

Connecticut DOT Customer Experience (CX) Action Plan

Online Survey Results Summary

Appendix IV | Data by Question

Starting on the next page are the response breakdowns for each question in each module of the survey.

DS1 Data includes respondents who answered one or more full module and has a higher number of responses (~4,500) but less detail (no place types).

DS3 Data includes respondents who provided a mode (bus, rail, ADA) and zip code located in Connecticut that fell into the place types identified during focus groups recruitment (urban, suburban, rural). Additional zip codes were added to original focus group zip codes to better capture rural bus riders, and urban, suburban, and rural ADA riders. This dataset has a lower number of responses (~1,500) but more specific data.

After the launch of the survey on May 5, 2022, edits were made to the questions in this section, specifically to questions regarding Wi-fi. A glitch in tool that arose from those edits resulted in responses to the question “Having reliable Wi-fi on the vehicle is important to me” not being recorded in the response database. Prior to those edits, respondents that had answered previous questions about Wi-fi indicated that it was important to them.

Trip Planning

When you are planning to make a trip, what have you experienced?

I am able to find all the information for my entire trip in one place

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	993	78%	525	75%	88	72%	1606	77%
Disagree	277	22%	177	25%	35	28%	489	23%
Total	1270		702		123		2095	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	86	83%	109	84%	169	76%	16	84%	380	80%
Disagree	17	17%	21	16%	54	24%	3	16%	95	20%
Total	103		130		223		19		475	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	214	76%	30	86%	50	78%	294	77%
Disagree	69	24%	5	14%	14	22%	88	23%
Total	283		35		64		382	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	31	94%	12	75%	2	29%	45	80%
Disagree	2	6%	4	25%	5	71%	11	20%
Total	33		16		7		56	

When you are planning to make a trip, what have you experienced?
 Transit planning apps (e.g., Google Transit or Transit App) are easy to use

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	981	82%	497	77%	85	74%	1563	80%
Disagree	219	18%	152	23%	30	26%	401	20%
Total	1200		649		115		1964	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	81	83%	103	87%	172	84%	17	89%	373	85%
Disagree	17	17%	15	13%	32	16%	2	11%	66	15%
Total	98		118		204		19		439	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	210	82%	22	81%	43	77%	275	81%
Disagree	47	18%	5	19%	13	23%	65	19%
Total	257		27		56		340	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	21	72%	14	88%	2	40%	37	74%
Disagree	8	28%	2	13%	3	60%	13	26%
Total	29		16		5		50	

When you are planning to make a trip, what have you experienced?

Transit provider websites are easy to navigate

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	916	76%	461	69%	68	62%	1445	73%
Disagree	286	24%	206	31%	42	38%	534	27%
Total	1202		667		110		1979	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	74	77%	97	79%	167	79%	18	95%	356	79%
Disagree	22	23%	26	21%	44	21%	1	5%	93	21%
Total	96		123		211		19		449	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	190	70%	24	73%	36	61%	250	69%
Disagree	81	30%	9	27%	23	39%	113	31%
Total	271		33		59		363	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	21	78%	12	71%	1	17%	34	68%
Disagree	6	22%	5	29%	5	83%	16	32%
Total	27		17		6		50	

When you are planning to make a trip, what have you experienced?
 Schedule information is readily available

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1043	83%	542	79%	78	74%	1663	81%
Disagree	212	17%	148	21%	28	26%	388	19%
Total	1255		690		106		2051	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	89	83%	110	87%	192	86%	20	87%	411	86%
Disagree	18	17%	17	13%	30	14%	3	13%	68	14%
Total	107		127		222		23		479	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	232	83%	29	85%	52	83%	313	83%
Disagree	48	17%	5	15%	11	17%	64	17%
Total	280		34		63		377	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	25	83%	12	80%	4	80%	41	82%
Disagree	5	17%	3	20%	1	20%	9	18%
Total	30		15		5		50	

When you are planning to make a trip, what have you experienced?
 I want real-time information about the vehicle

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1094	90%	571	87%	92	77%	1757	88%
Disagree	124	10%	88	13%	27	23%	239	12%
Total	1218		659		119		1996	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	86	90%	121	95%	192	93%	20	91%	419	93%
Disagree	10	10%	6	5%	15	7%	2	9%	33	7%
Total	96		127		207		22		452	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	249	94%	35	100%	55	95%	339	95%
Disagree	15	6%		0%	3	5%	18	5%
Total	264		35		58		357	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	25	86%	11	61%	8	100%	44	80%
Disagree	4	14%	7	39%		0%	11	20%
Total	29		18		8		55	

When you are planning to make a trip, what have you experienced?
 Finding information on fares is easy

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1012	82%	520	77%	88	74%	1620	80%
Disagree	228	18%	152	23%	31	26%	411	20%
Total	1240		672		119		2031	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	82	83%	111	87%	181	82%	18	82%	392	84%
Disagree	17	17%	17	13%	39	18%	4	18%	77	16%
Total	99		128		220		22		469	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	213	79%	31	86%	48	77%	292	80%
Disagree	56	21%	5	14%	14	23%	75	20%
Total	269		36		62		367	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	26	81%	15	88%	4	67%	45	82%
Disagree	6	19%	2	12%	2	33%	10	18%
Total	32		17		6		55	

When you are planning to make a trip, what have you experienced?
 Knowing how crowded a vehicle typically is would be helpful

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1010	83%	537	80%	91	77%	1638	82%
Disagree	207	17%	134	20%	27	23%	368	18%
Total	1217		671		118		2006	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	89	86%	112	90%	172	83%	16	84%	389	86%
Disagree	15	14%	12	10%	34	17%	3	16%	64	14%
Total	104		124		206		19		453	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	228	84%	29	88%	53	85%	310	85%
Disagree	42	16%	4	12%	9	15%	55	15%
Total	270		33		62		365	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	23	74%	18	95%	4	80%	45	82%
Disagree	8	26%	1	5%	1	20%	10	18%
Total	31		19		5		55	

When you are planning to make a trip, what have you experienced?
 If I drive and park, the availability and price of parking is easy to find

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	560	70%	364	63%	58	66%	982	67%
Disagree	240	30%	215	37%	30	34%	485	33%
Total	800		579		88		1467	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	36	65%	41	67%	78	71%	14	93%	169	70%
Disagree	19	35%	20	33%	32	29%	1	7%	72	30%
Total	55		61		110		15		241	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	124	55%	16	57%	36	67%	176	57%
Disagree	102	45%	12	43%	18	33%	132	43%
Total	226		28		54		308	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	9	53%	6	55%	1	100%	16	55%
Disagree	8	47%	5	45%	0	0%	13	45%
Total	17		11		1		29	

For Paratransit, ADA, or Dial-a-Ride services:
The reservation process to book my trip is easy

DS1 | At least one full module | ~4,300 respondents

	Paratransit	%
Agree	118	91%
Disagree	11	9%
Total	129	

DS3 | Place Type | ~1,500 respondents

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	37	95%	15	79%	7	100%	59	91%
Disagree	2	5%	4	21%		0%	6	9%
Total	39		19		7		65	

For Paratransit, ADA, or Dial-a-Ride services:

The hours of operation of the reservation center meet my needs

DS1 | At least one full module | ~4,300 respondents

	Paratransit	%
Agree	111	90%
Disagree	13	10%
Total	124	

DS3 | Place Type | ~1,500 respondents

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	34	92%	15	83%	3	50%	52	85%
Disagree	3	8%	3	17%	3	50%	9	15%
Total	37		18		6		61	

For Paratransit, ADA, or Dial-a-Ride services:

I currently have the option to reserve my trip through a mobile app or online

DS1 | At least one full module | ~4,300 respondents

	Paratransit	%
Agree	82	70%
Disagree	35	30%
Total	117	

DS3 | Place Type | ~1,500 respondents

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	22	71%	11	69%	4	57%	37	69%
Disagree	9	29%	5	31%	3	43%	17	31%
Total	31		16		7		54	

For Paratransit, ADA, or Dial-a-Ride services:

I would prefer to make my reservation through a mobile app or online

DS1 | At least one full module | ~4,300 respondents

	Paratransit	%
Agree	86	74%
Disagree	30	26%
Total	116	

DS3 | Place Type | ~1,500 respondents

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	24	73%	13	76%	3	50%	40	71%
Disagree	9	27%	4	24%	3	50%	16	29%
Total	33		17		6		56	

Fares

How would you evaluate the fares you typically pay?

My fare is...

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Inexpensive	271	22%	85	14%	18	16%	374	19%
Reasonable	831	67%	405	65%	77	70%	1313	66%
Too Expensive	143	11%	136	22%	15	14%	294	15%
Total	1245		626		110		1981	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Inexpensive	30	28%	21	16%	38	17%	7	32%	96	20%
Reasonable	64	60%	94	70%	153	68%	13	59%	324	67%
Too Expensive	12	11%	20	15%	33	15%	2	9%	67	14%
Total	106		135		224		22		487	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Inexpensive	28	10%	3	9%	10	16%	41	11%
Reasonable	162	60%	25	74%	38	60%	225	62%
Too Expensive	78	29%	6	18%	15	24%	99	27%
Total	268		34		63		365	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Inexpensive	5	13%	2	13%	1	12%	8	13%
Reasonable	25	63%	12	75%	7	88%	44	69%
Too Expensive	10	25%	2	13%	0	0%	12	19%
Total	40		16		8		64	

How would you evaluate the ease of paying?

It is easy to figure out how much my fare costs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1076	85%	576	85%	96	85%	1748	85%
Disagree	188	15%	105	15%	17	15%	310	15%
Total	1264		681		113		2058	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	91	89%	122	89%	193	85%	18	95%	424	87%
Disagree	11	11%	15	11%	34	15%	1	5%	61	13%
Total	102		137		227		19		485	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	254	87%	30	83%	59	88%	343	87%
Disagree	39	13%	6	17%	8	12%	53	13%
Total	293		36		67		396	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	36	97%	15	88%	9	100%	60	95%
Disagree	1	3%	2	12%	0	0%	3	5%
Total	37		17		9		63	

How would you evaluate the ease of paying?

Purchasing my fare is easy

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1050	84%	572	86%	81	74%	1703	84%
Disagree	195	16%	97	14%	29	26%	321	16%
Total	1245		669		110		2024	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	86	83%	121	88%	191	85%	18	95%	416	86%
Disagree	17	17%	16	12%	35	15%	1	5%	69	14%
Total	103		137		226		19		485	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	264	92%	33	85%	62	93%	359	91%
Disagree	24	8%	6	15%	5	7%	35	9%
Total	288		39		67		394	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	26	76%	15	83%	9	100%	50	82%
Disagree	8	24%	3	17%	0	0%	11	18%
Total	34		18		9		61	

How would you evaluate the ease of paying?

It is important that I can pay cash on the bus or train

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	911	76%	283	49%	66	65%	1260	67%
Disagree	294	24%	300	51%	36	35%	630	33%
Total	1205		583		102		1890	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	69	69%	99	76%	165	77%	13	76%	346	75%
Disagree	31	31%	32	24%	49	23%	4	24%	116	25%
Total	100		131		214		17		462	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	100	39%	16	53%	29	57%	145	43%
Disagree	154	61%	14	47%	22	43%	190	57%
Total	254		30		51		335	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	22	67%	11	73%	5	71%	38	69%
Disagree	11	33%	4	27%	2	29%	17	31%
Total	33		15		7		55	

How would you evaluate the ease of paying?

I am able to purchase my fare from a mobile app or online

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	850	79%	573	90%	69	73%	1492	83%
Disagree	226	21%	65	10%	25	27%	316	17%
Total	1076		638		94		1808	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	65	78%	92	79%	138	78%	15	88%	310	78%
Disagree	18	22%	25	21%	40	22%	2	12%	85	22%
Total	83		117		178		17		395	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	260	96%	34	92%	60	95%	354	95%
Disagree	12	4%	3	8%	3	5%	18	5%
Total	272		37		63		372	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	18	62%	12	80%	5	100%	35	71%
Disagree	11	38%	3	20%	0	0%	14	29%
Total	29		15		5		49	

How would you evaluate the ease of paying?

I prefer to purchase my fare from a mobile app or online

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	824	75%	507	80%	74	75%	1405	76%
Disagree	280	25%	128	20%	25	25%	433	24%
Total	1104		635		99		1838	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	68	77%	82	68%	141	73%	12	75%	303	72%
Disagree	20	23%	38	32%	53	27%	4	25%	115	28%
Total	88		120		194		16		418	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	221	82%	33	89%	57	89%	311	84%
Disagree	50	18%	4	11%	7	11%	61	16%
Total	271		37		64		372	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	23	72%	11	85%	5	71%	39	75%
Disagree	9	28%	2	15%	2	29%	13	25%
Total	32		13		7		52	

How would you evaluate the ease of paying?

Paying my fare is convenient

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1055	86%	563	85%	73	67%	1691	85%
Disagree	172	14%	97	15%	36	33%	305	15%
Total	1227		660		109		1996	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	89	86%	121	88%	190	87%	16	84%	416	87%
Disagree	14	14%	16	12%	28	13%	3	16%	61	13%
Total	103		137		218		19		477	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	266	94%	33	87%	53	82%	352	91%
Disagree	18	6%	5	13%	12	18%	35	9%
Total	284		38		65		387	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	28	78%	12	67%	8	89%	48	76%
Disagree	8	22%	6	33%	1	11%	15	24%
Total	36		18		9		63	

How would you evaluate the ease of paying?
 The service for the fare I pay is a good value

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1038	85%	486	75%	75	68%	1599	81%
Disagree	184	15%	163	25%	35	32%	382	19%
Total	1222		649		110		1981	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	93	89%	115	86%	187	85%	14	82%	409	86%
Disagree	12	11%	19	14%	32	15%	3	18%	66	14%
Total	105		134		219		17		475	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	201	73%	31	89%	46	71%	278	74%
Disagree	75	27%	4	11%	19	29%	98	26%
Total	276		35		65		376	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	25	68%	11	65%	9	100%	45	71%
Disagree	12	32%	6	35%	0	0%	18	29%
Total	37		17		9		63	

Rail Station or Bus Stop

How do you get to your bus stop or train station?

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Walk	915	67%	223	31%	34	23%	1172	52%
Bike	110	8%	84	11%	27	19%	221	10%
Taxi/ Uber/ Lyft	201	15%	137	19%	43	30%	381	17%
Drive	118	9%	259	35%	21	14%	398	18%
Other	18	1%	28	4%	20	14%	66	3%
Total	1362		731		145		2238	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Walk	85	84%	123	91%	192	81%	11	50%	411	83%
Bike	6	6%	1	1%	11	5%	1	5%	19	4%
Taxi/ Uber /Lyft	3	3%	6	4%	12	5%	3	14%	24	5%
Drive	4	4%	3	2%	18	8%	7	32%	32	6%
Other	3	3%	2	1%	3	1%	0	0%	8	2%
Total	101		135		236		22		494	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Walk	71	26%	12	35%	18	30%	101	27%
Bike	17	6%	6	18%	6	10%	29	8%
Taxi/Uber/Lyft	26	9%	3	9%	10	17%	39	11%
Drive	149	54%	12	35%	21	35%	182	49%
Other	12	4%	1	3%	5	8%	18	5%
Total	275		34		60		369	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Walk	11	29%	5	31%	4	40%	20	31%
Bike	7	18%	2	13%	2	20%	11	17%
Taxi/Uber/Lyft	5	13%	3	19%	1	10%	9	14%
Drive	2	5%	1	6%	1	10%	4	6%
Other	13	34%	5	31%	2	20%	20	31%
Total	38		16		10		64	

Please tell us about your primary rail station or bus stop
 There is a shelter at my stop/station

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	745	56%	652	85%	86	67%	1483	67%
Disagree	576	44%	116	15%	43	33%	735	33%
Total	1321		768		129		2218	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	45	46%	52	41%	105	47%	12	57%	214	46%
Disagree	52	54%	74	59%	120	53%	9	43%	255	54%
Total	97		126		225		21		469	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	268	90%	30	86%	56	84%	354	88%
Disagree	31	10%	5	14%	11	16%	47	12%
Total	299		35		67		401	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	16	62%	11	79%	5	63%	32	67%
Disagree	10	38%	3	21%	3	38%	16	33%
Total	26		14		8		48	

Please tell us about your primary rail station or bus stop
My stop/station is well marked with signs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1112	82%	633	82%	90	71%	1835	81%
Disagree	251	18%	142	18%	37	29%	430	19%
Total	1363		775		127		2265	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	88	84%	109	82%	186	78%	17	77%	400	80%
Disagree	17	16%	24	18%	54	23%	5	23%	100	20%
Total	105		133		240		22		500	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	88	84%	109	82%	186	78%	17	77%
Disagree	17	16%	24	18%	54	23%	5	23%
Total	105		133		240		22	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	23	82%	9	60%	5	71%	37	74%
Disagree	5	18%	6	40%	2	29%	13	26%
Total	28		15		7		50	

Please tell us about your primary rail station or bus stop
I feel safe at my stop/station

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1051	79%	610	81%	85	69%	1746	79%
Disagree	284	21%	145	19%	38	31%	467	21%
Total	1335		755		123		2213	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	80	77%	107	81%	188	82%	17	74%	392	80%
Disagree	24	23%	25	19%	41	18%	6	26%	96	20%
Total	104		132		229		23		488	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	256	85%	33	92%	56	82%	345	85%
Disagree	45	15%	3	8%	12	18%	60	15%
Total	301		36		68		405	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	22	81%	12	86%	4	57%	38	79%
Disagree	5	19%	2	14%	3	43%	10	21%
Total	27		14		7		48	

Please tell us about your primary rail station or bus stop
The lighting is good

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	990	76%	589	79%	80	68%	1659	77%
Disagree	317	24%	153	21%	38	32%	508	23%
Total	1307		742		118		2167	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	78	76%	91	71%	156	72%	17	77%	342	72%
Disagree	25	24%	38	29%	62	28%	5	23%	130	28%
Total	103		129		218		22		472	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	233	80%	29	91%	54	87%	316	82%
Disagree	57	20%	3	9%	8	13%	68	18%
Total	290		32		62		384	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	20	74%	9	69%	5	63%	34	71%
Disagree	7	26%	4	31%	3	38%	14	29%
Total	27		13		8		48	

Please tell us about your primary rail station or bus stop
 The schedule for the service is posted

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	734	57%	544	73%	75	62%	1353	63%
Disagree	565	43%	198	27%	46	38%	809	37%
Total	1299		742		121		2162	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	51	51%	62	48%	92	43%	15	68%	220	47%
Disagree	49	49%	67	52%	124	57%	7	32%	247	53%
Total	100		129		216		22		467	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	212	73%	29	85%	48	74%	289	74%
Disagree	77	27%	5	15%	17	26%	99	26%
Total	289		34		65		388	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	11	46%	9	64%	4	50%	24	52%
Disagree	13	54%	5	36%	4	50%	22	48%
Total	24		14		8		46	

Please tell us about your primary rail station or bus stop
 There is an electronic, real-time information sign

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	663	53%	555	74%	75	62%	1293	61%
Disagree	596	47%	194	26%	46	38%	836	39%
Total	1259		749		121		2129	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	44	45%	42	36%	85	41%	9	47%	180	41%
Disagree	53	55%	74	64%	124	59%	10	53%	261	59%
Total	97		116		209		19		441	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	227	76%	26	84%	39	60%	292	74%
Disagree	73	24%	5	16%	26	40%	104	26%
Total	300		31		65		396	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	13	50%	6	55%	4	50%	23	51%
Disagree	13	50%	5	45%	4	50%	22	49%
Total	26		11		8		45	

Please tell us about your primary rail station or bus stop
There is a ticket vending machine

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	625	51%	573	77%	76	63%	1274	61%
Disagree	590	49%	169	23%	44	37%	803	39%
Total	1215		742		120		2077	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	33	38%	46	43%	75	39%	11	55%	165	41%
Disagree	54	62%	62	57%	116	61%	9	45%	241	59%
Total	87		108		191		20		406	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	234	81%	31	89%	42	67%	307	79%
Disagree	55	19%	4	11%	21	33%	80	21%
Total	289		35		63		387	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	18	67%	6	46%	4	67%	28	61%
Disagree	9	33%	7	54%	2	33%	18	39%
Total	27		13		6		46	

Please tell us about your primary rail station or bus stop
My stop/station is well-maintained

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	831	67%	585	77%	79	68%	1495	70%
Disagree	415	33%	174	23%	38	32%	627	30%
Total	1246		759		117		2122	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	50	54%	81	64%	133	65%	15	68%	279	63%
Disagree	43	46%	45	36%	72	35%	7	32%	167	37%
Total	93		126		205		22		446	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	237	79%	28	82%	54	82%	319	80%
Disagree	63	21%	6	18%	12	18%	81	20%
Total	300		34		66		400	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	19	70%	10	71%	5	83%	34	72%
Disagree	8	30%	4	29%	1	17%	13	28%
Total	27		14		6		47	

Please tell us about your primary rail station or bus stop
 There are customer service personnel at my stop/station

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	576	49%	374	52%	73	60%	1023	51%
Disagree	610	51%	343	48%	49	40%	1002	49%
Total	1186		717		122		2025	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	32	36%	38	36%	68	36%	10	56%	148	37%
Disagree	58	64%	67	64%	119	64%	8	44%	252	63%
Total	90		105		187		18		400	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	106	38%	13	42%	26	41%	145	39%
Disagree	170	62%	18	58%	37	59%	225	61%
Total	276		31		63		370	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	13	52%	5	38%	3	50%	21	48%
Disagree	12	48%	8	62%	3	50%	23	52%
Total	25		13		6		44	

Please tell us about your primary rail station or bus stop
The customer service personnel at my stop/station are helpful

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	600	68%	348	68%	71	62%	1019	68%
Disagree	277	32%	161	32%	43	38%	481	32%
Total	877		509		114		1500	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	40	65%	44	59%	72	63%	9	69%	165	62%
Disagree	22	35%	31	41%	43	37%	4	31%	100	38%
Total	62		75		115		13		265	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	97	66%	16	84%	22	65%	135	68%
Disagree	49	34%	3	16%	12	35%	64	32%
Total	146		19		34		199	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	13	59%	9	64%	3	60%	25	61%
Disagree	9	41%	5	36%	2	40%	16	39%
Total	22		14		5		41	

Please tell us about your primary rail station or bus stop
 Food and beverages are located near the stop/station

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	750	64%	485	68%	77	68%	1312	66%
Disagree	423	36%	226	32%	37	32%	686	34%
Total	1173		711		114		1998	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	43	49%	62	60%	112	62%	12	75%	229	59%
Disagree	44	51%	42	40%	68	38%	4	25%	158	41%
Total	87		104		180		16		387	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	170	63%	18	60%	39	62%	227	63%
Disagree	100	37%	12	40%	24	38%	136	37%
Total	270		30		63		363	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	16	64%	9	69%	5	83%	30	68%
Disagree	9	36%	4	31%	1	17%	14	32%
Total	25		13		6		44	

Please tell us about your primary rail station or bus stop
 There is a place to store a bike near the stop/station

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	675	60%	482	75%	73	64%	1230	66%
Disagree	443	40%	159	25%	41	36%	643	34%
Total	1118		641		114		1873	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	40	47%	48	52%	88	50%	10	63%	186	50%
Disagree	45	53%	44	48%	88	50%	6	38%	183	50%
Total	85		92		176		16		369	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	188	81%	21	75%	39	66%	248	78%
Disagree	44	19%	7	25%	20	34%	71	22%
Total	232		28		59		319	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	13	62%	8	73%	4	80%	25	68%
Disagree	8	38%	3	27%	1	20%	12	32%
Total	21		11		5		37	

Schedule and Frequency

Thinking about the trips you take on transit each week, please indicate your experience.

The frequency of service in the peak periods (7-9 AM and 4-6 PM) meet my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1081	80%	519	70%	95	73%	1695	76%
Disagree	277	20%	220	30%	36	27%	533	24%
Total	1358		739		131		2228	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	94	90%	105	80%	191	83%	18	78%	408	83%
Disagree	11	10%	27	20%	38	17%	5	22%	81	17%
Total	105		132		229		23		489	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	186	67%	25	69%	40	65%	251	67%
Disagree	93	33%	11	31%	22	35%	126	33%
Total	279		36		62		377	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	29	81%	11	73%	5	83%	45	79%
Disagree	7	19%	4	27%	1	17%	12	21%
Total	36		15		6		57	

Thinking about the trips you take on transit each week, please indicate your experience.
The frequency of service in the off-peak periods meets my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	883	69%	453	63%	93	69%	1429	67%
Disagree	405	31%	263	37%	42	31%	710	33%
Total	1288		716		135		2139	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	64	65%	83	67%	150	69%	18	75%	315	68%
Disagree	34	35%	41	33%	67	31%	6	25%	148	32%
Total	98		124		217		24		463	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	175	64%	19	56%	30	52%	224	61%
Disagree	98	36%	15	44%	28	48%	141	39%
Total	273		34		58		365	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	29	81%	12	75%	7	88%	48	80%
Disagree	7	19%	4	25%	1	13%	12	20%
Total	36		16		8		60	

Thinking about the trips you take on transit each week, please indicate your experience.
The frequency of service on weekends meets my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	751	61%	416	64%	88	69%	1255	62%
Disagree	488	39%	231	36%	39	31%	758	38%
Total	1239		647		127		2013	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	54	55%	65	49%	113	55%	13	65%	245	54%
Disagree	44	45%	68	51%	93	45%	7	35%	212	46%
Total	98		133		206		20		457	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	150	66%	19	63%	28	55%	197	64%
Disagree	76	34%	11	37%	23	45%	110	36%
Total	226		30		51		307	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	29	83%	9	56%	4	50%	42	71%
Disagree	6	17%	7	44%	4	50%	17	29%
Total	35		16		8		59	

On weekdays

Service doesn't begin early enough for my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	525	40%	277	40%	63	47%	865	41%
Disagree	777	60%	414	60%	70	53%	1261	59%
Total	1302		691		133		2126	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	25	24%	49	37%	63	29%	9	41%	146	31%
Disagree	78	76%	82	63%	151	71%	13	59%	324	69%
Total	103		131		214		22		470	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	77	30%	17	49%	17	29%	111	31%
Disagree	184	70%	18	51%	41	71%	243	69%
Total	261		35		58		354	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	17	47%	5	36%	4	50%	26	45%
Disagree	19	53%	9	64%	4	50%	32	55%
Total	36		14		8		58	

On Weekdays

Service doesn't run late enough for my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	659	51%	325	46%	68	54%	1052	49%
Disagree	642	49%	379	54%	58	46%	1079	51%
Total	1301		704		126		2131	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	41	40%	61	47%	113	53%	10	42%	225	48%
Disagree	61	60%	70	53%	101	47%	14	58%	246	52%
Total	102		131		214		24		471	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	98	38%	22	63%	23	39%	143	40%
Disagree	163	62%	13	37%	36	61%	212	60%
Total	261		35		59		355	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	16	47%	5	38%	5	56%	26	46%
Disagree	18	53%	8	62%	4	44%	30	54%
Total	34		13		9		56	

On weekends

Service doesn't begin early enough for my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	614	52%	257	42%	65	50%	936	48%
Disagree	578	48%	356	58%	65	50%	999	52%
Total	1192		613		130		1935	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	35	38%	59	48%	95	47%	9	50%	198	46%
Disagree	56	62%	65	52%	106	53%	9	50%	236	54%
Total	91		124		201		18		434	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	59	30%	15	48%	16	33%	90	32%
Disagree	141	71%	16	52%	32	67%	189	68%
Total	200		31		48		279	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	13	39%	7	44%	4	57%	24	43%
Disagree	20	61%	9	56%	3	43%	32	57%
Total	33		16		7		56	

On weekends

Service doesn't run late enough for my needs

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	727	61%	315	51%	56	45%	1098	57%
Disagree	468	39%	305	49%	68	55%	841	43%
Total	1195		620		124		1939	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	54	58%	84	66%	128	64%	10	53%	276	63%
Disagree	39	42%	43	34%	72	36%	9	47%	163	37%
Total	93		127		200		19		439	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	84	41%	24	77%	24	48%	132	46%
Disagree	121	59%	7	23%	26	52%	154	54%
Total	205		31		50		286	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	12	40%	8	50%	4	50%	24	44%
Disagree	18	60%	8	50%	4	50%	30	56%
Total	30		16		8		54	

Boarding and Exiting the Vehicle

Please evaluate your experience getting on and off your vehicle

The vehicle is accessible

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1204	93%	638	88%	109	83%	1951	91%
Disagree	97	7%	83	12%	23	17%	203	9%
Total	1301		721		132		2154	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	104	94%	130	97%	223	97%	21	95%	478	96%
Disagree	7	6%	4	3%	6	3%	1	5%	18	4%
Total	111		134		229		22		496	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	262	95%	30	94%	59	91%	351	94%
Disagree	14	5%	2	6%	6	9%	22	6%
Total	276		32		65		373	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	32	94%	17	94%	9	100%	58	95%
Disagree	2	6%	1	6%	0	0%	3	5%
Total	34		18		9		61	

Please evaluate your experience getting on and off your vehicle
 It is easy to get on and off the vehicle

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1169	90%	626	87%	103	81%	1898	88%
Disagree	131	10%	96	13%	24	19%	251	12%
Total	1300		722		127		2149	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	102	93%	120	90%	221	95%	20	91%	463	93%
Disagree	8	7%	13	10%	11	5%	2	9%	34	7%
Total	110		133		232		22		497	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	262	94%	32	97%	61	90%	355	93%
Disagree	18	6%	1	3%	7	10%	26	7%
Total	280		33		68		381	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	29	88%	15	83%	7	88%	51	86%
Disagree	4	12%	3	17%	1	13%	8	14%
Total	33		18		8		59	

Please evaluate your experience getting on and off your vehicle
Getting on the vehicle or train takes too long

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	359	29%	183	26%	47	38%	589	29%
Disagree	862	71%	521	74%	77	62%	1460	71%
Total	1221		704		124		2049	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	25	25%	24	19%	31	15%	3	14%	83	18%
Disagree	77	75%	101	81%	170	85%	19	86%	367	82%
Total	102		125		201		22		450	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	34	12%	6	19%	11	17%	51	14%
Disagree	244	88%	26	81%	55	83%	325	86%
Total	278		32		66		376	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	6	21%	4	22%	3	33%	13	24%
Disagree	22	79%	14	78%	6	67%	42	76%
Total	28		18		9		55	

Please evaluate your experience getting on and off your vehicle
Getting off the vehicle or train takes too long

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	344	28%	186	27%	46	38%	576	28%
Disagree	868	72%	511	73%	75	62%	1454	72%
Total	1212		697		121		2030	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	19	19%	24	19%	30	15%	5	24%	78	17%
Disagree	82	81%	102	81%	172	85%	16	76%	372	83%
Total	101		126		202		21		450	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	38	14%	8	25%	6	9%	52	14%
Disagree	236	86%	24	75%	61	91%	321	86%
Total	274		32		67		373	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	4	14%	5	29%	4	44%	13	24%
Disagree	25	86%	12	71%	5	56%	42	76%
Total	29		17		9		55	

Please evaluate your experience getting on and off your vehicle
 After riding transit, how do you get to your final destination?

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Walk	1015	77%	408	55%	40	31%	1463	67%
Bike	97	7%	104	14%	39	30%	240	11%
Taxi/Uber/Lyft	155	12%	128	17%	39	30%	322	15%
Other	46	4%	105	14%	13	10%	164	7%
Total	1313		745		131		2189	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Walk	94	85%	121	90%	205	88%	17	85%	437	88%
Bike	8	7%	2	1%	10	4%	1	5%	21	4%
Taxi/Uber/Lyft	4	4%	8	6%	12	5%	2	10%	26	5%
Other	4	4%	4	3%	5	2%	0	0%	13	3%
Total	110		135		232		20		497	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Walk	179	62%	21	66%	40	59%	240	62%
Bike	16	6%	2	6%	7	10%	25	6%
Taxi/Uber/Lyft	34	12%	4	13%	9	13%	47	12%
Other	61	21%	5	16%	12	18%	78	20%
Total	290		32		68		390	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Walk	16	50%	5	29%	6	60%	27	46%
Bike	3	9%	4	24%	1	10%	8	14%
Taxi/Uber/Lyft	6	19%	3	18%	2	20%	11	19%
Other	7	22%	5	29%	1	10%	13	22%
Total	32		17		10		59	

Please evaluate your experience getting on and off your vehicle
 It is convenient to reach my final destination

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1111	85%	617	83%	93	72%	1821	84%
Disagree	196	15%	127	17%	36	28%	359	16%
Total	1307		744		129		2180	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	86	80%	118	87%	201	88%	21	95%	426	86%
Disagree	22	20%	17	13%	28	12%	1	5%	68	14%
Total	108		135		229		22		494	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	253	86%	26	84%	55	80%	334	85%
Disagree	40	14%	5	16%	14	20%	59	15%
Total	293		31		69		393	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	26	87%	12	71%	10	100%	48	84%
Disagree	4	13%	5	29%	0	0%	9	16%
Total	30		17		10		57	

Please evaluate your experience getting on and off your vehicle
I feel safe traveling to my final destination

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	1117	88%	596	81%	109	87%	1822	86%
Disagree	153	12%	139	19%	16	13%	308	14%
Total	1270		735		125		2130	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	90	85%	120	90%	198	90%	20	91%	428	89%
Disagree	16	15%	13	10%	22	10%	2	9%	53	11%
Total	106		133		220		22		481	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	245	84%	31	97%	51	77%	327	84%
Disagree	47	16%	1	3%	15	23%	63	16%
Total	292		32		66		390	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	27	96%	17	89%	9	90%	53	93%
Disagree	1	4%	2	11%	1	10%	4	7%
Total	28		19		10		57	

On Board

After the launch of the survey on May 5, 2022, edits were made to the questions in this section, specifically to questions regarding Wi-fi. A glitch in tool that arose from those edits resulted in responses to the question “Having reliable Wi-fi on the vehicle is important to me” not being recorded in the response database. Prior to those edits, respondents that had answered previous questions about Wi-fi indicated that it was important to them.

Thinking about the trips you take on transit each week, please indicate your experience.

The vehicle is clean

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	817	76%	380	86%	28	88%	1225	79%
Disagree	257	24%	64	14%	4	13%	325	21%
Total	1074		444		32		1550	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	73	74%	85	71%	144	73%	12	71%	314	73%
Disagree	25	26%	35	29%	53	27%	5	29%	118	27%
Total	98		120		197		17		432	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	191	85%	24	89%	39	81%	254	85%
Disagree	34	15%	3	11%	9	19%	46	15%
Total	225		27		48		300	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	28	90%	12	80%	5	83%	45	87%
Disagree	3	10%	3	20%	1	17%	7	13%
Total	31		15		6		52	

Thinking about the trips you take on transit each week, please indicate your experience.
The restrooms on rail cars are clean

DS1 | At least one full module | ~4,300 respondents

	Rail	%
Agree	228	51%
Disagree	135	30%
Total	447	

DS3 | Place Type | ~1,500 respondents

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	112	58%	10	59%	20	54%	142	57%
Disagree	82	42%	7	41%	17	46%	106	43%
Total	194		17		37		248	

Thinking about the trips you take on transit each week, please indicate your experience.
 The seats are comfortable

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	823	78%	324	74%	20	74%	1167	77%
Disagree	230	22%	113	26%	7	26%	350	23%
Total	1053		437		27		1517	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	74	75%	96	83%	155	82%	12	71%	337	80%
Disagree	25	25%	19	17%	35	18%	5	29%	84	20%
Total	99		115		190		17		421	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	167	76%	19	70%	34	74%	220	74%
Disagree	54	24%	8	30%	12	26%	74	25%
Total	221		27		46		294	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	23	82%	10	77%	3	75%	36	80%
Disagree	5	18%	3	23%	1	25%	9	20%
Total	28		13		4		45	

Thinking about the trips you take on transit each week, please indicate your experience.
There is good lighting

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	957	91%	408	93%	24	83%	1389	92%
Disagree	93	9%	30	7%	5	17%	128	8%
Total	1050		438		29		1517	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	95	93%	107	93%	180	93%	16	89%	398	93%
Disagree	7	7%	8	7%	13	7%	2	11%	30	7%
Total	102		115		193		18		428	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	214	97%	21	78%	46	96%	281	95%
Disagree	7	3%	6	22%	2	4%	15	5%
Total	221		27		48		296	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	28	93%	9	69%	5	100%	42	88%
Disagree	2	7%	4	31%	0	0%	6	13%
Total	30		13		5		48	

Thinking about the trips you take on transit each week, please indicate your experience.
 Heating and air conditioning work well

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	943	88%	382	88%	21	66%	1346	88%
Disagree	125	12%	53	12%	11	34%	189	12%
Total	1068		435		32		1535	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	90	91%	101	86%	180	91%	17	100%	388	90%
Disagree	9	9%	16	14%	18	9%	0	0%	43	10%
Total	99		117		198		17		431	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	200	90%	19	83%	43	90%	262	89%
Disagree	23	10%	4	17%	5	10%	32	11%
Total	223		23		48		294	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	26	90%	10	67%	5	83%	41	82%
Disagree	3	10%	5	33%	1	17%	9	18%
Total	29		15		6		50	

Thinking about the trips you take on transit each week, please indicate your experience.
 I feel safe on my vehicle

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	882	85%	403	90%	28	90%	1313	86%
Disagree	159	15%	44	10%	3	10%	206	14%
Total	1041		447		31		1519	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	81	84%	96	84%	164	85%	16	94%	357	85%
Disagree	16	16%	18	16%	28	15%	1	6%	63	15%
Total	97		114		192		17		420	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	211	93%	26	96%	41	84%	278	92%
Disagree	15	7%	1	4%	8	16%	24	8%
Total	226		27		49		302	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	26	90%	11	92%	5	83%	42	89%
Disagree	3	10%	1	8%	1	17%	5	11%
Total	29		12		6		47	

Thinking about the trips you take on transit each week, please indicate your experience.
Stops are automatically announced

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	705	70%	346	79%	10	67%	1061	73%
Disagree	299	30%	90	21%	5	33%	394	27%
Total	1004		436		15		1455	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	65	66%	72	65%	116	67%	10	83%	263	67%
Disagree	33	34%	39	35%	57	33%	2	17%	131	33%
Total	98		111		173		12		394	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	178	80%	16	67%	41	87%	235	80%
Disagree	44	20%	8	33%	6	13%	58	20%
Total	222		24		47		293	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	10	67%	5	56%	1	50%	16	62%
Disagree	5	33%	4	44%	1	50%	10	38%
Total	15		9		2		26	

Thinking about the trips you take on transit each week, please indicate your experience.
The bus operator or train conductor is professional

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	907	86%	419	95%	21	72%	1347	89%
Disagree	145	14%	22	5%	8	28%	175	11%
Total	1052		441		29		1522	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	82	85%	99	85%	167	89%	15	83%	363	87%
Disagree	15	15%	17	15%	21	11%	3	17%	56	13%
Total	97		116		188		18		419	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	218	97%	26	96%	49	100%	293	98%
Disagree	6	3%	1	4%	0	0%	7	2%
Total	224		27		49		300	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	24	83%	10	83%	5	100%	39	85%
Disagree	5	17%	2	17%	0	0%	7	15%
Total	29		12		5		46	

Thinking about the trips you take on transit each week, please indicate your experience.
The bus operator or train conductor is helpful

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Agree	901	88%	408	94%	25	93%	1334	90%
Disagree	128	12%	25	6%	2	7%	155	10%
Total	1029		433		27		1489	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Agree	84	88%	105	89%	156	87%	14	82%	359	88%
Disagree	11	12%	13	11%	24	13%	3	18%	51	12%
Total	95		118		180		17		410	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Agree	210	95%	25	96%	49	100%	284	96%
Disagree	10	5%	1	4%	0	0%	11	4%
Total	220		26		49		295	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Agree	27	93%	10	83%	5	100%	42	91%
Disagree	2	7%	2	17%	0	0%	4	9%
Total	29		12		5		46	

Reliability

How would you rate the reliability of your trips?

My vehicle arrives at my boarding location on-time:

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Every trip	315	22%	179	22%	37	25%	531	22%
Most of the time	921	64%	502	63%	91	61%	1514	63%
Occasionally	170	12%	105	13%	21	14%	296	12%
Never	33	2%	10	1%	1	1%	44	2%
Total	1439		796		150		2385	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Every trip	25	22%	20	14%	46	19%	3	14%	94	18%
Most of the time	71	62%	100	71%	159	67%	16	76%	346	67%
Occasionally	15	13%	16	11%	31	13%	2	10%	64	12%
Never	4	3%	5	4%	3	1%	0	0%	12	2%
Total	115		141		239		21		516	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Every trip	51	17%	10	25%	15	22%	76	18%
Most of the time	209	69%	25	63%	40	60%	274	67%
Occasionally	39	13%	4	10%	11	16%	54	13%
Never	6	2%	1	3%	1	1%	8	2%
Total	305		40		67		412	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Every trip	10	22%	2	11%	3	38%	15	21%
Most of the time	30	67%	10	56%	5	63%	45	63%
Occasionally	5	11%	6	33%	0	0%	11	15%
Never	0	0%	0	0%	0	0%	0	0%
Total	45		18		8		71	

How would you rate the reliability of your trips?

My trip gets to my destination on-time:

DS1 | At least one full module | ~4,300 respondents

	Bus	%	Rail	%	Paratransit	%	Total	%
Every trip	321	22%	163	21%	35	23%	519	22%
Most of the time	936	65%	512	64%	89	59%	1537	64%
Occasionally	27	2%	10	1%		0%	37	2%
Never	157	11%	110	14%	27	18%	294	12%
Total	1441		795		151		2387	

DS3 | Place Type | ~1,500 respondents

BUS	Urban Local 1	%	Urban Local 2	%	Suburban	%	Rural	%	Total	%
Every trip	28	24%	23	16%	50	21%	4	19%	105	20%
Most of the time	70	61%	96	68%	167	70%	13	62%	346	67%
Occasionally	5	4%	4	3%	2	1%	1	5%	12	2%
Never	12	10%	18	13%	21	9%	3	14%	54	10%
Total	115		141		240		21		517	

RAIL	Rail 1	%	Rail 2	%	Rail 3	%	Total	%
Every trip	50	16%	7	18%	15	22%	72	17%
Most of the time	208	68%	31	78%	45	67%	284	69%
Occasionally	6	2%	1	3%	1	1%	8	2%
Never	43	14%	1	3%	6	9%	50	12%
Total	307		40		67		414	

ADA	Urban	%	Suburban	%	Rural	%	Total	%
Every trip	11	24%	4	22%	2	22%	17	24%
Most of the time	29	64%	11	61%	6	67%	46	64%
Occasionally	0	0%	0	0%	0	0%	0	0%
Never	5	11%	3	17%	1	11%	9	13%
Total	45		18		9		72	

