2024 SAMTRANS TRIENNIAL CUSTOMER SURVEY
Systemwide On-Board Bus Survey

SUMMARY REPORT

CONTENTS

COREY, CANAPARY & GALANIS

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 2024; 3,248 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 satisfaction with 6 specific service characteristics.
- Identifying sources used by riders for SamTrans route/schedule information.
- Evaluating SamTrans riders' willingness to transfer.
- 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 verbatim comments are included in separate reports.

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

SamTrans implemented a series of network improvements, based on a comprehensive operational analysis (COA), known as Reimagine SamTrans.

Key improvements include:
- Launch of local route 142.
- Introduction of Express route EPX between East Palo Alto and San Bruno BART, with trips to downtown San Francisco.
- New Ride Plus microtransit service in East Palo Alto/Belle Haven and Half Moon Bay/El Granada.
- Reintroduction of Route 276.
- Increased frequency on six weekday and six weekend routes.
- Longer service hours on five routes.
- Consolidated routes: 274, 275 and 278 consolidated into route 278. Routes 251 and 256 were consolidated into a revised route 251. School-oriented routes 39, 55, 95 and 84 into routes 37, 53, 61 and 83, respectively.

- Two new limited stop routes to San Mateo County community colleges (CSM and SKY) and the reintroduction of route PCX (formerly route 118).
- New consolidated terminal and regional connections at Salesforce Transit Center in San Francisco.

Additional service changes include the implementation of the "Youth Unlimited Pass Program", which gives low-income students free rides on all SamTrans buses, and installation of onboard Wi-Fi across the entire bus fleet, providing free internet access to riders.

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, providing a QR code to allow riders to complete the survey online, offering an opportunity to be entered into a drawing for a $200 gift card, and providing a business reply mail-back option as another alternate method of completion.

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

- <u>72% Completion Rate</u>. This is calculated by dividing the total number of completes (3,248) by the total number of questionnaires distributed to passengers (4,539).
- <u>55% Response Rate.</u> This is calculated by dividing the total number of completes (3,248) by all eligible passengers riding on the sampled buses (5,897).

   (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 17, through Thursday, November 21, 2024. 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

Sampling was designed to achieve a cross section of riders using different SamTrans routes. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. CC&G's final sample size of 3,248 completed surveys *significantly exceeded* the target sample size of 2,000. This adds concrete value to the project by: enhancing geographic coverage, improving statistical reliability and allowing for a more refined analysis of rider subgroups.

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 when determining which routes to sample. Consideration was given to ensuring that a diverse, and well represented, selection of routes from the Coastside, Northern, Central, and Southern regions of San Mateo County. About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. In addition to fixed routes, two on-call routes (RidePlus HMB and RidePlus EPA) were also included. For these two routes, bus drivers distributed the survey to passengers as they boarded, as passenger volumes and frequency vary significantly on these routes.

Weighting

The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2024. The data was then weighted by route according to total ridership. Specific weighting details are included in the appendix of this report.

Margin of Error and Statistically Significant Differences

For the total number of respondents (n = 3,248) who participated in the survey, the margin of error is +/- 1.63% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:*

- Weekday peak (n = 1,521). +/-2.45% at the 95% confidence level;
- Weekday off-peak (n = 1,087). +/-2.92% at the 95% confidence level;
- Weekend (n = 624). +/-3.89% at the 95% confidence level.

Comparison to Previous Triennial Reports

In 2018, "don't know/blank" responses were included in calculating responses. In 2021 and 2024, "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 the 2018 data, and these percentages were recalculated.**

There were 16 surveys received from Ride Plus routes. As these were distributed by the operators, strata for these surveys are unknown and are not included in the strata subgroup totals.

EXECUTIVE SUMMARY

How Riders Use SamTrans

Nearly one third of riders (32%) are relatively new to riding SamTrans, having used the service for one year or less. Nearly one in four (23%) have been riding SamTrans for 6 months or less, while 9% have been riding 6 months to less than one year.

Most SamTrans riders rely on the system as their primary mode of transportation and use it at least 4 days per week.
- Three-quarters of riders (75%) use SamTrans at least 4 days per week, with nearly two-thirds (65%) using it at least five days a week.
- More than one quarter of SamTrans riders own or have access to a car (29%). Lower income respondents, as well as those under 25, were less likely to own or have access to a car than respondents overall.
- Most riders (79%) say the primary reason they use SamTrans is because they don't have car or don't drive. However, 17% of respondents also cite saving money (gas, wear and tear on car), 11% cite helping the environment, and 11% cite the ability to do other things as the reasons they use SamTrans.

Nearly two thirds of riders pay with some form of cash (or cash value) payment – including many riders who might benefit from paying in other ways.
- Overall, some form of cash is the most popular method of fare media, with 64% of respondents using it in some manner. About one third (31%) use the cash value on their Clipper Card, while (32%) use cash to purchase either a day pass or a one-way ticket (paper), and 1% stated they used cash without providing any further detail.
- Notably, 70% of one-way ticket (cash) users, 75% of Day Pass (cash) users, and 68% of Clipper cash users use SamTrans at least 4 days per week. This means the majority of users in these categories could likely benefit from purchasing and using a Monthly pass.
- In the case of One-way Ticket and Day Pass users, the cost of the initial outlay may be a factor. The average household income for One way Ticket users is $34,101, while for Day Pass users it is $34,884 (compared with $54,828 for respondents overall and $60,254 among Clipper cash users).

SamTrans riders use it most often for work trips – and this is true across all time periods.

- Half of riders (50%) are traveling to or from work, and 27% are traveling to or from school.
- Work was a primary trip purpose across all time periods (Weekday Peak, Weekday Off-Peak, and Weekend), while school was the second trip purpose for both Weekday Peak and Weekday Off-Peak respondents. (Shopping was the second most common trip purpose on Weekends.)

While the majority only use one bus for their trip, a growing share use two or more buses.

- Half of riders (56%) use one bus for their trip. This has slowly dropped – with 62% taking just one bus in 2018 and 60% in 2021.
- However, 44% use 2 or more buses, which is an increase over both 2018 and 2021 (39%). The increase, however, comes almost exclusively from those using 2 buses.
- In 2024, riders using 3 or more buses tended to be very low income, with 59% earning less than $25,000 per year.

Half of respondents (50%) would be willing to transfer (or transfer more) if it meant a shorter overall trip, while 42% would transfer if it meant buses came more frequently.

Satisfaction of SamTrans Riders

Most riders (81%) 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 4.24. While the mean score was slightly higher than 4.20 scored in 2021, this difference is not statistically significant.

	Overall Satisfaction		
	2024	**2021**	**2018**
Satisfied (4 or 5)	81%	79%	82%
Neutral (3)	11%	13%	14%
Dissatisfied (1 or 2)	2%	5%	3%
Mean Score (Out of 5.00)	**4.24**	**4.20**	**4.23**

Riders who ride SamTrans at least three days per week rate SamTrans lower than those who ride less than once a week.

	Overall Satisfaction		
	2024	**2021**	**2018**
Ride…	mean score	mean score	mean score
5 or more days/week	4.23	4.20	4.22
3 – 4 days/week	4.19	4.18	4.21
1 – 2 days/week	4.23	4.12	4.31
Less than once a week	4.37	4.39	4.28

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

	Overall Satisfaction		
	2024	**2021**	**2018**
Have been riding…	mean score	mean score	mean score
Less than one year	4.27	4.20	4.24
1 – 3 years	4.19	4.16	4.17
More than 3 years	4.25	4.23	4.25

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

	Overall Satisfaction		
	2024	**2021**	**2018**
Geographic type of route…	mean score	mean score	mean score
Multi-region/Express	4.20	4.20	4.18
North	4.30	4.21	4.32
Central	4.15	4.13	4.16
South	4.42	4.27	4.17
Coastside	4.15	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, 81% of completed surveys were completed in English, while 17% were completed in Spanish, and 2% were completed in Chinese.)

	Overall Satisfaction		
	2024	**2021**	**2018**
	mean score	mean score	mean score
English language questionnaire	4.22	4.20	4.21
Spanish language questionnaire	4.37	4.25	4.36
Chinese language questionnaire	4.15	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 *"Routes Go Where I Want to Go. "*It received the lowest rating on *"Frequency of Buses"* among the 5 attributes rated.

Base (All Respondents): 2,369	**2024**			
	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
	(5-point scale)	(%)	(%)	(%)
Overall experience with SamTrans	4.24	81	4	15
On-Time Performance	4.04	68	8	24
Frequency Of Buses	3.83	62	12	26
Routes Go Where I Want to Go	4.24	77	6	17
Communication Of Route Changes	3.85	58	11	30
Helpfulness/Courtesy of Customer Service	4.09	49	6	45

- While *"Helpfulness/Courtesy of Customer Service"* remained the same as in 2018, attribute scores generally increased from 2021. The greatest significant change was *"On-Time Performance"* which improved from 3.85 in 2021 to 4.04 in 2024.
- The only attribute score to decrease significantly was "*Communication of Route Changes*," which decreased from 3.93 in 2021 to 3.85 in 2024.

News and Schedule Information Sources

Riders are most likely to get bus schedule and real-time departure information from Google Maps (56%). However 20% get their schedule information from the Transit app, 12% get schedule information from printed timetables, and another 12% obtain information from the SamTrans website.

Nearly four in ten respondents (38%) use TV news as their main source of news and events.

- An additional 38% cited social media and 30% noted they obtain news and events information from a website.
- Those who listed an app or website as a source for local news and events mentioned Instagram, TikTok, Facebook, Twitter/X, and YouTube most often.

SamTrans riders access information in a variety of languages.

- English (59%), Spanish (41%), and Tagalog (12%) are the top languages spoken at home by SamTrans riders, followed by Mandarin (4%) and Cantonese (4%).
- Overall, three-quarters (75%) of respondents personally speak English well or very well, while 69% of respondents say English is spoken well or very well in their homes.

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.

9f. Overall experience with SamTrans?

81% Very/Somewhat Satisfied

Very Satisfied (5)	(4)	(3)	(2)	Very Dissatisfied (1)	Not Applicable
45%	36%	11%	2%	2%	4%
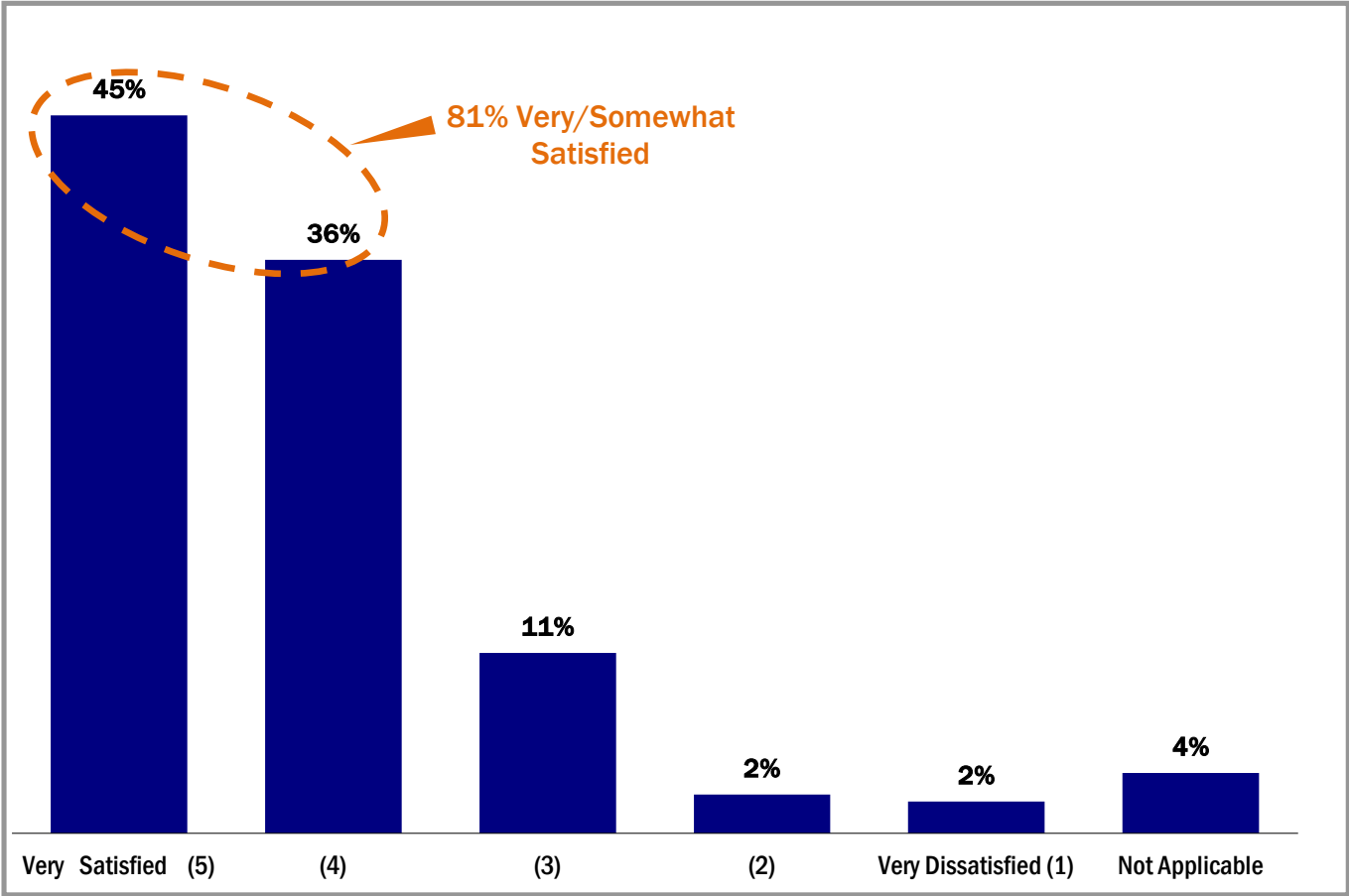
Base: Total (3,248)   (See Statistical Table
Q9f)

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.

9f. Overall experience with SamTrans?

Satisfaction Rating by…	Mean Score (5 point scale) ▼
Total (n = 3,248)	**4.24**
Ridership Segment	
Weekday Peak (n = 1,521)	4.21
Weekday Off-Peak (n = 1,087)	4.28
Weekend (n = 624)	4.23
Buses on One-Way Trip	
1 (n =1,712)	4.21
2 (n =1,003)	4.24
3 or more (n =318)	4.40
How Long Riding SamTrans	
Less than 1 year (n = 1,006)	4.27
1 – 3 years (n = 938)	4.19
More than 3 years (n =1,247)	4.25

(See Statistical Table Q9f)

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.

9a. On-Time Performance?

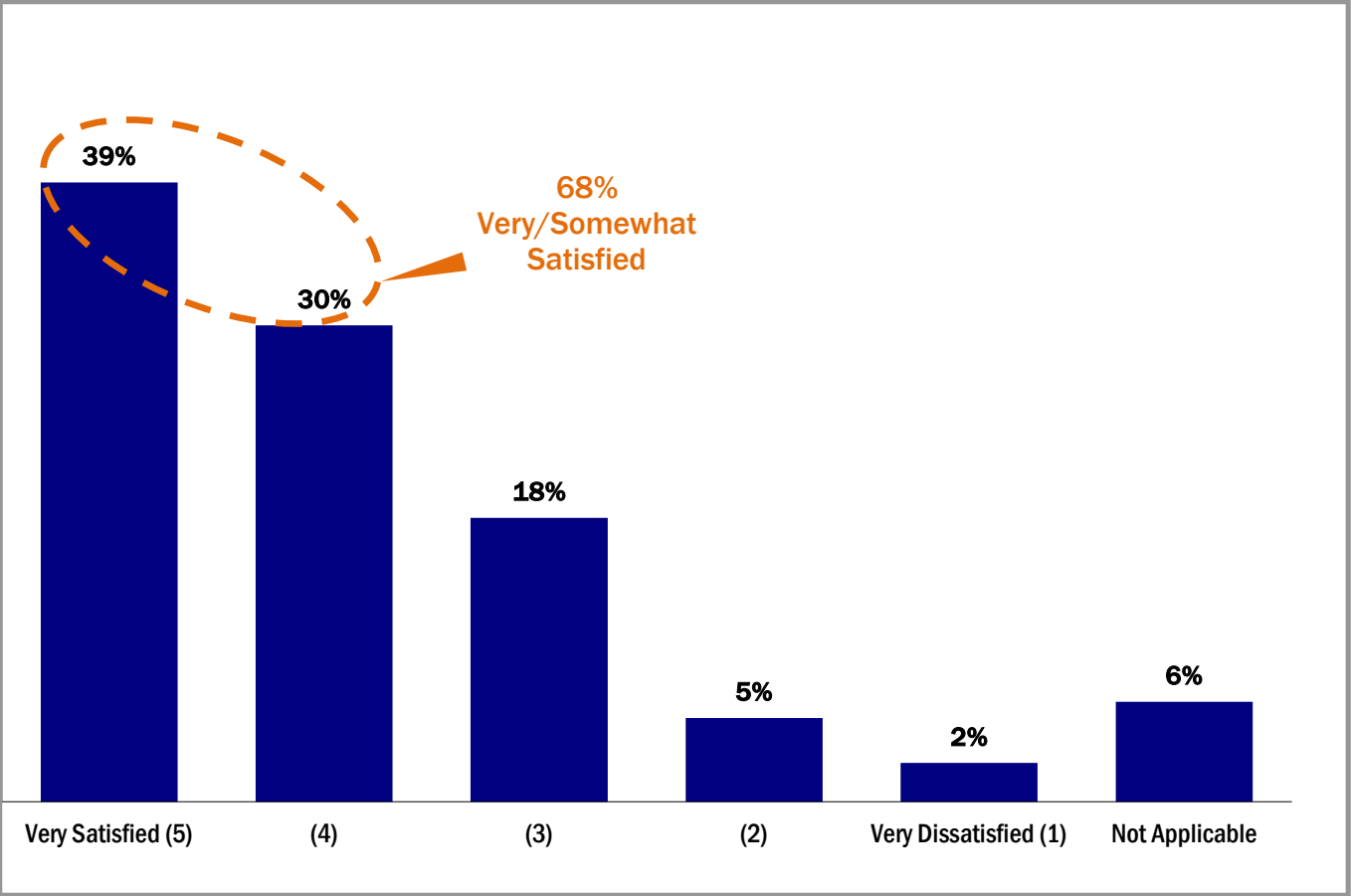Base: Total (3,248)   (See Statistical Table Q9a)

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.

	Mean Score (5 point scale)
▶ OVERALL EXPERIENCE WITH SAMTRANS	4.24 ◀
Routes Go Where I Want to Go	4.24
Helpfulness/Courtesy of Customer Service ...	4.09
On-Time Performance	4.04
Communication of Route Changes	3.85
Frequency	3.83

Base: Total (3,248)   (See Statistical Tables Q9a-Q9f)

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

RATING OF SERVICE ATTRIBUTES (MEAN SCORES)
2024 vs. 2021

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.

	2024	2021	Change
Overall Experience with SamTrans	**4.24**	**4.20**	0.04*
On-Time Performance	4.04	3.85	0.19
Frequency Of Buses	3.83	3.76	0.07
Routes Go Where I Want to Go	4.24	4.16	0.08
Communication Of Route Changes	3.85	3.93	-0.08
Helpfulness/Courtesy of Customer Service Center (1-800-660-4287)	4.09	4.09	0.00*

*Not statistically significant

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

Base: Total (3,248)   (See Statistical Tables Q9a-Q9f)

RIDERSHIP TENURE

1. How long have you been riding SamTrans?

32% are relatively new riders

6 months or less	More than 6 months - 1 year	1 - 3 years	More than 3 years
23%	9%	29%	39%
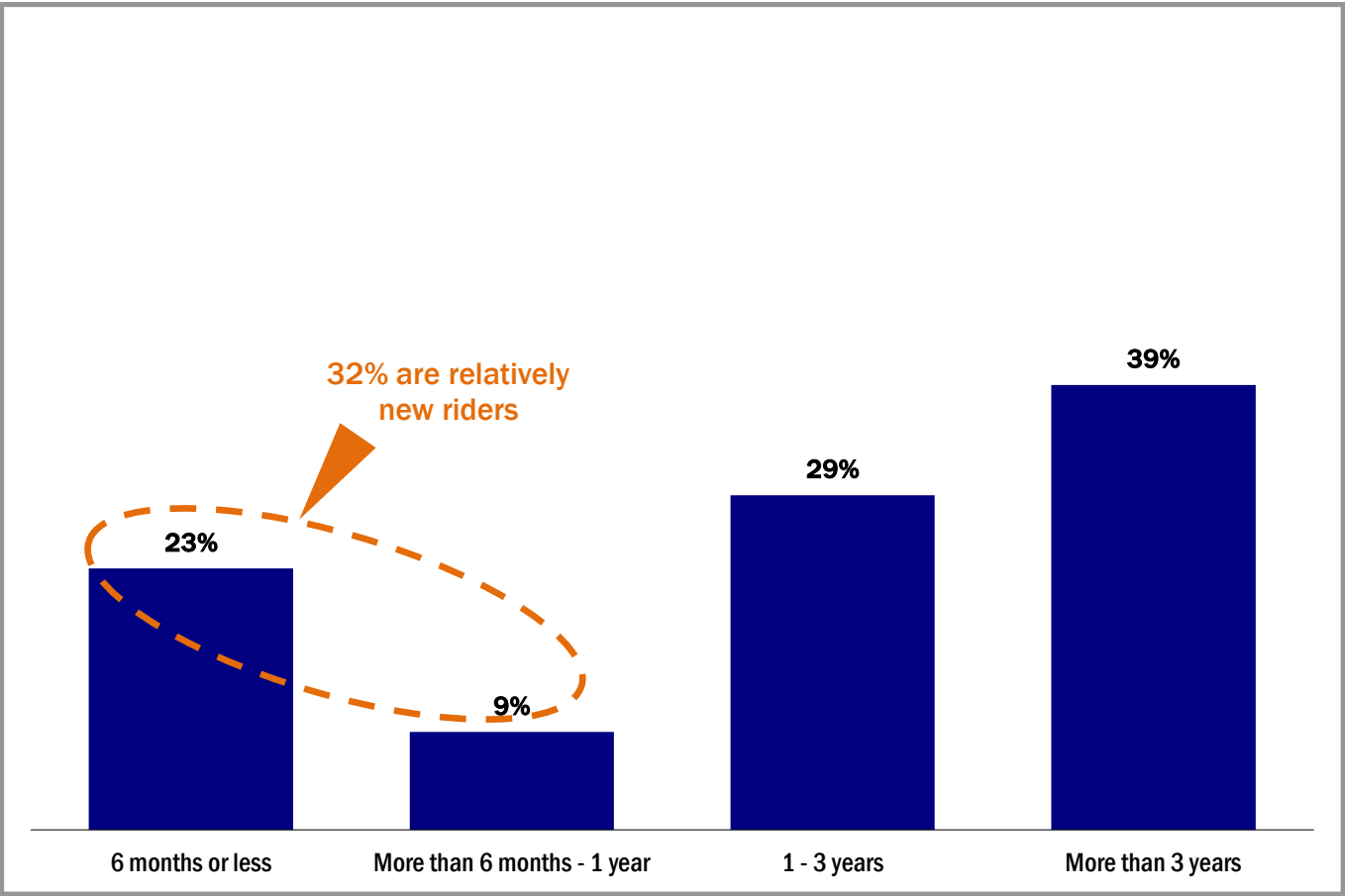
Base: Total (3,248)   (See Statistical Table Q1)

FREQUENCY OF RIDING SAMTRANS

2. How often do you usually ride SamTrans?

Base: Total (3,248)   (See Statistical Table Q2)

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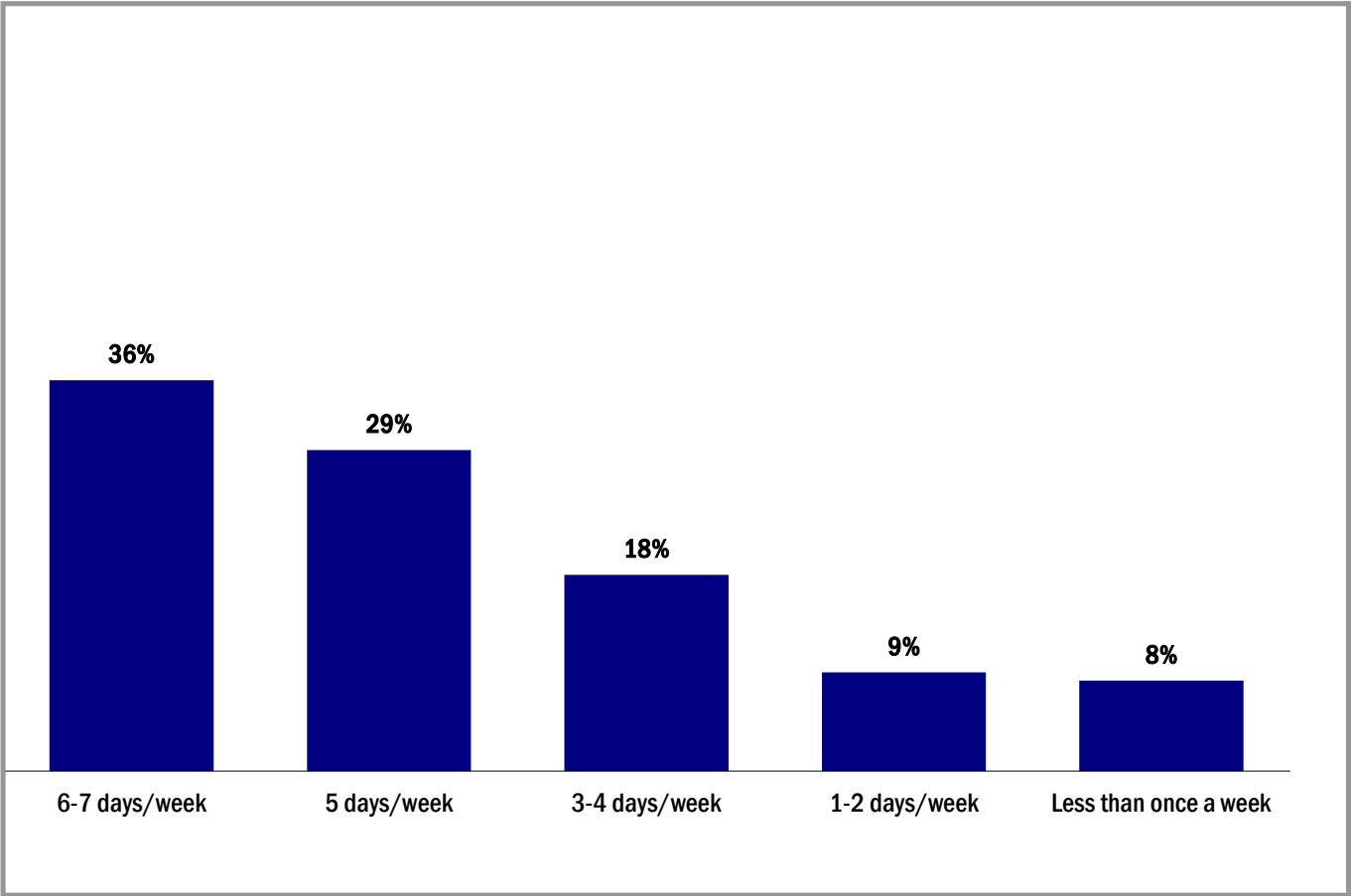
REASONS FOR RIDING SAMTRANS

3. What is your main reason for riding SamTrans? [multiple responses accepted]
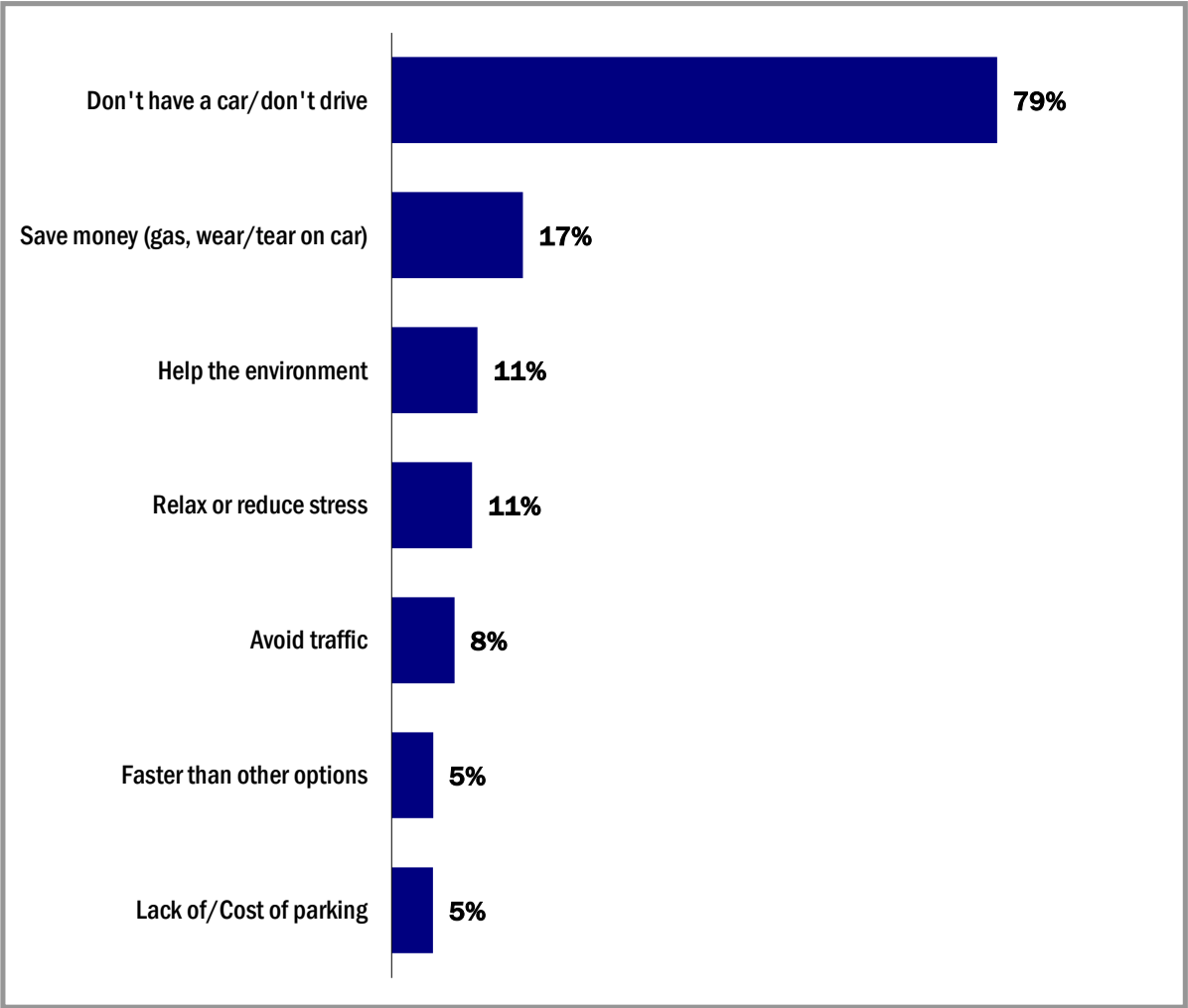
Only the top responses provided by 5% or more of respondents are shown above; see tables for a complete list.

Base: Total (3,248)   (See Statistical Table Q3)

TICKET TYPE
4. What type of ticket/card did you use (today)?

Ticket Type	Percentage
Clipper: Cash	31%
Day Pass/cash	16%
One way ticket/cash	16%
Clipper: Monthly Pass	15%
Clipper: Way2Go Pass	9%
Youth Unlimited	9%
Other	2%
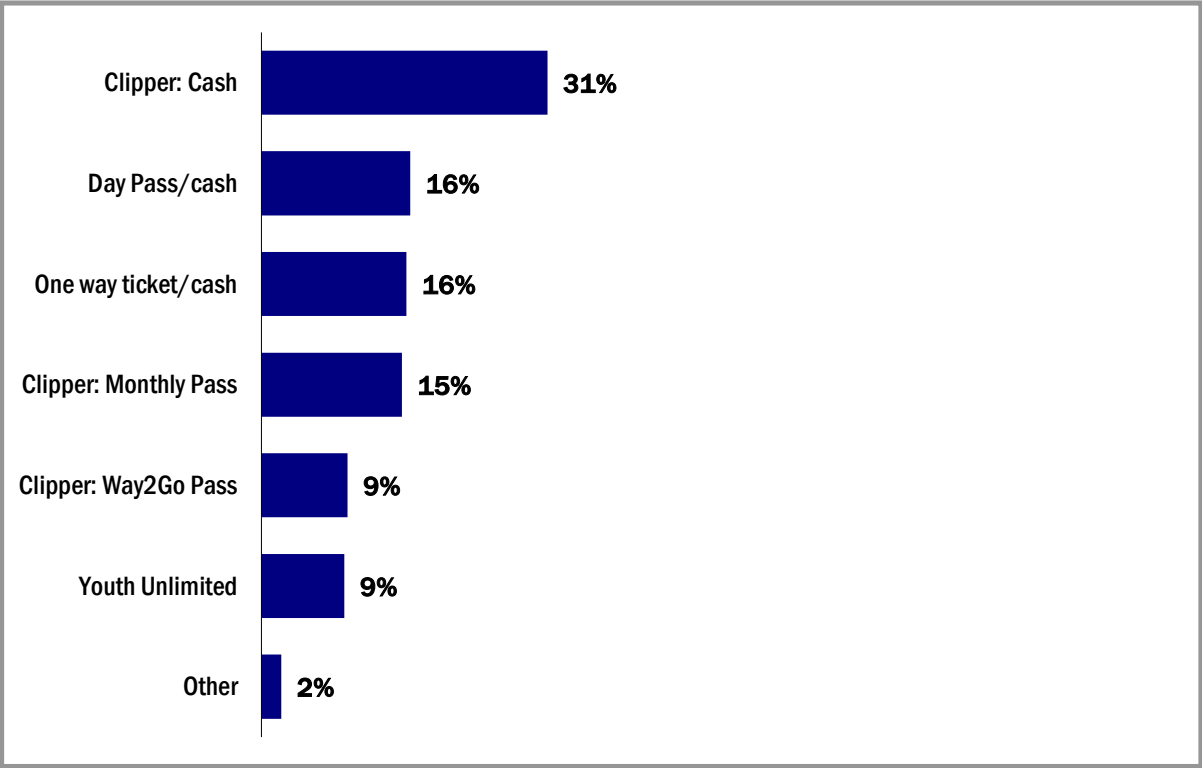
Base: Total (3,248)   (See Statistical Table Q4)

PURPOSE OF TRIP

6. What is the main purpose of your trip today? [multiple responses accepted]

Purpose	Percentage
Work	50%
School	27%
Shopping	15%
Social or recreational	11%
Errand/Personal Business	2%
Medical	1%
Other (Unspecified)	1%

Base: Total (3,248)   (See Statistical Table Q6)

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ACCESS

7a. How did you get to the bus stop where you BOARDED this bus? [multiple responses accepted]

Walked ALL the way	74%
Another SamTrans bus	9%
BART	8%
Muni	3%
Caltrain	2%
Bicycled	2%
Got dropped off by car	2%
Free shuttle	1%
Other	1%

Base: Total (3,248)   (See Statistical Table Q7a)

EGRESS

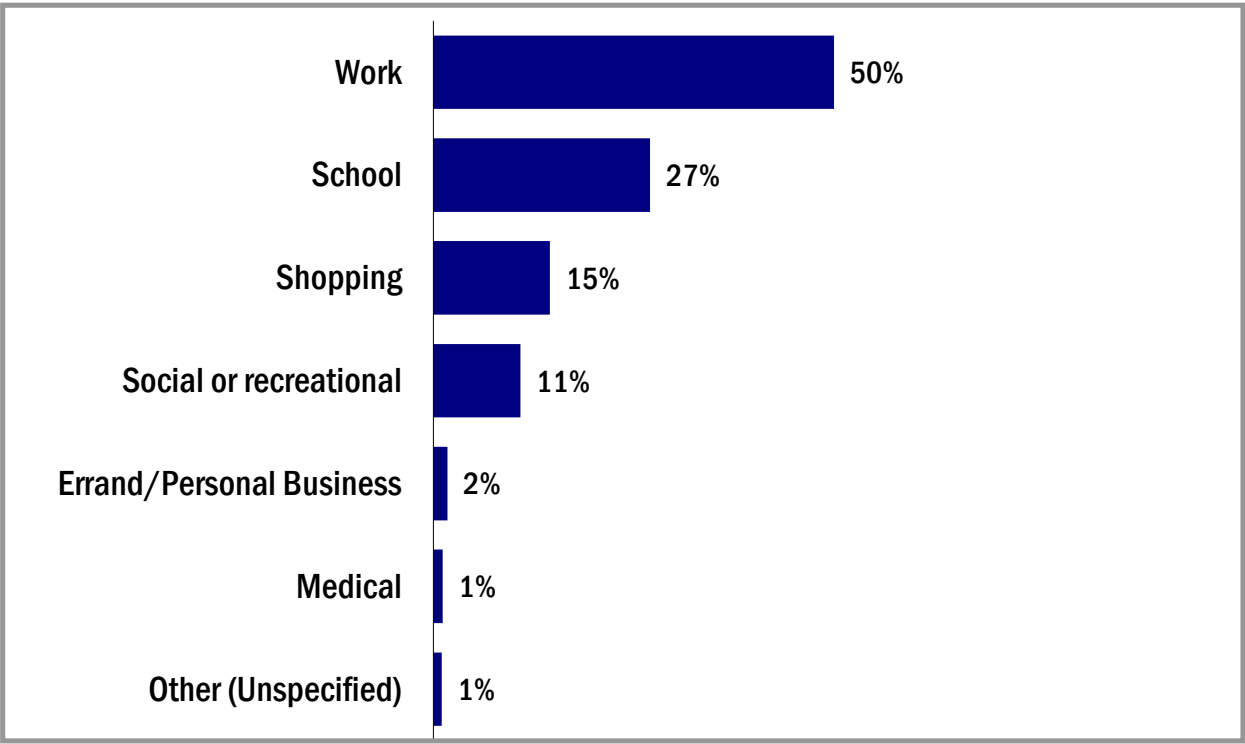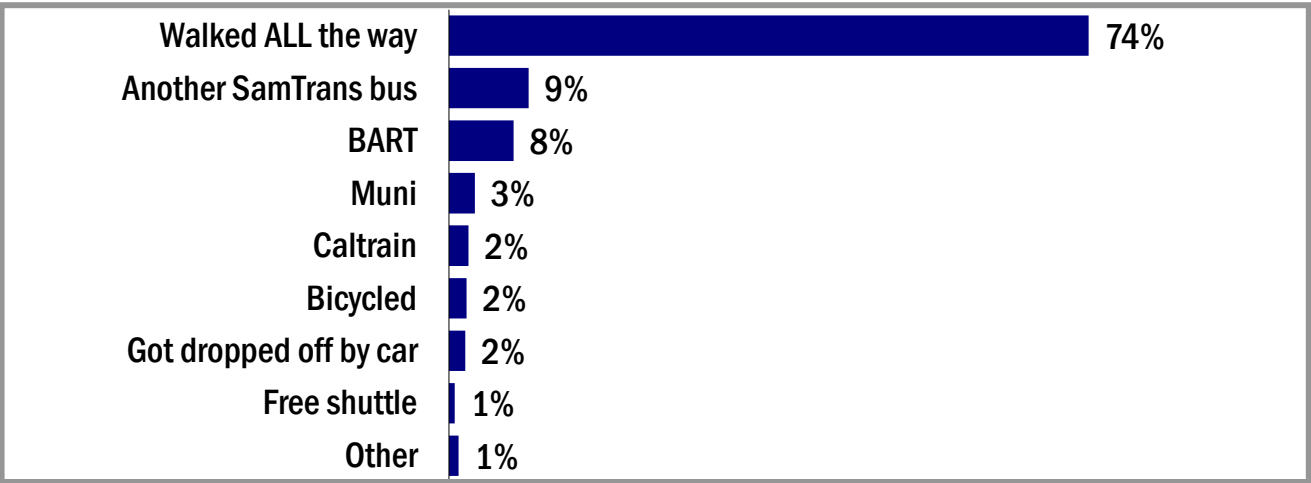7b. How will you get from this bus to your final destination? [multiple responses accepted]

Walked ALL the way	74%
Another SamTrans bus	11%
BART	7%
Muni	3%
Caltrain	2%
Bicycled	1%
Got picked up by car	1%
Free shuttle	1%
VTA	1%
Other	1%
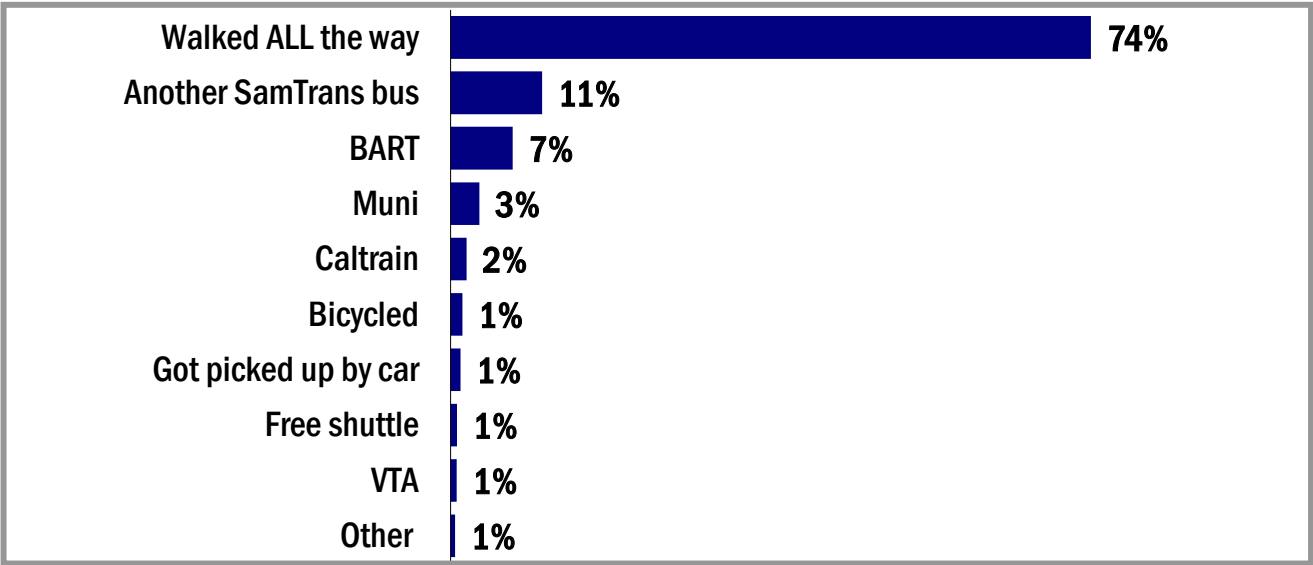
Base: Total (3,248)   (See Statistical Table Q7b)

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INCENTIVE TO TRANSFER

10. Would you be willing to transfer to another SamTrans bus, or transfer more than you do now, if [multiple responses accepted]

Nothing could get me to transfer (more) — 16%

It meant a shorter overall trip — 50%

Buses came more frequently — 42%

Waiting areas were more comfortable and safe — 26%

There were more ameniies at transfer centers — 9%
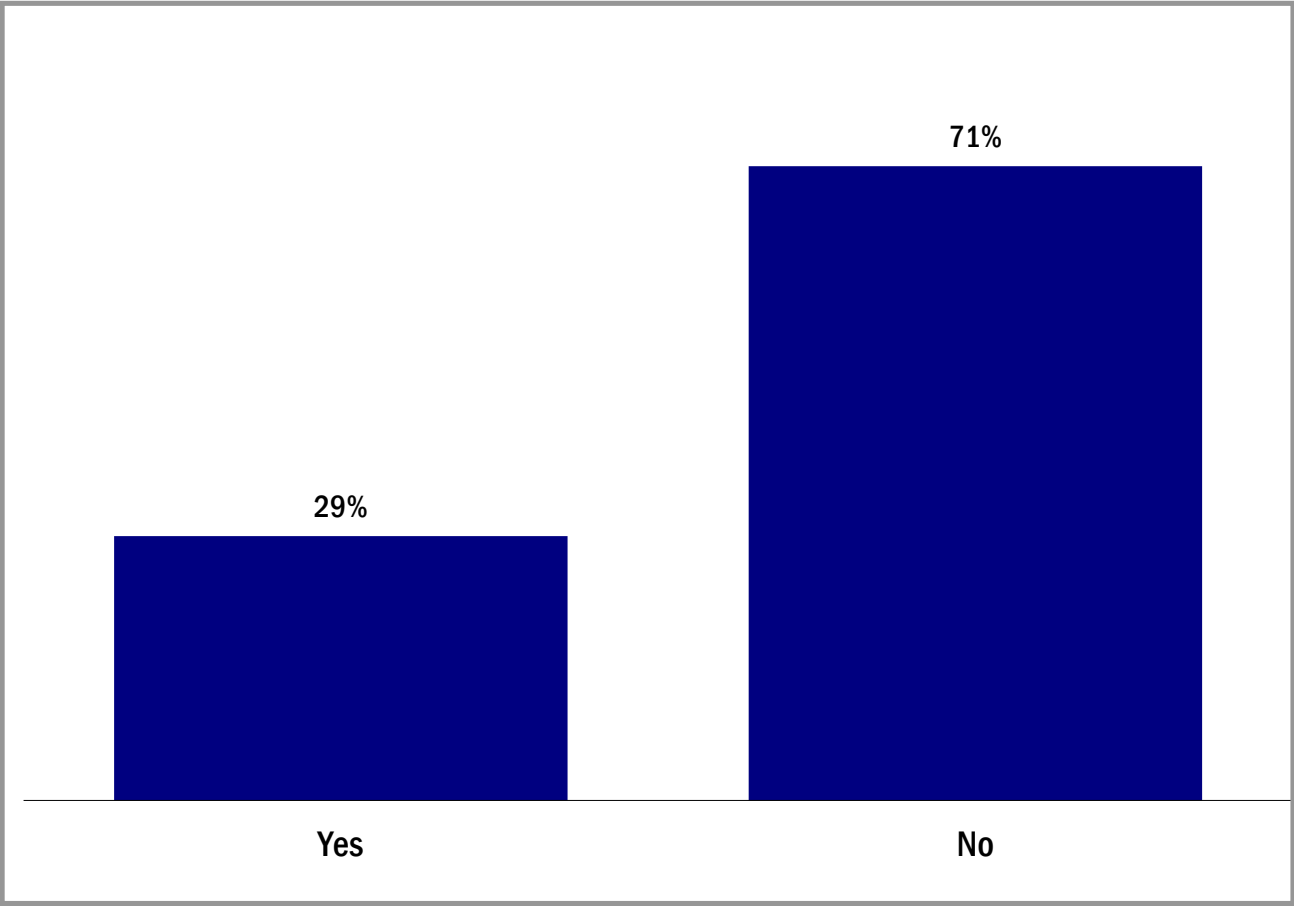
Other — 1%
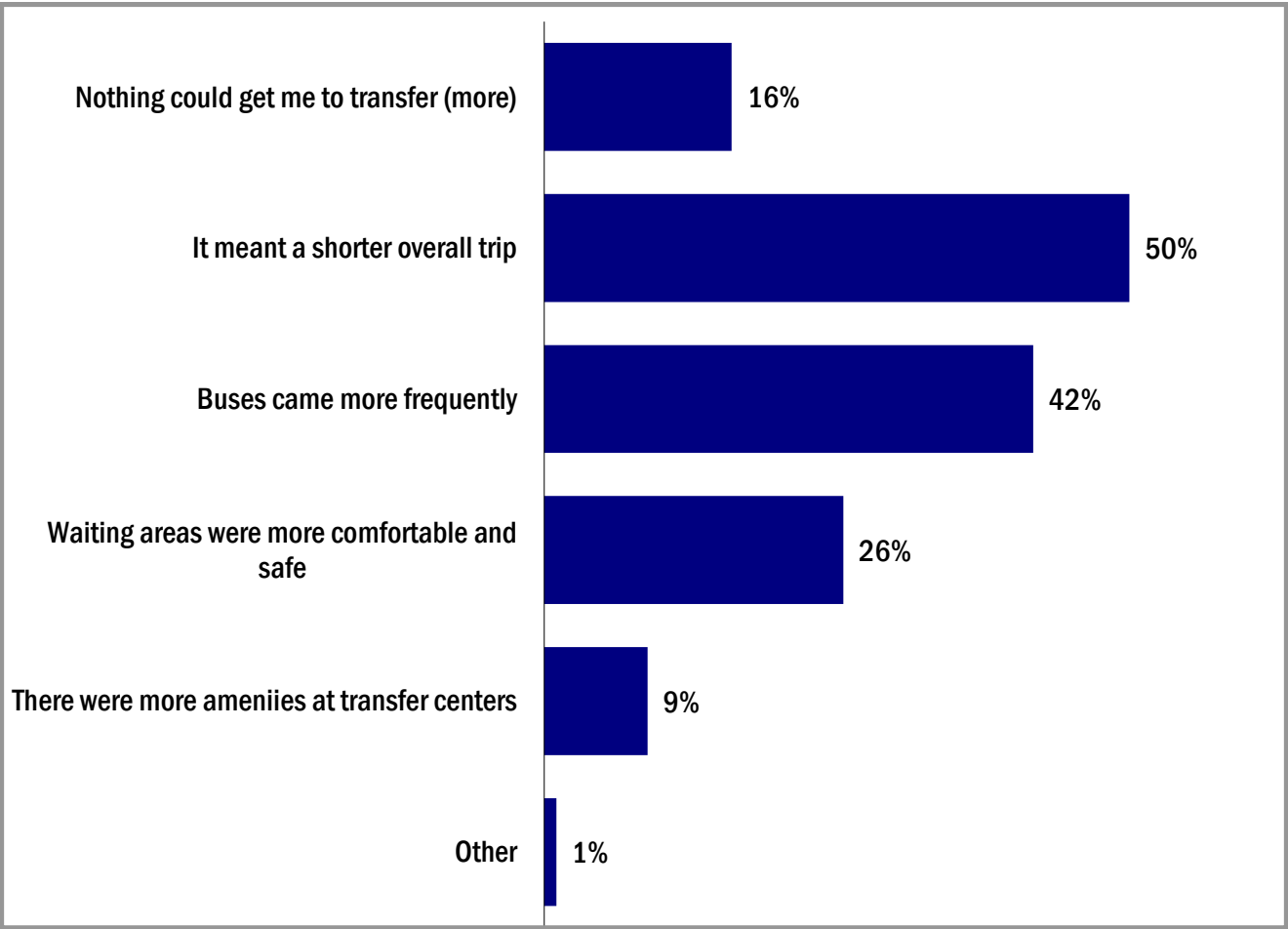
Base: Total (3,248)   (See Statistical Table Q10)

ACCESS TO A CAR

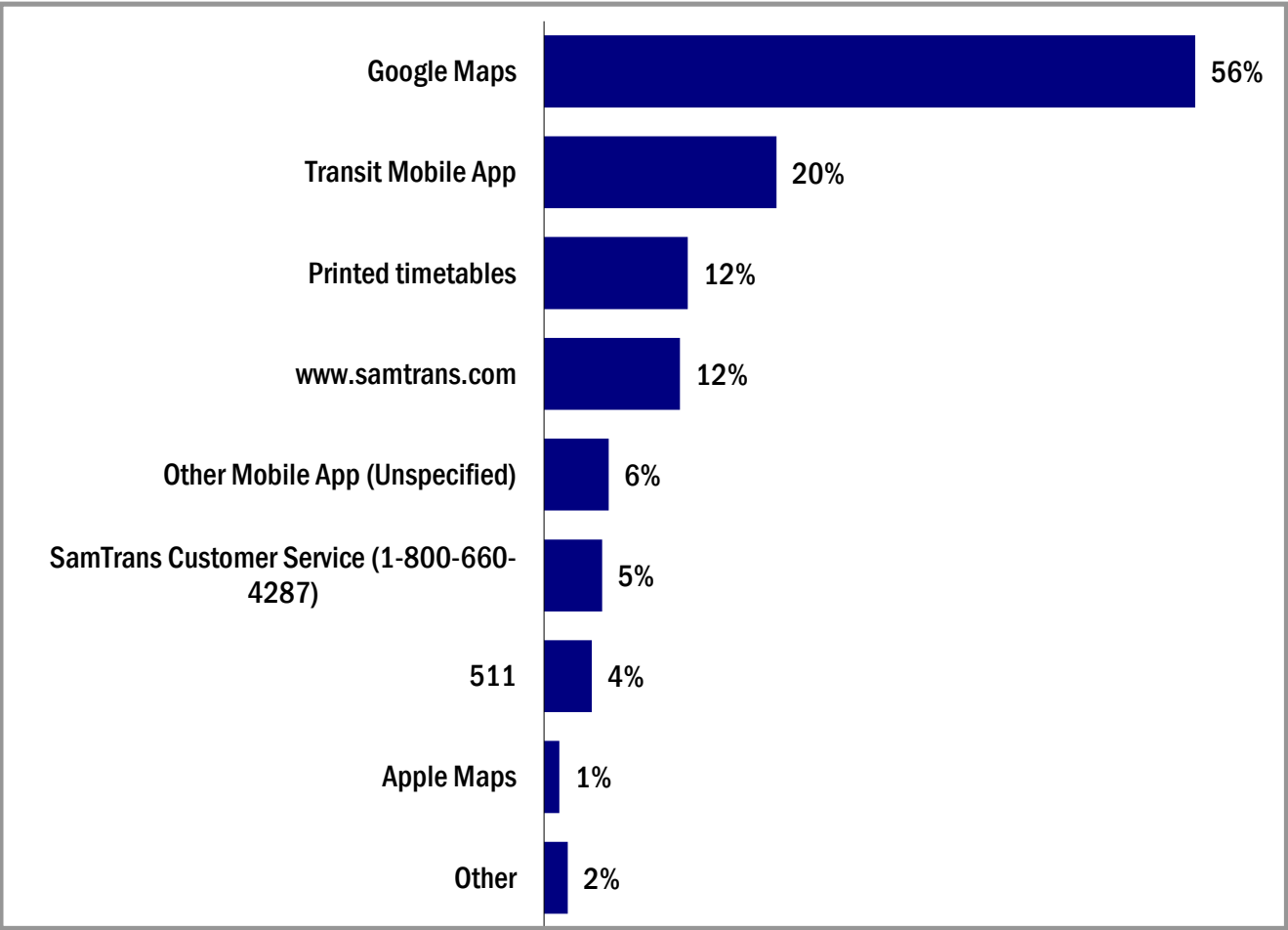11. Do you own or have access to a car?

Base: Total (3,248)   (See Statistical Table Q11)

SOURCES FOR SAMTRANS INFORMATION

23. Where do you access the bus schedule or real-time departure information?
   [multiple responses accepted]

Source	Percentage
Google Maps	56%
Transit Mobile App	20%
Printed timetables	12%
www.samtrans.com	12%
Other Mobile App (Unspecified)	6%
SamTrans Customer Service (1-800-660-4287)	5%
511	4%
Apple Maps	1%
Other	2%

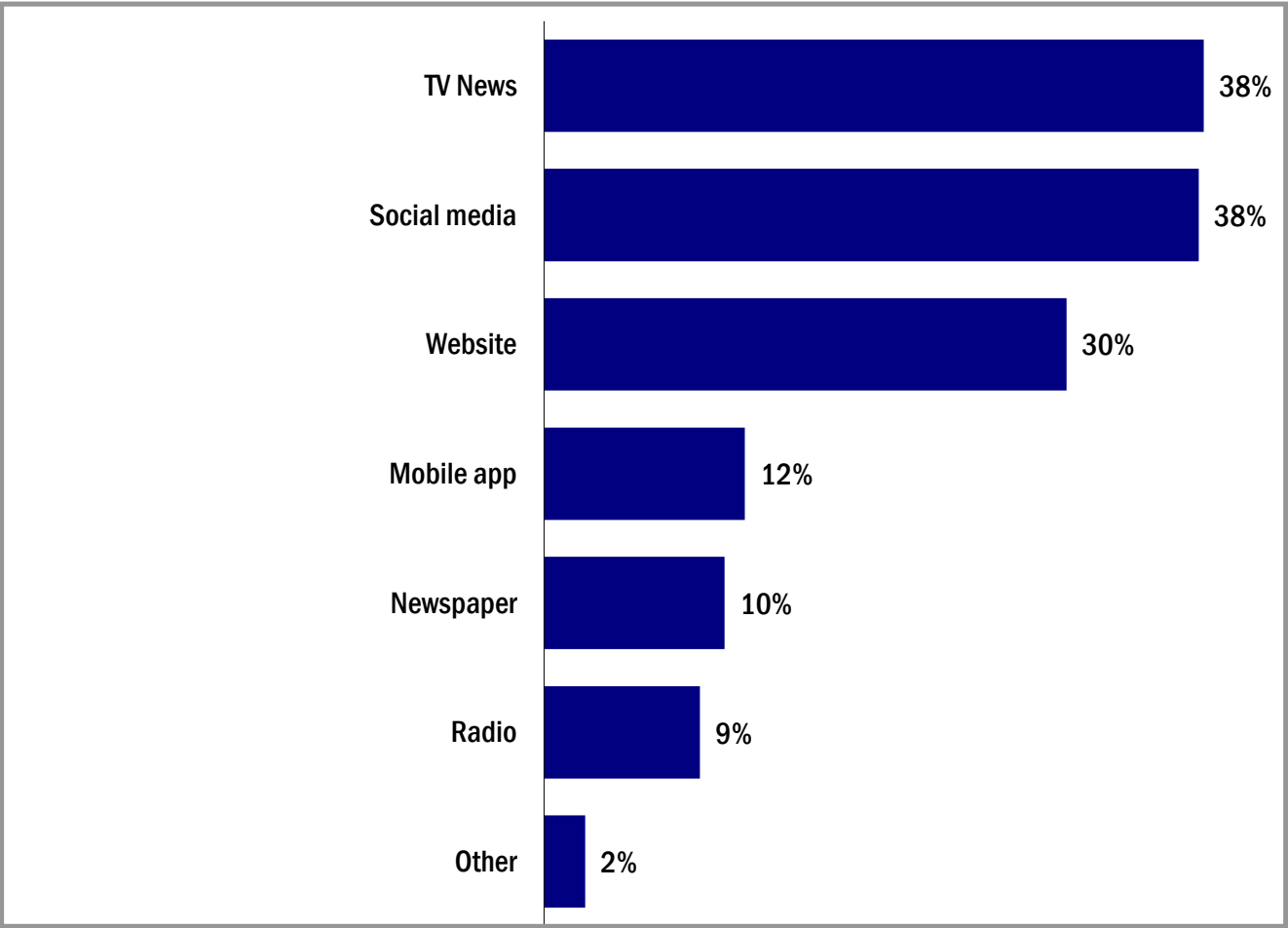Base: Total (3,248)   (See Statistical Table Q23)

SOURCES FOR LOCAL NEWS AND EVENTS

24. What is your main source for local news and events? [multiple responses accepted]

Source	Percentage
TV News	38%
Social media	38%
Website	30%
Mobile app	12%
Newspaper	10%
Radio	9%
Other	2%

Base: Total (3,248)   (See Statistical Table Q24)

SATISFACTION RATINGS COMPARISON 2024 vs. 2021

OVERALL SATISFACTION
2024 vs. 2021

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.
9f. Overall experience with SamTrans?

	Very Satisfied (5)	(4)	(3)	(2)	Very Dissatisfied (1)	Not Applicable
2024	45%	36%	11%	2%	2%	4%
2021	44%	35%	13%	3%	2%	3%
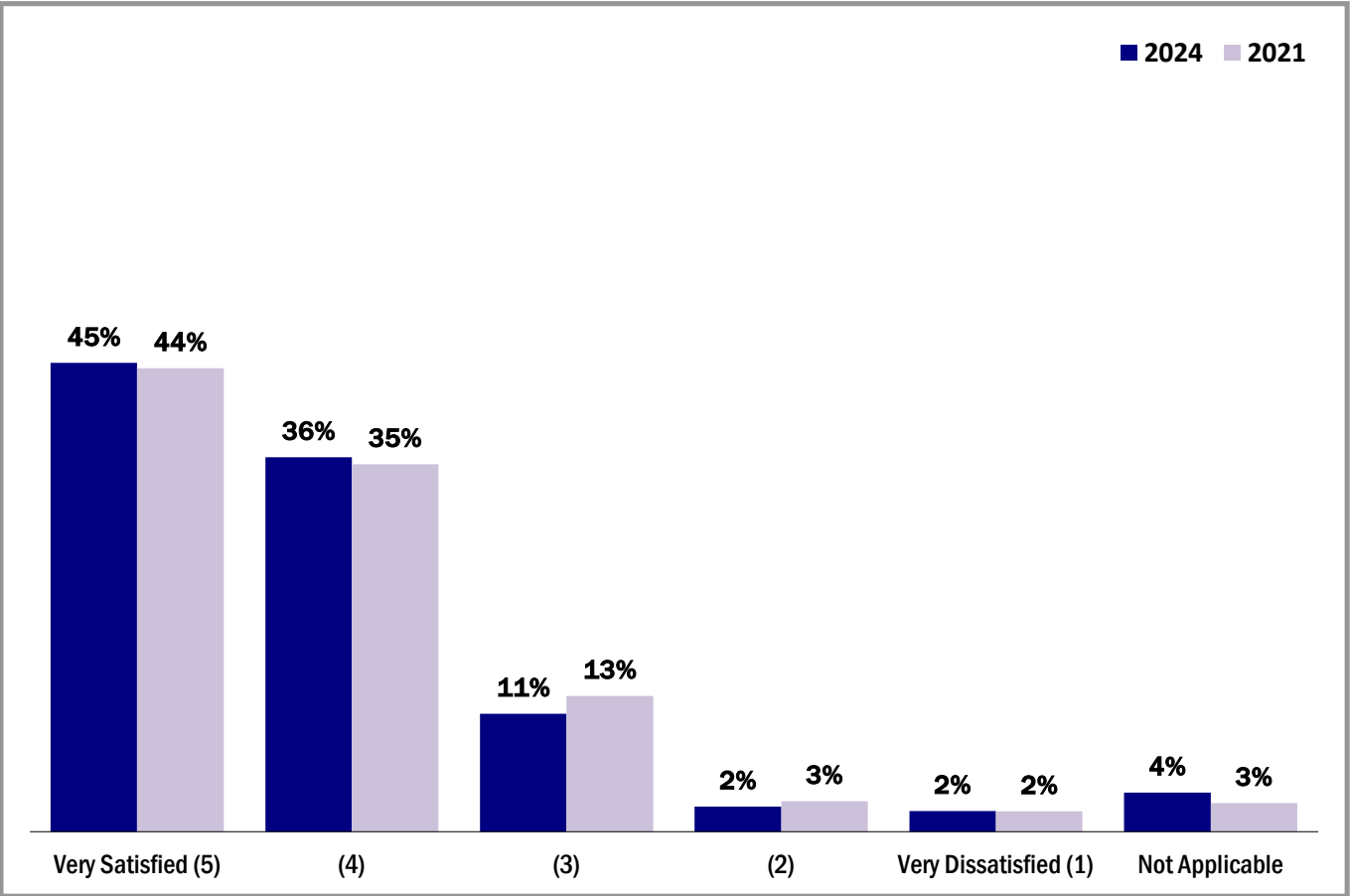
Base: Total (3,248)   (See Statistical Table Q9f)

DETAILED RESULTS

USAGE OF SAMTRANS
HOW LONG RIDING SAMTRANS
Q1. How long have you been riding SamTrans?

- Nearly a third of respondents (32%) have been riding less than one year. This is higher than both 2018 (28%) and 2021 (25%).
- While about half of respondents had been riding for 3 years or more in both 2018 (51%) and 2021 (53%), this has dropped to 39% in 2024.
- Newer riders are a significant share of riders in all time periods in 2024 – including weekday peak, weekday off-peak, and weekend periods.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
6 months or less (0.25 years)	23	20	19
More than 6 months but less than 1 year (0.5 years)	9	5	9
1 to 3 years (2 years)	29	21	22
More than 3 years (5 years)	39	53	51
TOTAL	100	100	100
Mean Years	**3.71**	**4.14**	**4.10**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
6 months or less (0.25 years)	23	24	23	22
More than 6 months but less than 1 year (0.5 years)	9	7	8	12
1 to 3 years (2 years)	29	32	28	25
More than 3 years (5 years)	39	37	41	41
TOTAL	100	100	100	100
Mean Years	**3.71**	**3.59**	**3.79**	**3.87**

(See Statistical Table Q1)

HOW OFTEN RIDE

Q2. How *often* do you usually ride SamTrans?

- The average user rides SamTrans 4.6 days per week. While fairly stable since 2018, there may be a slight softening (e.g. 2018 shows 4.62 days/week, 2021 4.6 days/week, and 2024 4.58 days/week).
- In 2024, Weekday Peak riders use SamTrans most often, with an average use of 4.73 days/week, and 70% saying they use SamTrans 5 or more days per week. However, at least 60% of both Weekday Off-Peak and Weekend riders also use the service 5 or more days per week.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
6-7 days/week (6.5 days/week)	36	33	34
5 days/week (5 days/week)	29	31	32
4 days/week (4 days/week)	10	18	10
3 days/week (3 days/week)	8	1	8
2 days/week (2 days/week)	6	6	6
1 day/week (1 day/week)	3	3	2
1-3 days/month (0.25 days/week)	4	4	4
Less than once a month (0.1 days/week)	4	5	4
TOTAL	100	100	100
Mean Days/Week	**4.58**	**4.60**	**4.62**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
6-7 days/week (6.5 days/week)	36	34	34	44
5 days/week (5 days/week)	29	36	27	17
4 days/week (4 days/week)	10	9	11	8
3 days/week (3 days/week)	8	8	9	7
2 days/week (2 days/week)	6	6	7	8
1 day/week (1 day/week)	3	2	3	4
1-3 days/month (0.25 days/week)	4	3	4	8
Less than once a month (0.1 days/week)	4	3	5	6
TOTAL	100	100	100	100
Mean Days/Week	**4.58**	**4.73**	**4.47**	**4.43**

(See Statistical Table Q2)

REASON FOR USING SAMTRANS

Q3. What is your main reason for riding SamTrans? (Multiple answers accepted)

- Most SamTrans riders (79%) said they primarily use SamTrans because they don't have a car or don't drive. This was the top reason given among all respondents in 2024, as it was in 2021 and 2018.
    - As may be expected, in 2024, a higher share of those under 25 said they don't have a car/don't drive (84%), while among age groups over 25, 76%-77% said they do not have a car/don't drive.
    - Higher income respondents were less likely to say they did not own a car/drive. Among those earning less than $25,000/year, 83% said they do not have a car/don't drive, while among those earning over $75,000/year, 70% said they do not have a car/don't drive.
- The other reasons given cited important advantages in riding SamTrans. Other top reasons for using SamTrans include saving money (gas, wear and tear on car) (17%), helping the environment (11%), and the ability to do other things (11%).

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Don't have a car/don't drive	79	80	76
Save money (gas, wear & tear on car)	17	14	16
Help the environment	11	11	10
Ability to do other things	11	10	6
Avoid traffic	8	7	11
Faster than other options	5	5	6
Lack of/cost of parking	5	4	6

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Don't have a car/don't drive	79	78	81	80
Save money (gas, wear & tear on car)	17	17	17	19
Help the environment	11	10	11	15
Ability to do other things	11	10	10	13
Avoid traffic	8	8	10	6
Faster than other options	5	6	6	4
Lack of/cost of parking	5	6	5	4

(See Statistical Table Q3)

Responses with less than 5% overall are not shown; for a complete list, see Statistical Tables.

TRIP SPECIFIC INFORMATION
TICKET TYPE
Q4. What type of ticket/card did you use (today)?

- Cash is the most popular method of fare media with 64% of respondents using it in some manner. About one third (31%) use cash value on their Clipper Card, while another 32% use cash to purchase either a day pass or a one-way ticket, and 1% stated they used cash but did not specify further.
- Notably, 70% of one-way ticket (cash) users, 75% of Day Pass (cash) users, and 68% of Clipper cash users use SamTrans at least 4 days per week. This means the majority of users in these categories would likely benefit from purchasing and using a Monthly pass.
- In the case of One-way Ticket and Day Pass users, the cost of the initial outlay may be a factor. The average income for One way Ticket users is $34,101, while for Day Pass users it is $34,884 (compared with $54,828 for respondents overall and $60,254 among Clipper cash users).
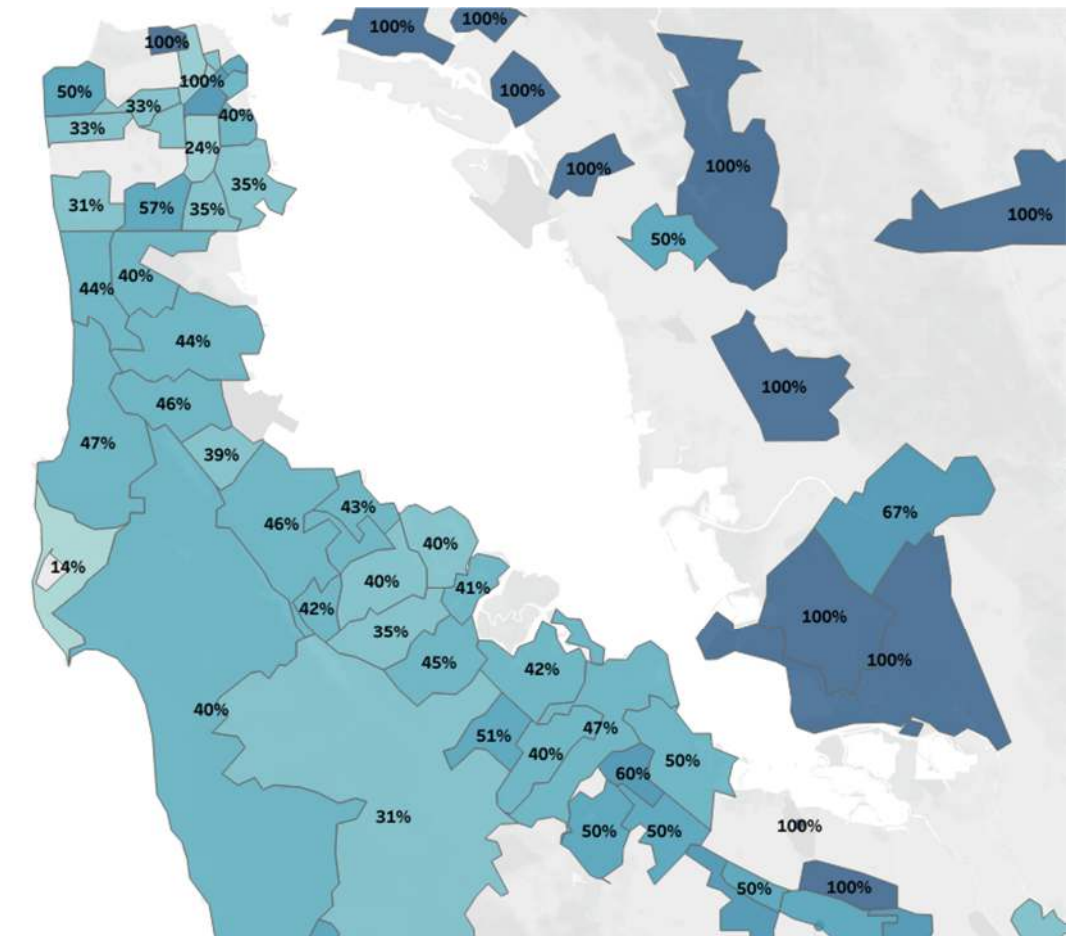
	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Clipper: Cash	31	31	32	32
Day Pass/cash	16	13	20	18
One way ticket/cash	16	14	16	19
Clipper: Monthly Pass	15	16	15	14
Clipper: Way-2Go Pass	9	9	10	10
Youth Unlimited	9	14	5	5
SamTrans App	1	<1	1	1
Cash (General)	1	1	<1	1
Clipper (General)	1	<1	1	<1
Rediwheels/Paratransit	<1	<1	-	1
Other (Unspecified)	<1	<1	<1	-
Clipper Start	<1	<1	<1	-
TOTAL	**100**	**100**	**100**	**100**

(See Statistical Table Q4)

TICKET TYPE (continued)

2024		What type of ticket/card did you use (today)?						
		One way ticket/cash	Day Pass/cash	Clipper: Cash	Clipper: Monthly Pass	Clipper: Way-2Go Pass	Youth Unlimited	Other
Base (All Respondents)	3,248	492	505	971	476	293	282	68
	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
6-7 days/week [6.5]	36	35	42	26	47	35	37	34
5 days/week [5]	29	23	23	31	31	26	46	27
4 days/week [4]	10	12	10	11	8	11	5	9
3 days/week [3]	8	8	8	11	6	11	3	11
2 days/week [2]	6	8	6	8	3	6	4	4
1 day/week [1]	3	3	3	3	1	2	1	1
1-3 days/month [0.25]	4	5	4	5	1	4	2	8
Less than once a month [0.1]	4	7	4	5	2	5	1	6
TOTAL	100	100	100	100	100	100	100	100
Mean Days/Week	4.58	4.35	4.66	4.24	5.19	4.49	5.13	4.37

This map shows the percentage of respondents in each zip code (of all respondents in that zip code) who ride four or more days/week AND use Clipper Cash or other cash-based fare media. Darker blue is a higher percentage of the total number of respondents in that zipcode.

COMING FROM HOME

Q5. Are you coming from home on this trip? *

Nearly two-thirds of respondents (64%) are coming from home on the surveyed trip.

	2024 Total	2021 Total
Base (All Respondents)	3,248	2,369
	(%)	(%)
Yes	64	54
No	36	46
TOTAL	100	100

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Yes	64	65	61	62
No	36	35	39	38
TOTAL	100	100	100	100

(See Statistical Table Q5)

*Question was not asked in 2018.

TRIP PURPOSE

Q6. What is the main purpose of your trip today?
 (Multiple answers accepted)

- Half of all respondents (50%) were using SamTrans to go to or from work, while 27% used SamTrans to go to school.
- Work was the primary trip purpose across all time periods in 2024, as it was in 2021 and 2018.
- Work related trips are a significant share of trips during all travel periods.
  - In 2024, a slightly higher share of Weekday Off-Peak riders (53%) were going to or from work compared with Weekday Peak (49%) riders. Nearly the same share of Weekend riders (48%) were traveling for work as Weekday Peak riders.
  - In 2021, the share of respondents going to work was 48% during Weekday Peak, 54% during Weekday Off-Peak, and 49% during the Weekend.
  - In 2018, this was 45% Peak, 40% Off-Peak, and 43% Weekend.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Work	50	51	43
School	27	21	23
Shopping	15	17	13
Social/recreational	11	10	12
Personal business/Errands	2	3	2
Medical	1	2	2
Other (Unspecified)	1	3	4

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Work	50	49	53	48
School	27	39	23	6
Shopping	15	8	16	27
Social/recreational	11	7	11	22
Personal business/Errands	2	1	3	2
Medical	1	1	1	1
Other (Unspecified)	1	1	1	1

(See Statistical Table Q6)

ACCESS AND EGRESS

Q7a. How did you get to the bus stop where you boarded this bus? (Multiple answers accepted)

Q7b. After you get off this bus, how will you get from the bus stop to your final destination?
      (Multiple answers accepted)

- Nearly three-fourths of respondents (74%) walked all the way to their boarding bus stop, and the same share of respondents (74%) said they will walk from their deboarding stop 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, with 22% using transit to access their SamTrans bus and 23% using transit after deboarding their SamTrans bus.

	2024 Access	2024 Egress
Base (All Respondents)	3,248	3,248
	(%)	(%)
Walked All the Way	**74**	**74**
Transit	**22**	**23**
Another SamTrans Bus	9	11
BART	8	7
Muni	3	3
Caltrain	2	2
Free Shuttle	1	1
VTA	<1	1
Dumbarton Express	<1	-
Bicycle	**2**	**2**
Bicycle(d)	2	1
E-Bicycle	<1	<1
Auto	**2**	**1**
Dropped Off/Picked up by Car	2	1
Taxi	-	<1
Uber, Lyft or Similar	<1	-
Other (Unspecified)	**<1**	**<1**

(See Statistical Tables Q7a & Q7b)

	2024 – ACCESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Walked All the Way	74	75	73	75
Another SamTrans Bus	9	9	10	10
BART	8	7	9	7
Muni	3	2	4	4
Caltrain	2	3	2	2
Bicycled	2	2	2	2
Dropped Off/Picked up by Car	2	3	1	1
Free Shuttle	1	1	1	<1
VTA	<1	<1	1	<1
E-Bicycle	<1	1	<1	-
Uber, Lyft or Similar	<1	<1	-	<1
Dumbarton Express	<1	<1	-	-
Other (Unspecified)	<1	<1	-	-

	2024 – EGRESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Walked All the Way	74	75	75	71
Another SamTrans Bus	11	10	11	12
BART	7	7	6	9
Muni	3	3	4	4
Caltrain	2	2	2	2
Bicycled	1	2	1	1
Dropped Off/Picked up by Car	1	1	1	1
Free Shuttle	1	1	1	<1
VTA	1	1	1	<1
E-Bicycle	<1	<1	<1	-
Taxi	<1	<1	-	-
Other (Unspecified)	<1	<1	-	<1

(See Statistical Tables Q7a & Q7b)

NUMBER OF SAMTRANS BUSES USED*

Q8. Including this bus, how many total SamTrans buses will you ride to make this one-way trip?

- Half of riders (56%) use one bus for their trip. This has slowly dropped – with 62% taking just one bus in 2018 and 60% in 2021.
- However, 44% use 2 or more buses, which is an increase over both 2018 and 2021 (39%). The increase, however, comes almost exclusively from those using 2 buses.
- In 2024, riders using 3 or more buses tend to be very low income, with 59% earning less than $25,000 per year.
- The map on the following page shows those who indicate they use 3 or more buses on their trip (by ZIP Code). As noted there, areas further away or on the edges of SamTrans' service area tend to have a higher share of respondents who use three or more buses.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
One (1) bus	56	60	62
Two (2) buses	33	30	29
Three (3) buses	5	5	6
Four or more (4+) buses	5	4	4
TOTAL	100	100	100

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
One (1) bus	56	61	53	51
Two (2) buses	33	30	34	39
Three (3) buses	5	5	6	5
Four or more (4+) buses	5	4	6	5
TOTAL	100	100	100	100

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

(See Statistical Table Q8)

This map shows the percentage of respondents in each zip code (of all respondents in that zip code) who stated they rode three or more buses on their one way trip. Darker blue is a higher percentage of the total number of respondents in that zipcode.
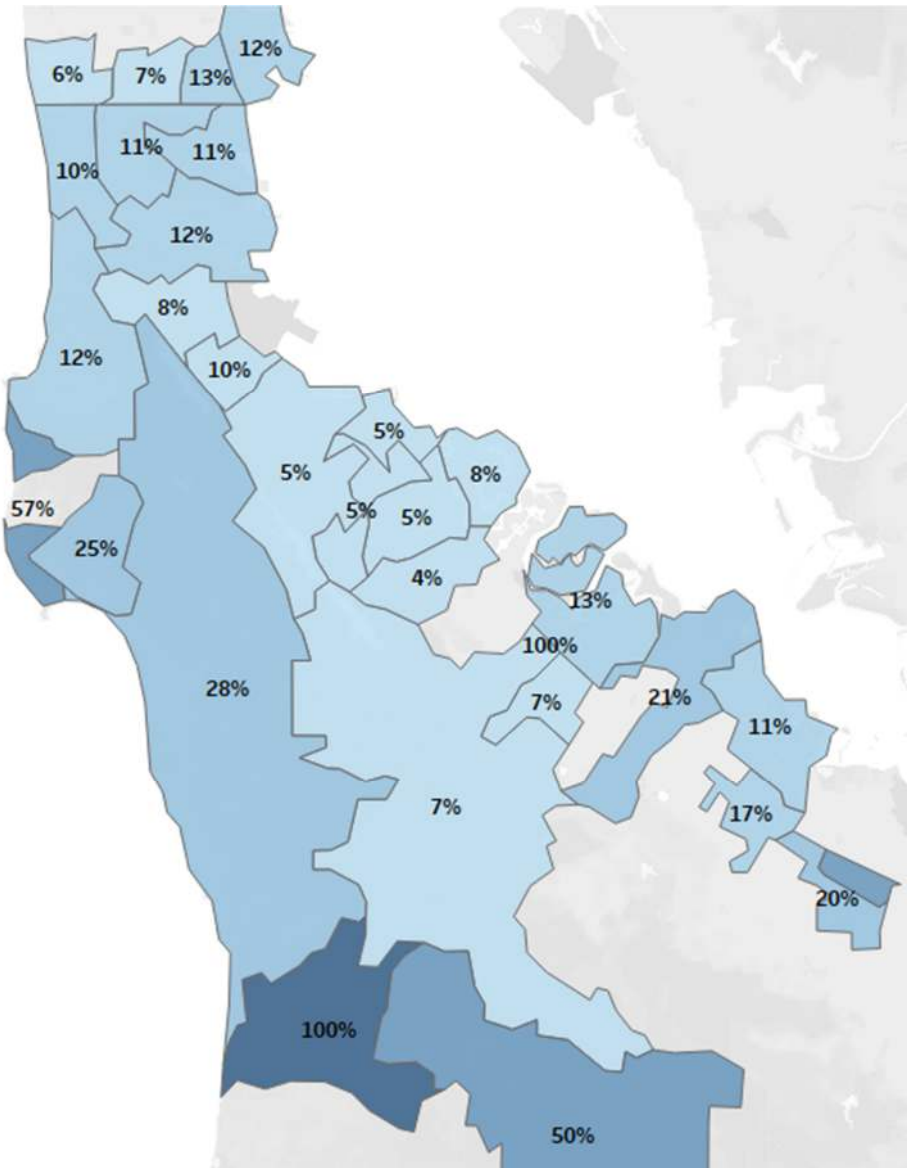
SATISFACTION RATINGS
RATING OF SERVICE ATTRIBUTES
Q9 Please let us know how well SamTrans is meeting your needs by rating each item below.

- Riders rated SamTrans service overall an average of 4.24 out of 5.00 in 2024 (with 5 being "very satisfied" and 1 being "very dissatisfied"). While this is slightly higher than the 2021 average of 4.20, the difference is not statistically significant.
- While *"Helpfulness/Courtesy of Customer Service"* remained the same as in 2018, attribute scores generally increased from 2021.
- The greatest significant change among all attributes was *"On-Time Performance"* which increased 3.85 in 2021 to 4.04 in 2024.
- The only attribute score to decrease significantly was "*Communication of Route Changes*," which decreased from 3.93 in 2021 to 3.85 in 2024.

	2024			
Base (All Respondents): 2,369	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
	(5-point scale)	(%)	(%)	(%)
Overall experience with SamTrans	**4.24**	**81**	**4**	**15**
On-Time Performance	4.04	68	8	24
Frequency Of Buses	3.83	62	12	26
Routes Go Where I Want to Go	4.24	77	6	17
Communication Of Route Changes	3.85	58	11	30
Helpfulness/Courtesy of Customer Service	4.09	49	6	45

Survey Attributes – 2024 vs. 2021

Change is statistically significant

(5-point scale)	2024	2021	Change
Base (All Respondents)	3,248	2,369	
Overall experience with SamTrans	**4.24**	**4.20**	**0.04**
On-Time Performance	4.04	3.85	0.19
Frequency Of Buses	3.83	3.76	0.07
Routes Go Where I Want to Go	4.24	4.16	0.08
Communication Of Route Changes	3.85	3.93	-0.08
Helpfulness/Courtesy of Customer Service	4.09	4.09	0.00

(See Statistical Tables Q9a – Q9f)

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 2024 – Home Location of Riders

Mean Score by Home Location of Riders (2024)					
(5-point scale)	Overall Mean	San Mateo County	San Francisco County	Santa Clara County	East Bay Region
Base (All Respondents)	3,248	1,911	221	44**	41**
Overall experience with SamTrans	**4.24**	4.23	4.20	4.32	4.34
On-Time Performance	**4.04**	3.99	4.10	4.22	4.46
Frequency Of Buses	**3.83**	3.84	3.63	3.72	3.88
Routes Go Where I Want to Go	**4.24**	4.24	4.18	4.43	4.35
Communication Of Route Changes	**3.85**	3.86	3.77	4.16	3.88
Helpfulness/Courtesy of Customer Service	**4.09**	4.08	4.02	4.24	4.14

** Caution: Extremely Low Base

Survey Attributes - Language of Questionnaire

Mean Score by Language of Questionnaire (2024)				
(5-point scale)	Overall Mean	English	Spanish	Chinese
Base (All Respondents)	3,248	2,629	561	58
Overall experience with SamTrans	**4.24**	4.22	4.37	4.15
On-Time Performance	**4.04**	4.01	4.20	4.17
Frequency Of Buses	**3.83**	3.80	4.06	3.41
Routes Go Where I Want to Go	**4.24**	4.20	4.48	4.31
Communication Of Route Changes	**3.85**	3.82	4.08	3.79
Helpfulness/Courtesy of Customer Service	**4.09**	4.07	4.22	3.92

Survey Attributes – Geographic Region of Routes

Mean Score by Geographic Region of Route (2024)					
(5-point scale)	Overall Mean	Northern Routes	Central Routes	Southern Routes	Coastal Routes	Multi/ Express
Base (All Respondents)	3,248	930	462	285	346	1,224
Overall experience with SamTrans	**4.24**	4.30	4.15	4.42	4.15	4.20
On-Time Performance	**4.04**	4.13	3.87	4.30	3.96	4.00
Frequency Of Buses	**3.83**	3.83	3.77	3.96	3.68	3.87
Routes Go Where I Want to Go	**4.24**	4.25	4.18	4.36	4.07	4.28
Communication Of Route Changes	**3.85**	3.91	3.76	4.05	3.74	3.84
Helpfulness/Courtesy of Customer Service	**4.09**	4.13	4.05	4.18	3.92	4.10

(See Statistical Tables Q9a – Q9f)

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, 25, 28, 29, 30, 35, 37, 40, 41, 46,49, 120, 121, 122, 130, 130B, 138, 141, 142 **Mid routes** are 50, 53, 53P, 54, 56, 57, 58, 59, 60, 61, 62, 67, 68, 72, 73, 78, 79, 250, 251, 260, 270, 278, 295 **South routes** are 81, 82, 83, 85, 86, 87, 88, 276, 280, 281, 296, 296O, RIDEPLUS EPA **Coastal routes** are 10, 12, 14, 15, 18, 19, 42, 110, 112, 117, RIDEPLUS HMB **Multiple Region routes** are 292, 294, 397, CSM, ECR, ECRO, EPX, FCX, PCX, SKY

OVERALL SATISFACTION WITH SAMTRANS

Q9f. Overall experience with SamTrans

- Overall, 81% of SamTrans riders are satisfied with their experience on the system, rating their satisfaction a "4" or "5" (out of 5.00).
- Satisfaction was consistent among time periods, with Weekday Off-Peak respondents rating their satisfaction slightly higher (4.28) than Weekend (4.23) or Weekday Peak (4.21) respondents.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
(5) Very satisfied	45	44	44
(4)	36	35	38
(3)	11	13	14
(2)	2	3	2
(1) Very dissatisfied	2	2	1
Not Applicable	4	3	1
Total	**100**	**100**	**100**
Recap:			
Satisfied (4 or 5)	81	79	82
Neutral (3) / NA	15	16	15
Dissatisfied (1 or 2)	4	5	3
Mean	**4.24**	**4.20**	**4.23**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
(5) Very satisfied	45	43	48	43
(4)	36	37	34	37
(3)	11	11	11	12
(2)	2	3	2	2
(1) Very dissatisfied	2	2	2	1
Not Applicable	4	4	3	4
	100	100	100	100
Mean	**4.24**	**4.21**	**4.28**	**4.23**

(See Statistical Table Q9f)

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 (5)	SATISFIED (4)	DISSATISFIED (1 OR 2)	NEUTRAL/NA
	#	5-PT SCALE	%	%	%	%
TOTAL	3,248	4.24	45	36	4	15
By Ridership Segment						
Weekday Peak	1,521	4.21	43	37	5	15
Weekday Off-Peak	1,087	4.28	48	34	4	14
Weekend	624	4.23	43	37	4	16
By Use Of SamTrans						
5+ Days/Week	2,043	4.23	45	35	4	15
3-4 Days/Week	563	4.19	42	38	4	15
1-2 Days/Week	283	4.23	42	40	4	15
Less Than 1/Week	259	4.37	50	34	3	12
By How Long Riding SamTrans						
Less Than One Year	1,006	4.27	46	35	3	15
1 To 3 Years	938	4.19	40	40	4	16
More Than 3 Years	1,247	4.25	48	33	5	14
By Trip Purpose						
Work/School	2,327	4.21	43	36	5	16
Other	1,005	4.31	49	34	4	13
By Access To A Vehicle						
Yes	885	4.24	42	41	4	13
No	2,123	4.25	46	34	4	15
Gender						
Male	1,430	4.22	44	37	4	15
Female	1,536	4.27	47	34	4	15
Other/Refused	282	4.09	34	40	4	22
By Geographic Region Of Route						
North	930	4.30	48	34	4	13
Central	462	4.15	39	40	4	17
South	285	4.42	59	23	3	15
Coastal	346	4.15	39	42	4	15
Multi/Express	1,224	4.20	43	36	5	16

(See Statistical Table Q9f)

	BASE	MEAN	VERY SATISFIED (5)	SATISFIED (4)	DISSATISFIED (1 OR 2)	NEUTRAL/NA
	#	5-PT SCALE	%	%	%	%
By Language Of Questionnaire						
English	2.629	4.22	43	39	4	15
Spanish	561	4.37	58	19	7	15
Chinese	58	4.15	51	20	12	17
By Number Of Buses						
1 Bus	1,712	4.21	42	40	4	14
2 Buses	1,003	4.24	47	31	5	17
3 Or More Buses	318	4.40	56	25	4	15
By Age						
13 To 18	660	4.18	36	47	2	15
19 To 24	525	4.16	39	41	3	17
25 To 34	542	4.18	45	33	6	17
35 To 44	379	4.33	49	37	5	10
45 To 54	339	4.21	46	32	5	17
55 To 64	268	4.45	61	24	6	9
65 And Older	325	4.39	59	23	6	12
By Income						
Under $10,000	597	4.35	52	28	3	17
$10,000 To $24,999	408	4.35	54	29	5	12
$25,000 To $49,999	584	4.20	42	39	5	13
$50,000 To $79,999	371	4.23	43	39	4	14
$80,000 To $99,999	117	4.18	38	43	2	17
$100,000 To $124,999	102	4.28	48	37	4	11
$125,000 To $149,999	63	4.16	31	54	-	15
$150,000 And Over	190	4.07	33	44	4	19
By Fare Payment						
One-Way ticket/Cash	492	4.29	53	28	6	13
Day Pass/Cash	505	4.27	50	29	6	16
Clipper Cash	971	4.23	43	39	3	15
Clipper Monthly Pass	476	4.20	44	35	5	16
Clipper Way2Go Pass	293	4.16	38	42	5	15
Youth Unlimited	282	4.19	36	46	1	16
Other	68	4.40	47	45	2	6

(See Statistical Table Q9f)

TRANSFER INCENTIVES

Q10. Would you be willing to transfer to another SamTrans bus, or transfer more than you do now, if… (Multiple responses accepted)

- Half of respondents (50%) said they were willing to transfer/transfer more if their overall SamTrans trip was shorter, while 42% said they would be willing to do so if buses came more frequently. These were the top two responses, both overall and across all time periods.
- Only 16% of respondents said nothing would get them to transfer/transfer more.

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
. . . it meant a shorter overall trip	50	51	50	50
. . . buses came more frequently	42	39	44	47
. . . waiting areas were more comfortable and safer	26	23	27	30
Nothing could get me to transfer (more)	16	18	13	16
. . . there were more amenities at transfer centers	9	8	9	10
. . . transfers cost less/free	1	1	1	<1
. . . there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	-
. . . there was inclement weather (raining, cold, hot, etc.)	<1	-	-	<1
Other (Unspecified)	<1	<1	<1	<1

	2024			
	Total	5+ Days/Week	3-4 Days/Week	1-2 Days/Week	Less Than 1/Week
Base (All Respondents)	3,248	2,043	563	283	259
	(%)	(%)	(%)	(%)	(%)
. . . it meant a shorter overall trip	50	49	52	54	55
. . . buses came more frequently	42	40	48	44	42
. . . waiting areas were more comfortable and safer	26	25	28	26	25
Nothing could get me to transfer (more)	16	17	15	16	15
. . . there were more amenities at transfer centers	9	9	8	9	10
. . . transfers cost less/free	1	<1	1	1	<1
. . . there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	<1	-
. . . there was inclement weather (raining, cold, hot, etc.)	<1	-	<1	-	-
Other (Unspecified)	<1	<1	-	-	1

(See Statistical Tables Q10)

COREY, CANAPARY & GALANIS

"Nothing Would Get Me to Transfer" Answers Removed

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (May transfer)	2,812	1,292	965	545
	(%)	(%)	(%)	(%)
it meant a shorter overall trip	60	62	58	60
buses came more frequently	50	47	51	56
waiting areas were more comfortable and safer	31	28	31	36
there were more amenities at transfer centers	11	10	11	11
transfers cost less/free	1	1	1	<1
there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	-
there was inclement weather (raining, cold, hot, etc.)	<1	-	-	<1
Other (Unspecified)	<1	<1	<1	<1

	2024				
	Total	5+ Days/Week	3-4 Days/Week	1-2 Days/Week	Less Than 1/Week
Base (May transfer)	2,812	1,761	494	245	225
	(%)	(%)	(%)	(%)	(%)
it meant a shorter overall trip	60	59	61	64	65
buses came more frequently	50	49	56	53	49
waiting areas were more comfortable and safer	31	30	33	31	30
there were more amenities at transfer centers	11	11	9	10	12
transfers cost less/free	1	<1	1	1	1
there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	<1	-
there was inclement weather (raining, cold, hot, etc.)	<1	-	<1	-	-
Other (Unspecified)	<1	<1	-	-	1

(Multiple answers accepted)

(See Statistical Tables Q10)

COMMUNICATION
ACCESS TO THE INTERNET
Q22. Where do you access the Internet? (Multiple responses accepted)

- Nearly two-thirds of respondents access the internet through their mobile phone (62%), while 59% access the internet at home.
- Only 5% of respondents indicated they have no access to the Internet at all. This is a slight decrease (which is statistically significant) from both 2021 and 2018.

	2024 Total	**2021 Total**	**2018 Total**
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Cell/mobile	62	58	64
Home	59	58	51
Work	20	19	20
School, Library, or other public area	13	8	6
Other mobile device	7	8	4
I do not have access to the Internet (exclusive)	5	8	8
Other	<1	1	<1

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Cell/mobile	62	63	61	62
Home	59	63	59	50
Work	20	22	18	18
School, Library, or other public area	13	14	12	10
Other mobile device	7	7	7	8
I do not have access to the Internet (exclusive)	5	4	5	7
Other	<1	<1	<1	<1

(See Statistical Table Q22)

SOURCES FOR SAMTRANS INFORMATION*

Q23. 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 Google Maps (56%), the Transit Mobile app (20%), and printed timetables or SamTrans.com (both 12%).

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Google maps	56	37	23
Transit Mobile App	20	12	-
Printed Timetable	12	12	20
www.SamTrans.com	12	22	30
Other mobile app (Unspecified)	6	6	4
SamTrans customer service	5	5	5
511	4	8	13
SamTrans Mobile App^	-	15	9

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Google maps	56	54	59	57
Transit Mobile App	20	21	19	20
Printed Timetable	12	11	13	14
www.SamTrans.com	12	14	10	10
Other mobile app (Unspecified)	6	6	5	5
SamTrans customer service	5	4	5	6
511	4	4	4	4

(See Statistical Table Q23)

*Responses with less than 4% overall are not shown; for a complete list, see Statistical Tables.
^Choice was not included in 2024 survey and was not written in by respondents as an "other" response.

LOCAL NEWS AND EVENTS

Q24. What is your main source for local news and events? (Multiple responses accepted)

For their main source of news and events, 38% use TV news, 38% use social media, 30% mentioned a website, and 12% mentioned a mobile app.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
TV News	38	39	37
Social Media	38	44	30
Website	30	19	39
Mobile App	12	17	13
Newspaper	10	12	14
Radio	9	8	9
Friends/Family/Co-Workers	1	1	1
Podcast	<1	-	-
Other (Unspecified)	1	1	2

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
TV News	38	39	38	34
Social Media	38	38	38	36
Website	30	29	29	33
Mobile App	12	11	11	13
Newspaper	10	9	11	11
Radio	9	8	10	9
Friends/Family/Co-Workers	1	1	1	<1
Podcast	<1	<1	<1	-
Other (Unspecified)	1	1	1	1

(See Statistical Tables Q27)

SOCIAL MEDIA/APP USE FOR LOCAL NEWS

Social Media Site or App specified in Q24. "What is your main source for local news and events?" (Multiple responses accepted)

Among those who listed a social media site or app as a source for local news and events, 44% cited Instagram. The other top mentions were TikTok (21%), Facebook (20%), Twitter/X (13%), and YouTube (13%).

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (Respondents who specified a social media site/app in Q24)	564	288	179	96
	(%)	(%)	(%)	(%)
Instagram	44	43	45	44
TikTok	21	23	20	17
Facebook	20	18	25	18
Twitter/X	13	14	12	15
YouTube	13	11	13	18
Google News	2	3	1	3
Reddit	2	2	3	2
New York Times	2	1	2	3

(See Statistical Tables Q24SM-App)

*Responses with less than 2% overall are not shown; for a complete list, see Statistical Tables.

RIDER CHARACTERISTICS
ACCESS TO A CAR
Q11. Do you own or have access to a car?

Just 29% of respondents have access to a car. Those with higher incomes and Weekday Peak riders are more likely to have vehicle access.

	2024 Total	**2021 Total**	**2018 Total**
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Yes	29	26	31
No	71	74	69
TOTAL	100	100	100

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Yes	29	35	26	22
No	71	65	74	78
TOTAL	100	100	100	100

(See Statistical Table Q11)

LANGUAGES SPOKEN AT HOME

Q21. Which languages are spoken in your home? (Multiple responses accepted)

Most respondents speak English (59%), Spanish (41%), or Tagalog (12%) at home.

	2024 Total	**2021 Total**	**2018 Total**
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
English	59	75	68
Spanish	41	37	26
Tagalog	12	16	17
Mandarin	4	3	3
Cantonese	4	4	4
Hindi Or Other Indian Language	2	1	1

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
English	59	60	60	56
Spanish	41	43	38	42
Tagalog	12	12	13	11
Mandarin	4	4	4	4
Cantonese	4	4	4	3
Hindi Or Other Indian Language	2	2	2	3

(See Statistical Table Q21)

*Responses with less than 2% overall are not shown; for a complete list, see Statistical Tables.

PERSONAL ENGLISH PROFICIENCY

Q19. How well do you speak English? Very Well; Well; Not Well; Not at All

- Three-quarters (75%) of respondents speak English well or very well.
- This is a decrease from 81% in 2021 and 85% in 2018.
- In 2024, Weekend riders reported significantly lower English proficiency (3.10 out of 4.00) than Weekday Peak (3.22) and Weekday Off-Peak (3.24) riders.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Very well (4)	53	57	62
Well (3)	22	23	23
Not well (2)	17	13	11
Not at all (1)	8	6	4
	100	100	100
MEAN (Out of 4.0)	**3.20**	**3.32**	**3.44**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Very well (4)	53	55	54	47
Well (3)	22	21	23	24
Not well (2)	17	17	16	20
Not at all (1)	8	8	7	9
	100	100	100	100
MEAN (Out of 4.0)	**3.20**	**3.22**	**3.24**	**3.10**

(See Statistical Table Q19)

ENGLISH PROFICIENCY IN HOME

Q20. In your home, is English spoken: Very Well; Well; Not Well; Not at All

- More than two-thirds of respondents (69%) say English is spoken well or very well in their homes.
- Like personal English proficiency, household English proficiency has been decreasing since 2018 (69% in 2024 vs. 72% in 2021 vs. 79% in 2018).
- As with personal English proficiency, Weekend riders have lower household English proficiency (2.93 out of 4.00) than Weekday Peak (2.98) or Weekday Off-Peak (3.01) riders, however these differences were not statistically significant.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Very well (4)	43	45	49
Well (3)	25	27	30
Not well (2)	18	16	13
Not at all (1)	14	12	8
	100	100	100
MEAN (Out of 4.0)	**2.98**	**3.05**	**3.20**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Very well (4)	43	43	44	41
Well (3)	25	25	26	25
Not well (2)	18	19	16	19
Not at all (1)	14	13	14	15
	100	100	100	100
MEAN (Out of 4.00)	**2.98**	**2.98**	**3.01**	**2.93**

(See Statistical Table Q20)

COREY, CANAPARY & GALANIS

ETHNICITY*

Q15. Which of the following describes your ethnic background? (Multiple responses accepted)

Nearly half of SamTrans riders (44%) are Hispanic/Latino.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Hispanic/Latino	44	41	34
White/Caucasian	18	19	22
Filipino	17	21	26
Chinese	10	9	9
Black/African American	8	8	7
Asian (Unspecified)	2	3	4

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Hispanic/Latino	44	45	43	45
White/Caucasian	18	17	19	15
Filipino	17	18	18	16
Chinese	10	10	10	9
Black/African American	8	8	8	7
Asian (Unspecified)	2	2	2	2

*Only responses with at least 2% of the total are shown. Please see Statistical Table 15 for a complete list.

HOME COUNTY (BASED ON ZIP CODE)

Q16. What is your home ZIP Code?

San Mateo County is home to most respondents (84%). Within San Mateo County, Daly City (24%) and San Mateo (16%) are the most common home cities of respondents.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
San Mateo County	84	84	85
San Francisco County	10	10	8
Santa Clara County	1	1	2
Alameda County	1	2	2
Contra Costa County	1	1	1
Solano County	<1	<1	<1
Marin County	<1	<1	<1
Napa County	<1	-	<1
Sonoma County	-	-	<1
Outside Bay Area	3	2	3
	100	**100**	**100**

HOME CITY (BASED ON ZIP CODE)

	2024			
	Total	**Weekday Peak**	**Weekday Off-Peak**	**Weekend**
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
San Mateo County	**84**	**87**	**82**	**80**
Daly City	24	23	26	23
San Mateo	16	15	17	18
South San Francisco	9	9	9	6
Redwood City	8	8	7	9
Palo Alto	6	8	5	3
Pacifica	5	5	6	5
San Bruno	4	4	4	6
Burlingame	2	2	2	5
Belmont	2	4	1	<1
Menlo Park	2	2	1	2
Half Moon Bay	2	1	2	1
San Carlos	1	2	1	1
Millbrae	1	1	1	2
Brisbane	<1	1	<1	-
Montara	<1	<1	1	-
Moss Beach	<1	<1	<1	-
Atherton	<1	<1	-	<1
El Granada	<1	<1	-	<1
San Gregorio	<1	<1	<1	-
La Honda	<1	-	<1	<1
San Francisco County	**10**	**7**	**12**	**13**
San Francisco	10	7	12	13
Santa Clara County	**1**	**1**	**1**	**2**
San Jose	<1	<1	1	<1
Mountain View	<1	<1	<1	-
Sunnyvale	<1	<1	<1	<1
Santa Clara	<1	<1	<1	-
Cupertino	<1	<1	-	<1
Campbell	<1	-	-	<1
Milpitas	<1	-	-	<1
Alameda County	**1**	**1**	**1**	**2**
Oakland	<1	<1	<1	<1
Berkeley	<1	<1	-	1
Fremont	<1	<1	<1	<1
San Leandro	<1	-	<1	<1
Castro Valley	<1	<1	-	-
Dublin	<1	-	<1	-

	2024			
	Total	**Weekday Peak**	**Weekday Off-Peak**	**Weekend**
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Hayward	<1	<1	-	-
Union City	<1	-	<1	-
Newark	<1	-	-	<1
Contra Costa County	**1**	**1**	**1**	**1**
Richmond	<1	<1	<1	-
Pittsburg	<1	-	<1	1
San Pablo	<1	<1	<1	-
Concord	<1	<1	-	-
Hercules	<1	<1	-	-
Antioch	<1	-	<1	-
Rodeo	<1	-	-	<1
Oakley	<1	<1	-	-
Solano County	**<1**	**<1**	**<1**	**<1**
Fairfield	<1	<1	-	<1
Vallejo	<1	-	<1	<1
Rio Vista	<1	-	<1	-
Marin County	**<1**	**<1**	**<1**	**-**
San Rafael	<1	<1	<1	-
Napa County	**<1**	**<1**	**-**	**-**
Rutherford	<1	<1	-	-
Outside Bay Area	**3**	**3**	**3**	**3**

(See Statistical Table CITY)

DEMOGRAPHICS

Included below are responses to demographic questions, including gender, employment status, age, income, household size, questionnaire language, and day/time period.

	2024			
	Total	**Weekday Peak**	**Weekday Off-Peak**	**Weekend**
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Gender				
Male	51	51	52	48
Female	47	47	46	50
Non-Binary	2	1	2	1
Transgender	1	1	1	1
Employment Status (Multiple responses accepted)				
Employed Full Time	35	33	36	38
Student	29	36	25	19
Employed Part Time	26	25	27	30
Unemployed	9	8	10	11
Retired	7	5	8	8
Other	1	1	1	1
Age				
13 to 18 years old	22	32	13	13
19 to 24 years old	17	14	22	17
25 to 34 years old	18	16	20	19
35 to 44 years old	12	12	12	15
45 to 54 years old	11	10	11	13
55 to 64 years old	9	8	9	10
65 years or older	11	9	12	12
Average (Mean) # Years	**35.53**	**33.01**	**36.86**	**38.53**
Questionnaire Language				
English	81	81	84	75
Spanish	17	17	14	23
Chinese	2	2	2	2
Ridership Segment				
Weekday Peak	47			
Weekday Off-Peak	34			
Weekend	19			
Unknown (Ride Plus Operator Distributed – Weekday Route)	1			

(See Statistical Tables Q13, Q14, Q18, INTLANG, STRATA)

COREY, CANAPARY & **GALANIS**

	2024			
	Total	**Weekday Peak**	**Weekday Off-Peak**	**Weekend**
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Household Size				
1 person	14	11	16	19
2-3 people	36	35	39	36
4-5 people	36	40	33	34
6 or more people	13	14	13	11
Average (Mean) # People/HH	**3.63**	**3.81**	**3.59**	**3.30**
Income				
Less than $10,000/year	25	21	24	32
$10,000 to $24,999/year	17	15	19	18
$25,000 to $29,999/year	8	7	9	7
$30,000 to $39,999/year	9	10	9	8
$40,000 to $49,999/year	7	7	7	6
$50,000 to $59,999/year	6	6	7	5
$60,000 to $69,999/year	5	5	5	4
$70,000 to $79,999/year	4	5	4	5
$80,000 to $89,999/year	3	4	2	2
$90,000 to $99,999/year	2	2	2	3
$100,000 to $124,999/year	4	5	3	4
$125,000 to $149,999/year	3	3	2	2
$150,000/year or more	8	10	7	5
Average (Mean) HH Income ($)	**$48,701**	**$54,828**	**$45,441**	**$40,662**

(See Statistical Tables Q12, Q17)

Appendix A:
QUESTIONNAIRE

COREY, CANAPARY & GALANIS

22. Where do you access the internet?
- [ ] No internet access
- [ ] Home
- [ ] Work
- [ ] Cell/Mobile
- [ ] Other mobile device (tablet, E-reader, etc.)
- [ ] Library/School/Public area
- [ ] Other (specify): _____

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

24. What is your main source for local news and events?
- [ ] Newspaper
- [ ] Radio
- [ ] TV News
- [ ] Website
- [ ] Social media (specify): _____
- [ ] Mobile app (specify): _____
- [ ] Other (specify): _____

COMMENTS OR SUGGESTIONS FOR SamTrans

_____

_____

_____

Thank you for completing this survey! Please return it to a surveyor, complete in online, or mail it within two weeks of receiving it. 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 nor use it to identify survey responses

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

samTrans

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

Return completed survey to the onboard surveyor or complete online at: www.samtranssurvey.com.

PLEASE TELL US ABOUT YOUR SamTrans TRIPS

1. How long have you been riding SamTrans?
- [ ] 6 **months** or less
- [ ] 7 – 11 **months**
- [ ] 1 – 3 **years**
- [ ] More than 3 **years**

2. About how often do you ride SamTrans?
- [ ] 6-7 days /week
- [ ] 5 days /week
- [ ] 4 days /week
- [ ] 3 days /week
- [ ] 2 days /week
- [ ] 1 day /week
- [ ] 1 – 3 days /month
- [ ] Less than once a month

PLEASE TELL US ABOUT THIS TRIP

3. What is your main reason for riding SamTrans? *(Check up to two)*
- [ ] No car/Don't drive
- [ ] Avoid traffic
- [ ] Lack of/Cost of parking
- [ ] Relax/Ability to do other things (read, sleep, etc.)
- [ ] Help the environment
- [ ] Faster than other options
- [ ] Save money (gas, wear/tear on car)
- [ ] Other (specify): _____

4. What type of ticket/card did you use (today)?
- [ ] One-way ticket/cash
- [ ] Day Pass/cash
- [ ] Clipper: Cash
- [ ] Clipper: Monthly Pass
- [ ] Clipper: Way-2Go Pass
- [ ] Youth Unlimited
- [ ] Other (specify): _____

5. Are you coming from **home** on this trip?
- [ ] Yes
- [ ] No

Route ID: _____

6. What is the **main purpose** of your trip today?
(Check only ONE)
- ☐ Work
- ☐ School
- ☐ Social or recreational
- ☐ Shopping
- ☐ Other (specify): _____

7a. How did you get **TO** the bus stop where you **BOARDED** this bus?

7b. How will you get **FROM** this bus to your final destination?

7a	7b
☐ Walked all the way	☐ Walk all the way
☐ Bicycled	☐ Bicycle
☐ E-Bicycled (electric)	☐ E-Bicycle (electric)
☐ Another SamTrans bus	☐ Another SamTrans bus
☐ BART	☐ BART
☐ Caltrain	☐ Caltrain
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ Free shuttle	☐ Free shuttle
☐ Got dropped off by car	☐ Get picked up by car
☐ Other (specify): _____	☐ Other (specify): _____

8. Including this bus, how many **total SamTrans** buses will you ride to make this **one-way trip**?
- ☐ 1 ☐ 2 ☐ 3 ☐ 4+

HOW ARE WE DOING?

9. 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 Dissatisfied				Very Satisfied	NA
a. On-time performance	1	2	3	4	5	☐
b. Frequency of buses	1	2	3	4	5	☐
c. Routes go where I want to go	1	2	3	4	5	☐
d. Communication of route changes	1	2	3	4	5	☐
e. Helpfulness of Customer Service Center (800-660-4287)	1	2	3	4	5	☐
f. Overall experience with SamTrans	1	2	3	4	5	☐

TRANSFERS

10. Would you be willing to transfer to another SamTrans bus, or transfer more than you do now, if...

(select all that apply)
- ☐ it meant a shorter overall trip
- ☐ there were more amenities at transfer centers
- ☐ waiting areas were more comfortable and safe
- ☐ buses came more frequently
- ☐ other (specify): _____
- ☐ nothing could get me to transfer (more)

PLEASE TELL US ABOUT YOU

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

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

12. How many people live in your household? _____

13. Are you
- ☐ Female
- ☐ Male
- ☐ Nonbinary
- ☐ Transgender
- ☐ Other (specify): _____

14. Age category:
- ☐ Under 13
- ☐ 13 – 18
- ☐ 19 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 or older

15. Racial and ethnic background: *(Please check ALL that apply)*
- ☐ Black/African American
- ☐ Chinese
- ☐ Filipino
- ☐ Hispanic/Latino
- ☐ Vietnamese
- ☐ White/Caucasian
- ☐ Other (specify): _____

16. Home zip code? ___ ___ ___ ___ ___

17. 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 - $59,999
- ☐ $60,000 - $69,999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 - $149,999
- ☐ $150,000 or more

18. 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): _____

19. How well do **you** speak English?
- ☐ Very well ☐ Well ☐ Not well ☐ Not at all

20. In your home is English spoken:
- ☐ Very well ☐ Well ☐ Not well ☐ Not at all

21. Which languages are **regularly** spoken in your home?
- ☐ English
- ☐ Spanish
- ☐ Mandarin
- ☐ Cantonese
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Hindi or other Indian language
- ☐ Other (specify): _____

22. ¿Dónde accedes a Internet?
- ☐ Sin acceso a Internet
- ☐ Hogar
- ☐ Trabajo
- ☐ Celular/Móvil
- ☐ Otro dispositivo móvil (tableta, lector electrónico, etc.)
- ☐ Biblioteca/Escuela/Área pública
- ☐ Otro (especificar): _____

23. ¿Dónde puedo acceder al horario de los autobuses o a la información de salidas en tiempo real?
- ☐ Horarios impresos
- ☐ Mapas de Google
- ☐ Aplicación móvil de tránsito
- ☐ Otra aplicación móvil
- ☐ www.samtrans.com
- ☐ 511
- ☐ Cliente de SamTrans Servicio (1-800-660-4287)
- ☐ Otro (especificar): _____

24. ¿Cuál es su principal fuente de noticias y eventos locales?
- ☐ Periódico
- ☐ Radio
- ☐ Noticias de televisión
- ☐ Sitio web
- ☐ Redes sociales (especificar): _____
- ☐ Aplicación móvil (especificar): _____
- ☐ Otro (especificar): _____

COMENTARIOS O SUGERENCIAS PARA SAMTRANS

_____

_____

¡Gracias por completar esta encuesta! Devuélvaselo a un encuestador, complételo en línea o envíelo por correo dentro de las dos semanas posteriores a su recepción. Si lo envía por correo, dóblelo y péguelo con cinta adhesiva, por favor, sin grapas.

ENTRA PARA GANAR UN CERTIFICADO DE REGALO DE $200*

Nombre: _____

Teléfono: (____) _____ Correo electrónico: _____

¿Podemos comunicarnos con usted en el futuro para invitarlo a participar en encuestas o grupos focales? ☐ Sí ☐ No

*Los empleados de SamTrans y sus dependientes, junto con directores, consultores, contratistas y miembros del CAC no son elegibles. SamTrans respeta su privacidad: no compartiremos su información ni la utilizaremos para identificar las respuestas de la encuesta.
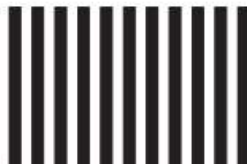
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samTrans

Estimado pasajero de SamTrans,

Por favor, complete esta encuesta y cuéntenos cómo lo estamos haciendo. Puede entrar en un sorteo para ganar un **certificado de regalo de $200** completando la información opcional en el final de esta encuesta.

Devolver la encuesta completada al encuestador a bordo o complételo en línea en: www.samtranssurvey.com.

CUÉNTANOS SOBRE TUS VIAJES CON SAMTRANS

1. ¿Cuánto tiempo llevas utilizando SamTrans?
- ☐ 6 meses o menos
- ☐ 7 – 11 meses
- ☐ 1 – 3 años
- ☐ Más de 3 años

2. ¿Con qué frecuencia viajas en SamTrans?
- ☐ 6-7 días/semana
- ☐ 5 días/semana
- ☐ 4 días/semana
- ☐ 3 días/semana
- ☐ 2 días/semana
- ☐ 1 día/semana
- ☐ 1 – 3 días/mes
- ☐ Menos de una vez al mes

CUÉNTANOS SOBRE ESTE VIAJE

3. ¿Cuál es el motivo principal por el que viajas con SamTrans? (Selecciona hasta dos opciones)
- ☐ Sin coche/No conduzco
- ☐ Evitar el tráfico
- ☐ Falta de/costo de Estacionamiento
- ☐ Relajarse/Capacidad para hacer otras cosas (leer, dormir, etc.)
- ☐ Ayuda al medio ambiente
- ☐ Más rápido que otras opciones
- ☐ Ahorro dinero (gas, desgaste del vehículo)
- ☐ Otro (especificar): _____

4. ¿Qué tipo de billete/tarjeta utilizaste (hoy)?
- ☐ Billete de ida/efectivo
- ☐ Pase diario/efectivo
- ☐ Clipper: efectivo
- ☐ Clipper: Pase mensual
- ☐ Clipper: pase Way-2Go
- ☐ Joven sin límites
- ☐ Otro (especificar): _____

5. ¿Vienes desde casa en este viaje?
- ☐ Sí
- ☐ No

Identificación de ruta: _____

6. ¿Cuál es el objetivo principal de su viaje hoy?
(Marque solo UNA)
- ☐ Trabajo
- ☐ Escuela
- ☐ Social o recreativo _____
- ☐ Compras
- ☐ Otro (especificar): _____

7a. ¿Cómo llegó A LA parada de autobús donde SE MONTÓ en este autobús?

- ☐ Caminé todo el camino
- ☐ En bicicleta
- ☐ Bicicleta eléctrica
- ☐ Otro autobús de SamTrans
- ☐ BART
- ☐ Tren de Caltrain
- ☐ Muni
- ☐ VTA
- ☐ Transporte gratuito
- ☐ Me dejó el coche
- ☐ Otro (especificar):
  _____

7b. ¿Cómo llegará DESDE este autobús a su destino final?

- ☐ Caminé todo el camino
- ☐ En Bicicleta
- ☐ Bicicleta eléctrica
- ☐ Otro autobús de SamTrans
- ☐ BART
- ☐ Tren de Caltrain
- ☐ Muni
- ☐ VTA
- ☐ Transporte gratuito
- ☐ Ser recogido en coche
- ☐ Otro (especificar):
  _____

8. Incluyendo este autobús, ¿cuántos autobuses SamTrans en total utilizará para realizar este viaje de ida?
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4+

¿CÓMO LO ESTAMOS HACIENDO?

9. Encierre en un círculo el número que mejor refleje su calificación del servicio de SamTrans, donde: 5 = Muy satisfecho y 1 = Muy insatisfecho. Si la pregunta no se aplica a su caso, marque NA en No aplicable.

	Muy Insatisfecho			Muy Satisfecho		N/A
a. Rendimiento puntual	1	2	3	4	5	☐
b. Frecuencia de autobuses	1	2	3	4	5	☐
c. Las rutas van a donde quiero ir	1	2	3	4	5	☐
d. Comunicación de cambios de ruta	1	2	3	4	5	☐
e. Amabilidad del Centro de Atención al cliente (800-660-4287)	1	2	3	4	5	☐
f. Experiencia general con SamTrans	1	2	3	4	5	☐

TRANSFERS

10. ¿Estaría dispuesto a cambiar de autobús a otro de SamTrans o a cambiar más de autobús de los que utiliza actualmente si…?
(seleccione todas las que correspondan)
- ☐ significó un viaje más corto en general
- ☐ había más comodidades en los centros de transferencia.
- ☐ las áreas de espera eran más cómodas y seguras.
- ☐ los autobuses llegaban con más frecuencia
- ☐ otro (especificar): _____
- ☐ nada pudo hacerme transferir (más)

POR FAVOR, CUÉNTENOS SOBRE USTED

Sus respuestas son confidenciales y se utilizarán únicamente con fines estadísticos.

11. ¿Posee o tiene acceso a un automóvil?   ☐ Sí   ☐ No

12. ¿Cuántas personas viven en su hogar? _____

13. ¿Es usted?
- ☐ Femenino
- ☐ Masculino
- ☐ No binario
- ☐ Transgénero
- ☐ Otro (especificar): _____

14. Categoría de edad:
- ☐ Menor de 13 años
- ☐ 13 – 18
- ☐ 19 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 años o más

15. Origen racial y étnico: (marque TODAS las opciones que correspondan)
- ☐ Negro/afroamericano
- ☐ Chino
- ☐ Filipino
- ☐ Hispano/Latino
- ☐ Vietnamita
- ☐ Blanco/caucásico
- ☐ Otro (especificar): _____

16. ¿Código postal de su domicilio? ____ ____ ____ ____

17. Ingresos anuales del hogar:
- ☐ Menos de $10,000 al año
- ☐ $10,000 - $24,999
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $69.999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125.000 - $149.999
- ☐ $150,000 o más

18. Situación laboral actual:
- ☐ Empleado a tiempo completo (35 o más horas por semana)
- ☐ Empleado a tiempo parcial (menos de 35 horas por semana)
- ☐ Estudiante
- ☐ Jubilado
- ☐ Desempleados
- ☐ Otro (especificar): _____

19. ¿Qué tan bien habla usted inglés?
- ☐ Muy bien
- ☐ Bien
- ☐ No muy bien
- ☐ Nada

20. En tu casa se habla inglés:
- ☐ Muy bien
- ☐ Bien
- ☐ No muy bien
- ☐ Nada

21. ¿Qué idiomas se hablan habitualmente en tu casa?
- ☐ Inglés
- ☐ Español
- ☐ Mandarín
- ☐ Cantonés
- ☐ Tagalo
- ☐ Vietnamita
- ☐ Hindi u otro idioma indio
- ☐ Otro (especificar): _____

COREY, CANAPARY & GALANIS

22. 您在哪裡上網?
- ☐ 無法上網
- ☐ 家
- ☐ 工作場所
- ☐ 手機
- ☐ 其他行動裝置
  （平板電腦、電子閱讀器等）
- ☐ 圖書館/學校/公共區域
- ☐ 其他（請註明）：＿＿＿＿＿＿

23. 您在哪裡取得巴士時刻表或即時發車資訊?
- ☐ 紙本時間表
- ☐ Google 地圖
- ☐ Transit 移動應用程式
- ☐ 其他行動應用程式
- ☐ www.samtrans.com
- ☐ 511
- ☐ SamTrans 客服
  （1-800-660-4287）
- ☐ 其他（請註明）：＿＿＿＿

24. 您獲取當地新聞和活動的主要來源是什麼?
- ☐ 報紙
- ☐ 收音機
- ☐ 電視新聞
- ☐ 網站
- ☐ 社群媒體（請註明）：＿＿＿＿＿＿＿
- ☐ 應用程式（請說明）：＿＿＿＿＿＿＿
- ☐ 其他（請註明）：＿＿＿＿＿＿＿

對 SAMTRANS 的意見或建議

＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

感謝您完成本次調查! 請將其退還給測量員，在線填寫，或在收到後兩週內郵寄。如果郵寄、折疊並用膠帶粘貼，*請勿使用訂書釘。*

參加贏取價值 200 美元的禮券*

姓名：＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

電話：(＿＿＿)＿＿＿＿＿＿ 郵箱：＿＿＿＿＿＿＿

我們將來可以就參與調查或焦點小組的事宜與您聯繫嗎?
- ☐ 是
- ☐ 否

*SamTrans 員工及其家屬以及董事、顧問、承包商和 CAC 成員不符合資格。SamTrans 尊重您的隱私 – 我們不會分享您的訊息，也不會使用它來識別調查回复。

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SAMTRANS
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SAN CARLOS CA 94070-9927

samTrans

親愛的 SamTrans 乘客,

請完成這項調查並告訴我們我們的情況。您可以填寫以下內容參加抽獎活動，贏取價值 **200 美元**的禮券本調查末尾的可選資訊。

將完成的量測結果返回給測量員
或線上完成：www.samtranssurvey.com。

請告訴我們您的 SAMTRANS 行程

1. 您搭乘 SamTrans 有多久了?
- ☐ 6 個月或更短
- ☐ 7 – 11 個月
- ☐ 1 – 3 年
- ☐ 3 年以上

2. 您乘坐 SamTrans 的頻率大約是多少?
- ☐ 6-7 天/週
- ☐ 5 天/週
- ☐ 4 天/週
- ☐ 3 天/週
- ☐ 2 天/週
- ☐ 1 天/週
- ☐ 1 – 3 天/月
- ☐ 每月少於一次

請告訴我們關於這行程行的信息

3. 您搭乘 SamTrans 的主要原因是什麼? （最多可選擇兩項）
- ☐ 沒有車/不開車
- ☐ 避開交通擁堵
- ☐ 缺乏停車位/停車費
- ☐ 放鬆/有時間做其他事情事情（閱讀、睡覺等）
- ☐ 環保
- ☐ 比其他選項更快
- ☐ 省錢（汽油、汽車磨損）
- ☐ 其他（註明）＿＿＿＿＿＿
  ＿＿＿＿＿＿＿＿＿＿

4. 您（今天）使用什麼類型的票/卡?
- ☐ 單程票/現金
- ☐ 日票/現金
- ☐ Clipper: 現金
- ☐ Clipper: 月票
- ☐ Clipper: Way-2Go Pass
- ☐ Youth Unlimited
- ☐ 其他（註明）＿＿＿＿＿

5. 你是不是坐這趟回家?
- ☐ 是
- ☐ 否

路線編號：＿＿＿＿＿＿＿

6. 您今天此行的主要目的是什麼？

（僅勾選一項）
- ☐ 工作
- ☐ 學校
- ☐ 社交或娛樂
- ☐ 購物
- ☐ 其他（請註明）：_____

7a.您如何**到**達搭乘這輛巴士的巴士站？

7b.您將如何**從**這輛巴士到達您的最終目的地？

7a	7b
☐ 一路走來	☐ 一路走來
☐ 騎自行車	☐ 騎自行車
☐ 電動自行車（電動）	☐ 電動自行車（電動）
☐ 另一輛 SamTrans 巴士	☐ 另一輛 SamTrans 巴士
☐ BART	☐ BART
☐ Caltrain	☐ Caltrain
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ 免費班車	☐ 免費班車
☐ 被車送去	☐ 被車送去
☐ 其他（請註明）：_____	☐ 其他（請註明）：_____

8. 包括這輛巴士在內，您**總共**將乘坐多少輛 **SamTrans** 巴士來完成這趟**單程**？
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4+

我們做得怎麼樣？

9.圈出最能反映您對 SamTrans 服務評級的數位，其中：5=非常滿意，1=非常不滿意。 如果問題不適用於您，請勾選 "不適用"。

	非常不滿意 → 非常滿意					不適用
a. 準時	1	2	3	4	5	☐
b. 巴士班次	1	2	3	4	5	☐
c. 路線去我想去的地方	1	2	3	4	5	☐
d. 路線變更的通知	1	2	3	4	5	☐
e. 客服中心的幫助(800-660-4287)	1	2	3	4	5	☐
f. SamTrans 的整體體驗	1	2	3	4	5	☐

換乘

10.您願意換乘另一輛 SamTrans 巴士，或者換乘比現在更多的巴士，如果……

（選擇所有適用項）
- ☐ 這意味著總行程更短
- ☐ 換乘中心有更多的便利設施
- ☐ 等候區更舒適、更安全
- ☐ 公共汽車來得更頻繁了
- ☐ 其他（註明）_____
- ☐ 沒有什麼能讓我轉學（更多）

請告訴我們你的情況

您的回復是保密的，僅用於統計目的。

11. 您擁有或有權使用汽車？ ☐ 有 ☐ 沒有

12. 您家有幾個人？ _____

13. 您的性別是
- ☐ 女
- ☐ 男
- ☐ 非二元
- ☐ 跨性別
- ☐ 其他（註明）：_____

14. 年齡：
- ☐ 13 歲以下
- ☐ 13 – 18
- ☐ 19 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 歲或以上

15. 種族與民族背景：（請勾選所有適用項）
- ☐ 黑人/非裔美國人
- ☐ 中國人
- ☐ 菲律賓人
- ☐ 西班牙裔/拉丁裔
- ☐ 越南人
- ☐ 白人/高加索人
- ☐ 其他（註明）：_____

16. 家的郵遞區號？ ___ ___ ___ ___ ___

17. 家庭年收入：
- ☐ 低於$10,000 /年
- ☐ $10,000 - $24,999
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $69,999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 - $149,999
- ☐ $150,000 或以上

18. 當前就業狀況：
- ☐ 全職工作（每週 35 小時或以上）
- ☐ 兼職工作（每週少於 35 小時）
- ☐ 學生
- ☐ 退休
- ☐ 失業者
- ☐ 其他（請註明）：_____

19. 你英語說得怎麼樣？
- ☐ 很好
- ☐ 好
- ☐ 不好
- ☐ 一點也不會說

20. 你家裡說的是英語：
- ☐ 很好
- ☐ 好
- ☐ 不好
- ☐ 一點也不會說

21. 您家常使用哪些語言？
- ☐ 英文
- ☐ 西班牙語
- ☐ 國語
- ☐ 粵語
- ☐ 他加祿語
- ☐ 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

Five interviewers worked on the 2024 SamTrans Triennial. The training session for interviewers was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 16, 2024. Field interviewing was conducted from Tuesday, September 17, 2024, through Thursday, November 21, 2024.

On each day of fieldwork, interviewers were assigned specific SamTrans routes to survey during their shift. Interviewer schedules provided run-specific information for each route. Upon arrival at the starting bus stop for the first run, interviewers boarded the next SamTrans bus on their assigned route and began distributing questionnaires. In most cases, 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 or completed later online, as well as 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 shortly after shift completion. Editing, coding, and inputting were done as the questionnaires were returned. Standard office procedures were used in spot checking and validating the work of the editors, coders, and data entry staff.

COREY, CANAPARY & GALANIS

SAMPLING

Sampling

A total of 3,248 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.63% (at the 95% confidence level). The sampling on the study was designed to achieve a cross section of riders using 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). On RidePlus HMB and RidePlus EPA, drivers distributed questionnaires to riders, and these were included in CC&G's processing and the reporting of results.

Each surveyor shift was designed so a surveyor covered multiple scheduled runs. 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, route geography was also considered, ensuring a diverse and well represented selection of routes from Coast, Northern, Central, Southern, and Multi-region/Express divisions.

About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. Segmentation groupings are shown below.

Group	Definition (average # of riders/day)	March 2024 Ridership/day	Share based on ridership	Proposed survey target range
Highly traveled routes	2,500 or more riders per day	21,277	71%	60% (range 55%-65%)
Moderately traveled routes	900-2,499 riders per day	4,979	17%	25% (range 20%-30%)
Lightly traveled routes	Fewer than 899 riders per day	3,594	12%	15% (range 10%-20%)
	Totals	29,850		

On the following pages is a chart which shows every route which may be surveyed, and its designation both in terms of sampling category as well as geography:

ROUTE NAME	SAMPLING	GEOGRAPHY
10	LIGHT	COAST
12	LIGHT	COAST
14	LIGHT	COAST
15	LIGHT	COAST
18	LIGHT	COAST
19	LIGHT	COAST
24	LIGHT	NORTH
25	LIGHT	NORTH
28	LIGHT	NORTH
29	LIGHT	NORTH
30	LIGHT	NORTH
35	LIGHT	NORTH
37	LIGHT	NORTH
40	LIGHT	NORTH
41	LIGHT	NORTH
42	LIGHT	COAST
46	MODERATE	NORTH
49	LIGHT	NORTH
50	LIGHT	MID
54	LIGHT	MID
56	LIGHT	MID
57	LIGHT	MID
58	LIGHT	MID
59	LIGHT	MID
60	MODERATE	MID
61	LIGHT	MID
62	LIGHT	MID
67	MODERATE	MID
68	MODERATE	MID
72	LIGHT	MID
73	LIGHT	MID
78	LIGHT	MID
79	LIGHT	MID
81	LIGHT	SOUTH
82	LIGHT	SOUTH
83	LIGHT	SOUTH
85	LIGHT	SOUTH
86	LIGHT	SOUTH
87	LIGHT	SOUTH
88	LIGHT	SOUTH
110	MODERATE	COAST
112	MODERATE	COAST
117	MODERATE	COAST
120	HIGH	NORTH

ROUTE NAME	SAMPLING	GEOGRAPHY
121	HIGH	NORTH
122	HIGH	NORTH
138	LIGHT	NORTH
141	MODERATE	NORTH
142	LIGHT	NORTH
250	MODERATE	MID
251	LIGHT	MID
260	LIGHT	MID
270	LIGHT	MID
276	LIGHT	SOUTH
278	MODERATE	MID
280	LIGHT	SOUTH
281	MODERATE	SOUTH
292	HIGH	MULTI
294	LIGHT	MULTI
295	LIGHT	MID
397	LIGHT	MULTI
130/130B	HIGH	NORTH
296/296O	HIGH	SOUTH
53/53P	LIGHT	MID
CSM	LIGHT	MULTI
ECR/ECRO	HIGH	MULTI
EPX	LIGHT	MULTI
FCX	LIGHT	MULTI
PCX	LIGHT	MULTI
RIDEPLUS COAST	LIGHT	COAST
RIDEPLUS SOUTH	LIGHT	SOUTH
SKY	LIGHT	MULTI

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 all major geographical regions of San Mateo County. A random selection process can result in an unpredictable and non-diversified selection. 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 2024. The data was then weighted by route according to total ridership. Ridership figures on the two-digit routes (school/community routes) were weighted as a group (as many of these routes serve primarily under-13s and thus were not considered for surveying). In addition, because of the number of new routes in the category, lettered multi-region routes were also weighted as a group.

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 2024, and the weight factor applied to surveys collected on the route.

Route	AVG DAILY RIDERSHIP Sept/Oct/Nov 2024		Collected Onboard Sept/Oct/Nov 2024		
	#	%	#	%	Weight Factor
School/Community Routes	3,924	12.1%	192	5.9%	0.998083333
Lettered Routes (other than ECR)	424	1.3%	93	2.9%	1.012817204
On Demand	15	0.0%	15	0.5%	1.082666667
110	881	2.7%	206	6.3%	0.993320388
112	242	0.7%	68	2.1%	1.003058824
117	312	1.0%	41	1.3%	1.029853659
120	4,207	12.9%	339	10.4%	1.006017699
121	1,290	4.0%	85	2.6%	0.993505882
122	1,468	4.5%	141	4.3%	0.990524823
130	3,013	9.3%	235	7.2%	0.995131915
138	5	0.0%	0	0.0%	0
141	544	1.7%	72	2.2%	0.992444444
142	77	0.2%	12	0.4%	1.082666667
250	1,004	3.1%	194	6.0%	1.004536082
251	215	0.7%	32	1.0%	1.015
260	162	0.5%	28	0.9%	1.044
270	113	0.3%	27	0.8%	0.96237037
276	120	0.4%	13	0.4%	0.999384615
278	448	1.4%	47	1.4%	0.967489362
280	132	0.4%	50	1.5%	0.9744
281	713	2.2%	98	3.0%	0.994285714
292	2,773	8.5%	209	6.4%	0.994602871
294	124	0.4%	38	1.2%	1.025684211
295	184	0.6%	27	0.8%	0.96237037
296	1,408	4.3%	105	3.2%	0.989866667
397	168	0.5%	15	0.5%	1.082666667
ECR	8,564	26.3%	866	26.7%	1.001404157
Total	**32,530**	**100.0%**	**3,248**	**100.0%**	

Appendix C:
EDITING AND CODING PROCEDURES

COREY, CANAPARY & GALANIS

EDITING AND CODING

This section outlines editing, and coding procedures utilized on the 2024 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, 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."

Q21 (Languages spoken at home) and Q20 (English proficiency at home). If a respondent did not check *English* in Q21 but indicated in Q20 that English was spoken *very well* or *well* in their home, editing was accomplished by selecting *English* in Q21.

Other - Specify Responses
- For questions which had an *other – 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 (Q7a), 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 (Q6), 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.

2024 SamTrans Triennial Customer Survey
Code Sheet – Comment Code Frequencies

	(Base =738)	
	#	%
General Compliments ....[	214]	29%
Schedules – frequency...	[148]	20%
On-Time Performance / Reliability / Speed	[104]	14%
Personnel – including driving safety, driving skills	[81]	11%
Routes – include additional / extend/more stops	[52]	7%
Bus Cleanliness – interior and exterior	[31]	4%
Fares and Fare Policy	[26]	4%
Enforcement / Security Issues	[23]	3%
Bus Stop Amenities/Condition /Cleanliness	[22]	3%
Crowding/Seat Availability	[20]	3%
Homeless Issues	[17]	2%
Bus Features/Amenities..	[13]	2%
Other Comments	[12]	2%
App/Phone/Website/Internet	[12]	2%
Delay Information/Service Announcements/Updates	[10]	1%
Next Bus/Signage/Printed Schedules	[9]	1%
Transit Connections/Transfers	[5]	1%
Bus Condition/Comfort Of The Ride..	[4]	1%
AC/Temperature Control..	[3]	<1%
Lost and Found	[2]	<1%
Survey Comments..	[1]	<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 <u>or</u> negative. A compilation of the actual comments has been compiled in a separate report.