveys in early 2020, when the shelter-in-place orders and other actions related to COVID-19 drastically reduced ridership. At that point, CC&G halted surveying as the ridership

was no longer typical. During Fall 2019 and early 2020, CC&G collected 1,551 surveys total during Fall 2019, of which 1,455 were weekday and 96 were weekend.

In Spring 2022, MTC, Caltrain, and CC&G all agreed it made sense to return to surveying. CC&G began surveying in February 2022, with the goal of collecting data for the second half of the survey. However, in the ensuing two years, ridership on SamTrans had declined, so simply collecting the remaining 50% would not be truly representative. When the sampling plan for the initial project was formulated, average weekday ridership (from October 2018 figures) was 38,917. Once shelter in place orders pertaining to COVID-19 were announced, ridership dropped heavily in 2020, but then recovered at least partially in 2021. The average weekday ridership (from September, October, and November 2021) is 23,195 – or about 60% of the ridership pre-COVID.

Thus, CC&G sought to complete 1,000 weekday surveys and 60 weekend surveys, based on ridership figures from September-November 2021. The weekday surveys were collected proportional to route, direction, and time of day. Fieldwork began in February 2022 and continued through May 2022. During 2022, CC&G collected 1,120 surveys total, of which 1,038 were weekday and 82 were weekend.

For the 2019/2020 survey, surveying was conducted in both English and Spanish. Of the 1,551 surveys collected in 2019/2020, 1,394 (90%) were in English and 157 (10%) were in Spanish. For the 2022 Survey, surveying was conducted in English, Spanish, and Chinese. Of the 1,120 surveys collected in 2022, 821 (73%) were in English, 282 (25%) were in Spanish, and 17 (2%) were in Chinese.

The comparisons here are now among the 2019/2020 data (labeled “2019”) and the 2022 data. **Both sets of data have been weighted and amplified to the appropriate average weekday ridership numbers of the time period.**

Summary of Detailed Results

Most respondents surveyed were beginning their trip at home, work, or shopping.
 Most respondents were ending their trip at home, work, or a shopping destination.

Place of Origin

WHAT TYPE OF PLACE ARE YOU COMING FROM (THE START OF YOUR ONE-WAY TRIP)?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Your home | 47% | 41% | 88% | 44% | 22% |
| Your usual workplace | 27% | 23% | 6% | 18% | 48% |
| Shopping | 7% | 7% | 2% | 7% | 11% |
| College or University (student only) | 5% | 9% | - | 7% | 5% |
| Social or recreational | 3% | 4% | <1% | 7% | 2% |
| Personal business | 3% | 3% | 1% | 4% | 2% |
| School (K-12) (student only) | 4% | 5% | 1% | 5% | 7% |
| Your hotel | 1% | <1% | <1% | 1% | 1% |
| Medical/dental | 1% | 3% | <1% | 3% | 1% |
| Work related | 1% | 1% | 1% | 1% | 1% |
| Dining/coffee | 1% | 1% | <1% | 2% | 1% |
| Airport (airline passenger only) | 1% | <1% | <1% | 1% | <1% |
| Escorting others (children, elderly) | <1% | 1% | - | <1% | <1% |

Destination

AND, WHAT TYPE OF PLACE ARE YOU GOING TO (THE END PLACE FOR YOUR ONE-WAY TRIP)?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Your home | 43% | 45% | 9% | 38% | 69% |
| Your usual workplace | 24% | 17% | 48% | 22% | 11% |
| Shopping | 9% | 7% | 5% | 14% | 7% |
| Social or recreational | 6% | 5% | 5% | 8% | 5% |
| Personal business | 5% | 5% | 6% | 7% | 2% |
| Dining/coffee | 1% | 2% | - | 2% | 2% |
| Work related | 3% | 2% | 8% | 3% | 1% |
| College or University (student only) | 3% | 8% | 4% | 2% | 2% |
| School (K-12) (student only) | 2% | 2% | 8% | 1% | 1% |
| Medical/dental | 2% | 3% | 3% | 3% | - |
| Airport (airline passenger only) | 1% | 1% | <1% | <1% | 1% |
| Escorting others (children, elderly) | 1% | 2% | 3% | <1% | <1% |
| Your hotel | <1% | <1% | <1% | 1% | 1% |

Most respondents walked from their origin or their last transit vehicle to reach their boarding stop for the surveyed trip and will walk from their alighting stop or their last transit vehicle to reach their destination.

Getting from Origin to SamTrans (Multiple Responses Accepted)

HOW DID YOU GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS SAMTRANS BUS?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Walked all the way (Including skateboard, scooter, wheelchair) | 77% | 78% | 82% | 79% | 73% |
| Bus, ferry, or other public transit | 18% | 17% | 11% | 18% | 22% |
| Walked part of the way (Including skateboard, scooter, wheelchair) | 17% | 16% | 18% | 22% | 11% |
| Bike | 1% | 1% | 2% | 2% | 1% |
| Private Shuttle (Company/University Shuttle) | 1% | 2% | <1% | 1% | 2% |
| Dropped off by someone (NOT a service) | 2% | 1% | 3% | 1% | 2% |
| Drove or rode with others and parked | 1% | <1% | 2% | <1% | - |
| Drove alone and parked | <1% | <1% | 1% | <1% | <1% |
| Dropped off by Uber, Lyft or a similar service | <1% | 1% | - | - | <1% |

Getting from SamTrans to Destination (Multiple Responses Accepted)

HOW WILL YOU GET FROM THE STOP WHERE YOU GET OFF THIS SAMTRANS BUS TO YOUR FINAL DESTINATION?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Walked all the way (Including skateboard, scooter, wheelchair) | 81% | 76% | 80% | 80% | 82% |
| Bus, ferry, or other public transit | 17% | 17% | 16% | 17% | 16% |
| Walked part of the way (Including skateboard, scooter, wheelchair) | 16% | 17% | 16% | 16% | 16% |
| Bike | 1% | 1% | 2% | 2% | 1% |
| Picked up by someone (NOT a service) | 1% | 3% | 1% | 2% | <1% |
| Private Shuttle (Company/University Shuttle) | <1% | 2% | 1% | <1% | - |
| Drive or ride with others in vehicle parked nearby | <1% | 1% | <1% | <1% | <1% |
| Picked up by Uber, Lyft or a similar service | <1% | <1% | - | <1% | <1% |
| Drive alone in vehicle parked nearby | <1% | 1% | <1% | - | <1% |
| Taxi | <1% | <1% | - | - | <1% |

Transit Users – Getting to SamTrans

Of those who used another transit vehicle to get to their surveyed SamTrans bus, most (80%) used only one other transit vehicle for their trip. Most of these respondents used either another SamTrans bus (44%), BART (28%), or San Francisco Muni (25%). Most (97%) of these respondents walked to their first transit stop.

Number of Transit Vehicles Used to Get to SamTrans

HOW MANY BUSES OR FERRIES DID YOU USE TO GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS BUS?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------|-----------|
| | | | Before 10AM | Midday | After 3PM |
| BASE – USED SAMTRANS TO GET FROM ORIGIN TO SURVEYED BUS (AMPLIFIED WEEKDAY RIDERSHIP) | 4,749 | 6,942 | 786 | 1,506 | 2,457 |
| One | 80% | 85% | 82% | 81% | 78% |
| Two | 16% | 15% | 15% | 19% | 15% |
| Three | 4% | <1% | 3% | - | 7% |
| Average Number of Transit Vehicles | 1.24 | 1.15 | 1.21 | 1.19 | 1.29 |

Transit Systems Used to Get to SamTrans

WHICH TRANSIT SYSTEMS DID YOU USE TO GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS BUS?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------|-----------|
| | | | Before 10AM | Midday | After 3PM |
| BASE – USED SAMTRANS TO GET FROM ORIGIN TO SURVEYED BUS (AMPLIFIED WEEKDAY RIDERSHIP) | 4,749 | 6,942 | 786 | 1,506 | 2,457 |
| Another SamTrans bus | 44% | 40% | 43% | 44% | 44% |
| BART | 28% | 33% | 17% | 21% | 30% |
| San Francisco Muni | 25% | 25% | 35% | 37% | 21% |
| VTA | 6% | 1% | 8% | 6% | 5% |
| Caltrain | 4% | 8% | 3% | - | 6% |
| AC Transit | 2% | 1% | 5% | 2% | 1% |
| SolTrans | <1% | - | 2% | - | - |
| Golden Gate Transit | - | <1% | - | - | - |

Getting from First Transit System to SamTrans

HOW DID YOU GET TO YOUR FIRST BUS OR FERRY?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------|-----------|
| | | | Before 10AM | Midday | After 3PM |
| BASE – USED SAMTRANS TO GET FROM ORIGIN TO SURVEYED BUS (AMPLIFIED WEEKDAY RIDERSHIP) | 4,749 | 6,942 | 786 | 1,506 | 2,457 |
| Walk all the way | 97% | 95% | 97% | 98% | 95% |
| Bike | 2% | 1% | - | 2% | 2% |
| Company/University Shuttle | 1% | 2% | - | - | 2% |
| Dropped off by someone (NOT a service) | 1% | <1% | 3% | - | <1% |
| Dropped off using Uber, Lyft, or similar service | - | 1% | - | - | - |
| Drive alone and park | - | 1% | - | - | - |
| Drive or ride with others and park | - | <1% | - | - | - |

Transit Users – Getting to Destination

Of those who used another transit vehicle to get from their surveyed SamTrans bus to their destination, most (80%) used only one other transit vehicle for their trip. Most of these respondents will either another SamTrans bus (51%), BART (31%), or San Francisco Muni (22%). Most (98%) will walk from their final bus or ferry to their destination.

Number of Transit Vehicles Used to Get from SamTrans to Destination

HOW MANY BUSES OR FERRIES WILL YOU USE TO YOUR DESTINATION FROM THIS SAMTRANS BUS?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|---|------------------|------------------|--------------|--------------|--------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE – USED SAMTRANS TO GET FROM SURVEYED BUS TO DESTINATION (AMPLIFIED WEEKDAY RIDERSHIP) | 4,413 | 7,127 | 1,153 | 1,460 | 1,800 |
| One | 80% | 80% | 81% | 86% | 75% |
| Two | 19% | 20% | 19% | 14% | 23% |
| Three | 1% | <1% | - | - | 1% |
| Average Number of Transit Vehicles | 1.20 | 1.20 | 1.19 | 1.14 | 1.26 |

Transit Systems Used to Get from SamTrans to Destination

WHICH TRANSIT SYSTEMS WILL YOU USE TO GET FROM THIS SAMTRANS BUS TO YOUR FINAL DESTINATION?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|---|------------------|------------------|--------------|--------------|--------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE – USED SAMTRANS TO GET FROM SURVEYED BUS TO DESTINATION (AMPLIFIED WEEKDAY RIDERSHIP) | 4,413 | 7,127 | 1,153 | 1,460 | 1,800 |
| Another SamTrans bus | 51% | 53% | 39% | 63% | 49% |
| BART | 31% | 26% | 50% | 23% | 26% |
| San Francisco Muni | 22% | 22% | 21% | 11% | 32% |
| Caltrain | 6% | 5% | - | 7% | 9% |
| AC Transit | 2% | 1% | 1% | 2% | 3% |
| County Connection | - | 1% | - | - | - |
| VTA | 3% | 3% | 2% | 4% | 1% |
| Dumbarton Express | 1% | - | 1% | 2% | - |
| PresidiGo | 1% | - | 2% | - | - |
| Golden Gate Transit | <1% | - | - | - | 1% |
| SolTrans | - | <1% | - | - | - |

Getting from Last Transit System to Destination

HOW WILL YOU GET FROM YOUR LAST BUS OR FERRY TO YOUR DESTINATION?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|---|------------------|------------------|--------------|--------------|--------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE – USED SAMTRANS TO GET FROM SURVEYED BUS TO DESTINATION (AMPLIFIED WEEKDAY RIDERSHIP) | 4,413 | 7,127 | 1,153 | 1,460 | 1,800 |
| Walk all the way | 98% | 96% | 100% | 95% | 99% |
| Picked up by someone (NOT a service) | 1% | <1% | - | 4% | - |
| Drive or ride with others in vehicle parked nearby | 1% | 1% | - | - | 1% |
| Picked up using Uber, Lyft, or similar service | - | - | - | - | - |
| Company/University Shuttle | 1% | 1% | - | 2% | - |
| Drive alone in vehicle parked nearby | - | 2% | - | - | - |
| Bike | - | <1% | - | - | - |

Home City

Nearly two-thirds of respondents (62%) live in Daly City, San Mateo, San Francisco, or South San Francisco.

WHERE DO YOU LIVE?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Daly City | 25% | 29% | 24% | 23% | 27% |
| San Mateo | 14% | 11% | 14% | 14% | 15% |
| San Francisco | 12% | 9% | 10% | 13% | 12% |
| South San Francisco | 11% | 9% | 11% | 11% | 10% |
| Redwood City | 6% | 7% | 9% | 5% | 4% |
| San Bruno | 4% | 3% | 3% | 3% | 6% |
| Menlo Park | 2% | 3% | 4% | 1% | 2% |
| Half Moon Bay | 3% | 6% | 3% | 6% | - |
| Millbrae | 2% | 1% | 1% | 3% | 2% |
| East Palo Alto | 3% | 3% | 4% | 2% | 2% |
| Burlingame | 2% | 3% | 1% | 2% | 2% |
| Pacifica | 3% | 4% | 2% | 3% | 3% |
| Moss Beach | 2% | 1% | 3% | 2% | 2% |
| Belmont | 1% | 2% | 1% | 1% | 2% |
| Palo Alto | 2% | 1% | 1% | 3% | 1% |
| San Carlos | 1% | 1% | 1% | 1% | 1% |
| Foster City | 2% | 1% | 1% | 1% | 3% |
| Colma | <1% | 1% | <1% | - | 1% |
| Brisbane | 1% | 1% | 3% | <1% | <1% |
| Montara | 1% | 2% | - | 1% | 1% |

*Incomplete list, only responses from 1% or greater of respondents overall are shown. See crosstabulated tables for complete list.

Origin City

Over half of respondents (58%) start their trips in Daly City, San Francisco, San Mateo, or South San Francisco.

While trips before 10:00 am and after 3:00 pm are most likely to begin in Daly City, midday trips are slightly more likely to start in San Francisco

CITY OF ORIGIN LOCATION (WHERE ARE YOU COMING FROM)*

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Daly City | 21% | 23% | 24% | 18% | 21% |
| San Francisco | 17% | 15% | 10% | 20% | 19% |
| San Mateo | 12% | 11% | 14% | 11% | 12% |
| Redwood City | 6% | 6% | 9% | 4% | 6% |
| South San Francisco | 8% | 6% | 10% | 8% | 7% |
| San Bruno | 6% | 6% | 2% | 8% | 6% |
| Burlingame | 4% | 3% | 1% | 4% | 5% |
| Half Moon Bay | 4% | 7% | 4% | 6% | 2% |
| Menlo Park | 2% | 2% | 3% | 1% | 2% |
| Pacifica | 4% | 5% | 3% | 5% | 3% |
| Palo Alto | 3% | 2% | 3% | 2% | 4% |
| East Palo Alto | 2% | 2% | 4% | 3% | 1% |
| Colma | 1% | 1% | 0% | 1% | 2% |
| Millbrae | 1% | 1% | 1% | 1% | 1% |
| Belmont | 2% | 2% | 1% | 1% | 2% |
| San Carlos | 2% | 1% | 2% | 1% | 2% |
| Moss Beach | 1% | <1% | 3% | 1% | - |
| Foster City | 1% | 1% | 1% | <1% | 1% |
| Brisbane | 1% | <1% | 3% | <1% | <1% |
| Oakland | 1% | <1% | - | <1% | 1% |

*Incomplete list, only responses from 1% or greater of respondents overall in 2022 are shown. See crosstabulated tables for complete list.

Destination City

Over half of respondents (58%) end their trips in Daly City, San Mateo, San Francisco, or South San Francisco.

CITY OF DESTINATION LOCATION (WHERE ARE YOU GOING TO)*

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|-----------------------------------|------------------|------------------|--------------|--------|-----------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Daly City | 23% | 25% | 17% | 25% | 25% |
| San Mateo | 15% | 11% | 12% | 14% | 16% |
| San Francisco | 12% | 13% | 15% | 10% | 11% |
| Redwood City | 6% | 6% | 9% | 7% | 4% |
| South San Francisco | 9% | 7% | 10% | 8% | 9% |
| San Bruno | 5% | 7% | 3% | 5% | 7% |
| Half Moon Bay | 4% | 5% | 6% | 7% | - |
| Menlo Park | 2% | 2% | 4% | <1% | 3% |
| Pacifica | 3% | 2% | 3% | 3% | 3% |
| San Carlos | 2% | 1% | 3% | 1% | 2% |
| Colma | 2% | 1% | 4% | 1% | 2% |
| Palo Alto | 3% | 3% | 3% | 5% | 2% |
| Millbrae | 2% | 1% | 1% | 2% | 2% |
| Burlingame | 2% | 3% | 3% | 3% | 2% |
| East Palo Alto | 2% | 3% | 2% | 1% | 2% |
| Belmont | 2% | 1% | 3% | 1% | 2% |
| Moss Beach | 2% | 2% | - | 1% | 3% |
| Foster City | 1% | 1% | <1% | 1% | 3% |
| Montara | 1% | 2% | - | 1% | 1% |
| Atherton | 1% | 1% | 1% | 1% | - |

*Incomplete list, only responses from 1% or greater of respondents overall in 2022 are shown. See crosstabulated tables for complete list.

Trip Purpose Pairs

CC&G examined the data and combined origin and destination types to allow for examination of trips by purpose.

About half of respondents (50%) were traveling between home/friend/relative’s house and a work or work related location. Trips from home/friend/relative’s house to work/work related destinations were most likely to start in San Francisco or Redwood City and end in Daly City or San Mateo. Trips going from work/work related locations to home/friend’/relative’s home were most likely to begin in Daly City or South San Francisco and end in San Mateo or Daly City.

| Type Of Origin Location to Type of Destination Location | 2022 TOTAL | 2022 WEEKDAY | | |
|--|---------------|------------------------|---------------|----------------------|
| | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 7,008 | 8,477 | 11,019 |
| Work/Work Related to Home/Friend's House/Relative's House | 26% | 6% | 14% | 47% |
| Home/Friend's House/Relative's House to Work/Work Related | 24% | 56% | 19% | 8% |
| Home/Friend's House/Relative's House to Social/Rec/Shopping/Dining | 11% | 8% | 14% | 9% |
| Social/Rec/Shopping/Dining to Home/Friend's House/Relative's House | 7% | 2% | 8% | 10% |
| School/College to Home/Friend's House/Relative's House | 7% | 1% | 10% | 10% |
| Home/Friend's House/Relative's House to Medical/Errand/Escort | 6% | 11% | 8% | 2% |
| Social/Rec/Shopping/Dining to Social/Rec/Shopping/Dining | 2% | <1% | 5% | 2% |
| Home/Friend's House/Relative's House to School/College | 5% | 12% | 3% | 2% |
| Work/Work Related to Social/Rec/Shopping/Dining | 1% | <1% | 2% | <1% |
| Medical/Errand/Escort to Home/Friend's House/Relative's House | 2% | 1% | 4% | 2% |
| Medical/Errand/Escort to Social/Rec/Shopping/Dining | 1% | 1% | 1% | 1% |
| School/College to Work/Work Related | 1% | - | 1% | 1% |
| School/College to Social/Rec/Shopping/Dining | 1% | | 1% | 1% |
| Work/Work Related to Work/Work Related | 1% | <1% | 2% | 1% |
| Other (Hotel, Airport, Unspecified) to Social/Rec/Shopping/Dining | 1% | - | 1% | 1% |
| Social/Rec/Shopping/Dining to Work/Work Related | 1% | - | 1% | 1% |

*Incomplete list, only responses from 1% or greater of respondents overall are shown. See crosstabulated tables for complete list of trip pairs, as well as cities by origin/destination pair.

Fare Medium

HOW DID YOU PAY FOR THIS ONE-WAY TRIP?

Nearly two-thirds (64%) of all respondents paid their fare using cash, either in the farebox or on Clipper.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Cash | 35% | 31% | 33% | 38% | 34% |
| Clipper – cash value | 29% | 22% | 26% | 25% | 33% |
| Clipper – monthly pass | 21% | 31% | 28% | 18% | 18% |
| Paper – day pass | 4% | 3% | 3% | 4% | 4% |
| Mobile app – day pass | 2% | 1% | 1% | 1% | 2% |
| Mobile app – one-way ticket | 3% | 2% | 1% | 3% | 3% |
| Way2Go Pass | 1% | 1% | 2% | 2% | - |
| Youth Unlimited Pass^ | 3% | - | 4% | 1% | 4% |
| Rediwheels/RTC | 2% | 2% | 2% | 4% | 1% |
| Paper – monthly pass | <1% | 3% | 1% | <1% | <1% |
| Token | <1% | 3% | - | 1% | 1% |
| Farebox not working | <1% | - | - | 1% | <1% |
| Caltrain monthly pass (2+ zones) | <1% | <1% | - | <1% | - |

^ Fare media not available in 2019

Fare Category

WHAT TYPE OF FARE DID YOU PAY?

Three-quarters of respondents (76%) paid an Adult fare.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|---------------------|---------------------|--------------------|---------------|------------------|
| | | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Adult | 76% | 69% | 76% | 69% | 78% |
| Senior | 11% | 9% | 11% | 14% | 10% |
| Youth | 11% | 15% | 11% | 11% | 10% |
| Disabled/Medicare Card Holder (RTC) | 3% | 7% | 2% | 5% | 2% |

Rating of SamTrans Services

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE RIDING THIS ROUTE? WOULD YOU SAY?

Overall, respondents rate SamTrans 4.13 out of 5.00. This is a decrease from 2019 when respondents rated SamTrans 4.29. Weekday midday riders were the most satisfied (4.22) and weekday after 3 pm riders were the least satisfied (4.05).

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------------|---------------|------------------|
| | | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Excellent (5) | 40% | 45% | 40% | 43% | 36% |
| Good (4) | 46% | 45% | 45% | 45% | 48% |
| Neutral (3) | 5% | 6% | 6% | 5% | 4% |
| Only Fair(2) | 6% | 3% | 7% | 3% | 8% |
| Poor (1) | 3% | 1% | 2% | 3% | 4% |
| MEAN (Out of 5) | 4.13 | 4.29 | 4.14 | 4.22 | 4.05 |

Alternatives to SamTrans

WHAT OTHER TYPE OF TRANSPORTATION WOULD YOU MOST LIKELY HAVE USED IF YOU DIDN'T TAKE SAMTRANS FOR YOUR TRIP TODAY?

For one in ten respondents (11%) of respondents, SamTrans is their only option. Over half (57%) of respondents would use a type of car-based transport (personal vehicle, family/friend’s vehicle, Uber/Lyft, taxi, carpool) as alternate transportation.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| I would not make the trip | 11% | 8% | 12% | 11% | 10% |
| Uber/Lyft or similar | 27% | 31% | 30% | 27% | 26% |
| Carpool | 20% | 22% | 15% | 25% | 20% |
| Drive alone | 9% | 7% | 6% | 8% | 12% |
| BART | 12% | 8% | 13% | 11% | 12% |
| Caltrain | 8% | 7% | 11% | 6% | 6% |
| Walk | 6% | 7% | 5% | 8% | 4% |
| Bus (other than SamTrans) | 4% | 2% | 7% | 3% | 3% |
| Bike | 3% | 2% | 2% | 2% | 5% |
| Taxi | 1% | 2% | <1% | 2% | 1% |
| Shuttle | 1% | 2% | 1% | - | 1% |
| Other (Unspecified) | <1% | 1% | 1% | - | - |

Frequency

HOW OFTEN DO YOU TYPICALLY USE SAMTRANS?

Overall, respondents ride SamTrans about 4 days a week. Those riding after 3 pm and before 10 am tend to ride more frequently than midday weekday riders.

Riders in 2022 ride slightly more often (4.47 days/week) than riders did in 2019 (4.33 days/week).

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|---|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| 6 to 7 days a week [6.5 days] | 29% | 24 | 27% | 29% | 30% |
| 5 days a week [5 days] | 34% | 34 | 40% | 24% | 38% |
| 3 to 4 days a week [3.5 days] | 19% | 25 | 17% | 24% | 17% |
| 1 to 2 days a week [1.5 days] | 10% | 10 | 11% | 13% | 6% |
| 1 to 3 days a month [0.25 days] | 4% | 3 | 2% | 6% | 3% |
| Less than once a month [0.1 days] | 3% | 3 | 1% | 2% | 5% |
| This is my first time on the bus [0 days] | 2% | 1 | 2% | 2% | 2% |
| MEAN FREQUENCY (In Days) | 4.47 | 4.33 | 4.59 | 4.21 | 4.60 |

Tenure

HOW LONG HAVE YOU BEEN USING SAMTRANS?

Overall, respondents have been riding SamTrans for an average of six years (6.08). Weekday midday riders have the longest tenure at seven years (6.73) and weekday after 3 pm riders the shortest at just under six years (5.50) in 2022.

Over 40% of riders in 2022 (42%) have been riding 1 to 2 years or less – meaning they began riding during the COVID-19 pandemic.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| This is my first time [0.1 Years] | 2% | 1% | 2% | 2% | 2% |
| Less than 6 months [0.25 years] | 16% | 9% | 10% | 12% | 23% |
| 6 months to 12 months [0.75 years] | 10% | 7% | 12% | 8% | 10% |
| 1 to 2 years [1.5 years] | 15% | 18% | 21% | 14% | 11% |
| 3 to 5 years [4 years] | 20% | 26% | 17% | 23% | 21% |
| 6 to 10 years [8 years] | 10% | 16% | 10% | 11% | 9% |
| More than 10 years [15 years] | 28% | 23% | 29% | 31% | 25% |
| MEAN TENURE (In Years) | 6.08 | 6.15 | 6.22 | 6.73 | 5.50 |

Vehicles in Household

HOW MANY VEHICLES* ARE AVAILABLE TO YOUR HOUSEHOLD? (*CARS, TRUCKS, OR MOTORCYCLES)

More than half of respondents (60%) are choice riders, in that they have access to a vehicle but use SamTrans instead. Respondents averaged about one vehicle per household.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|---------------------|---------------------|--------------------|---------------|------------------|
| | | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| None | 40% | 29% | 44% | 34% | 41% |
| One | 33% | 32% | 33% | 34% | 31% |
| Two | 19% | 26% | 16% | 21% | 19% |
| Three to Four | 8% | 13% | 7% | 11% | 7% |
| Five or more | 1% | 1% | 1% | - | 1% |
| Average Number of Vehicles | 1.01 | 1.28 | 0.90 | 1.11 | 1.00 |

Household Size

INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

The average household size among respondents is about three people.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| One (just you) | 21% | 17% | 18% | 21% | 22% |
| Two | 16% | 15% | 17% | 15% | 16% |
| Three to Four | 35% | 38% | 35% | 38% | 33% |
| Five or more | 29% | 29% | 31% | 26% | 29% |
| Average Number of People/HH | 3.46 | 3.52 | 3.54 | 3.33 | 3.51 |

Workers in Household

INCLUDING YOU, HOW MANY ADULTS (AGE 16 AND OLDER) ARE EMPLOYED FULL OR PART TIME AND LIVE IN YOUR HOUSEHOLD?

The average respondent has two adults working in their household.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| None | 11% | 10% | 8% | 15% | 9% |
| One (just you) | 26% | 21% | 26% | 24% | 27% |
| Two | 26% | 29% | 28% | 24% | 27% |
| Three to Four | 28% | 36% | 28% | 30% | 26% |
| Five or more | 10% | 4% | 11% | 7% | 12% |
| Average Number of workers/HH | 2.30 | 2.22 | 2.38 | 2.11 | 2.40 |

Age

AGE (BASED ON ASKED QUESTION, WHAT YEAR WERE YOU BORN?)

The average respondent in 2022 is about 42 years old. This is an increase from 2019, when the average age was about 38 years of age.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Under 18 | 7% | 10% | 7% | 7% | 7% |
| 18-24 | 16% | 24% | 12% | 21% | 15% |
| 25-34 | 19% | 17% | 19% | 16% | 22% |
| 35-44 | 15% | 14% | 14% | 10% | 18% |
| 45-55 | 13% | 13% | 19% | 10% | 11% |
| 55-64 | 17% | 13% | 14% | 19% | 16% |
| 65 or older | 14% | 11% | 15% | 16% | 11% |
| Average Age (In Years) | 41.93 | 38.36 | 43.29 | 42.42 | 40.68 |

Household Income

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2016 BEFORE TAXES?

The average respondent makes about \$44,445 per year. This is a sharp decrease from 2019 when respondents made an average of \$62,128 per year.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|---------------|---------------|---------------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Below \$10,000 [\$5,000] | 13% | 9% | 8% | 16% | 15% |
| \$10,000 to \$24,999 [\$17,499.5] | 26% | 15% | 30% | 23% | 27% |
| \$25,000 to \$34,999 [\$29,999.5] | 19% | 14% | 26% | 18% | 16% |
| \$35,000 to \$49,999 [\$42,499.5] | 13% | 15% | 17% | 14% | 11% |
| \$50,000 to \$74,999 [\$62,499.5] | 11% | 16% | 11% | 10% | 12% |
| \$75,000 to \$99,999 [\$87,499.5] | 7% | 12% | 5% | 7% | 8% |
| \$100,000 to \$149,999 [\$124,999.5] | 7% | 13% | 2% | 9% | 9% |
| \$150,000 or more [\$200,000] | 3% | 6% | 2% | 3% | 3% |
| Average Income (\$1,000) | \$44.4 | \$62.1 | \$38.2 | \$46.6 | \$46.8 |

Race/Ethnicity

Half of respondents are of Hispanic, Latino, or Spanish origin.

ARE YOU OF HISPANIC, LATINO, OR SPANISH ORIGIN?

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|-----------------------------------|------------------|------------------|--------------------|---------------|------------------|
| | | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Yes | 50% | 39% | 40% | 54% | 54% |
| No | 50% | 61% | 60% | 46% | 46% |

[RACE/ETHNICITY] ARE YOU . . . (MULTIPLE RESPONSES ACCEPTED)

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|-----------------------------------|------------------|------------------|--------------------|---------------|------------------|
| | | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Hispanic | 47% | 31% | 58% | 41% | 43% |
| Asian | 29% | 29% | 20% | 29% | 34% |
| White/Caucasian | 18% | 26% | 14% | 22% | 17% |
| Black/African American | 5% | 6% | 5% | 6% | 3% |
| Native Hawaiian/Pacific Islander | 3% | 11% | 4% | 4% | 2% |
| American Indian/Alaska Native | 1% | 1% | 2% | 1% | 2% |
| Mixed (Unspecified) | 1% | <1% | 1% | <1% | 1% |

Primary Household Language[^]

WHAT LANGUAGE DO YOU PRIMARILY SPEAK IN YOUR HOUSEHOLD?

English or Spanish are spoken by most respondents at home.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|--|------------------|------------------|--------------|--------|-----------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP [^] | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| English | 42% | 63% | 35% | 47% | 42% |
| Spanish | 40% | 23% | 53% | 34% | 36% |
| Tagalog | 9% | 8% | 5% | 11% | 9% |
| Chinese | 5% | 2% | 4% | 5% | 5% |
| Vietnamese | 1% | - | 1% | - | <1% |
| Burmese | 1% | 1% | - | <1% | 3% |
| Russian | 1% | <1% | <1% | - | <1% |

English Proficiency*

HOW WELL DO YOU SPEAK ENGLISH?

Among those who speak a language other than English at home, half (52%) speak English at least well.

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|---|------------------|------------------|--------------|--------|-----------|
| | | | Before 10AM | Midday | After 3PM |
| BASE- RESPONDENTS WHO PRIMARILY SPEAK A LANGUAGE OTHER THAN ENGLISH IN THEIR HOUSEHOLD (AMPLIFIED WEEKLY RIDERSHIP) | 15,371 | 14,979 | 4,272 | 4,456 | 6,343 |
| Very well | 23% | 50% | 16% | 31% | 22% |
| Well | 24% | 20% | 22% | 22% | 27% |
| Not well | 21% | 20% | 22% | 23% | 18% |
| Not at all | 33% | 11% | 40% | 24% | 33% |

[^] Responses shown were cited by 1% or greater of respondents overall for 2022. See cross-tabulated tables for complete list.

*This table includes only those respondents who said they spoke a language other than English at home. Respondents who said they only spoke English at home are not included.

Gender

By observation or asked

| | 2022 AVG WEEKDAY | 2019 AVG WEEKDAY | 2022 WEEKDAY | | |
|-----------------------------------|---------------------|---------------------|--------------------|---------------|------------------|
| | | | <u>Before 10AM</u> | <u>Midday</u> | <u>After 3PM</u> |
| BASE- AMPLIFIED WEEKDAY RIDERSHIP | 26,504 | 41,880 | 7,008 | 8,477 | 11,019 |
| Male | 47% | 49% | 48% | 42% | 50% |
| Female | 53% | 51% | 52% | 58% | 49% |
| Other/Non-Binary | 1% | <1% | - | 1% | 1% |